Community College of Philadelphia
Student Scan
Tabular Results By Enrollment Status

Table I. Experience With Campus Offices

| | | ENROLLMENT STATUS | | | | | | Total | |
| | | No Response | | Full-Time | | Part-Time | | | |
		Count	Col %	Count	Col %	Count	Col %	Count	Col %
EXPERIENCE WITH ADMISSIONS OFFICE	Unaware Of Service			4	3.1%	4	4.1%	8	3.4%
	Aware, Not Used Service	2	28.6%	15	11.8%	12	12.2%	29	12.5%
	Used Service	5	71.4%	108	85.0%	82	83.7%	195	84.1%
Total		7	100.0%	127	100.0%	98	100.0%	232	100.0%
EXPERIENCE WITH REGISTRATION / REGISTRAR'S OFFICE	Unaware Of Service	1	11.1%	5	4.0%	3	3.2%	9	4.0%
	Aware, Not Used Service			5	4.0%	6	6.5%	11	4.9%
	Used Service	8	88.9%	114	91.9%	84	90.3%	206	91.2%
Total		9	100.0%	124	100.0%	93	100.0%	226	100.0%
EXPERIENCE WITH DROPPING AND ADDING POLICY	Unaware Of Service	1	10.0%	10	7.5%	7	6.6%	18	7.2%
	Aware, Not Used Service	3	30.0%	50	37.3%	29	27.4%	82	32.8%
	Used Service	6	60.0%	74	55.2%	70	66.0%	150	60.0%
Total		10	100.0%	134	100.0%	106	100.0%	250	100.0%
EXPERIENCE WITH EASE IN GETTING TRANSCRIPT	Unaware Of Service	2	20.0%	19	13.9%	11	10.0%	32	12.5%
	Aware, Not Used Service	5	50.0%	68	49.6%	58	52.7%	131	51.0%
	Used Service	3	30.0%	50	36.5%	41	37.3%	94	36.6%
Total		10	100.0%	137	100.0%	110	100.0%	257	100.0%
EXPERIENCE WITH TUITION / FEES	Unaware Of Service			3	2.4%	6	6.2%	9	3.9%
	Aware, Not Used Service	1	12.5%	12	9.7%	11	11.3%	24	10.5%
	Used Service	7	87.5%	109	87.9%	80	82.5%	196	85.6%
Total		8	100.0%	124	100.0%	97	100.0%	229	100.0%
EXPERIENCE WITH FINANCIAL AID OFFICE	Unaware Of Service			9	7.3%	6	6.0%	15	6.6%
	Aware, Not Used Service	1	16.7%	33	26.8%	34	34.0%	68	29.7%
	Used Service	5	83.3%	81	65.9%	60	60.0%	146	63.8%
Total		6	100.0%	123	100.0%	100	100.0%	229	100.0%
EXPERIENCE WITH AVAILABILITY OF WORK-STUDY POSITIONS	Unaware Of Service	1	11.1%	28	23.5%	28	28.3%	57	25.1%
	Aware, Not Used Service	4	44.4%	61	51.3%	55	55.6%	120	52.9%
	Used Service	4	44.4%	30	25.2%	16	16.2%	50	22.0%
Total		9	100.0%	119	100.0%	99	100.0%	227	100.0%
EXPERIENCE WITH BUSINESS OFFICE / BILLING / CASHIER	Unaware Of Service	1	11.1%	12	8.8%	9	9.2%	22	9.1%
	Aware, Not Used Service	3	33.3%	35	25.7%	26	26.5%	64	26.3%
	Used Service	5	55.6%	89	65.4%	63	64.3%	157	64.6%
Total		9	100.0%	136	100.0%	98	100.0%	243	100.0%
EXPERIENCE WITH CLASSROOM INSTRUCTION	Unaware Of Service			3	2.5%	2	2.2%	5	2.3%
	Aware, Not Used Service	1	16.7%	5	4.1%	2	2.2%	8	3.7%
	Used Service	5	83.3%	113	93.4%	85	95.5%	203	94.0%

Table I. Experience With Campus Offices

		ENROLLMENT STATUS						Total	
		No Response		Full-Time		Part-Time			
		Count	Col %	Count	Col %	Count	Col %	Count	Col %
Total		6	100.0%	121	100.0%	89	100.0%	216	100.0%
EXPERIENCE WITH UP-TO-DATE LABS	Unaware Of Service	1	14.3%	11	9.6%	7	8.4%	19	9.3%
	Aware, Not Used Service	2	28.6%	29	25.4%	16	19.3%	47	23.0%
	Used Service	4	57.1%	74	64.9%	60	72.3%	138	67.6%
Total		7	100.0%	114	100.0%	83	100.0%	204	100.0%
EXPERIENCE WITH ACADEMIC ADVISING	Unaware Of Service	3	42.9%	11	8.3%	7	6.7%	21	8.6%
	Aware, Not Used Service	3	42.9%	38	28.8%	28	26.7%	69	28.3%
	Used Service	1	14.3%	83	62.9%	70	66.7%	154	63.1%
Total		7	100.0%	132	100.0%	105	100.0%	244	100.0%
EXPERIENCE WITH CAREER PLANNING/ PLACEMENT CENTER	Unaware Of Service	4	40.0%	45	32.8%	32	30.8%	81	32.3%
	Aware, Not Used Service	6	60.0%	66	48.2%	49	47.1%	121	48.2%
	Used Service			26	19.0%	23	22.1%	49	19.5%
Total		10	100.0%	137	100.0%	104	100.0%	251	100.0%
EXPERIENCE WITH AVAILABILITY OF JOB PLACEMENT SERVICES	Unaware Of Service	4	57.1%	28	31.1%	27	38.0%	59	35.1%
	Aware, Not Used Service	2	28.6%	51	56.7%	32	45.1%	85	50.6%
	Used Service	1	14.3%	11	12.2%	12	16.9%	24	14.3%
Total		7	100.0%	90	100.0%	71	100.0%	168	100.0%
EXPERIENCE WITH BOOKSTORE	Unaware Of Service	1	12.5%	4	3.1%	4	4.2%	9	3.9%
	Aware, Not Used Service			13	10.2%	8	8.4%	21	9.1%
	Used Service	7	87.5%	110	86.6%	83	87.4%	200	87.0%
Total		8	100.0%	127	100.0%	95	100.0%	230	100.0%
EXPERIENCE WITH LIBRARY	Unaware Of Service			13	9.4%	10	10.2%	23	9.4%
	Aware, Not Used Service	5	62.5%	42	30.2%	39	39.8%	86	35.1%
	Used Service	3	37.5%	84	60.4%	49	50.0%	136	55.5%
Total		8	100.0%	139	100.0%	98	100.0%	245	100.0%
EXPERIENCE WITH AVAILABILITY OF INTERNET ACCESS	Unaware Of Service			2	2.2%	8	10.5%	10	5.7%
	Aware, Not Used Service	3	60.0%	20	21.5%	29	38.2%	52	29.9%
	Used Service	2	40.0%	71	76.3%	39	51.3%	112	64.4%
Total		5	100.0%	93	100.0%	76	100.0%	174	100.0%
EXPERIENCE WITH FOOD SERVICE	Unaware Of Service	3	42.9%	9	6.4%	11	10.8%	23	9.2%
	Aware, Not Used Service			49	35.0%	45	44.1%	94	37.8%
	Used Service	4	57.1%	82	58.6%	46	45.1%	132	53.0%
Total		7	100.0%	140	100.0%	102	100.0%	249	100.0%

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Table I. Experience With Campus Offices

| | | ENROLLMENT STATUS | | | | | | Total | |
| | | No Response | | Full-Time | | Part-Time | | | |
		Count	Col %	Count	Col %	Count	Col %	Count	Col %
EXPERIENCE WITH COMPUTER LABS	Unaware Of Service	1	12.5%	11	7.6%	10	9.3%	22	8.5%
	Aware, Not Used Service	2	25.0%	39	27.1%	37	34.3%	78	30.0%
	Used Service	5	62.5%	94	65.3%	61	56.5%	160	61.5%
Total		8	100.0%	144	100.0%	108	100.0%	260	100.0%
EXPERIENCE WITH LEARNING LAB	Unaware Of Service	1	12.5%	17	11.8%	9	8.4%	27	10.4%
	Aware, Not Used Service	3	37.5%	70	48.6%	51	47.7%	124	47.9%
	Used Service	4	50.0%	57	39.6%	47	43.9%	108	41.7%
Total		8	100.0%	144	100.0%	107	100.0%	259	100.0%
EXPERIENCE WITH AVAILABILITY OF TUTORING	Unaware Of Service			12	11.7%	8	9.9%	20	10.6%
	Aware, Not Used Service	1	25.0%	49	47.6%	40	49.4%	90	47.9%
	Used Service	3	75.0%	42	40.8%	33	40.7%	78	41.5%
Total		4	100.0%	103	100.0%	81	100.0%	188	100.0%
EXPERIENCE WITH QUALITY OF TUTORING	Unaware Of Service			12	11.8%	9	11.1%	21	11.4%
	Aware, Not Used Service	1	50.0%	46	45.1%	41	50.6%	88	47.6%
	Used Service	1	50.0%	44	43.1%	31	38.3%	76	41.1%
Total		2	100.0%	102	100.0%	81	100.0%	185	100.0%
EXPERIENCE WITH STUDENT ACTIVITIES	Unaware Of Service	3	33.3%	38	26.2%	22	19.3%	63	23.5%
	Aware, Not Used Service	6	66.7%	82	56.6%	81	71.1%	169	63.1%
	Used Service			25	17.2%	11	9.6%	36	13.4%
Total		9	100.0%	145	100.0%	114	100.0%	268	100.0%
EXPERIENCE WITH ATHLETICS	Unaware Of Service	3	37.5%	46	30.9%	29	25.2%	78	28.7%
	Aware, Not Used Service	5	62.5%	87	58.4%	78	67.8%	170	62.5%
	Used Service			16	10.7%	8	7.0%	24	8.8%
Total		8	100.0%	149	100.0%	115	100.0%	272	100.0%
EXPERIENCE WITH TESTING CENTER	Unaware Of Service	3	42.9%	35	24.6%	27	25.7%	65	25.6%
	Aware, Not Used Service	2	28.6%	60	42.3%	48	45.7%	110	43.3%
	Used Service	2	28.6%	47	33.1%	30	28.6%	79	31.1%
Total		7	100.0%	142	100.0%	105	100.0%	254	100.0%
EXPERIENCE WITH MAIN TELEPHONE NUMBER / SWITCHBOARD	Unaware Of Service	2	25.0%	28	20.3%	6	6.4%	36	15.0%
	Aware, Not Used Service	1	12.5%	34	24.6%	24	25.5%	59	24.6%
	Used Service	5	62.5%	76	55.1%	64	68.1%	145	60.4%
Total		8	100.0%	138	100.0%	94	100.0%	240	100.0%
EXPERIENCE WITH PARKING AVAILABILITY	Unaware Of Service	3	37.5%	17	12.7%	14	13.2%	34	13.7%
	Aware, Not Used Service	2	25.0%	51	38.1%	33	31.1%	86	34.7%
	Used Service	3	37.5%	66	49.3%	59	55.7%	128	51.6%
Total		8	100.0%	134	100.0%	106	100.0%	248	100.0%
EXPERIENCE WITH SIGNAGE ON CAMPUS	Unaware Of Service	2	40.0%	29	24.2%	20	22.0%	51	23.6%
	Aware, Not Used Service	2	40.0%	34	28.3%	27	29.7%	63	29.2%
	Used Service	1	20.0%	57	47.5%	44	48.4%	102	47.2%
Total		5	100.0%	120	100.0%	91	100.0%	216	100.0%

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Table I. Experience With Campus Offices

| | | ENROLLMENT STATUS | | | | | | Total | |
| | | No Response | | Full-Time | | Part-Time | | | |
		Count	Col %	Count	Col %	Count	Col %	Count	Col %
EXPERIENCE WITH STUDENT HANDBOOK	Unaware Of Service	1	25.0%	14	11.7%	13	14.3%	28	13.0%
	Aware, Not Used Service			31	25.8%	21	23.1%	52	24.2%
	Used Service	3	75.0%	75	62.5%	57	62.6%	135	62.8%
Total		4	100.0%	120	100.0%	91	100.0%	215	100.0%
EXPERIENCE WITH MAINTENANCE OF CAMPUS	Unaware Of Service			8	7.0%	6	7.1%	14	6.9%
	Aware, Not Used Service	1	25.0%	29	25.4%	26	30.6%	56	27.6%
	Used Service	3	75.0%	77	67.5%	53	62.4%	133	65.5%
Total		4	100.0%	114	100.0%	85	100.0%	203	100.0%
EXPERIENCE WITH SECURITY	Unaware Of Service	1	25.0%	10	8.8%	8	9.3%	19	9.4%
	Aware, Not Used Service	1	25.0%	43	38.1%	26	30.2%	70	34.5%
	Used Service	2	50.0%	60	53.1%	52	60.5%	114	56.2%
Total		4	100.0%	113	100.0%	86	100.0%	203	100.0%
EXPERIENCE WITH STUDENT LIFE BUILDING	Unaware Of Service	3	50.0%	21	17.6%	20	21.5%	44	20.2%
	Aware, Not Used Service	3	50.0%	38	31.9%	37	39.8%	78	35.8%
	Used Service			60	50.4%	36	38.7%	96	44.0%
Total		6	100.0%	119	100.0%	93	100.0%	218	100.0%
EXPERIENCE WITH VENDING MACHINES	Unaware Of Service			11	9.6%	10	11.2%	21	10.0%
	Aware, Not Used Service	1	20.0%	29	25.2%	20	22.5%	50	23.9%
	Used Service	4	80.0%	75	65.2%	59	66.3%	138	66.0%
Total		5	100.0%	115	100.0%	89	100.0%	209	100.0%

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Table II-1. Service Ratings For Admissions Office

| | | ENROLLMENT STATUS | | | | | | Total | |
| | | No Response | | Full-Time | | Part-Time | | | |
		Count	Col %	Count	Col %	Count	Col %	Count	Col %
FRIENDLINESS AND COURTESY OF STAFF	Poor	2	11.8%	13	6.2%	10	6.2%	25	6.4%
	Fair	1	5.9%	33	15.7%	20	12.3%	54	13.9%
	Average	6	35.3%	56	26.7%	41	25.3%	103	26.5%
	Good	5	29.4%	70	33.3%	64	39.5%	139	35.7%
	Excellent	1	5.9%	25	11.9%	19	11.7%	45	11.6%
	Never Used	2	11.8%	13	6.2%	8	4.9%	23	5.9%
Total		17	100.0%	210	100.0%	162	100.0%	389	100.0%

