## Demographic Information

<table>
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<th>Gender</th>
<th>N</th>
<th>%</th>
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<tr>
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<tr>
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<td>100.00%</td>
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<tr>
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<table>
<thead>
<tr>
<th>Age</th>
<th>N</th>
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<td>19 to 24</td>
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<td>72.39%</td>
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<td>25 to 34</td>
<td>19</td>
<td>6.40%</td>
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<tr>
<td>35 to 44</td>
<td>13</td>
<td>4.38%</td>
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<tr>
<td>45 and over</td>
<td>2</td>
<td>0.67%</td>
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<tr>
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<td>297</td>
<td>100.00%</td>
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<tr>
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<th>Ethnicity/Race</th>
<th>N</th>
<th>%</th>
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<tbody>
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<td>African-American</td>
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</tr>
<tr>
<td>American Indian or Alaskan Native</td>
<td>1</td>
<td>0.34%</td>
</tr>
<tr>
<td>Asian or Pacific Islander</td>
<td>2</td>
<td>0.68%</td>
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<td>4.39%</td>
</tr>
<tr>
<td>Race - Prefer not to respond</td>
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<td>1.69%</td>
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<tr>
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<tr>
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<td>0.00%</td>
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<tr>
<td>Total</td>
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<td>100.00%</td>
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<tr>
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<table>
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<th>Current Class Load</th>
<th>N</th>
<th>%</th>
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<tr>
<td>Full-time</td>
<td>286</td>
<td>95.97%</td>
</tr>
<tr>
<td>Part-time</td>
<td>12</td>
<td>4.03%</td>
</tr>
<tr>
<td>Total</td>
<td>298</td>
<td>100.00%</td>
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<tr>
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<td>Sophomore</td>
<td>64</td>
<td>21.48%</td>
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<tr>
<td>Junior</td>
<td>89</td>
<td>29.87%</td>
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<tr>
<td>Senior</td>
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<td>16.44%</td>
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<tr>
<td>Special student</td>
<td>0</td>
<td>0.00%</td>
</tr>
<tr>
<td>Graduate/Professional</td>
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<td>0.00%</td>
</tr>
<tr>
<td>Other class level</td>
<td>2</td>
<td>0.67%</td>
</tr>
<tr>
<td>Total</td>
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<td>100.00%</td>
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<tr>
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<th>N</th>
<th>%</th>
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</thead>
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<tr>
<td>No credits earned</td>
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<tr>
<td>1.99 or below</td>
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<td>2.0 - 2.49</td>
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<td>2.5 - 2.99</td>
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<td>3.0 - 3.49</td>
<td>98</td>
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<tr>
<td>3.5 or above</td>
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<td>21.96%</td>
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<tr>
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<td>100.00%</td>
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<tr>
<td>No response</td>
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<table>
<thead>
<tr>
<th>Educational Goal</th>
<th>N</th>
<th>%</th>
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<tr>
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<tr>
<td>Bachelor's degree</td>
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<td>Master's degree</td>
<td>54</td>
<td>18.37%</td>
</tr>
<tr>
<td>Doctorate or professional degree</td>
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<td>8.50%</td>
</tr>
<tr>
<td>Certification (initial/renewal)</td>
<td>0</td>
<td>0.00%</td>
</tr>
<tr>
<td>Self-improvement/pleasure</td>
<td>0</td>
<td>0.00%</td>
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<tr>
<td>Job-related training</td>
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<td>0.68%</td>
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<tr>
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<th>N</th>
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<tr>
<td>Full-time off campus</td>
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<tr>
<td>Part-time off campus</td>
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<tr>
<td>Full-time on campus</td>
<td>17</td>
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<tr>
<td>Part-time on campus</td>
<td>60</td>
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<tr>
<td>Not employed</td>
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<td>Total</td>
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<td>No response</td>
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Copyright 2002, Noel-Levitz Centers, Inc.
## Demographic Information

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<th>Current Residence</th>
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<th>%</th>
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<td>Residence hall</td>
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<tr>
<td>Fraternity / Sorority</td>
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<tr>
<td>Own house</td>
<td>62</td>
<td>20.88%</td>
</tr>
<tr>
<td>Room or apartment off campus</td>
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<td>18.86%</td>
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<tr>
<td>Parent's home</td>
<td>55</td>
<td>18.52%</td>
</tr>
<tr>
<td>Other residence</td>
<td>5</td>
<td>1.68%</td>
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<tr>
<td><strong>Total</strong></td>
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<td><strong>100.00%</strong></td>
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<table>
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<td>3.69%</td>
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<tr>
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<td><strong>298</strong></td>
<td><strong>100.00%</strong></td>
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<tr>
<td>No - Disability</td>
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<td>95.97%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
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<td><strong>100.00%</strong></td>
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<td>3rd choice or lower</td>
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<tr>
<td><strong>Total</strong></td>
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<td><strong>100.00%</strong></td>
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<td>Campus Item - Answer 6</td>
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Copyright 2002, Noel-Levitz Centers, Inc.
### Demographic Information

#### Gender

<table>
<thead>
<tr>
<th>Gender</th>
<th>N</th>
<th>%</th>
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<tr>
<td>Female</td>
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<td>49.83%</td>
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#### Age

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<th>Age</th>
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<th>%</th>
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<tr>
<td>18 and under</td>
<td>32</td>
<td>11.07%</td>
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<tr>
<td>19 to 24</td>
<td>219</td>
<td>75.78%</td>
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<td>25 to 34</td>
<td>25</td>
<td>8.65%</td>
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<tr>
<td>35 to 44</td>
<td>8</td>
<td>2.77%</td>
</tr>
<tr>
<td>45 and over</td>
<td>5</td>
<td>1.73%</td>
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<tr>
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#### Ethnicity/Race

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<thead>
<tr>
<th>Ethnicity/Race</th>
<th>N</th>
<th>%</th>
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<tbody>
<tr>
<td>African-American</td>
<td>65</td>
<td>22.49%</td>
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<tr>
<td>American Indian or Alaskan Native</td>
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<tr>
<td>Asian or Pacific Islander</td>
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<td>3.81%</td>
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<td>Caucasian/White</td>
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<tr>
<td>Hispanic</td>
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<tr>
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<td>3.81%</td>
</tr>
<tr>
<td>Race - Prefer not to respond</td>
<td>10</td>
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<td>100.00%</td>
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#### Current Enrollment Status

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<tr>
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<th>%</th>
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<tr>
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<td>Evening</td>
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<td>Weekend</td>
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#### Current Class Load

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<thead>
<tr>
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<th>%</th>
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<tbody>
<tr>
<td>Full-time</td>
<td>276</td>
<td>95.50%</td>
</tr>
<tr>
<td>Part-time</td>
<td>13</td>
<td>4.50%</td>
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<tr>
<td>Total</td>
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<td>100.00%</td>
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<tr>
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#### Class Level

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<th>%</th>
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<tr>
<td>Freshman</td>
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<tr>
<td>Sophomore</td>
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</tr>
<tr>
<td>Junior</td>
<td>90</td>
<td>31.25%</td>
</tr>
<tr>
<td>Senior</td>
<td>58</td>
<td>20.14%</td>
</tr>
<tr>
<td>Special student</td>
<td>1</td>
<td>0.35%</td>
</tr>
<tr>
<td>Graduate/Professional</td>
<td>2</td>
<td>0.69%</td>
</tr>
<tr>
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<td>0.00%</td>
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<tr>
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#### Current GPA

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<thead>
<tr>
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<th>N</th>
<th>%</th>
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<tbody>
<tr>
<td>No credits earned</td>
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</tr>
<tr>
<td>1.99 or below</td>
<td>7</td>
<td>2.44%</td>
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<tr>
<td>2.0 - 2.49</td>
<td>68</td>
<td>23.69%</td>
</tr>
<tr>
<td>2.5 - 2.99</td>
<td>84</td>
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<td>3.0 - 3.49</td>
<td>56</td>
<td>19.51%</td>
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<tr>
<td>3.5 or above</td>
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#### Educational Goal

<table>
<thead>
<tr>
<th>Educational Goal</th>
<th>N</th>
<th>%</th>
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<tbody>
<tr>
<td>Associate degree</td>
<td>14</td>
<td>4.88%</td>
</tr>
<tr>
<td>Bachelor's degree</td>
<td>180</td>
<td>62.72%</td>
</tr>
<tr>
<td>Master's degree</td>
<td>57</td>
<td>19.86%</td>
</tr>
<tr>
<td>Doctorate or professional degree</td>
<td>26</td>
<td>9.06%</td>
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<tr>
<td>Certification (initial/renewal)</td>
<td>3</td>
<td>1.05%</td>
</tr>
<tr>
<td>Self-improvement/pleasure</td>
<td>0</td>
<td>0.00%</td>
</tr>
<tr>
<td>Job-related training</td>
<td>2</td>
<td>0.70%</td>
</tr>
<tr>
<td>Other educational goal</td>
<td>5</td>
<td>1.74%</td>
</tr>
<tr>
<td>Total</td>
<td>287</td>
<td>100.00%</td>
</tr>
<tr>
<td>No response</td>
<td>10</td>
<td></td>
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#### Employment

<table>
<thead>
<tr>
<th>Employment</th>
<th>N</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full-time off campus</td>
<td>29</td>
<td>10.14%</td>
</tr>
<tr>
<td>Part-time off campus</td>
<td>72</td>
<td>25.17%</td>
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<tr>
<td>Full-time on campus</td>
<td>22</td>
<td>7.69%</td>
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<td>Part-time on campus</td>
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<tr>
<td>Not employed</td>
<td>89</td>
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<tr>
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## Demographic Information

<table>
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<tr>
<th>Current Residence</th>
<th>N</th>
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<tr>
<td>Residence hall</td>
<td>115</td>
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<tr>
<td>Fraternity / Sorority</td>
<td>2</td>
<td>0.70%</td>
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<tr>
<td>Own house</td>
<td>50</td>
<td>17.42%</td>
</tr>
<tr>
<td>Rent room or apt off campus</td>
<td>46</td>
<td>16.03%</td>
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<tr>
<td>Parent's home</td>
<td>65</td>
<td>22.65%</td>
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<tr>
<td>Other residence</td>
<td>9</td>
<td>3.14%</td>
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<tr>
<td>Total</td>
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<table>
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<tr>
<th>Residence Classification</th>
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<td>In-state</td>
<td>206</td>
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<tr>
<td>Out-of-state</td>
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<tr>
<td>International (not U.S. citizen)</td>
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<tr>
<th>Disabilities</th>
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<tr>
<td>Yes - Disability</td>
<td>8</td>
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<table>
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<tr>
<th>Institution Was My</th>
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<td>2nd choice</td>
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<td>3rd choice or lower</td>
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<tr>
<td>Total</td>
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<table>
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<tr>
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<tr>
<td>Campus Item - Answer 1</td>
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<td>0.00%</td>
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<table>
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<tr>
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# Institutional Summary

