



**ANALYSIS OF THE
GULF COAST CONSORTIUM
STUDENT PERCEPTIONS OF COLLEGE SERVICES
SPRING 2002 SURVEY**

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Office of Institutional Effectiveness



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INTRODUCTION

The Student Satisfaction Survey was developed during the 1994-1995 academic year by representatives of the Gulf Coast Association of Institutional Research (GCAIR) who recognized 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 2002 survey marks the eighth year of the survey's implementation.

The Spring 2002 survey utilized the same questionnaire and sampling methods as the previous efforts and includes thirteen campuses representing nine colleges which generated 5,894 responses. Compared to the number of surveys ordered (11,650) by the colleges, this is about a 50% response rate. Austin Community College participated in the survey beginning 2001. 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, note that results from only four colleges - Austin Community College, Houston Community College, North Harris Montgomery Community College, and San Jacinto Community College - are included in this report (see Table 1a for demographic profiles of each participating college.). Originally, North Harris Montgomery Community College and San Jacinto Community College data were reported by individual campuses participating in the survey. However, for ease of use, the data was aggregated for each of these colleges and presented under the heading "North Harris Montgomery Community College" and "San Jacinto Community College" beginning with Table 2 (page 7). The table on the following page breaks down the number of participating students from each of the four colleges.

**Spring 2002
Participating College's
Number of Students Surveyed**

College	Count
Austin Community College	895
Houston Community College	1,752
North Harris Montgomery Community College	719
San Jacinto Community College	823
TOTAL	4,189

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 ("All-student" includes ACC and the three comparison colleges). The gap analysis comparisons (Table 6) have also proven to be valuable to researchers when examining differences between importance and satisfaction ratings.

An additional set of tables comparing 2001 ACC survey responses with ACC responses from the current 2002 survey is found in the Appendix beginning on page 27.

SUMMARY OF FINDINGS: AUSTIN COMMUNITY COLLEGE

Note: Only ACC student data is presented in the Executive Summary.

Data generated by the 2001 survey showed that pervasive differences existed between male and female students in terms of their perceptions of college services and their overall satisfaction with the colleges they attended. The same differences are apparent in the 2002 survey. That is, the 2002 data show that female students continue ascribing more importance to college services, expressing greater satisfaction with these services, and remain more generous in the overall ratings of the institutions that they attend than their male classmates. The 2001 overall **importance** average for male students was 3.71 and the female average was 3.90. The 2002 overall male average for **importance** is 3.60 and the female average is 3.84 (see Appendix 11). For 2001, the overall male average for **satisfaction** was 3.61 and the female average was 3.74. The 2002 overall male average for **satisfaction** is 3.63 and the female average is 3.71 (see Appendix 12).

Demographic Breakdown

A demographic analysis of ACC students that participated in the 2002 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 2002 survey were comparable to the ACC student body population. Table 1b specifically compares the ethnic breakdown of ACC survey respondents with actual ACC student enrollments in the 2002 spring term (the term in which the survey was administered). While participating ACC survey respondents reflected the overall ethnic breakdown of ACC, Hispanic ACC survey respondents were slightly under-represented in the survey.

Why Students Chose College

In response to the question *Why did you choose this college?*, students responded to 23 items with a rating scale ranging from 1 to 3 where 1 = “not a reason to attend”, 2 = “minor reason for attending”, and 3 = “major reason for attending”.

Table 2 (page 7) lists average scores for all 23 items. Below are the three highest and lowest average scores by gender.

The items most often cited by male and female ACC students as factors in their decisions regarding which college to attend were course and tuition-related.

Males		Females	
Item	Average	Item	Average
Offered courses I wanted	2.62	Offered courses I wanted	2.71
Availability of transfer to a senior institution	2.52	Offered courses I wanted at times I wanted	2.61
Low cost tuition & fees	2.46	Low cost tuition & fees	2.56

The items perceived as factors least described by both male and female students in their decisions regarding which college to attend were non-curriculum-related.

Males		Females	
Item	Average	Item	Average
Athletic programs	1.12	Athletic programs	1.11
Extra-curricular activities	1.23	Extra-curricular activities	1.21
Advice of high school counselor	1.28	Advice of high school counselor	1.26

Extra-Curricular Activities

In response to the question *Do you participate in extra-curricular activities?*, students responded to 12 items with a rating scale ranging from 1 to 3 where 1 = “yes, frequently”, 2 = “yes, seldom”, and 3 = “no, I don’t participate”. Table 3 (page 9) details the percentages for each of the items. Below are the two highest and lowest percentage scores by gender (the percentage score is the summation of 1 = “yes, frequently” and 2 = “yes, seldom”).

Analysis of student participation in extra-curricular activities revealed that both male and female ACC survey respondents reported high participation rates in *Fitness Center* and *Visit Art Gallery*.

Males		Females	
Item	Percent	Item	Percent
Fitness center	25.3	Fitness center	26.0
Visit art gallery	17.7	Visit art gallery	25.3

The activity with the lowest participation rate for both male and female ACC students was *Participate in Student Government*.

College Services → Importance

Students were asked to evaluate their level of importance on 41 college service items. The rating scale ranged from 1 to 5 where 1 = “not important at all”, 2 = “not very important”, 3 = “neutral”, 4 = “important”, and 5 = “very important”. Table 4 (page 11) lists average importance scores for all 41 items. Below are the three highest and lowest average scores by gender.

The college services deemed most important by ACC survey respondents were consistent with their reasons for choosing the college (see Table 2 on page 7).

Males		Females	
Item	Average	Item	Average
Availability of courses at times needed	4.44	Availability of courses at times needed	4.68
Availability of transfer to a senior institution	4.32	Variety of courses	4.53
Variety of courses	4.30	Telephone registration	4.49

The least important services for both male and female students were non-curriculum-related.

Males		Females	
Item	Average	Item	Average
Varsity athletics	2.64	Varsity athletics	2.61
Student government/senate/congress	2.84	Recreational and/or intramural programs	2.88
Child care	2.88	College-sponsored social activities	2.99

College Services → Satisfaction

Students were asked to evaluate their level of satisfaction on the same 41 college service items they rated on importance. The rating scale ranged from 1 to 5 where 1 = “very dissatisfied”, 2 = “dissatisfied”, 3 = “neutral”, 4 = “satisfied”, and 5 = “very satisfied”. Table 5 (page 15) lists average satisfaction scores for all 41 items. Below are the three highest and lowest average scores by gender.

Both male and female ACC respondents reported high satisfaction with ACC telephone registration.

Males		Females	
Item	Average	Item	Average
Telephone registration	4.08	Telephone registration	4.19
Variety of courses	4.01	Information provided in course schedule	4.10
Information provided in course schedule	3.96	College catalog information	4.06

ACC students expressed the least satisfaction with the following services:

Males		Females	
Item	Average	Item	Average
Parking facilities	3.18	College-sponsored social activities	3.24
Varsity athletics	3.20	Cultural programs and activities	3.35

College Services → Gap Analysis: Satisfaction minus Importance

To further analyze importance and satisfaction ratings of services by ACC students, a gap analysis was performed by subtracting importance ratings from satisfaction ratings. A negative score indicates that ACC survey respondents' satisfaction ratings were less than their importance ratings on an item. The negative score for parking facilities is a finding that is common across the majority of colleges participating in this survey. A positive score indicates that ACC survey respondents' satisfaction ratings were more than their importance ratings on an item. Table 6 (page 19) lists gap analysis scores for all 41 items. The two tables below list the items with most negative and positive gap analysis scores.

The services with the largest negative gaps between importance and satisfaction are:

Males		Females	
Item	Average	Item	Average
Parking facilities and services	-1.00	Parking facilities and services	-1.08
Availability of courses at times needed	-0.51	Availability of courses at times needed	-0.71
Library/learning resources center facilities	-0.45	Variety of courses	-0.53

The services with the most positive gap differences are:

Males		Females	
Item	Average	Item	Average
Student government	0.60	Varsity athletics	0.82
Child care	0.48	Recreational and/or intramural programs	0.49
Rules concerning student conduct	0.48	Academic probation & suspension policies	0.48

Perceptions of College in General

The majority of ACC students surveyed 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 (73.4% vs. 81% responding “probably yes” or “definitely yes”, respectively) and less likely to describe the quality of the education that they received as “good” or “excellent” (70% vs. 71.7%, respectively). This trend is also evident when looking at the survey respondents as a whole (see Table 7 on page 23).

Appendices

Comparisons to last year’s student survey are listed in the appendices (Appendix 8a – Appendix 14). Each table details both 2001 and 2002 data and provides a “difference” score between the two. Positive scores indicate an increase in the ratings from 2001 to 2002. Negative scores indicate a decrease in the ratings from 2001 to 2002.

Table 1a
Profiles of Students Who Completed Survey
Texas Gulf Coast Consortium
Student Perceptions of College Services: Spring 2002

		ACC		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	392	45.0	660	40.7	60	26.1	92	40.2	91	36.8	122	42.4	87	37.2	111	42.7	1,615	40.6
	female	479	55.0	961	59.3	170	73.9	137	59.8	156	63.2	166	57.6	147	62.8	149	57.3	2,365	59.4
Age	17 and under	11	1.3	6	0.4	3	1.3	1	0.4	2	0.8	1	0.4	1	0.4	3	1.2	28	0.7
	18 to 21	374	44.5	502	33.0	108	47.6	108	48.4	126	52.7	122	44.7	92	40.9	106	42.4	1,538	40.5
	22 to 25	177	21.0	333	21.9	40	17.6	38	17.0	56	23.4	51	18.7	31	13.8	55	22.0	781	20.6
	26 to 29	102	12.1	200	13.1	16	7.0	22	9.9	15	6.3	21	7.7	29	12.9	32	12.8	437	11.5
	30 to 33	57	6.8	134	8.8	11	4.8	18	8.1	7	2.9	26	9.5	22	9.8	20	8.0	295	7.8
	34 to 37	40	4.8	95	6.2	6	2.6	6	2.7	9	3.8	14	5.1	13	5.8	5	2.0	188	4.9
	38 to 41	27	3.2	85	5.6	9	4.0	8	3.6	7	2.9	12	4.4	9	4.0	10	4.0	167	4.4
	42 plus	53	6.3	167	11.0	34	15.0	22	9.9	17	7.1	26	9.5	28	12.4	19	7.6	366	9.6
Ethnicity	Black	47	5.3	353	20.1	13	5.6	55	23.3	5	2.0	16	5.2	59	24.3	28	10.3	576	13.8
	American Indian	8	0.9	7	0.4	3	1.3	3	1.3	2	0.8	2	0.6	2	0.8	1	0.4	28	0.7
	Asian	66	7.4	296	16.9	7	3.0	24	10.2	13	5.2	7	2.3	6	2.5	26	9.6	445	10.6
	White	521	58.2	340	19.4	164	70.7	51	21.6	190	75.7	144	46.8	76	31.3	105	38.6	1,591	38.0
	Hispanic	141	15.8	464	26.5	26	11.2	75	31.8	16	6.4	94	30.5	77	31.7	60	22.1	953	22.8
	Other or Unknown	112	12.5	292	16.7	19	8.2	28	11.9	25	10.0	45	14.6	23	9.5	52	19.1	596	14.2
	Total	895	100	1752	100	232	100	236	100	251	100	308	100	243	100	272	100	4,189	100
<i>If Survey Respondent failed to identify ethnicity, then respondent was listed in the Other or Unknown category.</i>																			
Education Goal	associate	133	15.8	370	24.4	73	34.1	62	28.3	50	20.7	74	26.7	55	24.0	48	19.0	865	22.8
	vocational tech	19	2.3	39	2.6	11	5.1	4	1.8	6	2.5	11	4.0	42	18.3	24	9.5	156	4.1
	transfer 4 yr	540	64.1	774	51.0	100	46.7	117	53.4	158	65.6	125	45.1	71	31.0	148	58.7	2,033	53.6
	certification	38	4.5	103	6.8	14	6.5	8	3.7	9	3.7	44	15.9	41	17.9	15	6.0	272	7.2
	self improvement	34	4.0	49	3.2	2	0.9	6	2.7	2	0.8	4	1.4	1	0.4	5	2.0	103	2.7
	job related	28	3.3	68	4.5	5	2.3	9	4.1	7	2.9	10	3.6	11	4.8	3	1.2	141	3.7
	other	50	5.9	116	7.6	9	4.2	13	5.9	9	3.7	9	3.2	8	3.5	9	3.6	223	5.9

