

Demographics

Gender		N	%	Class Level		N	%
Female		81	55.10%	1 year or less		83	56.46%
Male		66	44.90%	2 years		43	29.25%
Total		147	100.00%	3 years		10	6.80%
No Response		5		4 or more years		11	7.48%
				Total		147	100.00%
				No Response		5	

Age		N	%	Current GPA		N	%
18 and under		32	21.92%	No credits earned		17	11.97%
19 to 24		72	49.32%	1.99 or below		1	0.70%
25 to 34		28	19.18%	2.0 - 2.49		10	7.04%
35 to 44		5	3.42%	2.5 - 2.99		39	27.46%
45 and over		9	6.16%	3.0 - 3.49		40	28.17%
Total		146	100.00%	3.5 or above		35	24.65%
No Response		6		Total		142	100.00%
				No Response		10	

Ethnicity/Race		N	%	Educational Goal		N	%
African-American		7	4.76%	Associate degree		56	37.58%
American Indian or Alaskan Native		7	4.76%	Vocational/technical program		5	3.36%
Asian or Pacific Islander		1	0.68%	Transfer to another institution		27	18.12%
Caucasian/White		52	35.37%	Certification (initial / renewal)		36	24.16%
Hispanic		61	41.50%	Self-improvement/pleasure		3	2.01%
Other race		9	6.12%	Job-related training		14	9.40%
Race - Prefer not to respond		10	6.80%	Other educational goal		8	5.37%
Total		147	100.00%	Total		149	100.00%
No Response		5		No Response		3	

Current Enrollment Status		N	%	Employment		N	%
Day		119	82.07%	Full-time off campus		42	28.19%
Evening		24	16.55%	Part-time off campus		29	19.46%
Weekend		2	1.38%	Full-time on campus		8	5.37%
Total		145	100.00%	Part-time on campus		21	14.09%
No Response		7		Not employed		49	32.89%
				Total		149	100.00%
				No Response		3	

Current Class Load		N	%
Full-time		109	74.15%
Part-time		38	25.85%
Total		147	100.00%
No Response		5	

Demographics

Current Residence			Institution Question 2		
	N	%		N	%
Residence hall	26	17.45%	Campus item 2 - Answer 1	0	0%
Own house	36	24.16%	Campus item 2 - Answer 2	0	0%
Rent room or apt off campus	17	11.41%	Campus item 2 - Answer 3	0	0%
Parent's home	50	33.56%	Campus item 2 - Answer 4	0	0%
Other residence	20	13.42%	Campus item 2 - Answer 5	0	0%
Total	149	100.00%	Campus item 2 - Answer 6	0	0%
No Response	3		Total	0	100.00%
			No Response	152	

Residence Classification			Group Code		
	N	%		N	%
In-state	133	90.48%	1001: HS (Private/GED/Hm Sch) CC Enr	1	0.69%
Out-of-state	13	8.84%	1005: Agriculture	1	0.69%
International (not U.S. citizen)	1	0.68%	1008: Food Services	3	2.08%
Total	147	100.00%	1009: Teacher Education	3	2.08%
No Response	5		1013: Child Care	2	1.39%
			1015: University Studies	9	6.25%
			1016: Biology	6	4.17%
			1019: Criminal Justice	4	2.78%
			1023: Human Services	1	0.69%
			1024: Behavioral Science	2	1.39%
			1026: Heat, Vent, AC-Ref Tech	5	3.47%
			1028: Automotive Technology	1	0.69%
			1030: Aviation Maintenance Technolog	3	2.08%
			1036: Commercial Driver's License	1	0.69%
			1037: Media Arts- Graphic Design	2	1.39%
			1039: Media Arts- Animation	1	0.69%
			1043: Medical Assisting	9	6.25%
			1044: Occupational Therapy Assistant	3	2.08%
			1047: Animal Healthcare	14	9.72%
			1048: Emergency Medical Services	1	0.69%
			1049: Emergency Medical Tech Basic	11	7.64%
			1050: Emergency Medical Tech Paramed	11	7.64%
			1051: Emergency Medical Tech-Adv	1	0.69%
			1053: Paramedic	3	2.08%
			1055: Respiratory Therapy	1	0.69%
			1057: Phlebotomy	2	1.39%
			1060: Nursing	10	6.94%
			1061: Pre-Nursing	1	0.69%
			1063: Nursing Assisting	3	2.08%
			1064: Business Administration	4	2.78%
			1066: Child Development	3	2.08%

Disabilities		
	N	%
Yes - Disability	42	28.19%
No - Disability	107	71.81%
Total	149	100.00%
No Response	3	

Institution Was My		
	N	%
1st choice	107	74.31%
2nd choice	22	15.28%
3rd choice or lower	15	10.42%
Total	144	100.00%
No Response	8	

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	152	

Demographics

1067: Bookkeeping and Accounting	2	1.39%
1068: Office Skills	7	4.86%
1069: Stocking and Merchandising	4	2.78%
1070: Early Childhood Education	6	4.17%
1071: Office Manager	1	0.69%
1088: Office Management and Technology	1	0.69%
1091: Culinary Arts	1	0.69%
Total	144	100.00%
No Response	8	

Strategic Planning Overview

Strengths and Challenges

Strengths

- 75. Campus item: ENMU-Roswell provides opportunities for completion of Certificate and Associate awards that lead to employment
- 70. I am able to experience intellectual growth here.
- 31. The campus is safe and secure for all students.
- 11. Security staff respond quickly in emergencies.
- 50. Tutoring services are readily available.
- 74. Campus item: ENMU-Roswell provides opportunities for completion of Certificate and Associate awards that lead to advanced degrees
- 14. Library resources and services are adequate.
- 18. The quality of instruction I receive in most of my classes is excellent.
- 30. The career services office provides students with the help they need to get a job.
- 4. Security staff are helpful.
- 27. The campus staff are caring and helpful.
- 62. Bookstore staff are helpful.
- 26. Library staff are helpful and approachable.
- 36. Students are made to feel welcome on this campus.

Challenges

- 60. Billing policies are reasonable.
- 47. There are adequate services to help me decide upon a career.
- 52. This school does whatever it can to help me reach my educational goals.
- 71. Campus item: My advisor is available to help me when needed.
- 32. My academic advisor is knowledgeable about my program requirements.
- 40. My academic advisor is knowledgeable about the transfer requirements of other schools.
- 67. Channels for expressing student complaints are readily available.
- 73. Campus item: ENMU-Roswell's One-Stop Center combines registration, financial aid, and advisement which makes getting help easy.
- 48. Counseling staff care about students as individuals.
- 72. Campus item: My advisor clearly communicates what my responsibilities are as a student.

