

Demographics

Gender		N	%	Class Level		N	%
Female		145	80.56%	1 year or less		77	40.10%
Male		35	19.44%	2 years		84	43.75%
Total		180	100.00%	3 years		18	9.38%
No Response		21		4 or more years		13	6.77%
				Total		192	100.00%
				No Response		9	

Age		N	%	Current GPA		N	%
18 and under		53	29.12%	No credits earned		27	13.85%
19 to 24		64	35.16%	1.99 or below		5	2.56%
25 to 34		37	20.33%	2.0 - 2.49		14	7.18%
35 to 44		18	9.89%	2.5 - 2.99		40	20.51%
45 and over		10	5.49%	3.0 - 3.49		55	28.21%
Total		182	100.00%	3.5 or above		54	27.69%
No Response		19		Total		195	100.00%
				No Response		6	

Ethnicity/Race		N	%	Educational Goal		N	%
African-American		5	2.62%	Associate degree		121	61.73%
American Indian or Alaskan Native		4	2.09%	Vocational/technical program		2	1.02%
Asian or Pacific Islander		3	1.57%	Transfer to another institution		26	13.27%
Caucasian/White		67	35.08%	Certification (initial / renewal)		16	8.16%
Hispanic		99	51.83%	Self-improvement/pleasure		3	1.53%
Other race		3	1.57%	Job-related training		8	4.08%
Race - Prefer not to respond		10	5.24%	Other educational goal		20	10.20%
Total		191	100.00%	Total		196	100.00%
No Response		10		No Response		5	

Current Enrollment Status		N	%	Employment		N	%
Day		152	80.85%	Full-time off campus		42	21.65%
Evening		31	16.49%	Part-time off campus		48	24.74%
Weekend		5	2.66%	Full-time on campus		9	4.64%
Total		188	100.00%	Part-time on campus		36	18.56%
No Response		13		Not employed		59	30.41%
				Total		194	100.00%
				No Response		7	

Current Class Load		N	%
Full-time		125	67.20%
Part-time		61	32.80%
Total		186	100.00%
No Response		15	

Demographics

Current Residence			Institution Question 2		
	N	%		N	%
Residence hall	14	7.18%	Campus item 2 - Answer 1	0	0%
Own house	56	28.72%	Campus item 2 - Answer 2	0	0%
Rent room or apt off campus	27	13.85%	Campus item 2 - Answer 3	0	0%
Parent's home	83	42.56%	Campus item 2 - Answer 4	0	0%
Other residence	15	7.69%	Campus item 2 - Answer 5	0	0%
Total	195	100.00%	Campus item 2 - Answer 6	0	0%
No Response	6		Total	0	100.00%
			No Response	201	

Residence Classification			Group Code		
	N	%		N	%
In-state	172	91.01%	1003: Public HS Concurnt Enroll Prog	1	0.51%
Out-of-state	9	4.76%	1004: Roswell Non Degree	4	2.04%
International (not U.S. citizen)	8	4.23%	1005: Agriculture	1	0.51%
Total	189	100.00%	1007: Computer and Network Security	3	1.53%
No Response	12		1009: Teacher Education	7	3.57%
			1011: Occup Sfty Engr&Envrn Mgt Tech	2	1.02%
			1012: Engineering & Design Tech	2	1.02%
			1013: Child Care	3	1.53%
			1015: University Studies	16	8.16%
			1016: Biology	11	5.61%
			1017: Mathematics	2	1.02%
			1018: Professional Pilot Training	1	0.51%
			1019: Criminal Justice	7	3.57%
			1023: Human Services	10	5.10%
			1024: Behavioral Science	15	7.65%
			1028: Automotive Technology	1	0.51%
			1030: Aviation Maintenance Technolog	5	2.55%
			1034: Welding Technology	1	0.51%
			1037: Media Arts- Graphic Design	3	1.53%
			1039: Media Arts- Animation	3	1.53%
			1040: Media Arts- Film	2	1.02%
			1042: Medical Coding	1	0.51%
			1043: Medical Assisting	5	2.55%
			1044: Occupational Therapy Assistant	17	8.67%
			1046: Pharmacy Technician	8	4.08%
			1047: Animal Healthcare	1	0.51%
			1048: Emergency Medical Services	3	1.53%
			1049: Emergency Medical Tech Basic	7	3.57%
			1053: Paramedic	1	0.51%
			1055: Respiratory Therapy	1	0.51%

Disabilities		
	N	%
Yes - Disability	22	11.83%
No - Disability	164	88.17%
Total	186	100.00%
No Response	15	

Institution Was My		
	N	%
1st choice	139	71.28%
2nd choice	32	16.41%
3rd choice or lower	24	12.31%
Total	195	100.00%
No Response	6	

Institution Question		
	N	%
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	201	

Demographics

1060: Nursing	34	17.35%
1064: Business Administration	9	4.59%
1066: Accounting	2	1.02%
1067: Bookkeeping and Accounting	1	0.51%
1068: Office Skills	1	0.51%
1070: Early Childhood Education	5	2.55%
Total	196	100.00%
No Response	5	

Strategic Planning Overview

Strengths and Challenges

Strengths

- 74. Campus item: ENMU-Roswell provides opportunities for completion of Certificate and Associate awards that lead to advanced degrees
- 34. Computer labs are adequate and accessible.
- 58. Nearly all of the faculty are knowledgeable in their fields.
- 70. I am able to experience intellectual growth here.
- 75. Campus item: ENMU-Roswell provides opportunities for completion of Certificate and Associate awards that lead to employment
- 43. Class change (drop/add) policies are reasonable.
- 51. There are convenient ways of paying my school bill.
- 14. Library resources and services are adequate.
- 27. The campus staff are caring and helpful.
- 36. Students are made to feel welcome on this campus.
- 50. Tutoring services are readily available.
- 61. Faculty are usually available after class and during office hours.
- 73. Campus item: ENMU-Roswell's One-Stop Center combines registration, financial aid, and advisement which makes getting help easy.
- 62. Bookstore staff are helpful.
- 68. On the whole, the campus is well-maintained.
- 30. The career services office provides students with the help they need to get a job.
- 21. There are a sufficient number of study areas on campus.

Challenges

- 6. My academic advisor is approachable.
- 20. Financial aid counselors are helpful.
- 32. My academic advisor is knowledgeable about my program requirements.
- 40. My academic advisor is knowledgeable about the transfer requirements of other schools.
- 57. Administrators are approachable to students.
- 71. Campus item: My advisor is available to help me when needed.

