

Demographics

Gender	N	%	Class Level	N	%
Female	116	58.29%	Freshman	77	38.50%
Male	83	41.71%	Sophomore	34	17.00%
Total	199	100.00%	Junior	34	17.00%
No Response	1		Senior	54	27.00%
			Special student	0	0.00%
			Graduate/Professional	0	0.00%
			Other class level	1	0.50%
			Total	200	100.00%
			No Response	0	
Age	N	%	Current GPA	N	%
18 and under	62	31.00%	No credits earned	13	6.53%
19 to 24	132	66.00%	1.99 or below	1	0.50%
25 to 34	3	1.50%	2.0 - 2.49	10	5.03%
35 to 44	2	1.00%	2.5 - 2.99	41	20.60%
45 and over	1	0.50%	3.0 - 3.49	70	35.18%
Total	200	100.00%	3.5 or above	64	32.16%
No Response	0		Total	199	100.00%
			No Response	1	
Ethnicity/Race	N	%	Educational Goal	N	%
African-American	0	0.00%	Associate degree	2	1.01%
American Indian or Alaskan Native	0	0.00%	Bachelor's degree	115	57.79%
Asian or Pacific Islander	0	0.00%	Master's degree	49	24.62%
Caucasian/White	200	100.00%	Doctorate or professional degree	31	15.58%
Hispanic	0	0.00%	Certification (initial/renewal)	0	0.00%
Other race	0	0.00%	Self-improvement/pleasure	0	0.00%
Race - Prefer not to respond	0	0.00%	Job-related training	0	0.00%
Total	200	100.00%	Other educational goal	2	1.01%
No Response	0		Total	199	100.00%
			No Response	1	
Current Enrollment Status	N	%			
Day	198	99.50%			
Evening	1	0.50%			
Weekend	0	0.00%			
Total	199	100.00%			
No Response	1				
Current Class Load	N	%			
Full-time	192	96.97%			
Part-time	6	3.03%			
Total	198	100.00%			
No Response	2				

Demographics

Employment			Institution Question		
	N	%		N	%
Full-time off campus	9	4.52%	Campus item - Answer 1	3	1.73%
Part-time off campus	38	19.10%	Campus item - Answer 2	21	12.14%
Full-time on campus	19	9.55%	Campus item - Answer 3	4	2.31%
Part-time on campus	55	27.64%	Campus item - Answer 4	0	0.00%
Not employed	78	39.20%	Campus item - Answer 5	88	50.87%
Total	199	100.00%	Campus item - Answer 6	57	32.95%
No Response	1		Total	173	100.00%
			No Response	27	
Current Residence			Institution Question 2		
	N	%		N	%
Residence hall	135	67.50%	Campus item 2 - Answer 1	0	0%
Fraternity / Sorority	1	0.50%	Campus item 2 - Answer 2	0	0%
Own house	18	9.00%	Campus item 2 - Answer 3	0	0%
Rent room or apt off campus	20	10.00%	Campus item 2 - Answer 4	0	0%
Parent's home	23	11.50%	Campus item 2 - Answer 5	0	0%
Other residence	3	1.50%	Campus item 2 - Answer 6	0	0%
Total	200	100.00%	Total	0	100.00%
No Response	0		No Response	200	
Residence Classification			Group Code		
	N	%		N	%
In-state	174	87.00%	0001	15	7.77%
Out-of-state	25	12.50%	0002	1	0.52%
International (not U.S. citizen)	1	0.50%	0010	12	6.22%
Total	200	100.00%	0026	14	7.25%
No Response	0		0040	5	2.59%
			0060	1	0.52%
Disabilities			0064	1	0.52%
	N	%	0128	1	0.52%
Yes - Disability	6	3.00%	0131	5	2.59%
No - Disability	194	97.00%	0138	1	0.52%
Total	200	100.00%	0153	1	0.52%
No Response	0		0159	3	1.55%
			0161	3	1.55%
Institution Was My			0163	4	2.07%
	N	%	0166	12	6.22%
1st choice	114	57.00%	0168	19	9.84%
2nd choice	56	28.00%	0174	4	2.07%
3rd choice or lower	30	15.00%	0175	1	0.52%
Total	200	100.00%	0177	4	2.07%
No Response	0		0188	2	1.04%

Demographics

0190	1	0.52%
0192	1	0.52%
0201	1	0.52%
0220	1	0.52%
0225	1	0.52%
0229	4	2.07%
0231	2	1.04%
0232	3	1.55%
0233	5	2.59%
0234	3	1.55%
0235	5	2.59%
0242	4	2.07%
0243	2	1.04%
0246	4	2.07%
0248	1	0.52%
0249	18	9.33%
0260	4	2.07%
0262	1	0.52%
0263	7	3.63%
0265	1	0.52%
0268	1	0.52%
0271	1	0.52%
0273	1	0.52%
0275	6	3.11%
0282	1	0.52%
0284	2	1.04%
0287	3	1.55%
Total	193	100.00%
No Response	7	

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.
- 68. Nearly all of the faculty are knowledgeable in their field.
- 55. Major requirements are clear and reasonable.
- 6. My academic advisor is approachable.
- 2. The campus staff are caring and helpful.
- 33. My academic advisor is knowledgeable about requirements in my major.
- 66. Tuition paid is a worthwhile investment.
- 14. My academic advisor is concerned about my success as an individual.
- 69. There is a good variety of courses provided on this campus.
- 39. I am able to experience intellectual growth here.
- 65. Faculty are usually available after class and during office hours.
- 72. On the whole, the campus is well-maintained.
- 41. There is a commitment to academic excellence on this campus.
- 45. Students are made to feel welcome on this campus.
- 51. This institution has a good reputation within the community.
- 26. Computer labs are adequate and accessible.
- 75. Campus item 2
- 67. Freedom of expression is protected on campus.

Challenges

- 16. The instruction in my major field is excellent.
- 34. I am able to register for classes I need with few conflicts.
- 21. The amount of student parking space on campus is adequate.
- 83. Campus item 10
- 25. Faculty are fair and unbiased in their treatment of individual students.
- 17. Adequate financial aid is available for most students.
- 47. Faculty provide timely feedback about student progress in a course.
- 5. Financial aid counselors are helpful.
- 49. There are adequate services to help me decide upon a career.
- 12. Financial aid awards are announced to students in time to be helpful in college planning.
- 23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)
- 28. Parking lots are well-lighted and secure.
- 4. Admissions staff are knowledgeable.
- 73. Student activities fees are put to good use.

