

## Demographics

<b>Gender</b>	<b>N</b>	<b>%</b>	<b>Class Level</b>	<b>N</b>	<b>%</b>
Female	88	71.54%	1 year or less	60	49.18%
Male	35	28.46%	2 years	39	31.97%
Total	123	100.00%	3 years	13	10.66%
No Response	6		4 or more years	10	8.20%
			Total	122	100.00%
			No Response	7	
<b>Age</b>	<b>N</b>	<b>%</b>	<b>Current GPA</b>	<b>N</b>	<b>%</b>
18 and under	20	16.26%	No credits earned	12	10.17%
19 to 24	41	33.33%	1.99 or below	1	0.85%
25 to 34	37	30.08%	2.0 - 2.49	12	10.17%
35 to 44	17	13.82%	2.5 - 2.99	20	16.95%
45 and over	8	6.50%	3.0 - 3.49	33	27.97%
Total	123	100.00%	3.5 or above	40	33.90%
No Response	6		Total	118	100.00%
			No Response	11	
<b>Ethnicity/Race</b>	<b>N</b>	<b>%</b>	<b>Educational Goal</b>	<b>N</b>	<b>%</b>
African-American	2	1.64%	Associate degree	70	58.33%
American Indian or Alaskan Native	3	2.46%	Vocational/technical program	9	7.50%
Asian or Pacific Islander	2	1.64%	Transfer to another institution	15	12.50%
Caucasian/White	50	40.98%	Certification (initial / renewal)	10	8.33%
Hispanic	60	49.18%	Self-improvement/pleasure	1	0.83%
Other race	2	1.64%	Job-related training	6	5.00%
Race - Prefer not to respond	3	2.46%	Other educational goal	9	7.50%
Total	122	100.00%	Total	120	100.00%
No Response	7		No Response	9	
<b>Current Enrollment Status</b>	<b>N</b>	<b>%</b>	<b>Employment</b>	<b>N</b>	<b>%</b>
Day	104	85.95%	Full-time off campus	29	23.77%
Evening	14	11.57%	Part-time off campus	22	18.03%
Weekend	3	2.48%	Full-time on campus	3	2.46%
Total	121	100.00%	Part-time on campus	24	19.67%
No Response	8		Not employed	44	36.07%
			Total	122	100.00%
			No Response	7	
<b>Current Class Load</b>	<b>N</b>	<b>%</b>			
Full-time	84	68.85%			
Part-time	38	31.15%			
Total	122	100.00%			
No Response	7				

## Demographics

<b>Current Residence</b>			<b>Institution Question 2</b>		
	<b>N</b>	<b>%</b>		<b>N</b>	<b>%</b>
Residence hall	7	5.79%	Campus item 2 - Answer 1	0	0%
Own house	40	33.06%	Campus item 2 - Answer 2	0	0%
Rent room or apt off campus	16	13.22%	Campus item 2 - Answer 3	0	0%
Parent's home	43	35.54%	Campus item 2 - Answer 4	0	0%
Other residence	15	12.40%	Campus item 2 - Answer 5	0	0%
Total	121	100.00%	Campus item 2 - Answer 6	0	0%
No Response	8		Total	0	100.00%
			No Response	129	
<b>Residence Classification</b>					
	<b>N</b>	<b>%</b>			
In-state	116	95.08%			
Out-of-state	4	3.28%			
International (not U.S. citizen)	2	1.64%			
Total	122	100.00%			
No Response	7				
<b>Disabilities</b>					
	<b>N</b>	<b>%</b>			
Yes - Disability	12	9.76%			
No - Disability	111	90.24%			
Total	123	100.00%			
No Response	6				
<b>Institution Was My</b>					
	<b>N</b>	<b>%</b>			
1st choice	92	76.03%			
2nd choice	14	11.57%			
3rd choice or lower	15	12.40%			
Total	121	100.00%			
No Response	8				
<b>Institution Question</b>					
	<b>N</b>	<b>%</b>			
Campus item - Answer 1	0	0%			
Campus item - Answer 2	0	0%			
Campus item - Answer 3	0	0%			
Campus item - Answer 4	0	0%			
Campus item - Answer 5	0	0%			
Campus item - Answer 6	0	0%			
Total	0	100.00%			
No Response	129				

## **Strategic Planning Overview**

### **Strengths and Challenges**

#### **Strengths**

- 8. Classes are scheduled at times that are convenient for me.
- 31. The campus is safe and secure for all students.
- 18. The quality of instruction I receive in most of my classes is excellent.
- 34. Computer labs are adequate and accessible.
- 42. The equipment in the lab facilities is kept up to date.
- 50. Tutoring services are readily available.
- 51. There are convenient ways of paying my school bill.
- 73. Campus item: ENMU-Roswell's One-Stop Center combines registration, financial aid, and advisement which makes getting help easy.
- 43. Class change (drop/add) policies are reasonable.
- 66. Program requirements are clear and reasonable.
- 58. Nearly all of the faculty are knowledgeable in their fields.
- 70. I am able to experience intellectual growth here.
- 61. Faculty are usually available after class and during office hours.
- 74. Campus item: I think positive thoughts before taking tests.

#### **Challenges**

- 46. Faculty provide timely feedback about student progress in a course.
- 5. The personnel involved in registration are helpful.
- 65. Students are notified early in the term if they are doing poorly in a class.
- 71. Campus item: My advisor is available to help me when needed.
- 47. There are adequate services to help me decide upon a career.
- 6. My academic advisor is approachable.
- 20. Financial aid counselors are helpful.
- 32. My academic advisor is knowledgeable about my program requirements.
- 48. Counseling staff care about students as individuals.
- 39. The amount of student parking space on campus is adequate.
- 12. My academic advisor helps me set goals to work toward.
- 13. Financial aid awards are announced to students in time to be helpful in college planning.

## **Strategic Planning Overview**

### **Benchmarks**

#### **Higher Satisfaction vs. National Community Colleges**

- 8. Classes are scheduled at times that are convenient for me.
- 34. Computer labs are adequate and accessible.
- 42. The equipment in the lab facilities is kept up to date.
- 50. Tutoring services are readily available.
- 39. The amount of student parking space on campus is adequate.
- 9. Internships or practical experiences are provided in my degree/certificate program.

#### **Lower Satisfaction vs. National Community Colleges**

- 5. The personnel involved in registration are helpful.
- 6. My academic advisor is approachable.
- 20. Financial aid counselors are helpful.
- 32. My academic advisor is knowledgeable about my program requirements.