Strategic Planning Overview

Benchmarks

Higher Satisfaction vs. National Community Colleges - Western

- 43. Class change (drop/add) policies are reasonable.
- 11. Security staff respond quickly in emergencies.
- 50. Tutoring services are readily available.
- 61. Faculty are usually available after class and during office hours.
- 62. Bookstore staff are helpful.
- 30. The career services office provides students with the help they need to get a job.

Higher Importance vs. National Community Colleges - Western

- 34. Computer labs are adequate and accessible.
- 6. My academic advisor is approachable.
- 43. Class change (drop/add) policies are reasonable.
- 51. There are convenient ways of paying my school bill.
- 11. Security staff respond quickly in emergencies.
- 35. Policies and procedures regarding registration and course selection are clear and well-publicized.
- 20. Financial aid counselors are helpful.
- 14. Library resources and services are adequate.
- 27. The campus staff are caring and helpful.
- 36. Students are made to feel welcome on this campus.
- 50. Tutoring services are readily available.
- 61. Faculty are usually available after class and during office hours.
- 23. Faculty are understanding of students' unique life circumstances.
- 62. Bookstore staff are helpful.
- 28. It is an enjoyable experience to be a student on this campus.
- 42. The equipment in the lab facilities is kept up to date.
- 57. Administrators are approachable to students.
- 24. Parking lots are well-lighted and secure.
- 3. The quality of instruction in the vocational/technical programs is excellent.
- 53. The assessment and course placement procedures are reasonable.
- 30. The career services office provides students with the help they need to get a job.

Institutional Summary
Scales: In Order of Importance

Scale	Eastern New Mexico University-Roswell - SSI			National Community Colleges - Western			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Registration Effectiveness	6.43	5.77 / 1.12	0.66	6.27	5.62 / 1.06	0.65	0.15 *
Instructional Effectiveness	6.42	5.64 / 1.29	0.78	6.29	5.61 / 1.10	0.68	0.03
Academic Services	6.41	5.88 / 1.21	0.53	6.21	5.77 / 1.04	0.44	0.11
Academic Advising/Counseling	6.39	5.32 / 1.65	1.07	6.27	5.44 / 1.36	0.83	-0.12
Safety and Security	6.38	5.57 / 1.26	0.81	6.16	5.34 / 1.21	0.82	0.23 **
Student Centeredness	6.36	5.61 / 1.29	0.75	6.13	5.62 / 1.15	0.51	-0.01
Concern for the Individual	6.35	5.41 / 1.49	0.94	6.19	5.46 / 1.23	0.73	-0.05
Admissions and Financial Aid	6.34	5.44 / 1.48	0.90	6.19	5.37 / 1.27	0.82	0.07
Campus Climate	6.33	5.53 / 1.32	0.80	6.11	5.55 / 1.10	0.56	-0.02
Service Excellence	6.32	5.55 / 1.30	0.77	6.10	5.53 / 1.10	0.57	0.02
Campus Support Services	6.21	5.57 / 1.32	0.64	5.74	5.23 / 1.25	0.51	0.34 ***
Responsiveness to Diverse Populations		5.76 / 1.47			5.67 / 1.26		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 23044 records.

Institutional Summary
Items: In Order of Importance

Item	Eastern New Mexico University-Roswell - SSI			National Community Colleges - Western			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
74. Campus item: ENMU-Roswell provides opportunities for completion of Certificate and Associate awards that lead to advanced degrees	6.59	6.11 / 1.31	0.48				
34. Computer labs are adequate and accessible.	6.53	6.02 / 1.45	0.51	6.28	5.86 / 1.35	0.42	0.16
58. Nearly all of the faculty are knowledgeable in their fields.	6.53	5.87 / 1.55	0.66	6.42	5.86 / 1.29	0.56	0.01
31. The campus is safe and secure for all students.	6.52	5.81 / 1.41	0.71	6.42	5.80 / 1.30	0.62	0.01
70. I am able to experience intellectual growth here.	6.52	5.91 / 1.41	0.61	6.44	5.97 / 1.25	0.47	-0.06
75. Campus item: ENMU-Roswell provides opportunities for completion of Certificate and Associate awards that lead to employment	6.52	6.11 / 1.34	0.41				
18. The quality of instruction I receive in most of my classes is excellent.	6.51	5.75 / 1.49	0.76	6.48	5.73 / 1.32	0.75	0.02
6. My academic advisor is approachable.	6.50	5.53 / 1.73	0.97	6.32	5.62 / 1.60	0.70	-0.09
43. Class change (drop/add) policies are reasonable.	6.48	5.95 / 1.33	0.53	6.23	5.67 / 1.44	0.56	0.28 **
51. There are convenient ways of paying my school bill.	6.48	5.91 / 1.50	0.57	6.30	5.71 / 1.44	0.59	0.20
11. Security staff respond quickly in emergencies.	6.47	5.61 / 1.46	0.86	6.14	5.27 / 1.48	0.87	0.34 **
29. Faculty are fair and unbiased in their treatment of individual students.	6.47	5.77 / 1.47	0.70	6.34	5.62 / 1.47	0.72	0.15
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.47	5.67 / 1.57	0.80	6.27	5.57 / 1.46	0.70	0.10
8. Classes are scheduled at times that are convenient for me.	6.46	5.72 / 1.58	0.74	6.43	5.55 / 1.49	0.88	0.17
20. Financial aid counselors are helpful.	6.46	5.36 / 1.82	1.10	6.22	5.29 / 1.67	0.93	0.07

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Institutional Summary
Items: In Order of Importance

