

Demographics

Gender	N	%	Current Class Load	N	%
Female	402	59.03%	Full-time	556	81.29%
Male	279	40.97%	Part-time	128	18.71%
Total	681	100.00%	Total	684	100.00%
No Response	113		No Response	110	

Age	N	%	Class Level	N	%
18 and under	173	25.11%	1 year or less	289	42.07%
19 to 24	301	43.69%	2 years	252	36.68%
25 to 34	105	15.24%	3 years	86	12.52%
35 to 44	54	7.84%	4 or more years	60	8.73%
45 and over	56	8.13%	Total	687	100.00%
Total	689	100.00%	No Response	107	
No Response	105				

Ethnicity/Race	N	%	Current GPA	N	%
Alaskan Native	2	0.29%	No credits earned	51	7.50%
American Indian	3	0.44%	1.99 or below	7	1.03%
Asian	238	34.90%	2.0 - 2.49	26	3.82%
Black/African-American	26	3.81%	2.5 - 2.99	90	13.24%
Hispanic or Latino (and Puerto Rican)	34	4.99%	3.0 - 3.49	189	27.79%
Native Hawaiian or Pacific Islander	5	0.73%	3.5 or above	317	46.62%
White/Caucasian	311	45.60%	Total	680	100.00%
Multi-racial	29	4.25%	No Response	114	
Other race	34	4.99%			
Total	682	100.00%			
No Response	112				

Current Enrollment Status	N	%	Educational Goal	N	%
Day	566	83.98%	Associate degree	292	43.13%
Evening	97	14.39%	Vocational/technical program	18	2.66%
Weekend	11	1.63%	Transfer to another institution	260	38.40%
Total	674	100.00%	Certification (initial/renewal)	18	2.66%
No Response	120		Self-improvement/pleasure	9	1.33%
			Job-related training	20	2.95%
			Other educational goal	60	8.86%
			Total	677	100.00%
			No Response	117	

Demographics

Employment	N	%	Organization Memberships	N	%
Full-time off campus	98	14.45%	No organization memberships	468	69.23%
Part-time off campus	148	21.83%	One or two organization memberships	173	25.59%
Full-time on campus	21	3.10%	Three or four organization memberships	25	3.70%
Part-time on campus	76	11.21%	Five or more organization memberships	10	1.48%
Not employed	335	49.41%	Total	676	100.00%
Total	678	100.00%	No Response	118	
No Response	116				
Current Residence	N	%	Tuition Source	N	%
Residence hall	28	4.12%	Scholarships	29	4.27%
Own house	101	14.85%	Financial aid	214	31.52%
Rent room or apt off campus	226	33.24%	Family contributions	244	35.94%
Parent's home	251	36.91%	Self support	78	11.49%
Other residence	74	10.88%	Other tuition source	114	16.79%
Total	680	100.00%	Total	679	100.00%
No Response	114		No Response	115	
Residence Classification	N	%	What is your gender?	N	%
In-state	488	72.51%	Female	382	55.77%
Out-of-state	19	2.82%	Male	270	39.42%
International (not U.S. citizen)	166	24.67%	Transgender	3	0.44%
Total	673	100.00%	Other	11	1.61%
No Response	121		I prefer not to disclose	19	2.77%
			Campus item - Answer 6	0	0.00%
			Total	685	100.00%
			No Response	109	
Institution Was My	N	%	Institution Question 2	N	%
1st choice	517	77.63%	Campus item 2 - Answer 1	0	0%
2nd choice	111	16.67%	Campus item 2 - Answer 2	0	0%
3rd choice or lower	38	5.71%	Campus item 2 - Answer 3	0	0%
Total	666	100.00%	Campus item 2 - Answer 4	0	0%
No Response	128		Campus item 2 - Answer 5	0	0%
			Campus item 2 - Answer 6	0	0%
			Total	0	100.00%
			No Response	794	
Plan to Transfer	N	%			
Yes I plan to transfer	464	68.95%			
No I do not plan to transfer	209	31.05%			
Total	673	100.00%			
No Response	121				

Demographics

Group Code	N	%
0001: Career and Technical Education (AAS Degree)	135	20.03%
0002: Career and Technical Education (BAS Degree)	64	9.50%
0003: Career and Technical Education (Certificate)	26	3.86%
0004: International Programs	38	5.64%
0005: Pre-College & Basic Skills (ABE, ESOL, GED, HS Completion, or I-BEST)	26	3.86%
0006: University Transfer (AA, AB, AFA, AM, APreN, or AS Degree)	385	57.12%
Total	674	100.00%
No Response	120	

Strategic Planning Overview

Strengths and Challenges

Strengths

- 8. The quality of instruction I receive in most of my classes is excellent.
- 14. My academic advisor is knowledgeable about my program requirements.
- 34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).
- 1. The campus staff are caring and helpful.
- 28. This campus provides online access to services I need.
- 29. There are convenient ways of paying my school bill.
- 18. Computer labs are adequate and accessible.
- 48. Campus item: Our campus is free of bullying.

