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ABSTRACT

This is a report from Austin Community College (Texas) on a student satisfaction survey developed and administered by the Gulf Coast Consortium of Institutional Research (GCAIR). The survey includes student response data from four community colleges: Austin, Houston, North Harris Montgomery, and San Jacinto. A total of 3,267 students responded to the satisfaction survey. Results indicate that: (1) approximately 63% of the respondents were female; (2) most respondents were between the ages of 18 to 21; (3) approximately 46% of the respondents were white, with Hispanic students representing the next highest ethnic percentage; (4) more than 55% of the respondents expressed the intent to transfer to a four-year college or university; (5) 37% of the respondents stated that they were employed full-time; (6) most respondents reported that they chose their college due to its location, curriculum, flexible class schedules, and low tuition; (7) most respondents showed very low participation in extracurricular campus activities; and (8) most respondents' satisfaction with college services did not totally meet the level of importance they placed on the service. The report includes six tables detailing findings. (MKF)



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**ANALYSIS OF THE
GULF COAST CONSORTIUM
STUDENT PERCEPTIONS OF COLLEGE SERVICES
SPRING 2001 SURVEY**

Office of Institutional Effectiveness



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Analysis of the Texas Gulf Consortium Student Perceptions of College Services Spring 2001

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INTRODUCTION

The student satisfaction survey was developed during the 1994-1995 academic year by representatives of the Gulf Coast Consortium of Institutional Research (GCAIR) in response to the need to generate data that could be used to compare the perceptions and preferences of students on their respective campuses. Researchers from consortium colleges developed a questionnaire, sampling protocols, and an understanding regarding how the data generated by the survey would be shared. This understanding included the agreement that the participating colleges would hold data regarding other colleges in strict confidence, and results would be limited to reports in campus publications only. Consequently, the data contained in this report that pertain to individual campuses should be considered confidential.

The first Student Perception Study was implemented in spring 1995 by Galveston College, Lee College, and the three San Jacinto campuses. The survey utilized samples of about 400 students per campus for a total sample of about 2,000 students. The survey has been repeated, with minor adjustments in the questionnaire and the sample design, each year since. The 2001 survey marks the seventh year of the survey's implementation.

The spring 2001 survey utilized the same questionnaire and sampling methods as the previous efforts and includes thirteen campuses representing nine colleges which generated 4,959 responses. Austin Community College participated in the spring 2001 survey. This is the first year that a college outside of the Gulf Coast Consortium has participated. The impact of comparative data from other multi-campus institutions is valuable to the analysis. An even greater significance is that participating colleges can compare the perceptions of their students to the perceptions of students drawn from a larger and more diverse group of colleges than the spring 1995 survey permitted.

For comparison purposes, please note that results from only four colleges - Austin Community College, Houston Community College, North Harris Montgomery Community College (3 campuses), and San Jacinto Community College (3 campuses) - are included in this report (see Table 1 for demographic profiles of each participating college.). The table on the following page breaks down the number of participating students from each of the four colleges.

**Spring 2001
Participating College's
Number of students surveyed**

College	Count
Austin Community College	497
Houston Community College	1,338
North Harris Montgomery Community College	724
San Jacinto Community College	708
TOTAL	3,267

A major purpose of this research is to generate benchmarks for the items dealing with student satisfaction with college services. Participating colleges can, thus, determine whether their students are more or less satisfied with these services than students at similar institutions. That is, we know from experience with this and other surveys that when students are asked to express their satisfaction with a range of college services, parking will rank at or near the bottom of any given list. Hence, administrators who wish to evaluate services like parking must ask if their students are more or less satisfied than students at similar institutions. The "All-student" averages provide this benchmark.

SUMMARY OF FINDINGS: AUSTIN COMMUNITY COLLEGE

Table 1: Demographic Breakdown

A demographic analysis of the ACC students that participated in the 2001 GCC survey revealed that, overall, the sample was well-representative of the ACC student body. Gender, age, and ethnicity percentages of participating ACC students in the 2001 GCC survey were comparable to the ACC student body population. Table 1a specifically compares the ethnic breakdown of ACC survey respondents with actual ACC student enrollments. While participating ACC survey respondents reflected the overall ethnic breakdown of ACC, white ACC survey respondents were slightly under-represented in the survey.

Table 2: Why Students Chose College

Course-related items were cited by ACC survey respondents (both male and female) as important factors in their decisions regarding which college to attend. Specifically, “Offered courses I wanted” and “Offered courses I wanted at times I wanted” were the two most important factors when choosing a college. In addition, ACC survey respondents deemed a variety of other items as important in the their decision to attend ACC. These included “Low cost of tuition and fees”, “Convenient location”, “Work while attending”, and “Good chance of personal success”. The factors least often cited in this regard by both male and female ACC survey respondents were “Athletic programs” and “Extra-curricular activities”. It is also important to note that “Advice of High School counselor/teacher” was not rated as very important by ACC survey respondents (a comparison across all participating colleges revealed that ACC survey respondents had the lowest importance rating on this item). Analyzing the survey sample as a whole (all four community colleges) revealed that, like ACC students, male and female students selected “Offered courses I wanted” and “Offered courses I wanted at times I wanted” (in addition to “Convenient Location”) as important factors when choosing a college. Like the ACC survey sample, “Athletic Programs” and “Extra-Curricular Activities” were not deemed important factors when choosing a college.

Table 3: Extra-Curricular Activities

Analysis of student participation in Extra-Curricular Activities revealed that male ACC survey respondents reported high participation rates in athletic activities – with “Fitness Center” and “Use Tennis course, running track, etc.” as the activities most frequently utilized. Female ACC survey participants reported the “Fitness center” and “Visit art gallery” as frequent

extra-curricular activities. All three activities were also utilized by all respondents (see "All Students" column). Both male and female ACC survey respondents indicated low participation in "Student government" and "College sponsored dances/parties", activities also reported to be infrequently used by all survey respondents.

Table 4: College Services >>> Importance

The college services deemed most important by ACC survey respondents were consistent with their reasons for choosing the college (see Table 2). As Table 4 indicates, both male and female ACC students reported "Availability of courses at times needed" and "Variety of courses" as important college services. Interestingly, female ACC survey respondents rated college services that dealt with faculty/staff – student relations as more important than their male counterparts. Specifically, female ACC survey respondents reported higher levels of importance for "Racial harmony at this college", "Attitude of non-teaching staff to students", "Attitude of faculty/staff to students of your ethnicity", "Attitude of faculty/staff to students taking developmental courses", "Attitude of faculty/staff to disables students", and "Attitude of faculty staff to students of your gender". Similarly, female ACC survey respondents place higher importance on "Financial aid services" than their male ACC counterparts. Whereas all survey respondents also deemed "Availability of courses at times needed" as an important college service, male survey respondents also reported "Availability of senior institution transfer plans" as the second most important college service with female students indicating "Personal security safety at the college" as the second most important college service. College services considered less important to ACC survey respondents and all survey respondents were "Student govt./senate/congress" and "Varsity athletics".

Table 5: College Services >>> Satisfaction

Both male and female ACC survey respondents were satisfied with "Telephone registration". Furthermore, ACC male survey respondents were satisfied with "Availability of senior institution transfer plans" and female ACC survey respondents were satisfied with "Information provided in course schedule". As with the importance scores, female ACC survey respondents reported higher satisfaction ratings for faculty/staff – student services (for "Racial harmony at this college", "Attitude of faculty/staff to students of your ethnicity", "Attitude of faculty/staff to students taking developmental courses", "Attitude of faculty/staff to disables students", and "Attitude of faculty staff to students of your gender"). An analysis of all survey respondents indicated that males were satisfied with "Availability of Senior Institution Transfer Plans" and "Variety of courses". The top two college services, in terms of satisfaction, reported by all female survey respondents were "College catalog information" and "Information provided in college catalog". Male ACC survey respondents were not

satisfied with “Varsity Athletics” and female ACC survey respondents were not satisfied with “Parking facilities and services”. All survey respondents indicated low satisfaction ratings with “Varsity Athletics”.

Table 6: College Services >>> Satisfaction – Importance

Further analysis of ACC survey respondent perceptions of college services revealed a decidedly big gap for satisfaction and importance ratings of “Parking facilities and services”. This negative difference score indicates that ACC survey respondents place a high importance level on parking at ACC, yet are not very satisfied. The “high-importance – low-satisfaction” finding for parking facilities is a finding that is common across the majority of colleges participating in this survey. Other negative gap scores for ACC survey respondents were found in the course-related services (“Availability of courses at times needed” and ‘Variety of courses”).

Table 7: Perceptions of College in General

The majority of ACC students interviewed expressed satisfaction with the college and the education that they were receiving. However, male ACC survey respondents were less likely than female students to indicate that they would choose the same college if they could start again (70.3% vs. 81.9%, respectively) and less likely to describe the quality of the education that they received as “good” or “excellent” (70.6% vs. 80.2%, respectively). This trend is also evident when looking at the survey respondents as a whole.

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Table 1
Profiles of Students Who Completed Survey
Texas Gulf Coast Consortium
Student Perceptions of College Services: Spring 2001

