

Institutional Summary
Scales: In Order of Importance

| Scale | Western Technical College | | | 6089: Respiratory Therapist | | | 6093: Surgical Technology | | | 7001: Air Cond- Heat | | | 7009: Automotive Technician | | |
|--|---------------------------|--------------|------|-----------------------------|--------------|------|---------------------------|--------------|-------|----------------------|--------------|------|-----------------------------|--------------|-------|
| | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap |
| Instructional Effectiveness | 6.46 | 5.81 | 0.65 | 6.48 | 5.42 | 1.06 | 6.47 | 5.98 | 0.49 | 6.59 | 6.28 | 0.31 | 6.53 | 6.10 | 0.43 |
| Concern for the Individual | 6.39 | 5.72 | 0.67 | 6.15 | 4.61 | 1.54 | 6.50 | 5.87 | 0.63 | 6.65 | 6.26 | 0.39 | 6.41 | 6.03 | 0.38 |
| Academic Advising/ Counseling | 6.37 | 5.70 | 0.67 | 6.17 | 5.27 | 0.90 | 6.34 | 5.85 | 0.49 | 6.47 | 6.07 | 0.40 | 6.14 | 6.05 | 0.09 |
| Admissions and Financial Aid | 6.36 | 5.53 | 0.83 | 6.03 | 4.23 | 1.80 | 6.45 | 6.11 | 0.34 | 6.18 | 5.83 | 0.35 | 6.32 | 5.33 | 0.99 |
| Registration Effectiveness | 6.36 | 5.83 | 0.53 | 6.27 | 5.05 | 1.22 | 6.43 | 5.78 | 0.65 | 6.31 | 6.07 | 0.24 | 6.38 | 6.28 | 0.10 |
| Student Centeredness | 6.29 | 5.80 | 0.49 | 5.90 | 4.88 | 1.02 | 6.44 | 6.00 | 0.44 | 6.42 | 6.25 | 0.17 | 6.37 | 6.11 | 0.26 |
| Campus Climate | 6.25 | 5.75 | 0.50 | 6.02 | 5.00 | 1.02 | 6.29 | 6.01 | 0.28 | 6.32 | 6.16 | 0.16 | 6.22 | 5.95 | 0.27 |
| Academic Services | 6.24 | 5.84 | 0.40 | 5.83 | 5.48 | 0.35 | 6.18 | 6.16 | 0.02 | 6.11 | 5.83 | 0.28 | 6.10 | 6.09 | 0.01 |
| Safety and Security | 6.20 | 5.16 | 1.04 | 6.47 | 4.48 | 1.99 | 6.25 | 4.88 | 1.37 | 6.17 | 5.58 | 0.59 | 6.42 | 5.23 | 1.19 |
| Service Excellence | 6.19 | 5.75 | 0.44 | 5.98 | 4.88 | 1.10 | 6.30 | 6.02 | 0.28 | 6.07 | 6.05 | 0.02 | 6.23 | 5.97 | 0.26 |
| Campus Support Services | 5.81 | 5.55 | 0.26 | 5.64 | 5.21 | 0.43 | 5.81 | 6.03 | -0.22 | 5.70 | 5.55 | 0.15 | 5.89 | 5.96 | -0.07 |
| Responsiveness to Diverse Populations | | 5.86 | | | 5.18 | | | 6.21 | | | 6.19 | | | 6.41 | |

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| | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap |
| 58. Nearly all of the faculty are knowledgeable in their fields. | 6.63 | 6.11 | 0.52 | 6.71 | 6.00 | 0.71 | 6.67 | 6.43 | 0.24 | 6.64 | 6.50 | 0.14 | 6.83 | 7.00 | -0.17 |
| 18. The quality of instruction I receive in most of my classes is excellent. | 6.62 | 5.79 | 0.83 | 6.71 | 5.43 | 1.28 | 6.83 | 5.83 | 1.00 | 6.91 | 6.55 | 0.36 | 7.00 | 6.50 | 0.50 |
| 8. Classes are scheduled at times that are convenient for me. | 6.58 | 5.61 | 0.97 | 6.29 | 4.71 | 1.58 | 6.50 | 5.29 | 1.21 | 6.73 | 6.09 | 0.64 | 6.29 | 6.13 | 0.16 |
| 66. Program requirements are clear and reasonable. | 6.57 | 6.02 | 0.55 | 6.83 | 5.83 | 1.00 | 6.40 | 6.33 | 0.07 | 6.64 | 6.36 | 0.28 | 6.43 | 6.50 | -0.07 |
| 70. I am able to experience intellectual growth here. | 6.56 | 6.07 | 0.49 | 6.83 | 6.17 | 0.66 | 6.80 | 6.50 | 0.30 | 6.60 | 6.50 | 0.10 | 6.86 | 6.50 | 0.36 |
| 32. My academic advisor is knowledgeable about my program requirements. | 6.55 | 6.00 | 0.55 | 6.86 | 5.86 | 1.00 | 6.60 | 6.40 | 0.20 | 6.73 | 6.27 | 0.46 | 6.50 | 6.33 | 0.17 |
| 15. I am able to register for classes I need with few conflicts. | 6.52 | 5.65 | 0.87 | 6.86 | 5.14 | 1.72 | 6.67 | 5.14 | 1.53 | 6.45 | 6.18 | 0.27 | 6.43 | 6.63 | -0.20 |
| 31. The campus is safe and secure for all students. | 6.51 | 6.03 | 0.48 | 6.86 | 5.57 | 1.29 | 6.60 | 6.40 | 0.20 | 6.55 | 6.27 | 0.28 | 6.57 | 6.13 | 0.44 |
| 29. Faculty are fair and unbiased in their treatment of individual students. | 6.50 | 5.81 | 0.69 | 6.43 | 4.29 | 2.14 | 6.40 | 5.33 | 1.07 | 6.55 | 6.40 | 0.15 | 6.43 | 6.00 | 0.43 |

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| 3. The quality of instruction in the vocational/technical programs is excellent. | 6.49 | 5.75 | 0.74 | 6.57 | 4.86 | 1.71 | 6.67 | 6.00 | 0.67 | 6.64 | 6.64 | 0.00 | 6.86 | 6.00 | 0.86 |
| 46. Faculty provide timely feedback about student progress in a course. | 6.49 | 5.62 | 0.87 | 6.14 | 5.14 | 1.00 | 6.33 | 6.00 | 0.33 | 6.64 | 6.18 | 0.46 | 6.71 | 5.38 | 1.33 |
| 6. My academic advisor is approachable. | 6.48 | 5.79 | 0.69 | 6.71 | 5.43 | 1.28 | 6.50 | 5.00 | 1.50 | 6.40 | 6.30 | 0.10 | 6.57 | 6.57 | 0.00 |
| 52. This school does whatever it can to help me reach my educational goals. | 6.48 | 5.67 | 0.81 | 6.14 | 5.00 | 1.14 | 6.40 | 6.00 | 0.40 | 6.55 | 5.91 | 0.64 | 6.50 | 6.00 | 0.50 |
| 7. Adequate financial aid is available for most students. | 6.47 | 5.66 | 0.81 | 6.14 | 4.43 | 1.71 | 6.50 | 6.14 | 0.36 | 6.09 | 5.64 | 0.45 | 6.57 | 5.75 | 0.82 |
| 36. Students are made to feel welcome on this campus. | 6.47 | 6.05 | 0.42 | 5.86 | 5.00 | 0.86 | 6.60 | 6.33 | 0.27 | 6.45 | 6.18 | 0.27 | 6.43 | 6.50 | -0.07 |
| 77. Campus: The college effectively communicates important information to students. | 6.45 | 5.89 | 0.56 | 6.33 | 5.14 | 1.19 | 6.67 | 6.29 | 0.38 | 6.36 | 6.45 | -0.09 | 6.71 | 6.13 | 0.58 |
| 23. Faculty are understanding of students' unique life circumstances. | 6.43 | 5.59 | 0.84 | 6.00 | 4.86 | 1.14 | 6.17 | 5.57 | 0.60 | 6.55 | 6.27 | 0.28 | 6.71 | 6.38 | 0.33 |
| 64. Nearly all classes deal with practical experiences and applications. | 6.43 | 5.95 | 0.48 | 6.67 | 5.17 | 1.50 | 6.25 | 6.20 | 0.05 | 6.55 | 6.36 | 0.19 | 6.71 | 6.13 | 0.58 |

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| 69. There is a good variety of courses provided on this campus. | 6.43 | 6.03 | 0.40 | 6.83 | 6.17 | 0.66 | 6.20 | 6.50 | -0.30 | 6.36 | 5.91 | 0.45 | 6.00 | 6.00 | 0.00 |
| 13. Financial aid awards are announced to students in time to be helpful in college planning. | 6.42 | 4.94 | 1.48 | 6.00 | 4.14 | 1.86 | 6.67 | 5.67 | 1.00 | 6.30 | 5.20 | 1.10 | 6.71 | 4.13 | 2.58 |
| 41. Admissions staff are knowledgeable. | 6.41 | 5.79 | 0.62 | 6.00 | 4.29 | 1.71 | 6.33 | 6.29 | 0.04 | 6.36 | 6.00 | 0.36 | 6.00 | 5.38 | 0.62 |
| 61. Faculty are usually available after class and during office hours. | 6.41 | 6.02 | 0.39 | 7.00 | 6.33 | 0.67 | 6.75 | 5.75 | 1.00 | 6.45 | 6.36 | 0.09 | 6.14 | 6.38 | -0.24 |
| 51. There are convenient ways of paying my school bill. | 6.40 | 5.95 | 0.45 | 6.29 | 5.71 | 0.58 | 6.20 | 5.40 | 0.80 | 6.55 | 6.18 | 0.37 | 6.67 | 6.29 | 0.38 |
| 28. It is an enjoyable experience to be a student on this campus. | 6.39 | 5.91 | 0.48 | 6.14 | 4.86 | 1.28 | 6.60 | 6.17 | 0.43 | 6.73 | 6.36 | 0.37 | 6.43 | 6.25 | 0.18 |
| 48. Counseling staff care about students as individuals. | 6.39 | 5.88 | 0.51 | 6.33 | 4.60 | 1.73 | 6.33 | 6.50 | -0.17 | 6.75 | 6.25 | 0.50 | 6.14 | 6.13 | 0.01 |
| 5. The personnel involved in registration are helpful. | 6.38 | 5.62 | 0.76 | 6.57 | 3.57 | 3.00 | 6.67 | 5.71 | 0.96 | 6.45 | 6.27 | 0.18 | 6.43 | 6.88 | -0.45 |
| 20. Financial aid counselors are helpful. | 6.38 | 5.32 | 1.06 | 5.57 | 3.14 | 2.43 | 6.75 | 6.00 | 0.75 | 5.80 | 5.89 | -0.09 | 6.43 | 5.50 | 0.93 |
| 42. The equipment in the lab facilities is kept up to date. | 6.38 | 5.78 | 0.60 | 6.29 | 5.29 | 1.00 | 6.20 | 5.83 | 0.37 | 6.55 | 6.09 | 0.46 | 6.43 | 6.13 | 0.30 |