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		ACC		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	633	74.5	1045	66.3	148	66.1	153	67.7	179	73.4	179	63.7	136	57.6	184	70.5	2,657	68.2
	married	174	20.5	403	25.6	61	27.2	61	27.0	51	20.9	76	27.0	80	33.9	63	24.1	969	24.9
	divorced	32	3.8	81	5.1	10	4.5	8	3.5	10	4.1	15	5.3	14	5.9	11	4.2	181	4.6
	separated	8	0.9	38	2.4	3	1.3	3	1.3	3	1.2	9	3.2	6	2.5	3	1.1	73	1.9
	widowed	3	0.4	8	0.5	2	0.9	1	0.4	1	0.4	2	0.7	0	0.0	0	0.0	17	0.4
Mother Father attend college	yes mother	87	10.5	188	12.1	32	14.5	24	10.7	26	10.7	38	13.2	32	13.8	33	12.9	460	12.0
	yes father	119	14.3	169	10.9	40	18.2	31	13.8	39	16.1	27	9.4	18	7.8	33	12.9	476	12.4
	yes both	351	42.2	426	27.5	63	28.6	36	16.1	92	38.0	77	26.7	39	16.8	78	30.6	1,162	30.2
	no neither	275	33.1	767	49.5	85	38.6	133	59.4	85	35.1	146	50.7	143	61.6	111	43.5	1,745	45.4
Taken courses at other colleges	yes	443	64.3	723	59.6	93	54.7	73	49.0	95	51.4	104	46.2	80	43.0	110	56.7	1,721	57.1
	no	246	35.7	491	40.4	77	45.3	76	51.0	90	48.6	121	53.8	106	57.0	84	43.3	1,291	42.9
Children living with you	yes	93	17.0	291	25.4	23	16.4	54	32.9	32	17.9	48	23.2	54	29.5	39	23.6	634	23.2
	no	455	83.0	853	74.6	117	83.6	110	67.1	147	82.1	159	76.8	129	70.5	126	76.4	2,096	76.8
People residing in household	one	88	15.0	118	10.5	6	3.8	10	6.5	22	12.6	12	5.9	15	8.4	14	9.0	285	10.4
	two	189	32.3	276	24.5	31	19.6	25	16.1	26	14.9	37	18.3	38	21.3	35	22.6	657	24.0
	three	151	25.8	272	24.2	48	30.4	40	25.8	52	29.9	39	19.3	42	23.6	34	21.9	678	24.8
	four	96	16.4	239	21.2	37	23.4	32	20.6	40	23.0	63	31.2	33	18.5	30	19.4	570	20.9
	five	46	7.8	109	9.7	25	15.8	21	13.5	19	10.9	30	14.9	23	12.9	18	11.6	291	10.6
	six	6	1.0	61	5.4	7	4.4	14	9.0	7	4.0	11	5.4	13	7.3	17	11.0	136	5.0
	seven	3	0.5	30	2.7	2	1.3	5	3.2	3	1.7	6	3.0	9	5.1	4	2.6	62	2.3
	eight	3	0.5	9	0.8	0	0.0	7	4.5	2	1.1	1	0.5	1	0.6	2	1.3	25	0.9
	nine	0	0.0	3	0.3	0	0.0	0	0.0	0	0.0	1	0.5	2	1.1	0	0.0	6	0.2
	ten or more	4	0.7	8	0.7	2	1.3	1	0.6	3	1.7	2	1.0	2	1.1	1	0.6	23	0.8

Table 1a
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Student Perceptions of College Services: Spring 2002

		ACC		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	34	4.1	119	7.8	14	6.4	28	12.7	4	1.7	13	4.6	19	8.3	14	5.6	245	6.5
	no	800	95.9	1399	92.2	205	93.6	192	87.3	229	98.3	272	95.4	209	91.7	237	94.4	3,543	93.5
Class times	day	553	69.9	894	62.4	170	81.7	152	73.4	182	80.9	148	55.8	127	62.3	163	73.4	2,389	67.2
	evening	223	28.2	511	35.7	34	16.3	53	25.6	43	19.1	106	40.0	76	37.3	58	26.1	1,104	31.1
	weekend	13	1.6	25	1.7	1	0.5	1	0.5	0	0.0	11	4.2	1	0.5	1	0.5	53	1.5
	tv vcr	2	0.3	2	0.1	3	1.4	1	0.5	0	0.0	0	0.0	0	0.0	0	0.0	8	0.2
Employment	FT off campus	322	37.2	638	39.9	63	27.8	73	32.2	70	29.0	142	49.1	110	46.8	84	32.6	1,502	38.1
	PT off campus	310	35.8	425	26.6	83	36.6	75	33.0	113	46.9	85	29.4	51	21.7	89	34.5	1,231	31.2
	FT on campus	4	0.5	38	2.4	4	1.8	3	1.3	1	0.4	3	1.0	3	1.3	5	1.9	61	1.5
	PT on campus	21	2.4	63	3.9	11	4.8	11	4.8	7	2.9	4	1.4	5	2.1	5	1.9	127	3.2
	On and off campus	10	1.2	16	1.0	2	0.9	4	1.8	4	1.7	2	0.7	0	0.0	1	0.4	39	1.0
	Not employed	199	23.0	419	26.2	64	28.2	61	26.9	46	19.1	53	18.3	66	28.1	74	28.7	982	24.9
Household income	\$0 to \$8,050	122	15.7	199	14.4	24	12.6	35	18.5	16	7.2	24	9.8	22	10.8	41	18.3	483	14.1
	\$8,051 to 10,850	45	5.8	93	6.7	10	5.2	11	5.8	5	2.3	12	4.9	12	5.9	11	4.9	199	5.8
	\$10,851 to \$14,060	66	8.5	96	6.9	9	4.7	16	8.5	10	4.5	9	3.7	13	6.4	14	6.3	233	6.8
	\$14,061 to \$17,350	37	4.8	62	4.5	10	5.2	11	5.8	9	4.1	9	3.7	13	6.4	5	2.2	156	4.5
	\$17,351 to \$20,780	40	5.1	84	6.1	5	2.6	7	3.7	8	3.6	17	7.0	8	3.9	5	2.2	174	5.1
	\$20,781 to \$23,950	43	5.5	103	7.4	8	4.2	10	5.3	12	5.4	17	7.0	11	5.4	10	4.5	214	6.2
	\$23,951 to \$27,120	27	3.5	94	6.8	5	2.6	14	7.4	6	2.7	11	4.5	13	6.4	11	4.9	181	5.3
	\$27,121 to \$30,290	48	6.2	81	5.8	8	4.2	12	6.3	11	5.0	10	4.1	19	9.3	10	4.5	199	5.8
	\$30,291 to \$33,460	35	4.5	89	6.4	5	2.6	12	6.3	13	5.9	19	7.8	11	5.4	10	4.5	194	5.6
	over \$33,460 per yr.	315	40.5	484	34.9	107	56.0	61	32.3	131	59.3	116	47.5	82	40.2	107	47.8	1,403	40.8

Table 1a
Profiles of Students Who Completed Survey
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Student Perceptions of College Services: Spring 2002

	ACC		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 would you most like to attend	Houston Baptist	0	0.0	49	3.6	2	1.1	5	2.6	3	1.4	2	0.9	6	3.1	3	1.3	70	2.1
	Sam Houston State	3	0.4	20	1.5	38	20.0	16	8.2	46	20.7	5	2.1	5	2.6	4	1.7	137	4.1
	Southwest Tx State	215	29.0	12	0.9	10	5.3	2	1.0	12	5.4	5	2.1	2	1.0	2	0.9	260	7.7
	Stephen F Austin	5	0.7	7	0.5	8	4.2	3	1.5	3	1.4	3	1.3	5	2.6	1	0.4	35	1.0
	Texas AM	22	3.0	77	5.7	15	7.9	13	6.6	37	16.7	15	6.4	15	7.8	9	3.8	203	6.0
	Texas Southern	3	0.4	53	3.9	0	0.0	11	5.6	0	0.0	1	0.4	8	4.1	3	1.3	79	2.3
	U of H Clear Lake	3	0.4	55	4.1	4	2.1	1	0.5	1	0.5	79	33.6	13	6.7	76	32.5	232	6.9
	U of H Downtown	5	0.7	397	29.3	33	17.4	55	28.1	42	18.9	47	20.0	50	25.9	32	13.7	661	19.6
	U of H Univ Park	1	0.1	260	19.2	9	4.7	28	14.3	18	8.1	17	7.2	22	11.4	23	9.8	378	11.2
	Univ of St Thomas	0	0.0	42	3.1	2	1.1	1	0.5	1	0.5	2	0.9	3	1.6	4	1.7	55	1.6
	Univ of Texas	321	43.3	104	7.7	19	10.0	12	6.1	16	7.2	16	6.8	14	7.3	21	9.0	523	15.5
	Prairie View A&M	3	0.4	32	2.4	1	0.5	9	4.6	10	4.5	0	0.0	7	3.6	1	0.4	63	1.9
	Other	161	21.7	249	18.3	49	25.8	40	20.4	33	14.9	43	18.3	43	22.3	55	23.5	673	20.0

Avg. semester hours earned	Mean	Mean	Mean	Mean	Mean	Mean	Mean	Mean	Mean
	37.8	35.7	32.4	30.7	34.6	35.5	25.3	33.8	31.9

*Values with zero were converted to system missing to create average semester hours earned

Table 1b
Actual Spring 2002 College Demographics Compared to Survey Respondents
Texas Gulf Coast Consortium
Student Perceptions of College Services: Spring 2002

Ethnicity	ACC				Houston Community				NHMCCD - Kingwood			
	Survey Respondents		Actual Spring 2002 Enrolled		Survey Respondents		Actual Spring 2002 Enrolled		Survey Respondents		Actual Spring 2002 Enrolled	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Black	47	5.6	1,849	6.9	353	22.2	8,186	23.6	13	5.8	356	7.0
American Indian	8	1.0	256	1.0	7	0.4	90	0.3	3	1.3	26	0.5
Asian	66	7.9	1,656	6.2	296	18.6	4,086	11.8	7	3.1	167	3.3
White	521	62.1	16,564	61.6	340	21.4	9,398	27.1	164	73.5	3,860	76.1
Hispanic	141	16.8	5,609	20.8	464	29.2	8,591	24.8	26	11.7	528	10.4
Other or Unknown	112	6.7	968	3.6	292	8.2	4,295	12.4	19	4.5	135	2.7
Totals	895	100.1	26,902	100.0	1,752	100.0	34,646	100.0	232	99.9	5,072	100.0

