

**FACULTY-STAFF SURVEY
2000**

ALVIN COMMUNITY COLLEGE
GULF COAST CONSORTIUM FACULTY-STAFF
SURVEY
2000

Office of Institutional Effectiveness and Research
Alvin Community College
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EXECUTIVE SUMMARY

In Spring 2000 Alvin Community College administered the newly developed Faculty-Staff survey created by the Gulf coast Association of Institutional Researchers (GCAIR). What follows is an overview of that survey. Also, for complete information on the questions contained in the survey and the scales that were used with various questions, please refer to the question guide at the end of this document.

PRELIMINARIES

The survey form itself is quite lengthy and covers the following areas:

- Demographic Information
- Institutional Purpose
- Institutional Effectiveness
- Educational Program
- Educational Support Services
- Administrative Processes
- Importance and Satisfaction

On most questions faculty and staff were asked to express their level of agreement with a particular statement. The six levels of response for these questions are:

1. Strongly disagree
2. Disagree
3. Neutral
4. Agree
5. Strongly agree
6. Don't know and/or does not apply

Many questions also solicited responses both for the institution and for the respondent's department.

In the section on *Importance and Satisfaction* there were six available responses which were coded in the following way:

For *Importance*:

1. Not important at all
2. Not very important
3. Neutral
4. Important
5. Very important
6. Don't know and/or does not apply

For *Satisfaction* the following scale was used:

1. Very dissatisfied
2. Dissatisfied
3. Neutral
4. Satisfied
5. Very satisfied
6. Don't know and/or does not apply

Most of the analysis of this survey is comprised of simple frequency distributions for each question in the instrument, and each frequency distribution shows both counts and percents. Item 6, "Don't know and/or does not apply", was included on all frequency distributions. However, for the computation of average importance and average satisfaction, responses of "Don't know and/or does not apply" were disregarded so that the averages could be computed using a truer continuum (from "Not important at all" to "Very important" and from "Very dissatisfied" to "Very satisfied"). Finally, the following examples explain the mnemonics that are used in the analysis to identify survey questions.

- D1 demographic, question 1
- IP1 institutional purpose, question 1
- IEI1 institutional effectiveness (institution), question 1
- IED1 institutional effectiveness (department), question 1

- EPI1 educational program (institution), question 1
- EPD1 educational program (department), question 1
- ESSI1 educational support services (institution), question 1
- ESSD1 educational support services (department), question 1
- API1 administrative processes (institution), question 1
- I1 importance, question 1
- S1 satisfaction, question 1
- Q1 importance and satisfaction, question 1

SURVEY HIGHLIGHTS

By examining those items that elicited either the strongest level of disagreement or the strongest level of agreement, patterns of both excellence and predicament clearly emerge. On the positive side, there is the perception that faculty are granted sufficient academic freedom and authority to ensure the quality of programs offered in their department. It is also felt that the institution's mission statement is well-defined and that procedures are in place for both the revision and evaluation of goals and student achievement.

On the negative side, the survey highlights problems with support and training for information technology. However, it should be noted that at the time this survey was given, the department of Information Technology was lacking an assistant director, network administrator, and webmaster. Other perceived problem areas are lack of adequate office space, insufficient numbers of full-time faculty, inadequacy of distance learning programs, and consistency of policies for recruiting and appointing full-time faculty members.

With respect to average *Importance*, the items that faculty-staff regard as most important are 1) academic advising/course planning, 2) access to computers and/or computer labs, 3) library/learning resource facilities and services, 4) personal security/safety at the college, and 5) information provided by course schedule. Rated as least in importance are: 1) varsity athletics, 2) recreational and/or intramural programs, 3) cultural programs and activities, 4) in-service activities, and 5) cafeteria/food services.

The top five average *Satisfaction* responses are 1) personal security/safety at the college, 2) parking facilities and services, 3) services for persons with disabilities, 4) information provided in college catalog, and 5) janitorial services. The bottom five *Satisfaction* responses are 1) telephone registration, 2) computer network availability and reliability, 3) computer hardware/software support, 4) institution publicity/advertisement efforts, and 5) student job placement services.

Analysis of the gap between average *Importance* and *Satisfaction* was also done. The largest gaps exist with respect to 1) computer network availability and reliability, 2) telephone registration, 3) computer hardware/software support, 4) institution publicity/advertisement efforts, and 5) financial aid services. The smallest gaps were found for 1) varsity athletics, 2) recreational and/or intramural programs, 3) cultural programs and activities, 4) cafeteria/food services, and 5) institutional research office services.

Following the sections on average *Importance* and *Satisfaction* are additional analyses by percent. These latter segments show in terms of percentages what faculty and staff find most important, least important, what they are most satisfied with, and what they are most dissatisfied with.

Top Five "Disagree or Strongly Disagree" Responses
(This information highlights potential problem areas)

- ESSD9. The technical support provided for the computers used by faculty and students in the department is adequate. (Your Department, Office or Division)
34.782% disagree or strongly disagree
- APD6 The space provided to my department is adequate to meet its goals. (Your Department, Office or Division)
33.125% disagree or strongly disagree
- ESSI10 There are provisions for ongoing training of faculty so that they can make skillful use of appropriate computer application software. (The Institution)
22.425% disagree or strongly disagree
- EPI23 There is a sufficient number of full-time faculty members to provide effective teaching, advising, scholarly or creative activity, and to participate in curriculum development, policy-making, institutional planning and governance. (The Institution)
21.605% disagree or strongly disagree
- EDP22 My department provides a faculty of adequate size to support its purpose. (Your Department, Office or Division)
19.620% disagree or strongly disagree

Bottom Five "Disagree or Strongly Disagree" Responses
(This information suggests areas of excellence)

- EPI21. A specific role for faculty participation in academic affairs is published. (The Institution)
0.625% disagree or strongly disagree
- EPI15 Faculty members have academic freedom to examine all pertinent issues and teach the substance of the discipline without fear of punitive action. (The Institution)
1.198%% disagree or strongly disagree
- EPI17 The process by which the faculty may apply for professional development opportunities is published and distributed. (The Institution)
1.198%% disagree or strongly disagree
- EPI25 Faculty are evaluated according to an established timetable. (The Institution)
1.220% disagree or strongly disagree
- EDP19 Faculty members are granted sufficient authority to ensure the quality of the courses and/or programs offered in the department. (Your Department, Office or Division)
1.220% disagree or strongly disagree

Percentage of Faculty-Staff Who Disagree or Strongly Disagree

Question	Percent Disagree
IP1	7.595
IP2	7.692
IEI1	7.785
IEI2	7.738
IEI3	6.547
IEI4	9.581
IEI5	9.580
IED1	7.362
IED2	6.748
IED3	7.361
IED4	6.790
IED5	9.938
EPI1	3.049
EPI2	5.422
EPI3	8.433
EPI6	10.303
EPI7	4.192
EPI8	3.614
EPI9	7.878
EPI10	3.593
EPI11	9.091
EPI12	3.593
EPI13	13.333
EPI14	13.253
EPI15	1.198
EPI16	3.012
EPI17	1.198
EPI18	7.186
EPI21	0.625
EPI23	21.605
EPI25	1.220
EPI26	3.704
EPI27	3.086
EPI28	10.429
EPD1	3.105

Question	Percent Disagree
EPD2	4.347
EPD3	6.832
EPD4	3.822
EPD5	4.431
EPD9	6.748
EPD10	4.348
EPD11	9.375
EPD18	8.696
EPD19	1.220
EPD20	6.061
EPD22	19.620
EPD24	6.708
EPD27	3.401
EPD28	6.962
ESS1	8.434
ESS2	8.433
ESS4	10.976
ESS5	6.098
ESS6	5.454
ESS7	7.229
ESS8	13.253
ESS10	22.425
ESS11	7.318
ESSD3	11.465
ESSD9	34.782
ESSD11	7.333
API1	7.229
API2	3.659
API4	3.049
API5	11.446
API7	7.317
APD1	8.805
APD3	3.774
APD6	33.125

**Percentage of Faculty-Staff Who Disagree or Strongly Disagree
(Sorted by Percent)**

Question	Percent Disagree
EPI21	0.625
EPI15	1.198
EPI17	1.198
EPI25	1.220
EPD19	1.220
EPI16	3.012
EPI1	3.049
API4	3.049
EPI27	3.086
EPD1	3.105
EPD27	3.401
EPI10	3.593
EPI12	3.593
EPI8	3.614
API2	3.659
EPI26	3.704
APD3	3.774
EPD4	3.822
EPI7	4.192
EPD2	4.347
EPD10	4.348
EPD5	4.431
EPI2	5.422
ESSI6	5.454
EPD20	6.061
ESSI5	6.098
IEI3	6.547
EPD24	6.708
IED2	6.748
EPD9	6.748
IED4	6.790
EPD3	6.832
EPD28	6.962
EPI18	7.186
ESSI7	7.229

Question	Percent Disagree
API1	7.229
API7	7.317
ESSI11	7.318
ESSD11	7.333
IED3	7.361
IED1	7.362
IP1	7.595
IP2	7.692
IEI2	7.738
IEI1	7.785
EPI9	7.878
EPI3	8.433
ESSI2	8.433
ESSI1	8.434
FPD18	8.696
APD1	8.805
EPI11	9.091
FPD11	9.375
IEI5	9.580
IEI4	9.581
IED5	9.938
EPI6	10.303
EPI28	10.429
ESSI4	10.976
API5	11.446
ESSD3	11.465
EPI14	13.253
ESSI8	13.253
EPI13	13.333
EPD22	19.620
EPI23	21.605
ESSI10	22.425
APD6	33.125
ESSD9	34.782

Top Five "Agree or Strongly Agree" Responses
(This information suggests areas of excellence)

- IP1 The institution has a clearly defined mission statement.
86.076% agree or strongly agree
- IED4 My department uses the results of evaluation to improve its program and
services. (Your Department, Office or Division)
81.482% agree or strongly agree
- EPD4 My department's items in the institutional publications are accurate and
consistent. (Your Department, Office or Division)
80.255% agree or strongly agree
- IED3 The institution evaluates its success with respect to student achievement in
relation to its purpose. (The Institution)
79.141% agree or strongly agree
- IED1 My department uses a well-defined process to establish, review, and revise its
goals. (Your Department, Office or Division)
78.528% agree or strongly agree

Bottom Five "Agree or Strongly Agree" Responses
(This information highlights potential problem areas)

- ESSD9 The technical support provided for the computers used by faculty and students in the department are adequate. (Your Department, Office or Division)
38.510% agree or strongly agree
- EPD11 My department consistently applies policies for recruiting and appointing full-time faculty members. (Your Department, Office or Division)
39.375% agree or strongly agree
- EPD5 The distance learning programs in my department meet the same standards as programs taught on campus. (Your Department, Office or Division)
40.507% agree or strongly agree
- EPI23 There is a sufficient number of full-time faculty members to provide effective teaching, advising, scholarly or creative activity, and to participate in curriculum development, policy-making, institutional planning and governance. (The Institution)
46.914% agree or strongly agree
- EPI11 The institution consistently applies policies for recruiting and appointing full-time faculty members. (The Institution)
47.878% agree or strongly agree

Percentage of Faculty-Staff Who Agree or Strongly Agree

Question	Percent Agree
IP1	86.076
IP2	66.667
IEI1	77.245
IEI2	74.405
IEI3	77.976
IEI4	74.850
IEI5	66.468
IED1	78.528
IED2	78.527
IED3	79.141
IED4	81.482
IED5	65.838
EPI1	74.391
EPI2	69.277
EPI3	68.072
EPI6	63.030
EPI7	77.245
EPI8	63.253
EPI9	59.394
EPI10	58.084
EPI11	47.878
EPI12	62.276
EPI13	59.394
EPI14	51.807
EPI15	65.270
EPI16	57.024
EPI17	62.275
EPI18	76.048
EPI21	54.375
EPI23	46.914
EPI25	66.463
EPI26	63.580
EPI27	62.963
EPI28	51.534
EPD1	74.534

