

Demographics

Gender	N	%	Class Level	N	%
Female	428	42.59%	Freshman	416	41.48%
Male	577	57.41%	Sophomore	255	25.42%
Total	1005	100.00%	Junior	164	16.35%
No Response	101		Senior	138	13.76%
			Special student	2	0.20%
			Graduate/Professional	9	0.90%
			Other class level	19	1.89%
			Total	1003	100.00%
			No Response	103	
Age	N	%	Current GPA	N	%
18 and under	182	18.15%	No credits earned	86	8.68%
19 to 24	626	62.41%	1.99 or below	52	5.25%
25 to 34	135	13.46%	2.0 - 2.49	124	12.51%
35 to 44	41	4.09%	2.5 - 2.99	260	26.24%
45 and over	19	1.89%	3.0 - 3.49	310	31.28%
Total	1003	100.00%	3.5 or above	159	16.04%
No Response	103		Total	991	100.00%
			No Response	115	
Ethnicity/Race	N	%	Educational Goal	N	%
African-American	225	22.61%	Associate degree	198	20.00%
American Indian or Alaskan Native	8	0.80%	Bachelor's degree	584	58.99%
Asian or Pacific Islander	209	21.01%	Master's degree	129	13.03%
Caucasian/White	68	6.83%	Doctorate or professional degree	56	5.66%
Hispanic	305	30.65%	Certification (initial/renewal)	6	0.61%
Other race	107	10.75%	Self-improvement/pleasure	0	0.00%
Race - Prefer not to respond	73	7.34%	Job-related training	3	0.30%
Total	995	100.00%	Other educational goal	14	1.41%
No Response	111		Total	990	100.00%
			No Response	116	
Current Enrollment Status	N	%			
Day	732	75.93%			
Evening	226	23.44%			
Weekend	6	0.62%			
Total	964	100.00%			
No Response	142				
Current Class Load	N	%			
Full-time	819	81.98%			
Part-time	180	18.02%			
Total	999	100.00%			
No Response	107				

Demographics

Employment	N	%	Institution Question	N	%
Full-time off campus	207	20.66%	Campus item - Answer 1	73	10.52%
Part-time off campus	372	37.13%	Campus item - Answer 2	42	6.05%
Full-time on campus	16	1.60%	Campus item - Answer 3	81	11.67%
Part-time on campus	31	3.09%	Campus item - Answer 4	145	20.89%
Not employed	376	37.52%	Campus item - Answer 5	196	28.24%
Total	1002	100.00%	Campus item - Answer 6	157	22.62%
No Response	104		Total	694	100.00%
			No Response	412	
Current Residence	N	%	Institution Question 2	N	%
Residence hall	6	0.60%	Campus item 2 - Answer 1	0	0%
Fraternity / Sorority	3	0.30%	Campus item 2 - Answer 2	0	0%
Own house	76	7.61%	Campus item 2 - Answer 3	0	0%
Rent room or apt off campus	203	20.32%	Campus item 2 - Answer 4	0	0%
Parent's home	671	67.17%	Campus item 2 - Answer 5	0	0%
Other residence	40	4.00%	Campus item 2 - Answer 6	0	0%
Total	999	100.00%	Total	0	100.00%
No Response	107		No Response	1106	
Residence Classification	N	%	Group Code	N	%
In-state	965	96.21%	0008	1	0.11%
Out-of-state	11	1.10%	0010	1	0.11%
International (not U.S. citizen)	27	2.69%	0040	1	0.11%
Total	1003	100.00%	0057	1	0.11%
No Response	103		0105	1	0.11%
			1001	24	2.69%
Disabilities	N	%	1003	2	0.22%
Yes - Disability	33	3.29%	1004	2	0.22%
No - Disability	971	96.71%	1005	2	0.22%
Total	1004	100.00%	1006	15	1.68%
No Response	102		1007	18	2.02%
			1008	10	1.12%
Institution Was My	N	%	1009	18	2.02%
1st choice	345	34.74%	1011	4	0.45%
2nd choice	317	31.92%	1012	6	0.67%
3rd choice or lower	331	33.33%	1013	3	0.34%
Total	993	100.00%	1014	25	2.81%
No Response	113		1015	20	2.24%
			1016	69	7.74%
			1017	34	3.82%

Demographics

1018	20	2.24%	1077	15	1.68%
1019	52	5.84%	1101	1	0.11%
1020	1	0.11%	1148	1	0.11%
1021	6	0.67%	1210	1	0.11%
1023	14	1.57%	2321	1	0.11%
1024	2	0.22%	2333	1	0.11%
1027	29	3.25%	Total	891	100.00%
1028	11	1.23%	No Response	215	
1030	12	1.35%			
1031	2	0.22%			
1032	3	0.34%			
1037	24	2.69%			
1038	2	0.22%			
1039	3	0.34%			
1040	4	0.45%			
1041	1	0.11%			
1042	20	2.24%			
1043	70	7.86%			
1044	2	0.22%			
1045	24	2.69%			
1047	1	0.11%			
1048	5	0.56%			
1049	11	1.23%			
1050	39	4.38%			
1051	69	7.74%			
1052	2	0.22%			
1054	23	2.58%			
1055	2	0.22%			
1056	26	2.92%			
1057	15	1.68%			
1058	6	0.67%			
1059	24	2.69%			
1060	31	3.48%			
1061	2	0.22%			
1062	9	1.01%			
1063	7	0.79%			
1068	1	0.11%			
1070	2	0.22%			
1071	2	0.22%			
1072	6	0.67%			
1073	9	1.01%			
1074	15	1.68%			
1076	5	0.56%			

Strategic Planning Overview

Strengths and Challenges

Strengths

- 8. The content of the courses within my major is valuable.
- 7. The campus is safe and secure for all students.
- 77. Campus item 4
- 76. Campus item 3
- 16. The instruction in my major field is excellent.
- 26. Computer labs are adequate and accessible.
- 55. Major requirements are clear and reasonable.
- 33. My academic advisor is knowledgeable about requirements in my major.
- 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.
- 65. Faculty are usually available after class and during office hours.
- 32. Tutoring services are readily available.
- 50. Class change (drop/add) policies are reasonable.
- 18. Library resources and services are adequate.
- 75. Campus item 2
- 67. Freedom of expression is protected on campus.
- 13. Library staff are helpful and approachable.

Challenges

- 34. I am able to register for classes I need with few conflicts.
- 17. Adequate financial aid is available for most students.
- 5. Financial aid counselors are helpful.
- 6. My academic advisor is approachable.
- 27. The personnel involved in registration are helpful.
- 4. Admissions staff are knowledgeable.
- 2. The campus staff are caring and helpful.
- 79. Campus item 6
- 12. Financial aid awards are announced to students in time to be helpful in college planning.
- 49. There are adequate services to help me decide upon a career.
- 72. On the whole, the campus is well-maintained.
- 14. My academic advisor is concerned about my success as an individual.
- 19. My academic advisor helps me set goals to work toward.
- 11. Billing policies are reasonable.
- 59. This institution shows concern for students as individuals.

