

Demographics

Gender	N	%	Class Level	N	%
Female	232	61.54%	1 year or less	130	34.57%
Male	145	38.46%	2 years	108	28.72%
Total	377	100.00%	3 years	83	22.07%
No Response	16		4 or more years	55	14.63%
			Total	376	100.00%
			No Response	17	
Age	N	%	Current GPA	N	%
18 and under	31	8.24%	No credits earned	24	6.42%
19 to 24	217	57.71%	1.99 or below	10	2.67%
25 to 34	64	17.02%	2.0 - 2.49	45	12.03%
35 to 44	33	8.78%	2.5 - 2.99	99	26.47%
45 and over	31	8.24%	3.0 - 3.49	116	31.02%
Total	376	100.00%	3.5 or above	80	21.39%
No Response	17		Total	374	100.00%
			No Response	19	
Ethnicity/Race	N	%	Educational Goal	N	%
African-American	104	27.81%	Associate degree	244	65.24%
American Indian or Alaskan Native	4	1.07%	Vocational/technical program	9	2.41%
Asian or Pacific Islander	6	1.60%	Transfer to another institution	90	24.06%
Caucasian/White	219	58.56%	Certification (initial / renewal)	7	1.87%
Hispanic	13	3.48%	Self-improvement/pleasure	1	0.27%
Other race	12	3.21%	Job-related training	8	2.14%
Race - Prefer not to respond	16	4.28%	Other educational goal	15	4.01%
Total	374	100.00%	Total	374	100.00%
No Response	19		No Response	19	
Current Enrollment Status	N	%	Employment	N	%
Day	331	90.19%	Full-time off campus	58	15.43%
Evening	35	9.54%	Part-time off campus	133	35.37%
Weekend	1	0.27%	Full-time on campus	5	1.33%
Total	367	100.00%	Part-time on campus	11	2.93%
No Response	26		Not employed	169	44.95%
			Total	376	100.00%
			No Response	17	
Current Class Load	N	%			
Full-time	317	85.22%			
Part-time	55	14.78%			
Total	372	100.00%			
No Response	21				

Demographics

Current Residence	N	%	Group Code	N	%
Residence hall	1	0.27%	0222	1	0.95%
Own house	71	18.93%	1111	25	23.81%
Rent room or apt off campus	173	46.13%	2222	78	74.29%
Parent's home	112	29.87%	2311	1	0.95%
Other residence	18	4.80%	Total	105	100.00%
Total	375	100.00%	No Response	288	
No Response	18				
Residence Classification	N	%			
In-state	357	95.97%			
Out-of-state	11	2.96%			
International (not U.S. citizen)	4	1.08%			
Total	372	100.00%			
No Response	21				
Disabilities	N	%			
Yes - Disability	39	10.48%			
No - Disability	333	89.52%			
Total	372	100.00%			
No Response	21				
Institution Was My	N	%			
1st choice	227	61.02%			
2nd choice	109	29.30%			
3rd choice or lower	36	9.68%			
Total	372	100.00%			
No Response	21				
Institution Question	N	%			
Campus item - Answer 1	4	50.00%			
Campus item - Answer 2	2	25.00%			
Campus item - Answer 3	1	12.50%			
Campus item - Answer 4	0	0.00%			
Campus item - Answer 5	0	0.00%			
Campus item - Answer 6	1	12.50%			
Total	8	100.00%			
No Response	385				

Strategic Planning Overview

Strengths and Challenges

Strengths

- 32. My academic advisor is knowledgeable about my program requirements.
- 8. Classes are scheduled at times that are convenient for me.
- 18. The quality of instruction I receive in most of my classes is excellent.
- 6. My academic advisor is approachable.
- 58. Nearly all of the faculty are knowledgeable in their fields.
- 70. I am able to experience intellectual growth here.
- 71. Campus item 1
- 72. Campus item 2
- 61. Faculty are usually available after class and during office hours.
- 66. Program requirements are clear and reasonable.
- 69. There is a good variety of courses provided on this campus.
- 14. Library resources and services are adequate.
- 28. It is an enjoyable experience to be a student on this campus.
- 40. My academic advisor is knowledgeable about the transfer requirements of other schools.
- 45. This institution has a good reputation within the community.
- 51. There are convenient ways of paying my school bill.

Challenges

- 15. I am able to register for classes I need with few conflicts.
- 31. The campus is safe and secure for all students.
- 76. Campus item 6
- 25. My academic advisor is concerned about my success as an individual.
- 39. The amount of student parking space on campus is adequate.
- 78. Campus item 8
- 80. Campus item 10
- 5. The personnel involved in registration are helpful.
- 79. Campus item 9
- 29. Faculty are fair and unbiased in their treatment of individual students.
- 41. Admissions staff are knowledgeable.
- 65. Students are notified early in the term if they are doing poorly in a class.
- 37. Faculty take into consideration student differences as they teach a course.
- 16. The college shows concern for students as individuals.
- 34. Computer labs are adequate and accessible.

Strategic Planning Overview Benchmarks

Higher Satisfaction vs. National Community Colleges

- 32. My academic advisor is knowledgeable about my program requirements.
- 8. Classes are scheduled at times that are convenient for me.
- 6. My academic advisor is approachable.
- 25. My academic advisor is concerned about my success as an individual.
- 52. This school does whatever it can to help me reach my educational goals.
- 40. My academic advisor is knowledgeable about the transfer requirements of other schools.
- 54. Faculty are interested in my academic problems.

Lower Satisfaction vs. National Community Colleges

- 31. The campus is safe and secure for all students.
- 39. The amount of student parking space on campus is adequate.
- 36. Students are made to feel welcome on this campus.
- 41. Admissions staff are knowledgeable.