#### **Higher Importance vs. National Community Colleges**

- 34. Computer labs are adequate and accessible.
- 42. The equipment in the lab facilities is kept up to date.
- 46. Faculty provide timely feedback about student progress in a course.
- 50. Tutoring services are readily available.
- 51. There are convenient ways of paying my school bill.
- 7. Adequate financial aid is available for most students.
- 43. Class change (drop/add) policies are reasonable.
- 5. The personnel involved in registration are helpful.
- 65. Students are notified early in the term if they are doing poorly in a class.
- 47. There are adequate services to help me decide upon a career.
- 20. Financial aid counselors are helpful.
- 30. The career services office provides students with the help they need to get a job.
- 48. Counseling staff care about students as individuals.
- 3. The quality of instruction in the vocational/technical programs is excellent.
- 12. My academic advisor helps me set goals to work toward.
- 9. Internships or practical experiences are provided in my degree/certificate program.

**Institutional Summary**  
**Scales: In Order of Importance**

Scale	Eastern New Mexico University-Roswell - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Registration Effectiveness	6.41	5.61 / 1.20	0.80	6.26	5.60 / 1.07	0.66	0.01
Academic Advising/Counseling	6.36	5.12 / 1.76	1.24	6.26	5.42 / 1.36	0.84	-0.30 *
Admissions and Financial Aid	6.36	5.26 / 1.41	1.10	6.18	5.38 / 1.27	0.80	-0.12
Instructional Effectiveness	6.36	5.47 / 1.31	0.89	6.29	5.58 / 1.11	0.71	-0.11
Academic Services	6.35	5.89 / 1.24	0.46	6.16	5.70 / 1.06	0.46	0.19 *
Safety and Security	6.34	5.45 / 1.39	0.89	6.15	5.34 / 1.21	0.81	0.11
Concern for the Individual	6.27	5.20 / 1.53	1.07	6.20	5.43 / 1.26	0.77	-0.23 *
Service Excellence	6.22	5.32 / 1.36	0.90	6.08	5.48 / 1.12	0.60	-0.16
Campus Climate	6.21	5.31 / 1.37	0.90	6.10	5.50 / 1.12	0.60	-0.19
Student Centeredness	6.17	5.39 / 1.40	0.78	6.11	5.56 / 1.18	0.55	-0.17
Campus Support Services	6.08	5.36 / 1.55	0.72	5.67	5.21 / 1.26	0.46	0.15
Responsiveness to Diverse Populations		5.67 / 1.48			5.66 / 1.27		0.01

\* 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 185252 records.

## Institutional Summary

### Items: In Order of Importance

Item	Eastern New Mexico University-Roswell - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
8. Classes are scheduled at times that are convenient for me.	6.60	5.83 / 1.49	0.77	6.46	5.56 / 1.50	0.90	0.27 *
31. The campus is safe and secure for all students.	6.55	5.75 / 1.54	0.80	6.41	5.82 / 1.29	0.59	-0.07
18. The quality of instruction I receive in most of my classes is excellent.	6.54	5.65 / 1.48	0.89	6.49	5.66 / 1.37	0.83	-0.01
34. Computer labs are adequate and accessible.	6.54	6.16 / 1.32	0.38	6.25	5.82 / 1.37	0.43	0.34 *
42. The equipment in the lab facilities is kept up to date.	6.52	5.99 / 1.27	0.53	6.23	5.62 / 1.42	0.61	0.37 *
15. I am able to register for classes I need with few conflicts.	6.50	5.49 / 1.70	1.01	6.43	5.57 / 1.51	0.86	-0.08
46. Faculty provide timely feedback about student progress in a course.	6.50	5.24 / 1.85	1.26	6.31	5.45 / 1.50	0.86	-0.21
50. Tutoring services are readily available.	6.48	6.13 / 1.20	0.35	6.14	5.68 / 1.42	0.46	0.45 **
51. There are convenient ways of paying my school bill.	6.48	5.73 / 1.58	0.75	6.26	5.67 / 1.45	0.59	0.06
7. Adequate financial aid is available for most students.	6.47	5.51 / 1.64	0.96	6.31	5.41 / 1.66	0.90	0.10
73. Campus item: ENMU-Roswell's One-Stop Center combines registration, financial aid, and advisement which makes getting help easy.	6.47	5.85 / 1.49	0.62				
43. Class change (drop/add) policies are reasonable.	6.46	5.78 / 1.55	0.68	6.20	5.66 / 1.44	0.54	0.12
5. The personnel involved in registration are helpful.	6.45	5.17 / 1.85	1.28	6.25	5.50 / 1.56	0.75	-0.33 *
66. Program requirements are clear and reasonable.	6.45	5.79 / 1.52	0.66	6.37	5.68 / 1.40	0.69	0.11
58. Nearly all of the faculty are knowledgeable in their fields.	6.43	5.78 / 1.43	0.65	6.42	5.83 / 1.31	0.59	-0.05

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## Institutional Summary

### Items: In Order of Importance

Item	Eastern New Mexico University-Roswell - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
65. Students are notified early in the term if they are doing poorly in a class.	6.43	4.97 / 2.07	1.46	6.23	5.12 / 1.73	1.11	-0.15
71. Campus item: My advisor is available to help me when needed.	6.43	5.29 / 1.98	1.14				
70. I am able to experience intellectual growth here.	6.42	5.84 / 1.39	0.58	6.42	5.90 / 1.29	0.52	-0.06
47. There are adequate services to help me decide upon a career.	6.41	5.26 / 1.68	1.15	6.16	5.41 / 1.50	0.75	-0.15
6. My academic advisor is approachable.	6.40	5.18 / 1.89	1.22	6.32	5.59 / 1.62	0.73	-0.41 **
20. Financial aid counselors are helpful.	6.39	4.94 / 2.13	1.45	6.21	5.29 / 1.68	0.92	-0.35 *
32. My academic advisor is knowledgeable about my program requirements.	6.39	5.16 / 1.92	1.23	6.40	5.57 / 1.64	0.83	-0.41 **
41. Admissions staff are knowledgeable.	6.39	5.48 / 1.56	0.91	6.27	5.58 / 1.44	0.69	-0.10
52. This school does whatever it can to help me reach my educational goals.	6.39	5.32 / 1.78	1.07	6.31	5.43 / 1.50	0.88	-0.11
30. The career services office provides students with the help they need to get a job.	6.38	5.52 / 1.78	0.86	6.04	5.25 / 1.50	0.79	0.27
48. Counseling staff care about students as individuals.	6.38	5.21 / 1.88	1.17	6.17	5.46 / 1.52	0.71	-0.25
3. The quality of instruction in the vocational/technical programs is excellent.	6.37	5.55 / 1.45	0.82	6.19	5.52 / 1.37	0.67	0.03
36. Students are made to feel welcome on this campus.	6.37	5.59 / 1.63	0.78	6.26	5.77 / 1.34	0.49	-0.18
39. The amount of student parking space on campus is adequate.	6.36	5.27 / 1.98	1.09	6.23	4.84 / 1.95	1.39	0.43 *
12. My academic advisor helps me set goals to work toward.	6.35	4.98 / 2.10	1.37	6.12	5.25 / 1.74	0.87	-0.27