Strategic Planning Overview

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

Strategic Planning Overview Comparison

Higher Satisfaction vs. National Four-Year Publics Caucasian/White

- 34. I am able to register for classes I need with few conflicts.
- 68. Nearly all of the faculty are knowledgeable in their field.
- 55. Major requirements are clear and reasonable.
- 2. The campus staff are caring and helpful.
- 66. Tuition paid is a worthwhile investment.
- 14. My academic advisor is concerned about my success as an individual.
- 51. This institution has a good reputation within the community.

Lower Satisfaction vs. National Four-Year Publics Caucasian/White

- 25. Faculty are fair and unbiased in their treatment of individual students.
- 23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)

Higher Importance vs. National Four-Year Publics Caucasian/White

- 21. The amount of student parking space on campus is adequate.
- 5. Financial aid counselors are helpful.
- 23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)
- 28. Parking lots are well-lighted and secure.
- 26. Computer labs are adequate and accessible.

Institutional Summary
Scales: In Order of Importance

Scale	Caucasian/White			National Four-Year Publics Caucasian/White			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Safety and Security	6.44	4.91 / 1.14	1.53	6.31	4.95 / 1.26	1.36	-0.04
Academic Advising	6.40	5.75 / 1.10	0.65	6.39	5.53 / 1.34	0.86	0.22 *
Instructional Effectiveness	6.37	5.55 / 0.91	0.82	6.39	5.54 / 1.02	0.85	0.01
Student Centeredness	6.28	5.60 / 1.02	0.68	6.19	5.41 / 1.17	0.78	0.19 *
Registration Effectiveness	6.27	5.39 / 1.10	0.88	6.23	5.31 / 1.16	0.92	0.08
Recruitment and Financial Aid	6.25	5.14 / 1.15	1.11	6.20	5.21 / 1.23	0.99	-0.07
Campus Climate	6.23	5.51 / 0.93	0.72	6.17	5.40 / 1.08	0.77	0.11
Concern for the Individual	6.23	5.38 / 0.99	0.85	6.20	5.34 / 1.17	0.86	0.04
Service Excellence	6.09	5.26 / 0.98	0.83	6.06	5.29 / 1.11	0.77	-0.03
Campus Support Services	6.06	5.54 / 0.93	0.52	6.04	5.60 / 1.01	0.44	-0.06
Campus Life	5.86	5.11 / 0.94	0.75	5.77	5.23 / 1.10	0.54	-0.12
Responsiveness to Diverse Populations		5.53 / 1.24			5.46 / 1.35		0.07

* 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 48927 records.

Institutional Summary
Items: In Order of Importance

Item	Caucasian/White			National Four-Year Publics Caucasian/White			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
16. The instruction in my major field is excellent.	6.60	5.62 / 1.35	0.98	6.58	5.64 / 1.36	0.94	-0.02
8. The content of the courses within my major is valuable.	6.58	5.72 / 1.28	0.86	6.60	5.65 / 1.33	0.95	0.07
34. I am able to register for classes I need with few conflicts.	6.55	5.53 / 1.52	1.02	6.58	5.16 / 1.78	1.42	0.37 **
7. The campus is safe and secure for all students.	6.54	5.65 / 1.37	0.89	6.49	5.65 / 1.41	0.84	0.00
68. Nearly all of the faculty are knowledgeable in their field.	6.52	6.07 / 1.16	0.45	6.56	5.89 / 1.24	0.67	0.18 *
21. The amount of student parking space on campus is adequate.	6.51	3.37 / 1.91	3.14	6.19	3.60 / 2.06	2.59	-0.23
58. The quality of instruction I receive in most of my classes is excellent.	6.50	5.61 / 1.34	0.89	6.54	5.54 / 1.37	1.00	0.07
74. Campus item 1	6.50	5.56 / 1.40	0.94				
83. Campus item 10	6.50	5.46 / 1.56	1.04				
55. Major requirements are clear and reasonable.	6.48	5.87 / 1.21	0.61	6.49	5.61 / 1.43	0.88	0.26 *
90. Cost as factor in decision to enroll.	6.48			6.27			
6. My academic advisor is approachable.	6.47	5.86 / 1.39	0.61	6.47	5.67 / 1.63	0.80	0.19
2. The campus staff are caring and helpful.	6.46	5.64 / 1.26	0.82	6.33	5.44 / 1.37	0.89	0.20 *
25. Faculty are fair and unbiased in their treatment of individual students.	6.45	5.26 / 1.48	1.19	6.41	5.46 / 1.43	0.95	-0.20 *
33. My academic advisor is knowledgeable about requirements in my major.	6.45	5.89 / 1.37	0.56	6.56	5.72 / 1.59	0.84	0.17
66. Tuition paid is a worthwhile investment.	6.45	5.64 / 1.36	0.81	6.50	5.34 / 1.58	1.16	0.30 **

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Institutional Summary
Items: In Order of Importance

Item	Caucasian/White			National Four-Year Publics Caucasian/White			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
14. My academic advisor is concerned about my success as an individual.	6.43	5.74 / 1.35	0.69	6.35	5.46 / 1.66	0.89	0.28 *
29. It is an enjoyable experience to be a student on this campus.	6.43	5.63 / 1.40	0.80	6.38	5.53 / 1.49	0.85	0.10
69. There is a good variety of courses provided on this campus.	6.43	5.78 / 1.28	0.65	6.43	5.69 / 1.38	0.74	0.09
39. I am able to experience intellectual growth here.	6.42	5.72 / 1.26	0.70	6.46	5.78 / 1.27	0.68	-0.06
65. Faculty are usually available after class and during office hours.	6.42	5.80 / 1.26	0.62	6.34	5.82 / 1.27	0.52	-0.02
17. Adequate financial aid is available for most students.	6.41	5.28 / 1.52	1.13	6.36	5.06 / 1.65	1.30	0.22
47. Faculty provide timely feedback about student progress in a course.	6.40	5.04 / 1.55	1.36	6.39	5.23 / 1.51	1.16	-0.19
5. Financial aid counselors are helpful.	6.39	4.88 / 1.67	1.51	6.19	5.06 / 1.64	1.13	-0.18
72. On the whole, the campus is well-maintained.	6.38	5.74 / 1.36	0.64	6.33	5.87 / 1.30	0.46	-0.13
36. Security staff respond quickly in emergencies.	6.37	5.47 / 1.33	0.90	6.41	5.51 / 1.44	0.90	-0.04
49. There are adequate services to help me decide upon a career.	6.37	5.19 / 1.54	1.18	6.24	5.35 / 1.51	0.89	-0.16
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.36	5.02 / 1.67	1.34	6.28	5.15 / 1.61	1.13	-0.13
41. There is a commitment to academic excellence on this campus.	6.36	5.72 / 1.23	0.64	6.36	5.58 / 1.36	0.78	0.14
45. Students are made to feel welcome on this campus.	6.36	5.74 / 1.27	0.62	6.28	5.62 / 1.40	0.66	0.12
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.34	4.48 / 1.80	1.86	5.99	4.97 / 1.61	1.02	-0.49 ***

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National Group Means are based on 48927 records.

