

Demographics

| Gender | | | Class Level | | |
|-----------------------------------|----------|----------|-----------------------------------|----------|----------|
| | N | % | | N | % |
| Female | 230 | 61.66% | 1 year or less | 145 | 39.19% |
| Male | 143 | 38.34% | 2 years | 171 | 46.22% |
| Total | 373 | 100.00% | 3 years | 33 | 8.92% |
| No Response | 13 | | 4 or more years | 21 | 5.68% |
| | | | Total | 370 | 100.00% |
| | | | No Response | 16 | |
| Age | | | Current GPA | | |
| | N | % | | N | % |
| 18 and under | 66 | 17.69% | No credits earned | 27 | 7.34% |
| 19 to 24 | 150 | 40.21% | 1.99 or below | 4 | 1.09% |
| 25 to 34 | 82 | 21.98% | 2.0 - 2.49 | 7 | 1.90% |
| 35 to 44 | 39 | 10.46% | 2.5 - 2.99 | 41 | 11.14% |
| 45 and over | 36 | 9.65% | 3.0 - 3.49 | 93 | 25.27% |
| Total | 373 | 100.00% | 3.5 or above | 196 | 53.26% |
| No Response | 13 | | Total | 368 | 100.00% |
| | | | No Response | 18 | |
| Ethnicity/Race | | | Educational Goal | | |
| | N | % | | N | % |
| African-American | 15 | 4.07% | Associate degree | 101 | 27.15% |
| American Indian or Alaskan Native | 3 | 0.81% | Vocational/technical program | 29 | 7.80% |
| Asian or Pacific Islander | 126 | 34.15% | Transfer to another institution | 200 | 53.76% |
| Caucasian/White | 151 | 40.92% | Certification (initial / renewal) | 15 | 4.03% |
| Hispanic | 20 | 5.42% | Self-improvement/pleasure | 6 | 1.61% |
| Other race | 31 | 8.40% | Job-related training | 7 | 1.88% |
| Race - Prefer not to respond | 23 | 6.23% | Other educational goal | 14 | 3.76% |
| Total | 369 | 100.00% | Total | 372 | 100.00% |
| No Response | 17 | | No Response | 14 | |
| Current Enrollment Status | | | Employment | | |
| | N | % | | N | % |
| Day | 329 | 90.14% | Full-time off campus | 46 | 12.64% |
| Evening | 22 | 6.03% | Part-time off campus | 101 | 27.75% |
| Weekend | 14 | 3.84% | Full-time on campus | 9 | 2.47% |
| Total | 365 | 100.00% | Part-time on campus | 40 | 10.99% |
| No Response | 21 | | Not employed | 168 | 46.15% |
| | | | Total | 364 | 100.00% |
| | | | No Response | 22 | |
| Current Class Load | | | | | |
| | N | % | | | |
| Full-time | 278 | 75.14% | | | |
| Part-time | 92 | 24.86% | | | |
| Total | 370 | 100.00% | | | |
| No Response | 16 | | | | |

Demographics

| Current Residence | | | How many hours a week are you employed at a job during the school year? (work study, part-time, full-time) | | |
|----------------------------------|----------|----------|---|----------|----------|
| | N | % | | N | % |
| Residence hall | 1 | 0.28% | None | 156 | 41.82% |
| Own house | 54 | 14.92% | 1-10 hours | 52 | 13.94% |
| Rent room or apt off campus | 149 | 41.16% | 11-20 hours | 76 | 20.38% |
| Parent's home | 114 | 31.49% | 21-30 hours | 41 | 10.99% |
| Other residence | 44 | 12.15% | 31-40 hours | 35 | 9.38% |
| Total | 362 | 100.00% | More than 40 hours | 13 | 3.49% |
| No Response | 24 | | Total | 373 | 100.00% |
| | | | No Response | 13 | |
| | | | | | |
| Residence Classification | | | Institution Question 2 | | |
| | N | % | | N | % |
| In-state | 289 | 78.75% | Campus item 2 - Answer 1 | 0 | 0% |
| Out-of-state | 13 | 3.54% | Campus item 2 - Answer 2 | 0 | 0% |
| International (not U.S. citizen) | 65 | 17.71% | Campus item 2 - Answer 3 | 0 | 0% |
| Total | 367 | 100.00% | Campus item 2 - Answer 4 | 0 | 0% |
| No Response | 19 | | Campus item 2 - Answer 5 | 0 | 0% |
| | | | Campus item 2 - Answer 6 | 0 | 0% |
| | | | Total | 0 | 100.00% |
| | | | No Response | 386 | |
| | | | | | |
| Disabilities | | | Group Code | | |
| | N | % | | N | % |
| Yes - Disability | 35 | 9.54% | 1000: Accounting | 9 | 2.56% |
| No - Disability | 332 | 90.46% | 1010: Automotive | 2 | 0.57% |
| Total | 367 | 100.00% | 1020: Biotechnology Lab Specialist | 3 | 0.85% |
| No Response | 19 | | 1030: Business | 32 | 9.12% |
| | | | 1040: Business Technology | 4 | 1.14% |
| | | | 1050: Clean Energy Technology | 2 | 0.57% |
| | | | 1060: Criminal Justice | 3 | 0.85% |
| | | | 1070: Dental Hygiene | 12 | 3.42% |
| | | | 1080: Education | 6 | 1.71% |
| | | | 1090: Health Informatics and Information Management | 3 | 0.85% |
| | | | 1100: Manufacturing/Machnist Technology | 18 | 5.13% |
| | | | 1110: Medical Laboratory Technology | 9 | 2.56% |
| | | | 1120: Music Technology | 10 | 2.85% |
| | | | 1130: Nursing | 35 | 9.97% |
| | | | 1140: Nursing Assistant Certified | 3 | 0.85% |
| | | | 1150: Performing Arts/Digital Filmmaking | 8 | 2.28% |
| | | | 1170: Visual Communication Technology | 19 | 5.41% |
| | | | | | |
| Institution Was My | | | | | |
| | N | % | | | |
| 1st choice | 272 | 74.32% | | | |
| 2nd choice | 70 | 19.13% | | | |
| 3rd choice or lower | 24 | 6.56% | | | |
| Total | 366 | 100.00% | | | |
| No Response | 20 | | | | |

Demographics

| | | |
|---|-----|---------|
| 1180: Transfer -- Arts/Humanities focus | 28 | 7.98% |
| 1190: Transfer -- Engineering focus | 27 | 7.69% |
| 1200: Transfer -- Science focus | 44 | 12.54% |
| 1210: Transfer -- Social science focus | 32 | 9.12% |
| 1220: Transfer -- Undecided | 26 | 7.41% |
| 1230: Undecided | 16 | 4.56% |
| Total | 351 | 100.00% |
| No Response | 35 | |

Institutional Summary
Scales: In Order of Importance

| Scale | Shoreline Community College - SSI | | | National Community Colleges - Western | | | Mean Difference |
|---------------------------------------|-----------------------------------|-------------------|-----------------|---------------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| Academic Advising/Counseling | 6.40 | 5.52 / 1.32 | 0.88 | 6.22 | 5.23 / 1.34 | 0.99 | 0.29 *** |
| Instructional Effectiveness | 6.35 | 5.59 / 1.03 | 0.76 | 6.27 | 5.48 / 1.05 | 0.79 | 0.11 * |
| Admissions and Financial Aid | 6.28 | 5.38 / 1.16 | 0.90 | 6.13 | 5.17 / 1.25 | 0.96 | 0.21 ** |
| Concern for the Individual | 6.28 | 5.44 / 1.21 | 0.84 | 6.16 | 5.31 / 1.21 | 0.85 | 0.13 * |
| Registration Effectiveness | 6.27 | 5.61 / 0.98 | 0.66 | 6.24 | 5.45 / 1.05 | 0.79 | 0.16 ** |
| Academic Services | 6.24 | 5.75 / 1.01 | 0.49 | 6.14 | 5.59 / 1.03 | 0.55 | 0.16 ** |
| Safety and Security | 6.20 | 5.00 / 1.26 | 1.20 | 6.06 | 5.09 / 1.20 | 0.97 | -0.09 |
| Campus Climate | 6.13 | 5.52 / 1.04 | 0.61 | 6.06 | 5.41 / 1.07 | 0.65 | 0.11 * |
| Student Centeredness | 6.12 | 5.54 / 1.12 | 0.58 | 6.07 | 5.49 / 1.13 | 0.58 | 0.05 |
| Service Excellence | 6.08 | 5.59 / 0.99 | 0.49 | 6.03 | 5.35 / 1.08 | 0.68 | 0.24 *** |
| Campus Support Services | 5.76 | 5.38 / 1.20 | 0.38 | 5.53 | 5.02 / 1.18 | 0.51 | 0.36 *** |
| Responsiveness to Diverse Populations | | 5.56 / 1.21 | | | 5.53 / 1.25 | | 0.03 |

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

National Group Means are based on 36048 records.