Strategic Planning Overview

Strategic Planning Overview

Benchmarks

Lower Satisfaction vs. National Four-Year Publics

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

Strategic Planning Overview

53. Faculty take into consideration student differences as they teach a course.

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	5.99	4.55 / 1.43	1.44	6.36	5.44 / 1.35	0.92	-0.89 ***
Registration Effectiveness	5.94	4.48 / 1.29	1.46	6.22	5.17 / 1.21	1.05	-0.69 ***
Instructional Effectiveness	5.92	4.66 / 1.20	1.26	6.34	5.41 / 1.07	0.93	-0.75 ***
Campus Support Services	5.91	4.82 / 1.19	1.09	6.07	5.49 / 1.06	0.58	-0.67 ***
Recruitment and Financial Aid	5.87	4.30 / 1.31	1.57	6.19	5.09 / 1.26	1.10	-0.79 ***
Campus Climate	5.73	4.43 / 1.20	1.30	6.14	5.26 / 1.12	0.88	-0.83 ***
Student Centeredness	5.73	4.35 / 1.31	1.38	6.15	5.27 / 1.21	0.88	-0.92 ***
Service Excellence	5.70	4.38 / 1.20	1.32	6.05	5.16 / 1.14	0.89	-0.78 ***
Concern for the Individual	5.68	4.31 / 1.27	1.37	6.15	5.19 / 1.21	0.96	-0.88 ***
Safety and Security	5.48	4.26 / 1.30	1.22	6.24	4.84 / 1.28	1.40	-0.58 ***
Campus Life	5.39	4.30 / 1.17	1.09	5.79	5.12 / 1.12	0.67	-0.82 ***
Responsiveness to Diverse Populations		4.74 / 1.36			5.33 / 1.36		-0.59 ***

National Group Means are based on 93921 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.	6.30			6.30			
91. Financial aid as factor in decision to enroll.	6.30			6.12			
8. The content of the courses within my major is valuable.	6.27	4.99 / 1.56	1.28	6.54	5.56 / 1.36	0.98	-0.57 ***
7. The campus is safe and secure for all students.	6.24	5.34 / 1.45	0.90	6.45	5.49 / 1.51	0.96	-0.15 **
77. Campus item 4	6.20	5.37 / 1.50	0.83				
76. Campus item 3	6.18	5.05 / 1.55	1.13				
16. The instruction in my major field is excellent.	6.16	4.74 / 1.62	1.42	6.51	5.52 / 1.41	0.99	-0.78 ***
34. I am able to register for classes I need with few conflicts.	6.15	4.48 / 1.85	1.67	6.52	5.04 / 1.80	1.48	-0.56 ***
26. Computer labs are adequate and accessible.	6.13	5.08 / 1.64	1.05	6.20	5.55 / 1.46	0.65	-0.47 ***
55. Major requirements are clear and reasonable.	6.10	4.76 / 1.62	1.34	6.43	5.51 / 1.46	0.92	-0.75 ***
33. My academic advisor is knowledgeable about requirements in my major.	6.08	4.80 / 1.73	1.28	6.51	5.64 / 1.61	0.87	-0.84 ***
68. Nearly all of the faculty are knowledgeable in their field.	6.06	4.90 / 1.61	1.16	6.49	5.75 / 1.32	0.74	-0.85 ***
17. Adequate financial aid is available for most students.	6.05	4.52 / 1.74	1.53	6.35	4.98 / 1.69	1.37	-0.46 ***
58. The quality of instruction I receive in most of my classes is excellent.	6.05	4.75 / 1.53	1.30	6.47	5.42 / 1.41	1.05	-0.67 ***
69. There is a good variety of courses provided on this campus.	6.03	4.78 / 1.58	1.25	6.39	5.53 / 1.46	0.86	-0.75 ***
5. Financial aid counselors are helpful.	5.99	4.24 / 1.82	1.75	6.21	4.99 / 1.69	1.22	-0.75 ***

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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	
65. Faculty are usually available after class and during office hours.	5.99	4.95 / 1.59	1.04	6.32	5.67 / 1.36	0.65	-0.72 ***
66. Tuition paid is a worthwhile investment.	5.99	4.56 / 1.68	1.43	6.44	5.21 / 1.61	1.23	-0.65 ***
81. Campus item 8	5.99	4.67 / 1.65	1.32				
6. My academic advisor is approachable.	5.98	4.52 / 1.85	1.46	6.43	5.58 / 1.65	0.85	-1.06 ***
4. Admissions staff are knowledgeable.	5.97	4.38 / 1.73	1.59	6.22	5.21 / 1.52	1.01	-0.83 ***
27. The personnel involved in registration are helpful.	5.97	4.41 / 1.70	1.56	6.22	5.28 / 1.53	0.94	-0.87 ***
32. Tutoring services are readily available.	5.97	4.93 / 1.65	1.04	6.07	5.52 / 1.45	0.55	-0.59 ***
50. Class change (drop/add) policies are reasonable.	5.97	4.71 / 1.64	1.26	6.19	5.42 / 1.54	0.77	-0.71 ***
18. Library resources and services are adequate.	5.95	4.96 / 1.49	0.99	6.13	5.64 / 1.31	0.49	-0.68 ***
2. The campus staff are caring and helpful.	5.94	4.39 / 1.71	1.55	6.27	5.29 / 1.45	0.98	-0.90 ***
79. Campus item 6	5.94	4.45 / 1.68	1.49				
12. Financial aid awards are announced to students in time to be helpful in college planning.	5.93	4.21 / 1.81	1.72	6.29	5.01 / 1.69	1.28	-0.80 ***
39. I am able to experience intellectual growth here.	5.93	4.59 / 1.58	1.34	6.40	5.62 / 1.36	0.78	-1.03 ***
49. There are adequate services to help me decide upon a career.	5.93	4.22 / 1.71	1.71	6.23	5.20 / 1.57	1.03	-0.98 ***
72. On the whole, the campus is well-maintained.	5.93	4.34 / 1.72	1.59	6.30	5.67 / 1.42	0.63	-1.33 ***
35. The assessment and course placement procedures are reasonable.	5.92	4.60 / 1.59	1.32	6.21	5.30 / 1.47	0.91	-0.70 ***

