

Demographics

Gender	N	%	Class Level	N	%
Female	425	43.19%	Freshman	348	35.58%
Male	559	56.81%	Sophomore	215	21.98%
Total	984	100.00%	Junior	135	13.80%
No Response	50		Senior	224	22.90%
			Special student	1	0.10%
			Graduate/Professional	17	1.74%
			Other class level	38	3.89%
			Total	978	100.00%
			No Response	56	
Age	N	%	Current GPA	N	%
18 and under	145	14.84%	No credits earned	87	8.93%
19 to 24	559	57.22%	1.99 or below	63	6.47%
25 to 34	192	19.65%	2.0 - 2.49	136	13.96%
35 to 44	60	6.14%	2.5 - 2.99	277	28.44%
45 and over	21	2.15%	3.0 - 3.49	268	27.52%
Total	977	100.00%	3.5 or above	143	14.68%
No Response	57		Total	974	100.00%
			No Response	60	
Ethnicity/Race	N	%	Educational Goal	N	%
African-American	269	27.65%	Associate degree	205	21.13%
American Indian or Alaskan Native	4	0.41%	Bachelor's degree	522	53.81%
Asian or Pacific Islander	150	15.42%	Master's degree	126	12.99%
Caucasian/White	99	10.17%	Doctorate or professional degree	79	8.14%
Hispanic	258	26.52%	Certification (initial/renewal)	7	0.72%
Other race	121	12.44%	Self-improvement/pleasure	5	0.52%
Race - Prefer not to respond	72	7.40%	Job-related training	8	0.82%
Total	973	100.00%	Other educational goal	18	1.86%
No Response	61		Total	970	100.00%
			No Response	64	
Current Enrollment Status	N	%			
Day	610	65.95%			
Evening	296	32.00%			
Weekend	19	2.05%			
Total	925	100.00%			
No Response	109				
Current Class Load	N	%			
Full-time	740	75.51%			
Part-time	240	24.49%			
Total	980	100.00%			
No Response	54				

Demographics

Employment	N	%	Institution Question	N	%
Full-time off campus	241	24.67%	Campus item - Answer 1	68	9.97%
Part-time off campus	326	33.37%	Campus item - Answer 2	54	7.92%
Full-time on campus	16	1.64%	Campus item - Answer 3	82	12.02%
Part-time on campus	29	2.97%	Campus item - Answer 4	137	20.09%
Not employed	365	37.36%	Campus item - Answer 5	192	28.15%
Total	977	100.00%	Campus item - Answer 6	149	21.85%
No Response	57		Total	682	100.00%
			No Response	352	
Current Residence	N	%	Group Code	N	%
Residence hall	11	1.12%	0030	1	0.11%
Fraternity / Sorority	0	0.00%	0074	1	0.11%
Own house	96	9.82%	0077	1	0.11%
Rent room or apt off campus	253	25.87%	0115	1	0.11%
Parent's home	565	57.77%	Accounting	18	2.02%
Other residence	53	5.42%	Applied Math - Financial Science	13	1.46%
Total	978	100.00%	Applied Math - Information Science	1	0.11%
No Response	56		Applied Math - Science	11	1.24%
Residence Classification	N	%	Architecture Tech (Associate)	19	2.13%
In-state	932	95.79%	Architecture Tech (Bachelor)	28	3.15%
Out-of-state	10	1.03%	Arts & Advertising Design (Associate)	9	1.01%
International (not U.S. citizen)	31	3.19%	Biomedical Informatics	13	1.46%
Total	973	100.00%	Career and Technical Teacher Education	2	0.22%
No Response	61		Chemistry Technology - AS	4	0.45%
Disabilities	N	%	Civil Engineering Technology	19	2.13%
Yes - Disability	31	3.18%	Communication Design	11	1.24%
No - Disability	945	96.82%	Computer Engineering Technology	46	5.17%
Total	976	100.00%	Computer Information Systems (Associate)	14	1.57%
No Response	58		Computer Science	24	2.70%
Institution Was My	N	%	Computer Systems (Bachelor)	51	5.73%
1st choice	384	39.59%	Construction Management (Certificate)	10	1.12%
2nd choice	272	28.04%	Construction Management Tech (Associate)	14	1.57%
3rd choice or lower	314	32.37%	CUNY Baccalaureate	2	0.22%
Total	970	100.00%	Dental Hygiene	17	1.91%
No Response	64		Dental Lab Technology	16	1.80%
			Electrical Engineering Technology	23	2.58%
			Electrical Mechanical Engineering Tech	16	1.80%
			Emerging Media Technologies	6	0.67%
			Entertainment Technology	17	1.91%
			Environmental Control Technology	4	0.45%
			Facilities Management	1	0.11%

Demographics

Facilities Management CT	2	0.22%
Fashion Marketing	8	0.90%
Graphic Arts Advertising Production Mgt	7	0.79%
Graphic Arts Production Management	4	0.45%
Human Services Administration	22	2.47%
Hospitality Management (Associate)	16	1.80%
Hospitality Management (Bachelor)	41	4.61%
Human Services (Associate)	11	1.24%
Human Services (Bachelor)	44	4.94%
Industrial Design Technology (Associate)	3	0.34%
Industrial Design Technology (Bachelor)	4	0.45%
Legal Assistant Studies (Associate)	4	0.45%
Legal Assistant Studies (Bachelor)	18	2.02%
1050	29	3.26%
1051	50	5.62%
1052	1	0.11%
1054	17	1.91%
1055	2	0.22%
1056	14	1.57%
1057	14	1.57%
1058	4	0.45%
1059	27	3.03%
1060	32	3.60%
1061	2	0.22%
1062	19	2.13%
1063	13	1.46%
1068	1	0.11%
1070	2	0.22%
1071	11	1.24%
1072	16	1.80%
1073	7	0.79%
1074	27	3.03%
1102	1	0.11%
1103	1	0.11%
1210	1	0.11%
1234	1	0.11%
2420	1	0.11%
Total	890	100.00%
No Response	144	

Strategic Planning Overview

Strengths and Challenges

Strengths

- 8. The content of the courses within my major is valuable.
- 77. My instructor shares the grading criteria/scoring rubric in advance so I know what is expected when I turn in an assignment or take a test.
- 76. My instructor provides helpful feedback on assignments/tests so I know how to improve.
- 26. Computer labs are adequate and accessible.
- 7. The campus is safe and secure for all students.
- 33. My academic advisor is knowledgeable about requirements in my major.
- 55. Major requirements are clear and reasonable.
- 68. Nearly all of the faculty are knowledgeable in their field.
- 69. There is a good variety of courses provided on this campus.
- 32. Tutoring services are readily available.
- 65. Faculty are usually available after class and during office hours.
- 18. Library resources and services are adequate.
- 5. Financial aid counselors are helpful.
- 75. The general education courses I have taken so far have been a positive experience.
- 74. I understand the purpose for required general education courses outside of my major.
- 67. Freedom of expression is protected on campus.

Challenges

- 34. I am able to register for classes I need with few conflicts.
- 17. Adequate financial aid is available for most students.
- 66. Tuition paid is a worthwhile investment.
- 12. Financial aid awards are announced to students in time to be helpful in college planning.
- 72. On the whole, the campus is well-maintained.
- 79. Advising assistance is readily available on campus.
- 49. There are adequate services to help me decide upon a career.
- 14. My academic advisor is concerned about my success as an individual.
- 59. This institution shows concern for students as individuals.
- 19. My academic advisor helps me set goals to work toward.
- 11. Billing policies are reasonable.
- 29. It is an enjoyable experience to be a student on this campus.

