

Institutional Summary
Scales: In Order of Importance

| Scale | Western Technical College | | | 6041: Instructional Asst | | | 3029: IT - Computer Support | | | 3037: IT - Network Systems | | | 3041: IT - Web & Software | | |
|--|---------------------------|--------------|------|--------------------------|--------------|-------|-----------------------------|--------------|-------|----------------------------|--------------|-------|---------------------------|--------------|------|
| | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap |
| Instructional Effectiveness | 6.34 | 5.77 | 0.57 | 6.74 | 6.63 | 0.11 | 6.35 | 6.15 | 0.20 | 5.80 | 5.75 | 0.05 | 6.23 | 5.17 | 1.06 |
| Academic Advising/ Counseling | 6.27 | 5.69 | 0.58 | 6.65 | 6.52 | 0.13 | 6.11 | 5.92 | 0.19 | 5.64 | 5.88 | -0.24 | 6.23 | 5.57 | 0.66 |
| Concern for the Individual | 6.26 | 5.69 | 0.57 | 6.68 | 6.46 | 0.22 | 6.39 | 6.03 | 0.36 | 5.69 | 5.81 | -0.12 | 6.25 | 5.26 | 0.99 |
| Registration Effectiveness | 6.25 | 5.73 | 0.52 | 6.73 | 6.45 | 0.28 | 5.97 | 5.95 | 0.02 | 5.90 | 5.49 | 0.41 | 6.49 | 5.50 | 0.99 |
| Admissions and Financial Aid | 6.21 | 5.56 | 0.65 | 6.55 | 6.28 | 0.27 | 6.30 | 5.81 | 0.49 | 5.85 | 5.59 | 0.26 | 6.19 | 5.18 | 1.01 |
| Student Centeredness | 6.19 | 5.76 | 0.43 | 6.57 | 6.52 | 0.05 | 6.10 | 6.00 | 0.10 | 5.74 | 5.64 | 0.10 | 6.41 | 5.50 | 0.91 |
| Campus Climate | 6.16 | 5.70 | 0.46 | 6.68 | 6.56 | 0.12 | 6.02 | 5.91 | 0.11 | 5.69 | 5.73 | -0.04 | 6.11 | 5.33 | 0.78 |
| Academic Services | 6.14 | 5.75 | 0.39 | 6.59 | 6.55 | 0.04 | 5.72 | 6.19 | -0.47 | 5.62 | 5.78 | -0.16 | 6.34 | 5.25 | 1.09 |
| Service Excellence | 6.12 | 5.72 | 0.40 | 6.63 | 6.41 | 0.22 | 5.59 | 5.96 | -0.37 | 5.75 | 5.75 | 0.00 | 5.98 | 5.43 | 0.55 |
| Safety and Security | 6.07 | 5.27 | 0.80 | 6.68 | 6.29 | 0.39 | 5.79 | 5.66 | 0.13 | 5.10 | 5.60 | -0.50 | 6.22 | 5.04 | 1.18 |
| Campus Support Services | 5.84 | 5.51 | 0.33 | 6.37 | 6.41 | -0.04 | 5.10 | 5.58 | -0.48 | 5.50 | 5.85 | -0.35 | 6.12 | 5.14 | 0.98 |
| Responsiveness to Diverse Populations | | 5.72 | | | 6.58 | | | 6.00 | | | 5.59 | | | 5.50 | |

Institutional Summary
Items: In Order of Importance

| Item | Western Technical College | | | 6041: Instructional Asst | | | 3029: IT - Computer Support | | | 3037: IT - Network Systems | | | 3041: IT - Web & Software | | |
|--|---------------------------|--------------|------|--------------------------|--------------|-------|-----------------------------|--------------|-------|----------------------------|--------------|-------|---------------------------|--------------|------|
| | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap |
| 18. The quality of instruction I receive in most of my classes is excellent. | 6.50 | 5.74 | 0.76 | 6.50 | 6.38 | 0.12 | 6.67 | 6.11 | 0.56 | 5.86 | 5.43 | 0.43 | 6.13 | 5.63 | 0.50 |
| 58. Nearly all of the faculty are knowledgeable in their fields. | 6.47 | 6.04 | 0.43 | 6.86 | 6.71 | 0.15 | 6.67 | 6.67 | 0.00 | 6.29 | 6.14 | 0.15 | 6.57 | 5.86 | 0.71 |
| 15. I am able to register for classes I need with few conflicts. | 6.45 | 5.79 | 0.66 | 6.88 | 6.63 | 0.25 | 6.56 | 6.00 | 0.56 | 5.86 | 5.29 | 0.57 | 6.63 | 6.00 | 0.63 |
| 32. My academic advisor is knowledgeable about my program requirements. | 6.45 | 5.91 | 0.54 | 6.67 | 6.83 | -0.16 | 6.44 | 6.22 | 0.22 | 5.80 | 6.20 | -0.40 | 6.80 | 6.00 | 0.80 |
| 70. I am able to experience intellectual growth here. | 6.43 | 6.05 | 0.38 | 6.86 | 6.88 | -0.02 | 6.44 | 6.22 | 0.22 | 6.14 | 6.29 | -0.15 | 6.43 | 5.43 | 1.00 |
| 8. Classes are scheduled at times that are convenient for me. | 6.42 | 5.52 | 0.90 | 6.75 | 6.63 | 0.12 | 6.33 | 5.56 | 0.77 | 6.14 | 5.14 | 1.00 | 6.50 | 5.13 | 1.37 |
| 66. Program requirements are clear and reasonable. | 6.42 | 5.94 | 0.48 | 6.88 | 6.25 | 0.63 | 6.22 | 6.33 | -0.11 | 6.17 | 6.14 | 0.03 | 6.14 | 5.14 | 1.00 |
| 3. The quality of instruction in the vocational/technical programs is excellent. | 6.41 | 5.72 | 0.69 | 7.00 | 6.50 | 0.50 | 6.44 | 6.44 | 0.00 | 6.00 | 5.14 | 0.86 | 6.50 | 5.13 | 1.37 |
| 31. The campus is safe and secure for all students. | 6.41 | 5.94 | 0.47 | 7.00 | 6.71 | 0.29 | 6.25 | 5.63 | 0.62 | 5.83 | 6.17 | -0.34 | 6.86 | 5.86 | 1.00 |
| 6. My academic advisor is approachable. | 6.37 | 5.87 | 0.50 | 6.63 | 6.57 | 0.06 | 5.88 | 6.00 | -0.12 | 5.71 | 6.17 | -0.46 | 6.13 | 5.29 | 0.84 |
| 23. Faculty are understanding of students' unique life circumstances. | 6.37 | 5.64 | 0.73 | 6.38 | 6.38 | 0.00 | 6.67 | 6.11 | 0.56 | 5.86 | 5.29 | 0.57 | 6.43 | 4.43 | 2.00 |
| 29. Faculty are fair and unbiased in their treatment of individual students. | 6.37 | 5.76 | 0.61 | 6.57 | 6.43 | 0.14 | 6.50 | 6.13 | 0.37 | 5.83 | 6.33 | -0.50 | 6.43 | 5.14 | 1.29 |
| 69. There is a good variety of courses provided on this campus. | 6.35 | 5.97 | 0.38 | 6.50 | 6.88 | -0.38 | 5.89 | 6.33 | -0.44 | 5.57 | 5.86 | -0.29 | 6.00 | 5.86 | 0.14 |

Institutional Summary
Items: In Order of Importance

| Item | Western Technical College | | | 6041: Instructional Asst | | | 3029: IT - Computer Support | | | 3037: IT - Network Systems | | | 3041: IT - Web & Software | | |
|--|---------------------------|--------------|------|--------------------------|--------------|-------|-----------------------------|--------------|-------|----------------------------|--------------|-------|---------------------------|--------------|-------|
| | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap |
| 74. Campus: Registration reminders help me to register in a timely manner. | 6.35 | 5.94 | 0.41 | 6.75 | 6.13 | 0.62 | 6.44 | 6.00 | 0.44 | 6.00 | 6.00 | 0.00 | 5.86 | 5.50 | 0.36 |
| 7. Adequate financial aid is available for most students. | 6.34 | 5.53 | 0.81 | 6.71 | 6.29 | 0.42 | 6.38 | 5.57 | 0.81 | 6.00 | 5.29 | 0.71 | 6.00 | 5.00 | 1.00 |
| 46. Faculty provide timely feedback about student progress in a course. | 6.34 | 5.65 | 0.69 | 6.88 | 6.88 | 0.00 | 6.67 | 5.89 | 0.78 | 5.57 | 6.00 | -0.43 | 6.43 | 5.43 | 1.00 |
| 64. Nearly all classes deal with practical experiences and applications. | 6.33 | 5.84 | 0.49 | 6.63 | 6.38 | 0.25 | 6.33 | 6.22 | 0.11 | 5.86 | 5.57 | 0.29 | 6.00 | 5.57 | 0.43 |
| 52. This school does whatever it can to help me reach my educational goals. | 6.32 | 5.61 | 0.71 | 6.86 | 6.71 | 0.15 | 6.50 | 6.11 | 0.39 | 5.71 | 5.71 | 0.00 | 6.00 | 5.00 | 1.00 |
| 80. Campus: The communication I receive from the College makes me feel like I made a good choice in attending Western. | 6.31 | 5.87 | 0.44 | 7.00 | 6.88 | 0.12 | 6.67 | 6.11 | 0.56 | 6.00 | 6.00 | 0.00 | 6.00 | 5.71 | 0.29 |
| 13. Financial aid awards are announced to students in time to be helpful in college planning. | 6.30 | 5.28 | 1.02 | 6.71 | 5.71 | 1.00 | 6.38 | 6.00 | 0.38 | 6.00 | 5.14 | 0.86 | 5.83 | 5.00 | 0.83 |
| 36. Students are made to feel welcome on this campus. | 6.30 | 5.96 | 0.34 | 6.86 | 6.71 | 0.15 | 6.44 | 6.33 | 0.11 | 5.67 | 6.17 | -0.50 | 6.57 | 5.86 | 0.71 |
| 28. It is an enjoyable experience to be a student on this campus. | 6.29 | 5.78 | 0.51 | 6.57 | 6.71 | -0.14 | 6.22 | 6.00 | 0.22 | 5.50 | 5.33 | 0.17 | 6.43 | 5.43 | 1.00 |
| 68. On the whole, the campus is well-maintained. | 6.29 | 6.15 | 0.14 | 6.50 | 6.75 | -0.25 | 5.89 | 6.22 | -0.33 | 5.86 | 6.00 | -0.14 | 5.71 | 6.17 | -0.46 |
| 16. The college shows concern for students as individuals. | 6.28 | 5.58 | 0.70 | 6.63 | 6.38 | 0.25 | 6.44 | 6.00 | 0.44 | 5.71 | 5.57 | 0.14 | 6.38 | 5.00 | 1.38 |
| 42. The equipment in the lab facilities is kept up to date. | 6.28 | 5.59 | 0.69 | 6.17 | 6.00 | 0.17 | 6.67 | 6.13 | 0.54 | 5.86 | 5.86 | 0.00 | 6.43 | 5.00 | 1.43 |