	Austin Community		Houston Community		NHMCCD - Kingwood		NHMCCD - North Harris		NHMCCD - Tomball		San Jacinto - Central		San Jacinto - North		San Jacinto - South		All Students	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Gender																		
male	196	40.4	428	33.9	78	39.2	76	35.5	129	45.3	73	29.1	78	40.0	96	40.3	1,154	36.9
female	289	59.6	836	66.1	121	60.8	138	64.5	156	54.7	178	70.9	117	60.0	142	59.7	1,977	63.1
Age																		
17 and under	6	1.3	7	0.6			2	1.0	4	1.5	2	0.8	1	0.5	3	1.3	25	0.8
18 to 21	190	40.3	479	39.7	78	40.0	126	60.0	164	60.1	120	49.0	87	46.8	103	45.2	1,347	44.7
22 to 25	96	20.4	270	22.4	34	17.4	27	12.9	43	15.8	50	20.4	39	21.0	53	23.2	612	20.3
26 to 29	66	14.0	152	12.6	17	8.7	22	10.5	18	6.6	21	8.6	10	5.4	23	10.1	329	10.9
30 to 33	30	6.4	90	7.5	13	6.7	9	4.3	9	3.3	15	6.1	15	8.1	11	4.8	192	6.4
34 to 37	24	5.1	58	4.8	8	4.1	5	2.4	13	4.8	7	2.9	12	6.5	8	3.5	135	4.5
38 to 41	23	4.9	49	4.1	19	9.7	5	2.4	8	2.9	12	4.9	11	5.9	11	4.8	138	4.6
42 plus	36	7.6	103	8.5	26	13.3	14	6.7	14	5.1	18	7.3	11	5.9	16	7.0	238	7.9
Ethnicity																		
Black	33	6.9	241	19.6	18	9.3	35	16.9	6	2.1	9	3.7	31	16.1	19	8.2	392	12.8
American Indian	1	0.2	3	0.2	0	0.0	1	0.5	3	1.1	1	0.4	0	0.0	3	1.3	12	0.4
Asian	33	6.9	191	15.5	7	3.6	18	8.7	16	5.7	9	3.7	7	3.6	19	8.2	300	9.8
White	285	59.6	341	27.7	143	73.7	82	39.6	210	74.7	142	58.0	75	39.1	141	61.0	1,419	46.4
Hispanic	97	20.3	352	28.6	13	6.7	57	27.5	32	11.4	67	27.3	67	34.9	39	16.9	724	23.7
Other	29	6.1	101	8.2	13	6.7	14	6.8	14	5.0	17	6.9	12	6.3	10	4.3	210	6.9
Education Goal																		
associate	91	20.0	349	28.2	53	28.2	57	27.8	52	18.5	75	31.1	54	28.7	48	21.1	779	25.8
vocational tech	7	1.5	37	3.0	13	6.9	2	1.0	3	1.1	10	4.1	10	5.3	2	0.9	84	2.8
transfer 4 yr	284	62.3	623	50.3	77	41.0	120	58.5	187	66.5	128	53.1	100	53.2	155	68.0	1,674	55.3
certification	14	3.1	98	7.9	22	11.7	11	5.4	15	5.3	16	6.6	13	6.9	6	2.6	195	6.4
self improvement	21	4.6	23	1.9	4	2.1	4	2.0	6	2.1	4	1.7	4	2.1	2	0.9	68	2.2
job related	19	4.2	34	2.7	6	3.2	3	1.5	9	3.2	3	1.2	0	0.0	6	2.6	80	2.6
other	20	4.4	74	6.0	13	6.9	8	3.9	9	3.2	5	2.1	7	3.7	9	3.9	145	4.8

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Texas Gulf Coast Consortium
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	Austin Community		Houston Community		NHMCCD - Kingwood		NHMCCD - North Harris		NHMCCD - Tomball		San Jacinto - Central		San Jacinto - North		San Jacinto - South		All Students	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Marital status																		
single	334	71.1	867	68.2	114	57.9	157	74.4	220	78.6	169	69.0	127	66.8	160	68.7	2,148	69.3
married	107	22.8	299	23.5	68	34.5	40	19.0	51	18.2	61	24.9	53	27.9	59	25.3	738	23.8
divorced	24	5.1	65	5.1	8	4.1	11	5.2	9	3.2	10	4.1	6	3.2	13	5.6	146	4.7
separated	3	0.6	33	2.6	6	3.0	3	1.4	0	0.0	4	1.6	2	1.1	1	0.4	52	1.7
widowed	2	0.4	8	0.6	1	0.5	0	0.0	0	0.0	1	0.4	2	1.1	0	0.0	14	0.5
Mother Father attend college																		
yes mother	58	12.7	128	10.3	14	7.5	29	14.2	34	12.8	26	11.1	34	18.1	34	15.0	357	11.9
yes father	77	16.9	143	11.5	37	19.9	32	15.7	45	16.9	43	18.3	20	10.6	31	13.7	428	14.2
yes both	164	36.0	370	29.6	43	23.1	50	24.5	89	33.5	54	23.0	34	18.1	78	34.4	882	29.3
no neither	156	34.3	607	48.6	92	49.5	93	45.6	98	36.8	112	47.7	100	53.2	84	37.0	1,342	44.6
Taken courses at other colleges																		
yes	259	55.8	541	44.8	94	48.7	71	34.8	109	39.5	73	30.2	61	32.8	102	45.7	1,310	43.7
no	205	44.2	667	55.2	99	51.3	133	65.2	167	60.5	169	69.8	125	67.2	121	54.3	1,686	56.3
Children living with you																		
yes	55	11.7	196	15.7	45	23.6	29	13.7	25	8.9	41	16.7	40	20.9	38	16.4	469	15.3
no	415	88.3	1050	84.3	146	76.4	182	86.3	256	91.1	204	83.3	151	79.1	194	83.6	2,598	84.7
People residing in household																		
one	78	16.8	136	10.6	13	6.8	18	8.7	15	5.6	13	5.3	14	7.5	28	12.1	315	10.2
two	146	31.4	281	21.9	42	21.9	41	19.7	49	18.2	50	20.6	33	17.6	57	24.6	699	22.7
three	107	23.0	282	22.0	44	22.9	50	24.0	72	26.8	60	24.7	36	19.3	42	18.1	693	22.5
four	79	17.0	252	19.7	50	26.0	36	17.3	76	28.3	65	26.7	42	22.5	69	29.7	669	21.7
five	33	7.1	155	12.1	31	16.1	32	15.4	42	15.6	33	13.6	35	18.7	26	11.2	387	12.6
six	12	2.6	120	9.4	6	3.1	20	9.6	10	3.7	14	5.8	16	8.6	8	3.4	206	6.7
seven	6	1.3	24	1.9	4	2.1	4	1.9	2	0.7	5	2.1	7	3.7	2	0.9	54	1.8
eight	1	0.2	13	1.0	0	0.0	3	1.4	0	0.0	2	0.8	3	1.6	0	0.0	22	0.7
nine	0	0.0	7	0.5	1	0.5	3	1.4	1	0.4	1	0.4	0	0.0	0	0.0	13	0.4
ten or more	3	0.6	12	0.9	1	0.5	1	0.5	2	0.7	0	0.0	1	0.5	0	0.0	20	0.6

Table 1
Profiles of Students Who Completed Survey
Texas Gulf Coast Consortium
Student Perceptions of College Services: Spring 2001

	Austin Community		Houston Community		NHMCCD - Kingwood		NHMCCD - North Harris		NHMCCD - Tomball		San Jacinto - Central		San Jacinto - North		San Jacinto - South		All Students		
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	
Food Stamps	yes	19	4.1	76	6.2	16	8.4	18	8.8	7	2.6	6	2.6	6	3.2	5	2.2	153	5.1
	no	443	95.9	1152	93.8	175	91.6	187	91.2	260	97.4	228	97.4	179	96.8	226	97.8	2,850	94.9
Class times	day	249	57.5	777	69.4	135	77.1	139	76.4	201	79.1	186	79.8	113	66.5	130	62.5	1,930	69.6
	evening	181	41.8	336	30.0	37	21.1	43	23.6	53	20.9	46	19.7	56	32.9	78	37.5	830	29.9
	weekend	3	0.7	5	0.4	2	1.1	0	0.0	0	0.0	0	0.0	1	0.6	0	0.0	11	0.4
	tv vcr	0	0.0	1	0.1	1	0.6	0	0.0	0	0.0	1	0.4	0	0.0	0	0.0	3	0.1
Employment	FT off campus	189	39.3	497	38.3	61	30.8	60	28.6	80	28.0	95	38.2	86	44.6	97	41.1	1,165	37.0
	PT off campus	182	37.8	319	24.6	53	26.8	79	37.6	129	45.1	86	34.5	54	28.0	84	35.6	986	31.3
	FT on campus	2	0.4	51	3.9	6	3.0	2	1.0	3	1.0	1	0.4	2	1.0	4	1.7	71	2.3
	PT on campus	12	2.5	55	4.2	12	6.1	12	5.7	5	1.7	4	1.6	9	4.7	8	3.4	117	3.7
	On and off campus	1	0.2	13	1.0	5	2.5	4	1.9	2	0.7	5	2.0	0	0.0	1	0.4	31	1.0
	Not employed	95	19.8	361	27.9	61	30.8	53	25.2	67	23.4	58	23.3	42	21.8	42	17.8	779	24.7
Household income	\$0 to \$8,050	60	13.5	191	16.3	23	13.3	28	15.2	27	10.9	20	9.1	17	9.9	22	10.0	388	13.7
	\$8,051 to 10,850	31	7.0	77	6.6	12	6.9	6	3.3	9	3.6	11	5.0	8	4.7	4	1.8	158	5.6
	\$10,851 to \$14,060	30	6.7	90	7.7	8	4.6	16	8.7	13	5.2	19	8.6	8	4.7	13	5.9	197	6.9
	\$14,061 to \$17,350	24	5.4	54	4.6	7	4.0	8	4.3	6	2.4	3	1.4	3	1.8	10	4.6	115	4.1
	\$17,351 to \$20,780	24	5.4	84	7.1	9	5.2	6	3.3	5	2.0	8	3.6	6	3.5	5	2.3	147	5.2
	\$20,781 to \$23,950	26	5.8	76	6.5	12	6.9	11	6.0	14	5.6	7	3.2	11	6.4	11	5.0	168	5.9
	\$23,951 to \$27,120	21	4.7	74	6.3	5	2.9	12	6.5	9	3.6	11	5.0	10	5.8	14	6.4	156	5.5
	\$27,121 to \$30,290	17	3.8	69	5.9	4	2.3	15	8.2	12	4.8	13	5.9	9	5.3	18	8.2	157	5.5
	\$30,291 to \$33,460	23	5.2	77	6.6	13	7.5	13	7.1	8	3.2	13	5.9	7	4.1	11	5.0	165	5.8
	over \$33,460 per yr.	189	42.5	383	32.6	80	46.2	69	37.5	145	58.5	115	52.3	92	53.8	111	50.7	1,184	41.8

Table 1
Profiles of Students Who Completed Survey
Texas Gulf Coast Consortium
Student Perceptions of College Services: Spring 2001

	Austin Community		Houston Community		NHMCCD - Kingwood		NHMCCD - North Harris		NHMCCD - Tomball		San Jacinto - Central		San Jacinto - North		San Jacinto - South		All Students	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %
If transferring which 4-yr institution most like to attend	1	0.3	46	4.1	2	1.3	5	2.7	6	2.4	2	0.9	1	0.6	0	0.0	63	2.3
	0	0.0	18	1.6	37	24.2	23	12.4	43	17.1	8	3.7	3	1.9	3	1.4	135	5.0
	126	31.9	12	1.1	6	3.9	3	1.6	19	7.5	8	3.7	4	2.5	3	1.4	181	6.7
	2	0.5	9	0.8	5	3.3	1	0.5	5	2.0	1	0.5	1	0.6	2	0.9	26	1.0
	11	2.8	43	3.9	13	8.5	9	4.8	44	17.5	12	5.6	10	6.3	9	4.2	151	5.6
	0	0.0	31	2.8	1	0.7	3	1.6	0	0.0	2	0.9	7	4.4	2	0.9	46	1.7
	0	0.0	47	4.2	1	0.7	4	2.2	0	0.0	88	41.1	16	10.1	96	45.1	252	9.4
	4	1.0	286	25.7	28	18.3	51	27.4	38	15.1	30	14.0	51	32.3	34	16.0	522	19.5
	1	0.3	252	22.7	13	8.5	31	16.7	21	8.3	16	7.5	31	19.6	22	10.3	387	14.4
	0	0.0	28	2.5	1	0.7	6	3.2	2	0.8	4	1.9	4	2.5	2	0.9	47	1.8
	153	38.7	102	9.2	13	8.5	13	7.0	23	9.1	13	6.1	9	5.7	12	5.6	338	12.6
	2	0.5	20	1.8	5	3.3	5	2.7	4	1.6	1	0.5	3	1.9	1	0.5	41	1.5
	95	24.1	218	19.6	28	18.3	32	17.2	47	18.7	29	13.6	18	11.4	27	12.7	494	18.4

