

## Demographics

<b>Gender</b>		<b>N</b>	<b>%</b>	<b>Class Level</b>		<b>N</b>	<b>%</b>
Female		162	72.32%	1 year or less		90	39.47%
Male		62	27.68%	2 years		82	35.96%
Total		224	100.00%	3 years		36	15.79%
No Response		13		4 or more years		20	8.77%
				Total		228	100.00%
				No Response		9	

  

<b>Age</b>		<b>N</b>	<b>%</b>	<b>Current GPA</b>		<b>N</b>	<b>%</b>
18 and under		54	24.11%	No credits earned		10	4.33%
19 to 24		79	35.27%	1.99 or below		7	3.03%
25 to 34		49	21.88%	2.0 - 2.49		22	9.52%
35 to 44		31	13.84%	2.5 - 2.99		39	16.88%
45 and over		11	4.91%	3.0 - 3.49		85	36.80%
Total		224	100.00%	3.5 or above		68	29.44%
No Response		13		Total		231	100.00%
				No Response		6	

  

<b>Ethnicity/Race</b>		<b>N</b>	<b>%</b>	<b>Educational Goal</b>		<b>N</b>	<b>%</b>
African-American		5	2.20%	Associate degree		166	73.13%
American Indian or Alaskan Native		1	0.44%	Vocational/technical program		5	2.20%
Asian or Pacific Islander		5	2.20%	Transfer to another institution		27	11.89%
Caucasian/White		65	28.63%	Certification (initial / renewal)		12	5.29%
Hispanic		135	59.47%	Self-improvement/pleasure		0	0.00%
Other race		5	2.20%	Job-related training		2	0.88%
Race - Prefer not to respond		11	4.85%	Other educational goal		15	6.61%
Total		227	100.00%	Total		227	100.00%
No Response		10		No Response		10	

  

<b>Current Enrollment Status</b>		<b>N</b>	<b>%</b>	<b>Employment</b>		<b>N</b>	<b>%</b>
Day		210	91.30%	Full-time off campus		51	22.17%
Evening		17	7.39%	Part-time off campus		59	25.65%
Weekend		3	1.30%	Full-time on campus		14	6.09%
Total		230	100.00%	Part-time on campus		25	10.87%
No Response		7		Not employed		81	35.22%
				Total		230	100.00%
				No Response		7	

  

<b>Current Class Load</b>		<b>N</b>	<b>%</b>
Full-time		175	76.09%
Part-time		55	23.91%
Total		230	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	14	5.98%	Campus item 2 - Answer 1	0	0%
Own house	60	25.64%	Campus item 2 - Answer 2	0	0%
Rent room or apt off campus	39	16.67%	Campus item 2 - Answer 3	0	0%
Parent's home	104	44.44%	Campus item 2 - Answer 4	0	0%
Other residence	17	7.26%	Campus item 2 - Answer 5	0	0%
Total	234	100.00%	Campus item 2 - Answer 6	0	0%
No Response	3		Total	0	100.00%
			No Response	237	

  

<b>Residence Classification</b>			<b>Group Code</b>		
	<b>N</b>	<b>%</b>		<b>N</b>	<b>%</b>
In-state	209	92.48%	1001: HS (Private/GED/Hm Sch) CC Enr	1	0.43%
Out-of-state	13	5.75%	1002: High School Dual Credit Prog	4	1.72%
International (not U.S. citizen)	4	1.77%	1004: Roswell Non Degree	3	1.29%
Total	226	100.00%	1006: Computer Applications and Supp	5	2.16%
No Response	11		1008: Food Services	1	0.43%
			1009: Teacher Education	7	3.02%
			1011: Occup Sfty Engr&Envrn Mgt Tech	1	0.43%
			1012: Engineering & Design Tech	2	0.86%
			1013: Child Care	1	0.43%
			1014: Child Development	3	1.29%
			1015: University Studies	17	7.33%
			1016: Biology	5	2.16%
			1017: Mathematics	2	0.86%
			1018: Professional Pilot Training	1	0.43%
			1019: Criminal Justice	12	5.17%
			1023: Human Services	9	3.88%
			1024: Behavioral Science	8	3.45%
			1026: Heat, Vent, AC-Ref Tech	2	0.86%
			1027: Heating & Airconditioning	1	0.43%
			1028: Automotive Technology	1	0.43%
			1030: Aviation Maintenance Technolog	7	3.02%
			1034: Welding Technology	1	0.43%
			1037: Media Arts- Graphic Design	3	1.29%
			1039: Media Arts- Animation	1	0.43%
			1040: Media Arts- Film	1	0.43%
			1043: Medical Assisting	8	3.45%
			1044: Occupational Therapy Assistant	52	22.41%
			1045: Pre OTA	7	3.02%
			1046: Pharmacy Technician	1	0.43%
			1047: Animal Healthcare	2	0.86%

  

<b>Disabilities</b>		
	<b>N</b>	<b>%</b>
Yes - Disability	19	8.60%
No - Disability	202	91.40%
Total	221	100.00%
No Response	16	

  

<b>Institution Was My</b>		
	<b>N</b>	<b>%</b>
1st choice	148	64.07%
2nd choice	54	23.38%
3rd choice or lower	29	12.55%
Total	231	100.00%
No Response	6	

  

<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	237	

## Demographics

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1048: Emergency Medical Services	1	0.43%
1050: Emergency Medical Tech Paramed	1	0.43%
1055: Respiratory Therapy	7	3.02%
1060: Nursing	28	12.07%
1061: Pre-Nursing	5	2.16%
1064: Business Administration	16	6.90%
1068: Office Skills	4	1.72%
1069: Stocking and Merchandising	1	0.43%
Total	232	100.00%
No Response	5	

## **Strategic Planning Overview**

### **Strengths and Challenges**

#### **Strengths**

- 18. The quality of instruction I receive in most of my classes is excellent.
- 31. The campus is safe and secure for all students.
- 70. I am able to experience intellectual growth here.
- 8. Classes are scheduled at times that are convenient for me.
- 58. Nearly all of the faculty are knowledgeable in their fields.
- 73. Campus item: ENMU-Roswell's One-Stop Center combines registration, financial aid, and advisement which makes getting help easy.
- 50. Tutoring services are readily available.
- 34. Computer labs are adequate and accessible.
- 51. There are convenient ways of paying my school bill.
- 66. Program requirements are clear and reasonable.
- 14. Library resources and services are adequate.
- 43. Class change (drop/add) policies are reasonable.
- 62. Bookstore staff are helpful.
- 56. The business office is open during hours which are convenient for most students.
- 64. Nearly all classes deal with practical experiences and applications.
- 61. Faculty are usually available after class and during office hours.
- 68. On the whole, the campus is well-maintained.

