

**FACULTY-STAFF SURVEY
2001**

EXECUTIVE SUMMARY

In Spring 2001 Alvin Community College administered for the second consecutive year the Faculty-Staff survey created by the Gulf coast Association for Institutional Research (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

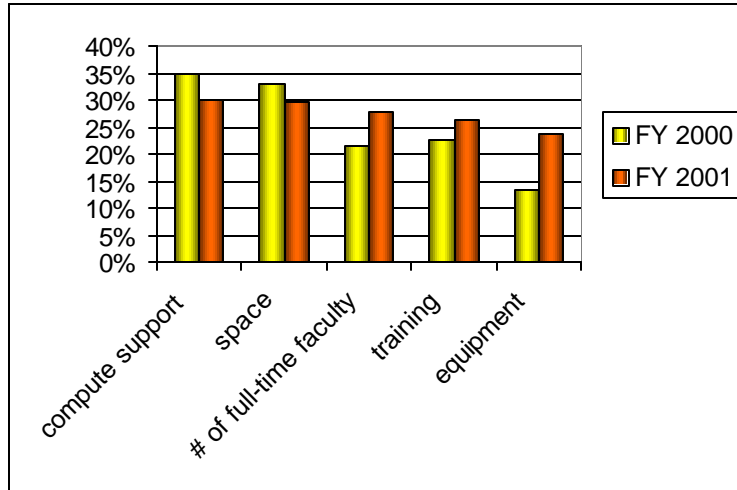
SURVEY HIGHLIGHTS

The Faculty-Staff survey provides an overview of what employees at Alvin Community College perceive as working well and what areas they perceive as needing improvement. Problem areas are highlighted through statements that elicit high levels of disagreement from faculty and staff, areas that receive high levels of dissatisfaction, and services where the gap between average importance and satisfaction is too high. All of the above areas were included in the *2001 Institutional Effectiveness Report*. Responses have been initiated in those instances where standards were not met, and they have been documented in that report.

The highest levels of disagreement were associated with statements that:

- Technical support provided for computers is adequate.
- Space provided to my department is adequate.
- The institution has an adequate number of full-time faculty.
- There are provisions for ongoing computer training of faculty.
- Educational equipment and specialized facilities are adequate.

The bar graph that follows compares disagreement levels between this year and last year for the items above.

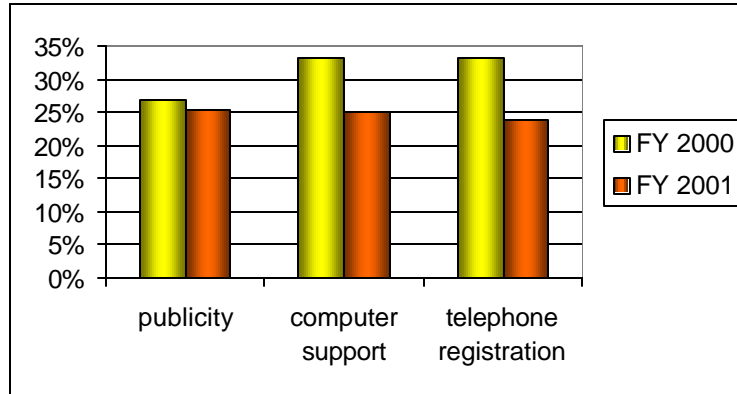


This chart shows that while there was less disagreement in fiscal year 2001 with statements that adequate technical support is provided for computers and adequate space is provide to departments, there was more disagreement with statements that the institution has an adequate number of full-time faculty, that there is ongoing training of faculty on computer applications, and that educational equipment and specialized facilities are adequate.

The top dissatisfaction levels occurred with the following:

- Institution publicity/advertisement efforts
- Computer hardware/software support
- Telephone registration

The bar graph below shows how dissatisfaction levels compare between fiscal year 2000 and fiscal year 2001 for these items.

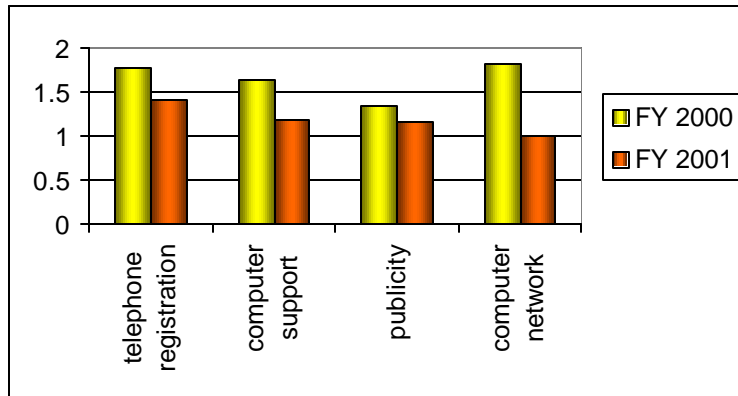


Good improvements are seen from one year to the next with regard to computer support and telephone registration, and slight improvement is seen with respect to publicity efforts. Telephone registration was implemented in summer 2001 after the administration of this survey.

Another useful indicator of potential problem areas is the gap between average importance and average satisfaction. In fiscal year 2001, four areas had gaps that were considered excessive:

- Telephone registration
- Computer hardware/software support
- Institution publicity/advertisement efforts
- Computer network availability and reliability

Once more, a bar graph shows how this year's gaps compare with last year's. From this graph we can perceive a narrowing of the gap between importance and satisfaction in each of the four items.



In addition to the above items that are incorporated into the *2001 Institutional Effectiveness Report* and which help us identify problem areas, one can also use the Faculty-Staff survey to identify areas that are perceived as doing well. In particular, the five statements that received the highest levels of agreement (agree or strongly agree) from faculty and staff are listed below.

- My department's items in the institutional publications are accurate and consistent.
88.387% agree or strongly agree
- The institution has a clearly defined mission statement.
85.517% agree or strongly agree
- My department uses a well-defined process to establish, review, and revise its goals.
82.550% agree or strongly agree
- The institution evaluates its success with respect to student achievement in relation to its purpose.
82.432% agree or strongly agree
- My department uses the results of evaluation to improve its program and services.
82.313% agree or strongly agree

Furthermore, the top five services in terms of the percentage of employees who indicated that they were satisfied or very satisfied were:

- Information provided by course schedule
89.24%
- Personal security/safety at the college
88.61%
- Information provided in college catalog
87.34%
- Racial/ethnic harmony at this college
85.44%

- Parking facilities and services
83.33%

In addition to examining satisfaction and dissatisfaction levels with a variety of services, the Faculty-Staff survey also assesses those items that employees consider most important and those that they consider least important. The top five items with respect to perceived importance (important or very important) for fiscal year 2001 were:

- Personnel policies and procedures
96.13%
- Information provided by course schedule
95.51%
- Information provided in college catalog
94.87%
- Access to computers and/or computer labs
94.87%
- Library/learning resource facilities and services
94.19%

And finally, those items that were perceived as being least in importance (not very important or not important at all) are listed below.

- Varsity Athletics
23.72%
- Cafeteria/food services
12.18%
- Recreational and/or intramural programs
12.18%
- In-service activities
10.90%
- Cultural programs and activities
9.68%

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)
29.937% disagree or strongly disagree
- APD6 The space provided to my department is adequate to meet its goals. (Your Department, Office or Division)
29.487% 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)
27.891% 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)
26.451% disagree or strongly disagree
- ESS18 Educational equipment and specialized facilities are adequate for instructional purposes. (The Institution)
23.718% disagree or strongly disagree

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

- EPD19 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)
0.637% disagree or strongly disagree
- EPD1. My department ensures appropriate levels of student achievement and equivalent quality of program regardless of method of instruction or location of program. (Your Department, Office or Division)
1.290% disagree or strongly disagree
- EPD2 The role of the faculty and administrators in the process of curriculum development is clearly defined, established, reviewed, and evaluated. (Your Department, Office or Division)
1.298% disagree or strongly disagree
- EPD4 My department's items in the institutional publications are accurate and consistent. (Your Department, Office or Division)
1.935% disagree or strongly disagree
- EPD27 The criteria used to evaluate faculty are consistent with the purpose and goals of my department. (Your Department, Office or Division)
2.128% disagree or strongly disagree

Percentage of Faculty-Staff Who Disagree or Strongly Disagree

Question	Percent Disagree
IP1	5.518
IP2	6.850
IEI1	4.546
IEI2	5.194
IEI3	7.792
IEI4	9.677
IEI5	8.387
IED1	6.711
IED2	6.081
IED3	5.405
IED4	6.803
IED5	6.165
EPI1	5.195
EPI2	7.190
EPI3	7.843
EPI6	12.903
EPI7	6.452
EPI8	7.742
EPI9	8.497
EPI10	8.442
EPI11	10.390
EPI12	2.615
EPI13	12.987
EPI14	12.987
EPI15	5.844
EPI16	3.871
EPI17	3.871
EPI18	12.987
EPI21	3.472
EPI23	27.891
EPI25	5.263
EPI26	6.536
EPI27	5.298
EPI28	11.842
EPD1	1.290

Question	Percent Disagree
EPD2	1.298
EPD3	3.846
EPD4	1.935
EPD5	3.846
EPD9	5.733
EPD10	6.452
EPD11	5.769
EPD18	5.714
EPD19	0.637
EPD20	10.828
EPD22	18.300
EPD24	6.451
EPD27	2.128
EPD28	6.040
ESSI1	8.974
ESSI2	14.743
ESSI4	12.903
ESSI5	3.896
ESSI6	16.129
ESSI7	9.615
ESSI8	23.718
ESSI10	26.451
ESSI11	7.792
ESSD3	9.151
ESSD9	29.937
ESSD11	6.250
API1	6.452
API2	3.846
API4	5.228
API5	12.820
API7	6.493
APD1	9.740
APD3	4.459
APD6	29.487

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

Question	Percent Disagree
EPD19	0.637
EPD1	1.290
EPD2	1.298
EPD4	1.935
EPD27	2.128
EPI12	2.615
EPI21	3.472
EPD3	3.846
EPD5	3.846
API2	3.846
EPI16	3.871
EPI17	3.871
ESSI5	3.896
APD3	4.459
IEI1	4.546
IEI2	5.194
EPI1	5.195
API4	5.228
EPI25	5.263
EPI27	5.298
IED3	5.405
IP1	5.518
EPD18	5.714
EPD9	5.733
EPD11	5.769
EPI15	5.844
EPD28	6.040
IED2	6.081
IED5	6.165
ESSD11	6.250
EPD24	6.451
EPI7	6.452
EPD10	6.452
API1	6.452
API7	6.493