Strategic Planning Overview

Benchmarks

Higher Satisfaction vs. National Community Colleges

- 70. I am able to experience intellectual growth here.
- 31. The campus is safe and secure for all students.
- 11. Security staff respond quickly in emergencies.
- 50. Tutoring services are readily available.
- 14. Library resources and services are adequate.
- 18. The quality of instruction I receive in most of my classes is excellent.
- 30. The career services office provides students with the help they need to get a job.
- 55. Academic support services adequately meet the needs of students.
- 66. Program requirements are clear and reasonable.
- 15. I am able to register for classes I need with few conflicts.
- 4. Security staff are helpful.
- 47. There are adequate services to help me decide upon a career.
- 52. This school does whatever it can to help me reach my educational goals.
- 53. The assessment and course placement procedures are reasonable.
- 27. The campus staff are caring and helpful.
- 29. Faculty are fair and unbiased in their treatment of individual students.
- 62. Bookstore staff are helpful.
- 26. Library staff are helpful and approachable.
- 37. Faculty take into consideration student differences as they teach a course.
- 56. The business office is open during hours which are convenient for most students.
- 22. People on this campus respect and are supportive of each other.
- 67. Channels for expressing student complaints are readily available.
- 36. Students are made to feel welcome on this campus.
- 57. Administrators are approachable to students.
- 64. Nearly all classes deal with practical experiences and applications.

Higher Importance vs. National Community Colleges

- 11. Security staff respond quickly in emergencies.
- 50. Tutoring services are readily available.
- 14. Library resources and services are adequate.
- 30. The career services office provides students with the help they need to get a job.
- 55. Academic support services adequately meet the needs of students.
- 60. Billing policies are reasonable.
- 4. Security staff are helpful.
- 47. There are adequate services to help me decide upon a career.

Strategic Planning Overview

- 53. The assessment and course placement procedures are reasonable.
- 27. The campus staff are caring and helpful.
- 62. Bookstore staff are helpful.
- 26. Library staff are helpful and approachable.
- 37. Faculty take into consideration student differences as they teach a course.
- 56. The business office is open during hours which are convenient for most students.
- 22. People on this campus respect and are supportive of each other.
- 67. Channels for expressing student complaints are readily available.
- 57. Administrators are approachable to students.
- 64. Nearly all classes deal with practical experiences and applications.

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	
Academic Services	6.44	6.13 / 0.98	0.31	6.25	5.85 / 1.06	0.40	0.28 **
Safety and Security	6.43	6.04 / 1.05	0.39	6.25	5.54 / 1.19	0.71	0.50 ***
Instructional Effectiveness	6.41	6.02 / 0.99	0.39	6.32	5.69 / 1.12	0.63	0.33 ***
Registration Effectiveness	6.41	5.94 / 1.09	0.47	6.31	5.73 / 1.06	0.58	0.21 *
Academic Advising/Counseling	6.38	5.73 / 1.37	0.65	6.31	5.58 / 1.36	0.73	0.15
Service Excellence	6.37	5.92 / 1.08	0.45	6.16	5.63 / 1.12	0.53	0.29 **
Campus Climate	6.34	5.95 / 1.04	0.39	6.18	5.64 / 1.13	0.54	0.31 ***
Concern for the Individual	6.34	5.86 / 1.15	0.48	6.25	5.57 / 1.26	0.68	0.29 **
Student Centeredness	6.33	6.00 / 1.07	0.33	6.19	5.69 / 1.18	0.50	0.31 **
Campus Support Services	6.32	5.98 / 1.15	0.34	5.86	5.40 / 1.28	0.46	0.58 ***
Admissions and Financial Aid	6.29	5.63 / 1.39	0.66	6.24	5.53 / 1.27	0.71	0.10
Responsiveness to Diverse Populations		6.06 / 1.05			5.80 / 1.27		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 143390 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	
75. Campus item: ENMU-Roswell provides opportunities for completion of Certificate and Associate awards that lead to employment	6.66	6.44 / 1.07	0.22				
70. I am able to experience intellectual growth here.	6.60	6.28 / 1.09	0.32	6.46	6.01 / 1.27	0.45	0.27 *
31. The campus is safe and secure for all students.	6.59	6.19 / 1.18	0.40	6.47	5.94 / 1.27	0.53	0.25 *
11. Security staff respond quickly in emergencies.	6.58	6.18 / 1.25	0.40	6.26	5.54 / 1.46	0.72	0.64 ***
50. Tutoring services are readily available.	6.57	6.25 / 1.20	0.32	6.26	5.84 / 1.40	0.42	0.41 ***
74. Campus item: ENMU-Roswell provides opportunities for completion of Certificate and Associate awards that lead to advanced degrees	6.57	6.30 / 1.22	0.27				
14. Library resources and services are adequate.	6.55	6.33 / 1.13	0.22	6.29	5.96 / 1.28	0.33	0.37 **
69. There is a good variety of courses provided on this campus.	6.55	6.12 / 1.21	0.43	6.41	5.93 / 1.33	0.48	0.19
18. The quality of instruction I receive in most of my classes is excellent.	6.53	6.18 / 1.10	0.35	6.48	5.69 / 1.39	0.79	0.49 ***
30. The career services office provides students with the help they need to get a job.	6.53	6.13 / 1.35	0.40	6.15	5.49 / 1.49	0.66	0.64 ***
55. Academic support services adequately meet the needs of students.	6.53	5.98 / 1.34	0.55	6.24	5.66 / 1.41	0.58	0.32 *
60. Billing policies are reasonable.	6.52	5.78 / 1.54	0.74	6.25	5.67 / 1.45	0.58	0.11
66. Program requirements are clear and reasonable.	6.52	6.05 / 1.31	0.47	6.40	5.82 / 1.37	0.58	0.23 *
15. I am able to register for classes I need with few conflicts.	6.51	6.01 / 1.33	0.50	6.43	5.71 / 1.47	0.72	0.30 *
58. Nearly all of the faculty are knowledgeable in their fields.	6.51	6.09 / 1.28	0.42	6.45	5.91 / 1.31	0.54	0.18

