



Ruffalo Noel-Levitz Student Satisfaction Inventory (SSI) Results 2019

The Ruffalo Noel-Levitz SSI was conducted in spring 2019. It was administered to a random sample of classes at Scottsdale Community College. The results include a total of 580 students (demographics of respondents are shown in Appendix A). SCC 2019 results are compared with national averages, Maricopa results, and SCC results from spring 2016. The Noel-Levitz Student Satisfaction Inventory (SSI) asks students to rate several items on both importance and satisfaction. Satisfaction ratings for all questions and for all comparison groups can be seen in Appendix B.

What's Important?

Items from SSI are organized into 11 scales. The scales are shown below in order of how important students rated items within the scale. As in the past, students put the highest value on instruction, advising, and ease of registering for needed classes.

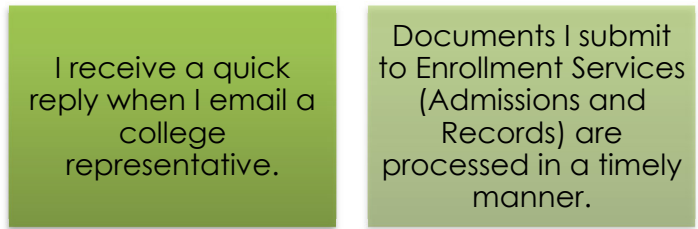
- Instructional Effectiveness
- Registration Effectiveness
- Academic Advising/Counseling
- Safety and Security
- Concern for the Individual
- Academic Services (includes library, tutoring, computer labs)
- Student Centeredness
- Campus Climate
- Service Excellence (helpfulness of staff at bookstore, registration, library, administration, etc.)
- Admissions and Financial Aid
- Campus Support Services (includes child care, veteran's services, career services, orientation, and student center).

Items with the highest importance scores

Items rated highest by students include those that deal with quality of education, course variety, and cost. The top 5 are listed below.

1. *The quality of instruction I receive in most of my classes is excellent.*
2. *I am able to experience intellectual growth here.*
3. *Nearly all the faculty are knowledgeable in their fields.*
4. *There is a good variety of courses provided on this campus.*
5. *Cost as a factor in decision to enroll.*

Among the ten Maricopa district added items, the two items below were rated the highest in importance by SCC students:



SCC Strengths

Noel Levitz identifies "strengths" as those items that are above the midpoint in importance and in the top 25% of the satisfaction scores. The report listed the items below as strengths for Scottsdale Community College. Items with an asterisk (*) were also strengths for SCC in 2016.

Statement	Mean Satisfaction Score (Range 1-7)
Instructional Effectiveness	
*The quality of instruction I receive in most of my classes is excellent.	5.87
*I am able to experience intellectual growth here.	6.14
*Nearly all the faculty are knowledgeable in their fields.	5.99
*There is a good variety of courses provided on this campus.	6.06
*Program requirements are clear and reasonable.	5.77
*Faculty are usually available after class and during office hours.	5.95
Safety and Security	
*The campus is safe and secure for all students.	5.86
The amount of student parking space on campus is adequate.	5.80
*On the whole, the campus is well-maintained.	6.22
Campus Climate	
*It is an enjoyable experience to be a student on this campus.	5.90
*Students are made to feel welcome on this campus.	5.92
Academic Services	
Library resources and services are adequate.	5.95
Tutoring services are readily available.	5.90
*Computer labs are adequate and accessible.	5.96

SCC Challenges

“Challenges” are defined as items above the median in importance and in the bottom 25% in satisfaction. Most of these items dealt with academic advising, registration, and financial aid. Items marked with an asterisk (*) were also challenges in 2016:

Statement	Mean Satisfaction Score (Range 1-7)
Academic Advising/Counseling	
*My academic advisor is knowledgeable about my program requirements.	5.40
*My academic advisor is knowledgeable about the transfer requirements of other schools.	5.39
Registration Effectiveness	
I am able to register for classes I need with few conflicts.	5.53
*Classes are scheduled at times that are convenient for me.	5.62
Class change (drop/add) policies are reasonable.	5.43
Billing policies are reasonable.	5.39
Instructional Effectiveness	
*Students are notified early in the term if they are doing poorly in a class.	5.12
Maricopa Added Items	
I receive a quick reply when I email a college representative.	5.61
Documents I submit to Enrollment Services (Admissions and Records) are processed in a timely manner.	5.45
*My transcripts from colleges outside of Maricopa were evaluated in a timely manner.	5.43
It is easy to obtain registration information when calling the college by phone.	5.41
The college contacts me to let me know when my tuition bill is due.	5.33
The financial aid process at this college is clear.	5.21

In 2019, SCC students showed *significantly* lower satisfaction than the national sample in four items:



Significantly Higher Satisfaction Scottsdale Community College vs. National Community Colleges

SCC's scale scores were higher than the national average of other participating community colleges in Safety and Security, Instructional Effectiveness, Student Centeredness, Responsiveness to Diverse Populations, Campus Climate, Academic Services, and Concern for the Individual. An asterisk (*) denotes a significant difference between the means ($p < 0.05$).