#### **Challenges**

- 32. My academic advisor is knowledgeable about my program requirements.
- 7. Adequate financial aid is available for most students.
- 71. Campus item: My advisor is available to help me when needed.
- 40. My academic advisor is knowledgeable about the transfer requirements of other schools.
- 13. Financial aid awards are announced to students in time to be helpful in college planning.
- 46. Faculty provide timely feedback about student progress in a course.
- 5. The personnel involved in registration are helpful.
- 47. There are adequate services to help me decide upon a career.

## **Strategic Planning Overview**

### **Benchmarks**

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

- 8. Classes are scheduled at times that are convenient for me.
- 50. Tutoring services are readily available.
- 56. The business office is open during hours which are convenient for most students.

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

- 32. My academic advisor is knowledgeable about my program requirements.
- 69. There is a good variety of courses provided on this campus.
- 41. Admissions staff are knowledgeable.
- 46. Faculty provide timely feedback about student progress in a course.
- 5. The personnel involved in registration are helpful.

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

- 50. Tutoring services are readily available.
- 21. There are a sufficient number of study areas on campus.
- 62. Bookstore staff are helpful.

**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	6.32	5.66 / 1.10	0.66	6.27	5.63 / 1.07	0.64	0.03
Instructional Effectiveness	6.31	5.57 / 1.20	0.74	6.29	5.60 / 1.13	0.69	-0.03
Academic Services	6.30	5.77 / 1.17	0.53	6.18	5.74 / 1.07	0.44	0.03
Academic Advising/Counseling	6.27	5.29 / 1.52	0.98	6.27	5.46 / 1.37	0.81	-0.17
Concern for the Individual	6.25	5.35 / 1.38	0.90	6.21	5.46 / 1.27	0.75	-0.11
Admissions and Financial Aid	6.23	5.35 / 1.40	0.88	6.20	5.42 / 1.28	0.78	-0.07
Safety and Security	6.23	5.43 / 1.29	0.80	6.18	5.41 / 1.21	0.77	0.02
Student Centeredness	6.21	5.50 / 1.32	0.71	6.13	5.58 / 1.19	0.55	-0.08
Campus Climate	6.19	5.44 / 1.27	0.75	6.12	5.53 / 1.13	0.59	-0.09
Service Excellence	6.18	5.42 / 1.30	0.76	6.10	5.52 / 1.13	0.58	-0.10
Campus Support Services	6.14	5.45 / 1.36	0.69	5.72	5.26 / 1.27	0.46	0.19 *
Responsiveness to Diverse Populations		5.69 / 1.29			5.69 / 1.28		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 162081 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	
18. The quality of instruction I receive in most of my classes is excellent.	6.50	5.77 / 1.41	0.73	6.48	5.66 / 1.38	0.82	0.11
31. The campus is safe and secure for all students.	6.48	5.73 / 1.51	0.75	6.42	5.84 / 1.29	0.58	-0.11
8. Classes are scheduled at times that are convenient for me.	6.46	5.89 / 1.43	0.57	6.45	5.60 / 1.50	0.85	0.29 **
70. I am able to experience intellectual growth here.	6.46	5.85 / 1.36	0.61	6.43	5.92 / 1.30	0.51	-0.07
58. Nearly all of the faculty are knowledgeable in their fields.	6.43	5.87 / 1.39	0.56	6.41	5.83 / 1.32	0.58	0.04
73. Campus item: ENMU-Roswell's One-Stop Center combines registration, financial aid, and advisement which makes getting help easy.	6.43	5.82 / 1.51	0.61				
50. Tutoring services are readily available.	6.40	5.94 / 1.34	0.46	6.18	5.72 / 1.42	0.46	0.22 *
34. Computer labs are adequate and accessible.	6.39	5.89 / 1.54	0.50	6.26	5.85 / 1.35	0.41	0.04
29. Faculty are fair and unbiased in their treatment of individual students.	6.38	5.50 / 1.63	0.88	6.34	5.60 / 1.49	0.74	-0.10
51. There are convenient ways of paying my school bill.	6.37	5.71 / 1.53	0.66	6.28	5.70 / 1.45	0.58	0.01
32. My academic advisor is knowledgeable about my program requirements.	6.36	5.32 / 1.84	1.04	6.40	5.59 / 1.63	0.81	-0.27 *
66. Program requirements are clear and reasonable.	6.36	5.76 / 1.43	0.60	6.37	5.71 / 1.39	0.66	0.05
14. Library resources and services are adequate.	6.35	5.85 / 1.43	0.50	6.21	5.86 / 1.30	0.35	-0.01
7. Adequate financial aid is available for most students.	6.33	5.37 / 1.71	0.96	6.30	5.42 / 1.66	0.88	-0.05
21. There are a sufficient number of study areas on campus.	6.33	5.70 / 1.53	0.63	6.14	5.73 / 1.43	0.41	-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	
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.33	5.48 / 1.60	0.85	6.28	5.62 / 1.44	0.66	-0.14
43. Class change (drop/add) policies are reasonable.	6.31	5.86 / 1.35	0.45	6.22	5.69 / 1.44	0.53	0.17
62. Bookstore staff are helpful.	6.31	5.91 / 1.36	0.40	6.13	5.78 / 1.42	0.35	0.13
69. There is a good variety of courses provided on this campus.	6.31	5.44 / 1.56	0.87	6.37	5.83 / 1.36	0.54	-0.39 ***
15. I am able to register for classes I need with few conflicts.	6.30	5.52 / 1.55	0.78	6.42	5.61 / 1.50	0.81	-0.09
71. Campus item: My advisor is available to help me when needed.	6.30	5.30 / 1.92	1.00				
56. The business office is open during hours which are convenient for most students.	6.29	5.85 / 1.31	0.44	6.15	5.61 / 1.41	0.54	0.24 *
64. Nearly all classes deal with practical experiences and applications.	6.29	5.76 / 1.37	0.53	6.19	5.58 / 1.39	0.61	0.18
6. My academic advisor is approachable.	6.28	5.44 / 1.87	0.84	6.33	5.63 / 1.61	0.70	-0.19
27. The campus staff are caring and helpful.	6.28	5.61 / 1.44	0.67	6.20	5.71 / 1.32	0.49	-0.10
28. It is an enjoyable experience to be a student on this campus.	6.28	5.53 / 1.63	0.75	6.23	5.67 / 1.44	0.56	-0.14
36. Students are made to feel welcome on this campus.	6.28	5.65 / 1.48	0.63	6.27	5.79 / 1.34	0.48	-0.14
23. Faculty are understanding of students' unique life circumstances.	6.27	5.49 / 1.54	0.78	6.26	5.43 / 1.55	0.83	0.06
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.27	5.30 / 1.82	0.97	6.28	5.39 / 1.66	0.89	-0.09
48. Counseling staff care about students as individuals.	6.27	5.41 / 1.68	0.86	6.19	5.50 / 1.52	0.69	-0.09

