

## Harper College - SSI - 10/2014



### Student Satisfaction Inventory Form B

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## Welcome

Welcome and thank you for administering this Noel-Levitz survey. This HTML version of your report contains results of the satisfaction-priorities survey administered on your campus.

Below are short descriptions of the reports you may find within your file. Please refer to the Interpretive Guides (general and survey-specific) delivered with your results for additional details. These documents contain direction on all aspects of your results and can also be found at [www.noellevitz.com/SSIInterpretiveGuides](http://www.noellevitz.com/SSIInterpretiveGuides).

As you review and analyze your results, you may consider ordering additional reporting options from Noel-Levitz. For more information on these options and applicable fees, please contact Noel-Levitz at 800-876-1117 or at [SSI-Tech@noellevitz.com](mailto:SSI-Tech@noellevitz.com).

## Saving and Sharing Your Reports

We strongly encourage you to save all documents to a safe location on your own computer right away. SafeMail files will remain available within your myNoel-Levitz account for only 90 days.

Save your files on your computer in order to access them again at another time. Once on your computer, the files can be forwarded as attachments to others on your campus or posted to a secured, shared area of your local network.

## Electronic reports

The HTML results are delivered to you with reports reflected in a tabulated view. Select the report page by clicking the related tab. Reports are interactive - sorting by column header and expand/toggle options are available to view the data in several ways. Information buttons ⓘ can be found in various areas to provide additional information about the data presented.

You may print each of these reports or all of the reports at once. The document(s) will print as you have adjusted each report and as it appears on the screen. Note, however, every time the HTML is opened, it is in the original delivery format. It will not remember the previous sorting.

You may need to allow blocked content to fully review your report.

### HTML results\*:

- Strategic Planning Overview (not included with all reporting): an executive summary of your strengths and challenges for the first column of data, as well as information on how the two columns of data compare
- Item Report: responses for each individual item on the survey
- Scale Report: responses for the survey scales and the items clustered within the scales
- Summary Report: responses to the summary items on the survey
- Item Percentage Report: reflects the percent of responses for answers 6 and 7 for all items on the survey
- Demographic Report: responses to the demographic items on the survey



\*Not all HTML files will include all of these reports and some reports will have different combinations. The report segments are dependent on the standard reporting for the specific survey version and the optional, value-added reporting selected.

## Reviewing Your Data



### Strategic Planning Overview (if included):

This report provides the best summary of your results for immediate action planning. It lists strengths (high importance and high satisfaction) and challenges (high importance and low satisfaction and/or large performance gap) for the first column of

data in your report. It also compares your first column of data to your second column of data and identifies where satisfaction levels are significantly higher or lower, as well as any large differences in importance scores.

For your strengths and challenges, additional indicators are also included. These indicators allow you to easily see if the item is significantly higher in satisfaction (reflected with a plus sign  for significantly greater) or if the item is significantly lower in satisfaction (shown with a minus sign  for significantly less) as compared with your comparison group.

## Item Report

This report provides the detailed scores for all items on the survey, including custom defined items you may have chosen to include. You have the option to sort on any of the columns on this screen by simply selecting the column you want to sort on. The first selection will sort in descending order and the second selection will sort in ascending order. Indicators are included in this report with a star  for items that are strengths or a flag  for items that are challenges, as originally listed in your Strategic Planning Overview.

The SD in the Satisfaction column refers to the standard deviation. This is the amount of variability in the responses.



The far right mean difference column reflects the column one satisfaction score minus the column two satisfaction score. The asterisks in this mean difference column indicate statistical significance. The key is as follows:

- \* Difference statistically significant at the .05 level
- \*\* Difference statistically significant at the .01 level
- \*\*\* Difference statistically significant at the .001 level

When the second column of data is a national comparison group, the number of student records included in the group is reported at the bottom of the item report. This number also appears at the bottom of the scale report.

## Scale Report

This report provides a top line overview of your results and shows the items clustered within the scales or categories on the survey. Collapse and expand by selecting the arrow to the left of the desired scale to see the items within each scale. You can also choose to expand/toggle all scales at one time. You may sort on the scale name, importance, satisfaction, performance gap, and mean difference columns as outlined above.



Indicators are included in this report with a star  for items that are strengths or a flag  for items that are challenges.

## Summary Report

The summary report includes the average score for the responses to the summary items on the survey, as well as the percentage of responses for each of the possible indications. These scores provide a bottom line on the experience at your institution.