Scale	SCC Score	National Average	Mean Difference
Safety and Security	5.60	5.49	0.11*
Instructional Effectiveness	5.76	5.65	0.11*
Student Centeredness	5.73	5.65	0.08
Responsiveness to Diverse Populations	5.79	5.74	0.05
Campus Climate	5.64	5.60	0.04
Academic Services	5.84	5.80	0.04
Concern for the Individual	5.55	5.52	0.03
Service Excellence	5.56	5.59	-0.03
Registration Effectiveness	5.59	5.68	-0.09*
Academic Advising/Counseling	5.41	5.53	-0.12*
Admissions and Financial Aid	5.28	5.48	-0.20*
Campus Support Services	5.12	5.33	-0.21*

The areas in which SCC was *significantly* more satisfied include several items about **quality of instruction**.

- ❖ *The quality of instruction I receive in most of my classes is excellent.*
- ❖ *Faculty are understanding of students' unique life circumstances.*
- ❖ *The quality of instruction in the vocational/technical programs is excellent.*

Other areas of higher satisfaction deal with a general feeling of **support from the institution and a sense of the college as a place to experience intellectual growth**.

- ❖ *I am able to experience intellectual growth here.*
- ❖ *There is a good variety of courses provided on this campus.*
- ❖ *It is an enjoyable experience to be a student on this campus.*

The last areas deal with **parking** and **campus maintenance**:

- ❖ *The amount of student parking space on campus is adequate.*
- ❖ *On the whole, the campus is well-maintained.*

Significantly Lower Satisfaction vs. National Community Colleges

The areas in which SCC was *significantly* less satisfied include:

- *I am able to register for classes I need with few conflicts.*
- *My academic advisor is knowledgeable about my program requirements.*
- *Admissions staff are knowledgeable.*
- *My academic advisor is approachable.*
- *Class change (drop/add) policies are reasonable.*
- *Billing policies are reasonable.*

Significantly Higher Satisfaction Scottsdale Community College vs. Maricopa District

SCC's scale scores were higher than the Maricopa District average on all scales except Campus Support Services. An asterisk (*) denotes a significant difference between the means ($p < 0.05$).

Scale	SCC Score	MCCCD Average	Mean Difference
Instructional Effectiveness	5.76	5.56	0.20*
Concern for the Individual	5.55	5.36	0.19*
Safety and Security	5.60	5.43	0.17*
Student Centeredness	5.73	5.56	0.17*
Campus Climate	5.64	5.49	0.15*
Responsiveness to Diverse Populations	5.79	5.66	0.13*
Academic Advising/Counseling	5.41	5.30	0.11
Service Excellence	5.56	5.46	0.10*
Academic Services	5.84	5.77	0.07
Registration Effectiveness	5.59	5.54	0.05
Admissions and Financial Aid	5.28	5.27	0.01
Campus Support Services	5.12	5.17	-0.05

The areas in which SCC was *significantly* more satisfied include several items about **quality of instruction and positive faculty behaviors**.

- ❖ *The quality of instruction I receive in most of my classes is excellent.*
- ❖ *Nearly all of the faculty are knowledgeable in their fields.*
- ❖ *Faculty are fair and unbiased in their treatment of individual students.*
- ❖ *Faculty are usually available after class and during office hours.*
- ❖ *Faculty are understanding of students' unique life circumstances.*
- ❖ *Faculty provide timely feedback about student progress in a course.*

- ❖ *Nearly all classes deal with practical experiences and applications.*
- ❖ *Faculty take into consideration student differences as they teach a course.*
- ❖ *The quality of instruction in the vocational/technical programs is excellent.*

Additionally, students are highly satisfied with items related to **SCC's Student Services**.

- ❖ *Program requirements are clear and reasonable.*
- ❖ *There are convenient ways of paying my school bill.*

Other areas of higher satisfaction deal with a general feeling of **support from the institution and a sense of the college as a place to experience intellectual growth**.