Item	Eastern New Mexico University-Roswell - SSI			National Community Colleges - Western			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
32. My academic advisor is knowledgeable about my program requirements.	6.46	5.45 / 1.86	1.01	6.40	5.53 / 1.65	0.87	-0.08
69. There is a good variety of courses provided on this campus.	6.46	5.60 / 1.64	0.86	6.39	5.76 / 1.40	0.63	-0.16
14. Library resources and services are adequate.	6.45	5.96 / 1.44	0.49	6.27	5.88 / 1.31	0.39	0.08
15. I am able to register for classes I need with few conflicts.	6.45	5.72 / 1.48	0.73	6.42	5.59 / 1.50	0.83	0.13
27. The campus staff are caring and helpful.	6.45	5.83 / 1.35	0.62	6.20	5.73 / 1.30	0.47	0.10
36. Students are made to feel welcome on this campus.	6.45	5.83 / 1.45	0.62	6.28	5.83 / 1.32	0.45	0.00
50. Tutoring services are readily available.	6.45	6.06 / 1.37	0.39	6.24	5.79 / 1.39	0.45	0.27 *
61. Faculty are usually available after class and during office hours.	6.45	6.05 / 1.29	0.40	6.29	5.81 / 1.33	0.48	0.24 *
66. Program requirements are clear and reasonable.	6.45	5.72 / 1.60	0.73	6.37	5.71 / 1.39	0.66	0.01
73. Campus item: ENMU-Roswell's One-Stop Center combines registration, financial aid, and advisement which makes getting help easy.	6.45	5.91 / 1.61	0.54				
23. Faculty are understanding of students' unique life circumstances.	6.44	5.60 / 1.63	0.84	6.24	5.48 / 1.52	0.76	0.12
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.44	5.35 / 1.96	1.09	6.30	5.36 / 1.66	0.94	-0.01
62. Bookstore staff are helpful.	6.44	6.11 / 1.31	0.33	6.13	5.77 / 1.41	0.36	0.34 ***
28. It is an enjoyable experience to be a student on this campus.	6.43	5.76 / 1.45	0.67	6.25	5.78 / 1.37	0.47	-0.02
46. Faculty provide timely feedback about student progress in a course.	6.43	5.50 / 1.73	0.93	6.29	5.49 / 1.48	0.80	0.01

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Institutional Summary
Items: In Order of Importance

Item	Eastern New Mexico University-Roswell - SSI			National Community Colleges - Western			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
42. The equipment in the lab facilities is kept up to date.	6.42	5.78 / 1.50	0.64	6.24	5.66 / 1.38	0.58	0.12
57. Administrators are approachable to students.	6.42	5.48 / 1.79	0.94	6.15	5.54 / 1.46	0.61	-0.06
68. On the whole, the campus is well-maintained.	6.42	6.02 / 1.40	0.40	6.29	6.04 / 1.22	0.25	-0.02
3. The quality of instruction in the vocational/technical programs is excellent.	6.41	5.68 / 1.39	0.73	6.18	5.57 / 1.33	0.61	0.11
24. Parking lots are well-lighted and secure.	6.41	5.57 / 1.74	0.84	6.18	5.37 / 1.58	0.81	0.20
53. The assessment and course placement procedures are reasonable.	6.41	5.72 / 1.52	0.69	6.18	5.59 / 1.40	0.59	0.13
30. The career services office provides students with the help they need to get a job.	6.40	5.83 / 1.53	0.57	6.03	5.23 / 1.51	0.80	0.60 ***
21. There are a sufficient number of study areas on campus.	6.39	5.89 / 1.43	0.50	6.18	5.81 / 1.39	0.37	0.08
41. Admissions staff are knowledgeable.	6.39	5.51 / 1.72	0.88	6.29	5.61 / 1.43	0.68	-0.10
71. Campus item: My advisor is available to help me when needed.	6.39	5.34 / 2.01	1.05				
5. The personnel involved in registration are helpful.	6.38	5.38 / 1.78	1.00	6.28	5.59 / 1.52	0.69	-0.21
37. Faculty take into consideration student differences as they teach a course.	6.38	5.52 / 1.72	0.86	6.17	5.43 / 1.48	0.74	0.09
52. This school does whatever it can to help me reach my educational goals.	6.38	5.41 / 1.78	0.97	6.31	5.48 / 1.49	0.83	-0.07
7. Adequate financial aid is available for most students.	6.37	5.52 / 1.65	0.85	6.29	5.33 / 1.67	0.96	0.19
45. This institution has a good reputation within the community.	6.37	5.73 / 1.61	0.64	6.14	5.84 / 1.32	0.30	-0.11

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Institutional Summary
Items: In Order of Importance

Item	Eastern New Mexico University-Roswell - SSI			National Community Colleges - Western			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
56. The business office is open during hours which are convenient for most students.	6.37	5.84 / 1.50	0.53	6.14	5.59 / 1.40	0.55	0.25 *
49. Admissions counselors respond to prospective students' unique needs and requests.	6.36	5.47 / 1.73	0.89	6.13	5.43 / 1.49	0.70	0.04
72. Campus item: My advisor clearly communicates what my responsibilities are as a student.	6.36	5.34 / 2.00	1.02				
47. There are adequate services to help me decide upon a career.	6.35	5.33 / 1.82	1.02	6.17	5.40 / 1.52	0.77	-0.07
22. People on this campus respect and are supportive of each other.	6.34	5.76 / 1.44	0.58	6.14	5.64 / 1.34	0.50	0.12
55. Academic support services adequately meet the needs of students.	6.34	5.53 / 1.64	0.81	6.17	5.52 / 1.40	0.65	0.01
25. My academic advisor is concerned about my success as an individual.	6.33	5.18 / 1.93	1.15	6.22	5.29 / 1.71	0.93	-0.11
54. Faculty are interested in my academic problems.	6.33	5.45 / 1.68	0.88	6.13	5.40 / 1.50	0.73	0.05
2. Faculty care about me as an individual.	6.32	5.50 / 1.61	0.82	6.05	5.57 / 1.40	0.48	-0.07
26. Library staff are helpful and approachable.	6.32	5.91 / 1.48	0.41	6.13	5.84 / 1.32	0.29	0.07
60. Billing policies are reasonable.	6.32	5.64 / 1.55	0.68	6.20	5.56 / 1.45	0.64	0.08
48. Counseling staff care about students as individuals.	6.31	5.33 / 1.86	0.98	6.19	5.47 / 1.53	0.72	-0.14
16. The college shows concern for students as individuals.	6.30	5.24 / 1.76	1.06	6.15	5.34 / 1.54	0.81	-0.10
59. New student orientation services help students adjust to college.	6.30	5.61 / 1.72	0.69	5.97	5.44 / 1.53	0.53	0.17
65. Students are notified early in the term if they are doing poorly in a class.	6.30	5.07 / 2.01	1.23	6.22	5.10 / 1.73	1.12	-0.03

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Institutional Summary
Items: In Order of Importance