Institutional Summary

Scales: In Order of Importance

Scale	Pitt Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Academic Advising/Counseling	6.20	5.49 / 1.24	0.71	6.18	5.23 / 1.34	0.95	0.26 ***
Instructional Effectiveness	6.17	5.47 / 1.03	0.70	6.22	5.44 / 1.08	0.78	0.03
Registration Effectiveness	6.14	5.48 / 1.03	0.66	6.20	5.46 / 1.05	0.74	0.02
Concern for the Individual	6.13	5.32 / 1.14	0.81	6.12	5.25 / 1.23	0.87	0.07
Safety and Security	6.08	4.88 / 1.16	1.20	6.05	5.06 / 1.20	0.99	-0.18 **
Academic Services	6.07	5.33 / 1.07	0.74	6.09	5.51 / 1.06	0.58	-0.18 ***
Campus Climate	6.01	5.32 / 1.04	0.69	6.01	5.34 / 1.09	0.67	-0.02
Admissions and Financial Aid	6.01	5.19 / 1.17	0.82	6.09	5.19 / 1.24	0.90	0.00
Service Excellence	6.00	5.26 / 1.06	0.74	6.00	5.31 / 1.09	0.69	-0.05
Student Centeredness	5.99	5.36 / 1.11	0.63	6.02	5.41 / 1.16	0.61	-0.05
Campus Support Services	5.50	5.09 / 1.13	0.41	5.51	5.00 / 1.19	0.51	0.09
Responsiveness to Diverse Populations		5.54 / 1.20			5.52 / 1.25		0.02

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

National Group Means are based on 191857 records.

Institutional Summary

Items: In Order of Importance

Item	Pitt Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
32. My academic advisor is knowledgeable about my program requirements.	6.39	5.68 / 1.57	0.71	6.33	5.40 / 1.65	0.93	0.28 **
8. Classes are scheduled at times that are convenient for me.	6.34	5.72 / 1.37	0.62	6.45	5.49 / 1.51	0.96	0.23 **
18. The quality of instruction I receive in most of my classes is excellent.	6.31	5.67 / 1.32	0.64	6.44	5.60 / 1.35	0.84	0.07
15. I am able to register for classes I need with few conflicts.	6.31	5.45 / 1.52	0.86	6.38	5.39 / 1.56	0.99	0.06
31. The campus is safe and secure for all students.	6.30	5.38 / 1.44	0.92	6.33	5.63 / 1.34	0.70	-0.25 ***
6. My academic advisor is approachable.	6.30	5.62 / 1.61	0.68	6.26	5.42 / 1.64	0.84	0.20 *
87. Cost as factor in decision to enroll.	6.28			6.31			
76. Campus item 6	6.28	5.37 / 1.63	0.91				
25. My academic advisor is concerned about my success as an individual.	6.25	5.36 / 1.64	0.89	6.15	5.07 / 1.72	1.08	0.29 **
78. Campus item 8	6.24	5.38 / 1.56	0.86				
70. I am able to experience intellectual growth here.	6.24	5.81 / 1.25	0.43	6.35	5.76 / 1.32	0.59	0.05
72. Campus item 2	6.24	5.55 / 1.32	0.69				
39. The amount of student parking space on campus is adequate.	6.24	3.65 / 2.13	2.59	6.20	4.42 / 2.02	1.78	-0.77 ***
71. Campus item 1	6.24	5.56 / 1.39	0.68				

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Institutional Summary

Items: In Order of Importance

Item	Pitt Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
58. Nearly all of the faculty are knowledgeable in their fields.	6.24	5.63 / 1.35	0.61	6.36	5.71 / 1.33	0.65	-0.08
80. Campus item 10	6.23	5.41 / 1.59	0.82				
66. Program requirements are clear and reasonable.	6.22	5.59 / 1.37	0.63	6.29	5.55 / 1.39	0.74	0.04
69. There is a good variety of courses provided on this campus.	6.22	5.69 / 1.34	0.53	6.33	5.65 / 1.41	0.68	0.04
5. The personnel involved in registration are helpful.	6.22	5.33 / 1.61	0.89	6.21	5.35 / 1.58	0.86	-0.02
61. Faculty are usually available after class and during office hours.	6.22	5.64 / 1.31	0.58	6.23	5.64 / 1.37	0.59	0.00
79. Campus item 9	6.22	5.40 / 1.59	0.82				
74. Campus item 4	6.21	5.46 / 1.40	0.75				
75. Campus item 5	6.20	5.42 / 1.41	0.78				
29. Faculty are fair and unbiased in their treatment of individual students.	6.19	5.33 / 1.44	0.86	6.27	5.42 / 1.49	0.85	-0.09
73. Campus item 3	6.18	5.43 / 1.44	0.75				
14. Library resources and services are adequate.	6.18	5.53 / 1.39	0.65	6.15	5.66 / 1.35	0.49	-0.13
46. Faculty provide timely feedback about student progress in a course.	6.18	5.38 / 1.36	0.80	6.22	5.29 / 1.50	0.93	0.09
28. It is an enjoyable experience to be a student on this campus.	6.17	5.49 / 1.34	0.68	6.17	5.54 / 1.43	0.63	-0.05

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Institutional Summary

Items: In Order of Importance

Item	Pitt Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
52. This school does whatever it can to help me reach my educational goals.	6.17	5.46 / 1.32	0.71	6.24	5.27 / 1.50	0.97	0.19 *
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.16	5.45 / 1.37	0.71	6.19	5.44 / 1.45	0.75	0.01
42. The equipment in the lab facilities is kept up to date.	6.15	5.42 / 1.39	0.73	6.16	5.48 / 1.42	0.68	-0.06
65. Students are notified early in the term if they are doing poorly in a class.	6.14	5.06 / 1.61	1.08	6.19	4.91 / 1.74	1.28	0.15
36. Students are made to feel welcome on this campus.	6.14	5.45 / 1.36	0.69	6.18	5.62 / 1.36	0.56	-0.17 *
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.14	5.50 / 1.51	0.64	6.19	5.15 / 1.66	1.04	0.35 ***
41. Admissions staff are knowledgeable.	6.14	5.27 / 1.50	0.87	6.19	5.43 / 1.44	0.76	-0.16 *
45. This institution has a good reputation within the community.	6.14	5.78 / 1.20	0.36	6.07	5.66 / 1.37	0.41	0.12
37. Faculty take into consideration student differences as they teach a course.	6.13	5.31 / 1.39	0.82	6.09	5.25 / 1.47	0.84	0.06
16. The college shows concern for students as individuals.	6.12	5.11 / 1.53	1.01	6.12	5.13 / 1.56	0.99	-0.02
51. There are convenient ways of paying my school bill.	6.12	5.55 / 1.40	0.57	6.18	5.52 / 1.47	0.66	0.03
54. Faculty are interested in my academic problems.	6.12	5.42 / 1.35	0.70	6.05	5.21 / 1.49	0.84	0.21 **