- ❖ *I am able to experience intellectual growth here.*
- ❖ *There is a good variety of courses provided on this campus.*
- ❖ *It is an enjoyable experience to be a student on this campus.*
- ❖ *This school does whatever it can to help me reach my educational goals.*
- ❖ *Students are made to feel welcome on this campus.*
- ❖ *Administrators are approachable to students.*

The last areas deal with **parking** and **campus maintenance**:

- ❖ *The amount of student parking space on campus is adequate.*
- ❖ *On the whole, the campus is well-maintained.*

SCC had **no significantly lower satisfaction scales or items** when compared to the Maricopa District.

Comparison with 2016 Results

SCC showed substantial improvement in nearly all items and scales. The dramatic increase in satisfaction with the Library is likely due to the opening of the newly renovated library between 2016 and 2019 survey administrations. Items that showed the significant improvement are shown below ($p < 0.05$).

Significant Improvements

Statement	SCC 2019	SCC 2016
Academic Services	5.84	5.41
Library resources and services are adequate.	5.95	4.37
There are a sufficient number of study areas on campus.	6.03	5.75
Tutoring services are readily available.	5.90	5.73
Campus Climate		
Administrators are approachable to students.	5.72	5.52
Institutional Effectiveness		
Faculty are understanding of students' unique life circumstances.	5.65	5.47
Responsiveness to Diverse Populations		
Institution's commitment to evening students?	5.82	5.60
Safety and Security		
Security staff are helpful.	5.41	5.23
The amount of student parking space on campus is adequate.	5.80	5.61
Service Excellence	5.56	5.40
Library staff are helpful and approachable.	5.78	5.00
The campus staff are caring and helpful.	5.83	5.60
Bookstore staff are helpful.	5.73	5.55

Comparison by Racial-Ethnic Groups

Overall, American Indian/Alaskan Native SCC students had higher satisfaction than all participating SCC students on all scales except Instructional Effectiveness and Concern for the Individual. Conversely, Hispanic SCC students had lower satisfaction levels than SCC students overall on all scales except Academic Services, Academic Advising/Counseling, Admissions and Financial Aid, and Campus Support Services.

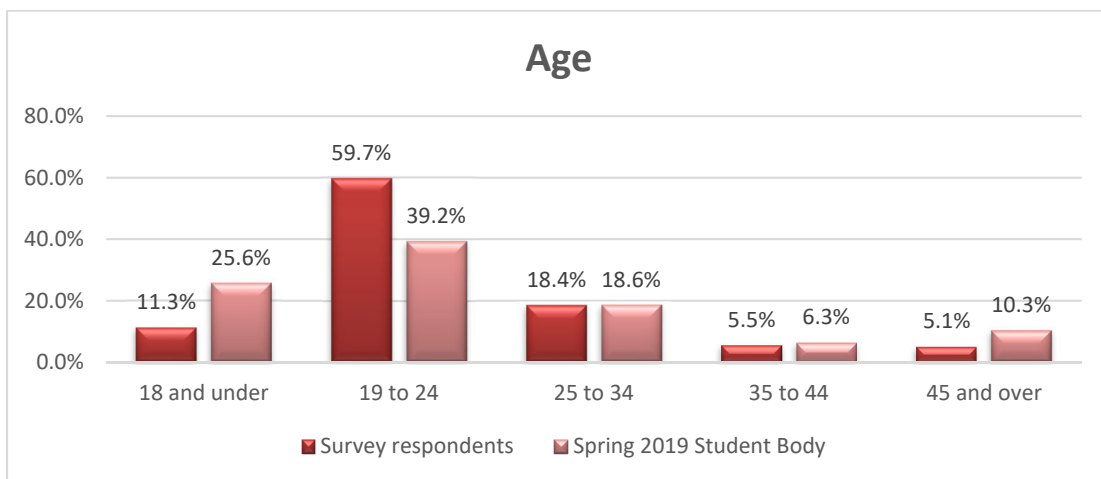
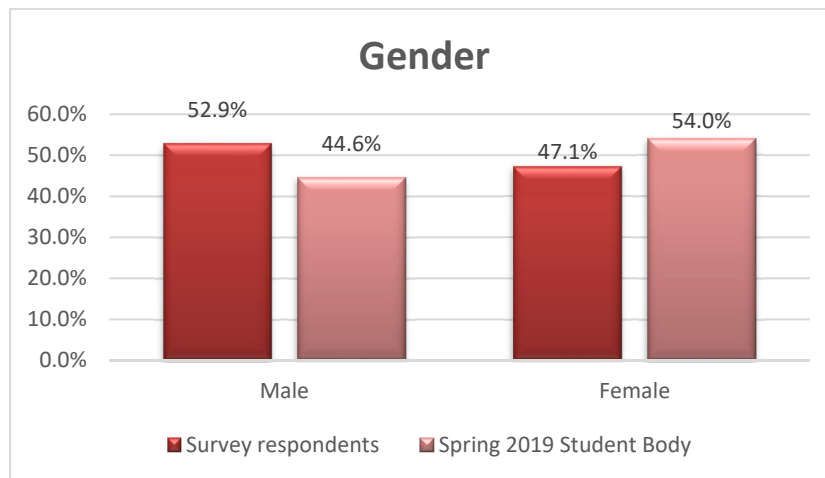
Scale	SCC Score	American Indian or Alaskan Native	Caucasian / White	Hispanic
Academic Services	5.84	5.91	5.85	5.85
Responsiveness to Diverse Populations	5.79	5.82	5.85	5.63
Instructional Effectiveness	5.76	5.74	5.80	5.75
Student Centeredness	5.73	5.74	5.77	5.66
Campus Climate	5.64	5.68	5.65	5.62
Safety and Security	5.60	5.82	5.64	5.47
Registration Effectiveness	5.59	5.78	5.60	5.57
Service Excellence	5.56	5.70	5.55	5.55
Concern for the Individual	5.55	5.53	5.60	5.54
Academic Advising/Counseling	5.41	5.56	5.38	5.44
Admissions and Financial Aid	5.28	5.45	5.23	5.49
Campus Support Services	5.12	5.24	5.08	5.28