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| | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap |
| 78. Campus: Help is readily available to students whose grades fall below average. | 6.38 | 5.49 | 0.89 | 6.60 | 4.80 | 1.80 | 6.40 | 5.60 | 0.80 | 6.40 | 6.00 | 0.40 | 6.33 | 6.50 | -0.17 |
| 25. My academic advisor is concerned about my success as an individual. | 6.37 | 5.66 | 0.71 | 6.29 | 5.14 | 1.15 | 6.40 | 6.00 | 0.40 | 6.64 | 6.10 | 0.54 | 6.50 | 6.17 | 0.33 |
| 37. Faculty take into consideration student differences as they teach a course. | 6.37 | 5.57 | 0.80 | 5.86 | 5.29 | 0.57 | 6.50 | 5.71 | 0.79 | 6.64 | 6.00 | 0.64 | 6.43 | 5.38 | 1.05 |
| 54. Faculty are interested in my academic problems. | 6.37 | 5.68 | 0.69 | 6.29 | 5.14 | 1.15 | 6.33 | 6.29 | 0.04 | 6.55 | 6.20 | 0.35 | 6.67 | 6.00 | 0.67 |
| 68. On the whole, the campus is well-maintained. | 6.37 | 6.27 | 0.10 | 6.17 | 6.17 | 0.00 | 6.60 | 6.67 | -0.07 | 6.18 | 6.00 | 0.18 | 6.57 | 6.50 | 0.07 |
| 80. Campus: The communication I receive from the College makes me feel like I made a good choice in attending Western. | 6.37 | 5.95 | 0.42 | 6.33 | 5.00 | 1.33 | 6.60 | 6.33 | 0.27 | 6.00 | 6.45 | -0.45 | 6.43 | 6.13 | 0.30 |
| 2. Faculty care about me as an individual. | 6.36 | 5.75 | 0.61 | 6.00 | 5.14 | 0.86 | 6.83 | 5.71 | 1.12 | 6.73 | 6.45 | 0.28 | 6.71 | 6.25 | 0.46 |
| 35. Policies and procedures regarding registration and course selection are clear and well-publicized. | 6.35 | 5.69 | 0.66 | 5.71 | 5.14 | 0.57 | 6.60 | 5.50 | 1.10 | 6.64 | 6.00 | 0.64 | 6.29 | 6.13 | 0.16 |

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| 73. Campus: The college provides effective support services to assist with transfer to a 4-year university. | 6.35 | 5.65 | 0.70 | 6.80 | 5.25 | 1.55 | 6.50 | 6.20 | 0.30 | 5.75 | 5.71 | 0.04 | 4.80 | 4.75 | 0.05 |
| 76. Campus: The college helps me identify resources to finance my education. | 6.35 | 5.61 | 0.74 | 6.50 | 5.57 | 0.93 | 6.33 | 6.60 | -0.27 | 6.50 | 6.22 | 0.28 | 6.57 | 6.38 | 0.19 |
| 27. The campus staff are caring and helpful. | 6.34 | 5.93 | 0.41 | 5.86 | 5.43 | 0.43 | 6.40 | 6.00 | 0.40 | 6.45 | 6.18 | 0.27 | 6.43 | 6.25 | 0.18 |
| 55. Academic support services adequately meet the needs of students. | 6.34 | 5.80 | 0.54 | 6.29 | 5.29 | 1.00 | 6.67 | 6.33 | 0.34 | 6.55 | 6.00 | 0.55 | 5.83 | 6.17 | -0.34 |
| 63. I seldom get the "run-around" when seeking information on this campus. | 6.34 | 5.70 | 0.64 | 6.83 | 4.00 | 2.83 | 6.67 | 6.25 | 0.42 | 6.10 | 6.00 | 0.10 | 6.43 | 5.75 | 0.68 |
| 65. Students are notified early in the term if they are doing poorly in a class. | 6.34 | 5.26 | 1.08 | 6.80 | 5.20 | 1.60 | 5.67 | 5.25 | 0.42 | 6.44 | 5.75 | 0.69 | 5.86 | 5.00 | 0.86 |
| 16. The college shows concern for students as individuals. | 6.32 | 5.50 | 0.82 | 5.71 | 3.86 | 1.85 | 6.50 | 5.86 | 0.64 | 6.64 | 6.09 | 0.55 | 6.29 | 5.63 | 0.66 |
| 47. There are adequate services to help me decide upon a career. | 6.32 | 5.81 | 0.51 | 6.14 | 5.83 | 0.31 | 6.33 | 6.50 | -0.17 | 6.64 | 6.00 | 0.64 | 6.83 | 5.57 | 1.26 |

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| 53. The assessment and course placement procedures are reasonable. | 6.32 | 5.86 | 0.46 | 6.00 | 4.57 | 1.43 | 6.50 | 6.40 | 0.10 | 6.36 | 6.09 | 0.27 | 6.00 | 6.33 | -0.33 |
| 60. Billing policies are reasonable. | 6.31 | 5.86 | 0.45 | 5.86 | 4.29 | 1.57 | 6.67 | 6.29 | 0.38 | 6.00 | 5.90 | 0.10 | 6.67 | 5.86 | 0.81 |
| 14. Library resources and services are adequate. | 6.29 | 5.94 | 0.35 | 6.00 | 5.83 | 0.17 | 6.67 | 6.29 | 0.38 | 6.10 | 6.00 | 0.10 | 6.29 | 5.88 | 0.41 |
| 34. Computer labs are adequate and accessible. | 6.29 | 5.82 | 0.47 | 5.83 | 6.00 | -0.17 | 5.80 | 6.00 | -0.20 | 6.00 | 5.90 | 0.10 | 6.00 | 6.43 | -0.43 |
| 39. The amount of student parking space on campus is adequate. | 6.29 | 3.95 | 2.34 | 6.57 | 3.29 | 3.28 | 6.40 | 3.67 | 2.73 | 6.10 | 4.44 | 1.66 | 6.14 | 3.50 | 2.64 |
| 43. Class change (drop/add) policies are reasonable. | 6.28 | 5.97 | 0.31 | 5.71 | 5.71 | 0.00 | 6.50 | 6.33 | 0.17 | 6.40 | 6.00 | 0.40 | 5.67 | 5.60 | 0.07 |
| 57. Administrators are approachable to students. | 6.28 | 5.75 | 0.53 | 5.86 | 5.29 | 0.57 | 6.67 | 6.00 | 0.67 | 6.40 | 6.33 | 0.07 | 6.67 | 6.14 | 0.53 |
| 9. Internships or practical experiences are provided in my degree/certificate program. | 6.26 | 5.65 | 0.61 | 6.29 | 6.14 | 0.15 | 6.60 | 6.17 | 0.43 | 6.20 | 5.67 | 0.53 | 6.43 | 5.00 | 1.43 |
| 22. People on this campus respect and are supportive of each other. | 6.26 | 5.69 | 0.57 | 5.57 | 4.86 | 0.71 | 5.67 | 5.86 | -0.19 | 6.45 | 6.27 | 0.18 | 6.57 | 5.63 | 0.94 |
| 62. Bookstore staff are helpful. | 6.26 | 6.35 | -0.09 | 7.00 | 6.17 | 0.83 | 6.50 | 6.50 | 0.00 | 5.78 | 6.00 | -0.22 | 6.43 | 6.50 | -0.07 |

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| 11. Security staff respond quickly in emergencies. | 6.24 | 5.31 | 0.93 | 7.00 | 6.00 | 1.00 | 6.50 | 4.25 | 2.25 | 6.71 | 5.71 | 1.00 | 6.83 | 5.00 | 1.83 |
| 30. The career services office provides students with the help they need to get a job. | 6.23 | 5.63 | 0.60 | 6.33 | 6.00 | 0.33 | 6.67 | 6.50 | 0.17 | 6.11 | 5.71 | 0.40 | 6.50 | 7.00 | -0.50 |
| 49. Admissions counselors respond to prospective students' unique needs and requests. | 6.23 | 5.70 | 0.53 | 6.17 | 4.67 | 1.50 | 6.17 | 6.50 | -0.33 | 6.10 | 5.70 | 0.40 | 6.17 | 5.57 | 0.60 |
| 33. Admissions counselors accurately portray the campus in their recruiting practices. | 6.22 | 5.77 | 0.45 | 6.40 | 5.00 | 1.40 | 6.40 | 6.00 | 0.40 | 6.44 | 6.60 | -0.16 | 6.00 | 5.71 | 0.29 |
| 87. Cost as factor in decision to enroll. | 6.22 | | | 6.00 | | | 6.43 | | | 6.45 | | | 6.50 | | |
| 45. This institution has a good reputation within the community. | 6.21 | 6.07 | 0.14 | 6.00 | 5.57 | 0.43 | 6.33 | 6.80 | -0.47 | 6.55 | 6.27 | 0.28 | 5.86 | 6.13 | -0.27 |
| 71. Campus: I found charging books at the Campus Shop to be helpful. | 6.20 | 5.84 | 0.36 | 5.83 | 5.80 | 0.03 | 6.20 | 6.33 | -0.13 | 5.80 | 5.67 | 0.13 | 6.00 | 6.00 | 0.00 |
| 24. Parking lots are well-lighted and secure. | 6.19 | 5.34 | 0.85 | 6.83 | 4.20 | 2.63 | 6.00 | 5.67 | 0.33 | 5.91 | 5.80 | 0.11 | 6.33 | 6.14 | 0.19 |
| 21. There are a sufficient number of study areas on campus. | 6.18 | 5.87 | 0.31 | 6.00 | 5.57 | 0.43 | 6.17 | 6.43 | -0.26 | 6.09 | 5.80 | 0.29 | 6.00 | 6.20 | -0.20 |

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| 40. My academic advisor is knowledgeable about the transfer requirements of other schools. | 6.17 | 5.42 | -0.75 | 5.29 | 5.33 | -0.04 | 6.00 | 5.67 | -0.33 | 5.63 | 6.00 | -0.37 | 5.00 | 5.33 | -0.33 |
| 56. The business office is open during hours which are convenient for most students. | 6.17 | 5.82 | 0.35 | 6.29 | 5.17 | 1.12 | 5.40 | 6.20 | -0.80 | 5.73 | 6.00 | -0.27 | 6.60 | 6.17 | 0.43 |
| 12. My academic advisor helps me set goals to work toward. | 6.14 | 5.47 | 0.67 | 5.57 | 5.33 | 0.24 | 6.17 | 5.50 | 0.67 | 6.45 | 5.73 | 0.72 | 5.57 | 5.33 | 0.24 |
| 67. Channels for expressing student complaints are readily available. | 6.13 | 5.28 | 0.85 | 6.00 | 4.50 | 1.50 | 6.25 | 6.00 | 0.25 | 5.56 | 6.11 | -0.55 | 5.71 | 5.29 | 0.42 |
| 50. Tutoring services are readily available. | 6.10 | 5.68 | 0.42 | 5.43 | 5.67 | -0.24 | 5.60 | 6.00 | -0.40 | 5.80 | 5.40 | 0.40 | 5.40 | 5.80 | -0.40 |
| 26. Library staff are helpful and approachable. | 6.08 | 5.93 | 0.15 | 5.00 | 4.86 | 0.14 | 6.00 | 6.17 | -0.17 | 5.56 | 5.56 | 0.00 | 6.60 | 6.00 | 0.60 |
| 88. Financial aid as factor in decision to enroll. | 6.07 | | | 6.29 | | | 6.86 | | | 6.56 | | | 6.13 | | |
| 59. New student orientation services help students adjust to college. | 6.04 | 5.66 | 0.38 | 6.17 | 5.80 | 0.37 | 5.33 | 5.57 | -0.24 | 6.00 | 5.90 | 0.10 | 5.67 | 6.14 | -0.47 |
| 74. Campus: Western offers a sufficient number of classes online. | 6.01 | 5.74 | 0.27 | 6.67 | 5.43 | 1.24 | 6.20 | 6.00 | 0.20 | 5.71 | 6.20 | -0.49 | 4.17 | 4.40 | -0.23 |