Institutional Summary
Items: In Order of Importance

Item	Caucasian/White			National Four-Year Publics Caucasian/White			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
28. Parking lots are well-lighted and secure.	6.34	5.23 / 1.52	1.11	6.16	5.19 / 1.59	0.97	0.04
4. Admissions staff are knowledgeable.	6.33	5.37 / 1.48	0.96	6.24	5.30 / 1.49	0.94	0.07
51. This institution has a good reputation within the community.	6.33	5.94 / 1.20	0.39	6.22	5.73 / 1.39	0.49	0.21 *
26. Computer labs are adequate and accessible.	6.32	5.72 / 1.31	0.60	6.16	5.65 / 1.38	0.51	0.07
27. The personnel involved in registration are helpful.	6.32	5.43 / 1.38	0.89	6.23	5.39 / 1.50	0.84	0.04
75. Campus item 2	6.31	5.64 / 1.27	0.67				
59. This institution shows concern for students as individuals.	6.30	5.48 / 1.41	0.82	6.33	5.32 / 1.54	1.01	0.16
73. Student activities fees are put to good use.	6.25	5.01 / 1.67	1.24	6.14	4.84 / 1.68	1.30	0.17
67. Freedom of expression is protected on campus.	6.23	5.64 / 1.32	0.59	6.17	5.69 / 1.36	0.48	-0.05
53. Faculty take into consideration student differences as they teach a course.	6.22	5.02 / 1.50	1.20	6.16	5.15 / 1.54	1.01	-0.13
77. Campus item 4	6.22	5.60 / 1.39	0.62				
20. The business office is open during hours which are convenient for most students.	6.21	5.38 / 1.40	0.83	5.93	5.35 / 1.41	0.58	0.03
3. Faculty care about me as an individual.	6.18	5.52 / 1.26	0.66	6.17	5.28 / 1.46	0.89	0.24 *
57. I seldom get the "run-around" when seeking information on this campus.	6.17	4.61 / 1.89	1.56	6.19	4.90 / 1.79	1.29	-0.29 *
15. The staff in the health services area are competent.	6.15	5.24 / 1.45	0.91	6.04	5.42 / 1.43	0.62	-0.18
19. My academic advisor helps me set goals to work toward.	6.15	5.38 / 1.60	0.77	6.11	5.18 / 1.73	0.93	0.20

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 *** Difference statistically significant at the .001 level

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Institutional Summary
Items: In Order of Importance

Item	Caucasian/White			National Four-Year Publics Caucasian/White			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
44. Academic support services adequately meet the needs of students.	6.14	5.30 / 1.32	0.84	6.16	5.45 / 1.39	0.71	-0.15
63. Student disciplinary procedures are fair.	6.14	5.49 / 1.42	0.65	6.09	5.55 / 1.41	0.54	-0.06
91. Financial aid as factor in decision to enroll.	6.14			6.00			
22. Counseling staff care about students as individuals.	6.13	5.17 / 1.19	0.96	6.08	5.34 / 1.46	0.74	-0.17
50. Class change (drop/add) policies are reasonable.	6.13	5.49 / 1.34	0.64	6.18	5.61 / 1.44	0.57	-0.12
11. Billing policies are reasonable.	6.12	5.14 / 1.52	0.98	6.20	5.07 / 1.56	1.13	0.07
35. The assessment and course placement procedures are reasonable.	6.12	5.54 / 1.28	0.58	6.24	5.43 / 1.44	0.81	0.11
38. There is an adequate selection of food available in the cafeteria.	6.09	4.02 / 1.82	2.07	5.96	4.64 / 1.81	1.32	-0.62 ***
61. Adjunct faculty are competent as classroom instructors.	6.09	5.55 / 1.20	0.54	6.21	5.50 / 1.40	0.71	0.05
1. Most students feel a sense of belonging here.	6.07	5.59 / 1.34	0.48	5.85	5.27 / 1.43	0.58	0.32 **
32. Tutoring services are readily available.	6.07	5.72 / 1.29	0.35	6.03	5.65 / 1.38	0.38	0.07
10. Administrators are approachable to students.	6.06	5.52 / 1.26	0.54	5.98	5.28 / 1.43	0.70	0.24 *
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.04	5.22 / 1.44	0.82	6.04	5.34 / 1.48	0.70	-0.12
80. Campus item 7	6.02	5.34 / 1.63	0.68				
82. Campus item 9	6.01	4.99 / 1.72	1.02				
46. I can easily get involved in campus organizations.	5.99	5.72 / 1.31	0.27	5.89	5.51 / 1.46	0.38	0.21 *

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 *** Difference statistically significant at the .001 level

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Institutional Summary
Items: In Order of Importance