Strategic Planning Overview

Benchmarks

Lower Satisfaction vs. National Four-Year Publics

- 8. The content of the courses within my major is valuable.
- 34. I am able to register for classes I need with few conflicts.
- 26. Computer labs are adequate and accessible.
- 7. The campus is safe and secure for all students.
- 33. My academic advisor is knowledgeable about requirements in my major.
- 16. The instruction in my major field is excellent.
- 17. Adequate financial aid is available for most students.
- 55. Major requirements are clear and reasonable.
- 68. Nearly all of the faculty are knowledgeable in their field.
- 58. The quality of instruction I receive in most of my classes is excellent.
- 69. There is a good variety of courses provided on this campus.
- 6. My academic advisor is approachable.
- 32. Tutoring services are readily available.
- 66. Tuition paid is a worthwhile investment.
- 65. Faculty are usually available after class and during office hours.
- 12. Financial aid awards are announced to students in time to be helpful in college planning.
- 18. Library resources and services are adequate.
- 5. Financial aid counselors are helpful.
- 72. On the whole, the campus is well-maintained.
- 27. The personnel involved in registration are helpful.
- 25. Faculty are fair and unbiased in their treatment of individual students.
- 39. I am able to experience intellectual growth here.
- 4. Admissions staff are knowledgeable.
- 50. Class change (drop/add) policies are reasonable.
- 49. There are adequate services to help me decide upon a career.
- 14. My academic advisor is concerned about my success as an individual.
- 35. The assessment and course placement procedures are reasonable.
- 59. This institution shows concern for students as individuals.
- 36. Security staff respond quickly in emergencies.
- 19. My academic advisor helps me set goals to work toward.
- 11. Billing policies are reasonable.
- 41. There is a commitment to academic excellence on this campus.
- 45. Students are made to feel welcome on this campus.
- 47. Faculty provide timely feedback about student progress in a course.
- 67. Freedom of expression is protected on campus.

Institutional Summary
Scales: In Order of Importance

	CUNY New York City College of Technology - SSI			National Four-Year Publics			Mean Difference
Scale	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Academic Advising	6.08	4.54 / 1.42	1.54	6.39	5.40 / 1.35	0.99	-0.86 ***
Registration Effectiveness	6.01	4.40 / 1.30	1.61	6.24	5.14 / 1.18	1.10	-0.74 ***
Instructional Effectiveness	6.00	4.59 / 1.21	1.41	6.36	5.39 / 1.05	0.97	-0.80 ***
Campus Support Services	5.99	4.72 / 1.22	1.27	6.09	5.45 / 1.03	0.64	-0.73 ***
Recruitment and Financial Aid	5.93	4.43 / 1.28	1.50	6.21	5.02 / 1.25	1.19	-0.59 ***
Campus Climate	5.79	4.34 / 1.19	1.45	6.15	5.23 / 1.10	0.92	-0.89 ***
Service Excellence	5.78	4.33 / 1.18	1.45	6.07	5.11 / 1.11	0.96	-0.78 ***
Student Centeredness	5.78	4.31 / 1.31	1.47	6.14	5.23 / 1.18	0.91	-0.92 ***
Concern for the Individual	5.77	4.25 / 1.27	1.52	6.17	5.14 / 1.18	1.03	-0.89 ***
Safety and Security	5.55	4.06 / 1.33	1.49	6.30	4.76 / 1.24	1.54	-0.70 ***
Campus Life	5.43	4.23 / 1.21	1.20	5.77	5.07 / 1.10	0.70	-0.84 ***
Responsiveness to Diverse Populations		4.68 / 1.40			5.29 / 1.35		-0.61 ***

National Group Means are based on 97084 records.

* Difference statistically significant at the .05 level
** Difference statistically significant at the .01 level
*** Difference statistically significant at the .001 level

Institutional Summary

Items: In Order of Importance

	CUNY New York City College of Technology - SSI			National Four-Year Publics			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
90. Cost as factor in decision to enroll.	6.38			6.24			
8. The content of the courses within my major is valuable.	6.33	4.98 / 1.57	1.35	6.57	5.54 / 1.36	1.03	-0.56 ***
77. Campus item 4	6.30	5.39 / 1.51	0.91				
76. Campus item 3	6.27	4.99 / 1.63	1.28				
34. I am able to register for classes I need with few conflicts.	6.27	4.41 / 1.88	1.86	6.55	5.02 / 1.79	1.53	-0.61 ***
26. Computer labs are adequate and accessible.	6.25	4.98 / 1.74	1.27	6.26	5.51 / 1.46	0.75	-0.53 ***
7. The campus is safe and secure for all students.	6.24	5.15 / 1.55	1.09	6.46	5.50 / 1.43	0.96	-0.35 ***
33. My academic advisor is knowledgeable about requirements in my major.	6.23	4.82 / 1.79	1.41	6.54	5.61 / 1.62	0.93	-0.79 ***
91. Financial aid as factor in decision to enroll.	6.22			6.07			
16. The instruction in my major field is excellent.	6.19	4.65 / 1.66	1.54	6.55	5.51 / 1.40	1.04	-0.86 ***
17. Adequate financial aid is available for most students.	6.16	4.57 / 1.74	1.59	6.37	4.93 / 1.69	1.44	-0.36 ***
55. Major requirements are clear and reasonable.	6.16	4.73 / 1.72	1.43	6.46	5.47 / 1.46	0.99	-0.74 ***
68. Nearly all of the faculty are knowledgeable in their field.	6.15	4.84 / 1.67	1.31	6.53	5.74 / 1.30	0.79	-0.90 ***
58. The quality of instruction I receive in most of my classes is excellent.	6.14	4.62 / 1.55	1.52	6.51	5.40 / 1.41	1.11	-0.78 ***

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Institutional Summary
Items: In Order of Importance

	CUNY New York City College of Technology - SSI			National Four-Year Publics			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
69. There is a good variety of courses provided on this campus.	6.14	4.81 / 1.66	1.33	6.43	5.48 / 1.48	0.95	-0.67 ***
6. My academic advisor is approachable.	6.11	4.64 / 1.69	1.47	6.46	5.54 / 1.67	0.92	-0.90 ***
32. Tutoring services are readily available.	6.08	4.81 / 1.72	1.27	6.05	5.48 / 1.44	0.57	-0.67 ***
66. Tuition paid is a worthwhile investment.	6.08	4.46 / 1.75	1.62	6.47	5.19 / 1.61	1.28	-0.73 ***
65. Faculty are usually available after class and during office hours.	6.07	4.91 / 1.62	1.16	6.34	5.65 / 1.35	0.69	-0.74 ***
5. Financial aid counselors are helpful.	6.05	4.66 / 1.68	1.39	6.23	4.90 / 1.70	1.33	-0.24 ***
18. Library resources and services are adequate.	6.05	4.98 / 1.51	1.07	6.17	5.61 / 1.30	0.56	-0.63 ***
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.05	4.42 / 1.78	1.63	6.31	4.93 / 1.70	1.38	-0.51 ***
72. On the whole, the campus is well-maintained.	6.04	4.18 / 1.82	1.86	6.31	5.70 / 1.35	0.61	-1.52 ***
27. The personnel involved in registration are helpful.	6.03	4.49 / 1.67	1.54	6.24	5.24 / 1.52	1.00	-0.75 ***
75. Campus item 2	6.02	4.83 / 1.64	1.19				
79. Campus item 6	6.02	4.38 / 1.69	1.64				
39. I am able to experience intellectual growth here.	6.02	4.50 / 1.69	1.52	6.42	5.60 / 1.34	0.82	-1.10 ***
25. Faculty are fair and unbiased in their treatment of individual students.	6.02	4.59 / 1.61	1.43	6.39	5.28 / 1.48	1.11	-0.69 ***
50. Class change (drop/add) policies are reasonable.	6.01	4.45 / 1.78	1.56	6.20	5.41 / 1.52	0.79	-0.96 ***