## Item Percentage Report

This is a new way to review your results. The percentage responses may be better understood on your campus than the average scores reported in the other segments of the results. This report provides a look at the percentage of responses that indicated an answer of 6 or 7 to the items in the survey: 6 is considered "important" or "satisfied" and 7 is considered "very important" or "very satisfied." The gap percentage equals the importance percentage minus the satisfaction percentage. The difference column provides the difference between the first column satisfaction percentage and the second column satisfaction percentage for each item. You may sort on any of the columns, as described above.

Indicators are included in this report with a star  for items that are strengths or a flag  for items that are challenges.

## Demographic Report

This report provides the overview of the individuals who completed the survey. You can collapse and expand individual demographic populations by selecting the arrow to the left of the desired demographic category. You also have the option to















expand all/toggle all demographic categories at the same time. A  indicates the response option that was selected by the majority of survey participants.

Note: These report options are not all included in the target group reporting.

## Printing Your Reports

You may print from any of the HTML report pages. The report will print as it appears on your screen. An alternative option for printing your reports is to use the PDF version of your report(s) included with your zipped file; simply open that report and use your local Adobe Reader settings to print the pages.

We know you will find these data to be very valuable. Please contact us at 800-876-1117 or at [SSI-Tech@noellevitz.com](mailto:SSI-Tech@noellevitz.com) to let us know how else we can be helpful.

Strengths and Challenges	
Strengths	vs. Comparison
13. The campus is safe and secure for all students.	
49. Campus item: I plan to complete a certificate or degree at Harper College.	
43. Campus item: Professors communicate their expectations to me in a clear and understandable manner.	
19. Registration processes and procedures are convenient.	
29. There are convenient ways of paying my school bill.	
34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	
20. Students are made to feel welcome here.	
28. This campus provides online access to services I need.	
18. Computer labs are adequate and accessible.	
24. The equipment in the lab facilities is kept up to date.	
39. On the whole, the campus is well-maintained.	
Challenges	
8. The quality of instruction I receive in most of my classes is excellent.	
2. Classes are scheduled at times that are convenient for me.	
9. I am able to register for the classes I need with few conflicts.	
40. There are sufficient courses within my program of study available each term.	
14. My academic advisor is knowledgeable about my program requirements.	
22. My academic advisor is knowledgeable about transfer requirements of other schools.	
25. Faculty provide timely feedback about my academic progress.	
45. Campus item: Harper's Website is easy to navigate and helps me find important information about the College.	
21. The amount of student parking space on campus is adequate.	
23. This institution helps me identify resources to finance my education.	
Benchmarks	
Higher Satisfaction vs. National Community Colleges Form B	
13. The campus is safe and secure for all students.	
9. I am able to register for the classes I need with few conflicts.	
40. There are sufficient courses within my program of study available each term.	
12. Faculty are fair and unbiased in their treatment of individual students.	
19. Registration processes and procedures are convenient.	
22. My academic advisor is knowledgeable about transfer requirements of other schools.	
29. There are convenient ways of paying my school bill.	
25. Faculty provide timely feedback about my academic progress.	
34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	
20. Students are made to feel welcome here.	
1. The campus staff are caring and helpful.	
18. Computer labs are adequate and accessible.	

24. The equipment in the lab facilities is kept up to date.

32. I am able to take care of college-related business at times that are convenient for me.






**Lower Satisfaction vs. National Community Colleges Form B**

14. My academic advisor is knowledgeable about my program requirements.

21. The amount of student parking space on campus is adequate.



Sort on each column to see data from highest to lowest.

