

Institutional Priorities Survey
Survey Results by Year
(Mean Scores)

Legend:

Importance: Yellow: greater than 6.00, Blue: less than 4.00

Satisfaction: Green: greater than 6.00, Gray: less than 4.00

Performance Gap: Peach: greater than .90, Pink less than .01

SCC Totals

	Importance					Satisfaction					Performance Gap (difference between mean scores)				
	1999	2001	2003	2005	2007	1999	2001	2003	2005	2007	1999	2001	2003	2005	2007
<i>Total Respondents</i>	153	130	104	105	186	153	130	104	105	186	153	130	104	105	186
Scale															
Academic Advising/Counseling	6.32	6.37	6.41	6.53	6.48	5.33	5.35	5.58	5.40	5.60	0.99	1.02	0.83	1.13	0.88
Academic Services	6.41	6.39	6.37	6.46	6.48	5.45	5.83	5.98	5.97	5.80	0.96	0.56	0.39	0.49	0.68
Admissions and Financial Aid	6.39	6.33	6.36	6.59	6.51	5.54	5.54	5.32	5.36	5.49	0.85	0.79	1.04	1.23	1.02
Campus Climate	6.42	6.42	6.47	6.53	6.48	5.58	5.73	5.82	5.66	5.62	0.84	0.69	0.65	0.87	0.86
Campus Support Services	6.06	5.94	6.04	6.17	6.12	5.13	5.19	5.08	4.95	5.15	0.93	0.75	0.96	1.22	0.97
Concern for the Individual	6.50	6.50	6.54	6.62	6.58	5.56	5.57	5.84	5.68	5.73	0.94	0.93	0.70	0.94	0.85
Instructional Effectiveness	6.47	6.52	6.53	6.58	6.55	5.70	5.74	5.89	5.73	5.75	0.77	0.78	0.64	0.85	0.80
Registration Effectiveness	6.33	6.28	6.34	6.38	6.37	5.36	5.46	5.60	5.40	5.45	0.97	0.82	0.74	0.98	0.92
Responsiveness to Diverse Populations	na	na	na	na	na	5.11	4.98	5.42	5.13	5.33	na	na	na	na	na
Safety and Security	6.30	6.19	6.31	6.28	6.38	5.15	5.31	5.30	5.50	5.37	1.15	0.88	1.01	0.78	1.01
Service Excellence	6.34	6.35	6.42	6.43	6.40	5.36	5.65	5.74	5.50	5.39	0.98	0.70	0.68	0.93	1.01
Student Centeredness	6.42	6.41	6.45	6.52	6.45	5.59	5.77	5.94	5.80	5.67	0.83	0.64	0.51	0.72	0.78
Academic Advising/Counseling	6.32	6.37	6.41	6.53	6.48	5.33	5.35	5.58	5.40	5.60	0.99	1.02	0.83	1.13	0.88
3. Academic advisors are approachable.	6.54	6.59	6.61	6.72	6.69	5.18	5.53	5.81	5.36	5.70	1.36	1.06	0.80	1.36	0.99
8. Academic advisors help students set goals to work toward.	6.19	6.24	6.14	6.33	6.30	5.01	5.17	5.16	5.10	5.42	1.18	1.07	0.98	1.23	0.88
16. Academic advisors are concerned about students' success individuals.	6.37	6.43	6.52	6.61	6.51	5.50	5.46	5.68	5.61	5.75	0.87	0.97	0.84	1.00	0.76
21. Academic advisors are knowledgeable about program requirements.	6.58	6.65	6.65	6.71	6.64	5.91	5.78	5.92	5.89	5.75	0.67	0.87	0.73	0.82	0.89
27. Academic advisors are knowledgeable about transfer requirements of other schools.	6.02	5.95	6.08	6.34	6.32	4.79	4.48	4.88	4.72	5.21	1.23	1.47	1.20	1.62	1.11
34. Counseling staff care about students as individuals.	6.34	6.36	6.41	6.47	6.49	5.35	5.23	5.82	5.38	5.65	0.99	1.13	0.59	1.09	0.84
36. This school does whatever it can help students reach their educational goals.	6.22	6.37	6.45	6.51	6.40	5.50	5.71	5.70	5.61	5.63	0.72	0.66	0.75	0.90	0.77