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Institutional Summary
Items: In Order of Importance

	CUNY New York City College of Technology - SSI			National Four-Year Publics			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
4. Admissions staff are knowledgeable.	6.01	4.49 / 1.66	1.52	6.24	5.14 / 1.53	1.10	-0.65 ***
49. There are adequate services to help me decide upon a career.	6.00	4.13 / 1.73	1.87	6.21	5.15 / 1.54	1.06	-1.02 ***
81. Campus item 8	5.98	4.64 / 1.69	1.34				
35. The assessment and course placement procedures are reasonable.	5.97	4.60 / 1.59	1.37	6.22	5.28 / 1.45	0.94	-0.68 ***
14. My academic advisor is concerned about my success as an individual.	5.97	4.34 / 1.78	1.63	6.33	5.31 / 1.68	1.02	-0.97 ***
59. This institution shows concern for students as individuals.	5.96	4.20 / 1.65	1.76	6.29	5.12 / 1.55	1.17	-0.92 ***
36. Security staff respond quickly in emergencies.	5.95	4.58 / 1.52	1.37	6.36	5.23 / 1.51	1.13	-0.65 ***
74. Campus item 1	5.94	4.72 / 1.73	1.22				
19. My academic advisor helps me set goals to work toward.	5.94	4.19 / 1.79	1.75	6.14	5.05 / 1.74	1.09	-0.86 ***
11. Billing policies are reasonable.	5.93	4.31 / 1.69	1.62	6.20	4.84 / 1.63	1.36	-0.53 ***
67. Freedom of expression is protected on campus.	5.91	4.79 / 1.58	1.12	6.15	5.50 / 1.41	0.65	-0.71 ***
41. There is a commitment to academic excellence on this campus.	5.91	4.41 / 1.59	1.50	6.34	5.40 / 1.42	0.94	-0.99 ***
47. Faculty provide timely feedback about student progress in a course.	5.91	4.44 / 1.65	1.47	6.36	5.11 / 1.53	1.25	-0.67 ***

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Institutional Summary

Items: In Order of Importance

	CUNY New York City College of Technology - SSI			National Four-Year Publics			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
45. Students are made to feel welcome on this campus.	5.91	4.39 / 1.67	1.52	6.24	5.44 / 1.44	0.80	-1.05 ***
29. It is an enjoyable experience to be a student on this campus.	5.89	4.08 / 1.77	1.81	6.34	5.37 / 1.51	0.97	-1.29 ***
2. The campus staff are caring and helpful.	5.89	4.43 / 1.66	1.46	6.29	5.25 / 1.44	1.04	-0.82 ***
13. Library staff are helpful and approachable.	5.88	5.01 / 1.65	0.87	5.82	5.60 / 1.32	0.22	-0.59 ***
53. Faculty take into consideration student differences as they teach a course.	5.87	4.28 / 1.63	1.59	6.16	5.01 / 1.56	1.15	-0.73 ***
44. Academic support services adequately meet the needs of students.	5.85	4.31 / 1.60	1.54	6.15	5.24 / 1.43	0.91	-0.93 ***
51. This institution has a good reputation within the community.	5.83	4.31 / 1.63	1.52	6.21	5.57 / 1.45	0.64	-1.26 ***
92. Academic reputation as factor in decision to enroll.	5.82			5.98			
54. Bookstore staff are helpful.	5.81	4.78 / 1.71	1.03	5.96	5.57 / 1.43	0.39	-0.79 ***
73. Student activities fees are put to good use.	5.80	3.89 / 1.80	1.91	6.16	4.64 / 1.72	1.52	-0.75 ***
20. The business office is open during hours which are convenient for most students.	5.80	4.33 / 1.64	1.47	6.00	5.22 / 1.46	0.78	-0.89 ***
57. I seldom get the "run-around" when seeking information on this campus.	5.80	3.94 / 1.72	1.86	6.22	4.62 / 1.85	1.60	-0.68 ***

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Institutional Summary
Items: In Order of Importance

	CUNY New York City College of Technology - SSI			National Four-Year Publics			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
61. Adjunct faculty are competent as classroom instructors.	5.80	4.52 / 1.55	1.28	6.19	5.34 / 1.42	0.85	-0.82 ***
78. Campus item 5	5.77	4.74 / 1.62	1.03				
22. Counseling staff care about students as individuals.	5.77	4.17 / 1.56	1.60	6.05	5.07 / 1.49	0.98	-0.90 ***
63. Student disciplinary procedures are fair.	5.76	4.64 / 1.50	1.12	6.09	5.37 / 1.43	0.72	-0.73 ***
62. There is a strong commitment to racial harmony on this campus.	5.76	4.80 / 1.54	0.96	5.99	5.47 / 1.42	0.52	-0.67 ***
64. New student orientation services help students adjust to college.	5.75	4.50 / 1.62	1.25	5.95	5.21 / 1.56	0.74	-0.71 ***
82. Campus item 9	5.72	4.41 / 1.60	1.31				
43. Admissions counselors respond to prospective students' unique needs and requests.	5.72	4.24 / 1.58	1.48	6.05	5.09 / 1.51	0.96	-0.85 ***
70. Graduate teaching assistants are competent as classroom instructors.	5.72	4.53 / 1.49	1.19	6.16	5.19 / 1.50	0.97	-0.66 ***
71. Channels for expressing student complaints are readily available.	5.72	4.16 / 1.61	1.56	6.07	4.80 / 1.66	1.27	-0.64 ***
10. Administrators are approachable to students.	5.71	4.35 / 1.54	1.36	5.96	5.07 / 1.45	0.89	-0.72 ***
52. The student center is a comfortable place for students to spend their leisure time.	5.71	4.34 / 1.72	1.37	5.89	5.36 / 1.48	0.53	-1.02 ***
3. Faculty care about me as an individual.	5.66	4.22 / 1.59	1.44	6.12	5.10 / 1.50	1.02	-0.88 ***

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Institutional Summary
Items: In Order of Importance

	CUNY New York City College of Technology - SSI			National Four-Year Publics			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
80. Campus item 7	5.66	4.22 / 1.70	1.44				
56. The student handbook provides helpful information about campus life.	5.64	4.67 / 1.69	0.97	5.75	5.26 / 1.44	0.49	-0.59 ***
38. There is an adequate selection of food available in the cafeteria.	5.60	3.84 / 1.84	1.76	5.92	4.57 / 1.78	1.35	-0.73 ***
60. I generally know what's happening on campus.	5.59	3.93 / 1.76	1.66	5.82	5.01 / 1.57	0.81	-1.08 ***
15. The staff in the health services area are competent.	5.56	4.44 / 1.41	1.12	6.04	5.25 / 1.46	0.79	-0.81 ***
48. Admissions counselors accurately portray the campus in their recruiting practices.	5.54	4.16 / 1.55	1.38	6.01	5.13 / 1.50	0.88	-0.97 ***
46. I can easily get involved in campus organizations.	5.42	4.32 / 1.55	1.10	5.84	5.32 / 1.49	0.52	-1.00 ***
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.37	4.49 / 1.52	0.88	5.62	5.43 / 1.40	0.19	-0.94 ***
37. I feel a sense of pride about my campus.	5.37	3.79 / 1.75	1.58	5.86	5.22 / 1.57	0.64	-1.43 ***
96. Geographic setting as factor in decision to enroll.	5.35			5.57			
98. Personalized attention prior to enrollment as factor in decision to enroll.	5.30			5.34			
1. Most students feel a sense of belonging here.	5.30	4.42 / 1.64	0.88	5.76	5.13 / 1.45	0.63	-0.71 ***
93. Size of institution as factor in decision to enroll.	5.24			5.29			

National Group Means are based on 97084 records.

