

### Overall Adviser Ratings

	N	Mean	Std. Deviation
Hard_get_in_touch	362	2.48	1.691
Gives_me_time	362	4.80	1.483
Encourages_contact	359	4.79	1.609
Accurate_info	361	4.98	1.478
Long_term_plan	360	4.60	1.696
Connect_resources	360	4.49	1.736
Make_ed_decisions	361	4.72	1.663

### Overall Process Ratings

	N	Mean	Std. Deviation
Application_process	494	5.14	1.071
Placement_testing	387	4.70	1.326
Financial_aid	379	4.45	1.553
Registration	494	4.89	1.327
Payment	459	4.80	1.390
Orientation	346	4.69	1.421

### Overall Reason to Choose MxCC

	N	Mean	Std. Deviation
Affordable	494	5.43	1.097
Close_to_Home	498	4.93	1.450
Quality_Programs	488	5.10	1.176
Transferability	495	4.94	1.467
Job_potential	498	4.92	1.465
Small_classes	496	4.58	1.561
Friendly	500	5.02	1.343
Visit	492	4.02	1.826

## Advisor Ratings by Selected Characteristics

	TIME_ENRL			
	DAY	EVE	ONLN	EVE_ONLN
	Mean	Mean	Mean	Mean
Hard_get_in_touch	2.38	3.00	2.41	2.59
Gives_me_time	4.83	4.90	4.68	4.59
Encourages_contact	4.79	4.87	4.57	4.74
Accurate_info	4.94	5.08	5.11	5.08
Long_term_plan	4.52	4.39	4.81	4.92
Connect_resources	4.52	4.46	4.30	4.67
Make_ed_decisions	4.67	4.64	4.81	4.95

	ETHNICITY		
	White	African American	Hispanic
	Mean	Mean	Mean
Hard_get_in_touch	2.43	2.86	2.19
Gives_me_time	4.79	4.62	4.95
Encourages_contact	4.75	4.57	5.05
Accurate_info	4.93	4.90	5.23
Long_term_plan	4.54	4.57	4.84
Connect_resources	4.50	4.50	4.68
Make_ed_decisions	4.69	4.81	4.85

	Sex	
	Female	Male
	Mean	Mean
Hard_get_in_touch	2.43	2.36
Gives_me_time	4.76	4.95
Encourages_contact	4.81	4.76
Accurate_info	4.98	5.01
Long_term_plan	4.59	4.62
Connect_resources	4.48	4.69
Make_ed_decisions	4.70	4.80

	AGEGRP						
	<20	20-24	25-29	30-34	35-39	40-49	50-59
	Mean	Mean	Mean	Mean	Mean	Mean	Mean
Hard_get_in_touch	2.54	2.22	2.49	2.81	1.50	2.49	2.15
Gives_me_time	4.89	4.75	4.62	4.38	5.58	4.51	5.35
Encourages_contact	4.84	4.62	4.67	4.52	5.83	4.62	5.30
Accurate_info	5.00	4.94	4.82	4.52	5.67	4.85	5.45
Long_term_plan	4.58	4.51	4.42	4.29	5.00	4.61	5.25
Connect_resources	4.63	4.28	4.45	4.57	4.83	4.50	4.90
Make_ed_decisions	4.76	4.67	4.51	4.57	5.25	4.68	5.30

	Student Type				
	HS	Continue	Transfer	New	Return
	Mean	Mean	Mean	Mean	Mean
Hard_get_in_touch	2.50	2.37	2.20	2.52	3.63
Gives_me_time	5.25	4.78	4.63	4.98	5.25
Encourages_contact	4.75	4.74	4.82	4.96	5.13
Accurate_info	5.25	4.99	4.87	5.06	5.00
Long_term_plan	3.50	4.64	4.48	4.58	4.88
Connect_resources	4.25	4.47	4.49	4.77	5.13
Make_ed_decisions	5.00	4.75	4.75	4.63	4.50

