

**Institutional Summary**  
**Scales: In Order of Importance**

Scale	Great Basin College - SSI			1025: Human Services		
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
Academic Advising/Counseling	6.42	5.92 / 1.22	0.50	6.22	5.66 / 1.48	0.56
Registration Effectiveness	6.39	6.01 / 0.94	0.38	6.37	6.42 / 0.43	-0.05
Instructional Effectiveness	6.37	5.87 / 1.09	0.50	6.32	6.00 / 0.84	0.32
Admissions and Financial Aid	6.36	5.85 / 1.14	0.51	6.35	6.04 / 0.87	0.31
Academic Services	6.32	5.99 / 1.06	0.33	6.53	6.23 / 0.75	0.30
Concern for the Individual	6.31	5.80 / 1.19	0.51	6.21	5.69 / 1.20	0.52
Student Centeredness	6.30	5.90 / 1.10	0.40	6.32	6.15 / 0.74	0.17
Campus Climate	6.28	5.82 / 1.10	0.46	6.30	5.98 / 0.81	0.32
Service Excellence	6.27	5.81 / 1.13	0.46	6.30	6.11 / 0.73	0.19
Safety and Security	6.25	5.81 / 1.07	0.44	6.29	6.13 / 0.79	0.16
Campus Support Services	6.05	5.58 / 1.35	0.47	6.18	5.96 / 1.16	0.22
Responsiveness to Diverse Populations		5.99 / 1.25			5.86 / 1.11	

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

**Institutional Summary**  
**Items: In Order of Importance**

Item	Great Basin College - SSI			1025: Human Services		
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
31. The campus is safe and secure for all students.	6.54	6.15 / 1.03	0.39	6.77	6.44 / 0.53	0.33
58. Nearly all of the faculty are knowledgeable in their fields.	6.54	6.19 / 1.08	0.35	6.38	6.54 / 0.66	-0.16
32. My academic advisor is knowledgeable about my program requirements.	6.52	6.13 / 1.38	0.39	6.31	6.08 / 1.38	0.23
6. My academic advisor is approachable.	6.50	6.07 / 1.31	0.43	6.33	5.58 / 1.73	0.75
66. Program requirements are clear and reasonable.	6.50	6.11 / 1.29	0.39	6.59	6.67 / 0.62	-0.08
18. The quality of instruction I receive in most of my classes is excellent.	6.49	5.92 / 1.28	0.57	6.47	6.20 / 0.94	0.27
41. Admissions staff are knowledgeable.	6.48	6.10 / 1.22	0.38	6.50	6.42 / 0.67	0.08
70. I am able to experience intellectual growth here.	6.48	6.18 / 1.16	0.30	6.29	6.27 / 0.96	0.02
71. Campus item: Online registration is convenient	6.48	6.28 / 1.17	0.20	6.47	6.53 / 0.64	-0.06
15. I am able to register for classes I need with few conflicts.	6.47	6.02 / 1.30	0.45	6.35	6.50 / 0.82	-0.15
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.45	5.90 / 1.44	0.55	6.46	5.50 / 2.00	0.96
51. There are convenient ways of paying my school bill.	6.45	6.26 / 1.10	0.19	6.40	6.62 / 0.65	-0.22
68. On the whole, the campus is well-maintained.	6.45	6.34 / 1.03	0.11	6.50	6.80 / 0.42	-0.30
36. Students are made to feel welcome on this campus.	6.44	6.05 / 1.23	0.39	6.27	6.20 / 1.03	0.07
29. Faculty are fair and unbiased in their treatment of individual students.	6.43	5.94 / 1.30	0.49	6.20	6.00 / 0.89	0.20

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Item	Great Basin College - SSI			1025: Human Services		
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
46. Faculty provide timely feedback about student progress in a course.	6.43	5.77 / 1.41	0.66	6.47	5.69 / 1.38	0.78
57. Administrators are approachable to students.	6.43	5.85 / 1.52	0.58	6.50	6.08 / 1.16	0.42
69. There is a good variety of courses provided on this campus.	6.42	5.82 / 1.41	0.60	6.06	5.36 / 1.39	0.70
5. The personnel involved in registration are helpful.	6.41	6.02 / 1.28	0.39	6.24	6.19 / 0.98	0.05
7. Adequate financial aid is available for most students.	6.41	5.79 / 1.46	0.62	6.44	6.00 / 1.15	0.44
12. My academic advisor helps me set goals to work toward.	6.41	5.87 / 1.46	0.54	6.13	5.64 / 1.69	0.49
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.41	5.91 / 1.34	0.50	6.35	6.29 / 0.83	0.06
34. Computer labs are adequate and accessible.	6.40	6.22 / 1.12	0.18	6.92	6.88 / 0.35	0.04
8. Classes are scheduled at times that are convenient for me.	6.39	5.82 / 1.53	0.57	6.50	6.47 / 0.64	0.03
48. Counseling staff care about students as individuals.	6.39	5.94 / 1.34	0.45	6.29	5.60 / 1.58	0.69
49. Admissions counselors respond to prospective students' unique needs and requests.	6.38	5.82 / 1.40	0.56	6.31	5.73 / 1.42	0.58
60. Billing policies are reasonable.	6.38	6.01 / 1.29	0.37	6.29	6.40 / 0.74	-0.11
28. It is an enjoyable experience to be a student on this campus.	6.37	6.09 / 1.19	0.28	6.31	6.57 / 0.53	-0.26
50. Tutoring services are readily available.	6.37	6.02 / 1.25	0.35	6.64	5.88 / 1.36	0.76
55. Academic support services adequately meet the needs of students.	6.37	5.86 / 1.38	0.51	6.31	6.00 / 1.15	0.31
22. People on this campus respect and are supportive of each other.	6.36	5.85 / 1.31	0.51	6.00	5.38 / 2.00	0.62