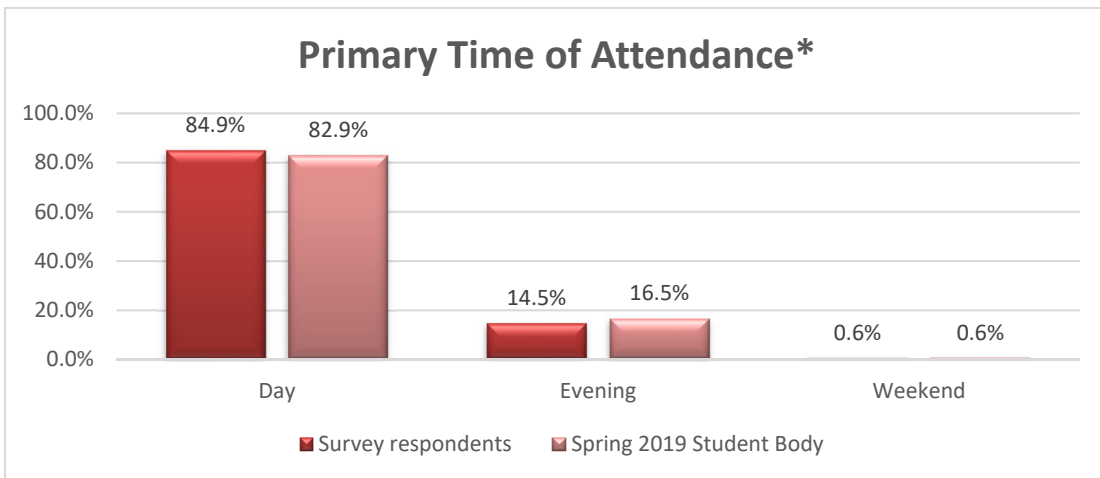
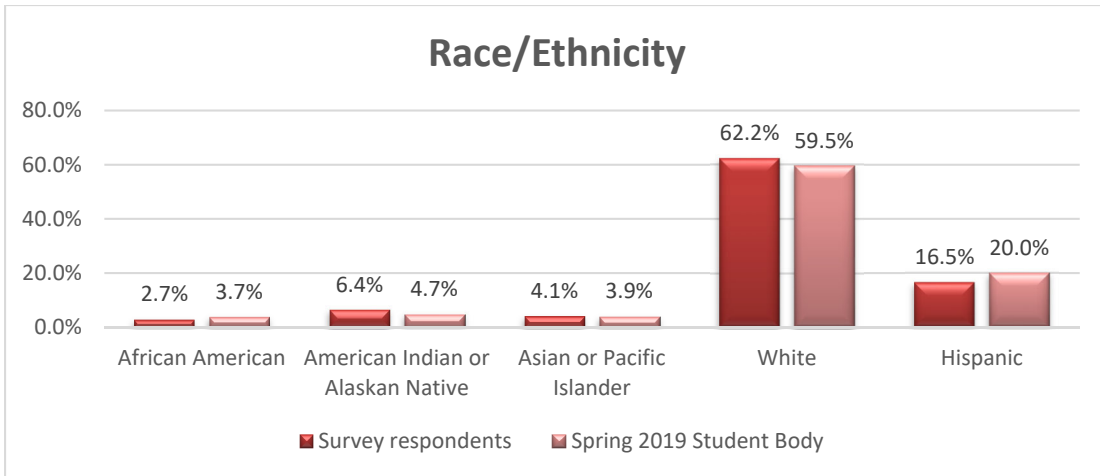
This pattern is replicated in the overall experiences of SCC students at the college. American Indian/Alaskan Native students rate their experience higher than all participating SCC students, while Hispanic students rate their experience lower than the overall SCC student population.

