



Eastern Maine Community College - 9/2010
Institutional Summary

Student Satisfaction Inventory

Scale	Eastern Maine Community College			National Community Colleges			Mean Difference
	Import	Satis / SD	Gap	Import	Satis / SD	Gap	
▶ Student Centeredness	6.08	5.44 / 0.97	0.64	5.99	5.38 / 1.13	0.61	0.06
▶ Instructional Effectiveness	6.29	5.51 / 0.86	0.78	6.19	5.42 / 1.06	0.77	0.09
▶ Responsiveness to Diverse Populations		5.60 / 1.10			5.49 / 1.24		0.11
▶ Campus Support Services	5.32	4.81 / 1.02	0.51	5.47	4.97 / 1.16	0.50	-0.16
▶ Safety and Security	6.04	4.94 / 1.04	1.10	6.02	5.00 / 1.19	1.02	-0.06
▶ Academic Advising/Counseling	6.18	5.21 / 1.10	0.97	6.15	5.21 / 1.31	0.94	0.00
▶ Admissions and Financial Aid	6.14	4.98 / 1.12	1.16	6.04	5.14 / 1.22	0.90	-0.16
▶ Academic Services	5.98	5.34 / 0.92	0.64	6.06	5.46 / 1.05	0.60	-0.12
▶ Registration Effectiveness	6.24	5.34 / 1.01	0.90	6.17	5.43 / 1.04	0.74	-0.09
▶ Service Excellence	5.97	5.22 / 0.90	0.75	5.97	5.28 / 1.07	0.69	-0.06
▶ Concern for the Individual	6.07	5.29 / 0.95	0.78	6.09	5.24 / 1.20	0.85	0.05
▶ Campus Climate	6.00	5.27 / 0.86	0.73	5.98	5.31 / 1.06	0.67	-0.04

National Group Means are based on 178116 records

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