

Community College of Philadelphia Office of Institutional Research

Summary of Results of the Noel Levitz Student Satisfaction Inventory

Spring 2019

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Introduction

In May 2019, the Noel-Levitz Student Satisfaction Inventory (SSI) was administered to a sample of CCP students to assess students' perceptions of various college services. The Noel-Levitz survey is administered at CCP every three years asking students their perceptions about the importance of specific services as well as their satisfaction, providing a performance gap that supports analysis to determine where improvements are most needed.

An e-mail invitation was sent to a sample of 9,999 CCP students inviting them to complete the survey between 2/28/2019 and 5/3/2019. As an incentive, respondents were offered a chance to win one of twenty \$20 gift certificates to the college bookstore.

The response rate for the 2019 survey was 11.0% (1,091 out of 9,999)

Compared to the population of all CCP students, the respondents were similar in:

- Ethnicity
- Gender
- Age
- Demographic profile available on page 14

The Noel Levitz Student Satisfaction Inventory Item (SSI) Scales and Performance Gap Calculation

- Noel Levitz SSI is comprised of 58 questions
- Students rated **importance** on a 1-7 Likert scale, with 1="not important at all" to 7="very important"
- Students rated **satisfaction** on a 1-7 Likert scale, with 1="not satisfied at all" to 7="very satisfied"
- Mean Importance and Mean Satisfaction are calculated for each of the 58 survey questions
- **Performance Gap** is the discrepancy between students' perceived importance and satisfaction (Performance Gap = Mean Importance-Mean Satisfaction)

The Noel Levitz Scales represent composite scores for the group of related inventory questions. The 58 inventory questions are grouped into the following eight scales:¹

1. Academic Advising Effectiveness
2. Admissions and Financial Aid Effectiveness
3. Campus Climate
4. Campus Services
5. Instructional Effectiveness
6. Registration Effectiveness
7. Safety and Security
8. Student Centeredness

¹ See page 16 for a complete listing of the detailed items that comprise each scale

Highlights of the Eight Noel Levitz scales

What is most important to CCP students?

Table 1: Top 5 ratings of **importance** (1=is not important at all to 7=very important):
 The areas that students indicated of highest importance (more than 6.42 on a 7-point scale) include the following:

Highest Importance Ratings		
		Mean Response
1	Registration Effectiveness	6.63
2	Campus Services	6.51
3	Instructional Effectiveness	6.50
4	Campus Climate	6.50
5	Academic Advising Effectiveness	6.46

How satisfied are CCP students?

Table 2: Top 5 ratings of **satisfaction** (1=is not satisfied at all to 7=very satisfied)
 The areas that students indicated the highest satisfaction (more than 5.67 on a 7-point scale) include:

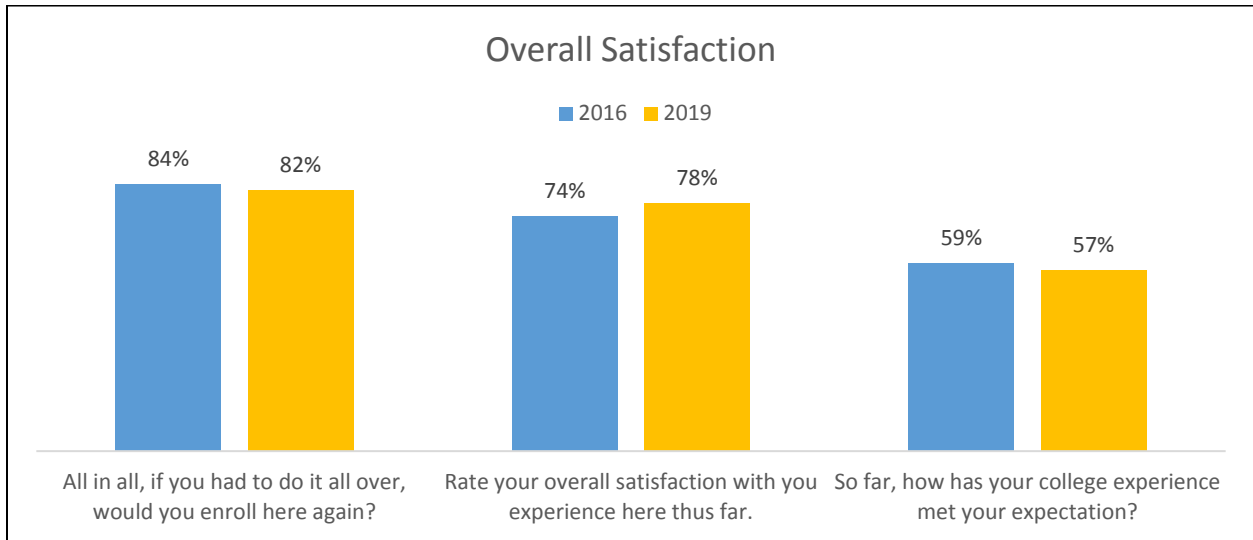
Highest Satisfaction Ratings		
		Mean Response
1	Campus Services	5.89
2	Registration Effectiveness	5.85
3	Instructional Effectiveness	5.80
4	Campus Climate	5.75
5	Safety and Security	5.67