* Difference statistically significant at the .05 level
** Difference statistically significant at the .01 level
*** Difference statistically significant at the .001 level

Institutional Summary
Items: In Order of Importance

	CUNY New York City College of Technology - SSI			National Four-Year Publics			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	5.23	4.08 / 1.68	1.15	5.94	4.70 / 1.64	1.24	-0.62 ***
97. Campus appearance as factor in decision to enroll.	5.19			5.31			
30. Residence hall staff are concerned about me as an individual.	5.08	3.87 / 1.48	1.21	5.62	4.84 / 1.59	0.78	-0.97 ***
40. Residence hall regulations are reasonable.	5.06	4.20 / 1.51	0.86	5.76	4.93 / 1.57	0.83	-0.73 ***
83. Campus item 10	5.06	4.15 / 1.68	0.91				
9. A variety of intramural activities are offered.	5.05	4.19 / 1.57	0.86	5.03	5.20 / 1.43	-0.17	-1.01 ***
42. There are a sufficient number of weekend activities for students.	4.97	3.84 / 1.64	1.13	5.45	4.63 / 1.66	0.82	-0.79 ***
28. Parking lots are well-lighted and secure.	4.96	3.34 / 1.69	1.62	6.18	5.02 / 1.60	1.16	-1.68 ***
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	4.81	3.54 / 1.66	1.27	5.35	4.87 / 1.62	0.48	-1.33 ***
21. The amount of student parking space on campus is adequate.	4.77	2.69 / 1.71	2.08	6.20	3.40 / 1.99	2.80	-0.71 ***
95. Recommendations from family/friends as factor in decision to enroll.	4.66			4.90			
94. Opportunity to play sports as factor in decision to enroll.	4.26			3.57			
85. Institution's commitment to evening students?		4.78 / 1.62			5.25 / 1.49		-0.47 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 97084 records.

Institutional Summary
Items: In Order of Importance

	CUNY New York City College of Technology - SSI			National Four-Year Publics			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
86. Institution's commitment to older, returning learners?		4.70 / 1.51			5.36 / 1.48		-0.66 ***
87. Institution's commitment to under-represented populations?		4.62 / 1.50			5.31 / 1.45		-0.69 ***
88. Institution's commitment to commuters?		4.57 / 1.66			5.11 / 1.63		-0.54 ***
89. Institution's commitment to students with disabilities?		4.72 / 1.57			5.48 / 1.44		-0.76 ***
84. Institution's commitment to part-time students?		4.67 / 1.62			5.26 / 1.46		-0.59 ***

National Group Means are based on 97084 records.

* Difference statistically significant at the .05 level
** Difference statistically significant at the .01 level
*** Difference statistically significant at the .001 level

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Academic Advising

	CUNY New York City College of Technology - SSI			National Four-Year Publics			Mean Difference
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC ADVISING	6.08	4.54 / 1.42	1.54	6.39	5.40 / 1.35	0.99	-0.86 ***
6. My academic advisor is approachable.	6.11	4.64 / 1.69	1.47	6.46	5.54 / 1.67	0.92	-0.90 ***
14. My academic advisor is concerned about my success as an individual.	5.97	4.34 / 1.78	1.63	6.33	5.31 / 1.68	1.02	-0.97 ***
19. My academic advisor helps me set goals to work toward.	5.94	4.19 / 1.79	1.75	6.14	5.05 / 1.74	1.09	-0.86 ***
33. My academic advisor is knowledgeable about requirements in my major.	6.23	4.82 / 1.79	1.41	6.54	5.61 / 1.62	0.93	-0.79 ***
55. Major requirements are clear and reasonable.	6.16	4.73 / 1.72	1.43	6.46	5.47 / 1.46	0.99	-0.74 ***

National Group Means are based on 97084 records.

* Difference statistically significant at the .05 level
** Difference statistically significant at the .01 level
*** Difference statistically significant at the .001 level

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Campus Climate

Scale/Item	CUNY New York City College of Technology - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS CLIMATE	5.79	4.34 / 1.19	1.45	6.15	5.23 / 1.10	0.92	-0.89 ***
1. Most students feel a sense of belonging here.	5.30	4.42 / 1.64	0.88	5.76	5.13 / 1.45	0.63	-0.71 ***
2. The campus staff are caring and helpful.	5.89	4.43 / 1.66	1.46	6.29	5.25 / 1.44	1.04	-0.82 ***
3. Faculty care about me as an individual.	5.66	4.22 / 1.59	1.44	6.12	5.10 / 1.50	1.02	-0.88 ***
7. The campus is safe and secure for all students.	6.24	5.15 / 1.55	1.09	6.46	5.50 / 1.43	0.96	-0.35 ***
10. Administrators are approachable to students.	5.71	4.35 / 1.54	1.36	5.96	5.07 / 1.45	0.89	-0.72 ***
29. It is an enjoyable experience to be a student on this campus.	5.89	4.08 / 1.77	1.81	6.34	5.37 / 1.51	0.97	-1.29 ***
37. I feel a sense of pride about my campus.	5.37	3.79 / 1.75	1.58	5.86	5.22 / 1.57	0.64	-1.43 ***
41. There is a commitment to academic excellence on this campus.	5.91	4.41 / 1.59	1.50	6.34	5.40 / 1.42	0.94	-0.99 ***
45. Students are made to feel welcome on this campus.	5.91	4.39 / 1.67	1.52	6.24	5.44 / 1.44	0.80	-1.05 ***
51. This institution has a good reputation within the community.	5.83	4.31 / 1.63	1.52	6.21	5.57 / 1.45	0.64	-1.26 ***
57. I seldom get the "run-around" when seeking information on this campus.	5.80	3.94 / 1.72	1.86	6.22	4.62 / 1.85	1.60	-0.68 ***
59. This institution shows concern for students as individuals.	5.96	4.20 / 1.65	1.76	6.29	5.12 / 1.55	1.17	-0.92 ***
60. I generally know what's happening on campus.	5.59	3.93 / 1.76	1.66	5.82	5.01 / 1.57	0.81	-1.08 ***

National Group Means are based on 97084 records.

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*** Difference statistically significant at the .001 level

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Campus Climate

	CUNY New York City College of Technology - SSI			National Four-Year Publics			Mean Difference
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
62. There is a strong commitment to racial harmony on this campus.	5.76	4.80 / 1.54	0.96	5.99	5.47 / 1.42	0.52	-0.67 ***
66. Tuition paid is a worthwhile investment.	6.08	4.46 / 1.75	1.62	6.47	5.19 / 1.61	1.28	-0.73 ***
67. Freedom of expression is protected on campus.	5.91	4.79 / 1.58	1.12	6.15	5.50 / 1.41	0.65	-0.71 ***
71. Channels for expressing student complaints are readily available.	5.72	4.16 / 1.61	1.56	6.07	4.80 / 1.66	1.27	-0.64 ***

National Group Means are based on 97084 records.

