

Scale	Simpson College DAL			National Group			Mean Difference Sig.
	Import Satis / SD	Gap		Import Satis / SD	Gap		
So far, how has your college experience met your expectations?	5.00 / 1.14			4.80 / 1.31			0.20 *
Rate your overall satisfaction with your experience here thus far.	6.03 / 0.96			5.60 / 1.33			0.43 ***
All in all, if you had to do it over, would you enroll here again?	6.37 / 1.12			5.81 / 1.50			0.56 ***
<u>Instructional Effectiveness</u>	6.44	5.89 / 0.74	0.55	6.46	5.60 / 0.95	0.86	0.29 ***
42. Nearly all faculty are knowledgeable in their field.	6.61	6.17 / 0.96	0.44	6.66	5.95 / 1.16	0.71	0.22 **
4. The content of the courses within my major is valuable.	6.60	5.93 / 0.96	0.67	6.65	5.71 / 1.22	0.94	0.22 **
35. The quality of instruction I receive in my program is excellent.	6.57	5.90 / 1.11	0.67	6.67	5.70 / 1.31	0.97	0.20 *
37. Part-time faculty are competent as classroom instructors.	6.56	5.85 / 1.17	0.71	6.43	5.53 / 1.41	0.90	0.32 ***
24. There is a commitment to academic excellence at this institution.	6.56	6.12 / 0.99	0.44	6.57	5.70 / 1.31	0.87	0.42 ***
41. Major requirements are clear and reasonable.	6.53	5.88 / 1.15	0.65	6.56	5.69 / 1.34	0.87	0.19 *
14. Faculty are fair and unbiased in their treatment of individual students.	6.47	6.02 / 0.97	0.45	6.49	5.58 / 1.37	0.91	0.44 ***
49. There are sufficient options within my program of study.	6.46	5.47 / 1.18	0.99	6.38	5.15 / 1.51	1.23	0.32 **
40. Faculty are usually available for adult students outside the classroom by phone, by e-mail or in-person.	6.45	6.22 / 0.95	0.23	6.44	5.89 / 1.25	0.55	0.33 ***
26. Faculty provide timely feedback about my progress.	6.30	5.68 / 1.13	0.62	6.39	5.44 / 1.40	0.95	0.24 *
2. Faculty care about me as an individual.	6.16	5.81 / 1.05	0.35	6.29	5.60 / 1.32	0.69	0.21 *
32. My classes provide opportunities to improve my technology skills.	5.98	5.62 / 1.29	0.36	5.91	5.22 / 1.48	0.69	0.40 ***

Registration Effectiveness	6.40	5.88 / 0.80	0.52	6.31	5.44 / 1.02	0.87	0.44 ***
3. Classes are scheduled at times that are convenient for me.	6.76	5.87 / 1.17	0.89	6.61	5.57 / 1.46	1.04	0.30 **
16. I am able to register for classes I need with few conflicts.	6.61	5.82 / 1.20	0.79	6.54	5.47 / 1.56	1.07	0.35 ***
20. Registration processes are reasonable and convenient for adults.	6.42	6.15 / 0.97	0.27	6.41	5.67 / 1.42	0.74	0.48 ***
45. I am able to complete most of my enrollment tasks in one location.	6.38	5.87 / 1.36	0.51	6.40	5.87 / 1.33	0.53	0.00
9. Billing policies are reasonable for adult students.	6.32	5.72 / 1.33	0.60	6.20	5.20 / 1.50	1.00	0.52 ***
17. Business office hours are convenient for adult students.	6.27	5.94 / 1.05	0.33	6.13	5.17 / 1.52	0.96	0.77 ***
43. This institution offers a variety of payment plans for adult students.	6.21	5.67 / 1.34	0.54	6.13	5.13 / 1.56	1.00	0.54 ***
31. I am able to register for classes by personal computer, fax, or telephone.	6.18	5.99 / 1.21	0.19	6.07	5.35 / 1.75	0.72	0.64 ***

Academic Advising	6.35	5.76 / 1.03	0.59	6.34	5.45 / 1.19	0.89	0.31 ***
19. My academic advisor is knowledgeable about requirements in my major.	6.56	6.05 / 1.11	0.51	6.47	5.62 / 1.50	0.85	0.43 ***
41. Major requirements are clear and reasonable.	6.53	5.88 / 1.15	0.65	6.56	5.69 / 1.34	0.87	0.19 *
28. My academic advisor is accessible by telephone and e-mail.	6.43	6.07 / 1.19	0.36	6.33	5.72 / 1.47	0.61	0.35 ***
44. When students enroll at this institution, they develop a plan to complete their degree.	6.36	5.67 / 1.33	0.69	6.36	5.49 / 1.48	0.87	0.18
8. My academic advisor is available at times that are convenient for me.	6.30	5.73 / 1.35	0.57	6.18	5.34 / 1.58	0.84	0.39 ***
11. My academic advisor is concerned about my success as an individual.	6.19	5.70 / 1.41	0.49	6.24	5.32 / 1.60	0.92	0.38 ***
50. My advisor helps me apply my academic major to specific career goals.	6.05	5.17 / 1.50	0.88	6.20	4.94 / 1.69	1.26	0.23

