Community
College
of Philadelphia
www.ccp.edu

Student Scan Results

June 2009

Table Of Contents

Executive Summary

The customer service audit, the *Student Scan*, was administered online for Community College of Philadelphia from April 27 to June 8, 2009. Nine hundred seventy-three questionnaires were completed by current students. The ratings of the Community College of Philadelphia students were averaged and statistically compared to the ratings of the community college students at the other 43 community colleges in the normative sample. The following provides a summary of the areas in which Community College of Philadelphia was rated significantly higher than the other 43 colleges (*Areas Of Excellence*) and those which rated significantly lower than the other 43 colleges (*Areas For Improvement*). The ratings of the other areas in the survey not listed below were equivalent to the other community colleges' students' ratings in the normative data.

2009 Areas Of Excellence

ADMISSIONS OFFICE
Simplicity of forms to be completed
Easy-to-understand materials
Value of orientation program

REGISTRATION/ REGISTRAR'S OFFICE
Simplicity of forms to be completed
Easy-to-understand registration materials
Dropping and adding policy
Ease in getting transcript
Variety of classes offered
Convenience of class times
Classes offered when needed

TUITION/ FEES
Cost of tuition

FINANCIAL AID OFFICE
Simplicity of forms to be completed

CLASSROOM INSTRUCTION
Course content relative to career goals
Convenience of class times offered
Variety of classes
Challenge of courses

CAREER SERVICES CENTER
Friendliness and courtesy of staff
Knowledge and competence of staff
Availability of job placement services

BOOKSTORE
Friendliness and courtesy of staff
Knowledge and competence of staff
Convenience of hours open
Availability of needed textbooks
Availability of other materials

LIBRARY
Friendliness and courtesy of staff
Knowledge and competence of staff
Convenience of hours open
Availability of resources in-house
Automated services
Current materials
Availability of Internet access

FOOD SERVICE
Knowledge and competence of staff
Convenience of serving hours
Quality of food

COMPUTER LABS
Convenience of hours open
Up-to-date hardware (computers)
Up-to-date software (programs)
Availability of staff assistance

LEARNING LAB
Friendliness and courtesy of staff
Knowledge and competence of staff

STUDENT ACTIVITIES
Friendliness and courtesy of staff
Knowledge and competence of staff
Variety of programs/ activities
Availability of programs/ activities
Opportunity to participate

ATHLETICS
Opportunity to participate
Quality of athletic facilities
Convenience of hours open

OVERALL CAMPUS
Signage on campus
Student handbook
Security
Student Life Building

TECHNOLOGY ACCESS
Access to student e-mail
Ease of use of student e-mail
Availability of online student registration
Ease of use of online student registration
Availability of college information system
weekends and evenings
Support for online courses weekends and
evenings

2009 Areas For Improvement

ADMISSIONS OFFICE
Friendliness and courtesy of staff
Knowledge and competence of staff
Convenience of hours open
Response time to concerns/ questions

REGISTRATION/ REGISTRAR'S OFFICE
Friendliness and courtesy of staff
Knowledge and competence of staff
Response time to concerns/ questions
Ease/ convenience of registering

FINANCIAL AID OFFICE
Friendliness and courtesy of staff
Convenience of hours open
Response time to concerns/ questions
Availability of information before
enrolling

BUSINESS OFFICE/ BILLING/ CASHIER
Convenience of hours open

CLASSROOM INSTRUCTION
Class size
Classroom comfort

COMPUTER LABS
Availability of computers

LEARNING LAB
Availability of tutoring

MAIN TELEPHONE NUMBER/ SWITCHBOARD
Response time
Initial greeting
Friendliness and courtesy of operator
Accuracy of information received
Ease of reaching requested campus office
Ease of reaching campus staff members

OVERALL CAMPUS
Maintenance of campus
Vending machines

The following provides a summary of the areas in which Community College of Philadelphia was rated significantly higher in the 2009 survey than in the 2005 survey (*Areas Of Improvement*). There were no areas in the 2009 survey which were rated significantly lower than in the 2005 survey (*Areas Of Concern*). All other areas in the survey not listed below had equivalent ratings in the 2005 and the 2009 surveys.

Areas Of Improvement (2009 rated higher than 2005)

ADMISSIONS OFFICE
- Friendliness and courtesy of staff
- Knowledge and competence of staff
- Convenience of hours open
- Simplicity of forms to be completed
- Easy-to-understand materials
- Response time to concerns/ questions
- Availability of information before enrolling
- Value of orientation program

REGISTRATION/ REGISTRAR'S OFFICE
- Friendliness and courtesy of staff
- Knowledge and competence of staff
- Convenience of hours open
- Simplicity of forms to be completed
- Easy-to-understand registration materials
- Response time to concerns/ questions
- Ease/ convenience of registering
- Easy-to-understand class schedule
- Dropping and adding policy
- Variety of classes offered
- Convenience of class times
- Classes offered when needed

TUITION/ FEES
- Cost of tuition
- Cost of fees

FINANCIAL AID OFFICE
- Friendliness and courtesy of staff
- Knowledge and competence of staff
- Convenience of hours open
- Timing of financial aid awards
- Simplicity of forms to be completed
- Accuracy of financial aid information
- Response time to concerns/ questions
- Availability of information before enrolling
- Availability of work-study positions

BUSINESS OFFICE/ BILLING/ CASHIER
- Friendliness and courtesy of staff
- Knowledge and competence of staff
- Convenience of hours open
- Convenience of payment options (check, credit card, etc.)
- Timing of billing
- Ease of understanding billing
- Convenient payment methods (in person, mail, telephone, online)

CLASSROOM INSTRUCTION
- Quality of instruction
- Course content relative to career goals
- Challenge of courses
- Availability of instructor outside of class

ACADEMIC ADVISING
- Friendliness and courtesy of faculty
- Convenience of hours open
- Advisor's knowledge of classes required for transfer
- Advisor's knowledge of classes required for degree

CAREER SERVICES CENTER
- Friendliness and courtesy of staff
- Knowledge and competence of staff
- Convenience of hours open
- Availability of career clarification services
- Availability of job placement services

BOOKSTORE
- Friendliness and courtesy of staff
- Knowledge and competence of staff
- Convenience of hours open
- Availability of needed textbooks
- Availability of other materials

LIBRARY
Friendliness and courtesy of staff
Knowledge and competence of staff
Convenience of hours open
Availability of resources in-house
Automated services
Current materials
Availability of Internet access
Connection to (or relevance to) classroom
  experiences

FOOD SERVICE
Friendliness and courtesy of staff
Knowledge and competence of staff
Convenience of serving hours
Temperature of food

COMPUTER LABS
Friendliness and courtesy of staff
Knowledge and competence of staff
Convenience of hours open
Up-to-date hardware (computers)
Up-to-date software (programs)
Availability of staff assistance

LEARNING LAB
Friendliness and courtesy of staff
Knowledge and competence of staff
Convenience of hours open
Easy-to-understand materials
Availability of information before
  enrolling
Quality of tutoring

STUDENT ACTIVITIES
Friendliness and courtesy of staff
Knowledge and competence of staff
Variety of programs/ activities
Availability of programs/ activities
Opportunity to participate

ATHLETICS
Friendliness and courtesy of staff
Knowledge and competence of staff
Variety of programs
Opportunity to participate
Quality of athletic facilities
Convenience of hours open

TESTING CENTER
Friendliness and courtesy of staff
Knowledge and competence of staff
Convenience of hours open
Easy-to-understand materials
Availability of information before
  enrolling

MAIN TELEPHONE NUMBER/ SWITCHBOARD
Response time
Initial greeting
Friendliness and courtesy of operator
Accuracy of information received

OVERALL CAMPUS
Signage on campus
Student handbook
Security
Student Life Building

Areas Of Concern (2009 rated lower than 2005)
NONE

Administration

Student Scan Administration

Unlike other questionnaires on the market that measure student satisfaction, the *Student Scan* is unique in that it targets a specific problem within a given student contact area. For example, other instruments may indicate a lower rating for an area like the bookstore, but they do not delve into the issue. One would assume that the high cost of textbooks is driving a lower rating for the bookstore, but is it? The *Student Scan* breaks each area of your campus into personnel issues or process issues. For the bookstore, we may find low ratings on the cost of textbooks for all schools. However, we may find a low rating for the personnel at your bookstore but not low ratings for the bookstore personnel at the other colleges in the sample — indicating that you may have a personnel issue in the bookstore on your campus.