Question	Percent Disagree
EPI26	6.536
IED1	6.711
IED4	6.803
IP2	6.850
EPI2	7.190
FPI8	7.742
IEI3	7.792
ESSI11	7.792
EPI3	7.843
IEI5	8.387
FPI10	8.442
EPI9	8.497
ESSI1	8.974
ESSD3	9.151
ESSI7	9.615
IEI4	9.677
APD1	9.740
EPI11	10.390
EPD20	10.828
EPI28	11.842
API5	12.820
ESSI4	12.903
FPI6	12.903
EPI13	12.987
EPI14	12.987
EPI18	12.987
ESSI2	14.743
ESSI6	16.129
EPD22	18.300
ESSI8	23.718
ESSI10	26.451
EPI23	27.891
APD6	29.487
ESSD9	29.937

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

- EPD4 My department's items in the institutional publications are accurate and consistent. (Your Department, Office or Division)
88.387% agree or strongly agree
- IP1 The institution has a clearly defined mission statement.
85.517% agree or strongly agree
- IED1 My department uses a well-defined process to establish, review, and revise its goals. (Your Department, Office or Division)
82.550% agree or strongly agree
- IED3 The institution evaluates its success with respect to student achievement in relation to its purpose. (The Institution)
82.432% agree or strongly agree
- IED4 My department uses the results of evaluation to improve its program and services. (Your Department, Office or Division)
82.313% agree or strongly agree

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

- ESSI10 There are provisions for ongoing training of faculty so that they can make skillful use of appropriate computer application software. (The Institution)
40.000% 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)
42.177% agree or strongly agree
- EPI8 The institution regularly evaluates its continuing education, outreach and service programs. (The Institution)
43.225% 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)
44.231% agree or strongly agree
- 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. (The Institution)
46.452% agree or strongly agree

Percentage of Faculty-Staff Who Agree or Strongly Agree

Question	Percent Agree
IP1	85.517
IP2	73.288
IEI1	80.519
IEI2	75.325
IEI3	79.221
IEI4	74.193
IEI5	61.291
IED1	82.550
IED2	79.054
IED3	82.432
IED4	82.313
IED5	64.384
EPI1	74.676
EPI2	68.627
EPI3	65.359
EPI6	54.194
EPI7	70.968
EPI8	43.225
EPI9	57.516
EPI10	51.298
EPI11	47.402
EPI12	63.399
EPI13	55.195
EPI14	52.597
EPI15	62.338
EPI16	47.096
EPI17	57.419
EPI18	68.831
EPI21	47.222
EPI23	42.177
EPI25	62.500
EPI26	62.745
EPI27	56.954
EPI28	47.368
EPD1	78.065

Question	Percent Agree
EPD2	75.974
EPD3	67.308
EPD4	88.387
EPD5	44.231
EPD9	57.324
EPD10	46.452
EPD11	51.923
EPD18	78.571
EPD19	69.427
EPD20	56.051
EPD22	49.020
EPD24	52.258
EPD27	59.575
EPD28	53.692
ESS11	77.564
ESS12	66.667
ESS14	63.226
ESS15	78.571
ESS16	60.646
ESS17	63.462
ESS18	56.411
ESS10	40.000
ESS11	66.883
ESSD3	62.745
ESSD9	46.497
ESSD11	68.056
API1	76.775
API2	74.359
API4	61.438
API5	54.487
API7	75.974
APD1	72.078
APD3	77.707
APD6	61.539

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

Question	Percent Agree
EPD4	88.387
IP1	85.517
IED1	82.550
IED3	82.432
IED4	82.313
IEI1	80.519
IEI3	79.221
IED2	79.054
EPD18	78.571
ESSI5	78.571
EPD1	78.065
APD3	77.707
ESSI1	77.564
API1	76.775
API7	75.974
EPD2	75.974
IEI2	75.325
EPI1	74.676
API2	74.359
IEI4	74.193
IP2	73.288
APD1	72.078
EPI7	70.968
EPD19	69.427
EPI18	68.831
EPI2	68.627
ESSD11	68.056
EPD3	67.308
ESSI11	66.883
ESSI2	66.667
EPI3	65.359
IED5	64.384
ESSI7	63.462
EPI12	63.399
ESSI4	63.226

Question	Percent Agree
EPI26	62.745
ESSD3	62.745
EPI25	62.500
EPI15	62.338
APD6	61.539
API4	61.438
IEI5	61.291
ESSI6	60.646
EPD27	59.575
EPI9	57.516
EPI17	57.419
EPD9	57.324
EPI27	56.954
ESSI8	56.411
EPD20	56.051
EPI13	55.195
API5	54.487
EPI6	54.194
EPD28	53.692
EPI14	52.597
EPD24	52.258
EPD11	51.923
EPI10	51.298
EPD22	49.020
EPI11	47.402
EPI28	47.368
EPI21	47.222
EPI16	47.096
ESSD9	46.497
EPD10	46.452
EPD5	44.231
EPI8	43.225
EPI23	42.177
ESSI10	40.000

Top Five "Importance" Responses

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

- Q8 Information provided by course schedule
4.710 average response

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

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

- Q7 Information provided in the college catalog
4.662 average response

- Q3 Admission procedures
4.644 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
3.435 average response

- Q25 Recreational and/or intramural programs
3.671 average response

- Q32 In-service activities
3.812 average response

- Q29 Cultural programs and activities
3.838 average response

- Q23 Cafeteria/food services
3.880 average response

Importance and Satisfaction (Sorted by "Importance")

SORT KEY			
QUESTION	IMPORTANCE	SATISFACTION	IMPORTANCE MINUS SATISFACTION
Q26	3.435	3.466	-0.031
Q25	3.671	3.561	0.110
Q32	3.812	3.486	0.326
Q29	3.838	3.664	0.174
Q23	3.880	3.608	0.272
Q10	4.067	3.750	0.317
Q43	4.124	3.985	0.139
Q31	4.185	3.577	0.608
Q15	4.189	3.783	0.406
Q19	4.257	3.523	0.734
Q21	4.262	4.065	0.197
Q33	4.278	3.685	0.593
Q9	4.281	3.957	0.324
Q13	4.289	3.838	0.451
Q30	4.307	3.866	0.441
Q12	4.322	3.885	0.437
Q38	4.338	3.864	0.474
Q4	4.361	2.941	1.420
Q11	4.387	3.778	0.609
Q37	4.397	4.000	0.397
Q17	4.416	4.186	0.230
Q24	4.439	4.209	0.230
Q18	4.452	3.981	0.471
Q46	4.454	3.649	0.805
Q36	4.464	3.965	0.499
Q22	4.470	4.102	0.368
Q34	4.477	3.724	0.753
Q42	4.484	4.072	0.412
Q41	4.520	3.683	0.837
Q6	4.531	3.814	0.717
Q14	4.536	3.381	1.155
Q35	4.546	3.845	0.701
Q20	4.559	3.599	0.960
Q39	4.565	4.148	0.417
Q40	4.591	3.968	0.623
Q45	4.599	3.595	1.004
Q28	4.601	3.873	0.728
Q44	4.604	3.423	1.181
Q2	4.612	3.887	0.725
Q5	4.620	3.769	0.851
Q1	4.627	3.900	0.727
Q3	4.644	3.812	0.832
Q7	4.662	4.263	0.399
Q16	4.669	4.364	0.305
Q27	4.689	3.980	0.709
Q8	4.710	4.274	0.436

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
4.364 average response

- Q8 Information provided by course schedule
4.274 average response

- Q7 Information provided in college catalog
4.263 average response

- Q24 Parking facilities and services
4.209 average response

- Q17 Racial/ethnic harmony at this college
4.186 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
2.941 average response
- Q14 Institution publicity/advertisement efforts
3.381 average response
- Q44 Computer hardware/software support
3.423 average response
- Q26 Varsity athletics
3.466 average response
- Q32 In-service activities
3.486 average response

Importance and Satisfaction (Sorted by "Satisfaction")

QUESTION	IMPORTANCE	SORT KEY	
		SATISFACTION	IMPORTANCE MINUS SATISFACTION
Q4	4.361	2.941	1.420
Q14	4.536	3.381	1.155
Q44	4.604	3.423	1.181
Q26	3.435	3.466	-0.031
Q32	3.812	3.486	0.326
Q19	4.257	3.523	0.734
Q25	3.671	3.561	0.110
Q31	4.185	3.577	0.608
Q45	4.599	3.595	1.004
Q20	4.559	3.599	0.960
Q23	3.880	3.608	0.272
Q46	4.454	3.649	0.805
Q29	3.838	3.664	0.174
Q41	4.520	3.683	0.837
Q33	4.278	3.685	0.593
Q34	4.477	3.724	0.753
Q10	4.067	3.750	0.317
Q5	4.620	3.769	0.851
Q11	4.387	3.778	0.609
Q15	4.189	3.783	0.406
Q3	4.644	3.812	0.832
Q6	4.531	3.814	0.717
Q13	4.289	3.838	0.451
Q35	4.546	3.845	0.701
Q38	4.338	3.864	0.474
Q30	4.307	3.866	0.441
Q28	4.601	3.873	0.728
Q12	4.322	3.885	0.437
Q2	4.612	3.887	0.725
Q1	4.627	3.900	0.727
Q9	4.281	3.957	0.324
Q36	4.464	3.965	0.499
Q40	4.591	3.968	0.623
Q27	4.689	3.980	0.709
Q18	4.452	3.981	0.471
Q43	4.124	3.985	0.139
Q37	4.397	4.000	0.397
Q21	4.262	4.065	0.197
Q42	4.484	4.072	0.412
Q22	4.470	4.102	0.368
Q39	4.565	4.148	0.417
Q17	4.416	4.186	0.230
Q24	4.439	4.209	0.230
Q7	4.662	4.263	0.399
Q8	4.710	4.274	0.436
Q16	4.669	4.364	0.305