* Difference statistically significant at the .05 level
** Difference statistically significant at the .01 level
*** Difference statistically significant at the .001 level

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Campus Life

	CUNY New York City College of Technology - SSI			National Four-Year Publics			Mean Difference
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS LIFE	5.43	4.23 / 1.21	1.20	5.77	5.07 / 1.10	0.70	-0.84 ***
9. A variety of intramural activities are offered.	5.05	4.19 / 1.57	0.86	5.03	5.20 / 1.43	-0.17	-1.01 ***
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	5.23	4.08 / 1.68	1.15	5.94	4.70 / 1.64	1.24	-0.62 ***
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	4.81	3.54 / 1.66	1.27	5.35	4.87 / 1.62	0.48	-1.33 ***
30. Residence hall staff are concerned about me as an individual.	5.08	3.87 / 1.48	1.21	5.62	4.84 / 1.59	0.78	-0.97 ***
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.37	4.49 / 1.52	0.88	5.62	5.43 / 1.40	0.19	-0.94 ***
38. There is an adequate selection of food available in the cafeteria.	5.60	3.84 / 1.84	1.76	5.92	4.57 / 1.78	1.35	-0.73 ***
40. Residence hall regulations are reasonable.	5.06	4.20 / 1.51	0.86	5.76	4.93 / 1.57	0.83	-0.73 ***
42. There are a sufficient number of weekend activities for students.	4.97	3.84 / 1.64	1.13	5.45	4.63 / 1.66	0.82	-0.79 ***
46. I can easily get involved in campus organizations.	5.42	4.32 / 1.55	1.10	5.84	5.32 / 1.49	0.52	-1.00 ***
52. The student center is a comfortable place for students to spend their leisure time.	5.71	4.34 / 1.72	1.37	5.89	5.36 / 1.48	0.53	-1.02 ***
56. The student handbook provides helpful information about campus life.	5.64	4.67 / 1.69	0.97	5.75	5.26 / 1.44	0.49	-0.59 ***
63. Student disciplinary procedures are fair.	5.76	4.64 / 1.50	1.12	6.09	5.37 / 1.43	0.72	-0.73 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 97084 records.

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Campus Life

	CUNY New York City College of Technology - SSI			National Four-Year Publics			Mean Difference
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
64. New student orientation services help students adjust to college.	5.75	4.50 / 1.62	1.25	5.95	5.21 / 1.56	0.74	-0.71 ***
67. Freedom of expression is protected on campus.	5.91	4.79 / 1.58	1.12	6.15	5.50 / 1.41	0.65	-0.71 ***
73. Student activities fees are put to good use.	5.80	3.89 / 1.80	1.91	6.16	4.64 / 1.72	1.52	-0.75 ***

National Group Means are based on 97084 records.

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*** Difference statistically significant at the .001 level

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Campus Support Services

	CUNY New York City College of Technology - SSI			National Four-Year Publics			Mean Difference
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS SUPPORT SERVICES	5.99	4.72 / 1.22	1.27	6.09	5.45 / 1.03	0.64	-0.73 ***
13. Library staff are helpful and approachable.	5.88	5.01 / 1.65	0.87	5.82	5.60 / 1.32	0.22	-0.59 ***
18. Library resources and services are adequate.	6.05	4.98 / 1.51	1.07	6.17	5.61 / 1.30	0.56	-0.63 ***
26. Computer labs are adequate and accessible.	6.25	4.98 / 1.74	1.27	6.26	5.51 / 1.46	0.75	-0.53 ***
32. Tutoring services are readily available.	6.08	4.81 / 1.72	1.27	6.05	5.48 / 1.44	0.57	-0.67 ***
44. Academic support services adequately meet the needs of students.	5.85	4.31 / 1.60	1.54	6.15	5.24 / 1.43	0.91	-0.93 ***
49. There are adequate services to help me decide upon a career.	6.00	4.13 / 1.73	1.87	6.21	5.15 / 1.54	1.06	-1.02 ***
54. Bookstore staff are helpful.	5.81	4.78 / 1.71	1.03	5.96	5.57 / 1.43	0.39	-0.79 ***

National Group Means are based on 97084 records.

* Difference statistically significant at the .05 level
** Difference statistically significant at the .01 level
*** Difference statistically significant at the .001 level

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Concern for the Individual

	CUNY New York City College of Technology - SSI			National Four-Year Publics			Mean Difference
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CONCERN FOR THE INDIVIDUAL	5.77	4.25 / 1.27	1.52	6.17	5.14 / 1.18	1.03	-0.89 ***
3. Faculty care about me as an individual.	5.66	4.22 / 1.59	1.44	6.12	5.10 / 1.50	1.02	-0.88 ***
14. My academic advisor is concerned about my success as an individual.	5.97	4.34 / 1.78	1.63	6.33	5.31 / 1.68	1.02	-0.97 ***
22. Counseling staff care about students as individuals.	5.77	4.17 / 1.56	1.60	6.05	5.07 / 1.49	0.98	-0.90 ***
25. Faculty are fair and unbiased in their treatment of individual students.	6.02	4.59 / 1.61	1.43	6.39	5.28 / 1.48	1.11	-0.69 ***
30. Residence hall staff are concerned about me as an individual.	5.08	3.87 / 1.48	1.21	5.62	4.84 / 1.59	0.78	-0.97 ***
59. This institution shows concern for students as individuals.	5.96	4.20 / 1.65	1.76	6.29	5.12 / 1.55	1.17	-0.92 ***

National Group Means are based on 97084 records.

* Difference statistically significant at the .05 level
** Difference statistically significant at the .01 level
*** Difference statistically significant at the .001 level

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Instructional Effectiveness

	CUNY New York City College of Technology - SSI			National Four-Year Publics			Mean Difference
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTRUCTIONAL EFFECTIVENESS	6.00	4.59 / 1.21	1.41	6.36	5.39 / 1.05	0.97	-0.80 ***
3. Faculty care about me as an individual.	5.66	4.22 / 1.59	1.44	6.12	5.10 / 1.50	1.02	-0.88 ***
8. The content of the courses within my major is valuable.	6.33	4.98 / 1.57	1.35	6.57	5.54 / 1.36	1.03	-0.56 ***
16. The instruction in my major field is excellent.	6.19	4.65 / 1.66	1.54	6.55	5.51 / 1.40	1.04	-0.86 ***
25. Faculty are fair and unbiased in their treatment of individual students.	6.02	4.59 / 1.61	1.43	6.39	5.28 / 1.48	1.11	-0.69 ***
39. I am able to experience intellectual growth here.	6.02	4.50 / 1.69	1.52	6.42	5.60 / 1.34	0.82	-1.10 ***
41. There is a commitment to academic excellence on this campus.	5.91	4.41 / 1.59	1.50	6.34	5.40 / 1.42	0.94	-0.99 ***
47. Faculty provide timely feedback about student progress in a course.	5.91	4.44 / 1.65	1.47	6.36	5.11 / 1.53	1.25	-0.67 ***
53. Faculty take into consideration student differences as they teach a course.	5.87	4.28 / 1.63	1.59	6.16	5.01 / 1.56	1.15	-0.73 ***
58. The quality of instruction I receive in most of my classes is excellent.	6.14	4.62 / 1.55	1.52	6.51	5.40 / 1.41	1.11	-0.78 ***
61. Adjunct faculty are competent as classroom instructors.	5.80	4.52 / 1.55	1.28	6.19	5.34 / 1.42	0.85	-0.82 ***
65. Faculty are usually available after class and during office hours.	6.07	4.91 / 1.62	1.16	6.34	5.65 / 1.35	0.69	-0.74 ***

* Difference statistically significant at the .05 level
** Difference statistically significant at the .01 level
*** Difference statistically significant at the .001 level

National Group Means are based on 97084 records.

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Instructional Effectiveness

	CUNY New York City College of Technology - SSI			National Four-Year Publics			Mean Difference
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
68. Nearly all of the faculty are knowledgeable in their field.	6.15	4.84 / 1.67	1.31	6.53	5.74 / 1.30	0.79	-0.90 ***
69. There is a good variety of courses provided on this campus.	6.14	4.81 / 1.66	1.33	6.43	5.48 / 1.48	0.95	-0.67 ***
70. Graduate teaching assistants are competent as classroom instructors.	5.72	4.53 / 1.49	1.19	6.16	5.19 / 1.50	0.97	-0.66 ***

National Group Means are based on 97084 records.

