Demographics

Gender	N	%
Female	379	56.91%
Male	287	43.09%
Total	666	100.00%
No Response	20	

Age	N	%
18 and under	123	18.55%
19 to 24	322	48.57%
25 to 34	103	15.54%
35 to 44	76	11.46%
45 and over	39	5.88%
Total	663	100.00%
No Response	23	

Ethnicity/Race	N	%
African-American	66	9.92%
American Indian or Alaskan Native	4	0.60%
Asian or Pacific Islander	9	1.35%
Caucasian/White	549	82.56%
Hispanic	10	1.50%
Other race	7	1.05%
Race - Prefer not to respond	20	3.01%
Total	665	100.00%
No Response	21	

Current Enrollment Status	N	%
Day	476	74.14%
Evening	162	25.23%
Weekend	4	0.62%
Total	642	100.00%
No Response	44	

Current Class Load	N	%
Full-time	424	63.76%
Part-time	241	36.24%
Total	665	100.00%
No Response	21	

Class Level	N	%
1 year or less	326	48.95%
2 years	231	34.68%
3 years	76	11.41%
4 or more years	33	4.95%
Total	666	100.00%
No Response	20	

Current GPA	N	%
No credits earned	117	17.94%
1.99 or below	21	3.22%
2.0 - 2.49	61	9.36%
2.5 - 2.99	139	21.32%
3.0 - 3.49	160	24.54%
3.5 or above	154	23.62%
Total	652	100.00%
No Response	34	

Educational Goal	N	%
Associate degree	354	53.80%
Vocational/technical program	16	2.43%
Transfer to another institution	207	31.46%
Certification (initial / renewal)	26	3.95%
Self-improvement/pleasure	9	1.37%
Job-related training	9	1.37%
Other educational goal	37	5.62%
Total	658	100.00%
No Response	28	

Employment	N	%
Full-time off campus	191	28.77%
Part-time off campus	272	40.96%
Full-time on campus	8	1.20%
Part-time on campus	18	2.71%
Not employed	175	26.36%
Total	664	100.00%
No Response	22	

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Demographics

Current Residence	N	%
Residence hall	5	0.75%
Own house	154	23.09%
Rent room or apt off campus	121	18.14%
Parent's home	350	52.47%
Other residence	37	5.55%
Total	667	100.00%
No Response	19	

Residence Classification	N	%
In-state	657	98.65%
Out-of-state	3	0.45%
International (not U.S. citizen)	6	0.90%
Total	666	100.00%
No Response	20	

Disabilities	N	%
Yes - Disability	50	7.51%
No - Disability	616	92.49%
Total	666	100.00%
No Response	20	

Institution Was My	N	%
1st choice	455	68.63%
2nd choice	142	21.42%
3rd choice or lower	66	9.95%
Total	663	100.00%
No Response	23	

Please indicate, where you take the majority of your credit hours this semester:	N	%
Springfield main campus	357	74.07%
Capital Area Career Center	3	0.62%
Taylorville Educational Area	33	6.85%
Litchfield/Hillsboro Educational Area	26	5.39%
Jacksonville/Beardstown Educational Area	36	7.47%
Other-other location, online, telecourse	27	5.60%
Total	482	100.00%
No Response	204	

Group Code	N	%
0001	1	0.21%
1000: Vocational/occupational (AAS or certificate) program	152	31.60%
2000: Transfer (AA, AS, AFA) program	263	54.68%
3000: Not in a degree or certificate program	65	13.51%
Total	481	100.00%
No Response	205	

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Strategic Planning Overview
Strengths and Challenges

Strengths

8. Classes are scheduled at times that are convenient for me.
18. The quality of instruction I receive in most of my classes is excellent.
58. Nearly all of the faculty are knowledgeable in their fields.
69. There is a good variety of courses provided on this campus.
31. The campus is safe and secure for all students.
70. I am able to experience intellectual growth here.
66. Program requirements are clear and reasonable.
61. Faculty are usually available after class and during office hours.
41. Admissions staff are knowledgeable.
36. Students are made to feel welcome on this campus.
68. On the whole, the campus is well-maintained.
24. Parking lots are well-lighted and secure.
27. The campus staff are caring and helpful.
42. The equipment in the lab facilities is kept up to date.
14. Library resources and services are adequate.

Challenges

32. My academic advisor is knowledgeable about my program requirements.
52. This school does whatever it can to help me reach my educational goals.
40. My academic advisor is knowledgeable about the transfer requirements of other schools.
39. The amount of student parking space on campus is adequate.
46. Faculty provide timely feedback about student progress in a course.
16. The college shows concern for students as individuals.
48. Counseling staff care about students as individuals.
65. Students are notified early in the term if they are doing poorly in a class.
7. Adequate financial aid is available for most students.
37. Faculty take into consideration student differences as they teach a course.

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Strategic Planning Overview
Benchmarks

Higher Satisfaction vs. National Community Colleges

8. Classes are scheduled at times that are convenient for me.
18. The quality of instruction I receive in most of my classes is excellent.
58. Nearly all of the faculty are knowledgeable in their fields.
69. There is a good variety of courses provided on this campus.
31. The campus is safe and secure for all students.
70. I am able to experience intellectual growth here.
15. I am able to register for classes I need with few conflicts.
29. Faculty are fair and unbiased in their treatment of individual students.
66. Program requirements are clear and reasonable.
32. My academic advisor is knowledgeable about my program requirements.
61. Faculty are usually available after class and during office hours.
5. The personnel involved in registration are helpful.
52. This school does whatever it can to help me reach my educational goals.
35. Policies and procedures regarding registration and course selection are clear and well-publicized.
40. My academic advisor is knowledgeable about the transfer requirements of other schools.
41. Admissions staff are knowledgeable.
36. Students are made to feel welcome on this campus.
68. On the whole, the campus is well-maintained.
6. My academic advisor is approachable.
39. The amount of student parking space on campus is adequate.
46. Faculty provide timely feedback about student progress in a course.
24. Parking lots are well-lighted and secure.
34. Computer labs are adequate and accessible.
16. The college shows concern for students as individuals.
28. It is an enjoyable experience to be a student on this campus.
51. There are convenient ways of paying my school bill.
23. Faculty are understanding of students' unique life circumstances.
27. The campus staff are caring and helpful.
42. The equipment in the lab facilities is kept up to date.
60. Billing policies are reasonable.
48. Counseling staff care about students as individuals.