* 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 143390 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	
4. Security staff are helpful.	6.48	6.22 / 1.24	0.26	6.02	5.55 / 1.51	0.47	0.67 ***
47. There are adequate services to help me decide upon a career.	6.48	5.83 / 1.51	0.65	6.23	5.57 / 1.49	0.66	0.26 *
52. This school does whatever it can to help me reach my educational goals.	6.48	5.91 / 1.39	0.57	6.34	5.58 / 1.50	0.76	0.33 **
53. The assessment and course placement procedures are reasonable.	6.48	6.10 / 1.25	0.38	6.23	5.70 / 1.40	0.53	0.40 **
27. The campus staff are caring and helpful.	6.47	6.14 / 1.30	0.33	6.27	5.83 / 1.30	0.44	0.31 **
29. Faculty are fair and unbiased in their treatment of individual students.	6.47	6.11 / 1.25	0.36	6.38	5.70 / 1.48	0.68	0.41 **
62. Bookstore staff are helpful.	6.46	6.24 / 1.39	0.22	6.18	5.87 / 1.41	0.31	0.37 **
71. Campus item: My advisor is available to help me when needed.	6.45	5.58 / 1.73	0.87				
26. Library staff are helpful and approachable.	6.44	6.17 / 1.37	0.27	6.16	5.92 / 1.32	0.24	0.25 *
37. Faculty take into consideration student differences as they teach a course.	6.44	5.90 / 1.35	0.54	6.22	5.48 / 1.52	0.74	0.42 **
56. The business office is open during hours which are convenient for most students.	6.44	6.00 / 1.30	0.44	6.20	5.70 / 1.41	0.50	0.30 *
22. People on this campus respect and are supportive of each other.	6.43	6.11 / 1.26	0.32	6.20	5.72 / 1.35	0.48	0.39 ***
32. My academic advisor is knowledgeable about my program requirements.	6.43	5.74 / 1.70	0.69	6.43	5.71 / 1.61	0.72	0.03
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.43	5.47 / 1.71	0.96	6.32	5.53 / 1.64	0.79	-0.06
34. Computer labs are adequate and accessible.	6.42	6.12 / 1.38	0.30	6.30	5.95 / 1.32	0.35	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 143390 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	
67. Channels for expressing student complaints are readily available.	6.42	5.78 / 1.47	0.64	6.12	5.26 / 1.70	0.86	0.52 **
73. Campus item: ENMU-Roswell's One-Stop Center combines registration, financial aid, and advisement which makes getting help easy.	6.42	5.85 / 1.59	0.57				
36. Students are made to feel welcome on this campus.	6.41	6.15 / 1.28	0.26	6.33	5.91 / 1.32	0.42	0.24 *
51. There are convenient ways of paying my school bill.	6.41	5.91 / 1.43	0.50	6.33	5.78 / 1.45	0.55	0.13
57. Administrators are approachable to students.	6.40	5.99 / 1.36	0.41	6.22	5.66 / 1.46	0.56	0.33 **
64. Nearly all classes deal with practical experiences and applications.	6.39	6.00 / 1.21	0.39	6.23	5.66 / 1.40	0.57	0.34 **
48. Counseling staff care about students as individuals.	6.38	5.80 / 1.57	0.58	6.26	5.65 / 1.49	0.61	0.15
72. Campus item: My advisor clearly communicates what my responsibilities are as a student.	6.38	5.67 / 1.74	0.71				
5. The personnel involved in registration are helpful.	6.37	5.70 / 1.70	0.67	6.31	5.66 / 1.52	0.65	0.04
46. Faculty provide timely feedback about student progress in a course.	6.37	5.83 / 1.43	0.54	6.33	5.57 / 1.49	0.76	0.26 *
59. New student orientation services help students adjust to college.	6.37	5.97 / 1.44	0.40	6.08	5.59 / 1.52	0.49	0.38 **
28. It is an enjoyable experience to be a student on this campus.	6.36	6.10 / 1.24	0.26	6.27	5.76 / 1.43	0.51	0.34 **
3. The quality of instruction in the vocational/technical programs is excellent.	6.35	6.11 / 1.12	0.24	6.21	5.60 / 1.37	0.61	0.51 ***
9. Internships or practical experiences are provided in my degree/certificate program.	6.35	6.00 / 1.42	0.35	6.09	5.28 / 1.64	0.81	0.72 ***

* 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 143390 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	
25. My academic advisor is concerned about my success as an individual.	6.35	5.59 / 1.84	0.76	6.26	5.44 / 1.71	0.82	0.15
38. The student center is a comfortable place for students to spend their leisure time.	6.35	6.20 / 1.27	0.15	6.01	5.72 / 1.41	0.29	0.48 ***
43. Class change (drop/add) policies are reasonable.	6.35	5.97 / 1.40	0.38	6.27	5.79 / 1.43	0.48	0.18
68. On the whole, the campus is well-maintained.	6.35	6.16 / 1.28	0.19	6.35	6.05 / 1.25	0.30	0.11
8. Classes are scheduled at times that are convenient for me.	6.34	6.00 / 1.40	0.34	6.44	5.69 / 1.47	0.75	0.31 *
7. Adequate financial aid is available for most students.	6.33	5.69 / 1.60	0.64	6.31	5.48 / 1.64	0.83	0.21
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.33	5.70 / 1.67	0.63	6.23	5.32 / 1.68	0.91	0.38 *
20. Financial aid counselors are helpful.	6.33	5.75 / 1.62	0.58	6.25	5.42 / 1.67	0.83	0.33 *
61. Faculty are usually available after class and during office hours.	6.33	6.16 / 1.24	0.17	6.33	5.88 / 1.33	0.45	0.28 *
6. My academic advisor is approachable.	6.32	5.80 / 1.62	0.52	6.37	5.75 / 1.57	0.62	0.05
41. Admissions staff are knowledgeable.	6.31	5.68 / 1.59	0.63	6.34	5.76 / 1.41	0.58	-0.08
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.30	5.81 / 1.57	0.49	6.32	5.71 / 1.42	0.61	0.10
42. The equipment in the lab facilities is kept up to date.	6.30	5.84 / 1.40	0.46	6.28	5.72 / 1.41	0.56	0.12
16. The college shows concern for students as individuals.	6.29	5.80 / 1.42	0.49	6.22	5.44 / 1.57	0.78	0.36 **
21. There are a sufficient number of study areas on campus.	6.29	6.20 / 1.24	0.09	6.22	5.85 / 1.41	0.37	0.35 **