* Difference statistically significant at the .05 level
** Difference statistically significant at the .01 level
*** Difference statistically significant at the .001 level

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Recruitment and Financial Aid

	CUNY New York City College of Technology - SSI			National Four-Year Publics			Mean Difference
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
RECRUITMENT AND FINANCIAL AID	5.93	4.43 / 1.28	1.50	6.21	5.02 / 1.25	1.19	-0.59 ***
4. Admissions staff are knowledgeable.	6.01	4.49 / 1.66	1.52	6.24	5.14 / 1.53	1.10	-0.65 ***
5. Financial aid counselors are helpful.	6.05	4.66 / 1.68	1.39	6.23	4.90 / 1.70	1.33	-0.24 ***
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.05	4.42 / 1.78	1.63	6.31	4.93 / 1.70	1.38	-0.51 ***
17. Adequate financial aid is available for most students.	6.16	4.57 / 1.74	1.59	6.37	4.93 / 1.69	1.44	-0.36 ***
43. Admissions counselors respond to prospective students' unique needs and requests.	5.72	4.24 / 1.58	1.48	6.05	5.09 / 1.51	0.96	-0.85 ***
48. Admissions counselors accurately portray the campus in their recruiting practices.	5.54	4.16 / 1.55	1.38	6.01	5.13 / 1.50	0.88	-0.97 ***

National Group Means are based on 97084 records.

* Difference statistically significant at the .05 level
** Difference statistically significant at the .01 level
*** Difference statistically significant at the .001 level

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Registration Effectiveness

	CUNY New York City College of Technology - SSI			National Four-Year Publics			Mean Difference
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
REGISTRATION EFFECTIVENESS	6.01	4.40 / 1.30	1.61	6.24	5.14 / 1.18	1.10	-0.74 ***
11. Billing policies are reasonable.	5.93	4.31 / 1.69	1.62	6.20	4.84 / 1.63	1.36	-0.53 ***
20. The business office is open during hours which are convenient for most students.	5.80	4.33 / 1.64	1.47	6.00	5.22 / 1.46	0.78	-0.89 ***
27. The personnel involved in registration are helpful.	6.03	4.49 / 1.67	1.54	6.24	5.24 / 1.52	1.00	-0.75 ***
34. I am able to register for classes I need with few conflicts.	6.27	4.41 / 1.88	1.86	6.55	5.02 / 1.79	1.53	-0.61 ***
50. Class change (drop/add) policies are reasonable.	6.01	4.45 / 1.78	1.56	6.20	5.41 / 1.52	0.79	-0.96 ***

National Group Means are based on 97084 records.

* Difference statistically significant at the .05 level
** Difference statistically significant at the .01 level
*** Difference statistically significant at the .001 level

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Responsiveness to Diverse Populations

	CUNY New York City College of Technology - SSI			National Four-Year Publics			Mean Difference
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
RESPONSIVENESS TO DIVERSE POPULATIONS		4.68 / 1.40			5.29 / 1.35		-0.61 ***
84. Institution's commitment to part-time students?		4.67 / 1.62			5.26 / 1.46		-0.59 ***
85. Institution's commitment to evening students?		4.78 / 1.62			5.25 / 1.49		-0.47 ***
86. Institution's commitment to older, returning learners?		4.70 / 1.51			5.36 / 1.48		-0.66 ***
87. Institution's commitment to under-represented populations?		4.62 / 1.50			5.31 / 1.45		-0.69 ***
88. Institution's commitment to commuters?		4.57 / 1.66			5.11 / 1.63		-0.54 ***
89. Institution's commitment to students with disabilities?		4.72 / 1.57			5.48 / 1.44		-0.76 ***

National Group Means are based on 97084 records.

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** Difference statistically significant at the .01 level
*** Difference statistically significant at the .001 level

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Safety and Security

	CUNY New York City College of Technology - SSI			National Four-Year Publics			Mean Difference
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SAFETY AND SECURITY	5.55	4.06 / 1.33	1.49	6.30	4.76 / 1.24	1.54	-0.70 ***
7. The campus is safe and secure for all students.	6.24	5.15 / 1.55	1.09	6.46	5.50 / 1.43	0.96	-0.35 ***
21. The amount of student parking space on campus is adequate.	4.77	2.69 / 1.71	2.08	6.20	3.40 / 1.99	2.80	-0.71 ***
28. Parking lots are well-lighted and secure.	4.96	3.34 / 1.69	1.62	6.18	5.02 / 1.60	1.16	-1.68 ***
36. Security staff respond quickly in emergencies.	5.95	4.58 / 1.52	1.37	6.36	5.23 / 1.51	1.13	-0.65 ***

National Group Means are based on 97084 records.

* Difference statistically significant at the .05 level
** Difference statistically significant at the .01 level
*** Difference statistically significant at the .001 level

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Service Excellence

	CUNY New York City College of Technology - SSI			National Four-Year Publics			Mean Difference
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SERVICE EXCELLENCE	5.78	4.33 / 1.18	1.45	6.07	5.11 / 1.11	0.96	-0.78 ***
2. The campus staff are caring and helpful.	5.89	4.43 / 1.66	1.46	6.29	5.25 / 1.44	1.04	-0.82 ***
13. Library staff are helpful and approachable.	5.88	5.01 / 1.65	0.87	5.82	5.60 / 1.32	0.22	-0.59 ***
15. The staff in the health services area are competent.	5.56	4.44 / 1.41	1.12	6.04	5.25 / 1.46	0.79	-0.81 ***
22. Counseling staff care about students as individuals.	5.77	4.17 / 1.56	1.60	6.05	5.07 / 1.49	0.98	-0.90 ***
27. The personnel involved in registration are helpful.	6.03	4.49 / 1.67	1.54	6.24	5.24 / 1.52	1.00	-0.75 ***
57. I seldom get the "run-around" when seeking information on this campus.	5.80	3.94 / 1.72	1.86	6.22	4.62 / 1.85	1.60	-0.68 ***
60. I generally know what's happening on campus.	5.59	3.93 / 1.76	1.66	5.82	5.01 / 1.57	0.81	-1.08 ***
71. Channels for expressing student complaints are readily available.	5.72	4.16 / 1.61	1.56	6.07	4.80 / 1.66	1.27	-0.64 ***

National Group Means are based on 97084 records.

* Difference statistically significant at the .05 level
** Difference statistically significant at the .01 level
*** Difference statistically significant at the .001 level

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Student Centeredness

Scale/Item	CUNY New York City College of Technology - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
STUDENT CENTEREDNESS	5.78	4.31 / 1.31	1.47	6.14	5.23 / 1.18	0.91	-0.92 ***
1. Most students feel a sense of belonging here.	5.30	4.42 / 1.64	0.88	5.76	5.13 / 1.45	0.63	-0.71 ***
2. The campus staff are caring and helpful.	5.89	4.43 / 1.66	1.46	6.29	5.25 / 1.44	1.04	-0.82 ***
10. Administrators are approachable to students.	5.71	4.35 / 1.54	1.36	5.96	5.07 / 1.45	0.89	-0.72 ***
29. It is an enjoyable experience to be a student on this campus.	5.89	4.08 / 1.77	1.81	6.34	5.37 / 1.51	0.97	-1.29 ***
45. Students are made to feel welcome on this campus.	5.91	4.39 / 1.67	1.52	6.24	5.44 / 1.44	0.80	-1.05 ***
59. This institution shows concern for students as individuals.	5.96	4.20 / 1.65	1.76	6.29	5.12 / 1.55	1.17	-0.92 ***

National Group Means are based on 97084 records.