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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	
14. My academic advisor is concerned about my success as an individual.	5.91	4.43 / 1.77	1.48	6.32	5.35 / 1.68	0.97	-0.92 ***
36. Security staff respond quickly in emergencies.	5.90	4.70 / 1.47	1.20	6.34	5.30 / 1.52	1.04	-0.60 ***
47. Faculty provide timely feedback about student progress in a course.	5.90	4.59 / 1.59	1.31	6.33	5.12 / 1.55	1.21	-0.53 ***
19. My academic advisor helps me set goals to work toward.	5.89	4.22 / 1.79	1.67	6.13	5.10 / 1.74	1.03	-0.88 ***
75. Campus item 2	5.88	4.71 / 1.62	1.17				
25. Faculty are fair and unbiased in their treatment of individual students.	5.87	4.62 / 1.57	1.25	6.36	5.31 / 1.50	1.05	-0.69 ***
67. Freedom of expression is protected on campus.	5.87	4.93 / 1.47	0.94	6.15	5.54 / 1.43	0.61	-0.61 ***
11. Billing policies are reasonable.	5.85	4.30 / 1.63	1.55	6.17	4.88 / 1.64	1.29	-0.58 ***
13. Library staff are helpful and approachable.	5.84	5.14 / 1.54	0.70	5.81	5.61 / 1.35	0.20	-0.47 ***
45. Students are made to feel welcome on this campus.	5.84	4.44 / 1.66	1.40	6.24	5.47 / 1.47	0.77	-1.03 ***
53. Faculty take into consideration student differences as they teach a course.	5.83	4.42 / 1.60	1.41	6.15	5.03 / 1.58	1.12	-0.61 ***
59. This institution shows concern for students as individuals.	5.82	4.30 / 1.58	1.52	6.28	5.17 / 1.57	1.11	-0.87 ***
44. Academic support services adequately meet the needs of students.	5.81	4.35 / 1.56	1.46	6.15	5.29 / 1.44	0.86	-0.94 ***
92. Academic reputation as factor in decision to enroll.	5.80			6.03			
41. There is a commitment to academic excellence on this campus.	5.79	4.45 / 1.56	1.34	6.31	5.44 / 1.42	0.87	-0.99 ***

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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	5.79	4.40 / 1.64	1.39				
20. The business office is open during hours which are convenient for most students.	5.78	4.49 / 1.57	1.29	5.97	5.24 / 1.47	0.73	-0.75 ***
74. Campus item 1	5.78	4.65 / 1.66	1.13				
62. There is a strong commitment to racial harmony on this campus.	5.76	4.92 / 1.50	0.84	5.98	5.50 / 1.43	0.48	-0.58 ***
29. It is an enjoyable experience to be a student on this campus.	5.75	4.17 / 1.65	1.58	6.32	5.39 / 1.54	0.93	-1.22 ***
10. Administrators are approachable to students.	5.73	4.35 / 1.56	1.38	5.97	5.15 / 1.46	0.82	-0.80 ***
54. Bookstore staff are helpful.	5.73	4.99 / 1.53	0.74	5.93	5.56 / 1.44	0.37	-0.57 ***
71. Channels for expressing student complaints are readily available.	5.71	4.26 / 1.55	1.45	6.05	4.87 / 1.67	1.18	-0.61 ***
73. Student activities fees are put to good use.	5.71	4.09 / 1.69	1.62	6.14	4.74 / 1.72	1.40	-0.65 ***
43. Admissions counselors respond to prospective students' unique needs and requests.	5.70	4.22 / 1.59	1.48	6.04	5.17 / 1.51	0.87	-0.95 ***
51. This institution has a good reputation within the community.	5.70	4.38 / 1.57	1.32	6.19	5.56 / 1.48	0.63	-1.18 ***
3. Faculty care about me as an individual.	5.69	4.26 / 1.66	1.43	6.10	5.11 / 1.52	0.99	-0.85 ***
82. Campus item 9	5.69	4.47 / 1.61	1.22				
61. Adjunct faculty are competent as classroom instructors.	5.67	4.59 / 1.49	1.08	6.16	5.37 / 1.42	0.79	-0.78 ***
63. Student disciplinary procedures are fair.	5.65	4.76 / 1.41	0.89	6.08	5.41 / 1.44	0.67	-0.65 ***

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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	
64. New student orientation services help students adjust to college.	5.65	4.60 / 1.62	1.05	5.98	5.24 / 1.58	0.74	-0.64 ***
52. The student center is a comfortable place for students to spend their leisure time.	5.64	4.36 / 1.68	1.28	5.90	5.40 / 1.49	0.50	-1.04 ***
22. Counseling staff care about students as individuals.	5.62	4.18 / 1.60	1.44	6.04	5.14 / 1.51	0.90	-0.96 ***
57. I seldom get the "run-around" when seeking information on this campus.	5.61	4.01 / 1.73	1.60	6.15	4.74 / 1.82	1.41	-0.73 ***
70. Graduate teaching assistants are competent as classroom instructors.	5.60	4.58 / 1.43	1.02	6.12	5.25 / 1.50	0.87	-0.67 ***
48. Admissions counselors accurately portray the campus in their recruiting practices.	5.55	4.22 / 1.53	1.33	6.00	5.18 / 1.52	0.82	-0.96 ***
56. The student handbook provides helpful information about campus life.	5.51	4.56 / 1.54	0.95	5.71	5.26 / 1.46	0.45	-0.70 ***
15. The staff in the health services area are competent.	5.50	4.47 / 1.40	1.03	6.01	5.29 / 1.47	0.72	-0.82 ***
38. There is an adequate selection of food available in the cafeteria.	5.49	4.20 / 1.75	1.29	5.95	4.59 / 1.82	1.36	-0.39 ***
60. I generally know what's happening on campus.	5.41	4.13 / 1.69	1.28	5.86	5.05 / 1.60	0.81	-0.92 ***
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.40	4.51 / 1.57	0.89	5.65	5.50 / 1.40	0.15	-0.99 ***
46. I can easily get involved in campus organizations.	5.39	4.38 / 1.60	1.01	5.88	5.39 / 1.50	0.49	-1.01 ***
78. Campus item 5	5.34	4.83 / 1.69	0.51				
96. Geographic setting as factor in decision to enroll.	5.33			5.59			

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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	
98. Personalized attention prior to enrollment as factor in decision to enroll.	5.32			5.42			
1. Most students feel a sense of belonging here.	5.30	4.43 / 1.57	0.87	5.80	5.16 / 1.46	0.64	-0.73 ***
37. I feel a sense of pride about my campus.	5.30	3.89 / 1.74	1.41	5.88	5.26 / 1.60	0.62	-1.37 ***
93. Size of institution as factor in decision to enroll.	5.19			5.39			
97. Campus appearance as factor in decision to enroll.	5.16			5.42			
9. A variety of intramural activities are offered.	5.14	4.07 / 1.63	1.07	5.12	5.26 / 1.45	-0.14	-1.19 ***
40. Residence hall regulations are reasonable.	5.10	4.31 / 1.50	0.79	5.76	5.03 / 1.58	0.73	-0.72 ***
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	5.08	4.18 / 1.57	0.90	5.94	4.80 / 1.66	1.14	-0.62 ***
83. Campus item 10	5.04	4.20 / 1.61	0.84				
30. Residence hall staff are concerned about me as an individual.	5.00	4.00 / 1.49	1.00	5.63	4.93 / 1.61	0.70	-0.93 ***
42. There are a sufficient number of weekend activities for students.	4.96	3.88 / 1.62	1.08	5.47	4.67 / 1.69	0.80	-0.79 ***
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	4.89	3.43 / 1.70	1.46	5.36	4.93 / 1.64	0.43	-1.50 ***
28. Parking lots are well-lighted and secure.	4.83	3.56 / 1.76	1.27	6.09	5.05 / 1.64	1.04	-1.49 ***
95. Recommendations from family/friends as factor in decision to enroll.	4.66			4.98			
21. The amount of student parking space on campus is adequate.	4.64	2.92 / 1.75	1.72	6.08	3.61 / 2.02	2.47	-0.69 ***