Institutional Summary
Items: In Order of Importance

| Item | Western Technical College | | | 6041: Instructional Asst | | | 3029: IT - Computer Support | | | 3037: IT - Network Systems | | | 3041: IT - Web & Software | | |
|--|---------------------------|--------------|------|--------------------------|--------------|-------|-----------------------------|--------------|-------|----------------------------|--------------|-------|---------------------------|--------------|------|
| | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap |
| 61. Faculty are usually available after class and during office hours. | 6.28 | 5.89 | 0.39 | 6.88 | 7.00 | -0.12 | 6.22 | 6.33 | -0.11 | 5.71 | 5.71 | 0.00 | 6.00 | 6.00 | 0.00 |
| 65. Students are notified early in the term if they are doing poorly in a class. | 6.28 | 5.32 | 0.96 | 6.88 | 6.50 | 0.38 | 5.88 | 5.71 | 0.17 | 5.57 | 5.00 | 0.57 | 6.14 | 3.57 | 2.57 |
| 5. The personnel involved in registration are helpful. | 6.27 | 5.81 | 0.46 | 6.75 | 5.50 | 1.25 | 5.78 | 5.78 | 0.00 | 6.00 | 5.57 | 0.43 | 6.00 | 5.29 | 0.71 |
| 25. My academic advisor is concerned about my success as an individual. | 6.25 | 5.63 | 0.62 | 6.57 | 6.14 | 0.43 | 6.43 | 5.86 | 0.57 | 5.40 | 6.00 | -0.60 | 6.50 | 6.00 | 0.50 |
| 35. Policies and procedures regarding registration and course selection are clear and well-publicized. | 6.25 | 5.67 | 0.58 | 6.71 | 6.33 | 0.38 | 6.11 | 5.89 | 0.22 | 5.50 | 5.67 | -0.17 | 6.43 | 5.29 | 1.14 |
| 51. There are convenient ways of paying my school bill. | 6.25 | 5.74 | 0.51 | 6.83 | 6.71 | 0.12 | 6.33 | 6.11 | 0.22 | 5.71 | 5.83 | -0.12 | 6.57 | 6.00 | 0.57 |
| 78. Campus: Help is readily available to students whose grades fall below average | 6.25 | 5.45 | 0.80 | 7.00 | 6.63 | 0.37 | 5.67 | 6.20 | -0.53 | 6.00 | 5.60 | 0.40 | 6.50 | 4.20 | 2.30 |
| 22. People on this campus respect and are supportive of each other. | 6.23 | 5.75 | 0.48 | 6.88 | 6.75 | 0.13 | 6.44 | 6.56 | -0.12 | 5.71 | 6.14 | -0.43 | 5.88 | 5.50 | 0.38 |
| 41. Admissions staff are knowledgeable. | 6.23 | 5.80 | 0.43 | 6.50 | 6.50 | 0.00 | 6.50 | 5.75 | 0.75 | 5.86 | 6.00 | -0.14 | 6.20 | 6.00 | 0.20 |
| 87. Cost as factor in decision to enroll. | 6.23 | | | 6.25 | | | 7.00 | | | 6.57 | | | 5.14 | | |
| 27. The campus staff are caring and helpful. | 6.22 | 5.93 | 0.29 | 6.71 | 6.57 | 0.14 | 6.11 | 6.22 | -0.11 | 5.83 | 5.83 | 0.00 | 6.33 | 6.00 | 0.33 |
| 37. Faculty take into consideration student differences as they teach a course. | 6.22 | 5.56 | 0.66 | 6.75 | 6.63 | 0.12 | 6.56 | 5.67 | 0.89 | 5.57 | 6.00 | -0.43 | 6.29 | 4.71 | 1.58 |
| 62. Bookstore staff are helpful. | 6.22 | 6.15 | 0.07 | 6.75 | 6.63 | 0.12 | 5.00 | 6.13 | -1.13 | 6.43 | 5.71 | 0.72 | 6.29 | 6.00 | 0.29 |

Institutional Summary
Items: In Order of Importance

| Item | Western Technical College | | | 6041: Instructional Asst | | | 3029: IT - Computer Support | | | 3037: IT - Network Systems | | | 3041: IT - Web & Software | | |
|--|---------------------------|--------------|------|--------------------------|--------------|-------|-----------------------------|--------------|-------|----------------------------|--------------|-------|---------------------------|--------------|-------|
| | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap |
| 20. Financial aid counselors are helpful. | 6.21 | 5.53 | 0.68 | 6.29 | 6.33 | -0.04 | 6.43 | 5.83 | 0.60 | 5.86 | 5.43 | 0.43 | 6.75 | 5.50 | 1.25 |
| 34. Computer labs are adequate and accessible. | 6.21 | 5.81 | 0.40 | 6.67 | 6.50 | 0.17 | 5.44 | 6.67 | -1.23 | 5.83 | 6.17 | -0.34 | 6.71 | 5.14 | 1.57 |
| 39. The amount of student parking space on campus is adequate. | 6.21 | 4.44 | 1.77 | 6.50 | 5.75 | 0.75 | 6.63 | 6.13 | 0.50 | 5.29 | 4.83 | 0.46 | 6.83 | 3.17 | 3.66 |
| 47. There are adequate services to help me decide upon a career. | 6.21 | 5.75 | 0.46 | 6.75 | 6.50 | 0.25 | 6.13 | 6.00 | 0.13 | 5.86 | 6.14 | -0.28 | 6.20 | 5.40 | 0.80 |
| 2. Faculty care about me as an individual. | 6.20 | 5.76 | 0.44 | 7.00 | 6.75 | 0.25 | 6.33 | 6.00 | 0.33 | 5.71 | 5.14 | 0.57 | 6.25 | 5.00 | 1.25 |
| 45. This institution has a good reputation within the community. | 6.20 | 5.99 | 0.21 | 6.75 | 6.75 | 0.00 | 6.50 | 6.25 | 0.25 | 5.86 | 6.14 | -0.28 | 5.57 | 6.33 | -0.76 |
| 55. Academic support services adequately meet the needs of students. | 6.19 | 5.71 | 0.48 | 7.00 | 6.80 | 0.20 | 6.00 | 5.71 | 0.29 | 5.71 | 6.14 | -0.43 | 6.80 | 5.75 | 1.05 |
| 57. Administrators are approachable to students. | 6.18 | 5.75 | 0.43 | 6.57 | 6.43 | 0.14 | 5.71 | 5.86 | -0.15 | 5.86 | 5.71 | 0.15 | 7.00 | 6.00 | 1.00 |
| 76. Campus: The college helps me identify resources to finance my education | 6.18 | 5.50 | 0.68 | 6.63 | 6.25 | 0.38 | 6.11 | 5.44 | 0.67 | 5.86 | 5.71 | 0.15 | 5.86 | 5.00 | 0.86 |
| 14. Library resources and services are adequate. | 6.17 | 5.90 | 0.27 | 6.43 | 6.67 | -0.24 | 5.71 | 6.29 | -0.58 | 5.71 | 5.71 | 0.00 | 6.00 | 6.00 | 0.00 |
| 53. The assessment and course placement procedures are reasonable. | 6.17 | 5.74 | 0.43 | 6.71 | 6.71 | 0.00 | 6.13 | 5.63 | 0.50 | 5.29 | 6.00 | -0.71 | 6.14 | 4.71 | 1.43 |
| 73. Campus: The college provides effective support services to assist with transfer to a 4-year university | 6.17 | 5.67 | 0.50 | 6.71 | 6.00 | 0.71 | 5.33 | 6.00 | -0.67 | 5.80 | 5.00 | 0.80 | 7.00 | 6.00 | 1.00 |
| 12. My academic advisor helps me set goals to work toward. | 6.16 | 5.54 | 0.62 | 6.57 | 6.71 | -0.14 | 5.50 | 5.00 | 0.50 | 5.71 | 5.29 | 0.42 | 6.14 | 5.50 | 0.64 |

Institutional Summary
Items: In Order of Importance

| Item | Western Technical College | | | 6041: Instructional Asst | | | 3029: IT - Computer Support | | | 3037: IT - Network Systems | | | 3041: IT - Web & Software | | |
|--|---------------------------|--------------|------|--------------------------|--------------|-------|-----------------------------|--------------|-------|----------------------------|--------------|-------|---------------------------|--------------|-------|
| | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap |
| 48. Counseling staff care about students as individuals. | 6.16 | 5.74 | 0.42 | 6.57 | 6.57 | 0.00 | 6.25 | 6.17 | 0.08 | 5.71 | 6.14 | -0.43 | 5.71 | 5.50 | 0.21 |
| 54. Faculty are interested in my academic problems. | 6.16 | 5.63 | 0.53 | 6.86 | 6.86 | 0.00 | 5.78 | 6.22 | -0.44 | 5.57 | 5.57 | 0.00 | 6.00 | 4.86 | 1.14 |
| 60. Billing policies are reasonable. | 6.15 | 5.63 | 0.52 | 6.71 | 6.57 | 0.14 | 6.00 | 6.22 | -0.22 | 6.00 | 5.14 | 0.86 | 6.57 | 5.29 | 1.28 |
| 30. The career services office provides students with the help they need to get a job. | 6.14 | 5.59 | 0.55 | 6.40 | 6.25 | 0.15 | 5.86 | 5.71 | 0.15 | 5.80 | 5.50 | 0.30 | 6.00 | 5.33 | 0.67 |
| 43. Class change (drop/add) policies are reasonable. | 6.14 | 5.68 | 0.46 | 6.50 | 6.25 | 0.25 | 5.75 | 6.13 | -0.38 | 5.83 | 5.80 | 0.03 | 6.67 | 4.67 | 2.00 |
| 9. Internships or practical experiences are provided in my degree/certificate program. | 6.13 | 5.47 | 0.66 | 6.38 | 6.38 | 0.00 | 5.22 | 5.78 | -0.56 | 6.00 | 5.29 | 0.71 | 6.71 | 5.00 | 1.71 |
| 63. I seldom get the "run-around" when seeking information on this campus. | 6.13 | 5.59 | 0.54 | 6.63 | 6.75 | -0.12 | 5.75 | 5.63 | 0.12 | 5.50 | 5.83 | -0.33 | 6.00 | 5.14 | 0.86 |
| 40. My academic advisor is knowledgeable about the transfer requirements of other schools. | 6.11 | 5.50 | 0.61 | 6.71 | 6.14 | 0.57 | 5.67 | 6.00 | -0.33 | 5.33 | 5.80 | -0.47 | 6.75 | 6.33 | 0.42 |
| 21. There are a sufficient number of study areas on campus. | 6.10 | 5.81 | 0.29 | 6.75 | 6.63 | 0.12 | 5.78 | 6.11 | -0.33 | 5.43 | 5.29 | 0.14 | 6.33 | 4.50 | 1.83 |
| 24. Parking lots are well-lighted and secure. | 6.08 | 5.53 | 0.55 | 6.63 | 6.50 | 0.13 | 5.57 | 5.71 | -0.14 | 4.83 | 6.00 | -1.17 | 6.00 | 6.25 | -0.25 |
| 49. Admissions counselors respond to prospective students' unique needs and requests. | 6.07 | 5.66 | 0.41 | 6.57 | 6.71 | -0.14 | 6.14 | 5.57 | 0.57 | 5.57 | 5.86 | -0.29 | 6.75 | 5.33 | 1.42 |
| 67. Channels for expressing student complaints are readily available. | 6.07 | 5.34 | 0.73 | 6.71 | 6.43 | 0.28 | 5.22 | 5.25 | -0.03 | 5.86 | 5.80 | 0.06 | 5.50 | 4.00 | 1.50 |