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 -0.031 gap
Q25	Recreational and/or intramural programs 0.110 gap
Q43	Institutional Research Office services 0.139 gap
Q29	Cultural programs and activities 0.174 gap
Q21	Child care services 0.197 gap

Worst Five "Importance Minus Satisfaction" Gaps

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

Q4	Telephone registration 1.420 gap
Q44	Computer hardware/software support 1.181 gap
Q14	Institution publicity/advertisement efforts 1.155 gap
Q45	Computer network availability and reliability 1.004 gap
Q20	Financial aid services 0.960 gap

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

	SORT KEY		
QUESTION	IMPORTANCE	SATISFACTION	IMPORTANCE MINUS SATISFACTION
Q4	4.361	2.941	1.420
Q44	4.604	3.423	1.181
Q14	4.536	3.381	1.155
Q45	4.599	3.595	1.004
Q20	4.559	3.599	0.960
Q5	4.620	3.769	0.851
Q41	4.520	3.683	0.837
Q3	4.644	3.812	0.832
Q46	4.454	3.649	0.805
Q34	4.477	3.724	0.753
Q19	4.257	3.523	0.734
Q28	4.601	3.873	0.728
Q1	4.627	3.900	0.727
Q2	4.612	3.887	0.725
Q6	4.531	3.814	0.717
Q27	4.689	3.980	0.709
Q35	4.546	3.845	0.701
Q40	4.591	3.968	0.623
Q11	4.387	3.778	0.609
Q31	4.185	3.577	0.608
Q33	4.278	3.685	0.593
Q36	4.464	3.965	0.499
Q38	4.338	3.864	0.474
Q18	4.452	3.981	0.471
Q13	4.289	3.838	0.451
Q30	4.307	3.866	0.441
Q12	4.322	3.885	0.437
Q8	4.710	4.274	0.436
Q39	4.565	4.148	0.417
Q42	4.484	4.072	0.412
Q15	4.189	3.783	0.406
Q7	4.662	4.263	0.399
Q37	4.397	4.000	0.397
Q22	4.470	4.102	0.368
Q32	3.812	3.486	0.326
Q9	4.281	3.957	0.324
Q10	4.067	3.750	0.317
Q16	4.669	4.364	0.305
Q23	3.880	3.608	0.272
Q17	4.416	4.186	0.230
Q24	4.439	4.209	0.230
Q21	4.262	4.065	0.197
Q29	3.838	3.664	0.174
Q43	4.124	3.985	0.139
Q25	3.671	3.561	0.110
Q26	3.435	3.466	-0.031

Importance and Satisfaction (Sorted by "Question")

SORT KEY

QUESTION	IMPORTANCE	SATISFACTION	IMPORTANCE MINUS SATISFACTION
Q1	4.627	3.900	0.727
Q2	4.612	3.887	0.725
Q3	4.644	3.812	0.832
Q4	4.361	2.941	1.420
Q5	4.620	3.769	0.851
Q6	4.531	3.814	0.717
Q7	4.662	4.263	0.399
Q8	4.710	4.274	0.436
Q9	4.281	3.957	0.324
Q10	4.067	3.750	0.317
Q11	4.387	3.778	0.609
Q12	4.322	3.885	0.437
Q13	4.289	3.838	0.451
Q14	4.536	3.381	1.155
Q15	4.189	3.783	0.406
Q16	4.669	4.364	0.305
Q17	4.416	4.186	0.230
Q18	4.452	3.981	0.471
Q19	4.257	3.523	0.734
Q20	4.559	3.599	0.960
Q21	4.262	4.065	0.197
Q22	4.470	4.102	0.368
Q23	3.880	3.608	0.272
Q24	4.439	4.209	0.230
Q25	3.671	3.561	0.110
Q26	3.435	3.466	-0.031
Q27	4.689	3.980	0.709
Q28	4.601	3.873	0.728
Q29	3.838	3.664	0.174
Q30	4.307	3.866	0.441
Q31	4.185	3.577	0.608
Q32	3.812	3.486	0.326
Q33	4.278	3.685	0.593
Q34	4.477	3.724	0.753
Q35	4.546	3.845	0.701
Q36	4.464	3.965	0.499
Q37	4.397	4.000	0.397
Q38	4.338	3.864	0.474
Q39	4.565	4.148	0.417
Q40	4.591	3.968	0.623
Q41	4.520	3.683	0.837
Q42	4.484	4.072	0.412
Q43	4.124	3.985	0.139
Q44	4.604	3.423	1.181
Q45	4.599	3.595	1.004
Q46	4.454	3.649	0.805

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

I40	Personnel policies and procedures 96.13%
I8	Information provided by course schedule 95.51%
I7	Information provided in college catalog 94.87%
I27	Access to computers and/or computer labs 94.87%
I28	Library/learning resource facilities and services 94.19%

Importance Percentages (Important or Very Important)

Question	Importance Percentage
I1	90.39%
I2	92.26%
I3	91.67%
I4	71.61%
I5	92.26%
I6	88.46%
I7	94.87%
I8	95.51%
I9	78.21%
I10	75.00%
I11	86.54%
I12	82.05%
I13	85.26%
I14	91.67%
I15	80.13%
I16	93.59%
I17	87.82%
I18	91.67%
I19	80.65%
I20	90.39%
I21	79.49%
I22	89.74%
I23	68.59%
I24	91.67%
I25	58.97%
I26	52.56%
I27	94.87%
I28	94.19%
I29	65.16%
I30	83.97%
I31	83.23%
I32	66.67%
I33	82.58%
I34	90.38%
I35	93.55%
I36	90.38%
I37	87.82%
I38	84.62%
I39	92.99%
I40	96.13%
I41	89.81%
I42	87.90%
I43	70.97%
I44	92.31%
I45	90.45%
I46	89.10%

Question	Importance Percentage
I40	96.13%
I8	95.51%
I7	94.87%
I27	94.87%
I28	94.19%
I16	93.59%
I35	93.55%
I39	92.99%
I44	92.31%
I2	92.26%
I5	92.26%
I3	91.67%
I14	91.67%
I18	91.67%
I24	91.67%
I45	90.45%
I1	90.39%
I20	90.39%
I34	90.38%
I36	90.38%
I41	89.81%
I22	89.74%
I46	89.10%
I6	88.46%
I42	87.90%
I37	87.82%
I17	87.82%
I11	86.54%
I13	85.26%
I38	84.62%
I30	83.97%
I31	83.23%
I33	82.58%
I12	82.05%
I19	80.65%
I15	80.13%
I21	79.49%
I9	78.21%
I10	75.00%
I4	71.61%
I43	70.97%
I23	68.59%
I32	66.67%
I29	65.16%
I25	58.97%
I26	52.56%

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

I26	Varsity Athletics 23.72%
I23	Cafeteria/food services 12.18%
I25	Recreational and/or intramural programs 12.18%
I32	In-service activities 10.90%
I29	Cultural programs and activities 9.68%

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

Question	Unimportance Percentage
I1	1.92%
I2	1.94%
I3	2.56%
I4	3.87%
I5	1.94%
I6	1.92%
I7	0.64%
I8	1.28%
I9	2.56%
I10	4.49%
I11	2.56%
I12	2.56%
I13	2.56%
I14	1.28%
I15	3.85%
I16	1.92%
I17	4.49%
I18	1.92%
I19	3.87%
I20	3.21%
I21	5.13%
I22	3.21%
I23	12.18%
I24	2.56%
I25	12.18%
I26	23.72%
I27	1.92%
I28	1.94%
I29	9.68%
I30	5.13%
I31	5.81%
I32	10.90%
I33	3.87%
I34	2.56%
I35	1.94%
I36	1.28%
I37	0.00%
I38	1.92%
I39	0.64%
I40	0.65%
I41	0.64%
I42	0.64%
I43	1.94%
I44	1.28%
I45	1.27%
I46	1.92%

Question	Unimportance Percentage
I26	23.72%
I23	12.18%
I25	12.18%
I32	10.90%
I29	9.68%
I31	5.81%
I21	5.13%
I30	5.13%
I10	4.49%
I17	4.49%
I19	3.87%
I33	3.87%
I4	3.87%
I15	3.85%
I20	3.21%
I22	3.21%
I3	2.56%
I9	2.56%
I11	2.56%
I12	2.56%
I13	2.56%
I24	2.56%
I34	2.56%
I2	1.94%
I5	1.94%
I28	1.94%
I35	1.94%
I43	1.94%
I1	1.92%
I6	1.92%
I16	1.92%
I18	1.92%
I27	1.92%
I38	1.92%
I46	1.92%
I8	1.28%
I14	1.28%
I36	1.28%
I44	1.28%
I45	1.27%
I40	0.65%
I7	0.64%
I39	0.64%
I41	0.64%
I42	0.64%
I37	0.00%

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

S8	Information provided by course schedule 89.24%
S16	Personal security/safety at the college 88.61%
S7	Information provided in college catalog 87.34%
S17	Racial/ethnic harmony at this college 85.44%
S24	Parking facilities and services 83.33%

Satisfaction Percentages (Satisfied or Very Satisfied)

Question	Satisfaction Percentage
S1	69.62%
S2	71.34%
S3	69.23%
S4	25.16%
S5	65.81%
S6	58.60%
S7	87.34%
S8	89.24%
S9	65.19%
S10	55.70%
S11	63.06%
S12	68.99%
S13	61.78%
S14	55.70%
S15	57.96%
S16	88.61%
S17	85.44%
S18	77.85%
S19	48.73%
S20	58.23%
S21	67.72%
S22	77.22%
S23	60.76%
S24	83.33%
S25	46.20%
S26	42.41%
S27	72.78%
S28	70.70%
S29	50.96%
S30	61.39%
S31	58.33%
S32	50.32%
S33	61.15%
S34	68.59%
S35	70.89%
S36	67.52%
S37	76.43%
S38	66.88%
S39	82.91%
S40	78.34%
S41	56.96%
S42	79.11%
S43	62.66%
S44	58.98%
S45	62.03%
S46	65.16%