* 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 93921 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	
94. Opportunity to play sports as factor in decision to enroll.	4.27			3.73			
84. Institution's commitment to part-time students?		4.68 / 1.55			5.30 / 1.47		-0.62 ***
85. Institution's commitment to evening students?		4.81 / 1.56			5.28 / 1.49		-0.47 ***
86. Institution's commitment to older, returning learners?		4.71 / 1.52			5.39 / 1.47		-0.68 ***
87. Institution's commitment to under-represented populations?		4.75 / 1.48			5.34 / 1.46		-0.59 ***
88. Institution's commitment to commuters?		4.66 / 1.59			5.18 / 1.62		-0.52 ***
89. Institution's commitment to students with disabilities?		4.82 / 1.55			5.55 / 1.44		-0.73 ***

National Group Means are based on 93921 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	5.99	4.55 / 1.43	1.44	6.36	5.44 / 1.35	0.92	-0.89 ***
6. My academic advisor is approachable.	5.98	4.52 / 1.85	1.46	6.43	5.58 / 1.65	0.85	-1.06 ***
14. My academic advisor is concerned about my success as an individual.	5.91	4.43 / 1.77	1.48	6.32	5.35 / 1.68	0.97	-0.92 ***
19. My academic advisor helps me set goals to work toward.	5.89	4.22 / 1.79	1.67	6.13	5.10 / 1.74	1.03	-0.88 ***
33. My academic advisor is knowledgeable about requirements in my major.	6.08	4.80 / 1.73	1.28	6.51	5.64 / 1.61	0.87	-0.84 ***
55. Major requirements are clear and reasonable.	6.10	4.76 / 1.62	1.34	6.43	5.51 / 1.46	0.92	-0.75 ***

National Group Means are based on 93921 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

	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 CLIMATE	5.73	4.43 / 1.20	1.30	6.14	5.26 / 1.12	0.88	-0.83 ***
1. Most students feel a sense of belonging here.	5.30	4.43 / 1.57	0.87	5.80	5.16 / 1.46	0.64	-0.73 ***
2. The campus staff are caring and helpful.	5.94	4.39 / 1.71	1.55	6.27	5.29 / 1.45	0.98	-0.90 ***
3. Faculty care about me as an individual.	5.69	4.26 / 1.66	1.43	6.10	5.11 / 1.52	0.99	-0.85 ***
7. The campus is safe and secure for all students.	6.24	5.34 / 1.45	0.90	6.45	5.49 / 1.51	0.96	-0.15 **
10. Administrators are approachable to students.	5.73	4.35 / 1.56	1.38	5.97	5.15 / 1.46	0.82	-0.80 ***
29. It is an enjoyable experience to be a student on this campus.	5.75	4.17 / 1.65	1.58	6.32	5.39 / 1.54	0.93	-1.22 ***
37. I feel a sense of pride about my campus.	5.30	3.89 / 1.74	1.41	5.88	5.26 / 1.60	0.62	-1.37 ***
41. There is a commitment to academic excellence on this campus.	5.79	4.45 / 1.56	1.34	6.31	5.44 / 1.42	0.87	-0.99 ***
45. Students are made to feel welcome on this campus.	5.84	4.44 / 1.66	1.40	6.24	5.47 / 1.47	0.77	-1.03 ***
51. This institution has a good reputation within the community.	5.70	4.38 / 1.57	1.32	6.19	5.56 / 1.48	0.63	-1.18 ***
57. I seldom get the "run-around" when seeking information on this campus.	5.61	4.01 / 1.73	1.60	6.15	4.74 / 1.82	1.41	-0.73 ***
59. This institution shows concern for students as individuals.	5.82	4.30 / 1.58	1.52	6.28	5.17 / 1.57	1.11	-0.87 ***
60. I generally know what's happening on campus.	5.41	4.13 / 1.69	1.28	5.86	5.05 / 1.60	0.81	-0.92 ***
62. There is a strong commitment to racial harmony on this campus.	5.76	4.92 / 1.50	0.84	5.98	5.50 / 1.43	0.48	-0.58 ***
66. Tuition paid is a worthwhile investment.	5.99	4.56 / 1.68	1.43	6.44	5.21 / 1.61	1.23	-0.65 ***

* 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 93921 records.

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	
67. Freedom of expression is protected on campus.	5.87	4.93 / 1.47	0.94	6.15	5.54 / 1.43	0.61	-0.61 ***
71. Channels for expressing student complaints are readily available.	5.71	4.26 / 1.55	1.45	6.05	4.87 / 1.67	1.18	-0.61 ***

National Group Means are based on 93921 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	5.39	4.30 / 1.17	1.09	5.79	5.12 / 1.12	0.67	-0.82 ***
9. A variety of intramural activities are offered.	5.14	4.07 / 1.63	1.07	5.12	5.26 / 1.45	-0.14	-1.19 ***
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	5.08	4.18 / 1.57	0.90	5.94	4.80 / 1.66	1.14	-0.62 ***
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	4.89	3.43 / 1.70	1.46	5.36	4.93 / 1.64	0.43	-1.50 ***
30. Residence hall staff are concerned about me as an individual.	5.00	4.00 / 1.49	1.00	5.63	4.93 / 1.61	0.70	-0.93 ***
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.40	4.51 / 1.57	0.89	5.65	5.50 / 1.40	0.15	-0.99 ***
38. There is an adequate selection of food available in the cafeteria.	5.49	4.20 / 1.75	1.29	5.95	4.59 / 1.82	1.36	-0.39 ***
40. Residence hall regulations are reasonable.	5.10	4.31 / 1.50	0.79	5.76	5.03 / 1.58	0.73	-0.72 ***
42. There are a sufficient number of weekend activities for students.	4.96	3.88 / 1.62	1.08	5.47	4.67 / 1.69	0.80	-0.79 ***
46. I can easily get involved in campus organizations.	5.39	4.38 / 1.60	1.01	5.88	5.39 / 1.50	0.49	-1.01 ***
52. The student center is a comfortable place for students to spend their leisure time.	5.64	4.36 / 1.68	1.28	5.90	5.40 / 1.49	0.50	-1.04 ***
56. The student handbook provides helpful information about campus life.	5.51	4.56 / 1.54	0.95	5.71	5.26 / 1.46	0.45	-0.70 ***
63. Student disciplinary procedures are fair.	5.65	4.76 / 1.41	0.89	6.08	5.41 / 1.44	0.67	-0.65 ***
64. New student orientation services help students adjust to college.	5.65	4.60 / 1.62	1.05	5.98	5.24 / 1.58	0.74	-0.64 ***