Avg. semester hours earned	Mean	Mean	Mean	Mean	Mean	Mean	Mean	Mean	Mean
	51.6	38.7	25.8	23.9	25.3	27.8	25.8	26.9	35.1

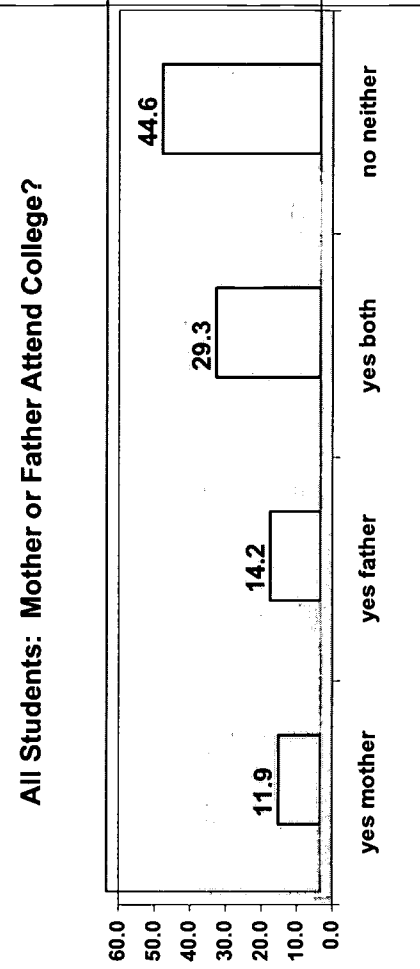
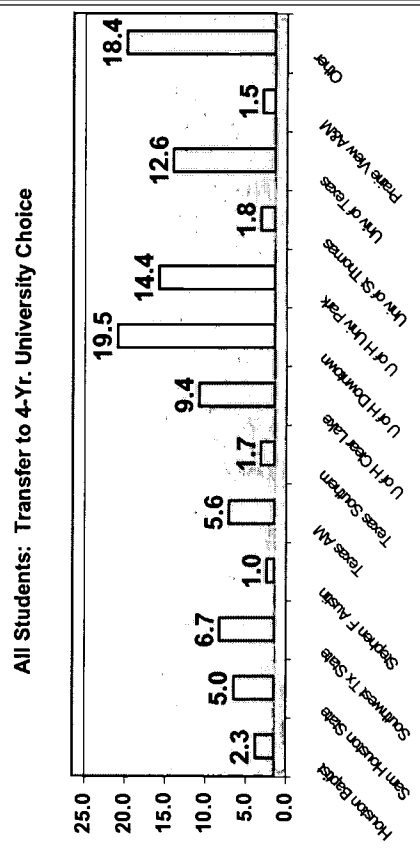


Table 1a
Actual Spring 2001 College Demographics Compared to Survey Respondents
Texas Gulf Coast Consortium
Student Perceptions of College Services: Spring 2001

Ethnicity	Austin Community				Houston Community				NHMCCD - Kingwood			
	Survey Respondents		Actual 2001 Enrolled		Survey Respondents		Actual 2001 Enrolled		Survey Respondents		Actual 2001 Enrolled	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Black	33	6.9	1,832	6.8	241	19.6	9,459	25.6	18	9.3	278	5.9
American Indian	1	0.2	245	0.9	3	0.2	116	0.3	0	0.0	21	0.4
Asian	33	6.9	1,700	6.3	191	15.5	5,868	15.9	7	3.6	102	2.2
White	285	59.6	16,916	63.0	341	27.7	11,019	29.9	143	73.7	3,694	79.0
Hispanic	97	20.3	5,388	20.1	352	28.6	9,629	26.1	13	6.7	429	9.2
Other	29	6.1	770	2.9	101	8.2	796	2.2	13	6.7	154	3.3
Totals	478	100.0	26,851	100.0	1,229	100.0	36,887	100.0	194	100.0	4,678	100.0

Ethnicity	NHMCCD - North Harris				NHMCCD - Tomball				San Jacinto - Central			
	Survey Respondents		Actual 2001 Enrolled		Survey Respondents		Actual 2001 Enrolled		Survey Respondents		Actual 2001 Enrolled	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Black	35	16.9	2,256	21.0	6	2.1	387	4.9	9	3.7	553	5.3
American Indian	1	0.5	47	0.4	3	1.1	30	0.4	1	0.4	43	0.4
Asian	18	8.7	956	8.9	16	5.7	395	5.0	9	3.7	465	4.4
White	82	39.6	4,427	41.3	210	74.7	5,977	76.2	142	58.0	6,296	60.2
Hispanic	57	27.5	2,544	23.7	32	11.4	757	9.6	67	27.3	2,723	26.0
Other	14	6.8	501	4.7	14	5.0	300	3.8	17	6.9	384	3.7
Totals	207	100.0	10,731	100.0	281	100.0	7,846	100.0	245	100.0	10,464	100.0

Ethnicity	San Jacinto - North				San Jacinto - South				All Students			
	Survey Respondents		Actual 2001 Enrolled		Survey Respondents		Actual 2001 Enrolled		Survey Respondents		Actual 2001 Enrolled	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Black	31	16.1	1,130	23.5	19	8.2	631	10.1	392	12.8	16,526	15.2
American Indian	0	0.0	17	0.4	3	1.3	23	0.4	12	0.4	542	0.5
Asian	7	3.6	130	2.7	19	8.2	567	9.1	300	9.8	10,183	9.4
White	75	39.1	1,957	40.7	141	61.0	3,369	54.1	1,419	46.4	53,655	49.5
Hispanic	67	34.9	1,439	29.9	39	16.9	1,257	20.2	724	23.7	24,166	22.3
Other	12	6.3	134	2.8	10	4.3	384	6.2	210	6.9	3,423	3.2
Totals	192	100.0	4,807	100.0	231	100.0	6,231	100.0	3,057	100.0	108,495	100.0

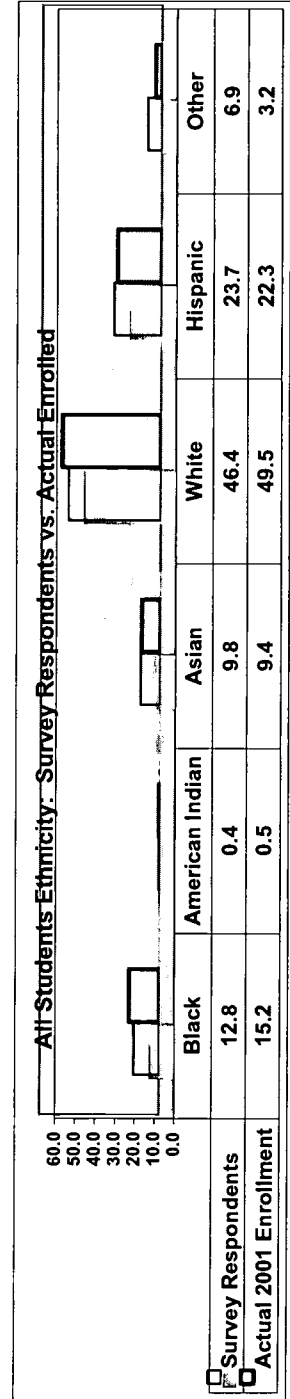


Table 2
Why Students Chose College
Texas Gulf Coast Consortium
Student Perceptions Of College Services: Spring 2001

Var	Response	Austin Community		Houston Community		NHMCCD - Kingwood		NHMCCD - North Harris		NHMCCD - Tomball		San Jacinto - Central		San Jacinto - North		San Jacinto - South		All Students	
		male	female	male	female	male	female	male	female	male	female	male	female	male	female	male	female	male	female
Q01	Convenient location	2.44	2.49	2.48	2.43	2.68	2.66	2.42	2.65	2.51	2.45	2.48	2.48	2.64	2.54	2.45	2.72	2.49	2.50
Q02	Offered crses I wanted	2.66	2.73	2.53	2.65	2.55	2.73	2.53	2.52	2.36	2.48	2.56	2.57	2.53	2.61	2.53	2.49	2.54	2.62
Q03	Low cost tuition & fees	2.44	2.61	2.38	2.40	2.41	2.29	2.57	2.65	2.45	2.45	2.44	2.57	2.51	2.53	2.49	2.61	2.45	2.48
Q04	Work while attending	2.45	2.44	2.33	2.26	2.39	2.03	2.36	2.24	2.39	2.21	2.40	2.23	2.36	2.27	2.21	2.31	2.36	2.27
Q05	Reputation vocational prog	1.68	1.71	1.73	1.82	1.79	2.03	1.88	1.79	1.64	1.71	1.89	1.91	1.84	1.82	1.66	1.56	1.74	1.80
Q06	Reputation academic prog	1.93	2.02	1.93	2.00	1.97	2.39	2.12	2.19	1.86	2.07	2.08	2.21	2.19	2.16	2.09	2.12	1.98	2.08
Q07	Reputation quality instruct	2.06	2.14	2.02	2.09	2.09	2.34	2.19	2.23	1.96	2.08	2.16	2.25	2.29	2.24	2.13	2.19	2.07	2.15
Q08	Liked social atmosphere	1.73	1.65	1.83	1.77	1.82	1.89	1.97	1.77	1.84	1.73	1.75	1.68	1.87	1.74	1.66	1.58	1.81	1.73
Q09	Liked size of college	1.94	2.17	1.91	2.04	1.94	2.17	2.03	2.12	1.98	2.03	1.93	1.94	1.94	2.04	1.88	1.92	1.93	2.06
Q10	Good chance personal success	2.32	2.42	2.20	2.34	2.32	2.42	2.43	2.42	2.09	2.25	2.42	2.40	2.39	2.44	2.16	2.22	2.25	2.36
Q11	Availability scholarships fin aid	1.62	1.77	1.79	1.94	1.76	2.07	2.07	2.09	1.49	1.66	1.63	1.83	1.81	2.02	1.60	1.71	1.72	1.89
Q12	Advice of parents or relatives	1.43	1.53	1.59	1.59	1.56	1.67	1.68	1.60	1.72	1.68	1.59	1.66	1.51	1.62	1.55	1.59	1.57	1.60
Q13	Advice of HS counselor teacher	1.23	1.31	1.46	1.38	1.30	1.38	1.55	1.47	1.36	1.34	1.40	1.38	1.48	1.33	1.39	1.29	1.40	1.36
Q14	Friends attending here	1.44	1.39	1.55	1.43	1.51	1.48	1.58	1.54	1.47	1.47	1.51	1.43	1.52	1.37	1.52	1.34	1.53	1.43
Q15	Immediate preparation work-force	1.71	1.67	1.74	1.76	1.64	1.88	1.64	1.68	1.46	1.63	1.82	1.86	1.86	1.82	1.55	1.54	1.69	1.73
Q16	Athletic programs	1.15	1.07	1.20	1.16	1.22	1.19	1.24	1.22	1.15	1.13	1.21	1.20	1.49	1.24	1.26	1.10	1.22	1.15