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Table II-1. Service Ratings For Admissions Office

| | | ENROLLMENT STATUS | | | | | | Total | |
| | | No Response | | Full-Time | | Part-Time | | | |
		Count	Col %	Count	Col %	Count	Col %	Count	Col %
KNOWLEDGE AND COMPETENCE OF STAFF	Poor	1	6.3%	10	4.8%	9	5.6%	20	5.2%
	Fair	1	6.3%	34	16.2%	19	11.9%	54	14.0%
	Average	6	37.5%	62	29.5%	41	25.6%	109	28.2%
	Good	3	18.8%	64	30.5%	54	33.8%	121	31.3%
	Excellent	3	18.8%	27	12.9%	28	17.5%	58	15.0%
	Never Used	2	12.5%	13	6.2%	9	5.6%	24	6.2%
Total		16	100.0%	210	100.0%	160	100.0%	386	100.0%
CONVENIENCE OF HOURS OPEN	Poor			18	8.7%	12	7.5%	30	7.9%
	Fair	1	6.3%	24	11.6%	26	16.4%	51	13.4%
	Average	5	31.3%	50	24.2%	34	21.4%	89	23.3%
	Good	4	25.0%	69	33.3%	54	34.0%	127	33.2%
	Excellent	4	25.0%	31	15.0%	27	17.0%	62	16.2%
	Never Used	2	12.5%	15	7.2%	6	3.8%	23	6.0%
Total		16	100.0%	207	100.0%	159	100.0%	382	100.0%
SIMPLICITY OF FORMS TO BE COMPLETED	Poor	1	6.3%	6	2.9%	6	3.8%	13	3.4%
	Fair	1	6.3%	20	9.6%	14	8.8%	35	9.1%
	Average	6	37.5%	69	33.0%	46	28.9%	121	31.5%
	Good	2	12.5%	75	35.9%	60	37.7%	137	35.7%
	Excellent	3	18.8%	25	12.0%	25	15.7%	53	13.8%
	Never Used	3	18.8%	14	6.7%	8	5.0%	25	6.5%
Total		16	100.0%	209	100.0%	159	100.0%	384	100.0%
EASY TO UNDERSTAND MATERIALS	Poor	1	6.3%	9	4.3%	8	4.9%	18	4.6%
	Fair	1	6.3%	19	9.0%	16	9.9%	36	9.3%
	Average	4	25.0%	67	31.8%	45	27.8%	116	29.8%
	Good	4	25.0%	76	36.0%	66	40.7%	146	37.5%
	Excellent	3	18.8%	27	12.8%	21	13.0%	51	13.1%
	Never Used	3	18.8%	13	6.2%	6	3.7%	22	5.7%
Total		16	100.0%	211	100.0%	162	100.0%	389	100.0%
RESPONSE TIME TO CONCERNS/ QUESTIONS	Poor	2	12.5%	23	11.0%	27	17.2%	52	13.6%
	Fair	2	12.5%	40	19.0%	20	12.7%	62	16.2%
	Average	4	25.0%	59	28.1%	41	26.1%	104	27.2%
	Good	6	37.5%	48	22.9%	42	26.8%	96	25.1%
	Excellent			22	10.5%	15	9.6%	37	9.7%
	Never Used	2	12.5%	18	8.6%	12	7.6%	32	8.4%
Total		16	100.0%	210	100.0%	157	100.0%	383	100.0%
AVAILABILITY OF INFORMATION BEFORE ENROLLING	Poor	1	6.3%	23	11.0%	15	9.4%	39	10.1%
	Fair	2	12.5%	23	11.0%	23	14.4%	48	12.5%
	Average	7	43.8%	47	22.5%	38	23.8%	92	23.9%
	Good	1	6.3%	75	35.9%	53	33.1%	129	33.5%
	Excellent	3	18.8%	29	13.9%	22	13.8%	54	14.0%
	Never Used	2	12.5%	12	5.7%	9	5.6%	23	6.0%

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Table II-1. Service Ratings For Admissions Office

| | | ENROLLMENT STATUS | | | | | | Total | |
| | | No Response | | Full-Time | | Part-Time | | | |
		Count	Col %	Count	Col %	Count	Col %	Count	Col %
Total		16	100.0%	209	100.0%	160	100.0%	385	100.0%
VALUE OF ORIENTATION PROGRAM	Poor			16	7.7%	12	7.6%	28	7.3%
	Fair	2	12.5%	24	11.5%	12	7.6%	38	9.9%
	Average	5	31.3%	47	22.6%	39	24.7%	91	23.8%
	Good	3	18.8%	46	22.1%	45	28.5%	94	24.6%
	Excellent	3	18.8%	25	12.0%	14	8.9%	42	11.0%
	Never Used	3	18.8%	50	24.0%	36	22.8%	89	23.3%
Total		16	100.0%	208	100.0%	158	100.0%	382	100.0%

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Table II-2. Service Ratings For Registration/ Registrar's Office

| | | ENROLLMENT STATUS | | | | | | Total | |
| | | No Response | | Full-Time | | Part-Time | | | |
		Count	Col %	Count	Col %	Count	Col %	Count	Col %
FRIENDLINESS AND COURTESY OF STAFF	Poor	3	17.6%	23	10.8%	16	10.1%	42	10.8%
	Fair			28	13.1%	23	14.5%	51	13.1%
	Average	6	35.3%	58	27.2%	42	26.4%	106	27.2%
	Good	3	17.6%	69	32.4%	53	33.3%	125	32.1%
	Excellent	3	17.6%	32	15.0%	21	13.2%	56	14.4%
	Never Used	2	11.8%	3	1.4%	4	2.5%	9	2.3%
Total		17	100.0%	213	100.0%	159	100.0%	389	100.0%
KNOWLEDGE AND COMPETENCE OF STAFF	Poor	2	11.8%	10	4.7%	12	7.5%	24	6.2%
	Fair	1	5.9%	36	17.0%	23	14.3%	60	15.4%
	Average	7	41.2%	59	27.8%	36	22.4%	102	26.2%
	Good	3	17.6%	74	34.9%	66	41.0%	143	36.7%
	Excellent	2	11.8%	28	13.2%	19	11.8%	49	12.6%
	Never Used	2	11.8%	5	2.4%	5	3.1%	12	3.1%
Total		17	100.0%	212	100.0%	161	100.0%	390	100.0%
CONVENIENCE OF HOURS OPEN	Poor	2	11.8%	17	7.9%	13	8.1%	32	8.1%
	Fair			27	12.6%	25	15.5%	52	13.2%
	Average	7	41.2%	65	30.2%	39	24.2%	111	28.2%
	Good	3	17.6%	74	34.4%	58	36.0%	135	34.4%
	Excellent	3	17.6%	27	12.6%	22	13.7%	52	13.2%
	Never Used	2	11.8%	5	2.3%	4	2.5%	11	2.8%
Total		17	100.0%	215	100.0%	161	100.0%	393	100.0%

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Table II-2. Service Ratings For Registration/ Registrar's Office

| | | ENROLLMENT STATUS | | | | | | Total | |
| | | No Response | | Full-Time | | Part-Time | | | |
		Count	Col %	Count	Col %	Count	Col %	Count	Col %
SIMPLICITY OF FORMS TO BE COMPLETED	Poor			5	2.3%	6	3.7%	11	2.8%
	Fair	1	6.3%	30	14.0%	20	12.4%	51	13.0%
	Average	8	50.0%	62	28.8%	44	27.3%	114	29.1%
	Good	2	12.5%	87	40.5%	66	41.0%	155	39.5%
	Excellent	2	12.5%	26	12.1%	20	12.4%	48	12.2%
	Never Used	3	18.8%	5	2.3%	5	3.1%	13	3.3%
Total		16	100.0%	215	100.0%	161	100.0%	392	100.0%
EASY TO UNDERSTAND REGISTRATION MATERIALS	Poor			9	4.2%	6	3.7%	15	3.8%
	Fair	2	12.5%	25	11.7%	19	11.8%	46	11.8%
	Average	5	31.3%	62	29.0%	47	29.2%	114	29.2%
	Good	3	18.8%	88	41.1%	62	38.5%	153	39.1%
	Excellent	3	18.8%	25	11.7%	22	13.7%	50	12.8%
	Never Used	3	18.8%	5	2.3%	5	3.1%	13	3.3%
Total		16	100.0%	214	100.0%	161	100.0%	391	100.0%
RESPONSE TIME TO CONCERNS/ QUESTIONS	Poor	4	25.0%	29	13.7%	16	10.1%	49	12.7%
	Fair			33	15.6%	22	13.9%	55	14.3%
	Average	4	25.0%	68	32.2%	49	31.0%	121	31.4%
	Good	4	25.0%	54	25.6%	46	29.1%	104	27.0%
	Excellent	2	12.5%	22	10.4%	18	11.4%	42	10.9%
	Never Used	2	12.5%	5	2.4%	7	4.4%	14	3.6%
Total		16	100.0%	211	100.0%	158	100.0%	385	100.0%
EASE/ CONVENIENCE OF REGISTERING	Poor	4	23.5%	57	26.5%	23	14.5%	84	21.5%
	Fair	2	11.8%	43	20.0%	29	18.2%	74	18.9%
	Average	4	23.5%	31	14.4%	39	24.5%	74	18.9%
	Good	3	17.6%	62	28.8%	45	28.3%	110	28.1%
	Excellent	2	11.8%	20	9.3%	18	11.3%	40	10.2%
	Never Used	2	11.8%	2	.9%	5	3.1%	9	2.3%
Total		17	100.0%	215	100.0%	159	100.0%	391	100.0%
EASY TO UNDERSTAND CLASS SCHEDULE	Poor	1	5.9%	12	5.8%	7	4.4%	20	5.2%
	Fair	4	23.5%	19	9.1%	21	13.2%	44	11.5%
	Average	4	23.5%	51	24.5%	27	17.0%	82	21.4%
	Good	3	17.6%	73	35.1%	60	37.7%	136	35.4%
	Excellent	3	17.6%	52	25.0%	37	23.3%	92	24.0%
	Never Used	2	11.8%	1	.5%	7	4.4%	10	2.6%
Total		17	100.0%	208	100.0%	159	100.0%	384	100.0%
DROPPING AND ADDING POLICY	Poor	1	6.3%	18	9.3%	10	7.1%	29	8.3%
	Fair	2	12.5%	23	11.9%	18	12.8%	43	12.3%
	Average	7	43.8%	44	22.8%	25	17.7%	76	21.7%
	Good	1	6.3%	62	32.1%	48	34.0%	111	31.7%
	Excellent	1	6.3%	20	10.4%	21	14.9%	42	12.0%
	Never Used	4	25.0%	26	13.5%	19	13.5%	49	14.0%

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Table II-2. Service Ratings For Registration/ Registrar's Office

| | | ENROLLMENT STATUS | | | | | | Total | |
| | | No Response | | Full-Time | | Part-Time | | | |
		Count	Col %	Count	Col %	Count	Col %	Count	Col %
Total		16	100.0%	193	100.0%	141	100.0%	350	100.0%
EASE IN GETTING TRANSCRIPT	Poor	2	14.3%	15	8.2%	10	8.1%	27	8.5%
	Fair	1	7.1%	15	8.2%	12	9.8%	28	8.8%
	Average	3	21.4%	36	19.8%	21	17.1%	60	18.8%
	Good	2	14.3%	40	22.0%	30	24.4%	72	22.6%
	Excellent	1	7.1%	23	12.6%	10	8.1%	34	10.7%
	Never Used	5	35.7%	53	29.1%	40	32.5%	98	30.7%
Total		14	100.0%	182	100.0%	123	100.0%	319	100.0%
VARIETY OF CLASSES OFFERED	Poor	2	12.5%	18	8.7%	12	7.6%	32	8.4%
	Fair	2	12.5%	25	12.1%	18	11.4%	45	11.8%
	Average	4	25.0%	49	23.7%	37	23.4%	90	23.6%
	Good	3	18.8%	85	41.1%	48	30.4%	136	35.7%
	Excellent	3	18.8%	28	13.5%	32	20.3%	63	16.5%
	Never Used	2	12.5%	2	1.0%	11	7.0%	15	3.9%
Total		16	100.0%	207	100.0%	158	100.0%	381	100.0%
CONVENIENCE OF CLASS TIMES	Poor	2	11.8%	17	8.0%	9	5.8%	28	7.3%
	Fair	1	5.9%	32	15.0%	25	16.0%	58	15.0%
	Average	6	35.3%	55	25.8%	31	19.9%	92	23.8%
	Good	2	11.8%	75	35.2%	54	34.6%	131	33.9%
	Excellent	4	23.5%	32	15.0%	32	20.5%	68	17.6%
	Never Used	2	11.8%	2	.9%	5	3.2%	9	2.3%
Total		17	100.0%	213	100.0%	156	100.0%	386	100.0%
CLASSES OFFERED WHEN NEEDED	Poor	2	12.5%	30	14.4%	20	12.7%	52	13.6%
	Fair	3	18.8%	31	14.8%	27	17.1%	61	15.9%
	Average	3	18.8%	56	26.8%	35	22.2%	94	24.5%
	Good	3	18.8%	61	29.2%	51	32.3%	115	30.0%
	Excellent	3	18.8%	26	12.4%	18	11.4%	47	12.3%
	Never Used	2	12.5%	5	2.4%	7	4.4%	14	3.7%
Total		16	100.0%	209	100.0%	158	100.0%	383	100.0%

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Table II-3. Service Ratings For Tuition/ Fees

| | | ENROLLMENT STATUS | | | | | | Total | |
| | | No Response | | Full-Time | | Part-Time | | | |
		Count	Col %	Count	Col %	Count	Col %	Count	Col %
COST OF TUITION	Poor	3	17.6%	15	7.3%	13	8.3%	31	8.2%
	Fair	3	17.6%	46	22.3%	25	15.9%	74	19.5%
	Average	2	11.8%	58	28.2%	43	27.4%	103	27.1%
	Good	4	23.5%	44	21.4%	45	28.7%	93	24.5%
	Excellent	3	17.6%	38	18.4%	25	15.9%	66	17.4%
	Never Used	2	11.8%	5	2.4%	6	3.8%	13	3.4%
Total		17	100.0%	206	100.0%	157	100.0%	380	100.0%
COST OF FEES	Poor	4	23.5%	40	19.6%	29	18.7%	73	19.4%
	Fair	3	17.6%	43	21.1%	29	18.7%	75	19.9%
	Average	1	5.9%	61	29.9%	46	29.7%	108	28.7%
	Good	3	17.6%	39	19.1%	33	21.3%	75	19.9%
	Excellent	4	23.5%	18	8.8%	13	8.4%	35	9.3%
	Never Used	2	11.8%	3	1.5%	5	3.2%	10	2.7%
Total		17	100.0%	204	100.0%	155	100.0%	376	100.0%

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Table II-4. Service Ratings For Financial Aid Office

| | | ENROLLMENT STATUS | | | | | | Total | |
| | | No Response | | Full-Time | | Part-Time | | | |
		Count	Col %	Count	Col %	Count	Col %	Count	Col %
FRIENDLINESS AND COURTESY OF STAFF	Poor	2	12.5%	24	12.1%	21	14.1%	47	12.9%
	Fair	2	12.5%	35	17.7%	14	9.4%	51	14.0%
	Average	6	37.5%	47	23.7%	29	19.5%	82	22.6%
	Good	4	25.0%	46	23.2%	37	24.8%	87	24.0%
	Excellent	1	6.3%	19	9.6%	16	10.7%	36	9.9%
	Never Used	1	6.3%	27	13.6%	32	21.5%	60	16.5%
Total		16	100.0%	198	100.0%	149	100.0%	363	100.0%
KNOWLEDGE AND COMPETENCE OF STAFF	Poor	1	6.3%	22	11.4%	19	12.9%	42	11.8%
	Fair	2	12.5%	35	18.1%	10	6.8%	47	13.2%
	Average	9	56.3%	48	24.9%	34	23.1%	91	25.6%
	Good	2	12.5%	47	24.4%	38	25.9%	87	24.4%
	Excellent	1	6.3%	16	8.3%	17	11.6%	34	9.6%
	Never Used	1	6.3%	25	13.0%	29	19.7%	55	15.4%
Total		16	100.0%	193	100.0%	147	100.0%	356	100.0%