Question	Satisfaction Percentage
S8	89.24%
S16	88.61%
S7	87.34%
S17	85.44%
S24	83.33%
S39	82.91%
S42	79.11%
S40	78.34%
S18	77.85%
S22	77.22%
S37	76.43%
S27	72.78%
S2	71.34%
S35	70.89%
S28	70.70%
S1	69.62%
S3	69.23%
S12	68.99%
S34	68.59%
S21	67.72%
S36	67.52%
S38	66.88%
S5	65.81%
S9	65.19%
S46	65.16%
S11	63.06%
S43	62.66%
S45	62.03%
S13	61.78%
S30	61.39%
S33	61.15%
S23	60.76%
S44	58.98%
S6	58.60%
S31	58.33%
S20	58.23%
S15	57.96%
S41	56.96%
S10	55.70%
S14	55.70%
S29	50.96%
S32	50.32%
S19	48.73%
S25	46.20%
S26	42.41%
S4	25.16%

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

S14	Institution publicity/advertisement efforts 25.32%
S44	Computer hardware/software support 25.00%
S4	Telephone registration 23.87%
S34	Condition/appearance of buildings/grounds 19.23%
S35	Janitorial services 17.72%

Dissatisfaction Percentages (Dissatisfied or Very Dissatisfied)

Question	Dissatisfaction Percentage
S1	6.96%
S2	10.19%
S3	14.10%
S4	23.87%
S5	14.19%
S6	8.28%
S7	3.17%
S8	2.53%
S9	4.43%
S10	6.33%
S11	10.19%
S12	6.33%
S13	5.10%
S14	25.32%
S15	5.73%
S16	3.17%
S17	3.17%
S18	8.23%
S19	14.56%
S20	17.09%
S21	5.70%
S22	1.90%
S23	13.92%
S24	2.56%
S25	8.23%
S26	9.49%
S27	10.13%
S28	10.83%
S29	6.37%
S30	6.33%
S31	15.38%
S32	14.01%
S33	13.38%
S34	19.23%
S35	17.72%
S36	4.46%
S37	5.10%
S38	8.92%
S39	5.06%
S40	8.92%
S41	14.56%
S42	5.06%
S43	1.90%
S44	25.00%
S45	16.46%
S46	14.19%

Question	Dissatisfaction Percentage
S14	25.32%
S44	25.00%
S4	23.87%
S34	19.23%
S35	17.72%
S20	17.09%
S45	16.46%
S31	15.38%
S19	14.56%
S41	14.56%
S5	14.19%
S46	14.19%
S3	14.10%
S32	14.01%
S23	13.92%
S33	13.38%
S28	10.83%
S2	10.19%
S11	10.19%
S27	10.13%
S26	9.49%
S38	8.92%
S40	8.92%
S6	8.28%
S25	8.23%
S18	8.23%
S1	6.96%
S29	6.37%
S10	6.33%
S12	6.33%
S30	6.33%
S15	5.73%
S21	5.70%
S37	5.10%
S13	5.10%
S39	5.06%
S42	5.06%
S36	4.46%
S9	4.43%
S7	3.17%
S16	3.17%
S17	3.17%
S24	2.56%
S8	2.53%
S22	1.90%
S43	1.90%

Frequency Distributions

DEMOGRAPHIC INFORMATION

Frequency Distribution for D1

	Count	Percent
A	59	37.580
B	21	13.376
C	4	2.548
D	12	7.643
E	16	10.191
F	44	28.025
G	1	.637
Total	157	100.000

Frequency Distribution for D2

	Count	Percent
A	13	8.442
B	7	4.545
C	14	9.091
D	84	54.545
E	2	1.299
F	34	22.078
Total	154	100.000

Frequency Distribution for D3

	Count	Percent
A	41	48.810
B	40	47.619
C	3	3.571
Total	84	100.000

Frequency Distribution for D4

	Count	Percent
A	116	77.333
B	34	22.667
Total	150	100.000

Frequency Distribution for D5

	Count	Percent
A	16	10.596
B	49	32.450
C	20	13.245
D	13	8.609
E	53	35.099
Total	151	100.000

Frequency Distribution for D6

	Count	Percent
A	16	10.458
B	39	25.490
C	23	15.033
D	15	9.804
E	60	39.216
Total	153	100.000

Frequency Distribution for D7

	Count	Percent
A	58	40.000
B	87	60.000
Total	145	100.000

Frequency Distribution for D8

	Count	Percent
A	24	15.686
B	32	20.915
C	24	15.686
D	55	35.948
E	18	11.765
Total	153	100.000

INSTITUTIONAL PURPOSE

Frequency Distribution for IP1

From (>=)	To (<)	Count	Percent
1.000	2.000	7	4.828
2.000	3.000	1	.690
3.000	4.000	6	4.138
4.000	5.000	44	30.345
5.000	6.000	80	55.172
6.000	7.000	7	4.828
	Total	145	100.000

Frequency Distribution for IP2

From (>=)	To (<)	Count	Percent
1.000	2.000	7	4.795
2.000	3.000	3	2.055
3.000	4.000	8	5.479
4.000	5.000	46	31.507
5.000	6.000	61	41.781
6.000	7.000	21	14.384
	Total	146	100.000

INSTITUTIONAL EFFECTIVENESS

Frequency Distribution for IEI1

From (>=)	To (<)	Count	Percent
1.000	2.000	5	3.247
2.000	3.000	2	1.299
3.000	4.000	13	8.442
4.000	5.000	61	39.610
5.000	6.000	63	40.909
6.000	7.000	10	6.494
	Total	154	100.000

Frequency Distribution for IEI2

From (>=)	To (<)	Count	Percent
1.000	2.000	4	2.597
2.000	3.000	4	2.597
3.000	4.000	17	11.039
4.000	5.000	60	38.961
5.000	6.000	56	36.364
6.000	7.000	13	8.442
	Total	154	100.000

Frequency Distribution for IEI3

From (>=)	To (<)	Count	Percent
1.000	2.000	3	1.948
2.000	3.000	9	5.844
3.000	4.000	9	5.844
4.000	5.000	59	38.312
5.000	6.000	63	40.909
6.000	7.000	11	7.143
	Total	154	100.000

Frequency Distribution for IEI4

From (>=)	To (<)	Count	Percent
1.000	2.000	6	3.871
2.000	3.000	9	5.806
3.000	4.000	14	9.032
4.000	5.000	58	37.419
5.000	6.000	57	36.774
6.000	7.000	11	7.097
	Total	155	100.000

Frequency Distribution for IEI5

From (>=)	To (<)	Count	Percent
1.000	2.000	6	3.871
2.000	3.000	7	4.516
3.000	4.000	23	14.839
4.000	5.000	48	30.968
5.000	6.000	47	30.323
6.000	7.000	24	15.484
	Total	155	100.000

Frequency Distribution for IED1

From (>=)	To (<)	Count	Percent
1.000	2.000	3	2.013
2.000	3.000	7	4.698
3.000	4.000	12	8.054
4.000	5.000	56	37.584
5.000	6.000	67	44.966
6.000	7.000	4	2.685
	Total	149	100.000

Frequency Distribution for IED2

From (>=)	To (<)	Count	Percent
1.000	2.000	3	2.027
2.000	3.000	6	4.054
3.000	4.000	14	9.459
4.000	5.000	58	39.189
5.000	6.000	59	39.865
6.000	7.000	8	5.405
	Total	148	100.000

Frequency Distribution for IED3

From (>=)	To (<)	Count	Percent
1.000	2.000	3	2.027
2.000	3.000	5	3.378
3.000	4.000	7	4.730
4.000	5.000	58	39.189
5.000	6.000	64	43.243
6.000	7.000	11	7.432
	Total	148	100.000

Frequency Distribution for IED4

From (>=)	To (<)	Count	Percent
1.000	2.000	4	2.721
2.000	3.000	6	4.082
3.000	4.000	11	7.483
4.000	5.000	58	39.456
5.000	6.000	63	42.857
6.000	7.000	5	3.401
	Total	147	100.000

Frequency Distribution for IED5

From (>=)	To (<)	Count	Percent
1.000	2.000	5	3.425
2.000	3.000	4	2.740
3.000	4.000	19	13.014
4.000	5.000	49	33.562
5.000	6.000	45	30.822
6.000	7.000	24	16.438
	Total	146	100.000

EDUCATIONAL PROGRAM

Frequency Distribution for EPI1

From (>=)	To (<)	Count	Percent
1.000	2.000	3	1.948
2.000	3.000	5	3.247
3.000	4.000	13	8.442
4.000	5.000	59	38.312
5.000	6.000	56	36.364
6.000	7.000	18	11.688
	Total	154	100.000

Frequency Distribution for EPI2

From (>=)	To (<)	Count	Percent
1.000	2.000	5	3.268
2.000	3.000	6	3.922
3.000	4.000	15	9.804
4.000	5.000	59	38.562
5.000	6.000	46	30.065
6.000	7.000	22	14.379
	Total	153	100.000

Frequency Distribution for EPI3

From (>=)	To (<)	Count	Percent
1.000	2.000	4	2.614
2.000	3.000	8	5.229
3.000	4.000	16	10.458
4.000	5.000	51	33.333
5.000	6.000	49	32.026
6.000	7.000	25	16.340
	Total	153	100.000

Frequency Distribution for EPI6

From (>=)	To (<)	Count	Percent
1.000	2.000	6	3.871
2.000	3.000	14	9.032
3.000	4.000	21	13.548
4.000	5.000	56	36.129
5.000	6.000	28	18.065
6.000	7.000	30	19.355
	Total	155	100.000

Frequency Distribution for EPI7

From (>=)	To (<)	Count	Percent
1.000	2.000	5	3.226
2.000	3.000	5	3.226
3.000	4.000	17	10.968
4.000	5.000	56	36.129
5.000	6.000	54	34.839
6.000	7.000	18	11.613
	Total	155	100.000

Frequency Distribution for EPI8

From (>=)	To (<)	Count	Percent
1.000	2.000	6	3.871
2.000	3.000	6	3.871
3.000	4.000	17	10.968
4.000	5.000	34	21.935
5.000	6.000	33	21.290
6.000	7.000	59	38.065
	Total	155	100.000

Frequency Distribution for EPI9

From (>=)	To (<)	Count	Percent
1.000	2.000	7	4.575
2.000	3.000	6	3.922
3.000	4.000	10	6.536
4.000	5.000	44	28.758
5.000	6.000	44	28.758
6.000	7.000	42	27.451
	Total	153	100.000

Frequency Distribution for EPI10

From (>=)	To (<)	Count	Percent
1.000	2.000	8	5.195
2.000	3.000	5	3.247
3.000	4.000	13	8.442
4.000	5.000	41	26.623
5.000	6.000	38	24.675
6.000	7.000	49	31.818
	Total	154	100.000