Where are the biggest gaps between importance and satisfaction?

Table 3: Performance Gap is the discrepancy between students' perceived importance and satisfaction
 (Performance Gap = Mean Importance-Mean Satisfaction)

Highest Performance Gaps		
1	Admissions and Financial Aid Effectiveness	0.89
2	Student Centeredness	0.88
3	Academic Advising Effectiveness	0.85
4	Campus Climate	0.78
5	Safety and Security	0.72

Overall Satisfaction



How do the CCP Scales Compare to the National Sample?

Table 4: Highest Importance Ratings shows the mean scores the eight survey scales, which as previously noted are composite scores for a group of related questions. ★'s indicate where CCP scored higher than the national average.

Table 5: Highest Importance Ratings, scales		
	CCP Mean	National Mean
Registration Effectiveness ★	6.53	6.45
Campus Services ★	6.51	6.28
Instructional Effectiveness	6.50	6.80
Campus Climate ★	6.50	6.41
Academic Advising Effectiveness ★	6.46	6.36
Student Centeredness ★	6.44	6.36
Admissions and Financial Aid Effectiveness ★	6.42	6.26
Safety and Security ★	6.39	6.31

Table 5: Highest Satisfaction Ratings shows the mean scores for the eight scales, which as previously noted above are composite scores for a group of related questions. ★'s indicate scales where CCP scored higher than the national average.

Table 4: Highest Satisfaction Ratings, scales		
	CCP Mean	National Mean
Campus Services ★	5.89	5.87
Registration Effectiveness ★	5.85	5.80
Instructional Effectiveness	5.80	5.80
Campus Climate	5.72	5.85
Safety and Security ★	5.67	5.63
Academic Advising Effectiveness	5.61	5.63
Student Centeredness	5.56	5.73
Admissions and Financial Aid Effectiveness	5.53	5.55

Table 6: CCP's performance gaps between importance and satisfaction are higher than the national comparison group of community colleges in all eight scales. Performance Gap is the discrepancy between students' perceived importance and satisfaction (Performance Gap = Mean Importance – Mean Satisfaction).²

Table 6: Highest Performance Gaps		
	CCP	National Sample
Student Centeredness	0.88	0.63
Academic Advising Effectiveness	0.85	0.73
Campus Climate	0.78	0.56
Safety and Security	0.72	0.68
Instructional Effectiveness	0.70	0.60
Registration Effectiveness	0.68	0.65
Campus Services	0.62	0.41

² A higher performance gap indicates greater institutional challenge

Campus Item Report

This report provides a look at the percentage of responses that indicated an answer of 6 or 7 to the items in the survey: 6 is considered "important" or "satisfied" and 7 is considered "very important" or "very satisfied."