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SCC Totals

	Importance					Satisfaction					Performance Gap (difference between mean scores)				
	1999	2001	2003	2005	2007	1999	2001	2003	2005	2007	1999	2001	2003	2005	2007
<i>Total Respondents</i>	153	130	104	105	186	153	130	104	105	186	153	130	104	105	186
Academic Services	6.41	6.39	6.37	6.46	6.48	5.45	5.83	5.98	5.97	5.80	0.96	0.56	0.39	0.49	0.68
10. Library resources and services are adequate.	6.25	6.24	6.28	6.32	6.30	5.47	6.03	6.15	6.10	5.63	0.78	0.21	0.13	0.22	0.67
22. Computer labs are adequate and accessible.	6.48	6.43	6.48	6.53	6.54	5.20	5.97	6.00	5.97	5.92	1.28	0.46	0.48	0.56	0.62
29. The equipment in the lab facilities is kept up to date.	6.56	6.58	6.48	6.59	6.57	5.25	5.34	5.80	5.92	5.59	1.31	1.24	0.68	0.67	0.98
35. Tutoring services are readily available.	6.34	6.31	6.24	6.39	6.50	5.92	5.95	5.95	5.86	6.04	0.42	0.36	0.29	0.53	0.46
Admissions and Financial Aid	6.39	6.33	6.36	6.59	6.51	5.54	5.54	5.32	5.36	5.49	0.85	0.79	1.04	1.23	1.02
4. Adequate financial aid is available for most students.	6.39	6.36	6.35	6.57	6.54	5.54	5.47	5.14	5.41	5.16	0.85	0.89	1.21	1.16	1.38
9. Financial aid awards are announced to students in time to be helpful in college planning.	6.30	6.19	6.32	6.43	6.45	5.26	5.33	5.27	5.18	5.63	1.04	0.86	1.05	1.25	0.82
14. Financial aid counselors are helpful.	6.37	6.32	6.29	6.60	6.44	5.45	5.36	4.79	5.05	5.34	0.92	0.96	1.50	1.55	1.10
28. Admissions staff are knowledgeable.	6.50	6.44	6.48	6.72	6.59	5.87	5.96	5.99	5.72	5.81	0.63	0.48	0.49	1.00	0.78
Campus Climate	6.42	6.42	6.47	6.53	6.48	5.58	5.73	5.82	5.66	5.62	0.84	0.69	0.65	0.87	0.86
1. Faculty care about students as individuals.	6.71	6.66	6.69	6.77	6.71	5.86	5.88	6.01	5.97	5.92	0.85	0.78	0.68	0.80	0.79
12. The college shows concern for students as individual.	6.56	6.50	6.52	6.62	6.55	5.56	5.64	5.90	5.65	5.54	1.00	0.86	0.62	0.97	1.01
17. The campus staff are caring and helpful.	6.53	6.50	6.51	6.58	6.52	5.86	6.00	6.27	6.09	6.01	0.67	0.50	0.24	0.49	0.51
20. The campus is safe and secure for all students.	6.56	6.57	6.56	6.58	6.61	5.64	5.77	5.82	5.54	5.54	0.92	0.80	0.74	1.04	1.07
24. Students are made to feel welcome on this campus.	6.57	6.56	6.66	6.67	6.65	5.95	6.13	6.20	6.01	6.02	0.62	0.43	0.46	0.66	0.63
31. This institution has a good reputation within the community.	6.66	6.69	6.67	6.72	6.64	6.12	6.15	6.21	6.21	6.06	0.54	0.54	0.46	0.51	0.58
36. This school does whatever it can to help students reach their educational goals.	6.22	6.37	6.45	6.51	6.40	5.50	5.71	5.70	5.61	5.63	0.72	0.66	0.75	0.90	0.77
39. Administrators are approachable to students.	6.00	6.07	6.10	6.19	6.07	4.94	5.27	5.37	5.42	5.04	1.06	0.80	0.73	0.77	1.03
41. New student orientation services help students adjust to college.	6.27	6.15	6.29	6.38	6.30	5.44	5.55	5.49	5.16	5.62	0.83	0.60	0.80	1.22	0.68
44. Students seldom get the "run-around" when seeking information on this campus.	6.39	6.40	6.46	6.50	6.51	4.92	5.33	5.52	5.01	4.93	1.47	1.07	0.94	1.49	1.58
47. Channels for expressing student complaints are readily available.	6.17	6.14	6.30	6.29	6.24	5.38	5.49	5.46	5.39	5.27	0.79	0.65	0.84	0.90	0.97
Campus Support Services	6.06	5.94	6.04	6.17	6.12	5.13	5.19	5.08	4.95	5.15	0.93	0.75	0.96	1.22	0.97
19. The career services office provides students with the help they need to get a job.	6.28	6.10	6.12	6.39	6.29	4.63	4.53	4.47	4.79	4.72	1.65	1.57	1.65	1.60	1.57