Frequency Distribution for EPI11

From (>=)	To (<)	Count	Percent
1.000	2.000	8	5.195
2.000	3.000	8	5.195
3.000	4.000	17	11.039
4.000	5.000	38	24.675
5.000	6.000	35	22.727
6.000	7.000	48	31.169
	Total	154	100.000

Frequency Distribution for EPI12

From (>=)	To (<)	Count	Percent
1.000	2.000	3	1.961
2.000	3.000	1	.654
3.000	4.000	16	10.458
4.000	5.000	57	37.255
5.000	6.000	40	26.144
6.000	7.000	36	23.529
	Total	153	100.000

Frequency Distribution for EPI13

From (>=)	To (<)	Count	Percent
1.000	2.000	7	4.545
2.000	3.000	13	8.442
3.000	4.000	19	12.338
4.000	5.000	56	36.364
5.000	6.000	29	18.831
6.000	7.000	30	19.481
	Total	154	100.000

Frequency Distribution for EPI14

From (>=)	To (<)	Count	Percent
1.000	2.000	7	4.545
2.000	3.000	13	8.442
3.000	4.000	20	12.987
4.000	5.000	55	35.714
5.000	6.000	26	16.883
6.000	7.000	33	21.429
	Total	154	100.000

Frequency Distribution for EPI15

From (>=)	To (<)	Count	Percent
1.000	2.000	5	3.247
2.000	3.000	4	2.597
3.000	4.000	16	10.390
4.000	5.000	40	25.974
5.000	6.000	56	36.364
6.000	7.000	33	21.429
	Total	154	100.000

Frequency Distribution for EPI16

From (>=)	To (<)	Count	Percent
1.000	2.000	4	2.581
2.000	3.000	2	1.290
3.000	4.000	23	14.839
4.000	5.000	34	21.935
5.000	6.000	39	25.161
6.000	7.000	53	34.194
	Total	155	100.000

Frequency Distribution for EPI17

From (>=)	To (<)	Count	Percent
1.000	2.000	4	2.581
2.000	3.000	2	1.290
3.000	4.000	19	12.258
4.000	5.000	45	29.032
5.000	6.000	44	28.387
6.000	7.000	41	26.452
	Total	155	100.000

Frequency Distribution for EPI18

From (>=)	To (<)	Count	Percent
1.000	2.000	8	5.195
2.000	3.000	12	7.792
3.000	4.000	13	8.442
4.000	5.000	65	42.208
5.000	6.000	41	26.623
6.000	7.000	15	9.740
	Total	154	100.000

Frequency Distribution for EPI21

From (>=)	To (<)	Count	Percent
1.000	2.000	3	2.083
2.000	3.000	2	1.389
3.000	4.000	11	7.639
4.000	5.000	34	23.611
5.000	6.000	34	23.611
6.000	7.000	60	41.667
	Total	144	100.000

Frequency Distribution for EPI23

From (>=)	To (<)	Count	Percent
1.000	2.000	8	5.442
2.000	3.000	33	22.449
3.000	4.000	15	10.204
4.000	5.000	41	27.891
5.000	6.000	21	14.286
6.000	7.000	29	19.728
	Total	147	100.000

Frequency Distribution for EPI25

From (>=)	To (<)	Count	Percent
1.000	2.000	3	1.974
2.000	3.000	5	3.289
3.000	4.000	9	5.921
4.000	5.000	46	30.263
5.000	6.000	49	32.237
6.000	7.000	40	26.316
	Total	152	100.000

Frequency Distribution for EPI26

From (>=)	To (<)	Count	Percent
1.000	2.000	5	3.268
2.000	3.000	5	3.268
3.000	4.000	7	4.575
4.000	5.000	50	32.680
5.000	6.000	46	30.065
6.000	7.000	40	26.144
	Total	153	100.000

Frequency Distribution for EPI27

From (>=)	To (<)	Count	Percent
1.000	2.000	5	3.311
2.000	3.000	3	1.987
3.000	4.000	11	7.285
4.000	5.000	42	27.815
5.000	6.000	44	29.139
6.000	7.000	46	30.464
	Total	151	100.000

Frequency Distribution for EPI28

From (>=)	To (<)	Count	Percent
1.000	2.000	7	4.605
2.000	3.000	11	7.237
3.000	4.000	19	12.500
4.000	5.000	35	23.026
5.000	6.000	37	24.342
6.000	7.000	43	28.289
	Total	152	100.000

Frequency Distribution for EPD1

From (>=)	To (<)	Count	Percent
1.000	2.000	0	0.000
2.000	3.000	2	1.290
3.000	4.000	8	5.161
4.000	5.000	53	34.194
5.000	6.000	68	43.871
6.000	7.000	24	15.484
	Total	155	100.000

Frequency Distribution for EPD2

From (>=)	To (<)	Count	Percent
1.000	2.000	1	.649
2.000	3.000	1	.649
3.000	4.000	12	7.792
4.000	5.000	60	38.961
5.000	6.000	57	37.013
6.000	7.000	23	14.935
	Total	154	100.000

Frequency Distribution for EPD3

From (>=)	To (<)	Count	Percent
1.000	2.000	1	.641
2.000	3.000	5	3.205
3.000	4.000	12	7.692
4.000	5.000	40	25.641
5.000	6.000	65	41.667
6.000	7.000	33	21.154
	Total	156	100.000

Frequency Distribution for EPD4

From (>=)	To (<)	Count	Percent
1.000	2.000	1	.645
2.000	3.000	2	1.290
3.000	4.000	3	1.935
4.000	5.000	65	41.935
5.000	6.000	72	46.452
6.000	7.000	12	7.742
	Total	155	100.000

Frequency Distribution for EPD5

From (>=)	To (<)	Count	Percent
1.000	2.000	2	1.282
2.000	3.000	4	2.564
3.000	4.000	8	5.128
4.000	5.000	38	24.359
5.000	6.000	31	19.872
6.000	7.000	73	46.795
	Total	156	100.000

Frequency Distribution for EPD9

From (>=)	To (<)	Count	Percent
1.000	2.000	4	2.548
2.000	3.000	5	3.185
3.000	4.000	8	5.096
4.000	5.000	46	29.299
5.000	6.000	44	28.025
6.000	7.000	50	31.847
	Total	157	100.000

Frequency Distribution for EPD10

From (>=)	To (<)	Count	Percent
1.000	2.000	5	3.226
2.000	3.000	5	3.226
3.000	4.000	13	8.387
4.000	5.000	42	27.097
5.000	6.000	30	19.355
6.000	7.000	60	38.710
	Total	155	100.000

Frequency Distribution for EPD11

From (>=)	To (<)	Count	Percent
1.000	2.000	7	4.487
2.000	3.000	2	1.282
3.000	4.000	10	6.410
4.000	5.000	46	29.487
5.000	6.000	35	22.436
6.000	7.000	56	35.897
	Total	156	100.000

Frequency Distribution for EPD18

From (>=)	To (<)	Count	Percent
1.000	2.000	4	2.857
2.000	3.000	4	2.857
3.000	4.000	11	7.857
4.000	5.000	60	42.857
5.000	6.000	50	35.714
6.000	7.000	11	7.857
	Total	140	100.000

Frequency Distribution for EPD19

From (>=)	To (<)	Count	Percent
1.000	2.000	1	.637
2.000	3.000	0	0.000
3.000	4.000	5	3.185
4.000	5.000	40	25.478
5.000	6.000	69	43.949
6.000	7.000	42	26.752
	Total	157	100.000

Frequency Distribution for EPD20

From (>=)	To (<)	Count	Percent
1.000	2.000	5	3.185
2.000	3.000	12	7.643
3.000	4.000	12	7.643
4.000	5.000	41	26.115
5.000	6.000	47	29.936
6.000	7.000	40	25.478
	Total	157	100.000

Frequency Distribution for EPD22

From (>=)	To (<)	Count	Percent
1.000	2.000	9	5.882
2.000	3.000	19	12.418
3.000	4.000	13	8.497
4.000	5.000	38	24.837
5.000	6.000	37	24.183
6.000	7.000	37	24.183
	Total	153	100.000

Frequency Distribution for EPD24

From (>=)	To (<)	Count	Percent
1.000	2.000	3	1.935
2.000	3.000	7	4.516
3.000	4.000	13	8.387
4.000	5.000	42	27.097
5.000	6.000	39	25.161
6.000	7.000	51	32.903
	Total	155	100.000

Frequency Distribution for EPD27

From (>=)	To (<)	Count	Percent
1.000	2.000	3	2.128
2.000	3.000	0	0.000
3.000	4.000	11	7.801
4.000	5.000	39	27.660
5.000	6.000	45	31.915
6.000	7.000	43	30.496
	Total	141	100.000

Frequency Distribution for EPD28

From (>=)	To (<)	Count	Percent
1.000	2.000	3	2.013
2.000	3.000	6	4.027
3.000	4.000	18	12.081
4.000	5.000	40	26.846
5.000	6.000	40	26.846
6.000	7.000	42	28.188
	Total	149	100.000

EDUCATIONAL SUPPORT SERVICES

Frequency Distribution for ESS1

From (>=)	To (<)	Count	Percent
1.000	2.000	6	3.846
2.000	3.000	8	5.128
3.000	4.000	12	7.692
4.000	5.000	76	48.718
5.000	6.000	45	28.846
6.000	7.000	9	5.769
	Total	156	100.000

Frequency Distribution for ESS2

From (>=)	To (<)	Count	Percent
1.000	2.000	6	3.846
2.000	3.000	17	10.897
3.000	4.000	16	10.256
4.000	5.000	71	45.513
5.000	6.000	33	21.154
6.000	7.000	13	8.333
	Total	156	100.000

Frequency Distribution for ESS4

From (>=)	To (<)	Count	Percent
1.000	2.000	8	5.161
2.000	3.000	12	7.742
3.000	4.000	19	12.258
4.000	5.000	62	40.000
5.000	6.000	36	23.226
6.000	7.000	18	11.613
	Total	155	100.000

Frequency Distribution for ESS5

From (>=)	To (<)	Count	Percent
1.000	2.000	5	3.247
2.000	3.000	1	.649
3.000	4.000	14	9.091
4.000	5.000	63	40.909
5.000	6.000	58	37.662
6.000	7.000	13	8.442
	Total	154	100.000