Institutional Summary
Items: In Order of Importance

| Item | Shoreline Community College - SSI | | | National Community Colleges - Western | | | Mean Difference |
|--|-----------------------------------|-------------------|-----------------|---------------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| 18. The quality of instruction I receive in most of my classes is excellent. | 6.62 | 5.59 / 1.31 | 1.03 | 6.51 | 5.68 / 1.31 | 0.83 | -0.09 |
| 32. My academic advisor is knowledgeable about my program requirements. | 6.53 | 5.73 / 1.59 | 0.80 | 6.36 | 5.36 / 1.66 | 1.00 | 0.37 *** |
| 15. I am able to register for classes I need with few conflicts. | 6.50 | 5.59 / 1.42 | 0.91 | 6.44 | 5.31 / 1.61 | 1.13 | 0.28 *** |
| 6. My academic advisor is approachable. | 6.49 | 5.65 / 1.62 | 0.84 | 6.28 | 5.39 / 1.63 | 0.89 | 0.26 ** |
| 31. The campus is safe and secure for all students. | 6.49 | 5.72 / 1.25 | 0.77 | 6.38 | 5.72 / 1.29 | 0.66 | 0.00 |
| 8. Classes are scheduled at times that are convenient for me. | 6.47 | 5.44 / 1.45 | 1.03 | 6.47 | 5.39 / 1.54 | 1.08 | 0.05 |
| 70. I am able to experience intellectual growth here. | 6.47 | 5.95 / 1.16 | 0.52 | 6.44 | 5.87 / 1.28 | 0.57 | 0.08 |
| 40. My academic advisor is knowledgeable about the transfer requirements of other schools. | 6.46 | 5.49 / 1.63 | 0.97 | 6.27 | 5.15 / 1.66 | 1.12 | 0.34 *** |
| 58. Nearly all of the faculty are knowledgeable in their fields. | 6.46 | 5.86 / 1.24 | 0.60 | 6.42 | 5.78 / 1.29 | 0.64 | 0.08 |
| 7. Adequate financial aid is available for most students. | 6.44 | 5.08 / 1.65 | 1.36 | 6.29 | 5.21 / 1.70 | 1.08 | -0.13 |
| 29. Faculty are fair and unbiased in their treatment of individual students. | 6.44 | 5.48 / 1.47 | 0.96 | 6.33 | 5.53 / 1.44 | 0.80 | -0.05 |
| 52. This school does whatever it can to help me reach my educational goals. | 6.44 | 5.41 / 1.44 | 1.03 | 6.29 | 5.31 / 1.49 | 0.98 | 0.10 |
| 66. Program requirements are clear and reasonable. | 6.44 | 5.73 / 1.24 | 0.71 | 6.35 | 5.57 / 1.37 | 0.78 | 0.16 * |
| 46. Faculty provide timely feedback about student progress in a course. | 6.42 | 5.53 / 1.33 | 0.89 | 6.28 | 5.30 / 1.50 | 0.98 | 0.23 ** |
| 69. There is a good variety of courses provided on this campus. | 6.40 | 5.78 / 1.26 | 0.62 | 6.40 | 5.58 / 1.46 | 0.82 | 0.20 ** |

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National Group Means are based on 36048 records.

Institutional Summary
Items: In Order of Importance

| Item | Shoreline Community College - SSI | | | National Community Colleges - Western | | | Mean Difference |
|--|-----------------------------------|-------------------|-----------------|---------------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| 13. Financial aid awards are announced to students in time to be helpful in college planning. | 6.35 | 4.98 / 1.66 | 1.37 | 6.18 | 4.86 / 1.75 | 1.32 | 0.12 |
| 61. Faculty are usually available after class and during office hours. | 6.33 | 5.84 / 1.27 | 0.49 | 6.26 | 5.67 / 1.35 | 0.59 | 0.17 * |
| 12. My academic advisor helps me set goals to work toward. | 6.32 | 5.39 / 1.73 | 0.93 | 6.09 | 5.04 / 1.72 | 1.05 | 0.35 *** |
| 41. Admissions staff are knowledgeable. | 6.32 | 5.69 / 1.38 | 0.63 | 6.24 | 5.46 / 1.43 | 0.78 | 0.23 ** |
| 80. Campus item: I access my course materials and/or college services using a mobile device like a phone, laptop, or tablet. | 6.32 | 6.12 / 1.14 | 0.20 | | | | |
| 25. My academic advisor is concerned about my success as an individual. | 6.31 | 5.36 / 1.66 | 0.95 | 6.17 | 5.06 / 1.71 | 1.11 | 0.30 ** |
| 35. Policies and procedures regarding registration and course selection are clear and well-publicized. | 6.31 | 5.70 / 1.34 | 0.61 | 6.25 | 5.42 / 1.47 | 0.83 | 0.28 *** |
| 5. The personnel involved in registration are helpful. | 6.30 | 5.73 / 1.35 | 0.57 | 6.26 | 5.39 / 1.55 | 0.87 | 0.34 *** |
| 34. Computer labs are adequate and accessible. | 6.30 | 5.92 / 1.28 | 0.38 | 6.25 | 5.67 / 1.42 | 0.58 | 0.25 ** |
| 11. Security staff respond quickly in emergencies. | 6.29 | 5.41 / 1.42 | 0.88 | 5.95 | 4.98 / 1.45 | 0.97 | 0.43 *** |
| 14. Library resources and services are adequate. | 6.29 | 5.87 / 1.22 | 0.42 | 6.21 | 5.68 / 1.35 | 0.53 | 0.19 ** |
| 20. Financial aid counselors are helpful. | 6.29 | 5.41 / 1.49 | 0.88 | 6.17 | 5.04 / 1.72 | 1.13 | 0.37 *** |
| 3. The quality of instruction in the vocational/technical programs is excellent. | 6.28 | 5.49 / 1.38 | 0.79 | 6.12 | 5.46 / 1.33 | 0.66 | 0.03 |
| 36. Students are made to feel welcome on this campus. | 6.28 | 5.79 / 1.28 | 0.49 | 6.23 | 5.71 / 1.32 | 0.52 | 0.08 |
| 23. Faculty are understanding of students' unique life circumstances. | 6.27 | 5.54 / 1.35 | 0.73 | 6.20 | 5.37 / 1.48 | 0.83 | 0.17 * |

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Institutional Summary
Items: In Order of Importance

| Item | Shoreline Community College - SSI | | | National Community Colleges - Western | | | Mean Difference |
|--|-----------------------------------|-------------------|-----------------|---------------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| 51. There are convenient ways of paying my school bill. | 6.27 | 5.75 / 1.42 | 0.52 | 6.23 | 5.57 / 1.46 | 0.66 | 0.18 * |
| 53. The assessment and course placement procedures are reasonable. | 6.26 | 5.54 / 1.33 | 0.72 | 6.11 | 5.43 / 1.41 | 0.68 | 0.11 |
| 55. Academic support services adequately meet the needs of students. | 6.26 | 5.46 / 1.37 | 0.80 | 6.08 | 5.34 / 1.38 | 0.74 | 0.12 |
| 2. Faculty care about me as an individual. | 6.25 | 5.51 / 1.42 | 0.74 | 6.03 | 5.47 / 1.40 | 0.56 | 0.04 |
| 21. There are a sufficient number of study areas on campus. | 6.25 | 5.69 / 1.42 | 0.56 | 6.12 | 5.62 / 1.43 | 0.50 | 0.07 |
| 28. It is an enjoyable experience to be a student on this campus. | 6.25 | 5.68 / 1.39 | 0.57 | 6.25 | 5.69 / 1.37 | 0.56 | -0.01 |
| 42. The equipment in the lab facilities is kept up to date. | 6.25 | 5.55 / 1.40 | 0.70 | 6.17 | 5.54 / 1.40 | 0.63 | 0.01 |
| 48. Counseling staff care about students as individuals. | 6.25 | 5.60 / 1.32 | 0.65 | 6.12 | 5.27 / 1.54 | 0.85 | 0.33 *** |
| 65. Students are notified early in the term if they are doing poorly in a class. | 6.25 | 4.98 / 1.63 | 1.27 | 6.21 | 4.81 / 1.75 | 1.40 | 0.17 |
| 50. Tutoring services are readily available. | 6.22 | 5.67 / 1.41 | 0.55 | 6.15 | 5.61 / 1.43 | 0.54 | 0.06 |
| 63. I seldom get the "run-around" when seeking information on this campus. | 6.22 | 5.35 / 1.54 | 0.87 | 6.12 | 5.11 / 1.67 | 1.01 | 0.24 ** |
| 22. People on this campus respect and are supportive of each other. | 6.20 | 5.53 / 1.34 | 0.67 | 6.08 | 5.49 / 1.34 | 0.59 | 0.04 |
| 27. The campus staff are caring and helpful. | 6.20 | 5.74 / 1.20 | 0.46 | 6.13 | 5.56 / 1.31 | 0.57 | 0.18 ** |
| 37. Faculty take into consideration student differences as they teach a course. | 6.20 | 5.41 / 1.44 | 0.79 | 6.12 | 5.34 / 1.44 | 0.78 | 0.07 |
| 47. There are adequate services to help me decide upon a career. | 6.20 | 5.32 / 1.53 | 0.88 | 6.10 | 5.19 / 1.51 | 0.91 | 0.13 |