Because of the specific nature of the information you receive from the *Student Scan* results summary, corrective action can be taken immediately, without lengthy study of the problem and additional expenditure of campus resources.

The *Student Scan* has an exceptionally high reliability on the item areas which it examines for student ratings. The Cronbach's coefficient alpha scores for the mean ratings for each department were above .90 for the areas. The *Student Scan* was designed for community colleges by community college researchers and consultants.

Data Collection And Analysis

An e-mail notification was developed by CLARUS Corporation for Community College of Philadelphia to invite students to participate in the *Student Scan.* The purpose of the e-mail notification was to explain the purpose of the online survey and provide instructions to assist the students in completing the online survey. The Community College of Philadelphia sent e-mail notifications to students who were enrolled in classes in Spring 2009 which asked the students to assess their current satisfaction with the services offered by the College. The e-mail notification provided a link to the *Student Scan* survey, which was housed on the CLARUS Corporation web site. The e-mails were sent to students on April 27, 2009.

Nine hundred seventy-three questionnaires were completed online between April 27 and June 8, 2009, the majority of which were completed within a week of the e-mail notification. The data were examined to ensure that procedures were followed in data collection and checked for internal validity by cross-matching answers per respondent. The data were then coded for processing and analysis. SPSS (Statistical Package for the Social Sciences) was used to analyze the data.

A copy of the survey is presented in Appendix A. A complete set of tabular results by frequency and percentage for each of the major classifications comparing the results from the 2005 and 2009 *Student Scans* are presented in the Appendices. The tabular results should serve as reference materials and should be consulted before important conclusions are made.

Interpreting The Student Scan Results

Reading and interpreting the *Student Scan* is simple after understanding the scale used. Each item on the *Student Scan* is first rated as to usage of the service. If the service has been used, the student was then asked to rate the service on the following scale:

> 5 = Excellent
> 4 = Good

3 = Average

2 = Fair

1 = Poor

The ratings are then averaged for each item by the full-time and part-time students on your campus. These ratings are presented in the Enrollment Status comparison columns. The ratings between the full-time and part-time students are statistically compared and if the ratings were significantly different at $p<.05$ or lower, the p-value is given. For example, if the following ratings were given:

	Full-Time	Part-Time	p-value
Friendliness and courtesy of staff	4.02	3.70	.017

One would interpret this as a significant difference between the full-time and part-time students on the friendliness and courtesy of staff and the full-time students give a higher rating to the staff than the part-time students. (4.02 for full-time versus 3.70 for part-time at a significance level of .017)

The next column to be presented is the comparison of your college's rating on the item to the average of the other colleges in the sample—the normative comparison. Given the following example:

	Your College	Other Colleges	p-value
Friendliness and courtesy of staff	3.61	3.79	.022

The students at your college rated your college significantly lower on friendliness and courtesy of staff than the students at the other community colleges in the sample. (your college was rated 3.61 and the other community college students' rating of friendliness and courtesy of staff at their colleges were rated 3.79 — at a significance level of .022)

In summary, the reader should be looking for areas of excellence at their college, as well as areas needing improvement.

- Areas of excellence are defined as items where there is a p-value (a significant difference) and your college's rating is higher that the other colleges' ratings. These are areas in which your college is performing well.

- Areas of improvement are defined as items where there is a p-value (a significant difference) and your college's rating is lower than the other colleges' ratings. These are areas in which your college is not performing as well as the other colleges and should be targeted for improvement.

- Areas in which no p-value is presented indicates your students rated your college at par with the other community college students' ratings of their colleges (no significant difference).

Significant Differences In Ratings

The tables following this section provide a comprehensive and precise overview of the results of the *Student Scan* for Community College of Philadelphia. The first columns present the comparisons between the enrollment status at Community College of Philadelphia. The mean ratings for the departments at Community College of Philadelphia are compared by full-time and part-time students. Analysis of variance was used to test for significant differences in the mean ratings between your full-time and part-time students. Any significant differences found for $p<.05$ were noted in the p-value column.

The second set of columns in the table reports the normative comparisons for Community College of Philadelphia and the other 43 colleges in the study. The mean ratings for Community College of Philadelphia for each department are compared to the mean ratings for the departments at the other 43 colleges. Again, analysis of variance was used to test for significant differences in the mean ratings for Community College of Philadelphia and the other colleges. Any significant differences found for $p<.05$ were noted in the p-value column.

A summary of the numbers and reliability for Community College of Philadelphia is presented below:

	Surveys Completed	Tolerable Error
Community College of Philadelphia		
Spring 2009	973	+3.1%
Fall 2005	403	+4.9%
Normative (43 Other Community Colleges)	16,542	+0.8%
Total	17,918	+0.7%

The tables included in this report include comparisons of the full-time and part-time students' ratings for the current year's administration, comparisons of the current administration with the normative ratings of the other colleges, comparisons by campus, and comparisons of the 2005 and 2009 *Student Scan* ratings.

Statistically Significant Differences In Ratings
By Enrollment Status And Normative Comparisons For Spring 2009
(Scale Used: 5=Excellent to 1=Poor Unless Otherwise Noted)