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| 79. Campus: Effective support services are available for minority students. | 6.01 | 5.79 | 0.22 | 6.75 | 4.50 | 2.25 | 5.67 | 6.00 | -0.33 | 5.63 | 5.43 | 0.20 | 5.40 | 5.50 | -0.10 |
| 1. Most students feel a sense of belonging here. | 5.94 | 5.66 | 0.28 | 6.00 | 4.86 | 1.14 | 5.80 | 5.67 | 0.13 | 5.82 | 6.36 | -0.54 | 6.00 | 5.88 | 0.12 |
| 38. The student center is a comfortable place for students to spend their leisure time. | 5.92 | 5.76 | 0.16 | 5.67 | 5.00 | 0.67 | 6.17 | 6.17 | 0.00 | 5.60 | 5.60 | 0.00 | 6.60 | 6.75 | -0.15 |
| 89. Academic reputation as factor in decision to enroll. | 5.91 | | | 5.86 | | | 6.14 | | | 5.50 | | | 5.88 | | |
| 93. Geographic setting as factor in decision to enroll. | 5.84 | | | 5.33 | | | 6.00 | | | 5.90 | | | 5.38 | | |
| 4. Security staff are helpful. | 5.73 | 5.23 | 0.50 | 5.29 | 4.00 | 1.29 | 5.75 | 4.25 | 1.50 | 5.63 | 5.50 | 0.13 | 6.29 | 5.40 | 0.89 |
| 75. Campus: I had the opportunity to be involved in the community through a college activity or course. | 5.69 | 5.73 | -0.04 | 5.83 | 6.29 | -0.46 | 6.00 | 6.20 | -0.20 | 5.67 | 5.88 | -0.21 | 5.67 | 5.80 | -0.13 |
| 72. Campus: The trimester academic schedule will help me be successful. | 5.65 | 4.92 | 0.73 | 5.17 | 4.83 | 0.34 | 6.40 | 5.83 | 0.57 | 6.13 | 5.88 | 0.25 | 5.83 | 5.50 | 0.33 |
| 44. I generally know what's happening on campus. | 5.62 | 5.46 | 0.16 | 5.43 | 5.29 | 0.14 | 6.00 | 6.00 | 0.00 | 5.64 | 5.73 | -0.09 | 5.00 | 5.25 | -0.25 |

Institutional Summary
Items: In Order of Importance

| Item | Western Technical College | | | 6089: Respiratory Therapist | | | 6093: Surgical Technology | | | 7001: Air Cond- Heat | | | 7009: Automotive Technician | | |
|---|---------------------------|--------------|-------|-----------------------------|--------------|-------|---------------------------|--------------|-------|----------------------|--------------|-------|-----------------------------|--------------|-------|
| | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap |
| 19. This campus provides effective support services for displaced homemakers. | 5.47 | 5.36 | 0.11 | 5.75 | 5.00 | 0.75 | 6.67 | 6.33 | 0.34 | 5.25 | 5.50 | -0.25 | 5.00 | 4.00 | 1.00 |
| 95. Personalized attention prior to enrollment as factor in decision to enroll. | 5.42 | | | 4.83 | | | 6.29 | | | 5.60 | | | 5.63 | | |
| 17. Personnel in the Veterans' Services program are helpful. | 5.41 | 5.29 | 0.12 | 4.67 | 3.50 | 1.17 | | 6.00 | | 5.17 | 5.33 | -0.16 | 5.25 | 5.50 | -0.25 |
| 90. Size of institution as factor in decision to enroll. | 5.20 | | | 3.43 | | | 5.83 | | | 5.73 | | | 4.13 | | |
| 94. Campus appearance as factor in decision to enroll. | 5.13 | | | 4.57 | | | 6.57 | | | 5.60 | | | 5.25 | | |
| 92. Recommendations from family/friends as factor in decision to enroll. | 4.87 | | | 4.00 | | | 6.17 | | | 5.27 | | | 4.63 | | |
| 10. Child care facilities are available on campus. | 4.56 | 4.67 | -0.11 | 3.50 | 4.00 | -0.50 | 3.33 | 5.00 | -1.67 | 4.43 | 4.43 | 0.00 | 4.60 | 5.33 | -0.73 |
| 91. Opportunity to play sports as factor in decision to enroll. | 2.89 | | | 2.50 | | | 4.00 | | | 3.50 | | | 1.50 | | |
| 81. Institution's commitment to part-time students? | | 5.91 | | | 5.40 | | | 6.50 | | | 6.00 | | | 6.33 | |
| 82. Institution's commitment to evening students? | | 5.88 | | | 5.00 | | | 6.25 | | | 6.14 | | | 6.50 | |

Institutional Summary
Items: In Order of Importance

| Item | Western Technical College | | | 6089: Respiratory Therapist | | | 6093: Surgical Technology | | | 7001: Air Cond- Heat | | | 7009: Automotive Technician | | |
|--|---------------------------|--------------|-----|-----------------------------|--------------|-----|---------------------------|--------------|-----|----------------------|--------------|-----|-----------------------------|--------------|-----|
| | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap |
| 83. Institution's commitment to older, returning learners? | | 5.96 | | | 4.00 | | | 6.00 | | | 6.60 | | | 6.83 | |
| 84. Institution's commitment to under-represented populations? | | 5.91 | | | 6.00 | | | 5.50 | | | 6.29 | | | 7.00 | |
| 85. Institution's commitment to commuters? | | 5.52 | | | 5.67 | | | 6.17 | | | 5.80 | | | 5.43 | |
| 86. Institution's commitment to students with disabilities? | | 6.05 | | | 6.00 | | | 6.33 | | | 6.29 | | | 7.00 | |

Institutional Summary

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

| Scale/Item | Western Technical College | | | 6089: Respiratory Therapist | | | 6093: Surgical Technology | | | 7001: Air Cond- Heat | | | 7009: Automotive Technician | | |
|--|---------------------------|--------------|------|-----------------------------|--------------|-------|---------------------------|--------------|-------|----------------------|--------------|-------|-----------------------------|--------------|-------|
| | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap |
| ACADEMIC ADVISING/ COUNSELING | 6.37 | 5.70 | 0.67 | 6.17 | 5.27 | 0.90 | 6.34 | 5.85 | 0.49 | 6.47 | 6.07 | 0.40 | 6.14 | 6.05 | 0.09 |
| 6. My academic advisor is approachable. | 6.48 | 5.79 | 0.69 | 6.71 | 5.43 | 1.28 | 6.50 | 5.00 | 1.50 | 6.40 | 6.30 | 0.10 | 6.57 | 6.57 | 0.00 |
| 12. My academic advisor helps me set goals to work toward. | 6.14 | 5.47 | 0.67 | 5.57 | 5.33 | 0.24 | 6.17 | 5.50 | 0.67 | 6.45 | 5.73 | 0.72 | 5.57 | 5.33 | 0.24 |
| 25. My academic advisor is concerned about my success as an individual. | 6.37 | 5.66 | 0.71 | 6.29 | 5.14 | 1.15 | 6.40 | 6.00 | 0.40 | 6.64 | 6.10 | 0.54 | 6.50 | 6.17 | 0.33 |
| 32. My academic advisor is knowledgeable about my program requirements. | 6.55 | 6.00 | 0.55 | 6.86 | 5.86 | 1.00 | 6.60 | 6.40 | 0.20 | 6.73 | 6.27 | 0.46 | 6.50 | 6.33 | 0.17 |
| 40. My academic advisor is knowledgeable about the transfer requirements of other schools. | 6.17 | 5.42 | 0.75 | 5.29 | 5.33 | -0.04 | 6.00 | 5.67 | 0.33 | 5.63 | 6.00 | -0.37 | 5.00 | 5.33 | -0.33 |
| 48. Counseling staff care about students as individuals. | 6.39 | 5.88 | 0.51 | 6.33 | 4.60 | 1.73 | 6.33 | 6.50 | -0.17 | 6.75 | 6.25 | 0.50 | 6.14 | 6.13 | 0.01 |
| 52. This school does whatever it can to help me reach my educational goals. | 6.48 | 5.67 | 0.81 | 6.14 | 5.00 | 1.14 | 6.40 | 6.00 | 0.40 | 6.55 | 5.91 | 0.64 | 6.50 | 6.00 | 0.50 |

Institutional Summary

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

| Scale/Item | Western Technical College | | | 6089: Respiratory Therapist | | | 6093: Surgical Technology | | | 7001: Air Cond- Heat | | | 7009: Automotive Technician | | |
|--|---------------------------|--------------|------|-----------------------------|--------------|-------|---------------------------|--------------|-------|----------------------|--------------|------|-----------------------------|--------------|-------|
| | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap |
| ACADEMIC SERVICES | 6.24 | 5.84 | 0.40 | 5.83 | 5.48 | 0.35 | 6.18 | 6.16 | 0.02 | 6.11 | 5.83 | 0.28 | 6.10 | 6.09 | 0.01 |
| 14. Library resources and services are adequate. | 6.29 | 5.94 | 0.35 | 6.00 | 5.83 | 0.17 | 6.67 | 6.29 | 0.38 | 6.10 | 6.00 | 0.10 | 6.29 | 5.88 | 0.41 |
| 21. There are a sufficient number of study areas on campus. | 6.18 | 5.87 | 0.31 | 6.00 | 5.57 | 0.43 | 6.17 | 6.43 | -0.26 | 6.09 | 5.80 | 0.29 | 6.00 | 6.20 | -0.20 |
| 26. Library staff are helpful and approachable. | 6.08 | 5.93 | 0.15 | 5.00 | 4.86 | 0.14 | 6.00 | 6.17 | -0.17 | 5.56 | 5.56 | 0.00 | 6.60 | 6.00 | 0.60 |
| 34. Computer labs are adequate and accessible. | 6.29 | 5.82 | 0.47 | 5.83 | 6.00 | -0.17 | 5.80 | 6.00 | -0.20 | 6.00 | 5.90 | 0.10 | 6.00 | 6.43 | -0.43 |
| 42. The equipment in the lab facilities is kept up to date. | 6.38 | 5.78 | 0.60 | 6.29 | 5.29 | 1.00 | 6.20 | 5.83 | 0.37 | 6.55 | 6.09 | 0.46 | 6.43 | 6.13 | 0.30 |
| 50. Tutoring services are readily available. | 6.10 | 5.68 | 0.42 | 5.43 | 5.67 | -0.24 | 5.60 | 6.00 | -0.40 | 5.80 | 5.40 | 0.40 | 5.40 | 5.80 | -0.40 |
| 55. Academic support services adequately meet the needs of students. | 6.34 | 5.80 | 0.54 | 6.29 | 5.29 | 1.00 | 6.67 | 6.33 | 0.34 | 6.55 | 6.00 | 0.55 | 5.83 | 6.17 | -0.34 |

Institutional Summary

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

| Scale/Item | Western Technical College | | | 6089: Respiratory Therapist | | | 6093: Surgical Technology | | | 7001: Air Cond- Heat | | | 7009: Automotive Technician | | |
|---|---------------------------|--------------|------|-----------------------------|--------------|------|---------------------------|--------------|-------|----------------------|--------------|-------|-----------------------------|--------------|------|
| | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap |
| ADMISSIONS AND FINANCIAL AID | 6.36 | 5.53 | 0.83 | 6.03 | 4.23 | 1.80 | 6.45 | 6.11 | 0.34 | 6.18 | 5.83 | 0.35 | 6.32 | 5.33 | 0.99 |
| 7. Adequate financial aid is available for most students. | 6.47 | 5.66 | 0.81 | 6.14 | 4.43 | 1.71 | 6.50 | 6.14 | 0.36 | 6.09 | 5.64 | 0.45 | 6.57 | 5.75 | 0.82 |
| 13. Financial aid awards are announced to students in time to be helpful in college planning. | 6.42 | 4.94 | 1.48 | 6.00 | 4.14 | 1.86 | 6.67 | 5.67 | 1.00 | 6.30 | 5.20 | 1.10 | 6.71 | 4.13 | 2.58 |
| 20. Financial aid counselors are helpful. | 6.38 | 5.32 | 1.06 | 5.57 | 3.14 | 2.43 | 6.75 | 6.00 | 0.75 | 5.80 | 5.89 | -0.09 | 6.43 | 5.50 | 0.93 |
| 33. Admissions counselors accurately portray the campus in their recruiting practices. | 6.22 | 5.77 | 0.45 | 6.40 | 5.00 | 1.40 | 6.40 | 6.00 | 0.40 | 6.44 | 6.60 | -0.16 | 6.00 | 5.71 | 0.29 |
| 41. Admissions staff are knowledgeable. | 6.41 | 5.79 | 0.62 | 6.00 | 4.29 | 1.71 | 6.33 | 6.29 | 0.04 | 6.36 | 6.00 | 0.36 | 6.00 | 5.38 | 0.62 |
| 49. Admissions counselors respond to prospective students' unique needs and requests. | 6.23 | 5.70 | 0.53 | 6.17 | 4.67 | 1.50 | 6.17 | 6.50 | -0.33 | 6.10 | 5.70 | 0.40 | 6.17 | 5.57 | 0.60 |