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**Institutional Summary**  
**Items: In Order of Importance**

Item	Great Basin College - SSI			1025: Human Services		
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
23. Faculty are understanding of students' unique life circumstances.	6.36	5.85 / 1.43	0.51	6.35	6.08 / 1.55	0.27
43. Class change (drop/add) policies are reasonable.	6.36	6.12 / 1.23	0.24	6.56	6.62 / 0.51	-0.06
52. This school does whatever it can to help me reach my educational goals.	6.36	5.77 / 1.42	0.59	6.06	5.93 / 1.38	0.13
56. The business office is open during hours which are convenient for most students.	6.35	6.02 / 1.28	0.33	6.25	6.15 / 0.69	0.10
27. The campus staff are caring and helpful.	6.34	6.05 / 1.24	0.29	6.50	6.73 / 0.47	-0.23
3. The quality of instruction in the vocational/technical programs is excellent.	6.33	5.79 / 1.35	0.54	6.33	6.07 / 0.83	0.26
42. The equipment in the lab facilities is kept up to date.	6.33	5.92 / 1.24	0.41	6.45	6.40 / 0.89	0.05
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.32	5.93 / 1.34	0.39	6.40	6.09 / 1.81	0.31
45. This institution has a good reputation within the community.	6.32	6.03 / 1.22	0.29	6.64	6.18 / 0.87	0.46
61. Faculty are usually available after class and during office hours.	6.32	5.93 / 1.26	0.39	6.06	6.00 / 0.95	0.06
53. The assessment and course placement procedures are reasonable.	6.31	5.99 / 1.25	0.32	6.12	5.93 / 0.92	0.19
20. Financial aid counselors are helpful.	6.30	5.85 / 1.52	0.45	6.27	6.22 / 0.97	0.05
25. My academic advisor is concerned about my success as an individual.	6.30	5.74 / 1.57	0.56	6.06	5.17 / 1.99	0.89
11. Security staff respond quickly in emergencies.	6.28	5.71 / 1.56	0.57	6.50	6.80 / 0.45	-0.30

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**Institutional Summary**  
**Items: In Order of Importance**

Item	Great Basin College - SSI			1025: Human Services		
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
14. Library resources and services are adequate.	6.28	5.87 / 1.46	0.41	6.43	6.00 / 1.29	0.43
26. Library staff are helpful and approachable.	6.28	5.99 / 1.41	0.29	6.38	6.57 / 0.53	-0.19
47. There are adequate services to help me decide upon a career.	6.27	5.59 / 1.62	0.68	6.29	5.54 / 1.56	0.75
63. I seldom get the "run-around" when seeking information on this campus.	6.27	5.78 / 1.49	0.49	6.13	6.00 / 1.18	0.13
64. Nearly all classes deal with practical experiences and applications.	6.26	5.86 / 1.32	0.40	6.38	6.47 / 0.64	-0.09
16. The college shows concern for students as individuals.	6.25	5.65 / 1.46	0.60	6.29	5.93 / 1.39	0.36
30. The career services office provides students with the help they need to get a job.	6.25	5.81 / 1.49	0.44	6.22	5.50 / 0.58	0.72
54. Faculty are interested in my academic problems.	6.25	5.59 / 1.59	0.66	6.35	5.86 / 1.35	0.49
67. Channels for expressing student complaints are readily available.	6.25	5.52 / 1.71	0.73	6.50	5.91 / 1.58	0.59
65. Students are notified early in the term if they are doing poorly in a class.	6.24	5.52 / 1.73	0.72	6.33	5.64 / 1.86	0.69
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.23	5.60 / 1.59	0.63	6.14	5.83 / 1.53	0.31
21. There are a sufficient number of study areas on campus.	6.23	6.02 / 1.28	0.21	6.58	6.29 / 0.76	0.29
87. Cost as factor in decision to enroll.	6.23			6.47		
62. Bookstore staff are helpful.	6.22	5.92 / 1.47	0.30	6.43	6.67 / 0.50	-0.24
2. Faculty care about me as an individual.	6.21	5.75 / 1.40	0.46	6.24	5.69 / 1.45	0.55

