

Comparison Chart

QUESTIONS	2010 642 Respondents	2011 864 Respondents	2012 711 Respondents	2013 410 Respondents	2014 516 Respondents	2015 566 Respondents
1. Quality of Instruction in Program Area Courses	94.9%	96.2%	96.8%	96.5%	95.3%	98.2%
2. Quality of instruction in other courses	95.8%	97.1%	98.4%	98.2%	96.7%	97.8%
3. Overall quality of academic program	95.6%	96.9%	96.0%	97.0%	95.9%	98.7%
4. Quality of Academic Advising (Faculty Academic Advising)	89.9%	91.0%	90.0%	87.9%	89.7%	91.2%
5. Quality of Admissions (entering college)	90.4%	90.2%	90.0%	87.0%	90.9%	92.7%
6. Quality of Registration Process	89.1%	87.6%	89.0%	87.8%	90.4%	92.4%
7. Quality of One Stop Shop	n/a	n/a	84.4%	81.7%	89.0%	92.1%
8. Quality of WebAdvisor	93.4%	95.7%	97.0%	97.2%	96.5%	97.8%
9. Quality of Financial Aid Services	78.3%	74.0%	74.7%	77.5%	80.3%	86.6%
10. Quality of Counseling Services	86.4%	86.3%	89.4%	88.3%	91.9%	91.8%
11. Quality of Student Activities	93.1%	95.2%	93.4%	97.2%	94.3%	96.5%
12. Quality of Campus Security	94.7%	95.4%	92.8%	94.6%	94.7%	97.0%
13. Quality of Cashiering Services	93.4%	92.0%	93.2%	92.1%	93.2%	94.2%
14. Quality of Success Center Services and Resources	95.6%	96.5%	96.7%	96.1%	94.5%	96.8%

15. Quality of Career Center Services	96.1%	96.2%	96.5%	96.0%	96.8%	97.0%
16. Quality of Media Services	97.5%	98.1%	97.4%	99.0%	97.3%	98.9%
17. Quality of the Library	97.8%	98.4%	98.0%	98.8%	98.1%	98.6%
18. Quality of Internet Access/Computing Services	96.1%	98.7%	95.8%	97.3%	96.0%	95.7%
19. Quality of Blackboard System for online class delivery	91.0%	94.0%	95.2%	97.7%	93.3%	95.7%
20. Overall quality of the College	96.2%	96.2%	96.3%	96.1%	95.7%	97.8%
Average Satisfaction Rate	1,849.5/20 = 92.48%	1,860.5/20 = 93.0%	1,951.1/21 = 93.0%	1,950.1/21 = 92.86%	1,962.2/21 = 93.44%	1,907.5/20 = 95.38