



Community College of Philadelphia



Community  
College of  
Philadelphia

# Student Scan Results

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**PREPARED BY:**

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## Executive Summary

The customer service audit, the *Student Scan*, was administered on the campus of Community College of Philadelphia October 2005 through December 2005. Four hundred three questionnaires were completed by current students in a stratified sample of 31 classes (selected by CLARUS Corporation). The ratings of the Community College of Philadelphia students were averaged and statistically compared to the ratings of the community college students at the other 34 community colleges in the normative sample. The following provides a summary of the areas in which Community College of Philadelphia was rated significantly higher than the other colleges (*Areas Of Excellence*) and those which rated significantly lower than the other colleges (*Areas For Improvement*). The ratings of the other areas in the survey not listed below were equivalent to the other community colleges' students' ratings.

### Areas Of Excellence

No areas were rated significantly higher than the normative sample.

### Areas For Improvement

#### Admissions Office

- Friendliness and courtesy of staff
- Knowledge and competence of staff
- Convenience of hours open
- Simplicity of forms to be completed
- Easy to understand materials
- Response time to concerns/ questions
- Availability of information before enrolling
- Value of orientation program

#### Registration/ Registrar Office

- Friendliness and courtesy of staff
- Knowledge and competence of staff
- Convenience of hours open
- Simplicity of forms to be completed
- Easy to understand registration materials
- Response time to concerns/ questions
- Ease/ convenience of registering
- Easy to understand class schedule
- Dropping and adding policy
- Ease in getting transcript
- Variety of classes offered
- Convenience of class times
- Classes offered when needed

#### Tuition/ Fees

- Cost of tuition
- Cost of fees

#### Financial Aid Office

- Friendliness and courtesy of staff
- Knowledge and competence of staff
- Convenience of hours open
- Timing of financial aid awards
- Simplicity of forms to be completed
- Accuracy of financial aid information
- Response time to concerns/ questions
- Availability of information before enrolling
- Availability of work-study positions

#### Business Office/ Billing/ Cashier

- Friendliness and courtesy of staff
- Knowledge and competence of staff
- Convenience of hours open
- Convenience of payment options (check, credit card, etc.)
- Timing of billing
- Easy to understand billing

#### Classroom Instruction

- Quality of instruction
- Course content relative to career goals
- Class size
- Challenge of courses
- Availability of instructor outside of class
- Classroom comfort
- Up-to-date labs
- Up-to-date technology

Academic Advising

- Friendliness and courtesy of faculty
- Knowledge and competence of faculty
- Convenience of hours open
- Accuracy of information received
- Advisor's knowledge of classes required for transfer
- Advisor's knowledge of classes required for degree

Career Planning/ Placement Center

- Friendliness and courtesy of staff
- Knowledge and competence of staff
- Convenience of hours open
- Availability of career clarification resources
- Availability of job placement services

Bookstore

- Friendliness and courtesy of staff
- Knowledge and competence of staff
- Convenience of hours open
- Availability of needed textbooks
- Availability of other materials

Library

- Friendliness and courtesy of staff
- Knowledge and competence of staff
- Convenience of hours open
- Automated services
- Current materials
- Availability of Internet access

Food Service

- Friendliness and courtesy of staff
- Knowledge and competence of staff

Computer Labs

- Friendliness and courtesy of staff
- Knowledge and competence of staff
- Up-to-date hardware (computers)
- Up-to-date software (programs)

Learning Lab

- Friendliness and courtesy of staff
- Knowledge and competence of staff
- Convenience of hours open
- Easy to understand materials
- Availability of information before enrolling
- Availability of tutoring
- Quality of tutoring

Student Activities

- Friendliness and courtesy of staff
- Knowledge and competence of staff
- Availability of programs/ activities
- Opportunity to participate

Athletics

- Friendliness and courtesy of staff
- Knowledge and competence of staff
- Variety of programs
- Opportunity to participate
- Convenience of hours open

Main Telephone Number/ Switchboard

- Response time
- Initial greeting
- Friendliness and courtesy of operator
- Accuracy of information received
- Ease of reaching requested campus office
- Ease of reaching campus staff members

Overall Campus

- Parking availability
- Signage on campus
- Maintenance of campus

# Administration

## *Student Scan Administration*

Unlike other questionnaires on the market that measure student satisfaction, the *Student Scan* is unique in that it targets a specific problem within a given student contact area. For example, other instruments may indicate a lower rating for an area like the bookstore, but it does not delve into the issue. One would assume that the high cost of textbooks is driving a lower rating for the bookstore, but is it? The *Student Scan* breaks each area of your campus into a personnel issue or a process issue. For the bookstore, we find low ratings on the cost of textbooks for all schools. However, we may find a low rating for the personnel at your college and not the other colleges in the sample — indicating that you may have a personnel issue in the bookstore on your campus.