Table 2
Why Students Chose College
Texas Gulf Coast Consortium
Student Perceptions Of College Services: Spring 2001

Var	Response	Austin Community		Houston Community		NHMCCD - Kingwood		NHMCCD - North Harris		NHMCCD - Tomball		San Jacinto - Central		San Jacinto - North		San Jacinto - South		All Students		
		male	female	male	female	male	female	male	female	male	female	male	female	male	female	male	female	male	female	male
Q17	Could live w parents relatives	1.48	1.58	1.61	1.57	1.68	1.77	1.99	1.89	2.16	1.97	1.89	1.78	1.82	1.65	1.67	1.78	1.72	1.67	1.67
Q18	Offered crses wanted at times wanted	2.51	2.69	2.41	2.55	2.49	2.50	2.35	2.58	2.39	2.37	2.41	2.52	2.31	2.50	2.26	2.46	2.41	2.54	2.54
Q19	Transfer to a sr institution	2.47	2.48	2.49	2.41	2.22	2.25	2.59	2.44	2.53	2.37	2.34	2.34	2.58	2.33	2.46	2.66	2.47	2.42	2.42
Q20	Colleges open admission	2.16	2.15	2.21	2.16	1.96	1.97	2.04	2.19	2.10	1.95	1.96	2.02	2.17	2.03	1.97	2.12	2.12	2.11	2.11
Q21	Availability developmental crses	1.71	1.75	1.83	1.98	1.87	1.86	1.86	1.84	1.69	1.63	1.78	1.91	1.88	1.85	1.58	1.75	1.78	1.87	1.87
Q22	Cultural variety in fac staff & students	1.51	1.61	1.76	1.77	1.52	1.59	1.75	1.76	1.44	1.48	1.53	1.62	1.55	1.65	1.52	1.39	1.62	1.67	1.67
Q23	Extra-curricular activities	1.20	1.20	1.35	1.37	1.32	1.37	1.42	1.47	1.28	1.20	1.35	1.36	1.48	1.37	1.30	1.25	1.32	1.33	1.33

*Average Scores are based on a ranking system where: '1'="not a reason to attend",

2="minor reason for attending, 3="major reason for attending".

Table 3
Percent Participation in Extra-Curricular Activities
Texas Gulf Coast Consortium
Student Perceptions Of College Services: Spring 2001

Var	Activity	Response	Austin Community		Houston Community		NHMCCD - Kingwood		NHMCCD - North Harris		NHMCCD - Tomball		San Jacinto - Central		San Jacinto - North		San Jacinto - South		All Students	
			male	female	male	female	male	female	male	female	male	female	male	female	male	female	male	female	male	female
Q24	Participate in clubs	yes frequently	4.6	3.2	7.1	4.6	5.3	4.2	9.5	7.4	6.4	7.1	2.7	2.8	3.8	6.0	7.4	4.3	6.2	4.7
		yes seldom	9.7	11.3	10.7	9.8	9.2	19.5	17.6	21.5	13.5	17.6	11.0	14.6	15.4	12.9	10.5	13.5	12.0	12.6
Q25	Attend athletic events	no	85.6	85.5	82.2	85.6	85.5	76.3	73.0	71.1	76.0	79.4	86.3	82.6	80.8	81.0	82.1	82.3	81.9	82.7
		yes frequently	7.2	3.2	7.6	4.2	7.9	4.2	6.8	3.7	5.6	4.5	5.5	2.8	14.1	7.8	6.4	1.4	7.5	4.0
		yes seldom	9.2	9.3	11.8	6.8	10.5	9.2	23.0	5.2	12.0	5.8	21.9	13.0	15.4	9.6	21.3	8.6	13.7	8.0
Q26	Use game room facilities	no	83.6	87.5	80.6	89.0	81.6	86.6	70.3	91.0	82.4	89.6	72.6	84.2	70.5	82.6	72.3	90.0	78.8	88.1
		yes frequently	6.6	1.8	7.4	3.3	9.3	7.5	12.0	3.8	6.4	3.2	8.2	1.7	5.1	3.5	3.2	0.7	7.1	3.0
		yes seldom	7.1	7.8	10.5	6.1	20.0	18.3	20.0	6.0	21.6	6.5	26.0	14.1	21.8	7.0	10.6	7.1	14.2	8.0
Q27	College sponsored dances parties	no	86.2	90.4	82.2	90.7	70.7	74.2	68.0	90.2	72.0	90.3	65.8	84.2	73.1	89.6	86.2	92.1	78.7	89.0
		yes frequently	2.6	1.1	5.7	3.3	1.3	2.5	2.7	2.3	4.8	2.6	2.7	1.1	3.8	1.8	2.1	2.1	4.0	2.4
		yes seldom	3.6	5.3	9.0	8.4	3.9	1.7	16.2	7.5	5.6	4.5	2.7	9.1	12.8	3.5	11.7	4.3	7.9	6.6
Q28	Participate in student	no	93.9	93.6	85.3	88.4	94.7	95.8	81.1	90.2	89.5	92.9	94.5	89.8	83.3	94.7	86.2	93.6	88.1	90.9
		yes frequently	3.6	1.8	4.0	2.7	1.3	2.5	2.7	1.5	6.3	3.2	2.7	0.6	2.6	2.6	1.1	0.7	3.5	2.2
		yes seldom	1.5	3.2	10.0	6.8	2.7	3.4	8.1	5.3	4.0	3.2	4.1	3.4	6.4	4.3	4.3	4.3	6.2	5.0
Q29	Lecture series	no	94.9	95.0	86.0	90.5	96.0	94.1	89.2	93.2	89.7	93.5	93.2	96.0	91.0	93.0	94.7	95.0	90.3	92.8
		yes frequently	2.1	1.8	6.9	6.3	2.6	8.3	8.1	6.7	6.3	3.2	4.1	6.3	1.3	6.2	3.2	4.3	4.9	5.4
		yes seldom	9.8	12.9	16.4	15.2	17.1	15.7	17.6	11.2	9.5	13.0	20.5	24.6	14.1	11.5	12.8	12.9	14.4	14.9
		no	88.1	85.4	76.8	78.5	80.3	76.0	74.3	82.1	84.1	83.8	75.3	69.1	84.6	82.3	84.0	82.9	80.7	79.7

Table 3
Percent Participation in Extra-Curricular Activities
Texas Gulf Coast Consortium
Student Perceptions Of College Services: Spring 2001

Var	Activity	Response	Austin Community		Houston Community		NHMCCD - Kingwood		NHMCCD - North Harris		NHMCCD - Tomball		San Jacinto - Central		San Jacinto - North		San Jacinto - South		All Students	
			male	female	male	female	male	female	male	female	male	female	male	female	male	female	male	female	male	female
Q30	Visit art gallery	yes frequently	2.6	3.9	9.0	8.8	5.3	11.6	12.2	5.2	11.8	6.5	4.1	6.8	11.5	7.0	3.2	3.5	7.5	7.1
		yes seldom	23.5	20.2	25.5	26.6	26.3	24.8	29.7	22.2	11.8	9.0	21.9	16.4	28.2	12.3	17.9	16.3	23.3	21.3
Q31	Fitness center	no	74.0	75.9	65.5	64.6	68.4	63.6	58.1	72.6	84.5	76.8	74.0	76.8	60.3	80.7	78.9	80.1	69.2	71.5
		yes frequently	11.7	6.8	10.4	6.5	20.0	13.2	21.3	11.9	10.4	7.7	13.7	12.4	16.7	8.8	12.8	8.5	12.8	8.2
Q32	Use Tennis courts running track etc	yes seldom	19.9	16.7	16.6	11.7	32.0	24.8	25.3	26.1	19.2	16.1	21.9	24.9	28.2	15.8	24.5	15.6	20.8	16.3
		no	68.4	76.5	73.0	81.8	48.0	62.0	53.3	61.9	70.4	76.1	64.4	62.7	55.1	75.4	62.8	75.9	66.3	75.5
Q33	Intramural activities	yes frequently	7.7	2.9	6.0	3.1	10.5	10.7	17.6	7.5	8.7	7.7	8.2	13.6	14.1	7.8	8.5	2.8	8.5	5.4
		yes seldom	9.7	9.6	7.9	5.3	22.4	12.4	17.6	9.0	19.0	14.8	20.5	26.0	15.4	7.0	16.0	5.7	13.0	9.4
Q34	Attend music or drama productions	no	82.7	87.5	86.2	91.7	67.1	76.9	64.9	83.6	72.2	77.4	71.2	60.5	70.5	85.2	75.5	91.5	78.5	85.2
		yes frequently	2.6	1.8	2.4	2.2	9.2	5.0	6.8	2.3	6.4	2.6	8.2	1.7	7.7	1.8	4.3	2.1	4.5	2.3
Q35	Other	yes seldom	4.6	5.0	8.7	5.6	11.8	12.6	16.2	9.0	4.0	5.8	4.1	7.4	6.4	3.5	12.8	2.9	8.0	6.1
		no	92.8	93.2	88.9	92.2	78.9	82.4	77.0	88.7	89.6	91.6	87.7	90.9	85.9	94.7	83.0	95.0	87.4	91.7
Q35	Other	yes frequently	2.6	3.5	6.9	6.3	1.3	9.2	21.6	17.0	7.2	4.5	11.0	3.4	10.3	6.1	4.3	7.8	7.0	6.5
		yes seldom	12.8	13.1	15.3	13.7	10.5	13.3	13.5	9.6	18.4	23.2	16.4	29.4	15.4	9.6	20.2	12.1	15.2	15.1
Q35	Other	no	84.7	83.3	77.8	80.0	88.2	77.5	64.9	73.3	74.4	72.3	72.6	67.2	74.4	84.3	75.5	80.1	77.7	78.3
		yes frequently	5.5	4.3	6.8	7.2	15.3	5.6	12.7	3.3	11.1	7.8	13.2	8.2	11.1	7.8	4.4	3.9	8.5	6.3
Q35	Other	yes seldom	8.8	9.8	14.9	11.7	12.5	14.0	15.5	15.6	8.5	12.8	11.8	14.6	11.1	11.7	16.7	4.7	12.7	11.7
		no	85.6	85.8	78.3	81.1	72.2	80.4	71.8	81.1	80.3	79.4	75.0	77.2	77.8	80.6	78.9	91.5	78.7	82.0

figures represent column percents

Table 4
Student Perceptions of College Services: Importance and Satisfaction
Texas Gulf Coast Consortium
Student Perceptions Of College Services: Spring 2001