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 \*\* Difference statistically significant at the .01 level  
 \*\*\* 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	
61. Faculty are usually available after class and during office hours.	6.27	5.90 / 1.32	0.37	6.29	5.79 / 1.35	0.50	0.11
68. On the whole, the campus is well-maintained.	6.27	5.84 / 1.40	0.43	6.28	5.96 / 1.27	0.32	-0.12
5. The personnel involved in registration are helpful.	6.26	5.19 / 1.87	1.07	6.26	5.53 / 1.56	0.73	-0.34 **
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.26	5.37 / 1.68	0.89	6.21	5.24 / 1.68	0.97	0.13
41. Admissions staff are knowledgeable.	6.26	5.39 / 1.61	0.87	6.29	5.62 / 1.44	0.67	-0.23 *
46. Faculty provide timely feedback about student progress in a course.	6.26	5.23 / 1.77	1.03	6.31	5.48 / 1.50	0.83	-0.25 *
74. Campus item: I think positive thoughts before taking tests.	6.26	5.51 / 1.67	0.75				
3. The quality of instruction in the vocational/technical programs is excellent.	6.25	5.51 / 1.50	0.74	6.18	5.53 / 1.37	0.65	-0.02
9. Internships or practical experiences are provided in my degree/certificate program.	6.25	5.53 / 1.58	0.72	6.04	5.19 / 1.63	0.85	0.34 **
47. There are adequate services to help me decide upon a career.	6.25	5.28 / 1.70	0.97	6.18	5.45 / 1.50	0.73	-0.17
52. This school does whatever it can to help me reach my educational goals.	6.25	5.42 / 1.60	0.83	6.31	5.46 / 1.50	0.85	-0.04
53. The assessment and course placement procedures are reasonable.	6.25	5.65 / 1.45	0.60	6.17	5.58 / 1.41	0.59	0.07
57. Administrators are approachable to students.	6.25	5.50 / 1.63	0.75	6.17	5.55 / 1.47	0.62	-0.05
12. My academic advisor helps me set goals to work toward.	6.24	5.08 / 1.94	1.16	6.15	5.29 / 1.74	0.86	-0.21

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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	
30. The career services office provides students with the help they need to get a job.	6.24	5.35 / 1.68	0.89	6.07	5.31 / 1.50	0.76	0.04
42. The equipment in the lab facilities is kept up to date.	6.24	5.71 / 1.41	0.53	6.24	5.63 / 1.42	0.61	0.08
37. Faculty take into consideration student differences as they teach a course.	6.23	5.41 / 1.56	0.82	6.18	5.39 / 1.51	0.79	0.02
49. Admissions counselors respond to prospective students' unique needs and requests.	6.23	5.27 / 1.72	0.96	6.13	5.46 / 1.48	0.67	-0.19
72. Campus item: My advisor clearly communicates what my responsibilities are as a student.	6.23	5.25 / 1.88	0.98				
24. Parking lots are well-lighted and secure.	6.21	5.29 / 1.70	0.92	6.21	5.46 / 1.57	0.75	-0.17
25. My academic advisor is concerned about my success as an individual.	6.21	5.07 / 1.92	1.14	6.24	5.33 / 1.72	0.91	-0.26 *
26. Library staff are helpful and approachable.	6.21	5.72 / 1.53	0.49	6.09	5.81 / 1.35	0.28	-0.09
39. The amount of student parking space on campus is adequate.	6.21	5.23 / 1.76	0.98	6.23	4.97 / 1.90	1.26	0.26 *
60. Billing policies are reasonable.	6.21	5.54 / 1.60	0.67	6.20	5.57 / 1.45	0.63	-0.03
88. Financial aid as factor in decision to enroll.	6.21			6.11			
65. Students are notified early in the term if they are doing poorly in a class.	6.20	5.13 / 1.91	1.07	6.24	5.18 / 1.73	1.06	-0.05
2. Faculty care about me as an individual.	6.19	5.54 / 1.50	0.65	6.10	5.52 / 1.44	0.58	0.02
16. The college shows concern for students as individuals.	6.19	5.23 / 1.64	0.96	6.20	5.33 / 1.57	0.87	-0.10
38. The student center is a comfortable place for students to spend their leisure time.	6.19	5.63 / 1.46	0.56	5.89	5.56 / 1.44	0.33	0.07