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Institutional Summary
Items: In Order of Importance

| Item | Shoreline Community College - SSI | | | National Community Colleges - Western | | | Mean Difference |
|--|-----------------------------------|-------------------|-----------------|---------------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| 39. The amount of student parking space on campus is adequate. | 6.19 | 3.82 / 2.00 | 2.37 | 6.23 | 4.44 / 2.03 | 1.79 | -0.62 *** |
| 43. Class change (drop/add) policies are reasonable. | 6.19 | 5.54 / 1.50 | 0.65 | 6.19 | 5.56 / 1.44 | 0.63 | -0.02 |
| 54. Faculty are interested in my academic problems. | 6.19 | 5.40 / 1.45 | 0.79 | 6.06 | 5.24 / 1.48 | 0.82 | 0.16 * |
| 49. Admissions counselors respond to prospective students' unique needs and requests. | 6.18 | 5.59 / 1.34 | 0.59 | 6.03 | 5.23 / 1.47 | 0.80 | 0.36 *** |
| 45. This institution has a good reputation within the community. | 6.17 | 5.87 / 1.22 | 0.30 | 6.11 | 5.76 / 1.33 | 0.35 | 0.11 |
| 64. Nearly all classes deal with practical experiences and applications. | 6.17 | 5.51 / 1.32 | 0.66 | 6.14 | 5.45 / 1.37 | 0.69 | 0.06 |
| 68. On the whole, the campus is well-maintained. | 6.17 | 5.96 / 1.29 | 0.21 | 6.25 | 5.98 / 1.23 | 0.27 | -0.02 |
| 16. The college shows concern for students as individuals. | 6.16 | 5.29 / 1.49 | 0.87 | 6.14 | 5.17 / 1.55 | 0.97 | 0.12 |
| 30. The career services office provides students with the help they need to get a job. | 6.16 | 5.25 / 1.40 | 0.91 | 5.92 | 4.94 / 1.51 | 0.98 | 0.31 ** |
| 60. Billing policies are reasonable. | 6.16 | 5.46 / 1.41 | 0.70 | 6.13 | 5.42 / 1.45 | 0.71 | 0.04 |
| 9. Internships or practical experiences are provided in my degree/certificate program. | 6.14 | 4.87 / 1.70 | 1.27 | 5.92 | 4.88 / 1.59 | 1.04 | -0.01 |
| 26. Library staff are helpful and approachable. | 6.12 | 6.02 / 1.16 | 0.10 | 6.02 | 5.65 / 1.36 | 0.37 | 0.37 *** |
| 56. The business office is open during hours which are convenient for most students. | 6.12 | 5.60 / 1.40 | 0.52 | 6.09 | 5.43 / 1.44 | 0.66 | 0.17 * |
| 57. Administrators are approachable to students. | 6.11 | 5.53 / 1.40 | 0.58 | 6.08 | 5.38 / 1.47 | 0.70 | 0.15 |
| 24. Parking lots are well-lighted and secure. | 6.10 | 4.95 / 1.65 | 1.15 | 6.14 | 5.22 / 1.60 | 0.92 | -0.27 ** |

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Items: In Order of Importance

| Item | Shoreline Community College - SSI | | | National Community Colleges - Western | | | Mean Difference |
|--|-----------------------------------|-------------------|-----------------|---------------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| 67. Channels for expressing student complaints are readily available. | 6.10 | 5.00 / 1.63 | 1.10 | 5.95 | 4.88 / 1.65 | 1.07 | 0.12 |
| 87. Cost as factor in decision to enroll. | 6.08 | | | 6.34 | | | |
| 33. Admissions counselors accurately portray the campus in their recruiting practices. | 6.06 | 5.52 / 1.37 | 0.54 | 5.82 | 5.20 / 1.44 | 0.62 | 0.32 *** |
| 62. Bookstore staff are helpful. | 6.04 | 5.72 / 1.31 | 0.32 | 6.07 | 5.62 / 1.47 | 0.45 | 0.10 |
| 71. Campus item: There is enough racial/ethnic diversity on campus for students to learn from each other's diverse perspectives. | 6.04 | 5.83 / 1.29 | 0.21 | | | | |
| 88. Financial aid as factor in decision to enroll. | 5.95 | | | 5.97 | | | |
| 89. Academic reputation as factor in decision to enroll. | 5.95 | | | 5.80 | | | |
| 59. New student orientation services help students adjust to college. | 5.94 | 5.51 / 1.52 | 0.43 | 5.85 | 5.33 / 1.48 | 0.52 | 0.18 * |
| 4. Security staff are helpful. | 5.91 | 5.13 / 1.59 | 0.78 | 5.56 | 5.02 / 1.56 | 0.54 | 0.11 |
| 76. Campus item: Courses provide opportunities to learn about different world cultures. | 5.86 | 5.67 / 1.33 | 0.19 | | | | |
| 72. Campus item: Students can enrich their learning experiences through college events outside of coursework. | 5.85 | 5.58 / 1.31 | 0.27 | | | | |
| 75. Campus item: I am adequately informed about the college through my go.shoreline.edu email account. | 5.84 | 6.05 / 1.20 | -0.21 | | | | |
| 79. Campus item: My interactions with other students have increased my awareness of other world cultures. | 5.81 | 5.68 / 1.25 | 0.13 | | | | |
| 38. The student center is a comfortable place for students to spend their leisure time. | 5.76 | 5.51 / 1.38 | 0.25 | 5.72 | 5.37 / 1.43 | 0.35 | 0.14 |

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| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| 77. Campus item: During my course work, I have become more aware of global events. | 5.76 | 5.41 / 1.43 | 0.35 | | | | |
| 1. Most students feel a sense of belonging here. | 5.75 | 5.22 / 1.37 | 0.53 | 5.62 | 5.42 / 1.36 | 0.20 | -0.20 ** |
| 19. This campus provides effective support services for displaced homemakers. | 5.73 | 5.25 / 1.46 | 0.48 | 5.21 | 4.80 / 1.39 | 0.41 | 0.45 *** |
| 93. Geographic setting as factor in decision to enroll. | 5.66 | | | 5.48 | | | |
| 78. Campus item: The college provides out-of-class opportunities to learn about world cultures and/or global events. | 5.60 | 5.50 / 1.33 | 0.10 | | | | |
| 73. Campus item: The college sponsors clubs and activities that fit with my interests. | 5.49 | 5.14 / 1.49 | 0.35 | | | | |
| 17. Personnel in the Veterans' Services program are helpful. | 5.45 | 5.24 / 1.53 | 0.21 | 4.87 | 4.68 / 1.39 | 0.19 | 0.56 *** |
| 44. I generally know what's happening on campus. | 5.40 | 5.51 / 1.40 | -0.11 | 5.56 | 5.00 / 1.55 | 0.56 | 0.51 *** |
| 74. Campus item: Student parliament plays an important role in supporting students. | 5.40 | 5.01 / 1.58 | 0.39 | | | | |
| 95. Personalized attention prior to enrollment as factor in decision to enroll. | 5.40 | | | 5.32 | | | |
| 90. Size of institution as factor in decision to enroll. | 5.22 | | | 5.13 | | | |
| 94. Campus appearance as factor in decision to enroll. | 5.22 | | | 5.19 | | | |
| 92. Recommendations from family/friends as factor in decision to enroll. | 4.95 | | | 4.90 | | | |
| 10. Child care facilities are available on campus. | 4.85 | 5.44 / 1.50 | -0.59 | 4.57 | 4.48 / 1.64 | 0.09 | 0.96 *** |
| 91. Opportunity to play sports as factor in decision to enroll. | 3.63 | | | 3.52 | | | |

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|--|-----------------------------------|-------------------|-----------------|---------------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| 81. Institution's commitment to part-time students? | | 5.58 / 1.34 | | | 5.64 / 1.36 | | -0.06 |
| 82. Institution's commitment to evening students? | | 5.34 / 1.51 | | | 5.50 / 1.46 | | -0.16 |
| 83. Institution's commitment to older, returning learners? | | 5.68 / 1.48 | | | 5.62 / 1.39 | | 0.06 |
| 84. Institution's commitment to under-represented populations? | | 5.50 / 1.35 | | | 5.46 / 1.40 | | 0.04 |
| 85. Institution's commitment to commuters? | | 5.44 / 1.48 | | | 5.37 / 1.49 | | 0.07 |
| 86. Institution's commitment to students with disabilities? | | 5.82 / 1.34 | | | 5.60 / 1.40 | | 0.22 * |

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

National Group Means are based on 36048 records.