	FT/PT	
	Full-time	Part-time
	Mean	Mean
Hard_get_in_touch	2.27	2.50
Gives_me_time	4.94	4.73
Encourages_contact	4.96	4.69
Accurate_info	5.08	4.93
Long_term_plan	4.83	4.45
Connect_resources	4.76	4.39
Make_ed_decisions	4.92	4.60

	1st Gen			
	No	Some		
	College	College	Assoc.	Bachelors+
	Mean	Mean	Mean	Mean
Hard_get_in_touch	2.31	2.70	2.56	2.63
Gives_me_time	4.77	4.70	4.83	4.70
Encourages_contact	5.00	4.30	5.00	4.44
Accurate_info	5.00	4.70	5.06	4.48
Long_term_plan	4.23	4.40	4.94	3.85
Connect_resources	4.54	4.70	4.88	3.93
Make_ed_decisions	4.62	4.40	4.78	4.00

## Process Ratings by Selected Characteristics

	TIME_ENRL			
	DAY Mean	EVE Mean	ONLN Mean	EVE_ONLN Mean
Application_process	5.10	4.98	5.27	5.36
Placement_testing	4.60	4.81	4.74	5.11
Financial_aid	4.30	4.68	4.61	4.87
Registration	4.80	4.72	5.24	5.24
Payment	4.75	4.49	5.19	5.08
Orientation	4.66	4.38	4.69	5.00

	ETHNICITY		
	White Mean	African American Mean	Hispanic Mean
Application_process	5.10	5.15	5.26
Placement_testing	4.58	5.16	4.87
Financial_aid	4.22	5.10	4.60
Registration	4.84	4.91	5.02
Payment	4.77	5.00	4.72
Orientation	4.52	4.59	5.07

	Sex	
	Female Mean	Male Mean
Application_process	5.21	4.90
Placement_testing	4.79	4.44
Financial_aid	4.55	4.12
Registration	4.93	4.73
Payment	4.81	4.73
Orientation	4.75	4.43

	AGEGRP						
	<20	20-24	25-29	30-34	35-39	40-49	50-59
	Mean	Mean	Mean	Mean	Mean	Mean	Mean
Application_process	4.97	5.23	5.02	5.11	5.24	5.23	5.30
Placement_testing	4.57	4.72	4.81	4.62	5.23	4.48	4.74
Financial_aid	4.25	4.47	4.53	4.41	3.88	4.81	4.60
Registration	4.70	5.01	4.84	4.96	4.47	4.88	5.27
Payment	4.65	4.75	4.78	5.00	4.07	4.98	5.20
Orientation	4.47	4.74	4.71	4.87	4.55	4.85	4.71

	Student Type				
	HS	Continue	Transfer	New	Return
	Mean	Mean	Mean	Mean	Mean
Application_process	5.09	5.11	5.21	5.09	5.18
Placement_testing	4.82	4.54	5.36	4.78	5.30
Financial_aid	5.00	4.31	4.59	4.60	4.71
Registration	4.90	4.90	4.82	4.89	4.65
Payment	4.29	4.75	4.78	4.95	4.71
Orientation	4.29	4.75	4.79	4.40	5.00

	FT/PT	
	Full-time	Part-time
	Mean	Mean
Application_process	5.13	5.12
Placement_testing	4.65	4.72
Financial_aid	4.47	4.40
Registration	5.01	4.79
Payment	4.84	4.75
Orientation	4.63	4.68

	1st Gen			
	No	Some		
	College	College	Assoc.	Bachelors+
	Mean	Mean	Mean	Mean
Application_process	5.28	5.13	5.19	5.06
Placement_testing	5.22	4.53	4.67	4.94
Financial_aid	4.74	5.06	4.24	4.14
Registration	5.10	5.17	4.62	4.73
Payment	4.81	5.23	4.78	4.78
Orientation	4.68	4.73	4.30	4.78

### Overall Advisor Ratings:

Computed by adding the ratings for each item and then calculating groupings of the totals.