* 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 143390 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	
23. Faculty are understanding of students' unique life circumstances.	6.29	5.94 / 1.22	0.35	6.29	5.54 / 1.54	0.75	0.40 **
54. Faculty are interested in my academic problems.	6.29	5.94 / 1.35	0.35	6.19	5.50 / 1.53	0.69	0.44 **
63. I seldom get the "run-around" when seeking information on this campus.	6.28	5.48 / 1.71	0.80	6.13	5.40 / 1.64	0.73	0.08
12. My academic advisor helps me set goals to work toward.	6.27	5.72 / 1.75	0.55	6.18	5.41 / 1.74	0.77	0.31 *
45. This institution has a good reputation within the community.	6.27	6.05 / 1.37	0.22	6.22	5.89 / 1.34	0.33	0.16
87. Cost as factor in decision to enroll.	6.26			6.38			
65. Students are notified early in the term if they are doing poorly in a class.	6.25	5.61 / 1.74	0.64	6.25	5.27 / 1.74	0.98	0.34 *
2. Faculty care about me as an individual.	6.24	5.99 / 1.26	0.25	6.12	5.61 / 1.42	0.51	0.38 **
24. Parking lots are well-lighted and secure.	6.24	5.83 / 1.42	0.41	6.24	5.54 / 1.57	0.70	0.29 *
39. The amount of student parking space on campus is adequate.	6.24	5.74 / 1.68	0.50	6.25	5.14 / 1.88	1.11	0.60 ***
49. Admissions counselors respond to prospective students' unique needs and requests.	6.23	5.40 / 1.88	0.83	6.20	5.61 / 1.46	0.59	-0.21
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.19	5.60 / 1.71	0.59	6.09	5.58 / 1.46	0.51	0.02
17. Personnel in the Veterans' Services program are helpful.	6.18	5.66 / 1.46	0.52	5.57	5.22 / 1.53	0.35	0.44 *
10. Child care facilities are available on campus.	6.15	6.16 / 1.23	-0.01	4.96	4.58 / 1.92	0.38	1.58 ***
89. Academic reputation as factor in decision to enroll.	6.10			5.99			

* 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 143390 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	
1. Most students feel a sense of belonging here.	6.09	5.86 / 1.27	0.23	5.86	5.57 / 1.37	0.29	0.29 **
19. This campus provides effective support services for displaced homemakers.	6.07	5.87 / 1.50	0.20	5.68	5.24 / 1.51	0.44	0.63 ***
44. I generally know what's happening on campus.	6.06	5.66 / 1.66	0.40	5.81	5.34 / 1.59	0.47	0.32 *
88. Financial aid as factor in decision to enroll.	6.06			6.14			
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.92			5.55			
94. Campus appearance as factor in decision to enroll.	5.83			5.38			
93. Geographic setting as factor in decision to enroll.	5.74			5.65			
92. Recommendations from family/friends as factor in decision to enroll.	5.55			5.15			
90. Size of institution as factor in decision to enroll.	5.50			5.30			
91. Opportunity to play sports as factor in decision to enroll.	4.70			3.88			
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?		6.05 / 1.23			5.86 / 1.36		0.19
82. Institution's commitment to evening students?		6.00 / 1.23			5.73 / 1.45		0.27 *

* 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 143390 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?		6.02 / 1.29			5.83 / 1.42		0.19
84. Institution's commitment to under-represented populations?		6.12 / 1.15			5.75 / 1.41		0.37 **
85. Institution's commitment to commuters?		5.97 / 1.40			5.73 / 1.44		0.24
86. Institution's commitment to students with disabilities?		6.17 / 1.12			5.88 / 1.37		0.29 *

* 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 143390 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			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC ADVISING/COUNSELING	6.38	5.73 / 1.37	0.65	6.31	5.58 / 1.36	0.73	0.15
6. My academic advisor is approachable.	6.32	5.80 / 1.62	0.52	6.37	5.75 / 1.57	0.62	0.05
12. My academic advisor helps me set goals to work toward.	6.27	5.72 / 1.75	0.55	6.18	5.41 / 1.74	0.77	0.31 *
25. My academic advisor is concerned about my success as an individual.	6.35	5.59 / 1.84	0.76	6.26	5.44 / 1.71	0.82	0.15
32. My academic advisor is knowledgeable about my program requirements.	6.43	5.74 / 1.70	0.69	6.43	5.71 / 1.61	0.72	0.03
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.43	5.47 / 1.71	0.96	6.32	5.53 / 1.64	0.79	-0.06
48. Counseling staff care about students as individuals.	6.38	5.80 / 1.57	0.58	6.26	5.65 / 1.49	0.61	0.15
52. This school does whatever it can to help me reach my educational goals.	6.48	5.91 / 1.39	0.57	6.34	5.58 / 1.50	0.76	0.33 **

* 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 143390 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	
ACADEMIC SERVICES	6.44	6.13 / 0.98	0.31	6.25	5.85 / 1.06	0.40	0.28 **
14. Library resources and services are adequate.	6.55	6.33 / 1.13	0.22	6.29	5.96 / 1.28	0.33	0.37 **
21. There are a sufficient number of study areas on campus.	6.29	6.20 / 1.24	0.09	6.22	5.85 / 1.41	0.37	0.35 **
26. Library staff are helpful and approachable.	6.44	6.17 / 1.37	0.27	6.16	5.92 / 1.32	0.24	0.25 *
34. Computer labs are adequate and accessible.	6.42	6.12 / 1.38	0.30	6.30	5.95 / 1.32	0.35	0.17
42. The equipment in the lab facilities is kept up to date.	6.30	5.84 / 1.40	0.46	6.28	5.72 / 1.41	0.56	0.12
50. Tutoring services are readily available.	6.57	6.25 / 1.20	0.32	6.26	5.84 / 1.40	0.42	0.41 ***
55. Academic support services adequately meet the needs of students.	6.53	5.98 / 1.34	0.55	6.24	5.66 / 1.41	0.58	0.32 *

* 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 143390 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	
ADMISSIONS AND FINANCIAL AID	6.29	5.63 / 1.39	0.66	6.24	5.53 / 1.27	0.71	0.10
7. Adequate financial aid is available for most students.	6.33	5.69 / 1.60	0.64	6.31	5.48 / 1.64	0.83	0.21
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.33	5.70 / 1.67	0.63	6.23	5.32 / 1.68	0.91	0.38 *
20. Financial aid counselors are helpful.	6.33	5.75 / 1.62	0.58	6.25	5.42 / 1.67	0.83	0.33 *
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.19	5.60 / 1.71	0.59	6.09	5.58 / 1.46	0.51	0.02
41. Admissions staff are knowledgeable.	6.31	5.68 / 1.59	0.63	6.34	5.76 / 1.41	0.58	-0.08
49. Admissions counselors respond to prospective students' unique needs and requests.	6.23	5.40 / 1.88	0.83	6.20	5.61 / 1.46	0.59	-0.21