Question	Percent Agree
EPD2	66.460
EPD3	63.976
EPD4	80.255
EPD5	40.507
EPD9	49.079
EPD10	49.069
EPD11	39.375
EPD18	77.536
EPD19	67.073
EPD20	59.394
EPD22	50.000
EPD24	51.829
EPD27	64.626
EPD28	54.430
ESSI1	77.710
ESSI2	69.880
ESSI4	68.293
ESSI5	75.000
ESSI6	75.757
ESSI7	75.301
ESSI8	65.663
ESSI10	47.879
ESSI11	64.024
ESSD3	58.599
ESSD9	38.510
ESSD11	61.333
API1	73.494
API2	73.171
API4	68.902
API5	62.651
API7	74.390
APD1	70.440
APD3	74.213
APD6	48.750

**Percentage of Faculty-Staff Who Agree or Strongly Agree
(Sorted by Percent)**

Question	Percent Agree
ESSD9	38.510
EPD11	39.375
EPD5	40.507
EPI23	46.914
EPI11	47.878
ESSI10	47.879
APD6	48.750
EPD10	49.069
EPD9	49.079
EPD22	50.000
EPI28	51.534
EPI14	51.807
EPD24	51.829
EPI21	54.375
EPD28	54.430
EPI16	57.024
EPI10	58.084
ESSD3	58.599
EPI9	59.394
EPI13	59.394
EPD20	59.394
ESSD11	61.333
EPI17	62.275
EPI12	62.276
API5	62.651
EPI27	62.963
EPI6	63.030
EPI8	63.253
EPI26	63.580
EPD3	63.976
ESSI11	64.024
EPD27	64.626
EPI15	65.270
ESSI8	65.663
IED5	65.838

Question	Percent Agree
EPD2	66.460
EPI25	66.463
IEI5	66.468
IP2	66.667
EPD19	67.073
EPI3	68.072
ESSI4	68.293
API4	68.902
EPI2	69.277
ESSI2	69.880
APD1	70.440
API2	73.171
API1	73.494
APD3	74.213
API7	74.390
EPI1	74.391
IEI2	74.405
EPD1	74.534
IEI4	74.850
ESSI5	75.000
ESSI7	75.301
ESSI6	75.757
EPI18	76.048
IEI1	77.245
EPI7	77.245
EPD18	77.536
ESSI1	77.710
IEI3	77.976
IED2	78.527
IED1	78.528
IED3	79.141
EPD4	80.255
IED4	81.482
IP1	86.076

Top Five "Importance" Responses

(Averages were computed after eliminating responses of "6 - don't know and/or does not apply")

- Q1 Academic advising/course planning
4.747 average response

- Q27 Access to computers and/or computer labs
4.726 average response

- Q28 Library/learning resource facilities and services
4.723 average response

- Q16 Personal security/safety at the college
4.714 average response

- Q8 Information provided by course schedule
4.708 average response

Bottom Five "Importance" Responses

(Averages were computed after eliminating responses of "6 - don't know and/or does not apply")

- Q26 Varsity athletics
3.466 average response

- Q25 Recreational and/or intramural programs
3.727 average response

- Q29 Cultural programs and activities
3.974 average response

- Q32 In-service activities
3.987 average response

- Q23 Cafeteria/food services
4.032 average response

Importance and Satisfaction (Sorted by "Importance")

SORT KEY			
QUESTION	IMPORTANCE	SATISFACTION	IMPORTANCE MINUS SATISFACTION
Q26	3.466	3.674	-0.208
Q25	3.727	3.723	0.004
Q29	3.974	3.871	0.103
Q32	3.987	3.656	0.331
Q23	4.032	3.816	0.216
Q10	4.061	3.721	0.340
Q43	4.226	3.973	0.253
Q19	4.261	3.378	0.883
Q21	4.299	4.000	0.299
Q4	4.338	2.562	1.776
Q9	4.338	3.688	0.650
Q33	4.342	3.727	0.615
Q15	4.356	3.879	0.477
Q38	4.369	3.897	0.472
Q31	4.371	3.621	0.750
Q12	4.391	3.810	0.581
Q11	4.409	3.685	0.724
Q13	4.412	3.849	0.563
Q41	4.430	3.832	0.598
Q37	4.447	3.903	0.544
Q46	4.453	3.692	0.761
Q30	4.456	3.804	0.652
Q36	4.456	3.993	0.463
Q40	4.491	3.994	0.497
Q18	4.503	3.955	0.548
Q42	4.509	3.678	0.831
Q24	4.513	4.224	0.289
Q17	4.516	4.076	0.440
Q39	4.528	4.045	0.483
Q34	4.562	4.006	0.556
Q22	4.581	4.203	0.378
Q35	4.584	4.123	0.461
Q14	4.590	3.248	1.342
Q20	4.623	3.608	1.015
Q5	4.635	3.711	0.924
Q6	4.641	3.669	0.972
Q45	4.660	2.841	1.819
Q2	4.662	3.822	0.840
Q44	4.667	3.038	1.629
Q7	4.671	4.190	0.481
Q3	4.695	3.730	0.965
Q8	4.708	4.101	0.607
Q16	4.714	4.300	0.414
Q28	4.723	3.974	0.749
Q27	4.726	3.941	0.785
Q1	4.747	3.786	0.961

Top Five "Satisfaction" Responses

(Averages were computed after eliminating responses of "6 - don't know and/or does not apply")

- Q16 Personal security/safety at the college
4.300 average response

- Q24 Parking facilities and services
4.224 average response

- Q22 Services for persons with disabilities
4.203 average response

- Q7 Information provided in college catalog
4.190 average response

- Q35 Janitorial services
4.123 average response

Bottom Five "Satisfaction" Responses

(Averages were computed after eliminating responses of "6 - don't know and/or does not apply")

- Q4 Telephone registration
2.562 average response
- Q45 Computer network availability and reliability
2.841 average response
- Q44 Computer hardware/software support
3.038 average response
- Q14 Institution publicity/advertisement efforts
3.248 average response
- Q19 Student job placement services
3.378 average response

Importance and Satisfaction
(Sorted by "Satisfaction")

SORT KEY			
QUESTION	IMPORTANCE	SATISFACTION	IMPORTANCE MINUS SATISFACTION
Q4	4.338	2.562	1.776
Q45	4.660	2.841	1.819
Q44	4.667	3.038	1.629
Q14	4.590	3.248	1.342
Q19	4.261	3.378	0.883
Q20	4.623	3.608	1.015
Q31	4.371	3.621	0.750
Q32	3.987	3.656	0.331
Q6	4.641	3.669	0.972
Q26	3.466	3.674	-0.208
Q42	4.509	3.678	0.831
Q11	4.409	3.685	0.724
Q9	4.338	3.688	0.650
Q46	4.453	3.692	0.761
Q5	4.635	3.711	0.924
Q10	4.061	3.721	0.340
Q25	3.727	3.723	0.004
Q33	4.342	3.727	0.615
Q3	4.695	3.730	0.965
Q1	4.747	3.786	0.961
Q30	4.456	3.804	0.652
Q12	4.391	3.810	0.581
Q23	4.032	3.816	0.216
Q2	4.662	3.822	0.840
Q41	4.430	3.832	0.598
Q13	4.412	3.849	0.563
Q29	3.974	3.871	0.103
Q15	4.356	3.879	0.477
Q38	4.369	3.897	0.472
Q37	4.447	3.903	0.544
Q27	4.726	3.941	0.785
Q18	4.503	3.955	0.548
Q43	4.226	3.973	0.253
Q28	4.723	3.974	0.749
Q36	4.456	3.993	0.463
Q40	4.491	3.994	0.497
Q21	4.299	4.000	0.299
Q34	4.562	4.006	0.556
Q39	4.528	4.045	0.483
Q17	4.516	4.076	0.440
Q8	4.708	4.101	0.607
Q35	4.584	4.123	0.461
Q7	4.671	4.190	0.481
Q22	4.581	4.203	0.378
Q24	4.513	4.224	0.289
Q16	4.714	4.300	0.414

Best Five "Importance Minus Satisfaction" Gaps

(Averages were computed after eliminating responses of "6 - don't know and/or does not apply")

Q26	Varsity athletics -0.208 gap
Q25	Recreational and/or intramural programs 0.004 gap
Q29	Cultural programs and activities 0.103 gap
Q23	Cafeteria/food services 0.216 gap
Q43	Institutional Research Office services 0.253 gap

Worst Five "Importance Minus Satisfaction" Gaps

(Averages were computed after eliminating responses of "6 - don't know and/or does not apply")

Q45	Computer network availability and reliability 1.819 gap
Q4	Telephone registration 1.776 gap
Q44	Computer hardware/software support 1.629 gap
Q14	Institution publicity/advertisement efforts 1.342 gap
Q20	Financial aid services 1.015 gap

Importance and Satisfaction
(Sorted by "Importance Minus Satisfaction")

	SORT KEY		
QUESTION	IMPORTANCE	SATISFACTION	IMPORTANCE MINUS SATISFACTION
Q45	4.660	2.841	1.819
Q4	4.338	2.562	1.776
Q44	4.667	3.038	1.629
Q14	4.590	3.248	1.342
Q20	4.623	3.608	1.015
Q6	4.641	3.669	0.972
Q3	4.695	3.730	0.965
Q1	4.747	3.786	0.961
Q5	4.635	3.711	0.924
Q19	4.261	3.378	0.883
Q2	4.662	3.822	0.840
Q42	4.509	3.678	0.831
Q27	4.726	3.941	0.785
Q46	4.453	3.692	0.761
Q31	4.371	3.621	0.750
Q28	4.723	3.974	0.749
Q11	4.409	3.685	0.724
Q30	4.456	3.804	0.652
Q9	4.338	3.688	0.650
Q33	4.342	3.727	0.615
Q8	4.708	4.101	0.607
Q41	4.430	3.832	0.598
Q12	4.391	3.810	0.581
Q13	4.412	3.849	0.563
Q34	4.562	4.006	0.556
Q18	4.503	3.955	0.548
Q37	4.447	3.903	0.544
Q40	4.491	3.994	0.497
Q39	4.528	4.045	0.483
Q7	4.671	4.190	0.481
Q15	4.356	3.879	0.477
Q38	4.369	3.897	0.472
Q36	4.456	3.993	0.463
Q35	4.584	4.123	0.461
Q17	4.516	4.076	0.440
Q16	4.714	4.300	0.414
Q22	4.581	4.203	0.378
Q10	4.061	3.721	0.340
Q32	3.987	3.656	0.331
Q21	4.299	4.000	0.299
Q24	4.513	4.224	0.289
Q43	4.226	3.973	0.253
Q23	4.032	3.816	0.216
Q29	3.974	3.871	0.103
Q25	3.727	3.723	0.004
Q26	3.466	3.674	-0.208

Importance and Satisfaction (Sorted by "Question")