## Scales: In Order of Importance

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<tr>
<th>Scales</th>
<th>Spring 2002</th>
<th></th>
<th>Spring 1999</th>
<th></th>
<th>Mean Difference (Satisfaction)</th>
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<tbody>
<tr>
<td></td>
<td>Importance</td>
<td>Satisfaction/SD</td>
<td>Performance Gap</td>
<td>Importance</td>
<td>Satisfaction/SD</td>
</tr>
<tr>
<td>Academic Advising</td>
<td>6.22</td>
<td>5.42 / 1.16</td>
<td>0.80</td>
<td>6.37</td>
<td>5.44 / 1.17</td>
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<tr>
<td>Safety and Security</td>
<td>6.21</td>
<td>4.40 / 1.04</td>
<td>1.81</td>
<td>6.26</td>
<td>4.41 / 1.12</td>
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<tr>
<td>Instructional Effectiveness</td>
<td>6.12</td>
<td>5.23 / 0.95</td>
<td>0.89</td>
<td>6.29</td>
<td>5.31 / 0.86</td>
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<td>Registration Effectiveness</td>
<td>6.10</td>
<td>5.15 / 1.07</td>
<td>0.95</td>
<td>6.27</td>
<td>5.13 / 1.05</td>
</tr>
<tr>
<td>Recruitment and Financial Aid</td>
<td>6.00</td>
<td>5.02 / 1.08</td>
<td>0.98</td>
<td>6.12</td>
<td>4.99 / 1.05</td>
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<tr>
<td>Campus Support Services</td>
<td>5.96</td>
<td>5.21 / 0.98</td>
<td>0.75</td>
<td>6.17</td>
<td>5.23 / 0.96</td>
</tr>
<tr>
<td>Campus Climate</td>
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<td>5.16 / 0.95</td>
<td>0.79</td>
<td>6.09</td>
<td>5.11 / 0.94</td>
</tr>
<tr>
<td>Concern for the Individual</td>
<td>5.94</td>
<td>5.06 / 0.99</td>
<td>0.88</td>
<td>6.09</td>
<td>5.05 / 0.96</td>
</tr>
<tr>
<td>Service Excellence</td>
<td>5.92</td>
<td>5.05 / 0.97</td>
<td>0.87</td>
<td>6.05</td>
<td>5.04 / 0.90</td>
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<tr>
<td>Student Centeredness</td>
<td>5.91</td>
<td>5.23 / 1.00</td>
<td>0.68</td>
<td>6.07</td>
<td>5.18 / 1.01</td>
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<td>Campus Life</td>
<td>5.68</td>
<td>4.84 / 0.94</td>
<td>0.84</td>
<td>5.68</td>
<td>4.76 / 0.95</td>
</tr>
<tr>
<td>Responsiveness to Diverse Populations</td>
<td>5.17</td>
<td>1.18</td>
<td></td>
<td>5.27</td>
<td>1.10</td>
</tr>
</tbody>
</table>

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

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## Institutional Summary

**Items: In Order of Importance**

<table>
<thead>
<tr>
<th>Items</th>
<th>Spring 2002</th>
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<th></th>
<th>Spring 1999</th>
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<th></th>
<th></th>
<th>Mean Difference (Satisfaction)</th>
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<tbody>
<tr>
<td></td>
<td>Importance</td>
<td>Satisfaction/SD</td>
<td>Performance Gap</td>
<td>Importance</td>
<td>Satisfaction/SD</td>
<td>Performance Gap</td>
<td>Group 1 - Group 2</td>
<td></td>
</tr>
<tr>
<td>33. My academic advisor is knowledgeable about requirements in my major.</td>
<td>6.43</td>
<td>5.56 / 1.48</td>
<td>0.87</td>
<td>6.58</td>
<td>5.71 / 1.42</td>
<td>0.87</td>
<td>-0.15</td>
<td></td>
</tr>
<tr>
<td>34. I am able to register for classes I need with few conflicts.</td>
<td>6.37</td>
<td>5.43 / 1.46</td>
<td>0.94</td>
<td>6.50</td>
<td>5.20 / 1.55</td>
<td>1.30</td>
<td>0.23</td>
<td></td>
</tr>
<tr>
<td>8. The content of the courses within my major is valuable.</td>
<td>6.33</td>
<td>5.48 / 1.32</td>
<td>0.85</td>
<td>6.57</td>
<td>5.49 / 1.28</td>
<td>1.08</td>
<td>-0.01</td>
<td></td>
</tr>
<tr>
<td>21. The amount of student parking space on campus is adequate.</td>
<td>6.30</td>
<td>2.71 / 1.74</td>
<td>3.59</td>
<td>6.26</td>
<td>3.25 / 1.87</td>
<td>3.01</td>
<td>-0.54 ***</td>
<td></td>
</tr>
<tr>
<td>16. The instruction in my major field is excellent.</td>
<td>6.29</td>
<td>5.50 / 1.27</td>
<td>0.79</td>
<td>6.47</td>
<td>5.60 / 1.18</td>
<td>0.87</td>
<td>-0.10</td>
<td></td>
</tr>
<tr>
<td>68. Nearly all of the faculty are knowledgeable in their field.</td>
<td>6.29</td>
<td>5.55 / 1.24</td>
<td>0.74</td>
<td>6.48</td>
<td>5.78 / 1.09</td>
<td>0.70</td>
<td>-0.23 *</td>
<td></td>
</tr>
<tr>
<td>6. My academic advisor is approachable.</td>
<td>6.28</td>
<td>5.52 / 1.47</td>
<td>0.76</td>
<td>6.47</td>
<td>5.80 / 1.48</td>
<td>0.67</td>
<td>-0.28 *</td>
<td></td>
</tr>
<tr>
<td>7. The campus is safe and secure for all students.</td>
<td>6.26</td>
<td>5.46 / 1.20</td>
<td>0.80</td>
<td>6.39</td>
<td>5.29 / 1.36</td>
<td>1.10</td>
<td>0.17</td>
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</tr>
<tr>
<td>55. Major requirements are clear and reasonable.</td>
<td>6.24</td>
<td>5.43 / 1.26</td>
<td>0.81</td>
<td>6.42</td>
<td>5.25 / 1.38</td>
<td>1.17</td>
<td>0.18</td>
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</tr>
<tr>
<td>58. The quality of instruction I receive in most of my classes is excellent.</td>
<td>6.21</td>
<td>5.30 / 1.23</td>
<td>0.91</td>
<td>6.44</td>
<td>5.49 / 1.23</td>
<td>0.95</td>
<td>-0.19</td>
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</table>

* 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**

<table>
<thead>
<tr>
<th>Items</th>
<th>Importance</th>
<th>Satisfaction/SD</th>
<th>Performance Gap</th>
<th>Importance</th>
<th>Satisfaction/SD</th>
<th>Performance Gap</th>
<th>Mean Difference (Satisfaction)</th>
</tr>
</thead>
<tbody>
<tr>
<td>25. Faculty are fair and unbiased in their treatment of individual students.</td>
<td>6.20</td>
<td>4.84 / 1.53</td>
<td>1.36</td>
<td>6.36</td>
<td>5.01 / 1.40</td>
<td>1.35</td>
<td>-0.17</td>
</tr>
<tr>
<td>66. Tuition paid is a worthwhile investment.</td>
<td>6.20</td>
<td>5.34 / 1.48</td>
<td>0.86</td>
<td>6.42</td>
<td>5.50 / 1.44</td>
<td>0.92</td>
<td>-0.16</td>
</tr>
<tr>
<td>90. Cost as factor in decision to enroll.</td>
<td>6.20</td>
<td></td>
<td></td>
<td>6.17</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>65. Faculty are usually available after class and during office hours.</td>
<td>6.19</td>
<td>5.39 / 1.41</td>
<td>0.80</td>
<td>6.31</td>
<td>5.67 / 1.18</td>
<td>0.64</td>
<td>-0.28 **</td>
</tr>
<tr>
<td>41. There is a commitment to academic excellence on this campus.</td>
<td>6.18</td>
<td>5.32 / 1.24</td>
<td>0.86</td>
<td>6.27</td>
<td>5.24 / 1.33</td>
<td>1.03</td>
<td>0.08</td>
</tr>
<tr>
<td>69. There is a good variety of courses provided on this campus.</td>
<td>6.18</td>
<td>5.36 / 1.43</td>
<td>0.82</td>
<td>6.40</td>
<td>5.21 / 1.49</td>
<td>1.19</td>
<td>0.15</td>
</tr>
<tr>
<td>12. Financial aid awards are announced to students in time to be helpful in college planning.</td>
<td>6.17</td>
<td>4.91 / 1.70</td>
<td>1.26</td>
<td>6.24</td>
<td>5.03 / 1.53</td>
<td>1.21</td>
<td>-0.12</td>
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<tr>
<td>14. My academic advisor is concerned about my success as an individual.</td>
<td>6.17</td>
<td>5.42 / 1.51</td>
<td>0.75</td>
<td>6.30</td>
<td>5.42 / 1.51</td>
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<td>0.00</td>
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<tr>
<td>17. Adequate financial aid is available for most students.</td>
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<td>4.96 / 1.66</td>
<td>1.20</td>
<td>6.30</td>
<td>4.93 / 1.68</td>
<td>1.37</td>
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</table>

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** Difference statistically significant at the .01 level
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## Institutional Summary