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Table II-4. Service Ratings For Financial Aid Office

| | | ENROLLMENT STATUS | | | | | | Total | |
| | | No Response | | Full-Time | | Part-Time | | | |
		Count	Col %	Count	Col %	Count	Col %	Count	Col %
CONVENIENCE OF HOURS OPEN	Poor	3	18.8%	28	14.4%	16	11.0%	47	13.2%
	Fair			30	15.5%	20	13.8%	50	14.1%
	Average	10	62.5%	54	27.8%	35	24.1%	99	27.9%
	Good			43	22.2%	37	25.5%	80	22.5%
	Excellent	2	12.5%	13	6.7%	9	6.2%	24	6.8%
	Never Used	1	6.3%	26	13.4%	28	19.3%	55	15.5%
Total		16	100.0%	194	100.0%	145	100.0%	355	100.0%
TIMING OF FINANCIAL AID AWARDS	Poor	4	25.0%	44	22.8%	28	19.2%	76	21.4%
	Fair	2	12.5%	32	16.6%	15	10.3%	49	13.8%
	Average	6	37.5%	46	23.8%	29	19.9%	81	22.8%
	Good	1	6.3%	29	15.0%	32	21.9%	62	17.5%
	Excellent	2	12.5%	14	7.3%	8	5.5%	24	6.8%
	Never Used	1	6.3%	28	14.5%	34	23.3%	63	17.7%
Total		16	100.0%	193	100.0%	146	100.0%	355	100.0%
SIMPLICITY OF FORMS TO BE COMPLETED	Poor	3	18.8%	27	13.9%	20	13.7%	50	14.0%
	Fair	2	12.5%	35	18.0%	15	10.3%	52	14.6%
	Average	6	37.5%	58	29.9%	39	26.7%	103	28.9%
	Good	1	6.3%	36	18.6%	32	21.9%	69	19.4%
	Excellent	2	12.5%	14	7.2%	10	6.8%	26	7.3%
	Never Used	2	12.5%	24	12.4%	30	20.5%	56	15.7%
Total		16	100.0%	194	100.0%	146	100.0%	356	100.0%
ACCURACY OF FINANCIAL AID INFORMATION	Poor	3	18.8%	33	17.0%	21	14.4%	57	16.0%
	Fair	3	18.8%	30	15.5%	18	12.3%	51	14.3%
	Average	6	37.5%	53	27.3%	33	22.6%	92	25.8%
	Good	1	6.3%	39	20.1%	35	24.0%	75	21.1%
	Excellent	2	12.5%	15	7.7%	9	6.2%	26	7.3%
	Never Used	1	6.3%	24	12.4%	30	20.5%	55	15.4%
Total		16	100.0%	194	100.0%	146	100.0%	356	100.0%
RESPONSE TIME TO CONCERNS/ QUESTIONS	Poor	5	31.3%	58	29.7%	30	20.4%	93	26.0%
	Fair	1	6.3%	24	12.3%	22	15.0%	47	13.1%
	Average	4	25.0%	39	20.0%	25	17.0%	68	19.0%
	Good	4	25.0%	32	16.4%	31	21.1%	67	18.7%
	Excellent	1	6.3%	17	8.7%	7	4.8%	25	7.0%
	Never Used	1	6.3%	25	12.8%	32	21.8%	58	16.2%
Total		16	100.0%	195	100.0%	147	100.0%	358	100.0%
AVAILABILITY OF INFORMATION BEFORE ENROLLING	Poor	3	18.8%	32	16.7%	18	12.2%	53	14.9%
	Fair	2	12.5%	27	14.1%	22	14.9%	51	14.3%
	Average	5	31.3%	55	28.6%	39	26.4%	99	27.8%
	Good	4	25.0%	39	20.3%	28	18.9%	71	19.9%
	Excellent	1	6.3%	12	6.3%	11	7.4%	24	6.7%
	Never Used	1	6.3%	27	14.1%	30	20.3%	58	16.3%

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Table II-4. Service Ratings For Financial Aid Office

| | | ENROLLMENT STATUS | | | | | | Total | |
| | | No Response | | Full-Time | | Part-Time | | | |
		Count	Col %	Count	Col %	Count	Col %	Count	Col %
Total		16	100.0%	192	100.0%	148	100.0%	356	100.0%
AVAILABILITY OF WORK-STUDY POSITIONS	Poor	4	26.7%	22	13.3%	8	6.6%	34	11.3%
	Fair	1	6.7%	11	6.7%	11	9.0%	23	7.6%
	Average	6	40.0%	30	18.2%	19	15.6%	55	18.2%
	Good	1	6.7%	27	16.4%	13	10.7%	41	13.6%
	Excellent	1	6.7%	8	4.8%	4	3.3%	13	4.3%
	Never Used	2	13.3%	67	40.6%	67	54.9%	136	45.0%
Total		15	100.0%	165	100.0%	122	100.0%	302	100.0%

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Table II-5. Service Ratings For Business Office/ Billing/ Cashier

| | | ENROLLMENT STATUS | | | | | | Total | |
| | | No Response | | Full-Time | | Part-Time | | | |
		Count	Col %	Count	Col %	Count	Col %	Count	Col %
FRIENDLINESS AND COURTESY OF STAFF	Poor			23	12.4%	8	5.6%	31	9.0%
	Fair	3	21.4%	24	12.9%	19	13.2%	46	13.4%
	Average	3	21.4%	57	30.6%	36	25.0%	96	27.9%
	Good	4	28.6%	48	25.8%	44	30.6%	96	27.9%
	Excellent	1	7.1%	11	5.9%	12	8.3%	24	7.0%
	Never Used	3	21.4%	23	12.4%	25	17.4%	51	14.8%
Total		14	100.0%	186	100.0%	144	100.0%	344	100.0%
KNOWLEDGE AND COMPETENCE OF STAFF	Poor			14	7.6%	6	4.2%	20	5.8%
	Fair	4	28.6%	30	16.2%	16	11.1%	50	14.6%
	Average	2	14.3%	65	35.1%	42	29.2%	109	31.8%
	Good	4	28.6%	40	21.6%	45	31.3%	89	25.9%
	Excellent	1	7.1%	11	5.9%	10	6.9%	22	6.4%
	Never Used	3	21.4%	25	13.5%	25	17.4%	53	15.5%
Total		14	100.0%	185	100.0%	144	100.0%	343	100.0%
CONVENIENCE OF HOURS OPEN	Poor	2	14.3%	19	10.3%	7	4.9%	28	8.2%
	Fair	1	7.1%	29	15.7%	20	13.9%	50	14.6%
	Average	6	42.9%	61	33.0%	45	31.3%	112	32.7%
	Good	2	14.3%	41	22.2%	33	22.9%	76	22.2%
	Excellent	1	7.1%	10	5.4%	12	8.3%	23	6.7%
	Never Used	2	14.3%	25	13.5%	27	18.8%	54	15.7%
Total		14	100.0%	185	100.0%	144	100.0%	343	100.0%

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Table II-5. Service Ratings For Business Office/ Billing/ Cashier

| | | ENROLLMENT STATUS | | | | | | Total | |
| | | No Response | | Full-Time | | Part-Time | | | |
		Count	Col %	Count	Col %	Count	Col %	Count	Col %
CONVENIENCE OF PAYMENT OPTIONS (CHECK, CREDIT CARD, ETC.)	Poor			14	7.6%	6	4.1%	20	5.8%
	Fair	2	14.3%	26	14.1%	11	7.5%	39	11.3%
	Average	4	28.6%	43	23.2%	37	25.3%	84	24.3%
	Good	2	14.3%	53	28.6%	41	28.1%	96	27.8%
	Excellent	3	21.4%	23	12.4%	24	16.4%	50	14.5%
	Never Used	3	21.4%	26	14.1%	27	18.5%	56	16.2%
Total		14	100.0%	185	100.0%	146	100.0%	345	100.0%
TIMING OF BILLING	Poor	1	7.1%	19	10.4%	13	9.0%	33	9.7%
	Fair	1	7.1%	26	14.2%	18	12.5%	45	13.2%
	Average	5	35.7%	51	27.9%	39	27.1%	95	27.9%
	Good	3	21.4%	48	26.2%	35	24.3%	86	25.2%
	Excellent	1	7.1%	12	6.6%	15	10.4%	28	8.2%
	Never Used	3	21.4%	27	14.8%	24	16.7%	54	15.8%
Total		14	100.0%	183	100.0%	144	100.0%	341	100.0%
EASY TO UNDERSTAND BILLING	Poor	1	7.1%	18	9.8%	10	6.9%	29	8.5%
	Fair	1	7.1%	30	16.4%	15	10.3%	46	13.5%
	Average	4	28.6%	45	24.6%	39	26.9%	88	25.7%
	Good	2	14.3%	50	27.3%	41	28.3%	93	27.2%
	Excellent	3	21.4%	17	9.3%	16	11.0%	36	10.5%
	Never Used	3	21.4%	23	12.6%	24	16.6%	50	14.6%
Total		14	100.0%	183	100.0%	145	100.0%	342	100.0%
CONVENIENT PAYMENT METHODS (IN PERSON, MAIL, TELEPHONE, ONLINE)	Poor			16	8.6%	4	2.7%	20	5.8%
	Fair	2	14.3%	23	12.4%	18	12.3%	43	12.5%
	Average	5	35.7%	45	24.3%	33	22.6%	83	24.1%
	Good	2	14.3%	45	24.3%	42	28.8%	89	25.8%
	Excellent	2	14.3%	31	16.8%	22	15.1%	55	15.9%
	Never Used	3	21.4%	25	13.5%	27	18.5%	55	15.9%
Total		14	100.0%	185	100.0%	146	100.0%	345	100.0%

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Table II-6. Service Ratings For Classroom Instruction

| | | ENROLLMENT STATUS | | | | | | Total | |
| | | No Response | | Full-Time | | Part-Time | | | |
		Count	Col %	Count	Col %	Count	Col %	Count	Col %
QUALITY OF INSTRUCTION	Poor	1	6.3%	6	2.8%	3	1.9%	10	2.6%
	Fair			9	4.2%	9	5.6%	18	4.6%
	Average	5	31.3%	51	23.8%	27	16.7%	83	21.2%

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Table II-6. Service Ratings For Classroom Instruction

| | | ENROLLMENT STATUS | | | | | | Total | |
| | | No Response | | Full-Time | | Part-Time | | | |
		Count	Col %	Count	Col %	Count	Col %	Count	Col %
QUALITY OF INSTRUCTION	Good	6	37.5%	95	44.4%	77	47.5%	178	45.4%
	Excellent	3	18.8%	52	24.3%	45	27.8%	100	25.5%
	Never Used	1	6.3%	1	.5%	1	.6%	3	.8%
Total		16	100.0%	214	100.0%	162	100.0%	392	100.0%
COURSE CONTENT RELATIVE TO CAREER GOALS	Poor			9	4.2%	4	2.5%	13	3.3%
	Fair	1	6.3%	16	7.4%	6	3.7%	23	5.8%
	Average	4	25.0%	45	20.9%	38	23.3%	87	22.1%
	Good	7	43.8%	89	41.4%	66	40.5%	162	41.1%
	Excellent	3	18.8%	53	24.7%	46	28.2%	102	25.9%
	Never Used	1	6.3%	3	1.4%	3	1.8%	7	1.8%
Total		16	100.0%	215	100.0%	163	100.0%	394	100.0%
CLASS SIZE	Poor	1	6.3%	2	.9%			3	.8%
	Fair			13	6.0%	10	6.2%	23	5.9%
	Average	4	25.0%	47	21.9%	32	19.8%	83	21.1%
	Good	6	37.5%	86	40.0%	67	41.4%	159	40.5%
	Excellent	4	25.0%	66	30.7%	52	32.1%	122	31.0%
	Never Used	1	6.3%	1	.5%	1	.6%	3	.8%
Total		16	100.0%	215	100.0%	162	100.0%	393	100.0%
QUALITY OF TEXTBOOKS	Poor	1	6.3%	7	3.3%			8	2.0%
	Fair			14	6.5%	6	3.7%	20	5.1%
	Average	6	37.5%	46	21.5%	32	19.6%	84	21.4%
	Good	5	31.3%	98	45.8%	71	43.6%	174	44.3%
	Excellent	3	18.8%	47	22.0%	51	31.3%	101	25.7%
	Never Used	1	6.3%	2	.9%	3	1.8%	6	1.5%
Total		16	100.0%	214	100.0%	163	100.0%	393	100.0%
QUALITY OF LEARNING MATERIALS	Poor	1	6.3%	4	1.9%			5	1.3%
	Fair			13	6.0%	6	3.7%	19	4.8%
	Average	6	37.5%	44	20.5%	37	22.7%	87	22.1%
	Good	6	37.5%	101	47.0%	66	40.5%	173	43.9%
	Excellent	2	12.5%	50	23.3%	51	31.3%	103	26.1%
	Never Used	1	6.3%	3	1.4%	3	1.8%	7	1.8%
Total		16	100.0%	215	100.0%	163	100.0%	394	100.0%
CONVENIENCE OF CLASS TIMES OFFERED	Poor	1	6.3%	9	4.2%	2	1.2%	12	3.1%
	Fair	1	6.3%	17	7.9%	17	10.5%	35	8.9%
	Average	5	31.3%	53	24.7%	37	22.8%	95	24.2%
	Good	4	25.0%	86	40.0%	60	37.0%	150	38.2%
	Excellent	4	25.0%	49	22.8%	45	27.8%	98	24.9%
	Never Used	1	6.3%	1	.5%	1	.6%	3	.8%
Total		16	100.0%	215	100.0%	162	100.0%	393	100.0%