* 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 143390 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	
CAMPUS CLIMATE	6.34	5.95 / 1.04	0.39	6.18	5.64 / 1.13	0.54	0.31 ***
1. Most students feel a sense of belonging here.	6.09	5.86 / 1.27	0.23	5.86	5.57 / 1.37	0.29	0.29 **
2. Faculty care about me as an individual.	6.24	5.99 / 1.26	0.25	6.12	5.61 / 1.42	0.51	0.38 **
16. The college shows concern for students as individuals.	6.29	5.80 / 1.42	0.49	6.22	5.44 / 1.57	0.78	0.36 **
22. People on this campus respect and are supportive of each other.	6.43	6.11 / 1.26	0.32	6.20	5.72 / 1.35	0.48	0.39 ***
27. The campus staff are caring and helpful.	6.47	6.14 / 1.30	0.33	6.27	5.83 / 1.30	0.44	0.31 **
28. It is an enjoyable experience to be a student on this campus.	6.36	6.10 / 1.24	0.26	6.27	5.76 / 1.43	0.51	0.34 **
31. The campus is safe and secure for all students.	6.59	6.19 / 1.18	0.40	6.47	5.94 / 1.27	0.53	0.25 *
36. Students are made to feel welcome on this campus.	6.41	6.15 / 1.28	0.26	6.33	5.91 / 1.32	0.42	0.24 *
44. I generally know what's happening on campus.	6.06	5.66 / 1.66	0.40	5.81	5.34 / 1.59	0.47	0.32 *
45. This institution has a good reputation within the community.	6.27	6.05 / 1.37	0.22	6.22	5.89 / 1.34	0.33	0.16
52. This school does whatever it can to help me reach my educational goals.	6.48	5.91 / 1.39	0.57	6.34	5.58 / 1.50	0.76	0.33 **
57. Administrators are approachable to students.	6.40	5.99 / 1.36	0.41	6.22	5.66 / 1.46	0.56	0.33 **
59. New student orientation services help students adjust to college.	6.37	5.97 / 1.44	0.40	6.08	5.59 / 1.52	0.49	0.38 **
63. I seldom get the "run-around" when seeking information on this campus.	6.28	5.48 / 1.71	0.80	6.13	5.40 / 1.64	0.73	0.08
67. Channels for expressing student complaints are readily available.	6.42	5.78 / 1.47	0.64	6.12	5.26 / 1.70	0.86	0.52 **

* 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 143390 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	
CAMPUS SUPPORT SERVICES	6.32	5.98 / 1.15	0.34	5.86	5.40 / 1.28	0.46	0.58 ***
10. Child care facilities are available on campus.	6.15	6.16 / 1.23	-0.01	4.96	4.58 / 1.92	0.38	1.58 ***
17. Personnel in the Veterans' Services program are helpful.	6.18	5.66 / 1.46	0.52	5.57	5.22 / 1.53	0.35	0.44 *
19. This campus provides effective support services for displaced homemakers.	6.07	5.87 / 1.50	0.20	5.68	5.24 / 1.51	0.44	0.63 ***
30. The career services office provides students with the help they need to get a job.	6.53	6.13 / 1.35	0.40	6.15	5.49 / 1.49	0.66	0.64 ***
38. The student center is a comfortable place for students to spend their leisure time.	6.35	6.20 / 1.27	0.15	6.01	5.72 / 1.41	0.29	0.48 ***
47. There are adequate services to help me decide upon a career.	6.48	5.83 / 1.51	0.65	6.23	5.57 / 1.49	0.66	0.26 *
59. New student orientation services help students adjust to college.	6.37	5.97 / 1.44	0.40	6.08	5.59 / 1.52	0.49	0.38 **

* 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 143390 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	
CONCERN FOR THE INDIVIDUAL	6.34	5.86 / 1.15	0.48	6.25	5.57 / 1.26	0.68	0.29 **
2. Faculty care about me as an individual.	6.24	5.99 / 1.26	0.25	6.12	5.61 / 1.42	0.51	0.38 **
16. The college shows concern for students as individuals.	6.29	5.80 / 1.42	0.49	6.22	5.44 / 1.57	0.78	0.36 **
25. My academic advisor is concerned about my success as an individual.	6.35	5.59 / 1.84	0.76	6.26	5.44 / 1.71	0.82	0.15
29. Faculty are fair and unbiased in their treatment of individual students.	6.47	6.11 / 1.25	0.36	6.38	5.70 / 1.48	0.68	0.41 **
48. Counseling staff care about students as individuals.	6.38	5.80 / 1.57	0.58	6.26	5.65 / 1.49	0.61	0.15

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

National Group Means are based on 143390 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	
INSTRUCTIONAL EFFECTIVENESS	6.41	6.02 / 0.99	0.39	6.32	5.69 / 1.12	0.63	0.33 ***
2. Faculty care about me as an individual.	6.24	5.99 / 1.26	0.25	6.12	5.61 / 1.42	0.51	0.38 **
18. The quality of instruction I receive in most of my classes is excellent.	6.53	6.18 / 1.10	0.35	6.48	5.69 / 1.39	0.79	0.49 ***
23. Faculty are understanding of students' unique life circumstances.	6.29	5.94 / 1.22	0.35	6.29	5.54 / 1.54	0.75	0.40 **
29. Faculty are fair and unbiased in their treatment of individual students.	6.47	6.11 / 1.25	0.36	6.38	5.70 / 1.48	0.68	0.41 **
37. Faculty take into consideration student differences as they teach a course.	6.44	5.90 / 1.35	0.54	6.22	5.48 / 1.52	0.74	0.42 **
46. Faculty provide timely feedback about student progress in a course.	6.37	5.83 / 1.43	0.54	6.33	5.57 / 1.49	0.76	0.26 *
54. Faculty are interested in my academic problems.	6.29	5.94 / 1.35	0.35	6.19	5.50 / 1.53	0.69	0.44 **
58. Nearly all of the faculty are knowledgeable in their fields.	6.51	6.09 / 1.28	0.42	6.45	5.91 / 1.31	0.54	0.18
61. Faculty are usually available after class and during office hours.	6.33	6.16 / 1.24	0.17	6.33	5.88 / 1.33	0.45	0.28 *
64. Nearly all classes deal with practical experiences and applications.	6.39	6.00 / 1.21	0.39	6.23	5.66 / 1.40	0.57	0.34 **
65. Students are notified early in the term if they are doing poorly in a class.	6.25	5.61 / 1.74	0.64	6.25	5.27 / 1.74	0.98	0.34 *
66. Program requirements are clear and reasonable.	6.52	6.05 / 1.31	0.47	6.40	5.82 / 1.37	0.58	0.23 *