Institutional Summary
Items: In Order of Importance

| Item | Western Technical College | | | 6041: Instructional Asst | | | 3029: IT - Computer Support | | | 3037: IT - Network Systems | | | 3041: IT - Web & Software | | |
|---|---------------------------|--------------|------|--------------------------|--------------|-------|-----------------------------|--------------|-------|----------------------------|--------------|-------|---------------------------|--------------|-------|
| | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap |
| 33. Admissions counselors accurately portray the campus in their recruiting practices. | 6.05 | 5.55 | 0.50 | 6.50 | 6.00 | 0.50 | 6.00 | 6.13 | -0.13 | 5.80 | 6.00 | -0.20 | 6.00 | 4.50 | 1.50 |
| 26. Library staff are helpful and approachable. | 6.04 | 5.82 | 0.22 | 6.43 | 6.57 | -0.14 | 5.25 | 6.33 | -1.08 | 5.50 | 5.60 | -0.10 | 6.17 | 5.80 | 0.37 |
| 56. The business office is open during hours which are convenient for most students. | 6.04 | 5.62 | 0.42 | 6.71 | 6.86 | -0.15 | 5.75 | 5.75 | 0.00 | 5.57 | 5.43 | 0.14 | 7.00 | 6.33 | 0.67 |
| 11. Security staff respond quickly in emergencies. | 6.02 | 5.21 | 0.81 | 7.00 | 6.60 | 0.40 | 5.57 | 5.33 | 0.24 | 4.50 | 5.50 | -1.00 | 5.83 | 4.67 | 1.16 |
| 71. Campus: I take classes in the summer term in order to graduate sooner. | 6.02 | 5.76 | 0.26 | 6.50 | 6.75 | -0.25 | 5.67 | 5.50 | 0.17 | 6.29 | 6.14 | 0.15 | 5.50 | 6.20 | -0.70 |
| 88. Financial aid as factor in decision to enroll. | 6.00 | | | 5.86 | | | 6.00 | | | 6.57 | | | 5.17 | | |
| 59. New student orientation services help students adjust to college. | 5.99 | 5.56 | 0.43 | 6.83 | 6.17 | 0.66 | 5.88 | 5.13 | 0.75 | 5.71 | 5.67 | 0.04 | 6.00 | 4.50 | 1.50 |
| 50. Tutoring services are readily available. | 5.97 | 5.57 | 0.40 | 6.71 | 6.57 | 0.14 | 5.13 | 6.00 | -0.87 | 5.29 | 5.67 | -0.38 | 6.00 | 4.83 | 1.17 |
| 89. Academic reputation as factor in decision to enroll. | 5.93 | | | 5.63 | | | 5.89 | | | 6.29 | | | 5.00 | | |
| 38. The student center is a comfortable place for students to spend their leisure time. | 5.91 | 5.71 | 0.20 | 6.57 | 6.86 | -0.29 | 4.71 | 5.86 | -1.15 | 5.43 | 6.00 | -0.57 | 6.40 | 6.00 | 0.40 |
| 1. Most students feel a sense of belonging here. | 5.87 | 5.57 | 0.30 | 6.13 | 6.38 | -0.25 | 5.50 | 5.56 | -0.06 | 5.86 | 5.29 | 0.57 | 6.00 | 5.13 | 0.87 |

Institutional Summary
Items: In Order of Importance

| Item | Western Technical College | | | 6041: Instructional Asst | | | 3029: IT - Computer Support | | | 3037: IT - Network Systems | | | 3041: IT - Web & Software | | |
|--|---------------------------|--------------|------|--------------------------|--------------|-------|-----------------------------|--------------|-------|----------------------------|--------------|-------|---------------------------|--------------|-------|
| | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap |
| 75. Campus: I have the opportunity to be involved in the community through a college activity or course. | 5.84 | 5.71 | 0.13 | 6.71 | 6.57 | 0.14 | 5.38 | 6.13 | -0.75 | 5.40 | 5.17 | 0.23 | 6.20 | 6.60 | -0.40 |
| 79. Campus: Effective support services are available for minority students. | 5.84 | 5.61 | 0.23 | 6.67 | 6.80 | -0.13 | 4.00 | 6.33 | -2.33 | 5.67 | 5.80 | -0.13 | 6.75 | 6.50 | 0.25 |
| 72. Campus: The Wellness Center meets my fitness needs. | 5.81 | 5.26 | 0.55 | 7.00 | 6.60 | 0.40 | 4.83 | 5.83 | -1.00 | 5.80 | 6.00 | -0.20 | 7.00 | 5.50 | 1.50 |
| 93. Geographic setting as factor in decision to enroll. | 5.76 | | | 5.63 | | | 5.44 | | | 6.00 | | | 5.29 | | |
| 19. This campus provides effective support services for displaced homemakers. | 5.74 | 5.25 | 0.49 | 6.80 | 6.75 | 0.05 | 3.67 | 5.67 | -2.00 | 5.25 | 6.00 | -0.75 | 6.00 | 4.00 | 2.00 |
| 17. Personnel in the Veterans' Services program are helpful. | 5.71 | 5.32 | 0.39 | 6.60 | 6.50 | 0.10 | 4.00 | 5.33 | -1.33 | 5.67 | 6.00 | -0.33 | 6.17 | 5.40 | 0.77 |
| 44. I generally know what's happening on campus. | 5.67 | 5.24 | 0.43 | 6.25 | 6.13 | 0.12 | 5.00 | 5.89 | -0.89 | 5.00 | 5.57 | -0.57 | 5.00 | 5.00 | 0.00 |
| 77. Campus: There is sufficient financial assistance for child care available to me. | 5.63 | 5.17 | 0.46 | 6.50 | 7.00 | -0.50 | 4.00 | 5.25 | -1.25 | 5.67 | 5.00 | 0.67 | 7.00 | 5.33 | 1.67 |
| 4. Security staff are helpful. | 5.58 | 5.19 | 0.39 | 6.38 | 6.00 | 0.38 | 4.88 | 5.33 | -0.45 | 4.83 | 5.40 | -0.57 | 5.57 | 5.40 | 0.17 |
| 95. Personalized attention prior to enrollment as factor in decision to enroll. | 5.56 | | | 5.29 | | | 4.50 | | | 5.86 | | | 4.86 | | |
| 94. Campus appearance as factor in decision to enroll. | 5.24 | | | 5.00 | | | 4.50 | | | 6.14 | | | 4.86 | | |
| 90. Size of institution as factor in decision to enroll. | 5.23 | | | 4.86 | | | 5.22 | | | 5.86 | | | 4.57 | | |

Institutional Summary
Items: In Order of Importance

| Item | Western Technical College | | | 6041: Instructional Asst | | | 3029: IT - Computer Support | | | 3037: IT - Network Systems | | | 3041: IT - Web & Software | | |
|--|---------------------------|--------------|-------|--------------------------|--------------|-------|-----------------------------|--------------|-------|----------------------------|--------------|-------|---------------------------|--------------|------|
| | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap |
| 92. Recommendations from family/friends as factor in decision to enroll. | 5.16 | | | 5.29 | | | 4.67 | | | 5.29 | | | 4.33 | | |
| 10. Child care facilities are available on campus. | 4.78 | 4.94 | -0.16 | 4.20 | 5.50 | -1.30 | 2.00 | 5.00 | -3.00 | 4.00 | 5.00 | -1.00 | 6.00 | 5.00 | 1.00 |
| 91. Opportunity to play sports as factor in decision to enroll. | 3.49 | | | 4.14 | | | 2.63 | | | 4.00 | | | 3.80 | | |
| 81. Institution's commitment to part-time students? | | 5.82 | | | 6.57 | | | 6.00 | | | 5.60 | | | 5.20 | |
| 82. Institution's commitment to evening students? | | 5.71 | | | 6.67 | | | 6.00 | | | 5.20 | | | 5.71 | |
| 83. Institution's commitment to older, returning learners? | | 5.83 | | | 6.80 | | | 6.00 | | | 5.67 | | | 6.00 | |
| 84. Institution's commitment to under-represented populations? | | 5.66 | | | 6.67 | | | 6.50 | | | 5.67 | | | 5.25 | |
| 85. Institution's commitment to commuters? | | 5.52 | | | 6.14 | | | 5.60 | | | 5.71 | | | 5.00 | |
| 86. Institution's commitment to students with disabilities? | | 5.79 | | | 6.71 | | | 6.00 | | | 5.60 | | | 5.75 | |

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Academic Advising/Counseling

| Scale/Item | Western Technical College | | | 6041: Instructional Asst | | | 3029: IT - Computer Support | | | 3037: IT - Network Systems | | | 3041: IT - Web & Software | | |
|--|---------------------------|--------------|------|--------------------------|--------------|-------|-----------------------------|--------------|-------|----------------------------|--------------|-------|---------------------------|--------------|------|
| | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap |
| ACADEMIC ADVISING/ COUNSELING | 6.27 | 5.69 | 0.58 | 6.65 | 6.52 | 0.13 | 6.11 | 5.92 | 0.19 | 5.64 | 5.88 | -0.24 | 6.23 | 5.57 | 0.66 |
| 6. My academic advisor is approachable. | 6.37 | 5.87 | 0.50 | 6.63 | 6.57 | 0.06 | 5.88 | 6.00 | -0.12 | 5.71 | 6.17 | -0.46 | 6.13 | 5.29 | 0.84 |
| 12. My academic advisor helps me set goals to work toward. | 6.16 | 5.54 | 0.62 | 6.57 | 6.71 | -0.14 | 5.50 | 5.00 | 0.50 | 5.71 | 5.29 | 0.42 | 6.14 | 5.50 | 0.64 |
| 25. My academic advisor is concerned about my success as an individual. | 6.25 | 5.63 | 0.62 | 6.57 | 6.14 | 0.43 | 6.43 | 5.86 | 0.57 | 5.40 | 6.00 | -0.60 | 6.50 | 6.00 | 0.50 |
| 32. My academic advisor is knowledgeable about my program requirements. | 6.45 | 5.91 | 0.54 | 6.67 | 6.83 | -0.16 | 6.44 | 6.22 | 0.22 | 5.80 | 6.20 | -0.40 | 6.80 | 6.00 | 0.80 |
| 40. My academic advisor is knowledgeable about the transfer requirements of other schools. | 6.11 | 5.50 | 0.61 | 6.71 | 6.14 | 0.57 | 5.67 | 6.00 | -0.33 | 5.33 | 5.80 | -0.47 | 6.75 | 6.33 | 0.42 |
| 48. Counseling staff care about students as individuals. | 6.16 | 5.74 | 0.42 | 6.57 | 6.57 | 0.00 | 6.25 | 6.17 | 0.08 | 5.71 | 6.14 | -0.43 | 5.71 | 5.50 | 0.21 |
| 52. This school does whatever it can to help me reach my educational goals. | 6.32 | 5.61 | 0.71 | 6.86 | 6.71 | 0.15 | 6.50 | 6.11 | 0.39 | 5.71 | 5.71 | 0.00 | 6.00 | 5.00 | 1.00 |

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Academic Services

| Scale/Item | Western Technical College | | | 6041: Instructional Asst | | | 3029: IT - Computer Support | | | 3037: IT - Network Systems | | | 3041: IT - Web & Software | | |
|--|---------------------------|--------------|------|--------------------------|--------------|-------|-----------------------------|--------------|-------|----------------------------|--------------|-------|---------------------------|--------------|------|
| | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap |
| ACADEMIC SERVICES | 6.14 | 5.75 | 0.39 | 6.59 | 6.55 | 0.04 | 5.72 | 6.19 | -0.47 | 5.62 | 5.78 | -0.16 | 6.34 | 5.25 | 1.09 |
| 14. Library resources and services are adequate. | 6.17 | 5.90 | 0.27 | 6.43 | 6.67 | -0.24 | 5.71 | 6.29 | -0.58 | 5.71 | 5.71 | 0.00 | 6.00 | 6.00 | 0.00 |
| 21. There are a sufficient number of study areas on campus. | 6.10 | 5.81 | 0.29 | 6.75 | 6.63 | 0.12 | 5.78 | 6.11 | -0.33 | 5.43 | 5.29 | 0.14 | 6.33 | 4.50 | 1.83 |
| 26. Library staff are helpful and approachable. | 6.04 | 5.82 | 0.22 | 6.43 | 6.57 | -0.14 | 5.25 | 6.33 | -1.08 | 5.50 | 5.60 | -0.10 | 6.17 | 5.80 | 0.37 |
| 34. Computer labs are adequate and accessible. | 6.21 | 5.81 | 0.40 | 6.67 | 6.50 | 0.17 | 5.44 | 6.67 | -1.23 | 5.83 | 6.17 | -0.34 | 6.71 | 5.14 | 1.57 |
| 42. The equipment in the lab facilities is kept up to date. | 6.28 | 5.59 | 0.69 | 6.17 | 6.00 | 0.17 | 6.67 | 6.13 | 0.54 | 5.86 | 5.86 | 0.00 | 6.43 | 5.00 | 1.43 |
| 50. Tutoring services are readily available. | 5.97 | 5.57 | 0.40 | 6.71 | 6.57 | 0.14 | 5.13 | 6.00 | -0.87 | 5.29 | 5.67 | -0.38 | 6.00 | 4.83 | 1.17 |
| 55. Academic support services adequately meet the needs of students. | 6.19 | 5.71 | 0.48 | 7.00 | 6.80 | 0.20 | 6.00 | 5.71 | 0.29 | 5.71 | 6.14 | -0.43 | 6.80 | 5.75 | 1.05 |