Institutional Summary

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

| Scale/Item | Western Technical College | | | 6089: Respiratory Therapist | | | 6093: Surgical Technology | | | 7001: Air Cond- Heat | | | 7009: Automotive Technician | | |
|---|---------------------------|--------------|------|-----------------------------|--------------|------|---------------------------|--------------|-------|----------------------|--------------|-------|-----------------------------|--------------|-------|
| | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap |
| CAMPUS CLIMATE | 6.25 | 5.75 | 0.50 | 6.02 | 5.00 | 1.02 | 6.29 | 6.01 | 0.28 | 6.32 | 6.16 | 0.16 | 6.22 | 5.95 | 0.27 |
| 1. Most students feel a sense of belonging here. | 5.94 | 5.66 | 0.28 | 6.00 | 4.86 | 1.14 | 5.80 | 5.67 | 0.13 | 5.82 | 6.36 | -0.54 | 6.00 | 5.88 | 0.12 |
| 2. Faculty care about me as an individual. | 6.36 | 5.75 | 0.61 | 6.00 | 5.14 | 0.86 | 6.83 | 5.71 | 1.12 | 6.73 | 6.45 | 0.28 | 6.71 | 6.25 | 0.46 |
| 16. The college shows concern for students as individuals. | 6.32 | 5.50 | 0.82 | 5.71 | 3.86 | 1.85 | 6.50 | 5.86 | 0.64 | 6.64 | 6.09 | 0.55 | 6.29 | 5.63 | 0.66 |
| 22. People on this campus respect and are supportive of each other. | 6.26 | 5.69 | 0.57 | 5.57 | 4.86 | 0.71 | 5.67 | 5.86 | -0.19 | 6.45 | 6.27 | 0.18 | 6.57 | 5.63 | 0.94 |
| 27. The campus staff are caring and helpful. | 6.34 | 5.93 | 0.41 | 5.86 | 5.43 | 0.43 | 6.40 | 6.00 | 0.40 | 6.45 | 6.18 | 0.27 | 6.43 | 6.25 | 0.18 |
| 28. It is an enjoyable experience to be a student on this campus. | 6.39 | 5.91 | 0.48 | 6.14 | 4.86 | 1.28 | 6.60 | 6.17 | 0.43 | 6.73 | 6.36 | 0.37 | 6.43 | 6.25 | 0.18 |
| 31. The campus is safe and secure for all students. | 6.51 | 6.03 | 0.48 | 6.86 | 5.57 | 1.29 | 6.60 | 6.40 | 0.20 | 6.55 | 6.27 | 0.28 | 6.57 | 6.13 | 0.44 |
| 36. Students are made to feel welcome on this campus. | 6.47 | 6.05 | 0.42 | 5.86 | 5.00 | 0.86 | 6.60 | 6.33 | 0.27 | 6.45 | 6.18 | 0.27 | 6.43 | 6.50 | -0.07 |
| 44. I generally know what's happening on campus. | 5.62 | 5.46 | 0.16 | 5.43 | 5.29 | 0.14 | 6.00 | 6.00 | 0.00 | 5.64 | 5.73 | -0.09 | 5.00 | 5.25 | -0.25 |
| 45. This institution has a good reputation within the community. | 6.21 | 6.07 | 0.14 | 6.00 | 5.57 | 0.43 | 6.33 | 6.80 | -0.47 | 6.55 | 6.27 | 0.28 | 5.86 | 6.13 | -0.27 |

Institutional Summary

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

| Scale/Item | Western Technical College | | | 6089: Respiratory Therapist | | | 6093: Surgical Technology | | | 7001: Air Cond- Heat | | | 7009: Automotive Technician | | |
|---|---------------------------|--------------|------|-----------------------------|--------------|------|---------------------------|--------------|-------|----------------------|--------------|-------|-----------------------------|--------------|-------|
| | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap |
| 52. This school does whatever it can to help me reach my educational goals. | 6.48 | 5.67 | 0.81 | 6.14 | 5.00 | 1.14 | 6.40 | 6.00 | 0.40 | 6.55 | 5.91 | 0.64 | 6.50 | 6.00 | 0.50 |
| 57. Administrators are approachable to students. | 6.28 | 5.75 | 0.53 | 5.86 | 5.29 | 0.57 | 6.67 | 6.00 | 0.67 | 6.40 | 6.33 | 0.07 | 6.67 | 6.14 | 0.53 |
| 59. New student orientation services help students adjust to college. | 6.04 | 5.66 | 0.38 | 6.17 | 5.80 | 0.37 | 5.33 | 5.57 | -0.24 | 6.00 | 5.90 | 0.10 | 5.67 | 6.14 | -0.47 |
| 63. I seldom get the "run-around" when seeking information on this campus. | 6.34 | 5.70 | 0.64 | 6.83 | 4.00 | 2.83 | 6.67 | 6.25 | 0.42 | 6.10 | 6.00 | 0.10 | 6.43 | 5.75 | 0.68 |
| 67. Channels for expressing student complaints are readily available. | 6.13 | 5.28 | 0.85 | 6.00 | 4.50 | 1.50 | 6.25 | 6.00 | 0.25 | 5.56 | 6.11 | -0.55 | 5.71 | 5.29 | 0.42 |

Institutional Summary

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

| Scale/Item | Western Technical College | | | 6089: Respiratory Therapist | | | 6093: Surgical Technology | | | 7001: Air Cond- Heat | | | 7009: Automotive Technician | | |
|---|---------------------------|--------------|-------|-----------------------------|--------------|-------|---------------------------|--------------|-------|----------------------|--------------|-------|-----------------------------|--------------|-------|
| | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap |
| CAMPUS SUPPORT SERVICES | 5.81 | 5.55 | -0.26 | 5.64 | 5.21 | -0.43 | 5.81 | 6.03 | -0.22 | 5.70 | 5.55 | -0.15 | 5.89 | 5.96 | -0.07 |
| 10. Child care facilities are available on campus. | 4.56 | 4.67 | -0.11 | 3.50 | 4.00 | -0.50 | 3.33 | 5.00 | -1.67 | 4.43 | 4.43 | 0.00 | 4.60 | 5.33 | -0.73 |
| 17. Personnel in the Veterans' Services program are helpful. | 5.41 | 5.29 | 0.12 | 4.67 | 3.50 | 1.17 | | 6.00 | | 5.17 | 5.33 | -0.16 | 5.25 | 5.50 | -0.25 |
| 19. This campus provides effective support services for displaced homemakers. | 5.47 | 5.36 | 0.11 | 5.75 | 5.00 | 0.75 | 6.67 | 6.33 | 0.34 | 5.25 | 5.50 | -0.25 | 5.00 | 4.00 | 1.00 |
| 30. The career services office provides students with the help they need to get a job. | 6.23 | 5.63 | 0.60 | 6.33 | 6.00 | 0.33 | 6.67 | 6.50 | 0.17 | 6.11 | 5.71 | 0.40 | 6.50 | 7.00 | -0.50 |
| 38. The student center is a comfortable place for students to spend their leisure time. | 5.92 | 5.76 | 0.16 | 5.67 | 5.00 | 0.67 | 6.17 | 6.17 | 0.00 | 5.60 | 5.60 | 0.00 | 6.60 | 6.75 | -0.15 |
| 47. There are adequate services to help me decide upon a career. | 6.32 | 5.81 | 0.51 | 6.14 | 5.83 | 0.31 | 6.33 | 6.50 | -0.17 | 6.64 | 6.00 | 0.64 | 6.83 | 5.57 | 1.26 |
| 59. New student orientation services help students adjust to college. | 6.04 | 5.66 | 0.38 | 6.17 | 5.80 | 0.37 | 5.33 | 5.57 | -0.24 | 6.00 | 5.90 | 0.10 | 5.67 | 6.14 | -0.47 |

Institutional Summary

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

| Scale/Item | Western Technical College | | | 6089: Respiratory Therapist | | | 6093: Surgical Technology | | | 7001: Air Cond- Heat | | | 7009: Automotive Technician | | |
|--|---------------------------|--------------|------|-----------------------------|--------------|------|---------------------------|--------------|-------|----------------------|--------------|------|-----------------------------|--------------|------|
| | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap |
| CONCERN FOR THE INDIVIDUAL | 6.39 | 5.72 | 0.67 | 6.15 | 4.61 | 1.54 | 6.50 | 5.87 | 0.63 | 6.65 | 6.26 | 0.39 | 6.41 | 6.03 | 0.38 |
| 2. Faculty care about me as an individual. | 6.36 | 5.75 | 0.61 | 6.00 | 5.14 | 0.86 | 6.83 | 5.71 | 1.12 | 6.73 | 6.45 | 0.28 | 6.71 | 6.25 | 0.46 |
| 16. The college shows concern for students as individuals. | 6.32 | 5.50 | 0.82 | 5.71 | 3.86 | 1.85 | 6.50 | 5.86 | 0.64 | 6.64 | 6.09 | 0.55 | 6.29 | 5.63 | 0.66 |
| 25. My academic advisor is concerned about my success as an individual. | 6.37 | 5.66 | 0.71 | 6.29 | 5.14 | 1.15 | 6.40 | 6.00 | 0.40 | 6.64 | 6.10 | 0.54 | 6.50 | 6.17 | 0.33 |
| 29. Faculty are fair and unbiased in their treatment of individual students. | 6.50 | 5.81 | 0.69 | 6.43 | 4.29 | 2.14 | 6.40 | 5.33 | 1.07 | 6.55 | 6.40 | 0.15 | 6.43 | 6.00 | 0.43 |
| 48. Counseling staff care about students as individuals. | 6.39 | 5.88 | 0.51 | 6.33 | 4.60 | 1.73 | 6.33 | 6.50 | -0.17 | 6.75 | 6.25 | 0.50 | 6.14 | 6.13 | 0.01 |