Challenges

- 13. The campus is safe and secure for all students.
- 40. There are sufficient courses within my program of study available each term.
- 2. Classes are scheduled at times that are convenient for me.
- 9. I am able to register for the classes I need with few conflicts.
- 36. Tuition paid is a worthwhile investment.
- 41. Campus item: My concerns as a student are addressed sufficiently.
- 44. Campus item: Communication between students and the school is clear and open.
- 33. Administrators are available to hear students' concerns.
- 23. This institution helps me identify resources to finance my education.

Strategic Planning Overview Benchmarks

Lower Satisfaction vs. National Community Colleges Form B

- 8. The quality of instruction I receive in most of my classes is excellent.
- 13. The campus is safe and secure for all students.
- 40. There are sufficient courses within my program of study available each term.
- 14. My academic advisor is knowledgeable about my program requirements.
- 2. Classes are scheduled at times that are convenient for me.
- 9. I am able to register for the classes I need with few conflicts.
- 34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).
- 12. Faculty are fair and unbiased in their treatment of individual students.
- 36. Tuition paid is a worthwhile investment.
- 19. Registration processes and procedures are convenient.
- 25. Faculty provide timely feedback about my academic progress.
- 16. My advisor helps me apply my program of study to career goals.
- 20. Students are made to feel welcome here.
- 1. The campus staff are caring and helpful.
- 28. This campus provides online access to services I need.
- 29. There are convenient ways of paying my school bill.
- 32. I am able to take care of college-related business at times that are convenient for me.
- 35. I receive ongoing feedback about progress toward my academic goals.
- 18. Computer labs are adequate and accessible.
- 33. Administrators are available to hear students' concerns.
- 38. Most classes deal with practical experiences and applications.

Institutional Summary
Scales: In Order of Importance

	Green River College - SSI			National Community Colleges Form B			Mean Difference
Scale	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Registration Effectiveness	6.42	5.32 / 1.18	1.10	6.47	5.76 / 1.06	0.71	-0.44 ***
Instructional Effectiveness	6.39	5.50 / 1.10	0.89	6.41	5.76 / 1.05	0.65	-0.26 ***
Campus Climate	6.35	5.21 / 1.21	1.14	6.41	5.81 / 1.04	0.60	-0.60 ***
Academic Advising Effectiveness	6.33	5.32 / 1.45	1.01	6.35	5.53 / 1.33	0.82	-0.21 ***
Student Centeredness	6.30	5.12 / 1.37	1.18	6.36	5.69 / 1.18	0.67	-0.57 ***
Safety and Security	6.26	4.57 / 1.40	1.69	6.28	5.55 / 1.18	0.73	-0.98 ***
Campus Services	6.19	5.54 / 1.08	0.65	6.24	5.80 / 1.00	0.44	-0.26 ***
Admissions and Financial Aid Effectiveness	6.11	5.00 / 1.45	1.11	6.24	5.49 / 1.27	0.75	-0.49 ***

National Group Means are based on 68260 records.

* Difference statistically significant at the .05 level
** Difference statistically significant at the .01 level
*** Difference statistically significant at the .001 level