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Institutional Summary

Items: In Order of Importance

Item	Pitt Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
7. Adequate financial aid is available for most students.	6.12	5.38 / 1.58	0.74	6.27	5.28 / 1.68	0.99	0.10
34. Computer labs are adequate and accessible.	6.11	5.18 / 1.57	0.93	6.21	5.57 / 1.46	0.64	-0.39 ***
12. My academic advisor helps me set goals to work toward.	6.11	5.44 / 1.59	0.67	6.04	5.04 / 1.73	1.00	0.40 ***
68. On the whole, the campus is well-maintained.	6.10	5.63 / 1.27	0.47	6.20	5.83 / 1.30	0.37	-0.20 **
24. Parking lots are well-lighted and secure.	6.09	5.01 / 1.69	1.08	6.13	5.18 / 1.63	0.95	-0.17 *
63. I seldom get the "run-around" when seeking information on this campus.	6.08	5.03 / 1.63	1.05	6.07	5.10 / 1.67	0.97	-0.07
23. Faculty are understanding of students' unique life circumstances.	6.08	5.08 / 1.56	1.00	6.16	5.26 / 1.53	0.90	-0.18 *
43. Class change (drop/add) policies are reasonable.	6.07	5.50 / 1.35	0.57	6.13	5.50 / 1.46	0.63	0.00
47. There are adequate services to help me decide upon a career.	6.07	5.36 / 1.40	0.71	6.08	5.22 / 1.49	0.86	0.14
20. Financial aid counselors are helpful.	6.06	4.92 / 1.74	1.14	6.13	5.08 / 1.70	1.05	-0.16
50. Tutoring services are readily available.	6.06	5.39 / 1.41	0.67	6.04	5.50 / 1.45	0.54	-0.11
57. Administrators are approachable to students.	6.06	5.33 / 1.45	0.73	6.05	5.33 / 1.48	0.72	0.00
64. Nearly all classes deal with practical experiences and applications.	6.06	5.48 / 1.35	0.58	6.10	5.44 / 1.37	0.66	0.04
2. Faculty care about me as an individual.	6.06	5.48 / 1.36	0.58	6.00	5.39 / 1.42	0.61	0.09

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Institutional Summary

Items: In Order of Importance

Item	Pitt Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
53. The assessment and course placement procedures are reasonable.	6.05	5.37 / 1.38	0.68	6.06	5.37 / 1.43	0.69	0.00
27. The campus staff are caring and helpful.	6.04	5.45 / 1.24	0.59	6.09	5.49 / 1.34	0.60	-0.04
89. Academic reputation as factor in decision to enroll.	6.03			5.85			
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.03	5.08 / 1.72	0.95	6.13	4.98 / 1.70	1.15	0.10
55. Academic support services adequately meet the needs of students.	6.03	5.37 / 1.24	0.66	6.04	5.31 / 1.39	0.73	0.06
62. Bookstore staff are helpful.	6.03	5.59 / 1.30	0.44	6.06	5.60 / 1.47	0.46	-0.01
60. Billing policies are reasonable.	6.02	5.39 / 1.43	0.63	6.09	5.38 / 1.46	0.71	0.01
48. Counseling staff care about students as individuals.	6.01	5.32 / 1.34	0.69	6.07	5.22 / 1.54	0.85	0.10
88. Financial aid as factor in decision to enroll.	6.00			6.03			
9. Internships or practical experiences are provided in my degree/certificate program.	5.99	5.29 / 1.59	0.70	5.93	5.00 / 1.59	0.93	0.29 ***
21. There are a sufficient number of study areas on campus.	5.99	4.93 / 1.69	1.06	6.03	5.44 / 1.51	0.59	-0.51 ***
11. Security staff respond quickly in emergencies.	5.98	5.26 / 1.37	0.72	5.95	5.01 / 1.47	0.94	0.25 **
56. The business office is open during hours which are convenient for most students.	5.97	5.37 / 1.39	0.60	6.05	5.43 / 1.43	0.62	-0.06

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Institutional Summary

Items: In Order of Importance

Item	Pitt Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
26. Library staff are helpful and approachable.	5.96	5.48 / 1.34	0.48	5.98	5.59 / 1.39	0.39	-0.11
30. The career services office provides students with the help they need to get a job.	5.95	5.13 / 1.38	0.82	5.93	4.96 / 1.49	0.97	0.17 *
67. Channels for expressing student complaints are readily available.	5.94	5.14 / 1.51	0.80	5.95	4.91 / 1.64	1.04	0.23 *
49. Admissions counselors respond to prospective students' unique needs and requests.	5.94	5.28 / 1.38	0.66	6.00	5.21 / 1.47	0.79	0.07
3. The quality of instruction in the vocational/technical programs is excellent.	5.93	5.51 / 1.28	0.42	6.08	5.42 / 1.35	0.66	0.09
77. Campus item 7	5.92	5.15 / 1.63	0.77				
22. People on this campus respect and are supportive of each other.	5.89	4.90 / 1.50	0.99	6.00	5.32 / 1.41	0.68	-0.42 ***
59. New student orientation services help students adjust to college.	5.79	5.32 / 1.38	0.47	5.84	5.29 / 1.49	0.55	0.03
44. I generally know what's happening on campus.	5.78	5.13 / 1.39	0.65	5.57	5.04 / 1.53	0.53	0.09
4. Security staff are helpful.	5.76	5.14 / 1.51	0.62	5.59	5.03 / 1.57	0.56	0.11
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.74	5.18 / 1.48	0.56	5.82	5.17 / 1.45	0.65	0.01
38. The student center is a comfortable place for students to spend their leisure time.	5.66	5.08 / 1.53	0.58	5.72	5.28 / 1.47	0.44	-0.20 *