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	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
4. Security staff are helpful.	6.19	5.77 / 1.45	0.42	6.22	6.33 / 0.82	-0.11
24. Parking lots are well-lighted and secure.	6.18	5.70 / 1.53	0.48	5.82	5.80 / 1.64	0.02
37. Faculty take into consideration student differences as they teach a course.	6.18	5.65 / 1.52	0.53	6.35	5.43 / 1.83	0.92
59. New student orientation services help students adjust to college.	6.16	5.67 / 1.66	0.49	6.31	5.73 / 1.62	0.58
9. Internships or practical experiences are provided in my degree/certificate program.	6.11	5.46 / 1.71	0.65	6.33	6.13 / 1.46	0.20
88. Financial aid as factor in decision to enroll.	6.10			6.50		
39. The amount of student parking space on campus is adequate.	6.06	5.65 / 1.57	0.41	6.08	5.29 / 1.60	0.79
38. The student center is a comfortable place for students to spend their leisure time.	6.04	5.79 / 1.27	0.25	6.42	6.71 / 0.49	-0.29
1. Most students feel a sense of belonging here.	5.99	5.75 / 1.24	0.24	6.06	5.81 / 0.91	0.25
19. This campus provides effective support services for displaced homemakers.	5.99	5.72 / 1.46	0.27	6.00	6.29 / 1.11	-0.29
17. Personnel in the Veterans' Services program are helpful.	5.95	5.60 / 1.59	0.35	5.57	6.50 / 0.71	-0.93
89. Academic reputation as factor in decision to enroll.	5.91			6.18		
44. I generally know what's happening on campus.	5.89	5.29 / 1.71	0.60	6.00	5.00 / 0.89	1.00
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.57			5.53		
10. Child care facilities are available on campus.	5.56	4.78 / 2.30	0.78	6.00	6.33 / 0.58	-0.33

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	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
93. Geographic setting as factor in decision to enroll.	5.53			5.85		
90. Size of institution as factor in decision to enroll.	5.17			5.75		
94. Campus appearance as factor in decision to enroll.	5.03			5.00		
92. Recommendations from family/friends as factor in decision to enroll.	4.96			4.88		
91. Opportunity to play sports as factor in decision to enroll.	3.75			3.93		
72. Campus item 2						
73. Campus item 3						
74. Campus item 4						
75. Campus item 5						
76. Campus item 6						
77. Campus item 7						
78. Campus item 8						
79. Campus item 9						
80. Campus item 10						
81. Institution's commitment to part-time students?		6.00 / 1.25			5.77 / 1.09	
82. Institution's commitment to evening students?		5.91 / 1.45			6.00 / 1.18	
83. Institution's commitment to older, returning learners?		6.08 / 1.29			6.00 / 1.22	
84. Institution's commitment to under-represented populations?		5.96 / 1.36			5.75 / 1.42	

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**Institutional Summary**

**Items: In Order of Importance**

Item	Great Basin College - SSI			1025: Human Services		
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
85. Institution's commitment to commuters?		5.94 / 1.38			5.75 / 1.39	
86. Institution's commitment to students with disabilities?		6.06 / 1.30			5.86 / 1.35	

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## Institutional Summary

### Scales: In Order With Items That Make Up the Scale - Academic Advising/Counseling

Scale/Item	Great Basin College - SSI			1025: Human Services		
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
<b>ACADEMIC ADVISING/COUNSELING</b>	6.42	5.92 / 1.22	0.50	6.22	5.66 / 1.48	0.56
6. My academic advisor is approachable.	6.50	6.07 / 1.31	0.43	6.33	5.58 / 1.73	0.75
12. My academic advisor helps me set goals to work toward.	6.41	5.87 / 1.46	0.54	6.13	5.64 / 1.69	0.49
25. My academic advisor is concerned about my success as an individual.	6.30	5.74 / 1.57	0.56	6.06	5.17 / 1.99	0.89
32. My academic advisor is knowledgeable about my program requirements.	6.52	6.13 / 1.38	0.39	6.31	6.08 / 1.38	0.23
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.45	5.90 / 1.44	0.55	6.46	5.50 / 2.00	0.96
48. Counseling staff care about students as individuals.	6.39	5.94 / 1.34	0.45	6.29	5.60 / 1.58	0.69
52. This school does whatever it can to help me reach my educational goals.	6.36	5.77 / 1.42	0.59	6.06	5.93 / 1.38	0.13

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## Institutional Summary

### Scales: In Order With Items That Make Up the Scale - Academic Services

Scale/Item	Great Basin College - SSI			1025: Human Services		
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
<b>ACADEMIC SERVICES</b>	6.32	5.99 / 1.06	0.33	6.53	6.23 / 0.75	0.30
14. Library resources and services are adequate.	6.28	5.87 / 1.46	0.41	6.43	6.00 / 1.29	0.43
21. There are a sufficient number of study areas on campus.	6.23	6.02 / 1.28	0.21	6.58	6.29 / 0.76	0.29
26. Library staff are helpful and approachable.	6.28	5.99 / 1.41	0.29	6.38	6.57 / 0.53	-0.19
34. Computer labs are adequate and accessible.	6.40	6.22 / 1.12	0.18	6.92	6.88 / 0.35	0.04
42. The equipment in the lab facilities is kept up to date.	6.33	5.92 / 1.24	0.41	6.45	6.40 / 0.89	0.05
50. Tutoring services are readily available.	6.37	6.02 / 1.25	0.35	6.64	5.88 / 1.36	0.76
55. Academic support services adequately meet the needs of students.	6.37	5.86 / 1.38	0.51	6.31	6.00 / 1.15	0.31