Statement	SCC Score	American Indian or Alaskan Native	Caucasian / White	Hispanic
So far, how has your college experience met your expectations? (1=much worse than expected, 7=much better than expected)	5.30	5.33	5.43	5.25
Rate your overall satisfaction with your experience here thus far. (1=not satisfied at all, 7=very satisfied)	5.88	5.97	5.94	5.82
All in all, if you had to do it over, would you enroll here again? (1=definitely not, 7=definitely yes)	6.09	6.42	6.15	5.88

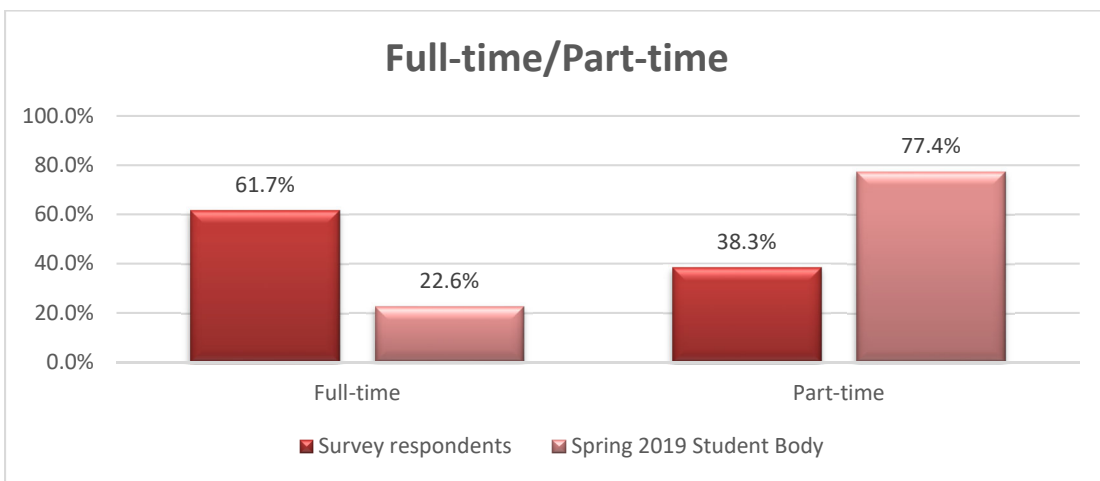
Appendix A: Demographics of Survey Respondents vs. Spring 2019 Student Body

The survey respondents differed from the SCC student body in a few notable ways. There were slightly more males in the sample. Survey respondents were more likely to be in the 19 to 24-year-old age and less likely to be in the "18 and under" age group (this is largely because those under 18 were not permitted to complete the survey). Survey respondents were slightly more likely to be evening students and were much more likely to be full-time students. This disparity is largely due to the sampling technique. Because a simple random sample of classes was taken, full-time students (who, by definition, take more classes) are more likely to be selected. The racial-ethnic composition of the sample very closely mirrored that of the student population.





*Online/Non-traditional courses excluded from the SCC Spring 2019 Student Body total since this is not an option in the survey.



Appendix B – All Results by Scale with SCC 2019 differences vs. National, Maricopa, SCC 2016, and SCC 2013 Satisfaction Means

Items in which SCC 2019 students had **significantly lower satisfaction** ratings than the National, MCCCDC, and/or SCC 2016 means are shaded in pink ($p < 0.05$).

Items in which SCC 2019 students had **significantly higher satisfaction** ratings than the National, MCCCDC, and/or SCC 2016 means are shaded in green ($p < 0.05$).

Note: There is no available statistical comparison between SCC 2019 and SCC 2013.