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Institutional Summary

Items: In Order of Importance

Item	Pitt Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.44			5.38			
94. Campus appearance as factor in decision to enroll.	5.40			5.22			
1. Most students feel a sense of belonging here.	5.38	5.32 / 1.36	0.06	5.53	5.33 / 1.38	0.20	-0.01
90. Size of institution as factor in decision to enroll.	5.31			5.19			
93. Geographic setting as factor in decision to enroll.	5.31			5.48			
19. This campus provides effective support services for displaced homemakers.	5.07	4.86 / 1.31	0.21	5.18	4.79 / 1.40	0.39	0.07
92. Recommendations from family/friends as factor in decision to enroll.	4.94			4.91			
17. Personnel in the Veterans' Services program are helpful.	4.92	4.69 / 1.41	0.23	4.80	4.65 / 1.40	0.15	0.04
10. Child care facilities are available on campus.	4.81	5.05 / 1.49	-0.24	4.52	4.44 / 1.67	0.08	0.61 ***
91. Opportunity to play sports as factor in decision to enroll.	3.91			3.53			
82. Institution's commitment to evening students?		5.51 / 1.42			5.53 / 1.43		-0.02
83. Institution's commitment to older, returning learners?		5.61 / 1.27			5.60 / 1.40		0.01
84. Institution's commitment to under-represented populations?		5.45 / 1.29			5.42 / 1.39		0.03

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Institutional Summary
Items: In Order of Importance

Item	Pitt Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
85. Institution's commitment to commuters?		5.43 / 1.35			5.41 / 1.47		0.02
86. Institution's commitment to students with disabilities?		5.62 / 1.29			5.54 / 1.41		0.08
81. Institution's commitment to part-time students?		5.62 / 1.31			5.63 / 1.36		-0.01

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 *** Difference statistically significant at the .001 level

Institutional Summary

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

Scale/Item	Pitt Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC ADVISING/COUNSELING	6.20	5.49 / 1.24	0.71	6.18	5.23 / 1.34	0.95	0.26 ***
6. My academic advisor is approachable.	6.30	5.62 / 1.61	0.68	6.26	5.42 / 1.64	0.84	0.20 *
12. My academic advisor helps me set goals to work toward.	6.11	5.44 / 1.59	0.67	6.04	5.04 / 1.73	1.00	0.40 ***
25. My academic advisor is concerned about my success as an individual.	6.25	5.36 / 1.64	0.89	6.15	5.07 / 1.72	1.08	0.29 **
32. My academic advisor is knowledgeable about my program requirements.	6.39	5.68 / 1.57	0.71	6.33	5.40 / 1.65	0.93	0.28 **
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.14	5.50 / 1.51	0.64	6.19	5.15 / 1.66	1.04	0.35 ***
48. Counseling staff care about students as individuals.	6.01	5.32 / 1.34	0.69	6.07	5.22 / 1.54	0.85	0.10
52. This school does whatever it can to help me reach my educational goals.	6.17	5.46 / 1.32	0.71	6.24	5.27 / 1.50	0.97	0.19 *

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National Group Means are based on 191857 records.

Institutional Summary

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

Scale/Item	Pitt Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC SERVICES	6.07	5.33 / 1.07	0.74	6.09	5.51 / 1.06	0.58	-0.18 ***
14. Library resources and services are adequate.	6.18	5.53 / 1.39	0.65	6.15	5.66 / 1.35	0.49	-0.13
21. There are a sufficient number of study areas on campus.	5.99	4.93 / 1.69	1.06	6.03	5.44 / 1.51	0.59	-0.51 ***
26. Library staff are helpful and approachable.	5.96	5.48 / 1.34	0.48	5.98	5.59 / 1.39	0.39	-0.11
34. Computer labs are adequate and accessible.	6.11	5.18 / 1.57	0.93	6.21	5.57 / 1.46	0.64	-0.39 ***
42. The equipment in the lab facilities is kept up to date.	6.15	5.42 / 1.39	0.73	6.16	5.48 / 1.42	0.68	-0.06
50. Tutoring services are readily available.	6.06	5.39 / 1.41	0.67	6.04	5.50 / 1.45	0.54	-0.11
55. Academic support services adequately meet the needs of students.	6.03	5.37 / 1.24	0.66	6.04	5.31 / 1.39	0.73	0.06

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

National Group Means are based on 191857 records.

Institutional Summary

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

Scale/Item	Pitt Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ADMISSIONS AND FINANCIAL AID	6.01	5.19 / 1.17	0.82	6.09	5.19 / 1.24	0.90	0.00
7. Adequate financial aid is available for most students.	6.12	5.38 / 1.58	0.74	6.27	5.28 / 1.68	0.99	0.10
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.03	5.08 / 1.72	0.95	6.13	4.98 / 1.70	1.15	0.10
20. Financial aid counselors are helpful.	6.06	4.92 / 1.74	1.14	6.13	5.08 / 1.70	1.05	-0.16
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.74	5.18 / 1.48	0.56	5.82	5.17 / 1.45	0.65	0.01
41. Admissions staff are knowledgeable.	6.14	5.27 / 1.50	0.87	6.19	5.43 / 1.44	0.76	-0.16 *
49. Admissions counselors respond to prospective students' unique needs and requests.	5.94	5.28 / 1.38	0.66	6.00	5.21 / 1.47	0.79	0.07

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

National Group Means are based on 191857 records.

Institutional Summary

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

Scale/Item	Pitt Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS CLIMATE	6.01	5.32 / 1.04	0.69	6.01	5.34 / 1.09	0.67	-0.02
1. Most students feel a sense of belonging here.	5.38	5.32 / 1.36	0.06	5.53	5.33 / 1.38	0.20	-0.01
2. Faculty care about me as an individual.	6.06	5.48 / 1.36	0.58	6.00	5.39 / 1.42	0.61	0.09
16. The college shows concern for students as individuals.	6.12	5.11 / 1.53	1.01	6.12	5.13 / 1.56	0.99	-0.02
22. People on this campus respect and are supportive of each other.	5.89	4.90 / 1.50	0.99	6.00	5.32 / 1.41	0.68	-0.42 ***
27. The campus staff are caring and helpful.	6.04	5.45 / 1.24	0.59	6.09	5.49 / 1.34	0.60	-0.04
28. It is an enjoyable experience to be a student on this campus.	6.17	5.49 / 1.34	0.68	6.17	5.54 / 1.43	0.63	-0.05
31. The campus is safe and secure for all students.	6.30	5.38 / 1.44	0.92	6.33	5.63 / 1.34	0.70	-0.25 ***
36. Students are made to feel welcome on this campus.	6.14	5.45 / 1.36	0.69	6.18	5.62 / 1.36	0.56	-0.17 *
44. I generally know what's happening on campus.	5.78	5.13 / 1.39	0.65	5.57	5.04 / 1.53	0.53	0.09
45. This institution has a good reputation within the community.	6.14	5.78 / 1.20	0.36	6.07	5.66 / 1.37	0.41	0.12
52. This school does whatever it can to help me reach my educational goals.	6.17	5.46 / 1.32	0.71	6.24	5.27 / 1.50	0.97	0.19 *
57. Administrators are approachable to students.	6.06	5.33 / 1.45	0.73	6.05	5.33 / 1.48	0.72	0.00

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

National Group Means are based on 191857 records.

