

Survey Highlights # 9

Segment Analysis of Item 048: Counseling staff care about students as individuals.

This analysis focuses on selected characteristics of students responding to this item, which is classified as an area of “Challenge” for the College because students perceived it as having high Importance and either low Satisfaction or high Gap. The boxed figures highlight areas of exceptionally large Gap, that is, ≥ 0.90 .

48. Counseling staff care about students as individuals.

| | | | Imp | Sat | Gap |
|------------------------------|-----|--------|-------------------------------|-------------------------------|-------------------------------|
| Average for this Item | | | 5.92 | 5.24 | 0.68 |
| Challenge Criteria | | | ≥ 5.81 | ≤ 5.11 | ≥ 0.66 |
| | N | % | | | |
| Male | 383 | 42.8% | 5.67 | 5.16 | 0.51 |
| Female | 512 | 57.2% | 6.10 | 5.30 | 0.80 |
| Total | 895 | 100.0% | | | |
| No Response | 24 | | | | |
| | | | | | |
| ≤ 18 | 229 | 25.8% | 5.31 | 4.88 | 0.43 |
| 19-24 | 158 | 17.8% | 6.10 | 5.18 | 0.92 |
| 25-34 | 175 | 19.8% | 6.17 | 5.34 | 0.83 |
| 35-44 | 150 | 16.9% | 6.05 | 5.36 | 0.69 |
| 45 \geq | 174 | 19.6% | 6.24 | 5.63 | 0.61 |
| Total | 886 | 100.0% | | | |
| No Response | 33 | | | | |
| | | | | | |
| Afri-Amer | 87 | 9.8% | 6.03 | 5.52 | 0.51 |
| Amer Ind | 31 | 3.5% | | | |
| Asian Pac | 27 | 3.1% | | | |
| Cauc/Wh | 323 | 36.5% | 5.82 | 5.14 | 0.68 |
| Hispanic | 329 | 37.2% | 6.13 | 5.44 | 0.69 |
| Other race | 32 | 3.6% | | | |
| Pref not | 55 | 6.2% | | | |
| Total | 884 | 100.0% | | | |
| No Response | 35 | | | | |
| | | | | | |
| Assoc Deg | 298 | 34.3% | 6.12 | 5.19 | 0.93 |
| Voc/Tech | 54 | 6.2% | 5.58 | 4.96 | 0.62 |
| Transfer | 107 | 12.3% | 6.29 | 5.33 | 0.96 |
| Certif | 55 | 6.3% | 5.91 | 5.11 | 0.80 |
| Self-Improve | 87 | 10.0% | 6.20 | 5.78 | 0.42 |
| Job-Related | 62 | 7.1% | 5.71 | 5.41 | 0.30 |
| Other goal | 205 | 23.6% | 5.51 | 5.22 | 0.29 |
| Total | 868 | 100.0% | | | |
| No Response | 51 | | | | |
| | | | | | |
| 0001-Main Campus | 361 | 39.5% | 6.20 | 5.37 | 0.83 |
| 0002-PVHS | 79 | 8.7% | 4.94 | 4.78 | 0.16 |
| 0003-Spring St. | 174 | 19.1% | 6.21 | 5.83 | 0.38 |
| 0004-Needles Ctr | 95 | 10.4% | 5.92 | 5.17 | 0.75 |
| 0005-Corr Fac | 125 | 13.7% | 6.02 | 5.18 | 0.84 |
| 0006-Needles HS | 79 | 8.7% | 5.01 | 4.26 | 0.75 |
| Total | 913 | 100.0% | | | |
| No Response | 6 | | | | |

The concern for being cared about as an individual by counselors is likely related to other counseling concerns, namely, career planning, transfer and academic success, as indicated in Items 25, 40, and 47, as discussed in *Survey Highlights #11, #12, and #14*.