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## Institutional Summary

### Items: In Order of Importance

Item	Eastern New Mexico University-Roswell - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
61. Faculty are usually available after class and during office hours.	6.35	5.75 / 1.62	0.60	6.28	5.77 / 1.35	0.51	-0.02
9. Internships or practical experiences are provided in my degree/certificate program.	6.34	5.57 / 1.73	0.77	6.03	5.17 / 1.62	0.86	0.40 *
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.34	5.12 / 1.87	1.22	6.21	5.21 / 1.68	1.00	-0.09
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.34	5.41 / 1.69	0.93	6.27	5.59 / 1.44	0.68	-0.18
74. Campus item: I think positive thoughts before taking tests.	6.34	5.65 / 1.53	0.69				
60. Billing policies are reasonable.	6.33	5.55 / 1.73	0.78	6.18	5.54 / 1.45	0.64	0.01
11. Security staff respond quickly in emergencies.	6.32	5.50 / 1.64	0.82	6.11	5.28 / 1.49	0.83	0.22
23. Faculty are understanding of students' unique life circumstances.	6.32	5.26 / 1.77	1.06	6.25	5.41 / 1.54	0.84	-0.15
88. Financial aid as factor in decision to enroll.	6.32			6.10			
25. My academic advisor is concerned about my success as an individual.	6.31	4.84 / 2.12	1.47	6.23	5.29 / 1.71	0.94	-0.45 **
45. This institution has a good reputation within the community.	6.31	5.32 / 1.76	0.99	6.13	5.77 / 1.36	0.36	-0.45 ***
64. Nearly all classes deal with practical experiences and applications.	6.31	5.65 / 1.52	0.66	6.19	5.57 / 1.38	0.62	0.08
72. Campus item: My advisor clearly communicates what my responsibilities are as a student.	6.31	5.08 / 2.12	1.23				
68. On the whole, the campus is well-maintained.	6.30	5.91 / 1.33	0.39	6.27	5.96 / 1.27	0.31	-0.05

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## Institutional Summary

### Items: In Order of Importance

Item	Eastern New Mexico University-Roswell - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
16. The college shows concern for students as individuals.	6.29	5.23 / 1.80	1.06	6.19	5.29 / 1.57	0.90	-0.06
49. Admissions counselors respond to prospective students' unique needs and requests.	6.29	5.35 / 1.76	0.94	6.10	5.41 / 1.48	0.69	-0.06
63. I seldom get the "run-around" when seeking information on this campus.	6.29	4.94 / 2.04	1.35	6.13	5.26 / 1.66	0.87	-0.32 *
24. Parking lots are well-lighted and secure.	6.28	5.29 / 1.82	0.99	6.19	5.42 / 1.57	0.77	-0.13
54. Faculty are interested in my academic problems.	6.28	5.19 / 1.83	1.09	6.14	5.37 / 1.51	0.77	-0.18
62. Bookstore staff are helpful.	6.28	6.01 / 1.39	0.27	6.12	5.73 / 1.44	0.39	0.28 *
69. There is a good variety of courses provided on this campus.	6.28	5.50 / 1.55	0.78	6.37	5.79 / 1.37	0.58	-0.29 *
87. Cost as factor in decision to enroll.	6.28			6.35			
26. Library staff are helpful and approachable.	6.27	5.87 / 1.40	0.40	6.06	5.78 / 1.35	0.28	0.09
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.27	5.08 / 1.74	1.19	5.96	5.38 / 1.47	0.58	-0.30
37. Faculty take into consideration student differences as they teach a course.	6.27	5.25 / 1.63	1.02	6.17	5.37 / 1.49	0.80	-0.12
56. The business office is open during hours which are convenient for most students.	6.27	5.58 / 1.53	0.69	6.13	5.59 / 1.42	0.54	-0.01
28. It is an enjoyable experience to be a student on this campus.	6.26	5.50 / 1.64	0.76	6.23	5.65 / 1.43	0.58	-0.15
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.26	5.20 / 1.77	1.06	6.26	5.34 / 1.66	0.92	-0.14
55. Academic support services adequately meet the needs of students.	6.24	5.45 / 1.62	0.79	6.15	5.50 / 1.41	0.65	-0.05

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## Institutional Summary

### Items: In Order of Importance

Item	Eastern New Mexico University-Roswell - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
29. Faculty are fair and unbiased in their treatment of individual students.	6.23	5.42 / 1.74	0.81	6.34	5.57 / 1.49	0.77	-0.15
14. Library resources and services are adequate.	6.21	5.82 / 1.53	0.39	6.19	5.83 / 1.31	0.36	-0.01
27. The campus staff are caring and helpful.	6.21	5.52 / 1.45	0.69	6.19	5.67 / 1.32	0.52	-0.15
53. The assessment and course placement procedures are reasonable.	6.21	5.49 / 1.60	0.72	6.16	5.55 / 1.41	0.61	-0.06
59. New student orientation services help students adjust to college.	6.20	5.51 / 1.83	0.69	5.95	5.43 / 1.52	0.52	0.08
4. Security staff are helpful.	6.19	5.47 / 1.74	0.72	5.78	5.30 / 1.55	0.48	0.17
57. Administrators are approachable to students.	6.19	5.28 / 1.83	0.91	6.15	5.52 / 1.46	0.63	-0.24
2. Faculty care about me as an individual.	6.18	5.30 / 1.61	0.88	6.10	5.52 / 1.43	0.58	-0.22
21. There are a sufficient number of study areas on campus.	6.18	5.83 / 1.52	0.35	6.12	5.69 / 1.44	0.43	0.14
22. People on this campus respect and are supportive of each other.	6.18	5.40 / 1.62	0.78	6.11	5.52 / 1.39	0.59	-0.12
67. Channels for expressing student complaints are readily available.	6.15	5.00 / 1.95	1.15	6.04	5.08 / 1.69	0.96	-0.08
38. The student center is a comfortable place for students to spend their leisure time.	6.07	5.55 / 1.68	0.52	5.84	5.50 / 1.45	0.34	0.05
19. This campus provides effective support services for displaced homemakers.	6.02	5.02 / 1.89	1.00	5.39	5.00 / 1.47	0.39	0.02
89. Academic reputation as factor in decision to enroll.	5.90			5.94			
44. I generally know what's happening on campus.	5.88	4.70 / 1.90	1.18	5.67	5.22 / 1.55	0.45	-0.52 ***