Statement	SCC 2019	National Mean	MCCCDC Mean	SCC 2016	SCC 2013
Academic Advising/Counseling	5.41	5.53	5.30	5.39	5.04
My academic advisor is approachable.	5.54	5.70	5.42	5.46	5.23
My academic advisor helps me set goals to work toward.	5.21	5.35	5.17	5.26	4.88
My academic advisor is concerned about my success as an individual.	5.21	5.39	5.10	5.20	4.84
My academic advisor is knowledgeable about my program requirements.	5.40	5.65	5.35	5.40	5.11
My academic advisor is knowledgeable about the transfer requirements of other schools.	5.39	5.46	5.34	5.37	5.01
Counseling staff care about students as individuals.	5.50	5.59	5.36	5.51	5.08
This school does whatever it can to help me reach my educational goals.	5.59	5.53	5.38	5.55	5.17
Academic Services	5.84	5.80	5.77	5.41	5.34
Library resources and services are adequate.	5.95	5.91	5.93	4.37	4.88
There are a sufficient number of study areas on campus.	6.03	5.80	5.92	5.75	5.52
Library staff are helpful and approachable.	5.78	5.87	5.79	5.00	5.34
Computer labs are adequate and accessible.	5.96	5.91	5.89	5.83	5.50
The equipment in the lab facilities is kept up to date.	5.72	5.69	5.62	5.64	5.42
Tutoring services are readily available.	5.90	5.79	5.79	5.73	5.46
Academic support services adequately meet the needs of students.	5.52	5.61	5.42	5.48	5.30
Admissions and Financial Aid	5.28	5.48	5.27	5.29	4.86
Adequate financial aid is available for most students.	5.29	5.43	5.26	5.18	4.90
Financial aid awards are announced to students in time to be helpful in college planning.	4.99	5.27	5.06	5.09	4.43
Financial aid counselors are helpful.	5.19	5.37	5.15	5.25	4.65
Admissions counselors accurately portray the campus in their recruiting practices.	5.31	5.52	5.30	5.30	5.00

Statement	SCC 2019	National Mean	MCCCD Mean	SCC 2016	SCC 2013
Admissions staff are knowledgeable.	5.51	5.70	5.50	5.52	5.20
Admissions counselors respond to prospective students' unique needs and requests.	5.36	5.54	5.32	5.37	4.95
Campus Climate	5.64	5.60	5.49	5.57	5.23
Most students feel a sense of belonging here.	5.61	5.52	5.49	5.50	5.16
Faculty care about me as an individual.	5.85	5.59	5.52	5.71	5.38
The college shows concerns for students as individuals.	5.40	5.40	5.21	5.40	5.23
People on this campus respect and are supportive of each other.	5.77	5.66	5.68	5.66	5.30
The campus staff are caring and helpful	5.83	5.78	5.70	5.60	5.37
It is an enjoyable experience to be a student on this campus.	5.90	5.73	5.72	5.80	5.55
The campus is safe and secure for all students.	5.86	5.90	5.84	5.87	5.54
Students are made to feel welcome on this campus.	5.92	5.87	5.79	5.84	5.48
I generally know what's happening on campus.	5.06	5.30	4.96	4.99	4.61
This institution has a good reputation within the community.	5.92	5.86	5.75	5.90	5.59
This school does whatever it can to help me reach my educational goals.	5.59	5.53	5.38	5.55	5.17
Administrators are approachable to students.	5.72	5.62	5.45	5.52	5.24
New student orientation services help students adjust to college.	5.35	5.54	5.37	5.41	5.15
I seldom get the "run-around" when seeking information on this campus.	5.36	5.36	5.23	5.43	5.05
Channels for expressing student complaints are readily available.	5.23	5.20	5.11	5.22	4.78
Campus Support Services	5.12	5.33	5.17	5.12	4.80
Child care facilities are available on campus.	4.59	4.53	4.67	4.38	4.36
Personnel in the Veteran's Services program are helpful.	4.82	5.14	4.87	4.88	4.62
This campus provides effective support services for displaced homemakers.	4.93	5.15	4.93	4.90	4.61
The career services office provides students with the help they need to get a job.	5.04	5.40	5.16	5.07	4.68
The student center is a comfortable place for students to spend their leisure time.	5.53	5.65	5.65	5.45	5.08
There are adequate services to help me decide upon a career.	5.31	5.51	5.31	5.47	4.91