Institutional Summary

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

Scale/Item	Pitt Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
59. New student orientation services help students adjust to college.	5.79	5.32 / 1.38	0.47	5.84	5.29 / 1.49	0.55	0.03
63. I seldom get the "run-around" when seeking information on this campus.	6.08	5.03 / 1.63	1.05	6.07	5.10 / 1.67	0.97	-0.07
67. Channels for expressing student complaints are readily available.	5.94	5.14 / 1.51	0.80	5.95	4.91 / 1.64	1.04	0.23 *

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

National Group Means are based on 191857 records.

Institutional Summary

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

Scale/Item	Pitt Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS SUPPORT SERVICES	5.50	5.09 / 1.13	0.41	5.51	5.00 / 1.19	0.51	0.09
10. Child care facilities are available on campus.	4.81	5.05 / 1.49	-0.24	4.52	4.44 / 1.67	0.08	0.61 ***
17. Personnel in the Veterans' Services program are helpful.	4.92	4.69 / 1.41	0.23	4.80	4.65 / 1.40	0.15	0.04
19. This campus provides effective support services for displaced homemakers.	5.07	4.86 / 1.31	0.21	5.18	4.79 / 1.40	0.39	0.07
30. The career services office provides students with the help they need to get a job.	5.95	5.13 / 1.38	0.82	5.93	4.96 / 1.49	0.97	0.17 *
38. The student center is a comfortable place for students to spend their leisure time.	5.66	5.08 / 1.53	0.58	5.72	5.28 / 1.47	0.44	-0.20 *
47. There are adequate services to help me decide upon a career.	6.07	5.36 / 1.40	0.71	6.08	5.22 / 1.49	0.86	0.14
59. New student orientation services help students adjust to college.	5.79	5.32 / 1.38	0.47	5.84	5.29 / 1.49	0.55	0.03

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

National Group Means are based on 191857 records.

Institutional Summary

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

Scale/Item	Pitt Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CONCERN FOR THE INDIVIDUAL	6.13	5.32 / 1.14	0.81	6.12	5.25 / 1.23	0.87	0.07
2. Faculty care about me as an individual.	6.06	5.48 / 1.36	0.58	6.00	5.39 / 1.42	0.61	0.09
16. The college shows concern for students as individuals.	6.12	5.11 / 1.53	1.01	6.12	5.13 / 1.56	0.99	-0.02
25. My academic advisor is concerned about my success as an individual.	6.25	5.36 / 1.64	0.89	6.15	5.07 / 1.72	1.08	0.29 **
29. Faculty are fair and unbiased in their treatment of individual students.	6.19	5.33 / 1.44	0.86	6.27	5.42 / 1.49	0.85	-0.09
48. Counseling staff care about students as individuals.	6.01	5.32 / 1.34	0.69	6.07	5.22 / 1.54	0.85	0.10

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

National Group Means are based on 191857 records.

Institutional Summary

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

Scale/Item	Pitt Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTRUCTIONAL EFFECTIVENESS	6.17	5.47 / 1.03	0.70	6.22	5.44 / 1.08	0.78	0.03
2. Faculty care about me as an individual.	6.06	5.48 / 1.36	0.58	6.00	5.39 / 1.42	0.61	0.09
18. The quality of instruction I receive in most of my classes is excellent.	6.31	5.67 / 1.32	0.64	6.44	5.60 / 1.35	0.84	0.07
23. Faculty are understanding of students' unique life circumstances.	6.08	5.08 / 1.56	1.00	6.16	5.26 / 1.53	0.90	-0.18 *
29. Faculty are fair and unbiased in their treatment of individual students.	6.19	5.33 / 1.44	0.86	6.27	5.42 / 1.49	0.85	-0.09
37. Faculty take into consideration student differences as they teach a course.	6.13	5.31 / 1.39	0.82	6.09	5.25 / 1.47	0.84	0.06
46. Faculty provide timely feedback about student progress in a course.	6.18	5.38 / 1.36	0.80	6.22	5.29 / 1.50	0.93	0.09
54. Faculty are interested in my academic problems.	6.12	5.42 / 1.35	0.70	6.05	5.21 / 1.49	0.84	0.21 **
58. Nearly all of the faculty are knowledgeable in their fields.	6.24	5.63 / 1.35	0.61	6.36	5.71 / 1.33	0.65	-0.08
61. Faculty are usually available after class and during office hours.	6.22	5.64 / 1.31	0.58	6.23	5.64 / 1.37	0.59	0.00
64. Nearly all classes deal with practical experiences and applications.	6.06	5.48 / 1.35	0.58	6.10	5.44 / 1.37	0.66	0.04
65. Students are notified early in the term if they are doing poorly in a class.	6.14	5.06 / 1.61	1.08	6.19	4.91 / 1.74	1.28	0.15

* Difference statistically significant at the .05 level

** Difference statistically significant at the .01 level

*** Difference statistically significant at the .001 level

National Group Means are based on 191857 records.

Institutional Summary

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

Scale/Item	Pitt Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
66. Program requirements are clear and reasonable.	6.22	5.59 / 1.37	0.63	6.29	5.55 / 1.39	0.74	0.04
69. There is a good variety of courses provided on this campus.	6.22	5.69 / 1.34	0.53	6.33	5.65 / 1.41	0.68	0.04
70. I am able to experience intellectual growth here.	6.24	5.81 / 1.25	0.43	6.35	5.76 / 1.32	0.59	0.05

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

National Group Means are based on 191857 records.