Ethnicity	NHMCCD - North Harris				NHMCCD - Tomball				San Jacinto - Central			
	Survey Respondents		Actual Spring 2002 Enrolled		Survey Respondents		Actual Spring 2002 Enrolled		Survey Respondents		Actual Spring 2002 Enrolled	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Black	55	24.8	1,984	20.7	5	2.1	454	5.7	16	5.6	562	5.4
American Indian	3	1.4	37	0.4	2	0.8	37	0.5	2	0.7	47	0.5
Asian	24	10.8	852	8.9	13	5.4	488	6.1	7	2.5	404	3.9
White	51	23.0	3,974	41.6	190	79.2	5,746	71.9	144	50.7	6,051	58.6
Hispanic	75	33.8	2,222	23.2	16	6.7	992	12.4	94	33.1	2,792	27.1
Other or Unknown	28	6.3	494	5.2	25	5.8	274	3.4	45	7.4	465	4.5
Totals	236	100.1	9,563	100.0	251	100.0	7,991	100.0	308	100.0	10,321	100.0

Ethnicity	San Jacinto - North				San Jacinto - South				All Students			
	Survey Respondents		Actual Spring 2002 Enrolled		Survey Respondents		Actual Spring 2002 Enrolled		Survey Respondents		Actual Spring 2002 Enrolled	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Black	59	25.5	1,114	23.6	28	11.1	640	9.9	576	13.8	15,145	14.3
American Indian	2	0.9	21	0.4	1	0.4	32	0.5	28	0.7	546	0.5
Asian	6	2.6	117	2.5	26	10.3	510	7.9	445	10.6	8,280	7.8
White	76	32.9	1,827	38.7	105	41.5	3,327	51.4	1,591	38.0	50,747	48.0
Hispanic	77	33.3	1,517	32.1	60	23.7	1,322	20.4	953	22.8	23,573	22.3
Other or Unknown	23	4.8	129	2.7	52	13.0	637	9.8	596	14.2	7,397	7.0
Totals	243	100.0	4,725	100.0	272	100.0	6,468	100.0	4,189	100.0	105,688	100.0

*Spring 2002 actual ethnicity figures exclude Flex Entry enrollment (this also excludes winter mini)
If Survey Respondent failed to identify ethnicity, then respondent was listed in the Other or Unknown category.*

*Multi-campus institutions may contain duplication for actual Spring 2002 enrolled as students
may attend more than one campus for that particular semester.*

Table 2
Why Students Chose College
Texas Gulf Coast Consortium
Student Perceptions Of College Services: Spring 2002

Var	Response	ACC		Houston Community		North Harris - MCCD		San Jacinto - CCD		All Students	
		male	female	male	female	male	female	male	female	male	female
Q01	Convenient location	2.38	2.43	2.50	2.56	2.55	2.61	2.47	2.55	2.47	2.54
Q02	Offered crses I wanted	2.62	2.71	2.63	2.72	2.48	2.69	2.58	2.71	2.59	2.71
Q03	Low cost tuition & fees	2.46	2.56	2.42	2.46	2.58	2.45	2.40	2.38	2.45	2.46
Q04	Work while attending	2.29	2.41	2.29	2.32	2.39	2.25	2.39	2.23	2.32	2.31
Q05	Reputation vocational prog	1.61	1.73	1.83	1.87	1.77	1.95	2.02	2.10	1.80	1.90
Q06	Reputation academic prog	1.86	1.99	2.00	2.11	2.04	2.21	2.20	2.29	2.01	2.14
Q07	Reputation quality instruct	2.02	2.10	2.13	2.19	2.11	2.24	2.25	2.29	2.12	2.20
Q08	Liked social atmosphere	1.80	1.61	1.92	1.88	1.89	1.84	1.87	1.78	1.88	1.80
Q09	Liked size of college	1.96	2.06	1.98	2.17	2.03	2.14	1.99	2.06	1.98	2.12
Q10	Good chance personal success	2.24	2.31	2.27	2.34	2.24	2.38	2.41	2.43	2.29	2.36
Q11	Availability scholarships fin aid	1.58	1.69	1.84	1.97	1.74	1.89	1.82	1.93	1.76	1.89
Q12	Advice of parents or relatives	1.49	1.45	1.66	1.57	1.69	1.63	1.68	1.59	1.62	1.56
Q13	Advice of HS counselor teacher	1.28	1.26	1.49	1.46	1.44	1.39	1.48	1.39	1.43	1.39
Q14	Friends attending here	1.43	1.32	1.61	1.45	1.65	1.47	1.63	1.50	1.58	1.44
Q15	Immediate preparation work-force	1.58	1.60	1.75	1.78	1.63	1.83	1.88	1.84	1.72	1.76
Q16	Athletic programs	1.12	1.11	1.26	1.19	1.22	1.19	1.30	1.23	1.23	1.18

Table 2
Why Students Chose College
Texas Gulf Coast Consortium
Student Perceptions Of College Services: Spring 2002

Var	Response	ACC		Houston Community		North Harris - MCCD		San Jacinto - CCD		All Students	
		male	female	male	female	male	female	male	female	male	female
Q17	Could live w parents relatives	1.48	1.47	1.63	1.60	1.95	1.95	1.74	1.65	1.66	1.65
Q18	Offered crses I wanted at times I wanted	2.42	2.61	2.46	2.59	2.43	2.54	2.38	2.60	2.43	2.58
Q19	Transfer to a sr institution	2.52	2.44	2.43	2.44	2.54	2.37	2.22	2.25	2.43	2.39
Q20	Colleges open admission	2.12	2.13	2.20	2.24	2.21	2.05	2.06	2.02	2.15	2.14
Q21	Availability developmental crses	1.75	1.77	1.94	2.05	1.89	1.84	1.85	1.94	1.87	1.93
Q22	Cultural variety in fac staff & students	1.63	1.56	1.86	1.83	1.61	1.63	1.68	1.63	1.73	1.70
Q23	Extra-curricular activities	1.23	1.21	1.49	1.39	1.43	1.31	1.43	1.41	1.40	1.34

*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 2002

Var	Activity	Response	ACC		Houston Community		North Harris - MCCD		San Jacinto - CCD		All Students	
			male	female	male	female	male	female	male	female	male	female
Q24	<i>Participate in clubs</i>	yes frequently	4.1	3.2	7.3	3.8	10.4	8.0	7.5	8.3	7.0	5.4
		yes seldom	13.0	9.3	14.2	7.6	15.8	15.2	13.2	14.6	14.0	10.8
		no	82.9	87.6	78.5	88.6	73.8	76.8	79.2	77.1	79.0	83.8
Q25	<i>Attend athletic events</i>	yes frequently	5.4	3.0	6.5	3.3	14.2	2.8	6.3	3.5	7.3	3.2
		yes seldom	9.7	7.2	15.6	7.3	10.4	8.2	13.6	8.6	13.0	7.7
		no	84.9	89.9	78.0	89.4	75.4	88.9	80.1	87.9	79.7	89.1
Q26	<i>Use game room facilities</i>	yes frequently	5.1	2.1	5.3	2.4	12.5	3.9	5.4	3.3	6.3	2.8
		yes seldom	6.9	5.9	11.6	6.4	15.8	11.5	13.6	7.5	11.5	7.5
		no	88.0	92.0	83.1	91.1	71.7	84.6	81.0	89.2	82.2	89.6
Q27	<i>College sponsored dances parties</i>	yes frequently	4.1	1.5	4.6	2.3	4.2	3.0	1.9	3.5	3.9	2.5
		yes seldom	4.6	3.6	9.0	5.7	8.8	6.5	9.1	6.2	7.9	5.5
		no	91.3	94.9	86.4	92.0	87.1	90.5	89.0	90.3	88.2	91.9
Q28	<i>Participate in student government</i>	yes frequently	3.6	0.6	3.2	3.1	2.5	2.0	2.2	2.4	3.0	2.2
		yes seldom	3.8	4.2	9.6	6.1	7.9	3.0	4.7	4.2	7.0	4.8
		no	92.6	95.1	87.2	90.8	89.6	95.0	93.1	93.4	90.0	93.0
Q29	<i>Lecture series</i>	yes frequently	4.3	4.4	5.4	6.2	6.7	3.9	3.8	5.7	5.0	5.3
		yes seldom	9.2	13.9	17.6	13.8	12.1	16.3	14.1	15.2	14.0	14.6
		no	86.5	81.7	77.0	80.0	81.3	79.8	82.1	79.0	81.0	80.1

Table 3
Percent Participation in Extra-Curricular Activities
Texas Gulf Coast Consortium
Student Perceptions Of College Services: Spring 2002

Var	Activity	Response	ACC		Houston Community		North Harris - MCCD		San Jacinto - CCD		All Students	
			male	female	male	female	male	female	male	female	male	female
Q30	<i>Visit art gallery</i>	yes frequently	5.9	5.5	9.0	9.4	7.1	6.9	4.7	3.7	7.1	7.0
		yes seldom	11.8	19.8	31.0	24.4	25.4	21.7	20.5	13.9	23.3	20.9
		no	82.4	74.7	60.1	66.2	67.5	71.4	74.8	82.4	69.6	72.1
Q31	<i>Fitness center</i>	yes frequently	7.9	11.4	7.9	8.2	23.8	9.1	10.1	7.3	10.7	8.9
		yes seldom	17.4	14.6	18.6	10.7	22.5	24.3	19.2	16.8	19.0	15.3
		no	74.6	74.1	73.5	81.1	53.8	66.6	70.8	75.9	70.3	75.8
Q32	<i>Use Tennis courts running track etc</i>	yes frequently	6.2	4.8	6.7	3.9	13.8	5.2	7.9	5.8	7.9	4.7
		yes seldom	8.5	6.5	8.5	5.7	18.3	14.3	14.2	10.9	11.1	8.6
		no	85.4	88.7	84.8	90.3	67.9	80.5	77.8	83.4	81.0	86.7
Q33	<i>Intramural activities</i>	yes frequently	3.9	1.5	3.6	2.3	7.9	1.7	2.9	2.2	4.2	2.0
		yes seldom	4.9	3.2	9.8	4.9	10.9	8.7	8.6	5.3	8.5	5.4
		no	91.3	95.4	86.6	92.8	81.2	89.5	88.5	92.4	87.3	92.6
Q34	<i>Attend music or drama productions</i>	yes frequently	5.9	5.5	7.3	6.1	8.3	4.3	5.4	3.3	6.7	5.1
		yes seldom	7.9	11.6	15.2	12.6	19.6	14.8	12.6	13.5	13.6	13.0
		no	86.2	82.9	77.5	81.3	72.1	80.9	82.0	83.1	79.7	81.9
Q35	<i>Other</i>	yes frequently	9.9	3.3	8.5	5.2	9.5	4.9	9.5	4.1	9.2	4.5
		yes seldom	9.1	9.4	15.8	10.2	18.9	11.8	12.5	10.8	14.0	10.5
		no	80.9	87.3	75.7	84.6	71.6	83.3	78.0	85.1	76.8	85.0