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

National Group Means are based on 143390 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.	6.55	6.12 / 1.21	0.43	6.41	5.93 / 1.33	0.48	0.19
70. I am able to experience intellectual growth here.	6.60	6.28 / 1.09	0.32	6.46	6.01 / 1.27	0.45	0.27 *

* 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 143390 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	
REGISTRATION EFFECTIVENESS	6.41	5.94 / 1.09	0.47	6.31	5.73 / 1.06	0.58	0.21 *
5. The personnel involved in registration are helpful.	6.37	5.70 / 1.70	0.67	6.31	5.66 / 1.52	0.65	0.04
8. Classes are scheduled at times that are convenient for me.	6.34	6.00 / 1.40	0.34	6.44	5.69 / 1.47	0.75	0.31 *
15. I am able to register for classes I need with few conflicts.	6.51	6.01 / 1.33	0.50	6.43	5.71 / 1.47	0.72	0.30 *
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.30	5.81 / 1.57	0.49	6.32	5.71 / 1.42	0.61	0.10
43. Class change (drop/add) policies are reasonable.	6.35	5.97 / 1.40	0.38	6.27	5.79 / 1.43	0.48	0.18
51. There are convenient ways of paying my school bill.	6.41	5.91 / 1.43	0.50	6.33	5.78 / 1.45	0.55	0.13
56. The business office is open during hours which are convenient for most students.	6.44	6.00 / 1.30	0.44	6.20	5.70 / 1.41	0.50	0.30 *
60. Billing policies are reasonable.	6.52	5.78 / 1.54	0.74	6.25	5.67 / 1.45	0.58	0.11
62. Bookstore staff are helpful.	6.46	6.24 / 1.39	0.22	6.18	5.87 / 1.41	0.31	0.37 **

* 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 143390 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	
RESPONSIVENESS TO DIVERSE POPULATIONS		6.06 / 1.05			5.80 / 1.27		0.26 *
81. Institution's commitment to part-time students?		6.05 / 1.23			5.86 / 1.36		0.19
82. Institution's commitment to evening students?		6.00 / 1.23			5.73 / 1.45		0.27 *
83. Institution's commitment to older, returning learners?		6.02 / 1.29			5.83 / 1.42		0.19
84. Institution's commitment to under-represented populations?		6.12 / 1.15			5.75 / 1.41		0.37 **
85. Institution's commitment to commuters?		5.97 / 1.40			5.73 / 1.44		0.24
86. Institution's commitment to students with disabilities?		6.17 / 1.12			5.88 / 1.37		0.29 *

* 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 143390 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	
SAFETY AND SECURITY	6.43	6.04 / 1.05	0.39	6.25	5.54 / 1.19	0.71	0.50 ***
4. Security staff are helpful.	6.48	6.22 / 1.24	0.26	6.02	5.55 / 1.51	0.47	0.67 ***
11. Security staff respond quickly in emergencies.	6.58	6.18 / 1.25	0.40	6.26	5.54 / 1.46	0.72	0.64 ***
24. Parking lots are well-lighted and secure.	6.24	5.83 / 1.42	0.41	6.24	5.54 / 1.57	0.70	0.29 *
31. The campus is safe and secure for all students.	6.59	6.19 / 1.18	0.40	6.47	5.94 / 1.27	0.53	0.25 *
39. The amount of student parking space on campus is adequate.	6.24	5.74 / 1.68	0.50	6.25	5.14 / 1.88	1.11	0.60 ***

* 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 143390 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	
SERVICE EXCELLENCE	6.37	5.92 / 1.08	0.45	6.16	5.63 / 1.12	0.53	0.29 **
5. The personnel involved in registration are helpful.	6.37	5.70 / 1.70	0.67	6.31	5.66 / 1.52	0.65	0.04
22. People on this campus respect and are supportive of each other.	6.43	6.11 / 1.26	0.32	6.20	5.72 / 1.35	0.48	0.39 ***
26. Library staff are helpful and approachable.	6.44	6.17 / 1.37	0.27	6.16	5.92 / 1.32	0.24	0.25 *
27. The campus staff are caring and helpful.	6.47	6.14 / 1.30	0.33	6.27	5.83 / 1.30	0.44	0.31 **
44. I generally know what's happening on campus.	6.06	5.66 / 1.66	0.40	5.81	5.34 / 1.59	0.47	0.32 *
57. Administrators are approachable to students.	6.40	5.99 / 1.36	0.41	6.22	5.66 / 1.46	0.56	0.33 **
62. Bookstore staff are helpful.	6.46	6.24 / 1.39	0.22	6.18	5.87 / 1.41	0.31	0.37 **
63. I seldom get the "run-around" when seeking information on this campus.	6.28	5.48 / 1.71	0.80	6.13	5.40 / 1.64	0.73	0.08
67. Channels for expressing student complaints are readily available.	6.42	5.78 / 1.47	0.64	6.12	5.26 / 1.70	0.86	0.52 **

* 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 143390 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	
STUDENT CENTEREDNESS	6.33	6.00 / 1.07	0.33	6.19	5.69 / 1.18	0.50	0.31 **
1. Most students feel a sense of belonging here.	6.09	5.86 / 1.27	0.23	5.86	5.57 / 1.37	0.29	0.29 **
16. The college shows concern for students as individuals.	6.29	5.80 / 1.42	0.49	6.22	5.44 / 1.57	0.78	0.36 **
27. The campus staff are caring and helpful.	6.47	6.14 / 1.30	0.33	6.27	5.83 / 1.30	0.44	0.31 **
28. It is an enjoyable experience to be a student on this campus.	6.36	6.10 / 1.24	0.26	6.27	5.76 / 1.43	0.51	0.34 **
36. Students are made to feel welcome on this campus.	6.41	6.15 / 1.28	0.26	6.33	5.91 / 1.32	0.42	0.24 *
57. Administrators are approachable to students.	6.40	5.99 / 1.36	0.41	6.22	5.66 / 1.46	0.56	0.33 **