Institutional Summary

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

Scale/Item	Pitt Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
REGISTRATION EFFECTIVENESS	6.14	5.48 / 1.03	0.66	6.20	5.46 / 1.05	0.74	0.02
5. The personnel involved in registration are helpful.	6.22	5.33 / 1.61	0.89	6.21	5.35 / 1.58	0.86	-0.02
8. Classes are scheduled at times that are convenient for me.	6.34	5.72 / 1.37	0.62	6.45	5.49 / 1.51	0.96	0.23 **
15. I am able to register for classes I need with few conflicts.	6.31	5.45 / 1.52	0.86	6.38	5.39 / 1.56	0.99	0.06
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.16	5.45 / 1.37	0.71	6.19	5.44 / 1.45	0.75	0.01
43. Class change (drop/add) policies are reasonable.	6.07	5.50 / 1.35	0.57	6.13	5.50 / 1.46	0.63	0.00
51. There are convenient ways of paying my school bill.	6.12	5.55 / 1.40	0.57	6.18	5.52 / 1.47	0.66	0.03
56. The business office is open during hours which are convenient for most students.	5.97	5.37 / 1.39	0.60	6.05	5.43 / 1.43	0.62	-0.06
60. Billing policies are reasonable.	6.02	5.39 / 1.43	0.63	6.09	5.38 / 1.46	0.71	0.01
62. Bookstore staff are helpful.	6.03	5.59 / 1.30	0.44	6.06	5.60 / 1.47	0.46	-0.01

National Group Means are based on 191857 records.

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

Institutional Summary

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

Scale/Item	Pitt Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
RESPONSIVENESS TO DIVERSE POPULATIONS		5.54 / 1.20			5.52 / 1.25		0.02
81. Institution's commitment to part-time students?		5.62 / 1.31			5.63 / 1.36		-0.01
82. Institution's commitment to evening students?		5.51 / 1.42			5.53 / 1.43		-0.02
83. Institution's commitment to older, returning learners?		5.61 / 1.27			5.60 / 1.40		0.01
84. Institution's commitment to under-represented populations?		5.45 / 1.29			5.42 / 1.39		0.03
85. Institution's commitment to commuters?		5.43 / 1.35			5.41 / 1.47		0.02
86. Institution's commitment to students with disabilities?		5.62 / 1.29			5.54 / 1.41		0.08

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

National Group Means are based on 191857 records.

Institutional Summary

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

Scale/Item	Pitt Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SAFETY AND SECURITY	6.08	4.88 / 1.16	1.20	6.05	5.06 / 1.20	0.99	-0.18 **
4. Security staff are helpful.	5.76	5.14 / 1.51	0.62	5.59	5.03 / 1.57	0.56	0.11
11. Security staff respond quickly in emergencies.	5.98	5.26 / 1.37	0.72	5.95	5.01 / 1.47	0.94	0.25 **
24. Parking lots are well-lighted and secure.	6.09	5.01 / 1.69	1.08	6.13	5.18 / 1.63	0.95	-0.17 *
31. The campus is safe and secure for all students.	6.30	5.38 / 1.44	0.92	6.33	5.63 / 1.34	0.70	-0.25 ***
39. The amount of student parking space on campus is adequate.	6.24	3.65 / 2.13	2.59	6.20	4.42 / 2.02	1.78	-0.77 ***

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

National Group Means are based on 191857 records.

Institutional Summary

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

Scale/Item	Pitt Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SERVICE EXCELLENCE	6.00	5.26 / 1.06	0.74	6.00	5.31 / 1.09	0.69	-0.05
5. The personnel involved in registration are helpful.	6.22	5.33 / 1.61	0.89	6.21	5.35 / 1.58	0.86	-0.02
22. People on this campus respect and are supportive of each other.	5.89	4.90 / 1.50	0.99	6.00	5.32 / 1.41	0.68	-0.42 ***
26. Library staff are helpful and approachable.	5.96	5.48 / 1.34	0.48	5.98	5.59 / 1.39	0.39	-0.11
27. The campus staff are caring and helpful.	6.04	5.45 / 1.24	0.59	6.09	5.49 / 1.34	0.60	-0.04
44. I generally know what's happening on campus.	5.78	5.13 / 1.39	0.65	5.57	5.04 / 1.53	0.53	0.09
57. Administrators are approachable to students.	6.06	5.33 / 1.45	0.73	6.05	5.33 / 1.48	0.72	0.00
62. Bookstore staff are helpful.	6.03	5.59 / 1.30	0.44	6.06	5.60 / 1.47	0.46	-0.01
63. I seldom get the "run-around" when seeking information on this campus.	6.08	5.03 / 1.63	1.05	6.07	5.10 / 1.67	0.97	-0.07
67. Channels for expressing student complaints are readily available.	5.94	5.14 / 1.51	0.80	5.95	4.91 / 1.64	1.04	0.23 *

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

National Group Means are based on 191857 records.

Institutional Summary

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

Scale/Item	Pitt Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
STUDENT CENTEREDNESS	5.99	5.36 / 1.11	0.63	6.02	5.41 / 1.16	0.61	-0.05
1. Most students feel a sense of belonging here.	5.38	5.32 / 1.36	0.06	5.53	5.33 / 1.38	0.20	-0.01
16. The college shows concern for students as individuals.	6.12	5.11 / 1.53	1.01	6.12	5.13 / 1.56	0.99	-0.02
27. The campus staff are caring and helpful.	6.04	5.45 / 1.24	0.59	6.09	5.49 / 1.34	0.60	-0.04
28. It is an enjoyable experience to be a student on this campus.	6.17	5.49 / 1.34	0.68	6.17	5.54 / 1.43	0.63	-0.05
36. Students are made to feel welcome on this campus.	6.14	5.45 / 1.36	0.69	6.18	5.62 / 1.36	0.56	-0.17 *
57. Administrators are approachable to students.	6.06	5.33 / 1.45	0.73	6.05	5.33 / 1.48	0.72	0.00

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

National Group Means are based on 191857 records.