Campus Climate	6.28	5.92 / 0.73	0.36	6.32	5.49 / 1.00	0.83	0.43 ***
24. There is a commitment to academic excellence at this institution.	6.56	6.12 / 0.99	0.44	6.57	5.70 / 1.31	0.87	0.42 ***
21. Tuition paid is a worthwhile investment.	6.55	5.87 / 1.08	0.68	6.58	5.36 / 1.49	1.22	0.51 ***
27. This institution has a good reputation within the community.	6.43	6.38 / 0.75	0.05	6.33	5.74 / 1.30	0.59	0.64 ***
29. I seldom get the "run-around" when seeking information at this institution.	6.40	5.95 / 1.23	0.45	6.40	5.14 / 1.71	1.26	0.81 ***
7. The staff at this institution are caring and helpful.	6.30	6.06 / 0.91	0.24	6.38	5.67 / 1.29	0.71	0.39 ***
1. Adult students are made to feel welcome at this institution.	6.30	6.23 / 0.92	0.07	6.17	5.86 / 1.26	0.31	0.37 ***
5. Classroom locations are safe and secure for all students.	6.25	6.39 / 0.83	0.14	6.28	6.00 / 1.13	0.28	0.39 ***
2. Faculty care about me as an individual.	6.16	5.81 / 1.05	0.35	6.29	5.60 / 1.32	0.69	0.21 *
50. My advisor helps me apply my academic major to specific career goals.	6.05	5.17 / 1.50	0.88	6.20	4.94 / 1.69	1.26	0.23
33. Channels are readily available for adult students to express complaints.	5.82	5.02 / 1.41	0.80	5.98	4.76 / 1.65	1.22	0.26 *

Service Excellence	6.15	5.61 / 0.92	0.54	6.24	5.18 / 1.24	1.06	0.43 ***
29. I seldom get the "run-around" when seeking information at this institution.	6.40	5.95 / 1.23	0.45	6.40	5.14 / 1.71	1.26	0.81 ***
7. The staff at this institution are caring and helpful.	6.30	6.06 / 0.91	0.24	6.38	5.67 / 1.29	0.71	0.39 ***
39. This institution responds quickly to my requests for information.	6.28	5.86 / 1.06	0.42	6.31	5.36 / 1.47	0.95	0.50 ***
48. I am aware of whom to contact for questions about programs and services.	6.20	5.51 / 1.40	0.69	6.26	5.24 / 1.57	1.02	0.27 *
46. This institution provides timely responses to student complaints.	5.83	5.06 / 1.33	0.77	6.08	4.82 / 1.58	1.26	0.24 *
33. Channels are readily available for adult students to express complaints.	5.82	5.02 / 1.41	0.80	5.98	4.76 / 1.65	1.22	0.26 *

<u>Admissions and Financial Aid</u>	5.98	5.36 / 1.05	0.62	6.12	5.11 / 1.23	1.01	0.25 **
25. Admissions representatives respond to adult students with unique needs.	6.17	5.64 / 1.20	0.53	6.16	5.32 / 1.42	0.84	0.32 **
10. Admissions representatives are knowledgeable.	6.12	5.71 / 1.12	0.41	6.16	5.41 / 1.39	0.75	0.30 **
23. Adequate financial aid is available for most adult students.	5.99	5.31 / 1.45	0.68	6.24	4.92 / 1.69	1.32	0.39 **
34. I receive complete information on the availability of financial aid.	5.97	4.91 / 1.61	1.06	6.12	4.84 / 1.74	1.28	0.07
6. Financial aid counselors are helpful to adult students.	5.63	5.19 / 1.46	0.44	5.90	5.00 / 1.60	0.90	0.19

<u>Academic Services</u>	5.87	5.16 / 1.08	0.71	6.07	5.00 / 1.16	1.07	0.16 *
30. Academic support services adequately meet the needs of adult students.	6.17	5.60 / 1.28	0.57	6.17	5.24 / 1.43	0.93	0.36 ***
47. Bookstore hours are convenient for adult students.	6.13	4.81 / 1.81	1.32	6.12	4.74 / 1.77	1.38	0.07
38. Career services are adequate and accessible for adult students.	5.83	4.97 / 1.45	0.86	5.98	4.90 / 1.48	1.08	0.07
15. Library resources and services are adequate for adults.	5.81	5.12 / 1.51	0.69	6.21	5.11 / 1.58	1.10	0.01
12. Computer labs are adequate and accessible for adult students.	5.37	5.30 / 1.32	0.07	5.85	4.99 / 1.62	0.86	0.31 **

<u>Safety and Security</u>	5.85	5.78 / 0.76	0.07	6.14	5.16 / 1.17	0.98	0.62 ***
5. Classroom locations are safe and secure for all students.	6.25	6.39 / 0.83	0.14	6.28	6.00 / 1.13	0.28	0.39 ***
18. Parking lots are well-lighted and secure.	6.02	5.70 / 1.21	0.32	6.18	5.17 / 1.59	1.01	0.53 ***
13. The amount of student parking is adequate.	5.57	5.91 / 1.11	0.34	6.03	4.51 / 2.02	1.52	1.40 ***
22. Security staff respond quickly in emergencies.	5.48	4.75 / 1.22	0.73	6.03	4.77 / 1.36	1.26	-0.02