**Items: In Order of Importance**

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<th>Spring 2002</th>
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<th></th>
<th></th>
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<td>Satisfaction/SD</td>
<td>Performance Gap</td>
<td>Importance</td>
<td>Satisfaction/SD</td>
<td>Performance Gap</td>
<td>Group 1 - Group 2</td>
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<td>-----------------</td>
<td>-------------</td>
<td>-----------------</td>
<td>-----------------</td>
<td>------------------</td>
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<tr>
<td>28. Parking lots are well-lighted and secure.</td>
<td>6.16</td>
<td>4.42 / 1.70</td>
<td>1.74</td>
<td>6.26</td>
<td>4.40 / 1.67</td>
<td>1.86</td>
<td>0.02</td>
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<tr>
<td>26. Computer labs are adequate and accessible.</td>
<td>6.15</td>
<td>4.91 / 1.67</td>
<td>1.24</td>
<td>6.33</td>
<td>4.70 / 1.82</td>
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<td>0.21</td>
<td></td>
</tr>
<tr>
<td>27. The personnel involved in registration are helpful.</td>
<td>6.15</td>
<td>5.27 / 1.33</td>
<td>0.88</td>
<td>6.31</td>
<td>5.37 / 1.35</td>
<td>0.94</td>
<td>-0.10</td>
<td></td>
</tr>
<tr>
<td>74. Campus item</td>
<td>6.15</td>
<td>5.20 / 1.45</td>
<td>0.95</td>
<td>5.77</td>
<td>5.22 / 1.56</td>
<td>0.55</td>
<td>-0.02</td>
<td></td>
</tr>
<tr>
<td>36. Security staff respond quickly in emergencies.</td>
<td>6.14</td>
<td>5.06 / 1.42</td>
<td>1.08</td>
<td>6.13</td>
<td>4.79 / 1.24</td>
<td>1.34</td>
<td>0.27 *</td>
<td></td>
</tr>
<tr>
<td>39. I am able to experience intellectual growth here.</td>
<td>6.14</td>
<td>5.33 / 1.26</td>
<td>0.81</td>
<td>6.26</td>
<td>5.42 / 1.30</td>
<td>0.84</td>
<td>-0.09</td>
<td></td>
</tr>
<tr>
<td>59. This institution shows concern for students as individuals.</td>
<td>6.11</td>
<td>5.17 / 1.33</td>
<td>0.94</td>
<td>6.22</td>
<td>5.15 / 1.33</td>
<td>1.07</td>
<td>0.02</td>
<td></td>
</tr>
<tr>
<td>72. On the whole, the campus is well-maintained.</td>
<td>6.11</td>
<td>5.47 / 1.33</td>
<td>0.64</td>
<td>6.20</td>
<td>5.60 / 1.18</td>
<td>0.60</td>
<td>-0.13</td>
<td></td>
</tr>
<tr>
<td>75. Campus item</td>
<td>6.11</td>
<td>5.33 / 1.34</td>
<td>0.78</td>
<td>6.31</td>
<td>5.17 / 1.39</td>
<td>1.14</td>
<td>0.16</td>
<td></td>
</tr>
<tr>
<td>45. Students are made to feel welcome on this campus.</td>
<td>6.08</td>
<td>5.32 / 1.32</td>
<td>0.76</td>
<td>6.17</td>
<td>5.26 / 1.41</td>
<td>0.91</td>
<td>0.06</td>
<td></td>
</tr>
<tr>
<td>47. Faculty provide timely feedback about student progress in a course.</td>
<td>6.08</td>
<td>5.05 / 1.47</td>
<td>1.03</td>
<td>6.20</td>
<td>5.11 / 1.20</td>
<td>1.09</td>
<td>-0.06</td>
<td></td>
</tr>
<tr>
<td>82. Campus item</td>
<td>6.08</td>
<td>4.84 / 1.81</td>
<td>1.24</td>
<td>6.16</td>
<td>5.21 / 1.69</td>
<td>0.95</td>
<td>-0.37 *</td>
<td></td>
</tr>
</tbody>
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<td></td>
<td>Importance</td>
<td>Satisfaction/SD</td>
<td>Performance Gap</td>
</tr>
<tr>
<td>35. The assessment and course placement procedures are reasonable.</td>
<td>6.07</td>
<td>5.33 / 1.19</td>
<td>0.74</td>
</tr>
<tr>
<td>4. Admissions staff are knowledgeable.</td>
<td>6.05</td>
<td>5.14 / 1.42</td>
<td>0.91</td>
</tr>
<tr>
<td>20. The business office is open during hours which are convenient for most students.</td>
<td>6.05</td>
<td>5.27 / 1.51</td>
<td>0.78</td>
</tr>
<tr>
<td>29. It is an enjoyable experience to be a student on this campus.</td>
<td>6.05</td>
<td>5.12 / 1.46</td>
<td>0.93</td>
</tr>
<tr>
<td>49. There are adequate services to help me decide upon a career.</td>
<td>6.05</td>
<td>5.02 / 1.52</td>
<td>1.03</td>
</tr>
<tr>
<td>32. Tutoring services are readily available.</td>
<td>6.04</td>
<td>5.50 / 1.32</td>
<td>0.54</td>
</tr>
<tr>
<td>57. I seldom get the &quot;run-around&quot; when seeking information on this campus.</td>
<td>6.04</td>
<td>4.60 / 1.75</td>
<td>1.44</td>
</tr>
<tr>
<td>2. The campus staff are caring and helpful.</td>
<td>6.01</td>
<td>5.33 / 1.17</td>
<td>0.68</td>
</tr>
<tr>
<td>53. Faculty take into consideration student differences as they teach a course.</td>
<td>6.00</td>
<td>4.82 / 1.46</td>
<td>1.18</td>
</tr>
<tr>
<td>5. Financial aid counselors are helpful.</td>
<td>5.99</td>
<td>5.05 / 1.60</td>
<td>0.94</td>
</tr>
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<th>Performance Gap</th>
<th>Mean Difference (Satisfaction)</th>
</tr>
</thead>
<tbody>
<tr>
<td>50. Class change (drop/add) policies are reasonable.</td>
<td>5.99</td>
<td>5.08 / 1.55</td>
<td>0.91</td>
<td>6.14</td>
<td>4.91 / 1.68</td>
<td>1.23</td>
<td>0.17</td>
</tr>
<tr>
<td>54. Bookstore staff are helpful.</td>
<td>5.99</td>
<td>5.38 / 1.50</td>
<td>0.61</td>
<td>6.12</td>
<td>5.32 / 1.64</td>
<td>0.80</td>
<td>0.06</td>
</tr>
<tr>
<td>19. My academic advisor helps me set goals to work toward.</td>
<td>5.98</td>
<td>5.16 / 1.48</td>
<td>0.82</td>
<td>6.08</td>
<td>5.01 / 1.38</td>
<td>1.07</td>
<td>0.15</td>
</tr>
<tr>
<td>67. Freedom of expression is protected on campus.</td>
<td>5.98</td>
<td>5.22 / 1.37</td>
<td>0.76</td>
<td>5.99</td>
<td>4.88 / 1.61</td>
<td>1.11</td>
<td>0.34 **</td>
</tr>
<tr>
<td>83. Campus item</td>
<td>5.98</td>
<td>5.37 / 1.33</td>
<td>0.61</td>
<td>5.94</td>
<td>5.42 / 1.33</td>
<td>0.52</td>
<td>-0.05</td>
</tr>
<tr>
<td>71. Channels for expressing student complaints are readily available.</td>
<td>5.97</td>
<td>4.93 / 1.43</td>
<td>1.04</td>
<td>5.88</td>
<td>4.69 / 1.43</td>
<td>1.19</td>
<td>0.24</td>
</tr>
<tr>
<td>51. This institution has a good reputation within the community.</td>
<td>5.96</td>
<td>5.34 / 1.44</td>
<td>0.62</td>
<td>6.18</td>
<td>5.57 / 1.30</td>
<td>0.61</td>
<td>-0.23 *</td>
</tr>
<tr>
<td>11. Billing policies are reasonable.</td>
<td>5.95</td>
<td>4.70 / 1.65</td>
<td>1.25</td>
<td>6.10</td>
<td>4.86 / 1.46</td>
<td>1.24</td>
<td>-0.16</td>
</tr>
<tr>
<td>91. Financial aid as factor in decision to enroll.</td>
<td>5.94</td>
<td></td>
<td></td>
<td>5.89</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>73. Student activities fees are put to good use.</td>
<td>5.93</td>
<td>4.35 / 1.74</td>
<td>1.58</td>
<td>6.00</td>
<td>4.57 / 1.60</td>
<td>1.43</td>
<td>-0.22</td>
</tr>
<tr>
<td>80. Campus item</td>
<td>5.92</td>
<td>5.15 / 1.53</td>
<td>0.77</td>
<td>5.91</td>
<td>5.22 / 1.42</td>
<td>0.69</td>
<td>-0.07</td>
</tr>
<tr>
<td>15. The staff in the health services area are competent.</td>
<td>5.89</td>
<td>5.19 / 1.20</td>
<td>0.70</td>
<td>5.82</td>
<td>5.04 / 1.27</td>
<td>0.78</td>
<td>0.15</td>
</tr>
</tbody>
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## Institutional Summary

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<td>Importance</td>
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<td>Performance Gap</td>
</tr>
<tr>
<td>18. Library resources and services are adequate.</td>
<td>5.89</td>
<td>5.37 / 1.29</td>
<td>0.52</td>
</tr>
<tr>
<td>61. Adjunct faculty are competent as classroom instructors.</td>
<td>5.89</td>
<td>5.04 / 1.36</td>
<td>0.85</td>
</tr>
<tr>
<td>56. The student handbook provides helpful information about campus life.</td>
<td>5.88</td>
<td>5.37 / 1.25</td>
<td>0.51</td>
</tr>
<tr>
<td>63. Student disciplinary procedures are fair.</td>
<td>5.88</td>
<td>5.17 / 1.31</td>
<td>0.71</td>
</tr>
<tr>
<td>44. Academic support services adequately meet the needs of students.</td>
<td>5.87</td>
<td>5.09 / 1.25</td>
<td>0.78</td>
</tr>
<tr>
<td>10. Administrators are approachable to students.</td>
<td>5.86</td>
<td>5.21 / 1.25</td>
<td>0.65</td>
</tr>
<tr>
<td>64. New student orientation services help students adjust to college.</td>
<td>5.86</td>
<td>5.21 / 1.37</td>
<td>0.65</td>
</tr>
<tr>
<td>77. Campus item</td>
<td>5.85</td>
<td>5.32 / 1.42</td>
<td>0.53</td>
</tr>
<tr>
<td>43. Admissions counselors respond to prospective students' unique needs and requests.</td>
<td>5.84</td>
<td>5.06 / 1.29</td>
<td>0.78</td>
</tr>
<tr>
<td>38. There is an adequate selection of food available in the cafeteria.</td>
<td>5.83</td>
<td>4.10 / 1.91</td>
<td>1.73</td>
</tr>
</tbody>
</table>

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<td>Performance Gap</td>
<td>Importance</td>
<td>Satisfaction/SD</td>
</tr>
<tr>
<td>76. Campus item</td>
<td>5.83</td>
<td>5.00 / 1.45</td>
<td>0.83</td>
<td>5.88</td>
<td>4.91 / 1.49</td>
</tr>
<tr>
<td>22. Counseling staff care about students as individuals.</td>
<td>5.82</td>
<td>4.86 / 1.28</td>
<td>0.96</td>
<td>5.86</td>
<td>4.76 / 1.21</td>
</tr>
<tr>
<td>70. Graduate teaching assistants are competent as classroom instructors.</td>
<td>5.82</td>
<td>5.10 / 1.23</td>
<td>0.72</td>
<td>5.91</td>
<td>4.99 / 1.20</td>
</tr>
<tr>
<td>3. Faculty care about me as an individual.</td>
<td>5.80</td>
<td>5.13 / 1.33</td>
<td>0.67</td>
<td>6.11</td>
<td>5.14 / 1.29</td>
</tr>
<tr>
<td>92. Academic reputation as factor in decision to enroll.</td>
<td>5.79</td>
<td></td>
<td></td>
<td>5.84</td>
<td></td>
</tr>
<tr>
<td>79. Campus item</td>
<td>5.78</td>
<td>4.81 / 1.62</td>
<td>0.97</td>
<td>5.70</td>
<td>5.08 / 1.29</td>
</tr>
<tr>
<td>62. There is a strong commitment to racial harmony on this campus.</td>
<td>5.77</td>
<td>4.93 / 1.50</td>
<td>0.84</td>
<td>5.91</td>
<td>4.95 / 1.50</td>
</tr>
<tr>
<td>48. Admissions counselors accurately portray the campus in their recruiting practices.</td>
<td>5.76</td>
<td>5.00 / 1.33</td>
<td>0.76</td>
<td>5.87</td>
<td>4.78 / 1.40</td>
</tr>
<tr>
<td>13. Library staff are helpful and approachable.</td>
<td>5.75</td>
<td>5.22 / 1.37</td>
<td>0.53</td>
<td>6.09</td>
<td>5.51 / 1.31</td>
</tr>
<tr>
<td>37. I feel a sense of pride about my campus.</td>
<td>5.75</td>
<td>5.01 / 1.38</td>
<td>0.74</td>
<td>5.81</td>
<td>5.00 / 1.48</td>
</tr>
<tr>
<td>81. Campus item</td>
<td>5.75</td>
<td>5.22 / 1.45</td>
<td>0.53</td>
<td>5.77</td>
<td>5.10 / 1.53</td>
</tr>
<tr>
<td>60. I generally know what's happening on campus.</td>
<td>5.73</td>
<td>5.01 / 1.49</td>
<td>0.72</td>
<td>5.80</td>
<td>5.01 / 1.38</td>
</tr>
</tbody>
</table>