Institutional Summary

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

| Scale/Item | Shoreline Community College - SSI | | | National Community Colleges - Western | | | Mean Difference |
|--|-----------------------------------|-------------------|-----------------|---------------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| ACADEMIC ADVISING/COUNSELING | 6.40 | 5.52 / 1.32 | 0.88 | 6.22 | 5.23 / 1.34 | 0.99 | 0.29 *** |
| 6. My academic advisor is approachable. | 6.49 | 5.65 / 1.62 | 0.84 | 6.28 | 5.39 / 1.63 | 0.89 | 0.26 ** |
| 12. My academic advisor helps me set goals to work toward. | 6.32 | 5.39 / 1.73 | 0.93 | 6.09 | 5.04 / 1.72 | 1.05 | 0.35 *** |
| 25. My academic advisor is concerned about my success as an individual. | 6.31 | 5.36 / 1.66 | 0.95 | 6.17 | 5.06 / 1.71 | 1.11 | 0.30 ** |
| 32. My academic advisor is knowledgeable about my program requirements. | 6.53 | 5.73 / 1.59 | 0.80 | 6.36 | 5.36 / 1.66 | 1.00 | 0.37 *** |
| 40. My academic advisor is knowledgeable about the transfer requirements of other schools. | 6.46 | 5.49 / 1.63 | 0.97 | 6.27 | 5.15 / 1.66 | 1.12 | 0.34 *** |
| 48. Counseling staff care about students as individuals. | 6.25 | 5.60 / 1.32 | 0.65 | 6.12 | 5.27 / 1.54 | 0.85 | 0.33 *** |
| 52. This school does whatever it can to help me reach my educational goals. | 6.44 | 5.41 / 1.44 | 1.03 | 6.29 | 5.31 / 1.49 | 0.98 | 0.10 |

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

National Group Means are based on 36048 records.

Institutional Summary

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

| Scale/Item | Shoreline Community College - SSI | | | National Community Colleges - Western | | | Mean Difference |
|--|-----------------------------------|-------------------|-----------------|---------------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| ACADEMIC SERVICES | 6.24 | 5.75 / 1.01 | 0.49 | 6.14 | 5.59 / 1.03 | 0.55 | 0.16 ** |
| 14. Library resources and services are adequate. | 6.29 | 5.87 / 1.22 | 0.42 | 6.21 | 5.68 / 1.35 | 0.53 | 0.19 ** |
| 21. There are a sufficient number of study areas on campus. | 6.25 | 5.69 / 1.42 | 0.56 | 6.12 | 5.62 / 1.43 | 0.50 | 0.07 |
| 26. Library staff are helpful and approachable. | 6.12 | 6.02 / 1.16 | 0.10 | 6.02 | 5.65 / 1.36 | 0.37 | 0.37 *** |
| 34. Computer labs are adequate and accessible. | 6.30 | 5.92 / 1.28 | 0.38 | 6.25 | 5.67 / 1.42 | 0.58 | 0.25 ** |
| 42. The equipment in the lab facilities is kept up to date. | 6.25 | 5.55 / 1.40 | 0.70 | 6.17 | 5.54 / 1.40 | 0.63 | 0.01 |
| 50. Tutoring services are readily available. | 6.22 | 5.67 / 1.41 | 0.55 | 6.15 | 5.61 / 1.43 | 0.54 | 0.06 |
| 55. Academic support services adequately meet the needs of students. | 6.26 | 5.46 / 1.37 | 0.80 | 6.08 | 5.34 / 1.38 | 0.74 | 0.12 |

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

National Group Means are based on 36048 records.

Institutional Summary

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

| Scale/Item | Shoreline Community College - SSI | | | National Community Colleges - Western | | | Mean Difference |
|---|-----------------------------------|-------------------|-----------------|---------------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| ADMISSIONS AND FINANCIAL AID | 6.28 | 5.38 / 1.16 | 0.90 | 6.13 | 5.17 / 1.25 | 0.96 | 0.21 ** |
| 7. Adequate financial aid is available for most students. | 6.44 | 5.08 / 1.65 | 1.36 | 6.29 | 5.21 / 1.70 | 1.08 | -0.13 |
| 13. Financial aid awards are announced to students in time to be helpful in college planning. | 6.35 | 4.98 / 1.66 | 1.37 | 6.18 | 4.86 / 1.75 | 1.32 | 0.12 |
| 20. Financial aid counselors are helpful. | 6.29 | 5.41 / 1.49 | 0.88 | 6.17 | 5.04 / 1.72 | 1.13 | 0.37 *** |
| 33. Admissions counselors accurately portray the campus in their recruiting practices. | 6.06 | 5.52 / 1.37 | 0.54 | 5.82 | 5.20 / 1.44 | 0.62 | 0.32 *** |
| 41. Admissions staff are knowledgeable. | 6.32 | 5.69 / 1.38 | 0.63 | 6.24 | 5.46 / 1.43 | 0.78 | 0.23 ** |
| 49. Admissions counselors respond to prospective students' unique needs and requests. | 6.18 | 5.59 / 1.34 | 0.59 | 6.03 | 5.23 / 1.47 | 0.80 | 0.36 *** |

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

National Group Means are based on 36048 records.

Institutional Summary

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

| Scale/Item | Shoreline Community College - SSI | | | National Community Colleges - Western | | | Mean Difference |
|---|-----------------------------------|-------------------|-----------------|---------------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| CAMPUS CLIMATE | 6.13 | 5.52 / 1.04 | 0.61 | 6.06 | 5.41 / 1.07 | 0.65 | 0.11 * |
| 1. Most students feel a sense of belonging here. | 5.75 | 5.22 / 1.37 | 0.53 | 5.62 | 5.42 / 1.36 | 0.20 | -0.20 ** |
| 2. Faculty care about me as an individual. | 6.25 | 5.51 / 1.42 | 0.74 | 6.03 | 5.47 / 1.40 | 0.56 | 0.04 |
| 16. The college shows concern for students as individuals. | 6.16 | 5.29 / 1.49 | 0.87 | 6.14 | 5.17 / 1.55 | 0.97 | 0.12 |
| 22. People on this campus respect and are supportive of each other. | 6.20 | 5.53 / 1.34 | 0.67 | 6.08 | 5.49 / 1.34 | 0.59 | 0.04 |
| 27. The campus staff are caring and helpful. | 6.20 | 5.74 / 1.20 | 0.46 | 6.13 | 5.56 / 1.31 | 0.57 | 0.18 ** |
| 28. It is an enjoyable experience to be a student on this campus. | 6.25 | 5.68 / 1.39 | 0.57 | 6.25 | 5.69 / 1.37 | 0.56 | -0.01 |
| 31. The campus is safe and secure for all students. | 6.49 | 5.72 / 1.25 | 0.77 | 6.38 | 5.72 / 1.29 | 0.66 | 0.00 |
| 36. Students are made to feel welcome on this campus. | 6.28 | 5.79 / 1.28 | 0.49 | 6.23 | 5.71 / 1.32 | 0.52 | 0.08 |
| 44. I generally know what's happening on campus. | 5.40 | 5.51 / 1.40 | -0.11 | 5.56 | 5.00 / 1.55 | 0.56 | 0.51 *** |
| 45. This institution has a good reputation within the community. | 6.17 | 5.87 / 1.22 | 0.30 | 6.11 | 5.76 / 1.33 | 0.35 | 0.11 |
| 52. This school does whatever it can to help me reach my educational goals. | 6.44 | 5.41 / 1.44 | 1.03 | 6.29 | 5.31 / 1.49 | 0.98 | 0.10 |
| 57. Administrators are approachable to students. | 6.11 | 5.53 / 1.40 | 0.58 | 6.08 | 5.38 / 1.47 | 0.70 | 0.15 |
| 59. New student orientation services help students adjust to college. | 5.94 | 5.51 / 1.52 | 0.43 | 5.85 | 5.33 / 1.48 | 0.52 | 0.18 * |
| 63. I seldom get the "run-around" when seeking information on this campus. | 6.22 | 5.35 / 1.54 | 0.87 | 6.12 | 5.11 / 1.67 | 1.01 | 0.24 ** |
| 67. Channels for expressing student complaints are readily available. | 6.10 | 5.00 / 1.63 | 1.10 | 5.95 | 4.88 / 1.65 | 1.07 | 0.12 |

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

National Group Means are based on 36048 records.