Frequency Distribution for ESS16

From (>=)	To (<)	Count	Percent
1.000	2.000	9	5.806
2.000	3.000	16	10.323
3.000	4.000	16	10.323
4.000	5.000	59	38.065
5.000	6.000	35	22.581
6.000	7.000	20	12.903
	Total	155	100.000

Frequency Distribution for ESS17

From (>=)	To (<)	Count	Percent
1.000	2.000	6	3.846
2.000	3.000	9	5.769
3.000	4.000	15	9.615
4.000	5.000	69	44.231
5.000	6.000	30	19.231
6.000	7.000	27	17.308
	Total	156	100.000

Frequency Distribution for ESS18

From (>=)	To (<)	Count	Percent
1.000	2.000	12	7.692
2.000	3.000	25	16.026
3.000	4.000	12	7.692
4.000	5.000	64	41.026
5.000	6.000	24	15.385
6.000	7.000	19	12.179
	Total	156	100.000

Frequency Distribution for ESS10

From (>=)	To (<)	Count	Percent
1.000	2.000	15	9.677
2.000	3.000	26	16.774
3.000	4.000	16	10.323
4.000	5.000	42	27.097
5.000	6.000	20	12.903
6.000	7.000	36	23.226
	Total	155	100.000

Frequency Distribution for ESS11

From (>=)	To (<)	Count	Percent
1.000	2.000	6	3.896
2.000	3.000	6	3.896
3.000	4.000	15	9.740
4.000	5.000	77	50.000
5.000	6.000	26	16.883
6.000	7.000	24	15.584
	Total	154	100.000

Frequency Distribution for ESSD3

From (>=)	To (<)	Count	Percent
1.000	2.000	1	.654
2.000	3.000	13	8.497
3.000	4.000	17	11.111
4.000	5.000	62	40.523
5.000	6.000	34	22.222
6.000	7.000	26	16.993
	Total	153	100.000

Frequency Distribution for ESSD9

From (>=)	To (<)	Count	Percent
1.000	2.000	24	15.287
2.000	3.000	23	14.650
3.000	4.000	18	11.465
4.000	5.000	47	29.936
5.000	6.000	26	16.561
6.000	7.000	19	12.102
	Total	157	100.000

Frequency Distribution for ESSD11

From (>=)	To (<)	Count	Percent
1.000	2.000	3	2.083
2.000	3.000	6	4.167
3.000	4.000	15	10.417
4.000	5.000	63	43.750
5.000	6.000	35	24.306
6.000	7.000	22	15.278
	Total	144	100.000

IMPORTANCE

Frequency Distribution for I1

From (>=)	To (<)	Count	Percent
1.000	2.000	2	1.282
2.000	3.000	1	.641
3.000	4.000	6	3.846
4.000	5.000	33	21.154
5.000	6.000	108	69.231
6.000	7.000	6	3.846
	Total	156	100.000

Frequency Distribution for I2

From (>=)	To (<)	Count	Percent
1.000	2.000	3	1.935
2.000	3.000	0	0.000
3.000	4.000	6	3.871
4.000	5.000	35	22.581
5.000	6.000	108	69.677
6.000	7.000	3	1.935
	Total	155	100.000

Frequency Distribution for I3

From (>=)	To (<)	Count	Percent
1.000	2.000	2	1.282
2.000	3.000	2	1.282
3.000	4.000	2	1.282
4.000	5.000	35	22.436
5.000	6.000	108	69.231
6.000	7.000	7	4.487
	Total	156	100.000

Frequency Distribution for I4

From (>=)	To (<)	Count	Percent
1.000	2.000	1	.645
2.000	3.000	5	3.226
3.000	4.000	16	10.323
4.000	5.000	34	21.935
5.000	6.000	77	49.677
6.000	7.000	22	14.194
	Total	155	100.000

Frequency Distribution for I5

From (>=)	To (<)	Count	Percent
1.000	2.000	2	1.290
2.000	3.000	1	.645
3.000	4.000	4	2.581
4.000	5.000	38	24.516
5.000	6.000	105	67.742
6.000	7.000	5	3.226
	Total	155	100.000

Frequency Distribution for I6

From (>=)	To (<)	Count	Percent
1.000	2.000	2	1.282
2.000	3.000	1	.641
3.000	4.000	6	3.846
4.000	5.000	46	29.487
5.000	6.000	92	58.974
6.000	7.000	9	5.769
	Total	156	100.000

Frequency Distribution for I7

From (>=)	To (<)	Count	Percent
1.000	2.000	1	.641
2.000	3.000	0	0.000
3.000	4.000	5	3.205
4.000	5.000	38	24.359
5.000	6.000	110	70.513
6.000	7.000	2	1.282
	Total	156	100.000

Frequency Distribution for I8

From (>=)	To (<)	Count	Percent
1.000	2.000	1	.641
2.000	3.000	1	.641
3.000	4.000	4	2.564
4.000	5.000	30	19.231
5.000	6.000	119	76.282
6.000	7.000	1	.641
	Total	156	100.000

Frequency Distribution for I9

From (>=)	To (<)	Count	Percent
1.000	2.000	1	.641
2.000	3.000	3	1.923
3.000	4.000	20	12.821
4.000	5.000	52	33.333
5.000	6.000	70	44.872
6.000	7.000	10	6.410
	Total	156	100.000

Frequency Distribution for I10

From (>=)	To (<)	Count	Percent
1.000	2.000	2	1.282
2.000	3.000	5	3.205
3.000	4.000	25	16.026
4.000	5.000	66	42.308
5.000	6.000	51	32.692
6.000	7.000	7	4.487
	Total	156	100.000

Frequency Distribution for I11

From (>=)	To (<)	Count	Percent
1.000	2.000	2	1.282
2.000	3.000	2	1.282
3.000	4.000	11	7.051
4.000	5.000	56	35.897
5.000	6.000	79	50.641
6.000	7.000	6	3.846
	Total	156	100.000

Frequency Distribution for I12

From (>=)	To (<)	Count	Percent
1.000	2.000	2	1.282
2.000	3.000	2	1.282
3.000	4.000	14	8.974
4.000	5.000	57	36.538
5.000	6.000	71	45.513
6.000	7.000	10	6.410
	Total	156	100.000

Frequency Distribution for I13

From (>=)	To (<)	Count	Percent
1.000	2.000	2	1.282
2.000	3.000	2	1.282
3.000	4.000	15	9.615
4.000	5.000	64	41.026
5.000	6.000	69	44.231
6.000	7.000	4	2.564
	Total	156	100.000

Frequency Distribution for I14

From (>=)	To (<)	Count	Percent
1.000	2.000	2	1.282
2.000	3.000	0	0.000
3.000	4.000	8	5.128
4.000	5.000	47	30.128
5.000	6.000	96	61.538
6.000	7.000	3	1.923
	Total	156	100.000

Frequency Distribution for I15

From (>=)	To (<)	Count	Percent
1.000	2.000	3	1.923
2.000	3.000	3	1.923
3.000	4.000	17	10.897
4.000	5.000	65	41.667
5.000	6.000	60	38.462
6.000	7.000	8	5.128
	Total	156	100.000

Frequency Distribution for I16

From (>=)	To (<)	Count	Percent
1.000	2.000	2	1.282
2.000	3.000	1	.641
3.000	4.000	5	3.205
4.000	5.000	30	19.231
5.000	6.000	116	74.359
6.000	7.000	2	1.282
	Total	156	100.000

Frequency Distribution for I17

From (>=)	To (<)	Count	Percent
1.000	2.000	3	1.923
2.000	3.000	4	2.564
3.000	4.000	10	6.410
4.000	5.000	46	29.487
5.000	6.000	91	58.333
6.000	7.000	2	1.282
	Total	156	100.000

Frequency Distribution for I18

From (>=)	To (<)	Count	Percent
1.000	2.000	2	1.282
2.000	3.000	1	.641
3.000	4.000	9	5.769
4.000	5.000	56	35.897
5.000	6.000	87	55.769
6.000	7.000	1	.641
	Total	156	100.000

Frequency Distribution for I19

From (>=)	To (<)	Count	Percent
1.000	2.000	4	2.581
2.000	3.000	2	1.290
3.000	4.000	17	10.968
4.000	5.000	54	34.839
5.000	6.000	71	45.806
6.000	7.000	7	4.516
	Total	155	100.000

Frequency Distribution for I20

From (>=)	To (<)	Count	Percent
1.000	2.000	3	1.923
2.000	3.000	2	1.282
3.000	4.000	6	3.846
4.000	5.000	37	23.718
5.000	6.000	104	66.667
6.000	7.000	4	2.564
	Total	156	100.000

Frequency Distribution for I21

From (>=)	To (<)	Count	Percent
1.000	2.000	3	1.923
2.000	3.000	5	3.205
3.000	4.000	17	10.897
4.000	5.000	49	31.410
5.000	6.000	75	48.077
6.000	7.000	7	4.487
	Total	156	100.000

Frequency Distribution for I22

From (>=)	To (<)	Count	Percent
1.000	2.000	3	1.923
2.000	3.000	2	1.282
3.000	4.000	6	3.846
4.000	5.000	50	32.051
5.000	6.000	90	57.692
6.000	7.000	5	3.205
	Total	156	100.000

Frequency Distribution for I23

From (>=)	To (<)	Count	Percent
1.000	2.000	7	4.487
2.000	3.000	12	7.692
3.000	4.000	24	15.385
4.000	5.000	56	35.897
5.000	6.000	51	32.692
6.000	7.000	6	3.846
	Total	156	100.000

Frequency Distribution for I24

From (>=)	To (<)	Count	Percent
1.000	2.000	3	1.923
2.000	3.000	1	.641
3.000	4.000	8	5.128
4.000	5.000	56	35.897
5.000	6.000	87	55.769
6.000	7.000	1	.641
	Total	156	100.000

Frequency Distribution for I25

From (>=)	To (<)	Count	Percent
1.000	2.000	8	5.128
2.000	3.000	11	7.051
3.000	4.000	38	24.359
4.000	5.000	57	36.538
5.000	6.000	35	22.436
6.000	7.000	7	4.487
	Total	156	100.000