Institutional Summary

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

| Scale/Item | Western Technical College | | | 6089: Respiratory Therapist | | | 6093: Surgical Technology | | | 7001: Air Cond- Heat | | | 7009: Automotive Technician | | |
|---|---------------------------|--------------|------|-----------------------------|--------------|------|---------------------------|--------------|------|----------------------|--------------|------|-----------------------------|--------------|-------|
| | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap |
| INSTRUCTIONAL EFFECTIVENESS | 6.46 | 5.81 | 0.65 | 6.48 | 5.42 | 1.06 | 6.47 | 5.98 | 0.49 | 6.59 | 6.28 | 0.31 | 6.53 | 6.10 | 0.43 |
| 2. Faculty care about me as an individual. | 6.36 | 5.75 | 0.61 | 6.00 | 5.14 | 0.86 | 6.83 | 5.71 | 1.12 | 6.73 | 6.45 | 0.28 | 6.71 | 6.25 | 0.46 |
| 18. The quality of instruction I receive in most of my classes is excellent. | 6.62 | 5.79 | 0.83 | 6.71 | 5.43 | 1.28 | 6.83 | 5.83 | 1.00 | 6.91 | 6.55 | 0.36 | 7.00 | 6.50 | 0.50 |
| 23. Faculty are understanding of students' unique life circumstances. | 6.43 | 5.59 | 0.84 | 6.00 | 4.86 | 1.14 | 6.17 | 5.57 | 0.60 | 6.55 | 6.27 | 0.28 | 6.71 | 6.38 | 0.33 |
| 29. Faculty are fair and unbiased in their treatment of individual students. | 6.50 | 5.81 | 0.69 | 6.43 | 4.29 | 2.14 | 6.40 | 5.33 | 1.07 | 6.55 | 6.40 | 0.15 | 6.43 | 6.00 | 0.43 |
| 37. Faculty take into consideration student differences as they teach a course. | 6.37 | 5.57 | 0.80 | 5.86 | 5.29 | 0.57 | 6.50 | 5.71 | 0.79 | 6.64 | 6.00 | 0.64 | 6.43 | 5.38 | 1.05 |
| 46. Faculty provide timely feedback about student progress in a course. | 6.49 | 5.62 | 0.87 | 6.14 | 5.14 | 1.00 | 6.33 | 6.00 | 0.33 | 6.64 | 6.18 | 0.46 | 6.71 | 5.38 | 1.33 |
| 54. Faculty are interested in my academic problems. | 6.37 | 5.68 | 0.69 | 6.29 | 5.14 | 1.15 | 6.33 | 6.29 | 0.04 | 6.55 | 6.20 | 0.35 | 6.67 | 6.00 | 0.67 |
| 58. Nearly all of the faculty are knowledgeable in their fields. | 6.63 | 6.11 | 0.52 | 6.71 | 6.00 | 0.71 | 6.67 | 6.43 | 0.24 | 6.64 | 6.50 | 0.14 | 6.83 | 7.00 | -0.17 |

Institutional Summary

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

| Scale/Item | Western Technical College | | | 6089: Respiratory Therapist | | | 6093: Surgical Technology | | | 7001: Air Cond- Heat | | | 7009: Automotive Technician | | |
|--|---------------------------|--------------|------|-----------------------------|--------------|------|---------------------------|--------------|-------|----------------------|--------------|------|-----------------------------|--------------|-------|
| | 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. | 6.41 | 6.02 | 0.39 | 7.00 | 6.33 | 0.67 | 6.75 | 5.75 | 1.00 | 6.45 | 6.36 | 0.09 | 6.14 | 6.38 | -0.24 |
| 64. Nearly all classes deal with practical experiences and applications. | 6.43 | 5.95 | 0.48 | 6.67 | 5.17 | 1.50 | 6.25 | 6.20 | 0.05 | 6.55 | 6.36 | 0.19 | 6.71 | 6.13 | 0.58 |
| 65. Students are notified early in the term if they are doing poorly in a class. | 6.34 | 5.26 | 1.08 | 6.80 | 5.20 | 1.60 | 5.67 | 5.25 | 0.42 | 6.44 | 5.75 | 0.69 | 5.86 | 5.00 | 0.86 |
| 66. Program requirements are clear and reasonable. | 6.57 | 6.02 | 0.55 | 6.83 | 5.83 | 1.00 | 6.40 | 6.33 | 0.07 | 6.64 | 6.36 | 0.28 | 6.43 | 6.50 | -0.07 |
| 69. There is a good variety of courses provided on this campus. | 6.43 | 6.03 | 0.40 | 6.83 | 6.17 | 0.66 | 6.20 | 6.50 | -0.30 | 6.36 | 5.91 | 0.45 | 6.00 | 6.00 | 0.00 |
| 70. I am able to experience intellectual growth here. | 6.56 | 6.07 | 0.49 | 6.83 | 6.17 | 0.66 | 6.80 | 6.50 | 0.30 | 6.60 | 6.50 | 0.10 | 6.86 | 6.50 | 0.36 |

Institutional Summary

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

| Scale/Item | Western Technical College | | | 6089: Respiratory Therapist | | | 6093: Surgical Technology | | | 7001: Air Cond- Heat | | | 7009: Automotive Technician | | |
|--|---------------------------|--------------|-------|-----------------------------|--------------|------|---------------------------|--------------|-------|----------------------|--------------|-------|-----------------------------|--------------|-------|
| | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap |
| REGISTRATION EFFECTIVENESS | 6.36 | 5.83 | 0.53 | 6.27 | 5.05 | 1.22 | 6.43 | 5.78 | 0.65 | 6.31 | 6.07 | 0.24 | 6.38 | 6.28 | 0.10 |
| 5. The personnel involved in registration are helpful. | 6.38 | 5.62 | 0.76 | 6.57 | 3.57 | 3.00 | 6.67 | 5.71 | 0.96 | 6.45 | 6.27 | 0.18 | 6.43 | 6.88 | -0.45 |
| 8. Classes are scheduled at times that are convenient for me. | 6.58 | 5.61 | 0.97 | 6.29 | 4.71 | 1.58 | 6.50 | 5.29 | 1.21 | 6.73 | 6.09 | 0.64 | 6.29 | 6.13 | 0.16 |
| 15. I am able to register for classes I need with few conflicts. | 6.52 | 5.65 | 0.87 | 6.86 | 5.14 | 1.72 | 6.67 | 5.14 | 1.53 | 6.45 | 6.18 | 0.27 | 6.43 | 6.63 | -0.20 |
| 35. Policies and procedures regarding registration and course selection are clear and well-publicized. | 6.35 | 5.69 | 0.66 | 5.71 | 5.14 | 0.57 | 6.60 | 5.50 | 1.10 | 6.64 | 6.00 | 0.64 | 6.29 | 6.13 | 0.16 |
| 43. Class change (drop/add) policies are reasonable. | 6.28 | 5.97 | 0.31 | 5.71 | 5.71 | 0.00 | 6.50 | 6.33 | 0.17 | 6.40 | 6.00 | 0.40 | 5.67 | 5.60 | 0.07 |
| 51. There are convenient ways of paying my school bill. | 6.40 | 5.95 | 0.45 | 6.29 | 5.71 | 0.58 | 6.20 | 5.40 | 0.80 | 6.55 | 6.18 | 0.37 | 6.67 | 6.29 | 0.38 |
| 56. The business office is open during hours which are convenient for most students. | 6.17 | 5.82 | 0.35 | 6.29 | 5.17 | 1.12 | 5.40 | 6.20 | -0.80 | 5.73 | 6.00 | -0.27 | 6.60 | 6.17 | 0.43 |
| 60. Billing policies are reasonable. | 6.31 | 5.86 | 0.45 | 5.86 | 4.29 | 1.57 | 6.67 | 6.29 | 0.38 | 6.00 | 5.90 | 0.10 | 6.67 | 5.86 | 0.81 |
| 62. Bookstore staff are helpful. | 6.26 | 6.35 | -0.09 | 7.00 | 6.17 | 0.83 | 6.50 | 6.50 | 0.00 | 5.78 | 6.00 | -0.22 | 6.43 | 6.50 | -0.07 |

Institutional Summary

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

| Scale/Item | Western Technical College | | | 6089: Respiratory Therapist | | | 6093: Surgical Technology | | | 7001: Air Cond- Heat | | | 7009: Automotive Technician | | |
|--|---------------------------|--------------|-----|-----------------------------|--------------|-----|---------------------------|--------------|-----|----------------------|--------------|-----|-----------------------------|--------------|-----|
| | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap |
| RESPONSIVENESS TO DIVERSE POPULATIONS | | 5.86 | | | 5.18 | | | 6.21 | | | 6.19 | | | 6.41 | |
| 81. Institution's commitment to part-time students? | | 5.91 | | | 5.40 | | | 6.50 | | | 6.00 | | | 6.33 | |
| 82. Institution's commitment to evening students? | | 5.88 | | | 5.00 | | | 6.25 | | | 6.14 | | | 6.50 | |
| 83. Institution's commitment to older, returning learners? | | 5.96 | | | 4.00 | | | 6.00 | | | 6.60 | | | 6.83 | |
| 84. Institution's commitment to under-represented populations? | | 5.91 | | | 6.00 | | | 5.50 | | | 6.29 | | | 7.00 | |
| 85. Institution's commitment to commuters? | | 5.52 | | | 5.67 | | | 6.17 | | | 5.80 | | | 5.43 | |
| 86. Institution's commitment to students with disabilities? | | 6.05 | | | 6.00 | | | 6.33 | | | 6.29 | | | 7.00 | |

Institutional Summary

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

| Scale/Item | Western Technical College | | | 6089: Respiratory Therapist | | | 6093: Surgical Technology | | | 7001: Air Cond- Heat | | | 7009: Automotive Technician | | |
|--|---------------------------|--------------|------|-----------------------------|--------------|------|---------------------------|--------------|------|----------------------|--------------|------|-----------------------------|--------------|------|
| | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap |
| SAFETY AND SECURITY | 6.20 | 5.16 | 1.04 | 6.47 | 4.48 | 1.99 | 6.25 | 4.88 | 1.37 | 6.17 | 5.58 | 0.59 | 6.42 | 5.23 | 1.19 |
| 4. Security staff are helpful. | 5.73 | 5.23 | 0.50 | 5.29 | 4.00 | 1.29 | 5.75 | 4.25 | 1.50 | 5.63 | 5.50 | 0.13 | 6.29 | 5.40 | 0.89 |
| 11. Security staff respond quickly in emergencies. | 6.24 | 5.31 | 0.93 | 7.00 | 6.00 | 1.00 | 6.50 | 4.25 | 2.25 | 6.71 | 5.71 | 1.00 | 6.83 | 5.00 | 1.83 |
| 24. Parking lots are well-lighted and secure. | 6.19 | 5.34 | 0.85 | 6.83 | 4.20 | 2.63 | 6.00 | 5.67 | 0.33 | 5.91 | 5.80 | 0.11 | 6.33 | 6.14 | 0.19 |
| 31. The campus is safe and secure for all students. | 6.51 | 6.03 | 0.48 | 6.86 | 5.57 | 1.29 | 6.60 | 6.40 | 0.20 | 6.55 | 6.27 | 0.28 | 6.57 | 6.13 | 0.44 |
| 39. The amount of student parking space on campus is adequate. | 6.29 | 3.95 | 2.34 | 6.57 | 3.29 | 3.28 | 6.40 | 3.67 | 2.73 | 6.10 | 4.44 | 1.66 | 6.14 | 3.50 | 2.64 |