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<td>Importance</td>
<td>Satisfaction/SD</td>
<td>Performance Gap</td>
</tr>
<tr>
<td>46. I can easily get involved in campus organizations.</td>
<td>5.71</td>
<td>5.29 / 1.24</td>
<td>0.42</td>
</tr>
<tr>
<td>23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)</td>
<td>5.70</td>
<td>3.95 / 1.71</td>
<td>1.75</td>
</tr>
<tr>
<td>78. Campus item</td>
<td>5.70</td>
<td>5.02 / 1.42</td>
<td>0.68</td>
</tr>
<tr>
<td>40. Residence hall regulations are reasonable.</td>
<td>5.63</td>
<td>4.69 / 1.57</td>
<td>0.94</td>
</tr>
<tr>
<td>52. The student center is a comfortable place for students to spend their leisure time.</td>
<td>5.62</td>
<td>4.84 / 1.59</td>
<td>0.78</td>
</tr>
<tr>
<td>31. Males and females have equal opportunities to participate in intercollegiate athletics.</td>
<td>5.58</td>
<td>5.25 / 1.30</td>
<td>0.33</td>
</tr>
<tr>
<td>42. There are a sufficient number of weekend activities for students.</td>
<td>5.50</td>
<td>3.95 / 1.74</td>
<td>1.55</td>
</tr>
<tr>
<td>24. The intercollegiate athletic programs contribute to a strong sense of school spirit.</td>
<td>5.45</td>
<td>4.85 / 1.39</td>
<td>0.60</td>
</tr>
<tr>
<td>30. Residence hall staff are concerned about me as an individual.</td>
<td>5.45</td>
<td>4.87 / 1.50</td>
<td>0.58</td>
</tr>
<tr>
<td>1. Most students feel a sense of belonging here.</td>
<td>5.38</td>
<td>5.21 / 1.27</td>
<td>0.17</td>
</tr>
</tbody>
</table>

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<td>Performance Gap</td>
<td>Importance</td>
<td>Satisfaction/SD</td>
</tr>
<tr>
<td>98. Personalized attention prior to enrollment as factor in decision to enroll.</td>
<td>5.25</td>
<td></td>
<td></td>
<td></td>
<td>5.20</td>
</tr>
<tr>
<td>97. Campus appearance as factor in decision to enroll.</td>
<td>5.20</td>
<td></td>
<td></td>
<td></td>
<td>5.12</td>
</tr>
<tr>
<td>93. Size of institution as factor in decision to enroll.</td>
<td>5.16</td>
<td></td>
<td></td>
<td></td>
<td>4.97</td>
</tr>
<tr>
<td>9. A variety of intramural activities are offered.</td>
<td>5.15</td>
<td>5.18 / 1.30</td>
<td>-0.03</td>
<td></td>
<td>4.90</td>
</tr>
<tr>
<td>96. Geographic setting as factor in decision to enroll.</td>
<td>5.15</td>
<td></td>
<td></td>
<td></td>
<td>5.30</td>
</tr>
<tr>
<td>95. Recommendations from family/friends as factor in decision to enroll.</td>
<td>4.93</td>
<td></td>
<td></td>
<td></td>
<td>4.64</td>
</tr>
<tr>
<td>94. Opportunity to play sports as factor in decision to enroll.</td>
<td>3.88</td>
<td></td>
<td></td>
<td></td>
<td>3.82</td>
</tr>
<tr>
<td>84. Institution's commitment to part-time students?</td>
<td>5.16 / 1.30</td>
<td></td>
<td></td>
<td></td>
<td>5.18 / 1.32</td>
</tr>
<tr>
<td>85. Institution's commitment to evening students?</td>
<td>5.06 / 1.33</td>
<td></td>
<td></td>
<td></td>
<td>5.16 / 1.28</td>
</tr>
<tr>
<td>86. Institution's commitment to older, returning learners?</td>
<td>5.25 / 1.32</td>
<td></td>
<td></td>
<td></td>
<td>5.39 / 1.22</td>
</tr>
<tr>
<td>87. Institution's commitment to under-represented populations?</td>
<td>5.27 / 1.21</td>
<td></td>
<td></td>
<td></td>
<td>5.21 / 1.26</td>
</tr>
</tbody>
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</tr>
<tr>
<td>88. Institution's commitment to commuters?</td>
<td>5.01 / 1.59</td>
<td></td>
<td></td>
</tr>
<tr>
<td>89. Institution's commitment to students with disabilities?</td>
<td>5.30 / 1.39</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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## Institutional Summary

Scales: In Alphabetical Order With Items That Make Up the Scale

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<td>Importance</td>
<td>Satisfaction/SD</td>
<td>Performance Gap</td>
<td>Group 1 - Group 2</td>
</tr>
<tr>
<td>ACADEMIC ADVISING</td>
<td>6.22</td>
<td>5.42 / 1.16</td>
<td>0.80</td>
<td>6.37</td>
<td>5.44 / 1.17</td>
<td>0.93</td>
<td>-0.02</td>
</tr>
<tr>
<td>6. My academic advisor is approachable.</td>
<td>6.28</td>
<td>5.52 / 1.47</td>
<td>0.76</td>
<td>6.47</td>
<td>5.80 / 1.48</td>
<td>0.67</td>
<td>-0.28 *</td>
</tr>
<tr>
<td>14. My academic advisor is concerned about my success as an individual.</td>
<td>6.17</td>
<td>5.42 / 1.51</td>
<td>0.75</td>
<td>6.30</td>
<td>5.42 / 1.51</td>
<td>0.88</td>
<td>0.00</td>
</tr>
<tr>
<td>19. My academic advisor helps me set goals to work toward.</td>
<td>5.98</td>
<td>5.16 / 1.48</td>
<td>0.82</td>
<td>6.08</td>
<td>5.01 / 1.58</td>
<td>1.07</td>
<td>0.15</td>
</tr>
<tr>
<td>33. My academic advisor is knowledgeable about requirements in my major.</td>
<td>6.43</td>
<td>5.56 / 1.48</td>
<td>0.87</td>
<td>6.58</td>
<td>5.71 / 1.42</td>
<td>0.87</td>
<td>-0.15</td>
</tr>
<tr>
<td>55. Major requirements are clear and reasonable.</td>
<td>6.24</td>
<td>5.43 / 1.26</td>
<td>0.81</td>
<td>6.42</td>
<td>5.25 / 1.38</td>
<td>1.17</td>
<td>0.18</td>
</tr>
</tbody>
</table>

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**Institutional Summary**

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<tbody>
<tr>
<td></td>
<td>Importance</td>
<td>Satisfaction/SD</td>
<td>Performance Gap</td>
</tr>
<tr>
<td><strong>CAMPUS CLIMATE</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1. Most students feel a sense of belonging here.</td>
<td>5.38</td>
<td>5.21 / 1.27</td>
<td>0.17</td>
</tr>
<tr>
<td>2. The campus staff are caring and helpful.</td>
<td>6.01</td>
<td>5.33 / 1.17</td>
<td>0.68</td>
</tr>
<tr>
<td>3. Faculty care about me as an individual.</td>
<td>5.80</td>
<td>5.13 / 1.33</td>
<td>0.67</td>
</tr>
<tr>
<td>7. The campus is safe and secure for all students.</td>
<td>6.26</td>
<td>5.46 / 1.20</td>
<td>0.80</td>
</tr>
<tr>
<td>10. Administrators are approachable to students.</td>
<td>5.86</td>
<td>5.21 / 1.25</td>
<td>0.65</td>
</tr>
<tr>
<td>29. It is an enjoyable experience to be a student on this campus.</td>
<td>6.05</td>
<td>5.12 / 1.46</td>
<td>0.93</td>
</tr>
<tr>
<td>37. I feel a sense of pride about my campus.</td>
<td>5.75</td>
<td>5.01 / 1.38</td>
<td>0.74</td>
</tr>
<tr>
<td>41. There is a commitment to academic excellence on this campus.</td>
<td>6.18</td>
<td>5.32 / 1.24</td>
<td>0.86</td>
</tr>
<tr>
<td>45. Students are made to feel welcome on this campus.</td>
<td>6.08</td>
<td>5.32 / 1.32</td>
<td>0.76</td>
</tr>
<tr>
<td>51. This institution has a good reputation within the community.</td>
<td>5.96</td>
<td>5.34 / 1.44</td>
<td>0.62</td>
</tr>
<tr>
<td>57. I seldom get the &quot;run-around&quot; when seeking</td>
<td>6.04</td>
<td>4.60 / 1.75</td>
<td>1.44</td>
</tr>
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<th>Performance Gap</th>
<th>Mean Difference (Satisfaction)</th>
</tr>
</thead>
<tbody>
<tr>
<td>information on this campus.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>59. This institution shows concern for students as individuals.</td>
<td>6.11</td>
<td>5.17 / 1.33</td>
<td>0.94</td>
<td>6.22</td>
<td>5.15 / 1.33</td>
<td>1.07</td>
<td>0.02</td>
</tr>
<tr>
<td>60. I generally know what's happening on campus.</td>
<td>5.73</td>
<td>5.01 / 1.49</td>
<td>0.72</td>
<td>5.80</td>
<td>5.01 / 1.38</td>
<td>0.79</td>
<td>0.00</td>
</tr>
<tr>
<td>62. There is a strong commitment to racial harmony on this campus.</td>
<td>5.77</td>
<td>4.93 / 1.50</td>
<td>0.84</td>
<td>5.91</td>
<td>4.95 / 1.50</td>
<td>0.96</td>
<td>-0.02</td>
</tr>
<tr>
<td>66. Tuition paid is a worthwhile investment.</td>
<td>6.20</td>
<td>5.34 / 1.48</td>
<td>0.86</td>
<td>6.42</td>
<td>5.50 / 1.44</td>
<td>0.92</td>
<td>-0.16</td>
</tr>
<tr>
<td>67. Freedom of expression is protected on campus.</td>
<td>5.98</td>
<td>5.22 / 1.37</td>
<td>0.76</td>
<td>5.99</td>
<td>4.88 / 1.61</td>
<td>1.11</td>
<td>0.34 **</td>
</tr>
<tr>
<td>71. Channels for expressing student complaints are readily available.</td>
<td>5.97</td>
<td>4.93 / 1.43</td>
<td>1.04</td>
<td>5.88</td>
<td>4.69 / 1.43</td>
<td>1.19</td>
<td>0.24</td>
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<td>Satisfaction/SD</td>
<td>Performance Gap</td>
</tr>
<tr>
<td>CAMPUS LIFE</td>
<td>5.68</td>
<td>4.84 / 0.94</td>
<td>0.84</td>
</tr>
<tr>
<td>9. A variety of intramural activities are offered.</td>
<td>5.15</td>
<td>5.18 / 1.30</td>
<td>-0.03</td>
</tr>
<tr>
<td>23. Living conditions in the residence halls are comfortable (adequate</td>
<td>5.70</td>
<td>3.95 / 1.71</td>
<td>1.75</td>
</tr>
<tr>
<td>space, lighting, heat, air, etc.)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>24. The intercollegiate athletic programs contribute to a strong sense</td>
<td>5.45</td>
<td>4.85 / 1.39</td>
<td>0.60</td>
</tr>
<tr>
<td>of school spirit.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>30. Residence hall staff are concerned about me as an individual.</td>
<td>5.45</td>
<td>4.87 / 1.50</td>
<td>0.58</td>
</tr>
<tr>
<td>31. Males and females have equal opportunities to participate in</td>
<td>5.58</td>
<td>5.25 / 1.30</td>
<td>0.33</td>
</tr>
<tr>
<td>intercollegiate athletics.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>38. There is an adequate selection of food available in the cafeteria.</td>
<td>5.83</td>
<td>4.10 / 1.91</td>
<td>1.73</td>
</tr>
<tr>
<td>40. Residence hall regulations are reasonable.</td>
<td>5.63</td>
<td>4.69 / 1.57</td>
<td>0.94</td>
</tr>
<tr>
<td>42. There are a sufficient number of weekend activities for students.</td>
<td>5.50</td>
<td>3.95 / 1.74</td>
<td>1.55</td>
</tr>
<tr>
<td>46. I can easily get involved in campus organizations.</td>
<td>5.71</td>
<td>5.29 / 1.24</td>
<td>0.42</td>
</tr>
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<th>Satisfaction/SD</th>
<th>Performance Gap</th>
<th>Mean Difference (Satisfaction)</th>
</tr>
</thead>
<tbody>
<tr>
<td>52. The student center is a comfortable place for students to spend their leisure time.</td>
<td>5.62</td>
<td>4.84 / 1.59</td>
<td>0.78</td>
<td>5.63</td>
<td>4.64 / 1.73</td>
<td>0.99</td>
<td>0.20</td>
</tr>
<tr>
<td>56. The student handbook provides helpful information about campus life.</td>
<td>5.88</td>
<td>5.37 / 1.25</td>
<td>0.51</td>
<td>5.79</td>
<td>5.29 / 1.25</td>
<td>0.50</td>
<td>0.08</td>
</tr>
<tr>
<td>63. Student disciplinary procedures are fair.</td>
<td>5.88</td>
<td>5.17 / 1.31</td>
<td>0.71</td>
<td>5.94</td>
<td>5.16 / 1.32</td>
<td>0.78</td>
<td>0.01</td>
</tr>
<tr>
<td>64. New student orientation services help students adjust to college.</td>
<td>5.86</td>
<td>5.21 / 1.37</td>
<td>0.65</td>
<td>5.81</td>
<td>5.26 / 1.47</td>
<td>0.55</td>
<td>-0.05</td>
</tr>
<tr>
<td>67. Freedom of expression is protected on campus.</td>
<td>5.98</td>
<td>5.22 / 1.37</td>
<td>0.76</td>
<td>5.99</td>
<td>4.88 / 1.61</td>
<td>1.11</td>
<td>0.34 **</td>
</tr>
<tr>
<td>73. Student activities fees are put to good use.</td>
<td>5.93</td>
<td>4.35 / 1.74</td>
<td>1.58</td>
<td>6.00</td>
<td>4.57 / 1.60</td>
<td>1.43</td>
<td>-0.22</td>
</tr>
</tbody>
</table>