Var	Activity	Austin Community		Houston Community		NHMCCD - Kingwood		NHMCCD - North Harris		NHMCCD - Tomball		San Jacinto - Central		San Jacinto - North		San Jacinto - South		All Students	
		male	female	male	female	male	female	male	female	male	female	male	female	male	female	male	female	male	female
QI36	Academic advising course planning	4.05	4.29	4.04	4.25	3.81	4.12	4.01	4.15	3.80	3.94	3.82	4.36	3.92	4.22	3.95	4.18	3.97	4.22
QI37	Assistance during admission registration	3.93	4.27	4.10	4.26	3.99	4.07	4.11	4.20	3.92	4.01	3.60	4.34	3.86	4.12	3.86	4.13	3.97	4.22
QI38	Admission procedures	3.98	4.07	3.97	4.18	3.70	4.03	4.08	4.11	3.65	3.76	3.61	4.17	3.82	3.92	3.74	3.95	3.87	4.09
QI39	Availability of sr institution transfer plan	4.29	4.42	4.29	4.36	4.03	4.13	4.54	4.28	4.29	4.24	4.12	4.38	4.36	4.25	4.26	4.53	4.28	4.35
QI40	Personal counseling	3.84	3.77	3.80	4.12	3.59	3.66	3.89	3.83	3.45	3.52	3.53	4.11	3.72	4.05	3.66	3.95	3.73	3.96
QI41	Voc guidance career planning	3.66	3.83	3.70	4.04	3.42	3.76	4.01	3.71	3.53	3.53	3.50	4.00	3.77	3.83	3.39	3.88	3.64	3.90
QI42	Availability of advisor	3.84	4.07	3.88	4.20	3.59	3.97	3.97	3.92	3.63	3.86	3.59	4.23	4.04	4.02	3.65	4.04	3.81	4.10
QI43	Availability of courses at times needed	4.46	4.70	4.34	4.52	4.22	4.35	4.40	4.51	4.31	4.38	4.20	4.69	4.45	4.50	4.29	4.54	4.35	4.54
QI44	Variety of courses	4.42	4.56	4.21	4.47	4.08	4.28	4.45	4.40	4.12	4.34	4.08	4.59	4.30	4.43	4.25	4.46	4.24	4.47
QI45	College catalog information	4.29	4.47	4.12	4.36	3.95	4.18	4.14	4.36	3.85	4.20	3.77	4.49	4.11	4.36	4.18	4.35	4.09	4.37
QI46	Information provided in course schedule	4.34	4.54	4.18	4.40	3.92	4.24	4.26	4.35	4.00	4.17	3.91	4.54	4.14	4.42	4.21	4.38	4.16	4.40
QI47	Telephone registration	4.41	4.52	3.54	3.89	3.50	3.64	3.41	3.73	3.49	3.89	4.17	4.77	4.34	4.52	4.42	4.61	3.85	4.14
QI48	On-campus registration	3.76	3.73	4.06	4.28	4.11	4.30	4.25	4.27	4.06	4.11	3.50	3.92	3.97	3.91	3.47	3.70	3.94	4.10
QI49	Academic probation & suspension policies	3.03	3.31	3.22	3.59	2.85	3.36	3.51	3.49	2.95	3.13	3.20	3.52	3.38	3.35	3.08	3.17	3.15	3.45
QI50	Rules concerning student conduct	3.27	3.46	3.51	3.79	3.25	3.63	3.66	3.50	3.19	3.43	3.18	3.70	3.50	3.72	3.44	3.37	3.40	3.64
QI51	Personal security safety at the college	3.91	4.49	4.01	4.53	3.89	4.39	4.01	4.45	3.83	4.19	3.82	4.61	4.03	4.61	3.89	4.46	3.95	4.49
QI52	Concern for individuality	3.88	4.35	4.04	4.34	3.93	4.25	4.19	4.33	3.85	4.12	3.91	4.45	4.03	4.37	3.96	4.23	3.98	4.32

Table 4
Student Perceptions of College Services: Importance and Satisfaction
Texas Gulf Coast Consortium
Student Perceptions Of College Services: Spring 2001

Var	Activity	Austin Community		Houston Community		NHMCCD - Kingwood		NHMCCD - North Harris		NHMCCD - Tomball		San Jacinto - Central		San Jacinto - North		San Jacinto - South		All Students	
		male	female	male	female	male	female	male	female	male	female	male	female	male	female	male	female	male	female
QS36	Academic advising course planning	3.61	3.75	3.32	3.40	3.95	3.71	3.77	3.68	3.37	3.58	3.37	3.63	3.64	3.76	3.28	3.32	3.49	3.53
QS37	Assistance during admission registration	3.61	3.71	3.25	3.25	3.83	3.70	3.79	3.59	3.71	3.71	3.88	3.88	3.88	3.90	3.70	3.56	3.53	3.49
QS38	Admission procedures	3.79	3.79	3.26	3.26	3.83	3.77	3.82	3.61	3.63	3.45	3.93	3.89	3.73	3.89	3.59	3.74	3.54	3.54
QS39	Availability of sr institution transfer plan	3.94	3.95	3.62	3.71	4.05	3.89	3.83	3.90	3.78	3.78	3.96	3.84	4.03	3.84	3.77	3.91	3.77	3.82
QS40	Personal counseling	3.60	3.68	3.29	3.36	3.82	3.61	3.75	3.74	3.44	3.25	3.68	3.61	3.69	3.61	3.34	3.30	3.46	3.48
QS41	Voc guidance career planning	3.62	3.69	3.31	3.38	3.85	3.69	3.68	3.62	3.43	3.31	3.78	3.61	3.58	3.61	3.32	3.25	3.46	3.50
QS42	Availability of advisor	3.66	3.71	3.31	3.41	3.89	3.63	3.61	3.62	3.52	3.30	3.78	3.73	3.62	3.73	3.47	3.53	3.49	3.54
QS43	Availability of courses at times needed	3.84	3.92	3.57	3.67	3.98	3.79	3.71	3.75	3.81	3.33	4.04	3.88	3.85	3.88	3.59	3.79	3.70	3.75
QS44	Variety of courses	3.90	4.01	3.67	3.73	4.05	3.85	3.87	3.90	3.73	3.65	4.11	3.99	3.86	3.99	3.74	3.86	3.77	3.85
QS45	College catalog information	3.79	4.06	3.70	3.84	3.94	3.99	3.87	3.96	3.83	3.80	4.08	4.04	3.89	4.04	3.75	3.91	3.76	3.92
QS46	Information provided in course schedule	3.80	4.08	3.65	3.80	3.94	3.87	3.87	3.94	3.85	3.65	4.16	4.05	3.89	4.05	3.72	3.88	3.75	3.90
QS47	Telephone registration	3.98	4.14	3.31	3.36	3.86	3.74	3.55	3.61	3.44	3.56	4.31	4.09	4.21	4.09	4.02	4.13	3.66	3.75
QS48	On-campus registration	3.73	3.68	3.17	3.16	4.05	3.82	3.89	3.68	3.68	3.47	3.76	3.64	3.77	3.64	3.37	3.62	3.50	3.45
QS49	Academic probation & suspension policies	3.50	3.58	3.37	3.46	3.61	3.57	3.78	3.54	3.30	3.32	3.58	3.45	3.53	3.45	3.35	3.44	3.45	3.49
QS50	Rules concerning student conduct	3.54	3.69	3.49	3.55	3.81	3.61	3.68	3.57	3.48	3.41	3.82	3.73	3.67	3.73	3.44	3.49	3.54	3.59
QS51	Personal security safety at the college	3.79	3.97	3.66	3.72	3.98	3.90	3.88	3.79	3.80	3.81	4.07	3.88	3.80	3.88	3.80	3.90	3.76	3.84
QS52	Concern for individuality	3.68	3.78	3.52	3.55	3.94	3.70	3.84	3.57	3.53	3.57	3.91	3.80	3.78	3.80	3.60	3.66	3.63	3.65

Table 4
Student Perceptions of College Services: Importance and Satisfaction
Texas Gulf Coast Consortium
Student Perceptions Of College Services: Spring 2001