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### Institutional Summary Items: In Order of Importance

Item	Eastern New Mexico University-Roswell - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
17. Personnel in the Veterans' Services program are helpful.	5.86	5.13 / 1.60	0.73	5.22	4.98 / 1.49	0.24	0.15
1. Most students feel a sense of belonging here.	5.73	5.25 / 1.56	0.48	5.66	5.43 / 1.39	0.23	-0.18
10. Child care facilities are available on campus.	5.49	5.32 / 1.77	0.17	4.60	4.46 / 1.80	0.14	0.86 ***
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.49			5.47			
93. Geographic setting as factor in decision to enroll.	5.32			5.58			
90. Size of institution as factor in decision to enroll.	5.17			5.21			
94. Campus appearance as factor in decision to enroll.	5.08			5.27			
92. Recommendations from family/friends as factor in decision to enroll.	4.95			4.99			
91. Opportunity to play sports as factor in decision to enroll.	3.49			3.56			
75. Campus item 5							
76. Campus item 6							
77. Campus item 7							
78. Campus item 8							
79. Campus item 9							
80. Campus item 10							
81. Institution's commitment to part-time students?		5.72 / 1.31			5.74 / 1.36		-0.02
82. Institution's commitment to evening students?		5.58 / 1.52			5.61 / 1.45		-0.03

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 \*\*\* Difference statistically significant at the .001 level

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**Institutional Summary**  
**Items: In Order of Importance**

Item	Eastern New Mexico University-Roswell - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
83. Institution's commitment to older, returning learners?		5.62 / 1.50			5.71 / 1.42		-0.09
84. Institution's commitment to under-represented populations?		5.75 / 1.40			5.59 / 1.41		0.16
85. Institution's commitment to commuters?		5.63 / 1.46			5.56 / 1.47		0.07
86. Institution's commitment to students with disabilities?		5.71 / 1.64			5.72 / 1.40		-0.01

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 \*\* 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 - Academic Advising/Counseling

Scale/Item	Eastern New Mexico University-Roswell - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>ACADEMIC ADVISING/COUNSELING</b>	6.36	5.12 / 1.76	1.24	6.26	5.42 / 1.36	0.84	-0.30 *
6. My academic advisor is approachable.	6.40	5.18 / 1.89	1.22	6.32	5.59 / 1.62	0.73	-0.41 **
12. My academic advisor helps me set goals to work toward.	6.35	4.98 / 2.10	1.37	6.12	5.25 / 1.74	0.87	-0.27
25. My academic advisor is concerned about my success as an individual.	6.31	4.84 / 2.12	1.47	6.23	5.29 / 1.71	0.94	-0.45 **
32. My academic advisor is knowledgeable about my program requirements.	6.39	5.16 / 1.92	1.23	6.40	5.57 / 1.64	0.83	-0.41 **
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.26	5.20 / 1.77	1.06	6.26	5.34 / 1.66	0.92	-0.14
48. Counseling staff care about students as individuals.	6.38	5.21 / 1.88	1.17	6.17	5.46 / 1.52	0.71	-0.25
52. This school does whatever it can to help me reach my educational goals.	6.39	5.32 / 1.78	1.07	6.31	5.43 / 1.50	0.88	-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 185252 records.

### Institutional Summary

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

Scale/Item	Eastern New Mexico University-Roswell - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>ACADEMIC SERVICES</b>	6.35	5.89 / 1.24	0.46	6.16	5.70 / 1.06	0.46	0.19 *
14. Library resources and services are adequate.	6.21	5.82 / 1.53	0.39	6.19	5.83 / 1.31	0.36	-0.01
21. There are a sufficient number of study areas on campus.	6.18	5.83 / 1.52	0.35	6.12	5.69 / 1.44	0.43	0.14
26. Library staff are helpful and approachable.	6.27	5.87 / 1.40	0.40	6.06	5.78 / 1.35	0.28	0.09
34. Computer labs are adequate and accessible.	6.54	6.16 / 1.32	0.38	6.25	5.82 / 1.37	0.43	0.34 *
42. The equipment in the lab facilities is kept up to date.	6.52	5.99 / 1.27	0.53	6.23	5.62 / 1.42	0.61	0.37 *
50. Tutoring services are readily available.	6.48	6.13 / 1.20	0.35	6.14	5.68 / 1.42	0.46	0.45 **
55. Academic support services adequately meet the needs of students.	6.24	5.45 / 1.62	0.79	6.15	5.50 / 1.41	0.65	-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 185252 records.

### Institutional Summary

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

Scale/Item	Eastern New Mexico University-Roswell - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>ADMISSIONS AND FINANCIAL AID</b>	6.36	5.26 / 1.41	1.10	6.18	5.38 / 1.27	0.80	-0.12
7. Adequate financial aid is available for most students.	6.47	5.51 / 1.64	0.96	6.31	5.41 / 1.66	0.90	0.10
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.34	5.12 / 1.87	1.22	6.21	5.21 / 1.68	1.00	-0.09
20. Financial aid counselors are helpful.	6.39	4.94 / 2.13	1.45	6.21	5.29 / 1.68	0.92	-0.35 *
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.27	5.08 / 1.74	1.19	5.96	5.38 / 1.47	0.58	-0.30
41. Admissions staff are knowledgeable.	6.39	5.48 / 1.56	0.91	6.27	5.58 / 1.44	0.69	-0.10
49. Admissions counselors respond to prospective students' unique needs and requests.	6.29	5.35 / 1.76	0.94	6.10	5.41 / 1.48	0.69	-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 185252 records.