* 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 143390 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.	6.09	5.86 / 1.27	0.23	5.86	5.57 / 1.37	0.29	0.29 **
2. Faculty care about me as an individual.	6.24	5.99 / 1.26	0.25	6.12	5.61 / 1.42	0.51	0.38 **
3. The quality of instruction in the vocational/technical programs is excellent.	6.35	6.11 / 1.12	0.24	6.21	5.60 / 1.37	0.61	0.51 ***
4. Security staff are helpful.	6.48	6.22 / 1.24	0.26	6.02	5.55 / 1.51	0.47	0.67 ***
5. The personnel involved in registration are helpful.	6.37	5.70 / 1.70	0.67	6.31	5.66 / 1.52	0.65	0.04
6. My academic advisor is approachable.	6.32	5.80 / 1.62	0.52	6.37	5.75 / 1.57	0.62	0.05
7. Adequate financial aid is available for most students.	6.33	5.69 / 1.60	0.64	6.31	5.48 / 1.64	0.83	0.21
8. Classes are scheduled at times that are convenient for me.	6.34	6.00 / 1.40	0.34	6.44	5.69 / 1.47	0.75	0.31 *
9. Internships or practical experiences are provided in my degree/certificate program.	6.35	6.00 / 1.42	0.35	6.09	5.28 / 1.64	0.81	0.72 ***
10. Child care facilities are available on campus.	6.15	6.16 / 1.23	-0.01	4.96	4.58 / 1.92	0.38	1.58 ***
11. Security staff respond quickly in emergencies.	6.58	6.18 / 1.25	0.40	6.26	5.54 / 1.46	0.72	0.64 ***
12. My academic advisor helps me set goals to work toward.	6.27	5.72 / 1.75	0.55	6.18	5.41 / 1.74	0.77	0.31 *
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.33	5.70 / 1.67	0.63	6.23	5.32 / 1.68	0.91	0.38 *
14. Library resources and services are adequate.	6.55	6.33 / 1.13	0.22	6.29	5.96 / 1.28	0.33	0.37 **
15. I am able to register for classes I need with few conflicts.	6.51	6.01 / 1.33	0.50	6.43	5.71 / 1.47	0.72	0.30 *
16. The college shows concern for students as individuals.	6.29	5.80 / 1.42	0.49	6.22	5.44 / 1.57	0.78	0.36 **

* 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 143390 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.	6.18	5.66 / 1.46	0.52	5.57	5.22 / 1.53	0.35	0.44 *
18. The quality of instruction I receive in most of my classes is excellent.	6.53	6.18 / 1.10	0.35	6.48	5.69 / 1.39	0.79	0.49 ***
19. This campus provides effective support services for displaced homemakers.	6.07	5.87 / 1.50	0.20	5.68	5.24 / 1.51	0.44	0.63 ***
20. Financial aid counselors are helpful.	6.33	5.75 / 1.62	0.58	6.25	5.42 / 1.67	0.83	0.33 *
21. There are a sufficient number of study areas on campus.	6.29	6.20 / 1.24	0.09	6.22	5.85 / 1.41	0.37	0.35 **
22. People on this campus respect and are supportive of each other.	6.43	6.11 / 1.26	0.32	6.20	5.72 / 1.35	0.48	0.39 ***
23. Faculty are understanding of students' unique life circumstances.	6.29	5.94 / 1.22	0.35	6.29	5.54 / 1.54	0.75	0.40 **
24. Parking lots are well-lighted and secure.	6.24	5.83 / 1.42	0.41	6.24	5.54 / 1.57	0.70	0.29 *
25. My academic advisor is concerned about my success as an individual.	6.35	5.59 / 1.84	0.76	6.26	5.44 / 1.71	0.82	0.15
26. Library staff are helpful and approachable.	6.44	6.17 / 1.37	0.27	6.16	5.92 / 1.32	0.24	0.25 *
27. The campus staff are caring and helpful.	6.47	6.14 / 1.30	0.33	6.27	5.83 / 1.30	0.44	0.31 **
28. It is an enjoyable experience to be a student on this campus.	6.36	6.10 / 1.24	0.26	6.27	5.76 / 1.43	0.51	0.34 **
29. Faculty are fair and unbiased in their treatment of individual students.	6.47	6.11 / 1.25	0.36	6.38	5.70 / 1.48	0.68	0.41 **
30. The career services office provides students with the help they need to get a job.	6.53	6.13 / 1.35	0.40	6.15	5.49 / 1.49	0.66	0.64 ***
31. The campus is safe and secure for all students.	6.59	6.19 / 1.18	0.40	6.47	5.94 / 1.27	0.53	0.25 *

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

National Group Means are based on 143390 records.

Institutional Summary

Items: In Sequential Order

Item	Eastern New Mexico University-Roswell - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
32. My academic advisor is knowledgeable about my program requirements.	6.43	5.74 / 1.70	0.69	6.43	5.71 / 1.61	0.72	0.03
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.19	5.60 / 1.71	0.59	6.09	5.58 / 1.46	0.51	0.02
34. Computer labs are adequate and accessible.	6.42	6.12 / 1.38	0.30	6.30	5.95 / 1.32	0.35	0.17
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.30	5.81 / 1.57	0.49	6.32	5.71 / 1.42	0.61	0.10
36. Students are made to feel welcome on this campus.	6.41	6.15 / 1.28	0.26	6.33	5.91 / 1.32	0.42	0.24 *
37. Faculty take into consideration student differences as they teach a course.	6.44	5.90 / 1.35	0.54	6.22	5.48 / 1.52	0.74	0.42 **
38. The student center is a comfortable place for students to spend their leisure time.	6.35	6.20 / 1.27	0.15	6.01	5.72 / 1.41	0.29	0.48 ***
39. The amount of student parking space on campus is adequate.	6.24	5.74 / 1.68	0.50	6.25	5.14 / 1.88	1.11	0.60 ***
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.43	5.47 / 1.71	0.96	6.32	5.53 / 1.64	0.79	-0.06
41. Admissions staff are knowledgeable.	6.31	5.68 / 1.59	0.63	6.34	5.76 / 1.41	0.58	-0.08
42. The equipment in the lab facilities is kept up to date.	6.30	5.84 / 1.40	0.46	6.28	5.72 / 1.41	0.56	0.12
43. Class change (drop/add) policies are reasonable.	6.35	5.97 / 1.40	0.38	6.27	5.79 / 1.43	0.48	0.18
44. I generally know what's happening on campus.	6.06	5.66 / 1.66	0.40	5.81	5.34 / 1.59	0.47	0.32 *
45. This institution has a good reputation within the community.	6.27	6.05 / 1.37	0.22	6.22	5.89 / 1.34	0.33	0.16
46. Faculty provide timely feedback about student progress in a course.	6.37	5.83 / 1.43	0.54	6.33	5.57 / 1.49	0.76	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 143390 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	
47. There are adequate services to help me decide upon a career.	6.48	5.83 / 1.51	0.65	6.23	5.57 / 1.49	0.66	0.26 *
48. Counseling staff care about students as individuals.	6.38	5.80 / 1.57	0.58	6.26	5.65 / 1.49	0.61	0.15
49. Admissions counselors respond to prospective students' unique needs and requests.	6.23	5.40 / 1.88	0.83	6.20	5.61 / 1.46	0.59	-0.21
50. Tutoring services are readily available.	6.57	6.25 / 1.20	0.32	6.26	5.84 / 1.40	0.42	0.41 ***
51. There are convenient ways of paying my school bill.	6.41	5.91 / 1.43	0.50	6.33	5.78 / 1.45	0.55	0.13
52. This school does whatever it can to help me reach my educational goals.	6.48	5.91 / 1.39	0.57	6.34	5.58 / 1.50	0.76	0.33 **
53. The assessment and course placement procedures are reasonable.	6.48	6.10 / 1.25	0.38	6.23	5.70 / 1.40	0.53	0.40 **
54. Faculty are interested in my academic problems.	6.29	5.94 / 1.35	0.35	6.19	5.50 / 1.53	0.69	0.44 **
55. Academic support services adequately meet the needs of students.	6.53	5.98 / 1.34	0.55	6.24	5.66 / 1.41	0.58	0.32 *
56. The business office is open during hours which are convenient for most students.	6.44	6.00 / 1.30	0.44	6.20	5.70 / 1.41	0.50	0.30 *
57. Administrators are approachable to students.	6.40	5.99 / 1.36	0.41	6.22	5.66 / 1.46	0.56	0.33 **
58. Nearly all of the faculty are knowledgeable in their fields.	6.51	6.09 / 1.28	0.42	6.45	5.91 / 1.31	0.54	0.18
59. New student orientation services help students adjust to college.	6.37	5.97 / 1.44	0.40	6.08	5.59 / 1.52	0.49	0.38 **
60. Billing policies are reasonable.	6.52	5.78 / 1.54	0.74	6.25	5.67 / 1.45	0.58	0.11
61. Faculty are usually available after class and during office hours.	6.33	6.16 / 1.24	0.17	6.33	5.88 / 1.33	0.45	0.28 *