	2009 Enrollment Status Comparison			2009 Normative Comparisons		
	Full-Time N=535	Part-Time N=413	p-value	Your College N=973	Other Colleges N=16,542	p-value
ADMISSIONS OFFICE						
Friendliness and courtesy of staff	3.64	3.71		3.66	3.98	.0001
Knowledge and competence of staff	3.72	3.76		3.73	3.92	.0001
Convenience of hours open	3.70	3.76		3.73	3.83	.012
Simplicity of forms to be completed	3.94	3.89		3.90	3.81	.010
Easy-to-understand materials	3.97	3.94		3.95	3.85	.004
Response time to concerns/ questions	3.52	3.48		3.49	3.75	.0001
Availability of information before enrolling	3.70	3.78		3.73	3.80	
Value of orientation program	3.83	3.90		3.85	3.55	.0001
Availability of online information	3.90	3.89		3.89		
REGISTRATION/ REGISTRAR'S OFFICE						
Friendliness and courtesy of staff	3.65	3.65		3.65	3.91	.0001
Knowledge and competence of staff	3.70	3.71		3.70	3.89	.0001
Convenience of hours open	3.81	3.74		3.78	3.78	
Simplicity of forms to be completed	3.98	3.87		3.93	3.84	.003
Easy-to-understand registration materials	3.95	3.91		3.93	3.87	.050
Response time to concerns/ questions	3.62	3.51		3.57	3.75	.0001
Ease/ convenience of registering	3.82	3.72		3.78	3.86	.020
Easy-to-understand class schedule	4.17	4.01	.014	4.10	4.06	
Dropping and adding policy	3.90	3.88		3.90	3.80	.016
Ease in getting transcript	3.95	3.95		3.95	3.82	.014
Variety of classes offered	3.86	3.73		3.81	3.64	.0001
Convenience of class times	3.79	3.64		3.74	3.57	.0001
Classes offered when needed	3.57	3.45		3.52	3.34	.0001
Availability of online information	3.86	3.89		3.87		
TUITION/ FEES						
Cost of tuition	3.64	3.66		3.65	3.42	.0001
Cost of fees	3.12	3.14		3.12	3.17	
FINANCIAL AID OFFICE						
Friendliness and courtesy of staff	3.66	3.65		3.66	3.82	.001
Knowledge and competence of staff	3.74	3.83		3.77	3.79	
Convenience of hours open	3.63	3.55		3.60	3.70	.027
Timing of financial aid awards	3.54	3.46		3.52	3.49	
Simplicity of forms to be completed	3.65	3.63		3.65	3.49	.0001
Accuracy of financial aid information	3.64	3.68		3.66	3.59	
Response time to concerns/ questions	3.35	3.29		3.32	3.56	.0001
Availability of information before enrolling	3.43	3.49		3.45	3.58	.003
Availability of work-study positions	3.56	3.30		3.49	3.52	
Availability of online information	3.49	3.60		3.53		

	2009 Enrollment Status Comparison			2009 Normative Comparisons		
	Full-Time N=535	Part-Time N=413	p-value	Your College N=973	Other Colleges N=16,542	p-value
BUSINESS OFFICE/ BILLING/ CASHIER						
Friendliness and courtesy of staff	3.84	3.70		3.77	3.84	
Knowledge and competence of staff	3.90	3.83		3.87	3.85	
Convenience of hours open	3.64	3.51		3.58	3.75	.0001
Convenience of payment options (check, credit card, etc.)	3.99	3.91		3.95	4.03	
Timing of billing	3.72	3.70		3.72	3.76	
Ease of understanding billing	3.84	3.84		3.85	3.85	
Convenient payment methods (in person, mail, telephone, online)	4.02	4.04		4.03		
Availability of online information	3.72	3.80		3.76		
CLASSROOM INSTRUCTION						
Quality of instruction	4.09	4.18		4.12	4.09	
Course content relative to career goals	4.02	4.12		4.06	3.94	.0001
Class size	4.01	4.10		4.04	4.12	.010
Quality of textbooks	3.92	3.97		3.94	3.89	
Quality of learning materials	3.95	4.06		3.99		
Convenience of class times offered	3.77	3.78		3.78	3.67	.005
Variety of classes	3.87	3.84		3.86	3.69	.0001
Challenge of courses	4.01	4.09		4.04	3.96	.011
Availability of instructor outside of class	3.90	3.85		3.88	3.89	
Classroom comfort	3.61	3.56		3.59	3.74	.0001
Up-to-date labs	3.77	3.80		3.78	3.86	
Up-to-date technology	3.76	3.81		3.78		
ACADEMIC ADVISING						
Friendliness and courtesy of faculty	3.95	4.06		4.00	4.02	
Knowledge and competence of faculty	3.77	3.92		3.83	3.90	
Convenience of hours open	3.78	3.76		3.77	3.77	
Accuracy of information received	3.69	3.77		3.72	3.78	
Advisor's knowledge of classes required for transfer	3.62	3.79		3.68	3.69	
Advisor's knowledge of classes required for degree	3.73	3.85		3.78	3.80	
COUNSELING						
Friendliness and courtesy of counselors	4.10	4.18		4.13		
Knowledge and competence of counselors	3.99	4.09		4.03		
Convenience of hours open	3.87	3.80		3.84		
Accuracy of information received	3.92	4.03		3.97		
CAREER SERVICES CENTER						
Friendliness and courtesy of staff	4.07	4.05		4.07	3.88	.027
Knowledge and competence of staff	4.02	4.07		4.05	3.83	.009
Convenience of hours open	3.90	3.80		3.89	3.75	
Availability of career clarification services	3.86	3.82		3.87	3.72	
Availability of job placement services	4.00	3.81		3.97	3.65	.017
BOOKSTORE						
Friendliness and courtesy of staff	4.01	3.97		4.00	3.89	.002
Knowledge and competence of staff	4.07	4.11		4.09	3.89	.0001
Convenience of hours open	3.87	3.72		3.81	3.72	.020
Availability of needed textbooks	3.87	3.76		3.82	3.63	.0001
Availability of other materials	4.03	3.86	.020	3.95	3.78	.0001
Cost of textbooks	2.50	2.57		2.53	2.58	

	2009 Enrollment Status Comparison			2009 Normative Comparisons		
	Full-Time N=535	Part-Time N=413	p-value	Your College N=973	Other Colleges N=16,542	p-value
LIBRARY						
Friendliness and courtesy of staff	4.22	4.23		4.22	4.02	.0001
Knowledge and competence of staff	4.23	4.26		4.24	4.07	.0001
Convenience of hours open	4.27	4.16		4.23	4.00	.0001
Availability of resources in-house	4.16	4.15		4.15	3.89	.0001
Automated services	4.12	4.06		4.10	3.88	.0001
Current materials	4.09	4.07		4.07	3.89	.0001
Availability of internet access	4.14	4.19		4.16	4.05	.009
Connection to (or relevance to) classroom experiences	4.14	4.05		4.11		
FOOD SERVICE						
Friendliness and courtesy of staff	3.89	3.85		3.87	3.80	
Knowledge and competence of staff	3.87	3.86		3.87	3.76	.027
Convenience of serving hours	3.81	3.65		3.74	3.55	.0001
Quality of food	3.50	3.35		3.44	3.31	.017
Selections available	3.28	3.15		3.23	3.27	
Temperature of food	3.60	3.61		3.60	3.50	
COMPUTER LABS						
Friendliness and courtesy of staff	3.94	3.94		3.94	3.93	
Knowledge and competence of staff	4.02	3.96		4.00	3.95	
Convenience of hours open	4.19	4.02	.045	4.13	3.87	.0001
Up-to-date hardware (computers)	4.25	4.11		4.19	3.97	.0001
Up-to-date software (programs)	4.23	4.14		4.20	3.98	.0001
Availability of computers	3.74	3.80		3.76	3.87	.012
Availability of staff assistance	3.92	3.76		3.87	3.70	.001
LEARNING LAB						
Friendliness and courtesy of staff	4.14	4.14		4.14	3.96	.0001
Knowledge and competence of staff	4.09	4.11		4.10	3.93	.0001
Convenience of hours open	3.96	3.63	.014	3.83	3.83	
Easy-to-understand materials	3.96	3.92		3.94	3.88	
Availability of information before enrolling	3.91	3.70		3.82	3.78	
Availability of tutoring	3.75	3.42	.038	3.62	3.83	.001
Quality of tutoring	3.95	3.89		3.93	3.85	
STUDENT ACTIVITIES						
Friendliness and courtesy of staff	4.25	4.23		4.25	3.93	.0001
Knowledge and competence of staff	4.22	4.15		4.20	3.89	.0001
Variety of programs/ activities	4.10	4.02		4.08	3.70	.0001
Availability of programs/ activities	4.12	3.96		4.07	3.67	.0001
Opportunity to participate	4.22	3.83	.042	4.10	3.71	.0001
ATHLETICS						
Friendliness and courtesy of staff	4.12	3.92		4.00	3.86	
Knowledge and competence of staff	4.26	4.00		4.14	3.88	
Variety of programs	3.88	4.33		3.96	3.66	
Opportunity to participate	4.06	4.58		4.16	3.71	.010
Quality of athletic facilities	4.16	4.33		4.15	3.64	.003
Convenience of hours open	4.15	3.83		4.02	3.64	.024