Because of the specific nature of the information you receive from the *Student Scan* results summary, corrective action can be taken immediately, without lengthy study of the problem and additional expenditure of campus resources.

The *Student Scan* has an exceptionally high reliability on the item areas which it examines for student ratings. The Cronbach's coefficient alpha scores for the mean ratings for each department were above .90 for the areas. The *Student Scan* was designed for community colleges by community college researchers and consultants.

## *Data Collection And Analysis*

Community College of Philadelphia distributed the questionnaires to the selected classes October through December 2005. The surveys were distributed to selected faculty members to administer to current students at the College. The completion time for the surveys averaged 15 minutes. Packets were then delivered by the participating faculty member to the staff members coordinating the project at Community College of Philadelphia.

Four hundred three questionnaires from 31 selected classes were returned to CLARUS Corporation between November 2 and December 1, 2005. Upon arrival at CLARUS, the questionnaires were marked with a college, campus and semester code. After this, verification of the data began. The data were examined to ensure that procedures were followed in data collection and checked for internal validity by cross-matching answers per respondent. The data were then coded for processing and analysis. SPSS (Statistical Package for the Social Sciences) was used to analyze the data.

A complete set of tabular results by frequency and percentage for each of the major classifications of this research is provided in Appendix A. The tabular results should serve as reference materials and should be consulted before important conclusions are made.

## *Significant Differences In Ratings*

The following tables will provide a comprehensive and precise overview of the results of the *Student Scan* for Community College of Philadelphia. The first columns present the comparisons between the enrollment status at Community College of Philadelphia. The mean ratings of the departments at Community College of Philadelphia are compared by full-time and part-time students. Analysis of variance was used to test for significant differences in the mean ratings between your full-time and part-time students. Any significant differences found for  $p < .05$  were noted in the p-value column.

The second set of columns in the table reports the normative comparisons for Community College of Philadelphia and the other colleges in the study. The mean ratings for Community College of Philadelphia for each department are compared to the mean ratings for the departments in the other colleges. Again, analysis of variance was used to test for significant differences in the mean ratings for Community College of Philadelphia and the other colleges. Any significant differences found for  $p < .05$  were noted in the p-value column.

A summary of the numbers and reliability for Community College of Philadelphia is presented below:

	Surveys Completed	Tolerable Error
Community College of Philadelphia Fall 2005	403	$\pm 4.9$
Normative (34 Other Community Colleges)	13,835	$\pm 0.8$
Total	14,238	$\pm 0.8$

### *Interpreting The Student Scan Results*

Reading and interpreting the *Student Scan* is simple after understanding the scale used. Each item on the *Student Scan* is first rated as to usage of the service. If the service has been used, the student then was asked to rate the service on the following scale:

- 5 = Excellent
- 4 = Good
- 3 = Average
- 2 = Fair
- 1 = Poor

The ratings are then averaged for each item by the full-time and part-time students on your campus. These ratings are presented in the Enrollment Status comparisons column. The ratings between the full-time and part-time students are statistically compared and if the ratings were significantly different at  $p < .05$  or lower, the p-value is given. For example, if the following ratings were given:

	Full Time	Part Time	p-value
Friendliness and courtesy of staff	4.02	3.70	.017

One would interpret this as a significant difference between the full-time and part-time students on the friendliness and courtesy of staff, with the full-time students giving a higher rating to the staff than the part-time students.

The next column to be presented is the comparison of your college's rating on the item to the average of the other colleges in the sample—the normative comparison. Give the following example:

	Your College	Other Colleges	p-value
Friendliness and courtesy of staff	3.61	3.79	.022

The students at your college rated your college significantly lower on friendliness and courtesy of staff than the students at the other community colleges in the sample.

The tables included in this report are comparisons of the full-time and part-time students' ratings for the current year's administration, as well as your comparison to the other colleges in the sample.