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<td></td>
<td>Importance</td>
<td>Satisfaction/SD</td>
<td>Performance Gap</td>
</tr>
<tr>
<td>CAMPUS SUPPORT SERVICES</td>
<td>5.96</td>
<td>5.21 / 0.98</td>
<td>0.75</td>
</tr>
<tr>
<td>13. Library staff are helpful and approachable.</td>
<td>5.75</td>
<td>5.22 / 1.37</td>
<td>0.53</td>
</tr>
<tr>
<td>18. Library resources and services are adequate.</td>
<td>5.89</td>
<td>5.37 / 1.29</td>
<td>0.52</td>
</tr>
<tr>
<td>26. Computer labs are adequate and accessible.</td>
<td>6.15</td>
<td>4.91 / 1.67</td>
<td>1.24</td>
</tr>
<tr>
<td>32. Tutoring services are readily available.</td>
<td>6.04</td>
<td>5.50 / 1.32</td>
<td>0.54</td>
</tr>
<tr>
<td>44. Academic support services adequately meet the needs of students.</td>
<td>5.87</td>
<td>5.09 / 1.25</td>
<td>0.78</td>
</tr>
<tr>
<td>49. There are adequate services to help me decide upon a career.</td>
<td>6.05</td>
<td>5.02 / 1.52</td>
<td>1.03</td>
</tr>
<tr>
<td>54. Bookstore staff are helpful.</td>
<td>5.99</td>
<td>5.38 / 1.50</td>
<td>0.61</td>
</tr>
</tbody>
</table>

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<th>Satisfaction/SD</th>
<th>Performance Gap</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONCERN FOR THE INDIVIDUAL</td>
<td>5.94</td>
<td>5.06 / 0.99</td>
<td>0.88</td>
</tr>
<tr>
<td>3. Faculty care about me as an individual.</td>
<td>5.80</td>
<td>5.13 / 1.33</td>
<td>0.67</td>
</tr>
<tr>
<td>14. My academic advisor is concerned about my success as an individual.</td>
<td>6.17</td>
<td>5.42 / 1.51</td>
<td>0.75</td>
</tr>
<tr>
<td>22. Counseling staff care about students as individuals.</td>
<td>5.82</td>
<td>4.86 / 1.28</td>
<td>0.96</td>
</tr>
<tr>
<td>25. Faculty are fair and unbiased in their treatment of individual students.</td>
<td>6.20</td>
<td>4.84 / 1.53</td>
<td>1.36</td>
</tr>
<tr>
<td>30. Residence hall staff are concerned about me as an individual.</td>
<td>5.45</td>
<td>4.87 / 1.50</td>
<td>0.58</td>
</tr>
<tr>
<td>59. This institution shows concern for students as individuals.</td>
<td>6.11</td>
<td>5.17 / 1.33</td>
<td>0.94</td>
</tr>
</tbody>
</table>