Item	Caucasian/White			National Four-Year Publics Caucasian/White			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
54. Bookstore staff are helpful.	5.99	5.65 / 1.37	0.34	5.89	5.63 / 1.43	0.26	0.02
76. Campus item 3	5.99	5.32 / 1.35	0.67				
18. Library resources and services are adequate.	5.98	5.65 / 1.22	0.33	6.11	5.76 / 1.24	0.35	-0.11
62. There is a strong commitment to racial harmony on this campus.	5.98	5.46 / 1.29	0.52	5.93	5.66 / 1.35	0.27	-0.20 *
37. I feel a sense of pride about my campus.	5.97	5.41 / 1.46	0.56	5.87	5.38 / 1.55	0.49	0.03
43. Admissions counselors respond to prospective students' unique needs and requests.	5.97	5.08 / 1.42	0.89	6.05	5.32 / 1.48	0.73	-0.24 *
71. Channels for expressing student complaints are readily available.	5.97	4.99 / 1.54	0.98	6.05	4.96 / 1.68	1.09	0.03
60. I generally know what's happening on campus.	5.96	5.43 / 1.52	0.53	5.84	5.16 / 1.57	0.68	0.27 *
64. New student orientation services help students adjust to college.	5.96	5.45 / 1.49	0.51	5.96	5.31 / 1.57	0.65	0.14
92. Academic reputation as factor in decision to enroll.	5.96			6.01			
79. Campus item 6	5.95	5.29 / 1.43	0.66				
78. Campus item 5	5.94	5.07 / 1.55	0.87				
70. Graduate teaching assistants are competent as classroom instructors.	5.93	5.26 / 1.30	0.67	6.16	5.36 / 1.50	0.80	-0.10
40. Residence hall regulations are reasonable.	5.88	5.03 / 1.64	0.85	5.80	5.19 / 1.55	0.61	-0.16
30. Residence hall staff are concerned about me as an individual.	5.85	5.06 / 1.62	0.79	5.67	5.09 / 1.59	0.58	-0.03

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Institutional Summary
Items: In Order of Importance

Item	Caucasian/White			National Four-Year Publics Caucasian/White			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.76	5.50 / 1.33	0.26	5.63	5.62 / 1.37	0.01	-0.12
52. The student center is a comfortable place for students to spend their leisure time.	5.71	5.20 / 1.37	0.51	5.87	5.50 / 1.47	0.37	-0.30 **
42. There are a sufficient number of weekend activities for students.	5.62	3.99 / 1.81	1.63	5.44	4.76 / 1.69	0.68	-0.77 ***
56. The student handbook provides helpful information about campus life.	5.59	5.37 / 1.36	0.22	5.64	5.35 / 1.44	0.29	0.02
13. Library staff are helpful and approachable.	5.57	5.53 / 1.23	0.04	5.73	5.70 / 1.29	0.03	-0.17
97. Campus appearance as factor in decision to enroll.	5.53			5.33			
81. Campus item 8	5.50	4.99 / 1.49	0.51				
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.49	5.09 / 1.35	0.40	5.29	4.92 / 1.67	0.37	0.17
98. Personalized attention prior to enrollment as factor in decision to enroll.	5.35			5.30			
93. Size of institution as factor in decision to enroll.	5.27			5.31			
96. Geographic setting as factor in decision to enroll.	5.18			5.59			
95. Recommendations from family/friends as factor in decision to enroll.	5.11			4.87			
9. A variety of intramural activities are offered.	4.95	5.45 / 1.25	-0.50	4.95	5.39 / 1.41	-0.44	0.06
94. Opportunity to play sports as factor in decision to enroll.	3.84			3.34			
84. Institution's commitment to part-time students?		5.51 / 1.29			5.44 / 1.42		0.07

* 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 48927 records.

Institutional Summary
Items: In Order of Importance

Item	Caucasian/White			National Four-Year Publics Caucasian/White			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
85. Institution's commitment to evening students?		5.42 / 1.38			5.38 / 1.47		0.04
86. Institution's commitment to older, returning learners?		5.57 / 1.33			5.53 / 1.44		0.04
87. Institution's commitment to under-represented populations?		5.60 / 1.27			5.52 / 1.38		0.08
88. Institution's commitment to commuters?		5.44 / 1.58			5.24 / 1.65		0.20
89. Institution's commitment to students with disabilities?		5.67 / 1.29			5.70 / 1.37		-0.03

* 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 48927 records.

Institutional Summary

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

Scale/Item	Caucasian/White			National Four-Year Publics Caucasian/White			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC ADVISING	6.40	5.75 / 1.10	0.65	6.39	5.53 / 1.34	0.86	0.22 *
6. My academic advisor is approachable.	6.47	5.86 / 1.39	0.61	6.47	5.67 / 1.63	0.80	0.19
14. My academic advisor is concerned about my success as an individual.	6.43	5.74 / 1.35	0.69	6.35	5.46 / 1.66	0.89	0.28 *
19. My academic advisor helps me set goals to work toward.	6.15	5.38 / 1.60	0.77	6.11	5.18 / 1.73	0.93	0.20
33. My academic advisor is knowledgeable about requirements in my major.	6.45	5.89 / 1.37	0.56	6.56	5.72 / 1.59	0.84	0.17
55. Major requirements are clear and reasonable.	6.48	5.87 / 1.21	0.61	6.49	5.61 / 1.43	0.88	0.26 *

* 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 48927 records.

Institutional Summary

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

Scale/Item	Caucasian/White			National Four-Year Publics Caucasian/White			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS CLIMATE	6.23	5.51 / 0.93	0.72	6.17	5.40 / 1.08	0.77	0.11
1. Most students feel a sense of belonging here.	6.07	5.59 / 1.34	0.48	5.85	5.27 / 1.43	0.58	0.32 **
2. The campus staff are caring and helpful.	6.46	5.64 / 1.26	0.82	6.33	5.44 / 1.37	0.89	0.20 *
3. Faculty care about me as an individual.	6.18	5.52 / 1.26	0.66	6.17	5.28 / 1.46	0.89	0.24 *
7. The campus is safe and secure for all students.	6.54	5.65 / 1.37	0.89	6.49	5.65 / 1.41	0.84	0.00
10. Administrators are approachable to students.	6.06	5.52 / 1.26	0.54	5.98	5.28 / 1.43	0.70	0.24 *
29. It is an enjoyable experience to be a student on this campus.	6.43	5.63 / 1.40	0.80	6.38	5.53 / 1.49	0.85	0.10
37. I feel a sense of pride about my campus.	5.97	5.41 / 1.46	0.56	5.87	5.38 / 1.55	0.49	0.03
41. There is a commitment to academic excellence on this campus.	6.36	5.72 / 1.23	0.64	6.36	5.58 / 1.36	0.78	0.14
45. Students are made to feel welcome on this campus.	6.36	5.74 / 1.27	0.62	6.28	5.62 / 1.40	0.66	0.12
51. This institution has a good reputation within the community.	6.33	5.94 / 1.20	0.39	6.22	5.73 / 1.39	0.49	0.21 *
57. I seldom get the "run-around" when seeking information on this campus.	6.17	4.61 / 1.89	1.56	6.19	4.90 / 1.79	1.29	-0.29 *
59. This institution shows concern for students as individuals.	6.30	5.48 / 1.41	0.82	6.33	5.32 / 1.54	1.01	0.16
60. I generally know what's happening on campus.	5.96	5.43 / 1.52	0.53	5.84	5.16 / 1.57	0.68	0.27 *
62. There is a strong commitment to racial harmony on this campus.	5.98	5.46 / 1.29	0.52	5.93	5.66 / 1.35	0.27	-0.20 *
66. Tuition paid is a worthwhile investment.	6.45	5.64 / 1.36	0.81	6.50	5.34 / 1.58	1.16	0.30 **

* 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 48927 records.