Campus Items	Importance	Satisfaction	Gap
41. Campus item: There are sufficient areas on campus for student interactions.	83%	71%	12%
42. Campus item: I know how to access information for activities, events and services.	82%	67%	15%
43. Campus item: New student orientation programs helped me adjust to college.	80%	59%	21%
44. Campus item: The College provides adequate resources to help me reach my academic goals.	89%	69%	20%
45. Campus item: The College provides adequate online services to complete enrollment-related processes.	90%	75%	15%
46. Campus item: I have the technical support I need for online courses.	88%	71%	17%
47. Campus item: Academic degree requirements are clear and reasonable.	91%	74%	17%
48. Campus item: Transfer opportunities are available and promoted.	90%	77%	13%
49. Campus item: When I need help, I know the right place to go.	90%	65%	25%
50. Campus item: I feel my voice is heard as part of the College's decision-making process.	82%	45%	37%

Institutional Strengths and Challenges identified by Noel Levitz at the item level

Noel Levitz also identifies areas of strength and challenges for CCP as shown below:

CCP Institutional Strengths

The following were items identified by Noel Levitz as institutional strengths. Strengths are surveyed items students rated as being high in importance and high in satisfaction

- The campus is safe and secure for all students
- Registration processes and procedures are convenient
- Computer labs are adequate and accessible
- Academic degree requirements are clear and reasonable (campus item)
- Transfer opportunities are available and promoted (campus item)
- Students are made to feel welcome here
- The College provides adequate online services to complete enrollment related processes (campus item)
- This campus provides online access to services I need
- Faculty are usually available to students outside of class (during office hours, by phone, or by email)
- Tutoring services are readily available
- There are convenient ways of paying my school bill
- Library resources and services are adequate

CCP Institutional Challenges

Noel Levitz identified the following items as institutional challenges. Challenges are surveyed items students rated as being high in importance and low in satisfaction and/or as having a large performance gap.

- When I need help, I know the right place to go (Campus item)
- There are sufficient courses within my program of study available each term

Trends: CCP Noel-Levitz results: Spring 2019 vs. Spring 2016

Improvement - Higher Satisfaction in Spring 2019 vs Spring 2016

- The following table highlights increases in students' perceived satisfaction between Spring 2019 and Spring 2016
- Items ranked in order of Spring 2019 importance.

Importance Spring 2019	Item	Satisfaction Spring 2019	Satisfaction Spring 2016	Percent Change
6.68	13. The campus is safe and secure for all students.	6.23	5.87	6.1%
6.59	19. Registration processes and procedures are convenient.	5.94	5.91	0.5%
6.58	18. Computer labs are adequate and accessible.	6.03	5.95	1.3%
6.58	47. Campus item: Academic degree requirements are clear and reasonable.	5.98	5.85	2.2%
6.58	49. Campus item: When I need help, I know the right place to go.	5.69	5.65	0.7%
6.57	12. Faculty are fair and unbiased in their treatment of individual students.	5.91	5.68	4.0%
6.57	40. There are sufficient courses within my program of study available each term.	5.62	5.55	1.3%
6.57	48. Campus item: Transfer opportunities are available and promoted.	6.12	5.85	4.6%
6.56	14. My academic advisor is knowledgeable about my program requirements.	5.78	5.58	3.6%
6.56	20. Students are made to feel welcome here.	6	5.81	3.3%
6.56	45. Campus item: The College provides adequate online services to complete enrollment-related processes.	6.06	5.98	1.3%
6.55	25. Faculty provide timely feedback about my academic progress.	5.76	5.74	0.3%
6.55	28. This campus provides online access to services I need.	5.99	5.97	0.3%

6.54	34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	5.98	5.96	0.3%
6.53	24. The equipment in the lab facilities is kept up to date.	5.82	5.63	3.4%
6.53	27. Tutoring services are readily available.	5.93	5.83	1.7%
6.52	6. Library resources and services are adequate.	6.01	5.93	1.3%
6.52	29. There are convenient ways of paying my school bill.	6.03	5.99	0.7%
6.52	44. Campus item: The College provides adequate resources to help me reach my academic goals.	5.81	5.71	1.8%
6.51	15. Financial aid counseling is available if I need it.	5.8	5.71	1.6%
6.5	11. Counseling services are available if I need them.	5.89	5.77	2.1%
6.5	46. Campus item: I have the technical support I need for online courses.	5.9	5.86	0.7%
6.48	22. My academic advisor is knowledgeable about transfer requirements of other schools.	5.65	5.43	4.1%
6.48	32. I am able to take care of college-related business at times that are convenient for me.	5.78	5.71	1.2%
6.47	16. My advisor helps me apply my program of study to career goals.	5.57	5.36	3.9%
6.46	1. The campus staff are caring and helpful.	5.68	5.51	3.1%
6.46	26. There are adequate services to help me decide upon a career.	5.64	5.55	1.6%
6.46	35. I receive ongoing feedback about progress toward my academic goals.	5.53	5.44	1.7%
6.45	23. This institution helps me identify resources to finance my education.	5.37	5.37	0.0%
6.45	30. The assessment and course placement procedures are reasonable.	5.8	5.77	0.5%