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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	
55. Academic support services adequately meet the needs of students.	6.19	5.55 / 1.51	0.64	6.17	5.54 / 1.41	0.63	0.01
11. Security staff respond quickly in emergencies.	6.18	5.38 / 1.52	0.80	6.16	5.37 / 1.48	0.79	0.01
45. This institution has a good reputation within the community.	6.18	5.47 / 1.61	0.71	6.15	5.78 / 1.36	0.37	-0.31 ***
63. I seldom get the "run-around" when seeking information on this campus.	6.18	5.17 / 1.77	1.01	6.13	5.29 / 1.65	0.84	-0.12
54. Faculty are interested in my academic problems.	6.17	5.38 / 1.63	0.79	6.16	5.40 / 1.52	0.76	-0.02
20. Financial aid counselors are helpful.	6.16	5.38 / 1.80	0.78	6.22	5.32 / 1.68	0.90	0.06
22. People on this campus respect and are supportive of each other.	6.16	5.51 / 1.49	0.65	6.12	5.56 / 1.40	0.56	-0.05
59. New student orientation services help students adjust to college.	6.15	5.53 / 1.61	0.62	5.99	5.48 / 1.52	0.51	0.05
87. Cost as factor in decision to enroll.	6.15			6.36			
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.13	5.31 / 1.73	0.82	6.00	5.43 / 1.47	0.57	-0.12
67. Channels for expressing student complaints are readily available.	6.09	5.11 / 1.78	0.98	6.07	5.13 / 1.69	0.94	-0.02
10. Child care facilities are available on campus.	6.07	5.68 / 1.69	0.39	4.70	4.48 / 1.83	0.22	1.20 ***
4. Security staff are helpful.	6.05	5.53 / 1.60	0.52	5.87	5.39 / 1.53	0.48	0.14
19. This campus provides effective support services for displaced homemakers.	6.01	5.36 / 1.48	0.65	5.48	5.07 / 1.48	0.41	0.29 *
1. Most students feel a sense of belonging here.	5.99	5.45 / 1.42	0.54	5.70	5.46 / 1.39	0.24	-0.01

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 \*\* Difference statistically significant at the .01 level  
 \*\*\* 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	
17. Personnel in the Veterans' Services program are helpful.	5.96	5.20 / 1.74	0.76	5.34	5.06 / 1.50	0.28	0.14
44. I generally know what's happening on campus.	5.91	5.06 / 1.73	0.85	5.73	5.26 / 1.57	0.47	-0.20
89. Academic reputation as factor in decision to enroll.	5.90			5.96			
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.80			5.50			
93. Geographic setting as factor in decision to enroll.	5.63			5.60			
94. Campus appearance as factor in decision to enroll.	5.56			5.31			
92. Recommendations from family/friends as factor in decision to enroll.	5.39			5.05			
90. Size of institution as factor in decision to enroll.	5.38			5.23			
91. Opportunity to play sports as factor in decision to enroll.	4.38			3.68			
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?		5.71 / 1.42			5.76 / 1.37		-0.05
82. Institution's commitment to evening students?		5.73 / 1.38			5.64 / 1.45		0.09

\* 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 162081 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	
83. Institution's commitment to older, returning learners?		5.72 / 1.44			5.73 / 1.43		-0.01
84. Institution's commitment to under-represented populations?		5.56 / 1.40			5.63 / 1.41		-0.07
85. Institution's commitment to commuters?		5.55 / 1.41			5.62 / 1.45		-0.07
86. Institution's commitment to students with disabilities?		5.87 / 1.38			5.76 / 1.40		0.11

National Group Means are based on 162081 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 - 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>	6.27	5.29 / 1.52	0.98	6.27	5.46 / 1.37	0.81	-0.17
6. My academic advisor is approachable.	6.28	5.44 / 1.87	0.84	6.33	5.63 / 1.61	0.70	-0.19
12. My academic advisor helps me set goals to work toward.	6.24	5.08 / 1.94	1.16	6.15	5.29 / 1.74	0.86	-0.21
25. My academic advisor is concerned about my success as an individual.	6.21	5.07 / 1.92	1.14	6.24	5.33 / 1.72	0.91	-0.26 *
32. My academic advisor is knowledgeable about my program requirements.	6.36	5.32 / 1.84	1.04	6.40	5.59 / 1.63	0.81	-0.27 *
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.27	5.30 / 1.82	0.97	6.28	5.39 / 1.66	0.89	-0.09
48. Counseling staff care about students as individuals.	6.27	5.41 / 1.68	0.86	6.19	5.50 / 1.52	0.69	-0.09
52. This school does whatever it can to help me reach my educational goals.	6.25	5.42 / 1.60	0.83	6.31	5.46 / 1.50	0.85	-0.04

\* 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 162081 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>	6.30	5.77 / 1.17	0.53	6.18	5.74 / 1.07	0.44	0.03
14. Library resources and services are adequate.	6.35	5.85 / 1.43	0.50	6.21	5.86 / 1.30	0.35	-0.01
21. There are a sufficient number of study areas on campus.	6.33	5.70 / 1.53	0.63	6.14	5.73 / 1.43	0.41	-0.03
26. Library staff are helpful and approachable.	6.21	5.72 / 1.53	0.49	6.09	5.81 / 1.35	0.28	-0.09
34. Computer labs are adequate and accessible.	6.39	5.89 / 1.54	0.50	6.26	5.85 / 1.35	0.41	0.04
42. The equipment in the lab facilities is kept up to date.	6.24	5.71 / 1.41	0.53	6.24	5.63 / 1.42	0.61	0.08
50. Tutoring services are readily available.	6.40	5.94 / 1.34	0.46	6.18	5.72 / 1.42	0.46	0.22 *
55. Academic support services adequately meet the needs of students.	6.19	5.55 / 1.51	0.64	6.17	5.54 / 1.41	0.63	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 162081 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>	6.23	5.35 / 1.40	0.88	6.20	5.42 / 1.28	0.78	-0.07
7. Adequate financial aid is available for most students.	6.33	5.37 / 1.71	0.96	6.30	5.42 / 1.66	0.88	-0.05
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.26	5.37 / 1.68	0.89	6.21	5.24 / 1.68	0.97	0.13
20. Financial aid counselors are helpful.	6.16	5.38 / 1.80	0.78	6.22	5.32 / 1.68	0.90	0.06
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.13	5.31 / 1.73	0.82	6.00	5.43 / 1.47	0.57	-0.12
41. Admissions staff are knowledgeable.	6.26	5.39 / 1.61	0.87	6.29	5.62 / 1.44	0.67	-0.23 *
49. Admissions counselors respond to prospective students' unique needs and requests.	6.23	5.27 / 1.72	0.96	6.13	5.46 / 1.48	0.67	-0.19