Institutional Summary

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

| Scale/Item | Shoreline Community College - SSI | | | National Community Colleges - Western | | | Mean Difference |
|---|-----------------------------------|-------------------|-----------------|---------------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| CAMPUS SUPPORT SERVICES | 5.76 | 5.38 / 1.20 | 0.38 | 5.53 | 5.02 / 1.18 | 0.51 | 0.36 *** |
| 10. Child care facilities are available on campus. | 4.85 | 5.44 / 1.50 | -0.59 | 4.57 | 4.48 / 1.64 | 0.09 | 0.96 *** |
| 17. Personnel in the Veterans' Services program are helpful. | 5.45 | 5.24 / 1.53 | 0.21 | 4.87 | 4.68 / 1.39 | 0.19 | 0.56 *** |
| 19. This campus provides effective support services for displaced homemakers. | 5.73 | 5.25 / 1.46 | 0.48 | 5.21 | 4.80 / 1.39 | 0.41 | 0.45 *** |
| 30. The career services office provides students with the help they need to get a job. | 6.16 | 5.25 / 1.40 | 0.91 | 5.92 | 4.94 / 1.51 | 0.98 | 0.31 ** |
| 38. The student center is a comfortable place for students to spend their leisure time. | 5.76 | 5.51 / 1.38 | 0.25 | 5.72 | 5.37 / 1.43 | 0.35 | 0.14 |
| 47. There are adequate services to help me decide upon a career. | 6.20 | 5.32 / 1.53 | 0.88 | 6.10 | 5.19 / 1.51 | 0.91 | 0.13 |
| 59. New student orientation services help students adjust to college. | 5.94 | 5.51 / 1.52 | 0.43 | 5.85 | 5.33 / 1.48 | 0.52 | 0.18 * |

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

National Group Means are based on 36048 records.

Institutional Summary

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

| Scale/Item | Shoreline Community College - SSI | | | National Community Colleges - Western | | | Mean Difference |
|--|-----------------------------------|-------------------|-----------------|---------------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| CONCERN FOR THE INDIVIDUAL | 6.28 | 5.44 / 1.21 | 0.84 | 6.16 | 5.31 / 1.21 | 0.85 | 0.13 * |
| 2. Faculty care about me as an individual. | 6.25 | 5.51 / 1.42 | 0.74 | 6.03 | 5.47 / 1.40 | 0.56 | 0.04 |
| 16. The college shows concern for students as individuals. | 6.16 | 5.29 / 1.49 | 0.87 | 6.14 | 5.17 / 1.55 | 0.97 | 0.12 |
| 25. My academic advisor is concerned about my success as an individual. | 6.31 | 5.36 / 1.66 | 0.95 | 6.17 | 5.06 / 1.71 | 1.11 | 0.30 ** |
| 29. Faculty are fair and unbiased in their treatment of individual students. | 6.44 | 5.48 / 1.47 | 0.96 | 6.33 | 5.53 / 1.44 | 0.80 | -0.05 |
| 48. Counseling staff care about students as individuals. | 6.25 | 5.60 / 1.32 | 0.65 | 6.12 | 5.27 / 1.54 | 0.85 | 0.33 *** |

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

National Group Means are based on 36048 records.

Institutional Summary

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

| Scale/Item | Shoreline Community College - SSI | | | National Community Colleges - Western | | | Mean Difference |
|--|-----------------------------------|-------------------|-----------------|---------------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| INSTRUCTIONAL EFFECTIVENESS | 6.35 | 5.59 / 1.03 | 0.76 | 6.27 | 5.48 / 1.05 | 0.79 | 0.11 * |
| 2. Faculty care about me as an individual. | 6.25 | 5.51 / 1.42 | 0.74 | 6.03 | 5.47 / 1.40 | 0.56 | 0.04 |
| 18. The quality of instruction I receive in most of my classes is excellent. | 6.62 | 5.59 / 1.31 | 1.03 | 6.51 | 5.68 / 1.31 | 0.83 | -0.09 |
| 23. Faculty are understanding of students' unique life circumstances. | 6.27 | 5.54 / 1.35 | 0.73 | 6.20 | 5.37 / 1.48 | 0.83 | 0.17 * |
| 29. Faculty are fair and unbiased in their treatment of individual students. | 6.44 | 5.48 / 1.47 | 0.96 | 6.33 | 5.53 / 1.44 | 0.80 | -0.05 |
| 37. Faculty take into consideration student differences as they teach a course. | 6.20 | 5.41 / 1.44 | 0.79 | 6.12 | 5.34 / 1.44 | 0.78 | 0.07 |
| 46. Faculty provide timely feedback about student progress in a course. | 6.42 | 5.53 / 1.33 | 0.89 | 6.28 | 5.30 / 1.50 | 0.98 | 0.23 ** |
| 54. Faculty are interested in my academic problems. | 6.19 | 5.40 / 1.45 | 0.79 | 6.06 | 5.24 / 1.48 | 0.82 | 0.16 * |
| 58. Nearly all of the faculty are knowledgeable in their fields. | 6.46 | 5.86 / 1.24 | 0.60 | 6.42 | 5.78 / 1.29 | 0.64 | 0.08 |
| 61. Faculty are usually available after class and during office hours. | 6.33 | 5.84 / 1.27 | 0.49 | 6.26 | 5.67 / 1.35 | 0.59 | 0.17 * |
| 64. Nearly all classes deal with practical experiences and applications. | 6.17 | 5.51 / 1.32 | 0.66 | 6.14 | 5.45 / 1.37 | 0.69 | 0.06 |
| 65. Students are notified early in the term if they are doing poorly in a class. | 6.25 | 4.98 / 1.63 | 1.27 | 6.21 | 4.81 / 1.75 | 1.40 | 0.17 |
| 66. Program requirements are clear and reasonable. | 6.44 | 5.73 / 1.24 | 0.71 | 6.35 | 5.57 / 1.37 | 0.78 | 0.16 * |

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

National Group Means are based on 36048 records.

Institutional Summary

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

| Scale/Item | Shoreline Community College - SSI | | | National Community Colleges - Western | | | Mean Difference |
|---|-----------------------------------|-------------------|-----------------|---------------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| 69. There is a good variety of courses provided on this campus. | 6.40 | 5.78 / 1.26 | 0.62 | 6.40 | 5.58 / 1.46 | 0.82 | 0.20 ** |
| 70. I am able to experience intellectual growth here. | 6.47 | 5.95 / 1.16 | 0.52 | 6.44 | 5.87 / 1.28 | 0.57 | 0.08 |

National Group Means are based on 36048 records.

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

Institutional Summary

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

| Scale/Item | Shoreline Community College - SSI | | | National Community Colleges - Western | | | Mean Difference |
|--|-----------------------------------|-------------------|-----------------|---------------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| REGISTRATION EFFECTIVENESS | 6.27 | 5.61 / 0.98 | 0.66 | 6.24 | 5.45 / 1.05 | 0.79 | 0.16 ** |
| 5. The personnel involved in registration are helpful. | 6.30 | 5.73 / 1.35 | 0.57 | 6.26 | 5.39 / 1.55 | 0.87 | 0.34 *** |
| 8. Classes are scheduled at times that are convenient for me. | 6.47 | 5.44 / 1.45 | 1.03 | 6.47 | 5.39 / 1.54 | 1.08 | 0.05 |
| 15. I am able to register for classes I need with few conflicts. | 6.50 | 5.59 / 1.42 | 0.91 | 6.44 | 5.31 / 1.61 | 1.13 | 0.28 *** |
| 35. Policies and procedures regarding registration and course selection are clear and well-publicized. | 6.31 | 5.70 / 1.34 | 0.61 | 6.25 | 5.42 / 1.47 | 0.83 | 0.28 *** |
| 43. Class change (drop/add) policies are reasonable. | 6.19 | 5.54 / 1.50 | 0.65 | 6.19 | 5.56 / 1.44 | 0.63 | -0.02 |
| 51. There are convenient ways of paying my school bill. | 6.27 | 5.75 / 1.42 | 0.52 | 6.23 | 5.57 / 1.46 | 0.66 | 0.18 * |
| 56. The business office is open during hours which are convenient for most students. | 6.12 | 5.60 / 1.40 | 0.52 | 6.09 | 5.43 / 1.44 | 0.66 | 0.17 * |
| 60. Billing policies are reasonable. | 6.16 | 5.46 / 1.41 | 0.70 | 6.13 | 5.42 / 1.45 | 0.71 | 0.04 |
| 62. Bookstore staff are helpful. | 6.04 | 5.72 / 1.31 | 0.32 | 6.07 | 5.62 / 1.47 | 0.45 | 0.10 |

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

National Group Means are based on 36048 records.