6.43	38. Most classes deal with practical experiences and applications.	5.73	5.67	1.1%
6.4	4. Security staff respond quickly to calls for assistance.	5.73	5.63	1.8%
6.37	17. Admissions counselors accurately portray program offerings in their recruiting practices.	5.56	5.35	3.9%
6.34	41. Campus item: There are sufficient areas on campus for student interactions.	5.92	5.88	0.7%
6.33	3. My academic advisor is available when I need help.	5.55	5.45	1.8%
6.32	42. Campus item: I know how to access information for activities, events, and services.	5.8	5.77	0.5%
6.3	7. Admissions staff provide personalized attention prior to enrollment.	5.39	5.36	0.6%
6.3	37. I seldom get the "run-around" when seeking information on this campus.	5.15	5.1	1.0%
6.29	31. Faculty use a variety of technology and media in the classroom.	5.84	5.77	1.2%
6.2	21. The amount of student parking space on campus is adequate.	4.92	4.91	0.2%
6.19	10. Parking lots are well-lighted and secure.	5.61	5.55	1.1%

Decreases - Lower Satisfaction in Spring 2019 vs Spring 2016

- The following table highlights decreases in students' perceived satisfaction between Spring 2019 and Spring 2016
- Items ranked in order of Spring 2019 importance.

Importance Spring 2019	Item	Satisfaction Spring 2019	Satisfaction Spring 2016	Percent Change
6.55	36. Tuition paid is a worthwhile investment.	5.82	5.88	-1.0%
6.53	2. Classes are scheduled at times that are convenient for me.	5.76	5.77	-0.2%
6.53	9. I am able to register for the classes I need with few conflicts.	5.74	5.81	-1.2%
6.52	39. On the whole, the campus is well-maintained.	5.76	5.87	-1.9%
6.45	5. Financial aid awards are announced in time to be helpful in college planning.	5.56	5.62	-1.1%
6.44	33. Administrators are available to hear students' concerns.	5.33	5.51	-3.3%
6.27	50. Campus item: I feel my voice is heard as part of the College's decision-making process.	4.76	4.94	-3.6%
6.19	43. Campus item: New student orientation programs helped me adjust to college.	5.38	5.48	-1.8%

Noel Levitz SSI Sample Population as Compared to the Institution

Demographics Spring 2019

Gender	College Wide Count	College Wide Percent	Noel Levitz Count	Noel Levitz Percent
Female	10,031	64.5%	671	72.2%
Male	5,497	35.4%	259	27.9%
Total	15,528	99.9%	930	100%
No Answer			161	

Age	College Wide Count	College Wide Percent	Noel Levitz Count	Noel Levitz Percent
18 and under	1,712	11.0%	39	4.0%
19 to 24	6,993	45.0%	373	38.6%
25 to 34	4,503	29.0%	288	29.8%
35 to 44	1,441	9.3%	136	14.1%
45 and over	899	5.8%	130	13.5%
No Answer	15,548	100%	125	

Ethnicity/Race	College Wide Count	College Wide Percent	Noel Levitz Count	Noel Levitz Percent
Black African-American	6,925	44.5%	373	37.9%
Asian	1,558	10%	89	9.0%
Hispanic or Latino (and Puerto Rican)	2,273	14.6%	100	10.2%
White Caucasian	3,625	23.3%	288	29.2%
Multi-racial	533	3.4%	70	7.1%
Other race	2,114	4.1%	57	6.9%
Total	15,548	100%	985	100%
No Answer			106	

Current Class Load	College Wide Count	College Wide Percent	Noel Levitz Count	Noel Levitz Percent
Full-time	4,184	26.9%	584	60.0%
Part-time	11,364	73.1%	389	40.0%
Total	15,548	100%	973	100%
No Answer			118	