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Institutional Summary
Items: In Sequential Order

	CUNY New York City College of Technology - SSI			National Four-Year Publics			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. Most students feel a sense of belonging here.	5.30	4.42 / 1.64	0.88	5.76	5.13 / 1.45	0.63	-0.71 ***
2. The campus staff are caring and helpful.	5.89	4.43 / 1.66	1.46	6.29	5.25 / 1.44	1.04	-0.82 ***
3. Faculty care about me as an individual.	5.66	4.22 / 1.59	1.44	6.12	5.10 / 1.50	1.02	-0.88 ***
4. Admissions staff are knowledgeable.	6.01	4.49 / 1.66	1.52	6.24	5.14 / 1.53	1.10	-0.65 ***
5. Financial aid counselors are helpful.	6.05	4.66 / 1.68	1.39	6.23	4.90 / 1.70	1.33	-0.24 ***
6. My academic advisor is approachable.	6.11	4.64 / 1.69	1.47	6.46	5.54 / 1.67	0.92	-0.90 ***
7. The campus is safe and secure for all students.	6.24	5.15 / 1.55	1.09	6.46	5.50 / 1.43	0.96	-0.35 ***
8. The content of the courses within my major is valuable.	6.33	4.98 / 1.57	1.35	6.57	5.54 / 1.36	1.03	-0.56 ***
9. A variety of intramural activities are offered.	5.05	4.19 / 1.57	0.86	5.03	5.20 / 1.43	-0.17	-1.01 ***
10. Administrators are approachable to students.	5.71	4.35 / 1.54	1.36	5.96	5.07 / 1.45	0.89	-0.72 ***
11. Billing policies are reasonable.	5.93	4.31 / 1.69	1.62	6.20	4.84 / 1.63	1.36	-0.53 ***
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.05	4.42 / 1.78	1.63	6.31	4.93 / 1.70	1.38	-0.51 ***
13. Library staff are helpful and approachable.	5.88	5.01 / 1.65	0.87	5.82	5.60 / 1.32	0.22	-0.59 ***
14. My academic advisor is concerned about my success as an individual.	5.97	4.34 / 1.78	1.63	6.33	5.31 / 1.68	1.02	-0.97 ***
15. The staff in the health services area are competent.	5.56	4.44 / 1.41	1.12	6.04	5.25 / 1.46	0.79	-0.81 ***

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Institutional Summary

Items: In Sequential Order

	CUNY New York City College of Technology - SSI			National Four-Year Publics			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
16. The instruction in my major field is excellent.	6.19	4.65 / 1.66	1.54	6.55	5.51 / 1.40	1.04	-0.86 ***
17. Adequate financial aid is available for most students.	6.16	4.57 / 1.74	1.59	6.37	4.93 / 1.69	1.44	-0.36 ***
18. Library resources and services are adequate.	6.05	4.98 / 1.51	1.07	6.17	5.61 / 1.30	0.56	-0.63 ***
19. My academic advisor helps me set goals to work toward.	5.94	4.19 / 1.79	1.75	6.14	5.05 / 1.74	1.09	-0.86 ***
20. The business office is open during hours which are convenient for most students.	5.80	4.33 / 1.64	1.47	6.00	5.22 / 1.46	0.78	-0.89 ***
21. The amount of student parking space on campus is adequate.	4.77	2.69 / 1.71	2.08	6.20	3.40 / 1.99	2.80	-0.71 ***
22. Counseling staff care about students as individuals.	5.77	4.17 / 1.56	1.60	6.05	5.07 / 1.49	0.98	-0.90 ***
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	5.23	4.08 / 1.68	1.15	5.94	4.70 / 1.64	1.24	-0.62 ***
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	4.81	3.54 / 1.66	1.27	5.35	4.87 / 1.62	0.48	-1.33 ***
25. Faculty are fair and unbiased in their treatment of individual students.	6.02	4.59 / 1.61	1.43	6.39	5.28 / 1.48	1.11	-0.69 ***
26. Computer labs are adequate and accessible.	6.25	4.98 / 1.74	1.27	6.26	5.51 / 1.46	0.75	-0.53 ***
27. The personnel involved in registration are helpful.	6.03	4.49 / 1.67	1.54	6.24	5.24 / 1.52	1.00	-0.75 ***
28. Parking lots are well-lighted and secure.	4.96	3.34 / 1.69	1.62	6.18	5.02 / 1.60	1.16	-1.68 ***

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National Group Means are based on 97084 records.

Institutional Summary
Items: In Sequential Order

	CUNY New York City College of Technology - SSI			National Four-Year Publics			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
29. It is an enjoyable experience to be a student on this campus.	5.89	4.08 / 1.77	1.81	6.34	5.37 / 1.51	0.97	-1.29 ***
30. Residence hall staff are concerned about me as an individual.	5.08	3.87 / 1.48	1.21	5.62	4.84 / 1.59	0.78	-0.97 ***
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.37	4.49 / 1.52	0.88	5.62	5.43 / 1.40	0.19	-0.94 ***
32. Tutoring services are readily available.	6.08	4.81 / 1.72	1.27	6.05	5.48 / 1.44	0.57	-0.67 ***
33. My academic advisor is knowledgeable about requirements in my major.	6.23	4.82 / 1.79	1.41	6.54	5.61 / 1.62	0.93	-0.79 ***
34. I am able to register for classes I need with few conflicts.	6.27	4.41 / 1.88	1.86	6.55	5.02 / 1.79	1.53	-0.61 ***
35. The assessment and course placement procedures are reasonable.	5.97	4.60 / 1.59	1.37	6.22	5.28 / 1.45	0.94	-0.68 ***
36. Security staff respond quickly in emergencies.	5.95	4.58 / 1.52	1.37	6.36	5.23 / 1.51	1.13	-0.65 ***
37. I feel a sense of pride about my campus.	5.37	3.79 / 1.75	1.58	5.86	5.22 / 1.57	0.64	-1.43 ***
38. There is an adequate selection of food available in the cafeteria.	5.60	3.84 / 1.84	1.76	5.92	4.57 / 1.78	1.35	-0.73 ***
39. I am able to experience intellectual growth here.	6.02	4.50 / 1.69	1.52	6.42	5.60 / 1.34	0.82	-1.10 ***
40. Residence hall regulations are reasonable.	5.06	4.20 / 1.51	0.86	5.76	4.93 / 1.57	0.83	-0.73 ***
41. There is a commitment to academic excellence on this campus.	5.91	4.41 / 1.59	1.50	6.34	5.40 / 1.42	0.94	-0.99 ***

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Institutional Summary

Items: In Sequential Order

	CUNY New York City College of Technology - SSI			National Four-Year Publics			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
42. There are a sufficient number of weekend activities for students.	4.97	3.84 / 1.64	1.13	5.45	4.63 / 1.66	0.82	-0.79 ***
43. Admissions counselors respond to prospective students' unique needs and requests.	5.72	4.24 / 1.58	1.48	6.05	5.09 / 1.51	0.96	-0.85 ***
44. Academic support services adequately meet the needs of students.	5.85	4.31 / 1.60	1.54	6.15	5.24 / 1.43	0.91	-0.93 ***
45. Students are made to feel welcome on this campus.	5.91	4.39 / 1.67	1.52	6.24	5.44 / 1.44	0.80	-1.05 ***
46. I can easily get involved in campus organizations.	5.42	4.32 / 1.55	1.10	5.84	5.32 / 1.49	0.52	-1.00 ***
47. Faculty provide timely feedback about student progress in a course.	5.91	4.44 / 1.65	1.47	6.36	5.11 / 1.53	1.25	-0.67 ***
48. Admissions counselors accurately portray the campus in their recruiting practices.	5.54	4.16 / 1.55	1.38	6.01	5.13 / 1.50	0.88	-0.97 ***
49. There are adequate services to help me decide upon a career.	6.00	4.13 / 1.73	1.87	6.21	5.15 / 1.54	1.06	-1.02 ***
50. Class change (drop/add) policies are reasonable.	6.01	4.45 / 1.78	1.56	6.20	5.41 / 1.52	0.79	-0.96 ***
51. This institution has a good reputation within the community.	5.83	4.31 / 1.63	1.52	6.21	5.57 / 1.45	0.64	-1.26 ***
52. The student center is a comfortable place for students to spend their leisure time.	5.71	4.34 / 1.72	1.37	5.89	5.36 / 1.48	0.53	-1.02 ***
53. Faculty take into consideration student differences as they teach a course.	5.87	4.28 / 1.63	1.59	6.16	5.01 / 1.56	1.15	-0.73 ***