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Table II-6. Service Ratings For Classroom Instruction

| | | ENROLLMENT STATUS | | | | | | Total | |
| | | No Response | | Full-Time | | Part-Time | | | |
		Count	Col %	Count	Col %	Count	Col %	Count	Col %
VARIETY OF COURSES	Poor	1	6.3%	8	3.7%	5	3.1%	14	3.6%
	Fair			13	6.1%	8	4.9%	21	5.3%
	Average	5	31.3%	57	26.6%	41	25.2%	103	26.2%
	Good	5	31.3%	92	43.0%	61	37.4%	158	40.2%
	Excellent	3	18.8%	43	20.1%	45	27.6%	91	23.2%
	Never Used	2	12.5%	1	.5%	3	1.8%	6	1.5%
Total		16	100.0%	214	100.0%	163	100.0%	393	100.0%
CHALLENGE OF COURSES	Poor	1	6.3%	7	3.3%	1	.6%	9	2.3%
	Fair			10	4.7%	7	4.3%	17	4.3%
	Average	7	43.8%	58	27.1%	29	17.9%	94	24.0%
	Good	4	25.0%	89	41.6%	71	43.8%	164	41.8%
	Excellent	2	12.5%	49	22.9%	49	30.2%	100	25.5%
	Never Used	2	12.5%	1	.5%	5	3.1%	8	2.0%
Total		16	100.0%	214	100.0%	162	100.0%	392	100.0%
AVAILABILITY OF INSTRUCTOR OUTSIDE OF CLASS	Poor	1	6.3%	3	1.4%	8	4.9%	12	3.1%
	Fair			29	13.6%	10	6.2%	39	9.9%
	Average	8	50.0%	59	27.6%	28	17.3%	95	24.2%
	Good	1	6.3%	68	31.8%	62	38.3%	131	33.4%
	Excellent	4	25.0%	40	18.7%	38	23.5%	82	20.9%
	Never Used	2	12.5%	15	7.0%	16	9.9%	33	8.4%
Total		16	100.0%	214	100.0%	162	100.0%	392	100.0%
CLASSROOM COMFORT	Poor			13	6.1%	7	4.3%	20	5.1%
	Fair	1	6.3%	23	10.7%	11	6.8%	35	8.9%
	Average	6	37.5%	52	24.3%	40	24.7%	98	25.0%
	Good	4	25.0%	90	42.1%	64	39.5%	158	40.3%
	Excellent	4	25.0%	33	15.4%	37	22.8%	74	18.9%
	Never Used	1	6.3%	3	1.4%	3	1.9%	7	1.8%
Total		16	100.0%	214	100.0%	162	100.0%	392	100.0%
UP-TO-DATE LABS	Poor			8	4.0%	10	6.5%	18	4.9%
	Fair	1	6.7%	10	5.0%	11	7.2%	22	6.0%
	Average	5	33.3%	49	24.4%	27	17.6%	81	22.0%
	Good	6	40.0%	68	33.8%	50	32.7%	124	33.6%
	Excellent	1	6.7%	36	17.9%	37	24.2%	74	20.1%
	Never Used	2	13.3%	30	14.9%	18	11.8%	50	13.6%
Total		15	100.0%	201	100.0%	153	100.0%	369	100.0%

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Table II-6. Service Ratings For Classroom Instruction

| | | ENROLLMENT STATUS | | | | | | Total | |
| | | No Response | | Full-Time | | Part-Time | | | |
		Count	Col %	Count	Col %	Count	Col %	Count	Col %
UP-TO-DATE TECHNOLOGY	Poor	1	6.3%	10	4.7%	3	1.9%	14	3.6%
	Fair			14	6.6%	15	9.6%	29	7.5%
	Average	5	31.3%	42	19.7%	27	17.2%	74	19.2%
	Good	4	25.0%	81	38.0%	59	37.6%	144	37.3%
	Excellent	2	12.5%	46	21.6%	38	24.2%	86	22.3%
	Never Used	4	25.0%	20	9.4%	15	9.6%	39	10.1%
Total		16	100.0%	213	100.0%	157	100.0%	386	100.0%

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Table II-7. Service Ratings For Academic Advising

| | | ENROLLMENT STATUS | | | | | | Total | |
| | | No Response | | Full-Time | | Part-Time | | | |
		Count	Col %	Count	Col %	Count	Col %	Count	Col %
FRIENDLINESS AND COURTESY OF FACULTY	Poor			15	7.8%	8	5.7%	23	6.6%
	Fair	1	6.7%	7	3.6%	13	9.3%	21	6.0%
	Average	5	33.3%	41	21.2%	32	22.9%	78	22.4%
	Good	4	26.7%	49	25.4%	39	27.9%	92	26.4%
	Excellent	1	6.7%	56	29.0%	28	20.0%	85	24.4%
	Never Used	4	26.7%	25	13.0%	20	14.3%	49	14.1%
Total		15	100.0%	193	100.0%	140	100.0%	348	100.0%
KNOWLEDGE AND COMPETENCE OF FACULTY	Poor			13	6.8%	3	2.1%	16	4.6%
	Fair			13	6.8%	12	8.5%	25	7.2%
	Average	5	33.3%	41	21.4%	35	24.6%	81	23.2%
	Good	5	33.3%	53	27.6%	39	27.5%	97	27.8%
	Excellent	2	13.3%	47	24.5%	32	22.5%	81	23.2%
	Never Used	3	20.0%	25	13.0%	21	14.8%	49	14.0%
Total		15	100.0%	192	100.0%	142	100.0%	349	100.0%
CONVENIENCE OF HOURS OPEN	Poor			13	6.8%	7	5.0%	20	5.8%
	Fair			14	7.3%	17	12.2%	31	9.0%
	Average	6	40.0%	50	26.0%	36	25.9%	92	26.6%
	Good	4	26.7%	46	24.0%	39	28.1%	89	25.7%
	Excellent	2	13.3%	44	22.9%	18	12.9%	64	18.5%
	Never Used	3	20.0%	25	13.0%	22	15.8%	50	14.5%
Total		15	100.0%	192	100.0%	139	100.0%	346	100.0%

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Table II-7. Service Ratings For Academic Advising

| | | ENROLLMENT STATUS | | | | | | Total | |
| | | No Response | | Full-Time | | Part-Time | | | |
		Count	Col %	Count	Col %	Count	Col %	Count	Col %
ACCURACY OF INFORMATION RECEIVED	Poor			11	5.7%	6	4.3%	17	4.9%
	Fair			18	9.4%	14	9.9%	32	9.2%
	Average	7	46.7%	44	22.9%	33	23.4%	84	24.1%
	Good	3	20.0%	48	25.0%	41	29.1%	92	26.4%
	Excellent	2	13.3%	44	22.9%	25	17.7%	71	20.4%
	Never Used	3	20.0%	27	14.1%	22	15.6%	52	14.9%
Total		15	100.0%	192	100.0%	141	100.0%	348	100.0%
ADVISOR'S KNOWLEDGE OF CLASSES REQUIRED FOR TRANSFER	Poor			18	9.4%	7	5.0%	25	7.2%
	Fair	1	6.7%	13	6.8%	12	8.5%	26	7.5%
	Average	4	26.7%	33	17.2%	37	26.2%	74	21.3%
	Good	5	33.3%	49	25.5%	30	21.3%	84	24.1%
	Excellent	1	6.7%	39	20.3%	22	15.6%	62	17.8%
	Never Used	4	26.7%	40	20.8%	33	23.4%	77	22.1%
Total		15	100.0%	192	100.0%	141	100.0%	348	100.0%
ADVISOR'S KNOWLEDGE OF CLASSES REQUIRED FOR DEGREE	Poor	2	13.3%	17	8.9%	8	5.8%	27	7.8%
	Fair			10	5.2%	9	6.5%	19	5.5%
	Average	4	26.7%	36	18.8%	37	26.6%	77	22.3%
	Good	4	26.7%	47	24.5%	34	24.5%	85	24.6%
	Excellent	1	6.7%	44	22.9%	26	18.7%	71	20.5%
	Never Used	4	26.7%	38	19.8%	25	18.0%	67	19.4%
Total		15	100.0%	192	100.0%	139	100.0%	346	100.0%

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Table II-8. Service Ratings For Career Planning/ Placement Center

| | | ENROLLMENT STATUS | | | | | | Total | |
| | | No Response | | Full-Time | | Part-Time | | | |
		Count	Col %	Count	Col %	Count	Col %	Count	Col %
FRIENDLINESS AND COURTESY OF STAFF	Poor			5	3.3%	4	3.6%	9	3.3%
	Fair			9	5.9%	10	8.9%	19	6.9%
	Average	3	30.0%	29	19.0%	16	14.3%	48	17.5%
	Good	2	20.0%	25	16.3%	19	17.0%	46	16.7%
	Excellent	1	10.0%	15	9.8%	9	8.0%	25	9.1%
	Never Used	4	40.0%	70	45.8%	54	48.2%	128	46.5%
Total		10	100.0%	153	100.0%	112	100.0%	275	100.0%
KNOWLEDGE AND COMPETENCE OF STAFF	Poor			4	2.6%	4	3.6%	8	2.9%
	Fair			12	7.8%	6	5.4%	18	6.5%
	Average	3	30.0%	29	19.0%	19	17.0%	51	18.5%
	Good	1	10.0%	22	14.4%	21	18.8%	44	16.0%
	Excellent	2	20.0%	16	10.5%	8	7.1%	26	9.5%
	Never Used	4	40.0%	70	45.8%	54	48.2%	128	46.5%
Total		10	100.0%	153	100.0%	112	100.0%	275	100.0%
CONVENIENCE OF HOURS OPEN	Poor			5	3.3%	3	2.8%	8	2.9%
	Fair			12	7.8%	7	6.4%	19	7.0%
	Average	3	30.0%	29	19.0%	17	15.6%	49	18.0%
	Good	1	10.0%	26	17.0%	19	17.4%	46	16.9%
	Excellent	2	20.0%	11	7.2%	8	7.3%	21	7.7%
	Never Used	4	40.0%	70	45.8%	55	50.5%	129	47.4%
Total		10	100.0%	153	100.0%	109	100.0%	272	100.0%
AVAILABILITY OF CAREER CLARIFICATION SERVICES	Poor			5	3.3%	3	2.7%	8	2.9%
	Fair			11	7.2%	8	7.3%	19	7.0%
	Average	3	30.0%	27	17.6%	16	14.5%	46	16.8%
	Good			21	13.7%	18	16.4%	39	14.3%
	Excellent	3	30.0%	15	9.8%	8	7.3%	26	9.5%
	Never Used	4	40.0%	74	48.4%	57	51.8%	135	49.5%
Total		10	100.0%	153	100.0%	110	100.0%	273	100.0%
AVAILABILITY OF JOB PLACEMENT SERVICES	Poor			7	4.8%	2	1.9%	9	3.4%
	Fair			6	4.1%	6	5.6%	12	4.6%
	Average	3	30.0%	22	15.1%	12	11.2%	37	14.1%
	Good			21	14.4%	17	15.9%	38	14.4%
	Excellent	3	30.0%	11	7.5%	6	5.6%	20	7.6%
	Never Used	4	40.0%	79	54.1%	64	59.8%	147	55.9%
Total		10	100.0%	146	100.0%	107	100.0%	263	100.0%

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Table II-9. Service Ratings For Bookstore

| | | ENROLLMENT STATUS | | | | | | Total | |
| | | No Response | | Full-Time | | Part-Time | | | |
		Count	Col %	Count	Col %	Count	Col %	Count	Col %
FRIENDLINESS AND COURTESY OF STAFF	Poor			14	6.8%	7	4.5%	21	5.6%
	Fair			20	9.7%	20	12.9%	40	10.6%
	Average	8	53.3%	59	28.6%	36	23.2%	103	27.4%
	Good	3	20.0%	70	34.0%	51	32.9%	124	33.0%
	Excellent	3	20.0%	36	17.5%	27	17.4%	66	17.6%
	Never Used	1	6.7%	7	3.4%	14	9.0%	22	5.9%
Total		15	100.0%	206	100.0%	155	100.0%	376	100.0%
KNOWLEDGE AND COMPETENCE OF STAFF	Poor			10	4.9%	6	3.8%	16	4.3%
	Fair			21	10.2%	16	10.3%	37	9.8%
	Average	8	53.3%	52	25.4%	32	20.5%	92	24.5%
	Good	3	20.0%	78	38.0%	57	36.5%	138	36.7%
	Excellent	2	13.3%	33	16.1%	31	19.9%	66	17.6%
	Never Used	2	13.3%	11	5.4%	14	9.0%	27	7.2%
Total		15	100.0%	205	100.0%	156	100.0%	376	100.0%
CONVENIENCE OF HOURS OPEN	Poor			19	9.2%	14	9.0%	33	8.8%
	Fair	2	13.3%	31	15.0%	20	12.9%	53	14.1%
	Average	6	40.0%	58	28.2%	35	22.6%	99	26.3%
	Good	4	26.7%	61	29.6%	51	32.9%	116	30.9%
	Excellent	2	13.3%	30	14.6%	22	14.2%	54	14.4%
	Never Used	1	6.7%	7	3.4%	13	8.4%	21	5.6%
Total		15	100.0%	206	100.0%	155	100.0%	376	100.0%
AVAILABILITY OF NEEDED TEXTBOOKS	Poor			18	8.8%	14	9.0%	32	8.5%
	Fair	1	6.7%	29	14.1%	14	9.0%	44	11.7%
	Average	8	53.3%	53	25.9%	36	23.1%	97	25.8%
	Good	2	13.3%	65	31.7%	53	34.0%	120	31.9%
	Excellent	3	20.0%	32	15.6%	25	16.0%	60	16.0%
	Never Used	1	6.7%	8	3.9%	14	9.0%	23	6.1%
Total		15	100.0%	205	100.0%	156	100.0%	376	100.0%
AVAILABILITY OF OTHER MATERIALS	Poor	1	6.7%	14	6.8%	9	5.8%	24	6.4%
	Fair			20	9.7%	17	10.9%	37	9.8%
	Average	9	60.0%	58	28.2%	37	23.7%	104	27.6%
	Good	2	13.3%	71	34.5%	51	32.7%	124	32.9%
	Excellent	2	13.3%	30	14.6%	27	17.3%	59	15.6%
	Never Used	1	6.7%	13	6.3%	15	9.6%	29	7.7%
Total		15	100.0%	206	100.0%	156	100.0%	377	100.0%

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Table II-9. Service Ratings For Bookstore

| | | ENROLLMENT STATUS | | | | | | Total | |
| | | No Response | | Full-Time | | Part-Time | | | |
		Count	Col %	Count	Col %	Count	Col %	Count	Col %
COST OF TEXTBOOKS	Poor	5	33.3%	64	31.2%	36	23.7%	105	28.2%
	Fair	2	13.3%	29	14.1%	29	19.1%	60	16.1%
	Average	6	40.0%	60	29.3%	33	21.7%	99	26.6%
	Good			31	15.1%	29	19.1%	60	16.1%
	Excellent	1	6.7%	15	7.3%	10	6.6%	26	7.0%
	Never Used	1	6.7%	6	2.9%	15	9.9%	22	5.9%
Total		15	100.0%	205	100.0%	152	100.0%	372	100.0%