Educational Goal	Noel Levitz Count	Noel Levitz Percent
Associates degree	636	61.8%
Vocational/technical program	4	0.4%
Certification (initial/renewal)	19	1.84%
Self-improvement/pleasure	13	1.3%
Job-related training	5	0.5%
Other educational goal	50	4.8%
No Answer	59	

Choice: Institution was my	Noel Levitz Count	Noel Levitz Percent
1 st choice	697	66.8%
2 nd choice	209	20.0%
3 rd choice or lower	138	13.2%
Total	1044	100%
No Answer	47	

Plan to Transfer	Noel Levitz Count	Noel Levitz Percent
Yes, I plan to transfer	759	78.7%
No, I do not plan to transfer	206	21.3%
Total	965	100%
No Answer	126	

Employment	Noel Levitz Count	Noel Levitz Percent
Fill-time off campus	363	34.9%
Part-time off campus	275	26.4%
Part-time on campus	50	4.8%
Not employed	318	30.5%
Total	1042	100%
No Answer	59	

Tuition Source	Noel Levitz Count	Noel Levitz Percent
Scholarships	22	2.1%
Financial aid	736	69.7%
Family contributions	94	8.9%
Self support	139	13.2%
Other tuition source	65	6.2%
Total	1056	100%
No Answer	35	

Noel Levitz SSI Item Scales

Academic Advising Effectiveness

- My academic advisor is knowledgeable about my program requirements.
- My academic advisor is knowledgeable about transfer requirements of other schools.
- My advisor helps me apply my program of study to career goals.
- I receive ongoing feedback about progress toward my academic goals.
- My academic advisor is available when I need help.

Admissions and Financial Aid Effectiveness

- Financial aid counseling is available if I need it.
- Financial aid awards are announced in time to be helpful in college planning.
- This institution helps me identify resources to finance my education.
- Admissions counselors accurately portray program offerings in their recruiting practices.
- Admissions staff provide personalized attention prior to enrollment.

Campus Climate

- The campus is safe and secure for all students.
- Students are made to feel welcome here.
- Tuition paid is a worthwhile investment.
- On the whole, the campus is well-maintained.
- The campus staff are caring and helpful.
- Administrators are available to hear students' concerns.

Campus Services

- Computer labs are adequate and accessible.
- This campus provides online access to services I need.
- The equipment in the lab facilities is kept up to date.
- Tutoring services are readily available.
- Library resources and services are adequate.
- Counseling services are available if I need them.
- There are adequate services to help me decide upon a career.
- The assessment and course placement procedures are reasonable.

Instructional Effectiveness

- Faculty are fair and unbiased in their treatment of individual students.
- There are sufficient courses within my program of study available each term.
- The quality of instruction I receive in most of my classes is excellent.
- Faculty provide timely feedback about my academic progress.
- Most classes deal with practical experiences and applications.
- Faculty use a variety of technology and media in the classroom.

Registration Effectiveness

- Registration processes and procedures are convenient.
- Classes are scheduled at times that are convenient for me.
- I am able to register for the classes I need with few conflicts.
- There are convenient ways of paying my school bill.
- I am able to take care of college-related business at times that are convenient for me.

Safety and Security

- The campus is safe and secure for all students.
- Security staff respond quickly to calls for assistance.
- The amount of student parking space on campus is adequate.
- Parking lots are well-lighted and secure.

Student Centeredness

- Students are made to feel welcome here.
- The campus staff are caring and helpful.
- Administrators are available to hear students' concerns.
- I seldom get the "run-around" when seeking information on this campus.

Appendix

Scale Report
Comparison of the 58 Question Noel Levitz Inventory by
The 8 scales and by
National comparison group

Community College of Philadelphia - SSI - 05/2019



Student Satisfaction Inventory Form B

Sort on each column to see data from highest to lowest.