In summary, the reader should be looking for areas of excellence at their college, as well as areas needing improvement.

- Areas of excellence are defined as items where there is a p-value (a significant difference) and your college's rating is higher than the other colleges' ratings. These are areas in which your college is performing well.
- Areas of improvement are defined as items where there is a p-value (a significant difference) and your college's rating is lower than the other colleges' ratings. These are areas in which your college is not performing as well as the other colleges and should be targeted for improvement.



## Statistically Significant Differences In Ratings By Enrollment Status And Normative Comparisons For Fall 2005 Administration

(Scale Used: 5=Excellent to 1=Poor Unless Otherwise Noted)

	2005 Enrollment Status Comparison			Normative Comparisons		
	Full Time N=218	Part Time N=168	p-value	Your College N=403	Other Colleges N=13,835	p-value
<b>ADMISSIONS OFFICE</b>						
Friendliness and courtesy of staff	3.31	3.40		3.34	3.97	.0001
Knowledge and competence of staff	3.32	3.48		3.40	3.91	.0001
Convenience of hours open	3.37	3.38		3.39	3.82	.0001
Simplicity of forms to be completed	3.48	3.56		3.51	3.80	.0001
Easy to understand materials	3.47	3.49		3.48	3.84	.0001
Response time to concerns/ questions	3.03	2.99		3.01	3.75	.0001
Availability of information before enrolling	3.32	3.29		3.31	3.79	.0001
Value of orientation program	3.25	3.30		3.29	3.52	.0001
<b>REGISTRATION/ REGISTRAR'S OFFICE</b>						
Friendliness and courtesy of staff	3.28	3.26		3.27	3.90	.0001
Knowledge and competence of staff	3.36	3.37		3.35	3.88	.0001
Convenience of hours open	3.32	3.32		3.32	3.78	.0001
Simplicity of forms to be completed	3.47	3.47		3.47	3.84	.0001
Easy to understand registration materials	3.45	3.48		3.47	3.87	.0001
Response time to concerns/ questions	3.03	3.19		3.09	3.74	.0001
Ease/ convenience of registering	2.74	3.04		2.86	3.84	.0001
Easy to understand class schedule	3.65	3.65		3.63	4.04	.0001
Dropping and adding policy	3.26	3.43		3.31	3.78	.0001
Ease in getting transcript	3.32	3.22		3.26	3.79	.0001
Variety of classes offered	3.39	3.48		3.42	3.61	.001
Convenience of class times	3.35	3.50		3.41	3.55	.010
Classes offered when needed	3.11	3.13		3.12	3.31	.001
<b>TUITION/ FEES</b>						
Cost of tuition	3.22	3.29		3.24	3.39	.016
Cost of fees	2.76	2.81		2.79	3.13	.0001
<b>FINANCIAL AID OFFICE</b>						
Friendliness and courtesy of staff	3.01	3.11		3.05	3.81	.0001
Knowledge and competence of staff	3.00	3.20		3.08	3.78	.0001
Convenience of hours open	2.90	3.03		2.95	3.69	.0001
Timing of financial aid awards	2.62	2.79		2.69	3.48	.0001
Simplicity of forms to be completed	2.65	2.97		2.90	3.47	.0001
Accuracy of financial aid information	2.84	2.94		2.87	3.57	.0001
Response time to concerns/ questions	2.56	2.68		2.61	3.55	.0001
Availability of information before enrolling	2.83	2.93		2.87	3.57	.0001
Availability of work-study positions	2.88	2.89		2.86	3.51	.0001
<b>BUSINESS OFFICE/ BILLING/ CASHIER</b>						
Friendliness and courtesy of staff	3.00	3.28		3.12	3.82	.0001
Knowledge and competence of staff	3.03	3.31		3.15	3.83	.0001
Convenience of hours open	2.96	3.20		3.06	3.74	.0001
Convenience of payment options (check, credit card, etc.)	3.28	3.55		3.40	4.01	.0001
Timing of billing	3.05	3.18		3.11	3.75	.0001
Easy to understand billing	3.11	3.31		3.21	3.83	.0001