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Admissions and Financial Aid

| Scale/Item | Western Technical College | | | 6041: Instructional Asst | | | 3029: IT - Computer Support | | | 3037: IT - Network Systems | | | 3041: IT - Web & Software | | |
|---|---------------------------|--------------|------|--------------------------|--------------|-------|-----------------------------|--------------|-------|----------------------------|--------------|-------|---------------------------|--------------|------|
| | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap |
| ADMISSIONS AND FINANCIAL AID | 6.21 | 5.56 | 0.65 | 6.55 | 6.28 | 0.27 | 6.30 | 5.81 | 0.49 | 5.85 | 5.59 | 0.26 | 6.19 | 5.18 | 1.01 |
| 7. Adequate financial aid is available for most students. | 6.34 | 5.53 | 0.81 | 6.71 | 6.29 | 0.42 | 6.38 | 5.57 | 0.81 | 6.00 | 5.29 | 0.71 | 6.00 | 5.00 | 1.00 |
| 13. Financial aid awards are announced to students in time to be helpful in college planning. | 6.30 | 5.28 | 1.02 | 6.71 | 5.71 | 1.00 | 6.38 | 6.00 | 0.38 | 6.00 | 5.14 | 0.86 | 5.83 | 5.00 | 0.83 |
| 20. Financial aid counselors are helpful. | 6.21 | 5.53 | 0.68 | 6.29 | 6.33 | -0.04 | 6.43 | 5.83 | 0.60 | 5.86 | 5.43 | 0.43 | 6.75 | 5.50 | 1.25 |
| 33. Admissions counselors accurately portray the campus in their recruiting practices. | 6.05 | 5.55 | 0.50 | 6.50 | 6.00 | 0.50 | 6.00 | 6.13 | -0.13 | 5.80 | 6.00 | -0.20 | 6.00 | 4.50 | 1.50 |
| 41. Admissions staff are knowledgeable. | 6.23 | 5.80 | 0.43 | 6.50 | 6.50 | 0.00 | 6.50 | 5.75 | 0.75 | 5.86 | 6.00 | -0.14 | 6.20 | 6.00 | 0.20 |
| 49. Admissions counselors respond to prospective students' unique needs and requests. | 6.07 | 5.66 | 0.41 | 6.57 | 6.71 | -0.14 | 6.14 | 5.57 | 0.57 | 5.57 | 5.86 | -0.29 | 6.75 | 5.33 | 1.42 |

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Campus Climate

| Scale/Item | Western Technical College | | | 6041: Instructional Asst | | | 3029: IT - Computer Support | | | 3037: IT - Network Systems | | | 3041: IT - Web & Software | | |
|---|---------------------------|--------------|------|--------------------------|--------------|-------|-----------------------------|--------------|-------|----------------------------|--------------|-------|---------------------------|--------------|-------|
| | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap |
| CAMPUS CLIMATE | 6.16 | 5.70 | 0.46 | 6.68 | 6.56 | 0.12 | 6.02 | 5.91 | 0.11 | 5.69 | 5.73 | -0.04 | 6.11 | 5.33 | 0.78 |
| 1. Most students feel a sense of belonging here. | 5.87 | 5.57 | 0.30 | 6.13 | 6.38 | -0.25 | 5.50 | 5.56 | -0.06 | 5.86 | 5.29 | 0.57 | 6.00 | 5.13 | 0.87 |
| 2. Faculty care about me as an individual. | 6.20 | 5.76 | 0.44 | 7.00 | 6.75 | 0.25 | 6.33 | 6.00 | 0.33 | 5.71 | 5.14 | 0.57 | 6.25 | 5.00 | 1.25 |
| 16. The college shows concern for students as individuals. | 6.28 | 5.58 | 0.70 | 6.63 | 6.38 | 0.25 | 6.44 | 6.00 | 0.44 | 5.71 | 5.57 | 0.14 | 6.38 | 5.00 | 1.38 |
| 22. People on this campus respect and are supportive of each other. | 6.23 | 5.75 | 0.48 | 6.88 | 6.75 | 0.13 | 6.44 | 6.56 | -0.12 | 5.71 | 6.14 | -0.43 | 5.88 | 5.50 | 0.38 |
| 27. The campus staff are caring and helpful. | 6.22 | 5.93 | 0.29 | 6.71 | 6.57 | 0.14 | 6.11 | 6.22 | -0.11 | 5.83 | 5.83 | 0.00 | 6.33 | 6.00 | 0.33 |
| 28. It is an enjoyable experience to be a student on this campus. | 6.29 | 5.78 | 0.51 | 6.57 | 6.71 | -0.14 | 6.22 | 6.00 | 0.22 | 5.50 | 5.33 | 0.17 | 6.43 | 5.43 | 1.00 |
| 31. The campus is safe and secure for all students. | 6.41 | 5.94 | 0.47 | 7.00 | 6.71 | 0.29 | 6.25 | 5.63 | 0.62 | 5.83 | 6.17 | -0.34 | 6.86 | 5.86 | 1.00 |
| 36. Students are made to feel welcome on this campus. | 6.30 | 5.96 | 0.34 | 6.86 | 6.71 | 0.15 | 6.44 | 6.33 | 0.11 | 5.67 | 6.17 | -0.50 | 6.57 | 5.86 | 0.71 |
| 44. I generally know what's happening on campus. | 5.67 | 5.24 | 0.43 | 6.25 | 6.13 | 0.12 | 5.00 | 5.89 | -0.89 | 5.00 | 5.57 | -0.57 | 5.00 | 5.00 | 0.00 |
| 45. This institution has a good reputation within the community. | 6.20 | 5.99 | 0.21 | 6.75 | 6.75 | 0.00 | 6.50 | 6.25 | 0.25 | 5.86 | 6.14 | -0.28 | 5.57 | 6.33 | -0.76 |
| 52. This school does whatever it can to help me reach my educational goals. | 6.32 | 5.61 | 0.71 | 6.86 | 6.71 | 0.15 | 6.50 | 6.11 | 0.39 | 5.71 | 5.71 | 0.00 | 6.00 | 5.00 | 1.00 |
| 57. Administrators are approachable to students. | 6.18 | 5.75 | 0.43 | 6.57 | 6.43 | 0.14 | 5.71 | 5.86 | -0.15 | 5.86 | 5.71 | 0.15 | 7.00 | 6.00 | 1.00 |

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Campus Climate

| Scale/Item | Western Technical College | | | 6041: Instructional Asst | | | 3029: IT - Computer Support | | | 3037: IT - Network Systems | | | 3041: IT - Web & Software | | |
|--|---------------------------|--------------|------|--------------------------|--------------|-------|-----------------------------|--------------|-------|----------------------------|--------------|-------|---------------------------|--------------|------|
| | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap |
| 59. New student orientation services help students adjust to college. | 5.99 | 5.56 | 0.43 | 6.83 | 6.17 | 0.66 | 5.88 | 5.13 | 0.75 | 5.71 | 5.67 | 0.04 | 6.00 | 4.50 | 1.50 |
| 63. I seldom get the "run-around" when seeking information on this campus. | 6.13 | 5.59 | 0.54 | 6.63 | 6.75 | -0.12 | 5.75 | 5.63 | 0.12 | 5.50 | 5.83 | -0.33 | 6.00 | 5.14 | 0.86 |
| 67. Channels for expressing student complaints are readily available. | 6.07 | 5.34 | 0.73 | 6.71 | 6.43 | 0.28 | 5.22 | 5.25 | -0.03 | 5.86 | 5.80 | 0.06 | 5.50 | 4.00 | 1.50 |

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Campus Support Services

| Scale/Item | Western Technical College | | | 6041: Instructional Asst | | | 3029: IT - Computer Support | | | 3037: IT - Network Systems | | | 3041: IT - Web & Software | | |
|---|---------------------------|--------------|-------|--------------------------|--------------|-------|-----------------------------|--------------|-------|----------------------------|--------------|-------|---------------------------|--------------|------|
| | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap |
| CAMPUS SUPPORT SERVICES | 5.84 | 5.51 | 0.33 | 6.37 | 6.41 | -0.04 | 5.10 | 5.58 | -0.48 | 5.50 | 5.85 | -0.35 | 6.12 | 5.14 | 0.98 |
| 10. Child care facilities are available on campus. | 4.78 | 4.94 | -0.16 | 4.20 | 5.50 | -1.30 | 2.00 | 5.00 | -3.00 | 4.00 | 5.00 | -1.00 | 6.00 | 5.00 | 1.00 |
| 17. Personnel in the Veterans' Services program are helpful. | 5.71 | 5.32 | 0.39 | 6.60 | 6.50 | 0.10 | 4.00 | 5.33 | -1.33 | 5.67 | 6.00 | -0.33 | 6.17 | 5.40 | 0.77 |
| 19. This campus provides effective support services for displaced homemakers. | 5.74 | 5.25 | 0.49 | 6.80 | 6.75 | 0.05 | 3.67 | 5.67 | -2.00 | 5.25 | 6.00 | -0.75 | 6.00 | 4.00 | 2.00 |
| 30. The career services office provides students with the help they need to get a job. | 6.14 | 5.59 | 0.55 | 6.40 | 6.25 | 0.15 | 5.86 | 5.71 | 0.15 | 5.80 | 5.50 | 0.30 | 6.00 | 5.33 | 0.67 |
| 38. The student center is a comfortable place for students to spend their leisure time. | 5.91 | 5.71 | 0.20 | 6.57 | 6.86 | -0.29 | 4.71 | 5.86 | -1.15 | 5.43 | 6.00 | -0.57 | 6.40 | 6.00 | 0.40 |
| 47. There are adequate services to help me decide upon a career. | 6.21 | 5.75 | 0.46 | 6.75 | 6.50 | 0.25 | 6.13 | 6.00 | 0.13 | 5.86 | 6.14 | -0.28 | 6.20 | 5.40 | 0.80 |
| 59. New student orientation services help students adjust to college. | 5.99 | 5.56 | 0.43 | 6.83 | 6.17 | 0.66 | 5.88 | 5.13 | 0.75 | 5.71 | 5.67 | 0.04 | 6.00 | 4.50 | 1.50 |

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Concern for the Individual

| Scale/Item | Western Technical College | | | 6041: Instructional Asst | | | 3029: IT - Computer Support | | | 3037: IT - Network Systems | | | 3041: IT - Web & Software | | |
|--|---------------------------|--------------|------|--------------------------|--------------|------|-----------------------------|--------------|------|----------------------------|--------------|-------|---------------------------|--------------|------|
| | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap |
| CONCERN FOR THE INDIVIDUAL | 6.26 | 5.69 | 0.57 | 6.68 | 6.46 | 0.22 | 6.39 | 6.03 | 0.36 | 5.69 | 5.81 | -0.12 | 6.25 | 5.26 | 0.99 |
| 2. Faculty care about me as an individual. | 6.20 | 5.76 | 0.44 | 7.00 | 6.75 | 0.25 | 6.33 | 6.00 | 0.33 | 5.71 | 5.14 | 0.57 | 6.25 | 5.00 | 1.25 |
| 16. The college shows concern for students as individuals. | 6.28 | 5.58 | 0.70 | 6.63 | 6.38 | 0.25 | 6.44 | 6.00 | 0.44 | 5.71 | 5.57 | 0.14 | 6.38 | 5.00 | 1.38 |
| 25. My academic advisor is concerned about my success as an individual. | 6.25 | 5.63 | 0.62 | 6.57 | 6.14 | 0.43 | 6.43 | 5.86 | 0.57 | 5.40 | 6.00 | -0.60 | 6.50 | 6.00 | 0.50 |
| 29. Faculty are fair and unbiased in their treatment of individual students. | 6.37 | 5.76 | 0.61 | 6.57 | 6.43 | 0.14 | 6.50 | 6.13 | 0.37 | 5.83 | 6.33 | -0.50 | 6.43 | 5.14 | 1.29 |
| 48. Counseling staff care about students as individuals. | 6.16 | 5.74 | 0.42 | 6.57 | 6.57 | 0.00 | 6.25 | 6.17 | 0.08 | 5.71 | 6.14 | -0.43 | 5.71 | 5.50 | 0.21 |