Statement	SCC 2019	National Mean	MCCCD Mean	SCC 2016	SCC 2013
New orientation services help students adjust to college	5.35	5.54	5.37	N/A	N/A
Concern for the Individual	5.55	5.52	5.36	5.50	5.12
Faculty care about me as an individual.	5.85	5.59	5.52	5.71	5.38
The college shows concern for students as individuals.	5.40	5.40	5.21	5.40	4.93
My academic advisor is concerned about my success as an individual.	5.21	5.39	5.10	5.20	4.84
Faculty are fair and unbiased in their treatment of individual students.	5.74	5.65	5.61	5.65	5.32
Counseling Staff care about students as individuals.	5.50	5.59	5.36	5.51	5.08
Instructional Effectiveness	5.76	5.65	5.56	5.70	5.40
Faculty care about me as an individual.	5.85	5.59	5.52	5.71	5.38
The quality of instruction I receive in most of my classes is excellent.	5.87	5.68	5.62	5.81	5.50
Faculty are understanding of students' unique life circumstances.	5.65	5.50	5.44	5.47	5.22
Faculty are fair and unbiased in their treatment of individual students.	5.74	5.65	5.61	5.65	5.32
Faculty take into consideration student differences as they teach a course.	5.56	5.45	5.36	5.46	5.21
Faculty provide timely feedback about student progress in a course.	5.61	5.53	5.46	5.62	5.32
Faculty are interested in my academic problems.	5.48	5.46	5.29	5.50	5.13
Nearly all of the faculty are knowledgeable in their fields.	5.99	5.89	5.76	5.94	5.70
Faculty are usually available after class and during office hours.	5.95	5.84	5.74	5.82	5.58
Nearly all classes deal with practical experiences and applications.	5.71	5.63	5.47	5.70	5.38
Students are notified early in the term if they are doing poorly in a class.	5.12	5.22	5.05	5.23	4.71
Program requirements are clear and reasonable.	5.77	5.77	5.62	5.77	5.43
There is a good variety of courses provided on this campus.	6.06	5.87	5.86	6.01	5.78
I am able to experience intellectual growth here.	6.14	5.98	5.95	6.08	5.83
Registration Effectiveness	5.59	5.68	5.54	5.57	5.33
The personnel involved in registration are helpful.	5.54	5.61	5.46	5.52	5.16

Statement	SCC 2019	National Mean	MCCCD Mean	SCC 2016	SCC 2013
Classes are scheduled at times that are convenient for me.	5.62	5.62	5.62	5.51	5.32
I am able to register for classes I need with few conflicts.	5.53	5.66	5.55	5.57	5.23
Policies and procedures regarding registration and course selection are clear and well-publicized.	5.62	5.66	5.53	5.59	5.28
Class change (add/drop) policies are reasonable.	5.43	5.74	5.46	5.51	5.33
There are convenient ways of paying my school bill.	5.75	5.75	5.61	5.74	5.49
The business office is open during hours which are convenient for most students.	5.72	5.66	5.46	5.57	5.41
Billing policies are reasonable.	5.39	5.63	5.37	5.56	5.35
Bookstore staff are helpful.	5.73	5.82	5.75	5.55	5.41
Responsiveness to Diverse Populations	5.79	5.74	5.66	5.67	5.47
<i>Institution's Commitment to...</i>					
Part-time students	5.96	5.81	5.83	5.84	5.64
Evening Students	5.82	5.67	5.66	5.60	5.46
Older, returning learners	5.86	5.78	5.65	5.70	5.51
Under-represented populations	5.68	5.69	5.56	5.56	5.33
Commuters	5.64	5.66	5.54	5.56	5.38
Students with Disabilities	5.76	5.82	5.69	5.75	5.48
Safety and Security	5.60	5.49	5.43	5.52	5.21
Security staff are helpful	5.41	5.48	5.36	5.23	5.05
Security staff respond quickly in emergencies	5.23	5.45	5.29	5.15	4.88
Parking lots are well-lighted and secure	5.61	5.52	5.47	5.65	5.27
The campus is safe and secure for all students	5.86	5.90	5.84	5.87	5.54
The amount of student parking space on campus is adequate	5.80	5.07	5.14	5.61	5.24
Service Excellence	5.56	5.59	5.46	5.40	5.14
The personnel involved in registration are helpful.	5.54	5.61	5.46	5.52	5.16
People on this campus respect and are supportive of each other.	5.77	5.66	5.68	5.66	5.30
Library staff are helpful and approachable.	5.78	5.87	5.79	5.00	5.34
The campus staff are caring and helpful.	5.83	5.78	5.70	5.60	5.37
I generally know what's happening on campus.	5.06	5.30	4.96	4.99	4.61
Administrators are approachable to students.	5.72	5.62	5.45	5.52	5.24
Bookstore staff are helpful.	5.73	5.82	5.75	5.55	5.41
I seldom get the "run-around" when seeking information on this campus.	5.36	5.36	5.23	5.43	5.05