Institutional Summary

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

Scale/Item	Caucasian/White			National Four-Year Publics Caucasian/White			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
67. Freedom of expression is protected on campus.	6.23	5.64 / 1.32	0.59	6.17	5.69 / 1.36	0.48	-0.05
71. Channels for expressing student complaints are readily available.	5.97	4.99 / 1.54	0.98	6.05	4.96 / 1.68	1.09	0.03

* 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 48927 records.

Institutional Summary

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

Scale/Item	Caucasian/White			National Four-Year Publics Caucasian/White			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS LIFE	5.86	5.11 / 0.94	0.75	5.77	5.23 / 1.10	0.54	-0.12
9. A variety of intramural activities are offered.	4.95	5.45 / 1.25	-0.50	4.95	5.39 / 1.41	-0.44	0.06
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.34	4.48 / 1.80	1.86	5.99	4.97 / 1.61	1.02	-0.49 ***
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.49	5.09 / 1.35	0.40	5.29	4.92 / 1.67	0.37	0.17
30. Residence hall staff are concerned about me as an individual.	5.85	5.06 / 1.62	0.79	5.67	5.09 / 1.59	0.58	-0.03
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.76	5.50 / 1.33	0.26	5.63	5.62 / 1.37	0.01	-0.12
38. There is an adequate selection of food available in the cafeteria.	6.09	4.02 / 1.82	2.07	5.96	4.64 / 1.81	1.32	-0.62 ***
40. Residence hall regulations are reasonable.	5.88	5.03 / 1.64	0.85	5.80	5.19 / 1.55	0.61	-0.16
42. There are a sufficient number of weekend activities for students.	5.62	3.99 / 1.81	1.63	5.44	4.76 / 1.69	0.68	-0.77 ***
46. I can easily get involved in campus organizations.	5.99	5.72 / 1.31	0.27	5.89	5.51 / 1.46	0.38	0.21 *
52. The student center is a comfortable place for students to spend their leisure time.	5.71	5.20 / 1.37	0.51	5.87	5.50 / 1.47	0.37	-0.30 **
56. The student handbook provides helpful information about campus life.	5.59	5.37 / 1.36	0.22	5.64	5.35 / 1.44	0.29	0.02
63. Student disciplinary procedures are fair.	6.14	5.49 / 1.42	0.65	6.09	5.55 / 1.41	0.54	-0.06
64. New student orientation services help students adjust to college.	5.96	5.45 / 1.49	0.51	5.96	5.31 / 1.57	0.65	0.14

* 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 48927 records.

Institutional Summary

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

Scale/Item	Caucasian/White			National Four-Year Publics Caucasian/White			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
67. Freedom of expression is protected on campus.	6.23	5.64 / 1.32	0.59	6.17	5.69 / 1.36	0.48	-0.05
73. Student activities fees are put to good use.	6.25	5.01 / 1.67	1.24	6.14	4.84 / 1.68	1.30	0.17

National Group Means are based on 48927 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	Caucasian/White			National Four-Year Publics Caucasian/White			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS SUPPORT SERVICES	6.06	5.54 / 0.93	0.52	6.04	5.60 / 1.01	0.44	-0.06
13. Library staff are helpful and approachable.	5.57	5.53 / 1.23	0.04	5.73	5.70 / 1.29	0.03	-0.17
18. Library resources and services are adequate.	5.98	5.65 / 1.22	0.33	6.11	5.76 / 1.24	0.35	-0.11
26. Computer labs are adequate and accessible.	6.32	5.72 / 1.31	0.60	6.16	5.65 / 1.38	0.51	0.07
32. Tutoring services are readily available.	6.07	5.72 / 1.29	0.35	6.03	5.65 / 1.38	0.38	0.07
44. Academic support services adequately meet the needs of students.	6.14	5.30 / 1.32	0.84	6.16	5.45 / 1.39	0.71	-0.15
49. There are adequate services to help me decide upon a career.	6.37	5.19 / 1.54	1.18	6.24	5.35 / 1.51	0.89	-0.16
54. Bookstore staff are helpful.	5.99	5.65 / 1.37	0.34	5.89	5.63 / 1.43	0.26	0.02

* 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 48927 records.

Institutional Summary

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

Scale/Item	Caucasian/White			National Four-Year Publics Caucasian/White			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CONCERN FOR THE INDIVIDUAL	6.23	5.38 / 0.99	0.85	6.20	5.34 / 1.17	0.86	0.04
3. Faculty care about me as an individual.	6.18	5.52 / 1.26	0.66	6.17	5.28 / 1.46	0.89	0.24 *
14. My academic advisor is concerned about my success as an individual.	6.43	5.74 / 1.35	0.69	6.35	5.46 / 1.66	0.89	0.28 *
22. Counseling staff care about students as individuals.	6.13	5.17 / 1.19	0.96	6.08	5.34 / 1.46	0.74	-0.17
25. Faculty are fair and unbiased in their treatment of individual students.	6.45	5.26 / 1.48	1.19	6.41	5.46 / 1.43	0.95	-0.20 *
30. Residence hall staff are concerned about me as an individual.	5.85	5.06 / 1.62	0.79	5.67	5.09 / 1.59	0.58	-0.03
59. This institution shows concern for students as individuals.	6.30	5.48 / 1.41	0.82	6.33	5.32 / 1.54	1.01	0.16

* 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 48927 records.