Institutional Summary
Items: In Order of Importance

	Green River College - SSI			National Community Colleges Form B			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
8. The quality of instruction I receive in most of my classes is excellent.	6.61	5.67 / 1.32	0.94	6.63	5.80 / 1.33	0.83	-0.13 **
13. The campus is safe and secure for all students.	6.56	5.16 / 1.60	1.40	6.54	6.04 / 1.19	0.50	-0.88 ***
40. There are sufficient courses within my program of study available each term.	6.52	4.89 / 1.81	1.63	6.52	5.63 / 1.50	0.89	-0.74 ***
14. My academic advisor is knowledgeable about my program requirements.	6.50	5.53 / 1.67	0.97	6.51	5.76 / 1.53	0.75	-0.23 ***
2. Classes are scheduled at times that are convenient for me.	6.49	5.11 / 1.55	1.38	6.54	5.67 / 1.40	0.87	-0.56 ***
9. I am able to register for the classes I need with few conflicts.	6.48	5.03 / 1.72	1.45	6.55	5.72 / 1.44	0.83	-0.69 ***
34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	6.46	5.78 / 1.44	0.68	6.42	5.95 / 1.30	0.47	-0.17 ***
12. Faculty are fair and unbiased in their treatment of individual students.	6.45	5.52 / 1.56	0.93	6.46	5.77 / 1.44	0.69	-0.25 ***
36. Tuition paid is a worthwhile investment.	6.45	5.10 / 1.71	1.35	6.54	5.82 / 1.41	0.72	-0.72 ***
19. Registration processes and procedures are convenient.	6.44	5.48 / 1.53	0.96	6.45	5.83 / 1.37	0.62	-0.35 ***
25. Faculty provide timely feedback about my academic progress.	6.42	5.38 / 1.53	1.04	6.45	5.58 / 1.46	0.87	-0.20 ***
16. My advisor helps me apply my program of study to career goals.	6.38	5.39 / 1.72	0.99	6.35	5.54 / 1.63	0.81	-0.15 *
20. Students are made to feel welcome here.	6.37	5.45 / 1.64	0.92	6.44	6.00 / 1.28	0.44	-0.55 ***
41. Campus item: My concerns as a student are addressed sufficiently.	6.37	4.68 / 1.89	1.69				

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Institutional Summary
Items: In Order of Importance

	Green River College - SSI			National Community Colleges Form B			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
22. My academic advisor is knowledgeable about transfer requirements of other schools.	6.36	5.33 / 1.68	1.03	6.33	5.46 / 1.60	0.87	-0.13
1. The campus staff are caring and helpful.	6.35	5.55 / 1.33	0.80	6.41	5.84 / 1.27	0.57	-0.29 ***
28. This campus provides online access to services I need.	6.35	5.71 / 1.35	0.64	6.42	6.02 / 1.23	0.40	-0.31 ***
29. There are convenient ways of paying my school bill.	6.35	5.64 / 1.51	0.71	6.38	5.87 / 1.37	0.51	-0.23 ***
32. I am able to take care of college-related business at times that are convenient for me.	6.33	5.44 / 1.46	0.89	6.40	5.73 / 1.38	0.67	-0.29 ***
35. I receive ongoing feedback about progress toward my academic goals.	6.33	5.06 / 1.73	1.27	6.31	5.32 / 1.62	0.99	-0.26 ***
18. Computer labs are adequate and accessible.	6.30	5.85 / 1.32	0.45	6.35	5.99 / 1.30	0.36	-0.14 **
44. Campus item: Communication between students and the school is clear and open.	6.30	4.40 / 2.08	1.90				
48. Campus item: Our campus is free of bullying.	6.30	5.54 / 1.65	0.76				
33. Administrators are available to hear students' concerns.	6.29	4.36 / 2.14	1.93	6.29	5.50 / 1.55	0.79	-1.14 ***
38. Most classes deal with practical experiences and applications.	6.29	5.44 / 1.40	0.85	6.35	5.76 / 1.30	0.59	-0.32 ***
23. This institution helps me identify resources to finance my education.	6.28	4.95 / 1.79	1.33	6.33	5.40 / 1.62	0.93	-0.45 ***
54. Future career opportunities as factor in decision to enroll.	6.28			6.43			
51. Cost as factor in decision to enroll.	6.26			6.51			
24. The equipment in the lab facilities is kept up to date.	6.24	5.63 / 1.36	0.61	6.35	5.74 / 1.39	0.61	-0.11

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National Group Means are based on 68260 records.