Var	Activity	Austin Community		Houston Community		NHMCCD - Kingwood		NHMCCD - North Harris		NHMCCD - Tomball		San Jacinto - Central		San Jacinto - North		San Jacinto - South		All Students	
		male	female	male	female	male	female	male	female	male	female	male	female	male	female	male	female	male	female
Q153	Student input establishing college policies	3.54	3.83	3.81	4.02	3.45	4.05	3.78	3.81	3.53	3.69	3.42	4.04	3.79	4.06	3.61	3.71	3.67	3.93
Q154	Racial harmony at this college	3.66	4.16	3.91	4.21	3.51	4.08	3.82	4.05	3.58	3.86	3.74	4.22	4.01	4.24	3.62	3.91	3.77	4.14
Q155	Attitude of non-teaching staff to students	3.79	4.21	3.83	4.16	3.63	4.10	3.86	4.01	3.44	4.05	3.68	4.19	3.89	3.98	3.70	3.95	3.76	4.12
Q156	Attitude fac staff to students of your ethnicity	3.64	4.22	3.98	4.26	3.51	4.14	3.87	4.19	3.48	3.98	3.82	4.23	3.77	4.25	3.58	3.98	3.77	4.20
Q157	Attitude fac staff to students taking dev crses	3.59	4.10	3.81	4.21	3.66	4.11	3.94	4.20	3.51	3.81	3.55	4.18	3.78	4.09	3.55	3.88	3.70	4.12
Q158	Attitude fac staff to disabled students	3.71	4.22	3.96	4.26	3.64	4.21	3.91	4.24	3.66	3.90	3.68	4.42	3.75	4.24	3.69	3.98	3.81	4.22
Q159	Attitude fac staff to students of your gender	3.55	4.21	3.78	4.22	3.58	4.12	3.70	4.21	3.42	3.91	3.59	4.33	3.73	4.27	3.47	3.97	3.64	4.18
Q160	Opportunities on-campus student employment	3.40	3.48	3.68	3.91	3.29	3.76	3.60	3.84	3.30	3.50	3.20	3.75	3.69	3.74	3.47	3.42	3.52	3.75
Q161	Student government senate congress	2.88	2.99	3.18	3.39	3.03	3.28	3.13	3.25	2.97	2.99	2.96	3.17	3.39	3.18	3.09	2.83	3.09	3.21
Q162	Student publications	2.99	3.07	3.41	3.52	3.19	3.48	3.33	3.47	3.28	3.11	3.16	3.58	3.44	3.35	3.32	3.01	3.28	3.38
Q163	Student center	3.45	3.53	3.70	3.80	3.48	3.85	4.04	4.00	3.58	3.53	3.60	3.88	3.86	3.78	3.59	3.64	3.65	3.75
Q164	Study areas	3.90	4.02	3.96	4.11	3.86	4.10	4.07	4.30	3.92	3.96	3.77	4.16	3.97	4.05	3.81	3.91	3.92	4.08
Q165	The college bookstore	4.08	4.29	4.19	4.36	3.86	4.25	4.24	4.36	3.95	4.11	4.00	4.48	4.17	4.32	4.07	4.12	4.10	4.31
Q166	Job placement services	3.57	3.72	3.72	3.97	3.39	3.87	3.77	3.99	3.32	3.51	3.63	4.03	3.75	4.00	3.59	3.64	3.62	3.88
Q167	Financial aid services	3.70	4.16	3.97	4.28	3.59	4.31	4.27	4.31	3.60	3.96	3.54	4.21	3.80	4.30	3.73	3.84	3.82	4.21
Q168	Child care services	3.13	3.35	3.21	3.71	3.19	3.81	3.36	3.61	2.92	3.01	2.83	3.80	3.33	3.82	3.37	3.33	3.17	3.60
Q169	Services for students w disabilities	3.54	3.93	3.81	4.13	3.35	4.09	3.82	4.07	3.40	3.52	3.45	4.18	3.74	4.04	3.60	3.76	3.65	4.02

Table 4
Student Perceptions of College Services: Importance and Satisfaction
Texas Gulf Coast Consortium
Student Perceptions Of College Services: Spring 2001

Var	Activity	Austin Community		Houston Community		NHMCCD - Kingwood		NHMCCD - North Harris		NHMCCD - Tomball		San Jacinto - Central		San Jacinto - North		San Jacinto - South		All Students	
		male	female	male	female	male	female	male	female	male	female	male	female	male	female	male	female	male	female
QS53	Student input establishing college policies	3.44	3.54	3.40	3.38	3.62	3.55	3.63	3.52	3.38	3.25	3.26	3.68	3.53	3.56	3.49	3.42	3.44	3.45
QS54	Racial harmony at this college	3.78	3.83	3.66	3.79	3.98	3.77	3.85	3.77	3.75	3.69	3.66	3.95	3.79	3.95	3.56	3.69	3.72	3.80
QS55	Attitude of non-teaching staff to students	3.75	3.75	3.45	3.53	3.72	3.67	3.70	3.68	3.62	3.38	3.41	3.76	3.76	3.74	3.54	3.52	3.58	3.60
QS56	Attitude fac staff to students of your ethnicity	3.74	3.94	3.64	3.73	3.82	3.79	3.83	3.78	3.74	3.63	3.86	4.00	3.76	3.88	3.54	3.73	3.70	3.79
QS57	Attitude fac staff to students taking dev crses	3.62	3.90	3.44	3.61	3.76	3.75	3.69	3.81	3.50	3.45	3.63	3.80	3.71	3.74	3.49	3.68	3.55	3.69
QS58	Attitude fac staff to disabled students	3.71	3.87	3.57	3.65	3.81	3.75	3.82	3.84	3.57	3.50	3.68	3.98	3.74	3.78	3.50	3.55	3.64	3.73
QS59	Attitude fac staff to students of your gender	3.68	3.93	3.54	3.74	3.81	3.87	3.79	3.84	3.56	3.62	3.73	3.99	3.79	3.88	3.58	3.81	3.63	3.81
QS60	Opportunities on-campus student employment	3.50	3.57	3.32	3.44	3.77	3.76	3.65	3.72	3.44	3.50	3.28	3.75	3.41	3.60	3.46	3.49	3.43	3.55
QS61	Student government senate congress	3.39	3.45	3.20	3.37	3.77	3.60	3.59	3.51	3.32	3.29	3.31	3.61	3.51	3.50	3.30	3.33	3.34	3.43
QS62	Student publications	3.36	3.45	3.27	3.36	3.66	3.63	3.56	3.53	3.48	3.34	3.37	3.67	3.57	3.52	3.42	3.38	3.39	3.44
QS63	Student center	3.57	3.74	3.34	3.44	3.94	3.88	3.86	3.83	3.58	3.50	3.71	3.99	3.63	3.71	3.64	3.71	3.55	3.64
QS64	Study areas	3.69	3.86	3.42	3.51	3.97	3.95	3.95	3.85	3.66	3.49	3.80	3.92	3.66	3.80	3.81	3.80	3.63	3.69
QS65	The college bookstore	3.60	3.80	3.45	3.57	3.94	3.79	3.86	3.74	3.57	3.55	3.59	4.00	3.61	3.80	3.59	3.69	3.58	3.68
QS66	Job placement services	3.46	3.59	3.28	3.39	3.66	3.77	3.70	3.64	3.45	3.42	3.41	3.79	3.53	3.68	3.45	3.52	3.42	3.53
QS67	Financial aid services	3.60	3.77	3.33	3.41	3.91	3.88	3.75	3.74	3.54	3.56	3.54	3.82	3.63	3.75	3.53	3.43	3.51	3.59
QS68	Child care services	3.56	3.56	3.27	3.24	3.82	3.56	3.62	3.55	3.25	3.39	3.24	3.81	3.39	3.46	3.57	3.41	3.41	3.42
QS69	Services for students w disabilities	3.63	3.76	3.46	3.49	3.79	3.74	3.87	3.66	3.55	3.49	3.49	3.78	3.54	3.62	3.47	3.37	3.56	3.58

Table 4
Student Perceptions of College Services: Importance and Satisfaction
Texas Gulf Coast Consortium
Student Perceptions Of College Services: Spring 2001

Var	Activity	Austin Community		Houston Community		NHMCCD - Kingwood		NHMCCD - North Harris		NHMCCD - Tomball		San Jacinto - Central		San Jacinto - North		San Jacinto - South		All Students	
		male	female	male	female	male	female	male	female	male	female	male	female	male	female	male	female	male	female
Q170	Services for veterans	3.45	3.62	3.64	3.77	3.39	3.61	3.63	3.78	3.46	3.30	3.25	3.83	3.67	3.66	3.64	3.41	3.55	3.68
Q171	Cafeteria food services	3.48	3.56	3.60	3.80	3.49	3.68	3.70	3.80	3.66	3.79	3.45	3.70	3.78	3.70	3.37	3.35	3.57	3.71
Q172	Parking facilities and services	4.30	4.53	4.27	4.45	3.92	4.23	4.26	4.38	4.08	4.18	3.96	4.56	4.25	4.51	4.18	4.41	4.20	4.43
Q173	Access to PCs and or computer labs	4.38	4.39	4.31	4.47	4.08	4.37	4.50	4.52	4.21	4.21	4.01	4.51	4.20	4.37	4.14	4.35	4.26	4.42
Q174	Availability of gym tennis courts	3.55	3.34	3.68	3.57	3.63	3.72	3.70	3.58	3.41	3.40	3.61	3.83	3.90	3.68	3.69	3.54	3.64	3.56
Q175	Varsity athletics	2.91	2.54	3.33	3.10	3.03	3.07	3.16	2.85	2.76	2.71	2.89	2.98	3.35	3.00	3.13	2.62	3.12	2.92
Q176	Recreational and or intramural programs	3.09	2.72	3.41	3.30	3.21	3.25	3.28	3.16	2.96	2.98	3.02	3.19	3.32	3.23	3.23	2.90	3.24	3.13
Q177	Library learning resources cntr facilities	4.34	4.46	4.24	4.41	4.17	4.32	4.56	4.51	4.18	4.26	4.30	4.57	4.20	4.50	4.28	4.29	4.27	4.42
Q178	College sponsored tutorial programs	3.95	4.03	3.99	4.22	3.64	4.01	3.97	4.15	3.77	3.87	3.78	4.05	3.84	4.14	3.77	3.75	3.89	4.10
Q179	College sponsored social activities	3.11	2.89	3.48	3.57	3.19	3.38	3.34	3.50	3.28	3.25	3.34	3.34	3.48	3.32	3.11	3.13	3.33	3.37
Q180	Cultural programs and activities	3.16	3.21	3.50	3.59	3.30	3.59	3.53	3.51	3.25	3.21	3.46	3.38	3.52	3.26	3.06	3.19	3.37	3.44
Q181	College orientation programs	3.39	3.52	3.64	3.86	3.31	3.74	3.63	3.70	3.38	3.38	3.54	3.77	3.77	3.59	3.29	3.54	3.52	3.71
Q182	Condition appearance of buildings grounds	3.85	4.06	4.06	4.20	3.93	4.07	4.07	4.08	3.92	4.06	3.98	4.17	3.85	4.08	3.82	3.80	3.96	4.11

Level of importance is based on a ratings scale where: 1="not important at all",

2="not very important", 3="neutral", 4="important", 5="very important"

Table 4
Student Perceptions of College Services: Importance and Satisfaction
Texas Gulf Coast Consortium
Student Perceptions Of College Services: Spring 2001