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## Institutional Summary

### Scales: In Order With Items That Make Up the Scale - Admissions and Financial Aid

Scale/Item	Great Basin College - SSI			1025: Human Services		
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
<b>ADMISSIONS AND FINANCIAL AID</b>	6.36	5.85 / 1.14	0.51	6.35	6.04 / 0.87	0.31
7. Adequate financial aid is available for most students.	6.41	5.79 / 1.46	0.62	6.44	6.00 / 1.15	0.44
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.23	5.60 / 1.59	0.63	6.14	5.83 / 1.53	0.31
20. Financial aid counselors are helpful.	6.30	5.85 / 1.52	0.45	6.27	6.22 / 0.97	0.05
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.32	5.93 / 1.34	0.39	6.40	6.09 / 1.81	0.31
41. Admissions staff are knowledgeable.	6.48	6.10 / 1.22	0.38	6.50	6.42 / 0.67	0.08
49. Admissions counselors respond to prospective students' unique needs and requests.	6.38	5.82 / 1.40	0.56	6.31	5.73 / 1.42	0.58

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## Institutional Summary

### Scales: In Order With Items That Make Up the Scale - Campus Climate

Scale/Item	Great Basin College - SSI			1025: Human Services		
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
<b>CAMPUS CLIMATE</b>	6.28	5.82 / 1.10	0.46	6.30	5.98 / 0.81	0.32
1. Most students feel a sense of belonging here.	5.99	5.75 / 1.24	0.24	6.06	5.81 / 0.91	0.25
2. Faculty care about me as an individual.	6.21	5.75 / 1.40	0.46	6.24	5.69 / 1.45	0.55
16. The college shows concern for students as individuals.	6.25	5.65 / 1.46	0.60	6.29	5.93 / 1.39	0.36
22. People on this campus respect and are supportive of each other.	6.36	5.85 / 1.31	0.51	6.00	5.38 / 2.00	0.62
27. The campus staff are caring and helpful.	6.34	6.05 / 1.24	0.29	6.50	6.73 / 0.47	-0.23
28. It is an enjoyable experience to be a student on this campus.	6.37	6.09 / 1.19	0.28	6.31	6.57 / 0.53	-0.26
31. The campus is safe and secure for all students.	6.54	6.15 / 1.03	0.39	6.77	6.44 / 0.53	0.33
36. Students are made to feel welcome on this campus.	6.44	6.05 / 1.23	0.39	6.27	6.20 / 1.03	0.07
44. I generally know what's happening on campus.	5.89	5.29 / 1.71	0.60	6.00	5.00 / 0.89	1.00
45. This institution has a good reputation within the community.	6.32	6.03 / 1.22	0.29	6.64	6.18 / 0.87	0.46
52. This school does whatever it can to help me reach my educational goals.	6.36	5.77 / 1.42	0.59	6.06	5.93 / 1.38	0.13
57. Administrators are approachable to students.	6.43	5.85 / 1.52	0.58	6.50	6.08 / 1.16	0.42
59. New student orientation services help students adjust to college.	6.16	5.67 / 1.66	0.49	6.31	5.73 / 1.62	0.58
63. I seldom get the "run-around" when seeking information on this campus.	6.27	5.78 / 1.49	0.49	6.13	6.00 / 1.18	0.13
67. Channels for expressing student complaints are readily available.	6.25	5.52 / 1.71	0.73	6.50	5.91 / 1.58	0.59

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## Institutional Summary

### Scales: In Order With Items That Make Up the Scale - Campus Support Services

Scale/Item	Great Basin College - SSI			1025: Human Services		
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
<b>CAMPUS SUPPORT SERVICES</b>	6.05	5.58 / 1.35	0.47	6.18	5.96 / 1.16	0.22
10. Child care facilities are available on campus.	5.56	4.78 / 2.30	0.78	6.00	6.33 / 0.58	-0.33
17. Personnel in the Veterans' Services program are helpful.	5.95	5.60 / 1.59	0.35	5.57	6.50 / 0.71	-0.93
19. This campus provides effective support services for displaced homemakers.	5.99	5.72 / 1.46	0.27	6.00	6.29 / 1.11	-0.29
30. The career services office provides students with the help they need to get a job.	6.25	5.81 / 1.49	0.44	6.22	5.50 / 0.58	0.72
38. The student center is a comfortable place for students to spend their leisure time.	6.04	5.79 / 1.27	0.25	6.42	6.71 / 0.49	-0.29
47. There are adequate services to help me decide upon a career.	6.27	5.59 / 1.62	0.68	6.29	5.54 / 1.56	0.75
59. New student orientation services help students adjust to college.	6.16	5.67 / 1.66	0.49	6.31	5.73 / 1.62	0.58

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## Institutional Summary

### Scales: In Order With Items That Make Up the Scale - Concern for the Individual

Scale/Item	Great Basin College - SSI			1025: Human Services		
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
<b>CONCERN FOR THE INDIVIDUAL</b>	6.31	5.80 / 1.19	0.51	6.21	5.69 / 1.20	0.52
2. Faculty care about me as an individual.	6.21	5.75 / 1.40	0.46	6.24	5.69 / 1.45	0.55
16. The college shows concern for students as individuals.	6.25	5.65 / 1.46	0.60	6.29	5.93 / 1.39	0.36
25. My academic advisor is concerned about my success as an individual.	6.30	5.74 / 1.57	0.56	6.06	5.17 / 1.99	0.89
29. Faculty are fair and unbiased in their treatment of individual students.	6.43	5.94 / 1.30	0.49	6.20	6.00 / 0.89	0.20
48. Counseling staff care about students as individuals.	6.39	5.94 / 1.34	0.45	6.29	5.60 / 1.58	0.69

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 \*\*\* Difference statistically significant at the .001 level