SORT KEY

QUESTION	IMPORTANCE	SATISFACTION	IMPORTANCE MINUS SATISFACTION
Q1	4.747	3.786	0.961
Q2	4.662	3.822	0.840
Q3	4.695	3.730	0.965
Q4	4.338	2.562	1.776
Q5	4.635	3.711	0.924
Q6	4.641	3.669	0.972
Q7	4.671	4.190	0.481
Q8	4.708	4.101	0.607
Q9	4.338	3.688	0.650
Q10	4.061	3.721	0.340
Q11	4.409	3.685	0.724
Q12	4.391	3.810	0.581
Q13	4.412	3.849	0.563
Q14	4.590	3.248	1.342
Q15	4.356	3.879	0.477
Q16	4.714	4.300	0.414
Q17	4.516	4.076	0.440
Q18	4.503	3.955	0.548
Q19	4.261	3.378	0.883
Q20	4.623	3.608	1.015
Q21	4.299	4.000	0.299
Q22	4.581	4.203	0.378
Q23	4.032	3.816	0.216
Q24	4.513	4.224	0.289
Q25	3.727	3.723	0.004
Q26	3.466	3.674	-0.208
Q27	4.726	3.941	0.785
Q28	4.723	3.974	0.749
Q29	3.974	3.871	0.103
Q30	4.456	3.804	0.652
Q31	4.371	3.621	0.750
Q32	3.987	3.656	0.331
Q33	4.342	3.727	0.615
Q34	4.562	4.006	0.556
Q35	4.584	4.123	0.461
Q36	4.456	3.993	0.463
Q37	4.447	3.903	0.544
Q38	4.369	3.897	0.472
Q39	4.528	4.045	0.483
Q40	4.491	3.994	0.497
Q41	4.430	3.832	0.598
Q42	4.509	3.678	0.831
Q43	4.226	3.973	0.253
Q44	4.667	3.038	1.629
Q45	4.660	2.841	1.819
Q46	4.453	3.692	0.761

**Top Five "Importance" Responses by Percentage
(Important or Very Important)**

I8 Information provided by course schedule
95.73%

I7 Information provided in college catalog
95.12%

I35 Janitorial services
94.48%

I34 Condition/appearance of buildings/grounds
94.48%

I5 On-campus registration
93.87%

The fifth and sixth items were tied for "importance", and so the sixth item on the list is given below.

I28 Library/learning resource facilities and services
93.87%

Importance Percentages (Important or Very Important)

Question	Importance Percentage
I1	90.90%
I2	90.80%
I3	90.18%
I4	73.33%
I5	93.87%
I6	89.63%
I7	95.12%
I8	95.73%
I9	78.05%
I10	68.71%
I11	84.76%
I12	85.89%
I13	83.44%
I14	90.24%
I15	79.27%
I16	93.29%
I17	88.42%
I18	90.85%
I19	78.18%
I20	93.25%
I21	77.44%
I22	91.46%
I23	74.39%
I24	93.79%
I25	57.41%
I26	44.51%
I27	93.29%
I28	93.87%
I29	70.73%
I30	90.18%
I31	87.81%
I32	73.17%
I33	86.06%
I34	94.48%
I35	94.48%
I36	87.43%
I37	86.23%
I38	83.23%
I39	89.82%
I40	87.35%
I41	84.94%
I42	86.75%
I43	75.45%
I44	91.62%
I45	91.62%
I46	89.76%

Question	Importance Percentage
I8	95.73%
I7	95.12%
I35	94.48%
I34	94.48%
I5	93.87%
I28	93.87%
I24	93.79%
I16	93.29%
I27	93.29%
I20	93.25%
I44	91.62%
I45	91.62%
I22	91.46%
I1	90.90%
I18	90.85%
I2	90.80%
I14	90.24%
I3	90.18%
I30	90.18%
I39	89.82%
I46	89.76%
I6	89.63%
I17	88.42%
I31	87.81%
I36	87.43%
I40	87.35%
I42	86.75%
I37	86.23%
I33	86.06%
I12	85.89%
I41	84.94%
I11	84.76%
I13	83.44%
I38	83.23%
I15	79.27%
I19	78.18%
I9	78.05%
I21	77.44%
I43	75.45%
I23	74.39%
I4	73.33%
I32	73.17%
I29	70.73%
I10	68.71%
I25	57.41%
I26	44.51%

**Top Five "Unimportance" Responses by Percentage
(Not Very Important or Not Important at All)**

I26	Varsity Athletics 15.24%
I25	Recreational and/or intramural programs 8.64%
I32	In-service activities 6.71%
I23	Cafeteria/food services 5.49%
I29	Cultural programs and activities 5.48%

Unimportance Percentages
(Not Very Important or Not Important At All)

Question	Unimportance Percentage
I1	0.00%
I2	1.23%
I3	0.00%
I4	4.24%
I5	0.61%
I6	0.61%
I7	0.00%
I8	0.00%
I9	1.83%
I10	3.68%
I11	3.05%
I12	1.84%
I13	2.45%
I14	1.83%
I15	2.44%
I16	1.22%
I17	0.61%
I18	1.83%
I19	2.42%
I20	0.00%
I21	4.27%
I22	0.00%
I23	5.49%
I24	0.62%
I25	8.64%
I26	15.24%
I27	0.61%
I28	0.00%
I29	5.48%
I30	0.00%
I31	1.83%
I32	6.71%
I33	2.42%
I34	0.61%
I35	0.61%
I36	0.00%
I37	1.20%
I38	1.80%
I39	0.60%
I40	0.60%
I41	3.01%
I42	1.21%
I43	2.99%
I44	0.00%
I45	0.60%
I46	0.60%

Question	Unimportance Percentage
I26	15.24%
I25	8.64%
I32	6.71%
I23	5.49%
I29	5.48%
I21	4.27%
I4	4.24%
I10	3.68%
I11	3.05%
I41	3.01%
I43	2.99%
I13	2.45%
I15	2.44%
I19	2.42%
I33	2.42%
I12	1.84%
I14	1.83%
I31	1.83%
I9	1.83%
I18	1.83%
I38	1.80%
I2	1.23%
I16	1.22%
I42	1.21%
I37	1.20%
I24	0.62%
I5	0.61%
I34	0.61%
I35	0.61%
I6	0.61%
I17	0.61%
I27	0.61%
I40	0.60%
I46	0.60%
I39	0.60%
I45	0.60%
I1	0.00%
I3	0.00%
I7	0.00%
I8	0.00%
I20	0.00%
I22	0.00%
I28	0.00%
I30	0.00%
I36	0.00%
I44	0.00%

**Top Five "Satisfaction" Responses by Percentage
(Satisfied or Very Satisfied)**

S24	Parking facilities and services 88.34%
S16	Personal security/safety at the college 85.19%
S7	Information provided in college catalog 85.09%
S35	Janitorial services 80.37%
S8	Information provided by course schedule 80.12%

Satisfaction Percentages (Satisfied or Very Satisfied)

Question	Satisfaction Percentage
S1	61.88%
S2	65.41%
S3	59.12%
S4	20.63%
S5	64.15%
S6	55.00%
S7	85.09%
S8	80.12%
S9	56.52%
S10	54.32%
S11	56.44%
S12	66.46%
S13	59.51%
S14	49.69%
S15	59.26%
S16	85.19%
S17	79.01%
S18	76.07%
S19	41.46%
S20	54.60%
S21	63.80%
S22	79.01%
S23	64.42%
S24	88.34%
S25	48.13%
S26	46.30%
S27	71.60%
S28	75.31%
S29	63.58%
S30	61.35%
S31	60.12%
S32	56.44%
S33	63.41%
S34	76.07%
S35	80.37%
S36	72.05%
S37	68.52%
S38	66.05%
S39	75.93%
S40	74.07%
S41	61.73%
S42	63.35%
S43	65.03%
S44	43.75%
S45	36.42%
S46	64.20%

Question	Satisfaction Percentage
S24	88.34%
S16	85.19%
S7	85.09%
S35	80.37%
S8	80.12%
S22	79.01%
S17	79.01%
S18	76.07%
S34	76.07%
S39	75.93%
S28	75.31%
S40	74.07%
S36	72.05%
S27	71.60%
S37	68.52%
S12	66.46%
S38	66.05%
S2	65.41%
S43	65.03%
S23	64.42%
S46	64.20%
S5	64.15%
S21	63.80%
S29	63.58%
S33	63.41%
S42	63.35%
S1	61.88%
S41	61.73%
S30	61.35%
S31	60.12%
S13	59.51%
S15	59.26%
S3	59.12%
S9	56.52%
S32	56.44%
S11	56.44%
S6	55.00%
S20	54.60%
S10	54.32%
S14	49.69%
S25	48.13%
S26	46.30%
S44	43.75%
S19	41.46%
S45	36.42%
S4	20.63%

**Top Five "Dissatisfaction" Responses by Percentage
(Dissatisfied or Very Dissatisfied)**

S45	Computer network availability and reliability 41.98%
S44	Computer hardware/software support 33.13%
S4	Telephone registration 33.13%
S14	Institution publicity/advertisement efforts 26.99%
S19	Student job placement services 16.46%

Dissatisfaction Percentages (Dissatisfied or Very Dissatisfied)

Question	Dissatisfaction Percentage
S1	11.88%
S2	11.32%
S3	13.84%
S4	33.13%
S5	15.72%
S6	10.63%
S7	2.48%
S8	5.59%
S9	11.80%
S10	6.79%
S11	11.66%
S12	8.70%
S13	6.75%
S14	26.99%
S15	5.56%
S16	3.09%
S17	4.32%
S18	8.59%
S19	16.46%
S20	14.72%
S21	4.91%
S22	1.85%
S23	9.20%
S24	4.29%
S25	5.00%
S26	5.56%
S27	10.49%
S28	9.88%
S29	3.09%
S30	7.98%
S31	13.50%
S32	9.82%
S33	11.59%
S34	11.04%
S35	9.20%
S36	3.11%
S37	6.17%
S38	7.41%
S39	5.56%
S40	4.32%
S41	6.17%
S42	13.67%
S43	1.84%
S44	33.13%
S45	41.98%
S46	11.73%

Question	Dissatisfaction Percentage
S45	41.98%
S44	33.13%
S4	33.13%
S14	26.99%
S19	16.46%
S5	15.72%
S20	14.72%
S3	13.84%
S42	13.67%
S31	13.50%
S1	11.88%
S9	11.80%
S46	11.73%
S11	11.66%
S33	11.59%
S2	11.32%
S34	11.04%
S6	10.63%
S27	10.49%
S28	9.88%
S32	9.82%
S23	9.20%
S35	9.20%
S12	8.70%
S18	8.59%
S30	7.98%
S38	7.41%
S10	6.79%
S13	6.75%
S37	6.17%
S41	6.17%
S8	5.59%
S39	5.56%
S15	5.56%
S26	5.56%
S25	5.00%
S21	4.91%
S17	4.32%
S40	4.32%
S24	4.29%
S36	3.11%
S16	3.09%
S29	3.09%
S7	2.48%
S22	1.85%
S43	1.84%

Frequency Distributions

DEMOGRAPHIC INFORMATION

Frequency Distribution for D1

	Count	Percent
A	70	41.420
B	16	9.467
C	4	2.367
D	16	9.467
E	20	11.834
F	41	24.260
G	2	1.183
Total	169	100.000

Frequency Distribution for D2

	Count	Percent
A	10	6.061
B	6	3.636
C	18	10.909
D	87	52.727
E	5	3.030
F	39	23.636
Total	165	100.000

Frequency Distribution for D3

	Count	Percent
A	54	59.341
B	29	31.868
C	8	8.791
Total	91	100.000

Frequency Distribution for D4

	Count	Percent
A	124	77.987
B	35	22.013
Total	159	100.000

Frequency Distribution for D5

	Count	Percent
A	13	8.125
B	42	26.250
C	29	18.125
D	15	9.375
E	61	38.125
Total	160	100.000