Var	Activity	Austin Community		Houston Community		NHMCCD - Kingwood		NHMCCD - North Harris		NHMCCD - Tomball		San Jacinto - Central		San Jacinto - North		San Jacinto - South		All Students	
		male	female	male	female	male	female	male	female	male	female	male	female	male	female	male	female	male	female
QS70	Services for veterans	3.53	3.69	3.35	3.35	3.82	3.61	3.70	3.63	3.49	3.43	3.42	3.71	3.63	3.71	3.42	3.38	3.48	3.49
QS71	Cafeteria food services	3.39	3.62	2.98	3.02	3.75	3.35	3.60	3.61	3.69	3.56	3.43	3.74	3.63	3.61	3.12	3.37	3.32	3.36
QS72	Parking facilities and services	3.23	3.31	3.25	3.19	3.88	3.67	3.56	3.55	3.68	3.52	3.43	3.75	3.41	3.23	3.15	3.05	3.37	3.33
QS73	Access to PCs and or computer labs	3.81	4.03	3.53	3.67	3.92	3.98	3.93	3.90	4.13	3.75	3.77	4.07	3.80	3.84	3.86	3.80	3.76	3.82
QS74	Availability of gym tennis courts	3.29	3.38	2.99	3.08	4.02	3.66	3.82	3.76	3.57	3.49	3.44	3.88	3.65	3.49	3.58	3.37	3.36	3.38
QS75	Varsity athletics	3.13	3.35	2.98	3.14	3.96	3.56	3.52	3.50	3.21	3.15	3.11	3.57	3.66	3.51	3.54	3.24	3.23	3.30
QS76	Recreational and or intramural programs	3.18	3.45	3.05	3.14	3.76	3.58	3.65	3.53	3.18	3.26	3.41	3.64	3.59	3.43	3.31	3.25	3.25	3.33
QS77	Library learning resources cntr facilities	3.90	4.06	3.50	3.62	3.94	4.01	4.07	4.13	4.01	3.72	3.68	3.98	4.01	3.93	3.60	3.67	3.75	3.81
QS78	College sponsored tutorial programs	3.70	3.83	3.23	3.45	3.78	3.80	3.55	3.81	3.66	3.69	3.39	3.49	3.67	3.83	3.25	3.58	3.45	3.61
QS79	College sponsored social activities	3.46	3.42	3.11	3.27	3.76	3.58	3.53	3.61	3.46	3.38	3.39	3.52	3.53	3.45	3.13	3.31	3.32	3.38
QS80	Cultural programs and activities	3.42	3.44	3.17	3.31	3.67	3.54	3.60	3.58	3.41	3.31	3.39	3.47	3.47	3.45	3.17	3.23	3.33	3.38
QS81	College orientation programs	3.53	3.59	3.26	3.39	3.75	3.75	3.57	3.64	3.55	3.32	3.48	3.60	3.59	3.49	3.03	3.32	3.41	3.48
QS82	Condition appearance buildings grounds	3.84	4.00	3.33	3.39	4.12	4.08	3.94	3.90	4.05	4.05	3.63	3.81	3.90	3.82	3.59	3.63	3.66	3.69

Level of satisfaction is based on a ratings scale where: 1="very dissatisfied", 2="dissatisfied", 3="neutral", 4="satisfied", 5="very satisfied"

Table 5
Student Perceptions of College Services: Satisfaction Minus Importance
Texas Gulf Coast Consortium
Student Perceptions Of College Services: Spring 2001

Var	Activity	Austin Community		Houston Community		NHMCCD - Kingwood		NHMCCD - North Harris		NHMCCD - Tomball		San Jacinto - Central		San Jacinto - North		San Jacinto - South		All Students	
		male	female	male	female	male	female	male	female	male	female	male	female	male	female	male	female	male	female
Q36	Academic advising course planning	-0.44	-0.54	-0.72	-0.84	0.14	-0.41	-0.25	-0.48	-0.22	-0.56	-0.45	-0.73	-0.28	-0.45	-0.67	-0.86	-0.48	-0.69
Q37	Assistance during admission registration	-0.32	-0.56	-0.85	-1.02	-0.15	-0.37	-0.32	-0.62	-0.22	-0.76	-0.05	-0.46	0.01	-0.22	-0.16	-0.57	-0.44	-0.73
Q38	Admission procedures	-0.19	-0.28	-0.71	-0.93	0.14	-0.26	-0.26	-0.49	-0.01	-0.31	-0.07	-0.24	-0.10	-0.03	-0.15	-0.21	-0.33	-0.54
Q39	Availability of sr institution transfer plan	-0.35	-0.46	-0.67	-0.65	0.02	-0.24	-0.71	-0.37	-0.59	-0.46	-0.36	-0.42	-0.33	-0.41	-0.49	-0.62	-0.51	-0.53
Q40	Personal counseling	-0.24	-0.10	-0.51	-0.76	0.22	-0.05	-0.14	-0.10	-0.01	-0.27	-0.22	-0.44	-0.03	-0.44	-0.33	-0.65	-0.27	-0.49
Q41	Voc guidance career planning	-0.04	-0.13	-0.39	-0.67	0.43	-0.07	-0.34	-0.09	-0.10	-0.23	-0.11	-0.22	-0.19	-0.22	-0.07	-0.62	-0.18	-0.41
Q42	Availability of advisor	-0.18	-0.36	-0.57	-0.79	0.30	-0.34	-0.36	-0.31	-0.11	-0.56	-0.23	-0.46	-0.43	-0.29	-0.19	-0.50	-0.32	-0.57
Q43	Availability of courses at times needed	-0.62	-0.78	-0.77	-0.85	-0.24	-0.56	-0.69	-0.76	-0.50	-1.05	-0.63	-0.65	-0.60	-0.62	-0.71	-0.75	-0.65	-0.80
Q44	Variety of courses	-0.52	-0.56	-0.53	-0.74	-0.04	-0.43	-0.58	-0.50	-0.39	-0.69	-0.40	-0.48	-0.44	-0.44	-0.51	-0.60	-0.47	-0.62
Q45	College catalog information	-0.50	-0.41	-0.42	-0.53	-0.01	-0.19	-0.27	-0.40	-0.03	-0.41	-0.24	-0.41	-0.21	-0.32	-0.43	-0.44	-0.33	-0.44
Q46	Information provided in course schedule	-0.54	-0.46	-0.52	-0.60	0.02	-0.37	-0.39	-0.42	-0.15	-0.52	-0.32	-0.38	-0.25	-0.37	-0.49	-0.49	-0.41	-0.51
Q47	Telephone registration	-0.43	-0.39	-0.23	-0.53	0.36	0.11	0.14	-0.12	-0.06	-0.33	-0.27	-0.46	-0.13	-0.43	-0.40	-0.47	-0.19	-0.39
Q48	On-campus registration	-0.03	-0.05	-0.89	-1.12	-0.06	-0.48	-0.36	-0.59	-0.38	-0.64	-0.01	-0.16	-0.21	-0.27	-0.09	-0.09	-0.44	-0.65
Q49	Academic probation & suspension policies	0.48	0.27	0.16	-0.13	0.76	0.21	0.28	0.05	0.35	0.20	0.34	0.05	0.15	0.10	0.27	0.27	0.30	0.04
Q50	Rules concerning student conduct	0.26	0.23	-0.02	-0.24	0.55	-0.02	0.03	0.07	0.29	-0.02	0.36	0.12	0.17	0.00	0.00	0.12	0.14	-0.05
Q51	Personal security safety at the college	-0.12	-0.52	-0.35	-0.81	0.10	-0.49	-0.13	-0.66	-0.04	-0.38	-0.09	-0.54	-0.23	-0.73	-0.09	-0.55	-0.19	-0.65
Q52	Concern for individuality	-0.21	-0.57	-0.52	-0.80	0.01	-0.56	-0.35	-0.76	-0.32	-0.55	-0.19	-0.54	-0.24	-0.57	-0.35	-0.57	-0.35	-0.67

Table 5
Student Perceptions of College Services: Satisfaction Minus Importance
Texas Gulf Coast Consortium
Student Perceptions Of College Services: Spring 2001

Var	Activity	Austin Community		Houston Community		NHMCCD - Kingwood		NHMCCD - North Harris		NHMCCD - Tomball		San Jacinto - Central		San Jacinto - North		San Jacinto - South		All Students	
		male	female	male	female	male	female	male	female	male	female	male	female	male	female	male	female	male	female
Q53	Student input establishing college policies	-0.10	-0.29	-0.41	-0.64	0.17	-0.49	-0.15	-0.29	-0.15	-0.43	-0.16	-0.36	-0.25	-0.50	-0.12	-0.28	-0.22	-0.48
Q54	Racial harmony at this college	0.12	-0.33	-0.26	-0.42	0.47	-0.31	0.03	-0.28	0.18	-0.18	-0.08	-0.26	-0.22	-0.29	-0.06	-0.22	-0.05	-0.34
Q55	Attitude of non-teaching staff to students	-0.04	-0.46	-0.39	-0.64	0.08	-0.42	-0.15	-0.33	0.18	-0.67	-0.27	-0.43	-0.13	-0.24	-0.16	-0.44	-0.18	-0.52
Q56	Attitude fac staff to students of your ethnicity	0.10	-0.28	-0.34	-0.53	0.31	-0.35	-0.04	-0.41	0.27	-0.35	0.04	-0.23	-0.01	-0.37	-0.04	-0.25	-0.07	-0.41
Q57	Attitude fac staff to students taking dev crses	0.03	-0.20	-0.37	-0.60	0.10	-0.36	-0.25	-0.40	-0.01	-0.36	0.08	-0.38	-0.07	-0.35	-0.06	-0.20	-0.15	-0.43
Q58	Attitude fac staff to handicapped students	0.00	-0.35	-0.40	-0.61	0.18	-0.47	-0.09	-0.40	-0.09	-0.40	0.00	-0.43	-0.01	-0.46	-0.19	-0.44	-0.17	-0.49
Q59	Attitude fac staff to students of your gender	0.13	-0.28	-0.25	-0.49	0.23	-0.25	0.09	-0.37	0.14	-0.29	0.14	-0.34	0.06	-0.39	0.11	-0.16	-0.01	-0.38
Q60	Opportunities on-campus student employment	0.09	0.09	-0.36	-0.47	0.48	0.00	0.05	-0.11	0.14	0.00	0.08	0.00	-0.28	-0.14	-0.01	0.08	-0.09	-0.20
Q61	Student government senate congress	0.51	0.46	0.01	-0.02	0.74	0.33	0.46	0.26	0.35	0.30	0.35	0.44	0.12	0.32	0.22	0.50	0.25	0.21
Q62	Student publications	0.36	0.39	-0.14	-0.16	0.48	0.15	0.22	0.06	0.20	0.23	0.21	0.09	0.13	0.17	0.10	0.38	0.11	0.07
Q63	Student center	0.12	0.20	-0.36	-0.35	0.46	0.03	-0.18	-0.17	0.00	-0.03	0.11	0.12	-0.23	-0.06	0.06	0.07	-0.10	-0.11
Q64	Study areas	-0.20	-0.16	-0.54	-0.60	0.11	-0.15	-0.13	-0.45	-0.26	-0.46	0.03	-0.24	-0.31	-0.24	0.00	-0.11	-0.29	-0.40
Q65	The college bookstore	-0.48	-0.48	-0.74	-0.79	0.07	-0.46	-0.37	-0.80	-0.38	-0.56	-0.41	-0.48	-0.56	-0.53	-0.48	-0.43	-0.53	-0.64
Q66	Job placement services	-0.10	-0.13	-0.43	-0.59	0.27	-0.10	-0.07	-0.35	0.13	-0.09	-0.22	-0.24	-0.22	-0.32	-0.14	-0.12	-0.20	-0.35
Q67	Financial aid services	-0.10	-0.39	-0.64	-0.87	0.32	-0.43	-0.52	-0.57	-0.07	-0.40	0.00	-0.40	-0.17	-0.55	-0.20	-0.41	-0.31	-0.62
Q68	Child care services	0.43	0.21	0.06	-0.48	0.63	-0.25	0.26	-0.05	0.34	0.37	0.42	0.01	0.06	-0.36	0.21	0.08	0.24	-0.18
Q69	Services for students w disabilities	0.09	-0.17	-0.34	-0.64	0.44	-0.35	0.05	-0.41	0.15	-0.03	0.03	-0.39	-0.20	-0.43	-0.13	-0.39	-0.09	-0.44