\* 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 162081 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>	6.19	5.44 / 1.27	0.75	6.12	5.53 / 1.13	0.59	-0.09
1. Most students feel a sense of belonging here.	5.99	5.45 / 1.42	0.54	5.70	5.46 / 1.39	0.24	-0.01
2. Faculty care about me as an individual.	6.19	5.54 / 1.50	0.65	6.10	5.52 / 1.44	0.58	0.02
16. The college shows concern for students as individuals.	6.19	5.23 / 1.64	0.96	6.20	5.33 / 1.57	0.87	-0.10
22. People on this campus respect and are supportive of each other.	6.16	5.51 / 1.49	0.65	6.12	5.56 / 1.40	0.56	-0.05
27. The campus staff are caring and helpful.	6.28	5.61 / 1.44	0.67	6.20	5.71 / 1.32	0.49	-0.10
28. It is an enjoyable experience to be a student on this campus.	6.28	5.53 / 1.63	0.75	6.23	5.67 / 1.44	0.56	-0.14
31. The campus is safe and secure for all students.	6.48	5.73 / 1.51	0.75	6.42	5.84 / 1.29	0.58	-0.11
36. Students are made to feel welcome on this campus.	6.28	5.65 / 1.48	0.63	6.27	5.79 / 1.34	0.48	-0.14
44. I generally know what's happening on campus.	5.91	5.06 / 1.73	0.85	5.73	5.26 / 1.57	0.47	-0.20
45. This institution has a good reputation within the community.	6.18	5.47 / 1.61	0.71	6.15	5.78 / 1.36	0.37	-0.31 ***
52. This school does whatever it can to help me reach my educational goals.	6.25	5.42 / 1.60	0.83	6.31	5.46 / 1.50	0.85	-0.04
57. Administrators are approachable to students.	6.25	5.50 / 1.63	0.75	6.17	5.55 / 1.47	0.62	-0.05
59. New student orientation services help students adjust to college.	6.15	5.53 / 1.61	0.62	5.99	5.48 / 1.52	0.51	0.05
63. I seldom get the "run-around" when seeking information on this campus.	6.18	5.17 / 1.77	1.01	6.13	5.29 / 1.65	0.84	-0.12
67. Channels for expressing student complaints are readily available.	6.09	5.11 / 1.78	0.98	6.07	5.13 / 1.69	0.94	-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 162081 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>	6.14	5.45 / 1.36	0.69	5.72	5.26 / 1.27	0.46	0.19 *
10. Child care facilities are available on campus.	6.07	5.68 / 1.69	0.39	4.70	4.48 / 1.83	0.22	1.20 ***
17. Personnel in the Veterans' Services program are helpful.	5.96	5.20 / 1.74	0.76	5.34	5.06 / 1.50	0.28	0.14
19. This campus provides effective support services for displaced homemakers.	6.01	5.36 / 1.48	0.65	5.48	5.07 / 1.48	0.41	0.29 *
30. The career services office provides students with the help they need to get a job.	6.24	5.35 / 1.68	0.89	6.07	5.31 / 1.50	0.76	0.04
38. The student center is a comfortable place for students to spend their leisure time.	6.19	5.63 / 1.46	0.56	5.89	5.56 / 1.44	0.33	0.07
47. There are adequate services to help me decide upon a career.	6.25	5.28 / 1.70	0.97	6.18	5.45 / 1.50	0.73	-0.17
59. New student orientation services help students adjust to college.	6.15	5.53 / 1.61	0.62	5.99	5.48 / 1.52	0.51	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 162081 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>	6.25	5.35 / 1.38	0.90	6.21	5.46 / 1.27	0.75	-0.11
2. Faculty care about me as an individual.	6.19	5.54 / 1.50	0.65	6.10	5.52 / 1.44	0.58	0.02
16. The college shows concern for students as individuals.	6.19	5.23 / 1.64	0.96	6.20	5.33 / 1.57	0.87	-0.10
25. My academic advisor is concerned about my success as an individual.	6.21	5.07 / 1.92	1.14	6.24	5.33 / 1.72	0.91	-0.26 *
29. Faculty are fair and unbiased in their treatment of individual students.	6.38	5.50 / 1.63	0.88	6.34	5.60 / 1.49	0.74	-0.10
48. Counseling staff care about students as individuals.	6.27	5.41 / 1.68	0.86	6.19	5.50 / 1.52	0.69	-0.09