	2005 Enrollment Status Comparison			Normative Comparisons		
	Full Time N=218	Part Time N=168	p-value	Your College N=403	Other Colleges N=13,835	p-value
Convenient payment methods (in person, mail, telephone, online)	3.33	3.50				
<b>CLASSROOM INSTRUCTION</b>						
Quality of instruction	3.84	3.94		3.87	4.07	.0001
Course content relative to career goals	3.76	3.90		3.82	3.93	.029
Class size	3.94	4.00		3.96	4.12	.0001
Quality of textbooks	3.77	4.04	.005	3.88	3.88	
Quality of learning materials	3.85	4.01				
Convenience of class times offered	3.70	3.80		3.74	3.65	
Variety of courses	3.70	3.83		3.75	3.67	
Challenge of courses	3.77	4.02	.009	3.86	3.95	.028
Availability of instructor outside of class	3.57	3.77		3.65	3.88	.0001
Classroom comfort	3.51	3.71		3.60	3.73	.013
Up-to-date labs	3.67	3.69		3.67	3.84	.002
Up-to-date technology	3.72	3.80				
<b>ACADEMIC ADVISING</b>						
Friendliness and courtesy of faculty	3.74	3.55		3.65	4.01	.0001
Knowledge and competence of faculty	3.65	3.70		3.67	3.90	.001
Convenience of hours open	3.56	3.38		3.49	3.77	.0001
Accuracy of information received	3.58	3.55		3.57	3.78	.001
Advisor's knowledge of classes required for transfer	3.51	3.44		3.49	3.68	.007
Advisor's knowledge of classes required for degree	3.59	3.54		3.55	3.80	.0001
<b>CAREER PLANNING/ PLACEMENT CENTER</b>						
Friendliness and courtesy of staff	3.43	3.33		3.40	3.89	.0001
Knowledge and competence of staff	3.41	3.40		3.42	3.83	.0001
Convenience of hours open	3.31	3.41		3.37	3.76	.0001
Availability of career clarification resources	3.38	3.38		3.41	3.73	.0001
Availability of job placement services	3.34	3.44		3.41	3.65	.021
<b>BOOKSTORE</b>						
Friendliness and courtesy of staff	3.47	3.50		3.49	3.85	.0001
Knowledge and competence of staff	3.53	3.64		3.58	3.85	.0001
Convenience of hours open	3.26	3.33		3.30	3.70	.0001
Availability of needed textbooks	3.32	3.43		3.37	3.58	.001
Availability of other materials	3.43	3.50		3.45	3.78	.0001
Cost of textbooks	2.52	2.62		2.55	2.57	
<b>LIBRARY</b>						
Friendliness and courtesy of staff	3.79	3.78		3.78	4.00	.0001
Knowledge and competence of staff	3.76	3.86		3.80	4.05	.0001
Convenience of hours open	3.77	3.87		3.80	4.00	.002
Availability of resources in-house	3.80	3.90		3.82	3.87	
Automated services	3.72	3.68		3.69	3.87	.007
Current materials	3.75	3.80		3.75	3.88	.028
Availability of Internet access	3.84	3.91		3.86	4.03	.009
Connection to (or relevance to) classroom experiences	3.76	3.60				
<b>FOOD SERVICE</b>						
Friendliness and courtesy of staff	3.53	3.49		3.52	3.78	.0001
Knowledge and competence of staff	3.46	3.48		3.47	3.74	.0001
Convenience of serving hours	3.44	3.57		3.48	3.52	