Institutional Summary
Items: In Order of Importance

	Green River College - SSI			National Community Colleges Form B			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
39. On the whole, the campus is well-maintained.	6.22	5.73 / 1.37	0.49	6.36	6.08 / 1.20	0.28	-0.35 ***
27. Tutoring services are readily available.	6.21	5.56 / 1.50	0.65	6.19	5.82 / 1.39	0.37	-0.26 ***
30. The assessment and course placement procedures are reasonable.	6.21	5.30 / 1.54	0.91	6.26	5.70 / 1.35	0.56	-0.40 ***
21. The amount of student parking space on campus is adequate.	6.20	3.40 / 2.05	2.80	6.31	5.00 / 1.91	1.31	-1.60 ***
4. Security staff respond quickly to calls for assistance.	6.18	5.39 / 1.45	0.79	6.11	5.52 / 1.43	0.59	-0.13 *
26. There are adequate services to help me decide upon a career.	6.17	5.10 / 1.62	1.07	6.28	5.54 / 1.46	0.74	-0.44 ***
37. I seldom get the "run-around" when seeking information on this campus.	6.17	4.93 / 1.79	1.24	6.29	5.36 / 1.66	0.93	-0.43 ***
15. Financial aid counseling is available if I need it.	6.16	5.14 / 1.68	1.02	6.28	5.66 / 1.49	0.62	-0.52 ***
42. Campus item: There are opportunities for me to voice my concerns and opinions.	6.16	4.75 / 1.87	1.41				
6. Library resources and services are adequate.	6.13	5.80 / 1.32	0.33	6.14	5.92 / 1.25	0.22	-0.12 *
17. Admissions counselors accurately portray program offerings in their recruiting practices.	6.12	5.07 / 1.68	1.05	6.14	5.45 / 1.51	0.69	-0.38 ***
49. Campus item: Campus food is affordable.	6.10	4.25 / 1.89	1.85				
3. My academic advisor is available when I need help.	6.09	5.33 / 1.68	0.76	6.25	5.57 / 1.56	0.68	-0.24 ***
56. Distance from campus as factor in decision to enroll.	6.09			6.15			
5. Financial aid awards are announced in time to be helpful in college planning.	6.08	4.87 / 1.69	1.21	6.29	5.40 / 1.63	0.89	-0.53 ***

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Institutional Summary
Items: In Order of Importance

	Green River College - SSI			National Community Colleges Form B			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
10. Parking lots are well-lighted and secure.	6.06	4.44 / 1.78	1.62	6.14	5.62 / 1.49	0.52	-1.18 ***
52. Financial assistance as factor in decision to enroll.	6.06			6.27			
47. Campus item: In terms of diversity, the general climate of the College is inclusive.	6.03	5.50 / 1.55	0.53				
53. Academic reputation as factor in decision to enroll.	6.02			6.12			
55. Personal recommendations as factor in decision to enroll.	5.97			5.91			
7. Admissions staff provide personalized attention prior to enrollment.	5.95	5.00 / 1.67	0.95	6.14	5.52 / 1.50	0.62	-0.52 ***
31. Faculty use a variety of technology and media in the classroom.	5.92	5.76 / 1.29	0.16	6.05	5.83 / 1.28	0.22	-0.07
46. Campus item: Faculty and staff represent student diversity.	5.92	5.53 / 1.52	0.39				
11. Counseling services are available if I need them.	5.90	5.27 / 1.56	0.63	5.96	5.62 / 1.42	0.34	-0.35 ***
50. Campus item: Campus housing is affordable.	5.88	3.79 / 1.97	2.09				
57. Information on the campus Web site as factor in decision to enroll.	5.88			5.86			
45. Campus item: There are ample leadership opportunities on campus.	5.73	5.05 / 1.59	0.68				
43. Campus item: I enjoy the events held by the campus.	5.54	5.18 / 1.59	0.36				
58. Campus visits as factor in decision to enroll.	5.42			5.43			

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Institutional Summary

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

	Green River College - SSI			National Community Colleges Form B			Mean Difference
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC ADVISING EFFECTIVENESS	6.33	5.32 / 1.45	1.01	6.35	5.53 / 1.33	0.82	-0.21 ***
3. My academic advisor is available when I need help.	6.09	5.33 / 1.68	0.76	6.25	5.57 / 1.56	0.68	-0.24 ***
14. My academic advisor is knowledgeable about my program requirements.	6.50	5.53 / 1.67	0.97	6.51	5.76 / 1.53	0.75	-0.23 ***
16. My advisor helps me apply my program of study to career goals.	6.38	5.39 / 1.72	0.99	6.35	5.54 / 1.63	0.81	-0.15 *
22. My academic advisor is knowledgeable about transfer requirements of other schools.	6.36	5.33 / 1.68	1.03	6.33	5.46 / 1.60	0.87	-0.13
35. I receive ongoing feedback about progress toward my academic goals.	6.33	5.06 / 1.73	1.27	6.31	5.32 / 1.62	0.99	-0.26 ***