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Instructional Effectiveness

| Scale/Item | Western Technical College | | | 6041: Instructional Asst | | | 3029: IT - Computer Support | | | 3037: IT - Network Systems | | | 3041: IT - Web & Software | | |
|--|---------------------------|--------------|------|--------------------------|--------------|-------|-----------------------------|--------------|-------|----------------------------|--------------|-------|---------------------------|--------------|------|
| | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap |
| INSTRUCTIONAL EFFECTIVENESS | 6.34 | 5.77 | 0.57 | 6.74 | 6.63 | 0.11 | 6.35 | 6.15 | 0.20 | 5.80 | 5.75 | 0.05 | 6.23 | 5.17 | 1.06 |
| 2. Faculty care about me as an individual. | 6.20 | 5.76 | 0.44 | 7.00 | 6.75 | 0.25 | 6.33 | 6.00 | 0.33 | 5.71 | 5.14 | 0.57 | 6.25 | 5.00 | 1.25 |
| 18. The quality of instruction I receive in most of my classes is excellent. | 6.50 | 5.74 | 0.76 | 6.50 | 6.38 | 0.12 | 6.67 | 6.11 | 0.56 | 5.86 | 5.43 | 0.43 | 6.13 | 5.63 | 0.50 |
| 23. Faculty are understanding of students' unique life circumstances. | 6.37 | 5.64 | 0.73 | 6.38 | 6.38 | 0.00 | 6.67 | 6.11 | 0.56 | 5.86 | 5.29 | 0.57 | 6.43 | 4.43 | 2.00 |
| 29. Faculty are fair and unbiased in their treatment of individual students. | 6.37 | 5.76 | 0.61 | 6.57 | 6.43 | 0.14 | 6.50 | 6.13 | 0.37 | 5.83 | 6.33 | -0.50 | 6.43 | 5.14 | 1.29 |
| 37. Faculty take into consideration student differences as they teach a course. | 6.22 | 5.56 | 0.66 | 6.75 | 6.63 | 0.12 | 6.56 | 5.67 | 0.89 | 5.57 | 6.00 | -0.43 | 6.29 | 4.71 | 1.58 |
| 46. Faculty provide timely feedback about student progress in a course. | 6.34 | 5.65 | 0.69 | 6.88 | 6.88 | 0.00 | 6.67 | 5.89 | 0.78 | 5.57 | 6.00 | -0.43 | 6.43 | 5.43 | 1.00 |
| 54. Faculty are interested in my academic problems. | 6.16 | 5.63 | 0.53 | 6.86 | 6.86 | 0.00 | 5.78 | 6.22 | -0.44 | 5.57 | 5.57 | 0.00 | 6.00 | 4.86 | 1.14 |
| 58. Nearly all of the faculty are knowledgeable in their fields. | 6.47 | 6.04 | 0.43 | 6.86 | 6.71 | 0.15 | 6.67 | 6.67 | 0.00 | 6.29 | 6.14 | 0.15 | 6.57 | 5.86 | 0.71 |
| 61. Faculty are usually available after class and during office hours. | 6.28 | 5.89 | 0.39 | 6.88 | 7.00 | -0.12 | 6.22 | 6.33 | -0.11 | 5.71 | 5.71 | 0.00 | 6.00 | 6.00 | 0.00 |
| 64. Nearly all classes deal with practical experiences and applications. | 6.33 | 5.84 | 0.49 | 6.63 | 6.38 | 0.25 | 6.33 | 6.22 | 0.11 | 5.86 | 5.57 | 0.29 | 6.00 | 5.57 | 0.43 |
| 65. Students are notified early in the term if they are doing poorly in a class. | 6.28 | 5.32 | 0.96 | 6.88 | 6.50 | 0.38 | 5.88 | 5.71 | 0.17 | 5.57 | 5.00 | 0.57 | 6.14 | 3.57 | 2.57 |

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Instructional Effectiveness

| Scale/Item | Western Technical College | | | 6041: Instructional Asst | | | 3029: IT - Computer Support | | | 3037: IT - Network Systems | | | 3041: IT - Web & Software | | |
|---|---------------------------|--------------|------|--------------------------|--------------|-------|-----------------------------|--------------|-------|----------------------------|--------------|-------|---------------------------|--------------|------|
| | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap |
| 66. Program requirements are clear and reasonable. | 6.42 | 5.94 | 0.48 | 6.88 | 6.25 | 0.63 | 6.22 | 6.33 | -0.11 | 6.17 | 6.14 | 0.03 | 6.14 | 5.14 | 1.00 |
| 69. There is a good variety of courses provided on this campus. | 6.35 | 5.97 | 0.38 | 6.50 | 6.88 | -0.38 | 5.89 | 6.33 | -0.44 | 5.57 | 5.86 | -0.29 | 6.00 | 5.86 | 0.14 |
| 70. I am able to experience intellectual growth here. | 6.43 | 6.05 | 0.38 | 6.86 | 6.88 | -0.02 | 6.44 | 6.22 | 0.22 | 6.14 | 6.29 | -0.15 | 6.43 | 5.43 | 1.00 |

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Registration Effectiveness

| Scale/Item | Western Technical College | | | 6041: Instructional Asst | | | 3029: IT - Computer Support | | | 3037: IT - Network Systems | | | 3041: IT - Web & Software | | |
|--|---------------------------|--------------|------|--------------------------|--------------|-------|-----------------------------|--------------|-------|----------------------------|--------------|-------|---------------------------|--------------|------|
| | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap |
| REGISTRATION EFFECTIVENESS | 6.25 | 5.73 | 0.52 | 6.73 | 6.45 | 0.28 | 5.97 | 5.95 | 0.02 | 5.90 | 5.49 | 0.41 | 6.49 | 5.50 | 0.99 |
| 5. The personnel involved in registration are helpful. | 6.27 | 5.81 | 0.46 | 6.75 | 5.50 | 1.25 | 5.78 | 5.78 | 0.00 | 6.00 | 5.57 | 0.43 | 6.00 | 5.29 | 0.71 |
| 8. Classes are scheduled at times that are convenient for me. | 6.42 | 5.52 | 0.90 | 6.75 | 6.63 | 0.12 | 6.33 | 5.56 | 0.77 | 6.14 | 5.14 | 1.00 | 6.50 | 5.13 | 1.37 |
| 15. I am able to register for classes I need with few conflicts. | 6.45 | 5.79 | 0.66 | 6.88 | 6.63 | 0.25 | 6.56 | 6.00 | 0.56 | 5.86 | 5.29 | 0.57 | 6.63 | 6.00 | 0.63 |
| 35. Policies and procedures regarding registration and course selection are clear and well-publicized. | 6.25 | 5.67 | 0.58 | 6.71 | 6.33 | 0.38 | 6.11 | 5.89 | 0.22 | 5.50 | 5.67 | -0.17 | 6.43 | 5.29 | 1.14 |
| 43. Class change (drop/add) policies are reasonable. | 6.14 | 5.68 | 0.46 | 6.50 | 6.25 | 0.25 | 5.75 | 6.13 | -0.38 | 5.83 | 5.80 | 0.03 | 6.67 | 4.67 | 2.00 |
| 51. There are convenient ways of paying my school bill. | 6.25 | 5.74 | 0.51 | 6.83 | 6.71 | 0.12 | 6.33 | 6.11 | 0.22 | 5.71 | 5.83 | -0.12 | 6.57 | 6.00 | 0.57 |
| 56. The business office is open during hours which are convenient for most students. | 6.04 | 5.62 | 0.42 | 6.71 | 6.86 | -0.15 | 5.75 | 5.75 | 0.00 | 5.57 | 5.43 | 0.14 | 7.00 | 6.33 | 0.67 |
| 60. Billing policies are reasonable. | 6.15 | 5.63 | 0.52 | 6.71 | 6.57 | 0.14 | 6.00 | 6.22 | -0.22 | 6.00 | 5.14 | 0.86 | 6.57 | 5.29 | 1.28 |
| 62. Bookstore staff are helpful. | 6.22 | 6.15 | 0.07 | 6.75 | 6.63 | 0.12 | 5.00 | 6.13 | -1.13 | 6.43 | 5.71 | 0.72 | 6.29 | 6.00 | 0.29 |

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Responsiveness to Diverse Populations

| Scale/Item | Western Technical College | | | 6041: Instructional Asst | | | 3029: IT - Computer Support | | | 3037: IT - Network Systems | | | 3041: IT - Web & Software | | |
|--|---------------------------|--------------|-----|--------------------------|--------------|-----|-----------------------------|--------------|-----|----------------------------|--------------|-----|---------------------------|--------------|-----|
| | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap |
| RESPONSIVENESS TO DIVERSE POPULATIONS | | 5.72 | | | 6.58 | | | 6.00 | | | 5.59 | | | 5.50 | |
| 81. Institution's commitment to part-time students? | | 5.82 | | | 6.57 | | | 6.00 | | | 5.60 | | | 5.20 | |
| 82. Institution's commitment to evening students? | | 5.71 | | | 6.67 | | | 6.00 | | | 5.20 | | | 5.71 | |
| 83. Institution's commitment to older, returning learners? | | 5.83 | | | 6.80 | | | 6.00 | | | 5.67 | | | 6.00 | |
| 84. Institution's commitment to under-represented populations? | | 5.66 | | | 6.67 | | | 6.50 | | | 5.67 | | | 5.25 | |
| 85. Institution's commitment to commuters? | | 5.52 | | | 6.14 | | | 5.60 | | | 5.71 | | | 5.00 | |
| 86. Institution's commitment to students with disabilities? | | 5.79 | | | 6.71 | | | 6.00 | | | 5.60 | | | 5.75 | |

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Safety and Security

| Scale/Item | Western Technical College | | | 6041: Instructional Asst | | | 3029: IT - Computer Support | | | 3037: IT - Network Systems | | | 3041: IT - Web & Software | | |
|--|---------------------------|--------------|------|--------------------------|--------------|------|-----------------------------|--------------|-------|----------------------------|--------------|-------|---------------------------|--------------|-------|
| | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap |
| SAFETY AND SECURITY | 6.07 | 5.27 | 0.80 | 6.68 | 6.29 | 0.39 | 5.79 | 5.66 | 0.13 | 5.10 | 5.60 | -0.50 | 6.22 | 5.04 | 1.18 |
| 4. Security staff are helpful. | 5.58 | 5.19 | 0.39 | 6.38 | 6.00 | 0.38 | 4.88 | 5.33 | -0.45 | 4.83 | 5.40 | -0.57 | 5.57 | 5.40 | 0.17 |
| 11. Security staff respond quickly in emergencies. | 6.02 | 5.21 | 0.81 | 7.00 | 6.60 | 0.40 | 5.57 | 5.33 | 0.24 | 4.50 | 5.50 | -1.00 | 5.83 | 4.67 | 1.16 |
| 24. Parking lots are well-lighted and secure. | 6.08 | 5.53 | 0.55 | 6.63 | 6.50 | 0.13 | 5.57 | 5.71 | -0.14 | 4.83 | 6.00 | -1.17 | 6.00 | 6.25 | -0.25 |
| 31. The campus is safe and secure for all students. | 6.41 | 5.94 | 0.47 | 7.00 | 6.71 | 0.29 | 6.25 | 5.63 | 0.62 | 5.83 | 6.17 | -0.34 | 6.86 | 5.86 | 1.00 |
| 39. The amount of student parking space on campus is adequate. | 6.21 | 4.44 | 1.77 | 6.50 | 5.75 | 0.75 | 6.63 | 6.13 | 0.50 | 5.29 | 4.83 | 0.46 | 6.83 | 3.17 | 3.66 |