Statement	SCC 2019	National Mean	MCCCD Mean	SCC 2016	SCC 2013
Channels for expressing student complaints are readily available.	5.23	5.20	5.11	5.22	4.78
Student Centeredness	5.73	5.65	5.56	5.61	5.29
Most students find a sense of belonging here.	5.61	5.52	5.49	5.50	5.16
The college shows concern for students as individuals.	5.40	5.40	5.21	5.40	4.93
The campus staff are caring and helpful.	5.83	5.78	5.70	5.60	5.37
It is an enjoyable experience to be a student on this campus.	5.90	5.73	5.72	5.80	5.55
Students are made to feel welcome on this campus.	5.92	5.87	5.79	5.84	5.48
Administrators are approachable to students.	5.72	5.62	5.45	5.52	5.24

Other items that are not part of scales - satisfaction

Statement	SCC 2019	National Mean	MCCCD Mean	SCC 2016	SCC 2013
The quality of instruction in the vocational/technical programs is excellent	5.71	5.58	5.46	5.65	5.27
Internships or practical experiences are provided in my degree/certificate program	5.06	5.24	4.94	5.14	4.56
The assessment and course placement procedures are reasonable	5.59	5.64	5.50	5.54	5.33
On the whole, the campus is well-maintained	6.22	6.03	6.03	5.99	5.91
Rate your overall satisfaction with your experience here thus far.	5.88	5.58	5.60	5.78	5.55

Other items that are not part of scales – importance only (no significance tests)

Statement	SCC 2019	National Mean	MCCCD Mean	SCC 2016	SCC 2013
Cost as factor in decision to enroll.	6.42	6.35	6.50	6.30	6.14
Financial aid as factor in decision to enroll.	5.53	6.10	6.02	5.51	5.44
Academic reputation as factor in decision to enroll.	5.97	5.97	5.91	6.01	5.77
Size of institution as factor in decision to enroll.	5.04	5.25	5.16	5.13	5.09
Opportunity to play sports as factor in decision to enroll.	3.57	3.75	3.77	3.64	3.59

Statement	SCC 2019	National Mean	MCCCD Mean	SCC 2016	SCC 2013
Recommendations from family/friends as factor in decision to enroll.	4.86	5.08	4.98	4.92	4.64
Geographic setting as factor in decision to enroll.	5.43	5.61	5.49	5.26	5.30
Campus appearance as factor in decision to enroll.	5.40	5.32	5.44	5.31	5.35
Personalized attention prior to enrollment as factor in decision to enroll.	5.41	5.51	5.49	5.40	5.22

Other items – different scale

Statement	SCC 2019	National Mean	MCCCD Mean	SCC 2016	SCC 2013
So far, how has your college experience met your expectations? (1=much worse than expected, 7=much better than expected)	5.30	4.95	5.04	5.14	4.81
All in all, if you had to do it over, would you enroll here again? (1=definitely not, 7=definitely yes)	6.09	5.82	5.87	6.05	5.70

Maricopa Provided Items*

Statement	SCC 2019	MCCCD Mean	SCC 2016*	SCC 2013*
I receive a quick reply when I email a college representative.	5.61	5.44	-	-
When I contact the college by phone, my call is answered quickly by a representative.	5.46	5.26	-	-
It is easy to obtain registration information when calling the college by phone.	5.41	5.21	-	-
Documents I submit to Enrollment Services (Admissions and Records) are processed in a timely manner.	5.45	5.33	5.52	5.21
My transcripts from colleges outside of Maricopa were evaluated in a timely manner.	5.43	5.26	5.40	4.98
The financial aid process at this college is clear.	5.21	5.14	5.23	4.59
The college contacts me to let me know what I need to do for my financial aid.	4.99	4.80	5.01	4.39
It is easy to obtain financial aid information when calling the college by phone.	5.06	4.91	5.27	4.94
It is easy to obtain tuition payment information when calling the college by phone.	5.37	5.14	5.34	5.18
The college contacts me to let me know when my tuition bill is due.	5.33	5.12	-	-

*Some MCCCD Provided Items were different or had slightly different wording in the 2016 and 2013 administrations. Comparisons provided where available. No significant difference tests available.