### Institutional Summary

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

Scale/Item	Eastern New Mexico University-Roswell - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>CAMPUS CLIMATE</b>	6.21	5.31 / 1.37	0.90	6.10	5.50 / 1.12	0.60	-0.19
1. Most students feel a sense of belonging here.	5.73	5.25 / 1.56	0.48	5.66	5.43 / 1.39	0.23	-0.18
2. Faculty care about me as an individual.	6.18	5.30 / 1.61	0.88	6.10	5.52 / 1.43	0.58	-0.22
16. The college shows concern for students as individuals.	6.29	5.23 / 1.80	1.06	6.19	5.29 / 1.57	0.90	-0.06
22. People on this campus respect and are supportive of each other.	6.18	5.40 / 1.62	0.78	6.11	5.52 / 1.39	0.59	-0.12
27. The campus staff are caring and helpful.	6.21	5.52 / 1.45	0.69	6.19	5.67 / 1.32	0.52	-0.15
28. It is an enjoyable experience to be a student on this campus.	6.26	5.50 / 1.64	0.76	6.23	5.65 / 1.43	0.58	-0.15
31. The campus is safe and secure for all students.	6.55	5.75 / 1.54	0.80	6.41	5.82 / 1.29	0.59	-0.07
36. Students are made to feel welcome on this campus.	6.37	5.59 / 1.63	0.78	6.26	5.77 / 1.34	0.49	-0.18
44. I generally know what's happening on campus.	5.88	4.70 / 1.90	1.18	5.67	5.22 / 1.55	0.45	-0.52 ***
45. This institution has a good reputation within the community.	6.31	5.32 / 1.76	0.99	6.13	5.77 / 1.36	0.36	-0.45 ***
52. This school does whatever it can to help me reach my educational goals.	6.39	5.32 / 1.78	1.07	6.31	5.43 / 1.50	0.88	-0.11
57. Administrators are approachable to students.	6.19	5.28 / 1.83	0.91	6.15	5.52 / 1.46	0.63	-0.24
59. New student orientation services help students adjust to college.	6.20	5.51 / 1.83	0.69	5.95	5.43 / 1.52	0.52	0.08
63. I seldom get the "run-around" when seeking information on this campus.	6.29	4.94 / 2.04	1.35	6.13	5.26 / 1.66	0.87	-0.32 *
67. Channels for expressing student complaints are readily available.	6.15	5.00 / 1.95	1.15	6.04	5.08 / 1.69	0.96	-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 185252 records.



### Institutional Summary

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

Scale/Item	Eastern New Mexico University-Roswell - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>CAMPUS SUPPORT SERVICES</b>	6.08	5.36 / 1.55	0.72	5.67	5.21 / 1.26	0.46	0.15
10. Child care facilities are available on campus.	5.49	5.32 / 1.77	0.17	4.60	4.46 / 1.80	0.14	0.86 ***
17. Personnel in the Veterans' Services program are helpful.	5.86	5.13 / 1.60	0.73	5.22	4.98 / 1.49	0.24	0.15
19. This campus provides effective support services for displaced homemakers.	6.02	5.02 / 1.89	1.00	5.39	5.00 / 1.47	0.39	0.02
30. The career services office provides students with the help they need to get a job.	6.38	5.52 / 1.78	0.86	6.04	5.25 / 1.50	0.79	0.27
38. The student center is a comfortable place for students to spend their leisure time.	6.07	5.55 / 1.68	0.52	5.84	5.50 / 1.45	0.34	0.05
47. There are adequate services to help me decide upon a career.	6.41	5.26 / 1.68	1.15	6.16	5.41 / 1.50	0.75	-0.15
59. New student orientation services help students adjust to college.	6.20	5.51 / 1.83	0.69	5.95	5.43 / 1.52	0.52	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 185252 records.

### Institutional Summary

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

Scale/Item	Eastern New Mexico University-Roswell - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>CONCERN FOR THE INDIVIDUAL</b>	6.27	5.20 / 1.53	1.07	6.20	5.43 / 1.26	0.77	-0.23 *
2. Faculty care about me as an individual.	6.18	5.30 / 1.61	0.88	6.10	5.52 / 1.43	0.58	-0.22
16. The college shows concern for students as individuals.	6.29	5.23 / 1.80	1.06	6.19	5.29 / 1.57	0.90	-0.06
25. My academic advisor is concerned about my success as an individual.	6.31	4.84 / 2.12	1.47	6.23	5.29 / 1.71	0.94	-0.45 **
29. Faculty are fair and unbiased in their treatment of individual students.	6.23	5.42 / 1.74	0.81	6.34	5.57 / 1.49	0.77	-0.15
48. Counseling staff care about students as individuals.	6.38	5.21 / 1.88	1.17	6.17	5.46 / 1.52	0.71	-0.25

\* 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 185252 records.

## Institutional Summary

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

Scale/Item	Eastern New Mexico University-Roswell - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>INSTRUCTIONAL EFFECTIVENESS</b>	6.36	5.47 / 1.31	0.89	6.29	5.58 / 1.11	0.71	-0.11
2. Faculty care about me as an individual.	6.18	5.30 / 1.61	0.88	6.10	5.52 / 1.43	0.58	-0.22
18. The quality of instruction I receive in most of my classes is excellent.	6.54	5.65 / 1.48	0.89	6.49	5.66 / 1.37	0.83	-0.01
23. Faculty are understanding of students' unique life circumstances.	6.32	5.26 / 1.77	1.06	6.25	5.41 / 1.54	0.84	-0.15
29. Faculty are fair and unbiased in their treatment of individual students.	6.23	5.42 / 1.74	0.81	6.34	5.57 / 1.49	0.77	-0.15
37. Faculty take into consideration student differences as they teach a course.	6.27	5.25 / 1.63	1.02	6.17	5.37 / 1.49	0.80	-0.12
46. Faculty provide timely feedback about student progress in a course.	6.50	5.24 / 1.85	1.26	6.31	5.45 / 1.50	0.86	-0.21
54. Faculty are interested in my academic problems.	6.28	5.19 / 1.83	1.09	6.14	5.37 / 1.51	0.77	-0.18
58. Nearly all of the faculty are knowledgeable in their fields.	6.43	5.78 / 1.43	0.65	6.42	5.83 / 1.31	0.59	-0.05
61. Faculty are usually available after class and during office hours.	6.35	5.75 / 1.62	0.60	6.28	5.77 / 1.35	0.51	-0.02
64. Nearly all classes deal with practical experiences and applications.	6.31	5.65 / 1.52	0.66	6.19	5.57 / 1.38	0.62	0.08
65. Students are notified early in the term if they are doing poorly in a class.	6.43	4.97 / 2.07	1.46	6.23	5.12 / 1.73	1.11	-0.15
66. Program requirements are clear and reasonable.	6.45	5.79 / 1.52	0.66	6.37	5.68 / 1.40	0.69	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 185252 records.

**Institutional Summary**

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

Scale/Item	Eastern New Mexico University-Roswell - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
69. There is a good variety of courses provided on this campus.	6.28	5.50 / 1.55	0.78	6.37	5.79 / 1.37	0.58	-0.29 *
70. I am able to experience intellectual growth here.	6.42	5.84 / 1.39	0.58	6.42	5.90 / 1.29	0.52	-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 185252 records.