Frequency Distribution for I26

From (>=)	To (<)	Count	Percent
1.000	2.000	16	10.256
2.000	3.000	21	13.462
3.000	4.000	28	17.949
4.000	5.000	47	30.128
5.000	6.000	35	22.436
6.000	7.000	9	5.769
	Total	156	100.000

Frequency Distribution for I27

From (>=)	To (<)	Count	Percent
1.000	2.000	3	1.923
2.000	3.000	0	0.000
3.000	4.000	0	0.000
4.000	5.000	35	22.436
5.000	6.000	113	72.436
6.000	7.000	5	3.205
	Total	156	100.000

Frequency Distribution for I28

From (>=)	To (<)	Count	Percent
1.000	2.000	2	1.290
2.000	3.000	1	.645
3.000	4.000	4	2.581
4.000	5.000	42	27.097
5.000	6.000	104	67.097
6.000	7.000	2	1.290
	Total	155	100.000

Frequency Distribution for I29

From (>=)	To (<)	Count	Percent
1.000	2.000	4	2.581
2.000	3.000	11	7.097
3.000	4.000	32	20.645
4.000	5.000	59	38.065
5.000	6.000	42	27.097
6.000	7.000	7	4.516
	Total	155	100.000

Frequency Distribution for I30

From (>=)	To (<)	Count	Percent
1.000	2.000	2	1.282
2.000	3.000	6	3.846
3.000	4.000	11	7.051
4.000	5.000	56	35.897
5.000	6.000	75	48.077
6.000	7.000	6	3.846
	Total	156	100.000

Frequency Distribution for I31

From (>=)	To (<)	Count	Percent
1.000	2.000	3	1.935
2.000	3.000	6	3.871
3.000	4.000	13	8.387
4.000	5.000	67	43.226
5.000	6.000	62	40.000
6.000	7.000	4	2.581
	Total	155	100.000

Frequency Distribution for I32

From (>=)	To (<)	Count	Percent
1.000	2.000	7	4.487
2.000	3.000	10	6.410
3.000	4.000	28	17.949
4.000	5.000	63	40.385
5.000	6.000	41	26.282
6.000	7.000	7	4.487
	Total	156	100.000

Frequency Distribution for I33

From (>=)	To (<)	Count	Percent
1.000	2.000	4	2.581
2.000	3.000	2	1.290
3.000	4.000	17	10.968
4.000	5.000	53	34.194
5.000	6.000	75	48.387
6.000	7.000	4	2.581
	Total	155	100.000

Frequency Distribution for I34

From (>=)	To (<)	Count	Percent
1.000	2.000	2	1.282
2.000	3.000	2	1.282
3.000	4.000	8	5.128
4.000	5.000	50	32.051
5.000	6.000	91	58.333
6.000	7.000	3	1.923
	Total	156	100.000

Frequency Distribution for I35

From (>=)	To (<)	Count	Percent
1.000	2.000	1	.645
2.000	3.000	2	1.290
3.000	4.000	4	2.581
4.000	5.000	51	32.903
5.000	6.000	94	60.645
6.000	7.000	3	1.935
	Total	155	100.000

Frequency Distribution for I36

From (>=)	To (<)	Count	Percent
1.000	2.000	1	.641
2.000	3.000	1	.641
3.000	4.000	8	5.128
4.000	5.000	58	37.179
5.000	6.000	83	53.205
6.000	7.000	5	3.205
	Total	156	100.000

Frequency Distribution for I37

From (>=)	To (<)	Count	Percent
1.000	2.000	0	0.000
2.000	3.000	0	0.000
3.000	4.000	14	8.974
4.000	5.000	63	40.385
5.000	6.000	74	47.436
6.000	7.000	5	3.205
	Total	156	100.000

Frequency Distribution for I38

From (>=)	To (<)	Count	Percent
1.000	2.000	2	1.282
2.000	3.000	1	.641
3.000	4.000	16	10.256
4.000	5.000	57	36.538
5.000	6.000	75	48.077
6.000	7.000	5	3.205
	Total	156	100.000

Frequency Distribution for I39

From (>=)	To (<)	Count	Percent
1.000	2.000	1	.637
2.000	3.000	0	0.000
3.000	4.000	7	4.459
4.000	5.000	49	31.210
5.000	6.000	97	61.783
6.000	7.000	3	1.911
	Total	157	100.000

Frequency Distribution for I40

From (>=)	To (<)	Count	Percent
1.000	2.000	1	.645
2.000	3.000	0	0.000
3.000	4.000	4	2.581
4.000	5.000	51	32.903
5.000	6.000	98	63.226
6.000	7.000	1	.645
	Total	155	100.000

Frequency Distribution for I41

From (>=)	To (<)	Count	Percent
1.000	2.000	1	.637
2.000	3.000	0	0.000
3.000	4.000	10	6.369
4.000	5.000	49	31.210
5.000	6.000	92	58.599
6.000	7.000	5	3.185
	Total	157	100.000

Frequency Distribution for I42

From (>=)	To (<)	Count	Percent
1.000	2.000	0	0.000
2.000	3.000	1	.637
3.000	4.000	14	8.917
4.000	5.000	48	30.573
5.000	6.000	90	57.325
6.000	7.000	4	2.548
	Total	157	100.000

Frequency Distribution for I43

From (>=)	To (<)	Count	Percent
1.000	2.000	2	1.290
2.000	3.000	1	.645
3.000	4.000	32	20.645
4.000	5.000	52	33.548
5.000	6.000	58	37.419
6.000	7.000	10	6.452
	Total	155	100.000

Frequency Distribution for I44

From (>=)	To (<)	Count	Percent
1.000	2.000	2	1.282
2.000	3.000	0	0.000
3.000	4.000	8	5.128
4.000	5.000	37	23.718
5.000	6.000	107	68.590
6.000	7.000	2	1.282
	Total	156	100.000

Frequency Distribution for I45

From (>=)	To (<)	Count	Percent
1.000	2.000	2	1.274
2.000	3.000	0	0.000
3.000	4.000	8	5.096
4.000	5.000	37	23.567
5.000	6.000	105	66.879
6.000	7.000	5	3.185
	Total	157	100.000

Frequency Distribution for I46

From (>=)	To (<)	Count	Percent
1.000	2.000	0	0.000
2.000	3.000	3	1.923
3.000	4.000	10	6.410
4.000	5.000	54	34.615
5.000	6.000	85	54.487
6.000	7.000	4	2.564
	Total	156	100.000

SATISFACTION

Frequency Distribution for S1

From (>=)	To (<)	Count	Percent
1.000	2.000	2	1.266
2.000	3.000	9	5.696
3.000	4.000	29	18.354
4.000	5.000	72	45.570
5.000	6.000	38	24.051
6.000	7.000	8	5.063
	Total	158	100.000

Frequency Distribution for S2

From (>=)	To (<)	Count	Percent
1.000	2.000	5	3.185
2.000	3.000	11	7.006
3.000	4.000	22	14.013
4.000	5.000	70	44.586
5.000	6.000	42	26.752
6.000	7.000	7	4.459
	Total	157	100.000

Frequency Distribution for S3

From (>=)	To (<)	Count	Percent
1.000	2.000	6	3.846
2.000	3.000	16	10.256
3.000	4.000	19	12.179
4.000	5.000	67	42.949
5.000	6.000	41	26.282
6.000	7.000	7	4.487
	Total	156	100.000

Frequency Distribution for S4

From (>=)	To (<)	Count	Percent
1.000	2.000	24	15.484
2.000	3.000	13	8.387
3.000	4.000	26	16.774
4.000	5.000	23	14.839
5.000	6.000	16	10.323
6.000	7.000	53	34.194
	Total	155	100.000

Frequency Distribution for S5

From (>=)	To (<)	Count	Percent
1.000	2.000	7	4.516
2.000	3.000	15	9.677
3.000	4.000	23	14.839
4.000	5.000	62	40.000
5.000	6.000	40	25.806
6.000	7.000	8	5.161
	Total	155	100.000

Frequency Distribution for S6

From (>=)	To (<)	Count	Percent
1.000	2.000	3	1.911
2.000	3.000	10	6.369
3.000	4.000	24	15.287
4.000	5.000	63	40.127
5.000	6.000	29	18.471
6.000	7.000	28	17.834
	Total	157	100.000

Frequency Distribution for S7

From (>=)	To (<)	Count	Percent
1.000	2.000	0	0.000
2.000	3.000	5	3.165
3.000	4.000	13	8.228
4.000	5.000	74	46.835
5.000	6.000	64	40.506
6.000	7.000	2	1.266
	Total	158	100.000

Frequency Distribution for S8

From (>=)	To (<)	Count	Percent
1.000	2.000	0	0.000
2.000	3.000	4	2.532
3.000	4.000	12	7.595
4.000	5.000	78	49.367
5.000	6.000	63	39.873
6.000	7.000	1	.633
	Total	158	100.000

Frequency Distribution for S9

From (>=)	To (<)	Count	Percent
1.000	2.000	2	1.266
2.000	3.000	5	3.165
3.000	4.000	29	18.354
4.000	5.000	64	40.506
5.000	6.000	39	24.684
6.000	7.000	19	12.025
	Total	158	100.000

Frequency Distribution for S10

From (>=)	To (<)	Count	Percent
1.000	2.000	6	3.797
2.000	3.000	4	2.532
3.000	4.000	34	21.519
4.000	5.000	61	38.608
5.000	6.000	27	17.089
6.000	7.000	26	16.456
	Total	158	100.000

Frequency Distribution for S11

From (>=)	To (<)	Count	Percent
1.000	2.000	5	3.185
2.000	3.000	11	7.006
3.000	4.000	29	18.471
4.000	5.000	65	41.401
5.000	6.000	34	21.656
6.000	7.000	13	8.280
	Total	157	100.000

Frequency Distribution for S12

From (>=)	To (<)	Count	Percent
1.000	2.000	4	2.532
2.000	3.000	6	3.797
3.000	4.000	29	18.354
4.000	5.000	73	46.203
5.000	6.000	36	22.785
6.000	7.000	10	6.329
	Total	158	100.000

Frequency Distribution for S13

From (>=)	To (<)	Count	Percent
1.000	2.000	4	2.548
2.000	3.000	4	2.548
3.000	4.000	37	23.567
4.000	5.000	63	40.127
5.000	6.000	34	21.656
6.000	7.000	15	9.554
	Total	157	100.000