Institutional Summary

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

| Scale/Item | Western Technical College | | | 6089: Respiratory Therapist | | | 6093: Surgical Technology | | | 7001: Air Cond- Heat | | | 7009: Automotive Technician | | |
|--|---------------------------|--------------|-------|-----------------------------|--------------|------|---------------------------|--------------|-------|----------------------|--------------|-------|-----------------------------|--------------|-------|
| | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap |
| SERVICE EXCELLENCE | 6.19 | 5.75 | 0.44 | 5.98 | 4.88 | 1.10 | 6.30 | 6.02 | 0.28 | 6.07 | 6.05 | 0.02 | 6.23 | 5.97 | 0.26 |
| 5. The personnel involved in registration are helpful. | 6.38 | 5.62 | 0.76 | 6.57 | 3.57 | 3.00 | 6.67 | 5.71 | 0.96 | 6.45 | 6.27 | 0.18 | 6.43 | 6.88 | -0.45 |
| 22. People on this campus respect and are supportive of each other. | 6.26 | 5.69 | 0.57 | 5.57 | 4.86 | 0.71 | 5.67 | 5.86 | -0.19 | 6.45 | 6.27 | 0.18 | 6.57 | 5.63 | 0.94 |
| 26. Library staff are helpful and approachable. | 6.08 | 5.93 | 0.15 | 5.00 | 4.86 | 0.14 | 6.00 | 6.17 | -0.17 | 5.56 | 5.56 | 0.00 | 6.60 | 6.00 | 0.60 |
| 27. The campus staff are caring and helpful. | 6.34 | 5.93 | 0.41 | 5.86 | 5.43 | 0.43 | 6.40 | 6.00 | 0.40 | 6.45 | 6.18 | 0.27 | 6.43 | 6.25 | 0.18 |
| 44. I generally know what's happening on campus. | 5.62 | 5.46 | 0.16 | 5.43 | 5.29 | 0.14 | 6.00 | 6.00 | 0.00 | 5.64 | 5.73 | -0.09 | 5.00 | 5.25 | -0.25 |
| 57. Administrators are approachable to students. | 6.28 | 5.75 | 0.53 | 5.86 | 5.29 | 0.57 | 6.67 | 6.00 | 0.67 | 6.40 | 6.33 | 0.07 | 6.67 | 6.14 | 0.53 |
| 62. Bookstore staff are helpful. | 6.26 | 6.35 | -0.09 | 7.00 | 6.17 | 0.83 | 6.50 | 6.50 | 0.00 | 5.78 | 6.00 | -0.22 | 6.43 | 6.50 | -0.07 |
| 63. I seldom get the "run-around" when seeking information on this campus. | 6.34 | 5.70 | 0.64 | 6.83 | 4.00 | 2.83 | 6.67 | 6.25 | 0.42 | 6.10 | 6.00 | 0.10 | 6.43 | 5.75 | 0.68 |
| 67. Channels for expressing student complaints are readily available. | 6.13 | 5.28 | 0.85 | 6.00 | 4.50 | 1.50 | 6.25 | 6.00 | 0.25 | 5.56 | 6.11 | -0.55 | 5.71 | 5.29 | 0.42 |

Institutional Summary

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

| Scale/Item | Western Technical College | | | 6089: Respiratory Therapist | | | 6093: Surgical Technology | | | 7001: Air Cond- Heat | | | 7009: Automotive Technician | | |
|---|---------------------------|--------------|------|-----------------------------|--------------|------|---------------------------|--------------|------|----------------------|--------------|-------|-----------------------------|--------------|-------|
| | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap |
| STUDENT CENTEREDNESS | 6.29 | 5.80 | 0.49 | 5.90 | 4.88 | 1.02 | 6.44 | 6.00 | 0.44 | 6.42 | 6.25 | 0.17 | 6.37 | 6.11 | 0.26 |
| 1. Most students feel a sense of belonging here. | 5.94 | 5.66 | 0.28 | 6.00 | 4.86 | 1.14 | 5.80 | 5.67 | 0.13 | 5.82 | 6.36 | -0.54 | 6.00 | 5.88 | 0.12 |
| 16. The college shows concern for students as individuals. | 6.32 | 5.50 | 0.82 | 5.71 | 3.86 | 1.85 | 6.50 | 5.86 | 0.64 | 6.64 | 6.09 | 0.55 | 6.29 | 5.63 | 0.66 |
| 27. The campus staff are caring and helpful. | 6.34 | 5.93 | 0.41 | 5.86 | 5.43 | 0.43 | 6.40 | 6.00 | 0.40 | 6.45 | 6.18 | 0.27 | 6.43 | 6.25 | 0.18 |
| 28. It is an enjoyable experience to be a student on this campus. | 6.39 | 5.91 | 0.48 | 6.14 | 4.86 | 1.28 | 6.60 | 6.17 | 0.43 | 6.73 | 6.36 | 0.37 | 6.43 | 6.25 | 0.18 |
| 36. Students are made to feel welcome on this campus. | 6.47 | 6.05 | 0.42 | 5.86 | 5.00 | 0.86 | 6.60 | 6.33 | 0.27 | 6.45 | 6.18 | 0.27 | 6.43 | 6.50 | -0.07 |
| 57. Administrators are approachable to students. | 6.28 | 5.75 | 0.53 | 5.86 | 5.29 | 0.57 | 6.67 | 6.00 | 0.67 | 6.40 | 6.33 | 0.07 | 6.67 | 6.14 | 0.53 |

Institutional Summary

Items: In Sequential Order

| Item | Western Technical College | | | 6089: Respiratory Therapist | | | 6093: Surgical Technology | | | 7001: Air Cond- Heat | | | 7009: Automotive Technician | | |
|--|---------------------------|--------------|-------|-----------------------------|--------------|-------|---------------------------|--------------|-------|----------------------|--------------|-------|-----------------------------|--------------|-------|
| | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap |
| 1. Most students feel a sense of belonging here. | 5.94 | 5.66 | 0.28 | 6.00 | 4.86 | 1.14 | 5.80 | 5.67 | 0.13 | 5.82 | 6.36 | -0.54 | 6.00 | 5.88 | 0.12 |
| 2. Faculty care about me as an individual. | 6.36 | 5.75 | 0.61 | 6.00 | 5.14 | 0.86 | 6.83 | 5.71 | 1.12 | 6.73 | 6.45 | 0.28 | 6.71 | 6.25 | 0.46 |
| 3. The quality of instruction in the vocational/technical programs is excellent. | 6.49 | 5.75 | 0.74 | 6.57 | 4.86 | 1.71 | 6.67 | 6.00 | 0.67 | 6.64 | 6.64 | 0.00 | 6.86 | 6.00 | 0.86 |
| 4. Security staff are helpful. | 5.73 | 5.23 | 0.50 | 5.29 | 4.00 | 1.29 | 5.75 | 4.25 | 1.50 | 5.63 | 5.50 | 0.13 | 6.29 | 5.40 | 0.89 |
| 5. The personnel involved in registration are helpful. | 6.38 | 5.62 | 0.76 | 6.57 | 3.57 | 3.00 | 6.67 | 5.71 | 0.96 | 6.45 | 6.27 | 0.18 | 6.43 | 6.88 | -0.45 |
| 6. My academic advisor is approachable. | 6.48 | 5.79 | 0.69 | 6.71 | 5.43 | 1.28 | 6.50 | 5.00 | 1.50 | 6.40 | 6.30 | 0.10 | 6.57 | 6.57 | 0.00 |
| 7. Adequate financial aid is available for most students. | 6.47 | 5.66 | 0.81 | 6.14 | 4.43 | 1.71 | 6.50 | 6.14 | 0.36 | 6.09 | 5.64 | 0.45 | 6.57 | 5.75 | 0.82 |
| 8. Classes are scheduled at times that are convenient for me. | 6.58 | 5.61 | 0.97 | 6.29 | 4.71 | 1.58 | 6.50 | 5.29 | 1.21 | 6.73 | 6.09 | 0.64 | 6.29 | 6.13 | 0.16 |
| 9. Internships or practical experiences are provided in my degree/certificate program. | 6.26 | 5.65 | 0.61 | 6.29 | 6.14 | 0.15 | 6.60 | 6.17 | 0.43 | 6.20 | 5.67 | 0.53 | 6.43 | 5.00 | 1.43 |
| 10. Child care facilities are available on campus. | 4.56 | 4.67 | -0.11 | 3.50 | 4.00 | -0.50 | 3.33 | 5.00 | -1.67 | 4.43 | 4.43 | 0.00 | 4.60 | 5.33 | -0.73 |
| 11. Security staff respond quickly in emergencies. | 6.24 | 5.31 | 0.93 | 7.00 | 6.00 | 1.00 | 6.50 | 4.25 | 2.25 | 6.71 | 5.71 | 1.00 | 6.83 | 5.00 | 1.83 |

Institutional Summary

Items: In Sequential Order

| Item | Western Technical College | | | 6089: Respiratory Therapist | | | 6093: Surgical Technology | | | 7001: Air Cond- Heat | | | 7009: Automotive Technician | | |
|---|---------------------------|--------------|------|-----------------------------|--------------|------|---------------------------|--------------|-------|----------------------|--------------|-------|-----------------------------|--------------|-------|
| | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap |
| 12. My academic advisor helps me set goals to work toward. | 6.14 | 5.47 | 0.67 | 5.57 | 5.33 | 0.24 | 6.17 | 5.50 | 0.67 | 6.45 | 5.73 | 0.72 | 5.57 | 5.33 | 0.24 |
| 13. Financial aid awards are announced to students in time to be helpful in college planning. | 6.42 | 4.94 | 1.48 | 6.00 | 4.14 | 1.86 | 6.67 | 5.67 | 1.00 | 6.30 | 5.20 | 1.10 | 6.71 | 4.13 | 2.58 |
| 14. Library resources and services are adequate. | 6.29 | 5.94 | 0.35 | 6.00 | 5.83 | 0.17 | 6.67 | 6.29 | 0.38 | 6.10 | 6.00 | 0.10 | 6.29 | 5.88 | 0.41 |
| 15. I am able to register for classes I need with few conflicts. | 6.52 | 5.65 | 0.87 | 6.86 | 5.14 | 1.72 | 6.67 | 5.14 | 1.53 | 6.45 | 6.18 | 0.27 | 6.43 | 6.63 | -0.20 |
| 16. The college shows concern for students as individuals. | 6.32 | 5.50 | 0.82 | 5.71 | 3.86 | 1.85 | 6.50 | 5.86 | 0.64 | 6.64 | 6.09 | 0.55 | 6.29 | 5.63 | 0.66 |
| 17. Personnel in the Veterans' Services program are helpful. | 5.41 | 5.29 | 0.12 | 4.67 | 3.50 | 1.17 | | 6.00 | | 5.17 | 5.33 | -0.16 | 5.25 | 5.50 | -0.25 |
| 18. The quality of instruction I receive in most of my classes is excellent. | 6.62 | 5.79 | 0.83 | 6.71 | 5.43 | 1.28 | 6.83 | 5.83 | 1.00 | 6.91 | 6.55 | 0.36 | 7.00 | 6.50 | 0.50 |
| 19. This campus provides effective support services for displaced homemakers. | 5.47 | 5.36 | 0.11 | 5.75 | 5.00 | 0.75 | 6.67 | 6.33 | 0.34 | 5.25 | 5.50 | -0.25 | 5.00 | 4.00 | 1.00 |
| 20. Financial aid counselors are helpful. | 6.38 | 5.32 | 1.06 | 5.57 | 3.14 | 2.43 | 6.75 | 6.00 | 0.75 | 5.80 | 5.89 | -0.09 | 6.43 | 5.50 | 0.93 |
| 21. There are a sufficient number of study areas on campus. | 6.18 | 5.87 | 0.31 | 6.00 | 5.57 | 0.43 | 6.17 | 6.43 | -0.26 | 6.09 | 5.80 | 0.29 | 6.00 | 6.20 | -0.20 |