*Figures represent column percents

Table 4
Student Perceptions of College Services: Levels of Importance
Texas Gulf Coast Consortium
Student Perceptions Of College Services: Spring 2002

Var	Activity	ACC		Houston Community		North Harris - M CCD		San Jacinto - CCD		All Students	
		male	female	male	female	male	female	male	female	male	female
QI36	Academic advising course planning	3.94	4.16	4.02	4.23	4.02	4.16	3.95	4.20	3.98	4.19
QI37	Assistance during admission registration	3.86	4.17	4.02	4.26	4.06	4.22	3.94	4.26	3.97	4.23
QI38	Admission procedures	3.74	4.06	3.95	4.18	3.84	4.05	3.79	4.08	3.85	4.11
QI39	Availability of sr institution transfer plan	4.32	4.35	4.19	4.34	4.32	4.31	4.03	4.13	4.21	4.30
QI40	Personal counseling	3.58	3.78	3.86	4.09	3.68	3.81	3.68	4.00	3.73	3.95
QI41	Voc guidance career planning	3.47	3.76	3.71	3.99	3.51	3.94	3.73	4.00	3.62	3.93
QI42	Availability of advisor	3.76	4.05	3.89	4.19	3.77	4.12	3.87	4.17	3.84	4.14
QI43	Availability of courses at times needed	4.44	4.68	4.35	4.53	4.32	4.52	4.29	4.55	4.35	4.56
QI44	Variety of courses	4.30	4.53	4.27	4.49	4.24	4.40	4.20	4.45	4.26	4.47
QI45	College catalog information	4.08	4.36	4.17	4.39	4.16	4.37	4.01	4.39	4.12	4.38
QI46	Information provided in course schedule	4.19	4.45	4.20	4.41	4.19	4.39	4.15	4.43	4.19	4.42
QI47	Telephone registration	4.17	4.49	3.56	3.83	3.48	3.71	4.31	4.54	3.86	4.10
QI48	On-campus registration	3.54	3.72	4.00	4.28	4.16	4.25	3.85	3.95	3.89	4.10
QI49	Academic probation & suspension policies	3.00	3.09	3.30	3.55	3.21	3.45	3.20	3.51	3.20	3.43
QI50	Rules concerning student conduct	3.08	3.28	3.60	3.74	3.45	3.63	3.57	3.76	3.45	3.63
QI51	Personal security safety at the college	3.65	4.36	4.10	4.50	4.03	4.41	4.00	4.53	3.96	4.46
QI52	Concern for individuality	3.76	4.18	4.03	4.35	4.00	4.32	4.01	4.42	3.96	4.32

Table 4
Student Perceptions of College Services: Levels of Importance
Texas Gulf Coast Consortium
Student Perceptions Of College Services: Spring 2002

Var	Activity	ACC		Houston Community		North Harris - MCCD		San Jacinto - CCD		All Students	
		male	female	male	female	male	female	male	female	male	female
QI53	Student input establishing college policies	3.48	3.79	3.77	3.97	3.65	3.76	3.72	3.90	3.67	3.88
QI54	Racial harmony at this college	3.66	3.99	3.93	4.15	3.82	4.05	3.87	4.15	3.83	4.10
QI55	Attitude of non-teaching staff to students	3.54	4.00	3.90	4.09	3.85	4.02	3.83	4.10	3.79	4.06
QI56	Attitude fac staff to students of your ethnicity	3.58	4.04	4.01	4.19	3.88	4.09	3.88	4.17	3.86	4.14
QI57	Attitude fac staff to students taking dev crses	3.53	4.00	3.96	4.14	3.83	4.07	3.85	4.12	3.82	4.09
QI58	Attitude fac staff to disabled students	3.73	4.08	4.01	4.22	3.99	4.20	3.98	4.19	3.93	4.18
QI59	Attitude fac staff to students of your gender	3.50	4.10	3.92	4.20	3.84	4.15	3.82	4.22	3.79	4.17
QI60	Opportunities on-campus student employment	3.28	3.48	3.75	3.88	3.52	3.68	3.47	3.85	3.55	3.76
QI61	Student government senate congress	2.84	3.00	3.31	3.41	3.05	3.10	3.13	3.28	3.12	3.24
QI62	Student publications	2.99	3.08	3.42	3.55	3.22	3.32	3.30	3.43	3.26	3.39
QI63	Student center	3.38	3.62	3.64	3.79	3.76	3.79	3.74	3.88	3.61	3.77
QI64	Study areas	3.80	4.08	3.94	4.17	3.96	4.13	3.94	4.12	3.91	4.13
QI65	The college bookstore	4.00	4.23	4.11	4.39	4.07	4.26	4.01	4.38	4.06	4.33
QI66	Job placement services	3.40	3.57	3.75	4.03	3.61	3.83	3.71	4.00	3.64	3.89
QI67	Financial aid services	3.71	4.07	3.99	4.27	3.87	4.19	3.94	4.26	3.89	4.21
QI68	Child care services	2.88	3.23	3.26	3.74	3.25	3.53	3.34	3.68	3.18	3.58
QI69	Services for students w disabilities	3.45	3.80	3.88	4.04	3.86	3.98	3.85	3.98	3.77	3.97

Table 4
Student Perceptions of College Services: Levels of Importance
Texas Gulf Coast Consortium
Student Perceptions Of College Services: Spring 2002

Var	Activity	ACC		Houston Community		North Harris - MCCD		San Jacinto - CCD		All Students	
		male	female	male	female	male	female	male	female	male	female
QI70	Services for veterans	3.37	3.45	3.67	3.73	3.64	3.63	3.67	3.74	3.59	3.66
QI71	Cafeteria food services	3.36	3.54	3.62	3.72	3.77	3.77	3.69	3.75	3.60	3.70
QI72	Parking facilities and services	4.18	4.44	4.22	4.36	4.17	4.33	4.17	4.49	4.19	4.40
QI73	Access to PCs and or computer labs	4.15	4.38	4.30	4.46	4.23	4.36	4.07	4.44	4.21	4.42
QI74	Availability of gym tennis courts	3.24	3.44	3.53	3.54	3.69	3.56	3.63	3.60	3.51	3.53
QI75	Varsity athletics	2.64	2.61	3.19	3.11	3.18	2.80	3.02	3.03	3.03	2.93
QI76	Recreational and or intramural programs	2.91	2.88	3.39	3.31	3.33	3.03	3.13	3.19	3.22	3.14
QI77	Library learning resources cntr facilities	4.23	4.46	4.33	4.40	4.27	4.43	4.19	4.37	4.27	4.41
QI78	College sponsored tutorial programs	3.82	4.05	4.01	4.23	3.78	4.07	3.72	3.99	3.87	4.12
QI79	College sponsored social activities	3.16	2.99	3.59	3.61	3.31	3.30	3.34	3.44	3.40	3.39
QI80	Cultural programs and activities	3.23	3.16	3.62	3.68	3.46	3.32	3.28	3.50	3.43	3.47
QI81	College orientation programs	3.37	3.42	3.73	3.86	3.56	3.62	3.50	3.71	3.57	3.70
QI82	Condition appearance of buildings grounds	3.85	3.95	3.88	4.11	4.05	4.11	3.84	4.06	3.89	4.07
	Total Averages	3.60	3.84	3.85	4.04	3.79	3.93	3.77	4.01	3.76	3.97

*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 5
Student Perceptions of College Services: Levels of Satisfaction
Texas Gulf Coast Consortium
Student Perceptions Of College Services: Spring 2002

Var	Activity	ACC		Houston Community		North Harris - MCCD		San Jacinto - CCD		All Students	
		male	female	male	female	male	female	male	female	male	female
QS36	Academic advising course planning	3.68	3.80	3.67	3.66	3.72	3.68	3.72	3.85	3.69	3.73
QS37	Assistance during admission registration	3.75	3.85	3.69	3.67	3.87	3.75	3.90	3.91	3.78	3.77
QS38	Admission procedures	3.79	3.90	3.75	3.72	3.83	3.77	3.80	3.89	3.78	3.80
QS39	Availability of sr institution transfer plan	3.95	4.01	3.89	3.93	3.96	3.89	3.83	3.93	3.90	3.94
QS40	Personal counseling	3.63	3.73	3.69	3.60	3.77	3.69	3.76	3.82	3.70	3.69
QS41	Voc guidance career planning	3.62	3.69	3.64	3.63	3.75	3.65	3.78	3.78	3.68	3.68
QS42	Availability of advisor	3.73	3.78	3.71	3.66	3.80	3.73	3.85	3.87	3.76	3.74
QS43	Availability of courses at times needed	3.93	3.97	3.77	3.85	3.92	3.95	4.01	4.09	3.88	3.94
QS44	Variety of courses	4.01	4.00	3.85	3.88	3.99	3.95	4.01	4.12	3.94	3.97
QS45	College catalog information	3.91	4.06	3.90	3.98	3.96	4.07	3.94	4.11	3.92	4.04
QS46	Information provided in course schedule	3.96	4.10	3.89	3.98	4.00	4.03	3.97	4.11	3.94	4.04
QS47	Telephone registration	4.08	4.19	3.65	3.70	3.63	3.78	4.14	4.22	3.87	3.95
QS48	On-campus registration	3.69	3.77	3.74	3.75	4.02	3.91	3.86	3.79	3.80	3.80
QS49	Academic probation & suspension policies	3.44	3.57	3.60	3.62	3.60	3.69	3.59	3.68	3.56	3.63
QS50	Rules concerning student conduct	3.56	3.60	3.70	3.77	3.72	3.75	3.79	3.77	3.69	3.73
QS51	Personal security safety at the college	3.81	3.93	3.88	3.93	4.01	4.00	3.98	3.98	3.90	3.95
QS52	Concern for individuality	3.64	3.78	3.78	3.75	3.86	3.87	3.82	3.88	3.77	3.81

Table 5
Student Perceptions of College Services: Levels of Satisfaction
Texas Gulf Coast Consortium
Student Perceptions Of College Services: Spring 2002

Var	Activity	ACC		Houston Community		North Harris - MCCD		San Jacinto - CCD		All Students	
		male	female	male	female	male	female	male	female	male	female
QS53	Student input establishing college policies	3.48	3.42	3.59	3.62	3.59	3.66	3.72	3.64	3.59	3.59
QS54	Racial harmony at this college	3.79	3.90	3.83	3.90	3.97	3.94	3.91	3.91	3.86	3.91
QS55	Attitude of non-teaching staff to students	3.67	3.71	3.67	3.71	3.82	3.77	3.77	3.78	3.71	3.74
QS56	Attitude fac staff to students of your ethnicity	3.74	3.94	3.79	3.85	3.86	3.97	3.93	3.93	3.82	3.91
QS57	Attitude fac staff to students taking dev crses	3.62	3.77	3.68	3.80	3.82	3.88	3.80	3.87	3.71	3.83
QS58	Attitude fac staff to disabled students	3.74	3.82	3.79	3.82	3.96	3.83	3.84	3.89	3.82	3.84
QS59	Attitude fac staff to students of your gender	3.69	3.93	3.82	3.87	3.88	3.94	3.88	4.02	3.81	3.93
QS60	Opportunities on-campus student employment	3.49	3.57	3.64	3.64	3.64	3.64	3.59	3.75	3.60	3.65
QS61	Student government senate congress	3.44	3.37	3.50	3.58	3.59	3.55	3.47	3.59	3.49	3.53
QS62	Student publications	3.44	3.44	3.58	3.57	3.67	3.63	3.59	3.70	3.56	3.58
QS63	Student center	3.61	3.69	3.55	3.60	3.89	3.86	3.75	3.88	3.66	3.74
QS64	Study areas	3.79	3.88	3.73	3.74	4.00	3.95	3.84	3.95	3.81	3.85
QS65	The college bookstore	3.70	3.79	3.65	3.74	3.84	3.82	3.82	3.97	3.73	3.81
QS66	Job placement services	3.46	3.48	3.56	3.59	3.68	3.61	3.60	3.80	3.56	3.62
QS67	Financial aid services	3.55	3.65	3.59	3.65	3.75	3.80	3.64	3.81	3.62	3.71
QS68	Child care services	3.36	3.39	3.54	3.53	3.62	3.46	3.57	3.74	3.52	3.53
QS69	Services for students w disabilities	3.61	3.68	3.72	3.69	3.77	3.72	3.78	3.77	3.71	3.71