Item	Harper College - SSI			National Community Colleges Form B			Difference
	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap	
1. The campus staff are caring and helpful.	6.41	5.85 / 1.17	0.56	6.41	5.76 / 1.31	0.65	0.09 **
 2. Classes are scheduled at times that are convenient for me.	6.61	5.58 / 1.43	1.03	6.57	5.62 / 1.42	0.95	-0.04
3. My academic advisor is available when I need help.	6.08	5.44 / 1.53	0.64	6.26	5.45 / 1.60	0.81	-0.01
4. Security staff respond quickly to calls for assistance.	6.23	5.70 / 1.38	0.53	6.08	5.40 / 1.45	0.68	0.30 ***
5. Financial aid awards are announced in time to be helpful in college planning.	6.27	5.23 / 1.74	1.04	6.32	5.31 / 1.67	1.01	-0.08
6. Library resources and services are adequate.	6.20	6.05 / 1.18	0.15	6.14	5.86 / 1.26	0.28	0.19 ***
7. Admissions staff provide personalized attention prior to enrollment.	6.05	5.56 / 1.47	0.49	6.14	5.42 / 1.53	0.72	0.14 ***
 8. The quality of instruction I receive in most of my classes is excellent.	6.67	5.79 / 1.32	0.88	6.65	5.79 / 1.31	0.86	0.00
 9. I am able to register for the classes I need with few conflicts.	6.59	5.72 / 1.43	0.87	6.57	5.62 / 1.49	0.95	0.10 **
10. Parking lots are well-lighted and secure.	6.26	5.62 / 1.49	0.64	6.16	5.56 / 1.50	0.60	0.06
11. Counseling services are available if I need them.	6.14	5.77 / 1.38	0.37	5.95	5.51 / 1.44	0.44	0.26 ***
12. Faculty are fair and unbiased in their treatment of individual students.	6.54	5.90 / 1.33	0.64	6.46	5.73 / 1.44	0.73	0.17 ***
 13. The campus is safe and secure for all students.	6.62	6.16 / 1.04	0.46	6.53	5.99 / 1.20	0.54	0.17 ***
 14. My academic advisor is knowledgeable about my program requirements.	6.51	5.56 / 1.56	0.95	6.52	5.68 / 1.55	0.84	-0.12 **
15. Financial aid counseling is available if I need it.	6.29	5.50 / 1.56	0.79	6.29	5.54 / 1.54	0.75	-0.04
16. My advisor helps me apply my program of study to career goals.	6.31	5.44 / 1.64	0.87	6.35	5.43 / 1.66	0.92	0.01
	6.19	5.46 / 1.49	0.73	6.13	5.34 / 1.52	0.79	0.12 **

Item	Harper College - SSI			National Community Colleges Form B			Difference
	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap	
17. Admissions counselors accurately portray program offerings in their recruiting practices.							
★ 18. Computer labs are adequate and accessible.	6.41	6.18 / 1.17	0.23	6.36	5.94 / 1.33	0.42	0.24 ***
★ 19. Registration processes and procedures are convenient.	6.53	5.96 / 1.30	0.57	6.47	5.74 / 1.42	0.73	0.22 ***
★ 20. Students are made to feel welcome here.	6.42	6.01 / 1.24	0.41	6.44	5.94 / 1.30	0.50	0.07 *
📁 21. The amount of student parking space on campus is adequate.	6.42	4.68 / 1.97	1.74	6.34	4.78 / 1.97	1.56	-0.10 *
📁 22. My academic advisor is knowledgeable about transfer requirements of other schools.	6.46	5.45 / 1.62	1.01	6.32	5.36 / 1.61	0.96	0.09 *
📁 23. This institution helps me identify resources to finance my education.	6.38	5.29 / 1.73	1.09	6.34	5.28 / 1.66	1.06	0.01
★ 24. The equipment in the lab facilities is kept up to date.	6.37	6.00 / 1.24	0.37	6.36	5.74 / 1.38	0.62	0.26 ***
📁 25. Faculty provide timely feedback about my academic progress.	6.45	5.66 / 1.39	0.79	6.46	5.53 / 1.47	0.93	0.13 ***
26. There are adequate services to help me decide upon a career.	6.29	5.59 / 1.45	0.70	6.28	5.46 / 1.47	0.82	0.13 ***
27. Tutoring services are readily available.	6.28	5.87 / 1.36	0.41	6.19	5.77 / 1.40	0.42	0.10 **
★ 28. This campus provides online access to services I need.	6.42	6.04 / 1.23	0.38	6.42	6.01 / 1.23	0.41	0.03
★ 29. There are convenient ways of paying my school bill.	6.46	5.98 / 1.33	0.48	6.39	5.86 / 1.37	0.53	0.12 ***
30. The assessment and course placement procedures are reasonable.	6.30	5.74 / 1.35	0.56	6.25	5.65 / 1.36	0.60	0.09 **
31. Faculty use a variety of technology and media in the classroom.	5.98	5.89 / 1.25	0.09	6.08	5.82 / 1.26	0.26	0.07 *
	6.37	5.78 / 1.34	0.59	6.41	5.68 / 1.40	0.73	