Institutional Summary

Items: In Sequential Order

Item	Pitt Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. Most students feel a sense of belonging here.	5.38	5.32 / 1.36	0.06	5.53	5.33 / 1.38	0.20	-0.01
2. Faculty care about me as an individual.	6.06	5.48 / 1.36	0.58	6.00	5.39 / 1.42	0.61	0.09
3. The quality of instruction in the vocational/technical programs is excellent.	5.93	5.51 / 1.28	0.42	6.08	5.42 / 1.35	0.66	0.09
4. Security staff are helpful.	5.76	5.14 / 1.51	0.62	5.59	5.03 / 1.57	0.56	0.11
5. The personnel involved in registration are helpful.	6.22	5.33 / 1.61	0.89	6.21	5.35 / 1.58	0.86	-0.02
6. My academic advisor is approachable.	6.30	5.62 / 1.61	0.68	6.26	5.42 / 1.64	0.84	0.20 *
7. Adequate financial aid is available for most students.	6.12	5.38 / 1.58	0.74	6.27	5.28 / 1.68	0.99	0.10
8. Classes are scheduled at times that are convenient for me.	6.34	5.72 / 1.37	0.62	6.45	5.49 / 1.51	0.96	0.23 **
9. Internships or practical experiences are provided in my degree/certificate program.	5.99	5.29 / 1.59	0.70	5.93	5.00 / 1.59	0.93	0.29 ***
10. Child care facilities are available on campus.	4.81	5.05 / 1.49	-0.24	4.52	4.44 / 1.67	0.08	0.61 ***
11. Security staff respond quickly in emergencies.	5.98	5.26 / 1.37	0.72	5.95	5.01 / 1.47	0.94	0.25 **
12. My academic advisor helps me set goals to work toward.	6.11	5.44 / 1.59	0.67	6.04	5.04 / 1.73	1.00	0.40 ***
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.03	5.08 / 1.72	0.95	6.13	4.98 / 1.70	1.15	0.10
14. Library resources and services are adequate.	6.18	5.53 / 1.39	0.65	6.15	5.66 / 1.35	0.49	-0.13

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

National Group Means are based on 191857 records.

Institutional Summary

Items: In Sequential Order

Item	Pitt Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
15. I am able to register for classes I need with few conflicts.	6.31	5.45 / 1.52	0.86	6.38	5.39 / 1.56	0.99	0.06
16. The college shows concern for students as individuals.	6.12	5.11 / 1.53	1.01	6.12	5.13 / 1.56	0.99	-0.02
17. Personnel in the Veterans' Services program are helpful.	4.92	4.69 / 1.41	0.23	4.80	4.65 / 1.40	0.15	0.04
18. The quality of instruction I receive in most of my classes is excellent.	6.31	5.67 / 1.32	0.64	6.44	5.60 / 1.35	0.84	0.07
19. This campus provides effective support services for displaced homemakers.	5.07	4.86 / 1.31	0.21	5.18	4.79 / 1.40	0.39	0.07
20. Financial aid counselors are helpful.	6.06	4.92 / 1.74	1.14	6.13	5.08 / 1.70	1.05	-0.16
21. There are a sufficient number of study areas on campus.	5.99	4.93 / 1.69	1.06	6.03	5.44 / 1.51	0.59	-0.51 ***
22. People on this campus respect and are supportive of each other.	5.89	4.90 / 1.50	0.99	6.00	5.32 / 1.41	0.68	-0.42 ***
23. Faculty are understanding of students' unique life circumstances.	6.08	5.08 / 1.56	1.00	6.16	5.26 / 1.53	0.90	-0.18 *
24. Parking lots are well-lighted and secure.	6.09	5.01 / 1.69	1.08	6.13	5.18 / 1.63	0.95	-0.17 *
25. My academic advisor is concerned about my success as an individual.	6.25	5.36 / 1.64	0.89	6.15	5.07 / 1.72	1.08	0.29 **
26. Library staff are helpful and approachable.	5.96	5.48 / 1.34	0.48	5.98	5.59 / 1.39	0.39	-0.11

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

National Group Means are based on 191857 records.

Institutional Summary

Items: In Sequential Order

Item	Pitt Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
27. The campus staff are caring and helpful.	6.04	5.45 / 1.24	0.59	6.09	5.49 / 1.34	0.60	-0.04
28. It is an enjoyable experience to be a student on this campus.	6.17	5.49 / 1.34	0.68	6.17	5.54 / 1.43	0.63	-0.05
29. Faculty are fair and unbiased in their treatment of individual students.	6.19	5.33 / 1.44	0.86	6.27	5.42 / 1.49	0.85	-0.09
30. The career services office provides students with the help they need to get a job.	5.95	5.13 / 1.38	0.82	5.93	4.96 / 1.49	0.97	0.17 *
31. The campus is safe and secure for all students.	6.30	5.38 / 1.44	0.92	6.33	5.63 / 1.34	0.70	-0.25 ***
32. My academic advisor is knowledgeable about my program requirements.	6.39	5.68 / 1.57	0.71	6.33	5.40 / 1.65	0.93	0.28 **
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.74	5.18 / 1.48	0.56	5.82	5.17 / 1.45	0.65	0.01
34. Computer labs are adequate and accessible.	6.11	5.18 / 1.57	0.93	6.21	5.57 / 1.46	0.64	-0.39 ***
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.16	5.45 / 1.37	0.71	6.19	5.44 / 1.45	0.75	0.01
36. Students are made to feel welcome on this campus.	6.14	5.45 / 1.36	0.69	6.18	5.62 / 1.36	0.56	-0.17 *
37. Faculty take into consideration student differences as they teach a course.	6.13	5.31 / 1.39	0.82	6.09	5.25 / 1.47	0.84	0.06
38. The student center is a comfortable place for students to spend their leisure time.	5.66	5.08 / 1.53	0.58	5.72	5.28 / 1.47	0.44	-0.20 *

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

National Group Means are based on 191857 records.

Institutional Summary

Items: In Sequential Order

Item	Pitt Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
39. The amount of student parking space on campus is adequate.	6.24	3.65 / 2.13	2.59	6.20	4.42 / 2.02	1.78	-0.77 ***
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.14	5.50 / 1.51	0.64	6.19	5.15 / 1.66	1.04	0.35 ***
41. Admissions staff are knowledgeable.	6.14	5.27 / 1.50	0.87	6.19	5.43 / 1.44	0.76	-0.16 *
42. The equipment in the lab facilities is kept up to date.	6.15	5.42 / 1.39	0.73	6.16	5.48 / 1.42	0.68	-0.06
43. Class change (drop/add) policies are reasonable.	6.07	5.50 / 1.35	0.57	6.13	5.50 / 1.46	0.63	0.00
44. I generally know what's happening on campus.	5.78	5.13 / 1.39	0.65	5.57	5.04 / 1.53	0.53	0.09
45. This institution has a good reputation within the community.	6.14	5.78 / 1.20	0.36	6.07	5.66 / 1.37	0.41	0.12
46. Faculty provide timely feedback about student progress in a course.	6.18	5.38 / 1.36	0.80	6.22	5.29 / 1.50	0.93	0.09
47. There are adequate services to help me decide upon a career.	6.07	5.36 / 1.40	0.71	6.08	5.22 / 1.49	0.86	0.14
48. Counseling staff care about students as individuals.	6.01	5.32 / 1.34	0.69	6.07	5.22 / 1.54	0.85	0.10
49. Admissions counselors respond to prospective students' unique needs and requests.	5.94	5.28 / 1.38	0.66	6.00	5.21 / 1.47	0.79	0.07
50. Tutoring services are readily available.	6.06	5.39 / 1.41	0.67	6.04	5.50 / 1.45	0.54	-0.11