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Table II-10. Service Ratings For Library

| | | ENROLLMENT STATUS | | | | | | Total | |
| | | No Response | | Full-Time | | Part-Time | | | |
		Count	Col %	Count	Col %	Count	Col %	Count	Col %
FRIENDLINESS AND COURTESY OF STAFF	Poor			4	2.2%	3	2.3%	7	2.1%
	Fair	1	6.7%	12	6.6%	9	6.8%	22	6.6%
	Average	2	13.3%	37	20.2%	19	14.3%	58	17.5%
	Good	6	40.0%	55	30.1%	38	28.6%	99	29.9%
	Excellent	1	6.7%	41	22.4%	25	18.8%	67	20.2%
	Never Used	5	33.3%	34	18.6%	39	29.3%	78	23.6%
Total		15	100.0%	183	100.0%	133	100.0%	331	100.0%
KNOWLEDGE AND COMPETENCE OF STAFF	Poor	1	6.7%	2	1.1%	1	.8%	4	1.2%
	Fair			12	6.6%	9	6.8%	21	6.4%
	Average	3	20.0%	41	22.5%	19	14.3%	63	19.1%
	Good	4	26.7%	52	28.6%	36	27.1%	92	27.9%
	Excellent	2	13.3%	39	21.4%	27	20.3%	68	20.6%
	Never Used	5	33.3%	36	19.8%	41	30.8%	82	24.8%
Total		15	100.0%	182	100.0%	133	100.0%	330	100.0%
CONVENIENCE OF HOURS OPEN	Poor	1	6.7%	5	2.7%	2	1.5%	8	2.4%
	Fair			13	7.1%	10	7.5%	23	6.9%
	Average	4	26.7%	38	20.8%	17	12.8%	59	17.8%
	Good	2	13.3%	48	26.2%	33	24.8%	83	25.1%
	Excellent	3	20.0%	45	24.6%	31	23.3%	79	23.9%
	Never Used	5	33.3%	34	18.6%	40	30.1%	79	23.9%
Total		15	100.0%	183	100.0%	133	100.0%	331	100.0%

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Table II-10. Service Ratings For Library

| | | ENROLLMENT STATUS | | | | | | Total | |
| | | No Response | | Full-Time | | Part-Time | | | |
		Count	Col %	Count	Col %	Count	Col %	Count	Col %
AVAILABILITY OF RESOURCES IN-HOUSE	Poor	1	6.7%	2	1.1%	1	.8%	4	1.2%
	Fair	1	6.7%	12	6.6%	6	4.5%	19	5.7%
	Average	3	20.0%	36	19.7%	19	14.3%	58	17.5%
	Good	4	26.7%	55	30.1%	42	31.6%	101	30.5%
	Excellent	1	6.7%	38	20.8%	25	18.8%	64	19.3%
	Never Used	5	33.3%	40	21.9%	40	30.1%	85	25.7%
Total		15	100.0%	183	100.0%	133	100.0%	331	100.0%
AUTOMATED SERVICES	Poor			1	.5%	4	3.0%	5	1.5%
	Fair	1	6.7%	15	8.2%	3	2.3%	19	5.8%
	Average	4	26.7%	35	19.2%	21	15.9%	60	18.2%
	Good	4	26.7%	47	25.8%	36	27.3%	87	26.4%
	Excellent			32	17.6%	14	10.6%	46	14.0%
	Never Used	6	40.0%	52	28.6%	54	40.9%	112	34.0%
Total		15	100.0%	182	100.0%	132	100.0%	329	100.0%
CURRENT MATERIALS	Poor			4	2.2%	1	.8%	5	1.5%
	Fair	1	7.1%	13	7.1%	7	5.3%	21	6.4%
	Average	5	35.7%	40	21.9%	22	16.7%	67	20.4%
	Good	3	21.4%	48	26.2%	39	29.5%	90	27.4%
	Excellent			41	22.4%	21	15.9%	62	18.8%
	Never Used	5	35.7%	37	20.2%	42	31.8%	84	25.5%
Total		14	100.0%	183	100.0%	132	100.0%	329	100.0%
AVAILABILITY OF INTERNET ACCESS	Poor			7	3.8%	1	.7%	8	2.4%
	Fair	1	7.1%	11	5.9%	4	3.0%	16	4.8%
	Average	3	21.4%	31	16.8%	19	14.1%	53	15.9%
	Good	3	21.4%	46	24.9%	39	28.9%	88	26.3%
	Excellent	2	14.3%	51	27.6%	22	16.3%	75	22.5%
	Never Used	5	35.7%	39	21.1%	50	37.0%	94	28.1%
Total		14	100.0%	185	100.0%	135	100.0%	334	100.0%
CONNECTION TO (OR RELEVANCE TO) CLASSROOM EXPERIENCES	Poor			3	1.7%	4	3.0%	7	2.1%
	Fair	1	6.7%	12	6.6%	5	3.8%	18	5.5%
	Average	4	26.7%	37	20.4%	30	22.6%	71	21.6%
	Good	4	26.7%	47	26.0%	32	24.1%	83	25.2%
	Excellent			37	20.4%	17	12.8%	54	16.4%
	Never Used	6	40.0%	45	24.9%	45	33.8%	96	29.2%
Total		15	100.0%	181	100.0%	133	100.0%	329	100.0%

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Table II-11. Service Ratings For Food Service

| | | ENROLLMENT STATUS | | | | | | Total | |
| | | No Response | | Full-Time | | Part-Time | | | |
		Count	Col %	Count	Col %	Count	Col %	Count	Col %
FRIENDLINESS AND COURTESY OF STAFF	Poor			6	3.3%	10	7.6%	16	4.9%
	Fair	2	16.7%	16	8.8%	6	4.5%	24	7.4%
	Average	3	25.0%	50	27.6%	23	17.4%	76	23.4%
	Good	1	8.3%	38	21.0%	30	22.7%	69	21.2%
	Excellent	3	25.0%	33	18.2%	20	15.2%	56	17.2%
	Never Used	3	25.0%	38	21.0%	43	32.6%	84	25.8%
Total		12	100.0%	181	100.0%	132	100.0%	325	100.0%
KNOWLEDGE AND COMPETENCE OF STAFF	Poor	1	8.3%	6	3.3%	9	6.8%	16	4.9%
	Fair			13	7.1%	5	3.8%	18	5.5%
	Average	5	41.7%	50	27.5%	27	20.5%	82	25.2%
	Good	1	8.3%	49	26.9%	27	20.5%	77	23.6%
	Excellent	2	16.7%	20	11.0%	19	14.4%	41	12.6%
	Never Used	3	25.0%	44	24.2%	45	34.1%	92	28.2%
Total		12	100.0%	182	100.0%	132	100.0%	326	100.0%
CONVENIENCE OF SERVING HOURS	Poor			8	4.4%	7	5.3%	15	4.6%
	Fair	2	16.7%	11	6.0%	6	4.5%	19	5.8%
	Average	5	41.7%	55	30.2%	24	18.2%	84	25.8%
	Good			45	24.7%	33	25.0%	78	23.9%
	Excellent	2	16.7%	22	12.1%	19	14.4%	43	13.2%
	Never Used	3	25.0%	41	22.5%	43	32.6%	87	26.7%
Total		12	100.0%	182	100.0%	132	100.0%	326	100.0%
QUALITY OF FOOD	Poor	1	8.3%	10	5.5%	13	9.8%	24	7.4%
	Fair			17	9.3%	7	5.3%	24	7.4%
	Average	6	50.0%	60	33.0%	25	18.9%	91	27.9%
	Good			35	19.2%	26	19.7%	61	18.7%
	Excellent	2	16.7%	20	11.0%	18	13.6%	40	12.3%
	Never Used	3	25.0%	40	22.0%	43	32.6%	86	26.4%
Total		12	100.0%	182	100.0%	132	100.0%	326	100.0%
SELECTIONS AVAILABLE	Poor	1	8.3%	13	7.1%	10	7.6%	24	7.4%
	Fair	1	8.3%	24	13.2%	10	7.6%	35	10.7%
	Average	4	33.3%	53	29.1%	26	19.7%	83	25.5%
	Good	1	8.3%	35	19.2%	28	21.2%	64	19.6%
	Excellent	2	16.7%	16	8.8%	15	11.4%	33	10.1%
	Never Used	3	25.0%	41	22.5%	43	32.6%	87	26.7%
Total		12	100.0%	182	100.0%	132	100.0%	326	100.0%

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Table II-11. Service Ratings For Food Service

| | | ENROLLMENT STATUS | | | | | | Total | |
| | | No Response | | Full-Time | | Part-Time | | | |
		Count	Col %	Count	Col %	Count	Col %	Count	Col %
TEMPERATURE OF FOOD	Poor	1	8.3%	7	3.8%	11	8.4%	19	5.8%
	Fair			17	9.3%	9	6.9%	26	8.0%
	Average	4	33.3%	57	31.3%	22	16.8%	83	25.5%
	Good	2	16.7%	35	19.2%	29	22.1%	66	20.3%
	Excellent	2	16.7%	22	12.1%	15	11.5%	39	12.0%
	Never Used	3	25.0%	44	24.2%	45	34.4%	92	28.3%
Total		12	100.0%	182	100.0%	131	100.0%	325	100.0%

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Table II-12. Service Ratings For Computer Labs

| | | ENROLLMENT STATUS | | | | | | Total | |
| | | No Response | | Full-Time | | Part-Time | | | |
		Count	Col %	Count	Col %	Count	Col %	Count	Col %
FRIENDLINESS AND COURTESY OF STAFF	Poor			9	4.7%	5	3.7%	14	4.2%
	Fair	1	9.1%	11	5.8%	9	6.7%	21	6.3%
	Average	4	36.4%	41	21.6%	18	13.4%	63	18.8%
	Good	4	36.4%	58	30.5%	40	29.9%	102	30.4%
	Excellent			32	16.8%	27	20.1%	59	17.6%
	Never Used	2	18.2%	39	20.5%	35	26.1%	76	22.7%
Total		11	100.0%	190	100.0%	134	100.0%	335	100.0%
KNOWLEDGE AND COMPETENCE OF STAFF	Poor	1	9.1%	5	2.6%	3	2.2%	9	2.7%
	Fair			15	7.9%	7	5.2%	22	6.6%
	Average	4	36.4%	43	22.8%	18	13.4%	65	19.5%
	Good	4	36.4%	51	27.0%	49	36.6%	104	31.1%
	Excellent			33	17.5%	21	15.7%	54	16.2%
	Never Used	2	18.2%	42	22.2%	36	26.9%	80	24.0%
Total		11	100.0%	189	100.0%	134	100.0%	334	100.0%
CONVENIENCE OF HOURS OPEN	Poor	1	9.1%	8	4.3%	3	2.2%	12	3.6%
	Fair			14	7.4%	7	5.2%	21	6.3%
	Average	5	45.5%	35	18.6%	18	13.3%	58	17.4%
	Good	2	18.2%	58	30.9%	42	31.1%	102	30.5%
	Excellent	1	9.1%	36	19.1%	30	22.2%	67	20.1%
	Never Used	2	18.2%	37	19.7%	35	25.9%	74	22.2%
Total		11	100.0%	188	100.0%	135	100.0%	334	100.0%

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Table II-12. Service Ratings For Computer Labs

| | | ENROLLMENT STATUS | | | | | | Total | |
| | | No Response | | Full-Time | | Part-Time | | | |
		Count	Col %	Count	Col %	Count	Col %	Count	Col %
UP-TO-DATE HARDWARE (COMPUTERS)	Poor	1	10.0%	4	2.1%	2	1.5%	7	2.1%
	Fair			10	5.3%	7	5.3%	17	5.1%
	Average	3	30.0%	36	19.0%	17	12.8%	56	16.9%
	Good	3	30.0%	63	33.3%	44	33.1%	110	33.1%
	Excellent			38	20.1%	29	21.8%	67	20.2%
	Never Used	3	30.0%	38	20.1%	34	25.6%	75	22.6%
Total		10	100.0%	189	100.0%	133	100.0%	332	100.0%
UP-TO-DATE SOFTWARE (PROGRAMS)	Poor	1	10.0%	3	1.6%	2	1.5%	6	1.8%
	Fair			9	4.8%	5	3.8%	14	4.2%
	Average	3	30.0%	40	21.2%	20	15.0%	63	19.0%
	Good	3	30.0%	61	32.3%	43	32.3%	107	32.2%
	Excellent			39	20.6%	29	21.8%	68	20.5%
	Never Used	3	30.0%	37	19.6%	34	25.6%	74	22.3%
Total		10	100.0%	189	100.0%	133	100.0%	332	100.0%
AVAILABILITY OF COMPUTERS	Poor	1	10.0%	12	6.4%	5	3.8%	18	5.4%
	Fair	1	10.0%	18	9.6%	5	3.8%	24	7.3%
	Average	3	30.0%	38	20.2%	21	15.8%	62	18.7%
	Good	2	20.0%	51	27.1%	42	31.6%	95	28.7%
	Excellent	1	10.0%	34	18.1%	27	20.3%	62	18.7%
	Never Used	2	20.0%	35	18.6%	33	24.8%	70	21.1%
Total		10	100.0%	188	100.0%	133	100.0%	331	100.0%
AVAILABILITY OF STAFF ASSISTANCE	Poor	1	10.0%	11	5.8%	2	1.5%	14	4.3%
	Fair			14	7.4%	9	6.9%	23	7.0%
	Average	3	30.0%	41	21.7%	15	11.5%	59	17.9%
	Good	3	30.0%	48	25.4%	50	38.5%	101	30.7%
	Excellent	1	10.0%	34	18.0%	18	13.8%	53	16.1%
	Never Used	2	20.0%	41	21.7%	36	27.7%	79	24.0%
Total		10	100.0%	189	100.0%	130	100.0%	329	100.0%

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Table II-13. Service Ratings For Learning Lab

| | | ENROLLMENT STATUS | | | | | | Total | |
| | | No Response | | Full-Time | | Part-Time | | | |
		Count	Col %	Count	Col %	Count	Col %	Count	Col %
FRIENDLINESS AND COURTESY OF STAFF	Poor	1	10.0%	3	1.9%	1	.8%	5	1.7%
	Fair			6	3.7%	8	6.5%	14	4.7%
	Average	3	30.0%	27	16.8%	21	16.9%	51	17.3%