* 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 93921 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	
67. Freedom of expression is protected on campus.	5.87	4.93 / 1.47	0.94	6.15	5.54 / 1.43	0.61	-0.61 ***
73. Student activities fees are put to good use.	5.71	4.09 / 1.69	1.62	6.14	4.74 / 1.72	1.40	-0.65 ***

National Group Means are based on 93921 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 Support Services

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 SUPPORT SERVICES	5.91	4.82 / 1.19	1.09	6.07	5.49 / 1.06	0.58	-0.67 ***
13. Library staff are helpful and approachable.	5.84	5.14 / 1.54	0.70	5.81	5.61 / 1.35	0.20	-0.47 ***
18. Library resources and services are adequate.	5.95	4.96 / 1.49	0.99	6.13	5.64 / 1.31	0.49	-0.68 ***
26. Computer labs are adequate and accessible.	6.13	5.08 / 1.64	1.05	6.20	5.55 / 1.46	0.65	-0.47 ***
32. Tutoring services are readily available.	5.97	4.93 / 1.65	1.04	6.07	5.52 / 1.45	0.55	-0.59 ***
44. Academic support services adequately meet the needs of students.	5.81	4.35 / 1.56	1.46	6.15	5.29 / 1.44	0.86	-0.94 ***
49. There are adequate services to help me decide upon a career.	5.93	4.22 / 1.71	1.71	6.23	5.20 / 1.57	1.03	-0.98 ***
54. Bookstore staff are helpful.	5.73	4.99 / 1.53	0.74	5.93	5.56 / 1.44	0.37	-0.57 ***

National Group Means are based on 93921 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	5.68	4.31 / 1.27	1.37	6.15	5.19 / 1.21	0.96	-0.88 ***
3. Faculty care about me as an individual.	5.69	4.26 / 1.66	1.43	6.10	5.11 / 1.52	0.99	-0.85 ***
14. My academic advisor is concerned about my success as an individual.	5.91	4.43 / 1.77	1.48	6.32	5.35 / 1.68	0.97	-0.92 ***
22. Counseling staff care about students as individuals.	5.62	4.18 / 1.60	1.44	6.04	5.14 / 1.51	0.90	-0.96 ***
25. Faculty are fair and unbiased in their treatment of individual students.	5.87	4.62 / 1.57	1.25	6.36	5.31 / 1.50	1.05	-0.69 ***
30. Residence hall staff are concerned about me as an individual.	5.00	4.00 / 1.49	1.00	5.63	4.93 / 1.61	0.70	-0.93 ***
59. This institution shows concern for students as individuals.	5.82	4.30 / 1.58	1.52	6.28	5.17 / 1.57	1.11	-0.87 ***

National Group Means are based on 93921 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	5.92	4.66 / 1.20	1.26	6.34	5.41 / 1.07	0.93	-0.75 ***
3. Faculty care about me as an individual.	5.69	4.26 / 1.66	1.43	6.10	5.11 / 1.52	0.99	-0.85 ***
8. The content of the courses within my major is valuable.	6.27	4.99 / 1.56	1.28	6.54	5.56 / 1.36	0.98	-0.57 ***
16. The instruction in my major field is excellent.	6.16	4.74 / 1.62	1.42	6.51	5.52 / 1.41	0.99	-0.78 ***
25. Faculty are fair and unbiased in their treatment of individual students.	5.87	4.62 / 1.57	1.25	6.36	5.31 / 1.50	1.05	-0.69 ***
39. I am able to experience intellectual growth here.	5.93	4.59 / 1.58	1.34	6.40	5.62 / 1.36	0.78	-1.03 ***
41. There is a commitment to academic excellence on this campus.	5.79	4.45 / 1.56	1.34	6.31	5.44 / 1.42	0.87	-0.99 ***
47. Faculty provide timely feedback about student progress in a course.	5.90	4.59 / 1.59	1.31	6.33	5.12 / 1.55	1.21	-0.53 ***
53. Faculty take into consideration student differences as they teach a course.	5.83	4.42 / 1.60	1.41	6.15	5.03 / 1.58	1.12	-0.61 ***
58. The quality of instruction I receive in most of my classes is excellent.	6.05	4.75 / 1.53	1.30	6.47	5.42 / 1.41	1.05	-0.67 ***
61. Adjunct faculty are competent as classroom instructors.	5.67	4.59 / 1.49	1.08	6.16	5.37 / 1.42	0.79	-0.78 ***
65. Faculty are usually available after class and during office hours.	5.99	4.95 / 1.59	1.04	6.32	5.67 / 1.36	0.65	-0.72 ***
68. Nearly all of the faculty are knowledgeable in their field.	6.06	4.90 / 1.61	1.16	6.49	5.75 / 1.32	0.74	-0.85 ***
69. There is a good variety of courses provided on this campus.	6.03	4.78 / 1.58	1.25	6.39	5.53 / 1.46	0.86	-0.75 ***
70. Graduate teaching assistants are competent as classroom instructors.	5.60	4.58 / 1.43	1.02	6.12	5.25 / 1.50	0.87	-0.67 ***

* 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 93921 records.

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	5.87	4.30 / 1.31	1.57	6.19	5.09 / 1.26	1.10	-0.79 ***
4. Admissions staff are knowledgeable.	5.97	4.38 / 1.73	1.59	6.22	5.21 / 1.52	1.01	-0.83 ***
5. Financial aid counselors are helpful.	5.99	4.24 / 1.82	1.75	6.21	4.99 / 1.69	1.22	-0.75 ***
12. Financial aid awards are announced to students in time to be helpful in college planning.	5.93	4.21 / 1.81	1.72	6.29	5.01 / 1.69	1.28	-0.80 ***
17. Adequate financial aid is available for most students.	6.05	4.52 / 1.74	1.53	6.35	4.98 / 1.69	1.37	-0.46 ***
43. Admissions counselors respond to prospective students' unique needs and requests.	5.70	4.22 / 1.59	1.48	6.04	5.17 / 1.51	0.87	-0.95 ***
48. Admissions counselors accurately portray the campus in their recruiting practices.	5.55	4.22 / 1.53	1.33	6.00	5.18 / 1.52	0.82	-0.96 ***