Item	Eastern New Mexico University-Roswell - SSI			National Community Colleges - Western			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.29	5.26 / 1.77	1.03	6.20	5.15 / 1.70	1.05	0.11
64. Nearly all classes deal with practical experiences and applications.	6.28	5.63 / 1.62	0.65	6.18	5.59 / 1.38	0.59	0.04
67. Channels for expressing student complaints are readily available.	6.28	5.29 / 1.94	0.99	6.04	5.12 / 1.68	0.92	0.17
12. My academic advisor helps me set goals to work toward.	6.27	4.98 / 2.05	1.29	6.17	5.31 / 1.72	0.86	-0.33 *
38. The student center is a comfortable place for students to spend their leisure time.	6.27	5.85 / 1.36	0.42	5.89	5.60 / 1.40	0.29	0.25 *
87. Cost as factor in decision to enroll.	6.26			6.34			
39. The amount of student parking space on campus is adequate.	6.25	5.41 / 1.78	0.84	6.21	4.90 / 1.93	1.31	0.51 ***
4. Security staff are helpful.	6.24	5.46 / 1.64	0.78	5.85	5.33 / 1.53	0.52	0.13
63. I seldom get the "run-around" when seeking information on this campus.	6.23	5.14 / 2.01	1.09	6.10	5.31 / 1.61	0.79	-0.17
9. Internships or practical experiences are provided in my degree/certificate program.	6.21	5.54 / 1.63	0.67	6.03	5.10 / 1.63	0.93	0.44 ***
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.18	5.49 / 1.69	0.69	5.97	5.38 / 1.47	0.59	0.11
1. Most students feel a sense of belonging here.	6.15	5.52 / 1.45	0.63	5.74	5.52 / 1.35	0.22	0.00
88. Financial aid as factor in decision to enroll.	6.15			6.09			
19. This campus provides effective support services for displaced homemakers.	6.13	5.39 / 1.59	0.74	5.55	5.05 / 1.47	0.50	0.34 *

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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 - Western			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
17. Personnel in the Veterans' Services program are helpful.	6.07	5.48 / 1.74	0.59	5.42	5.07 / 1.47	0.35	0.41 **
44. I generally know what's happening on campus.	6.03	5.04 / 1.91	0.99	5.68	5.16 / 1.60	0.52	-0.12
89. Academic reputation as factor in decision to enroll.	5.96			5.88			
10. Child care facilities are available on campus.	5.86	5.43 / 1.71	0.43	4.87	4.52 / 1.78	0.35	0.91 ***
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.72			5.48			
93. Geographic setting as factor in decision to enroll.	5.65			5.52			
94. Campus appearance as factor in decision to enroll.	5.49			5.26			
92. Recommendations from family/friends as factor in decision to enroll.	5.40			5.00			
90. Size of institution as factor in decision to enroll.	5.35			5.18			
91. Opportunity to play sports as factor in decision to enroll.	4.30			3.75			
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?		5.74 / 1.48			5.76 / 1.35		-0.02
82. Institution's commitment to evening students?		5.78 / 1.54			5.62 / 1.45		0.16

* 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 23044 records.

Institutional Summary
Items: In Order of Importance

Item	Eastern New Mexico University-Roswell - SSI			National Community Colleges - Western			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
83. Institution's commitment to older, returning learners?		5.79 / 1.55			5.74 / 1.41		0.05
84. Institution's commitment to under-represented populations?		5.68 / 1.62			5.61 / 1.42		0.07
85. Institution's commitment to commuters?		5.65 / 1.51			5.54 / 1.47		0.11
86. Institution's commitment to students with disabilities?		5.90 / 1.52			5.76 / 1.40		0.14

* 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 23044 records.

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 - Western			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC ADVISING/COUNSELING	6.39	5.32 / 1.65	1.07	6.27	5.44 / 1.36	0.83	-0.12
6. My academic advisor is approachable.	6.50	5.53 / 1.73	0.97	6.32	5.62 / 1.60	0.70	-0.09
12. My academic advisor helps me set goals to work toward.	6.27	4.98 / 2.05	1.29	6.17	5.31 / 1.72	0.86	-0.33 *
25. My academic advisor is concerned about my success as an individual.	6.33	5.18 / 1.93	1.15	6.22	5.29 / 1.71	0.93	-0.11
32. My academic advisor is knowledgeable about my program requirements.	6.46	5.45 / 1.86	1.01	6.40	5.53 / 1.65	0.87	-0.08
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.44	5.35 / 1.96	1.09	6.30	5.36 / 1.66	0.94	-0.01
48. Counseling staff care about students as individuals.	6.31	5.33 / 1.86	0.98	6.19	5.47 / 1.53	0.72	-0.14
52. This school does whatever it can to help me reach my educational goals.	6.38	5.41 / 1.78	0.97	6.31	5.48 / 1.49	0.83	-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 23044 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 - Western			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC SERVICES	6.41	5.88 / 1.21	0.53	6.21	5.77 / 1.04	0.44	0.11
14. Library resources and services are adequate.	6.45	5.96 / 1.44	0.49	6.27	5.88 / 1.31	0.39	0.08
21. There are a sufficient number of study areas on campus.	6.39	5.89 / 1.43	0.50	6.18	5.81 / 1.39	0.37	0.08
26. Library staff are helpful and approachable.	6.32	5.91 / 1.48	0.41	6.13	5.84 / 1.32	0.29	0.07
34. Computer labs are adequate and accessible.	6.53	6.02 / 1.45	0.51	6.28	5.86 / 1.35	0.42	0.16
42. The equipment in the lab facilities is kept up to date.	6.42	5.78 / 1.50	0.64	6.24	5.66 / 1.38	0.58	0.12
50. Tutoring services are readily available.	6.45	6.06 / 1.37	0.39	6.24	5.79 / 1.39	0.45	0.27 *
55. Academic support services adequately meet the needs of students.	6.34	5.53 / 1.64	0.81	6.17	5.52 / 1.40	0.65	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 23044 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 - Western			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ADMISSIONS AND FINANCIAL AID	6.34	5.44 / 1.48	0.90	6.19	5.37 / 1.27	0.82	0.07
7. Adequate financial aid is available for most students.	6.37	5.52 / 1.65	0.85	6.29	5.33 / 1.67	0.96	0.19
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.29	5.26 / 1.77	1.03	6.20	5.15 / 1.70	1.05	0.11
20. Financial aid counselors are helpful.	6.46	5.36 / 1.82	1.10	6.22	5.29 / 1.67	0.93	0.07
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.18	5.49 / 1.69	0.69	5.97	5.38 / 1.47	0.59	0.11
41. Admissions staff are knowledgeable.	6.39	5.51 / 1.72	0.88	6.29	5.61 / 1.43	0.68	-0.10
49. Admissions counselors respond to prospective students' unique needs and requests.	6.36	5.47 / 1.73	0.89	6.13	5.43 / 1.49	0.70	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 23044 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 - Western			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS CLIMATE	6.33	5.53 / 1.32	0.80	6.11	5.55 / 1.10	0.56	-0.02
1. Most students feel a sense of belonging here.	6.15	5.52 / 1.45	0.63	5.74	5.52 / 1.35	0.22	0.00
2. Faculty care about me as an individual.	6.32	5.50 / 1.61	0.82	6.05	5.57 / 1.40	0.48	-0.07
16. The college shows concern for students as individuals.	6.30	5.24 / 1.76	1.06	6.15	5.34 / 1.54	0.81	-0.10
22. People on this campus respect and are supportive of each other.	6.34	5.76 / 1.44	0.58	6.14	5.64 / 1.34	0.50	0.12
27. The campus staff are caring and helpful.	6.45	5.83 / 1.35	0.62	6.20	5.73 / 1.30	0.47	0.10
28. It is an enjoyable experience to be a student on this campus.	6.43	5.76 / 1.45	0.67	6.25	5.78 / 1.37	0.47	-0.02
31. The campus is safe and secure for all students.	6.52	5.81 / 1.41	0.71	6.42	5.80 / 1.30	0.62	0.01
36. Students are made to feel welcome on this campus.	6.45	5.83 / 1.45	0.62	6.28	5.83 / 1.32	0.45	0.00
44. I generally know what's happening on campus.	6.03	5.04 / 1.91	0.99	5.68	5.16 / 1.60	0.52	-0.12
45. This institution has a good reputation within the community.	6.37	5.73 / 1.61	0.64	6.14	5.84 / 1.32	0.30	-0.11
52. This school does whatever it can to help me reach my educational goals.	6.38	5.41 / 1.78	0.97	6.31	5.48 / 1.49	0.83	-0.07
57. Administrators are approachable to students.	6.42	5.48 / 1.79	0.94	6.15	5.54 / 1.46	0.61	-0.06
59. New student orientation services help students adjust to college.	6.30	5.61 / 1.72	0.69	5.97	5.44 / 1.53	0.53	0.17
63. I seldom get the "run-around" when seeking information on this campus.	6.23	5.14 / 2.01	1.09	6.10	5.31 / 1.61	0.79	-0.17
67. Channels for expressing student complaints are readily available.	6.28	5.29 / 1.94	0.99	6.04	5.12 / 1.68	0.92	0.17