« »

Scale / Item v	Community College of Philadelphia - SSI			National Community Colleges Form B			Difference
	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap	
Admissions and Financial Aid Effectiveness v	6.42 v	5.53 / 1.45	0.89v	6.25 v	5.55 / 1.29	0.70 v	-0.02v
23. This web site helps me identify resources to finance my education. v	6.45 v	5.37 / 1.84	1.08 v	6.33 v	5.47 / 1.62	0.86 v	-0.10
7. Admissions staff provide personalized attention prior to enrollment. v	6.30 v	5.39 / 1.70	0.91 v	6.16 v	5.58 / 1.50	0.58 v	-0.19 ***
5. Financial aid awards are announced in time to be helpful in college planning. v	6.45 v	5.56 / 1.68	0.89 v	6.28 v	5.41 / 1.66	0.87 v	0.15 **
17. Admissions counselors accurately portray program offerings in their recruiting practices. vv	6.37 v	5.56 / 1.74	0.81 v	6.18 v	5.55 / 1.51	0.63 v	0.01
15. Financial aid counseling is available if I need it. v	6.51 v	5.80 / 1.61	0.71 v	6.30 v	5.71 / 1.51	0.59 v	0.09
Student Centeredness v	6.44 v	5.56 / 1.36	0.88vv	6.36	5.73 / 1.20	0.63 v	-0.17 ***
37. I seldom get the "run-around" when seeking information on this campus. vv	6.30 v	5.15 / 1.99	1.15 v	6.24 v	5.38 / 1.69	0.86 v	-0.23 ***
33. Administrators are available to hear students' concerns. vv	6.44 v	5.33 / 1.83	1.11 v	6.30 v	5.58 / 1.56	0.72 v	-0.25 ***
1. The campus staff are caring and helpful. v	6.46	5.68 / 1.42	0.78 v	6.41 v	5.87 / 1.28	0.54 v	-0.19 ***
* 20. Students are made to feel welcome here. v	6.56 v	6.00 / 1.41	0.56 v	6.46 v	6.05 / 1.29	0.41 v	-0.05
Academic Advising Effectiveness v	6.46 v	5.61 / 1.51	0.85vv	6.36 v	5.63 / 1.33	0.73 v	-0.02v
35. I receive ongoing feedback about progress toward my academic goals. vv	6.46 v	5.53 / 1.74	0.93 v	6.28 v	5.41 / 1.63	0.87 v	0.12 *
16. My advisor helps me apply my program of study to career goals. vv	6.47 v	5.57 / 1.82	0.90 v	6.37 v	5.66 / 1.62	0.71 v	-0.09
22. My academic advisor is knowledgeable about transfer requirements of other schools. vv	6.48 v	5.65 / 1.74	0.83 v	6.34 v	5.58 / 1.59	0.76 v	0.07
3. My academic advisor is available when I need help.	6.33 v	5.55 / 1.72	0.78 v	6.28 v	5.66 / 1.55	0.62 v	-0.11 *
14. My academic advisor is knowledgeable about my program requirements. vv	6.56 v	5.78 / 1.66	0.78 v	6.52 v	5.85 / 1.51	0.67 v	-0.07
Campus Climate v	6.50	5.72 / 1.19	0.78 v	6.41 v	5.85 / 1.07	0.56 v	-0.13 ***
37. I seldom get the "run-around" when seeking information on this campus. vv	6.30 v	5.15 / 1.99	1.15 v	6.24 v	5.38 / 1.69	0.86 v	-0.23 ***
33. Administrators are available to hear students' concerns. v	6.44 v	5.33 / 1.83	1.11 v	6.30 v	5.58 / 1.56	0.72 v	-0.25 *** v