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Institutional Summary

Scales: In Order of Importance

	Lincoln Land Community College - SSI			National Community Colleges			**Mean Difference**
Scale	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Instructional Effectiveness	6.21	5.64 / 0.97	0.57	6.22	5.44 / 1.08	0.78	0.20 ***
Registration Effectiveness	6.18	5.70 / 0.93	0.48	6.20	5.46 / 1.05	0.74	0.24 ***
Academic Advising/Counseling	6.15	5.46 / 1.30	0.69	6.18	5.23 / 1.34	0.95	0.23 ***
Concern for the Individual	6.13	5.51 / 1.12	0.62	6.12	5.25 / 1.23	0.87	0.26 ***
Academic Services	6.05	5.71 / 0.95	0.34	6.09	5.51 / 1.06	0.58	0.20 ***
Safety and Security	6.05	5.54 / 1.00	0.51	6.05	5.06 / 1.20	0.99	0.48 ***
Student Centeredness	6.04	5.63 / 1.04	0.41	6.02	5.41 / 1.16	0.61	0.22 ***
Admissions and Financial Aid	6.02	5.39 / 1.18	0.63	6.09	5.19 / 1.24	0.90	0.20 ***
Campus Climate	6.01	5.59 / 0.97	0.42	6.01	5.34 / 1.09	0.67	0.25 ***
Service Excellence	6.00	5.60 / 0.97	0.40	6.00	5.31 / 1.09	0.69	0.29 ***
Campus Support Services	5.52	5.27 / 1.12	0.25	5.51	5.00 / 1.19	0.51	0.27 ***
Responsiveness to Diverse Populations		5.77 / 1.18			5.52 / 1.25		0.25 ***

* Difference statistically significant at the .05 level
** Difference statistically significant at the .01 level
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Institutional Summary

Items: In Order of Importance

	Lincoln Land Community College - SSI			National Community Colleges			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
87. Cost as factor in decision to enroll.	6.55			6.31			
8. Classes are scheduled at times that are convenient for me.	6.41	5.86 / 1.28	0.55	6.45	5.49 / 1.51	0.96	0.37 ***
18. The quality of instruction I receive in most of my classes is excellent.	6.40	5.80 / 1.22	0.60	6.44	5.60 / 1.35	0.84	0.20 ***
69. There is a good variety of courses provided on this campus.	6.38	5.92 / 1.25	0.46	6.33	5.65 / 1.41	0.68	0.27 ***
58. Nearly all of the faculty are knowledgeable in their fields.	6.38	5.93 / 1.19	0.45	6.36	5.71 / 1.33	0.65	0.22 ***
31. The campus is safe and secure for all students.	6.35	5.96 / 1.06	0.39	6.33	5.63 / 1.34	0.70	0.33 ***
70. I am able to experience intellectual growth here.	6.35	5.94 / 1.20	0.41	6.35	5.76 / 1.32	0.59	0.18 ***
15. I am able to register for classes I need with few conflicts.	6.30	5.70 / 1.32	0.60	6.38	5.39 / 1.56	0.99	0.31 ***
29. Faculty are fair and unbiased in their treatment of individual students.	6.29	5.71 / 1.29	0.58	6.27	5.42 / 1.49	0.85	0.29 ***
66. Program requirements are clear and reasonable.	6.27	5.73 / 1.28	0.54	6.29	5.55 / 1.39	0.74	0.18 ***
32. My academic advisor is knowledgeable about my program requirements.	6.26	5.59 / 1.55	0.67	6.33	5.40 / 1.65	0.93	0.19 **
61. Faculty are usually available after class and during office hours.	6.25	5.89 / 1.18	0.36	6.23	5.64 / 1.37	0.59	0.25 ***
5. The personnel involved in registration are helpful.	6.23	5.70 / 1.45	0.53	6.21	5.35 / 1.58	0.86	0.35 ***

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Institutional Summary

Items: In Order of Importance

	Lincoln Land Community College - SSI			National Community Colleges			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
52. This school does whatever it can to help me reach my educational goals.	6.23	5.53 / 1.39	0.70	6.24	5.27 / 1.50	0.97	0.26 ***
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.22	5.72 / 1.29	0.50	6.19	5.44 / 1.45	0.75	0.28 ***
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.22	5.42 / 1.59	0.80	6.19	5.15 / 1.66	1.04	0.27 ***
41. Admissions staff are knowledgeable.	6.21	5.76 / 1.26	0.45	6.19	5.43 / 1.44	0.76	0.33 ***
68. On the whole, the campus is well-maintained.	6.20	6.10 / 1.09	0.10	6.20	5.83 / 1.30	0.37	0.27 ***
36. Students are made to feel welcome on this campus.	6.20	5.84 / 1.20	0.36	6.18	5.62 / 1.36	0.56	0.22 ***
6. My academic advisor is approachable.	6.19	5.58 / 1.57	0.61	6.26	5.42 / 1.64	0.84	0.16 *
46. Faculty provide timely feedback about student progress in a course.	6.18	5.45 / 1.42	0.73	6.22	5.29 / 1.50	0.93	0.16 **
39. The amount of student parking space on campus is adequate.	6.18	5.15 / 1.76	1.03	6.20	4.42 / 2.02	1.78	0.73 ***
24. Parking lots are well-lighted and secure.	6.16	5.78 / 1.27	0.38	6.13	5.18 / 1.63	0.95	0.60 ***
34. Computer labs are adequate and accessible.	6.15	5.71 / 1.38	0.44	6.21	5.57 / 1.46	0.64	0.14 *
16. The college shows concern for students as individuals.	6.14	5.44 / 1.43	0.70	6.12	5.13 / 1.56	0.99	0.31 ***
28. It is an enjoyable experience to be a student on this campus.	6.14	5.68 / 1.34	0.46	6.17	5.54 / 1.43	0.63	0.14 *

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Institutional Summary

Items: In Order of Importance

	Lincoln Land Community College - SSI			National Community Colleges			**Mean Difference**
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
51. There are convenient ways of paying my school bill.	6.14	5.69 / 1.31	0.45	6.18	5.52 / 1.47	0.66	0.17 **
23. Faculty are understanding of students' unique life circumstances.	6.13	5.52 / 1.42	0.61	6.16	5.26 / 1.53	0.90	0.26 ***
42. The equipment in the lab facilities is kept up to date.	6.13	5.73 / 1.31	0.40	6.16	5.48 / 1.42	0.68	0.25 ***
27. The campus staff are caring and helpful.	6.13	5.79 / 1.15	0.34	6.09	5.49 / 1.34	0.60	0.30 ***
60. Billing policies are reasonable.	6.12	5.61 / 1.33	0.51	6.09	5.38 / 1.46	0.71	0.23 ***
65. Students are notified early in the term if they are doing poorly in a class.	6.11	4.90 / 1.79	1.21	6.19	4.91 / 1.74	1.28	-0.01
7. Adequate financial aid is available for most students.	6.11	5.27 / 1.65	0.84	6.27	5.28 / 1.68	0.99	-0.01
48. Counseling staff care about students as individuals.	6.11	5.48 / 1.43	0.63	6.07	5.22 / 1.54	0.85	0.26 ***
64. Nearly all classes deal with practical experiences and applications.	6.10	5.61 / 1.27	0.49	6.10	5.44 / 1.37	0.66	0.17 **
37. Faculty take into consideration student differences as they teach a course.	6.10	5.44 / 1.35	0.66	6.09	5.25 / 1.47	0.84	0.19 ***
14. Library resources and services are adequate.	6.10	5.78 / 1.22	0.32	6.15	5.66 / 1.35	0.49	0.12 *
25. My academic advisor is concerned about my success as an individual.	6.09	5.33 / 1.61	0.76	6.15	5.07 / 1.72	1.08	0.26 ***