Institutional Summary

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

Scale/Item	Caucasian/White			National Four-Year Publics Caucasian/White			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTRUCTIONAL EFFECTIVENESS	6.37	5.55 / 0.91	0.82	6.39	5.54 / 1.02	0.85	0.01
3. Faculty care about me as an individual.	6.18	5.52 / 1.26	0.66	6.17	5.28 / 1.46	0.89	0.24 *
8. The content of the courses within my major is valuable.	6.58	5.72 / 1.28	0.86	6.60	5.65 / 1.33	0.95	0.07
16. The instruction in my major field is excellent.	6.60	5.62 / 1.35	0.98	6.58	5.64 / 1.36	0.94	-0.02
25. Faculty are fair and unbiased in their treatment of individual students.	6.45	5.26 / 1.48	1.19	6.41	5.46 / 1.43	0.95	-0.20 *
39. I am able to experience intellectual growth here.	6.42	5.72 / 1.26	0.70	6.46	5.78 / 1.27	0.68	-0.06
41. There is a commitment to academic excellence on this campus.	6.36	5.72 / 1.23	0.64	6.36	5.58 / 1.36	0.78	0.14
47. Faculty provide timely feedback about student progress in a course.	6.40	5.04 / 1.55	1.36	6.39	5.23 / 1.51	1.16	-0.19
53. Faculty take into consideration student differences as they teach a course.	6.22	5.02 / 1.50	1.20	6.16	5.15 / 1.54	1.01	-0.13
58. The quality of instruction I receive in most of my classes is excellent.	6.50	5.61 / 1.34	0.89	6.54	5.54 / 1.37	1.00	0.07
61. Adjunct faculty are competent as classroom instructors.	6.09	5.55 / 1.20	0.54	6.21	5.50 / 1.40	0.71	0.05
65. Faculty are usually available after class and during office hours.	6.42	5.80 / 1.26	0.62	6.34	5.82 / 1.27	0.52	-0.02
68. Nearly all of the faculty are knowledgeable in their field.	6.52	6.07 / 1.16	0.45	6.56	5.89 / 1.24	0.67	0.18 *
69. There is a good variety of courses provided on this campus.	6.43	5.78 / 1.28	0.65	6.43	5.69 / 1.38	0.74	0.09
70. Graduate teaching assistants are competent as classroom instructors.	5.93	5.26 / 1.30	0.67	6.16	5.36 / 1.50	0.80	-0.10

* 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 48927 records.

Institutional Summary

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

Scale/Item	Caucasian/White			National Four-Year Publics Caucasian/White			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
RECRUITMENT AND FINANCIAL AID	6.25	5.14 / 1.15	1.11	6.20	5.21 / 1.23	0.99	-0.07
4. Admissions staff are knowledgeable.	6.33	5.37 / 1.48	0.96	6.24	5.30 / 1.49	0.94	0.07
5. Financial aid counselors are helpful.	6.39	4.88 / 1.67	1.51	6.19	5.06 / 1.64	1.13	-0.18
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.36	5.02 / 1.67	1.34	6.28	5.15 / 1.61	1.13	-0.13
17. Adequate financial aid is available for most students.	6.41	5.28 / 1.52	1.13	6.36	5.06 / 1.65	1.30	0.22
43. Admissions counselors respond to prospective students' unique needs and requests.	5.97	5.08 / 1.42	0.89	6.05	5.32 / 1.48	0.73	-0.24 *
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.04	5.22 / 1.44	0.82	6.04	5.34 / 1.48	0.70	-0.12

* 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 48927 records.

Institutional Summary

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

Scale/Item	Caucasian/White			National Four-Year Publics Caucasian/White			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
REGISTRATION EFFECTIVENESS	6.27	5.39 / 1.10	0.88	6.23	5.31 / 1.16	0.92	0.08
11. Billing policies are reasonable.	6.12	5.14 / 1.52	0.98	6.20	5.07 / 1.56	1.13	0.07
20. The business office is open during hours which are convenient for most students.	6.21	5.38 / 1.40	0.83	5.93	5.35 / 1.41	0.58	0.03
27. The personnel involved in registration are helpful.	6.32	5.43 / 1.38	0.89	6.23	5.39 / 1.50	0.84	0.04
34. I am able to register for classes I need with few conflicts.	6.55	5.53 / 1.52	1.02	6.58	5.16 / 1.78	1.42	0.37 **
50. Class change (drop/add) policies are reasonable.	6.13	5.49 / 1.34	0.64	6.18	5.61 / 1.44	0.57	-0.12

* 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 48927 records.

Institutional Summary

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

Scale/Item	Caucasian/White			National Four-Year Publics Caucasian/White			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
RESPONSIVENESS TO DIVERSE POPULATIONS		5.53 / 1.24			5.46 / 1.35		0.07
84. Institution's commitment to part-time students?		5.51 / 1.29			5.44 / 1.42		0.07
85. Institution's commitment to evening students?		5.42 / 1.38			5.38 / 1.47		0.04
86. Institution's commitment to older, returning learners?		5.57 / 1.33			5.53 / 1.44		0.04
87. Institution's commitment to under-represented populations?		5.60 / 1.27			5.52 / 1.38		0.08
88. Institution's commitment to commuters?		5.44 / 1.58			5.24 / 1.65		0.20
89. Institution's commitment to students with disabilities?		5.67 / 1.29			5.70 / 1.37		-0.03

* 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 48927 records.

Institutional Summary

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

Scale/Item	Caucasian/White			National Four-Year Publics Caucasian/White			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SAFETY AND SECURITY	6.44	4.91 / 1.14	1.53	6.31	4.95 / 1.26	1.36	-0.04
7. The campus is safe and secure for all students.	6.54	5.65 / 1.37	0.89	6.49	5.65 / 1.41	0.84	0.00
21. The amount of student parking space on campus is adequate.	6.51	3.37 / 1.91	3.14	6.19	3.60 / 2.06	2.59	-0.23
28. Parking lots are well-lighted and secure.	6.34	5.23 / 1.52	1.11	6.16	5.19 / 1.59	0.97	0.04
36. Security staff respond quickly in emergencies.	6.37	5.47 / 1.33	0.90	6.41	5.51 / 1.44	0.90	-0.04

* 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 48927 records.