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SCC Totals

	Importance					Satisfaction					Performance Gap (difference between mean scores)				
	1999	2001	2003	2005	2007	1999	2001	2003	2005	2007	1999	2001	2003	2005	2007
<i>Total Respondents</i>	153	130	104	105	186	153	130	104	105	186	153	130	104	105	186
25. The student center is a comfortable place for students to spend their leisure time.	5.53	5.42	5.47	5.65	5.70	5.41	5.41	5.21	5.01	5.14	0.12	0.01	0.26	0.64	0.56
33. There are adequate services to help students decide upon a career.	6.14	6.10	6.26	6.25	6.22	4.99	5.15	5.03	4.80	5.01	1.15	0.95	1.23	1.45	1.21
41. New student orientation services help students adjust to college.	6.27	6.15	6.29	6.38	6.30	5.44	5.55	5.49	5.16	5.62	0.83	0.60	0.80	1.22	0.68
Concern for the Individual	6.50	6.50	6.54	6.62	6.58	5.56	5.57	5.84	5.68	5.73	0.94	0.93	0.70	0.94	0.85
1. Faculty care about students as individuals.	6.71	6.66	6.69	6.77	6.71	5.86	5.88	6.01	5.97	5.92	0.85	0.78	0.68	0.80	0.79
12. The college shows concern for students as individuals.	6.56	6.50	6.52	6.62	6.55	5.56	5.64	5.90	5.65	5.54	1.00	0.86	0.62	0.97	1.01
16. Academic advisors are concerned about students' success individuals.	6.37	6.43	6.52	6.61	6.51	5.50	5.46	5.68	5.61	5.75	0.87	0.97	0.84	1.00	0.76
18. Faculty are fair and unbiased in their treatment of individual students.	6.50	6.56	6.58	6.63	6.65	5.49	5.55	5.76	5.66	5.76	1.01	1.01	0.82	0.97	0.89
34. Counseling staff care about students as individuals.	6.34	6.36	6.41	6.47	6.49	5.35	5.23	5.82	5.38	5.65	0.99	1.13	0.59	1.09	0.84
Instructional Effectiveness	6.47	6.52	6.53	6.58	6.55	5.70	5.74	5.89	5.73	5.75	0.77	0.78	0.64	0.85	0.80
1. Faculty care about students as individuals.	6.71	6.66	6.69	6.77	6.71	5.86	5.88	6.01	5.97	5.92	0.85	0.78	0.68	0.80	0.79
13. The quality of instruction students receive in most classes is excellent.	6.66	6.74	6.73	6.75	6.70	5.65	5.77	5.93	5.83	5.81	1.01	0.97	0.80	0.92	0.89
18. Faculty are fair and unbiased in their treatment of individual students.	6.50	6.56	6.58	6.63	6.65	5.49	5.55	5.76	5.66	5.76	1.01	1.01	0.82	0.97	0.89
32. Faculty provide timely feedback about student progress in their courses.	6.28	6.36	6.40	6.56	6.53	5.38	5.48	5.49	5.38	5.62	0.90	0.88	0.91	1.18	0.91
40. Nearly all of the faculty are knowledgeable in their fields.	6.71	6.81	6.76	6.81	6.76	6.24	5.94	6.16	6.05	6.01	0.47	0.87	0.60	0.76	0.75
43. Faculty are usually available after class and during office hours.	6.29	6.26	6.36	6.48	6.52	5.21	5.20	5.55	5.22	5.30	1.08	1.06	0.81	1.26	1.22
45. Nearly all classes deal with practical experiences and applications.	6.30	6.36	6.29	6.32	6.09	5.77	5.85	5.86	5.82	5.59	0.53	0.51	0.43	0.50	0.50
46. Program requirements are clear and reasonable.	6.42	6.47	6.55	6.63	6.52	5.80	5.89	5.93	5.93	5.81	0.62	0.58	0.62	0.70	0.71
49. There is a good variety of courses provided on this campus.	6.35	6.45	6.45	6.40	6.43	5.63	5.70	5.95	5.51	5.60	0.72	0.75	0.50	0.89	0.83
50. Students are able to experience intellectual growth here.	6.42	6.48	6.53	6.44	6.54	5.83	6.07	6.16	5.81	5.93	0.59	0.41	0.37	0.63	0.61