## Institutional Summary

### Scales: In Order With Items That Make Up the Scale - Instructional Effectiveness

Scale/Item	Great Basin College - SSI			1025: Human Services		
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
<b>INSTRUCTIONAL EFFECTIVENESS</b>	6.37	5.87 / 1.09	0.50	6.32	6.00 / 0.84	0.32
2. Faculty care about me as an individual.	6.21	5.75 / 1.40	0.46	6.24	5.69 / 1.45	0.55
18. The quality of instruction I receive in most of my classes is excellent.	6.49	5.92 / 1.28	0.57	6.47	6.20 / 0.94	0.27
23. Faculty are understanding of students' unique life circumstances.	6.36	5.85 / 1.43	0.51	6.35	6.08 / 1.55	0.27
29. Faculty are fair and unbiased in their treatment of individual students.	6.43	5.94 / 1.30	0.49	6.20	6.00 / 0.89	0.20
37. Faculty take into consideration student differences as they teach a course.	6.18	5.65 / 1.52	0.53	6.35	5.43 / 1.83	0.92
46. Faculty provide timely feedback about student progress in a course.	6.43	5.77 / 1.41	0.66	6.47	5.69 / 1.38	0.78
54. Faculty are interested in my academic problems.	6.25	5.59 / 1.59	0.66	6.35	5.86 / 1.35	0.49
58. Nearly all of the faculty are knowledgeable in their fields.	6.54	6.19 / 1.08	0.35	6.38	6.54 / 0.66	-0.16
61. Faculty are usually available after class and during office hours.	6.32	5.93 / 1.26	0.39	6.06	6.00 / 0.95	0.06
64. Nearly all classes deal with practical experiences and applications.	6.26	5.86 / 1.32	0.40	6.38	6.47 / 0.64	-0.09
65. Students are notified early in the term if they are doing poorly in a class.	6.24	5.52 / 1.73	0.72	6.33	5.64 / 1.86	0.69
66. Program requirements are clear and reasonable.	6.50	6.11 / 1.29	0.39	6.59	6.67 / 0.62	-0.08

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

**Institutional Summary**

**Scales: In Order With Items That Make Up the Scale - Instructional Effectiveness**

Scale/Item	Great Basin College - SSI			1025: Human Services		
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
69. There is a good variety of courses provided on this campus.	6.42	5.82 / 1.41	0.60	6.06	5.36 / 1.39	0.70
70. I am able to experience intellectual growth here.	6.48	6.18 / 1.16	0.30	6.29	6.27 / 0.96	0.02

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



## Institutional Summary

### Scales: In Order With Items That Make Up the Scale - Registration Effectiveness

Scale/Item	Great Basin College - SSI			1025: Human Services		
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
<b>REGISTRATION EFFECTIVENESS</b>	6.39	6.01 / 0.94	0.38	6.37	6.42 / 0.43	-0.05
5. The personnel involved in registration are helpful.	6.41	6.02 / 1.28	0.39	6.24	6.19 / 0.98	0.05
8. Classes are scheduled at times that are convenient for me.	6.39	5.82 / 1.53	0.57	6.50	6.47 / 0.64	0.03
15. I am able to register for classes I need with few conflicts.	6.47	6.02 / 1.30	0.45	6.35	6.50 / 0.82	-0.15
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.41	5.91 / 1.34	0.50	6.35	6.29 / 0.83	0.06
43. Class change (drop/add) policies are reasonable.	6.36	6.12 / 1.23	0.24	6.56	6.62 / 0.51	-0.06
51. There are convenient ways of paying my school bill.	6.45	6.26 / 1.10	0.19	6.40	6.62 / 0.65	-0.22
56. The business office is open during hours which are convenient for most students.	6.35	6.02 / 1.28	0.33	6.25	6.15 / 0.69	0.10
60. Billing policies are reasonable.	6.38	6.01 / 1.29	0.37	6.29	6.40 / 0.74	-0.11
62. Bookstore staff are helpful.	6.22	5.92 / 1.47	0.30	6.43	6.67 / 0.50	-0.24

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

## Institutional Summary

### Scales: In Order With Items That Make Up the Scale - Responsiveness to Diverse Populations

Scale/Item	Great Basin College - SSI			1025: Human Services		
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
<b>RESPONSIVENESS TO DIVERSE POPULATIONS</b>		5.99 / 1.25			5.86 / 1.11	
81. Institution's commitment to part-time students?		6.00 / 1.25			5.77 / 1.09	
82. Institution's commitment to evening students?		5.91 / 1.45			6.00 / 1.18	
83. Institution's commitment to older, returning learners?		6.08 / 1.29			6.00 / 1.22	
84. Institution's commitment to under-represented populations?		5.96 / 1.36			5.75 / 1.42	
85. Institution's commitment to commuters?		5.94 / 1.38			5.75 / 1.39	
86. Institution's commitment to students with disabilities?		6.06 / 1.30			5.86 / 1.35	