Institutional Summary

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

Scale/Item	Caucasian/White			National Four-Year Publics Caucasian/White			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SERVICE EXCELLENCE	6.09	5.26 / 0.98	0.83	6.06	5.29 / 1.11	0.77	-0.03
2. The campus staff are caring and helpful.	6.46	5.64 / 1.26	0.82	6.33	5.44 / 1.37	0.89	0.20 *
13. Library staff are helpful and approachable.	5.57	5.53 / 1.23	0.04	5.73	5.70 / 1.29	0.03	-0.17
15. The staff in the health services area are competent.	6.15	5.24 / 1.45	0.91	6.04	5.42 / 1.43	0.62	-0.18
22. Counseling staff care about students as individuals.	6.13	5.17 / 1.19	0.96	6.08	5.34 / 1.46	0.74	-0.17
27. The personnel involved in registration are helpful.	6.32	5.43 / 1.38	0.89	6.23	5.39 / 1.50	0.84	0.04
57. I seldom get the "run-around" when seeking information on this campus.	6.17	4.61 / 1.89	1.56	6.19	4.90 / 1.79	1.29	-0.29 *
60. I generally know what's happening on campus.	5.96	5.43 / 1.52	0.53	5.84	5.16 / 1.57	0.68	0.27 *
71. Channels for expressing student complaints are readily available.	5.97	4.99 / 1.54	0.98	6.05	4.96 / 1.68	1.09	0.03

* 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 48927 records.

Institutional Summary

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

Scale/Item	Caucasian/White			National Four-Year Publics Caucasian/White			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
STUDENT CENTEREDNESS	6.28	5.60 / 1.02	0.68	6.19	5.41 / 1.17	0.78	0.19 *
1. Most students feel a sense of belonging here.	6.07	5.59 / 1.34	0.48	5.85	5.27 / 1.43	0.58	0.32 **
2. The campus staff are caring and helpful.	6.46	5.64 / 1.26	0.82	6.33	5.44 / 1.37	0.89	0.20 *
10. Administrators are approachable to students.	6.06	5.52 / 1.26	0.54	5.98	5.28 / 1.43	0.70	0.24 *
29. It is an enjoyable experience to be a student on this campus.	6.43	5.63 / 1.40	0.80	6.38	5.53 / 1.49	0.85	0.10
45. Students are made to feel welcome on this campus.	6.36	5.74 / 1.27	0.62	6.28	5.62 / 1.40	0.66	0.12
59. This institution shows concern for students as individuals.	6.30	5.48 / 1.41	0.82	6.33	5.32 / 1.54	1.01	0.16

* 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 48927 records.

Institutional Summary

Items: In Sequential Order

Item	Caucasian/White			National Four-Year Publics Caucasian/White			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. Most students feel a sense of belonging here.	6.07	5.59 / 1.34	0.48	5.85	5.27 / 1.43	0.58	0.32 **
2. The campus staff are caring and helpful.	6.46	5.64 / 1.26	0.82	6.33	5.44 / 1.37	0.89	0.20 *
3. Faculty care about me as an individual.	6.18	5.52 / 1.26	0.66	6.17	5.28 / 1.46	0.89	0.24 *
4. Admissions staff are knowledgeable.	6.33	5.37 / 1.48	0.96	6.24	5.30 / 1.49	0.94	0.07
5. Financial aid counselors are helpful.	6.39	4.88 / 1.67	1.51	6.19	5.06 / 1.64	1.13	-0.18
6. My academic advisor is approachable.	6.47	5.86 / 1.39	0.61	6.47	5.67 / 1.63	0.80	0.19
7. The campus is safe and secure for all students.	6.54	5.65 / 1.37	0.89	6.49	5.65 / 1.41	0.84	0.00
8. The content of the courses within my major is valuable.	6.58	5.72 / 1.28	0.86	6.60	5.65 / 1.33	0.95	0.07
9. A variety of intramural activities are offered.	4.95	5.45 / 1.25	-0.50	4.95	5.39 / 1.41	-0.44	0.06
10. Administrators are approachable to students.	6.06	5.52 / 1.26	0.54	5.98	5.28 / 1.43	0.70	0.24 *
11. Billing policies are reasonable.	6.12	5.14 / 1.52	0.98	6.20	5.07 / 1.56	1.13	0.07
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.36	5.02 / 1.67	1.34	6.28	5.15 / 1.61	1.13	-0.13
13. Library staff are helpful and approachable.	5.57	5.53 / 1.23	0.04	5.73	5.70 / 1.29	0.03	-0.17
14. My academic advisor is concerned about my success as an individual.	6.43	5.74 / 1.35	0.69	6.35	5.46 / 1.66	0.89	0.28 *
15. The staff in the health services area are competent.	6.15	5.24 / 1.45	0.91	6.04	5.42 / 1.43	0.62	-0.18
16. The instruction in my major field is excellent.	6.60	5.62 / 1.35	0.98	6.58	5.64 / 1.36	0.94	-0.02

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

National Group Means are based on 48927 records.

Institutional Summary

Items: In Sequential Order

Item	Caucasian/White			National Four-Year Publics Caucasian/White			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
17. Adequate financial aid is available for most students.	6.41	5.28 / 1.52	1.13	6.36	5.06 / 1.65	1.30	0.22
18. Library resources and services are adequate.	5.98	5.65 / 1.22	0.33	6.11	5.76 / 1.24	0.35	-0.11
19. My academic advisor helps me set goals to work toward.	6.15	5.38 / 1.60	0.77	6.11	5.18 / 1.73	0.93	0.20
20. The business office is open during hours which are convenient for most students.	6.21	5.38 / 1.40	0.83	5.93	5.35 / 1.41	0.58	0.03
21. The amount of student parking space on campus is adequate.	6.51	3.37 / 1.91	3.14	6.19	3.60 / 2.06	2.59	-0.23
22. Counseling staff care about students as individuals.	6.13	5.17 / 1.19	0.96	6.08	5.34 / 1.46	0.74	-0.17
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.34	4.48 / 1.80	1.86	5.99	4.97 / 1.61	1.02	-0.49 ***
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.49	5.09 / 1.35	0.40	5.29	4.92 / 1.67	0.37	0.17
25. Faculty are fair and unbiased in their treatment of individual students.	6.45	5.26 / 1.48	1.19	6.41	5.46 / 1.43	0.95	-0.20 *
26. Computer labs are adequate and accessible.	6.32	5.72 / 1.31	0.60	6.16	5.65 / 1.38	0.51	0.07
27. The personnel involved in registration are helpful.	6.32	5.43 / 1.38	0.89	6.23	5.39 / 1.50	0.84	0.04
28. Parking lots are well-lighted and secure.	6.34	5.23 / 1.52	1.11	6.16	5.19 / 1.59	0.97	0.04
29. It is an enjoyable experience to be a student on this campus.	6.43	5.63 / 1.40	0.80	6.38	5.53 / 1.49	0.85	0.10
30. Residence hall staff are concerned about me as an individual.	5.85	5.06 / 1.62	0.79	5.67	5.09 / 1.59	0.58	-0.03
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.76	5.50 / 1.33	0.26	5.63	5.62 / 1.37	0.01	-0.12