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Institutional Summary

Items: In Order of Importance

	Lincoln Land Community College - SSI			National Community Colleges			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
57. Administrators are approachable to students.	6.09	5.61 / 1.30	0.48	6.05	5.33 / 1.48	0.72	0.28 ***
62. Bookstore staff are helpful.	6.09	5.81 / 1.32	0.28	6.06	5.60 / 1.47	0.46	0.21 ***
43. Class change (drop/add) policies are reasonable.	6.06	5.60 / 1.40	0.46	6.13	5.50 / 1.46	0.63	0.10
47. There are adequate services to help me decide upon a career.	6.05	5.37 / 1.44	0.68	6.08	5.22 / 1.49	0.86	0.15 *
45. This institution has a good reputation within the community.	6.05	5.72 / 1.34	0.33	6.07	5.66 / 1.37	0.41	0.06
53. The assessment and course placement procedures are reasonable.	6.04	5.49 / 1.42	0.55	6.06	5.37 / 1.43	0.69	0.12 *
54. Faculty are interested in my academic problems.	6.04	5.40 / 1.41	0.64	6.05	5.21 / 1.49	0.84	0.19 **
63. I seldom get the "run-around" when seeking information on this campus.	6.02	5.50 / 1.41	0.52	6.07	5.10 / 1.67	0.97	0.40 ***
49. Admissions counselors respond to prospective students' unique needs and requests.	6.02	5.50 / 1.38	0.52	6.00	5.21 / 1.47	0.79	0.29 ***
21. There are a sufficient number of study areas on campus.	6.01	5.79 / 1.27	0.22	6.03	5.44 / 1.51	0.59	0.35 ***
56. The business office is open during hours which are convenient for most students.	6.01	5.55 / 1.34	0.46	6.05	5.43 / 1.43	0.62	0.12 *
50. Tutoring services are readily available.	6.00	5.66 / 1.36	0.34	6.04	5.50 / 1.45	0.54	0.16 **
55. Academic support services adequately meet the needs of students.	6.00	5.50 / 1.28	0.50	6.04	5.31 / 1.39	0.73	0.19 ***

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Institutional Summary

Items: In Order of Importance

	Lincoln Land Community College - SSI			National Community Colleges			**Mean Difference**
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
2. Faculty care about me as an individual.	6.00	5.57 / 1.29	0.43	6.00	5.39 / 1.42	0.61	0.18 ***
26. Library staff are helpful and approachable.	5.98	5.82 / 1.21	0.16	5.98	5.59 / 1.39	0.39	0.23 ***
22. People on this campus respect and are supportive of each other.	5.97	5.52 / 1.29	0.45	6.00	5.32 / 1.41	0.68	0.20 ***
20. Financial aid counselors are helpful.	5.97	5.28 / 1.64	0.69	6.13	5.08 / 1.70	1.05	0.20 **
12. My academic advisor helps me set goals to work toward.	5.97	5.27 / 1.69	0.70	6.04	5.04 / 1.73	1.00	0.23 ***
13. Financial aid awards are announced to students in time to be helpful in college planning.	5.93	5.02 / 1.68	0.91	6.13	4.98 / 1.70	1.15	0.04
11. Security staff respond quickly in emergencies.	5.91	5.32 / 1.39	0.59	5.95	5.01 / 1.47	0.94	0.31 ***
30. The career services office provides students with the help they need to get a job.	5.91	5.39 / 1.33	0.52	5.93	4.96 / 1.49	0.97	0.43 ***
67. Channels for expressing student complaints are readily available.	5.88	5.22 / 1.56	0.66	5.95	4.91 / 1.64	1.04	0.31 ***
38. The student center is a comfortable place for students to spend their leisure time.	5.87	5.67 / 1.22	0.20	5.72	5.28 / 1.47	0.44	0.39 ***
3. The quality of instruction in the vocational/ technical programs is excellent.	5.87	5.55 / 1.25	0.32	6.08	5.42 / 1.35	0.66	0.13 *
59. New student orientation services help students adjust to college.	5.84	5.52 / 1.35	0.32	5.84	5.29 / 1.49	0.55	0.23 ***

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Institutional Summary

Items: In Order of Importance

	Lincoln Land Community College - SSI			National Community Colleges			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.83	5.48 / 1.40	0.35	5.82	5.17 / 1.45	0.65	0.31 ***
88. Financial aid as factor in decision to enroll.	5.82			6.03			
89. Academic reputation as factor in decision to enroll.	5.78			5.85			
9. Internships or practical experiences are provided in my degree/certificate program.	5.77	5.04 / 1.58	0.73	5.93	5.00 / 1.59	0.93	0.04
4. Security staff are helpful.	5.62	5.40 / 1.37	0.22	5.59	5.03 / 1.57	0.56	0.37 ***
44. I generally know what's happening on campus.	5.56	5.43 / 1.41	0.13	5.57	5.04 / 1.53	0.53	0.39 ***
1. Most students feel a sense of belonging here.	5.53	5.44 / 1.36	0.09	5.53	5.33 / 1.38	0.20	0.11 *
93. Geographic setting as factor in decision to enroll.	5.48			5.48			
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.32			5.38			
90. Size of institution as factor in decision to enroll.	5.28			5.19			
94. Campus appearance as factor in decision to enroll.	5.18			5.22			
19. This campus provides effective support services for displaced homemakers.	5.07	5.01 / 1.34	0.06	5.18	4.79 / 1.40	0.39	0.22 **
17. Personnel in the Veterans' Services program are helpful.	4.98	4.97 / 1.38	0.01	4.80	4.65 / 1.40	0.15	0.32 ***

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*** Difference statistically significant at the .001 level