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

## Institutional Summary

### Scales: In Order With Items That Make Up the Scale - Safety and Security

Scale/Item	Great Basin College - SSI			1025: Human Services		
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
<b>SAFETY AND SECURITY</b>	6.25	5.81 / 1.07	0.44	6.29	6.13 / 0.79	0.16
4. Security staff are helpful.	6.19	5.77 / 1.45	0.42	6.22	6.33 / 0.82	-0.11
11. Security staff respond quickly in emergencies.	6.28	5.71 / 1.56	0.57	6.50	6.80 / 0.45	-0.30
24. Parking lots are well-lighted and secure.	6.18	5.70 / 1.53	0.48	5.82	5.80 / 1.64	0.02
31. The campus is safe and secure for all students.	6.54	6.15 / 1.03	0.39	6.77	6.44 / 0.53	0.33
39. The amount of student parking space on campus is adequate.	6.06	5.65 / 1.57	0.41	6.08	5.29 / 1.60	0.79

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

## Institutional Summary

### Scales: In Order With Items That Make Up the Scale - Service Excellence

Scale/Item	Great Basin College - SSI			1025: Human Services		
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
<b>SERVICE EXCELLENCE</b>	6.27	5.81 / 1.13	0.46	6.30	6.11 / 0.73	0.19
5. The personnel involved in registration are helpful.	6.41	6.02 / 1.28	0.39	6.24	6.19 / 0.98	0.05
22. People on this campus respect and are supportive of each other.	6.36	5.85 / 1.31	0.51	6.00	5.38 / 2.00	0.62
26. Library staff are helpful and approachable.	6.28	5.99 / 1.41	0.29	6.38	6.57 / 0.53	-0.19
27. The campus staff are caring and helpful.	6.34	6.05 / 1.24	0.29	6.50	6.73 / 0.47	-0.23
44. I generally know what's happening on campus.	5.89	5.29 / 1.71	0.60	6.00	5.00 / 0.89	1.00
57. Administrators are approachable to students.	6.43	5.85 / 1.52	0.58	6.50	6.08 / 1.16	0.42
62. Bookstore staff are helpful.	6.22	5.92 / 1.47	0.30	6.43	6.67 / 0.50	-0.24
63. I seldom get the "run-around" when seeking information on this campus.	6.27	5.78 / 1.49	0.49	6.13	6.00 / 1.18	0.13
67. Channels for expressing student complaints are readily available.	6.25	5.52 / 1.71	0.73	6.50	5.91 / 1.58	0.59

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

## Institutional Summary

### Scales: In Order With Items That Make Up the Scale - Student Centeredness

Scale/Item	Great Basin College - SSI			1025: Human Services		
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
<b>STUDENT CENTEREDNESS</b>	6.30	5.90 / 1.10	0.40	6.32	6.15 / 0.74	0.17
1. Most students feel a sense of belonging here.	5.99	5.75 / 1.24	0.24	6.06	5.81 / 0.91	0.25
16. The college shows concern for students as individuals.	6.25	5.65 / 1.46	0.60	6.29	5.93 / 1.39	0.36
27. The campus staff are caring and helpful.	6.34	6.05 / 1.24	0.29	6.50	6.73 / 0.47	-0.23
28. It is an enjoyable experience to be a student on this campus.	6.37	6.09 / 1.19	0.28	6.31	6.57 / 0.53	-0.26
36. Students are made to feel welcome on this campus.	6.44	6.05 / 1.23	0.39	6.27	6.20 / 1.03	0.07
57. Administrators are approachable to students.	6.43	5.85 / 1.52	0.58	6.50	6.08 / 1.16	0.42

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

## Institutional Summary

### Items: In Sequential Order

Item	Great Basin College - SSI			1025: Human Services		
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
1. Most students feel a sense of belonging here.	5.99	5.75 / 1.24	0.24	6.06	5.81 / 0.91	0.25
2. Faculty care about me as an individual.	6.21	5.75 / 1.40	0.46	6.24	5.69 / 1.45	0.55
3. The quality of instruction in the vocational/technical programs is excellent.	6.33	5.79 / 1.35	0.54	6.33	6.07 / 0.83	0.26
4. Security staff are helpful.	6.19	5.77 / 1.45	0.42	6.22	6.33 / 0.82	-0.11
5. The personnel involved in registration are helpful.	6.41	6.02 / 1.28	0.39	6.24	6.19 / 0.98	0.05
6. My academic advisor is approachable.	6.50	6.07 / 1.31	0.43	6.33	5.58 / 1.73	0.75
7. Adequate financial aid is available for most students.	6.41	5.79 / 1.46	0.62	6.44	6.00 / 1.15	0.44
8. Classes are scheduled at times that are convenient for me.	6.39	5.82 / 1.53	0.57	6.50	6.47 / 0.64	0.03
9. Internships or practical experiences are provided in my degree/certificate program.	6.11	5.46 / 1.71	0.65	6.33	6.13 / 1.46	0.20
10. Child care facilities are available on campus.	5.56	4.78 / 2.30	0.78	6.00	6.33 / 0.58	-0.33
11. Security staff respond quickly in emergencies.	6.28	5.71 / 1.56	0.57	6.50	6.80 / 0.45	-0.30
12. My academic advisor helps me set goals to work toward.	6.41	5.87 / 1.46	0.54	6.13	5.64 / 1.69	0.49
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.23	5.60 / 1.59	0.63	6.14	5.83 / 1.53	0.31
14. Library resources and services are adequate.	6.28	5.87 / 1.46	0.41	6.43	6.00 / 1.29	0.43
15. I am able to register for classes I need with few conflicts.	6.47	6.02 / 1.30	0.45	6.35	6.50 / 0.82	-0.15
16. The college shows concern for students as individuals.	6.25	5.65 / 1.46	0.60	6.29	5.93 / 1.39	0.36