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Institutional Summary

Items: In Sequential Order

	CUNY New York City College of Technology - SSI			National Four-Year Publics			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
54. Bookstore staff are helpful.	5.81	4.78 / 1.71	1.03	5.96	5.57 / 1.43	0.39	-0.79 ***
55. Major requirements are clear and reasonable.	6.16	4.73 / 1.72	1.43	6.46	5.47 / 1.46	0.99	-0.74 ***
56. The student handbook provides helpful information about campus life.	5.64	4.67 / 1.69	0.97	5.75	5.26 / 1.44	0.49	-0.59 ***
57. I seldom get the "run-around" when seeking information on this campus.	5.80	3.94 / 1.72	1.86	6.22	4.62 / 1.85	1.60	-0.68 ***
58. The quality of instruction I receive in most of my classes is excellent.	6.14	4.62 / 1.55	1.52	6.51	5.40 / 1.41	1.11	-0.78 ***
59. This institution shows concern for students as individuals.	5.96	4.20 / 1.65	1.76	6.29	5.12 / 1.55	1.17	-0.92 ***
60. I generally know what's happening on campus.	5.59	3.93 / 1.76	1.66	5.82	5.01 / 1.57	0.81	-1.08 ***
61. Adjunct faculty are competent as classroom instructors.	5.80	4.52 / 1.55	1.28	6.19	5.34 / 1.42	0.85	-0.82 ***
62. There is a strong commitment to racial harmony on this campus.	5.76	4.80 / 1.54	0.96	5.99	5.47 / 1.42	0.52	-0.67 ***
63. Student disciplinary procedures are fair.	5.76	4.64 / 1.50	1.12	6.09	5.37 / 1.43	0.72	-0.73 ***
64. New student orientation services help students adjust to college.	5.75	4.50 / 1.62	1.25	5.95	5.21 / 1.56	0.74	-0.71 ***
65. Faculty are usually available after class and during office hours.	6.07	4.91 / 1.62	1.16	6.34	5.65 / 1.35	0.69	-0.74 ***
66. Tuition paid is a worthwhile investment.	6.08	4.46 / 1.75	1.62	6.47	5.19 / 1.61	1.28	-0.73 ***

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Institutional Summary
Items: In Sequential Order

	CUNY New York City College of Technology - SSI			National Four-Year Publics			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
67. Freedom of expression is protected on campus.	5.91	4.79 / 1.58	1.12	6.15	5.50 / 1.41	0.65	-0.71 ***
68. Nearly all of the faculty are knowledgeable in their field.	6.15	4.84 / 1.67	1.31	6.53	5.74 / 1.30	0.79	-0.90 ***
69. There is a good variety of courses provided on this campus.	6.14	4.81 / 1.66	1.33	6.43	5.48 / 1.48	0.95	-0.67 ***
70. Graduate teaching assistants are competent as classroom instructors.	5.72	4.53 / 1.49	1.19	6.16	5.19 / 1.50	0.97	-0.66 ***
71. Channels for expressing student complaints are readily available.	5.72	4.16 / 1.61	1.56	6.07	4.80 / 1.66	1.27	-0.64 ***
72. On the whole, the campus is well-maintained.	6.04	4.18 / 1.82	1.86	6.31	5.70 / 1.35	0.61	-1.52 ***
73. Student activities fees are put to good use.	5.80	3.89 / 1.80	1.91	6.16	4.64 / 1.72	1.52	-0.75 ***
74. Campus item 1	5.94	4.72 / 1.73	1.22				
75. Campus item 2	6.02	4.83 / 1.64	1.19				
76. Campus item 3	6.27	4.99 / 1.63	1.28				
77. Campus item 4	6.30	5.39 / 1.51	0.91				
78. Campus item 5	5.77	4.74 / 1.62	1.03				
79. Campus item 6	6.02	4.38 / 1.69	1.64				
80. Campus item 7	5.66	4.22 / 1.70	1.44				
81. Campus item 8	5.98	4.64 / 1.69	1.34				

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Institutional Summary
Items: In Sequential Order

	CUNY New York City College of Technology - SSI			National Four-Year Publics			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
82. Campus item 9	5.72	4.41 / 1.60	1.31				
83. Campus item 10	5.06	4.15 / 1.68	0.91				
84. Institution's commitment to part-time students?		4.67 / 1.62			5.26 / 1.46		-0.59 ***
85. Institution's commitment to evening students?		4.78 / 1.62			5.25 / 1.49		-0.47 ***
86. Institution's commitment to older, returning learners?		4.70 / 1.51			5.36 / 1.48		-0.66 ***
87. Institution's commitment to under-represented populations?		4.62 / 1.50			5.31 / 1.45		-0.69 ***
88. Institution's commitment to commuters?		4.57 / 1.66			5.11 / 1.63		-0.54 ***
89. Institution's commitment to students with disabilities?		4.72 / 1.57			5.48 / 1.44		-0.76 ***
90. Cost as factor in decision to enroll.	6.38			6.24			
91. Financial aid as factor in decision to enroll.	6.22			6.07			
92. Academic reputation as factor in decision to enroll.	5.82			5.98			
93. Size of institution as factor in decision to enroll.	5.24			5.29			
94. Opportunity to play sports as factor in decision to enroll.	4.26			3.57			
95. Recommendations from family/friends as factor in decision to enroll.	4.66			4.90			

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Institutional Summary
Items: In Sequential Order

	CUNY New York City College of Technology - SSI			National Four-Year Publics			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
96. Geographic setting as factor in decision to enroll.	5.35			5.57			
97. Campus appearance as factor in decision to enroll.	5.19			5.31			
98. Personalized attention prior to enrollment as factor in decision to enroll.	5.30			5.34			

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Institutional Summary
Summary Items

Summary Item	CUNY New York City College of Technology - SSI	National Four-Year Publics	Mean Difference
So far, how has your college experience met your expectations?	Average: 3.92	Average: 4.56	-0.64
1=Much worse than expected	6%	2%	
2=Quite a bit worse than I expected	5%	2%	
3=Worse than I expected	17%	10%	
4=About what I expected	46%	38%	
5=Better than I expected	13%	24%	
6=Quite a bit better than I expected	5%	11%	
7=Much better than expected	5%	10%	
Rate your overall satisfaction with your experience here thus far.	Average: 4.25	Average: 5.26	-1.01
1=Not satisfied at all	5%	1%	
2=Not very satisfied	10%	3%	
3=Somewhat dissatisfied	14%	8%	
4=Neutral	20%	10%	
5=Somewhat satisfied	25%	19%	
6=Satisfied	18%	40%	
7=Very satisfied	4%	16%	
All in all, if you had to do it over, would you enroll here again?	Average: 3.95	Average: 5.34	-1.39
1=Definitely not	13%	4%	
2=Probably not	16%	7%	
3=Maybe not	11%	6%	
4=I don't know	16%	9%	
5=Maybe yes	15%	11%	
6=Probably yes	17%	30%	
7=Definitely yes	10%	31%	