Frequency Distribution for D6

	Count	Percent
A	14	8.537
B	42	25.610
C	25	15.244
D	16	9.756
E	67	40.854
Total	164	100.000

Frequency Distribution for D7

	Count	Percent
A	61	37.654
B	101	62.346
Total	162	100.000

Frequency Distribution for D8

	Count	Percent
A	23	14.024
B	32	19.512
C	18	10.976
D	70	42.683
E	21	12.805
Total	164	100.000

INSTITUTIONAL PURPOSE

Frequency Distribution for IP1

From (>=)	To (<)	Count	Percent
1.000	2.000	11	6.962
2.000	3.000	1	.633
3.000	4.000	8	5.063
4.000	5.000	43	27.215
5.000	6.000	93	58.861
6.000	7.000	2	1.266
	Total	158	100.000

Frequency Distribution for IP2

From (>=)	To (<)	Count	Percent
1.000	2.000	5	3.205
2.000	3.000	7	4.487
3.000	4.000	12	7.692
4.000	5.000	36	23.077
5.000	6.000	68	43.590
6.000	7.000	28	17.949
	Total	156	100.000

INSTITUTIONAL EFFECTIVENESS

Frequency Distribution for IEI1

From (>=)	To (<)	Count	Percent
1.000	2.000	6	3.593
2.000	3.000	7	4.192
3.000	4.000	10	5.988
4.000	5.000	65	38.922
5.000	6.000	64	38.323
6.000	7.000	15	8.982
	Total	167	100.000

Frequency Distribution for IEI2

From (>=)	To (<)	Count	Percent
1.000	2.000	5	2.976
2.000	3.000	8	4.762
3.000	4.000	17	10.119
4.000	5.000	68	40.476
5.000	6.000	57	33.929
6.000	7.000	13	7.738
	Total	168	100.000

Frequency Distribution for IEI3

From (>=)	To (<)	Count	Percent
1.000	2.000	5	2.976
2.000	3.000	6	3.571
3.000	4.000	15	8.929
4.000	5.000	77	45.833
5.000	6.000	54	32.143
6.000	7.000	11	6.548
	Total	168	100.000

Frequency Distribution for IEI4

From (>=)	To (<)	Count	Percent
1.000	2.000	5	2.994
2.000	3.000	11	6.587
3.000	4.000	16	9.581
4.000	5.000	64	38.323
5.000	6.000	61	36.527
6.000	7.000	10	5.988
	Total	167	100.000

Frequency Distribution for IEI5

From (>=)	To (<)	Count	Percent
1.000	2.000	3	1.796
2.000	3.000	13	7.784
3.000	4.000	20	11.976
4.000	5.000	58	34.731
5.000	6.000	53	31.737
6.000	7.000	20	11.976
	Total	167	100.000

Frequency Distribution for IED1

From (>=)	To (<)	Count	Percent
1.000	2.000	6	3.681
2.000	3.000	6	3.681
3.000	4.000	10	6.135
4.000	5.000	48	29.448
5.000	6.000	80	49.080
6.000	7.000	13	7.975
	Total	163	100.000

Frequency Distribution for IED2

From (>=)	To (<)	Count	Percent
1.000	2.000	6	3.681
2.000	3.000	5	3.067
3.000	4.000	13	7.975
4.000	5.000	59	36.196
5.000	6.000	69	42.331
6.000	7.000	11	6.748
	Total	163	100.000

Frequency Distribution for IED3

From (>=)	To (<)	Count	Percent
1.000	2.000	5	3.067
2.000	3.000	7	4.294
3.000	4.000	9	5.521
4.000	5.000	54	33.129
5.000	6.000	75	46.012
6.000	7.000	13	7.975
	Total	163	100.000

Frequency Distribution for IED4

From (>=)	To (<)	Count	Percent
1.000	2.000	6	3.704
2.000	3.000	5	3.086
3.000	4.000	12	7.407
4.000	5.000	49	30.247
5.000	6.000	83	51.235
6.000	7.000	7	4.321
	Total	162	100.000

Frequency Distribution for IED5

From (\geq)	To ($<$)	Count	Percent
1.000	2.000	6	3.727
2.000	3.000	10	6.211
3.000	4.000	18	11.180
4.000	5.000	53	32.919
5.000	6.000	53	32.919
6.000	7.000	21	13.043
	Total	161	100.000

EDUCATIONAL PROGRAM

Frequency Distribution for EPI1

From (>=)	To (<)	Count	Percent
1.000	2.000	1	.610
2.000	3.000	4	2.439
3.000	4.000	19	11.585
4.000	5.000	75	45.732
5.000	6.000	47	28.659
6.000	7.000	18	10.976
	Total	164	100.000

Frequency Distribution for EPI2

From (>=)	To (<)	Count	Percent
1.000	2.000	2	1.205
2.000	3.000	7	4.217
3.000	4.000	21	12.651
4.000	5.000	70	42.169
5.000	6.000	45	27.108
6.000	7.000	21	12.651
	Total	166	100.000

Frequency Distribution for EPI3

From (>=)	To (<)	Count	Percent
1.000	2.000	1	.602
2.000	3.000	13	7.831
3.000	4.000	16	9.639
4.000	5.000	68	40.964
5.000	6.000	45	27.108
6.000	7.000	23	13.855
	Total	166	100.000

Frequency Distribution for EPI6

From (>=)	To (<)	Count	Percent
1.000	2.000	2	1.212
2.000	3.000	15	9.091
3.000	4.000	17	10.303
4.000	5.000	65	39.394
5.000	6.000	39	23.636
6.000	7.000	27	16.364
	Total	165	100.000

Frequency Distribution for EPI7

From (>=)	To (<)	Count	Percent
1.000	2.000	1	.599
2.000	3.000	6	3.593
3.000	4.000	13	7.784
4.000	5.000	64	38.323
5.000	6.000	65	38.922
6.000	7.000	18	10.778
	Total	167	100.000

Frequency Distribution for EPI8

From (>=)	To (<)	Count	Percent
1.000	2.000	0	0.000
2.000	3.000	6	3.614
3.000	4.000	16	9.639
4.000	5.000	60	36.145
5.000	6.000	45	27.108
6.000	7.000	39	23.494
	Total	166	100.000

Frequency Distribution for EPI9

From (>=)	To (<)	Count	Percent
1.000	2.000	6	3.636
2.000	3.000	7	4.242
3.000	4.000	16	9.697
4.000	5.000	51	30.909
5.000	6.000	47	28.485
6.000	7.000	38	23.030
	Total	165	100.000

Frequency Distribution for EPI10

From (>=)	To (<)	Count	Percent
1.000	2.000	2	1.198
2.000	3.000	4	2.395
3.000	4.000	18	10.778
4.000	5.000	52	31.138
5.000	6.000	45	26.946
6.000	7.000	46	27.545
	Total	167	100.000

Frequency Distribution for EPI11

From (>=)	To (<)	Count	Percent
1.000	2.000	5	3.030
2.000	3.000	10	6.061
3.000	4.000	19	11.515
4.000	5.000	38	23.030
5.000	6.000	41	24.848
6.000	7.000	52	31.515
	Total	165	100.000

Frequency Distribution for EP12

From (>=)	To (<)	Count	Percent
1.000	2.000	1	.599
2.000	3.000	5	2.994
3.000	4.000	20	11.976
4.000	5.000	58	34.731
5.000	6.000	46	27.545
6.000	7.000	37	22.156
	Total	167	100.000

Frequency Distribution for EP13

From (>=)	To (<)	Count	Percent
1.000	2.000	7	4.242
2.000	3.000	15	9.091
3.000	4.000	20	12.121
4.000	5.000	50	30.303
5.000	6.000	48	29.091
6.000	7.000	25	15.152
	Total	165	100.000

Frequency Distribution for EP14

From (>=)	To (<)	Count	Percent
1.000	2.000	7	4.217
2.000	3.000	15	9.036
3.000	4.000	26	15.663
4.000	5.000	51	30.723
5.000	6.000	35	21.084
6.000	7.000	32	19.277
	Total	166	100.000

Frequency Distribution for EP15

From (>=)	To (<)	Count	Percent
1.000	2.000	2	1.198
2.000	3.000	0	0.000
3.000	4.000	19	11.377
4.000	5.000	51	30.539
5.000	6.000	58	34.731
6.000	7.000	37	22.156
	Total	167	100.000

Frequency Distribution for EP16

From (>=)	To (<)	Count	Percent
1.000	2.000	4	2.410
2.000	3.000	1	.602
3.000	4.000	18	10.843
4.000	5.000	52	31.325
5.000	6.000	41	24.699
6.000	7.000	50	30.120
	Total	166	100.000

Frequency Distribution for EPI17

From (>=)	To (<)	Count	Percent
1.000	2.000	1	.599
2.000	3.000	1	.599
3.000	4.000	14	8.383
4.000	5.000	59	35.329
5.000	6.000	45	26.946
6.000	7.000	47	28.144
	Total	167	100.000

Frequency Distribution for EPI18

From (>=)	To (<)	Count	Percent
1.000	2.000	6	3.593
2.000	3.000	6	3.593
3.000	4.000	15	8.982
4.000	5.000	72	43.114
5.000	6.000	55	32.934
6.000	7.000	13	7.784
	Total	167	100.000

Frequency Distribution for EPI21

From (>=)	To (<)	Count	Percent
1.000	2.000	1	.625
2.000	3.000	0	0.000
3.000	4.000	21	13.125
4.000	5.000	49	30.625
5.000	6.000	38	23.750
6.000	7.000	51	31.875
	Total	160	100.000

Frequency Distribution for EPI23

From (>=)	To (<)	Count	Percent
1.000	2.000	12	7.407
2.000	3.000	23	14.198
3.000	4.000	23	14.198
4.000	5.000	46	28.395
5.000	6.000	30	18.519
6.000	7.000	28	17.284
	Total	162	100.000

Frequency Distribution for EPI25

From (>=)	To (<)	Count	Percent
1.000	2.000	1	.610
2.000	3.000	1	.610
3.000	4.000	15	9.146
4.000	5.000	53	32.317
5.000	6.000	56	34.146
6.000	7.000	38	23.171
	Total	164	100.000

Frequency Distribution for EPI26

From (>=)	To (<)	Count	Percent
1.000	2.000	2	1.235
2.000	3.000	4	2.469
3.000	4.000	12	7.407
4.000	5.000	50	30.864
5.000	6.000	53	32.716
6.000	7.000	41	25.309
	Total	162	100.000

Frequency Distribution for EPI27

From (>=)	To (<)	Count	Percent
1.000	2.000	1	.617
2.000	3.000	4	2.469
3.000	4.000	13	8.025
4.000	5.000	49	30.247
5.000	6.000	53	32.716
6.000	7.000	42	25.926
	Total	162	100.000

Frequency Distribution for EPI28

From (>=)	To (<)	Count	Percent
1.000	2.000	8	4.908
2.000	3.000	9	5.521
3.000	4.000	24	14.724
4.000	5.000	46	28.221
5.000	6.000	38	23.313
6.000	7.000	38	23.313
	Total	163	100.000

Frequency Distribution for EPD1

From (>=)	To (<)	Count	Percent
1.000	2.000	3	1.863
2.000	3.000	2	1.242
3.000	4.000	13	8.075
4.000	5.000	59	36.646
5.000	6.000	61	37.888
6.000	7.000	23	14.286
	Total	161	100.000

Frequency Distribution for EPD2

From (>=)	To (<)	Count	Percent
1.000	2.000	3	1.863
2.000	3.000	4	2.484
3.000	4.000	15	9.317
4.000	5.000	47	29.193
5.000	6.000	60	37.267
6.000	7.000	32	19.876
	Total	161	100.000