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Table II-13. Service Ratings For Learning Lab

| | | ENROLLMENT STATUS | | | | | | Total | |
| | | No Response | | Full-Time | | Part-Time | | | |
		Count	Col %	Count	Col %	Count	Col %	Count	Col %
FRIENDLINESS AND COURTESY OF STAFF	Good	3	30.0%	30	18.6%	35	28.2%	68	23.1%
	Excellent	1	10.0%	36	22.4%	19	15.3%	56	19.0%
	Never Used	2	20.0%	59	36.6%	40	32.3%	101	34.2%
Total		10	100.0%	161	100.0%	124	100.0%	295	100.0%
KNOWLEDGE AND COMPETENCE OF STAFF	Poor	1	10.0%	6	3.8%	2	1.6%	9	3.1%
	Fair			2	1.3%	8	6.5%	10	3.4%
	Average	3	30.0%	32	20.0%	22	17.7%	57	19.4%
	Good	3	30.0%	31	19.4%	33	26.6%	67	22.8%
	Excellent	1	10.0%	30	18.8%	19	15.3%	50	17.0%
	Never Used	2	20.0%	59	36.9%	40	32.3%	101	34.4%
Total		10	100.0%	160	100.0%	124	100.0%	294	100.0%
CONVENIENCE OF HOURS OPEN	Poor	1	10.0%	8	5.0%	6	4.8%	15	5.1%
	Fair	1	10.0%	4	2.5%	6	4.8%	11	3.8%
	Average	4	40.0%	28	17.6%	22	17.7%	54	18.4%
	Good	2	20.0%	34	21.4%	38	30.6%	74	25.3%
	Excellent			25	15.7%	14	11.3%	39	13.3%
	Never Used	2	20.0%	60	37.7%	38	30.6%	100	34.1%
Total		10	100.0%	159	100.0%	124	100.0%	293	100.0%
EASY TO UNDERSTAND MATERIALS	Poor	1	10.0%	8	5.0%	2	1.6%	11	3.7%
	Fair			4	2.5%	9	7.3%	13	4.4%
	Average	4	40.0%	30	18.8%	24	19.4%	58	19.7%
	Good	3	30.0%	31	19.4%	30	24.2%	64	21.8%
	Excellent			28	17.5%	18	14.5%	46	15.6%
	Never Used	2	20.0%	59	36.9%	41	33.1%	102	34.7%
Total		10	100.0%	160	100.0%	124	100.0%	294	100.0%
AVAILABILITY OF INFORMATION BEFORE ENROLLING	Poor			9	5.6%	4	3.3%	13	4.4%
	Fair	2	20.0%	10	6.3%	12	9.8%	24	8.2%
	Average	4	40.0%	28	17.5%	22	17.9%	54	18.4%
	Good	2	20.0%	31	19.4%	28	22.8%	61	20.8%
	Excellent			19	11.9%	16	13.0%	35	11.9%
	Never Used	2	20.0%	63	39.4%	41	33.3%	106	36.2%
Total		10	100.0%	160	100.0%	123	100.0%	293	100.0%
AVAILABILITY OF TUTORING	Poor	1	11.1%	10	6.5%	7	5.8%	18	6.3%
	Fair			10	6.5%	9	7.4%	19	6.7%
	Average	3	33.3%	20	13.0%	19	15.7%	42	14.8%
	Good	2	22.2%	28	18.2%	26	21.5%	56	19.7%
	Excellent	1	11.1%	21	13.6%	19	15.7%	41	14.4%
	Never Used	2	22.2%	65	42.2%	41	33.9%	108	38.0%
Total		9	100.0%	154	100.0%	121	100.0%	284	100.0%

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Table II-13. Service Ratings For Learning Lab

		ENROLLMENT STATUS						Total	
		No Response		Full-Time		Part-Time			
		Count	Col %	Count	Col %	Count	Col %	Count	Col %
QUALITY OF TUTORING	Poor	1	11.1%	7	4.5%	4	3.4%	12	4.3%
	Fair			7	4.5%	11	9.2%	18	6.4%
	Average	3	33.3%	24	15.6%	17	14.3%	44	15.6%
	Good	2	22.2%	27	17.5%	22	18.5%	51	18.1%
	Excellent	1	11.1%	22	14.3%	22	18.5%	45	16.0%
	Never Used	2	22.2%	67	43.5%	43	36.1%	112	39.7%
Total		9	100.0%	154	100.0%	119	100.0%	282	100.0%

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Table II-14. Service Ratings For Student Activities

| | | ENROLLMENT STATUS | | | | | | Total | |
| | | No Response | | Full-Time | | Part-Time | | | |
		Count	Col %	Count	Col %	Count	Col %	Count	Col %
FRIENDLINESS AND COURTESY OF STAFF	Poor			1	.7%	3	2.7%	4	1.5%
	Fair			4	2.8%	3	2.7%	7	2.7%
	Average	2	28.6%	25	17.2%	13	11.7%	40	15.2%
	Good	1	14.3%	20	13.8%	16	14.4%	37	14.1%
	Excellent			10	6.9%	4	3.6%	14	5.3%
	Never Used	4	57.1%	85	58.6%	72	64.9%	161	61.2%
Total		7	100.0%	145	100.0%	111	100.0%	263	100.0%
KNOWLEDGE AND COMPETENCE OF STAFF	Poor			1	.7%	3	2.7%	4	1.5%
	Fair			7	4.9%	3	2.7%	10	3.8%
	Average	2	28.6%	21	14.6%	14	12.7%	37	14.2%
	Good	1	14.3%	21	14.6%	14	12.7%	36	13.8%
	Excellent			10	6.9%	4	3.6%	14	5.4%
	Never Used	4	57.1%	84	58.3%	72	65.5%	160	61.3%
Total		7	100.0%	144	100.0%	110	100.0%	261	100.0%
VARIETY OF PROGRAMS/ ACTIVITIES	Poor			3	2.1%	3	2.7%	6	2.3%
	Fair			5	3.5%	5	4.5%	10	3.8%
	Average	2	28.6%	24	16.7%	12	10.8%	38	14.5%
	Good	1	14.3%	23	16.0%	15	13.5%	39	14.9%
	Excellent			6	4.2%	6	5.4%	12	4.6%
	Never Used	4	57.1%	83	57.6%	70	63.1%	157	59.9%
Total		7	100.0%	144	100.0%	111	100.0%	262	100.0%
AVAILABILITY OF PROGRAMS/ ACTIVITIES	Poor			2	1.4%	2	1.8%	4	1.5%
	Fair	1	14.3%	5	3.5%	5	4.5%	11	4.2%
	Average	1	14.3%	27	18.8%	12	10.8%	40	15.3%
	Good	1	14.3%	19	13.2%	16	14.4%	36	13.7%
	Excellent			8	5.6%	5	4.5%	13	5.0%
	Never Used	4	57.1%	83	57.6%	71	64.0%	158	60.3%
Total		7	100.0%	144	100.0%	111	100.0%	262	100.0%
OPPORTUNITY TO PARTICIPATE	Poor			2	1.4%	4	3.6%	6	2.3%
	Fair			6	4.1%	4	3.6%	10	3.8%
	Average	2	28.6%	24	16.4%	13	11.7%	39	14.8%
	Good			22	15.1%	14	12.6%	36	13.6%
	Excellent	1	14.3%	9	6.2%	4	3.6%	14	5.3%
	Never Used	4	57.1%	83	56.8%	72	64.9%	159	60.2%
Total		7	100.0%	146	100.0%	111	100.0%	264	100.0%

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Table II-15. Service Ratings For Athletics

| | | ENROLLMENT STATUS | | | | | | Total | |
| | | No Response | | Full-Time | | Part-Time | | | |
		Count	Col %	Count	Col %	Count	Col %	Count	Col %
FRIENDLINESS AND COURTESY OF STAFF	Poor			6	4.3%	2	1.9%	8	3.2%
	Fair			8	5.8%	3	2.9%	11	4.4%
	Average			8	5.8%	8	7.8%	16	6.4%
	Good	1	14.3%	12	8.6%	9	8.7%	22	8.8%
	Excellent			6	4.3%	5	4.9%	11	4.4%
	Never Used	6	85.7%	99	71.2%	76	73.8%	181	72.7%
Total		7	100.0%	139	100.0%	103	100.0%	249	100.0%
KNOWLEDGE AND COMPETENCE OF STAFF	Poor			3	2.2%	2	1.9%	5	2.0%
	Fair			5	3.7%	2	1.9%	7	2.8%
	Average			9	6.6%	10	9.6%	19	7.7%
	Good	1	14.3%	14	10.3%	9	8.7%	24	9.7%
	Excellent			5	3.7%	4	3.8%	9	3.6%
	Never Used	6	85.7%	100	73.5%	77	74.0%	183	74.1%
Total		7	100.0%	136	100.0%	104	100.0%	247	100.0%
VARIETY OF PROGRAMS	Poor			2	1.5%	3	2.9%	5	2.0%
	Fair			5	3.7%	1	1.0%	6	2.4%
	Average			13	9.6%	10	9.6%	23	9.3%
	Good	1	14.3%	11	8.1%	8	7.7%	20	8.1%
	Excellent			6	4.4%	5	4.8%	11	4.5%
	Never Used	6	85.7%	99	72.8%	77	74.0%	182	73.7%
Total		7	100.0%	136	100.0%	104	100.0%	247	100.0%
OPPORTUNITY TO PARTICIPATE	Poor			2	1.5%	2	1.9%	4	1.6%
	Fair			5	3.7%	3	2.9%	8	3.2%
	Average			12	8.8%	8	7.7%	20	8.1%
	Good	1	14.3%	12	8.8%	9	8.7%	22	8.9%
	Excellent			5	3.7%	4	3.8%	9	3.6%
	Never Used	6	85.7%	100	73.5%	78	75.0%	184	74.5%
Total		7	100.0%	136	100.0%	104	100.0%	247	100.0%
QUALITY OF ATHLETIC FACILITIES	Poor			3	2.2%	2	1.9%	5	2.0%
	Fair			4	2.9%	1	1.0%	5	2.0%
	Average			14	10.3%	8	7.7%	22	8.9%
	Good	1	14.3%	10	7.4%	10	9.6%	21	8.5%
	Excellent			5	3.7%	6	5.8%	11	4.5%
	Never Used	6	85.7%	100	73.5%	77	74.0%	183	74.1%
Total		7	100.0%	136	100.0%	104	100.0%	247	100.0%

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Table II-15. Service Ratings For Athletics

		ENROLLMENT STATUS						Total	
		No Response		Full-Time		Part-Time			
		Count	Col %	Count	Col %	Count	Col %	Count	Col %
CONVENIENCE OF HOURS OPEN	Poor			4	2.9%	2	1.9%	6	2.4%
	Fair			4	2.9%	4	3.8%	8	3.2%
	Average			13	9.6%	8	7.7%	21	8.5%
	Good	1	14.3%	11	8.1%	9	8.7%	21	8.5%
	Excellent			4	2.9%	5	4.8%	9	3.6%
	Never Used	6	85.7%	100	73.5%	76	73.1%	182	73.7%
Total		7	100.0%	136	100.0%	104	100.0%	247	100.0%

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Table II-16. Service Ratings For Testing Center

| | | ENROLLMENT STATUS | | | | | | Total | |
| | | No Response | | Full-Time | | Part-Time | | | |
		Count	Col %	Count	Col %	Count	Col %	Count	Col %
FRIENDLINESS AND COURTESY OF STAFF	Poor	1	10.0%	2	1.3%	6	5.2%	9	3.2%
	Fair	1	10.0%	4	2.6%	5	4.3%	10	3.6%
	Average	2	20.0%	28	18.1%	29	25.0%	59	21.0%
	Good	2	20.0%	38	24.5%	27	23.3%	67	23.8%
	Excellent			12	7.7%	4	3.4%	16	5.7%
	Never Used	4	40.0%	71	45.8%	45	38.8%	120	42.7%
Total		10	100.0%	155	100.0%	116	100.0%	281	100.0%
KNOWLEDGE AND COMPETENCE OF STAFF	Poor	1	10.0%	1	.7%	2	1.7%	4	1.4%
	Fair	1	10.0%	6	3.9%	5	4.3%	12	4.3%
	Average	2	20.0%	28	18.3%	31	27.0%	61	21.9%
	Good	2	20.0%	39	25.5%	27	23.5%	68	24.5%
	Excellent			10	6.5%	5	4.3%	15	5.4%
	Never Used	4	40.0%	69	45.1%	45	39.1%	118	42.4%
Total		10	100.0%	153	100.0%	115	100.0%	278	100.0%
CONVENIENCE OF HOURS OPEN	Poor			2	1.3%	4	3.5%	6	2.2%
	Fair	2	20.0%	6	3.9%	5	4.3%	13	4.7%
	Average	2	20.0%	33	21.7%	33	28.7%	68	24.5%
	Good	2	20.0%	34	22.4%	24	20.9%	60	21.7%
	Excellent			10	6.6%	4	3.5%	14	5.1%
	Never Used	4	40.0%	67	44.1%	45	39.1%	116	41.9%
Total		10	100.0%	152	100.0%	115	100.0%	277	100.0%
EASY TO UNDERSTAND MATERIALS	Poor			1	.7%	3	2.6%	4	1.4%
	Fair	2	20.0%	6	3.9%	7	6.0%	15	5.4%
	Average	2	20.0%	26	17.1%	29	25.0%	57	20.5%
	Good	2	20.0%	43	28.3%	27	23.3%	72	25.9%
	Excellent			9	5.9%	5	4.3%	14	5.0%
	Never Used	4	40.0%	67	44.1%	45	38.8%	116	41.7%
Total		10	100.0%	152	100.0%	116	100.0%	278	100.0%
AVAILABILITY OF INFORMATION BEFORE ENROLLING	Poor	1	10.0%	5	3.3%	6	5.1%	12	4.3%
	Fair	1	10.0%	10	6.6%	8	6.8%	19	6.8%
	Average	2	20.0%	31	20.4%	29	24.8%	62	22.2%
	Good	2	20.0%	29	19.1%	23	19.7%	54	19.4%
	Excellent			10	6.6%	6	5.1%	16	5.7%
	Never Used	4	40.0%	67	44.1%	45	38.5%	116	41.6%
Total		10	100.0%	152	100.0%	117	100.0%	279	100.0%

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Table II-17. Service Ratings For Main Telephone Number/ Switchboard

| | | ENROLLMENT STATUS | | | | | | Total | |
| | | No Response | | Full-Time | | Part-Time | | | |
		Count	Col %	Count	Col %	Count	Col %	Count	Col %
RESPONSE TIME	Poor	3	30.0%	49	27.7%	43	30.1%	95	28.8%
	Fair	2	20.0%	24	13.6%	26	18.2%	52	15.8%
	Average	2	20.0%	36	20.3%	27	18.9%	65	19.7%
	Good	1	10.0%	18	10.2%	24	16.8%	43	13.0%
	Excellent			10	5.6%	4	2.8%	14	4.2%
	Never Used	2	20.0%	40	22.6%	19	13.3%	61	18.5%
Total		10	100.0%	177	100.0%	143	100.0%	330	100.0%
INITIAL GREETING	Poor	1	10.0%	34	19.3%	19	13.3%	54	16.4%
	Fair	2	20.0%	27	15.3%	27	18.9%	56	17.0%
	Average	3	30.0%	37	21.0%	36	25.2%	76	23.1%
	Good	2	20.0%	28	15.9%	34	23.8%	64	19.5%
	Excellent			9	5.1%	8	5.6%	17	5.2%
	Never Used	2	20.0%	41	23.3%	19	13.3%	62	18.8%
Total		10	100.0%	176	100.0%	143	100.0%	329	100.0%
FRIENDLINESS AND COURTESY OF OPERATOR	Poor	1	10.0%	33	18.6%	20	13.9%	54	16.3%
	Fair	2	20.0%	28	15.8%	24	16.7%	54	16.3%
	Average	3	30.0%	41	23.2%	36	25.0%	80	24.2%
	Good	2	20.0%	25	14.1%	33	22.9%	60	18.1%
	Excellent			9	5.1%	12	8.3%	21	6.3%
	Never Used	2	20.0%	41	23.2%	19	13.2%	62	18.7%
Total		10	100.0%	177	100.0%	144	100.0%	331	100.0%
ACCURACY OF INFORMATION RECEIVED	Poor	1	10.0%	36	20.3%	17	11.9%	54	16.4%
	Fair	3	30.0%	28	15.8%	32	22.4%	63	19.1%
	Average	3	30.0%	42	23.7%	33	23.1%	78	23.6%
	Good	1	10.0%	22	12.4%	35	24.5%	58	17.6%
	Excellent			10	5.6%	8	5.6%	18	5.5%
	Never Used	2	20.0%	39	22.0%	18	12.6%	59	17.9%
Total		10	100.0%	177	100.0%	143	100.0%	330	100.0%
EASE OF REACHING REQUESTED CAMPUS OFFICE	Poor	4	40.0%	48	27.1%	41	28.5%	93	28.1%
	Fair	2	20.0%	34	19.2%	24	16.7%	60	18.1%
	Average	2	20.0%	29	16.4%	29	20.1%	60	18.1%
	Good			17	9.6%	23	16.0%	40	12.1%
	Excellent			9	5.1%	8	5.6%	17	5.1%
	Never Used	2	20.0%	40	22.6%	19	13.2%	61	18.4%
Total		10	100.0%	177	100.0%	144	100.0%	331	100.0%