	2005 Enrollment Status Comparison			Normative Comparisons		
	Full Time N=218	Part Time N=168	p-value	Your College N=403	Other Colleges N=13,835	p-value
Quality of food	3.27	3.33		3.29	3.30	
Selections available	3.12	3.31		3.20	3.26	
Temperature of food	3.35	3.33		3.34	3.48	
<b>COMPUTER LABS</b>						
Friendliness and courtesy of staff	3.62	3.76		3.66	3.91	.0001
Knowledge and competence of staff	3.63	3.80		3.68	3.92	.0001
Convenience of hours open	3.66	3.89		3.73	3.84	
Up-to-date hardware (computers)	3.80	3.92		3.83	3.96	.035
Up-to-date software (programs)	3.82	3.93		3.84	3.97	.031
Availability of computers	3.50	3.81	.037	3.61	3.85	.0001
Availability of staff assistance	3.54	3.78		3.62	3.67	
<b>LEARNING LAB</b>						
Friendliness and courtesy of staff	3.88	3.75		3.80	3.95	.038
Knowledge and competence of staff	3.76	3.70		3.72	3.92	.003
Convenience of hours open	3.65	3.56		3.58	3.82	.0001
Easy to understand materials	3.66	3.64		3.63	3.87	.0001
Availability of information before enrolling	3.42	3.49		3.43	3.77	.0001
Availability of tutoring	3.45	3.51		3.47	3.82	.0001
Quality of tutoring	3.57	3.62		3.58	3.82	.003
<b>STUDENT ACTIVITIES</b>						
Friendliness and courtesy of staff	3.57	3.38		3.49	3.93	.0001
Knowledge and competence of staff	3.53	3.34		3.46	3.89	.0001
Variety of programs/ activities	3.39	3.39		3.39	3.69	.005
Availability of programs/ activities	3.43	3.43		3.41	3.66	.021
Opportunity to participate	3.48	3.26		3.40	3.70	.005
<b>ATHLETICS</b>						
Friendliness and courtesy of staff	3.10	3.44		3.25	3.86	.0001
Knowledge and competence of staff	3.36	3.41		3.39	3.87	.0001
Variety of programs	3.38	3.41		3.40	3.65	.080
Opportunity to participate	3.36	3.38		3.38	3.70	.032
Quality of athletic facilities	3.26	3.63		3.44	3.65	
Convenience of hours open	3.19	3.39		3.29	3.63	.022
<b>TESTING CENTER</b>						
Friendliness and courtesy of staff	3.64	3.25	.010			
Knowledge and competence of staff	3.61	3.40				
Convenience of hours open	3.52	3.27				
Easy to understand materials	3.62	3.34	.041			
Availability of information before enrolling	3.34	3.21				
<b>MAIN TELEPHONE NUMBER/ SWITCHBOARD</b>						
Response time	2.39	2.35		2.36	3.71	.0001
Initial greeting	2.64	2.88		2.75	3.79	.0001
Friendliness and courtesy of operator	2.63	2.94	.036	2.78	3.84	.0001
Accuracy of information received	2.58	2.88	.043	2.72	3.78	.0001
Ease of reaching requested campus office	2.31	2.46		2.36	3.72	.0001
Ease of reaching campus staff members	2.27	2.44		2.33	3.62	.0001

	2005 Enrollment Status Comparison			Normative Comparisons		
	Full Time N=218	Part Time N=168	p-value	Your College N=403	Other Colleges N=13,835	p-value
<b>OVERALL CAMPUS</b>						
Parking availability	2.77	2.88		2.80	2.97	.053
Signage on campus	3.16	3.47	.028	3.29	3.51	.002
Student handbook	3.66	3.58		3.63	3.70	
Maintenance of campus	3.42	3.48		3.45	3.88	.0001
Security	3.47	3.49		3.48	3.58	
Student Life Building	3.63	3.59		3.62	3.68	
Vending machines	3.47	3.42		3.44	3.52	
<b>REASONS FOR ATTENDING COLLEGE</b> (Percent Responding Yes)						
Cost	62.4	63.1		60.5	50.7	.0001
Financial aid	24.8	19.6		21.8	18.6	
Academic reputation	10.1	14.9		11.9	10.9	
Size of college	10.6	15.5		12.2	23.1	.0001
Close to home	49.1	48.2		47.6	67.2	.0001
Offered courses/ programs I wanted	30.7	40.5	.030	33.7	36.9	
Can work while attending	28.9	52.4	.000	38.2	42.9	
Class size	13.3	20.2	.046	15.6	25.2	.0001
<b>COLLEGE RECOMMENDED BY</b> (Percent Responding Yes)						
Family, friend	49.1	47.6		46.4	47.0	
Former student	14.2	20.2		16.4	19.3	
Employer	2.8	6.5		4.2	5.3	
High school counselor	12.8	10.1		11.4	17.6	.001
High school teacher	6.0	3.0		4.5	7.9	.012
Other	25.7	20.2		22.6	18.8	.053
<b>GOAL</b> (Percent Responding Yes)						
Associate degree	38.5	47.0		40.9	41.2	
Vocational/ technical program	1.8	3.0		2.5	4.4	
Transfer to a four-year college	53.7	38.7	.002	45.2	40.3	.051
Certificate program (one year or less)	2.3	1.8		2.0	4.9	.008
Employment related	4.1	6.0		4.7	9.5	.001
Self-improvement	10.6	19.0	.013	13.9	15.7	
Personal interest	10.6	11.3		10.7	13.3	