\* 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 162081 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>	6.31	5.57 / 1.20	0.74	6.29	5.60 / 1.13	0.69	-0.03
2. Faculty care about me as an individual.	6.19	5.54 / 1.50	0.65	6.10	5.52 / 1.44	0.58	0.02
18. The quality of instruction I receive in most of my classes is excellent.	6.50	5.77 / 1.41	0.73	6.48	5.66 / 1.38	0.82	0.11
23. Faculty are understanding of students' unique life circumstances.	6.27	5.49 / 1.54	0.78	6.26	5.43 / 1.55	0.83	0.06
29. Faculty are fair and unbiased in their treatment of individual students.	6.38	5.50 / 1.63	0.88	6.34	5.60 / 1.49	0.74	-0.10
37. Faculty take into consideration student differences as they teach a course.	6.23	5.41 / 1.56	0.82	6.18	5.39 / 1.51	0.79	0.02
46. Faculty provide timely feedback about student progress in a course.	6.26	5.23 / 1.77	1.03	6.31	5.48 / 1.50	0.83	-0.25 *
54. Faculty are interested in my academic problems.	6.17	5.38 / 1.63	0.79	6.16	5.40 / 1.52	0.76	-0.02
58. Nearly all of the faculty are knowledgeable in their fields.	6.43	5.87 / 1.39	0.56	6.41	5.83 / 1.32	0.58	0.04
61. Faculty are usually available after class and during office hours.	6.27	5.90 / 1.32	0.37	6.29	5.79 / 1.35	0.50	0.11
64. Nearly all classes deal with practical experiences and applications.	6.29	5.76 / 1.37	0.53	6.19	5.58 / 1.39	0.61	0.18
65. Students are notified early in the term if they are doing poorly in a class.	6.20	5.13 / 1.91	1.07	6.24	5.18 / 1.73	1.06	-0.05
66. Program requirements are clear and reasonable.	6.36	5.76 / 1.43	0.60	6.37	5.71 / 1.39	0.66	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 162081 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.	6.31	5.44 / 1.56	0.87	6.37	5.83 / 1.36	0.54	-0.39 ***
70. I am able to experience intellectual growth here.	6.46	5.85 / 1.36	0.61	6.43	5.92 / 1.30	0.51	-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 162081 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>	6.32	5.66 / 1.10	0.66	6.27	5.63 / 1.07	0.64	0.03
5. The personnel involved in registration are helpful.	6.26	5.19 / 1.87	1.07	6.26	5.53 / 1.56	0.73	-0.34 **
8. Classes are scheduled at times that are convenient for me.	6.46	5.89 / 1.43	0.57	6.45	5.60 / 1.50	0.85	0.29 **
15. I am able to register for classes I need with few conflicts.	6.30	5.52 / 1.55	0.78	6.42	5.61 / 1.50	0.81	-0.09
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.33	5.48 / 1.60	0.85	6.28	5.62 / 1.44	0.66	-0.14
43. Class change (drop/add) policies are reasonable.	6.31	5.86 / 1.35	0.45	6.22	5.69 / 1.44	0.53	0.17
51. There are convenient ways of paying my school bill.	6.37	5.71 / 1.53	0.66	6.28	5.70 / 1.45	0.58	0.01
56. The business office is open during hours which are convenient for most students.	6.29	5.85 / 1.31	0.44	6.15	5.61 / 1.41	0.54	0.24 *
60. Billing policies are reasonable.	6.21	5.54 / 1.60	0.67	6.20	5.57 / 1.45	0.63	-0.03
62. Bookstore staff are helpful.	6.31	5.91 / 1.36	0.40	6.13	5.78 / 1.42	0.35	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 162081 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>		5.69 / 1.29			5.69 / 1.28		0.00
81. Institution's commitment to part-time students?		5.71 / 1.42			5.76 / 1.37		-0.05
82. Institution's commitment to evening students?		5.73 / 1.38			5.64 / 1.45		0.09
83. Institution's commitment to older, returning learners?		5.72 / 1.44			5.73 / 1.43		-0.01
84. Institution's commitment to under-represented populations?		5.56 / 1.40			5.63 / 1.41		-0.07
85. Institution's commitment to commuters?		5.55 / 1.41			5.62 / 1.45		-0.07
86. Institution's commitment to students with disabilities?		5.87 / 1.38			5.76 / 1.40		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 162081 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>	6.23	5.43 / 1.29	0.80	6.18	5.41 / 1.21	0.77	0.02
4. Security staff are helpful.	6.05	5.53 / 1.60	0.52	5.87	5.39 / 1.53	0.48	0.14
11. Security staff respond quickly in emergencies.	6.18	5.38 / 1.52	0.80	6.16	5.37 / 1.48	0.79	0.01
24. Parking lots are well-lighted and secure.	6.21	5.29 / 1.70	0.92	6.21	5.46 / 1.57	0.75	-0.17
31. The campus is safe and secure for all students.	6.48	5.73 / 1.51	0.75	6.42	5.84 / 1.29	0.58	-0.11
39. The amount of student parking space on campus is adequate.	6.21	5.23 / 1.76	0.98	6.23	4.97 / 1.90	1.26	0.26 *