### Institutional Summary

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

Scale/Item	Eastern New Mexico University-Roswell - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>REGISTRATION EFFECTIVENESS</b>	6.41	5.61 / 1.20	0.80	6.26	5.60 / 1.07	0.66	0.01
5. The personnel involved in registration are helpful.	6.45	5.17 / 1.85	1.28	6.25	5.50 / 1.56	0.75	-0.33 *
8. Classes are scheduled at times that are convenient for me.	6.60	5.83 / 1.49	0.77	6.46	5.56 / 1.50	0.90	0.27 *
15. I am able to register for classes I need with few conflicts.	6.50	5.49 / 1.70	1.01	6.43	5.57 / 1.51	0.86	-0.08
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.34	5.41 / 1.69	0.93	6.27	5.59 / 1.44	0.68	-0.18
43. Class change (drop/add) policies are reasonable.	6.46	5.78 / 1.55	0.68	6.20	5.66 / 1.44	0.54	0.12
51. There are convenient ways of paying my school bill.	6.48	5.73 / 1.58	0.75	6.26	5.67 / 1.45	0.59	0.06
56. The business office is open during hours which are convenient for most students.	6.27	5.58 / 1.53	0.69	6.13	5.59 / 1.42	0.54	-0.01
60. Billing policies are reasonable.	6.33	5.55 / 1.73	0.78	6.18	5.54 / 1.45	0.64	0.01
62. Bookstore staff are helpful.	6.28	6.01 / 1.39	0.27	6.12	5.73 / 1.44	0.39	0.28 *

\* 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 185252 records.

## Institutional Summary

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

Scale/Item	Eastern New Mexico University-Roswell - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>RESPONSIVENESS TO DIVERSE POPULATIONS</b>		5.67 / 1.48			5.66 / 1.27		0.01
81. Institution's commitment to part-time students?		5.72 / 1.31			5.74 / 1.36		-0.02
82. Institution's commitment to evening students?		5.58 / 1.52			5.61 / 1.45		-0.03
83. Institution's commitment to older, returning learners?		5.62 / 1.50			5.71 / 1.42		-0.09
84. Institution's commitment to under-represented populations?		5.75 / 1.40			5.59 / 1.41		0.16
85. Institution's commitment to commuters?		5.63 / 1.46			5.56 / 1.47		0.07
86. Institution's commitment to students with disabilities?		5.71 / 1.64			5.72 / 1.40		-0.01

\* 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 185252 records.

### Institutional Summary

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

Scale/Item	Eastern New Mexico University-Roswell - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>SAFETY AND SECURITY</b>	6.34	5.45 / 1.39	0.89	6.15	5.34 / 1.21	0.81	0.11
4. Security staff are helpful.	6.19	5.47 / 1.74	0.72	5.78	5.30 / 1.55	0.48	0.17
11. Security staff respond quickly in emergencies.	6.32	5.50 / 1.64	0.82	6.11	5.28 / 1.49	0.83	0.22
24. Parking lots are well-lighted and secure.	6.28	5.29 / 1.82	0.99	6.19	5.42 / 1.57	0.77	-0.13
31. The campus is safe and secure for all students.	6.55	5.75 / 1.54	0.80	6.41	5.82 / 1.29	0.59	-0.07
39. The amount of student parking space on campus is adequate.	6.36	5.27 / 1.98	1.09	6.23	4.84 / 1.95	1.39	0.43 *

\* 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 185252 records.

### Institutional Summary

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

Scale/Item	Eastern New Mexico University-Roswell - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>SERVICE EXCELLENCE</b>	6.22	5.32 / 1.36	0.90	6.08	5.48 / 1.12	0.60	-0.16
5. The personnel involved in registration are helpful.	6.45	5.17 / 1.85	1.28	6.25	5.50 / 1.56	0.75	-0.33 *
22. People on this campus respect and are supportive of each other.	6.18	5.40 / 1.62	0.78	6.11	5.52 / 1.39	0.59	-0.12
26. Library staff are helpful and approachable.	6.27	5.87 / 1.40	0.40	6.06	5.78 / 1.35	0.28	0.09
27. The campus staff are caring and helpful.	6.21	5.52 / 1.45	0.69	6.19	5.67 / 1.32	0.52	-0.15
44. I generally know what's happening on campus.	5.88	4.70 / 1.90	1.18	5.67	5.22 / 1.55	0.45	-0.52 ***
57. Administrators are approachable to students.	6.19	5.28 / 1.83	0.91	6.15	5.52 / 1.46	0.63	-0.24
62. Bookstore staff are helpful.	6.28	6.01 / 1.39	0.27	6.12	5.73 / 1.44	0.39	0.28 *
63. I seldom get the "run-around" when seeking information on this campus.	6.29	4.94 / 2.04	1.35	6.13	5.26 / 1.66	0.87	-0.32 *
67. Channels for expressing student complaints are readily available.	6.15	5.00 / 1.95	1.15	6.04	5.08 / 1.69	0.96	-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 185252 records.



### Institutional Summary

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

Scale/Item	Eastern New Mexico University-Roswell - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>STUDENT CENTEREDNESS</b>	6.17	5.39 / 1.40	0.78	6.11	5.56 / 1.18	0.55	-0.17
1. Most students feel a sense of belonging here.	5.73	5.25 / 1.56	0.48	5.66	5.43 / 1.39	0.23	-0.18
16. The college shows concern for students as individuals.	6.29	5.23 / 1.80	1.06	6.19	5.29 / 1.57	0.90	-0.06
27. The campus staff are caring and helpful.	6.21	5.52 / 1.45	0.69	6.19	5.67 / 1.32	0.52	-0.15
28. It is an enjoyable experience to be a student on this campus.	6.26	5.50 / 1.64	0.76	6.23	5.65 / 1.43	0.58	-0.15
36. Students are made to feel welcome on this campus.	6.37	5.59 / 1.63	0.78	6.26	5.77 / 1.34	0.49	-0.18
57. Administrators are approachable to students.	6.19	5.28 / 1.83	0.91	6.15	5.52 / 1.46	0.63	-0.24

\* 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 185252 records.