* 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 23044 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 - Western			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS SUPPORT SERVICES	6.21	5.57 / 1.32	0.64	5.74	5.23 / 1.25	0.51	0.34 ***
10. Child care facilities are available on campus.	5.86	5.43 / 1.71	0.43	4.87	4.52 / 1.78	0.35	0.91 ***
17. Personnel in the Veterans' Services program are helpful.	6.07	5.48 / 1.74	0.59	5.42	5.07 / 1.47	0.35	0.41 **
19. This campus provides effective support services for displaced homemakers.	6.13	5.39 / 1.59	0.74	5.55	5.05 / 1.47	0.50	0.34 *
30. The career services office provides students with the help they need to get a job.	6.40	5.83 / 1.53	0.57	6.03	5.23 / 1.51	0.80	0.60 ***
38. The student center is a comfortable place for students to spend their leisure time.	6.27	5.85 / 1.36	0.42	5.89	5.60 / 1.40	0.29	0.25 *
47. There are adequate services to help me decide upon a career.	6.35	5.33 / 1.82	1.02	6.17	5.40 / 1.52	0.77	-0.07
59. New student orientation services help students adjust to college.	6.30	5.61 / 1.72	0.69	5.97	5.44 / 1.53	0.53	0.17

* 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 23044 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 - Western			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CONCERN FOR THE INDIVIDUAL	6.35	5.41 / 1.49	0.94	6.19	5.46 / 1.23	0.73	-0.05
2. Faculty care about me as an individual.	6.32	5.50 / 1.61	0.82	6.05	5.57 / 1.40	0.48	-0.07
16. The college shows concern for students as individuals.	6.30	5.24 / 1.76	1.06	6.15	5.34 / 1.54	0.81	-0.10
25. My academic advisor is concerned about my success as an individual.	6.33	5.18 / 1.93	1.15	6.22	5.29 / 1.71	0.93	-0.11
29. Faculty are fair and unbiased in their treatment of individual students.	6.47	5.77 / 1.47	0.70	6.34	5.62 / 1.47	0.72	0.15
48. Counseling staff care about students as individuals.	6.31	5.33 / 1.86	0.98	6.19	5.47 / 1.53	0.72	-0.14

* 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 23044 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 - Western			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTRUCTIONAL EFFECTIVENESS	6.42	5.64 / 1.29	0.78	6.29	5.61 / 1.10	0.68	0.03
2. Faculty care about me as an individual.	6.32	5.50 / 1.61	0.82	6.05	5.57 / 1.40	0.48	-0.07
18. The quality of instruction I receive in most of my classes is excellent.	6.51	5.75 / 1.49	0.76	6.48	5.73 / 1.32	0.75	0.02
23. Faculty are understanding of students' unique life circumstances.	6.44	5.60 / 1.63	0.84	6.24	5.48 / 1.52	0.76	0.12
29. Faculty are fair and unbiased in their treatment of individual students.	6.47	5.77 / 1.47	0.70	6.34	5.62 / 1.47	0.72	0.15
37. Faculty take into consideration student differences as they teach a course.	6.38	5.52 / 1.72	0.86	6.17	5.43 / 1.48	0.74	0.09
46. Faculty provide timely feedback about student progress in a course.	6.43	5.50 / 1.73	0.93	6.29	5.49 / 1.48	0.80	0.01
54. Faculty are interested in my academic problems.	6.33	5.45 / 1.68	0.88	6.13	5.40 / 1.50	0.73	0.05
58. Nearly all of the faculty are knowledgeable in their fields.	6.53	5.87 / 1.55	0.66	6.42	5.86 / 1.29	0.56	0.01
61. Faculty are usually available after class and during office hours.	6.45	6.05 / 1.29	0.40	6.29	5.81 / 1.33	0.48	0.24 *
64. Nearly all classes deal with practical experiences and applications.	6.28	5.63 / 1.62	0.65	6.18	5.59 / 1.38	0.59	0.04
65. Students are notified early in the term if they are doing poorly in a class.	6.30	5.07 / 2.01	1.23	6.22	5.10 / 1.73	1.12	-0.03
66. Program requirements are clear and reasonable.	6.45	5.72 / 1.60	0.73	6.37	5.71 / 1.39	0.66	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 23044 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 - Western			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
69. There is a good variety of courses provided on this campus.	6.46	5.60 / 1.64	0.86	6.39	5.76 / 1.40	0.63	-0.16
70. I am able to experience intellectual growth here.	6.52	5.91 / 1.41	0.61	6.44	5.97 / 1.25	0.47	-0.06