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

National Group Means are based on 143390 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	
62. Bookstore staff are helpful.	6.46	6.24 / 1.39	0.22	6.18	5.87 / 1.41	0.31	0.37 **
63. I seldom get the "run-around" when seeking information on this campus.	6.28	5.48 / 1.71	0.80	6.13	5.40 / 1.64	0.73	0.08
64. Nearly all classes deal with practical experiences and applications.	6.39	6.00 / 1.21	0.39	6.23	5.66 / 1.40	0.57	0.34 **
65. Students are notified early in the term if they are doing poorly in a class.	6.25	5.61 / 1.74	0.64	6.25	5.27 / 1.74	0.98	0.34 *
66. Program requirements are clear and reasonable.	6.52	6.05 / 1.31	0.47	6.40	5.82 / 1.37	0.58	0.23 *
67. Channels for expressing student complaints are readily available.	6.42	5.78 / 1.47	0.64	6.12	5.26 / 1.70	0.86	0.52 **
68. On the whole, the campus is well-maintained.	6.35	6.16 / 1.28	0.19	6.35	6.05 / 1.25	0.30	0.11
69. There is a good variety of courses provided on this campus.	6.55	6.12 / 1.21	0.43	6.41	5.93 / 1.33	0.48	0.19
70. I am able to experience intellectual growth here.	6.60	6.28 / 1.09	0.32	6.46	6.01 / 1.27	0.45	0.27 *
71. Campus item: My advisor is available to help me when needed.	6.45	5.58 / 1.73	0.87				
72. Campus item: My advisor clearly communicates what my responsibilities are as a student.	6.38	5.67 / 1.74	0.71				
73. Campus item: ENMU-Roswell's One-Stop Center combines registration, financial aid, and advisement which makes getting help easy.	6.42	5.85 / 1.59	0.57				
74. Campus item: ENMU-Roswell provides opportunities for completion of Certificate and Associate awards that lead to advanced degrees	6.57	6.30 / 1.22	0.27				

* 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 143390 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	
75. Campus item: ENMU-Roswell provides opportunities for completion of Certificate and Associate awards that lead to employment	6.66	6.44 / 1.07	0.22				
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?		6.05 / 1.23			5.86 / 1.36		0.19
82. Institution's commitment to evening students?		6.00 / 1.23			5.73 / 1.45		0.27 *
83. Institution's commitment to older, returning learners?		6.02 / 1.29			5.83 / 1.42		0.19
84. Institution's commitment to under-represented populations?		6.12 / 1.15			5.75 / 1.41		0.37 **
85. Institution's commitment to commuters?		5.97 / 1.40			5.73 / 1.44		0.24
86. Institution's commitment to students with disabilities?		6.17 / 1.12			5.88 / 1.37		0.29 *
87. Cost as factor in decision to enroll.	6.26			6.38			
88. Financial aid as factor in decision to enroll.	6.06			6.14			
89. Academic reputation as factor in decision to enroll.	6.10			5.99			
90. Size of institution as factor in decision to enroll.	5.50			5.30			
91. Opportunity to play sports as factor in decision to enroll.	4.70			3.88			

* 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 143390 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	
92. Recommendations from family/friends as factor in decision to enroll.	5.55			5.15			
93. Geographic setting as factor in decision to enroll.	5.74			5.65			
94. Campus appearance as factor in decision to enroll.	5.83			5.38			
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.92			5.55			

National Group Means are based on 143390 records.

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

Institutional Summary

Summary Items

Summary Item	Eastern New Mexico University-Roswell - SSI	National Community Colleges	Mean Difference
So far, how has your college experience met your expectations?	Average: 5.05	Average: 4.98	0.07
1=Much worse than expected	1%	1%	
2=Quite a bit worse than I expected	0%	1%	
3=Worse than I expected	3%	6%	
4=About what I expected	38%	31%	
5=Better than I expected	23%	24%	
6=Quite a bit better than I expected	9%	14%	
7=Much better than expected	23%	19%	
Rate your overall satisfaction with your experience here thus far.	Average: 5.74	Average: 5.58	0.16
1=Not satisfied at all	0%	1%	
2=Not very satisfied	0%	2%	
3=Somewhat dissatisfied	3%	4%	
4=Neutral	12%	11%	
5=Somewhat satisfied	11%	15%	
6=Satisfied	46%	39%	
7=Very satisfied	24%	25%	
All in all, if you had to do it over, would you enroll here again?	Average: 5.64	Average: 5.83	-0.19
1=Definitely not	2%	2%	
2=Probably not	5%	3%	
3=Maybe not	1%	2%	
4=I don't know	9%	7%	
5=Maybe yes	17%	10%	
6=Probably yes	26%	30%	
7=Definitely yes	37%	43%	