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<td>Satisfaction/SD</td>
<td>Performance Gap</td>
</tr>
<tr>
<td>5.94</td>
<td>6.09</td>
<td>5.06 / 0.99</td>
<td>0.88</td>
</tr>
<tr>
<td>5.80</td>
<td>6.11</td>
<td>5.13 / 1.33</td>
<td>0.67</td>
</tr>
<tr>
<td>6.17</td>
<td>6.30</td>
<td>5.42 / 1.51</td>
<td>0.75</td>
</tr>
<tr>
<td>5.82</td>
<td>5.86</td>
<td>4.86 / 1.28</td>
<td>0.96</td>
</tr>
<tr>
<td>6.20</td>
<td>6.36</td>
<td>4.84 / 1.53</td>
<td>1.36</td>
</tr>
<tr>
<td>5.45</td>
<td>5.52</td>
<td>4.87 / 1.50</td>
<td>0.58</td>
</tr>
<tr>
<td>6.11</td>
<td>6.22</td>
<td>5.17 / 1.33</td>
<td>0.94</td>
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<tr>
<td><strong>INSTRUCTIONAL EFFECTIVENESS</strong></td>
<td>Importance</td>
<td>Satisfaction/SD</td>
<td>Performance Gap</td>
</tr>
<tr>
<td>3. Faculty care about me as an individual.</td>
<td>6.12</td>
<td>5.23 / 0.95</td>
<td>0.89</td>
</tr>
<tr>
<td>8. The content of the courses within my major is valuable.</td>
<td>5.80</td>
<td>5.13 / 1.33</td>
<td>0.67</td>
</tr>
<tr>
<td>16. The instruction in my major field is excellent.</td>
<td>6.33</td>
<td>5.48 / 1.32</td>
<td>0.85</td>
</tr>
<tr>
<td>25. Faculty are fair and unbiased in their treatment of individual students.</td>
<td>6.29</td>
<td>5.50 / 1.27</td>
<td>0.79</td>
</tr>
<tr>
<td>39. I am able to experience intellectual growth here.</td>
<td>6.20</td>
<td>4.84 / 1.53</td>
<td>1.36</td>
</tr>
<tr>
<td>41. There is a commitment to academic excellence on this campus.</td>
<td>6.14</td>
<td>5.33 / 1.26</td>
<td>0.81</td>
</tr>
<tr>
<td>47. Faculty provide timely feedback about student progress in a course.</td>
<td>6.18</td>
<td>5.32 / 1.24</td>
<td>0.86</td>
</tr>
<tr>
<td>53. Faculty take into consideration student differences as they teach a course.</td>
<td>6.08</td>
<td>5.05 / 1.47</td>
<td>1.03</td>
</tr>
<tr>
<td>58. The quality of instruction I receive in most of my classes is excellent.</td>
<td>6.00</td>
<td>4.82 / 1.46</td>
<td>1.18</td>
</tr>
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<td>Performance Gap</td>
<td>Importance</td>
<td>Satisfaction/SD</td>
<td>Performance Gap</td>
<td></td>
</tr>
<tr>
<td>61. Adjunct faculty are competent as classroom instructors.</td>
<td>5.89</td>
<td>5.04 / 1.36</td>
<td>0.85</td>
<td>5.96</td>
<td>5.29 / 1.14</td>
<td>0.67</td>
<td>-0.25 *</td>
</tr>
<tr>
<td>65. Faculty are usually available after class and during office hours.</td>
<td>6.19</td>
<td>5.39 / 1.41</td>
<td>0.80</td>
<td>6.31</td>
<td>5.67 / 1.18</td>
<td>0.64</td>
<td>-0.28 **</td>
</tr>
<tr>
<td>68. Nearly all of the faculty are knowledgeable in their field.</td>
<td>6.29</td>
<td>5.55 / 1.24</td>
<td>0.74</td>
<td>6.48</td>
<td>5.78 / 1.09</td>
<td>0.70</td>
<td>-0.23 *</td>
</tr>
<tr>
<td>69. There is a good variety of courses provided on this campus.</td>
<td>6.18</td>
<td>5.36 / 1.43</td>
<td>0.82</td>
<td>6.40</td>
<td>5.21 / 1.49</td>
<td>1.19</td>
<td>0.15</td>
</tr>
<tr>
<td>70. Graduate teaching assistants are competent as classroom instructors.</td>
<td>5.82</td>
<td>5.10 / 1.23</td>
<td>0.72</td>
<td>5.91</td>
<td>4.99 / 1.20</td>
<td>0.92</td>
<td>0.11</td>
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<th>Spring 1999</th>
<th></th>
<th></th>
<th>Mean Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>RECRUITMENT AND FINANCIAL AID</td>
<td>Importance</td>
<td>Satisfaction/SD</td>
<td>Performance Gap</td>
<td>Importance</td>
<td>Satisfaction/SD</td>
<td>Performance Gap</td>
<td>(Satisfaction)</td>
</tr>
<tr>
<td>4. Admissions staff are knowledgeable.</td>
<td>6.05</td>
<td>5.14 / 1.42</td>
<td>0.91</td>
<td>6.19</td>
<td>5.22 / 1.35</td>
<td>0.97</td>
<td>-0.08</td>
</tr>
<tr>
<td>5. Financial aid counselors are helpful.</td>
<td>5.99</td>
<td>5.05 / 1.60</td>
<td>0.94</td>
<td>6.09</td>
<td>4.99 / 1.53</td>
<td>1.10</td>
<td>0.06</td>
</tr>
<tr>
<td>12. Financial aid awards are announced to students in time to be helpful in college planning.</td>
<td>6.17</td>
<td>4.91 / 1.70</td>
<td>1.26</td>
<td>6.24</td>
<td>5.03 / 1.53</td>
<td>1.21</td>
<td>-0.12</td>
</tr>
<tr>
<td>17. Adequate financial aid is available for most students.</td>
<td>6.16</td>
<td>4.96 / 1.66</td>
<td>1.20</td>
<td>6.30</td>
<td>4.93 / 1.68</td>
<td>1.37</td>
<td>0.03</td>
</tr>
<tr>
<td>43. Admissions counselors respond to prospective students' unique needs and requests.</td>
<td>5.84</td>
<td>5.06 / 1.29</td>
<td>0.78</td>
<td>6.00</td>
<td>4.98 / 1.38</td>
<td>1.02</td>
<td>0.08</td>
</tr>
<tr>
<td>48. Admissions counselors accurately portray the campus in their recruiting practices.</td>
<td>5.76</td>
<td>5.00 / 1.33</td>
<td>0.76</td>
<td>5.87</td>
<td>4.78 / 1.40</td>
<td>1.09</td>
<td>0.22</td>
</tr>
</tbody>
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<tr>
<td></td>
<td>Importance</td>
<td>Satisfaction/SD</td>
<td>Performance Gap</td>
<td>Importance</td>
<td>Satisfaction/SD</td>
<td>Performance Gap</td>
</tr>
<tr>
<td>REGISTRATION EFFECTIVENESS</td>
<td>6.10</td>
<td>5.15 / 1.07</td>
<td>0.95</td>
<td>6.27</td>
<td>5.13 / 1.05</td>
<td>1.14</td>
</tr>
<tr>
<td>11. Billing policies are reasonable.</td>
<td>5.95</td>
<td>4.70 / 1.65</td>
<td>1.25</td>
<td>6.10</td>
<td>4.86 / 1.46</td>
<td>1.24</td>
</tr>
<tr>
<td>20. The business office is open during hours which are convenient for most students.</td>
<td>6.05</td>
<td>5.27 / 1.51</td>
<td>0.78</td>
<td>6.28</td>
<td>5.29 / 1.53</td>
<td>0.99</td>
</tr>
<tr>
<td>27. The personnel involved in registration are helpful.</td>
<td>6.15</td>
<td>5.27 / 1.33</td>
<td>0.88</td>
<td>6.31</td>
<td>5.37 / 1.35</td>
<td>0.94</td>
</tr>
<tr>
<td>34. I am able to register for classes I need with few conflicts.</td>
<td>6.37</td>
<td>5.43 / 1.46</td>
<td>0.94</td>
<td>6.50</td>
<td>5.20 / 1.55</td>
<td>1.30</td>
</tr>
<tr>
<td>50. Class change (drop/add) policies are reasonable.</td>
<td>5.99</td>
<td>5.08 / 1.55</td>
<td>0.91</td>
<td>6.14</td>
<td>4.91 / 1.68</td>
<td>1.23</td>
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</thead>
<tbody>
<tr>
<td>RESPONSIVENESS TO DIVERSE POPULATIONS</td>
<td>5.17 / 1.18</td>
<td></td>
<td></td>
<td>5.27 / 1.10</td>
<td></td>
<td></td>
<td>-0.10</td>
</tr>
<tr>
<td>84. Institution's commitment to part-time students?</td>
<td>5.16 / 1.30</td>
<td></td>
<td></td>
<td>5.18 / 1.32</td>
<td></td>
<td></td>
<td>-0.02</td>
</tr>
<tr>
<td>85. Institution's commitment to evening students?</td>
<td>5.06 / 1.33</td>
<td></td>
<td></td>
<td>5.16 / 1.28</td>
<td></td>
<td></td>
<td>-0.10</td>
</tr>
<tr>
<td>86. Institution's commitment to older, returning learners?</td>
<td>5.25 / 1.32</td>
<td></td>
<td></td>
<td>5.39 / 1.22</td>
<td></td>
<td></td>
<td>-0.14</td>
</tr>
<tr>
<td>87. Institution's commitment to under-represented populations?</td>
<td>5.27 / 1.21</td>
<td></td>
<td></td>
<td>5.21 / 1.26</td>
<td></td>
<td></td>
<td>0.06</td>
</tr>
<tr>
<td>88. Institution's commitment to commuters?</td>
<td>5.01 / 1.59</td>
<td></td>
<td></td>
<td>5.27 / 1.38</td>
<td></td>
<td></td>
<td>-0.26 *</td>
</tr>
<tr>
<td>89. Institution's commitment to students with disabilities?</td>
<td>5.30 / 1.39</td>
<td></td>
<td></td>
<td>5.40 / 1.32</td>
<td></td>
<td></td>
<td>-0.10</td>
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<th>Group 1 - Group 2</th>
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<tbody>
<tr>
<td>SAFETY AND SECURITY</td>
<td>Importance</td>
<td>Satisfaction/SD</td>
<td>Performance Gap</td>
<td>Importance</td>
<td>Satisfaction/SD</td>
<td>Performance Gap</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7. The campus is safe and secure for all students.</td>
<td>6.26</td>
<td>5.46 / 1.20</td>
<td>0.80</td>
<td>6.39</td>
<td>5.29 / 1.36</td>
<td>1.10</td>
<td></td>
<td>0.17</td>
</tr>
<tr>
<td>21. The amount of student parking space on campus is adequate.</td>
<td>6.30</td>
<td>2.71 / 1.74</td>
<td>3.59</td>
<td>6.26</td>
<td>3.25 / 1.87</td>
<td>3.01</td>
<td></td>
<td>-0.54 ***</td>
</tr>
<tr>
<td>28. Parking lots are well-lighted and secure.</td>
<td>6.16</td>
<td>4.42 / 1.70</td>
<td>1.74</td>
<td>6.26</td>
<td>4.40 / 1.67</td>
<td>1.86</td>
<td></td>
<td>0.02</td>
</tr>
<tr>
<td>36. Security staff respond quickly in emergencies.</td>
<td>6.14</td>
<td>5.06 / 1.42</td>
<td>1.08</td>
<td>6.13</td>
<td>4.79 / 1.24</td>
<td>1.34</td>
<td></td>
<td>0.27 *</td>
</tr>
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<td>Satisfaction/SD</td>
<td>Performance Gap</td>
<td>Importance</td>
<td>Satisfaction/SD</td>
</tr>
<tr>
<td>SERVICE EXCELLENCE</td>
<td>5.92</td>
<td>5.05 / 0.97</td>
<td>0.87</td>
<td>6.05</td>
<td>5.04 / 0.90</td>
</tr>
<tr>
<td>2. The campus staff are caring and helpful.</td>
<td>6.01</td>
<td>5.33 / 1.17</td>
<td>0.68</td>
<td>6.28</td>
<td>5.33 / 1.25</td>
</tr>
<tr>
<td>13. Library staff are helpful and approachable.</td>
<td>5.75</td>
<td>5.22 / 1.37</td>
<td>0.53</td>
<td>6.09</td>
<td>5.51 / 1.31</td>
</tr>
<tr>
<td>15. The staff in the health services area are competent.</td>
<td>5.89</td>
<td>5.19 / 1.20</td>
<td>0.70</td>
<td>5.82</td>
<td>5.04 / 1.27</td>
</tr>
<tr>
<td>22. Counseling staff care about students as individuals.</td>
<td>5.82</td>
<td>4.86 / 1.28</td>
<td>0.96</td>
<td>5.86</td>
<td>4.76 / 1.21</td>
</tr>
<tr>
<td>27. The personnel involved in registration are helpful.</td>
<td>6.15</td>
<td>5.27 / 1.33</td>
<td>0.88</td>
<td>6.31</td>
<td>5.37 / 1.35</td>
</tr>
<tr>
<td>57. I seldom get the &quot;run-around&quot; when seeking information on this campus.</td>
<td>6.04</td>
<td>4.60 / 1.75</td>
<td>1.44</td>
<td>6.29</td>
<td>4.55 / 1.83</td>
</tr>
<tr>
<td>60. I generally know what's happening on campus.</td>
<td>5.73</td>
<td>5.01 / 1.49</td>
<td>0.72</td>
<td>5.80</td>
<td>5.01 / 1.38</td>
</tr>
<tr>
<td>71. Channels for expressing student complaints are readily available.</td>
<td>5.97</td>
<td>4.93 / 1.43</td>
<td>1.04</td>
<td>5.88</td>
<td>4.69 / 1.43</td>
</tr>
</tbody>
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<td>Satisfaction/SD</td>
<td>Performance Gap</td>
</tr>
<tr>
<td>STUDENT CENTEREDNESS</td>
<td>5.91</td>
<td>5.23 / 1.00</td>
<td>0.68</td>
</tr>
<tr>
<td>1. Most students feel a sense of belonging here.</td>
<td>5.38</td>
<td>5.21 / 1.27</td>
<td>0.17</td>
</tr>
<tr>
<td>2. The campus staff are caring and helpful.</td>
<td>6.01</td>
<td>5.33 / 1.17</td>
<td>0.68</td>
</tr>
<tr>
<td>10. Administrators are approachable to students.</td>
<td>5.86</td>
<td>5.21 / 1.25</td>
<td>0.65</td>
</tr>
<tr>
<td>29. It is an enjoyable experience to be a student on this campus.</td>
<td>6.05</td>
<td>5.12 / 1.46</td>
<td>0.93</td>
</tr>
<tr>
<td>45. Students are made to feel welcome on this campus.</td>
<td>6.08</td>
<td>5.32 / 1.32</td>
<td>0.76</td>
</tr>
<tr>
<td>59. This institution shows concern for students as individuals.</td>
<td>6.11</td>
<td>5.17 / 1.33</td>
<td>0.94</td>
</tr>
</tbody>
</table>