	2009 Enrollment Status Comparison			2009 Normative Comparisons		
	Full-Time N=535	Part-Time N=413	p-value	Your College N=973	Other Colleges N=16,542	p-value
TESTING CENTER						
Friendliness and courtesy of staff	3.98	4.03		4.00		
Knowledge and competence of staff	4.09	4.04		4.07		
Convenience of hours open	3.84	3.83		3.84		
Easy-to-understand materials	4.00	3.94		3.97		
Availability of information before enrolling	3.90	3.80		3.86		
MAIN TELEPHONE NUMBER/ SWITCHBOARD						
Response time	2.50	2.66		2.57	3.71	.0001
Initial greeting	2.98	3.10		3.04	3.79	.0001
Friendliness and courtesy of operator	3.09	3.17		3.13	3.84	.0001
Accuracy of information received	2.89	3.04		2.96	3.79	.0001
Ease of reaching requested campus office	2.50	2.59		2.54	3.72	.0001
Ease of reaching campus staff members	2.49	2.50		2.49	3.61	.0001
OVERALL CAMPUS						
Parking availability	2.75	3.25	.0001	2.99	2.97	
Signage on campus	3.60	3.69		3.64	3.50	.025
Student handbook	4.15	4.08		4.12	3.71	.0001
Maintenance of campus	3.52	3.48		3.50	3.87	.0001
Security	3.73	3.75		3.74	3.58	.005
Student Life Building	4.21	4.07		4.16	3.69	.0001
Vending machines	3.44	3.41		3.43	3.53	.031
TECHNOLOGY ACCESS						
Availability of access to wireless Internet	3.52	3.86	.034	3.64	3.56	
Ease of use of wireless Internet on campus	3.44	3.83	.018	3.58	3.57	
Access to student e-mail	4.35	4.32		4.34	3.84	.0001
Ease of use of student e-mail	4.27	4.17		4.22	3.79	.0001
Availability of online student registration	4.31	4.14	.031	4.24	4.05	.0001
Ease of use of online student registration	4.27	4.08	.020	4.19	3.98	.0001
Availability of college information system weekends and evenings	4.08	3.88	.048	4.00	3.78	.0001
Support for online courses weekends and evenings	4.11	3.78	.024	3.99	3.75	.005
REASONS FOR ATTENDING COLLEGE (Percent Responding Yes)						
Cost	85.6	80.4	.032	81.5	51.6	.0001
Financial aid	51.0	34.6	.0001	42.8	18.0	.0001
Academic reputation	30.1	25.9		27.5	12.5	.0001
Size of college	26.5	23.2		24.5	22.3	
Close to home	73.5	71.4		70.8	67.7	.041
Offered courses/ programs I wanted	59.1	61.3		58.5	38.3	.0001
Can work while attending	56.1	76.3	.0001	63.2	42.8	.0001
Class size	34.2	28.3	.054	30.8	24.5	.0001
COLLEGE RECOMMENDED BY (Percent Responding Yes)						
Family, friend	52.3	40.2	.0001	45.8	48.1	
Former student	23.0	19.9		21.1	19.7	
Employer	4.7	11.6	.0001	7.5	5.0	.001
High school counselor	15.9	6.8	.0001	11.6	17.7	.0001
High school teacher	7.7	1.9	.0001	5.0	8.2	.001
Other	19.3	28.1	.001	22.5	18.5	.002

	2009 Enrollment Status Comparison			2009 Normative Comparisons		
	Full-Time N=535	Part-Time N=413	p-value	Your College N=973	Other Colleges N=16,542	p-value
GOAL (Percent Responding Yes)						
Associate degree	55.7	51.8		52.6	40.7	.0001
Vocational/ technical program	1.7	2.4		2.0	4.3	.0001
Transfer to a four-year college	56.8	44.3	.0001	50.2	40.6	.0001
Certificate program (one year or less)	1.9	5.1	.006	3.2	4.7	.027
Employment related	6.7	10.9	.023	8.3	8.8	
Self-improvement	19.3	24.2		20.9	15.1	.0001
Personal interest	16.1	20.1		17.4	12.6	.0001

	2009 Enrollment Status Comparison			Normative Comparisons		
	Full-Time N=535	Part-Time N=413	p-value	Your College N=973	Other Colleges N=16,542	p-value
MyCCP						
Ease of use	4.27	4.12	.016	4.21		
Access to information	4.21	4.06	.022	4.14		
Relevant information	4.20	4.07	.031	4.14		
Currency of information	4.18	4.04	.034	4.12		
Navigability of site	4.00	3.86		3.93		
What activities do you most often do in MyCCP?	E-mail Register for courses Grades Financial aid					
What information is missing in MyCCP that you would like to have access to?	Making the site easier to use Search Navigability Contact information					
COMMUNITY COLLEGE OF PHILADELPHIA WEB SITE						
Design	3.94	3.79	.039	3.87		
Quality of content	4.00	3.93		3.97		
Availability of key information	3.95	3.84		3.84		
Resources	3.94	3.85		3.90		
Technology	3.94	3.82		3.89		
Interactivity	3.88	3.72	.036	3.81		
Ease of use	3.97	3.81	.035	3.90		
Innovation	3.76	3.66		3.71		

Statistically Significant Differences In Ratings, 2005 And 2009 *Student Scans* And Normative Comparisons
(Scale Used: 5=Excellent to 1=Poor Unless Otherwise Noted)