## Institutional Summary

### Items: In Sequential Order

Item	Eastern New Mexico University-Roswell - 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.	5.73	5.25 / 1.56	0.48	5.66	5.43 / 1.39	0.23	-0.18
2. Faculty care about me as an individual.	6.18	5.30 / 1.61	0.88	6.10	5.52 / 1.43	0.58	-0.22
3. The quality of instruction in the vocational/technical programs is excellent.	6.37	5.55 / 1.45	0.82	6.19	5.52 / 1.37	0.67	0.03
4. Security staff are helpful.	6.19	5.47 / 1.74	0.72	5.78	5.30 / 1.55	0.48	0.17
5. The personnel involved in registration are helpful.	6.45	5.17 / 1.85	1.28	6.25	5.50 / 1.56	0.75	-0.33 *
6. My academic advisor is approachable.	6.40	5.18 / 1.89	1.22	6.32	5.59 / 1.62	0.73	-0.41 **
7. Adequate financial aid is available for most students.	6.47	5.51 / 1.64	0.96	6.31	5.41 / 1.66	0.90	0.10
8. Classes are scheduled at times that are convenient for me.	6.60	5.83 / 1.49	0.77	6.46	5.56 / 1.50	0.90	0.27 *
9. Internships or practical experiences are provided in my degree/certificate program.	6.34	5.57 / 1.73	0.77	6.03	5.17 / 1.62	0.86	0.40 *
10. Child care facilities are available on campus.	5.49	5.32 / 1.77	0.17	4.60	4.46 / 1.80	0.14	0.86 ***
11. Security staff respond quickly in emergencies.	6.32	5.50 / 1.64	0.82	6.11	5.28 / 1.49	0.83	0.22
12. My academic advisor helps me set goals to work toward.	6.35	4.98 / 2.10	1.37	6.12	5.25 / 1.74	0.87	-0.27
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.34	5.12 / 1.87	1.22	6.21	5.21 / 1.68	1.00	-0.09
14. Library resources and services are adequate.	6.21	5.82 / 1.53	0.39	6.19	5.83 / 1.31	0.36	-0.01
15. I am able to register for classes I need with few conflicts.	6.50	5.49 / 1.70	1.01	6.43	5.57 / 1.51	0.86	-0.08
16. The college shows concern for students as individuals.	6.29	5.23 / 1.80	1.06	6.19	5.29 / 1.57	0.90	-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 185252 records.

## Institutional Summary

### Items: In Sequential Order

Item	Eastern New Mexico University-Roswell - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
17. Personnel in the Veterans' Services program are helpful.	5.86	5.13 / 1.60	0.73	5.22	4.98 / 1.49	0.24	0.15
18. The quality of instruction I receive in most of my classes is excellent.	6.54	5.65 / 1.48	0.89	6.49	5.66 / 1.37	0.83	-0.01
19. This campus provides effective support services for displaced homemakers.	6.02	5.02 / 1.89	1.00	5.39	5.00 / 1.47	0.39	0.02
20. Financial aid counselors are helpful.	6.39	4.94 / 2.13	1.45	6.21	5.29 / 1.68	0.92	-0.35 *
21. There are a sufficient number of study areas on campus.	6.18	5.83 / 1.52	0.35	6.12	5.69 / 1.44	0.43	0.14
22. People on this campus respect and are supportive of each other.	6.18	5.40 / 1.62	0.78	6.11	5.52 / 1.39	0.59	-0.12
23. Faculty are understanding of students' unique life circumstances.	6.32	5.26 / 1.77	1.06	6.25	5.41 / 1.54	0.84	-0.15
24. Parking lots are well-lighted and secure.	6.28	5.29 / 1.82	0.99	6.19	5.42 / 1.57	0.77	-0.13
25. My academic advisor is concerned about my success as an individual.	6.31	4.84 / 2.12	1.47	6.23	5.29 / 1.71	0.94	-0.45 **
26. Library staff are helpful and approachable.	6.27	5.87 / 1.40	0.40	6.06	5.78 / 1.35	0.28	0.09
27. The campus staff are caring and helpful.	6.21	5.52 / 1.45	0.69	6.19	5.67 / 1.32	0.52	-0.15
28. It is an enjoyable experience to be a student on this campus.	6.26	5.50 / 1.64	0.76	6.23	5.65 / 1.43	0.58	-0.15
29. Faculty are fair and unbiased in their treatment of individual students.	6.23	5.42 / 1.74	0.81	6.34	5.57 / 1.49	0.77	-0.15
30. The career services office provides students with the help they need to get a job.	6.38	5.52 / 1.78	0.86	6.04	5.25 / 1.50	0.79	0.27
31. The campus is safe and secure for all students.	6.55	5.75 / 1.54	0.80	6.41	5.82 / 1.29	0.59	-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 185252 records.

## Institutional Summary

### Items: In Sequential Order

Item	Eastern New Mexico University-Roswell - 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	5.16 / 1.92	1.23	6.40	5.57 / 1.64	0.83	-0.41 **
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.27	5.08 / 1.74	1.19	5.96	5.38 / 1.47	0.58	-0.30
34. Computer labs are adequate and accessible.	6.54	6.16 / 1.32	0.38	6.25	5.82 / 1.37	0.43	0.34 *
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.34	5.41 / 1.69	0.93	6.27	5.59 / 1.44	0.68	-0.18
36. Students are made to feel welcome on this campus.	6.37	5.59 / 1.63	0.78	6.26	5.77 / 1.34	0.49	-0.18
37. Faculty take into consideration student differences as they teach a course.	6.27	5.25 / 1.63	1.02	6.17	5.37 / 1.49	0.80	-0.12
38. The student center is a comfortable place for students to spend their leisure time.	6.07	5.55 / 1.68	0.52	5.84	5.50 / 1.45	0.34	0.05
39. The amount of student parking space on campus is adequate.	6.36	5.27 / 1.98	1.09	6.23	4.84 / 1.95	1.39	0.43 *
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.26	5.20 / 1.77	1.06	6.26	5.34 / 1.66	0.92	-0.14
41. Admissions staff are knowledgeable.	6.39	5.48 / 1.56	0.91	6.27	5.58 / 1.44	0.69	-0.10
42. The equipment in the lab facilities is kept up to date.	6.52	5.99 / 1.27	0.53	6.23	5.62 / 1.42	0.61	0.37 *
43. Class change (drop/add) policies are reasonable.	6.46	5.78 / 1.55	0.68	6.20	5.66 / 1.44	0.54	0.12
44. I generally know what's happening on campus.	5.88	4.70 / 1.90	1.18	5.67	5.22 / 1.55	0.45	-0.52 ***
45. This institution has a good reputation within the community.	6.31	5.32 / 1.76	0.99	6.13	5.77 / 1.36	0.36	-0.45 ***
46. Faculty provide timely feedback about student progress in a course.	6.50	5.24 / 1.85	1.26	6.31	5.45 / 1.50	0.86	-0.21