Table 5
Student Perceptions of College Services: Levels of Satisfaction
Texas Gulf Coast Consortium
Student Perceptions Of College Services: Spring 2002

Var	Activity	ACC		Houston Community		North Harris - MCCD		San Jacinto - CCD		All Students	
		male	female	male	female	male	female	male	female	male	female
QS70	Services for veterans	3.61	3.55	3.65	3.59	3.77	3.62	3.74	3.77	3.68	3.62
QS71	Cafeteria food services	3.46	3.56	3.28	3.30	3.71	3.60	3.68	3.73	3.49	3.51
QS72	Parking facilities and services	3.18	3.36	3.71	3.63	3.93	3.77	3.69	3.49	3.62	3.59
QS73	Access to PCs and or computer labs	3.93	3.99	3.83	3.88	4.08	4.06	3.96	4.00	3.92	3.96
QS74	Availability of gym tennis courts	3.40	3.41	3.26	3.37	3.80	3.77	3.65	3.73	3.48	3.54
QS75	Varsity athletics	3.20	3.43	3.25	3.40	3.52	3.50	3.48	3.56	3.34	3.46
QS76	Recreational and or intramural programs	3.25	3.37	3.33	3.36	3.58	3.55	3.45	3.52	3.38	3.44
QS77	Library learning resources cntr facilities	3.78	3.95	3.69	3.77	4.01	4.03	3.86	4.02	3.79	3.91
QS78	College sponsored tutorial programs	3.58	3.69	3.59	3.63	3.66	3.76	3.66	3.66	3.61	3.67
QS79	College sponsored social activities	3.27	3.24	3.26	3.38	3.52	3.48	3.55	3.55	3.36	3.41
QS80	Cultural programs and activities	3.29	3.35	3.30	3.39	3.62	3.55	3.53	3.53	3.39	3.44
QS81	College orientation programs	3.42	3.51	3.45	3.50	3.60	3.63	3.60	3.55	3.49	3.53
QS82	Condition appearance buildings grounds	3.73	3.82	3.55	3.67	3.99	4.03	3.74	3.72	3.70	3.78
	Total Averages	3.63	3.71	3.64	3.68	3.80	3.78	3.76	3.82	3.69	3.74

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

Table 6
Student Perceptions of College Services: Gap Analysis - Satisfaction minus Importance
Texas Gulf Coast Consortium
Student Perceptions Of College Services: Spring 2002

Var	Activity	ACC		Houston Community		North Harris - M CCD		San Jacinto - CCD		All Students	
		male	female	male	female	male	female	male	female	male	female
QS36	Academic advising course planning	-0.26	-0.36	-0.35	-0.57	-0.30	-0.49	-0.22	-0.35	-0.29	-0.47
QS37	Assistance during admission registration	-0.11	-0.32	-0.33	-0.59	-0.19	-0.47	-0.04	-0.35	-0.20	-0.46
QS38	Admission procedures	0.05	-0.16	-0.20	-0.46	-0.01	-0.28	0.01	-0.19	-0.06	-0.31
QS39	Availability of sr institution transfer plan	-0.37	-0.34	-0.30	-0.41	-0.35	-0.42	-0.21	-0.20	-0.31	-0.36
QS40	Personal counseling	0.05	-0.05	-0.17	-0.49	0.09	-0.13	0.07	-0.18	-0.03	-0.27
QS41	Voc guidance career planning	0.15	-0.07	-0.07	-0.36	0.25	-0.29	0.05	-0.22	0.06	-0.26
QS42	Availability of advisor	-0.03	-0.27	-0.18	-0.53	0.03	-0.39	-0.02	-0.30	-0.08	-0.40
QS43	Availability of courses at times needed	-0.51	-0.71	-0.58	-0.68	-0.40	-0.57	-0.28	-0.46	-0.47	-0.62
QS44	Variety of courses	-0.29	-0.53	-0.42	-0.61	-0.26	-0.45	-0.19	-0.33	-0.32	-0.51
QS45	College catalog information	-0.17	-0.30	-0.27	-0.41	-0.20	-0.30	-0.07	-0.28	-0.20	-0.34
QS46	Information provided in course schedule	-0.23	-0.35	-0.31	-0.43	-0.20	-0.36	-0.18	-0.32	-0.25	-0.38
QS47	Telephone registration	-0.09	-0.30	0.09	-0.13	0.15	0.07	-0.17	-0.32	0.01	-0.15
QS48	On-campus registration	0.15	0.05	-0.26	-0.53	-0.14	-0.33	0.01	-0.17	-0.09	-0.31
QS49	Academic probation & suspension policies	0.44	0.48	0.30	0.07	0.38	0.24	0.39	0.17	0.36	0.21
QS50	Rules concerning student conduct	0.48	0.32	0.10	0.03	0.27	0.11	0.22	0.01	0.24	0.10
QS51	Personal security safety at the college	0.16	-0.43	-0.22	-0.57	-0.02	-0.41	-0.02	-0.55	-0.06	-0.51
QS52	Concern for individuality	-0.12	-0.40	-0.25	-0.60	-0.15	-0.44	-0.20	-0.54	-0.19	-0.51
QS53	Student input establishing college policies	0.00	-0.37	-0.18	-0.35	-0.06	-0.10	0.00	-0.26	-0.08	-0.29

Table 6
Student Perceptions of College Services: Gap Analysis - Satisfaction minus Importance
Texas Gulf Coast Consortium
Student Perceptions Of College Services: Spring 2002

Var	Activity	ACC		Houston Community		North Harris - MCCD		San Jacinto - CCD		All Students	
		male	female	male	female	male	female	male	female	male	female
QS54	Racial harmony at this college	0.13	-0.09	-0.10	-0.25	0.15	-0.12	0.04	-0.24	0.02	-0.19
QS55	Attitude of non-teaching staff to students	0.13	-0.29	-0.23	-0.38	-0.03	-0.25	-0.06	-0.33	-0.08	-0.32
QS56	Attitude fac staff to students of your ethnicity	0.16	-0.10	-0.22	-0.34	-0.01	-0.12	0.05	-0.25	-0.04	-0.23
QS57	Attitude fac staff to students taking dev crses	0.09	-0.23	-0.28	-0.34	-0.02	-0.18	-0.05	-0.25	-0.11	-0.27
QS58	Attitude fac staff to handicapped students	0.01	-0.26	-0.22	-0.40	-0.03	-0.37	-0.14	-0.30	-0.12	-0.34
QS59	Attitude fac staff to students of your gender	0.19	-0.17	-0.10	-0.33	0.05	-0.21	0.05	-0.20	0.02	-0.25
QS60	Opportunities on-campus student employment	0.21	0.09	-0.11	-0.24	0.12	-0.03	0.13	-0.10	0.05	-0.11
QS61	Student government senate congress	0.60	0.37	0.19	0.17	0.53	0.45	0.34	0.31	0.37	0.29
QS62	Student publications	0.45	0.36	0.16	0.02	0.45	0.31	0.29	0.27	0.30	0.20
QS63	Student center	0.23	0.07	-0.09	-0.19	0.12	0.08	0.01	0.00	0.05	-0.04
QS64	Study areas	-0.01	-0.20	-0.21	-0.43	0.04	-0.19	-0.10	-0.17	-0.10	-0.28
QS65	The college bookstore	-0.30	-0.44	-0.46	-0.65	-0.22	-0.44	-0.20	-0.41	-0.33	-0.51
QS66	Job placement services	0.06	-0.09	-0.19	-0.44	0.06	-0.22	-0.11	-0.19	-0.07	-0.28
QS67	Financial aid services	-0.16	-0.42	-0.40	-0.62	-0.11	-0.39	-0.30	-0.45	-0.28	-0.50
QS68	Child care services	0.48	0.16	0.28	-0.21	0.37	-0.06	0.23	0.06	0.33	-0.05
QS69	Services for students w disabilities	0.16	-0.12	-0.16	-0.35	-0.09	-0.25	-0.07	-0.20	-0.06	-0.25
QS70	Services for veterans	0.24	0.10	-0.02	-0.14	0.13	-0.01	0.07	0.03	0.09	-0.03
QS71	Cafeteria food services	0.10	0.02	-0.34	-0.42	-0.06	-0.18	-0.01	-0.02	-0.11	-0.19

Table 6
Student Perceptions of College Services: Gap Analysis - Satisfaction minus Importance
Texas Gulf Coast Consortium
Student Perceptions Of College Services: Spring 2002

Var	Activity	ACC		Houston Community		North Harris - MCCD		San Jacinto - CCD		All Students	
		male	female	male	female	male	female	male	female	male	female
QS72	Parking facilities and services	-1.00	-1.08	-0.51	-0.73	-0.25	-0.56	-0.48	-1.00	-0.57	-0.81
QS73	Access to PCs and or computer labs	-0.22	-0.39	-0.47	-0.58	-0.15	-0.30	-0.11	-0.44	-0.29	-0.46
QS74	Availability of gym tennis courts	0.16	-0.03	-0.27	-0.17	0.11	0.21	0.02	0.12	-0.02	0.01
QS75	Varsity athletics	0.56	0.82	0.06	0.29	0.34	0.69	0.46	0.53	0.31	0.52
QS76	Recreational and or intramural programs	0.34	0.49	-0.06	0.05	0.25	0.52	0.32	0.33	0.17	0.30
QS77	Library learning resources cntr facilities	-0.45	-0.51	-0.64	-0.63	-0.26	-0.40	-0.33	-0.35	-0.48	-0.51
QS78	College sponsored tutorial programs	-0.24	-0.36	-0.42	-0.60	-0.12	-0.31	-0.06	-0.33	-0.27	-0.45
QS79	College sponsored social activities	0.11	0.25	-0.33	-0.23	0.21	0.18	0.21	0.11	-0.04	0.01
QS80	Cultural programs and activities	0.06	0.19	-0.32	-0.29	0.16	0.23	0.26	0.03	-0.05	-0.03
QS81	College orientation programs	0.05	0.09	-0.28	-0.36	0.05	0.01	0.10	-0.16	-0.08	-0.16
QS82	Condition appearance buildings grounds	-0.12	-0.13	-0.33	-0.44	-0.06	-0.08	-0.11	-0.34	-0.19	-0.28
	Total Averages	0.03	-0.13	-0.21	-0.36	0.01	-0.15	-0.01	-0.19	-0.07	-0.23

*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"

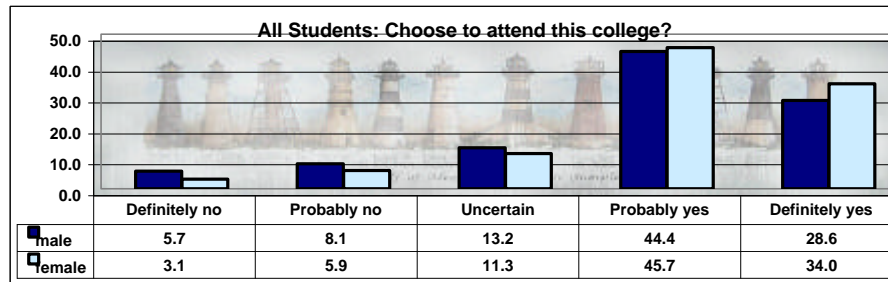
*When reviewing this table, bear in mind that if a variable contains a negative mean, then the students satisfaction level did not measure up to their importance level. A positive mean reflects a positive student perception.