National Group Means are based on 93921 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	5.94	4.48 / 1.29	1.46	6.22	5.17 / 1.21	1.05	-0.69 ***
11. Billing policies are reasonable.	5.85	4.30 / 1.63	1.55	6.17	4.88 / 1.64	1.29	-0.58 ***
20. The business office is open during hours which are convenient for most students.	5.78	4.49 / 1.57	1.29	5.97	5.24 / 1.47	0.73	-0.75 ***
27. The personnel involved in registration are helpful.	5.97	4.41 / 1.70	1.56	6.22	5.28 / 1.53	0.94	-0.87 ***
34. I am able to register for classes I need with few conflicts.	6.15	4.48 / 1.85	1.67	6.52	5.04 / 1.80	1.48	-0.56 ***
50. Class change (drop/add) policies are reasonable.	5.97	4.71 / 1.64	1.26	6.19	5.42 / 1.54	0.77	-0.71 ***

National Group Means are based on 93921 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		4.74 / 1.36			5.33 / 1.36		-0.59 ***
84. Institution's commitment to part-time students?		4.68 / 1.55			5.30 / 1.47		-0.62 ***
85. Institution's commitment to evening students?		4.81 / 1.56			5.28 / 1.49		-0.47 ***
86. Institution's commitment to older, returning learners?		4.71 / 1.52			5.39 / 1.47		-0.68 ***
87. Institution's commitment to under-represented populations?		4.75 / 1.48			5.34 / 1.46		-0.59 ***
88. Institution's commitment to commuters?		4.66 / 1.59			5.18 / 1.62		-0.52 ***
89. Institution's commitment to students with disabilities?		4.82 / 1.55			5.55 / 1.44		-0.73 ***

National Group Means are based on 93921 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 - 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	5.48	4.26 / 1.30	1.22	6.24	4.84 / 1.28	1.40	-0.58 ***
7. The campus is safe and secure for all students.	6.24	5.34 / 1.45	0.90	6.45	5.49 / 1.51	0.96	-0.15 **
21. The amount of student parking space on campus is adequate.	4.64	2.92 / 1.75	1.72	6.08	3.61 / 2.02	2.47	-0.69 ***
28. Parking lots are well-lighted and secure.	4.83	3.56 / 1.76	1.27	6.09	5.05 / 1.64	1.04	-1.49 ***
36. Security staff respond quickly in emergencies.	5.90	4.70 / 1.47	1.20	6.34	5.30 / 1.52	1.04	-0.60 ***

National Group Means are based on 93921 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	5.70	4.38 / 1.20	1.32	6.05	5.16 / 1.14	0.89	-0.78 ***
2. The campus staff are caring and helpful.	5.94	4.39 / 1.71	1.55	6.27	5.29 / 1.45	0.98	-0.90 ***
13. Library staff are helpful and approachable.	5.84	5.14 / 1.54	0.70	5.81	5.61 / 1.35	0.20	-0.47 ***
15. The staff in the health services area are competent.	5.50	4.47 / 1.40	1.03	6.01	5.29 / 1.47	0.72	-0.82 ***
22. Counseling staff care about students as individuals.	5.62	4.18 / 1.60	1.44	6.04	5.14 / 1.51	0.90	-0.96 ***
27. The personnel involved in registration are helpful.	5.97	4.41 / 1.70	1.56	6.22	5.28 / 1.53	0.94	-0.87 ***
57. I seldom get the "run-around" when seeking information on this campus.	5.61	4.01 / 1.73	1.60	6.15	4.74 / 1.82	1.41	-0.73 ***
60. I generally know what's happening on campus.	5.41	4.13 / 1.69	1.28	5.86	5.05 / 1.60	0.81	-0.92 ***
71. Channels for expressing student complaints are readily available.	5.71	4.26 / 1.55	1.45	6.05	4.87 / 1.67	1.18	-0.61 ***

National Group Means are based on 93921 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

	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	
STUDENT CENTEREDNESS	5.73	4.35 / 1.31	1.38	6.15	5.27 / 1.21	0.88	-0.92 ***
1. Most students feel a sense of belonging here.	5.30	4.43 / 1.57	0.87	5.80	5.16 / 1.46	0.64	-0.73 ***
2. The campus staff are caring and helpful.	5.94	4.39 / 1.71	1.55	6.27	5.29 / 1.45	0.98	-0.90 ***
10. Administrators are approachable to students.	5.73	4.35 / 1.56	1.38	5.97	5.15 / 1.46	0.82	-0.80 ***
29. It is an enjoyable experience to be a student on this campus.	5.75	4.17 / 1.65	1.58	6.32	5.39 / 1.54	0.93	-1.22 ***
45. Students are made to feel welcome on this campus.	5.84	4.44 / 1.66	1.40	6.24	5.47 / 1.47	0.77	-1.03 ***
59. This institution shows concern for students as individuals.	5.82	4.30 / 1.58	1.52	6.28	5.17 / 1.57	1.11	-0.87 ***

National Group Means are based on 93921 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 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	4.43 / 1.57	0.87	5.80	5.16 / 1.46	0.64	-0.73 ***
2. The campus staff are caring and helpful.	5.94	4.39 / 1.71	1.55	6.27	5.29 / 1.45	0.98	-0.90 ***
3. Faculty care about me as an individual.	5.69	4.26 / 1.66	1.43	6.10	5.11 / 1.52	0.99	-0.85 ***
4. Admissions staff are knowledgeable.	5.97	4.38 / 1.73	1.59	6.22	5.21 / 1.52	1.01	-0.83 ***
5. Financial aid counselors are helpful.	5.99	4.24 / 1.82	1.75	6.21	4.99 / 1.69	1.22	-0.75 ***
6. My academic advisor is approachable.	5.98	4.52 / 1.85	1.46	6.43	5.58 / 1.65	0.85	-1.06 ***
7. The campus is safe and secure for all students.	6.24	5.34 / 1.45	0.90	6.45	5.49 / 1.51	0.96	-0.15 **
8. The content of the courses within my major is valuable.	6.27	4.99 / 1.56	1.28	6.54	5.56 / 1.36	0.98	-0.57 ***
9. A variety of intramural activities are offered.	5.14	4.07 / 1.63	1.07	5.12	5.26 / 1.45	-0.14	-1.19 ***
10. Administrators are approachable to students.	5.73	4.35 / 1.56	1.38	5.97	5.15 / 1.46	0.82	-0.80 ***
11. Billing policies are reasonable.	5.85	4.30 / 1.63	1.55	6.17	4.88 / 1.64	1.29	-0.58 ***
12. Financial aid awards are announced to students in time to be helpful in college planning.	5.93	4.21 / 1.81	1.72	6.29	5.01 / 1.69	1.28	-0.80 ***
13. Library staff are helpful and approachable.	5.84	5.14 / 1.54	0.70	5.81	5.61 / 1.35	0.20	-0.47 ***
14. My academic advisor is concerned about my success as an individual.	5.91	4.43 / 1.77	1.48	6.32	5.35 / 1.68	0.97	-0.92 ***
15. The staff in the health services area are competent.	5.50	4.47 / 1.40	1.03	6.01	5.29 / 1.47	0.72	-0.82 ***
16. The instruction in my major field is excellent.	6.16	4.74 / 1.62	1.42	6.51	5.52 / 1.41	0.99	-0.78 ***