**Statistically Significant Differences In Ratings**  
**For Campus Administration And Normative Comparisons For Fall 2005 Administration**  
(Scale Used: 5=Excellent to 1=Poor Unless Otherwise Noted)

	2005 Enrollment Status Comparison			Normative Comparisons		
	Spring Garden N=348	Other Sites N=55	p-value	Your College N=403	Other Colleges N=13,835	p-value
<b>ADMISSIONS OFFICE</b>						
Friendliness and courtesy of staff	3.33	3.39		3.34	3.97	.0001
Knowledge and competence of staff	3.38	3.49		3.40	3.91	.0001
Convenience of hours open	3.39	3.37		3.39	3.82	.0001
Simplicity of forms to be completed	3.49	3.64		3.51	3.80	.0001
Easy to understand materials	3.46	3.62		3.48	3.84	.0001
Response time to concerns/ questions	3.01	3.00		3.01	3.75	.0001
Availability of information before enrolling	3.28	3.50		3.31	3.79	.0001
Value of orientation program	3.26	3.43		3.29	3.52	.0001
<b>REGISTRATION/ REGISTRAR'S OFFICE</b>						
Friendliness and courtesy of staff	3.21	3.62	.020	3.27	3.90	.0001
Knowledge and competence of staff	3.31	3.62		3.35	3.88	.0001
Convenience of hours open	3.29	3.51		3.32	3.78	.0001
Simplicity of forms to be completed	3.43	3.73	.037	3.47	3.84	.0001
Easy to understand registration materials	3.42	3.74	.035	3.47	3.87	.0001
Response time to concerns/ questions	3.03	3.49	.010	3.09	3.74	.0001
Ease/ convenience of registering	2.78	3.40	.002	2.86	3.84	.0001
Easy to understand class schedule	3.60	3.85		3.63	4.04	.0001
Dropping and adding policy	3.29	3.47		3.31	3.78	.0001
Ease in getting transcript	3.27	3.22		3.26	3.79	.0001
Variety of classes offered	3.41	3.46		3.42	3.61	.001
Convenience of class times	3.40	3.42		3.41	3.55	.010
Classes offered when needed	3.10	3.24		3.12	3.31	.001
<b>TUITION/ FEES</b>						
Cost of tuition	3.25	3.17		3.24	3.39	.016
Cost of fees	2.78	2.87		2.79	3.13	.0001
<b>FINANCIAL AID OFFICE</b>						
Friendliness and courtesy of staff	3.00	3.33		3.05	3.81	.0001
Knowledge and competence of staff	3.06	3.21		3.08	3.78	.0001
Convenience of hours open	2.96	2.89		2.95	3.69	.0001
Timing of financial aid awards	2.70	2.64		2.69	3.48	.0001
Simplicity of forms to be completed	2.89	2.95		2.90	3.47	.0001
Accuracy of financial aid information	2.85	3.05		2.87	3.57	.0001
Response time to concerns/ questions	2.63	2.53		2.61	3.55	.0001
Availability of information before enrolling	2.86	2.95		2.87	3.57	.0001
Availability of work-study positions	2.85	2.88		2.86	3.51	.0001
<b>BUSINESS OFFICE/ BILLING/ CASHIER</b>						
Friendliness and courtesy of staff	3.14	3.03		3.12	3.82	.0001
Knowledge and competence of staff	3.15	3.11		3.15	3.83	.0001
Convenience of hours open	3.05	3.08		3.06	3.74	.0001
Convenience of payment options (check, credit card, etc.)	3.43	3.26		3.40	4.01	.0001
Timing of billing	3.13	2.95		3.11	3.75	.0001
Easy to understand billing	3.22	3.15		3.21	3.83	.0001