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Service Excellence

| Scale/Item | Western Technical College | | | 6041: Instructional Asst | | | 3029: IT - Computer Support | | | 3037: IT - Network Systems | | | 3041: IT - Web & Software | | |
|--|---------------------------|--------------|------|--------------------------|--------------|-------|-----------------------------|--------------|-------|----------------------------|--------------|-------|---------------------------|--------------|------|
| | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap |
| SERVICE EXCELLENCE | 6.12 | 5.72 | 0.40 | 6.63 | 6.41 | 0.22 | 5.59 | 5.96 | -0.37 | 5.75 | 5.75 | 0.00 | 5.98 | 5.43 | 0.55 |
| 5. The personnel involved in registration are helpful. | 6.27 | 5.81 | 0.46 | 6.75 | 5.50 | 1.25 | 5.78 | 5.78 | 0.00 | 6.00 | 5.57 | 0.43 | 6.00 | 5.29 | 0.71 |
| 22. People on this campus respect and are supportive of each other. | 6.23 | 5.75 | 0.48 | 6.88 | 6.75 | 0.13 | 6.44 | 6.56 | -0.12 | 5.71 | 6.14 | -0.43 | 5.88 | 5.50 | 0.38 |
| 26. Library staff are helpful and approachable. | 6.04 | 5.82 | 0.22 | 6.43 | 6.57 | -0.14 | 5.25 | 6.33 | -1.08 | 5.50 | 5.60 | -0.10 | 6.17 | 5.80 | 0.37 |
| 27. The campus staff are caring and helpful. | 6.22 | 5.93 | 0.29 | 6.71 | 6.57 | 0.14 | 6.11 | 6.22 | -0.11 | 5.83 | 5.83 | 0.00 | 6.33 | 6.00 | 0.33 |
| 44. I generally know what's happening on campus. | 5.67 | 5.24 | 0.43 | 6.25 | 6.13 | 0.12 | 5.00 | 5.89 | -0.89 | 5.00 | 5.57 | -0.57 | 5.00 | 5.00 | 0.00 |
| 57. Administrators are approachable to students. | 6.18 | 5.75 | 0.43 | 6.57 | 6.43 | 0.14 | 5.71 | 5.86 | -0.15 | 5.86 | 5.71 | 0.15 | 7.00 | 6.00 | 1.00 |
| 62. Bookstore staff are helpful. | 6.22 | 6.15 | 0.07 | 6.75 | 6.63 | 0.12 | 5.00 | 6.13 | -1.13 | 6.43 | 5.71 | 0.72 | 6.29 | 6.00 | 0.29 |
| 63. I seldom get the "run-around" when seeking information on this campus. | 6.13 | 5.59 | 0.54 | 6.63 | 6.75 | -0.12 | 5.75 | 5.63 | 0.12 | 5.50 | 5.83 | -0.33 | 6.00 | 5.14 | 0.86 |
| 67. Channels for expressing student complaints are readily available. | 6.07 | 5.34 | 0.73 | 6.71 | 6.43 | 0.28 | 5.22 | 5.25 | -0.03 | 5.86 | 5.80 | 0.06 | 5.50 | 4.00 | 1.50 |

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Student Centeredness

| Scale/Item | Western Technical College | | | 6041: Instructional Asst | | | 3029: IT - Computer Support | | | 3037: IT - Network Systems | | | 3041: IT - Web & Software | | |
|---|---------------------------|--------------|------|--------------------------|--------------|-------|-----------------------------|--------------|-------|----------------------------|--------------|-------|---------------------------|--------------|------|
| | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap |
| STUDENT CENTEREDNESS | 6.19 | 5.76 | 0.43 | 6.57 | 6.52 | 0.05 | 6.10 | 6.00 | 0.10 | 5.74 | 5.64 | 0.10 | 6.41 | 5.50 | 0.91 |
| 1. Most students feel a sense of belonging here. | 5.87 | 5.57 | 0.30 | 6.13 | 6.38 | -0.25 | 5.50 | 5.56 | -0.06 | 5.86 | 5.29 | 0.57 | 6.00 | 5.13 | 0.87 |
| 16. The college shows concern for students as individuals. | 6.28 | 5.58 | 0.70 | 6.63 | 6.38 | 0.25 | 6.44 | 6.00 | 0.44 | 5.71 | 5.57 | 0.14 | 6.38 | 5.00 | 1.38 |
| 27. The campus staff are caring and helpful. | 6.22 | 5.93 | 0.29 | 6.71 | 6.57 | 0.14 | 6.11 | 6.22 | -0.11 | 5.83 | 5.83 | 0.00 | 6.33 | 6.00 | 0.33 |
| 28. It is an enjoyable experience to be a student on this campus. | 6.29 | 5.78 | 0.51 | 6.57 | 6.71 | -0.14 | 6.22 | 6.00 | 0.22 | 5.50 | 5.33 | 0.17 | 6.43 | 5.43 | 1.00 |
| 36. Students are made to feel welcome on this campus. | 6.30 | 5.96 | 0.34 | 6.86 | 6.71 | 0.15 | 6.44 | 6.33 | 0.11 | 5.67 | 6.17 | -0.50 | 6.57 | 5.86 | 0.71 |
| 57. Administrators are approachable to students. | 6.18 | 5.75 | 0.43 | 6.57 | 6.43 | 0.14 | 5.71 | 5.86 | -0.15 | 5.86 | 5.71 | 0.15 | 7.00 | 6.00 | 1.00 |

Institutional Summary
Items: In Sequential Order

| Item | Western Technical College | | | 6041: Instructional Asst | | | 3029: IT - Computer Support | | | 3037: IT - Network Systems | | | 3041: IT - Web & Software | | |
|--|---------------------------|--------------|-------|--------------------------|--------------|-------|-----------------------------|--------------|-------|----------------------------|--------------|-------|---------------------------|--------------|------|
| | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap |
| 1. Most students feel a sense of belonging here. | 5.87 | 5.57 | 0.30 | 6.13 | 6.38 | -0.25 | 5.50 | 5.56 | -0.06 | 5.86 | 5.29 | 0.57 | 6.00 | 5.13 | 0.87 |
| 2. Faculty care about me as an individual. | 6.20 | 5.76 | 0.44 | 7.00 | 6.75 | 0.25 | 6.33 | 6.00 | 0.33 | 5.71 | 5.14 | 0.57 | 6.25 | 5.00 | 1.25 |
| 3. The quality of instruction in the vocational/technical programs is excellent. | 6.41 | 5.72 | 0.69 | 7.00 | 6.50 | 0.50 | 6.44 | 6.44 | 0.00 | 6.00 | 5.14 | 0.86 | 6.50 | 5.13 | 1.37 |
| 4. Security staff are helpful. | 5.58 | 5.19 | 0.39 | 6.38 | 6.00 | 0.38 | 4.88 | 5.33 | -0.45 | 4.83 | 5.40 | -0.57 | 5.57 | 5.40 | 0.17 |
| 5. The personnel involved in registration are helpful. | 6.27 | 5.81 | 0.46 | 6.75 | 5.50 | 1.25 | 5.78 | 5.78 | 0.00 | 6.00 | 5.57 | 0.43 | 6.00 | 5.29 | 0.71 |
| 6. My academic advisor is approachable. | 6.37 | 5.87 | 0.50 | 6.63 | 6.57 | 0.06 | 5.88 | 6.00 | -0.12 | 5.71 | 6.17 | -0.46 | 6.13 | 5.29 | 0.84 |
| 7. Adequate financial aid is available for most students. | 6.34 | 5.53 | 0.81 | 6.71 | 6.29 | 0.42 | 6.38 | 5.57 | 0.81 | 6.00 | 5.29 | 0.71 | 6.00 | 5.00 | 1.00 |
| 8. Classes are scheduled at times that are convenient for me. | 6.42 | 5.52 | 0.90 | 6.75 | 6.63 | 0.12 | 6.33 | 5.56 | 0.77 | 6.14 | 5.14 | 1.00 | 6.50 | 5.13 | 1.37 |
| 9. Internships or practical experiences are provided in my degree/certificate program. | 6.13 | 5.47 | 0.66 | 6.38 | 6.38 | 0.00 | 5.22 | 5.78 | -0.56 | 6.00 | 5.29 | 0.71 | 6.71 | 5.00 | 1.71 |
| 10. Child care facilities are available on campus. | 4.78 | 4.94 | -0.16 | 4.20 | 5.50 | -1.30 | 2.00 | 5.00 | -3.00 | 4.00 | 5.00 | -1.00 | 6.00 | 5.00 | 1.00 |
| 11. Security staff respond quickly in emergencies. | 6.02 | 5.21 | 0.81 | 7.00 | 6.60 | 0.40 | 5.57 | 5.33 | 0.24 | 4.50 | 5.50 | -1.00 | 5.83 | 4.67 | 1.16 |
| 12. My academic advisor helps me set goals to work toward. | 6.16 | 5.54 | 0.62 | 6.57 | 6.71 | -0.14 | 5.50 | 5.00 | 0.50 | 5.71 | 5.29 | 0.42 | 6.14 | 5.50 | 0.64 |

Institutional Summary

Items: In Sequential Order

| Item | Western Technical College | | | 6041: Instructional Asst | | | 3029: IT - Computer Support | | | 3037: IT - Network Systems | | | 3041: IT - Web & Software | | |
|---|---------------------------|--------------|------|--------------------------|--------------|-------|-----------------------------|--------------|-------|----------------------------|--------------|-------|---------------------------|--------------|-------|
| | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap |
| 13. Financial aid awards are announced to students in time to be helpful in college planning. | 6.30 | 5.28 | 1.02 | 6.71 | 5.71 | 1.00 | 6.38 | 6.00 | 0.38 | 6.00 | 5.14 | 0.86 | 5.83 | 5.00 | 0.83 |
| 14. Library resources and services are adequate. | 6.17 | 5.90 | 0.27 | 6.43 | 6.67 | -0.24 | 5.71 | 6.29 | -0.58 | 5.71 | 5.71 | 0.00 | 6.00 | 6.00 | 0.00 |
| 15. I am able to register for classes I need with few conflicts. | 6.45 | 5.79 | 0.66 | 6.88 | 6.63 | 0.25 | 6.56 | 6.00 | 0.56 | 5.86 | 5.29 | 0.57 | 6.63 | 6.00 | 0.63 |
| 16. The college shows concern for students as individuals. | 6.28 | 5.58 | 0.70 | 6.63 | 6.38 | 0.25 | 6.44 | 6.00 | 0.44 | 5.71 | 5.57 | 0.14 | 6.38 | 5.00 | 1.38 |
| 17. Personnel in the Veterans' Services program are helpful. | 5.71 | 5.32 | 0.39 | 6.60 | 6.50 | 0.10 | 4.00 | 5.33 | -1.33 | 5.67 | 6.00 | -0.33 | 6.17 | 5.40 | 0.77 |
| 18. The quality of instruction I receive in most of my classes is excellent. | 6.50 | 5.74 | 0.76 | 6.50 | 6.38 | 0.12 | 6.67 | 6.11 | 0.56 | 5.86 | 5.43 | 0.43 | 6.13 | 5.63 | 0.50 |
| 19. This campus provides effective support services for displaced homemakers. | 5.74 | 5.25 | 0.49 | 6.80 | 6.75 | 0.05 | 3.67 | 5.67 | -2.00 | 5.25 | 6.00 | -0.75 | 6.00 | 4.00 | 2.00 |
| 20. Financial aid counselors are helpful. | 6.21 | 5.53 | 0.68 | 6.29 | 6.33 | -0.04 | 6.43 | 5.83 | 0.60 | 5.86 | 5.43 | 0.43 | 6.75 | 5.50 | 1.25 |
| 21. There are a sufficient number of study areas on campus. | 6.10 | 5.81 | 0.29 | 6.75 | 6.63 | 0.12 | 5.78 | 6.11 | -0.33 | 5.43 | 5.29 | 0.14 | 6.33 | 4.50 | 1.83 |
| 22. People on this campus respect and are supportive of each other. | 6.23 | 5.75 | 0.48 | 6.88 | 6.75 | 0.13 | 6.44 | 6.56 | -0.12 | 5.71 | 6.14 | -0.43 | 5.88 | 5.50 | 0.38 |
| 23. Faculty are understanding of students' unique life circumstances. | 6.37 | 5.64 | 0.73 | 6.38 | 6.38 | 0.00 | 6.67 | 6.11 | 0.56 | 5.86 | 5.29 | 0.57 | 6.43 | 4.43 | 2.00 |
| 24. Parking lots are well-lighted and secure. | 6.08 | 5.53 | 0.55 | 6.63 | 6.50 | 0.13 | 5.57 | 5.71 | -0.14 | 4.83 | 6.00 | -1.17 | 6.00 | 6.25 | -0.25 |