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Institutional Summary

Items: In Order of Importance

	Lincoln Land Community College - SSI			National Community Colleges			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
92. Recommendations from family/friends as factor in decision to enroll.	4.93			4.91			
10. Child care facilities are available on campus.	4.36	4.60 / 1.53	-0.24	4.52	4.44 / 1.67	0.08	0.16
91. Opportunity to play sports as factor in decision to enroll.	3.34			3.53			
73. Campus item 3							
74. Campus item 4							
75. Campus item 5							
77. Campus item 7							
78. Campus item 8							
79. Campus item 9							
80. Campus item 10							
86. Institution's commitment to students with disabilities?		5.81 / 1.35			5.54 / 1.41		0.27 ***
81. Institution's commitment to part-time students?		5.91 / 1.26			5.63 / 1.36		0.28 ***
76. Campus item 6							
82. Institution's commitment to evening students?		5.82 / 1.33			5.53 / 1.43		0.29 ***
83. Institution's commitment to older, returning learners?		5.88 / 1.30			5.60 / 1.40		0.28 ***

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*** Difference statistically significant at the .001 level

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Institutional Summary

Items: In Order of Importance

	Lincoln Land Community College - SSI			National Community Colleges			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
84. Institution's commitment to under-represented populations?		5.58 / 1.34			5.42 / 1.39		0.16 *
72. Campus item 2							
85. Institution's commitment to commuters?		5.61 / 1.39			5.41 / 1.47		0.20 **
71. Campus item 1							

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Institutional Summary

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

	Lincoln Land Community College - SSI			National Community Colleges			**Mean Difference**
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC ADVISING/COUNSELING	6.15	5.46 / 1.30	0.69	6.18	5.23 / 1.34	0.95	0.23 ***
6. My academic advisor is approachable.	6.19	5.58 / 1.57	0.61	6.26	5.42 / 1.64	0.84	0.16 *
12. My academic advisor helps me set goals to work toward.	5.97	5.27 / 1.69	0.70	6.04	5.04 / 1.73	1.00	0.23 ***
25. My academic advisor is concerned about my success as an individual.	6.09	5.33 / 1.61	0.76	6.15	5.07 / 1.72	1.08	0.26 ***
32. My academic advisor is knowledgeable about my program requirements.	6.26	5.59 / 1.55	0.67	6.33	5.40 / 1.65	0.93	0.19 **
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.22	5.42 / 1.59	0.80	6.19	5.15 / 1.66	1.04	0.27 ***
48. Counseling staff care about students as individuals.	6.11	5.48 / 1.43	0.63	6.07	5.22 / 1.54	0.85	0.26 ***
52. This school does whatever it can to help me reach my educational goals.	6.23	5.53 / 1.39	0.70	6.24	5.27 / 1.50	0.97	0.26 ***

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

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Institutional Summary

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

	Lincoln Land Community College - SSI			National Community Colleges			**Mean Difference**
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC SERVICES	6.05	5.71 / 0.95	0.34	6.09	5.51 / 1.06	0.58	0.20 ***
14. Library resources and services are adequate.	6.10	5.78 / 1.22	0.32	6.15	5.66 / 1.35	0.49	0.12 *
21. There are a sufficient number of study areas on campus.	6.01	5.79 / 1.27	0.22	6.03	5.44 / 1.51	0.59	0.35 ***
26. Library staff are helpful and approachable.	5.98	5.82 / 1.21	0.16	5.98	5.59 / 1.39	0.39	0.23 ***
34. Computer labs are adequate and accessible.	6.15	5.71 / 1.38	0.44	6.21	5.57 / 1.46	0.64	0.14 *
42. The equipment in the lab facilities is kept up to date.	6.13	5.73 / 1.31	0.40	6.16	5.48 / 1.42	0.68	0.25 ***
50. Tutoring services are readily available.	6.00	5.66 / 1.36	0.34	6.04	5.50 / 1.45	0.54	0.16 **
55. Academic support services adequately meet the needs of students.	6.00	5.50 / 1.28	0.50	6.04	5.31 / 1.39	0.73	0.19 ***

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Institutional Summary

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

	Lincoln Land Community College - SSI			National Community Colleges			**Mean Difference**
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ADMISSIONS AND FINANCIAL AID	6.02	5.39 / 1.18	0.63	6.09	5.19 / 1.24	0.90	0.20 ***
7. Adequate financial aid is available for most students.	6.11	5.27 / 1.65	0.84	6.27	5.28 / 1.68	0.99	-0.01
13. Financial aid awards are announced to students in time to be helpful in college planning.	5.93	5.02 / 1.68	0.91	6.13	4.98 / 1.70	1.15	0.04
20. Financial aid counselors are helpful.	5.97	5.28 / 1.64	0.69	6.13	5.08 / 1.70	1.05	0.20 **
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.83	5.48 / 1.40	0.35	5.82	5.17 / 1.45	0.65	0.31 ***
41. Admissions staff are knowledgeable.	6.21	5.76 / 1.26	0.45	6.19	5.43 / 1.44	0.76	0.33 ***
49. Admissions counselors respond to prospective students' unique needs and requests.	6.02	5.50 / 1.38	0.52	6.00	5.21 / 1.47	0.79	0.29 ***

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Institutional Summary

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

	Lincoln Land Community College - SSI			National Community Colleges			**Mean Difference**
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS CLIMATE	6.01	5.59 / 0.97	0.42	6.01	5.34 / 1.09	0.67	0.25 ***
1. Most students feel a sense of belonging here.	5.53	5.44 / 1.36	0.09	5.53	5.33 / 1.38	0.20	0.11 *
2. Faculty care about me as an individual.	6.00	5.57 / 1.29	0.43	6.00	5.39 / 1.42	0.61	0.18 ***
16. The college shows concern for students as individuals.	6.14	5.44 / 1.43	0.70	6.12	5.13 / 1.56	0.99	0.31 ***
22. People on this campus respect and are supportive of each other.	5.97	5.52 / 1.29	0.45	6.00	5.32 / 1.41	0.68	0.20 ***
27. The campus staff are caring and helpful.	6.13	5.79 / 1.15	0.34	6.09	5.49 / 1.34	0.60	0.30 ***
28. It is an enjoyable experience to be a student on this campus.	6.14	5.68 / 1.34	0.46	6.17	5.54 / 1.43	0.63	0.14 *
31. The campus is safe and secure for all students.	6.35	5.96 / 1.06	0.39	6.33	5.63 / 1.34	0.70	0.33 ***
36. Students are made to feel welcome on this campus.	6.20	5.84 / 1.20	0.36	6.18	5.62 / 1.36	0.56	0.22 ***
44. I generally know what's happening on campus.	5.56	5.43 / 1.41	0.13	5.57	5.04 / 1.53	0.53	0.39 ***
45. This institution has a good reputation within the community.	6.05	5.72 / 1.34	0.33	6.07	5.66 / 1.37	0.41	0.06
52. This school does whatever it can to help me reach my educational goals.	6.23	5.53 / 1.39	0.70	6.24	5.27 / 1.50	0.97	0.26 ***
57. Administrators are approachable to students.	6.09	5.61 / 1.30	0.48	6.05	5.33 / 1.48	0.72	0.28 ***