National Group Means are based on 23044 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 - Registration Effectiveness

Scale/Item	Eastern New Mexico University-Roswell - SSI			National Community Colleges - Western			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
REGISTRATION EFFECTIVENESS	6.43	5.77 / 1.12	0.66	6.27	5.62 / 1.06	0.65	0.15 *
5. The personnel involved in registration are helpful.	6.38	5.38 / 1.78	1.00	6.28	5.59 / 1.52	0.69	-0.21
8. Classes are scheduled at times that are convenient for me.	6.46	5.72 / 1.58	0.74	6.43	5.55 / 1.49	0.88	0.17
15. I am able to register for classes I need with few conflicts.	6.45	5.72 / 1.48	0.73	6.42	5.59 / 1.50	0.83	0.13
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.47	5.67 / 1.57	0.80	6.27	5.57 / 1.46	0.70	0.10
43. Class change (drop/add) policies are reasonable.	6.48	5.95 / 1.33	0.53	6.23	5.67 / 1.44	0.56	0.28 **
51. There are convenient ways of paying my school bill.	6.48	5.91 / 1.50	0.57	6.30	5.71 / 1.44	0.59	0.20
56. The business office is open during hours which are convenient for most students.	6.37	5.84 / 1.50	0.53	6.14	5.59 / 1.40	0.55	0.25 *
60. Billing policies are reasonable.	6.32	5.64 / 1.55	0.68	6.20	5.56 / 1.45	0.64	0.08
62. Bookstore staff are helpful.	6.44	6.11 / 1.31	0.33	6.13	5.77 / 1.41	0.36	0.34 ***

* 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 23044 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 - Western			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
RESPONSIVENESS TO DIVERSE POPULATIONS		5.76 / 1.47			5.67 / 1.26		0.09
81. Institution's commitment to part-time students?		5.74 / 1.48			5.76 / 1.35		-0.02
82. Institution's commitment to evening students?		5.78 / 1.54			5.62 / 1.45		0.16
83. Institution's commitment to older, returning learners?		5.79 / 1.55			5.74 / 1.41		0.05
84. Institution's commitment to under-represented populations?		5.68 / 1.62			5.61 / 1.42		0.07
85. Institution's commitment to commuters?		5.65 / 1.51			5.54 / 1.47		0.11
86. Institution's commitment to students with disabilities?		5.90 / 1.52			5.76 / 1.40		0.14

* 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 23044 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 - Western			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SAFETY AND SECURITY	6.38	5.57 / 1.26	0.81	6.16	5.34 / 1.21	0.82	0.23 **
4. Security staff are helpful.	6.24	5.46 / 1.64	0.78	5.85	5.33 / 1.53	0.52	0.13
11. Security staff respond quickly in emergencies.	6.47	5.61 / 1.46	0.86	6.14	5.27 / 1.48	0.87	0.34 **
24. Parking lots are well-lighted and secure.	6.41	5.57 / 1.74	0.84	6.18	5.37 / 1.58	0.81	0.20
31. The campus is safe and secure for all students.	6.52	5.81 / 1.41	0.71	6.42	5.80 / 1.30	0.62	0.01
39. The amount of student parking space on campus is adequate.	6.25	5.41 / 1.78	0.84	6.21	4.90 / 1.93	1.31	0.51 ***

* 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 23044 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 - Western			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SERVICE EXCELLENCE	6.32	5.55 / 1.30	0.77	6.10	5.53 / 1.10	0.57	0.02
5. The personnel involved in registration are helpful.	6.38	5.38 / 1.78	1.00	6.28	5.59 / 1.52	0.69	-0.21
22. People on this campus respect and are supportive of each other.	6.34	5.76 / 1.44	0.58	6.14	5.64 / 1.34	0.50	0.12
26. Library staff are helpful and approachable.	6.32	5.91 / 1.48	0.41	6.13	5.84 / 1.32	0.29	0.07
27. The campus staff are caring and helpful.	6.45	5.83 / 1.35	0.62	6.20	5.73 / 1.30	0.47	0.10
44. I generally know what's happening on campus.	6.03	5.04 / 1.91	0.99	5.68	5.16 / 1.60	0.52	-0.12
57. Administrators are approachable to students.	6.42	5.48 / 1.79	0.94	6.15	5.54 / 1.46	0.61	-0.06
62. Bookstore staff are helpful.	6.44	6.11 / 1.31	0.33	6.13	5.77 / 1.41	0.36	0.34 ***
63. I seldom get the "run-around" when seeking information on this campus.	6.23	5.14 / 2.01	1.09	6.10	5.31 / 1.61	0.79	-0.17
67. Channels for expressing student complaints are readily available.	6.28	5.29 / 1.94	0.99	6.04	5.12 / 1.68	0.92	0.17

* 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 23044 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 - Western			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
STUDENT CENTEREDNESS	6.36	5.61 / 1.29	0.75	6.13	5.62 / 1.15	0.51	-0.01
1. Most students feel a sense of belonging here.	6.15	5.52 / 1.45	0.63	5.74	5.52 / 1.35	0.22	0.00
16. The college shows concern for students as individuals.	6.30	5.24 / 1.76	1.06	6.15	5.34 / 1.54	0.81	-0.10
27. The campus staff are caring and helpful.	6.45	5.83 / 1.35	0.62	6.20	5.73 / 1.30	0.47	0.10
28. It is an enjoyable experience to be a student on this campus.	6.43	5.76 / 1.45	0.67	6.25	5.78 / 1.37	0.47	-0.02
36. Students are made to feel welcome on this campus.	6.45	5.83 / 1.45	0.62	6.28	5.83 / 1.32	0.45	0.00
57. Administrators are approachable to students.	6.42	5.48 / 1.79	0.94	6.15	5.54 / 1.46	0.61	-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 23044 records.