Table 7
Student Perceptions of College In General
Texas Gulf Coast Consortium
Student Perceptions Of College Services: Spring 2002

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

Response	ACC		Houston Community		North Harris - MCCD		San Jacinto - CCD		All Students	
	male	female	male	female	male	female	male	female	male	female
Definitely no	4.6	3.2	8.7	4.7	4.1	1.5	2.2	1.1	5.7	3.1
Probably no	7.4	5.7	9.2	6.5	9.1	6.3	6.0	4.6	8.1	5.9
Uncertain	14.6	10.1	15.9	13.4	9.1	10.2	9.1	9.6	13.2	11.3
Probably yes	44.5	50.1	42.8	44.4	43.4	46.2	48.3	43.3	44.4	45.7
Definitely yes	28.9	30.9	23.4	31.0	34.3	35.8	34.4	41.5	28.6	34.0

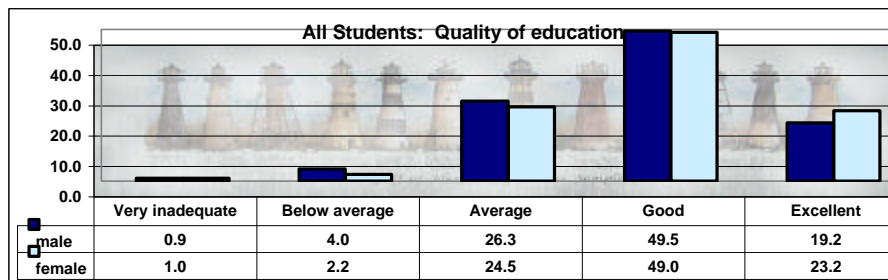
*Values represent column percents



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

Response	ACC		Houston Community		North Harris - MCCD		San Jacinto - CCD		All Students	
	male	female	male	female	male	female	male	female	male	female
Very inadequate	1.5	0.6	0.9	1.1	0.8	0.9	0.3	1.3	0.9	1.0
Below average	4.6	1.3	4.9	3.7	2.1	0.9	2.8	1.5	4.0	2.2
Average	23.8	26.4	30.7	30.0	21.5	18.4	24.3	17.4	26.3	24.5
Good	54.7	52.0	48.8	48.2	47.9	47.7	45.7	49.1	49.5	49.0
Excellent	15.3	19.7	14.7	17.1	27.7	32.1	26.8	30.7	19.2	23.2

*Values represent column percents



APPENDIX

Appendix 8a
Profiles of Students Who Completed Survey
Texas Gulf Coast Consortium
Student Perceptions of College Services: Spring 2001 vs. 2002

		ACC 2001		ACC 2002	
		Count	Col %	Count	Col %
Gender	male	196	40.4	392	45.0
	female	289	59.6	479	55.0
Age	17 and under	6	1.3	11	1.3
	18 to 21	190	40.3	374	44.5
	22 to 25	96	20.4	177	21.0
	26 to 29	66	14.0	102	12.1
	30 to 33	30	6.4	57	6.8
	34 to 37	24	5.1	40	4.8
	38 to 41	23	4.9	27	3.2
	42 plus	36	7.6	53	6.3
Ethnicity	Black	33	6.9	47	5.3
	American Indian	1	0.2	8	0.9
	Asian	33	6.9	66	7.4
	White	285	59.6	521	58.2
	Hispanic	97	20.3	141	15.8
	Other or Unknown	29	6.1	112	12.5
	Total	478	100	895	100
Education Goal	associate	91	20.0	133	15.8
	vocational tech	7	1.5	19	2.3
	transfer 4 yr	284	62.3	540	64.1
	certification	14	3.1	38	4.5
	self improvement	21	4.6	34	4.0
	job related	19	4.2	28	3.3
	other	20	4.4	50	5.9
Marital status	single	334	71.1	633	74.5
	married	107	22.8	174	20.5
	divorced	24	5.1	32	3.8
	separated	3	0.6	8	0.9
	widowed	2	0.4	3	0.4
Mother Father attend college	yes mother	58	12.7	87	10.5
	yes father	77	16.9	119	14.3
	yes both	164	36.0	351	42.2
	no neither	156	34.3	275	33.1

Appendix 8a
Profiles of Students Who Completed Survey
Texas Gulf Coast Consortium
Student Perceptions of College Services: Spring 2001 vs. 2002

		ACC 2001		ACC 2002	
		Count	Col %	Count	Col %
Taken courses at other colleges	yes	259	55.8	443	64.3
	no	205	44.2	246	35.7
Children living with you	yes	55	11.7	93	17.0
	no	415	88.3	455	83.0
People residing in household	one	78	16.8	88	15.0
	two	146	31.4	189	32.3
	three	107	23.0	151	25.8
	four	79	17.0	96	16.4
	five	33	7.1	46	7.8
	six	12	2.6	6	1.0
	seven	6	1.3	3	0.5
	eight	1	0.2	3	0.5
	nine	0	0.0	0	0.0
	ten or more	3	0.6	4	0.7
	Food Stamps	yes	19	4.1	34
no		443	95.9	800	95.9
Class times	day	249	57.5	553	69.9
	evening	181	41.8	223	28.2
	weekend	3	0.7	13	1.6
	tv vcr	0	0.0	2	0.3
Employment	FT off campus	189	39.3	322	37.2
	PT off campus	182	37.8	310	35.8
	FT on campus	2	0.4	4	0.5
	PT on campus	12	2.5	21	2.4
	On and off campus	1	0.2	10	1.2
	Not employed	95	19.8	199	23.0

Appendix 8a
Profiles of Students Who Completed Survey
Texas Gulf Coast Consortium
Student Perceptions of College Services: Spring 2001 vs. 2002

		ACC 2001		ACC 2002	
		Count	Col %	Count	Col %
Household income	\$0 to \$8,050	60	13.5	122	15.7
	\$8,051 to 10,850	31	7.0	45	5.8
	\$10,851 to \$14,060	30	6.7	66	8.5
	\$14,061 to \$17,350	24	5.4	37	4.8
	\$17,351 to \$20,780	24	5.4	40	5.1
	\$20,781 to \$23,950	26	5.8	43	5.5
	\$23,951 to \$27,120	21	4.7	27	3.5
	\$27,121 to \$30,290	17	3.8	48	6.2
	\$30,291 to \$33,460	23	5.2	35	4.5
	over \$33,460 per yr.	189	42.5	315	40.5

If transferring, which 4-yr institution would you most like to attend	Houston Baptist	1	0.3	0	0.0
	Sam Houston State	0	0.0	3	0.4
	Southwest Tx State	126	31.9	215	29.0
	Stephen F Austin	2	0.5	5	0.7
	Texas A&M	11	2.8	22	3.0
	Texas Southern	0	0.0	3	0.4
	U of H Clear Lake	0	0.0	3	0.4
	U of H Downtown	4	1.0	5	0.7
	U of H Univ Park	1	0.3	1	0.1
	Univ of St Thomas	0	0.0	0	0.0
	Univ of Texas	153	38.7	321	43.3
	Prairie View A&M	2	0.5	3	0.4
	Other	95	24.1	161	21.7

Avg. semester hours earned	Mean	Mean
	51.6	37.8

Appendix 8b
Actual Spring 2001 and 2002 College Demographics Compared to Survey Respondents
Texas Gulf Coast Consortium
Student Perceptions of College Services: Spring 2001 vs. 2002

Ethnicity		ACC 2001				ACC 2002			
		Survey Respondents		Actual 2001 Enrolled		Survey Respondents		Actual Spring 2002 Enrolled	
		Count	Col %	Count	Col %	Count	Col %	Count	Col %
Black	33	6.9	1,832	6.8	47	5.6	1,849	6.9	
American Indian	1	0.2	245	0.9	8	1.0	256	1.0	
Asian	33	6.9	1,700	6.3	66	7.9	1,656	6.2	
White	285	59.6	16,916	63.0	521	62.1	16,564	61.6	
Hispanic	97	20.3	5,388	20.1	141	16.8	5,609	20.8	
Other or Unknown	29	6.1	770	2.9	112	6.7	968	3.6	
Totals	478	100.0	26,851	100.0	895	100.1	26,902	100.0	

*Spring 2002 actual ethnicity figures exclude Flex Entry enrollment (this also excludes winter mini)
 If Survey Respondent failed to identify ethnicity, then respondent was listed in the Other or Unknown category.*

*Multi-campus institutions may contain duplication for actual Spring 2002 enrolled as students
 may attend more than one campus for that particular semester.*

Appendix 9
Why Students Chose College
Texas Gulf Coast Consortium
Student Perceptions Of College Services: Spring 2001 vs. 2002

Var	Response	ACC 2001		ACC 2002		Difference 2002-2001	
		male	female	male	female	male	female
Q01	Convenient location	2.44	2.49	2.38	2.43	-0.06	-0.06
Q02	Offered crses I wanted	2.66	2.73	2.62	2.71	-0.04	-0.02
Q03	Low cost tuition & fees	2.44	2.61	2.46	2.56	0.02	-0.05
Q04	Work while attending	2.45	2.44	2.29	2.41	-0.16	-0.03
Q05	Reputation vocational prog	1.68	1.71	1.61	1.73	-0.07	0.02
Q06	Reputation academic prog	1.93	2.02	1.86	1.99	-0.07	-0.03
Q07	Reputation quality instruct	2.06	2.14	2.02	2.10	-0.04	-0.04
Q08	Liked social atmosphere	1.73	1.65	1.80	1.61	0.07	-0.04
Q09	Liked size of college	1.94	2.17	1.96	2.06	0.02	-0.11
Q10	Good chance personal success	2.32	2.42	2.24	2.31	-0.08	-0.11
Q11	Availability scholarships fin aid	1.62	1.77	1.58	1.69	-0.04	-0.08
Q12	Advice of parents or relatives	1.43	1.53	1.49	1.45	0.06	-0.08
Q13	Advice of HS counselor teacher	1.23	1.31	1.28	1.26	0.05	-0.05
Q14	Friends attending here	1.44	1.39	1.43	1.32	-0.01	-0.07
Q15	Immediate preparation work-force	1.71	1.67	1.58	1.60	-0.13	-0.07

Appendix 9
Why Students Chose College
Texas Gulf Coast Consortium
Student Perceptions Of College Services: Spring 2001 vs. 2002

Var	Response	ACC 2001		ACC 2002		Difference 2002-2001	
		male	female	male	female	male	female
Q16	Athletic programs	1.15	1.07	1.12	1.11	-0.03	0.04
Q17	Could live w parents relatives	1.48	1.58	1.48	1.47	0.00	-0.11
Q18	Offered crses I wanted at times I wanted	2.51	2.69	2.42	2.61	-0.09	-0.08
Q19	Transfer to a sr institution	2.47	2.48	2.52	2.44	0.05	-0.04
Q20	Colleges open admission	2.16	2.15	2.12	2.13	-0.04	-0.02
Q21	Availability developmental crses	1.71	1.75	1.75	1.77	0.04	0.02
Q22	Cultural variety in fac staff & students	1.51	1.61	1.63	1.56	0.12	-0.05
Q23	Extra-curricular activities	1.20	1.20	1.23	1.21	0.03	0.01

*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".