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	Importance					Satisfaction					Performance Gap (difference between mean scores)				
	1999	2001	2003	2005	2007	1999	2001	2003	2005	2007	1999	2001	2003	2005	2007
<i>Total Respondents</i>	153	130	104	105	186	153	130	104	105	186	153	130	104	105	186
Registration Effectiveness	6.33	6.28	6.34	6.38	6.37	5.36	5.46	5.60	5.40	5.45	0.97	0.82	0.74	0.98	0.92
2. The personnel involved in registration are helpful.	6.59	6.64	6.70	6.58	6.66	5.65	6.05	6.05	5.51	5.58	0.94	0.59	0.65	1.07	1.08
5. Classes are scheduled at times that are convenient for students.	6.42	6.23	6.19	6.19	6.26	5.12	5.08	5.26	5.04	5.16	1.30	1.15	0.93	1.15	1.10
11. Students are able to register for classes they need with few conflicts.	6.41	6.40	6.34	6.38	6.32	5.19	5.23	5.49	5.25	5.27	1.22	1.17	0.85	1.13	1.05
23. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.40	6.38	6.51	6.56	6.47	5.48	5.74	5.86	5.51	5.63	0.92	0.64	0.65	1.05	0.84
30. Class change (drop/add) policies are reasonable.	6.19	6.11	6.18	6.34	6.33	5.81	5.91	6.02	6.08	6.04	0.38	0.20	0.16	0.26	0.29
38. The business office is open during hours which are convenient for most students.	6.19	6.14	6.25	6.30	6.32	4.95	4.65	4.77	4.86	4.78	1.24	1.49	1.48	1.44	1.54
42. Billing policies are reasonable.	6.07	6.03	6.22	6.32	6.26	5.33	5.61	5.82	5.66	5.84	0.74	0.42	0.40	0.66	0.42
Responsiveness to Diverse Populations						5.11	4.98	5.42	5.13	5.33					
61. Institution's commitment to part-time students?	na	na	na	na	na	4.93	5.04	5.48	5.22	5.49	na	na	na	na	na
62. Institution's commitment to evening students?	na	na	na	na	na	4.15	3.83	4.89	4.36	4.91	na	na	na	na	na
63. Institution's commitment to older, returning students?	na	na	na	na	na	5.37	5.18	5.54	5.26	5.41	na	na	na	na	na
64. Institution's commitment to under-represented populations?	na	na	na	na	na	5.32	4.97	5.20	4.91	5.11	na	na	na	na	na
65. Institution's commitment to commuters?	na	na	na	na	na	5.14	5.14	5.58	5.27	5.25	na	na	na	na	na
66. Institution's commitment to students with disabilities?	na	na	na	na	na	5.75	5.69	5.81	5.78	5.80	na	na	na	na	na
Safety and Security	6.30	6.19	6.31	6.28	6.38	5.15	5.31	5.30	5.50	5.37	1.15	0.88	1.01	0.78	1.01
7. Safety staff respond quickly to emergencies.	6.09	6.07	6.31	6.33	6.45	4.36	4.75	4.76	5.27	4.91	1.73	1.32	1.55	1.06	1.54
15. Parking lots are well-lighted and secure.	6.36	6.08	6.24	6.20	6.28	5.19	5.34	5.46	5.36	5.34	1.17	0.74	0.78	0.84	0.94
20. The campus is safe and secure for all students.	6.56	6.57	6.56	6.58	6.61	5.64	5.77	5.82	5.54	5.54	0.92	0.80	0.74	1.04	1.07
26. The amount of students parking space on campus is adequate.	6.16	6.02	6.13	6.02	6.18	5.23	5.25	5.00	5.75	5.55	0.93	0.77	1.13	0.27	0.63
Service Excellence	6.34	6.35	6.42	6.43	6.40	5.36	5.65	5.74	5.50	5.39	0.98	0.70	0.68	0.93	1.01
2. The personnel involved in registration are helpful.	6.59	6.64	6.70	6.58	6.66	5.65	6.05	6.05	5.51	5.58	0.94	0.59	0.65	1.07	1.08
17. The campus staff are caring and helpful.	6.53	6.50	6.51	6.58	6.52	5.86	6.00	6.27	6.09	6.01	0.67	0.50	0.24	0.49	0.51
39. Administrators are approachable to students.	6.00	6.07	6.10	6.19	6.07	4.94	5.27	5.37	5.42	5.04	1.06	0.80	0.73	0.77	1.03
44. Students seldom get the "run-around" when seeking information on this campus.	6.39	6.40	6.46	6.50	6.51	4.92	5.33	5.52	5.01	4.93	1.47	1.07	0.94	1.49	1.58