Institutional Summary

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

| Scale/Item | Shoreline Community College - SSI | | | National Community Colleges - Western | | | Mean Difference |
|--|-----------------------------------|-------------------|-----------------|---------------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| RESPONSIVENESS TO DIVERSE POPULATIONS | | 5.56 / 1.21 | | | 5.53 / 1.25 | | 0.03 |
| 81. Institution's commitment to part-time students? | | 5.58 / 1.34 | | | 5.64 / 1.36 | | -0.06 |
| 82. Institution's commitment to evening students? | | 5.34 / 1.51 | | | 5.50 / 1.46 | | -0.16 |
| 83. Institution's commitment to older, returning learners? | | 5.68 / 1.48 | | | 5.62 / 1.39 | | 0.06 |
| 84. Institution's commitment to under-represented populations? | | 5.50 / 1.35 | | | 5.46 / 1.40 | | 0.04 |
| 85. Institution's commitment to commuters? | | 5.44 / 1.48 | | | 5.37 / 1.49 | | 0.07 |
| 86. Institution's commitment to students with disabilities? | | 5.82 / 1.34 | | | 5.60 / 1.40 | | 0.22 * |

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

National Group Means are based on 36048 records.

Institutional Summary

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

| Scale/Item | Shoreline Community College - SSI | | | National Community Colleges - Western | | | Mean Difference |
|--|-----------------------------------|-------------------|-----------------|---------------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| SAFETY AND SECURITY | 6.20 | 5.00 / 1.26 | 1.20 | 6.06 | 5.09 / 1.20 | 0.97 | -0.09 |
| 4. Security staff are helpful. | 5.91 | 5.13 / 1.59 | 0.78 | 5.56 | 5.02 / 1.56 | 0.54 | 0.11 |
| 11. Security staff respond quickly in emergencies. | 6.29 | 5.41 / 1.42 | 0.88 | 5.95 | 4.98 / 1.45 | 0.97 | 0.43 *** |
| 24. Parking lots are well-lighted and secure. | 6.10 | 4.95 / 1.65 | 1.15 | 6.14 | 5.22 / 1.60 | 0.92 | -0.27 ** |
| 31. The campus is safe and secure for all students. | 6.49 | 5.72 / 1.25 | 0.77 | 6.38 | 5.72 / 1.29 | 0.66 | 0.00 |
| 39. The amount of student parking space on campus is adequate. | 6.19 | 3.82 / 2.00 | 2.37 | 6.23 | 4.44 / 2.03 | 1.79 | -0.62 *** |

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

National Group Means are based on 36048 records.

Institutional Summary

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

| Scale/Item | Shoreline Community College - SSI | | | National Community Colleges - Western | | | Mean Difference |
|--|-----------------------------------|-------------------|-----------------|---------------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| SERVICE EXCELLENCE | 6.08 | 5.59 / 0.99 | 0.49 | 6.03 | 5.35 / 1.08 | 0.68 | 0.24 *** |
| 5. The personnel involved in registration are helpful. | 6.30 | 5.73 / 1.35 | 0.57 | 6.26 | 5.39 / 1.55 | 0.87 | 0.34 *** |
| 22. People on this campus respect and are supportive of each other. | 6.20 | 5.53 / 1.34 | 0.67 | 6.08 | 5.49 / 1.34 | 0.59 | 0.04 |
| 26. Library staff are helpful and approachable. | 6.12 | 6.02 / 1.16 | 0.10 | 6.02 | 5.65 / 1.36 | 0.37 | 0.37 *** |
| 27. The campus staff are caring and helpful. | 6.20 | 5.74 / 1.20 | 0.46 | 6.13 | 5.56 / 1.31 | 0.57 | 0.18 ** |
| 44. I generally know what's happening on campus. | 5.40 | 5.51 / 1.40 | -0.11 | 5.56 | 5.00 / 1.55 | 0.56 | 0.51 *** |
| 57. Administrators are approachable to students. | 6.11 | 5.53 / 1.40 | 0.58 | 6.08 | 5.38 / 1.47 | 0.70 | 0.15 |
| 62. Bookstore staff are helpful. | 6.04 | 5.72 / 1.31 | 0.32 | 6.07 | 5.62 / 1.47 | 0.45 | 0.10 |
| 63. I seldom get the "run-around" when seeking information on this campus. | 6.22 | 5.35 / 1.54 | 0.87 | 6.12 | 5.11 / 1.67 | 1.01 | 0.24 ** |
| 67. Channels for expressing student complaints are readily available. | 6.10 | 5.00 / 1.63 | 1.10 | 5.95 | 4.88 / 1.65 | 1.07 | 0.12 |

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

National Group Means are based on 36048 records.

Institutional Summary

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

| Scale/Item | Shoreline Community College - SSI | | | National Community Colleges - Western | | | Mean Difference |
|---|-----------------------------------|-------------------|-----------------|---------------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| STUDENT CENTEREDNESS | 6.12 | 5.54 / 1.12 | 0.58 | 6.07 | 5.49 / 1.13 | 0.58 | 0.05 |
| 1. Most students feel a sense of belonging here. | 5.75 | 5.22 / 1.37 | 0.53 | 5.62 | 5.42 / 1.36 | 0.20 | -0.20 ** |
| 16. The college shows concern for students as individuals. | 6.16 | 5.29 / 1.49 | 0.87 | 6.14 | 5.17 / 1.55 | 0.97 | 0.12 |
| 27. The campus staff are caring and helpful. | 6.20 | 5.74 / 1.20 | 0.46 | 6.13 | 5.56 / 1.31 | 0.57 | 0.18 ** |
| 28. It is an enjoyable experience to be a student on this campus. | 6.25 | 5.68 / 1.39 | 0.57 | 6.25 | 5.69 / 1.37 | 0.56 | -0.01 |
| 36. Students are made to feel welcome on this campus. | 6.28 | 5.79 / 1.28 | 0.49 | 6.23 | 5.71 / 1.32 | 0.52 | 0.08 |
| 57. Administrators are approachable to students. | 6.11 | 5.53 / 1.40 | 0.58 | 6.08 | 5.38 / 1.47 | 0.70 | 0.15 |

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

National Group Means are based on 36048 records.

Institutional Summary

Items: In Sequential Order

| Item | Shoreline Community College - SSI | | | National Community Colleges - Western | | | Mean Difference |
|---|-----------------------------------|-------------------|-----------------|---------------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| 1. Most students feel a sense of belonging here. | 5.75 | 5.22 / 1.37 | 0.53 | 5.62 | 5.42 / 1.36 | 0.20 | -0.20 ** |
| 2. Faculty care about me as an individual. | 6.25 | 5.51 / 1.42 | 0.74 | 6.03 | 5.47 / 1.40 | 0.56 | 0.04 |
| 3. The quality of instruction in the vocational/technical programs is excellent. | 6.28 | 5.49 / 1.38 | 0.79 | 6.12 | 5.46 / 1.33 | 0.66 | 0.03 |
| 4. Security staff are helpful. | 5.91 | 5.13 / 1.59 | 0.78 | 5.56 | 5.02 / 1.56 | 0.54 | 0.11 |
| 5. The personnel involved in registration are helpful. | 6.30 | 5.73 / 1.35 | 0.57 | 6.26 | 5.39 / 1.55 | 0.87 | 0.34 *** |
| 6. My academic advisor is approachable. | 6.49 | 5.65 / 1.62 | 0.84 | 6.28 | 5.39 / 1.63 | 0.89 | 0.26 ** |
| 7. Adequate financial aid is available for most students. | 6.44 | 5.08 / 1.65 | 1.36 | 6.29 | 5.21 / 1.70 | 1.08 | -0.13 |
| 8. Classes are scheduled at times that are convenient for me. | 6.47 | 5.44 / 1.45 | 1.03 | 6.47 | 5.39 / 1.54 | 1.08 | 0.05 |
| 9. Internships or practical experiences are provided in my degree/certificate program. | 6.14 | 4.87 / 1.70 | 1.27 | 5.92 | 4.88 / 1.59 | 1.04 | -0.01 |
| 10. Child care facilities are available on campus. | 4.85 | 5.44 / 1.50 | -0.59 | 4.57 | 4.48 / 1.64 | 0.09 | 0.96 *** |
| 11. Security staff respond quickly in emergencies. | 6.29 | 5.41 / 1.42 | 0.88 | 5.95 | 4.98 / 1.45 | 0.97 | 0.43 *** |
| 12. My academic advisor helps me set goals to work toward. | 6.32 | 5.39 / 1.73 | 0.93 | 6.09 | 5.04 / 1.72 | 1.05 | 0.35 *** |
| 13. Financial aid awards are announced to students in time to be helpful in college planning. | 6.35 | 4.98 / 1.66 | 1.37 | 6.18 | 4.86 / 1.75 | 1.32 | 0.12 |
| 14. Library resources and services are adequate. | 6.29 | 5.87 / 1.22 | 0.42 | 6.21 | 5.68 / 1.35 | 0.53 | 0.19 ** |
| 15. I am able to register for classes I need with few conflicts. | 6.50 | 5.59 / 1.42 | 0.91 | 6.44 | 5.31 / 1.61 | 1.13 | 0.28 *** |
| 16. The college shows concern for students as individuals. | 6.16 | 5.29 / 1.49 | 0.87 | 6.14 | 5.17 / 1.55 | 0.97 | 0.12 |

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

National Group Means are based on 36048 records.