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Table II-17. Service Ratings For Main Telephone Number/ Switchboard

| | | ENROLLMENT STATUS | | | | | | Total | |
| | | No Response | | Full-Time | | Part-Time | | | |
		Count	Col %	Count	Col %	Count	Col %	Count	Col %
EASE OF REACHING CAMPUS STAFF MEMBERS	Poor	4	40.0%	52	29.2%	44	30.6%	100	30.1%
	Fair	2	20.0%	30	16.9%	21	14.6%	53	16.0%
	Average	2	20.0%	28	15.7%	25	17.4%	55	16.6%
	Good			17	9.6%	26	18.1%	43	13.0%
	Excellent			9	5.1%	7	4.9%	16	4.8%
	Never Used	2	20.0%	42	23.6%	21	14.6%	65	19.6%
Total		10	100.0%	178	100.0%	144	100.0%	332	100.0%

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Table II-18. Service Ratings For Overall Campus

| | | ENROLLMENT STATUS | | | | | | Total | |
| | | No Response | | Full-Time | | Part-Time | | | |
		Count	Col %	Count	Col %	Count	Col %	Count	Col %
PARKING AVAILABILITY	Poor	3	30.0%	44	24.4%	30	21.6%	77	23.4%
	Fair	2	20.0%	18	10.0%	11	7.9%	31	9.4%
	Average	1	10.0%	25	13.9%	26	18.7%	52	15.8%
	Good	1	10.0%	26	14.4%	26	18.7%	53	16.1%
	Excellent	1	10.0%	24	13.3%	16	11.5%	41	12.5%
	Never Used	2	20.0%	43	23.9%	30	21.6%	75	22.8%
Total		10	100.0%	180	100.0%	139	100.0%	329	100.0%
SIGNAGE ON CAMPUS	Poor	1	10.0%	13	7.7%	3	2.3%	17	5.5%
	Fair	1	10.0%	20	11.9%	9	6.8%	30	9.7%
	Average	3	30.0%	38	22.6%	39	29.5%	80	25.8%
	Good	1	10.0%	42	25.0%	34	25.8%	77	24.8%
	Excellent	1	10.0%	12	7.1%	14	10.6%	27	8.7%
	Never Used	3	30.0%	43	25.6%	33	25.0%	79	25.5%
Total		10	100.0%	168	100.0%	132	100.0%	310	100.0%
STUDENT HANDBOOK	Poor			6	3.1%	6	4.1%	12	3.5%
	Fair			10	5.2%	6	4.1%	16	4.6%
	Average	4	36.4%	51	26.7%	44	30.3%	99	28.5%
	Good	2	18.2%	65	34.0%	41	28.3%	108	31.1%
	Excellent	2	18.2%	33	17.3%	23	15.9%	58	16.7%
	Never Used	3	27.3%	26	13.6%	25	17.2%	54	15.6%
Total		11	100.0%	191	100.0%	145	100.0%	347	100.0%

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Table II-18. Service Ratings For Overall Campus

| | | ENROLLMENT STATUS | | | | | | Total | |
| | | No Response | | Full-Time | | Part-Time | | | |
		Count	Col %	Count	Col %	Count	Col %	Count	Col %
MAINTENANCE OF CAMPUS	Poor			11	5.5%	10	6.9%	21	5.9%
	Fair			20	10.1%	13	9.0%	33	9.3%
	Average	4	36.4%	58	29.1%	35	24.3%	97	27.4%
	Good	2	18.2%	63	31.7%	46	31.9%	111	31.4%
	Excellent	2	18.2%	27	13.6%	24	16.7%	53	15.0%
	Never Used	3	27.3%	20	10.1%	16	11.1%	39	11.0%
Total		11	100.0%	199	100.0%	144	100.0%	354	100.0%
SECURITY	Poor	1	9.1%	10	5.2%	10	6.7%	21	5.9%
	Fair			20	10.3%	12	8.1%	32	9.0%
	Average	3	27.3%	47	24.2%	38	25.5%	88	24.9%
	Good	1	9.1%	61	31.4%	47	31.5%	109	30.8%
	Excellent	2	18.2%	29	14.9%	25	16.8%	56	15.8%
	Never Used	4	36.4%	27	13.9%	17	11.4%	48	13.6%
Total		11	100.0%	194	100.0%	149	100.0%	354	100.0%
STUDENT LIFE BUILDING	Poor			5	2.6%	5	3.8%	10	3.0%
	Fair			12	6.3%	6	4.6%	18	5.4%
	Average	3	33.3%	45	23.6%	29	22.1%	77	23.3%
	Good	2	22.2%	59	30.9%	38	29.0%	99	29.9%
	Excellent	1	11.1%	29	15.2%	17	13.0%	47	14.2%
	Never Used	3	33.3%	41	21.5%	36	27.5%	80	24.2%
Total		9	100.0%	191	100.0%	131	100.0%	331	100.0%
VENDING MACHINES	Poor			8	4.2%	11	7.5%	19	5.5%
	Fair	2	18.2%	22	11.6%	13	8.9%	37	10.7%
	Average	5	45.5%	48	25.3%	31	21.2%	84	24.2%
	Good	1	9.1%	50	26.3%	46	31.5%	97	28.0%
	Excellent	2	18.2%	31	16.3%	20	13.7%	53	15.3%
	Never Used	1	9.1%	31	16.3%	25	17.1%	57	16.4%
Total		11	100.0%	190	100.0%	146	100.0%	347	100.0%

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Table III-1. Reasons For Choosing To Attend Campus

| | | ENROLLMENT STATUS | | | | | | Total | |
| | | No Response | | Full-Time | | Part-Time | | | |
		Count	Col %	Count	Col %	Count	Col %	Count	Col %
COST	No	15	88.2%	82	37.6%	62	36.9%	159	39.5%
	Yes	2	11.8%	136	62.4%	106	63.1%	244	60.5%
Total		17	100.0%	218	100.0%	168	100.0%	403	100.0%
FINANCIAL AID	No	16	94.1%	164	75.2%	135	80.4%	315	78.2%
	Yes	1	5.9%	54	24.8%	33	19.6%	88	21.8%
Total		17	100.0%	218	100.0%	168	100.0%	403	100.0%
ACADEMIC REPUTATION	No	16	94.1%	196	89.9%	143	85.1%	355	88.1%
	Yes	1	5.9%	22	10.1%	25	14.9%	48	11.9%
Total		17	100.0%	218	100.0%	168	100.0%	403	100.0%
SIZE OF COLLEGE	No	17	100.0%	195	89.4%	142	84.5%	354	87.8%
	Yes			23	10.6%	26	15.5%	49	12.2%
Total		17	100.0%	218	100.0%	168	100.0%	403	100.0%
CLOSE TO HOME	No	13	76.5%	111	50.9%	87	51.8%	211	52.4%
	Yes	4	23.5%	107	49.1%	81	48.2%	192	47.6%
Total		17	100.0%	218	100.0%	168	100.0%	403	100.0%
OFFERED COURSES/ PROGRAMS I WANTED	No	16	94.1%	151	69.3%	100	59.5%	267	66.3%
	Yes	1	5.9%	67	30.7%	68	40.5%	136	33.7%
Total		17	100.0%	218	100.0%	168	100.0%	403	100.0%
CAN WORK WHILE ATTENDING	No	14	82.4%	155	71.1%	80	47.6%	249	61.8%
	Yes	3	17.6%	63	28.9%	88	52.4%	154	38.2%
Total		17	100.0%	218	100.0%	168	100.0%	403	100.0%
CLASS SIZE	No	17	100.0%	189	86.7%	134	79.8%	340	84.4%
	Yes			29	13.3%	34	20.2%	63	15.6%
Total		17	100.0%	218	100.0%	168	100.0%	403	100.0%

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Table III-2. Persons Recommending College To Student

| | | ENROLLMENT STATUS | | | | | | Total | |
| | | No Response | | Full-Time | | Part-Time | | | |
		Count	Col %	Count	Col %	Count	Col %	Count	Col %
FAMILY, FRIEND	No	17	100.0%	111	50.9%	88	52.4%	216	53.6%
	Yes			107	49.1%	80	47.6%	187	46.4%
Total		17	100.0%	218	100.0%	168	100.0%	403	100.0%
FORMER STUDENT	No	16	94.1%	187	85.8%	134	79.8%	337	83.6%
	Yes	1	5.9%	31	14.2%	34	20.2%	66	16.4%
Total		17	100.0%	218	100.0%	168	100.0%	403	100.0%

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Table III-2. Persons Recommending College To Student

		ENROLLMENT STATUS						Total	
		No Response		Full-Time		Part-Time			
		Count	Col %	Count	Col %	Count	Col %	Count	Col %
EMPLOYER	No	17	100.0%	212	97.2%	157	93.5%	386	95.8%
	Yes			6	2.8%	11	6.5%	17	4.2%
Total		17	100.0%	218	100.0%	168	100.0%	403	100.0%
HIGH SCHOOL COUNSELOR	No	16	94.1%	190	87.2%	151	89.9%	357	88.6%
	Yes	1	5.9%	28	12.8%	17	10.1%	46	11.4%
Total		17	100.0%	218	100.0%	168	100.0%	403	100.0%
HIGH SCHOOL TEACHER	No	17	100.0%	205	94.0%	163	97.0%	385	95.5%
	Yes			13	6.0%	5	3.0%	18	4.5%
Total		17	100.0%	218	100.0%	168	100.0%	403	100.0%
OTHER RECOMMENDATION	No	16	94.1%	162	74.3%	134	79.8%	312	77.4%
	Yes	1	5.9%	56	25.7%	34	20.2%	91	22.6%
Total		17	100.0%	218	100.0%	168	100.0%	403	100.0%

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Table III-2. Persons Recommending College To Student

		ENROLLMENT STATUS						Total	
		No Response		Full-Time		Part-Time			
		Count	Col %	Count	Col %	Count	Col %	Count	Col %
OTHER RECOMMENDATION MENTIONED	0	16	94.1%	171	78.4%	141	83.9%	328	81.4%
	ADMISSIONS OFFICE ELSEWHERE			1	.5%			1	.2%
	ADVISOR AT UNIVERSITY			1	.5%			1	.2%
	ANOTHER COLLEGE			1	.5%			1	.2%
	AREA SPONSOR			1	.5%			1	.2%
	BOYFRIEND					1	.6%	1	.2%
	COLLEGE FAIR			1	.5%			1	.2%
	DEAL WITH TEMPLE			1	.5%			1	.2%
	DREXEL UNIVERSITY			2	.9%			2	.5%
	ESL			1	.5%			1	.2%
	FRIEND			1	.5%			1	.2%
	FRIENDS/ SCHOOL			1	.5%			1	.2%
	I HAD TO GO HERE			1	.5%			1	.2%
	I HAVE A DREAM			1	.5%			1	.2%
	I THOUGHT I'D HELP WITH FINANCES			1	.5%			1	.2%
	INDEPENDENT RESEARCH			1	.5%			1	.2%
	INTERNET			1	.5%			1	.2%
	JUST LOOKED INTO SCHOOL					1	.6%	1	.2%
	KNOWLEDGE OF JC'S					1	.6%	1	.2%
	MAIL BROCHURE					1	.6%	1	.2%
	ME			1	.5%	2	1.2%	3	.7%
	MENTOR			1	.5%			1	.2%
	MYSELF			9	4.1%	3	1.8%	12	3.0%
	NO			2	.9%			2	.5%
	NO ONE					2	1.2%	2	.5%
	NO RECOMMENDATION			1	.5%			1	.2%
	NONE	1	5.9%	2	.9%	3	1.8%	6	1.5%
	NONE (MYSELF)			1	.5%			1	.2%
	NOT RECOMMENDED					1	.6%	1	.2%
	ONLINE			1	.5%			1	.2%
	OWN RESEARCH			1	.5%			1	.2%
	PARENTS			1	.5%			1	.2%
	PHILADELPHIA JOB CORP.			1	.5%			1	.2%
	PHILADELPHIA RESIDENT			1	.5%			1	.2%
	PROGRAM					1	.6%	1	.2%
	REP FROM CCP					1	.6%	1	.2%
	SELF			1	.5%	9	5.4%	10	2.5%
	SOMEONE FROM CCP			1	.5%			1	.2%
	TEMPLE PROFESSOR			1	.5%			1	.2%

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Table III-2. Persons Recommending College To Student

		ENROLLMENT STATUS						Total	
		No Response		Full-Time		Part-Time			
		Count	Col %	Count	Col %	Count	Col %	Count	Col %
OTHER RECOMMENDATION MENTIONED	TEMPLE UNIVERSITY			1	.5%			1	.2%
	U ARTS			1	.5%			1	.2%
	U ARTS COUNSELOR			1	.5%			1	.2%
	WALKED IN			1	.5%			1	.2%
	WEB SITE					1	.6%	1	.2%
	WORD OF MOUTH			1	.5%			1	.2%
	YEAH, LIKE SOMEONE WOULD RECOMMEND IT			1	.5%			1	.2%
Total		17	100.0%	218	100.0%	168	100.0%	403	100.0%

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Table III-3. Reasons For Enrolling At College

		ENROLLMENT STATUS						Total	
		No Response		Full-Time		Part-Time			
		Count	Col %	Count	Col %	Count	Col %	Count	Col %
ASSOCIATE DEGREE	No	15	88.2%	134	61.5%	89	53.0%	238	59.1%
	Yes	2	11.8%	84	38.5%	79	47.0%	165	40.9%
Total		17	100.0%	218	100.0%	168	100.0%	403	100.0%
VOCATIONAL/ TECHNICAL PROGRAM	No	16	94.1%	214	98.2%	163	97.0%	393	97.5%
	Yes	1	5.9%	4	1.8%	5	3.0%	10	2.5%
Total		17	100.0%	218	100.0%	168	100.0%	403	100.0%
TRANSFER TO A FOUR-YEAR COLLEGE	No	17	100.0%	101	46.3%	103	61.3%	221	54.8%
	Yes			117	53.7%	65	38.7%	182	45.2%
Total		17	100.0%	218	100.0%	168	100.0%	403	100.0%
CERTIFICATE PROGRAM (ONE YEAR OR LESS)	No	17	100.0%	213	97.7%	165	98.2%	395	98.0%
	Yes			5	2.3%	3	1.8%	8	2.0%
Total		17	100.0%	218	100.0%	168	100.0%	403	100.0%
EMPLOYMENT RELATED	No	17	100.0%	209	95.9%	158	94.0%	384	95.3%
	Yes			9	4.1%	10	6.0%	19	4.7%
Total		17	100.0%	218	100.0%	168	100.0%	403	100.0%
SELF-IMPROVEMENT	No	16	94.1%	195	89.4%	136	81.0%	347	86.1%
	Yes	1	5.9%	23	10.6%	32	19.0%	56	13.9%
Total		17	100.0%	218	100.0%	168	100.0%	403	100.0%
PERSONAL INTEREST	No	16	94.1%	195	89.4%	149	88.7%	360	89.3%
	Yes	1	5.9%	23	10.6%	19	11.3%	43	10.7%
Total		17	100.0%	218	100.0%	168	100.0%	403	100.0%