Frequency Distribution for S14

From (>=)	To (<)	Count	Percent
1.000	2.000	12	7.595
2.000	3.000	28	17.722
3.000	4.000	27	17.089
4.000	5.000	65	41.139
5.000	6.000	23	14.557
6.000	7.000	3	1.899
	Total	158	100.000

Frequency Distribution for S15

From (>=)	To (<)	Count	Percent
1.000	2.000	2	1.274
2.000	3.000	7	4.459
3.000	4.000	38	24.204
4.000	5.000	63	40.127
5.000	6.000	28	17.834
6.000	7.000	19	12.102
	Total	157	100.000

Frequency Distribution for S16

From (>=)	To (<)	Count	Percent
1.000	2.000	1	.633
2.000	3.000	4	2.532
3.000	4.000	9	5.696
4.000	5.000	64	40.506
5.000	6.000	76	48.101
6.000	7.000	4	2.532
	Total	158	100.000

Frequency Distribution for S17

From (>=)	To (<)	Count	Percent
1.000	2.000	2	1.266
2.000	3.000	3	1.899
3.000	4.000	16	10.127
4.000	5.000	78	49.367
5.000	6.000	57	36.076
6.000	7.000	2	1.266
	Total	158	100.000

Frequency Distribution for S18

From (>=)	To (<)	Count	Percent
1.000	2.000	7	4.430
2.000	3.000	6	3.797
3.000	4.000	20	12.658
4.000	5.000	73	46.203
5.000	6.000	50	31.646
6.000	7.000	2	1.266
	Total	158	100.000

Frequency Distribution for S19

From (>=)	To (<)	Count	Percent
1.000	2.000	8	5.063
2.000	3.000	15	9.494
3.000	4.000	28	17.722
4.000	5.000	56	35.443
5.000	6.000	21	13.291
6.000	7.000	30	18.987
	Total	158	100.000

Frequency Distribution for S20

From (>=)	To (<)	Count	Percent
1.000	2.000	6	3.797
2.000	3.000	21	13.291
3.000	4.000	23	14.557
4.000	5.000	66	41.772
5.000	6.000	26	16.456
6.000	7.000	16	10.127
	Total	158	100.000

Frequency Distribution for S21

From (>=)	To (<)	Count	Percent
1.000	2.000	3	1.899
2.000	3.000	6	3.797
3.000	4.000	23	14.557
4.000	5.000	54	34.177
5.000	6.000	53	33.544
6.000	7.000	19	12.025
	Total	158	100.000

Frequency Distribution for S22

From (>=)	To (<)	Count	Percent
1.000	2.000	1	.633
2.000	3.000	2	1.266
3.000	4.000	22	13.924
4.000	5.000	78	49.367
5.000	6.000	44	27.848
6.000	7.000	11	6.962
	Total	158	100.000

Frequency Distribution for S23

From (>=)	To (<)	Count	Percent
1.000	2.000	9	5.696
2.000	3.000	13	8.228
3.000	4.000	30	18.987
4.000	5.000	71	44.937
5.000	6.000	25	15.823
6.000	7.000	10	6.329
	Total	158	100.000

Frequency Distribution for S24

From (>=)	To (<)	Count	Percent
1.000	2.000	3	1.923
2.000	3.000	1	.641
3.000	4.000	19	12.179
4.000	5.000	68	43.590
5.000	6.000	62	39.744
6.000	7.000	3	1.923
	Total	156	100.000

Frequency Distribution for S25

From (>=)	To (<)	Count	Percent
1.000	2.000	3	1.899
2.000	3.000	10	6.329
3.000	4.000	46	29.114
4.000	5.000	56	35.443
5.000	6.000	17	10.759
6.000	7.000	26	16.456
	Total	158	100.000

Frequency Distribution for S26

From (>=)	To (<)	Count	Percent
1.000	2.000	10	6.329
2.000	3.000	5	3.165
3.000	4.000	51	32.278
4.000	5.000	47	29.747
5.000	6.000	20	12.658
6.000	7.000	25	15.823
	Total	158	100.000

Frequency Distribution for S27

From (>=)	To (<)	Count	Percent
1.000	2.000	6	3.797
2.000	3.000	10	6.329
3.000	4.000	17	10.759
4.000	5.000	63	39.873
5.000	6.000	52	32.911
6.000	7.000	10	6.329
	Total	158	100.000

Frequency Distribution for S28

From (>=)	To (<)	Count	Percent
1.000	2.000	5	3.185
2.000	3.000	12	7.643
3.000	4.000	22	14.013
4.000	5.000	69	43.949
5.000	6.000	42	26.752
6.000	7.000	7	4.459
	Total	157	100.000

Frequency Distribution for S29

From (>=)	To (<)	Count	Percent
1.000	2.000	2	1.274
2.000	3.000	8	5.096
3.000	4.000	44	28.025
4.000	5.000	59	37.580
5.000	6.000	21	13.376
6.000	7.000	23	14.650
	Total	157	100.000

Frequency Distribution for S30

From (>=)	To (<)	Count	Percent
1.000	2.000	3	1.899
2.000	3.000	7	4.430
3.000	4.000	27	17.089
4.000	5.000	65	41.139
5.000	6.000	32	20.253
6.000	7.000	24	15.190
	Total	158	100.000

Frequency Distribution for S31

From (>=)	To (<)	Count	Percent
1.000	2.000	7	4.487
2.000	3.000	17	10.897
3.000	4.000	27	17.308
4.000	5.000	69	44.231
5.000	6.000	22	14.103
6.000	7.000	14	8.974
	Total	156	100.000

Frequency Distribution for S32

From (>=)	To (<)	Count	Percent
1.000	2.000	11	7.006
2.000	3.000	11	7.006
3.000	4.000	39	24.841
4.000	5.000	57	36.306
5.000	6.000	22	14.013
6.000	7.000	17	10.828
	Total	157	100.000

Frequency Distribution for S33

From (>=)	To (<)	Count	Percent
1.000	2.000	8	5.096
2.000	3.000	13	8.280
3.000	4.000	32	20.382
4.000	5.000	61	38.854
5.000	6.000	35	22.293
6.000	7.000	8	5.096
	Total	157	100.000

Frequency Distribution for S34

From (>=)	To (<)	Count	Percent
1.000	2.000	9	5.769
2.000	3.000	21	13.462
3.000	4.000	15	9.615
4.000	5.000	65	41.667
5.000	6.000	42	26.923
6.000	7.000	4	2.564
	Total	156	100.000

Frequency Distribution for S35

From (>=)	To (<)	Count	Percent
1.000	2.000	8	5.063
2.000	3.000	20	12.658
3.000	4.000	15	9.494
4.000	5.000	57	36.076
5.000	6.000	55	34.810
6.000	7.000	3	1.899
	Total	158	100.000

Frequency Distribution for S36

From (>=)	To (<)	Count	Percent
1.000	2.000	3	1.911
2.000	3.000	4	2.548
3.000	4.000	28	17.834
4.000	5.000	66	42.038
5.000	6.000	40	25.478
6.000	7.000	16	10.191
	Total	157	100.000

Frequency Distribution for S37

From (>=)	To (<)	Count	Percent
1.000	2.000	3	1.911
2.000	3.000	5	3.185
3.000	4.000	20	12.739
4.000	5.000	81	51.592
5.000	6.000	39	24.841
6.000	7.000	9	5.732
	Total	157	100.000

Frequency Distribution for S38

From (>=)	To (<)	Count	Percent
1.000	2.000	2	1.274
2.000	3.000	12	7.643
3.000	4.000	28	17.834
4.000	5.000	67	42.675
5.000	6.000	38	24.204
6.000	7.000	10	6.369
	Total	157	100.000

Frequency Distribution for S39

From (>=)	To (<)	Count	Percent
1.000	2.000	5	3.165
2.000	3.000	3	1.899
3.000	4.000	16	10.127
4.000	5.000	71	44.937
5.000	6.000	60	37.975
6.000	7.000	3	1.899
	Total	158	100.000

Frequency Distribution for S40

From (>=)	To (<)	Count	Percent
1.000	2.000	5	3.185
2.000	3.000	9	5.732
3.000	4.000	18	11.465
4.000	5.000	77	49.045
5.000	6.000	46	29.299
6.000	7.000	2	1.274
	Total	157	100.000

Frequency Distribution for S41

From (>=)	To (<)	Count	Percent
1.000	2.000	3	1.899
2.000	3.000	20	12.658
3.000	4.000	32	20.253
4.000	5.000	55	34.810
5.000	6.000	35	22.152
6.000	7.000	13	8.228
	Total	158	100.000

Frequency Distribution for S42

From (>=)	To (<)	Count	Percent
1.000	2.000	0	0.000
2.000	3.000	8	5.063
3.000	4.000	19	12.025
4.000	5.000	79	50.000
5.000	6.000	46	29.114
6.000	7.000	6	3.797
	Total	158	100.000

Frequency Distribution for S43

From (>=)	To (<)	Count	Percent
1.000	2.000	2	1.266
2.000	3.000	1	.633
3.000	4.000	35	22.152
4.000	5.000	58	36.709
5.000	6.000	41	25.949
6.000	7.000	21	13.291
	Total	158	100.000

Frequency Distribution for S44

From (>=)	To (<)	Count	Percent
1.000	2.000	19	12.179
2.000	3.000	20	12.821
3.000	4.000	18	11.538
4.000	5.000	63	40.385
5.000	6.000	29	18.590
6.000	7.000	7	4.487
	Total	156	100.000

Frequency Distribution for S45

From (>=)	To (<)	Count	Percent
1.000	2.000	9	5.696
2.000	3.000	17	10.759
3.000	4.000	24	15.190
4.000	5.000	73	46.203
5.000	6.000	25	15.823
6.000	7.000	10	6.329
	Total	158	100.000

Frequency Distribution for S46

From (>=)	To (<)	Count	Percent
1.000	2.000	9	5.806
2.000	3.000	13	8.387
3.000	4.000	25	16.129
4.000	5.000	75	48.387
5.000	6.000	26	16.774
6.000	7.000	7	4.516
	Total	155	100.000

**QUESTION GUIDE
FOR THE
FACULTY-STAFF SURVEY
2000-2001
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