Institutional Summary
Items: In Sequential Order

| Item | Western Technical College | | | 6041: Instructional Asst | | | 3029: IT - Computer Support | | | 3037: IT - Network Systems | | | 3041: IT - Web & Software | | |
|--|---------------------------|--------------|------|--------------------------|--------------|-------|-----------------------------|--------------|-------|----------------------------|--------------|-------|---------------------------|--------------|------|
| | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap |
| 25. My academic advisor is concerned about my success as an individual. | 6.25 | 5.63 | 0.62 | 6.57 | 6.14 | 0.43 | 6.43 | 5.86 | 0.57 | 5.40 | 6.00 | -0.60 | 6.50 | 6.00 | 0.50 |
| 26. Library staff are helpful and approachable. | 6.04 | 5.82 | 0.22 | 6.43 | 6.57 | -0.14 | 5.25 | 6.33 | -1.08 | 5.50 | 5.60 | -0.10 | 6.17 | 5.80 | 0.37 |
| 27. The campus staff are caring and helpful. | 6.22 | 5.93 | 0.29 | 6.71 | 6.57 | 0.14 | 6.11 | 6.22 | -0.11 | 5.83 | 5.83 | 0.00 | 6.33 | 6.00 | 0.33 |
| 28. It is an enjoyable experience to be a student on this campus. | 6.29 | 5.78 | 0.51 | 6.57 | 6.71 | -0.14 | 6.22 | 6.00 | 0.22 | 5.50 | 5.33 | 0.17 | 6.43 | 5.43 | 1.00 |
| 29. Faculty are fair and unbiased in their treatment of individual students. | 6.37 | 5.76 | 0.61 | 6.57 | 6.43 | 0.14 | 6.50 | 6.13 | 0.37 | 5.83 | 6.33 | -0.50 | 6.43 | 5.14 | 1.29 |
| 30. The career services office provides students with the help they need to get a job. | 6.14 | 5.59 | 0.55 | 6.40 | 6.25 | 0.15 | 5.86 | 5.71 | 0.15 | 5.80 | 5.50 | 0.30 | 6.00 | 5.33 | 0.67 |
| 31. The campus is safe and secure for all students. | 6.41 | 5.94 | 0.47 | 7.00 | 6.71 | 0.29 | 6.25 | 5.63 | 0.62 | 5.83 | 6.17 | -0.34 | 6.86 | 5.86 | 1.00 |
| 32. My academic advisor is knowledgeable about my program requirements. | 6.45 | 5.91 | 0.54 | 6.67 | 6.83 | -0.16 | 6.44 | 6.22 | 0.22 | 5.80 | 6.20 | -0.40 | 6.80 | 6.00 | 0.80 |
| 33. Admissions counselors accurately portray the campus in their recruiting practices. | 6.05 | 5.55 | 0.50 | 6.50 | 6.00 | 0.50 | 6.00 | 6.13 | -0.13 | 5.80 | 6.00 | -0.20 | 6.00 | 4.50 | 1.50 |
| 34. Computer labs are adequate and accessible. | 6.21 | 5.81 | 0.40 | 6.67 | 6.50 | 0.17 | 5.44 | 6.67 | -1.23 | 5.83 | 6.17 | -0.34 | 6.71 | 5.14 | 1.57 |
| 35. Policies and procedures regarding registration and course selection are clear and well-publicized. | 6.25 | 5.67 | 0.58 | 6.71 | 6.33 | 0.38 | 6.11 | 5.89 | 0.22 | 5.50 | 5.67 | -0.17 | 6.43 | 5.29 | 1.14 |

Institutional Summary

Items: In Sequential Order

| Item | Western Technical College | | | 6041: Instructional Asst | | | 3029: IT - Computer Support | | | 3037: IT - Network Systems | | | 3041: IT - Web & Software | | |
|--|---------------------------|--------------|------|--------------------------|--------------|-------|-----------------------------|--------------|-------|----------------------------|--------------|-------|---------------------------|--------------|-------|
| | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap |
| 36. Students are made to feel welcome on this campus. | 6.30 | 5.96 | 0.34 | 6.86 | 6.71 | 0.15 | 6.44 | 6.33 | 0.11 | 5.67 | 6.17 | -0.50 | 6.57 | 5.86 | 0.71 |
| 37. Faculty take into consideration student differences as they teach a course. | 6.22 | 5.56 | 0.66 | 6.75 | 6.63 | 0.12 | 6.56 | 5.67 | 0.89 | 5.57 | 6.00 | -0.43 | 6.29 | 4.71 | 1.58 |
| 38. The student center is a comfortable place for students to spend their leisure time. | 5.91 | 5.71 | 0.20 | 6.57 | 6.86 | -0.29 | 4.71 | 5.86 | -1.15 | 5.43 | 6.00 | -0.57 | 6.40 | 6.00 | 0.40 |
| 39. The amount of student parking space on campus is adequate. | 6.21 | 4.44 | 1.77 | 6.50 | 5.75 | 0.75 | 6.63 | 6.13 | 0.50 | 5.29 | 4.83 | 0.46 | 6.83 | 3.17 | 3.66 |
| 40. My academic advisor is knowledgeable about the transfer requirements of other schools. | 6.11 | 5.50 | 0.61 | 6.71 | 6.14 | 0.57 | 5.67 | 6.00 | -0.33 | 5.33 | 5.80 | -0.47 | 6.75 | 6.33 | 0.42 |
| 41. Admissions staff are knowledgeable. | 6.23 | 5.80 | 0.43 | 6.50 | 6.50 | 0.00 | 6.50 | 5.75 | 0.75 | 5.86 | 6.00 | -0.14 | 6.20 | 6.00 | 0.20 |
| 42. The equipment in the lab facilities is kept up to date. | 6.28 | 5.59 | 0.69 | 6.17 | 6.00 | 0.17 | 6.67 | 6.13 | 0.54 | 5.86 | 5.86 | 0.00 | 6.43 | 5.00 | 1.43 |
| 43. Class change (drop/add) policies are reasonable. | 6.14 | 5.68 | 0.46 | 6.50 | 6.25 | 0.25 | 5.75 | 6.13 | -0.38 | 5.83 | 5.80 | 0.03 | 6.67 | 4.67 | 2.00 |
| 44. I generally know what's happening on campus. | 5.67 | 5.24 | 0.43 | 6.25 | 6.13 | 0.12 | 5.00 | 5.89 | -0.89 | 5.00 | 5.57 | -0.57 | 5.00 | 5.00 | 0.00 |
| 45. This institution has a good reputation within the community. | 6.20 | 5.99 | 0.21 | 6.75 | 6.75 | 0.00 | 6.50 | 6.25 | 0.25 | 5.86 | 6.14 | -0.28 | 5.57 | 6.33 | -0.76 |
| 46. Faculty provide timely feedback about student progress in a course. | 6.34 | 5.65 | 0.69 | 6.88 | 6.88 | 0.00 | 6.67 | 5.89 | 0.78 | 5.57 | 6.00 | -0.43 | 6.43 | 5.43 | 1.00 |
| 47. There are adequate services to help me decide upon a career. | 6.21 | 5.75 | 0.46 | 6.75 | 6.50 | 0.25 | 6.13 | 6.00 | 0.13 | 5.86 | 6.14 | -0.28 | 6.20 | 5.40 | 0.80 |

Institutional Summary

Items: In Sequential Order

| Item | Western Technical College | | | 6041: Instructional Asst | | | 3029: IT - Computer Support | | | 3037: IT - Network Systems | | | 3041: IT - Web & Software | | |
|---|---------------------------|--------------|------|--------------------------|--------------|-------|-----------------------------|--------------|-------|----------------------------|--------------|-------|---------------------------|--------------|------|
| | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap |
| 48. Counseling staff care about students as individuals. | 6.16 | 5.74 | 0.42 | 6.57 | 6.57 | 0.00 | 6.25 | 6.17 | 0.08 | 5.71 | 6.14 | -0.43 | 5.71 | 5.50 | 0.21 |
| 49. Admissions counselors respond to prospective students' unique needs and requests. | 6.07 | 5.66 | 0.41 | 6.57 | 6.71 | -0.14 | 6.14 | 5.57 | 0.57 | 5.57 | 5.86 | -0.29 | 6.75 | 5.33 | 1.42 |
| 50. Tutoring services are readily available. | 5.97 | 5.57 | 0.40 | 6.71 | 6.57 | 0.14 | 5.13 | 6.00 | -0.87 | 5.29 | 5.67 | -0.38 | 6.00 | 4.83 | 1.17 |
| 51. There are convenient ways of paying my school bill. | 6.25 | 5.74 | 0.51 | 6.83 | 6.71 | 0.12 | 6.33 | 6.11 | 0.22 | 5.71 | 5.83 | -0.12 | 6.57 | 6.00 | 0.57 |
| 52. This school does whatever it can to help me reach my educational goals. | 6.32 | 5.61 | 0.71 | 6.86 | 6.71 | 0.15 | 6.50 | 6.11 | 0.39 | 5.71 | 5.71 | 0.00 | 6.00 | 5.00 | 1.00 |
| 53. The assessment and course placement procedures are reasonable. | 6.17 | 5.74 | 0.43 | 6.71 | 6.71 | 0.00 | 6.13 | 5.63 | 0.50 | 5.29 | 6.00 | -0.71 | 6.14 | 4.71 | 1.43 |
| 54. Faculty are interested in my academic problems. | 6.16 | 5.63 | 0.53 | 6.86 | 6.86 | 0.00 | 5.78 | 6.22 | -0.44 | 5.57 | 5.57 | 0.00 | 6.00 | 4.86 | 1.14 |
| 55. Academic support services adequately meet the needs of students. | 6.19 | 5.71 | 0.48 | 7.00 | 6.80 | 0.20 | 6.00 | 5.71 | 0.29 | 5.71 | 6.14 | -0.43 | 6.80 | 5.75 | 1.05 |
| 56. The business office is open during hours which are convenient for most students. | 6.04 | 5.62 | 0.42 | 6.71 | 6.86 | -0.15 | 5.75 | 5.75 | 0.00 | 5.57 | 5.43 | 0.14 | 7.00 | 6.33 | 0.67 |
| 57. Administrators are approachable to students. | 6.18 | 5.75 | 0.43 | 6.57 | 6.43 | 0.14 | 5.71 | 5.86 | -0.15 | 5.86 | 5.71 | 0.15 | 7.00 | 6.00 | 1.00 |
| 58. Nearly all of the faculty are knowledgeable in their fields. | 6.47 | 6.04 | 0.43 | 6.86 | 6.71 | 0.15 | 6.67 | 6.67 | 0.00 | 6.29 | 6.14 | 0.15 | 6.57 | 5.86 | 0.71 |
| 59. New student orientation services help students adjust to college. | 5.99 | 5.56 | 0.43 | 6.83 | 6.17 | 0.66 | 5.88 | 5.13 | 0.75 | 5.71 | 5.67 | 0.04 | 6.00 | 4.50 | 1.50 |