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<td>2. The campus staff are caring and helpful.</td>
<td>6.01</td>
<td>5.33 / 1.17</td>
<td>0.68</td>
</tr>
<tr>
<td>3. Faculty care about me as an individual.</td>
<td>5.80</td>
<td>5.13 / 1.33</td>
<td>0.67</td>
</tr>
<tr>
<td>4. Admissions staff are knowledgeable.</td>
<td>6.05</td>
<td>5.14 / 1.42</td>
<td>0.91</td>
</tr>
<tr>
<td>5. Financial aid counselors are helpful.</td>
<td>5.99</td>
<td>5.05 / 1.60</td>
<td>0.94</td>
</tr>
<tr>
<td>6. My academic advisor is approachable.</td>
<td>6.28</td>
<td>5.52 / 1.47</td>
<td>0.76</td>
</tr>
<tr>
<td>7. The campus is safe and secure for all students.</td>
<td>6.26</td>
<td>5.46 / 1.20</td>
<td>0.80</td>
</tr>
<tr>
<td>8. The content of the courses within my major is valuable.</td>
<td>6.33</td>
<td>5.48 / 1.32</td>
<td>0.85</td>
</tr>
<tr>
<td>9. A variety of intramural activities are offered.</td>
<td>5.15</td>
<td>5.18 / 1.30</td>
<td>-0.03</td>
</tr>
<tr>
<td>10. Administrators are approachable to students.</td>
<td>5.86</td>
<td>5.21 / 1.25</td>
<td>0.65</td>
</tr>
<tr>
<td>11. Billing policies are reasonable.</td>
<td>5.95</td>
<td>4.70 / 1.65</td>
<td>1.25</td>
</tr>
<tr>
<td>12. Financial aid awards are announced to students in time to be helpful in college planning.</td>
<td>6.17</td>
<td>4.91 / 1.70</td>
<td>1.26</td>
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<td>5.22 / 1.37</td>
<td>0.53</td>
<td>6.09</td>
<td>5.51 / 1.31</td>
<td>0.58</td>
<td>-0.29 **</td>
</tr>
<tr>
<td>14. My academic advisor is concerned about my success as an individual.</td>
<td>6.17</td>
<td>5.42 / 1.51</td>
<td>0.75</td>
<td>6.30</td>
<td>5.42 / 1.51</td>
<td>0.88</td>
<td>0.00</td>
</tr>
<tr>
<td>15. The staff in the health services area are competent.</td>
<td>5.89</td>
<td>5.19 / 1.20</td>
<td>0.70</td>
<td>5.82</td>
<td>5.04 / 1.27</td>
<td>0.78</td>
<td>0.15</td>
</tr>
<tr>
<td>16. The instruction in my major field is excellent.</td>
<td>6.29</td>
<td>5.50 / 1.27</td>
<td>0.79</td>
<td>6.47</td>
<td>5.60 / 1.18</td>
<td>0.87</td>
<td>-0.10</td>
</tr>
<tr>
<td>17. Adequate financial aid is available for most students.</td>
<td>6.16</td>
<td>4.96 / 1.66</td>
<td>1.20</td>
<td>6.30</td>
<td>4.93 / 1.68</td>
<td>1.37</td>
<td>0.03</td>
</tr>
<tr>
<td>18. Library resources and services are adequate.</td>
<td>5.89</td>
<td>5.37 / 1.29</td>
<td>0.52</td>
<td>6.23</td>
<td>5.50 / 1.21</td>
<td>0.73</td>
<td>-0.13</td>
</tr>
<tr>
<td>19. My academic advisor helps me set goals to work toward.</td>
<td>5.98</td>
<td>5.16 / 1.48</td>
<td>0.82</td>
<td>6.08</td>
<td>5.01 / 1.58</td>
<td>1.07</td>
<td>0.15</td>
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<td>6.05</td>
<td>5.27 / 1.51</td>
<td>0.78</td>
<td>6.28</td>
<td>5.29 / 1.53</td>
<td>0.99</td>
<td>-0.02</td>
</tr>
<tr>
<td>21. The amount of student parking space on campus is adequate.</td>
<td>6.30</td>
<td>2.71 / 1.74</td>
<td>3.59</td>
<td>6.26</td>
<td>3.25 / 1.87</td>
<td>3.01</td>
<td>-0.54 ***</td>
</tr>
<tr>
<td>22. Counseling staff care about students as individuals.</td>
<td>5.82</td>
<td>4.86 / 1.28</td>
<td>0.96</td>
<td>5.86</td>
<td>4.76 / 1.21</td>
<td>1.10</td>
<td>0.10</td>
</tr>
<tr>
<td>23. Living conditions in the residence halls are</td>
<td>5.70</td>
<td>3.95 / 1.71</td>
<td>1.75</td>
<td>5.89</td>
<td>3.94 / 1.76</td>
<td>1.95</td>
<td>0.01</td>
</tr>
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<td>Performance Gap</td>
<td>Importance</td>
<td>Satisfaction/SD</td>
</tr>
<tr>
<td>24. The intercollegiate athletic programs contribute to a strong sense of school spirit.</td>
<td>5.45</td>
<td>4.85 / 1.39</td>
<td>0.60</td>
<td>5.57</td>
<td>4.88 / 1.51</td>
</tr>
<tr>
<td>25. Faculty are fair and unbiased in their treatment of individual students.</td>
<td>6.20</td>
<td>4.84 / 1.53</td>
<td>1.36</td>
<td>6.36</td>
<td>5.01 / 1.40</td>
</tr>
<tr>
<td>26. Computer labs are adequate and accessible.</td>
<td>6.15</td>
<td>4.91 / 1.67</td>
<td>1.24</td>
<td>6.33</td>
<td>4.70 / 1.82</td>
</tr>
<tr>
<td>27. The personnel involved in registration are helpful.</td>
<td>6.15</td>
<td>5.27 / 1.33</td>
<td>0.88</td>
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<td>4.42 / 1.70</td>
<td>1.74</td>
<td>6.26</td>
<td>4.40 / 1.67</td>
</tr>
<tr>
<td>29. It is an enjoyable experience to be a student on this campus.</td>
<td>6.05</td>
<td>5.12 / 1.46</td>
<td>0.93</td>
<td>6.15</td>
<td>5.06 / 1.49</td>
</tr>
<tr>
<td>30. Residence hall staff are concerned about me as an individual.</td>
<td>5.45</td>
<td>4.87 / 1.50</td>
<td>0.58</td>
<td>5.52</td>
<td>4.68 / 1.50</td>
</tr>
<tr>
<td>31. Males and females have equal opportunities to participate in intercollegiate athletics.</td>
<td>5.58</td>
<td>5.25 / 1.30</td>
<td>0.33</td>
<td>5.48</td>
<td>5.22 / 1.28</td>
</tr>
<tr>
<td>32. Tutoring services are readily available.</td>
<td>6.04</td>
<td>5.50 / 1.32</td>
<td>0.54</td>
<td>6.19</td>
<td>5.66 / 1.37</td>
</tr>
<tr>
<td>33. My academic advisor is knowledgeable about</td>
<td>6.43</td>
<td>5.56 / 1.48</td>
<td>0.87</td>
<td>6.58</td>
<td>5.71 / 1.42</td>
</tr>
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</table>

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<td>Performance Gap</td>
<td>Importance</td>
<td>Satisfaction/SD</td>
<td>Performance Gap</td>
<td></td>
</tr>
<tr>
<td>requirements in my major.</td>
<td>6.37</td>
<td>5.43 / 1.46</td>
<td>0.94</td>
<td>6.50</td>
<td>5.20 / 1.55</td>
<td>1.30</td>
<td>0.23</td>
</tr>
<tr>
<td>34. I am able to register for classes I need with few conflicts.</td>
<td>6.07</td>
<td>5.33 / 1.19</td>
<td>0.74</td>
<td>5.98</td>
<td>5.09 / 1.30</td>
<td>0.89</td>
<td>0.24 *</td>
</tr>
<tr>
<td>35. The assessment and course placement procedures are reasonable.</td>
<td>6.14</td>
<td>5.06 / 1.42</td>
<td>1.08</td>
<td>6.13</td>
<td>4.79 / 1.24</td>
<td>1.34</td>
<td>0.27 *</td>
</tr>
<tr>
<td>36. Security staff respond quickly in emergencies.</td>
<td>5.75</td>
<td>5.01 / 1.38</td>
<td>0.74</td>
<td>5.81</td>
<td>5.00 / 1.48</td>
<td>0.81</td>
<td>0.01</td>
</tr>
<tr>
<td>37. I feel a sense of pride about my campus.</td>
<td>5.83</td>
<td>4.10 / 1.91</td>
<td>1.73</td>
<td>5.83</td>
<td>3.71 / 1.80</td>
<td>2.12</td>
<td>0.39 *</td>
</tr>
<tr>
<td>38. There is an adequate selection of food available in the cafeteria.</td>
<td>6.14</td>
<td>5.33 / 1.26</td>
<td>0.81</td>
<td>6.26</td>
<td>5.42 / 1.30</td>
<td>0.84</td>
<td>-0.09</td>
</tr>
<tr>
<td>39. I am able to experience intellectual growth here.</td>
<td>5.63</td>
<td>4.69 / 1.57</td>
<td>0.94</td>
<td>5.64</td>
<td>4.56 / 1.65</td>
<td>1.08</td>
<td>0.13</td>
</tr>
<tr>
<td>40. Residence hall regulations are reasonable.</td>
<td>6.18</td>
<td>5.32 / 1.24</td>
<td>0.86</td>
<td>6.27</td>
<td>5.24 / 1.33</td>
<td>1.03</td>
<td>0.08</td>
</tr>
<tr>
<td>41. There is a commitment to academic excellence on this campus.</td>
<td>5.50</td>
<td>3.95 / 1.74</td>
<td>1.55</td>
<td>5.44</td>
<td>3.62 / 1.77</td>
<td>1.82</td>
<td>0.33 *</td>
</tr>
<tr>
<td>42. There are a sufficient number of weekend activities for students.</td>
<td>5.84</td>
<td>5.06 / 1.29</td>
<td>0.78</td>
<td>6.00</td>
<td>4.98 / 1.38</td>
<td>1.02</td>
<td>0.08</td>
</tr>
<tr>
<td>43. Admissions counselors respond to prospective</td>
<td></td>
<td></td>
<td></td>
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<td>Satisfaction/SD</td>
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<td></td>
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</tr>
<tr>
<td>students' unique needs and requests.</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>44. Academic support services adequately meet the needs of students.</td>
<td>5.87</td>
<td>5.09 / 1.25</td>
<td>0.78</td>
<td>6.01</td>
<td>0.01</td>
</tr>
<tr>
<td>45. Students are made to feel welcome on this campus.</td>
<td>6.08</td>
<td>5.32 / 1.32</td>
<td>0.76</td>
<td>6.17</td>
<td>0.06</td>
</tr>
<tr>
<td>46. I can easily get involved in campus organizations.</td>
<td>5.71</td>
<td>5.29 / 1.24</td>
<td>0.42</td>
<td>5.75</td>
<td>0.17</td>
</tr>
<tr>
<td>47. Faculty provide timely feedback about student progress in a course.</td>
<td>6.08</td>
<td>5.05 / 1.47</td>
<td>1.03</td>
<td>6.20</td>
<td>-0.06</td>
</tr>
<tr>
<td>48. Admissions counselors accurately portray the campus in their recruiting practices.</td>
<td>5.76</td>
<td>5.00 / 1.33</td>
<td>0.76</td>
<td>5.87</td>
<td>0.22</td>
</tr>
<tr>
<td>49. There are adequate services to help me decide upon a career.</td>
<td>6.05</td>
<td>5.02 / 1.52</td>
<td>1.03</td>
<td>6.18</td>
<td>0.15</td>
</tr>
<tr>
<td>50. Class change (drop/add) policies are reasonable.</td>
<td>5.99</td>
<td>5.08 / 1.55</td>
<td>0.91</td>
<td>6.14</td>
<td>0.17</td>
</tr>
<tr>
<td>51. This institution has a good reputation within the community.</td>
<td>5.96</td>
<td>5.34 / 1.44</td>
<td>0.62</td>
<td>6.18</td>
<td>-0.23 *</td>
</tr>
<tr>
<td>52. The student center is a comfortable place for students to spend their leisure time.</td>
<td>5.62</td>
<td>4.84 / 1.59</td>
<td>0.78</td>
<td>5.63</td>
<td>0.20</td>
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<th>Performance Gap</th>
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</tr>
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<tr>
<td>53. Faculty take into consideration student differences as they teach a course.</td>
<td>6.00</td>
<td>4.82 / 1.46</td>
<td>1.18</td>
<td>6.20</td>
<td>4.86 / 1.44</td>
<td>1.34</td>
<td>-0.04</td>
</tr>
<tr>
<td>54. Bookstore staff are helpful.</td>
<td>5.99</td>
<td>5.38 / 1.50</td>
<td>0.61</td>
<td>6.12</td>
<td>5.32 / 1.64</td>
<td>0.80</td>
<td>0.06</td>
</tr>
<tr>
<td>55. Major requirements are clear and reasonable.</td>
<td>6.24</td>
<td>5.43 / 1.26</td>
<td>0.81</td>
<td>6.42</td>
<td>5.25 / 1.38</td>
<td>1.17</td>
<td>0.18</td>
</tr>
<tr>
<td>56. The student handbook provides helpful information about campus life.</td>
<td>5.88</td>
<td>5.37 / 1.25</td>
<td>0.51</td>
<td>5.79</td>
<td>5.29 / 1.25</td>
<td>0.50</td>
<td>0.08</td>
</tr>
<tr>
<td>57. I seldom get the &quot;run-around&quot; when seeking information on this campus.</td>
<td>6.04</td>
<td>4.60 / 1.75</td>
<td>1.44</td>
<td>6.29</td>
<td>4.55 / 1.83</td>
<td>1.74</td>
<td>0.05</td>
</tr>
<tr>
<td>58. The quality of instruction I receive in most of my classes is excellent.</td>
<td>6.21</td>
<td>5.30 / 1.23</td>
<td>0.91</td>
<td>6.44</td>
<td>5.49 / 1.23</td>
<td>0.95</td>
<td>-0.19</td>
</tr>
<tr>
<td>59. This institution shows concern for students as individuals.</td>
<td>6.11</td>
<td>5.17 / 1.33</td>
<td>0.94</td>
<td>6.22</td>
<td>5.15 / 1.33</td>
<td>1.07</td>
<td>0.02</td>
</tr>
<tr>
<td>60. I generally know what's happening on campus.</td>
<td>5.73</td>
<td>5.01 / 1.49</td>
<td>0.72</td>
<td>5.80</td>
<td>5.01 / 1.38</td>
<td>0.79</td>
<td>0.00</td>
</tr>
<tr>
<td>61. Adjunct faculty are competent as classroom instructors.</td>
<td>5.89</td>
<td>5.04 / 1.36</td>
<td>0.85</td>
<td>5.96</td>
<td>5.29 / 1.14</td>
<td>0.67</td>
<td>-0.25 *</td>
</tr>
<tr>
<td>62. There is a strong commitment to racial harmony on</td>
<td>5.77</td>
<td>4.93 / 1.50</td>
<td>0.84</td>
<td>5.91</td>
<td>4.95 / 1.50</td>
<td>0.96</td>
<td>-0.02</td>
</tr>
</tbody>
</table>