Appendix 10
Percent Participation in Extra-Curricular Activities
Texas Gulf Coast Consortium
Student Perceptions Of College Services: Spring 2001 vs. 2002

Var	Activity	Response	ACC 2001		ACC 2002		Difference 2002-2001	
			male	female	male	female	male	female
Q24	<i>Participate in clubs</i>	yes frequently	4.6	3.2	4.1	3.2	-0.5	0.0
		yes seldom	9.7	11.3	13.0	9.3	3.3	-2.0
		no	85.6	85.5	82.9	87.6	-2.7	2.1
Q25	<i>Attend athletic events</i>	yes frequently	7.2	3.2	5.4	3.0	-1.8	-0.2
		yes seldom	9.2	9.3	9.7	7.2	0.5	-2.1
		no	83.6	87.5	84.9	89.9	1.3	2.4
Q26	<i>Use game room facilities</i>	yes frequently	6.6	1.8	5.1	2.1	-1.5	0.3
		yes seldom	7.1	7.8	6.9	5.9	-0.2	-1.9
		no	86.2	90.4	88.0	92.0	1.8	1.6
Q27	<i>College sponsored dances parties</i>	yes frequently	2.6	1.1	4.1	1.5	1.5	0.4
		yes seldom	3.6	5.3	4.6	3.6	1.0	-1.7
		no	93.9	93.6	91.3	94.9	-2.6	1.3
Q28	<i>Participate in student government</i>	yes frequently	3.6	1.8	3.6	0.6	0.0	-1.2
		yes seldom	1.5	3.2	3.8	4.2	2.3	1.0
		no	94.9	95.0	92.6	95.1	-2.3	0.1
Q29	<i>Lecture series</i>	yes frequently	2.1	1.8	4.3	4.4	2.2	2.6
		yes seldom	9.8	12.9	9.2	13.9	-0.6	1.0
		no	88.1	85.4	86.5	81.7	-1.6	-3.7

Appendix 10
Percent Participation in Extra-Curricular Activities
Texas Gulf Coast Consortium
Student Perceptions Of College Services: Spring 2001 vs. 2002

Var	Activity	Response	ACC 2001		ACC 2002		Difference 2002-2001	
			male	female	male	female	male	female
Q30	<i>Visit art gallery</i>	yes frequently	2.6	3.9	5.9	5.5	3.3	1.6
		yes seldom	23.5	20.2	11.8	19.8	-11.7	-0.4
		no	74.0	75.9	82.4	74.7	8.4	-1.2
Q31	<i>Fitness center</i>	yes frequently	11.7	6.8	7.9	11.4	-3.8	4.6
		yes seldom	19.9	16.7	17.4	14.6	-2.5	-2.1
		no	68.4	76.5	74.6	74.1	6.2	-2.4
Q32	<i>Use Tennis courts running track etc</i>	yes frequently	7.7	2.9	6.2	4.8	-1.5	1.9
		yes seldom	9.7	9.6	8.5	6.5	-1.2	-3.1
		no	82.7	87.5	85.4	88.7	2.7	1.2
Q33	<i>Intramural activities</i>	yes frequently	2.6	1.8	3.9	1.5	1.3	-0.3
		yes seldom	4.6	5.0	4.9	3.2	0.3	-1.8
		no	92.8	93.2	91.3	95.4	-1.5	2.2
Q34	<i>Attend music or drama productions</i>	yes frequently	2.6	3.5	5.9	5.5	3.3	2.0
		yes seldom	12.8	13.1	7.9	11.6	-4.9	-1.5
		no	84.7	83.3	86.2	82.9	1.5	-0.4
Q35	<i>Other</i>	yes frequently	5.5	4.3	9.9	3.3	4.4	-1.0
		yes seldom	8.8	9.8	9.1	9.4	0.3	-0.4
		no	85.6	85.8	80.9	87.3	-4.7	1.5

*Figures represent column percents

Appendix 11
Student Perceptions of College Services: Levels of Importance
Texas Gulf Coast Consortium
Student Perceptions Of College Services: Spring 2001 vs. 2002

Var	Activity	ACC 2001		ACC 2002		Difference 2002-2001	
		male	female	male	female	male	female
QI36	Academic advising course planning	4.05	4.29	3.94	4.16	-0.11	-0.13
QI37	Assistance during admission registration	3.93	4.27	3.86	4.17	-0.07	-0.10
QI38	Admission procedures	3.98	4.07	3.74	4.06	-0.24	-0.01
QI39	Availability of sr institution transfer plan	4.29	4.42	4.32	4.35	0.03	-0.07
QI40	Personal counseling	3.84	3.77	3.58	3.78	-0.26	0.01
QI41	Voc guidance career planning	3.66	3.83	3.47	3.76	-0.19	-0.07
QI42	Availability of advisor	3.84	4.07	3.76	4.05	-0.08	-0.02
QI43	Availability of courses at times needed	4.46	4.70	4.44	4.68	-0.02	-0.02
QI44	Variety of courses	4.42	4.56	4.30	4.53	-0.12	-0.03
QI45	College catalog information	4.29	4.47	4.08	4.36	-0.21	-0.11
QI46	Information provided in course schedule	4.34	4.54	4.19	4.45	-0.15	-0.09
QI47	Telephone registration	4.41	4.52	4.17	4.49	-0.24	-0.03
QI48	On-campus registration	3.76	3.73	3.54	3.72	-0.22	-0.01
QI49	Academic probation & suspension policies	3.03	3.31	3.00	3.09	-0.02	-0.22
QI50	Rules concerning student conduct	3.27	3.46	3.08	3.28	-0.19	-0.18
QI51	Personal security safety at the college	3.91	4.49	3.65	4.36	-0.26	-0.13
QI52	Concern for individuality	3.88	4.35	3.76	4.18	-0.12	-0.17

Appendix 11
Student Perceptions of College Services: Levels of Importance
Texas Gulf Coast Consortium
Student Perceptions Of College Services: Spring 2001 vs. 2002

Var	Activity	ACC 2001		ACC 2002		Difference 2002-2001	
		male	female	male	female	male	female
Q153	Student input establishing college policies	3.54	3.83	3.48	3.79	-0.06	-0.04
Q154	Racial harmony at this college	3.66	4.16	3.66	3.99	0.00	-0.17
Q155	Attitude of non-teaching staff to students	3.79	4.21	3.54	4.00	-0.25	-0.21
Q156	Attitude fac staff to students of your ethnicity	3.64	4.22	3.58	4.04	-0.06	-0.18
Q157	Attitude fac staff to students taking dev crses	3.59	4.10	3.53	4.00	-0.06	-0.10
Q158	Attitude fac staff to disabled students	3.71	4.22	3.73	4.08	0.02	-0.14
Q159	Attitude fac staff to students of your gender	3.55	4.21	3.50	4.10	-0.05	-0.11
Q160	Opportunities on-campus student employment	3.40	3.48	3.28	3.48	-0.12	0.00
Q161	Student government senate congress	2.88	2.99	2.84	3.00	-0.04	0.01
Q162	Student publications	2.99	3.07	2.99	3.08	0.00	0.01
Q163	Student center	3.45	3.53	3.38	3.62	-0.07	0.09
Q164	Study areas	3.90	4.02	3.80	4.08	-0.10	0.06
Q165	The college bookstore	4.08	4.29	4.00	4.23	-0.08	-0.06
Q166	Job placement services	3.57	3.72	3.40	3.57	-0.17	-0.15
Q167	Financial aid services	3.70	4.16	3.71	4.07	0.01	-0.09
Q168	Child care services	3.13	3.35	2.88	3.23	-0.25	-0.12
Q169	Services for students w disabilities	3.54	3.93	3.45	3.80	-0.09	-0.13

Appendix 11
Student Perceptions of College Services: Levels of Importance
Texas Gulf Coast Consortium
Student Perceptions Of College Services: Spring 2001 vs. 2002

Var	Activity	ACC 2001		ACC 2002		Difference 2002-2001	
		male	female	male	female	male	female
Q170	Services for veterans	3.45	3.62	3.37	3.45	-0.08	-0.17
Q171	Cafeteria food services	3.48	3.56	3.36	3.54	-0.12	-0.02
Q172	Parking facilities and services	4.30	4.53	4.18	4.44	-0.12	-0.09
Q173	Access to PCs and or computer labs	4.38	4.39	4.15	4.38	-0.23	-0.01
Q174	Availability of gym tennis courts	3.55	3.34	3.24	3.44	-0.31	0.10
Q175	Varsity athletics	2.91	2.54	2.64	2.61	-0.27	0.07
Q176	Recreational and or intramural programs	3.09	2.72	2.91	2.88	-0.18	0.16
Q177	Library learning resources cntr facilities	4.34	4.46	4.23	4.46	-0.11	0.00
Q178	College sponsored tutorial programs	3.95	4.03	3.82	4.05	-0.13	0.02
Q179	College sponsored social activities	3.11	2.89	3.16	2.99	0.05	0.10
Q180	Cultural programs and activities	3.16	3.21	3.23	3.16	0.07	-0.05
Q181	College orientation programs	3.39	3.52	3.37	3.42	-0.02	-0.10
Q182	Condition appearance of buildings grounds	3.85	4.06	3.85	3.95	0.00	-0.11
	Total Averages	3.71	3.90	3.60	3.84	-0.11	-0.06

*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"

Appendix 12
Student Perceptions of College Services: Levels of Satisfaction
Texas Gulf Coast Consortium
Student Perceptions Of College Services: Spring 2001 vs. 2002