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

## Institutional Summary

### Items: In Sequential Order

Item	Great Basin College - SSI			1025: Human Services		
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
17. Personnel in the Veterans' Services program are helpful.	5.95	5.60 / 1.59	0.35	5.57	6.50 / 0.71	-0.93
18. The quality of instruction I receive in most of my classes is excellent.	6.49	5.92 / 1.28	0.57	6.47	6.20 / 0.94	0.27
19. This campus provides effective support services for displaced homemakers.	5.99	5.72 / 1.46	0.27	6.00	6.29 / 1.11	-0.29
20. Financial aid counselors are helpful.	6.30	5.85 / 1.52	0.45	6.27	6.22 / 0.97	0.05
21. There are a sufficient number of study areas on campus.	6.23	6.02 / 1.28	0.21	6.58	6.29 / 0.76	0.29
22. People on this campus respect and are supportive of each other.	6.36	5.85 / 1.31	0.51	6.00	5.38 / 2.00	0.62
23. Faculty are understanding of students' unique life circumstances.	6.36	5.85 / 1.43	0.51	6.35	6.08 / 1.55	0.27
24. Parking lots are well-lighted and secure.	6.18	5.70 / 1.53	0.48	5.82	5.80 / 1.64	0.02
25. My academic advisor is concerned about my success as an individual.	6.30	5.74 / 1.57	0.56	6.06	5.17 / 1.99	0.89
26. Library staff are helpful and approachable.	6.28	5.99 / 1.41	0.29	6.38	6.57 / 0.53	-0.19
27. The campus staff are caring and helpful.	6.34	6.05 / 1.24	0.29	6.50	6.73 / 0.47	-0.23
28. It is an enjoyable experience to be a student on this campus.	6.37	6.09 / 1.19	0.28	6.31	6.57 / 0.53	-0.26
29. Faculty are fair and unbiased in their treatment of individual students.	6.43	5.94 / 1.30	0.49	6.20	6.00 / 0.89	0.20
30. The career services office provides students with the help they need to get a job.	6.25	5.81 / 1.49	0.44	6.22	5.50 / 0.58	0.72
31. The campus is safe and secure for all students.	6.54	6.15 / 1.03	0.39	6.77	6.44 / 0.53	0.33

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

## Institutional Summary

### Items: In Sequential Order

Item	Great Basin College - SSI			1025: Human Services		
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
32. My academic advisor is knowledgeable about my program requirements.	6.52	6.13 / 1.38	0.39	6.31	6.08 / 1.38	0.23
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.32	5.93 / 1.34	0.39	6.40	6.09 / 1.81	0.31
34. Computer labs are adequate and accessible.	6.40	6.22 / 1.12	0.18	6.92	6.88 / 0.35	0.04
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.41	5.91 / 1.34	0.50	6.35	6.29 / 0.83	0.06
36. Students are made to feel welcome on this campus.	6.44	6.05 / 1.23	0.39	6.27	6.20 / 1.03	0.07
37. Faculty take into consideration student differences as they teach a course.	6.18	5.65 / 1.52	0.53	6.35	5.43 / 1.83	0.92
38. The student center is a comfortable place for students to spend their leisure time.	6.04	5.79 / 1.27	0.25	6.42	6.71 / 0.49	-0.29
39. The amount of student parking space on campus is adequate.	6.06	5.65 / 1.57	0.41	6.08	5.29 / 1.60	0.79
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.45	5.90 / 1.44	0.55	6.46	5.50 / 2.00	0.96
41. Admissions staff are knowledgeable.	6.48	6.10 / 1.22	0.38	6.50	6.42 / 0.67	0.08
42. The equipment in the lab facilities is kept up to date.	6.33	5.92 / 1.24	0.41	6.45	6.40 / 0.89	0.05
43. Class change (drop/add) policies are reasonable.	6.36	6.12 / 1.23	0.24	6.56	6.62 / 0.51	-0.06
44. I generally know what's happening on campus.	5.89	5.29 / 1.71	0.60	6.00	5.00 / 0.89	1.00
45. This institution has a good reputation within the community.	6.32	6.03 / 1.22	0.29	6.64	6.18 / 0.87	0.46
46. Faculty provide timely feedback about student progress in a course.	6.43	5.77 / 1.41	0.66	6.47	5.69 / 1.38	0.78