Frequency Distribution for EPD3

From (>=)	To (<)	Count	Percent
1.000	2.000	4	2.484
2.000	3.000	7	4.348
3.000	4.000	12	7.453
4.000	5.000	47	29.193
5.000	6.000	56	34.783
6.000	7.000	35	21.739
	Total	161	100.000

Frequency Distribution for EPD4

From (>=)	To (<)	Count	Percent
1.000	2.000	3	1.911
2.000	3.000	3	1.911
3.000	4.000	13	8.280
4.000	5.000	67	42.675
5.000	6.000	59	37.580
6.000	7.000	12	7.643
	Total	157	100.000

Frequency Distribution for EPD5

From (>=)	To (<)	Count	Percent
1.000	2.000	2	1.266
2.000	3.000	5	3.165
3.000	4.000	13	8.228
4.000	5.000	28	17.722
5.000	6.000	36	22.785
6.000	7.000	74	46.835
	Total	158	100.000

Frequency Distribution for EPD9

From (>=)	To (<)	Count	Percent
1.000	2.000	3	1.840
2.000	3.000	8	4.908
3.000	4.000	16	9.816
4.000	5.000	29	17.791
5.000	6.000	51	31.288
6.000	7.000	56	34.356
	Total	163	100.000

Frequency Distribution for EPD10

From (>=)	To (<)	Count	Percent
1.000	2.000	2	1.242
2.000	3.000	5	3.106
3.000	4.000	17	10.559
4.000	5.000	39	24.224
5.000	6.000	40	24.845
6.000	7.000	58	36.025
	Total	161	100.000

Frequency Distribution for EPD11

From (>=)	To (<)	Count	Percent
1.000	2.000	6	3.750
2.000	3.000	9	5.625
3.000	4.000	17	10.625
4.000	5.000	28	17.500
5.000	6.000	35	21.875
6.000	7.000	65	40.625
	Total	160	100.000

Frequency Distribution for EPD18

From (>=)	To (<)	Count	Percent
1.000	2.000	6	4.348
2.000	3.000	6	4.348
3.000	4.000	12	8.696
4.000	5.000	55	39.855
5.000	6.000	52	37.681
6.000	7.000	7	5.072
	Total	138	100.000

Frequency Distribution for EPD19

From (>=)	To (<)	Count	Percent
1.000	2.000	2	1.220
2.000	3.000	0	0.000
3.000	4.000	11	6.707
4.000	5.000	39	23.780
5.000	6.000	71	43.293
6.000	7.000	41	25.000
	Total	164	100.000

Frequency Distribution for EPD20

From (>=)	To (<)	Count	Percent
1.000	2.000	1	.606
2.000	3.000	9	5.455
3.000	4.000	18	10.909
4.000	5.000	43	26.061
5.000	6.000	55	33.333
6.000	7.000	39	23.636
	Total	165	100.000

Frequency Distribution for EPD22

From (>=)	To (<)	Count	Percent
1.000	2.000	17	10.759
2.000	3.000	14	8.861
3.000	4.000	16	10.127
4.000	5.000	44	27.848
5.000	6.000	35	22.152
6.000	7.000	32	20.253
	Total	158	100.000

Frequency Distribution for EPD24

From (>=)	To (<)	Count	Percent
1.000	2.000	5	3.049
2.000	3.000	6	3.659
3.000	4.000	17	10.366
4.000	5.000	41	25.000
5.000	6.000	44	26.829
6.000	7.000	51	31.098
	Total	164	100.000

Frequency Distribution for EPD27

From (>=)	To (<)	Count	Percent
1.000	2.000	1	.680
2.000	3.000	4	2.721
3.000	4.000	11	7.483
4.000	5.000	44	29.932
5.000	6.000	51	34.694
6.000	7.000	36	24.490
	Total	147	100.000

Frequency Distribution for EPD28

From (>=)	To (<)	Count	Percent
1.000	2.000	4	2.532
2.000	3.000	7	4.430
3.000	4.000	17	10.759
4.000	5.000	44	27.848
5.000	6.000	42	26.582
6.000	7.000	44	27.848
	Total	158	100.000

EDUCATIONAL SUPPORT SERVICES

Frequency Distribution for ESS1

From (>=)	To (<)	Count	Percent
1.000	2.000	5	3.012
2.000	3.000	9	5.422
3.000	4.000	17	10.241
4.000	5.000	67	40.361
5.000	6.000	62	37.349
6.000	7.000	6	3.614
	Total	166	100.000

Frequency Distribution for ESS2

From (>=)	To (<)	Count	Percent
1.000	2.000	6	3.614
2.000	3.000	8	4.819
3.000	4.000	19	11.446
4.000	5.000	68	40.964
5.000	6.000	48	28.916
6.000	7.000	17	10.241
	Total	166	100.000

Frequency Distribution for ESS4

From (>=)	To (<)	Count	Percent
1.000	2.000	6	3.659
2.000	3.000	12	7.317
3.000	4.000	21	12.805
4.000	5.000	70	42.683
5.000	6.000	42	25.610
6.000	7.000	13	7.927
	Total	164	100.000

Frequency Distribution for ESS5

From (>=)	To (<)	Count	Percent
1.000	2.000	5	3.049
2.000	3.000	5	3.049
3.000	4.000	13	7.927
4.000	5.000	63	38.415
5.000	6.000	60	36.585
6.000	7.000	18	10.976
	Total	164	100.000

Frequency Distribution for ESS16

From (>=)	To (<)	Count	Percent
1.000	2.000	3	1.818
2.000	3.000	6	3.636
3.000	4.000	12	7.273
4.000	5.000	73	44.242
5.000	6.000	52	31.515
6.000	7.000	19	11.515
	Total	165	100.000

Frequency Distribution for ESS17

From (>=)	To (<)	Count	Percent
1.000	2.000	5	3.012
2.000	3.000	7	4.217
3.000	4.000	13	7.831
4.000	5.000	81	48.795
5.000	6.000	44	26.506
6.000	7.000	16	9.639
	Total	166	100.000

Frequency Distribution for ESS18

From (>=)	To (<)	Count	Percent
1.000	2.000	6	3.614
2.000	3.000	16	9.639
3.000	4.000	18	10.843
4.000	5.000	70	42.169
5.000	6.000	39	23.494
6.000	7.000	17	10.241
	Total	166	100.000

Frequency Distribution for ESS10

From (>=)	To (<)	Count	Percent
1.000	2.000	12	7.273
2.000	3.000	25	15.152
3.000	4.000	21	12.727
4.000	5.000	53	32.121
5.000	6.000	26	15.758
6.000	7.000	28	16.970
	Total	165	100.000

Frequency Distribution for ESS11

From (>=)	To (<)	Count	Percent
1.000	2.000	6	3.659
2.000	3.000	6	3.659
3.000	4.000	22	13.415
4.000	5.000	66	40.244
5.000	6.000	39	23.780
6.000	7.000	25	15.244
	Total	164	100.000

Frequency Distribution for ESSD3

From (>=)	To (<)	Count	Percent
1.000	2.000	4	2.548
2.000	3.000	14	8.917
3.000	4.000	16	10.191
4.000	5.000	51	32.484
5.000	6.000	41	26.115
6.000	7.000	31	19.745
	Total	157	100.000

Frequency Distribution for ESSD9

From (>=)	To (<)	Count	Percent
1.000	2.000	28	17.391
2.000	3.000	28	17.391
3.000	4.000	21	13.043
4.000	5.000	40	24.845
5.000	6.000	22	13.665
6.000	7.000	22	13.665
	Total	161	100.000

Frequency Distribution for ESSD11

From (>=)	To (<)	Count	Percent
1.000	2.000	6	4.000
2.000	3.000	5	3.333
3.000	4.000	16	10.667
4.000	5.000	48	32.000
5.000	6.000	44	29.333
6.000	7.000	31	20.667
	Total	150	100.000

IMPORTANCE

Frequency Distribution for I1

From (>=)	To (<)	Count	Percent
1.000	2.000	0	0.000
2.000	3.000	0	0.000
3.000	4.000	4	2.439
4.000	5.000	32	19.512
5.000	6.000	122	74.390
6.000	7.000	6	3.659
	Total	164	100.000

Frequency Distribution for I2

From (>=)	To (<)	Count	Percent
1.000	2.000	1	.613
2.000	3.000	1	.613
3.000	4.000	7	4.294
4.000	5.000	32	19.632
5.000	6.000	116	71.166
6.000	7.000	6	3.681
	Total	163	100.000

Frequency Distribution for I3

From (>=)	To (<)	Count	Percent
1.000	2.000	0	0.000
2.000	3.000	0	0.000
3.000	4.000	4	2.454
4.000	5.000	38	23.313
5.000	6.000	109	66.871
6.000	7.000	12	7.362
	Total	163	100.000

Frequency Distribution for I4

From (>=)	To (<)	Count	Percent
1.000	2.000	4	2.424
2.000	3.000	3	1.818
3.000	4.000	14	8.485
4.000	5.000	41	24.848
5.000	6.000	80	48.485
6.000	7.000	23	13.939
	Total	165	100.000

Frequency Distribution for I5

From (>=)	To (<)	Count	Percent
1.000	2.000	1	.613
2.000	3.000	0	0.000
3.000	4.000	5	3.067
4.000	5.000	44	26.994
5.000	6.000	109	66.871
6.000	7.000	4	2.454
	Total	163	100.000

Frequency Distribution for I6

From (>=)	To (<)	Count	Percent
1.000	2.000	0	0.000
2.000	3.000	1	.610
3.000	4.000	5	3.049
4.000	5.000	42	25.610
5.000	6.000	105	64.024
6.000	7.000	11	6.707
	Total	164	100.000

Frequency Distribution for I7

From (>=)	To (<)	Count	Percent
1.000	2.000	0	0.000
2.000	3.000	0	0.000
3.000	4.000	5	3.049
4.000	5.000	43	26.220
5.000	6.000	113	68.902
6.000	7.000	3	1.829
	Total	164	100.000

Frequency Distribution for I8

From (>=)	To (<)	Count	Percent
1.000	2.000	0	0.000
2.000	3.000	0	0.000
3.000	4.000	4	2.439
4.000	5.000	39	23.780
5.000	6.000	118	71.951
6.000	7.000	3	1.829
	Total	164	100.000

Frequency Distribution for I9

From (>=)	To (<)	Count	Percent
1.000	2.000	0	0.000
2.000	3.000	3	1.829
3.000	4.000	23	14.024
4.000	5.000	47	28.659
5.000	6.000	81	49.390
6.000	7.000	10	6.098
	Total	164	100.000

Frequency Distribution for I10

From (>=)	To (<)	Count	Percent
1.000	2.000	3	1.840
2.000	3.000	3	1.840
3.000	4.000	30	18.405
4.000	5.000	58	35.583
5.000	6.000	54	33.129
6.000	7.000	15	9.202
	Total	163	100.000

Frequency Distribution for I11

From (>=)	To (<)	Count	Percent
1.000	2.000	1	.610
2.000	3.000	4	2.439
3.000	4.000	10	6.098
4.000	5.000	55	33.537
5.000	6.000	84	51.220
6.000	7.000	10	6.098
	Total	164	100.000

Frequency Distribution for I12

From (>=)	To (<)	Count	Percent
1.000	2.000	1	.613
2.000	3.000	2	1.227
3.000	4.000	13	7.975
4.000	5.000	59	36.196
5.000	6.000	81	49.693
6.000	7.000	7	4.294
	Total	163	100.000