\* 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 162081 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>	6.18	5.42 / 1.30	0.76	6.10	5.52 / 1.13	0.58	-0.10
5. The personnel involved in registration are helpful.	6.26	5.19 / 1.87	1.07	6.26	5.53 / 1.56	0.73	-0.34 **
22. People on this campus respect and are supportive of each other.	6.16	5.51 / 1.49	0.65	6.12	5.56 / 1.40	0.56	-0.05
26. Library staff are helpful and approachable.	6.21	5.72 / 1.53	0.49	6.09	5.81 / 1.35	0.28	-0.09
27. The campus staff are caring and helpful.	6.28	5.61 / 1.44	0.67	6.20	5.71 / 1.32	0.49	-0.10
44. I generally know what's happening on campus.	5.91	5.06 / 1.73	0.85	5.73	5.26 / 1.57	0.47	-0.20
57. Administrators are approachable to students.	6.25	5.50 / 1.63	0.75	6.17	5.55 / 1.47	0.62	-0.05
62. Bookstore staff are helpful.	6.31	5.91 / 1.36	0.40	6.13	5.78 / 1.42	0.35	0.13
63. I seldom get the "run-around" when seeking information on this campus.	6.18	5.17 / 1.77	1.01	6.13	5.29 / 1.65	0.84	-0.12
67. Channels for expressing student complaints are readily available.	6.09	5.11 / 1.78	0.98	6.07	5.13 / 1.69	0.94	-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 162081 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>	6.21	5.50 / 1.32	0.71	6.13	5.58 / 1.19	0.55	-0.08
1. Most students feel a sense of belonging here.	5.99	5.45 / 1.42	0.54	5.70	5.46 / 1.39	0.24	-0.01
16. The college shows concern for students as individuals.	6.19	5.23 / 1.64	0.96	6.20	5.33 / 1.57	0.87	-0.10
27. The campus staff are caring and helpful.	6.28	5.61 / 1.44	0.67	6.20	5.71 / 1.32	0.49	-0.10
28. It is an enjoyable experience to be a student on this campus.	6.28	5.53 / 1.63	0.75	6.23	5.67 / 1.44	0.56	-0.14
36. Students are made to feel welcome on this campus.	6.28	5.65 / 1.48	0.63	6.27	5.79 / 1.34	0.48	-0.14
57. Administrators are approachable to students.	6.25	5.50 / 1.63	0.75	6.17	5.55 / 1.47	0.62	-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 162081 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.	5.99	5.45 / 1.42	0.54	5.70	5.46 / 1.39	0.24	-0.01
2. Faculty care about me as an individual.	6.19	5.54 / 1.50	0.65	6.10	5.52 / 1.44	0.58	0.02
3. The quality of instruction in the vocational/technical programs is excellent.	6.25	5.51 / 1.50	0.74	6.18	5.53 / 1.37	0.65	-0.02
4. Security staff are helpful.	6.05	5.53 / 1.60	0.52	5.87	5.39 / 1.53	0.48	0.14
5. The personnel involved in registration are helpful.	6.26	5.19 / 1.87	1.07	6.26	5.53 / 1.56	0.73	-0.34 **
6. My academic advisor is approachable.	6.28	5.44 / 1.87	0.84	6.33	5.63 / 1.61	0.70	-0.19
7. Adequate financial aid is available for most students.	6.33	5.37 / 1.71	0.96	6.30	5.42 / 1.66	0.88	-0.05
8. Classes are scheduled at times that are convenient for me.	6.46	5.89 / 1.43	0.57	6.45	5.60 / 1.50	0.85	0.29 **
9. Internships or practical experiences are provided in my degree/certificate program.	6.25	5.53 / 1.58	0.72	6.04	5.19 / 1.63	0.85	0.34 **
10. Child care facilities are available on campus.	6.07	5.68 / 1.69	0.39	4.70	4.48 / 1.83	0.22	1.20 ***
11. Security staff respond quickly in emergencies.	6.18	5.38 / 1.52	0.80	6.16	5.37 / 1.48	0.79	0.01
12. My academic advisor helps me set goals to work toward.	6.24	5.08 / 1.94	1.16	6.15	5.29 / 1.74	0.86	-0.21
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.26	5.37 / 1.68	0.89	6.21	5.24 / 1.68	0.97	0.13
14. Library resources and services are adequate.	6.35	5.85 / 1.43	0.50	6.21	5.86 / 1.30	0.35	-0.01
15. I am able to register for classes I need with few conflicts.	6.30	5.52 / 1.55	0.78	6.42	5.61 / 1.50	0.81	-0.09
16. The college shows concern for students as individuals.	6.19	5.23 / 1.64	0.96	6.20	5.33 / 1.57	0.87	-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 162081 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.	5.96	5.20 / 1.74	0.76	5.34	5.06 / 1.50	0.28	0.14
18. The quality of instruction I receive in most of my classes is excellent.	6.50	5.77 / 1.41	0.73	6.48	5.66 / 1.38	0.82	0.11
19. This campus provides effective support services for displaced homemakers.	6.01	5.36 / 1.48	0.65	5.48	5.07 / 1.48	0.41	0.29 *
20. Financial aid counselors are helpful.	6.16	5.38 / 1.80	0.78	6.22	5.32 / 1.68	0.90	0.06
21. There are a sufficient number of study areas on campus.	6.33	5.70 / 1.53	0.63	6.14	5.73 / 1.43	0.41	-0.03
22. People on this campus respect and are supportive of each other.	6.16	5.51 / 1.49	0.65	6.12	5.56 / 1.40	0.56	-0.05
23. Faculty are understanding of students' unique life circumstances.	6.27	5.49 / 1.54	0.78	6.26	5.43 / 1.55	0.83	0.06
24. Parking lots are well-lighted and secure.	6.21	5.29 / 1.70	0.92	6.21	5.46 / 1.57	0.75	-0.17
25. My academic advisor is concerned about my success as an individual.	6.21	5.07 / 1.92	1.14	6.24	5.33 / 1.72	0.91	-0.26 *
26. Library staff are helpful and approachable.	6.21	5.72 / 1.53	0.49	6.09	5.81 / 1.35	0.28	-0.09
27. The campus staff are caring and helpful.	6.28	5.61 / 1.44	0.67	6.20	5.71 / 1.32	0.49	-0.10
28. It is an enjoyable experience to be a student on this campus.	6.28	5.53 / 1.63	0.75	6.23	5.67 / 1.44	0.56	-0.14
29. Faculty are fair and unbiased in their treatment of individual students.	6.38	5.50 / 1.63	0.88	6.34	5.60 / 1.49	0.74	-0.10
30. The career services office provides students with the help they need to get a job.	6.24	5.35 / 1.68	0.89	6.07	5.31 / 1.50	0.76	0.04
31. The campus is safe and secure for all students.	6.48	5.73 / 1.51	0.75	6.42	5.84 / 1.29	0.58	-0.11

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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	
32. My academic advisor is knowledgeable about my program requirements.	6.36	5.32 / 1.84	1.04	6.40	5.59 / 1.63	0.81	-0.27 *
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.13	5.31 / 1.73	0.82	6.00	5.43 / 1.47	0.57	-0.12
34. Computer labs are adequate and accessible.	6.39	5.89 / 1.54	0.50	6.26	5.85 / 1.35	0.41	0.04
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.33	5.48 / 1.60	0.85	6.28	5.62 / 1.44	0.66	-0.14
36. Students are made to feel welcome on this campus.	6.28	5.65 / 1.48	0.63	6.27	5.79 / 1.34	0.48	-0.14
37. Faculty take into consideration student differences as they teach a course.	6.23	5.41 / 1.56	0.82	6.18	5.39 / 1.51	0.79	0.02
38. The student center is a comfortable place for students to spend their leisure time.	6.19	5.63 / 1.46	0.56	5.89	5.56 / 1.44	0.33	0.07
39. The amount of student parking space on campus is adequate.	6.21	5.23 / 1.76	0.98	6.23	4.97 / 1.90	1.26	0.26 *
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.27	5.30 / 1.82	0.97	6.28	5.39 / 1.66	0.89	-0.09
41. Admissions staff are knowledgeable.	6.26	5.39 / 1.61	0.87	6.29	5.62 / 1.44	0.67	-0.23 *
42. The equipment in the lab facilities is kept up to date.	6.24	5.71 / 1.41	0.53	6.24	5.63 / 1.42	0.61	0.08
43. Class change (drop/add) policies are reasonable.	6.31	5.86 / 1.35	0.45	6.22	5.69 / 1.44	0.53	0.17
44. I generally know what's happening on campus.	5.91	5.06 / 1.73	0.85	5.73	5.26 / 1.57	0.47	-0.20
45. This institution has a good reputation within the community.	6.18	5.47 / 1.61	0.71	6.15	5.78 / 1.36	0.37	-0.31 ***
46. Faculty provide timely feedback about student progress in a course.	6.26	5.23 / 1.77	1.03	6.31	5.48 / 1.50	0.83	-0.25 *