Institutional Summary

Items: In Sequential Order

| Item | Western Technical College | | | 6041: Instructional Asst | | | 3029: IT - Computer Support | | | 3037: IT - Network Systems | | | 3041: IT - Web & Software | | |
|--|---------------------------|--------------|------|--------------------------|--------------|-------|-----------------------------|--------------|-------|----------------------------|--------------|-------|---------------------------|--------------|-------|
| | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap |
| 60. Billing policies are reasonable. | 6.15 | 5.63 | 0.52 | 6.71 | 6.57 | 0.14 | 6.00 | 6.22 | -0.22 | 6.00 | 5.14 | 0.86 | 6.57 | 5.29 | 1.28 |
| 61. Faculty are usually available after class and during office hours. | 6.28 | 5.89 | 0.39 | 6.88 | 7.00 | -0.12 | 6.22 | 6.33 | -0.11 | 5.71 | 5.71 | 0.00 | 6.00 | 6.00 | 0.00 |
| 62. Bookstore staff are helpful. | 6.22 | 6.15 | 0.07 | 6.75 | 6.63 | 0.12 | 5.00 | 6.13 | -1.13 | 6.43 | 5.71 | 0.72 | 6.29 | 6.00 | 0.29 |
| 63. I seldom get the "run-around" when seeking information on this campus. | 6.13 | 5.59 | 0.54 | 6.63 | 6.75 | -0.12 | 5.75 | 5.63 | 0.12 | 5.50 | 5.83 | -0.33 | 6.00 | 5.14 | 0.86 |
| 64. Nearly all classes deal with practical experiences and applications. | 6.33 | 5.84 | 0.49 | 6.63 | 6.38 | 0.25 | 6.33 | 6.22 | 0.11 | 5.86 | 5.57 | 0.29 | 6.00 | 5.57 | 0.43 |
| 65. Students are notified early in the term if they are doing poorly in a class. | 6.28 | 5.32 | 0.96 | 6.88 | 6.50 | 0.38 | 5.88 | 5.71 | 0.17 | 5.57 | 5.00 | 0.57 | 6.14 | 3.57 | 2.57 |
| 66. Program requirements are clear and reasonable. | 6.42 | 5.94 | 0.48 | 6.88 | 6.25 | 0.63 | 6.22 | 6.33 | -0.11 | 6.17 | 6.14 | 0.03 | 6.14 | 5.14 | 1.00 |
| 67. Channels for expressing student complaints are readily available. | 6.07 | 5.34 | 0.73 | 6.71 | 6.43 | 0.28 | 5.22 | 5.25 | -0.03 | 5.86 | 5.80 | 0.06 | 5.50 | 4.00 | 1.50 |
| 68. On the whole, the campus is well-maintained. | 6.29 | 6.15 | 0.14 | 6.50 | 6.75 | -0.25 | 5.89 | 6.22 | -0.33 | 5.86 | 6.00 | -0.14 | 5.71 | 6.17 | -0.46 |
| 69. There is a good variety of courses provided on this campus. | 6.35 | 5.97 | 0.38 | 6.50 | 6.88 | -0.38 | 5.89 | 6.33 | -0.44 | 5.57 | 5.86 | -0.29 | 6.00 | 5.86 | 0.14 |
| 70. I am able to experience intellectual growth here. | 6.43 | 6.05 | 0.38 | 6.86 | 6.88 | -0.02 | 6.44 | 6.22 | 0.22 | 6.14 | 6.29 | -0.15 | 6.43 | 5.43 | 1.00 |
| 71. Campus: I take classes in the summer term in order to graduate sooner. | 6.02 | 5.76 | 0.26 | 6.50 | 6.75 | -0.25 | 5.67 | 5.50 | 0.17 | 6.29 | 6.14 | 0.15 | 5.50 | 6.20 | -0.70 |
| 72. Campus: The Wellness Center meets my fitness needs. | 5.81 | 5.26 | 0.55 | 7.00 | 6.60 | 0.40 | 4.83 | 5.83 | -1.00 | 5.80 | 6.00 | -0.20 | 7.00 | 5.50 | 1.50 |

Institutional Summary

Items: In Sequential Order

| Item | Western Technical College | | | 6041: Instructional Asst | | | 3029: IT - Computer Support | | | 3037: IT - Network Systems | | | 3041: IT - Web & Software | | |
|--|---------------------------|--------------|------|--------------------------|--------------|-------|-----------------------------|--------------|-------|----------------------------|--------------|-------|---------------------------|--------------|-------|
| | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap |
| 73. Campus: The college provides effective support services to assist with transfer to a 4-year university | 6.17 | 5.67 | 0.50 | 6.71 | 6.00 | 0.71 | 5.33 | 6.00 | -0.67 | 5.80 | 5.00 | 0.80 | 7.00 | 6.00 | 1.00 |
| 74. Campus: Registration reminders help me to register in a timely manner. | 6.35 | 5.94 | 0.41 | 6.75 | 6.13 | 0.62 | 6.44 | 6.00 | 0.44 | 6.00 | 6.00 | 0.00 | 5.86 | 5.50 | 0.36 |
| 75. Campus: I have the opportunity to be involved in the community through a college activity or course. | 5.84 | 5.71 | 0.13 | 6.71 | 6.57 | 0.14 | 5.38 | 6.13 | -0.75 | 5.40 | 5.17 | 0.23 | 6.20 | 6.60 | -0.40 |
| 76. Campus: The college helps me identify resources to finance my education | 6.18 | 5.50 | 0.68 | 6.63 | 6.25 | 0.38 | 6.11 | 5.44 | 0.67 | 5.86 | 5.71 | 0.15 | 5.86 | 5.00 | 0.86 |
| 77. Campus: There is sufficient financial assistance for child care available to me. | 5.63 | 5.17 | 0.46 | 6.50 | 7.00 | -0.50 | 4.00 | 5.25 | -1.25 | 5.67 | 5.00 | 0.67 | 7.00 | 5.33 | 1.67 |
| 78. Campus: Help is readily available to students whose grades fall below average | 6.25 | 5.45 | 0.80 | 7.00 | 6.63 | 0.37 | 5.67 | 6.20 | -0.53 | 6.00 | 5.60 | 0.40 | 6.50 | 4.20 | 2.30 |
| 79. Campus: Effective support services are available for minority students. | 5.84 | 5.61 | 0.23 | 6.67 | 6.80 | -0.13 | 4.00 | 6.33 | -2.33 | 5.67 | 5.80 | -0.13 | 6.75 | 6.50 | 0.25 |
| 80. Campus: The communication I receive from the College makes me feel like I made a good choice in attending Western. | 6.31 | 5.87 | 0.44 | 7.00 | 6.88 | 0.12 | 6.67 | 6.11 | 0.56 | 6.00 | 6.00 | 0.00 | 6.00 | 5.71 | 0.29 |
| 81. Institution's commitment to part-time students? | | 5.82 | | | 6.57 | | | 6.00 | | | 5.60 | | | 5.20 | |
| 82. Institution's commitment to evening students? | | 5.71 | | | 6.67 | | | 6.00 | | | 5.20 | | | 5.71 | |
| 83. Institution's commitment to older, returning learners? | | 5.83 | | | 6.80 | | | 6.00 | | | 5.67 | | | 6.00 | |

Institutional Summary
Items: In Sequential Order

| Item | Western Technical College | | | 6041: Instructional Asst | | | 3029: IT - Computer Support | | | 3037: IT - Network Systems | | | 3041: IT - Web & Software | | |
|---|---------------------------|--------------|-----|--------------------------|--------------|-----|-----------------------------|--------------|-----|----------------------------|--------------|-----|---------------------------|--------------|-----|
| | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap |
| 84. Institution's commitment to under-represented populations? | | 5.66 | | | 6.67 | | | 6.50 | | | 5.67 | | | 5.25 | |
| 85. Institution's commitment to commuters? | | 5.52 | | | 6.14 | | | 5.60 | | | 5.71 | | | 5.00 | |
| 86. Institution's commitment to students with disabilities? | | 5.79 | | | 6.71 | | | 6.00 | | | 5.60 | | | 5.75 | |
| 87. Cost as factor in decision to enroll. | 6.23 | | | 6.25 | | | 7.00 | | | 6.57 | | | 5.14 | | |
| 88. Financial aid as factor in decision to enroll. | 6.00 | | | 5.86 | | | 6.00 | | | 6.57 | | | 5.17 | | |
| 89. Academic reputation as factor in decision to enroll. | 5.93 | | | 5.63 | | | 5.89 | | | 6.29 | | | 5.00 | | |
| 90. Size of institution as factor in decision to enroll. | 5.23 | | | 4.86 | | | 5.22 | | | 5.86 | | | 4.57 | | |
| 91. Opportunity to play sports as factor in decision to enroll. | 3.49 | | | 4.14 | | | 2.63 | | | 4.00 | | | 3.80 | | |
| 92. Recommendations from family/friends as factor in decision to enroll. | 5.16 | | | 5.29 | | | 4.67 | | | 5.29 | | | 4.33 | | |
| 93. Geographic setting as factor in decision to enroll. | 5.76 | | | 5.63 | | | 5.44 | | | 6.00 | | | 5.29 | | |
| 94. Campus appearance as factor in decision to enroll. | 5.24 | | | 5.00 | | | 4.50 | | | 6.14 | | | 4.86 | | |
| 95. Personalized attention prior to enrollment as factor in decision to enroll. | 5.56 | | | 5.29 | | | 4.50 | | | 5.86 | | | 4.86 | | |

Institutional Summary

Summary Items

| Summary Item | Western Technical College | 6041: Instructional Asst | 3029: IT - Computer Support | 3037: IT - Network Systems | 3041: IT - Web & Software |
|--|---------------------------|--------------------------|-----------------------------|----------------------------|---------------------------|
| So far, how has your college experience met your expectations? | Average: 4.93 | Average: 5.50 | Average: 4.56 | Average: 4.86 | Average: 4.71 |
| 1=Much worse than expected | 1% | 0% | 0% | 0% | 14% |
| 2=Quite a bit worse than I expected | 1% | 0% | 0% | 0% | 0% |
| 3=Worse than I expected | 6% | 0% | 0% | 14% | 0% |
| 4=About what I expected | 29% | 12% | 44% | 28% | 14% |
| 5=Better than I expected | 30% | 37% | 55% | 28% | 42% |
| 6=Quite a bit better than I expected | 15% | 37% | 0% | 14% | 14% |
| 7=Much better than expected | 15% | 12% | 0% | 14% | 14% |
| Rate your overall satisfaction with your experience here thus far. | Average: 5.68 | Average: 5.75 | Average: 5.56 | Average: 5.43 | Average: 5.86 |
| 1=Not satisfied at all | 1% | 0% | 0% | 0% | 0% |
| 2=Not very satisfied | 2% | 0% | 11% | 14% | 0% |
| 3=Somewhat dissatisfied | 3% | 0% | 0% | 0% | 14% |
| 4=Neutral | 9% | 12% | 0% | 14% | 0% |
| 5=Somewhat satisfied | 13% | 12% | 22% | 0% | 0% |
| 6=Satisfied | 46% | 62% | 44% | 42% | 57% |
| 7=Very satisfied | 23% | 12% | 22% | 28% | 28% |
| All in all, if you had to do it over, would you enroll here again? | Average: 5.96 | Average: 5.88 | Average: 5.78 | Average: 5.71 | Average: 6.14 |
| 1=Definitely not | 1% | 0% | 0% | 0% | 0% |
| 2=Probably not | 3% | 0% | 11% | 0% | 0% |
| 3=Maybe not | 1% | 0% | 0% | 0% | 0% |
| 4=I don't know | 5% | 12% | 0% | 14% | 14% |
| 5=Maybe yes | 10% | 25% | 11% | 28% | 0% |
| 6=Probably yes | 35% | 25% | 44% | 28% | 42% |
| 7=Definitely yes | 42% | 37% | 33% | 28% | 42% |