Frequency Distribution for I13

From (>=)	To (<)	Count	Percent
1.000	2.000	0	0.000
2.000	3.000	4	2.454
3.000	4.000	13	7.975
4.000	5.000	52	31.902
5.000	6.000	84	51.534
6.000	7.000	10	6.135
	Total	163	100.000

Frequency Distribution for I14

From (>=)	To (<)	Count	Percent
1.000	2.000	2	1.220
2.000	3.000	1	.610
3.000	4.000	10	6.098
4.000	5.000	35	21.341
5.000	6.000	113	68.902
6.000	7.000	3	1.829
	Total	164	100.000

Frequency Distribution for I15

From (>=)	To (<)	Count	Percent
1.000	2.000	1	.610
2.000	3.000	3	1.829
3.000	4.000	12	7.317
4.000	5.000	57	34.756
5.000	6.000	73	44.512
6.000	7.000	18	10.976
	Total	164	100.000

Frequency Distribution for I16

From (>=)	To (<)	Count	Percent
1.000	2.000	0	0.000
2.000	3.000	2	1.220
3.000	4.000	6	3.659
4.000	5.000	28	17.073
5.000	6.000	125	76.220
6.000	7.000	3	1.829
	Total	164	100.000

Frequency Distribution for I17

From (>=)	To (<)	Count	Percent
1.000	2.000	0	0.000
2.000	3.000	1	.610
3.000	4.000	15	9.146
4.000	5.000	45	27.439
5.000	6.000	100	60.976
6.000	7.000	3	1.829
	Total	164	100.000

Frequency Distribution for I18

From (>=)	To (<)	Count	Percent
1.000	2.000	0	0.000
2.000	3.000	3	1.829
3.000	4.000	9	5.488
4.000	5.000	53	32.317
5.000	6.000	96	58.537
6.000	7.000	3	1.829
	Total	164	100.000

Frequency Distribution for I19

From (>=)	To (<)	Count	Percent
1.000	2.000	1	.606
2.000	3.000	3	1.818
3.000	4.000	20	12.121
4.000	5.000	60	36.364
5.000	6.000	69	41.818
6.000	7.000	12	7.273
	Total	165	100.000

Frequency Distribution for I20

From (>=)	To (<)	Count	Percent
1.000	2.000	0	0.000
2.000	3.000	0	0.000
3.000	4.000	7	4.294
4.000	5.000	46	28.221
5.000	6.000	106	65.031
6.000	7.000	4	2.454
	Total	163	100.000

Frequency Distribution for I21

From (>=)	To (<)	Count	Percent
1.000	2.000	3	1.829
2.000	3.000	4	2.439
3.000	4.000	20	12.195
4.000	5.000	44	26.829
5.000	6.000	83	50.610
6.000	7.000	10	6.098
	Total	164	100.000

Frequency Distribution for I22

From (>=)	To (<)	Count	Percent
1.000	2.000	0	0.000
2.000	3.000	0	0.000
3.000	4.000	10	6.098
4.000	5.000	47	28.659
5.000	6.000	103	62.805
6.000	7.000	4	2.439
	Total	164	100.000

Frequency Distribution for I23

From (>=)	To (<)	Count	Percent
1.000	2.000	2	1.220
2.000	3.000	7	4.268
3.000	4.000	27	16.463
4.000	5.000	70	42.683
5.000	6.000	52	31.707
6.000	7.000	6	3.659
	Total	164	100.000

Frequency Distribution for I24

From (>=)	To (<)	Count	Percent
1.000	2.000	0	0.000
2.000	3.000	1	.621
3.000	4.000	8	4.969
4.000	5.000	59	36.646
5.000	6.000	92	57.143
6.000	7.000	1	.621
	Total	161	100.000

Frequency Distribution for I25

From (>=)	To (<)	Count	Percent
1.000	2.000	4	2.469
2.000	3.000	10	6.173
3.000	4.000	43	26.543
4.000	5.000	59	36.420
5.000	6.000	34	20.988
6.000	7.000	12	7.407
	Total	162	100.000

Frequency Distribution for I26

From (>=)	To (<)	Count	Percent
1.000	2.000	13	7.927
2.000	3.000	12	7.317
3.000	4.000	50	30.488
4.000	5.000	39	23.780
5.000	6.000	34	20.732
6.000	7.000	16	9.756
	Total	164	100.000

Frequency Distribution for I27

From (>=)	To (<)	Count	Percent
1.000	2.000	0	0.000
2.000	3.000	1	.610
3.000	4.000	3	1.829
4.000	5.000	34	20.732
5.000	6.000	119	72.561
6.000	7.000	7	4.268
	Total	164	100.000

Frequency Distribution for I28

From (>=)	To (<)	Count	Percent
1.000	2.000	0	0.000
2.000	3.000	0	0.000
3.000	4.000	6	3.681
4.000	5.000	32	19.632
5.000	6.000	121	74.233
6.000	7.000	4	2.454
	Total	163	100.000

Frequency Distribution for I29

From (>=)	To (<)	Count	Percent
1.000	2.000	1	.610
2.000	3.000	8	4.878
3.000	4.000	30	18.293
4.000	5.000	71	43.293
5.000	6.000	45	27.439
6.000	7.000	9	5.488
	Total	164	100.000

Frequency Distribution for I30

From (>=)	To (<)	Count	Percent
1.000	2.000	0	0.000
2.000	3.000	0	0.000
3.000	4.000	11	6.748
4.000	5.000	64	39.264
5.000	6.000	83	50.920
6.000	7.000	5	3.067
	Total	163	100.000

Frequency Distribution for I31

From (>=)	To (<)	Count	Percent
1.000	2.000	1	.610
2.000	3.000	2	1.220
3.000	4.000	12	7.317
4.000	5.000	66	40.244
5.000	6.000	78	47.561
6.000	7.000	5	3.049
	Total	164	100.000

Frequency Distribution for I32

From (>=)	To (<)	Count	Percent
1.000	2.000	5	3.049
2.000	3.000	6	3.659
3.000	4.000	26	15.854
4.000	5.000	69	42.073
5.000	6.000	51	31.098
6.000	7.000	7	4.268
	Total	164	100.000

Frequency Distribution for I33

From (>=)	To (<)	Count	Percent
1.000	2.000	2	1.212
2.000	3.000	2	1.212
3.000	4.000	15	9.091
4.000	5.000	62	37.576
5.000	6.000	80	48.485
6.000	7.000	4	2.424
	Total	165	100.000

Frequency Distribution for I34

From (>=)	To (<)	Count	Percent
1.000	2.000	1	.613
2.000	3.000	0	0.000
3.000	4.000	7	4.294
4.000	5.000	53	32.515
5.000	6.000	101	61.963
6.000	7.000	1	.613
	Total	163	100.000

Frequency Distribution for I35

From (>=)	To (<)	Count	Percent
1.000	2.000	0	0.000
2.000	3.000	1	.613
3.000	4.000	6	3.681
4.000	5.000	52	31.902
5.000	6.000	102	62.577
6.000	7.000	2	1.227
	Total	163	100.000

Frequency Distribution for I36

From (>=)	To (<)	Count	Percent
1.000	2.000	0	0.000
2.000	3.000	0	0.000
3.000	4.000	14	8.383
4.000	5.000	59	35.329
5.000	6.000	87	52.096
6.000	7.000	7	4.192
	Total	167	100.000

Frequency Distribution for I37

From (>=)	To (<)	Count	Percent
1.000	2.000	2	1.198
2.000	3.000	0	0.000
3.000	4.000	15	8.982
4.000	5.000	51	30.539
5.000	6.000	93	55.689
6.000	7.000	6	3.593
	Total	167	100.000

Frequency Distribution for I38

From (>=)	To (<)	Count	Percent
1.000	2.000	2	1.198
2.000	3.000	1	.599
3.000	4.000	15	8.982
4.000	5.000	58	34.731
5.000	6.000	81	48.503
6.000	7.000	10	5.988
	Total	167	100.000

Frequency Distribution for I39

From (>=)	To (<)	Count	Percent
1.000	2.000	0	0.000
2.000	3.000	1	.599
3.000	4.000	10	5.988
4.000	5.000	53	31.737
5.000	6.000	97	58.084
6.000	7.000	6	3.593
	Total	167	100.000

Frequency Distribution for I40

From (>=)	To (<)	Count	Percent
1.000	2.000	0	0.000
2.000	3.000	1	.602
3.000	4.000	13	7.831
4.000	5.000	52	31.325
5.000	6.000	93	56.024
6.000	7.000	7	4.217
	Total	166	100.000

Frequency Distribution for I41

From (>=)	To (<)	Count	Percent
1.000	2.000	3	1.807
2.000	3.000	2	1.205
3.000	4.000	12	7.229
4.000	5.000	48	28.916
5.000	6.000	93	56.024
6.000	7.000	8	4.819
	Total	166	100.000

Frequency Distribution for I42

From (>=)	To (<)	Count	Percent
1.000	2.000	0	0.000
2.000	3.000	2	1.205
3.000	4.000	13	7.831
4.000	5.000	46	27.711
5.000	6.000	98	59.036
6.000	7.000	7	4.217
	Total	166	100.000

Frequency Distribution for I43

From (>=)	To (<)	Count	Percent
1.000	2.000	1	.599
2.000	3.000	4	2.395
3.000	4.000	24	14.371
4.000	5.000	56	33.533
5.000	6.000	70	41.916
6.000	7.000	12	7.186
	Total	167	100.000

Frequency Distribution for I44

From (>=)	To (<)	Count	Percent
1.000	2.000	0	0.000
2.000	3.000	0	0.000
3.000	4.000	9	5.389
4.000	5.000	36	21.557
5.000	6.000	117	70.060
6.000	7.000	5	2.994
	Total	167	100.000

Frequency Distribution for I45

From (>=)	To (<)	Count	Percent
1.000	2.000	0	0.000
2.000	3.000	1	.599
3.000	4.000	8	4.790
4.000	5.000	36	21.557
5.000	6.000	117	70.060
6.000	7.000	5	2.994
	Total	167	100.000

Frequency Distribution for I46

From (>=)	To (<)	Count	Percent
1.000	2.000	0	0.000
2.000	3.000	1	.602
3.000	4.000	11	6.627
4.000	5.000	63	37.952
5.000	6.000	86	51.807
6.000	7.000	5	3.012
	Total	166	100.000

SATISFACTION

Frequency Distribution for S1

From (>=)	To (<)	Count	Percent
1.000	2.000	1	.625
2.000	3.000	18	11.250
3.000	4.000	27	16.875
4.000	5.000	64	40.000
5.000	6.000	35	21.875
6.000	7.000	15	9.375
	Total	160	100.000

Frequency Distribution for S2

From (>=)	To (<)	Count	Percent
1.000	2.000	5	3.145
2.000	3.000	13	8.176
3.000	4.000	24	15.094
4.000	5.000	65	40.881
5.000	6.000	39	24.528
6.000	7.000	13	8.176
	Total	159	100.000

Frequency Distribution for S3

From (>=)	To (<)	Count	Percent
1.000	2.000	4	2.516
2.000	3.000	18	11.321
3.000	4.000	25	15.723
4.000	5.000	59	37.107
5.000	6.000	35	22.013
6.000	7.000	18	11.321
	Total	159	100.000

Frequency Distribution for S4

From (>=)	To (<)	Count	Percent
1.000	2.000	40	25.000
2.000	3.000	13	8.125
3.000	4.000	19	11.875
4.000	5.000	19	11.875
5.000	6.000	14	8.750
6.000	7.000	55	34.375
	Total	160	100.000