Institutional Summary

Items: In Sequential Order

Item	Eastern New Mexico University-Roswell - SSI			National Community Colleges - Western			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. Most students feel a sense of belonging here.	6.15	5.52 / 1.45	0.63	5.74	5.52 / 1.35	0.22	0.00
2. Faculty care about me as an individual.	6.32	5.50 / 1.61	0.82	6.05	5.57 / 1.40	0.48	-0.07
3. The quality of instruction in the vocational/technical programs is excellent.	6.41	5.68 / 1.39	0.73	6.18	5.57 / 1.33	0.61	0.11
4. Security staff are helpful.	6.24	5.46 / 1.64	0.78	5.85	5.33 / 1.53	0.52	0.13
5. The personnel involved in registration are helpful.	6.38	5.38 / 1.78	1.00	6.28	5.59 / 1.52	0.69	-0.21
6. My academic advisor is approachable.	6.50	5.53 / 1.73	0.97	6.32	5.62 / 1.60	0.70	-0.09
7. Adequate financial aid is available for most students.	6.37	5.52 / 1.65	0.85	6.29	5.33 / 1.67	0.96	0.19
8. Classes are scheduled at times that are convenient for me.	6.46	5.72 / 1.58	0.74	6.43	5.55 / 1.49	0.88	0.17
9. Internships or practical experiences are provided in my degree/certificate program.	6.21	5.54 / 1.63	0.67	6.03	5.10 / 1.63	0.93	0.44 ***
10. Child care facilities are available on campus.	5.86	5.43 / 1.71	0.43	4.87	4.52 / 1.78	0.35	0.91 ***
11. Security staff respond quickly in emergencies.	6.47	5.61 / 1.46	0.86	6.14	5.27 / 1.48	0.87	0.34 **
12. My academic advisor helps me set goals to work toward.	6.27	4.98 / 2.05	1.29	6.17	5.31 / 1.72	0.86	-0.33 *
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.29	5.26 / 1.77	1.03	6.20	5.15 / 1.70	1.05	0.11
14. Library resources and services are adequate.	6.45	5.96 / 1.44	0.49	6.27	5.88 / 1.31	0.39	0.08
15. I am able to register for classes I need with few conflicts.	6.45	5.72 / 1.48	0.73	6.42	5.59 / 1.50	0.83	0.13
16. The college shows concern for students as individuals.	6.30	5.24 / 1.76	1.06	6.15	5.34 / 1.54	0.81	-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 23044 records.

Institutional Summary

Items: In Sequential Order

Item	Eastern New Mexico University-Roswell - SSI			National Community Colleges - Western			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
17. Personnel in the Veterans' Services program are helpful.	6.07	5.48 / 1.74	0.59	5.42	5.07 / 1.47	0.35	0.41 **
18. The quality of instruction I receive in most of my classes is excellent.	6.51	5.75 / 1.49	0.76	6.48	5.73 / 1.32	0.75	0.02
19. This campus provides effective support services for displaced homemakers.	6.13	5.39 / 1.59	0.74	5.55	5.05 / 1.47	0.50	0.34 *
20. Financial aid counselors are helpful.	6.46	5.36 / 1.82	1.10	6.22	5.29 / 1.67	0.93	0.07
21. There are a sufficient number of study areas on campus.	6.39	5.89 / 1.43	0.50	6.18	5.81 / 1.39	0.37	0.08
22. People on this campus respect and are supportive of each other.	6.34	5.76 / 1.44	0.58	6.14	5.64 / 1.34	0.50	0.12
23. Faculty are understanding of students' unique life circumstances.	6.44	5.60 / 1.63	0.84	6.24	5.48 / 1.52	0.76	0.12
24. Parking lots are well-lighted and secure.	6.41	5.57 / 1.74	0.84	6.18	5.37 / 1.58	0.81	0.20
25. My academic advisor is concerned about my success as an individual.	6.33	5.18 / 1.93	1.15	6.22	5.29 / 1.71	0.93	-0.11
26. Library staff are helpful and approachable.	6.32	5.91 / 1.48	0.41	6.13	5.84 / 1.32	0.29	0.07
27. The campus staff are caring and helpful.	6.45	5.83 / 1.35	0.62	6.20	5.73 / 1.30	0.47	0.10
28. It is an enjoyable experience to be a student on this campus.	6.43	5.76 / 1.45	0.67	6.25	5.78 / 1.37	0.47	-0.02
29. Faculty are fair and unbiased in their treatment of individual students.	6.47	5.77 / 1.47	0.70	6.34	5.62 / 1.47	0.72	0.15
30. The career services office provides students with the help they need to get a job.	6.40	5.83 / 1.53	0.57	6.03	5.23 / 1.51	0.80	0.60 ***
31. The campus is safe and secure for all students.	6.52	5.81 / 1.41	0.71	6.42	5.80 / 1.30	0.62	0.01

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Institutional Summary

Items: In Sequential Order

Item	Eastern New Mexico University-Roswell - SSI			National Community Colleges - Western			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
32. My academic advisor is knowledgeable about my program requirements.	6.46	5.45 / 1.86	1.01	6.40	5.53 / 1.65	0.87	-0.08
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.18	5.49 / 1.69	0.69	5.97	5.38 / 1.47	0.59	0.11
34. Computer labs are adequate and accessible.	6.53	6.02 / 1.45	0.51	6.28	5.86 / 1.35	0.42	0.16
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.47	5.67 / 1.57	0.80	6.27	5.57 / 1.46	0.70	0.10
36. Students are made to feel welcome on this campus.	6.45	5.83 / 1.45	0.62	6.28	5.83 / 1.32	0.45	0.00
37. Faculty take into consideration student differences as they teach a course.	6.38	5.52 / 1.72	0.86	6.17	5.43 / 1.48	0.74	0.09
38. The student center is a comfortable place for students to spend their leisure time.	6.27	5.85 / 1.36	0.42	5.89	5.60 / 1.40	0.29	0.25 *
39. The amount of student parking space on campus is adequate.	6.25	5.41 / 1.78	0.84	6.21	4.90 / 1.93	1.31	0.51 ***
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.44	5.35 / 1.96	1.09	6.30	5.36 / 1.66	0.94	-0.01
41. Admissions staff are knowledgeable.	6.39	5.51 / 1.72	0.88	6.29	5.61 / 1.43	0.68	-0.10
42. The equipment in the lab facilities is kept up to date.	6.42	5.78 / 1.50	0.64	6.24	5.66 / 1.38	0.58	0.12
43. Class change (drop/add) policies are reasonable.	6.48	5.95 / 1.33	0.53	6.23	5.67 / 1.44	0.56	0.28 **
44. I generally know what's happening on campus.	6.03	5.04 / 1.91	0.99	5.68	5.16 / 1.60	0.52	-0.12
45. This institution has a good reputation within the community.	6.37	5.73 / 1.61	0.64	6.14	5.84 / 1.32	0.30	-0.11
46. Faculty provide timely feedback about student progress in a course.	6.43	5.50 / 1.73	0.93	6.29	5.49 / 1.48	0.80	0.01

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Institutional Summary
Items: In Sequential Order