Table 5
Student Perceptions of College Services: Satisfaction Minus Importance
Texas Gulf Coast Consortium
Student Perceptions Of College Services: Spring 2001

Var	Activity	Austin Community		Houston Community		NHMCCD - Kingwood		NHMCCD - North Harris		NHMCCD - Tomball		San Jacinto - Central		San Jacinto - North		San Jacinto - South		All Students	
		male	female	male	female	male	female	male	female	male	female	male	female	male	female	male	female	male	female
Q70	Services for veterans	0.08	0.07	-0.29	-0.42	0.43	0.00	0.07	-0.15	0.03	0.13	0.17	-0.12	-0.04	0.04	-0.22	-0.02	-0.07	-0.18
Q71	Cafeteria food services	-0.09	0.06	-0.62	-0.78	0.26	-0.33	-0.09	-0.19	0.03	-0.23	-0.02	0.03	-0.15	-0.09	-0.25	0.02	-0.25	-0.35
Q72	Parking facilities and services	-1.07	-1.22	-1.02	-1.27	-0.04	-0.56	-0.70	-0.82	-0.40	-0.66	-0.52	-0.80	-0.84	-1.29	-1.03	-1.35	-0.83	-1.10
Q73	Access to PCs and or computer labs	-0.58	-0.36	-0.78	-0.80	-0.16	-0.39	-0.57	-0.62	0.00	-0.46	-0.25	-0.44	-0.41	-0.53	-0.27	-0.55	-0.50	-0.60
Q74	Availability of gym tennis courts	-0.26	0.04	-0.69	-0.49	0.39	-0.07	0.12	0.19	0.16	0.08	-0.16	0.05	-0.26	-0.18	-0.10	-0.17	-0.28	-0.18
Q75	Varsity athletics	0.22	0.81	-0.35	0.04	0.93	0.48	0.36	0.65	0.45	0.44	0.22	0.60	0.31	0.51	0.41	0.62	0.12	0.37
Q76	Recreational and or intramural programs	0.09	0.73	-0.36	-0.16	0.55	0.33	0.38	0.37	0.22	0.29	0.40	0.45	0.27	0.20	0.08	0.34	0.02	0.19
Q77	Library learning resources cntr facilities	-0.44	-0.40	-0.74	-0.79	-0.23	-0.32	-0.49	-0.38	-0.17	-0.53	-0.62	-0.58	-0.19	-0.56	-0.69	-0.63	-0.53	-0.61
Q78	College sponsored tutorial programs	-0.24	-0.19	-0.76	-0.77	0.14	-0.21	-0.42	-0.34	-0.11	-0.18	-0.40	-0.56	-0.18	-0.31	-0.52	-0.18	-0.44	-0.49
Q79	College sponsored social activities	0.35	0.53	-0.38	-0.30	0.57	0.20	0.19	0.11	0.18	0.13	0.05	0.18	0.06	0.12	0.03	0.18	-0.01	0.01
Q80	Cultural programs and activities	0.26	0.23	-0.33	-0.28	0.37	-0.05	0.07	0.07	0.16	0.10	-0.07	0.09	-0.04	0.19	0.10	0.05	-0.04	-0.06
Q81	College orientation programs	0.14	0.07	-0.38	-0.47	0.44	0.01	-0.06	-0.06	0.17	-0.06	-0.06	-0.18	-0.19	-0.10	-0.26	-0.22	-0.12	-0.23
Q82	Condition appearance buildings grounds	-0.01	-0.06	-0.73	-0.81	0.19	0.01	-0.13	-0.18	0.13	-0.01	-0.36	-0.35	0.05	-0.26	-0.24	-0.17	-0.30	-0.42

Level of satisfaction is based on a ratings scale where: 1="very dissatisfied", 2="dissatisfied", 3="neutral", 4="satisfied", 5="very satisfied"

Level of importance is based on a ratings scale where: 1="not important at all", 2="not very important", 3="neutral", 4="important", 5="very important"

When reviewing this table, bear in mind that if a variable contains a negative mean, then the students satisfaction level did not measure up to their importance level. A positive mean reflects a positive student perception.

Table 6
Student Perceptions of College In General
Texas Gulf Coast Consortium
Student Perceptions Of College Services: Spring 2001

Q83. If you could start college over, would you choose to attend this college?

Response	Austin Community		Houston Community		NHMCCD - Kingwood		NHMCCD - North Harris		NHMCCD - Tomball		San Jacinto - Central		San Jacinto - North		San Jacinto - South		All Students	
	male	female	male	female	male	female	male	female	male	female	male	female	male	female	male	female	male	female
Definitely no	4.6	1.4	8.0	4.9	1.3	4.1	4.1	3.6	5.4	2.6	1.4	1.1	2.6	3.4	3.1	2.8	5.2	3.5
Probably no	8.2	5.6	9.1	10.4	5.1	5.0	4.1	6.5	14.0	5.2	2.7	6.2	2.6	1.7	7.3	6.4	7.9	7.5
Uncertain	16.9	11.1	12.2	15.4	23.1	5.0	21.6	7.2	14.0	11.6	12.3	7.3	14.3	6.0	10.4	5.7	14.5	11.3
Probably yes	42.6	42.9	46.6	42.3	35.9	49.6	31.1	38.4	38.0	56.1	49.3	41.6	50.6	53.0	53.1	51.8	44.2	44.9
Definitely yes	27.7	39.0	24.1	27.0	34.6	36.4	39.2	44.2	28.7	24.5	34.2	43.8	29.9	35.9	26.0	33.3	28.1	32.8

All Students: Choose to attend this college?

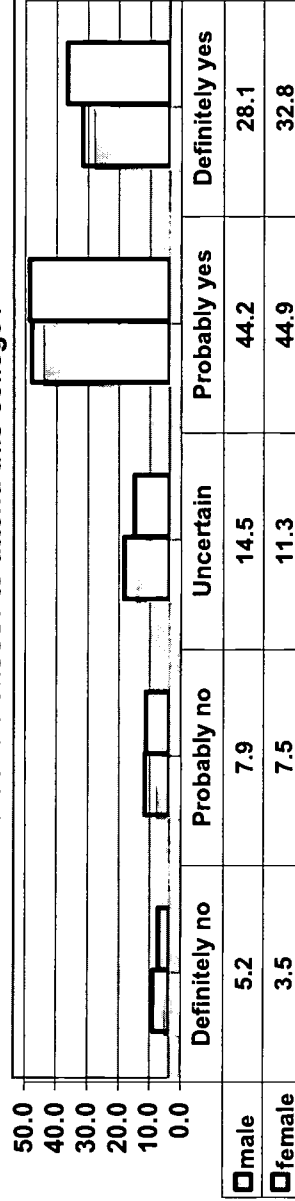


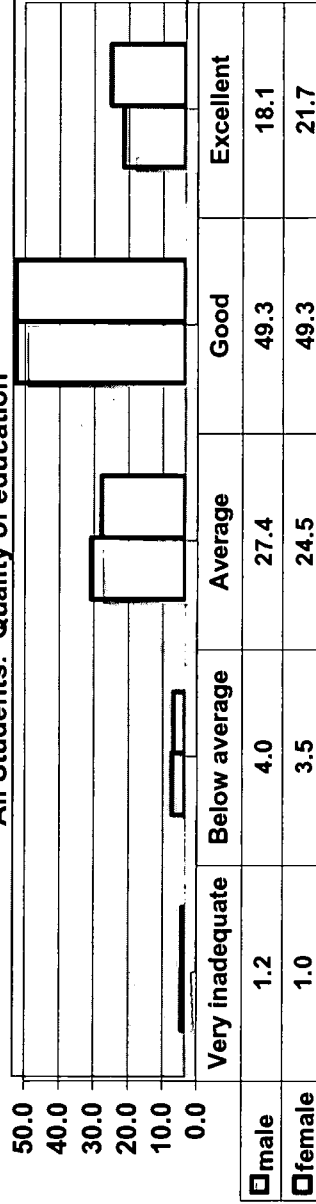
Table 6
Student Perceptions of College In General
Texas Gulf Coast Consortium
Student Perceptions Of College Services: Spring 2001

Q84. What is your overall impression of the quality of education at this 2-year college?

Response	Austin Community		Houston Community		NHMCCD - Kingwood		NHMCCD - North Harris		NHMCCD - Tomball		San Jacinto - Central		San Jacinto - North		San Jacinto - South		All Students	
	male	female	male	female	male	female	male	female	male	female	male	female	male	female	male	female	male	female
Very inadequate	1.0	0.3	1.6	1.9	1.3	0.0	1.4	0.0	0.8	0.6	0.0	0.0	2.6	0.0	0.0	1.4	1.2	1.0
Below average	4.1	1.7	6.1	5.9	2.6	3.3	1.4	2.2	3.1	1.3	1.4	1.1	2.6	0.0	2.1	2.1	4.0	3.5
Average	24.2	17.8	33.5	29.8	24.4	20.7	18.9	18.1	23.4	28.6	31.5	20.2	20.5	22.2	22.9	19.1	27.4	24.5
Good	51.5	55.1	46.8	48.3	46.2	42.1	52.7	47.8	52.3	51.9	50.7	44.4	51.3	50.4	49.0	53.9	49.3	49.3
Excellent	19.1	25.1	11.9	14.1	25.6	33.9	25.7	31.9	20.3	17.5	16.4	34.3	23.1	27.4	26.0	23.4	18.1	21.7

values represent column percents

All Students: Quality of education





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