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



## Institutional Summary

### Items: In Sequential Order

Item	Great Basin College - SSI			1025: Human Services		
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
47. There are adequate services to help me decide upon a career.	6.27	5.59 / 1.62	0.68	6.29	5.54 / 1.56	0.75
48. Counseling staff care about students as individuals.	6.39	5.94 / 1.34	0.45	6.29	5.60 / 1.58	0.69
49. Admissions counselors respond to prospective students' unique needs and requests.	6.38	5.82 / 1.40	0.56	6.31	5.73 / 1.42	0.58
50. Tutoring services are readily available.	6.37	6.02 / 1.25	0.35	6.64	5.88 / 1.36	0.76
51. There are convenient ways of paying my school bill.	6.45	6.26 / 1.10	0.19	6.40	6.62 / 0.65	-0.22
52. This school does whatever it can to help me reach my educational goals.	6.36	5.77 / 1.42	0.59	6.06	5.93 / 1.38	0.13
53. The assessment and course placement procedures are reasonable.	6.31	5.99 / 1.25	0.32	6.12	5.93 / 0.92	0.19
54. Faculty are interested in my academic problems.	6.25	5.59 / 1.59	0.66	6.35	5.86 / 1.35	0.49
55. Academic support services adequately meet the needs of students.	6.37	5.86 / 1.38	0.51	6.31	6.00 / 1.15	0.31
56. The business office is open during hours which are convenient for most students.	6.35	6.02 / 1.28	0.33	6.25	6.15 / 0.69	0.10
57. Administrators are approachable to students.	6.43	5.85 / 1.52	0.58	6.50	6.08 / 1.16	0.42
58. Nearly all of the faculty are knowledgeable in their fields.	6.54	6.19 / 1.08	0.35	6.38	6.54 / 0.66	-0.16
59. New student orientation services help students adjust to college.	6.16	5.67 / 1.66	0.49	6.31	5.73 / 1.62	0.58
60. Billing policies are reasonable.	6.38	6.01 / 1.29	0.37	6.29	6.40 / 0.74	-0.11
61. Faculty are usually available after class and during office hours.	6.32	5.93 / 1.26	0.39	6.06	6.00 / 0.95	0.06

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

## Institutional Summary

### Items: In Sequential Order

Item	Great Basin College - SSI			1025: Human Services		
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
62. Bookstore staff are helpful.	6.22	5.92 / 1.47	0.30	6.43	6.67 / 0.50	-0.24
63. I seldom get the "run-around" when seeking information on this campus.	6.27	5.78 / 1.49	0.49	6.13	6.00 / 1.18	0.13
64. Nearly all classes deal with practical experiences and applications.	6.26	5.86 / 1.32	0.40	6.38	6.47 / 0.64	-0.09
65. Students are notified early in the term if they are doing poorly in a class.	6.24	5.52 / 1.73	0.72	6.33	5.64 / 1.86	0.69
66. Program requirements are clear and reasonable.	6.50	6.11 / 1.29	0.39	6.59	6.67 / 0.62	-0.08
67. Channels for expressing student complaints are readily available.	6.25	5.52 / 1.71	0.73	6.50	5.91 / 1.58	0.59
68. On the whole, the campus is well-maintained.	6.45	6.34 / 1.03	0.11	6.50	6.80 / 0.42	-0.30
69. There is a good variety of courses provided on this campus.	6.42	5.82 / 1.41	0.60	6.06	5.36 / 1.39	0.70
70. I am able to experience intellectual growth here.	6.48	6.18 / 1.16	0.30	6.29	6.27 / 0.96	0.02
71. Campus item: Online registration is convenient	6.48	6.28 / 1.17	0.20	6.47	6.53 / 0.64	-0.06
72. Campus item 2						
73. Campus item 3						
74. Campus item 4						
75. Campus item 5						
76. Campus item 6						
77. Campus item 7						
78. Campus item 8						

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

## Institutional Summary

### Items: In Sequential Order

Item	Great Basin College - SSI			1025: Human Services		
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
79. Campus item 9						
80. Campus item 10						
81. Institution's commitment to part-time students?		6.00 / 1.25			5.77 / 1.09	
82. Institution's commitment to evening students?		5.91 / 1.45			6.00 / 1.18	
83. Institution's commitment to older, returning learners?		6.08 / 1.29			6.00 / 1.22	
84. Institution's commitment to under-represented populations?		5.96 / 1.36			5.75 / 1.42	
85. Institution's commitment to commuters?		5.94 / 1.38			5.75 / 1.39	
86. Institution's commitment to students with disabilities?		6.06 / 1.30			5.86 / 1.35	
87. Cost as factor in decision to enroll.	6.23			6.47		
88. Financial aid as factor in decision to enroll.	6.10			6.50		
89. Academic reputation as factor in decision to enroll.	5.91			6.18		
90. Size of institution as factor in decision to enroll.	5.17			5.75		
91. Opportunity to play sports as factor in decision to enroll.	3.75			3.93		
92. Recommendations from family/friends as factor in decision to enroll.	4.96			4.88		
93. Geographic setting as factor in decision to enroll.	5.53			5.85		
94. Campus appearance as factor in decision to enroll.	5.03			5.00		
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.57			5.53		

\* 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	Great Basin College - SSI	1025: Human Services
So far, how has your college experience met your expectations?	Average: 5.16	Average: 4.94
1=Much worse than expected	0%	0%
2=Quite a bit worse than I expected	2%	0%
3=Worse than I expected	4%	6%
4=About what I expected	27%	43%
5=Better than I expected	24%	12%
6=Quite a bit better than I expected	15%	25%
7=Much better than expected	24%	12%
Rate your overall satisfaction with your experience here thus far.	Average: 5.82	Average: 5.82
1=Not satisfied at all	0%	0%
2=Not very satisfied	1%	0%
3=Somewhat dissatisfied	3%	0%
4=Neutral	9%	23%
5=Somewhat satisfied	12%	11%
6=Satisfied	36%	23%
7=Very satisfied	35%	41%
All in all, if you had to do it over, would you enroll here again?	Average: 6.02	Average: 5.88
1=Definitely not	0%	0%
2=Probably not	3%	0%
3=Maybe not	3%	11%
4=I don't know	4%	0%
5=Maybe yes	10%	17%
6=Probably yes	31%	29%
7=Definitely yes	46%	41%