Scale / Item	Community College of Philadelphia - SSI			National Community Colleges Form B			Difference
	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap	
1 The campus staff are caring and helpful	46	5.68 / 1.42	0.78	6.41	5.87 / 1.28	0.54	-0.19 ***
39 On the whole, the campus is well-maintained	6.52	5.76 / 1.53	0.76	6.38	6.11 / 1.21	0.27	-0.35 ***
36 Tuition paid is a worthwhile investment	55	5.82 / 1.64	0.73	6.50	5.83 / 1.45	0.67	-0.01
* 20 Students are made to feel welcome here	6.56	6.00 / 1.41	0.56	6.46	6.05 / 1.29	0.41	-0.05
* 13 The campus is safe and secure for all students	6.68	6.23 / 1.12	0.45	6.56	6.08 / 1.21	0.48	0.15 ***
Safety and Security	39	5.67 / 1.28	0.72	6.31	5.63 / 1.19	0.68	0.04
21 The amount of student parking space on campus is adequate	6.20	4.92 / 2.08	1.28	6.29	5.11 / 1.90	1.18	-0.19 **
4 Security staff respond quickly to calls for assistance	6.40	5.73 / 1.49	0.67	6.21	5.65 / 1.43	0.56	0.08
10 Parking lots are well-lighted and secure	19	5.61 / 1.65	0.58	6.17	5.67 / 1.50	0.50	-0.06
* 13 The campus is safe and secure for all students	6.68	6.23 / 1.12	0.45	6.56	6.08 / 1.21	0.48	0.15 ***
Instructional Effectiveness	6.50	5.80 / 1.16	0.70	6.40	5.80 / 1.07	0.60	0.00
* 40 There are sufficient courses within my program of study available each term	6.57	5.62 / 1.61	0.95	6.50	5.73 / 1.48	0.77	-0.11 *
25 Faculty provide timely feedback about my academic progress	6.55	5.76 / 1.49	0.79	6.43	5.64 / 1.47	0.79	0.12 *
8 The quality of instruction I receive in most of my classes is excellent	6.56	5.78 / 1.45	0.78	6.59	5.81 / 1.35	0.78	-0.03
38 Most classes deal with practical experiences and applications	6.43	5.73 / 1.49	0.70	6.34	5.78 / 1.33	0.56	-0.05
12 Faculty are fair and unbiased in their treatment of individual students	6.57	5.91 / 1.46	0.66	6.45	5.81 / 1.45	0.64	0.10 *
* 34 Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail)	6.54	5.98 / 1.45	0.56	6.41	5.97 / 1.32	0.44	0.01
31 Faculty use a variety of technology and media in the classroom	6.29	5.84 / 1.45	0.45	6.06	5.86 / 1.30	0.20	-0.02
Registration Effectiveness	6.53	5.85 / 1.15	0.68	6.45	5.80 / 1.08	0.65	0.05
9 I am able to register for the classes I need with few conflicts	6.53	5.74 / 1.57	0.79	6.51	5.76 / 1.45	0.75	-0.02
2 Classes are scheduled at times that are convenient for me	6.53	5.76 / 1.43	0.77	6.49	5.72 / 1.39	0.77	0.04
32 I am able to take care of college-related business at times that are convenient for me	6.48	5.78 / 1.48	0.70	6.39	5.77 / 1.39	0.62	0.01
* 19 Registration processes and procedures are convenient	6.59	5.94 / 1.45	0.65	6.44	5.87 / 1.37	0.57	0.07
* 29 There are convenient ways of paying my school bill	6.52	6.03 / 1.43	0.49	6.40	5.88 / 1.41	0.52	0.15 **
Campus Services	6.51	5.89 / 1.15	0.62	6.28	5.87 / 1.02	0.41	0.02

Scale / Item	Community College of Philadelphia - SSI			National Community Colleges Form B			Difference
	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap	
2. There are adequate services to help me decide upon a career.	.46	5.4 / 1.2	0.82	.30	5.4 / 1.4	.0	0.00
24. The equipment in the lab facilities is kept up to date.	.53	5.82 / 1.51	0.71	.35	5.79 / 1.39	0.5	0.03
30. The assessment and course placement procedures are reasonable.	.45	5.80 / 1.53	0.56	.28	5.78 / 1.3	.50	0.02
11. Counseling services are available if I need them.	.50	5.89 / 1.52	0.16	.03	5.71 / 1.42	0.32	0.18 ***
* 27. Tutoring services are readily available.	.53	5.93 / 1.53	0.06	.25	5.88 / 1.40	0.37	0.05
* 28. The campus provides online access to services I need.	.55	5.99 / 1.45	0.5	.43	5.05 / 1.25	0.38	-0.0
* 18. Computer labs are adequate and accessible.	.58	5.03 / 1.43	0.55	.3	5.0 / 1.28	0.30	-0.03
* . Library resources and services are adequate.	.52	5.01 / 1.33	0.51	.20	5.99 / 1.25	0.21	0.02

National Group Means are based on 890 records

*Difference statistically significant at the .05 level

**Difference statistically significant at the .01 level

***Difference statistically significant at the .001 level