Item	Harper College - SSI			National Community Colleges Form B			Difference
	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap	
32. I am able to take care of college-related business at times that are convenient for me.							0.10 **
33. Administrators are available to hear students' concerns.	6.25	5.56 / 1.52	0.69	6.28	5.38 / 1.58	0.90	0.18 ***
★ 34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	6.43	6.07 / 1.20	0.36	6.42	5.90 / 1.32	0.52	0.17 ***
35. I receive ongoing feedback about progress toward my academic goals.	6.31	5.30 / 1.62	1.01	6.31	5.21 / 1.65	1.10	0.09 *
36. Tuition paid is a worthwhile investment.	6.60	5.87 / 1.35	0.73	6.56	5.82 / 1.40	0.74	0.05
37. I seldom get the "run-around" when seeking information on this campus.	6.21	5.44 / 1.58	0.77	6.31	5.25 / 1.70	1.06	0.19 ***
38. Most classes deal with practical experiences and applications.	6.33	5.77 / 1.31	0.56	6.35	5.73 / 1.29	0.62	0.04
★ 39. On the whole, the campus is well-maintained.	6.36	6.32 / 0.97	0.04	6.36	6.06 / 1.18	0.30	0.26 ***
🚩 40. There are sufficient courses within my program of study available each term.	6.58	5.63 / 1.50	0.95	6.53	5.54 / 1.55	0.99	0.09 *
41. Campus item: I have the opportunity to interact in my online courses through discussion boards, wikis, blogs and/or live sessions.	6.00	5.89 / 1.34	0.11				
42. Campus item: I have the opportunity to ask questions, engage in discussions, activities or work groups in most of my classes.	6.26	6.13 / 1.13	0.13				
★ 43. Campus item: Professors communicate their expectations to me in a clear and understandable manner.	6.59	5.96 / 1.30	0.63				
44. Campus item: There are sufficient opportunities for	6.21	5.42 / 1.53	0.79				



Item	Harper College - SSI			National Community Colleges Form B			Difference
	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap	
internships, field studies and community service programs.							
🔊 45. Campus item: Harper's Website is easy to navigate and helps me find important information about the College.	6.45	5.55 / 1.56	0.90				
46. Campus item: Harper's mobile app is helpful in finding information.	6.16	5.44 / 1.64	0.72				
47. Campus item: I have a sense of belonging at Harper.	6.01	5.64 / 1.47	0.37				
48. Campus item: Harper provides the support I need to balance school, life and work responsibilities.	6.36	5.60 / 1.51	0.76				
★ 49. Campus item: I plan to complete a certificate or degree at Harper College.	6.60	6.38 / 1.11	0.22				
50. Campus item: I feel faculty members are interested in my success.	6.49	5.87 / 1.41	0.62				
51. Cost as factor in decision to enroll.	6.57			6.52			
52. Financial assistance as factor in decision to enroll.	6.06			6.29			
53. Academic reputation as factor in decision to enroll.	6.29			6.12			
54. Future career opportunities as factor in decision to enroll.	6.42			6.43			
55. Personal recommendations as factor in decision to enroll.	5.98			5.89			
56. Distance from campus as factor in decision to enroll.	6.20			6.18			
57. Information on the campus Web site as factor in decision to enroll.	5.84			5.86			
58. Campus visits as factor in decision to enroll.	5.37			5.41			

National Group Means are based on 76461 records

\*Difference statistically significant at the .05 level

\*\*Difference statistically significant at the .01 level

\*\*\*Difference statistically significant at the .001 level

Sort on each column to see data from highest to lowest.

Scale / Item	Harper College - SSI			National Community Colleges Form B			Difference
	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap	
▶ Student Centeredness	6.33	5.73 / 1.11	0.60	6.36	5.59 / 1.20	0.77	0.14 ***
▶ Instructional Effectiveness	6.43	5.82 / 1.00	0.61	6.42	5.72 / 1.03	0.70	0.10 ***
▶ Safety and Security	6.39	5.52 / 1.15	0.87	6.29	5.44 / 1.19	0.85	0.08 **
▶ Academic Advising Effectiveness	6.33	5.44 / 1.36	0.89	6.35	5.43 / 1.35	0.92	0.01
▶ Admissions and Financial Aid Effectiveness	6.23	5.41 / 1.35	0.82	6.24	5.38 / 1.29	0.86	0.03
▶ Campus Services	6.30	5.91 / 0.97	0.39	6.25	5.75 / 1.00	0.50	0.16 ***
▶ Registration Effectiveness	6.51	5.80 / 1.05	0.71	6.48	5.70 / 1.07	0.78	0.10 ***
▶ Campus Climate	6.42	5.91 / 0.93	0.51	6.41	5.75 / 1.04	0.66	0.16 ***