* 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 93921 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	
17. Adequate financial aid is available for most students.	6.05	4.52 / 1.74	1.53	6.35	4.98 / 1.69	1.37	-0.46 ***
18. Library resources and services are adequate.	5.95	4.96 / 1.49	0.99	6.13	5.64 / 1.31	0.49	-0.68 ***
19. My academic advisor helps me set goals to work toward.	5.89	4.22 / 1.79	1.67	6.13	5.10 / 1.74	1.03	-0.88 ***
20. The business office is open during hours which are convenient for most students.	5.78	4.49 / 1.57	1.29	5.97	5.24 / 1.47	0.73	-0.75 ***
21. The amount of student parking space on campus is adequate.	4.64	2.92 / 1.75	1.72	6.08	3.61 / 2.02	2.47	-0.69 ***
22. Counseling staff care about students as individuals.	5.62	4.18 / 1.60	1.44	6.04	5.14 / 1.51	0.90	-0.96 ***
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	5.08	4.18 / 1.57	0.90	5.94	4.80 / 1.66	1.14	-0.62 ***
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	4.89	3.43 / 1.70	1.46	5.36	4.93 / 1.64	0.43	-1.50 ***
25. Faculty are fair and unbiased in their treatment of individual students.	5.87	4.62 / 1.57	1.25	6.36	5.31 / 1.50	1.05	-0.69 ***
26. Computer labs are adequate and accessible.	6.13	5.08 / 1.64	1.05	6.20	5.55 / 1.46	0.65	-0.47 ***
27. The personnel involved in registration are helpful.	5.97	4.41 / 1.70	1.56	6.22	5.28 / 1.53	0.94	-0.87 ***
28. Parking lots are well-lighted and secure.	4.83	3.56 / 1.76	1.27	6.09	5.05 / 1.64	1.04	-1.49 ***
29. It is an enjoyable experience to be a student on this campus.	5.75	4.17 / 1.65	1.58	6.32	5.39 / 1.54	0.93	-1.22 ***
30. Residence hall staff are concerned about me as an individual.	5.00	4.00 / 1.49	1.00	5.63	4.93 / 1.61	0.70	-0.93 ***
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.40	4.51 / 1.57	0.89	5.65	5.50 / 1.40	0.15	-0.99 ***

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** Difference statistically significant at the .01 level
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National Group Means are based on 93921 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	
32. Tutoring services are readily available.	5.97	4.93 / 1.65	1.04	6.07	5.52 / 1.45	0.55	-0.59 ***
33. My academic advisor is knowledgeable about requirements in my major.	6.08	4.80 / 1.73	1.28	6.51	5.64 / 1.61	0.87	-0.84 ***
34. I am able to register for classes I need with few conflicts.	6.15	4.48 / 1.85	1.67	6.52	5.04 / 1.80	1.48	-0.56 ***
35. The assessment and course placement procedures are reasonable.	5.92	4.60 / 1.59	1.32	6.21	5.30 / 1.47	0.91	-0.70 ***
36. Security staff respond quickly in emergencies.	5.90	4.70 / 1.47	1.20	6.34	5.30 / 1.52	1.04	-0.60 ***
37. I feel a sense of pride about my campus.	5.30	3.89 / 1.74	1.41	5.88	5.26 / 1.60	0.62	-1.37 ***
38. There is an adequate selection of food available in the cafeteria.	5.49	4.20 / 1.75	1.29	5.95	4.59 / 1.82	1.36	-0.39 ***
39. I am able to experience intellectual growth here.	5.93	4.59 / 1.58	1.34	6.40	5.62 / 1.36	0.78	-1.03 ***
40. Residence hall regulations are reasonable.	5.10	4.31 / 1.50	0.79	5.76	5.03 / 1.58	0.73	-0.72 ***
41. There is a commitment to academic excellence on this campus.	5.79	4.45 / 1.56	1.34	6.31	5.44 / 1.42	0.87	-0.99 ***
42. There are a sufficient number of weekend activities for students.	4.96	3.88 / 1.62	1.08	5.47	4.67 / 1.69	0.80	-0.79 ***
43. Admissions counselors respond to prospective students' unique needs and requests.	5.70	4.22 / 1.59	1.48	6.04	5.17 / 1.51	0.87	-0.95 ***
44. Academic support services adequately meet the needs of students.	5.81	4.35 / 1.56	1.46	6.15	5.29 / 1.44	0.86	-0.94 ***
45. Students are made to feel welcome on this campus.	5.84	4.44 / 1.66	1.40	6.24	5.47 / 1.47	0.77	-1.03 ***
46. I can easily get involved in campus organizations.	5.39	4.38 / 1.60	1.01	5.88	5.39 / 1.50	0.49	-1.01 ***

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*** Difference statistically significant at the .001 level

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	
47. Faculty provide timely feedback about student progress in a course.	5.90	4.59 / 1.59	1.31	6.33	5.12 / 1.55	1.21	-0.53 ***
48. Admissions counselors accurately portray the campus in their recruiting practices.	5.55	4.22 / 1.53	1.33	6.00	5.18 / 1.52	0.82	-0.96 ***
49. There are adequate services to help me decide upon a career.	5.93	4.22 / 1.71	1.71	6.23	5.20 / 1.57	1.03	-0.98 ***
50. Class change (drop/add) policies are reasonable.	5.97	4.71 / 1.64	1.26	6.19	5.42 / 1.54	0.77	-0.71 ***
51. This institution has a good reputation within the community.	5.70	4.38 / 1.57	1.32	6.19	5.56 / 1.48	0.63	-1.18 ***
52. The student center is a comfortable place for students to spend their leisure time.	5.64	4.36 / 1.68	1.28	5.90	5.40 / 1.49	0.50	-1.04 ***
53. Faculty take into consideration student differences as they teach a course.	5.83	4.42 / 1.60	1.41	6.15	5.03 / 1.58	1.12	-0.61 ***
54. Bookstore staff are helpful.	5.73	4.99 / 1.53	0.74	5.93	5.56 / 1.44	0.37	-0.57 ***
55. Major requirements are clear and reasonable.	6.10	4.76 / 1.62	1.34	6.43	5.51 / 1.46	0.92	-0.75 ***
56. The student handbook provides helpful information about campus life.	5.51	4.56 / 1.54	0.95	5.71	5.26 / 1.46	0.45	-0.70 ***
57. I seldom get the "run-around" when seeking information on this campus.	5.61	4.01 / 1.73	1.60	6.15	4.74 / 1.82	1.41	-0.73 ***
58. The quality of instruction I receive in most of my classes is excellent.	6.05	4.75 / 1.53	1.30	6.47	5.42 / 1.41	1.05	-0.67 ***
59. This institution shows concern for students as individuals.	5.82	4.30 / 1.58	1.52	6.28	5.17 / 1.57	1.11	-0.87 ***
60. I generally know what's happening on campus.	5.41	4.13 / 1.69	1.28	5.86	5.05 / 1.60	0.81	-0.92 ***
61. Adjunct faculty are competent as classroom instructors.	5.67	4.59 / 1.49	1.08	6.16	5.37 / 1.42	0.79	-0.78 ***