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Institutional Summary

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

	Lincoln Land Community College - SSI			National Community Colleges			**Mean Difference**
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
59. New student orientation services help students adjust to college.	5.84	5.52 / 1.35	0.32	5.84	5.29 / 1.49	0.55	0.23 ***
63. I seldom get the "run-around" when seeking information on this campus.	6.02	5.50 / 1.41	0.52	6.07	5.10 / 1.67	0.97	0.40 ***
67. Channels for expressing student complaints are readily available.	5.88	5.22 / 1.56	0.66	5.95	4.91 / 1.64	1.04	0.31 ***

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Institutional Summary

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

	Lincoln Land Community College - SSI			National Community Colleges			**Mean Difference**
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS SUPPORT SERVICES	5.52	5.27 / 1.12	0.25	5.51	5.00 / 1.19	0.51	0.27 ***
10. Child care facilities are available on campus.	4.36	4.60 / 1.53	-0.24	4.52	4.44 / 1.67	0.08	0.16
17. Personnel in the Veterans' Services program are helpful.	4.98	4.97 / 1.38	0.01	4.80	4.65 / 1.40	0.15	0.32 ***
19. This campus provides effective support services for displaced homemakers.	5.07	5.01 / 1.34	0.06	5.18	4.79 / 1.40	0.39	0.22 **
30. The career services office provides students with the help they need to get a job.	5.91	5.39 / 1.33	0.52	5.93	4.96 / 1.49	0.97	0.43 ***
38. The student center is a comfortable place for students to spend their leisure time.	5.87	5.67 / 1.22	0.20	5.72	5.28 / 1.47	0.44	0.39 ***
47. There are adequate services to help me decide upon a career.	6.05	5.37 / 1.44	0.68	6.08	5.22 / 1.49	0.86	0.15 *
59. New student orientation services help students adjust to college.	5.84	5.52 / 1.35	0.32	5.84	5.29 / 1.49	0.55	0.23 ***

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Institutional Summary

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

	Lincoln Land Community College - SSI			National Community Colleges			**Mean Difference**
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CONCERN FOR THE INDIVIDUAL	6.13	5.51 / 1.12	0.62	6.12	5.25 / 1.23	0.87	0.26 ***
2. Faculty care about me as an individual.	6.00	5.57 / 1.29	0.43	6.00	5.39 / 1.42	0.61	0.18 ***
16. The college shows concern for students as individuals.	6.14	5.44 / 1.43	0.70	6.12	5.13 / 1.56	0.99	0.31 ***
25. My academic advisor is concerned about my success as an individual.	6.09	5.33 / 1.61	0.76	6.15	5.07 / 1.72	1.08	0.26 ***
29. Faculty are fair and unbiased in their treatment of individual students.	6.29	5.71 / 1.29	0.58	6.27	5.42 / 1.49	0.85	0.29 ***
48. Counseling staff care about students as individuals.	6.11	5.48 / 1.43	0.63	6.07	5.22 / 1.54	0.85	0.26 ***

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Institutional Summary

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

	Lincoln Land Community College - SSI			National Community Colleges			Mean Difference
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTRUCTIONAL EFFECTIVENESS	6.21	5.64 / 0.97	0.57	6.22	5.44 / 1.08	0.78	0.20 ***
2. Faculty care about me as an individual.	6.00	5.57 / 1.29	0.43	6.00	5.39 / 1.42	0.61	0.18 ***
18. The quality of instruction I receive in most of my classes is excellent.	6.40	5.80 / 1.22	0.60	6.44	5.60 / 1.35	0.84	0.20 ***
23. Faculty are understanding of students' unique life circumstances.	6.13	5.52 / 1.42	0.61	6.16	5.26 / 1.53	0.90	0.26 ***
29. Faculty are fair and unbiased in their treatment of individual students.	6.29	5.71 / 1.29	0.58	6.27	5.42 / 1.49	0.85	0.29 ***
37. Faculty take into consideration student differences as they teach a course.	6.10	5.44 / 1.35	0.66	6.09	5.25 / 1.47	0.84	0.19 ***
46. Faculty provide timely feedback about student progress in a course.	6.18	5.45 / 1.42	0.73	6.22	5.29 / 1.50	0.93	0.16 **
54. Faculty are interested in my academic problems.	6.04	5.40 / 1.41	0.64	6.05	5.21 / 1.49	0.84	0.19 **
58. Nearly all of the faculty are knowledgeable in their fields.	6.38	5.93 / 1.19	0.45	6.36	5.71 / 1.33	0.65	0.22 ***
61. Faculty are usually available after class and during office hours.	6.25	5.89 / 1.18	0.36	6.23	5.64 / 1.37	0.59	0.25 ***
64. Nearly all classes deal with practical experiences and applications.	6.10	5.61 / 1.27	0.49	6.10	5.44 / 1.37	0.66	0.17 **
65. Students are notified early in the term if they are doing poorly in a class.	6.11	4.90 / 1.79	1.21	6.19	4.91 / 1.74	1.28	-0.01

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Institutional Summary

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

	Lincoln Land Community College - SSI			National Community Colleges			**Mean Difference**
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
66. Program requirements are clear and reasonable.	6.27	5.73 / 1.28	0.54	6.29	5.55 / 1.39	0.74	0.18 ***
69. There is a good variety of courses provided on this campus.	6.38	5.92 / 1.25	0.46	6.33	5.65 / 1.41	0.68	0.27 ***
70. I am able to experience intellectual growth here.	6.35	5.94 / 1.20	0.41	6.35	5.76 / 1.32	0.59	0.18 ***