Institutional Summary

Items: In Sequential Order

| Item | Western Technical College | | | 6089: Respiratory Therapist | | | 6093: Surgical Technology | | | 7001: Air Cond- Heat | | | 7009: Automotive Technician | | |
|--|---------------------------|--------------|------|-----------------------------|--------------|------|---------------------------|--------------|-------|----------------------|--------------|------|-----------------------------|--------------|-------|
| | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap |
| 22. People on this campus respect and are supportive of each other. | 6.26 | 5.69 | 0.57 | 5.57 | 4.86 | 0.71 | 5.67 | 5.86 | -0.19 | 6.45 | 6.27 | 0.18 | 6.57 | 5.63 | 0.94 |
| 23. Faculty are understanding of students' unique life circumstances. | 6.43 | 5.59 | 0.84 | 6.00 | 4.86 | 1.14 | 6.17 | 5.57 | 0.60 | 6.55 | 6.27 | 0.28 | 6.71 | 6.38 | 0.33 |
| 24. Parking lots are well-lighted and secure. | 6.19 | 5.34 | 0.85 | 6.83 | 4.20 | 2.63 | 6.00 | 5.67 | 0.33 | 5.91 | 5.80 | 0.11 | 6.33 | 6.14 | 0.19 |
| 25. My academic advisor is concerned about my success as an individual. | 6.37 | 5.66 | 0.71 | 6.29 | 5.14 | 1.15 | 6.40 | 6.00 | 0.40 | 6.64 | 6.10 | 0.54 | 6.50 | 6.17 | 0.33 |
| 26. Library staff are helpful and approachable. | 6.08 | 5.93 | 0.15 | 5.00 | 4.86 | 0.14 | 6.00 | 6.17 | -0.17 | 5.56 | 5.56 | 0.00 | 6.60 | 6.00 | 0.60 |
| 27. The campus staff are caring and helpful. | 6.34 | 5.93 | 0.41 | 5.86 | 5.43 | 0.43 | 6.40 | 6.00 | 0.40 | 6.45 | 6.18 | 0.27 | 6.43 | 6.25 | 0.18 |
| 28. It is an enjoyable experience to be a student on this campus. | 6.39 | 5.91 | 0.48 | 6.14 | 4.86 | 1.28 | 6.60 | 6.17 | 0.43 | 6.73 | 6.36 | 0.37 | 6.43 | 6.25 | 0.18 |
| 29. Faculty are fair and unbiased in their treatment of individual students. | 6.50 | 5.81 | 0.69 | 6.43 | 4.29 | 2.14 | 6.40 | 5.33 | 1.07 | 6.55 | 6.40 | 0.15 | 6.43 | 6.00 | 0.43 |
| 30. The career services office provides students with the help they need to get a job. | 6.23 | 5.63 | 0.60 | 6.33 | 6.00 | 0.33 | 6.67 | 6.50 | 0.17 | 6.11 | 5.71 | 0.40 | 6.50 | 7.00 | -0.50 |

Institutional Summary

Items: In Sequential Order

| Item | Western Technical College | | | 6089: Respiratory Therapist | | | 6093: Surgical Technology | | | 7001: Air Cond- Heat | | | 7009: Automotive Technician | | |
|--|---------------------------|--------------|------|-----------------------------|--------------|-------|---------------------------|--------------|-------|----------------------|--------------|-------|-----------------------------|--------------|-------|
| | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap |
| 31. The campus is safe and secure for all students. | 6.51 | 6.03 | 0.48 | 6.86 | 5.57 | 1.29 | 6.60 | 6.40 | 0.20 | 6.55 | 6.27 | 0.28 | 6.57 | 6.13 | 0.44 |
| 32. My academic advisor is knowledgeable about my program requirements. | 6.55 | 6.00 | 0.55 | 6.86 | 5.86 | 1.00 | 6.60 | 6.40 | 0.20 | 6.73 | 6.27 | 0.46 | 6.50 | 6.33 | 0.17 |
| 33. Admissions counselors accurately portray the campus in their recruiting practices. | 6.22 | 5.77 | 0.45 | 6.40 | 5.00 | 1.40 | 6.40 | 6.00 | 0.40 | 6.44 | 6.60 | -0.16 | 6.00 | 5.71 | 0.29 |
| 34. Computer labs are adequate and accessible. | 6.29 | 5.82 | 0.47 | 5.83 | 6.00 | -0.17 | 5.80 | 6.00 | -0.20 | 6.00 | 5.90 | 0.10 | 6.00 | 6.43 | -0.43 |
| 35. Policies and procedures regarding registration and course selection are clear and well-publicized. | 6.35 | 5.69 | 0.66 | 5.71 | 5.14 | 0.57 | 6.60 | 5.50 | 1.10 | 6.64 | 6.00 | 0.64 | 6.29 | 6.13 | 0.16 |
| 36. Students are made to feel welcome on this campus. | 6.47 | 6.05 | 0.42 | 5.86 | 5.00 | 0.86 | 6.60 | 6.33 | 0.27 | 6.45 | 6.18 | 0.27 | 6.43 | 6.50 | -0.07 |
| 37. Faculty take into consideration student differences as they teach a course. | 6.37 | 5.57 | 0.80 | 5.86 | 5.29 | 0.57 | 6.50 | 5.71 | 0.79 | 6.64 | 6.00 | 0.64 | 6.43 | 5.38 | 1.05 |
| 38. The student center is a comfortable place for students to spend their leisure time. | 5.92 | 5.76 | 0.16 | 5.67 | 5.00 | 0.67 | 6.17 | 6.17 | 0.00 | 5.60 | 5.60 | 0.00 | 6.60 | 6.75 | -0.15 |

Institutional Summary

Items: In Sequential Order

| Item | Western Technical College | | | 6089: Respiratory Therapist | | | 6093: Surgical Technology | | | 7001: Air Cond- Heat | | | 7009: Automotive Technician | | |
|--|---------------------------|--------------|------|-----------------------------|--------------|-------|---------------------------|--------------|-------|----------------------|--------------|-------|-----------------------------|--------------|-------|
| | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap |
| 39. The amount of student parking space on campus is adequate. | 6.29 | 3.95 | 2.34 | 6.57 | 3.29 | 3.28 | 6.40 | 3.67 | 2.73 | 6.10 | 4.44 | 1.66 | 6.14 | 3.50 | 2.64 |
| 40. My academic advisor is knowledgeable about the transfer requirements of other schools. | 6.17 | 5.42 | 0.75 | 5.29 | 5.33 | -0.04 | 6.00 | 5.67 | 0.33 | 5.63 | 6.00 | -0.37 | 5.00 | 5.33 | -0.33 |
| 41. Admissions staff are knowledgeable. | 6.41 | 5.79 | 0.62 | 6.00 | 4.29 | 1.71 | 6.33 | 6.29 | 0.04 | 6.36 | 6.00 | 0.36 | 6.00 | 5.38 | 0.62 |
| 42. The equipment in the lab facilities is kept up to date. | 6.38 | 5.78 | 0.60 | 6.29 | 5.29 | 1.00 | 6.20 | 5.83 | 0.37 | 6.55 | 6.09 | 0.46 | 6.43 | 6.13 | 0.30 |
| 43. Class change (drop/add) policies are reasonable. | 6.28 | 5.97 | 0.31 | 5.71 | 5.71 | 0.00 | 6.50 | 6.33 | 0.17 | 6.40 | 6.00 | 0.40 | 5.67 | 5.60 | 0.07 |
| 44. I generally know what's happening on campus. | 5.62 | 5.46 | 0.16 | 5.43 | 5.29 | 0.14 | 6.00 | 6.00 | 0.00 | 5.64 | 5.73 | -0.09 | 5.00 | 5.25 | -0.25 |
| 45. This institution has a good reputation within the community. | 6.21 | 6.07 | 0.14 | 6.00 | 5.57 | 0.43 | 6.33 | 6.80 | -0.47 | 6.55 | 6.27 | 0.28 | 5.86 | 6.13 | -0.27 |
| 46. Faculty provide timely feedback about student progress in a course. | 6.49 | 5.62 | 0.87 | 6.14 | 5.14 | 1.00 | 6.33 | 6.00 | 0.33 | 6.64 | 6.18 | 0.46 | 6.71 | 5.38 | 1.33 |
| 47. There are adequate services to help me decide upon a career. | 6.32 | 5.81 | 0.51 | 6.14 | 5.83 | 0.31 | 6.33 | 6.50 | -0.17 | 6.64 | 6.00 | 0.64 | 6.83 | 5.57 | 1.26 |
| 48. Counseling staff care about students as individuals. | 6.39 | 5.88 | 0.51 | 6.33 | 4.60 | 1.73 | 6.33 | 6.50 | -0.17 | 6.75 | 6.25 | 0.50 | 6.14 | 6.13 | 0.01 |

Institutional Summary

Items: In Sequential Order

| Item | Western Technical College | | | 6089: Respiratory Therapist | | | 6093: Surgical Technology | | | 7001: Air Cond- Heat | | | 7009: Automotive Technician | | |
|---|---------------------------|--------------|------|-----------------------------|--------------|-------|---------------------------|--------------|-------|----------------------|--------------|-------|-----------------------------|--------------|-------|
| | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap |
| 49. Admissions counselors respond to prospective students' unique needs and requests. | 6.23 | 5.70 | 0.53 | 6.17 | 4.67 | 1.50 | 6.17 | 6.50 | -0.33 | 6.10 | 5.70 | 0.40 | 6.17 | 5.57 | 0.60 |
| 50. Tutoring services are readily available. | 6.10 | 5.68 | 0.42 | 5.43 | 5.67 | -0.24 | 5.60 | 6.00 | -0.40 | 5.80 | 5.40 | 0.40 | 5.40 | 5.80 | -0.40 |
| 51. There are convenient ways of paying my school bill. | 6.40 | 5.95 | 0.45 | 6.29 | 5.71 | 0.58 | 6.20 | 5.40 | 0.80 | 6.55 | 6.18 | 0.37 | 6.67 | 6.29 | 0.38 |
| 52. This school does whatever it can to help me reach my educational goals. | 6.48 | 5.67 | 0.81 | 6.14 | 5.00 | 1.14 | 6.40 | 6.00 | 0.40 | 6.55 | 5.91 | 0.64 | 6.50 | 6.00 | 0.50 |
| 53. The assessment and course placement procedures are reasonable. | 6.32 | 5.86 | 0.46 | 6.00 | 4.57 | 1.43 | 6.50 | 6.40 | 0.10 | 6.36 | 6.09 | 0.27 | 6.00 | 6.33 | -0.33 |
| 54. Faculty are interested in my academic problems. | 6.37 | 5.68 | 0.69 | 6.29 | 5.14 | 1.15 | 6.33 | 6.29 | 0.04 | 6.55 | 6.20 | 0.35 | 6.67 | 6.00 | 0.67 |
| 55. Academic support services adequately meet the needs of students. | 6.34 | 5.80 | 0.54 | 6.29 | 5.29 | 1.00 | 6.67 | 6.33 | 0.34 | 6.55 | 6.00 | 0.55 | 5.83 | 6.17 | -0.34 |
| 56. The business office is open during hours which are convenient for most students. | 6.17 | 5.82 | 0.35 | 6.29 | 5.17 | 1.12 | 5.40 | 6.20 | -0.80 | 5.73 | 6.00 | -0.27 | 6.60 | 6.17 | 0.43 |
| 57. Administrators are approachable to students. | 6.28 | 5.75 | 0.53 | 5.86 | 5.29 | 0.57 | 6.67 | 6.00 | 0.67 | 6.40 | 6.33 | 0.07 | 6.67 | 6.14 | 0.53 |