National Group Means are based on 76461 records

\*Difference statistically significant at the .05 level

\*\*Difference statistically significant at the .01 level

\*\*\*Difference statistically significant at the .001 level

Harper College - National Community Colleges			
	SSI	Form B	
<b>Summary</b>			<b>Difference</b>
<b>So far, how has your college experience met your expectations?</b>	<b>5.05</b>	<b>4.90</b>	<b>0.15 ***</b>
1=Much worse than expected	0%	1%	
2=Quite a bit worse than I expected	1%	1%	
3=Worse than I expected	4%	6%	
4=About what I expected	31%	34%	
5=Better than I expected	28%	25%	
6=Quite a bit better than I expected	15%	13%	
7=Much better than expected	18%	16%	
<b>Rate your overall satisfaction with your experience here thus far.</b>	<b>5.74</b>	<b>5.58</b>	<b>0.16 ***</b>
1=Not satisfied at all	0%	1%	
2=Not very satisfied	1%	2%	
3=Somewhat dissatisfied	3%	5%	
4=Neutral	9%	9%	
5=Somewhat satisfied	15%	15%	
6=Satisfied	43%	42%	
7=Very satisfied	26%	23%	
<b>All in all, if you had to do it over, would you enroll here again?</b>	<b>6.09</b>	<b>5.83</b>	<b>0.26 ***</b>
1=Definitely not	1%	2%	
2=Probably not	2%	3%	
3=Maybe not	2%	3%	
4=I don't know	5%	7%	
5=Maybe yes	8%	9%	
6=Probably yes	30%	31%	
7=Definitely yes	49%	42%	



Sort on each column to see data from highest to lowest.

This report provides a look at the percentage of responses that indicated an answer of 6 or 7 to the items in the survey: 6 is considered "important" or "satisfied" and 7 is considered "very important" or "very satisfied."

Item	Harper College - SSI			National Community Colleges Form B			Difference
	Importance %	Satisfaction %	Gap	Importance %	Satisfaction %	Gap	
1. The campus staff are caring and helpful.	87%	70%	17%	86%	68%	18%	2%
2. Classes are scheduled at times that are convenient for me.	91%	61%	30%	91%	63%	28%	-2%
3. My academic advisor is available when I need help.	76%	57%	19%	81%	60%	21%	-3%
4. Security staff respond quickly to calls for assistance.	80%	64%	16%	75%	55%	20%	9%
5. Financial aid awards are announced in time to be helpful in college planning.	81%	53%	28%	83%	56%	27%	-3%
6. Library resources and services are adequate.	77%	77%	0%	77%	71%	6%	6%
7. Admissions staff provide personalized attention prior to enrollment.	74%	60%	14%	77%	58%	19%	2%
8. The quality of instruction I receive in most of my classes is excellent.	94%	69%	25%	93%	69%	24%	0%
9. I am able to register for the classes I need with few conflicts.	91%	67%	24%	91%	65%	26%	2%
10. Parking lots are well-lighted and secure.	80%	63%	17%	78%	63%	15%	0%
11. Counseling services are available if I need them.	77%	68%	9%	71%	59%	12%	9%
12. Faculty are fair and unbiased in their treatment of individual students.	89%	73%	16%	87%	68%	19%	5%
13. The campus is safe and secure for all students.	91%	80%	11%	89%	76%	13%	4%
14. My academic advisor is knowledgeable about my program requirements.	88%	62%	26%	89%	67%	22%	-5%
15. Financial aid counseling is available if I need it.	82%	59%	23%	82%	62%	20%	-3%
16. My advisor helps me apply my program of study to career goals.	82%	59%	23%	84%	60%	24%	-1%
17. Admissions counselors accurately portray program offerings in their recruiting practices.	78%	58%	20%	77%	55%	22%	3%