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Institutional Summary

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

	Lincoln Land Community College - SSI			National Community Colleges			**Mean Difference**
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
REGISTRATION EFFECTIVENESS	6.18	5.70 / 0.93	0.48	6.20	5.46 / 1.05	0.74	0.24 ***
5. The personnel involved in registration are helpful.	6.23	5.70 / 1.45	0.53	6.21	5.35 / 1.58	0.86	0.35 ***
8. Classes are scheduled at times that are convenient for me.	6.41	5.86 / 1.28	0.55	6.45	5.49 / 1.51	0.96	0.37 ***
15. I am able to register for classes I need with few conflicts.	6.30	5.70 / 1.32	0.60	6.38	5.39 / 1.56	0.99	0.31 ***
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.22	5.72 / 1.29	0.50	6.19	5.44 / 1.45	0.75	0.28 ***
43. Class change (drop/add) policies are reasonable.	6.06	5.60 / 1.40	0.46	6.13	5.50 / 1.46	0.63	0.10
51. There are convenient ways of paying my school bill.	6.14	5.69 / 1.31	0.45	6.18	5.52 / 1.47	0.66	0.17 **
56. The business office is open during hours which are convenient for most students.	6.01	5.55 / 1.34	0.46	6.05	5.43 / 1.43	0.62	0.12 *
60. Billing policies are reasonable.	6.12	5.61 / 1.33	0.51	6.09	5.38 / 1.46	0.71	0.23 ***
62. Bookstore staff are helpful.	6.09	5.81 / 1.32	0.28	6.06	5.60 / 1.47	0.46	0.21 ***

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Institutional Summary

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

	Lincoln Land Community College - SSI			National Community Colleges			**Mean Difference**
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
RESPONSIVENESS TO DIVERSE POPULATIONS		5.77 / 1.18			5.52 / 1.25		0.25 ***
81. Institution's commitment to part-time students?		5.91 / 1.26			5.63 / 1.36		0.28 ***
82. Institution's commitment to evening students?		5.82 / 1.33			5.53 / 1.43		0.29 ***
83. Institution's commitment to older, returning learners?		5.88 / 1.30			5.60 / 1.40		0.28 ***
84. Institution's commitment to under-represented populations?		5.58 / 1.34			5.42 / 1.39		0.16 *
85. Institution's commitment to commuters?		5.61 / 1.39			5.41 / 1.47		0.20 **
86. Institution's commitment to students with disabilities?		5.81 / 1.35			5.54 / 1.41		0.27 ***

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Institutional Summary

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

	Lincoln Land Community College - SSI			National Community Colleges			**Mean Difference**
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SAFETY AND SECURITY	6.05	5.54 / 1.00	0.51	6.05	5.06 / 1.20	0.99	0.48 ***
4. Security staff are helpful.	5.62	5.40 / 1.37	0.22	5.59	5.03 / 1.57	0.56	0.37 ***
11. Security staff respond quickly in emergencies.	5.91	5.32 / 1.39	0.59	5.95	5.01 / 1.47	0.94	0.31 ***
24. Parking lots are well-lighted and secure.	6.16	5.78 / 1.27	0.38	6.13	5.18 / 1.63	0.95	0.60 ***
31. The campus is safe and secure for all students.	6.35	5.96 / 1.06	0.39	6.33	5.63 / 1.34	0.70	0.33 ***
39. The amount of student parking space on campus is adequate.	6.18	5.15 / 1.76	1.03	6.20	4.42 / 2.02	1.78	0.73 ***

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Institutional Summary

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

	Lincoln Land Community College - SSI			National Community Colleges			**Mean Difference**
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SERVICE EXCELLENCE	6.00	5.60 / 0.97	0.40	6.00	5.31 / 1.09	0.69	0.29 ***
5. The personnel involved in registration are helpful.	6.23	5.70 / 1.45	0.53	6.21	5.35 / 1.58	0.86	0.35 ***
22. People on this campus respect and are supportive of each other.	5.97	5.52 / 1.29	0.45	6.00	5.32 / 1.41	0.68	0.20 ***
26. Library staff are helpful and approachable.	5.98	5.82 / 1.21	0.16	5.98	5.59 / 1.39	0.39	0.23 ***
27. The campus staff are caring and helpful.	6.13	5.79 / 1.15	0.34	6.09	5.49 / 1.34	0.60	0.30 ***
44. I generally know what's happening on campus.	5.56	5.43 / 1.41	0.13	5.57	5.04 / 1.53	0.53	0.39 ***
57. Administrators are approachable to students.	6.09	5.61 / 1.30	0.48	6.05	5.33 / 1.48	0.72	0.28 ***
62. Bookstore staff are helpful.	6.09	5.81 / 1.32	0.28	6.06	5.60 / 1.47	0.46	0.21 ***
63. I seldom get the "run-around" when seeking information on this campus.	6.02	5.50 / 1.41	0.52	6.07	5.10 / 1.67	0.97	0.40 ***
67. Channels for expressing student complaints are readily available.	5.88	5.22 / 1.56	0.66	5.95	4.91 / 1.64	1.04	0.31 ***

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Institutional Summary

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

	Lincoln Land Community College - SSI			National Community Colleges			**Mean Difference**
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
STUDENT CENTEREDNESS	6.04	5.63 / 1.04	0.41	6.02	5.41 / 1.16	0.61	0.22 ***
1. Most students feel a sense of belonging here.	5.53	5.44 / 1.36	0.09	5.53	5.33 / 1.38	0.20	0.11 *
16. The college shows concern for students as individuals.	6.14	5.44 / 1.43	0.70	6.12	5.13 / 1.56	0.99	0.31 ***
27. The campus staff are caring and helpful.	6.13	5.79 / 1.15	0.34	6.09	5.49 / 1.34	0.60	0.30 ***
28. It is an enjoyable experience to be a student on this campus.	6.14	5.68 / 1.34	0.46	6.17	5.54 / 1.43	0.63	0.14 *
36. Students are made to feel welcome on this campus.	6.20	5.84 / 1.20	0.36	6.18	5.62 / 1.36	0.56	0.22 ***
57. Administrators are approachable to students.	6.09	5.61 / 1.30	0.48	6.05	5.33 / 1.48	0.72	0.28 ***