Institutional Summary

Items: In Sequential Order

| Item | Western Technical College | | | 6089: Respiratory Therapist | | | 6093: Surgical Technology | | | 7001: Air Cond- Heat | | | 7009: Automotive Technician | | |
|--|---------------------------|--------------|-------|-----------------------------|--------------|------|---------------------------|--------------|-------|----------------------|--------------|-------|-----------------------------|--------------|-------|
| | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap |
| 58. Nearly all of the faculty are knowledgeable in their fields. | 6.63 | 6.11 | 0.52 | 6.71 | 6.00 | 0.71 | 6.67 | 6.43 | 0.24 | 6.64 | 6.50 | 0.14 | 6.83 | 7.00 | -0.17 |
| 59. New student orientation services help students adjust to college. | 6.04 | 5.66 | 0.38 | 6.17 | 5.80 | 0.37 | 5.33 | 5.57 | -0.24 | 6.00 | 5.90 | 0.10 | 5.67 | 6.14 | -0.47 |
| 60. Billing policies are reasonable. | 6.31 | 5.86 | 0.45 | 5.86 | 4.29 | 1.57 | 6.67 | 6.29 | 0.38 | 6.00 | 5.90 | 0.10 | 6.67 | 5.86 | 0.81 |
| 61. Faculty are usually available after class and during office hours. | 6.41 | 6.02 | 0.39 | 7.00 | 6.33 | 0.67 | 6.75 | 5.75 | 1.00 | 6.45 | 6.36 | 0.09 | 6.14 | 6.38 | -0.24 |
| 62. Bookstore staff are helpful. | 6.26 | 6.35 | -0.09 | 7.00 | 6.17 | 0.83 | 6.50 | 6.50 | 0.00 | 5.78 | 6.00 | -0.22 | 6.43 | 6.50 | -0.07 |
| 63. I seldom get the "run-around" when seeking information on this campus. | 6.34 | 5.70 | 0.64 | 6.83 | 4.00 | 2.83 | 6.67 | 6.25 | 0.42 | 6.10 | 6.00 | 0.10 | 6.43 | 5.75 | 0.68 |
| 64. Nearly all classes deal with practical experiences and applications. | 6.43 | 5.95 | 0.48 | 6.67 | 5.17 | 1.50 | 6.25 | 6.20 | 0.05 | 6.55 | 6.36 | 0.19 | 6.71 | 6.13 | 0.58 |
| 65. Students are notified early in the term if they are doing poorly in a class. | 6.34 | 5.26 | 1.08 | 6.80 | 5.20 | 1.60 | 5.67 | 5.25 | 0.42 | 6.44 | 5.75 | 0.69 | 5.86 | 5.00 | 0.86 |
| 66. Program requirements are clear and reasonable. | 6.57 | 6.02 | 0.55 | 6.83 | 5.83 | 1.00 | 6.40 | 6.33 | 0.07 | 6.64 | 6.36 | 0.28 | 6.43 | 6.50 | -0.07 |

Institutional Summary

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|---|---------------------------|--------------|-------|-----------------------------|--------------|-------|---------------------------|--------------|-------|----------------------|--------------|-------|-----------------------------|--------------|-------|
| | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap |
| 67. Channels for expressing student complaints are readily available. | 6.13 | 5.28 | 0.85 | 6.00 | 4.50 | 1.50 | 6.25 | 6.00 | 0.25 | 5.56 | 6.11 | -0.55 | 5.71 | 5.29 | 0.42 |
| 68. On the whole, the campus is well-maintained. | 6.37 | 6.27 | 0.10 | 6.17 | 6.17 | 0.00 | 6.60 | 6.67 | -0.07 | 6.18 | 6.00 | 0.18 | 6.57 | 6.50 | 0.07 |
| 69. There is a good variety of courses provided on this campus. | 6.43 | 6.03 | 0.40 | 6.83 | 6.17 | 0.66 | 6.20 | 6.50 | -0.30 | 6.36 | 5.91 | 0.45 | 6.00 | 6.00 | 0.00 |
| 70. I am able to experience intellectual growth here. | 6.56 | 6.07 | 0.49 | 6.83 | 6.17 | 0.66 | 6.80 | 6.50 | 0.30 | 6.60 | 6.50 | 0.10 | 6.86 | 6.50 | 0.36 |
| 71. Campus: I found charging books at the Campus Shop to be helpful. | 6.20 | 5.84 | 0.36 | 5.83 | 5.80 | 0.03 | 6.20 | 6.33 | -0.13 | 5.80 | 5.67 | 0.13 | 6.00 | 6.00 | 0.00 |
| 72. Campus: The trimester academic schedule will help me be successful. | 5.65 | 4.92 | 0.73 | 5.17 | 4.83 | 0.34 | 6.40 | 5.83 | 0.57 | 6.13 | 5.88 | 0.25 | 5.83 | 5.50 | 0.33 |
| 73. Campus: The college provides effective support services to assist with transfer to a 4-year university. | 6.35 | 5.65 | 0.70 | 6.80 | 5.25 | 1.55 | 6.50 | 6.20 | 0.30 | 5.75 | 5.71 | 0.04 | 4.80 | 4.75 | 0.05 |
| 74. Campus: Western offers a sufficient number of classes online. | 6.01 | 5.74 | 0.27 | 6.67 | 5.43 | 1.24 | 6.20 | 6.00 | 0.20 | 5.71 | 6.20 | -0.49 | 4.17 | 4.40 | -0.23 |
| 75. Campus: I had the opportunity to be involved in the | 5.69 | 5.73 | -0.04 | 5.83 | 6.29 | -0.46 | 6.00 | 6.20 | -0.20 | 5.67 | 5.88 | -0.21 | 5.67 | 5.80 | -0.13 |

Institutional Summary

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|--|---------------------------|--------------|------|-----------------------------|--------------|------|---------------------------|--------------|-------|----------------------|--------------|-------|-----------------------------|--------------|-------|
| | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap |
| community through a college activity or course. | | | | | | | | | | | | | | | |
| 76. Campus: The college helps me identify resources to finance my education. | 6.35 | 5.61 | 0.74 | 6.50 | 5.57 | 0.93 | 6.33 | 6.60 | -0.27 | 6.50 | 6.22 | 0.28 | 6.57 | 6.38 | 0.19 |
| 77. Campus: The college effectively communicates important information to students. | 6.45 | 5.89 | 0.56 | 6.33 | 5.14 | 1.19 | 6.67 | 6.29 | 0.38 | 6.36 | 6.45 | -0.09 | 6.71 | 6.13 | 0.58 |
| 78. Campus: Help is readily available to students whose grades fall below average. | 6.38 | 5.49 | 0.89 | 6.60 | 4.80 | 1.80 | 6.40 | 5.60 | 0.80 | 6.40 | 6.00 | 0.40 | 6.33 | 6.50 | -0.17 |
| 79. Campus: Effective support services are available for minority students. | 6.01 | 5.79 | 0.22 | 6.75 | 4.50 | 2.25 | 5.67 | 6.00 | -0.33 | 5.63 | 5.43 | 0.20 | 5.40 | 5.50 | -0.10 |
| 80. Campus: The communication I receive from the College makes me feel like I made a good choice in attending Western. | 6.37 | 5.95 | 0.42 | 6.33 | 5.00 | 1.33 | 6.60 | 6.33 | 0.27 | 6.00 | 6.45 | -0.45 | 6.43 | 6.13 | 0.30 |
| 81. Institution's commitment to part-time students? | | 5.91 | | | 5.40 | | | 6.50 | | | 6.00 | | | 6.33 | |
| 82. Institution's commitment to evening students? | | 5.88 | | | 5.00 | | | 6.25 | | | 6.14 | | | 6.50 | |

Institutional Summary

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|--|---------------------------|--------------|-----|-----------------------------|--------------|-----|---------------------------|--------------|-----|----------------------|--------------|-----|-----------------------------|--------------|-----|
| | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap |
| 83. Institution's commitment to older, returning learners? | | 5.96 | | | 4.00 | | | 6.00 | | | 6.60 | | | 6.83 | |
| 84. Institution's commitment to under-represented populations? | | 5.91 | | | 6.00 | | | 5.50 | | | 6.29 | | | 7.00 | |
| 85. Institution's commitment to commuters? | | 5.52 | | | 5.67 | | | 6.17 | | | 5.80 | | | 5.43 | |
| 86. Institution's commitment to students with disabilities? | | 6.05 | | | 6.00 | | | 6.33 | | | 6.29 | | | 7.00 | |
| 87. Cost as factor in decision to enroll. | 6.22 | | | 6.00 | | | 6.43 | | | 6.45 | | | 6.50 | | |
| 88. Financial aid as factor in decision to enroll. | 6.07 | | | 6.29 | | | 6.86 | | | 6.56 | | | 6.13 | | |
| 89. Academic reputation as factor in decision to enroll. | 5.91 | | | 5.86 | | | 6.14 | | | 5.50 | | | 5.88 | | |
| 90. Size of institution as factor in decision to enroll. | 5.20 | | | 3.43 | | | 5.83 | | | 5.73 | | | 4.13 | | |
| 91. Opportunity to play sports as factor in decision to enroll. | 2.89 | | | 2.50 | | | 4.00 | | | 3.50 | | | 1.50 | | |
| 92. Recommendations from family/friends as factor in decision to enroll. | 4.87 | | | 4.00 | | | 6.17 | | | 5.27 | | | 4.63 | | |
| 93. Geographic setting as factor in decision to enroll. | 5.84 | | | 5.33 | | | 6.00 | | | 5.90 | | | 5.38 | | |

Institutional Summary
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|---|---------------------------|--------------|-----|-----------------------------|--------------|-----|---------------------------|--------------|-----|----------------------|--------------|-----|-----------------------------|--------------|-----|
| | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap |
| 94. Campus appearance as factor in decision to enroll. | 5.13 | | | 4.57 | | | 6.57 | | | 5.60 | | | 5.25 | | |
| 95. Personalized attention prior to enrollment as factor in decision to enroll. | 5.42 | | | 4.83 | | | 6.29 | | | 5.60 | | | 5.63 | | |

Institutional Summary

Summary Items

| Summary Item | Western Technical College | 6089: Respiratory Therapist | 6093: Surgical Technology | 7001: Air Cond- Heat | 7009: Automotive Technician |
|--|---------------------------|-----------------------------|---------------------------|----------------------|-----------------------------|
| So far, how has your college experience met your expectations? | Average: 5.00 | Average: 4.14 | Average: 5.43 | Average: 5.18 | Average: 5.25 |
| 1=Much worse than expected | 1% | 14% | 0% | 0% | 0% |
| 2=Quite a bit worse than I expected | 0% | 0% | 0% | 0% | 0% |
| 3=Worse than I expected | 5% | 0% | 0% | 0% | 0% |
| 4=About what I expected | 30% | 42% | 14% | 27% | 12% |
| 5=Better than I expected | 30% | 28% | 42% | 36% | 62% |
| 6=Quite a bit better than I expected | 14% | 14% | 28% | 27% | 12% |
| 7=Much better than expected | 17% | 0% | 14% | 9% | 12% |
| Rate your overall satisfaction with your experience here thus far. | Average: 5.73 | Average: 4.71 | Average: 6.14 | Average: 5.91 | Average: 6.13 |
| 1=Not satisfied at all | 1% | 0% | 0% | 0% | 0% |
| 2=Not very satisfied | 1% | 14% | 0% | 0% | 0% |
| 3=Somewhat dissatisfied | 4% | 0% | 0% | 0% | 0% |
| 4=Neutral | 5% | 28% | 0% | 0% | 0% |
| 5=Somewhat satisfied | 14% | 14% | 0% | 27% | 12% |
| 6=Satisfied | 47% | 42% | 85% | 54% | 62% |
| 7=Very satisfied | 24% | 0% | 14% | 18% | 25% |
| All in all, if you had to do it over, would you enroll here again? | Average: 6.01 | Average: 5.14 | Average: 6.29 | Average: 6.27 | Average: 6.13 |
| 1=Definitely not | 1% | 0% | 0% | 0% | 0% |
| 2=Probably not | 2% | 0% | 0% | 0% | 0% |
| 3=Maybe not | 2% | 14% | 0% | 0% | 0% |
| 4=I don't know | 5% | 28% | 0% | 0% | 12% |

Institutional Summary

Summary Items

| Summary Item | Western Technical College | 6089: Respiratory Therapist | 6093: Surgical Technology | 7001: Air Cond- Heat | 7009: Automotive Technician |
|---------------------|----------------------------------|------------------------------------|----------------------------------|-----------------------------|------------------------------------|
| 5=Maybe yes | 7% | 0% | 0% | 0% | 12% |
| 6=Probably yes | 32% | 42% | 71% | 72% | 25% |
| 7=Definitely yes | 47% | 14% | 28% | 27% | 50% |