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*** Difference statistically significant at the .001 level

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	
62. There is a strong commitment to racial harmony on this campus.	5.76	4.92 / 1.50	0.84	5.98	5.50 / 1.43	0.48	-0.58 ***
63. Student disciplinary procedures are fair.	5.65	4.76 / 1.41	0.89	6.08	5.41 / 1.44	0.67	-0.65 ***
64. New student orientation services help students adjust to college.	5.65	4.60 / 1.62	1.05	5.98	5.24 / 1.58	0.74	-0.64 ***
65. Faculty are usually available after class and during office hours.	5.99	4.95 / 1.59	1.04	6.32	5.67 / 1.36	0.65	-0.72 ***
66. Tuition paid is a worthwhile investment.	5.99	4.56 / 1.68	1.43	6.44	5.21 / 1.61	1.23	-0.65 ***
67. Freedom of expression is protected on campus.	5.87	4.93 / 1.47	0.94	6.15	5.54 / 1.43	0.61	-0.61 ***
68. Nearly all of the faculty are knowledgeable in their field.	6.06	4.90 / 1.61	1.16	6.49	5.75 / 1.32	0.74	-0.85 ***
69. There is a good variety of courses provided on this campus.	6.03	4.78 / 1.58	1.25	6.39	5.53 / 1.46	0.86	-0.75 ***
70. Graduate teaching assistants are competent as classroom instructors.	5.60	4.58 / 1.43	1.02	6.12	5.25 / 1.50	0.87	-0.67 ***
71. Channels for expressing student complaints are readily available.	5.71	4.26 / 1.55	1.45	6.05	4.87 / 1.67	1.18	-0.61 ***
72. On the whole, the campus is well-maintained.	5.93	4.34 / 1.72	1.59	6.30	5.67 / 1.42	0.63	-1.33 ***
73. Student activities fees are put to good use.	5.71	4.09 / 1.69	1.62	6.14	4.74 / 1.72	1.40	-0.65 ***
74. Campus item 1	5.78	4.65 / 1.66	1.13				
75. Campus item 2	5.88	4.71 / 1.62	1.17				
76. Campus item 3	6.18	5.05 / 1.55	1.13				

* 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 93921 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	
77. Campus item 4	6.20	5.37 / 1.50	0.83				
78. Campus item 5	5.34	4.83 / 1.69	0.51				
79. Campus item 6	5.94	4.45 / 1.68	1.49				
80. Campus item 7	5.79	4.40 / 1.64	1.39				
81. Campus item 8	5.99	4.67 / 1.65	1.32				
82. Campus item 9	5.69	4.47 / 1.61	1.22				
83. Campus item 10	5.04	4.20 / 1.61	0.84				
84. Institution's commitment to part-time students?		4.68 / 1.55			5.30 / 1.47		-0.62 ***
85. Institution's commitment to evening students?		4.81 / 1.56			5.28 / 1.49		-0.47 ***
86. Institution's commitment to older, returning learners?		4.71 / 1.52			5.39 / 1.47		-0.68 ***
87. Institution's commitment to under-represented populations?		4.75 / 1.48			5.34 / 1.46		-0.59 ***
88. Institution's commitment to commuters?		4.66 / 1.59			5.18 / 1.62		-0.52 ***
89. Institution's commitment to students with disabilities?		4.82 / 1.55			5.55 / 1.44		-0.73 ***
90. Cost as factor in decision to enroll.	6.30			6.30			
91. Financial aid as factor in decision to enroll.	6.30			6.12			
92. Academic reputation as factor in decision to enroll.	5.80			6.03			
93. Size of institution as factor in decision to enroll.	5.19			5.39			

National Group Means are based on 93921 records.

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

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	
94. Opportunity to play sports as factor in decision to enroll.	4.27			3.73			
95. Recommendations from family/friends as factor in decision to enroll.	4.66			4.98			
96. Geographic setting as factor in decision to enroll.	5.33			5.59			
97. Campus appearance as factor in decision to enroll.	5.16			5.42			
98. Personalized attention prior to enrollment as factor in decision to enroll.	5.32			5.42			

National Group Means are based on 93921 records.

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*** Difference statistically significant at the .001 level

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? 1=Much worse than expected 2=Quite a bit worse than I expected 3=Worse than I expected 4=About what I expected 5=Better than I expected 6=Quite a bit better than I expected 7=Much better than expected	Average: 3.95 6% 5% 16% 43% 15% 6% 5%	Average: 4.60 2% 2% 10% 36% 24% 12% 11%	-0.65
Rate your overall satisfaction with your experience here thus far. 1=Not satisfied at all 2=Not very satisfied 3=Somewhat dissatisfied 4=Neutral 5=Somewhat satisfied 6=Satisfied 7=Very satisfied	Average: 4.22 6% 9% 13% 26% 21% 19% 4%	Average: 5.28 1% 3% 7% 11% 19% 39% 17%	-1.06
All in all, if you had to do it over, would you enroll here again? 1=Definitely not 2=Probably not 3=Maybe not 4=I don't know 5=Maybe yes 6=Probably yes 7=Definitely yes	Average: 3.94 13% 14% 12% 19% 16% 15% 9%	Average: 5.33 4% 7% 6% 9% 12% 29% 31%	-1.39

New York City College of Technology CUNY

Campus Specific Questions (74-83, 115 and 116)

Below are campus specific questions for New York City College of Technology CUNY. Please use the section in the survey numbered 74-83 to respond. Continue on to item 84 when you have completed this section.

City Tech Questions 74 - 83:

- 74. I understand the purpose for required general education courses outside of my major.
- 75. The general education courses I have taken so far have been a positive experience.
- 76. My instructor provides helpful feedback on assignments/tests so I know how to improve.
- 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.
- 78. The “Open Lab” provides an online space to help me with my course work.
- 79. Advising assistance is readily available on campus.
- 80. Freshman advisors in the New Student Center have helped me with academic matters.
- 81. Faculty advisors in my department have helped me with academic matters.
- 82. Peer advisors have helped me with academic matters.
- 83. I have participated in a first year course (AAA 1010), learning community, or seminar.

115. Major: Fill in your major code from the list provided by your instructor.

116. Please indicate which of the following represents your parent(s) level of education.

- 1. *Only my mother* earned a Bachelor’s degree or higher.
- 2. *Only my father* earned a Bachelor’s degree or higher.
- 3. *Both my mother and father* earned a Bachelor’s degree or higher.
- 4. *Neither of my parents* earned a Bachelor’s degree or higher and I am enrolled in an Associate’s degree program at the college.
- 5. *Neither of my parents* earned a Bachelor’s degree or higher and I am enrolled in a Bachelor’s degree program at the college.
- 6. LEAVE THIS OPTION BLANK