Frequency Distribution for S5

From (>=)	To (<)	Count	Percent
1.000	2.000	8	5.031
2.000	3.000	17	10.692
3.000	4.000	22	13.836
4.000	5.000	65	40.881
5.000	6.000	37	23.270
6.000	7.000	10	6.289
	Total	159	100.000

Frequency Distribution for S6

From (>=)	To (<)	Count	Percent
1.000	2.000	4	2.500
2.000	3.000	13	8.125
3.000	4.000	34	21.250
4.000	5.000	62	38.750
5.000	6.000	26	16.250
6.000	7.000	21	13.125
	Total	160	100.000

Frequency Distribution for S7

From (>=)	To (<)	Count	Percent
1.000	2.000	1	.621
2.000	3.000	3	1.863
3.000	4.000	17	10.559
4.000	5.000	81	50.311
5.000	6.000	56	34.783
6.000	7.000	3	1.863
	Total	161	100.000

Frequency Distribution for S8

From (>=)	To (<)	Count	Percent
1.000	2.000	0	0.000
2.000	3.000	9	5.590
3.000	4.000	21	13.043
4.000	5.000	74	45.963
5.000	6.000	55	34.161
6.000	7.000	2	1.242
	Total	161	100.000

Frequency Distribution for S9

From (>=)	To (<)	Count	Percent
1.000	2.000	5	3.106
2.000	3.000	14	8.696
3.000	4.000	31	19.255
4.000	5.000	61	37.888
5.000	6.000	30	18.634
6.000	7.000	20	12.422
	Total	161	100.000

Frequency Distribution for S10

From (>=)	To (<)	Count	Percent
1.000	2.000	2	1.235
2.000	3.000	9	5.556
3.000	4.000	41	25.309
4.000	5.000	62	38.272
5.000	6.000	26	16.049
6.000	7.000	22	13.580
	Total	162	100.000

Frequency Distribution for S11

From (>=)	To (<)	Count	Percent
1.000	2.000	8	4.908
2.000	3.000	11	6.748
3.000	4.000	35	21.472
4.000	5.000	57	34.969
5.000	6.000	35	21.472
6.000	7.000	17	10.429
	Total	163	100.000

Frequency Distribution for S12

From (>=)	To (<)	Count	Percent
1.000	2.000	4	2.484
2.000	3.000	10	6.211
3.000	4.000	32	19.876
4.000	5.000	72	44.720
5.000	6.000	35	21.739
6.000	7.000	8	4.969
	Total	161	100.000

Frequency Distribution for S13

From (>=)	To (<)	Count	Percent
1.000	2.000	4	2.454
2.000	3.000	7	4.294
3.000	4.000	31	19.018
4.000	5.000	61	37.423
5.000	6.000	36	22.086
6.000	7.000	24	14.724
	Total	163	100.000

Frequency Distribution for S14

From (>=)	To (<)	Count	Percent
1.000	2.000	21	12.883
2.000	3.000	23	14.110
3.000	4.000	32	19.632
4.000	5.000	58	35.583
5.000	6.000	23	14.110
6.000	7.000	6	3.681
	Total	163	100.000

Frequency Distribution for S15

From (>=)	To (<)	Count	Percent
1.000	2.000	4	2.469
2.000	3.000	5	3.086
3.000	4.000	27	16.667
4.000	5.000	63	38.889
5.000	6.000	33	20.370
6.000	7.000	30	18.519
	Total	162	100.000

Frequency Distribution for S16

From (>=)	To (<)	Count	Percent
1.000	2.000	0	0.000
2.000	3.000	5	3.086
3.000	4.000	17	10.494
4.000	5.000	63	38.889
5.000	6.000	75	46.296
6.000	7.000	2	1.235
	Total	162	100.000

Frequency Distribution for S17

From (>=)	To (<)	Count	Percent
1.000	2.000	1	.617
2.000	3.000	6	3.704
3.000	4.000	23	14.198
4.000	5.000	78	48.148
5.000	6.000	50	30.864
6.000	7.000	4	2.469
	Total	162	100.000

Frequency Distribution for S18

From (>=)	To (<)	Count	Percent
1.000	2.000	8	4.908
2.000	3.000	6	3.681
3.000	4.000	19	11.656
4.000	5.000	76	46.626
5.000	6.000	48	29.448
6.000	7.000	6	3.681
	Total	163	100.000

Frequency Distribution for S19

From (>=)	To (<)	Count	Percent
1.000	2.000	10	6.098
2.000	3.000	17	10.366
3.000	4.000	40	24.390
4.000	5.000	48	29.268
5.000	6.000	20	12.195
6.000	7.000	29	17.683
	Total	164	100.000

Frequency Distribution for S20

From (>=)	To (<)	Count	Percent
1.000	2.000	7	4.294
2.000	3.000	17	10.429
3.000	4.000	30	18.405
4.000	5.000	60	36.810
5.000	6.000	29	17.791
6.000	7.000	20	12.270
	Total	163	100.000

Frequency Distribution for S21

From (>=)	To (<)	Count	Percent
1.000	2.000	3	1.840
2.000	3.000	5	3.067
3.000	4.000	29	17.791
4.000	5.000	56	34.356
5.000	6.000	48	29.448
6.000	7.000	22	13.497
	Total	163	100.000

Frequency Distribution for S22

From (>=)	To (<)	Count	Percent
1.000	2.000	2	1.235
2.000	3.000	1	.617
3.000	4.000	17	10.494
4.000	5.000	73	45.062
5.000	6.000	55	33.951
6.000	7.000	14	8.642
	Total	162	100.000

Frequency Distribution for S23

From (>=)	To (<)	Count	Percent
1.000	2.000	3	1.840
2.000	3.000	12	7.362
3.000	4.000	32	19.632
4.000	5.000	68	41.718
5.000	6.000	37	22.699
6.000	7.000	11	6.748
	Total	163	100.000

Frequency Distribution for S24

From (>=)	To (<)	Count	Percent
1.000	2.000	2	1.227
2.000	3.000	5	3.067
3.000	4.000	10	6.135
4.000	5.000	82	50.307
5.000	6.000	62	38.037
6.000	7.000	2	1.227
	Total	163	100.000

Frequency Distribution for S25

From (>=)	To (<)	Count	Percent
1.000	2.000	3	1.875
2.000	3.000	5	3.125
3.000	4.000	45	28.125
4.000	5.000	49	30.625
5.000	6.000	28	17.500
6.000	7.000	30	18.750
	Total	160	100.000

Frequency Distribution for S26

From (>=)	To (<)	Count	Percent
1.000	2.000	4	2.469
2.000	3.000	5	3.086
3.000	4.000	51	31.481
4.000	5.000	46	28.395
5.000	6.000	29	17.901
6.000	7.000	27	16.667
	Total	162	100.000

Frequency Distribution for S27

From (>=)	To (<)	Count	Percent
1.000	2.000	6	3.704
2.000	3.000	11	6.790
3.000	4.000	20	12.346
4.000	5.000	65	40.123
5.000	6.000	51	31.481
6.000	7.000	9	5.556
	Total	162	100.000

Frequency Distribution for S28

From (>=)	To (<)	Count	Percent
1.000	2.000	8	4.938
2.000	3.000	8	4.938
3.000	4.000	16	9.877
4.000	5.000	70	43.210
5.000	6.000	52	32.099
6.000	7.000	8	4.938
	Total	162	100.000

Frequency Distribution for S29

From (>=)	To (<)	Count	Percent
1.000	2.000	1	.617
2.000	3.000	4	2.469
3.000	4.000	39	24.074
4.000	5.000	72	44.444
5.000	6.000	31	19.136
6.000	7.000	15	9.259
	Total	162	100.000

Frequency Distribution for S30

From (>=)	To (<)	Count	Percent
1.000	2.000	4	2.454
2.000	3.000	9	5.521
3.000	4.000	30	18.405
4.000	5.000	68	41.718
5.000	6.000	32	19.632
6.000	7.000	20	12.270
	Total	163	100.000

Frequency Distribution for S31

From (>=)	To (<)	Count	Percent
1.000	2.000	8	4.908
2.000	3.000	14	8.589
3.000	4.000	33	20.245
4.000	5.000	71	43.558
5.000	6.000	27	16.564
6.000	7.000	10	6.135
	Total	163	100.000

Frequency Distribution for S32

From (>=)	To (<)	Count	Percent
1.000	2.000	6	3.681
2.000	3.000	10	6.135
3.000	4.000	43	26.380
4.000	5.000	63	38.650
5.000	6.000	29	17.791
6.000	7.000	12	7.362
	Total	163	100.000

Frequency Distribution for S33

From (>=)	To (<)	Count	Percent
1.000	2.000	8	4.878
2.000	3.000	11	6.707
3.000	4.000	31	18.902
4.000	5.000	69	42.073
5.000	6.000	35	21.341
6.000	7.000	10	6.098
	Total	164	100.000

Frequency Distribution for S34

From (>=)	To (<)	Count	Percent
1.000	2.000	4	2.454
2.000	3.000	14	8.589
3.000	4.000	20	12.270
4.000	5.000	63	38.650
5.000	6.000	61	37.423
6.000	7.000	1	.613
	Total	163	100.000

Frequency Distribution for S35

From (>=)	To (<)	Count	Percent
1.000	2.000	2	1.227
2.000	3.000	13	7.975
3.000	4.000	16	9.816
4.000	5.000	63	38.650
5.000	6.000	68	41.718
6.000	7.000	1	.613
	Total	163	100.000

Frequency Distribution for S36

From (>=)	To (<)	Count	Percent
1.000	2.000	1	.621
2.000	3.000	4	2.484
3.000	4.000	27	16.770
4.000	5.000	79	49.068
5.000	6.000	37	22.981
6.000	7.000	13	8.075
	Total	161	100.000

Frequency Distribution for S37

From (>=)	To (<)	Count	Percent
1.000	2.000	1	.617
2.000	3.000	9	5.556
3.000	4.000	33	20.370
4.000	5.000	72	44.444
5.000	6.000	39	24.074
6.000	7.000	8	4.938
	Total	162	100.000

Frequency Distribution for S38

From (>=)	To (<)	Count	Percent
1.000	2.000	0	0.000
2.000	3.000	12	7.407
3.000	4.000	26	16.049
4.000	5.000	72	44.444
5.000	6.000	35	21.605
6.000	7.000	17	10.494
	Total	162	100.000

Frequency Distribution for S39

From (>=)	To (<)	Count	Percent
1.000	2.000	3	1.852
2.000	3.000	6	3.704
3.000	4.000	23	14.198
4.000	5.000	72	44.444
5.000	6.000	51	31.481
6.000	7.000	7	4.321
	Total	162	100.000

Frequency Distribution for S40

From (>=)	To (<)	Count	Percent
1.000	2.000	1	.617
2.000	3.000	6	3.704
3.000	4.000	28	17.284
4.000	5.000	78	48.148
5.000	6.000	42	25.926
6.000	7.000	7	4.321
	Total	162	100.000

Frequency Distribution for S41

From (>=)	To (<)	Count	Percent
1.000	2.000	2	1.235
2.000	3.000	8	4.938
3.000	4.000	33	20.370
4.000	5.000	69	42.593
5.000	6.000	31	19.136
6.000	7.000	19	11.728
	Total	162	100.000

Frequency Distribution for S42

From (>=)	To (<)	Count	Percent
1.000	2.000	8	4.969
2.000	3.000	14	8.696
3.000	4.000	28	17.391
4.000	5.000	71	44.099
5.000	6.000	31	19.255
6.000	7.000	9	5.590
	Total	161	100.000

Frequency Distribution for S43

From (>=)	To (<)	Count	Percent
1.000	2.000	1	.613
2.000	3.000	2	1.227
3.000	4.000	39	23.926
4.000	5.000	64	39.264
5.000	6.000	42	25.767
6.000	7.000	15	9.202
	Total	163	100.000