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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.	6.25	5.28 / 1.70	0.97	6.18	5.45 / 1.50	0.73	-0.17
48. Counseling staff care about students as individuals.	6.27	5.41 / 1.68	0.86	6.19	5.50 / 1.52	0.69	-0.09
49. Admissions counselors respond to prospective students' unique needs and requests.	6.23	5.27 / 1.72	0.96	6.13	5.46 / 1.48	0.67	-0.19
50. Tutoring services are readily available.	6.40	5.94 / 1.34	0.46	6.18	5.72 / 1.42	0.46	0.22 *
51. There are convenient ways of paying my school bill.	6.37	5.71 / 1.53	0.66	6.28	5.70 / 1.45	0.58	0.01
52. This school does whatever it can to help me reach my educational goals.	6.25	5.42 / 1.60	0.83	6.31	5.46 / 1.50	0.85	-0.04
53. The assessment and course placement procedures are reasonable.	6.25	5.65 / 1.45	0.60	6.17	5.58 / 1.41	0.59	0.07
54. Faculty are interested in my academic problems.	6.17	5.38 / 1.63	0.79	6.16	5.40 / 1.52	0.76	-0.02
55. Academic support services adequately meet the needs of students.	6.19	5.55 / 1.51	0.64	6.17	5.54 / 1.41	0.63	0.01
56. The business office is open during hours which are convenient for most students.	6.29	5.85 / 1.31	0.44	6.15	5.61 / 1.41	0.54	0.24 *
57. Administrators are approachable to students.	6.25	5.50 / 1.63	0.75	6.17	5.55 / 1.47	0.62	-0.05
58. Nearly all of the faculty are knowledgeable in their fields.	6.43	5.87 / 1.39	0.56	6.41	5.83 / 1.32	0.58	0.04
59. New student orientation services help students adjust to college.	6.15	5.53 / 1.61	0.62	5.99	5.48 / 1.52	0.51	0.05
60. Billing policies are reasonable.	6.21	5.54 / 1.60	0.67	6.20	5.57 / 1.45	0.63	-0.03
61. Faculty are usually available after class and during office hours.	6.27	5.90 / 1.32	0.37	6.29	5.79 / 1.35	0.50	0.11

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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.	6.31	5.91 / 1.36	0.40	6.13	5.78 / 1.42	0.35	0.13
63. I seldom get the "run-around" when seeking information on this campus.	6.18	5.17 / 1.77	1.01	6.13	5.29 / 1.65	0.84	-0.12
64. Nearly all classes deal with practical experiences and applications.	6.29	5.76 / 1.37	0.53	6.19	5.58 / 1.39	0.61	0.18
65. Students are notified early in the term if they are doing poorly in a class.	6.20	5.13 / 1.91	1.07	6.24	5.18 / 1.73	1.06	-0.05
66. Program requirements are clear and reasonable.	6.36	5.76 / 1.43	0.60	6.37	5.71 / 1.39	0.66	0.05
67. Channels for expressing student complaints are readily available.	6.09	5.11 / 1.78	0.98	6.07	5.13 / 1.69	0.94	-0.02
68. On the whole, the campus is well-maintained.	6.27	5.84 / 1.40	0.43	6.28	5.96 / 1.27	0.32	-0.12
69. There is a good variety of courses provided on this campus.	6.31	5.44 / 1.56	0.87	6.37	5.83 / 1.36	0.54	-0.39 ***
70. I am able to experience intellectual growth here.	6.46	5.85 / 1.36	0.61	6.43	5.92 / 1.30	0.51	-0.07
71. Campus item: My advisor is available to help me when needed.	6.30	5.30 / 1.92	1.00				
72. Campus item: My advisor clearly communicates what my responsibilities are as a student.	6.23	5.25 / 1.88	0.98				
73. Campus item: ENMU-Roswell's One-Stop Center combines registration, financial aid, and advisement which makes getting help easy.	6.43	5.82 / 1.51	0.61				
74. Campus item: I think positive thoughts before taking tests.	6.26	5.51 / 1.67	0.75				
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?		5.71 / 1.42			5.76 / 1.37		-0.05
82. Institution's commitment to evening students?		5.73 / 1.38			5.64 / 1.45		0.09
83. Institution's commitment to older, returning learners?		5.72 / 1.44			5.73 / 1.43		-0.01
84. Institution's commitment to under-represented populations?		5.56 / 1.40			5.63 / 1.41		-0.07
85. Institution's commitment to commuters?		5.55 / 1.41			5.62 / 1.45		-0.07
86. Institution's commitment to students with disabilities?		5.87 / 1.38			5.76 / 1.40		0.11
87. Cost as factor in decision to enroll.	6.15			6.36			
88. Financial aid as factor in decision to enroll.	6.21			6.11			
89. Academic reputation as factor in decision to enroll.	5.90			5.96			
90. Size of institution as factor in decision to enroll.	5.38			5.23			
91. Opportunity to play sports as factor in decision to enroll.	4.38			3.68			
92. Recommendations from family/friends as factor in decision to enroll.	5.39			5.05			
93. Geographic setting as factor in decision to enroll.	5.63			5.60			

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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.	5.56			5.31			
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.80			5.50			

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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? 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: 4.93 2% 1% 5% 30% 28% 15% 17%	Average: 4.92 1% 1% 6% 33% 25% 13% 18%	0.01
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: 5.47 2% 2% 5% 10% 15% 42% 20%	Average: 5.55 1% 2% 5% 11% 15% 40% 24%	-0.08
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: 5.63 3% 2% 4% 8% 13% 31% 35%	Average: 5.78 2% 3% 3% 8% 10% 30% 41%	-0.15