	Year Comparison			2009 Normative Comparisons		
	2005 Ratings N=403	2009 Ratings N=973	p-value	Your College N=973	Other Colleges N=16,542	p-value
ADMISSIONS OFFICE						
Friendliness and courtesy of staff	3.34	3.66	.0001	3.66	3.98	.0001
Knowledge and competence of staff	3.40	3.73	.0001	3.73	3.92	.0001
Convenience of hours open	3.39	3.73	.0001	3.73	3.83	.012
Simplicity of forms to be completed	3.51	3.90	.0001	3.90	3.81	.010
Easy-to-understand materials	3.48	3.95	.0001	3.95	3.85	.004
Response time to concerns/ questions	3.01	3.49	.0001	3.49	3.75	.0001
Availability of information before enrolling	3.31	3.73	.0001	3.73	3.80	
Value of orientation program	3.29	3.85	.0001	3.85	3.55	.0001
Availability of online information				3.89		
REGISTRATION/ REGISTRAR'S OFFICE						
Friendliness and courtesy of staff	3.27	3.65	.0001	3.65	3.91	.0001
Knowledge and competence of staff	3.35	3.70	.0001	3.70	3.89	.0001
Convenience of hours open	3.32	3.78	.0001	3.78	3.78	
Simplicity of forms to be completed	3.47	3.93	.0001	3.93	3.84	.003
Easy-to-understand registration materials	3.47	3.93	.0001	3.93	3.87	.050
Response time to concerns/ questions	3.09	3.57	.0001	3.57	3.75	.0001
Ease/ convenience of registering	2.86	3.78	.0001	3.78	3.86	.020
Easy-to-understand class schedule	3.63	4.10	.0001	4.10	4.06	
Dropping and adding policy	3.69	3.97	.001	3.90	3.80	.016
Ease in getting transcript	4.10	4.10		3.95	3.82	.014
Variety of classes offered	3.42	3.81	.0001	3.81	3.64	.0001
Convenience of class times	3.41	3.74	.0001	3.74	3.57	.0001
Classes offered when needed	3.12	3.52	.0001	3.52	3.34	.0001
Availability of online information				3.87		
TUITION/ FEES						
Cost of tuition	3.24	3.65	.0001	3.65	3.42	.0001
Cost of fees	2.79	3.12	.0001	3.12	3.17	
FINANCIAL AID OFFICE						
Friendliness and courtesy of staff	3.05	3.66	.0001	3.66	3.82	.001
Knowledge and competence of staff	3.08	3.77	.0001	3.77	3.79	
Convenience of hours open	2.95	3.60	.0001	3.60	3.70	.027
Timing of financial aid awards	2.69	3.52	.0001	3.52	3.49	
Simplicity of forms to be completed	2.90	3.65	.0001	3.65	3.49	.0001
Accuracy of financial aid information	2.87	3.66	.0001	3.66	3.59	
Response time to concerns/ questions	2.61	3.32	.0001	3.32	3.56	.0001
Availability of information before enrolling	2.87	3.45	.0001	3.45	3.58	.003
Availability of work-study positions	2.86	3.49	.0001	3.49	3.52	
Availability of online information				3.53		

	Year Comparison			2009 Normative Comparisons		
	2005 Ratings N=403	2009 Ratings N=973	p-value	Your College N=973	Other Colleges N=16,542	p-value
BUSINESS OFFICE/ BILLING/ CASHIER						
Friendliness and courtesy of staff	3.12	3.77	.0001	3.77	3.84	
Knowledge and competence of staff	3.15	3.87	.0001	3.87	3.85	
Convenience of hours open	3.06	3.58	.0001	3.58	3.75	.0001
Convenience of payment options (check, credit card, etc.)	3.40	3.95	.0001	3.95	4.03	
Timing of billing	3.11	3.72	.0001	3.72	3.76	
Ease of understanding billing	3.21	3.85	.0001	3.85	3.85	
Convenient payment methods (in person, mail, telephone, online)	3.40	4.03	.0001	4.03		
Availability of online information				3.76		
CLASSROOM INSTRUCTION						
Quality of instruction	3.87	4.12	.0001	4.12	4.09	
Course content relative to career goals	3.82	4.06	.0001	4.06	3.94	.0001
Class size	3.96	4.04		4.04	4.12	.010
Quality of textbooks	3.88	3.94		3.94	3.89	
Quality of learning materials	3.90	3.99		3.99		
Convenience of class times offered	3.74	3.78		3.78	3.67	.005
Variety of classes	3.75	3.86		3.86	3.69	.0001
Challenge of courses	3.86	4.04	.001	4.04	3.96	.011
Availability of instructor outside of class	3.65	3.88	.001	3.88	3.89	
Classroom comfort	3.60	3.59		3.59	3.74	.0001
Up-to-date labs	3.67	3.78		3.78	3.86	
Up-to-date technology	3.75	3.79		3.78		
ACADEMIC ADVISING						
Friendliness and courtesy of faculty	3.65	4.00	.0001	4.00	4.02	
Knowledge and competence of faculty	3.67	3.83		3.83	3.90	
Convenience of hours open	3.49	3.77	.001	3.77	3.77	
Accuracy of information received	3.57	3.72		3.72	3.78	
Advisor's knowledge of classes required for transfer	3.49	3.68	.048	3.68	3.69	
Advisor's knowledge of classes required for degree	3.55	3.78	.013	3.78	3.80	
COUNSELING						
Friendliness and courtesy of counselors				4.13		
Knowledge and competence of counselors				4.03		
Convenience of hours open				3.84		
Accuracy of information received				3.97		
CAREER SERVICES CENTER						
Friendliness and courtesy of staff	3.40	4.07	.0001	4.07	3.88	.027
Knowledge and competence of staff	3.42	4.05	.0001	4.05	3.83	.009
Convenience of hours open	3.37	3.89	.0001	3.89	3.75	
Availability of career clarification services	3.41	3.87	.001	3.87	3.72	
Availability of job placement services	3.41	3.97	.002	3.97	3.65	.017
BOOKSTORE						
Friendliness and courtesy of staff	3.49	4.00	.0001	4.00	3.89	.002
Knowledge and competence of staff	3.58	4.09	.0001	4.09	3.89	.0001
Convenience of hours open	3.30	3.81	.0001	3.81	3.72	.020
Availability of needed textbooks	3.37	3.82	.0001	3.82	3.63	.0001
Availability of other materials	3.45	3.95	.0001	3.95	3.78	.0001
Cost of textbooks	2.55	2.53		2.53	2.58	

	Year Comparison			2009 Normative Comparisons		
	2005 Ratings N=403	2009 Ratings N=973	p-value	Your College N=973	Other Colleges N=16,542	p-value
LIBRARY						
Friendliness and courtesy of staff	3.78	4.22	.0001	4.22	4.02	.0001
Knowledge and competence of staff	3.80	4.24	.0001	4.24	4.07	.0001
Convenience of hours open	3.80	4.23	.0001	4.23	4.00	.0001
Availability of resources in-house	3.82	4.15	.0001	4.15	3.89	.0001
Automated services	3.69	4.10	.0001	4.10	3.88	.0001
Current materials	3.75	4.07	.0001	4.07	3.89	.0001
Availability of internet access	3.86	4.16	.0001	4.16	4.05	.009
Connection to (or relevance to) classroom experiences	3.68	4.10	.0001	4.11		
FOOD SERVICE						
Friendliness and courtesy of staff	3.52	3.87	.0001	3.87	3.80	
Knowledge and competence of staff	3.47	3.87	.0001	3.87	3.76	.027
Convenience of serving hours	3.48	3.74	.004	3.74	3.55	.0001
Quality of food	3.29	3.44		3.44	3.31	.017
Selections available	3.20	3.23		3.23	3.27	
Temperature of food	3.34	3.60	.006	3.60	3.50	
COMPUTER LABS						
Friendliness and courtesy of staff	3.66	3.94	.001	3.94	3.93	
Knowledge and competence of staff	3.68	4.00	.0001	4.00	3.95	
Convenience of hours open	3.73	4.13	.0001	4.13	3.87	.0001
Up-to-date hardware (computers)	3.83	4.19	.0001	4.19	3.97	.0001
Up-to-date software (programs)	3.84	4.20	.0001	4.20	3.98	.0001
Availability of computers	3.61	3.76		3.76	3.87	.012
Availability of staff assistance	3.62	3.87	.005	3.87	3.70	.001
LEARNING LAB						
Friendliness and courtesy of staff	3.80	4.14	.0001	4.14	3.96	.0001
Knowledge and competence of staff	3.72	4.10	.0001	4.10	3.93	.0001
Convenience of hours open	3.58	3.83	.015	3.83	3.83	
Easy-to-understand materials	3.63	3.94	.002	3.94	3.88	
Availability of information before enrolling	3.43	3.82	.0001	3.82	3.78	
Availability of tutoring	3.47	3.62		3.62	3.83	.001
Quality of tutoring	3.58	3.93	.003	3.93	3.85	
STUDENT ACTIVITIES						
Friendliness and courtesy of staff	3.49	4.25	.0001	4.25	3.93	.0001
Knowledge and competence of staff	3.46	4.20	.0001	4.20	3.89	.0001
Variety of programs/ activities	3.39	4.08	.0001	4.08	3.70	.0001
Availability of programs/ activities	3.41	4.07	.0001	4.07	3.67	.0001
Opportunity to participate	3.40	4.10	.0001	4.10	3.71	.0001
ATHLETICS						
Friendliness and courtesy of staff	3.25	4.00	.001	4.00	3.86	
Knowledge and competence of staff	3.39	4.14	.0001	4.14	3.88	
Variety of programs	3.40	3.96	.013	3.96	3.66	
Opportunity to participate	3.38	4.16	.0001	4.16	3.71	.010
Quality of athletic facilities	3.44	4.15	.001	4.15	3.64	.003
Convenience of hours open	3.29	4.02	.001	4.02	3.64	.024