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Institutional Summary

Items: In Sequential Order

	Lincoln Land Community College - SSI			National Community Colleges			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. Most students feel a sense of belonging here.	5.53	5.44 / 1.36	0.09	5.53	5.33 / 1.38	0.20	0.11 *
2. Faculty care about me as an individual.	6.00	5.57 / 1.29	0.43	6.00	5.39 / 1.42	0.61	0.18 ***
3. The quality of instruction in the vocational/ technical programs is excellent.	5.87	5.55 / 1.25	0.32	6.08	5.42 / 1.35	0.66	0.13 *
4. Security staff are helpful.	5.62	5.40 / 1.37	0.22	5.59	5.03 / 1.57	0.56	0.37 ***
5. The personnel involved in registration are helpful.	6.23	5.70 / 1.45	0.53	6.21	5.35 / 1.58	0.86	0.35 ***
6. My academic advisor is approachable.	6.19	5.58 / 1.57	0.61	6.26	5.42 / 1.64	0.84	0.16 *
7. Adequate financial aid is available for most students.	6.11	5.27 / 1.65	0.84	6.27	5.28 / 1.68	0.99	-0.01
8. Classes are scheduled at times that are convenient for me.	6.41	5.86 / 1.28	0.55	6.45	5.49 / 1.51	0.96	0.37 ***
9. Internships or practical experiences are provided in my degree/certificate program.	5.77	5.04 / 1.58	0.73	5.93	5.00 / 1.59	0.93	0.04
10. Child care facilities are available on campus.	4.36	4.60 / 1.53	-0.24	4.52	4.44 / 1.67	0.08	0.16
11. Security staff respond quickly in emergencies.	5.91	5.32 / 1.39	0.59	5.95	5.01 / 1.47	0.94	0.31 ***
12. My academic advisor helps me set goals to work toward.	5.97	5.27 / 1.69	0.70	6.04	5.04 / 1.73	1.00	0.23 ***
13. Financial aid awards are announced to students in time to be helpful in college planning.	5.93	5.02 / 1.68	0.91	6.13	4.98 / 1.70	1.15	0.04
14. Library resources and services are adequate.	6.10	5.78 / 1.22	0.32	6.15	5.66 / 1.35	0.49	0.12 *

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Institutional Summary

Items: In Sequential Order

	Lincoln Land Community College - SSI			National Community Colleges			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
15. I am able to register for classes I need with few conflicts.	6.30	5.70 / 1.32	0.60	6.38	5.39 / 1.56	0.99	0.31 ***
16. The college shows concern for students as individuals.	6.14	5.44 / 1.43	0.70	6.12	5.13 / 1.56	0.99	0.31 ***
17. Personnel in the Veterans' Services program are helpful.	4.98	4.97 / 1.38	0.01	4.80	4.65 / 1.40	0.15	0.32 ***
18. The quality of instruction I receive in most of my classes is excellent.	6.40	5.80 / 1.22	0.60	6.44	5.60 / 1.35	0.84	0.20 ***
19. This campus provides effective support services for displaced homemakers.	5.07	5.01 / 1.34	0.06	5.18	4.79 / 1.40	0.39	0.22 **
20. Financial aid counselors are helpful.	5.97	5.28 / 1.64	0.69	6.13	5.08 / 1.70	1.05	0.20 **
21. There are a sufficient number of study areas on campus.	6.01	5.79 / 1.27	0.22	6.03	5.44 / 1.51	0.59	0.35 ***
22. People on this campus respect and are supportive of each other.	5.97	5.52 / 1.29	0.45	6.00	5.32 / 1.41	0.68	0.20 ***
23. Faculty are understanding of students' unique life circumstances.	6.13	5.52 / 1.42	0.61	6.16	5.26 / 1.53	0.90	0.26 ***
24. Parking lots are well-lighted and secure.	6.16	5.78 / 1.27	0.38	6.13	5.18 / 1.63	0.95	0.60 ***
25. My academic advisor is concerned about my success as an individual.	6.09	5.33 / 1.61	0.76	6.15	5.07 / 1.72	1.08	0.26 ***
26. Library staff are helpful and approachable.	5.98	5.82 / 1.21	0.16	5.98	5.59 / 1.39	0.39	0.23 ***

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Institutional Summary

Items: In Sequential Order

	Lincoln Land Community College - SSI			National Community Colleges			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
27. The campus staff are caring and helpful.	6.13	5.79 / 1.15	0.34	6.09	5.49 / 1.34	0.60	0.30 ***
28. It is an enjoyable experience to be a student on this campus.	6.14	5.68 / 1.34	0.46	6.17	5.54 / 1.43	0.63	0.14 *
29. Faculty are fair and unbiased in their treatment of individual students.	6.29	5.71 / 1.29	0.58	6.27	5.42 / 1.49	0.85	0.29 ***
30. The career services office provides students with the help they need to get a job.	5.91	5.39 / 1.33	0.52	5.93	4.96 / 1.49	0.97	0.43 ***
31. The campus is safe and secure for all students.	6.35	5.96 / 1.06	0.39	6.33	5.63 / 1.34	0.70	0.33 ***
32. My academic advisor is knowledgeable about my program requirements.	6.26	5.59 / 1.55	0.67	6.33	5.40 / 1.65	0.93	0.19 **
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.83	5.48 / 1.40	0.35	5.82	5.17 / 1.45	0.65	0.31 ***
34. Computer labs are adequate and accessible.	6.15	5.71 / 1.38	0.44	6.21	5.57 / 1.46	0.64	0.14 *
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.22	5.72 / 1.29	0.50	6.19	5.44 / 1.45	0.75	0.28 ***
36. Students are made to feel welcome on this campus.	6.20	5.84 / 1.20	0.36	6.18	5.62 / 1.36	0.56	0.22 ***
37. Faculty take into consideration student differences as they teach a course.	6.10	5.44 / 1.35	0.66	6.09	5.25 / 1.47	0.84	0.19 ***
38. The student center is a comfortable place for students to spend their leisure time.	5.87	5.67 / 1.22	0.20	5.72	5.28 / 1.47	0.44	0.39 ***

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Institutional Summary

Items: In Sequential Order

	Lincoln Land Community College - SSI			National Community Colleges			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
39. The amount of student parking space on campus is adequate.	6.18	5.15 / 1.76	1.03	6.20	4.42 / 2.02	1.78	0.73 ***
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.22	5.42 / 1.59	0.80	6.19	5.15 / 1.66	1.04	0.27 ***
41. Admissions staff are knowledgeable.	6.21	5.76 / 1.26	0.45	6.19	5.43 / 1.44	0.76	0.33 ***
42. The equipment in the lab facilities is kept up to date.	6.13	5.73 / 1.31	0.40	6.16	5.48 / 1.42	0.68	0.25 ***
43. Class change (drop/add) policies are reasonable.	6.06	5.60 / 1.40	0.46	6.13	5.50 / 1.46	0.63	0.10
44. I generally know what's happening on campus.	5.56	5.43 / 1.41	0.13	5.57	5.04 / 1.53	0.53	0.39 ***
45. This institution has a good reputation within the community.	6.05	5.72 / 1.34	0.33	6.07	5.66 / 1.37	0.41	0.06
46. Faculty provide timely feedback about student progress in a course.	6.18	5.45 / 1.42	0.73	6.22	5.29 / 1.50	0.93	0.16 **
47. There are adequate services to help me decide upon a career.	6.05	5.37 / 1.44	0.68	6.08	5.22 / 1.49	0.86	0.15 *
48. Counseling staff care about students as individuals.	6.11	5.48 / 1.43	0.63	6.07	5.22 / 1.54	0.85	0.26 ***
49. Admissions counselors respond to prospective students' unique needs and requests.	6.02	5.50 / 1.38	0.52	6.00	5.21 / 1.47	0.79	0.29 ***
50. Tutoring services are readily available.	6.00	5.66 / 1.36	0.34	6.04	5.50 / 1.45	0.54	0.16 **