		ACC 2001		ACC 2002		Difference 2002-2001	
Var	Activity	male	female	male	female	male	female
QS36	Academic advising course planning	3.61	3.75	3.68	3.80	0.07	0.05
QS37	Assistance during admission registration	3.61	3.71	3.75	3.85	0.14	0.14
QS38	Admission procedures	3.79	3.79	3.79	3.90	0.00	0.11
QS39	Availability of sr institution transfer plan	3.94	3.95	3.95	4.01	0.01	0.06
QS40	Personal counseling	3.60	3.68	3.63	3.73	0.03	0.05
QS41	Voc guidance career planning	3.62	3.69	3.62	3.69	0.00	0.00
QS42	Availability of advisor	3.66	3.71	3.73	3.78	0.07	0.07
QS43	Availability of courses at times needed	3.84	3.92	3.93	3.97	0.09	0.05
QS44	Variety of courses	3.90	4.01	4.01	4.00	0.11	-0.01
QS45	College catalog information	3.79	4.06	3.91	4.06	0.12	0.00
QS46	Information provided in course schedule	3.80	4.08	3.96	4.10	0.16	0.02
QS47	Telephone registration	3.98	4.14	4.08	4.19	0.10	0.05
QS48	On-campus registration	3.73	3.68	3.69	3.77	-0.04	0.09
QS49	Academic probation & suspension policies	3.50	3.58	3.44	3.57	-0.06	-0.01
QS50	Rules concerning student conduct	3.54	3.69	3.56	3.60	0.02	-0.09
QS51	Personal security safety at the college	3.79	3.97	3.81	3.93	0.02	-0.04
QS52	Concern for individuality	3.68	3.78	3.64	3.78	-0.04	0.00

Appendix 12
Student Perceptions of College Services: Levels of Satisfaction
Texas Gulf Coast Consortium
Student Perceptions Of College Services: Spring 2001 vs. 2002

Var	Activity	ACC 2001		ACC 2002		Difference 2002-2001	
		male	female	male	female	male	female
QS53	Student input establishing college policies	3.44	3.54	3.48	3.42	0.04	-0.12
QS54	Racial harmony at this college	3.78	3.83	3.79	3.90	0.01	0.07
QS55	Attitude of non-teaching staff to students	3.75	3.75	3.67	3.71	-0.08	-0.04
QS56	Attitude fac staff to students of your ethnicity	3.74	3.94	3.74	3.94	0.00	0.00
QS57	Attitude fac staff to students taking dev crses	3.62	3.90	3.62	3.77	0.00	-0.13
QS58	Attitude fac staff to disabled students	3.71	3.87	3.74	3.82	0.03	-0.05
QS59	Attitude fac staff to students of your gender	3.68	3.93	3.69	3.93	0.01	0.00
QS60	Opportunities on-campus student employment	3.50	3.57	3.49	3.57	-0.01	0.00
QS61	Student government senate congress	3.39	3.45	3.44	3.37	0.05	-0.08
QS62	Student publications	3.36	3.45	3.44	3.44	0.08	-0.01
QS63	Student center	3.57	3.74	3.61	3.69	0.04	-0.05
QS64	Study areas	3.69	3.86	3.79	3.88	0.10	0.02
QS65	The college bookstore	3.60	3.80	3.70	3.79	0.10	-0.01
QS66	Job placement services	3.46	3.59	3.46	3.48	0.00	-0.11
QS67	Financial aid services	3.60	3.77	3.55	3.65	-0.05	-0.12
QS68	Child care services	3.56	3.56	3.36	3.39	-0.20	-0.17
QS69	Services for students w disabilities	3.63	3.76	3.61	3.68	-0.02	-0.08

Appendix 12
Student Perceptions of College Services: Levels of Satisfaction
Texas Gulf Coast Consortium
Student Perceptions Of College Services: Spring 2001 vs. 2002

Var	Activity	ACC 2001		ACC 2002		Difference 2002-2001	
		male	female	male	female	male	female
QS70	Services for veterans	3.53	3.69	3.61	3.55	0.08	-0.14
QS71	Cafeteria food services	3.39	3.62	3.46	3.56	0.07	-0.06
QS72	Parking facilities and services	3.23	3.31	3.18	3.36	-0.05	0.05
QS73	Access to PCs and or computer labs	3.81	4.03	3.93	3.99	0.12	-0.04
QS74	Availability of gym tennis courts	3.29	3.38	3.40	3.41	0.11	0.03
QS75	Varsity athletics	3.13	3.35	3.20	3.43	0.07	0.08
QS76	Recreational and or intramural programs	3.18	3.45	3.25	3.37	0.07	-0.08
QS77	Library learning resources cntr facilities	3.90	4.06	3.78	3.95	-0.12	-0.11
QS78	College sponsored tutorial programs	3.70	3.83	3.58	3.69	-0.12	-0.14
QS79	College sponsored social activities	3.46	3.42	3.27	3.24	-0.19	-0.18
QS80	Cultural programs and activities	3.42	3.44	3.29	3.35	-0.13	-0.09
QS81	College orientation programs	3.53	3.59	3.42	3.51	-0.11	-0.08
QS82	Condition appearance buildings grounds	3.84	4.00	3.73	3.82	-0.11	-0.18
	Total Averages	3.61	3.74	3.63	3.71	0.02	-0.03

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

Appendix 13
Student Perceptions of College Services: Satisfaction minus Importance
Texas Gulf Coast Consortium
Student Perceptions Of College Services: Spring 2001 vs. 2002

Var	Activity	ACC 2001		ACC 2002		Difference 2002-2001	
		male	female	male	female	male	female
QS36	Academic advising course planning	-0.44	-0.54	-0.26	-0.36	0.18	0.18
QS37	Assistance during admission registration	-0.32	-0.56	-0.11	-0.32	0.21	0.24
QS38	Admission procedures	-0.19	-0.28	0.05	-0.16	0.24	0.12
QS39	Availability of sr institution transfer plan	-0.35	-0.46	-0.37	-0.34	-0.02	0.12
QS40	Personal counseling	-0.24	-0.10	0.05	-0.05	0.29	0.05
QS41	Voc guidance career planning	-0.04	-0.13	0.15	-0.07	0.19	0.06
QS42	Availability of advisor	-0.18	-0.36	-0.03	-0.27	0.15	0.09
QS43	Availability of courses at times needed	-0.62	-0.78	-0.51	-0.71	0.11	0.07
QS44	Variety of courses	-0.52	-0.56	-0.29	-0.53	0.23	0.03
QS45	College catalog information	-0.50	-0.41	-0.17	-0.30	0.33	0.11
QS46	Information provided in course schedule	-0.54	-0.46	-0.23	-0.35	0.31	0.11
QS47	Telephone registration	-0.43	-0.39	-0.09	-0.30	0.34	0.09
QS48	On-campus registration	-0.03	-0.05	0.15	0.05	0.18	0.10
QS49	Academic probation & suspension policies	0.48	0.27	0.44	0.48	-0.04	0.21
QS50	Rules concerning student conduct	0.26	0.23	0.48	0.32	0.22	0.09
QS51	Personal security safety at the college	-0.12	-0.52	0.16	-0.43	0.28	0.09
QS52	Concern for individuality	-0.21	-0.57	-0.12	-0.40	0.09	0.17
QS53	Student input establishing college policies	-0.10	-0.29	0.00	-0.37	0.10	-0.08

Appendix 13
Student Perceptions of College Services: Satisfaction minus Importance
Texas Gulf Coast Consortium
Student Perceptions Of College Services: Spring 2001 vs. 2002

Var	Activity	ACC 2001		ACC 2002		Difference 2002-2001	
		male	female	male	female	male	female
QS54	Racial harmony at this college	0.12	-0.33	0.13	-0.09	0.01	0.24
QS55	Attitude of non-teaching staff to students	-0.04	-0.46	0.13	-0.29	0.17	0.17
QS56	Attitude fac staff to students of your ethnicity	0.10	-0.28	0.16	-0.10	0.06	0.18
QS57	Attitude fac staff to students taking dev crses	0.03	-0.20	0.09	-0.23	0.06	-0.03
QS58	Attitude fac staff to handicapped students	0.00	-0.35	0.01	-0.26	0.01	0.09
QS59	Attitude fac staff to students of your gender	0.13	-0.28	0.19	-0.17	0.06	0.11
QS60	Opportunities on-campus student employment	0.09	0.09	0.21	0.09	0.12	0.00
QS61	Student government senate congress	0.51	0.46	0.60	0.37	0.09	-0.09
QS62	Student publications	0.36	0.39	0.45	0.36	0.09	-0.03
QS63	Student center	0.12	0.20	0.23	0.07	0.11	-0.13
QS64	Study areas	-0.20	-0.16	-0.01	-0.20	0.19	-0.04
QS65	The college bookstore	-0.48	-0.48	-0.30	-0.44	0.18	0.04
QS66	Job placement services	-0.10	-0.13	0.06	-0.09	0.16	0.04
QS67	Financial aid services	-0.10	-0.39	-0.16	-0.42	-0.06	-0.03
QS68	Child care services	0.43	0.21	0.48	0.16	0.05	-0.05
QS69	Services for students w disabilities	0.09	-0.17	0.16	-0.12	0.07	0.05
QS70	Services for veterans	0.08	0.07	0.24	0.10	0.16	0.03
QS71	Cafeteria food services	-0.09	0.06	0.10	0.02	0.19	-0.04

Appendix 13
Student Perceptions of College Services: Satisfaction minus Importance
Texas Gulf Coast Consortium
Student Perceptions Of College Services: Spring 2001 vs. 2002

Var	Activity	ACC 2001		ACC 2002		Difference 2002-2001	
		male	female	male	female	male	female
QS72	Parking facilities and services	-1.07	-1.22	-1.00	-1.08	0.07	0.14
QS73	Access to PCs and or computer labs	-0.58	-0.36	-0.22	-0.39	0.36	-0.03
QS74	Availability of gym tennis courts	-0.26	0.04	0.16	-0.03	0.42	-0.07
QS75	Varsity athletics	0.22	0.81	0.56	0.82	0.34	0.01
QS76	Recreational and or intramural programs	0.09	0.73	0.34	0.49	0.25	-0.24
QS77	Library learning resources cntr facilities	-0.44	-0.40	-0.45	-0.51	-0.01	-0.11
QS78	College sponsored tutorial programs	-0.24	-0.19	-0.24	-0.36	0.00	-0.17
QS79	College sponsored social activities	0.35	0.53	0.11	0.25	-0.24	-0.28
QS80	Cultural programs and activities	0.26	0.23	0.06	0.19	-0.20	-0.04
QS81	College orientation programs	0.14	0.07	0.05	0.09	-0.09	0.02
QS82	Condition appearance buildings grounds	-0.01	-0.06	-0.12	-0.13	-0.11	-0.07
	Total Averages	-0.10	-0.16	0.03	-0.13	0.13	0.03

*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.

Appendix 14
Student Perceptions of College In General
Texas Gulf Coast Consortium
Student Perceptions Of College Services: Spring 2001 vs. 2002

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

Response	ACC 2001		ACC 2002		Difference 2002-2001	
	male	female	male	female	male	female
Definitely no	4.6	1.4	4.6	3.2	0.0	1.8
Probably no	8.2	5.6	7.4	5.7	-0.8	0.1
Uncertain	16.9	11.1	14.6	10.1	-2.3	-1.0
Probably yes	42.6	42.9	44.5	50.1	1.9	7.2
Definitely yes	27.7	39.0	28.9	30.9	1.2	-8.1

*values represent column percents

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

Response	ACC 2001		ACC 2002		Difference 2002-2001	
	male	female	male	female	male	female
Very inadequate	1.0	0.3	1.5	0.6	0.5	0.3
Below average	4.1	1.7	4.6	1.3	0.5	-0.4
Average	24.2	17.8	23.8	26.4	-0.4	8.6
Good	51.5	55.1	54.7	52.0	3.2	-3.1
Excellent	19.1	25.1	15.3	19.7	-3.8	-5.4

*Values represent column percents