	Year Comparison			2009 Normative Comparisons		
	2005 Ratings N=403	2009 Ratings N=973	p-value	Your College N=973	Other Colleges N=16,542	p-value
TESTING CENTER						
Friendliness and courtesy of staff	3.44	3.99	.0001	4.00		
Knowledge and competence of staff	3.49	4.06	.0001	4.07		
Convenience of hours open	3.39	3.83	.0001	3.84		
Easy-to-understand materials	3.48	3.96	.0001	3.97		
Availability of information before enrolling	3.26	3.85	.0001	3.86		
MAIN TELEPHONE NUMBER/ SWITCHBOARD						
Response time	2.36	2.57	.049	2.57	3.71	.0001
Initial greeting	2.75	3.04	.004	3.04	3.79	.0001
Friendliness and courtesy of operator	2.78	3.13	.001	3.13	3.84	.0001
Accuracy of information received	2.72	2.96	.017	2.96	3.79	.0001
Ease of reaching requested campus office	2.36	2.54		2.54	3.72	.0001
Ease of reaching campus staff members	2.33	2.49		2.49	3.61	.0001
OVERALL CAMPUS						
Parking availability	2.80	2.99		2.99	2.97	
Signage on campus	3.29	3.64	.0001	3.64	3.50	.025
Student handbook	3.63	4.12	.0001	4.12	3.71	.0001
Maintenance of campus	3.45	3.50		3.50	3.87	.0001
Security	3.48	3.74	.003	3.74	3.58	.005
Student Life Building	3.62	4.16	.0001	4.16	3.69	.0001
Vending machines	3.44	3.43		3.43	3.53	.031
TECHNOLOGY ACCESS						
Availability of access to wireless Internet		3.64		3.64	3.56	
Ease of use of wireless Internet on campus		3.58		3.58	3.57	
Access to student e-mail		4.34		4.34	3.84	.0001
Ease of use of student e-mail		4.22		4.22	3.79	.0001
Availability of online student registration		4.24		4.24	4.05	.0001
Ease of use of online student registration		4.19		4.19	3.98	.0001
Availability of college information system weekends and evenings		4.00		4.00	3.78	.0001
Support for online courses weekends and evenings		3.99		3.99	3.75	.005
REASONS FOR ATTENDING COLLEGE (Percent Responding Yes)						
Cost	60.5	81.0	.0001	81.5	51.6	.0001
Financial aid	21.8	42.5	.0001	42.8	18.0	.0001
Academic reputation	11.9	27.4	.0001	27.5	12.5	.0001
Size of college	12.2	24.3	.0001	24.5	22.3	
Close to home	47.6	70.4	.0001	70.8	67.7	.041
Offered courses/ programs I wanted	33.7	58.1	.0001	58.5	38.3	.0001
Can work while attending	38.2	62.8	.0001	63.2	42.8	.0001
Class size	15.6	30.6	.0001	30.8	24.5	.0001
COLLEGE RECOMMENDED BY (Percent Responding Yes)						
Family, friend	46.4	45.6		45.8	48.1	
Former student	16.4	20.9		21.1	19.7	
Employer	4.2	7.5	.027	7.5	5.0	.001
High school counselor	11.4	11.5		11.6	17.7	.0001
High school teacher	4.5	5.0		5.0	8.2	.001
Other	22.6	22.4		22.5	18.5	.002

	Year Comparison			2009 Normative Comparisons		
	2005 Ratings N=403	2009 Ratings N=973	p-value	Your College N=973	Other Colleges N=16,542	p-value
GOAL **(Percent Responding Yes)**						
Associate degree	40.9	52.3	.0001	52.6	40.7	.0001
Vocational/ technical program	2.5	1.9		2.0	4.3	.0001
Transfer to a four-year college	45.2	49.8		50.2	40.6	.0001
Certificate program (one year or less)	2.0	3.2		3.2	4.7	.027
Employment related	4.7	8.3	.020	8.3	8.8	
Self-improvement	13.9	20.7	.003	20.9	15.1	.0001
Personal interest	10.7	17.3	.002	17.4	12.6	.0001

Statistically Significant Differences In Ratings
By Campus And Normative Comparisons For Spring 2009
(Scale Used: 5=Excellent to 1=Poor Unless Otherwise Noted)

	2009 Campus Comparison				2009 Normative Comparisons		
	Spring Garden N=666	Other Sites N=188	Spring Garden + Other Sites N=93	p-value	Your College N=973	Other Colleges N=16,542	p-value
ADMISSIONS OFFICE							
Friendliness and courtesy of staff	3.65	3.85	3.49		3.66	3.98	.0001
Knowledge and competence of staff	3.69	4.03	3.61	.005	3.73	3.92	.0001
Convenience of hours open	3.75	3.78	3.48		3.73	3.83	.012
Simplicity of forms to be completed	3.94	3.97	3.61	.023	3.90	3.81	.010
Easy-to-understand materials	3.97	4.05	3.70	.046	3.95	3.85	.004
Response time to concerns/ questions	3.49	3.64	3.37		3.49	3.75	.0001
Availability of information before enrolling	3.72	3.94	3.50	.043	3.73	3.80	
Value of orientation program	3.86	3.97	3.66		3.85	3.55	.0001
Availability of online information	3.85	4.17	3.75	.014	3.89		
REGISTRATION/ REGISTRAR'S OFFICE							
Friendliness and courtesy of staff	3.67	3.74	3.30	.017	3.65	3.91	.0001
Knowledge and competence of staff	3.69	3.84	3.49		3.70	3.89	.0001
Convenience of hours open	3.78	3.78	3.75		3.78	3.78	
Simplicity of forms to be completed	3.92	4.04	3.84		3.93	3.84	.003
Easy-to-understand registration materials	3.91	4.06	3.85		3.93	3.87	.050
Response time to concerns/ questions	3.56	3.69	3.46		3.57	3.75	.0001
Ease/ convenience of registering	3.78	3.89	3.54		3.78	3.86	.020
Easy-to-understand class schedule	4.15	3.96	4.02		4.10	4.06	
Dropping and adding policy	3.89	3.94	3.84		3.90	3.80	.016
Ease in getting transcript	3.98	3.99	3.65		3.95	3.82	.014
Variety of classes offered	3.84	3.70	3.71		3.81	3.64	.0001
Convenience of class times	3.75	3.71	3.61		3.74	3.57	.0001
Classes offered when needed	3.54	3.49	3.40		3.52	3.34	.0001
Availability of online information	3.86	3.98	3.75		3.87		
TUITION/ FEES							
Cost of tuition	3.61	3.78	3.73		3.65	3.42	.0001
Cost of fees	3.14	3.09	3.12		3.12	3.17	
FINANCIAL AID OFFICE							
Friendliness and courtesy of staff	3.65	3.70	3.57		3.66	3.82	.001
Knowledge and competence of staff	3.76	3.87	3.69		3.77	3.79	
Convenience of hours open	3.69	3.26	3.50		3.60	3.70	.027
Timing of financial aid awards	3.51	3.57	3.41		3.52	3.49	
Simplicity of forms to be completed	3.63	3.70	3.61		3.65	3.49	.0001
Accuracy of financial aid information	3.64	3.77	3.53		3.66	3.59	
Response time to concerns/ questions	3.33	3.34	3.26		3.32	3.56	.0001
Availability of information before enrolling	3.44	3.54	3.37		3.45	3.58	.003
Availability of work-study positions	3.44	3.71	3.50		3.49	3.52	
Availability of online information	3.51	3.60	3.58		3.53		