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Institutional Summary

Items: In Sequential Order

	Lincoln Land Community College - SSI			National Community Colleges			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
51. There are convenient ways of paying my school bill.	6.14	5.69 / 1.31	0.45	6.18	5.52 / 1.47	0.66	0.17 **
52. This school does whatever it can to help me reach my educational goals.	6.23	5.53 / 1.39	0.70	6.24	5.27 / 1.50	0.97	0.26 ***
53. The assessment and course placement procedures are reasonable.	6.04	5.49 / 1.42	0.55	6.06	5.37 / 1.43	0.69	0.12 *
54. Faculty are interested in my academic problems.	6.04	5.40 / 1.41	0.64	6.05	5.21 / 1.49	0.84	0.19 **
55. Academic support services adequately meet the needs of students.	6.00	5.50 / 1.28	0.50	6.04	5.31 / 1.39	0.73	0.19 ***
56. The business office is open during hours which are convenient for most students.	6.01	5.55 / 1.34	0.46	6.05	5.43 / 1.43	0.62	0.12 *
57. Administrators are approachable to students.	6.09	5.61 / 1.30	0.48	6.05	5.33 / 1.48	0.72	0.28 ***
58. Nearly all of the faculty are knowledgeable in their fields.	6.38	5.93 / 1.19	0.45	6.36	5.71 / 1.33	0.65	0.22 ***
59. New student orientation services help students adjust to college.	5.84	5.52 / 1.35	0.32	5.84	5.29 / 1.49	0.55	0.23 ***
60. Billing policies are reasonable.	6.12	5.61 / 1.33	0.51	6.09	5.38 / 1.46	0.71	0.23 ***
61. Faculty are usually available after class and during office hours.	6.25	5.89 / 1.18	0.36	6.23	5.64 / 1.37	0.59	0.25 ***
62. Bookstore staff are helpful.	6.09	5.81 / 1.32	0.28	6.06	5.60 / 1.47	0.46	0.21 ***

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Institutional Summary

Items: In Sequential Order

	Lincoln Land Community College - SSI			National Community Colleges			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
63. I seldom get the "run-around" when seeking information on this campus.	6.02	5.50 / 1.41	0.52	6.07	5.10 / 1.67	0.97	0.40 ***
64. Nearly all classes deal with practical experiences and applications.	6.10	5.61 / 1.27	0.49	6.10	5.44 / 1.37	0.66	0.17 **
65. Students are notified early in the term if they are doing poorly in a class.	6.11	4.90 / 1.79	1.21	6.19	4.91 / 1.74	1.28	-0.01
66. Program requirements are clear and reasonable.	6.27	5.73 / 1.28	0.54	6.29	5.55 / 1.39	0.74	0.18 ***
67. Channels for expressing student complaints are readily available.	5.88	5.22 / 1.56	0.66	5.95	4.91 / 1.64	1.04	0.31 ***
68. On the whole, the campus is well-maintained.	6.20	6.10 / 1.09	0.10	6.20	5.83 / 1.30	0.37	0.27 ***
69. There is a good variety of courses provided on this campus.	6.38	5.92 / 1.25	0.46	6.33	5.65 / 1.41	0.68	0.27 ***
70. I am able to experience intellectual growth here.	6.35	5.94 / 1.20	0.41	6.35	5.76 / 1.32	0.59	0.18 ***
71. Campus item 1							
72. Campus item 2							
73. Campus item 3							
74. Campus item 4							
75. Campus item 5							
76. Campus item 6							
77. Campus item 7							

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Institutional Summary

Items: In Sequential Order

	Lincoln Land Community College - SSI			National Community Colleges			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
78. Campus item 8							
79. Campus item 9							
80. Campus item 10							
81. Institution's commitment to part-time students?		5.91 / 1.26			5.63 / 1.36		0.28 ***
82. Institution's commitment to evening students?		5.82 / 1.33			5.53 / 1.43		0.29 ***
83. Institution's commitment to older, returning learners?		5.88 / 1.30			5.60 / 1.40		0.28 ***
84. Institution's commitment to under-represented populations?		5.58 / 1.34			5.42 / 1.39		0.16 *
85. Institution's commitment to commuters?		5.61 / 1.39			5.41 / 1.47		0.20 **
86. Institution's commitment to students with disabilities?		5.81 / 1.35			5.54 / 1.41		0.27 ***
87. Cost as factor in decision to enroll.	6.55			6.31			
88. Financial aid as factor in decision to enroll.	5.82			6.03			
89. Academic reputation as factor in decision to enroll.	5.78			5.85			
90. Size of institution as factor in decision to enroll.	5.28			5.19			
91. Opportunity to play sports as factor in decision to enroll.	3.34			3.53			

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Institutional Summary

Items: In Sequential Order

	Lincoln Land Community College - SSI			National Community Colleges			**Mean Difference**
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
92. Recommendations from family/friends as factor in decision to enroll.	4.93			4.91			
93. Geographic setting as factor in decision to enroll.	5.48			5.48			
94. Campus appearance as factor in decision to enroll.	5.18			5.22			
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.32			5.38			

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Institutional Summary

Summary Items

Summary Item	Lincoln Land Community College - SSI	National Community Colleges	Mean Difference
So far, how has your college experience met your expectations?	Average: 4.93	Average: 4.82	0.11
1=Much worse than expected	0%	1%	
2=Quite a bit worse than I expected	1%	1%	
3=Worse than I expected	7%	6%	
4=About what I expected	37%	36%	
5=Better than I expected	20%	25%	
6=Quite a bit better than I expected	13%	12%	
7=Much better than expected	18%	15%	
Rate your overall satisfaction with your experience here thus far.	Average: 5.55	Average: 5.46	0.09
1=Not satisfied at all	0%	1%	
2=Not very satisfied	1%	2%	
3=Somewhat dissatisfied	7%	5%	
4=Neutral	10%	11%	
5=Somewhat satisfied	14%	17%	
6=Satisfied	43%	40%	
7=Very satisfied	21%	20%	
All in all, if you had to do it over, would you enroll here again?	Average: 5.77	Average: 5.72	0.05
1=Definitely not	1%	2%	
2=Probably not	4%	4%	
3=Maybe not	3%	3%	
4=I don't know	9%	8%	
5=Maybe yes	9%	10%	
6=Probably yes	31%	31%	
7=Definitely yes	39%	39%	

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