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Institutional Summary

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

	Green River College - SSI			National Community Colleges Form B			Mean Difference
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ADMISSIONS AND FINANCIAL AID EFFECTIVENESS	6.11	5.00 / 1.45	1.11	6.24	5.49 / 1.27	0.75	-0.49 ***
5. Financial aid awards are announced in time to be helpful in college planning.	6.08	4.87 / 1.69	1.21	6.29	5.40 / 1.63	0.89	-0.53 ***
7. Admissions staff provide personalized attention prior to enrollment.	5.95	5.00 / 1.67	0.95	6.14	5.52 / 1.50	0.62	-0.52 ***
15. Financial aid counseling is available if I need it.	6.16	5.14 / 1.68	1.02	6.28	5.66 / 1.49	0.62	-0.52 ***
17. Admissions counselors accurately portray program offerings in their recruiting practices.	6.12	5.07 / 1.68	1.05	6.14	5.45 / 1.51	0.69	-0.38 ***
23. This institution helps me identify resources to finance my education.	6.28	4.95 / 1.79	1.33	6.33	5.40 / 1.62	0.93	-0.45 ***

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*** Difference statistically significant at the .001 level

Institutional Summary

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

	Green River College - SSI			National Community Colleges Form B			Mean Difference
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS CLIMATE	6.35	5.21 / 1.21	1.14	6.41	5.81 / 1.04	0.60	-0.60 ***
1. The campus staff are caring and helpful.	6.35	5.55 / 1.33	0.80	6.41	5.84 / 1.27	0.57	-0.29 ***
13. The campus is safe and secure for all students.	6.56	5.16 / 1.60	1.40	6.54	6.04 / 1.19	0.50	-0.88 ***
20. Students are made to feel welcome here.	6.37	5.45 / 1.64	0.92	6.44	6.00 / 1.28	0.44	-0.55 ***
33. Administrators are available to hear students' concerns.	6.29	4.36 / 2.14	1.93	6.29	5.50 / 1.55	0.79	-1.14 ***
36. Tuition paid is a worthwhile investment.	6.45	5.10 / 1.71	1.35	6.54	5.82 / 1.41	0.72	-0.72 ***
37. I seldom get the "run-around" when seeking information on this campus.	6.17	4.93 / 1.79	1.24	6.29	5.36 / 1.66	0.93	-0.43 ***
39. On the whole, the campus is well-maintained.	6.22	5.73 / 1.37	0.49	6.36	6.08 / 1.20	0.28	-0.35 ***

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*** Difference statistically significant at the .001 level

Institutional Summary

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

Scale/Item	Green River College - SSI			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS SERVICES	6.19	5.54 / 1.08	0.65	6.24	5.80 / 1.00	0.44	-0.26 ***
6. Library resources and services are adequate.	6.13	5.80 / 1.32	0.33	6.14	5.92 / 1.25	0.22	-0.12 *
11. Counseling services are available if I need them.	5.90	5.27 / 1.56	0.63	5.96	5.62 / 1.42	0.34	-0.35 ***
18. Computer labs are adequate and accessible.	6.30	5.85 / 1.32	0.45	6.35	5.99 / 1.30	0.36	-0.14 **
24. The equipment in the lab facilities is kept up to date.	6.24	5.63 / 1.36	0.61	6.35	5.74 / 1.39	0.61	-0.11
26. There are adequate services to help me decide upon a career.	6.17	5.10 / 1.62	1.07	6.28	5.54 / 1.46	0.74	-0.44 ***
27. Tutoring services are readily available.	6.21	5.56 / 1.50	0.65	6.19	5.82 / 1.39	0.37	-0.26 ***
28. This campus provides online access to services I need.	6.35	5.71 / 1.35	0.64	6.42	6.02 / 1.23	0.40	-0.31 ***
30. The assessment and course placement procedures are reasonable.	6.21	5.30 / 1.54	0.91	6.26	5.70 / 1.35	0.56	-0.40 ***