	2009 Campus Comparison				2009 Normative Comparisons		
	Spring Garden N=666	Other Sites N=188	Spring Garden + Other Sites N=93	p-value	Your College N=973	Other Colleges N=16,542	p-value
BUSINESS OFFICE/ BILLING/ CASHIER							
Friendliness and courtesy of staff	3.82	3.66	3.65		3.77	3.84	
Knowledge and competence of staff	3.89	3.77	3.82		3.87	3.85	
Convenience of hours open	3.63	3.47	3.38		3.58	3.75	.0001
Convenience of payment options (check, credit card, etc.)	3.99	3.83	3.85		3.95	4.03	
Timing of billing	3.75	3.68	3.47		3.72	3.76	
Ease of understanding billing	3.85	3.84	3.79		3.85	3.85	
Convenient payment methods (in person, mail, telephone, online)	4.04	3.98	4.02		4.03		
Availability of online information	3.72	3.87	3.77		3.76		
CLASSROOM INSTRUCTION							
Quality of instruction	4.13	4.25	3.87	.015	4.12	4.09	
Course content relative to career goals	4.06	4.15	3.90		4.06	3.94	.0001
Class size	4.05	4.14	3.90		4.04	4.12	.010
Quality of textbooks	3.96	4.01	3.71		3.94	3.89	
Quality of learning materials	4.01	4.06	3.79		3.99		
Convenience of class times offered	3.80	3.88	3.41	.007	3.78	3.67	.005
Variety of classes	3.91	3.81	3.60		3.86	3.69	.0001
Challenge of courses	4.04	4.18	3.76	.005	4.04	3.96	.011
Availability of instructor outside of class	3.91	3.90	3.58	.038	3.88	3.89	
Classroom comfort	3.62	3.61	3.29		3.59	3.74	.0001
Up-to-date labs	3.76	3.99	3.56		3.78	3.86	
Up-to-date technology	3.78	3.93	3.53	.049	3.78		
ACADEMIC ADVISING							
Friendliness and courtesy of faculty	3.98	4.09	3.97		4.00	4.02	
Knowledge and competence of faculty	3.80	3.98	3.77		3.83	3.90	
Convenience of hours open	3.77	3.83	3.68		3.77	3.77	
Accuracy of information received	3.71	3.78	3.66		3.72	3.78	
Advisor's knowledge of classes required for transfer	3.64	3.78	3.78		3.68	3.69	
Advisor's knowledge of classes required for degree	3.75	3.85	3.84		3.78	3.80	
COUNSELING							
Friendliness and courtesy of counselors	4.17	4.03	3.98		4.13		
Knowledge and competence of counselors	4.04	3.99	3.95		4.03		
Convenience of hours open	3.88	3.83	3.62		3.84		
Accuracy of information received	4.00	3.96	3.70		3.97		
CAREER SERVICES CENTER							
Friendliness and courtesy of staff	4.08	3.86	4.10		4.07	3.88	.027
Knowledge and competence of staff	4.05	4.00	4.00		4.05	3.83	.009
Convenience of hours open	3.85	4.00	3.90		3.89	3.75	
Availability of career clarification services	3.85	3.77	4.00		3.87	3.72	
Availability of job placement services	3.89	4.00	4.50		3.97	3.65	.017

	2009 Campus Comparison				2009 Normative Comparisons		
	Spring Garden N=666	Other Sites N=188	Spring Garden + Other Sites N=93	p-value	Your College N=973	Other Colleges N=16,542	p-value
BOOKSTORE							
Friendliness and courtesy of staff	4.01	3.98	3.92		4.00	3.89	.002
Knowledge and competence of staff	4.11	4.04	4.05		4.09	3.89	.0001
Convenience of hours open	3.95	3.31	3.86	.0001	3.81	3.72	.020
Availability of needed textbooks	3.92	3.51	3.78	.0001	3.82	3.63	.0001
Availability of other materials	4.05	3.67	3.86	.0001	3.95	3.78	.0001
Cost of textbooks	2.52	2.57	2.57		2.53	2.58	
LIBRARY							
Friendliness and courtesy of staff	4.22	4.22	4.24		4.22	4.02	.0001
Knowledge and competence of staff	4.26	4.16	4.29		4.24	4.07	.0001
Convenience of hours open	4.26	4.14	4.08		4.23	4.00	.0001
Availability of resources in-house	4.20	4.07	3.95		4.15	3.89	.0001
Automated services	4.12	4.07	3.96		4.10	3.88	.0001
Current materials	4.09	4.14	3.92		4.07	3.89	.0001
Availability of internet access	4.13	4.37	4.02		4.16	4.05	.009
Connection to (or relevance to) classroom experiences	4.11	4.14	4.05		4.11		
FOOD SERVICE							
Friendliness and courtesy of staff	3.82	4.13	3.78		3.87	3.80	
Knowledge and competence of staff	3.84	4.09	3.66		3.87	3.76	.027
Convenience of serving hours	3.75	3.85	3.56		3.74	3.55	.0001
Quality of food	3.39	3.71	3.44		3.44	3.31	.017
Selections available	3.18	3.44	3.24		3.23	3.27	
Temperature of food	3.54	3.92	3.56	.032	3.60	3.50	
COMPUTER LABS							
Friendliness and courtesy of staff	3.92	4.21	3.69		3.94	3.93	
Knowledge and competence of staff	4.00	4.20	3.70	.012	4.00	3.95	
Convenience of hours open	4.16	4.21	3.80	.029	4.13	3.87	.0001
Up-to-date hardware (computers)	4.22	4.31	3.87	.015	4.19	3.97	.0001
Up-to-date software (programs)	4.22	4.37	3.85	.004	4.20	3.98	.0001
Availability of computers	3.69	4.17	3.71	.002	3.76	3.87	.012
Availability of staff assistance	3.84	4.01	3.78		3.87	3.70	.001
LEARNING LAB							
Friendliness and courtesy of staff	4.20	4.15	3.72	.027	4.14	3.96	.0001
Knowledge and competence of staff	4.14	4.12	3.75		4.10	3.93	.0001
Convenience of hours open	3.89	3.66	3.61		3.83	3.83	
Easy-to-understand materials	3.99	3.90	3.67		3.94	3.88	
Availability of information before enrolling	3.85	3.89	3.50		3.82	3.78	
Availability of tutoring	3.67	3.50	3.45		3.62	3.83	.001
Quality of tutoring	3.98	3.86	3.67		3.93	3.85	
STUDENT ACTIVITIES							
Friendliness and courtesy of staff	4.27	4.55	4.07		4.25	3.93	.0001
Knowledge and competence of staff	4.20	4.58	4.14		4.20	3.89	.0001
Variety of programs/ activities	4.07	4.55	4.00		4.08	3.70	.0001
Availability of programs/ activities	4.05	4.73	4.00		4.07	3.67	.0001
Opportunity to participate	4.08	4.73	4.00		4.10	3.71	.0001

