

18. The availability of instructors for communication outside of class

Response (n = 924)	Frequency	Percent
Very Satisfied	209	22.6%
Satisfied	521	56.4%
Dissatisfied	110	11.9%
Very Dissatisfied	21	2.3%
Not Applicable	46	5.0%
No Response	17	1.8%
Mode 4	Mean 3.91	Variance 0.8938
Median 4.00	Std. Dev. 0.9454	

19. The general helpfulness of instructors

Response (n = 924)	Frequency	Percent
Very Satisfied	314	34.0%
Satisfied	527	57.0%
Dissatisfied	49	5.3%
Very Dissatisfied	6	0.6%
Not Applicable	10	1.1%
No Response	18	1.9%
Mode 4	Mean 4.25	Variance 0.4664
Median 4.00	Std. Dev. 0.6829	

20. The general helpfulness of other campus personnel

Response (n = 924)	Frequency	Percent
Very Satisfied	171	18.5%
Satisfied	516	55.8%
Dissatisfied	94	10.2%
Very Dissatisfied	15	1.6%
Not Applicable	106	11.5%
No Response	22	2.4%
Mode 4	Mean 3.70	Variance 1.3292
Median 4.00	Std. Dev. 1.1529	

21. The availability of tutoring services

Response (n = 924)	Frequency	Percent
Very Satisfied	191	20.7%
Satisfied	389	42.1%
Dissatisfied	68	7.4%
Very Dissatisfied	22	2.4%
Not Applicable	231	25.0%
No Response	23	2.5%
Mode 4	Mean 3.32	Variance 2.2306
Median 4.00	Std. Dev. 1.4935	

22. The quality of specially-equipped classrooms (such as labs or training facilities)

Response (n = 924)	Frequency	Percent
Very Satisfied	226	24.5%
Satisfied	458	49.6%
Dissatisfied	67	7.3%
Very Dissatisfied	13	1.4%
Not Applicable	135	14.6%
No Response	25	2.7%
Mode 4	Mean 3.70	Variance 1.6456
Median 4.00	Std. Dev. 1.2828	

23. The use of technology in the classroom

Response (n = 924)	Frequency	Percent
Very Satisfied	214	23.2%
Satisfied	505	54.7%
Dissatisfied	98	10.6%
Very Dissatisfied	21	2.3%
Not Applicable	67	7.3%
No Response	19	2.1%
Mode 4	Mean 3.86	Variance 1.0854
Median 4.00	Std. Dev. 1.0418	

24. The availability of computers in skills labs and computer labs

Response (n = 924)	Frequency	Percent
Very Satisfied	278	30.1%
Satisfied	469	50.8%
Dissatisfied	64	6.9%
Very Dissatisfied	13	1.4%
Not Applicable	79	8.5%
No Response	21	2.3%
Mode 4	Mean 3.95	Variance 1.2221
Median 4.00	Std. Dev. 1.1055	

25. Obtaining help using computers in these labs

Response (n = 924)	Frequency	Percent
Very Satisfied	214	23.2%
Satisfied	429	46.4%
Dissatisfied	72	7.8%
Very Dissatisfied	11	1.2%
Not Applicable	177	19.2%
No Response	21	2.3%
Mode 4	Mean 3.54	Variance 1.9245
Median 4.00	Std. Dev. 1.3873	

26. The availability of needed materials in the Library

Response (n = 924)	Frequency	Percent
Very Satisfied	200	21.6%
Satisfied	467	50.5%
Dissatisfied	56	6.1%
Very Dissatisfied	7	0.8%
Not Applicable	173	18.7%
No Response	21	2.3%
Mode 4	Mean 3.57	Variance 1.8552
Median 4.00	Std. Dev. 1.3621	

27. Library hours of operation

Response (n = 924)	Frequency	Percent
Very Satisfied	236	25.5%
Satisfied	426	46.1%
Dissatisfied	96	10.4%
Very Dissatisfied	25	2.7%
Not Applicable	122	13.2%
No Response	19	2.1%
Mode 4	Mean 3.70	Variance 1.5994
Median 4.00	Std. Dev. 1.2647	

28. The availability of spaces for individual and group study on campus

Response (n = 924)	Frequency	Percent
Very Satisfied	183	19.8%
Satisfied	476	51.5%
Dissatisfied	102	11.0%
Very Dissatisfied	17	1.8%
Not Applicable	122	13.2%
No Response	24	2.6%
Mode 4	Mean 3.65	Variance 1.4882
Median 4.00	Std. Dev. 1.2199	

29. The overall process of registering for classes

Response (n = 924)	Frequency	Percent
Very Satisfied	149	16.1%
Satisfied	454	49.1%
Dissatisfied	213	23.1%
Very Dissatisfied	80	8.7%
Not Applicable	7	0.8%
No Response	21	2.3%
Mode 4	Mean 3.73	Variance 0.7522
Median 4.00	Std. Dev. 0.8673	

30. The process of applying for financial aid

Response (n = 924)	Frequency	Percent
Very Satisfied	121	13.1%
Satisfied	351	38.0%
Dissatisfied	165	17.9%
Very Dissatisfied	85	9.2%
Not Applicable	175	18.9%
No Response	27	2.9%
Mode 4	Mean 3.18	Variance 1.7770
Median 4.00	Std. Dev. 1.3330	

31. The process of paying for classes

Response (n = 924)	Frequency	Percent
Very Satisfied	204	22.1%
Satisfied	535	57.9%
Dissatisfied	85	9.2%
Very Dissatisfied	37	4.0%
Not Applicable	27	2.9%
No Response	36	3.9%
Mode 4	Mean 3.96	Variance 0.7650
Median 4.00	Std. Dev. 0.8746	