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Institutional Summary

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

	Green River College - SSI			National Community Colleges Form B			Mean Difference
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTRUCTIONAL EFFECTIVENESS	6.39	5.50 / 1.10	0.89	6.41	5.76 / 1.05	0.65	-0.26 ***
8. The quality of instruction I receive in most of my classes is excellent.	6.61	5.67 / 1.32	0.94	6.63	5.80 / 1.33	0.83	-0.13 **
12. Faculty are fair and unbiased in their treatment of individual students.	6.45	5.52 / 1.56	0.93	6.46	5.77 / 1.44	0.69	-0.25 ***
25. Faculty provide timely feedback about my academic progress.	6.42	5.38 / 1.53	1.04	6.45	5.58 / 1.46	0.87	-0.20 ***
31. Faculty use a variety of technology and media in the classroom.	5.92	5.76 / 1.29	0.16	6.05	5.83 / 1.28	0.22	-0.07
34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	6.46	5.78 / 1.44	0.68	6.42	5.95 / 1.30	0.47	-0.17 ***
38. Most classes deal with practical experiences and applications.	6.29	5.44 / 1.40	0.85	6.35	5.76 / 1.30	0.59	-0.32 ***
40. There are sufficient courses within my program of study available each term.	6.52	4.89 / 1.81	1.63	6.52	5.63 / 1.50	0.89	-0.74 ***

National Group Means are based on 68260 records.

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*** Difference statistically significant at the .001 level

Institutional Summary

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

	Green River College - SSI			National Community Colleges Form B			Mean Difference
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
REGISTRATION EFFECTIVENESS	6.42	5.32 / 1.18	1.10	6.47	5.76 / 1.06	0.71	-0.44 ***
2. Classes are scheduled at times that are convenient for me.	6.49	5.11 / 1.55	1.38	6.54	5.67 / 1.40	0.87	-0.56 ***
9. I am able to register for the classes I need with few conflicts.	6.48	5.03 / 1.72	1.45	6.55	5.72 / 1.44	0.83	-0.69 ***
19. Registration processes and procedures are convenient.	6.44	5.48 / 1.53	0.96	6.45	5.83 / 1.37	0.62	-0.35 ***
29. There are convenient ways of paying my school bill.	6.35	5.64 / 1.51	0.71	6.38	5.87 / 1.37	0.51	-0.23 ***
32. I am able to take care of college-related business at times that are convenient for me.	6.33	5.44 / 1.46	0.89	6.40	5.73 / 1.38	0.67	-0.29 ***

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Institutional Summary

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

	Green River College - SSI			National Community Colleges Form B			Mean Difference
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SAFETY AND SECURITY	6.26	4.57 / 1.40	1.69	6.28	5.55 / 1.18	0.73	-0.98 ***
4. Security staff respond quickly to calls for assistance.	6.18	5.39 / 1.45	0.79	6.11	5.52 / 1.43	0.59	-0.13 *
10. Parking lots are well-lighted and secure.	6.06	4.44 / 1.78	1.62	6.14	5.62 / 1.49	0.52	-1.18 ***
13. The campus is safe and secure for all students.	6.56	5.16 / 1.60	1.40	6.54	6.04 / 1.19	0.50	-0.88 ***
21. The amount of student parking space on campus is adequate.	6.20	3.40 / 2.05	2.80	6.31	5.00 / 1.91	1.31	-1.60 ***

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Institutional Summary

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

	Green River College - SSI			National Community Colleges Form B			Mean Difference
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
STUDENT CENTEREDNESS	6.30	5.12 / 1.37	1.18	6.36	5.69 / 1.18	0.67	-0.57 ***
1. The campus staff are caring and helpful.	6.35	5.55 / 1.33	0.80	6.41	5.84 / 1.27	0.57	-0.29 ***
20. Students are made to feel welcome here.	6.37	5.45 / 1.64	0.92	6.44	6.00 / 1.28	0.44	-0.55 ***
33. Administrators are available to hear students' concerns.	6.29	4.36 / 2.14	1.93	6.29	5.50 / 1.55	0.79	-1.14 ***
37. I seldom get the "run-around" when seeking information on this campus.	6.17	4.93 / 1.79	1.24	6.29	5.36 / 1.66	0.93	-0.43 ***

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Institutional Summary
Items: In Sequential Order