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<tr>
<td></td>
<td>Importance</td>
<td>Satisfaction/SD</td>
<td>Performance Gap</td>
</tr>
<tr>
<td>this campus.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>63. Student disciplinary procedures are fair.</td>
<td>5.88</td>
<td>5.17 / 1.31</td>
<td>0.71</td>
</tr>
<tr>
<td>64. New student orientation services help students adjust to college.</td>
<td>5.86</td>
<td>5.21 / 1.37</td>
<td>0.65</td>
</tr>
<tr>
<td>65. Faculty are usually available after class and during office hours.</td>
<td>6.19</td>
<td>5.39 / 1.41</td>
<td>0.80</td>
</tr>
<tr>
<td>66. Tuition paid is a worthwhile investment.</td>
<td>6.20</td>
<td>5.34 / 1.48</td>
<td>0.86</td>
</tr>
<tr>
<td>67. Freedom of expression is protected on campus.</td>
<td>5.98</td>
<td>5.22 / 1.37</td>
<td>0.76</td>
</tr>
<tr>
<td>68. Nearly all of the faculty are knowledgeable in their field.</td>
<td>6.29</td>
<td>5.55 / 1.24</td>
<td>0.74</td>
</tr>
<tr>
<td>69. There is a good variety of courses provided on this campus.</td>
<td>6.18</td>
<td>5.36 / 1.43</td>
<td>0.82</td>
</tr>
<tr>
<td>70. Graduate teaching assistants are competent as classroom instructors.</td>
<td>5.82</td>
<td>5.10 / 1.23</td>
<td>0.72</td>
</tr>
<tr>
<td>71. Channels for expressing student complaints are readily available.</td>
<td>5.97</td>
<td>4.93 / 1.43</td>
<td>1.04</td>
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</table>

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<td>Importance</td>
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<td>Performance Gap</td>
<td>Group 1 - Group 2</td>
</tr>
<tr>
<td>72. On the whole, the campus is well-maintained.</td>
<td>6.11</td>
<td>5.47 / 1.31</td>
<td>0.64</td>
<td>6.20</td>
<td>5.60 / 1.18</td>
<td>0.60</td>
<td>-0.13</td>
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<tr>
<td>73. Student activities fees are put to good use.</td>
<td>5.93</td>
<td>4.35 / 1.74</td>
<td>1.58</td>
<td>6.00</td>
<td>4.57 / 1.60</td>
<td>1.43</td>
<td>-0.22</td>
</tr>
<tr>
<td>74. Campus item</td>
<td>6.15</td>
<td>5.20 / 1.45</td>
<td>0.95</td>
<td>5.77</td>
<td>5.22 / 1.56</td>
<td>0.55</td>
<td>-0.02</td>
</tr>
<tr>
<td>75. Campus item</td>
<td>6.11</td>
<td>5.33 / 1.34</td>
<td>0.78</td>
<td>6.31</td>
<td>5.17 / 1.39</td>
<td>1.14</td>
<td>0.16</td>
</tr>
<tr>
<td>76. Campus item</td>
<td>5.83</td>
<td>5.00 / 1.45</td>
<td>0.83</td>
<td>5.88</td>
<td>4.91 / 1.49</td>
<td>0.97</td>
<td>0.09</td>
</tr>
<tr>
<td>77. Campus item</td>
<td>5.85</td>
<td>5.32 / 1.42</td>
<td>0.53</td>
<td>5.70</td>
<td>4.84 / 1.36</td>
<td>0.86</td>
<td>0.48 ***</td>
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<tr>
<td>78. Campus item</td>
<td>5.70</td>
<td>5.02 / 1.42</td>
<td>0.68</td>
<td>5.79</td>
<td>5.35 / 1.25</td>
<td>0.44</td>
<td>-0.33 **</td>
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<tr>
<td>79. Campus item</td>
<td>5.78</td>
<td>4.81 / 1.62</td>
<td>0.97</td>
<td>5.70</td>
<td>5.08 / 1.29</td>
<td>0.62</td>
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<td>80. Campus item</td>
<td>5.92</td>
<td>5.15 / 1.53</td>
<td>0.77</td>
<td>5.91</td>
<td>5.22 / 1.42</td>
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<td>81. Campus item</td>
<td>5.75</td>
<td>5.22 / 1.45</td>
<td>0.53</td>
<td>5.77</td>
<td>5.10 / 1.53</td>
<td>0.67</td>
<td>0.12</td>
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<tr>
<td>82. Campus item</td>
<td>6.08</td>
<td>4.84 / 1.81</td>
<td>1.24</td>
<td>6.16</td>
<td>5.21 / 1.69</td>
<td>0.95</td>
<td>-0.37 *</td>
</tr>
<tr>
<td>83. Campus item</td>
<td>5.98</td>
<td>5.37 / 1.33</td>
<td>0.61</td>
<td>5.94</td>
<td>5.42 / 1.33</td>
<td>0.52</td>
<td>-0.05</td>
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<tr>
<td>84. Institution's commitment to part-time students?</td>
<td>5.16</td>
<td>5.16 / 1.30</td>
<td></td>
<td>5.18</td>
<td>5.18 / 1.32</td>
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<td>-0.02</td>
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<td>Satisfaction/SD</td>
<td>Performance Gap</td>
<td>Importance</td>
<td>Satisfaction/SD</td>
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<td>85. Institution's commitment to evening students?</td>
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<td>86. Institution's commitment to older, returning learners?</td>
<td>5.25</td>
<td>1.32</td>
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<td>5.39</td>
<td>1.22</td>
</tr>
<tr>
<td>87. Institution's commitment to under-represented populations?</td>
<td>5.27</td>
<td>1.21</td>
<td></td>
<td>5.21</td>
<td>1.26</td>
</tr>
<tr>
<td>88. Institution's commitment to commuters?</td>
<td>5.01</td>
<td>1.59</td>
<td></td>
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<td>1.38</td>
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<tr>
<td>89. Institution's commitment to students with disabilities?</td>
<td>5.30</td>
<td>1.39</td>
<td></td>
<td>5.40</td>
<td>1.32</td>
</tr>
<tr>
<td>90. Cost as factor in decision to enroll.</td>
<td>6.20</td>
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<td></td>
<td>6.17</td>
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</tr>
<tr>
<td>91. Financial aid as factor in decision to enroll.</td>
<td>5.94</td>
<td></td>
<td></td>
<td>5.89</td>
<td></td>
</tr>
<tr>
<td>92. Academic reputation as factor in decision to enroll.</td>
<td>5.79</td>
<td></td>
<td></td>
<td>5.84</td>
<td></td>
</tr>
<tr>
<td>93. Size of institution as factor in decision to enroll.</td>
<td>5.16</td>
<td></td>
<td></td>
<td>4.97</td>
<td></td>
</tr>
<tr>
<td>94. Opportunity to play sports as factor in decision to enroll.</td>
<td>3.88</td>
<td></td>
<td></td>
<td>3.82</td>
<td></td>
</tr>
<tr>
<td>95. Recommendations from family/friends as factor in decision to enroll.</td>
<td>4.93</td>
<td></td>
<td></td>
<td>4.64</td>
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<td>96. Geographic setting as factor in decision to enroll.</td>
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<td>5.30</td>
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</tr>
<tr>
<td>97. Campus appearance as factor in decision to enroll.</td>
<td>5.20</td>
<td>5.12</td>
<td></td>
</tr>
<tr>
<td>98. Personalized attention prior to enrollment as factor in decision to enroll.</td>
<td>5.25</td>
<td>5.20</td>
<td></td>
</tr>
</tbody>
</table>

* Difference statistically significant at the .05 level
** Difference statistically significant at the .01 level
*** Difference statistically significant at the .001 level
## Institutional Summary

### Summary Items

<table>
<thead>
<tr>
<th>Items</th>
<th>Spring 2002</th>
<th>Spring 1999</th>
<th>Mean Difference (Satisfaction)</th>
</tr>
</thead>
<tbody>
<tr>
<td>So far, how has your college experience met your expectations?</td>
<td>4.62 / 1.18</td>
<td>4.54 / 1.24</td>
<td>0.08</td>
</tr>
<tr>
<td>Rate your overall satisfaction with your experience here thus far.</td>
<td>5.36 / 1.23</td>
<td>5.29 / 1.25</td>
<td>0.07</td>
</tr>
<tr>
<td>All in all, if you had to do it over, would you enroll here again?</td>
<td>5.32 / 1.71</td>
<td>5.15 / 1.76</td>
<td>0.17</td>
</tr>
</tbody>
</table>

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