		ADVISER TOTAL					
		1-18		19-29		30+	
		Count	Row N %	Count	Row N %	Count	Row N %
TIME_ENRL	DAY	28	12.6%	65	29.3%	129	58.1%
	EVE	4	10.5%	15	39.5%	19	50.0%
	ONLN	4	10.8%	11	29.7%	22	59.5%
	EVE_ONLN	5	12.8%	11	28.2%	23	59.0%
ETHNICITY	White	28	12.5%	69	30.8%	127	56.7%
	African American	4	20.0%	4	20.0%	12	60.0%
	Hispanic	4	6.5%	18	29.0%	40	64.5%
Sex	Female	30	12.4%	74	30.7%	137	56.8%
	Male	11	11.6%	28	29.5%	56	58.9%
AGEGRP	<20	9	10.0%	35	38.9%	46	51.1%
	20-24	13	13.7%	30	31.6%	52	54.7%
	25-29	10	22.2%	7	15.6%	28	62.2%
	30-34	4	16.7%	6	25.0%	14	58.3%
	35-39	0	0.0%	4	26.7%	11	73.3%
	40-49	5	12.8%	14	35.9%	20	51.3%
	50-59	0	0.0%	5	25.0%	15	75.0%
	60-69	0	0.0%	1	14.3%	6	85.7%
Student Type	HS	2	28.6%	2	28.6%	3	42.9%
	Continue	26	11.8%	67	30.3%	128	57.9%
	Transfer	8	19.5%	11	26.8%	22	53.7%
	New	4	7.0%	19	33.3%	34	59.6%
	Return	1	10.0%	3	30.0%	6	60.0%
FT/PT	Full-time	12	8.8%	39	28.5%	86	62.8%
	Part-time	29	14.6%	63	31.7%	107	53.8%
1st Gen	A	3	10.3%	11	37.9%	15	51.7%
	B	1	10.0%	3	30.0%	6	60.0%
	C	1	5.6%	7	38.9%	10	55.6%
	D	6	21.4%	9	32.1%	13	46.4%



**Overall Process Ratings:**

Computed by adding the ratings for each item and then calculating groupings of the totals.

		PROCESS TOTAL					
		1-18		19-29		30+	
		Count	Row N %	Count	Row N %	Count	Row N %
TIME_ENRL	DAY	8	4.7%	79	46.7%	82	48.5%
	EVE	1	3.6%	12	42.9%	15	53.6%
	ONLN	0	0.0%	7	35.0%	13	65.0%
	EVE_ONLN	0	0.0%	4	22.2%	14	77.8%
ETHNICITY	White	8	5.6%	68	47.9%	66	46.5%
	African American	0	0.0%	6	35.3%	11	64.7%
	Hispanic	1	1.9%	19	36.5%	32	61.5%
Sex	Female	6	3.4%	67	38.5%	101	58.0%
	Male	3	4.9%	35	57.4%	23	37.7%
AGEGRP	<20	5	5.7%	46	52.3%	37	42.0%
	20-24	3	4.3%	27	38.6%	40	57.1%
	25-29	0	0.0%	8	29.6%	19	70.4%
	30-34	0	0.0%	3	33.3%	6	66.7%
	35-39	0	0.0%	3	50.0%	3	50.0%
	40-49	0	0.0%	8	47.1%	9	52.9%
	50-59	1	7.1%	7	50.0%	6	42.9%
	60-69	0	0.0%	0	0.0%	4	100.0%
Student Type	HS	0	0.0%	1	20.0%	4	80.0%
	Continue	7	4.8%	63	43.2%	76	52.1%
	Transfer	0	0.0%	7	38.9%	11	61.1%
	New	2	3.4%	28	47.5%	29	49.2%
	Return	0	0.0%	3	42.9%	4	57.1%
FT/PT	Full-time	3	2.5%	61	50.4%	57	47.1%
	Part-time	6	5.3%	41	36.0%	67	58.8%
1st Gen	A	0	0.0%	9	39.1%	14	60.9%
	B	0	0.0%	3	37.5%	5	62.5%
	C	1	7.1%	7	50.0%	6	42.9%
	D	0	0.0%	12	54.5%	10	45.5%