Item	Harper College - SSI			National Community Colleges Form B			Difference
	Importance %	Satisfaction %	Gap	Importance %	Satisfaction %	Gap	
★ 18. Computer labs are adequate and accessible.	85%	80%	5%	84%	74%	10%	6%
★ 19. Registration processes and procedures are convenient.	90%	74%	16%	88%	68%	20%	6%
★ 20. Students are made to feel welcome here.	85%	74%	11%	87%	74%	13%	0%
🚩 21. The amount of student parking space on campus is adequate.	86%	43%	43%	84%	46%	38%	-3%
🚩 22. My academic advisor is knowledgeable about transfer requirements of other schools.	87%	59%	28%	83%	56%	27%	3%
🚩 23. This institution helps me identify resources to finance my education.	85%	55%	30%	84%	55%	29%	0%
★ 24. The equipment in the lab facilities is kept up to date.	84%	75%	9%	85%	67%	18%	8%
🚩 25. Faculty provide timely feedback about my academic progress.	87%	64%	23%	88%	61%	27%	3%
26. There are adequate services to help me decide upon a career.	81%	63%	18%	82%	58%	24%	5%
27. Tutoring services are readily available.	81%	71%	10%	79%	68%	11%	3%
★ 28. This campus provides online access to services I need.	86%	77%	9%	87%	75%	12%	2%
★ 29. There are convenient ways of paying my school bill.	87%	75%	12%	85%	71%	14%	4%
30. The assessment and course placement procedures are reasonable.	83%	68%	15%	81%	64%	17%	4%
31. Faculty use a variety of technology and media in the classroom.	71%	72%	-1%	75%	69%	6%	3%
32. I am able to take care of college-related business at times that are convenient for me.	84%	68%	16%	86%	65%	21%	3%
33. Administrators are available to hear students' concerns.	81%	62%	19%	82%	57%	25%	5%
★ 34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	86%	77%	9%	87%	72%	15%	5%
35. I receive ongoing feedback about progress toward my academic goals.	83%	54%	29%	83%	52%	31%	2%
36. Tuition paid is a worthwhile investment.	91%	71%	20%	90%	70%	20%	1%

Item	Harper College - SSI			National Community Colleges Form B			Difference
	Importance %	Satisfaction %	Gap	Importance %	Satisfaction %	Gap	
37. I seldom get the "run-around" when seeking information on this campus.	80%	60%	20%	83%	55%	28%	5%
38. Most classes deal with practical experiences and applications.	83%	67%	16%	85%	66%	19%	1%
★ 39. On the whole, the campus is well-maintained.	84%	85%	-1%	85%	78%	7%	7%
📌 40. There are sufficient courses within my program of study available each term.	91%	65%	26%	90%	62%	28%	3%
41. Campus item: I have the opportunity to interact in my online courses through discussion boards, wikis, blogs and/or live sessions.	73%	71%	2%				
42. Campus item: I have the opportunity to ask questions, engage in discussions, activities or work groups in most of my classes.	80%	79%	1%				
★ 43. Campus item: Professors communicate their expectations to me in a clear and understandable manner.	91%	73%	18%				
44. Campus item: There are sufficient opportunities for internships, field studies and community service programs.	79%	56%	23%				
📌 45. Campus item: Harper's Website is easy to navigate and helps me find important information about the College.	87%	62%	25%				
46. Campus item: Harper's mobile app is helpful in finding information.	78%	58%	20%				
47. Campus item: I have a sense of belonging at Harper.	73%	63%	10%				
48. Campus item: Harper provides the support I need to balance school, life and work responsibilities.	84%	63%	21%				
★ 49. Campus item: I plan to complete a certificate or degree at Harper College.	90%	84%	6%				
50. Campus item: I feel faculty members are interested in my success.	88%	70%	18%				
51. Cost as factor in decision to enroll.	89%			89%			
52. Financial assistance as factor in decision to enroll.	77%			83%			

Item	Harper College - SSI			National Community Colleges Form B			Difference
	Importance %	Satisfaction %	Gap	Importance %	Satisfaction %	Gap	
53. Academic reputation as factor in decision to enroll.	82%			77%			
54. Future career opportunities as factor in decision to enroll.	86%			86%			
55. Personal recommendations as factor in decision to enroll.	74%			70%			
56. Distance from campus as factor in decision to enroll.	80%			79%			
57. Information on the campus Web site as factor in decision to enroll.	70%			70%			
58. Campus visits as factor in decision to enroll.	58%			58%			

National Group Means are based on 76461 records



\* Indicates the response option that was selected by the majority of survey participants.

- Gender
- Age
- Ethnicity/Race
- Current Enrollment Status
- Current Class Load
- Class Level
- Current GPA
- Educational Goal
- Employment
- Current Residence
- Residence Classification
- Institution Was My
- Plan to Transfer
- Organization Memberships
- Tuition Source
- Institution Question