	2005 Enrollment Status Comparison			Normative Comparisons		
	Spring Garden N=348	Other Sites N=55	p-value	Your College N=403	Other Colleges N=13,835	p-value
Convenient payment methods (in person, mail, telephone, online)	3.42	3.26				
<b>CLASSROOM INSTRUCTION</b>						
Quality of instruction	3.89	3.78		3.87	4.07	.0001
Course content relative to career goals	3.81	3.85		3.82	3.93	.029
Class size	3.96	3.94		3.96	4.12	.0001
Quality of textbooks	3.86	3.98		3.88	3.88	
Quality of learning materials	3.90	3.93				
Convenience of class times offered	3.74	3.74		3.74	3.65	
Variety of courses	3.75	3.77		3.75	3.67	
Challenge of courses	3.83	4.02		3.86	3.95	.028
Availability of instructor outside of class	3.65	3.64		3.65	3.88	.0001
Classroom comfort	3.58	3.75		3.60	3.73	.013
Up-to-date labs	3.66	3.71		3.67	3.84	.002
Up-to-date technology	3.74	3.78				
<b>ACADEMIC ADVISING</b>						
Friendliness and courtesy of faculty	3.67	3.57		3.65	4.01	.0001
Knowledge and competence of faculty	3.67	3.67		3.67	3.90	.001
Convenience of hours open	3.54	3.23		3.49	3.77	.0001
Accuracy of information received	3.57	3.58		3.57	3.78	.001
Advisor's knowledge of classes required for transfer	3.51	3.37		3.49	3.68	.007
Advisor's knowledge of classes required for degree	3.54	3.63		3.55	3.80	.0001
<b>CAREER PLANNING/ PLACEMENT CENTER</b>						
Friendliness and courtesy of staff	3.43	3.24		3.40	3.89	.0001
Knowledge and competence of staff	3.46	3.19		3.42	3.83	.0001
Convenience of hours open	3.40	3.19		3.37	3.76	.0001
Availability of career clarification resources	3.44	3.24		3.41	3.73	.0001
Availability of job placement services	3.45	3.18		3.41	3.65	.021
<b>BOOKSTORE</b>						
Friendliness and courtesy of staff	3.51	3.39		3.49	3.85	.0001
Knowledge and competence of staff	3.60	3.46		3.58	3.85	.0001
Convenience of hours open	3.35	2.96	.027	3.30	3.70	.0001
Availability of needed textbooks	3.43	3.04	.027	3.37	3.58	.001
Availability of other materials	3.49	3.20		3.45	3.78	.0001
Cost of textbooks	2.57	2.44		2.55	2.57	
<b>LIBRARY</b>						
Friendliness and courtesy of staff	3.77	3.84		3.78	4.00	.0001
Knowledge and competence of staff	3.81	3.77		3.80	4.05	.0001
Convenience of hours open	3.80	3.78		3.80	4.00	.002
Availability of resources in-house	3.84	3.72		3.82	3.87	
Automated services	3.70	3.63		3.69	3.87	.007
Current materials	3.77	3.63		3.75	3.88	.028
Availability of Internet access	3.87	3.79		3.86	4.03	.009
Connection to (or relevance to) classroom experiences	3.70	3.59				
<b>FOOD SERVICE</b>						
Friendliness and courtesy of staff	3.52	3.48		3.52	3.78	.0001
Knowledge and competence of staff	3.48	3.32		3.47	3.74	.0001
Convenience of serving hours	3.50	3.28		3.48	3.52	