Item	Eastern New Mexico University-Roswell - SSI			National Community Colleges - Western			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
47. There are adequate services to help me decide upon a career.	6.35	5.33 / 1.82	1.02	6.17	5.40 / 1.52	0.77	-0.07
48. Counseling staff care about students as individuals.	6.31	5.33 / 1.86	0.98	6.19	5.47 / 1.53	0.72	-0.14
49. Admissions counselors respond to prospective students' unique needs and requests.	6.36	5.47 / 1.73	0.89	6.13	5.43 / 1.49	0.70	0.04
50. Tutoring services are readily available.	6.45	6.06 / 1.37	0.39	6.24	5.79 / 1.39	0.45	0.27 *
51. There are convenient ways of paying my school bill.	6.48	5.91 / 1.50	0.57	6.30	5.71 / 1.44	0.59	0.20
52. This school does whatever it can to help me reach my educational goals.	6.38	5.41 / 1.78	0.97	6.31	5.48 / 1.49	0.83	-0.07
53. The assessment and course placement procedures are reasonable.	6.41	5.72 / 1.52	0.69	6.18	5.59 / 1.40	0.59	0.13
54. Faculty are interested in my academic problems.	6.33	5.45 / 1.68	0.88	6.13	5.40 / 1.50	0.73	0.05
55. Academic support services adequately meet the needs of students.	6.34	5.53 / 1.64	0.81	6.17	5.52 / 1.40	0.65	0.01
56. The business office is open during hours which are convenient for most students.	6.37	5.84 / 1.50	0.53	6.14	5.59 / 1.40	0.55	0.25 *
57. Administrators are approachable to students.	6.42	5.48 / 1.79	0.94	6.15	5.54 / 1.46	0.61	-0.06
58. Nearly all of the faculty are knowledgeable in their fields.	6.53	5.87 / 1.55	0.66	6.42	5.86 / 1.29	0.56	0.01
59. New student orientation services help students adjust to college.	6.30	5.61 / 1.72	0.69	5.97	5.44 / 1.53	0.53	0.17
60. Billing policies are reasonable.	6.32	5.64 / 1.55	0.68	6.20	5.56 / 1.45	0.64	0.08
61. Faculty are usually available after class and during office hours.	6.45	6.05 / 1.29	0.40	6.29	5.81 / 1.33	0.48	0.24 *

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Institutional Summary

Items: In Sequential Order

Item	Eastern New Mexico University-Roswell - SSI			National Community Colleges - Western			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
62. Bookstore staff are helpful.	6.44	6.11 / 1.31	0.33	6.13	5.77 / 1.41	0.36	0.34 ***
63. I seldom get the "run-around" when seeking information on this campus.	6.23	5.14 / 2.01	1.09	6.10	5.31 / 1.61	0.79	-0.17
64. Nearly all classes deal with practical experiences and applications.	6.28	5.63 / 1.62	0.65	6.18	5.59 / 1.38	0.59	0.04
65. Students are notified early in the term if they are doing poorly in a class.	6.30	5.07 / 2.01	1.23	6.22	5.10 / 1.73	1.12	-0.03
66. Program requirements are clear and reasonable.	6.45	5.72 / 1.60	0.73	6.37	5.71 / 1.39	0.66	0.01
67. Channels for expressing student complaints are readily available.	6.28	5.29 / 1.94	0.99	6.04	5.12 / 1.68	0.92	0.17
68. On the whole, the campus is well-maintained.	6.42	6.02 / 1.40	0.40	6.29	6.04 / 1.22	0.25	-0.02
69. There is a good variety of courses provided on this campus.	6.46	5.60 / 1.64	0.86	6.39	5.76 / 1.40	0.63	-0.16
70. I am able to experience intellectual growth here.	6.52	5.91 / 1.41	0.61	6.44	5.97 / 1.25	0.47	-0.06
71. Campus item: My advisor is available to help me when needed.	6.39	5.34 / 2.01	1.05				
72. Campus item: My advisor clearly communicates what my responsibilities are as a student.	6.36	5.34 / 2.00	1.02				
73. Campus item: ENMU-Roswell's One-Stop Center combines registration, financial aid, and advisement which makes getting help easy.	6.45	5.91 / 1.61	0.54				
74. Campus item: ENMU-Roswell provides opportunities for completion of Certificate and Associate awards that lead to advanced degrees	6.59	6.11 / 1.31	0.48				

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Institutional Summary
Items: In Sequential Order

Item	Eastern New Mexico University-Roswell - SSI			National Community Colleges - Western			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
75. Campus item: ENMU-Roswell provides opportunities for completion of Certificate and Associate awards that lead to employment	6.52	6.11 / 1.34	0.41				
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?		5.74 / 1.48			5.76 / 1.35		-0.02
82. Institution's commitment to evening students?		5.78 / 1.54			5.62 / 1.45		0.16
83. Institution's commitment to older, returning learners?		5.79 / 1.55			5.74 / 1.41		0.05
84. Institution's commitment to under-represented populations?		5.68 / 1.62			5.61 / 1.42		0.07
85. Institution's commitment to commuters?		5.65 / 1.51			5.54 / 1.47		0.11
86. Institution's commitment to students with disabilities?		5.90 / 1.52			5.76 / 1.40		0.14
87. Cost as factor in decision to enroll.	6.26			6.34			
88. Financial aid as factor in decision to enroll.	6.15			6.09			
89. Academic reputation as factor in decision to enroll.	5.96			5.88			
90. Size of institution as factor in decision to enroll.	5.35			5.18			
91. Opportunity to play sports as factor in decision to enroll.	4.30			3.75			

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Institutional Summary

Items: In Sequential Order

Item	Eastern New Mexico University-Roswell - SSI			National Community Colleges - Western			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
92. Recommendations from family/friends as factor in decision to enroll.	5.40			5.00			
93. Geographic setting as factor in decision to enroll.	5.65			5.52			
94. Campus appearance as factor in decision to enroll.	5.49			5.26			
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.72			5.48			

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Institutional Summary

Summary Items

Summary Item	Eastern New Mexico University-Roswell - SSI	National Community Colleges - Western	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: 4.84 4% 0% 8% 31% 23% 13% 18%	Average: 4.99 1% 1% 5% 32% 26% 14% 18%	-0.15
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: 5.50 2% 4% 5% 9% 12% 43% 23%	Average: 5.63 1% 1% 4% 10% 15% 41% 25%	-0.13
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: 5.68 2% 3% 4% 10% 13% 28% 37%	Average: 5.91 1% 2% 2% 7% 10% 30% 44%	-0.23