	Green River College - SSI			National Community Colleges Form B			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. The campus staff are caring and helpful.	6.35	5.55 / 1.33	0.80	6.41	5.84 / 1.27	0.57	-0.29 ***
2. Classes are scheduled at times that are convenient for me.	6.49	5.11 / 1.55	1.38	6.54	5.67 / 1.40	0.87	-0.56 ***
3. My academic advisor is available when I need help.	6.09	5.33 / 1.68	0.76	6.25	5.57 / 1.56	0.68	-0.24 ***
4. Security staff respond quickly to calls for assistance.	6.18	5.39 / 1.45	0.79	6.11	5.52 / 1.43	0.59	-0.13 *
5. Financial aid awards are announced in time to be helpful in college planning.	6.08	4.87 / 1.69	1.21	6.29	5.40 / 1.63	0.89	-0.53 ***
6. Library resources and services are adequate.	6.13	5.80 / 1.32	0.33	6.14	5.92 / 1.25	0.22	-0.12 *
7. Admissions staff provide personalized attention prior to enrollment.	5.95	5.00 / 1.67	0.95	6.14	5.52 / 1.50	0.62	-0.52 ***
8. The quality of instruction I receive in most of my classes is excellent.	6.61	5.67 / 1.32	0.94	6.63	5.80 / 1.33	0.83	-0.13 **
9. I am able to register for the classes I need with few conflicts.	6.48	5.03 / 1.72	1.45	6.55	5.72 / 1.44	0.83	-0.69 ***
10. Parking lots are well-lighted and secure.	6.06	4.44 / 1.78	1.62	6.14	5.62 / 1.49	0.52	-1.18 ***
11. Counseling services are available if I need them.	5.90	5.27 / 1.56	0.63	5.96	5.62 / 1.42	0.34	-0.35 ***
12. Faculty are fair and unbiased in their treatment of individual students.	6.45	5.52 / 1.56	0.93	6.46	5.77 / 1.44	0.69	-0.25 ***
13. The campus is safe and secure for all students.	6.56	5.16 / 1.60	1.40	6.54	6.04 / 1.19	0.50	-0.88 ***
14. My academic advisor is knowledgeable about my program requirements.	6.50	5.53 / 1.67	0.97	6.51	5.76 / 1.53	0.75	-0.23 ***
15. Financial aid counseling is available if I need it.	6.16	5.14 / 1.68	1.02	6.28	5.66 / 1.49	0.62	-0.52 ***

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National Group Means are based on 68260 records.

Institutional Summary
Items: In Sequential Order

	Green River College - SSI			National Community Colleges Form B			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
16. My advisor helps me apply my program of study to career goals.	6.38	5.39 / 1.72	0.99	6.35	5.54 / 1.63	0.81	-0.15 *
17. Admissions counselors accurately portray program offerings in their recruiting practices.	6.12	5.07 / 1.68	1.05	6.14	5.45 / 1.51	0.69	-0.38 ***
18. Computer labs are adequate and accessible.	6.30	5.85 / 1.32	0.45	6.35	5.99 / 1.30	0.36	-0.14 **
19. Registration processes and procedures are convenient.	6.44	5.48 / 1.53	0.96	6.45	5.83 / 1.37	0.62	-0.35 ***
20. Students are made to feel welcome here.	6.37	5.45 / 1.64	0.92	6.44	6.00 / 1.28	0.44	-0.55 ***
21. The amount of student parking space on campus is adequate.	6.20	3.40 / 2.05	2.80	6.31	5.00 / 1.91	1.31	-1.60 ***
22. My academic advisor is knowledgeable about transfer requirements of other schools.	6.36	5.33 / 1.68	1.03	6.33	5.46 / 1.60	0.87	-0.13
23. This institution helps me identify resources to finance my education.	6.28	4.95 / 1.79	1.33	6.33	5.40 / 1.62	0.93	-0.45 ***
24. The equipment in the lab facilities is kept up to date.	6.24	5.63 / 1.36	0.61	6.35	5.74 / 1.39	0.61	-0.11
25. Faculty provide timely feedback about my academic progress.	6.42	5.38 / 1.53	1.04	6.45	5.58 / 1.46	0.87	-0.20 ***
26. There are adequate services to help me decide upon a career.	6.17	5.10 / 1.62	1.07	6.28	5.54 / 1.46	0.74	-0.44 ***
27. Tutoring services are readily available.	6.21	5.56 / 1.50	0.65	6.19	5.82 / 1.39	0.37	-0.26 ***
28. This campus provides online access to services I need.	6.35	5.71 / 1.35	0.64	6.42	6.02 / 1.23	0.40	-0.31 ***
29. There are convenient ways of paying my school bill.	6.35	5.64 / 1.51	0.71	6.38	5.87 / 1.37	0.51	-0.23 ***
30. The assessment and course placement procedures are reasonable.	6.21	5.30 / 1.54	0.91	6.26	5.70 / 1.35	0.56	-0.40 ***

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Institutional Summary
Items: In Sequential Order