	2005 Enrollment Status Comparison			Normative Comparisons		
	Spring Garden N=348	Other Sites N=55	p-value	Your College N=403	Other Colleges N=13,835	p-value
Quality of food	3.30	3.20		3.29	3.30	
Selections available	3.20	3.16		3.20	3.26	
Temperature of food	3.37	3.16		3.34	3.48	
<b>COMPUTER LABS</b>						
Friendliness and courtesy of staff	3.65	3.72		3.66	3.91	.0001
Knowledge and competence of staff	3.68	3.69		3.68	3.92	.0001
Convenience of hours open	3.74	3.72		3.73	3.84	
Up-to-date hardware (computers)	3.81	3.97		3.83	3.96	.035
Up-to-date software (programs)	3.82	3.97		3.84	3.97	.031
Availability of computers	3.61	3.59		3.61	3.85	.0001
Availability of staff assistance	3.60	3.81		3.62	3.67	
<b>LEARNING LAB</b>						
Friendliness and courtesy of staff	3.79	3.92		3.80	3.95	.038
Knowledge and competence of staff	3.70	3.84		3.72	3.92	.003
Convenience of hours open	3.58	3.54		3.58	3.82	.0001
Easy to understand materials	3.62	3.69		3.63	3.87	.0001
Availability of information before enrolling	3.43	3.46		3.43	3.77	.0001
Availability of tutoring	3.45	3.63		3.47	3.82	.0001
Quality of tutoring	3.55	3.78		3.58	3.82	.003
<b>STUDENT ACTIVITIES</b>						
Friendliness and courtesy of staff	3.52	3.33		3.49	3.93	.0001
Knowledge and competence of staff	3.47	3.40		3.46	3.89	.0001
Variety of programs/ activities	3.41	3.27		3.39	3.69	.005
Availability of programs/ activities	3.45	3.20		3.41	3.66	.021
Opportunity to participate	3.43	3.20		3.40	3.70	.005
<b>ATHLETICS</b>						
Friendliness and courtesy of staff	3.24	3.30		3.25	3.86	.0001
Knowledge and competence of staff	3.37	3.50		3.39	3.87	.0001
Variety of programs	3.40	3.40		3.40	3.65	.080
Opportunity to participate	3.34	3.60		3.38	3.70	.032
Quality of athletic facilities	3.43	3.50		3.44	3.65	
Convenience of hours open	3.22	3.70		3.29	3.63	.022
<b>TESTING CENTER</b>						
Friendliness and courtesy of staff	3.44	3.42				
Knowledge and competence of staff	3.48	3.52				
Convenience of hours open	3.39	3.40				
Easy to understand materials	3.49	3.42				
Availability of information before enrolling	3.24	3.38				
<b>MAIN TELEPHONE NUMBER/ SWITCHBOARD</b>						
Response time	2.38	2.29		2.36	3.71	.0001
Initial greeting	2.76	2.74		2.75	3.79	.0001
Friendliness and courtesy of operator	2.77	2.83		2.78	3.84	.0001
Accuracy of information received	2.71	2.74		2.72	3.78	.0001
Ease of reaching requested campus office	2.38	2.26		2.36	3.72	.0001
Ease of reaching campus staff members	2.35	2.26		2.33	3.62	.0001

	2005 Enrollment Status Comparison			Normative Comparisons		
	Spring Garden N=348	Other Sites N=55	p-value	Your College N=403	Other Colleges N=13,835	p-value
<b>OVERALL CAMPUS</b>						
Parking availability	2.76	3.05		2.80	2.97	.053
Signage on campus	3.31	3.17		3.29	3.51	.002
Student handbook	3.65	3.49		3.63	3.70	
Maintenance of campus	3.47	3.33		3.45	3.88	.0001
Security	3.49	3.44		3.48	3.58	
Student Life Building	3.65	3.38		3.62	3.68	
Vending machines	3.45	3.39		3.44	3.52	
<b>REASONS FOR ATTENDING COLLEGE</b> (Percent Responding Yes)						
Cost	58.6	72.7	.031	60.5	50.7	.0001
Financial aid	23.9	9.1	.008	21.8	18.6	
Academic reputation	11.2	16.4		11.9	10.9	
Size of college	12.6	9.1		12.2	23.1	.0001
Close to home	48.0	45.5		47.6	67.2	.0001
Offered courses/ programs I wanted	35.1	25.5		33.7	36.9	
Can work while attending	37.6	41.8		38.2	42.9	
Class size	15.2	18.2		15.6	25.2	.0001
<b>COLLEGE RECOMMENDED BY</b> (Percent Responding Yes)						
Family, friend	46.8	43.6		46.4	47.0	
Former student	16.4	16.4		16.4	19.3	
Employer	4.0	5.5		4.2	5.3	
High school counselor	12.4	5.5		11.4	17.6	.001
High school teacher	4.9	1.8		4.5	7.9	.012
Other	23.9	14.5		22.6	18.8	.053
<b>GOAL</b> (Percent Responding Yes)						
Associate degree	39.4	50.9		40.9	41.2	
Vocational/ technical program	2.0	5.5		2.5	4.4	
Transfer to a four-year college	47.1	32.7	.031	45.2	40.3	.051
Certificate program (one year or less)	2.0	1.8		2.0	4.9	.008
Employment related	5.2	1.8		4.7	9.5	.001
Self-improvement	13.8	14.5		13.9	15.7	
Personal interest	10.6	10.9		10.7	13.3	



# Appendices

## Appendix A. Tabular Results By Enrollment Status