**How often have you selected and registered for classes without the help of an academic advisor?**

		Always		Never		Sometimes	
		Count	Row N %	Count	Row N %	Count	Row N %
TIME_ENRL	DAY	68	21.9%	148	47.6%	93	29.9%
	EVE	19	28.4%	26	38.8%	22	32.8%
	ONLN	11	20.8%	14	26.4%	28	52.8%
	EVE_ONLN	15	34.1%	17	38.6%	11	25.0%
ETHNICITY	White	83	26.6%	134	42.9%	93	29.8%
	African American	6	17.6%	14	41.2%	14	41.2%
	Hispanic	16	18.2%	41	46.6%	30	34.1%
Sex	Female	88	25.7%	140	40.9%	111	32.5%
	Male	25	18.7%	66	49.3%	43	32.1%
AGEGRP	<20	27	18.1%	80	53.7%	42	28.2%
	20-24	32	26.7%	50	41.7%	38	31.7%
	25-29	19	32.2%	20	33.9%	19	32.2%
	30-34	5	16.7%	14	46.7%	10	33.3%
	35-39	5	27.8%	1	5.6%	12	66.7%
	40-49	8	15.7%	24	47.1%	18	35.3%
	50-59	9	30.0%	12	40.0%	9	30.0%
	60-69	8	47.1%	4	23.5%	5	29.4%
Student Type	HS	3	25.0%	8	66.7%	1	8.3%
	Continue	72	26.7%	88	32.6%	108	40.0%
	Transfer	23	32.9%	35	50.0%	11	15.7%
	New	11	10.4%	71	67.0%	24	22.6%
	Return	4	22.2%	4	22.2%	10	55.6%
FT/PT	Full-time	33	16.9%	102	52.3%	59	30.3%
	Part-time	80	28.5%	104	37.0%	95	33.8%
1 <sup>st</sup> Gen	A	8	15.7%	32	62.7%	10	19.6%
	B	6	25.0%	10	41.7%	8	33.3%
	C	4	15.4%	13	50.0%	9	34.6%
	D	10	20.4%	29	59.2%	10	20.4%

**Do you know who your assigned academic advisor is?**

		No		Yes	
		Count	Row N %	Count	Row N %
TIME_ENRL	DAY	108	35.3%	198	64.7%
	EVE	34	51.5%	32	48.5%
	ONLN	17	32.7%	35	67.3%
	EVE_ONLN	10	23.3%	33	76.7%
ETHNICITY	White	112	36.7%	193	63.3%
	African American	17	50.0%	17	50.0%
	Hispanic	23	26.4%	64	73.6%
Sex	Female	120	35.9%	214	64.1%
	Male	50	37.3%	84	62.7%
AGEGRP	<20	60	40.3%	89	59.7%
	20-24	41	34.5%	78	65.5%
	25-29	22	37.9%	36	62.1%
	30-34	12	42.9%	16	57.1%
	35-39	3	16.7%	15	83.3%
	40-49	16	32.0%	34	68.0%
	50-59	8	26.7%	22	73.3%
	60-69	7	46.7%	8	53.3%
Student Type	HS	11	91.7%	1	8.3%
	Continue	69	26.0%	196	74.0%
	Transfer	34	50.0%	34	50.0%
	New	46	43.4%	60	56.6%
	Return	10	58.8%	7	41.2%
FT/PT	Full-time	61	31.6%	132	68.4%
	Part-time	109	39.6%	166	60.4%
1st Gen	A	20	40.0%	30	60.0%
	B	10	41.7%	14	58.3%
	C	7	26.9%	19	73.1%
	D	21	42.9%	28	57.1%