	Green River College - SSI			National Community Colleges Form B			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
31. Faculty use a variety of technology and media in the classroom.	5.92	5.76 / 1.29	0.16	6.05	5.83 / 1.28	0.22	-0.07
32. I am able to take care of college-related business at times that are convenient for me.	6.33	5.44 / 1.46	0.89	6.40	5.73 / 1.38	0.67	-0.29 ***
33. Administrators are available to hear students' concerns.	6.29	4.36 / 2.14	1.93	6.29	5.50 / 1.55	0.79	-1.14 ***
34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	6.46	5.78 / 1.44	0.68	6.42	5.95 / 1.30	0.47	-0.17 ***
35. I receive ongoing feedback about progress toward my academic goals.	6.33	5.06 / 1.73	1.27	6.31	5.32 / 1.62	0.99	-0.26 ***
36. Tuition paid is a worthwhile investment.	6.45	5.10 / 1.71	1.35	6.54	5.82 / 1.41	0.72	-0.72 ***
37. I seldom get the "run-around" when seeking information on this campus.	6.17	4.93 / 1.79	1.24	6.29	5.36 / 1.66	0.93	-0.43 ***
38. Most classes deal with practical experiences and applications.	6.29	5.44 / 1.40	0.85	6.35	5.76 / 1.30	0.59	-0.32 ***
39. On the whole, the campus is well-maintained.	6.22	5.73 / 1.37	0.49	6.36	6.08 / 1.20	0.28	-0.35 ***
40. There are sufficient courses within my program of study available each term.	6.52	4.89 / 1.81	1.63	6.52	5.63 / 1.50	0.89	-0.74 ***
41. Campus item: My concerns as a student are addressed sufficiently.	6.37	4.68 / 1.89	1.69				
42. Campus item: There are opportunities for me to voice my concerns and opinions.	6.16	4.75 / 1.87	1.41				
43. Campus item: I enjoy the events held by the campus.	5.54	5.18 / 1.59	0.36				
44. Campus item: Communication between students and the school is clear and open.	6.30	4.40 / 2.08	1.90				

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National Group Means are based on 68260 records.

Institutional Summary
Items: In Sequential Order

	Green River College - SSI			National Community Colleges Form B			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
45. Campus item: There are ample leadership opportunities on campus.	5.73	5.05 / 1.59	0.68				
46. Campus item: Faculty and staff represent student diversity.	5.92	5.53 / 1.52	0.39				
47. Campus item: In terms of diversity, the general climate of the College is inclusive.	6.03	5.50 / 1.55	0.53				
48. Campus item: Our campus is free of bullying.	6.30	5.54 / 1.65	0.76				
49. Campus item: Campus food is affordable.	6.10	4.25 / 1.89	1.85				
50. Campus item: Campus housing is affordable.	5.88	3.79 / 1.97	2.09				
51. Cost as factor in decision to enroll.	6.26			6.51			
52. Financial assistance as factor in decision to enroll.	6.06			6.27			
53. Academic reputation as factor in decision to enroll.	6.02			6.12			
54. Future career opportunities as factor in decision to enroll.	6.28			6.43			
55. Personal recommendations as factor in decision to enroll.	5.97			5.91			
56. Distance from campus as factor in decision to enroll.	6.09			6.15			
57. Information on the campus Web site as factor in decision to enroll.	5.88			5.86			
58. Campus visits as factor in decision to enroll.	5.42			5.43			

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Institutional Summary
Summary Items

Summary Item	Green River College - SSI	National Community Colleges Form B	Mean Difference
So far, how has your college experience met your expectations? 1=Much worse than expected 2=Quite a bit worse than I expected 3=Worse than I expected 4=About what I expected 5=Better than I expected 6=Quite a bit better than I expected 7=Much better than expected	Average: 4.46 3% 3% 11% 37% 22% 12% 9%	Average: 4.93 1% 1% 6% 33% 26% 13% 17%	-0.47
Rate your overall satisfaction with your experience here thus far. 1=Not satisfied at all 2=Not very satisfied 3=Somewhat dissatisfied 4=Neutral 5=Somewhat satisfied 6=Satisfied 7=Very satisfied	Average: 4.97 2% 3% 11% 15% 21% 33% 12%	Average: 5.59 1% 2% 5% 10% 14% 42% 23%	-0.62
All in all, if you had to do it over, would you enroll here again? 1=Definitely not 2=Probably not 3=Maybe not 4=I don't know 5=Maybe yes 6=Probably yes 7=Definitely yes	Average: 5.09 4% 7% 8% 10% 16% 30% 22%	Average: 5.82 2% 3% 3% 7% 9% 30% 42%	-0.73