Institutional Summary

Items: In Sequential Order

| Item | Shoreline Community College - SSI | | | National Community Colleges - Western | | | Mean Difference |
|--|-----------------------------------|-------------------|-----------------|---------------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| 17. Personnel in the Veterans' Services program are helpful. | 5.45 | 5.24 / 1.53 | 0.21 | 4.87 | 4.68 / 1.39 | 0.19 | 0.56 *** |
| 18. The quality of instruction I receive in most of my classes is excellent. | 6.62 | 5.59 / 1.31 | 1.03 | 6.51 | 5.68 / 1.31 | 0.83 | -0.09 |
| 19. This campus provides effective support services for displaced homemakers. | 5.73 | 5.25 / 1.46 | 0.48 | 5.21 | 4.80 / 1.39 | 0.41 | 0.45 *** |
| 20. Financial aid counselors are helpful. | 6.29 | 5.41 / 1.49 | 0.88 | 6.17 | 5.04 / 1.72 | 1.13 | 0.37 *** |
| 21. There are a sufficient number of study areas on campus. | 6.25 | 5.69 / 1.42 | 0.56 | 6.12 | 5.62 / 1.43 | 0.50 | 0.07 |
| 22. People on this campus respect and are supportive of each other. | 6.20 | 5.53 / 1.34 | 0.67 | 6.08 | 5.49 / 1.34 | 0.59 | 0.04 |
| 23. Faculty are understanding of students' unique life circumstances. | 6.27 | 5.54 / 1.35 | 0.73 | 6.20 | 5.37 / 1.48 | 0.83 | 0.17 * |
| 24. Parking lots are well-lighted and secure. | 6.10 | 4.95 / 1.65 | 1.15 | 6.14 | 5.22 / 1.60 | 0.92 | -0.27 ** |
| 25. My academic advisor is concerned about my success as an individual. | 6.31 | 5.36 / 1.66 | 0.95 | 6.17 | 5.06 / 1.71 | 1.11 | 0.30 ** |
| 26. Library staff are helpful and approachable. | 6.12 | 6.02 / 1.16 | 0.10 | 6.02 | 5.65 / 1.36 | 0.37 | 0.37 *** |
| 27. The campus staff are caring and helpful. | 6.20 | 5.74 / 1.20 | 0.46 | 6.13 | 5.56 / 1.31 | 0.57 | 0.18 ** |
| 28. It is an enjoyable experience to be a student on this campus. | 6.25 | 5.68 / 1.39 | 0.57 | 6.25 | 5.69 / 1.37 | 0.56 | -0.01 |
| 29. Faculty are fair and unbiased in their treatment of individual students. | 6.44 | 5.48 / 1.47 | 0.96 | 6.33 | 5.53 / 1.44 | 0.80 | -0.05 |
| 30. The career services office provides students with the help they need to get a job. | 6.16 | 5.25 / 1.40 | 0.91 | 5.92 | 4.94 / 1.51 | 0.98 | 0.31 ** |
| 31. The campus is safe and secure for all students. | 6.49 | 5.72 / 1.25 | 0.77 | 6.38 | 5.72 / 1.29 | 0.66 | 0.00 |

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

National Group Means are based on 36048 records.

Institutional Summary
Items: In Sequential Order

| Item | Shoreline Community College - SSI | | | National Community Colleges - Western | | | Mean Difference |
|--|-----------------------------------|-------------------|-----------------|---------------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| 32. My academic advisor is knowledgeable about my program requirements. | 6.53 | 5.73 / 1.59 | 0.80 | 6.36 | 5.36 / 1.66 | 1.00 | 0.37 *** |
| 33. Admissions counselors accurately portray the campus in their recruiting practices. | 6.06 | 5.52 / 1.37 | 0.54 | 5.82 | 5.20 / 1.44 | 0.62 | 0.32 *** |
| 34. Computer labs are adequate and accessible. | 6.30 | 5.92 / 1.28 | 0.38 | 6.25 | 5.67 / 1.42 | 0.58 | 0.25 ** |
| 35. Policies and procedures regarding registration and course selection are clear and well-publicized. | 6.31 | 5.70 / 1.34 | 0.61 | 6.25 | 5.42 / 1.47 | 0.83 | 0.28 *** |
| 36. Students are made to feel welcome on this campus. | 6.28 | 5.79 / 1.28 | 0.49 | 6.23 | 5.71 / 1.32 | 0.52 | 0.08 |
| 37. Faculty take into consideration student differences as they teach a course. | 6.20 | 5.41 / 1.44 | 0.79 | 6.12 | 5.34 / 1.44 | 0.78 | 0.07 |
| 38. The student center is a comfortable place for students to spend their leisure time. | 5.76 | 5.51 / 1.38 | 0.25 | 5.72 | 5.37 / 1.43 | 0.35 | 0.14 |
| 39. The amount of student parking space on campus is adequate. | 6.19 | 3.82 / 2.00 | 2.37 | 6.23 | 4.44 / 2.03 | 1.79 | -0.62 *** |
| 40. My academic advisor is knowledgeable about the transfer requirements of other schools. | 6.46 | 5.49 / 1.63 | 0.97 | 6.27 | 5.15 / 1.66 | 1.12 | 0.34 *** |
| 41. Admissions staff are knowledgeable. | 6.32 | 5.69 / 1.38 | 0.63 | 6.24 | 5.46 / 1.43 | 0.78 | 0.23 ** |
| 42. The equipment in the lab facilities is kept up to date. | 6.25 | 5.55 / 1.40 | 0.70 | 6.17 | 5.54 / 1.40 | 0.63 | 0.01 |
| 43. Class change (drop/add) policies are reasonable. | 6.19 | 5.54 / 1.50 | 0.65 | 6.19 | 5.56 / 1.44 | 0.63 | -0.02 |
| 44. I generally know what's happening on campus. | 5.40 | 5.51 / 1.40 | -0.11 | 5.56 | 5.00 / 1.55 | 0.56 | 0.51 *** |
| 45. This institution has a good reputation within the community. | 6.17 | 5.87 / 1.22 | 0.30 | 6.11 | 5.76 / 1.33 | 0.35 | 0.11 |
| 46. Faculty provide timely feedback about student progress in a course. | 6.42 | 5.53 / 1.33 | 0.89 | 6.28 | 5.30 / 1.50 | 0.98 | 0.23 ** |

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

National Group Means are based on 36048 records.