	2009 Campus Comparison				2009 Normative Comparisons		
	Spring Garden N=666	Other Sites N=188	Spring Garden + Other Sites N=93	p-value	Your College N=973	Other Colleges N=16,542	p-value
ATHLETICS							
Friendliness and courtesy of staff	4.10	4.00	3.75		4.00	3.86	
Knowledge and competence of staff	4.22	4.00	4.00		4.14	3.88	
Variety of programs	4.03	3.50	4.00		3.96	3.66	
Opportunity to participate	4.22	4.00	4.25		4.16	3.71	.010
Quality of athletic facilities	4.21	4.00	4.25		4.15	3.64	.003
Convenience of hours open	4.05	4.00	4.25		4.02	3.64	.024
TESTING CENTER							
Friendliness and courtesy of staff	4.00	3.82	4.29		4.00		
Knowledge and competence of staff	4.05	3.97	4.35		4.07		
Convenience of hours open	3.80	3.76	4.25		3.84		
Easy-to-understand materials	3.95	3.91	4.18		3.97		
Availability of information before enrolling	3.83	3.76	4.13		3.86		
MAIN TELEPHONE NUMBER/ SWITCHBOARD							
Response time	2.58	2.57	2.57		2.57	3.71	.0001
Initial greeting	3.02	3.20	2.92		3.04	3.79	.0001
Friendliness and courtesy of operator	3.15	3.18	3.02		3.13	3.84	.0001
Accuracy of information received	2.95	3.06	2.90		2.96	3.79	.0001
Ease of reaching requested campus office	2.57	2.46	2.57		2.54	3.72	.0001
Ease of reaching campus staff members	2.50	2.54	2.40		2.49	3.61	.0001
OVERALL CAMPUS							
Parking availability	3.01	3.02	2.83		2.99	2.97	
Signage on campus	3.67	3.48	3.80		3.64	3.50	.025
Student handbook	4.14	4.00	4.20		4.12	3.71	.0001
Maintenance of campus	3.45	3.84	3.36	.050	3.50	3.87	.0001
Security	3.75	3.70	3.78		3.74	3.58	.005
Student Life Building	4.19	3.83	4.13		4.16	3.69	.0001
Vending machines	3.39	3.52	3.54		3.43	3.53	.031
TECHNOLOGY ACCESS							
Availability of access to wireless Internet	3.51	4.00	4.09		3.64	3.56	
Ease of use of wireless Internet on campus	3.47	4.04	3.76		3.58	3.57	
Access to student e-mail	4.34	4.35	4.29		4.34	3.84	.0001
Ease of use of student e-mail	4.21	4.28	4.18		4.22	3.79	.0001
Availability of online student registration	4.22	4.39	4.14		4.24	4.05	.0001
Ease of use of online student registration	4.20	4.25	4.04		4.19	3.98	.0001
Availability of college information system weekends and evenings	4.01	4.04	3.94		4.00	3.78	.0001
Support for online courses weekends and evenings	4.03	4.07	3.63		3.99	3.75	.005

	2009 Campus Comparison				2009 Normative Comparisons		
	Spring Garden N=666	Other Sites N=188	Spring Garden + Other Sites N=93	p-value	Your College N=973	Other Colleges N=16,542	p-value
REASONS FOR ATTENDING COLLEGE (Percent Responding Yes)							
Cost	81.8	86.2	90.3		81.5	51.6	.0001
Financial aid	46.5	37.8	37.6	.044	42.8	18.0	.0001
Academic reputation	29.0	24.5	30.1		27.5	12.5	.0001
Size of college	26.3	22.9	21.5		24.5	22.3	
Close to home	72.1	78.2	65.6		70.8	67.7	.041
Offered courses/ programs I wanted	59.8	59.0	62.4		58.5	38.3	.0001
Can work while attending	62.8	72.3	65.6	.052	63.2	42.8	.0001
Class size	32.4	30.3	29.0		30.8	24.5	.0001
COLLEGE RECOMMENDED BY (Percent Responding Yes)							
Family, friend	50.5	39.4	37.6	.004	45.8	48.1	
Former student	21.3	21.3	24.7		21.1	19.7	
Employer	5.7	13.8	8.6	.001	7.5	5.0	.001
High school counselor	14.0	5.3	10.8	.005	11.6	17.7	.0001
High school teacher	5.6	2.7	7.5		5.0	8.2	.001
Other	23.3	22.3	23.7		22.5	18.5	.002
GOAL (Percent Responding Yes)							
Associate degree	54.2	51.1	58.1		52.6	40.7	.0001
Vocational/ technical program	2.0	1.6	3.2		2.0	4.3	.0001
Transfer to a four-year college	54.1	44.1	46.2	.033	50.2	40.6	.0001
Certificate program (one year or less)	3.0	2.7	6.5		3.2	4.7	.027
Employment related	8.7	8.5	6.5		8.3	8.8	
Self-improvement	21.5	19.7	23.7		20.9	15.1	.0001
Personal interest	18.8	12.2	21.5		17.4	12.6	.0001

	2009 Campus Comparison				Normative Comparisons		
	Spring Garden N=666	Other Sites N=188	Spring Garden + Other Sites N=93	p-value	Your College N=973	Other Colleges N=16,542	p-value
MyCCP							
Ease of use	4.19	4.32	4.09		4.21		
Access to information	4.11	4.28	4.10		4.14		
Relevant information	4.13	4.23	4.07		4.14		
Currency of information	4.11	4.21	4.01		4.12		
Navigability of site	3.91	4.11	3.79		3.93		
What activities do you most often do in MyCCP?	E-mail Register for courses Grades Financial aid						

	2009 Campus Comparison				Normative Comparisons		
	Spring Garden N=666	Other Sites N=188	Spring Garden + Other Sites N=93	p-value	Your College N=973	Other Colleges N=16,542	p-value
What information is missing in MyCCP that you would like to have access to?	Making the site easier to use Search Navigability Contact information						
COMMUNITY COLLEGE OF PHILADELPHIA WEB SITE							
Design	3.82	4.05	3.89	.045	3.87		
Quality of content	3.93	4.11	3.95		3.97		
Availability of key information	3.86	4.05	3.93		3.84		
Resources	3.85	4.08	3.95	.036	3.90		
Technology	3.85	4.04	3.89		3.89		
Interactivity	3.76	3.98	3.81		3.81		
Ease of use	3.84	4.12	3.91	.016	3.90		
Innovation	3.64	3.93	3.74	.020	3.71		

Appendices

Appendix A. Questionnaire

Appendix B. Tabular Results By Enrollment Status By Year Of Administration

Appendix C. Tabular Results By Campus By Year Of Administration

Appendix D. Detailed Verbatim Responses