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## Institutional Summary

### Items: In Sequential Order

Item	Eastern New Mexico University-Roswell - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
47. There are adequate services to help me decide upon a career.	6.41	5.26 / 1.68	1.15	6.16	5.41 / 1.50	0.75	-0.15
48. Counseling staff care about students as individuals.	6.38	5.21 / 1.88	1.17	6.17	5.46 / 1.52	0.71	-0.25
49. Admissions counselors respond to prospective students' unique needs and requests.	6.29	5.35 / 1.76	0.94	6.10	5.41 / 1.48	0.69	-0.06
50. Tutoring services are readily available.	6.48	6.13 / 1.20	0.35	6.14	5.68 / 1.42	0.46	0.45 **
51. There are convenient ways of paying my school bill.	6.48	5.73 / 1.58	0.75	6.26	5.67 / 1.45	0.59	0.06
52. This school does whatever it can to help me reach my educational goals.	6.39	5.32 / 1.78	1.07	6.31	5.43 / 1.50	0.88	-0.11
53. The assessment and course placement procedures are reasonable.	6.21	5.49 / 1.60	0.72	6.16	5.55 / 1.41	0.61	-0.06
54. Faculty are interested in my academic problems.	6.28	5.19 / 1.83	1.09	6.14	5.37 / 1.51	0.77	-0.18
55. Academic support services adequately meet the needs of students.	6.24	5.45 / 1.62	0.79	6.15	5.50 / 1.41	0.65	-0.05
56. The business office is open during hours which are convenient for most students.	6.27	5.58 / 1.53	0.69	6.13	5.59 / 1.42	0.54	-0.01
57. Administrators are approachable to students.	6.19	5.28 / 1.83	0.91	6.15	5.52 / 1.46	0.63	-0.24
58. Nearly all of the faculty are knowledgeable in their fields.	6.43	5.78 / 1.43	0.65	6.42	5.83 / 1.31	0.59	-0.05
59. New student orientation services help students adjust to college.	6.20	5.51 / 1.83	0.69	5.95	5.43 / 1.52	0.52	0.08
60. Billing policies are reasonable.	6.33	5.55 / 1.73	0.78	6.18	5.54 / 1.45	0.64	0.01
61. Faculty are usually available after class and during office hours.	6.35	5.75 / 1.62	0.60	6.28	5.77 / 1.35	0.51	-0.02

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## Institutional Summary

### Items: In Sequential Order

Item	Eastern New Mexico University-Roswell - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
62. Bookstore staff are helpful.	6.28	6.01 / 1.39	0.27	6.12	5.73 / 1.44	0.39	0.28 *
63. I seldom get the "run-around" when seeking information on this campus.	6.29	4.94 / 2.04	1.35	6.13	5.26 / 1.66	0.87	-0.32 *
64. Nearly all classes deal with practical experiences and applications.	6.31	5.65 / 1.52	0.66	6.19	5.57 / 1.38	0.62	0.08
65. Students are notified early in the term if they are doing poorly in a class.	6.43	4.97 / 2.07	1.46	6.23	5.12 / 1.73	1.11	-0.15
66. Program requirements are clear and reasonable.	6.45	5.79 / 1.52	0.66	6.37	5.68 / 1.40	0.69	0.11
67. Channels for expressing student complaints are readily available.	6.15	5.00 / 1.95	1.15	6.04	5.08 / 1.69	0.96	-0.08
68. On the whole, the campus is well-maintained.	6.30	5.91 / 1.33	0.39	6.27	5.96 / 1.27	0.31	-0.05
69. There is a good variety of courses provided on this campus.	6.28	5.50 / 1.55	0.78	6.37	5.79 / 1.37	0.58	-0.29 *
70. I am able to experience intellectual growth here.	6.42	5.84 / 1.39	0.58	6.42	5.90 / 1.29	0.52	-0.06
71. Campus item: My advisor is available to help me when needed.	6.43	5.29 / 1.98	1.14				
72. Campus item: My advisor clearly communicates what my responsibilities are as a student.	6.31	5.08 / 2.12	1.23				
73. Campus item: ENMU-Roswell's One-Stop Center combines registration, financial aid, and advisement which makes getting help easy.	6.47	5.85 / 1.49	0.62				
74. Campus item: I think positive thoughts before taking tests.	6.34	5.65 / 1.53	0.69				
75. Campus item 5							
76. Campus item 6							

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## Institutional Summary

### Items: In Sequential Order

Item	Eastern New Mexico University-Roswell - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
77. Campus item 7							
78. Campus item 8							
79. Campus item 9							
80. Campus item 10							
81. Institution's commitment to part-time students?		5.72 / 1.31			5.74 / 1.36		-0.02
82. Institution's commitment to evening students?		5.58 / 1.52			5.61 / 1.45		-0.03
83. Institution's commitment to older, returning learners?		5.62 / 1.50			5.71 / 1.42		-0.09
84. Institution's commitment to under-represented populations?		5.75 / 1.40			5.59 / 1.41		0.16
85. Institution's commitment to commuters?		5.63 / 1.46			5.56 / 1.47		0.07
86. Institution's commitment to students with disabilities?		5.71 / 1.64			5.72 / 1.40		-0.01
87. Cost as factor in decision to enroll.	6.28			6.35			
88. Financial aid as factor in decision to enroll.	6.32			6.10			
89. Academic reputation as factor in decision to enroll.	5.90			5.94			
90. Size of institution as factor in decision to enroll.	5.17			5.21			
91. Opportunity to play sports as factor in decision to enroll.	3.49			3.56			
92. Recommendations from family/friends as factor in decision to enroll.	4.95			4.99			
93. Geographic setting as factor in decision to enroll.	5.32			5.58			

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**Institutional Summary**

**Items: In Sequential Order**

Item	Eastern New Mexico University-Roswell - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
94. Campus appearance as factor in decision to enroll.	5.08			5.27			
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.49			5.47			

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## Institutional Summary

### Summary Items

Summary Item	Eastern New Mexico University-Roswell - SSI	National Community Colleges	Mean Difference
So far, how has your college experience met your expectations?	Average: 4.60	Average: 4.90	-0.30
1=Much worse than expected	3%	1%	
2=Quite a bit worse than I expected	3%	1%	
3=Worse than I expected	10%	6%	
4=About what I expected	34%	33%	
5=Better than I expected	22%	25%	
6=Quite a bit better than I expected	12%	13%	
7=Much better than expected	12%	17%	
Rate your overall satisfaction with your experience here thus far.	Average: 5.38	Average: 5.55	-0.17
1=Not satisfied at all	2%	1%	
2=Not very satisfied	5%	2%	
3=Somewhat dissatisfied	4%	5%	
4=Neutral	8%	10%	
5=Somewhat satisfied	14%	15%	
6=Satisfied	47%	40%	
7=Very satisfied	16%	23%	
All in all, if you had to do it over, would you enroll here again?	Average: 5.61	Average: 5.78	-0.17
1=Definitely not	4%	2%	
2=Probably not	5%	3%	
3=Maybe not	0%	3%	
4=I don't know	8%	7%	
5=Maybe yes	8%	10%	
6=Probably yes	36%	30%	
7=Definitely yes	35%	41%	