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Institutional Summary

Items: In Sequential Order

Item	Pitt Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
51. There are convenient ways of paying my school bill.	6.12	5.55 / 1.40	0.57	6.18	5.52 / 1.47	0.66	0.03
52. This school does whatever it can to help me reach my educational goals.	6.17	5.46 / 1.32	0.71	6.24	5.27 / 1.50	0.97	0.19 *
53. The assessment and course placement procedures are reasonable.	6.05	5.37 / 1.38	0.68	6.06	5.37 / 1.43	0.69	0.00
54. Faculty are interested in my academic problems.	6.12	5.42 / 1.35	0.70	6.05	5.21 / 1.49	0.84	0.21 **
55. Academic support services adequately meet the needs of students.	6.03	5.37 / 1.24	0.66	6.04	5.31 / 1.39	0.73	0.06
56. The business office is open during hours which are convenient for most students.	5.97	5.37 / 1.39	0.60	6.05	5.43 / 1.43	0.62	-0.06
57. Administrators are approachable to students.	6.06	5.33 / 1.45	0.73	6.05	5.33 / 1.48	0.72	0.00
58. Nearly all of the faculty are knowledgeable in their fields.	6.24	5.63 / 1.35	0.61	6.36	5.71 / 1.33	0.65	-0.08
59. New student orientation services help students adjust to college.	5.79	5.32 / 1.38	0.47	5.84	5.29 / 1.49	0.55	0.03
60. Billing policies are reasonable.	6.02	5.39 / 1.43	0.63	6.09	5.38 / 1.46	0.71	0.01
61. Faculty are usually available after class and during office hours.	6.22	5.64 / 1.31	0.58	6.23	5.64 / 1.37	0.59	0.00
62. Bookstore staff are helpful.	6.03	5.59 / 1.30	0.44	6.06	5.60 / 1.47	0.46	-0.01

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Institutional Summary

Items: In Sequential Order

Item	Pitt Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
63. I seldom get the "run-around" when seeking information on this campus.	6.08	5.03 / 1.63	1.05	6.07	5.10 / 1.67	0.97	-0.07
64. Nearly all classes deal with practical experiences and applications.	6.06	5.48 / 1.35	0.58	6.10	5.44 / 1.37	0.66	0.04
65. Students are notified early in the term if they are doing poorly in a class.	6.14	5.06 / 1.61	1.08	6.19	4.91 / 1.74	1.28	0.15
66. Program requirements are clear and reasonable.	6.22	5.59 / 1.37	0.63	6.29	5.55 / 1.39	0.74	0.04
67. Channels for expressing student complaints are readily available.	5.94	5.14 / 1.51	0.80	5.95	4.91 / 1.64	1.04	0.23 *
68. On the whole, the campus is well-maintained.	6.10	5.63 / 1.27	0.47	6.20	5.83 / 1.30	0.37	-0.20 **
69. There is a good variety of courses provided on this campus.	6.22	5.69 / 1.34	0.53	6.33	5.65 / 1.41	0.68	0.04
70. I am able to experience intellectual growth here.	6.24	5.81 / 1.25	0.43	6.35	5.76 / 1.32	0.59	0.05
71. Campus item 1	6.24	5.56 / 1.39	0.68				
72. Campus item 2	6.24	5.55 / 1.32	0.69				
73. Campus item 3	6.18	5.43 / 1.44	0.75				
74. Campus item 4	6.21	5.46 / 1.40	0.75				
75. Campus item 5	6.20	5.42 / 1.41	0.78				
76. Campus item 6	6.28	5.37 / 1.63	0.91				
77. Campus item 7	5.92	5.15 / 1.63	0.77				

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Institutional Summary

Items: In Sequential Order

Item	Pitt Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
78. Campus item 8	6.24	5.38 / 1.56	0.86				
79. Campus item 9	6.22	5.40 / 1.59	0.82				
80. Campus item 10	6.23	5.41 / 1.59	0.82				
81. Institution's commitment to part-time students?		5.62 / 1.31			5.63 / 1.36		-0.01
82. Institution's commitment to evening students?		5.51 / 1.42			5.53 / 1.43		-0.02
83. Institution's commitment to older, returning learners?		5.61 / 1.27			5.60 / 1.40		0.01
84. Institution's commitment to under-represented populations?		5.45 / 1.29			5.42 / 1.39		0.03
85. Institution's commitment to commuters?		5.43 / 1.35			5.41 / 1.47		0.02
86. Institution's commitment to students with disabilities?		5.62 / 1.29			5.54 / 1.41		0.08
87. Cost as factor in decision to enroll.	6.28			6.31			
88. Financial aid as factor in decision to enroll.	6.00			6.03			
89. Academic reputation as factor in decision to enroll.	6.03			5.85			
90. Size of institution as factor in decision to enroll.	5.31			5.19			
91. Opportunity to play sports as factor in decision to enroll.	3.91			3.53			

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Institutional Summary

Items: In Sequential Order

Item	Pitt Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
92. Recommendations from family/friends as factor in decision to enroll.	4.94			4.91			
93. Geographic setting as factor in decision to enroll.	5.31			5.48			
94. Campus appearance as factor in decision to enroll.	5.40			5.22			
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.44			5.38			

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Institutional Summary

Summary Items

Summary Item	Pitt Community College - SSI	National Community Colleges	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: 4.89 1% 1% 7% 34% 26% 10% 18%	Average: 4.82 1% 1% 6% 36% 25% 12% 15%	0.07
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: 5.49 1% 1% 5% 12% 18% 38% 21%	Average: 5.46 1% 2% 5% 11% 17% 40% 20%	0.03
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: 5.60 3% 4% 2% 8% 14% 26% 38%	Average: 5.72 2% 4% 3% 8% 10% 31% 39%	-0.12