Frequency Distribution for S44

From (>=)	To (<)	Count	Percent
1.000	2.000	29	18.125
2.000	3.000	24	15.000
3.000	4.000	33	20.625
4.000	5.000	52	32.500
5.000	6.000	18	11.250
6.000	7.000	4	2.500
	Total	160	100.000

Frequency Distribution for S45

From (>=)	To (<)	Count	Percent
1.000	2.000	31	19.136
2.000	3.000	37	22.840
3.000	4.000	30	18.519
4.000	5.000	44	27.160
5.000	6.000	15	9.259
6.000	7.000	5	3.086
	Total	162	100.000

Frequency Distribution for S46

From (>=)	To (<)	Count	Percent
1.000	2.000	7	4.321
2.000	3.000	12	7.407
3.000	4.000	36	22.222
4.000	5.000	72	44.444
5.000	6.000	32	19.753
6.000	7.000	3	1.852
	Total	162	100.000

**QUESTION GUIDE
FOR THE
FACULTY-STAFF SURVEY
1999-2000
TEXAS GULF COAST CONSORTIUM**

Demographic Information

- D1. Your primary position with your institution is:
- A. Instructional faculty (excluding Department/Division chair)
 - B. Chair/Head of Instructional Division
 - C. Administrator who reports directly to the Chief Executive
 - D. Manager, Director or other administrator
 - E. Professional staff (counselor, librarian, programmer, etc.)
 - F. Classified staff (police/security, technical support, clerk/secretary)
 - G. Maintenance or custodial staff
- D2. Select the area within which you work:
- A. Business office / Payroll / Purchasing / Human Resources
 - B. Information Technology
 - C. Student Services / Financial Aid / Counseling / Admissions and Records
 - D. Instructional department / Library
 - E. Community services / Grants / Institutional development
 - F. Institutional Support (not otherwise listed)
- D3. Faculty Members Only. *In what primary area do you ordinarily teach?*
- A. Academic
 - B. Workforce / Technical--Vocational / Applied Science
 - C. Continuing Education
- D4. Are you employed?
- A. Full-time
 - B. Part-time
- D5. How many years have you taught or held your present position or a similar position in your institution?
- A. Less than one year
 - B. 1 -- 5 years
 - C. 6 -- 10 years
 - D. 11 -- 15 years
 - E. 15+ and over years

D6. How many years have you been employed at this institution?

- A. Less than one year
- B. 1 -- 5 years
- C. 6 -- 10 years
- D. 11 -- 15 years
- E. 15+ and over years

D7. Your gender is:

- A. Male
- B. Female

D8. Your highest level of education:

- A. High school diploma or GED
- B. Associate degree/Certificate
- C. Baccalaureate degree
- D. Master's degree
- E. Doctorate

Institutional Purpose

1 = strongly disagree

2 = disagree

3 = neutral

4 = agree

5 = strongly agree

6 = don't know and/or does not apply

IP1. The institution has a clearly defined mission statement.

IP2. The mission statement of the institution is developed jointly by the faculty, administration and the board.

Institutional Effectiveness (The Institution):

1 = strongly disagree

2 = disagree

3 = neutral

4 = agree

5 = strongly agree

6 = don't know and/or does not apply

IEI1. The institution uses a well-defined process to establish, review and revise its goals.

IEI2. The methods used to measure the degree to which the institution achieves its goals are well described.

IEI3. The institution evaluates its success with respect to student achievement in relation to its purpose.

IEI4. The institution uses the results of evaluation to improve its program and services.

IEI5. The reports distributed by the Institutional Research Office are useful with regard to the measurement of progress towards the institution's goals.

Institutional Effectiveness (Your Department, Office, or Division):

1 = strongly disagree

2 = disagree

3 = neutral

4 = agree

5 = strongly agree

6 = don't know and/or does not apply

IED1. My department uses a well-defined process to establish, review and revise its goals.

IED2. The methods used to measure the degree to which my department achieves its goals are well described.

IED3. My department evaluates its success with respect to student achievement in relation to its purpose.

IED4. My department uses the results of evaluation to improve its program and services.

IED5. The reports distributed by the Institutional Research Office are useful with regard to the measurement of progress towards my department's goals.

Educational Program (The Institution)

1 = strongly disagree

2 = disagree

3 = neutral

4 = agree

5 = strongly agree

6 = don't know and/or does not apply

EPI1. The institution ensures appropriate levels of student achievement and equivalent quality of program regardless of method of instruction or location of program.

EPI2. The role of the faculty and administrators in the process of curriculum development is clearly defined, established, reviewed, and evaluated.

EPI3. The institution conducts a systematic, effective program of academic advising.

EPI6. The institution provides the resources and services necessary to support outreach and service programs.

EPI7. The institution provides the resources and services necessary to support continuing education.

EPI8. The institution regularly evaluates its continuing education, outreach and service programs.

EPI9. The institution has an established process for identifying, recruiting, and appointing candidates for full-time faculty positions.

EPI10. A description of the process used by the institution to recruit and appoint candidates for full-time faculty positions is published and available to faculty members.

- EPI11. The institution consistently applies policies for recruiting and appointing full-time faculty members.
- EPI12. The institution has developed and published comprehensive policies concerning the employment of part-time faculty members.
- EPI13. The institution provides appropriate orientation, supervision, and evaluation of all part-time faculty members.
- EPI14. Procedures to ensure student access to part-time faculty members are clearly stated and publicized.
- EPI15. Faculty members have academic freedom to examine all pertinent issues and teach the substance of the discipline without fear of punitive action.
- EPI16. The institution has adapted and distributed to all faculty members the statement of the principles of academic freedom.
- EPI17. The process by which the faculty may apply for professional development opportunities is published and distributed.
- EPI18. The institution provides adequate opportunities and support for professional development.
- EPI21. A specified role for faculty participation in academic affairs is published.
- EPI23. There is a sufficient number of full-time faculty members to provide effective teaching, advising, scholarly or creative activity, and to participate in curriculum development, policy-making, institutional planning and governance.
- EPI25. Faculty are evaluated according to an established timetable.
- EPI26. The faculty are informed of the criteria by which they will be measured prior to their evaluations.
- EPI27. The criteria used to evaluate faculty are consistent with the purpose and goals of the institution.
- EPI28. The process used by the institution to evaluate the faculty contributes to better teaching.

Educational Program (Your Department, Office, or Division)

- 1 = strongly disagree**
- 2 = disagree**
- 3 = neutral**
- 4 = agree**
- 5 = strongly agree**
- 6 = don't know and/or does not apply**

- EPD1. My department ensures appropriate levels of student achievement and equivalent quality of program regardless of method of instruction or location of program.
- EPD2. The role of the faculty and administrators in the process of curriculum development is clearly defined, established, reviewed, and evaluated.
- EPD3. My department conducts a systematic, effective program of academic advising.
- EPD4. My department's items in the institutional publications are accurate and consistent.

- EPD5. The distance learning programs in my department meet the same standards as programs taught on campus.
- EPD9. My department has an established process for identifying, recruiting, and appointing candidates for full-time faculty positions.
- EPD10. A description of the process used by the institution to recruit and appoint candidates for full-time faculty positions is published and available to faculty members.
- EPD11. My department consistently applies policies for recruiting and appointing full-time faculty members.
- EPD18. My department provides adequate opportunities and support for professional development.
- EPD19. Faculty members are granted sufficient authority to ensure the quality of the courses and/or programs offered in the department.
- EPD20. Faculty members are provided sufficient resources to ensure the quality of the courses and/or programs offered by the department.
- EPD22. My department provides a faculty of adequate size to support its purpose.
- EPD24. My department has procedures for the equitable and reasonable assignment of faculty workload.
- EPI27. The criteria used to evaluate faculty are consistent with the purpose and goals of my department.
- EPI28. The process used by my department to evaluate the faculty contributes to better teaching.

Educational Support Services (The Institution)

- ESSI1. The institution's learning resources and services are readily available to users.
- ESSI2. The overall quality of the institution's library collection is adequate.
- ESSI4. The library's hours of operation meet the needs of students.
- ESSI5. The library staff serving the department projects a service-oriented attitude.
- ESSI6. Educational equipment and specialized facilities are easily accessible to faculty.
- ESSI7. Educational equipment and specialized facilities are easily accessible to students.
- ESSI8. Educational equipment and specialized facilities are adequate for instructional purposes.
- ESSI10. There are provisions for ongoing training of faculty so that they can make skillful use of appropriate compute application software.
- ESSI11. There is a reasonable infusion of information technology in the institution so that students exit with the fundamental knowledge and basic ability to use these resources in everyday life and in future occupations.

Educational Support Services (Your Department, Office or Division)

- ESSD3. The institution's library collection is adequate to meet the needs of the department's students.
- ESSD9. The technical support provided for the computers used by faculty and students in the department is adequate.
- ESSD11. There is a reasonable infusion of information technology in my department so that students exit with the fundamental knowledge and basic ability to use these resources in everyday life and in future occupations.

Administrative Processes (The Institution)

- API1. The institution provides an organization chart delineating the lines of responsibility and authority.
- API2. The administration enables each functional unit to perform its particular responsibilities as defined by the stated philosophy and purpose of the institution.
- API4. The institution has a system of budget control, and revisions to the budget are permitted when required by circumstances.
- API5. The institution has a well-organized system for purchasing and inventory control.
- API7. The institution provides published information about emergency evacuation procedures.

Administrative Processes (Your Department, Office or Division)

- APD1. My department provides an organization chart delineating the lines of responsibility and authority.
- APD3. The institution's budget is developed with input from my department.
- APD6. The space provided to my department is adequate to meet its goals.

Importance and Satisfaction

To give an example, the items below are coded in the analysis as either I1, S1, or Q1 depending upon whether they are referring to the measure of importance, the measure of satisfaction, or the gap (difference) between average importance and average satisfaction. The scales used for Importance and Satisfaction are as follows:

- 1 = not important at all**
2 = not very important
3 = neutral
4 = important
5 = very important
6 = don't know and/or does not apply

- 1 = very dissatisfied**
2 = dissatisfied
3 = neutral
4 = satisfied
5 = very satisfied
6 = don't know and/or does not apply

1. Academic advising/course planning
2. Admission/registration assistance by staff
3. Admission procedures
4. Telephone registration
5. On-campus registration

6. Student vocational guidance/career planning
7. Information provided in college catalog
8. Information provided by course schedule
9. Department brochures for students
10. Student publications
11. Official communication channels
12. Published and electronic media employee communication
13. Grievance policy and procedures for employees
14. Institution publicity/advertisement efforts
15. Academic probation and suspension policies
16. Personal security/safety at the college
17. Racial/ethnic harmony at this college
18. The college bookstore
19. Student job placement services
20. Financial aid services
21. Child care services
22. Services for persons with disabilities
23. Cafeteria/food services
24. Parking facilities and services
25. Recreational and/or intramural programs
26. Varsity athletics
27. Access to computers and/or compute labs
28. Library/learning resource facilities and services
29. Cultural programs and activities
30. College orientation program for students
31. College orientation program for employees
32. In-service activities
33. Professional development
34. Condition/appearance of buildings/grounds
35. Janitorial services
36. Student discipline policies and procedures
37. Business office policies and procedures
38. Purchasing policies and procedures
39. Payroll policies and procedures
40. Personnel policies and procedures
41. Budgeting policies and procedures
42. Information provided on college web site
43. Institutional Research Office services
44. Computer hardware/software support
45. Computer network availability and reliability
46. Non-computer equipment support