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<i>Total Respondents</i>	153	130	104	105	186	153	130	104	105	186	153	130	104	105	186
47. Channels for expressing student complaints are readily available.	6.17	6.14	6.30	6.29	6.24	5.38	5.49	5.46	5.39	5.27	0.79	0.65	0.84	0.90	0.97
Student Centeredness	6.42	6.41	6.45	6.52	6.45	5.59	5.77	5.94	5.80	5.67	0.83	0.64	0.51	0.72	0.78
12. The college shows concern for students as individuals.	6.56	6.50	6.52	6.62	6.55	5.56	5.64	5.90	5.65	5.54	1.00	0.86	0.62	0.97	1.01
17. The campus staff are caring and helpful.	6.53	6.50	6.51	6.58	6.52	5.86	6.00	6.27	6.09	6.01	0.67	0.50	0.24	0.49	0.51
24. Students are made to feel welcome on this campus.	6.57	6.56	6.66	6.67	6.65	5.95	6.13	6.20	6.01	6.02	0.62	0.43	0.46	0.66	0.63
39. Administrators are approachable to students.	6.00	6.07	6.10	6.19	6.07	4.94	5.27	5.37	5.42	5.04	1.06	0.80	0.73	0.77	1.03
Other Questions															
At SCC, a planned, systematic set of procedures is used to allocate resources.	6.20	6.21	6.30	6.11	6.24	4.77	4.49	5.41	5.37	5.00	1.43	1.81	0.89	0.74	1.24
The distribution of financial resources supports/reflects the priorities of the strategic plan.	6.01	5.90	6.16	6.23	6.23	4.82	4.98	5.31	5.27	5.07	1.19	1.41	0.85	0.96	1.16
Administrators are responsive to the needs of staff and faculty.	6.50	6.43	6.48	6.51	6.43	4.99	5.24	5.23	4.97	4.73	1.51	1.45	1.25	1.54	1.70
Relationships between the administration and unions are positive.	6.31	6.15	6.27	6.22	6.35	5.33	4.15	5.40	4.99	5.08	0.98	0.91	0.87	1.23	1.27
The Division Chair system is effective.	na	na	na	na	5.90	na	na	na	na	4.71	na	na	na	na	1.19
The Academic Affairs and Standards Council is effective.	na	na	5.45	6.01	6.06	na	na	4.83	4.75	4.90	na	na	0.62	1.26	1.16
The Shared Government Council is effective.	na	na	5.48	5.96	6.04	na	na	4.58	4.21	4.75	na	na	0.90	1.75	1.29
Faculty and staff are adequately involved with the various planning processes.	6.07	5.98	6.28	6.32	6.33	4.95	4.58	4.96	4.72	5.08	1.12	1.40	1.32	1.6	1.25
Assessment plans are used to improve programs and instruction.	5.70	5.71	5.82	6.09	6.10	4.65	4.22	5.08	5.04	5.15	1.05	1.49	0.74	1.05	0.95

Institutional Priorities Survey
Survey Results by Year
(Mean Scores)

Legend:

Importance: Yellow: greater than 6.00, Blue: less than 4.00

Satisfaction: Green: greater than 6.00, Gray: less than 4.00

Performance Gap: Peach: greater than .90, Pink less than .01

SCC Totals

	Importance					Satisfaction					Performance Gap (difference between mean scores)				
	1999	2001	2003	2005	2007	1999	2001	2003	2005	2007	1999	2001	2003	2005	2007
<i>Total Respondents</i>	153	130	104	105	186	153	130	104	105	186	153	130	104	105	186
Factors in Enrollment															
67. Cost as factor in decision to enroll.	6.02	6.01	6.16	6.16	6.13	na	na	na	na	na	na	na	na	na	na
68. Financial aid as factor in decision to enroll.	6.13	6.00	5.99	6.18	6.02	na	na	na	na	na	na	na	na	na	na
69. Academic reputation as factor in decision to enroll.	5.76	5.80	5.89	6.07	5.89	na	na	na	na	na	na	na	na	na	na
70. Size of institution as factor in decision to enroll.	5.32	5.36	5.53	5.92	5.92	na	na	na	na	na	na	na	na	na	na
71. Opportunity to play sports as factor in decision to enroll.	1.99	1.78	1.93	2.40	3.08	na	na	na	na	na	na	na	na	na	na
72. Recommendations from family/friends as factor on decision to enroll.	5.63	5.78	5.78	5.85	5.89	na	na	na	na	na	na	na	na	na	na
73. Geographic setting as factor in decision to enroll.	6.03	6.19	6.26	6.32	6.16	na	na	na	na	na	na	na	na	na	na
74. Campus appearance as factor in decision to enroll.	5.36	5.46	5.18	5.48	5.30	na	na	na	na	na	na	na	na	na	na
75. Personalized attention prior to enrollment.	5.77	5.98	5.75	6.18	6.10	na	na	na	na	na	na	na	na	na	na