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Table III-4. Demographic Characteristics Of Current Enrollees

		ENROLLMENT STATUS						Total	
		No Response		Full-Time		Part-Time			
		Count	Col %	Count	Col %	Count	Col %	Count	Col %
ENROLLMENT STATUS	No Response	17	100.0%					17	100.0%
	Full-Time			218	100.0%			218	100.0%
	Part-Time					168	100.0%	168	100.0%
Total		17	100.0%	218	100.0%	168	100.0%	403	100.0%
RESPONDENT ENROLLED LAST SEMESTER	Yes	2	66.7%	110	51.9%	100	60.6%	212	55.8%
	No	1	33.3%	102	48.1%	65	39.4%	168	44.2%
Total		3	100.0%	212	100.0%	165	100.0%	380	100.0%
CURRENT GPA	No Credits Earned			49	23.6%	39	24.5%	88	23.8%
	1.99 Or Below			6	2.9%	6	3.8%	12	3.3%
	2.0 - 2.49			19	9.1%	23	14.5%	42	11.4%
	2.5 - 2.99	1	50.0%	50	24.0%	24	15.1%	75	20.3%
	3.0 - 3.49			45	21.6%	40	25.2%	85	23.0%
	3.5 Or Above	1	50.0%	39	18.8%	27	17.0%	67	18.2%
Total		2	100.0%	208	100.0%	159	100.0%	369	100.0%

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Table III-4. Demographic Characteristics Of Current Enrollees

		ENROLLMENT STATUS						Total	
		No Response		Full-Time		Part-Time			
		Count	Col %	Count	Col %	Count	Col %	Count	Col %
NUMBER CREDIT HOURS ENROLLED	3			3	1.6%	5	3.6%	8	2.5%
	4			3	1.6%	19	13.8%	22	6.8%
	5			1	.5%	1	.7%	2	.6%
	6			4	2.2%	38	27.5%	42	12.9%
	7	1	33.3%	11	6.0%	17	12.3%	29	8.9%
	8			2	1.1%	7	5.1%	9	2.8%
	9	2	66.7%	10	5.4%	22	15.9%	34	10.5%
	10			6	3.3%	9	6.5%	15	4.6%
	11			1	.5%	3	2.2%	4	1.2%
	12			81	44.0%	9	6.5%	90	27.7%
	13			23	12.5%	2	1.4%	25	7.7%
	14			9	4.9%	1	.7%	10	3.1%
	15			9	4.9%			9	2.8%
	16			7	3.8%			7	2.2%
	17			1	.5%			1	.3%
	18			2	1.1%	1	.7%	3	.9%
	22			1	.5%			1	.3%
	24			1	.5%			1	.3%
	30			1	.5%	1	.7%	2	.6%
	35			1	.5%			1	.3%
	39			1	.5%			1	.3%
	41			1	.5%			1	.3%
	45			1	.5%			1	.3%
	48			1	.5%			1	.3%
	49					1	.7%	1	.3%
	56					1	.7%	1	.3%
	60			2	1.1%			2	.6%
	61					1	.7%	1	.3%
	79			1	.5%			1	.3%
Total		3	100.0%	184	100.0%	138	100.0%	325	100.0%
CLASSES ATTENDED MOST FREQUENTLY	Day	1	50.0%	155	74.9%	67	41.9%	223	60.4%
	Evening			26	12.6%	67	41.9%	93	25.2%
	Day & Evening	1	50.0%	26	12.6%	14	8.8%	41	11.1%
	Weekend					12	7.5%	12	3.3%
Total		2	100.0%	207	100.0%	160	100.0%	369	100.0%
NUMBER OF YEARS ATTENDED THIS COLLEGE	1 Year Or Less			110	52.1%	73	45.3%	183	48.9%
	2 Years	1	50.0%	69	32.7%	47	29.2%	117	31.3%
	3 Years			23	10.9%	27	16.8%	50	13.4%
	4 Years Or More	1	50.0%	9	4.3%	14	8.7%	24	6.4%
Total		2	100.0%	211	100.0%	161	100.0%	374	100.0%

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Table III-4. Demographic Characteristics Of Current Enrollees

| | | ENROLLMENT STATUS | | | | | | Total | |
| | | No Response | | Full-Time | | Part-Time | | | |
		Count	Col %	Count	Col %	Count	Col %	Count	Col %
AGE IN YEARS	17			13	6.2%			13	3.5%
	18			39	18.6%	10	6.3%	49	13.2%
	19			32	15.2%	9	5.7%	41	11.0%
	20			22	10.5%	12	7.5%	34	9.1%
	21			18	8.6%	11	6.9%	29	7.8%
	22			14	6.7%	8	5.0%	22	5.9%
	23	1	33.3%	10	4.8%	8	5.0%	19	5.1%
	24			6	2.9%	6	3.8%	12	3.2%
	25			5	2.4%	12	7.5%	17	4.6%
	26			3	1.4%	4	2.5%	7	1.9%
	27			6	2.9%	5	3.1%	11	3.0%
	28			4	1.9%	2	1.3%	6	1.6%
	29			4	1.9%	4	2.5%	8	2.2%
	30			5	2.4%	7	4.4%	12	3.2%
	31			2	1.0%	7	4.4%	9	2.4%
	32	1	33.3%	2	1.0%	2	1.3%	5	1.3%
	33			1	.5%	3	1.9%	4	1.1%
	34			3	1.4%	8	5.0%	11	3.0%
	35	1	33.3%	4	1.9%	1	.6%	6	1.6%
	36			2	1.0%	3	1.9%	5	1.3%
	37			1	.5%	5	3.1%	6	1.6%
	38					4	2.5%	4	1.1%
	39					4	2.5%	4	1.1%
	40			3	1.4%	3	1.9%	6	1.6%
	41					3	1.9%	3	.8%
	42			3	1.4%	2	1.3%	5	1.3%
	43			1	.5%	2	1.3%	3	.8%
	44					1	.6%	1	.3%
	45			3	1.4%	1	.6%	4	1.1%
	46					2	1.3%	2	.5%
	48			1	.5%	1	.6%	2	.5%
	49					4	2.5%	4	1.1%
	51					1	.6%	1	.3%
	52			1	.5%	1	.6%	2	.5%
	53					1	.6%	1	.3%
	56					1	.6%	1	.3%
	60					1	.6%	1	.3%
	82			1	.5%			1	.3%
	83			1	.5%			1	.3%
Total		3	100.0%	210	100.0%	159	100.0%	372	100.0%

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Table III-4. Demographic Characteristics Of Current Enrollees

		ENROLLMENT STATUS						Total	
		No Response		Full-Time		Part-Time			
		Count	Col %	Count	Col %	Count	Col %	Count	Col %
HOME ZIP CODE	8012			1	.5%			1	.3%
	11121			1	.5%			1	.3%
	13139					1	.6%	1	.3%
	19006					1	.6%	1	.3%
	19007			1	.5%			1	.3%
	19012			1	.5%			1	.3%
	19020			1	.5%			1	.3%
	19023			1	.5%	1	.6%	2	.5%
	19032					1	.6%	1	.3%
	19050			1	.5%			1	.3%
	19082					1	.6%	1	.3%
	19102			1	.5%			1	.3%
	19103			3	1.4%	1	.6%	4	1.1%
	19104			4	1.9%	5	3.1%	9	2.4%
	19107			3	1.4%	1	.6%	4	1.1%
	19111			8	3.8%	5	3.1%	13	3.4%
	19114			13	6.1%	2	1.2%	15	4.0%
	19115			3	1.4%	4	2.5%	7	1.9%
	19116					5	3.1%	5	1.3%
	19117					1	.6%	1	.3%
	19118					1	.6%	1	.3%
	19119			4	1.9%			4	1.1%
	19120			8	3.8%	3	1.9%	11	2.9%
	19121			4	1.9%	6	3.7%	10	2.6%
	19122			2	.9%	1	.6%	3	.8%
	19123			1	.5%	1	.6%	2	.5%
	19124			9	4.2%	8	4.9%	17	4.5%
	19125			5	2.3%	2	1.2%	7	1.9%
	19126			3	1.4%	2	1.2%	5	1.3%
	19128			6	2.8%	1	.6%	7	1.9%
	19129			1	.5%			1	.3%
	19130			3	1.4%	2	1.2%	5	1.3%
	19131			4	1.9%	7	4.3%	11	2.9%
	19132			4	1.9%	3	1.9%	7	1.9%
	19133			3	1.4%	3	1.9%	6	1.6%
	19134			8	3.8%	6	3.7%	14	3.7%
	19135			3	1.4%	1	.6%	4	1.1%
	19136			6	2.8%	2	1.2%	8	2.1%
	19137			1	.5%			1	.3%
	19138			4	1.9%	1	.6%	5	1.3%
	19139			4	1.9%	8	4.9%	12	3.2%

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Table III-4. Demographic Characteristics Of Current Enrollees

| | | ENROLLMENT STATUS | | | | | | Total | |
| | | No Response | | Full-Time | | Part-Time | | | |
		Count	Col %	Count	Col %	Count	Col %	Count	Col %
HOME ZIP CODE	19140			2	.9%	3	1.9%	5	1.3%
	19141			7	3.3%	7	4.3%	14	3.7%
	19142	1	33.3%	9	4.2%	3	1.9%	13	3.4%
	19143	1	33.3%	12	5.6%	12	7.4%	25	6.6%
	19144			6	2.8%	5	3.1%	11	2.9%
	19145			2	.9%	9	5.6%	11	2.9%
	19146			2	.9%	3	1.9%	5	1.3%
	19147	1	33.3%	4	1.9%	5	3.1%	10	2.6%
	19148			10	4.7%	3	1.9%	13	3.4%
	19149			14	6.6%	5	3.1%	19	5.0%
	19150			4	1.9%	1	.6%	5	1.3%
	19151			4	1.9%	6	3.7%	10	2.6%
	19152			4	1.9%	3	1.9%	7	1.9%
	19153			2	.9%	2	1.2%	4	1.1%
	19154			6	2.8%	3	1.9%	9	2.4%
	19156					1	.6%	1	.3%
	19159					1	.6%	1	.3%
	19195					1	.6%	1	.3%
	19198					1	.6%	1	.3%
	19460					1	.6%	1	.3%
Total		3	100.0%	213	100.0%	162	100.0%	378	100.0%
GENDER	Male	1	33.3%	75	34.7%	49	29.2%	125	32.3%
	Female	2	66.7%	141	65.3%	119	70.8%	262	67.7%
Total		3	100.0%	216	100.0%	168	100.0%	387	100.0%
RACE OR ETHNIC GROUP	African-American/ Black	2	66.7%	77	36.0%	74	45.1%	153	40.2%
	Caucasian/ White	1	33.3%	70	32.7%	40	24.4%	111	29.1%
	Asian			27	12.6%	9	5.5%	36	9.4%
	Hispanic			13	6.1%	14	8.5%	27	7.1%
	Native American			1	.5%			1	.3%
	Other			6	2.8%	9	5.5%	15	3.9%
	Do Not Want To Respond			15	7.0%	13	7.9%	28	7.3%
	Multiracial			5	2.3%	5	3.0%	10	2.6%
Total		3	100.0%	214	100.0%	164	100.0%	381	100.0%
MARITAL STATUS	Married			22	10.2%	33	19.8%	55	14.2%
	Separated	1	33.3%	10	4.6%	5	3.0%	16	4.1%
	Single (Unmarried, Divorced, Widowed)	2	66.7%	184	85.2%	129	77.2%	315	81.6%
Total		3	100.0%	216	100.0%	167	100.0%	386	100.0%

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Table III-4. Demographic Characteristics Of Current Enrollees

| | | ENROLLMENT STATUS | | | | | | Total | |
| | | No Response | | Full-Time | | Part-Time | | | |
		Count	Col %	Count	Col %	Count	Col %	Count	Col %
EMPLOYMENT STATUS	Full-Time Off Campus	1	33.3%	51	23.8%	90	54.2%	142	37.1%
	Part-Time Off Campus	2	66.7%	91	42.5%	48	28.9%	141	36.8%
	Full-Time On Campus			5	2.3%	3	1.8%	8	2.1%
	Part-Time On Campus			6	2.8%	4	2.4%	10	2.6%
	Not Employed			61	28.5%	21	12.7%	82	21.4%
Total		3	100.0%	214	100.0%	166	100.0%	383	100.0%
HIGHEST LEVEL OF EDUCATION COMPLETED	Less Than High School Diploma			4	1.8%	7	4.2%	11	2.8%
	High School Diploma	1	33.3%	118	54.4%	54	32.5%	173	44.8%
	Some College, No Degree	2	66.7%	70	32.3%	77	46.4%	149	38.6%
	Certificate			4	1.8%	11	6.6%	15	3.9%
	Associate Degree (Two-Year)			11	5.1%	6	3.6%	17	4.4%
	Bachelor's Degree (Four-Year)			10	4.6%	11	6.6%	21	5.4%
Total		3	100.0%	217	100.0%	166	100.0%	386	100.0%

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Table III-5. Computer Characteristics Of Current Enrollees

| | | ENROLLMENT STATUS | | | | | | Total | |
| | | No Response | | Full-Time | | Part-Time | | | |
		Count	Col %	Count	Col %	Count	Col %	Count	Col %
OWN A COMPUTER	Yes	2	66.7%	186	89.0%	149	90.3%	337	89.4%
	No	1	33.3%	23	11.0%	16	9.7%	40	10.6%
Total		3	100.0%	209	100.0%	165	100.0%	377	100.0%
HAVE ACCESS TO INTERNET AT HOME	Yes	2	66.7%	171	81.8%	136	84.5%	309	82.8%
	No	1	33.3%	38	18.2%	25	15.5%	64	17.2%
Total		3	100.0%	209	100.0%	161	100.0%	373	100.0%
HAVE ACCESS TO INTERNET AT WORK	Yes	2	66.7%	68	35.4%	93	61.6%	163	47.1%
	No	1	33.3%	124	64.6%	58	38.4%	183	52.9%
Total		3	100.0%	192	100.0%	151	100.0%	346	100.0%
HAVE AN E-MAIL ACCOUNT	Yes	3	100.0%	188	91.3%	147	93.6%	338	92.3%
	No			18	8.7%	10	6.4%	28	7.7%
Total		3	100.0%	206	100.0%	157	100.0%	366	100.0%
USE THE INTERNET FREQUENTLY	Yes	3	100.0%	167	82.3%	130	81.3%	300	82.0%
	No			36	17.7%	30	18.8%	66	18.0%
Total		3	100.0%	203	100.0%	160	100.0%	366	100.0%

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