Institutional Summary

Items: In Sequential Order

| Item | Shoreline Community College - SSI | | | National Community Colleges - Western | | | Mean Difference |
|---|-----------------------------------|-------------------|-----------------|---------------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| 47. There are adequate services to help me decide upon a career. | 6.20 | 5.32 / 1.53 | 0.88 | 6.10 | 5.19 / 1.51 | 0.91 | 0.13 |
| 48. Counseling staff care about students as individuals. | 6.25 | 5.60 / 1.32 | 0.65 | 6.12 | 5.27 / 1.54 | 0.85 | 0.33 *** |
| 49. Admissions counselors respond to prospective students' unique needs and requests. | 6.18 | 5.59 / 1.34 | 0.59 | 6.03 | 5.23 / 1.47 | 0.80 | 0.36 *** |
| 50. Tutoring services are readily available. | 6.22 | 5.67 / 1.41 | 0.55 | 6.15 | 5.61 / 1.43 | 0.54 | 0.06 |
| 51. There are convenient ways of paying my school bill. | 6.27 | 5.75 / 1.42 | 0.52 | 6.23 | 5.57 / 1.46 | 0.66 | 0.18 * |
| 52. This school does whatever it can to help me reach my educational goals. | 6.44 | 5.41 / 1.44 | 1.03 | 6.29 | 5.31 / 1.49 | 0.98 | 0.10 |
| 53. The assessment and course placement procedures are reasonable. | 6.26 | 5.54 / 1.33 | 0.72 | 6.11 | 5.43 / 1.41 | 0.68 | 0.11 |
| 54. Faculty are interested in my academic problems. | 6.19 | 5.40 / 1.45 | 0.79 | 6.06 | 5.24 / 1.48 | 0.82 | 0.16 * |
| 55. Academic support services adequately meet the needs of students. | 6.26 | 5.46 / 1.37 | 0.80 | 6.08 | 5.34 / 1.38 | 0.74 | 0.12 |
| 56. The business office is open during hours which are convenient for most students. | 6.12 | 5.60 / 1.40 | 0.52 | 6.09 | 5.43 / 1.44 | 0.66 | 0.17 * |
| 57. Administrators are approachable to students. | 6.11 | 5.53 / 1.40 | 0.58 | 6.08 | 5.38 / 1.47 | 0.70 | 0.15 |
| 58. Nearly all of the faculty are knowledgeable in their fields. | 6.46 | 5.86 / 1.24 | 0.60 | 6.42 | 5.78 / 1.29 | 0.64 | 0.08 |
| 59. New student orientation services help students adjust to college. | 5.94 | 5.51 / 1.52 | 0.43 | 5.85 | 5.33 / 1.48 | 0.52 | 0.18 * |
| 60. Billing policies are reasonable. | 6.16 | 5.46 / 1.41 | 0.70 | 6.13 | 5.42 / 1.45 | 0.71 | 0.04 |
| 61. Faculty are usually available after class and during office hours. | 6.33 | 5.84 / 1.27 | 0.49 | 6.26 | 5.67 / 1.35 | 0.59 | 0.17 * |

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

National Group Means are based on 36048 records.

Institutional Summary

Items: In Sequential Order

| Item | Shoreline Community College - SSI | | | National Community Colleges - Western | | | Mean Difference |
|--|-----------------------------------|-------------------|-----------------|---------------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| 62. Bookstore staff are helpful. | 6.04 | 5.72 / 1.31 | 0.32 | 6.07 | 5.62 / 1.47 | 0.45 | 0.10 |
| 63. I seldom get the "run-around" when seeking information on this campus. | 6.22 | 5.35 / 1.54 | 0.87 | 6.12 | 5.11 / 1.67 | 1.01 | 0.24 ** |
| 64. Nearly all classes deal with practical experiences and applications. | 6.17 | 5.51 / 1.32 | 0.66 | 6.14 | 5.45 / 1.37 | 0.69 | 0.06 |
| 65. Students are notified early in the term if they are doing poorly in a class. | 6.25 | 4.98 / 1.63 | 1.27 | 6.21 | 4.81 / 1.75 | 1.40 | 0.17 |
| 66. Program requirements are clear and reasonable. | 6.44 | 5.73 / 1.24 | 0.71 | 6.35 | 5.57 / 1.37 | 0.78 | 0.16 * |
| 67. Channels for expressing student complaints are readily available. | 6.10 | 5.00 / 1.63 | 1.10 | 5.95 | 4.88 / 1.65 | 1.07 | 0.12 |
| 68. On the whole, the campus is well-maintained. | 6.17 | 5.96 / 1.29 | 0.21 | 6.25 | 5.98 / 1.23 | 0.27 | -0.02 |
| 69. There is a good variety of courses provided on this campus. | 6.40 | 5.78 / 1.26 | 0.62 | 6.40 | 5.58 / 1.46 | 0.82 | 0.20 ** |
| 70. I am able to experience intellectual growth here. | 6.47 | 5.95 / 1.16 | 0.52 | 6.44 | 5.87 / 1.28 | 0.57 | 0.08 |
| 71. Campus item: There is enough racial/ethnic diversity on campus for students to learn from each other's diverse perspectives. | 6.04 | 5.83 / 1.29 | 0.21 | | | | |
| 72. Campus item: Students can enrich their learning experiences through college events outside of coursework. | 5.85 | 5.58 / 1.31 | 0.27 | | | | |
| 73. Campus item: The college sponsors clubs and activities that fit with my interests. | 5.49 | 5.14 / 1.49 | 0.35 | | | | |
| 74. Campus item: Student parliament plays an important role in supporting students. | 5.40 | 5.01 / 1.58 | 0.39 | | | | |
| 75. Campus item: I am adequately informed about the college through my go.shoreline.edu email account. | 5.84 | 6.05 / 1.20 | -0.21 | | | | |

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

National Group Means are based on 36048 records.

Institutional Summary

Items: In Sequential Order

| Item | Shoreline Community College - SSI | | | National Community Colleges - Western | | | Mean Difference |
|--|-----------------------------------|-------------------|-----------------|---------------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| 76. Campus item: Courses provide opportunities to learn about different world cultures. | 5.86 | 5.67 / 1.33 | 0.19 | | | | |
| 77. Campus item: During my course work, I have become more aware of global events. | 5.76 | 5.41 / 1.43 | 0.35 | | | | |
| 78. Campus item: The college provides out-of-class opportunities to learn about world cultures and/or global events. | 5.60 | 5.50 / 1.33 | 0.10 | | | | |
| 79. Campus item: My interactions with other students have increased my awareness of other world cultures. | 5.81 | 5.68 / 1.25 | 0.13 | | | | |
| 80. Campus item: I access my course materials and/or college services using a mobile device like a phone, laptop, or tablet. | 6.32 | 6.12 / 1.14 | 0.20 | | | | |
| 81. Institution's commitment to part-time students? | | 5.58 / 1.34 | | | 5.64 / 1.36 | | -0.06 |
| 82. Institution's commitment to evening students? | | 5.34 / 1.51 | | | 5.50 / 1.46 | | -0.16 |
| 83. Institution's commitment to older, returning learners? | | 5.68 / 1.48 | | | 5.62 / 1.39 | | 0.06 |
| 84. Institution's commitment to under-represented populations? | | 5.50 / 1.35 | | | 5.46 / 1.40 | | 0.04 |
| 85. Institution's commitment to commuters? | | 5.44 / 1.48 | | | 5.37 / 1.49 | | 0.07 |
| 86. Institution's commitment to students with disabilities? | | 5.82 / 1.34 | | | 5.60 / 1.40 | | 0.22 * |
| 87. Cost as factor in decision to enroll. | 6.08 | | | 6.34 | | | |
| 88. Financial aid as factor in decision to enroll. | 5.95 | | | 5.97 | | | |
| 89. Academic reputation as factor in decision to enroll. | 5.95 | | | 5.80 | | | |
| 90. Size of institution as factor in decision to enroll. | 5.22 | | | 5.13 | | | |

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 ** Difference statistically significant at the .01 level
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Institutional Summary

Items: In Sequential Order

| Item | Shoreline Community College - SSI | | | National Community Colleges - Western | | | Mean Difference |
|---|-----------------------------------|-------------------|-----------------|---------------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| 91. Opportunity to play sports as factor in decision to enroll. | 3.63 | | | 3.52 | | | |
| 92. Recommendations from family/friends as factor in decision to enroll. | 4.95 | | | 4.90 | | | |
| 93. Geographic setting as factor in decision to enroll. | 5.66 | | | 5.48 | | | |
| 94. Campus appearance as factor in decision to enroll. | 5.22 | | | 5.19 | | | |
| 95. Personalized attention prior to enrollment as factor in decision to enroll. | 5.40 | | | 5.32 | | | |

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

National Group Means are based on 36048 records.

Institutional Summary

Summary Items

| Summary Item | Shoreline Community College - SSI | National Community Colleges - Western | Mean Difference |
|--|---|---|-----------------|
| So far, how has your college experience met your expectations? 1=Much worse than expected 2=Quite a bit worse than I expected 3=Worse than I expected 4=About what I expected 5=Better than I expected 6=Quite a bit better than I expected 7=Much better than expected | Average: 4.84 1% 2% 7% 28% 31% 13% 14% | Average: 4.90 1% 1% 6% 34% 25% 14% 16% | -0.06 |
| Rate your overall satisfaction with your experience here thus far. 1=Not satisfied at all 2=Not very satisfied 3=Somewhat dissatisfied 4=Neutral 5=Somewhat satisfied 6=Satisfied 7=Very satisfied | Average: 5.51 1% 2% 3% 10% 19% 41% 20% | Average: 5.57 1% 2% 5% 10% 16% 41% 23% | -0.06 |
| All in all, if you had to do it over, would you enroll here again? 1=Definitely not 2=Probably not 3=Maybe not 4=I don't know 5=Maybe yes 6=Probably yes 7=Definitely yes | Average: 5.81 1% 2% 3% 7% 13% 33% 38% | Average: 5.88 1% 3% 3% 7% 9% 30% 43% | -0.07 |