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Institutional Summary

Items: In Sequential Order

Item	Caucasian/White			National Four-Year Publics Caucasian/White			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
32. Tutoring services are readily available.	6.07	5.72 / 1.29	0.35	6.03	5.65 / 1.38	0.38	0.07
33. My academic advisor is knowledgeable about requirements in my major.	6.45	5.89 / 1.37	0.56	6.56	5.72 / 1.59	0.84	0.17
34. I am able to register for classes I need with few conflicts.	6.55	5.53 / 1.52	1.02	6.58	5.16 / 1.78	1.42	0.37 **
35. The assessment and course placement procedures are reasonable.	6.12	5.54 / 1.28	0.58	6.24	5.43 / 1.44	0.81	0.11
36. Security staff respond quickly in emergencies.	6.37	5.47 / 1.33	0.90	6.41	5.51 / 1.44	0.90	-0.04
37. I feel a sense of pride about my campus.	5.97	5.41 / 1.46	0.56	5.87	5.38 / 1.55	0.49	0.03
38. There is an adequate selection of food available in the cafeteria.	6.09	4.02 / 1.82	2.07	5.96	4.64 / 1.81	1.32	-0.62 ***
39. I am able to experience intellectual growth here.	6.42	5.72 / 1.26	0.70	6.46	5.78 / 1.27	0.68	-0.06
40. Residence hall regulations are reasonable.	5.88	5.03 / 1.64	0.85	5.80	5.19 / 1.55	0.61	-0.16
41. There is a commitment to academic excellence on this campus.	6.36	5.72 / 1.23	0.64	6.36	5.58 / 1.36	0.78	0.14
42. There are a sufficient number of weekend activities for students.	5.62	3.99 / 1.81	1.63	5.44	4.76 / 1.69	0.68	-0.77 ***
43. Admissions counselors respond to prospective students' unique needs and requests.	5.97	5.08 / 1.42	0.89	6.05	5.32 / 1.48	0.73	-0.24 *
44. Academic support services adequately meet the needs of students.	6.14	5.30 / 1.32	0.84	6.16	5.45 / 1.39	0.71	-0.15
45. Students are made to feel welcome on this campus.	6.36	5.74 / 1.27	0.62	6.28	5.62 / 1.40	0.66	0.12
46. I can easily get involved in campus organizations.	5.99	5.72 / 1.31	0.27	5.89	5.51 / 1.46	0.38	0.21 *

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Institutional Summary

Items: In Sequential Order

Item	Caucasian/White			National Four-Year Publics Caucasian/White			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
47. Faculty provide timely feedback about student progress in a course.	6.40	5.04 / 1.55	1.36	6.39	5.23 / 1.51	1.16	-0.19
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.04	5.22 / 1.44	0.82	6.04	5.34 / 1.48	0.70	-0.12
49. There are adequate services to help me decide upon a career.	6.37	5.19 / 1.54	1.18	6.24	5.35 / 1.51	0.89	-0.16
50. Class change (drop/add) policies are reasonable.	6.13	5.49 / 1.34	0.64	6.18	5.61 / 1.44	0.57	-0.12
51. This institution has a good reputation within the community.	6.33	5.94 / 1.20	0.39	6.22	5.73 / 1.39	0.49	0.21 *
52. The student center is a comfortable place for students to spend their leisure time.	5.71	5.20 / 1.37	0.51	5.87	5.50 / 1.47	0.37	-0.30 **
53. Faculty take into consideration student differences as they teach a course.	6.22	5.02 / 1.50	1.20	6.16	5.15 / 1.54	1.01	-0.13
54. Bookstore staff are helpful.	5.99	5.65 / 1.37	0.34	5.89	5.63 / 1.43	0.26	0.02
55. Major requirements are clear and reasonable.	6.48	5.87 / 1.21	0.61	6.49	5.61 / 1.43	0.88	0.26 *
56. The student handbook provides helpful information about campus life.	5.59	5.37 / 1.36	0.22	5.64	5.35 / 1.44	0.29	0.02
57. I seldom get the "run-around" when seeking information on this campus.	6.17	4.61 / 1.89	1.56	6.19	4.90 / 1.79	1.29	-0.29 *
58. The quality of instruction I receive in most of my classes is excellent.	6.50	5.61 / 1.34	0.89	6.54	5.54 / 1.37	1.00	0.07
59. This institution shows concern for students as individuals.	6.30	5.48 / 1.41	0.82	6.33	5.32 / 1.54	1.01	0.16
60. I generally know what's happening on campus.	5.96	5.43 / 1.52	0.53	5.84	5.16 / 1.57	0.68	0.27 *
61. Adjunct faculty are competent as classroom instructors.	6.09	5.55 / 1.20	0.54	6.21	5.50 / 1.40	0.71	0.05

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Institutional Summary

Items: In Sequential Order

Item	Caucasian/White			National Four-Year Publics Caucasian/White			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
62. There is a strong commitment to racial harmony on this campus.	5.98	5.46 / 1.29	0.52	5.93	5.66 / 1.35	0.27	-0.20 *
63. Student disciplinary procedures are fair.	6.14	5.49 / 1.42	0.65	6.09	5.55 / 1.41	0.54	-0.06
64. New student orientation services help students adjust to college.	5.96	5.45 / 1.49	0.51	5.96	5.31 / 1.57	0.65	0.14
65. Faculty are usually available after class and during office hours.	6.42	5.80 / 1.26	0.62	6.34	5.82 / 1.27	0.52	-0.02
66. Tuition paid is a worthwhile investment.	6.45	5.64 / 1.36	0.81	6.50	5.34 / 1.58	1.16	0.30 **
67. Freedom of expression is protected on campus.	6.23	5.64 / 1.32	0.59	6.17	5.69 / 1.36	0.48	-0.05
68. Nearly all of the faculty are knowledgeable in their field.	6.52	6.07 / 1.16	0.45	6.56	5.89 / 1.24	0.67	0.18 *
69. There is a good variety of courses provided on this campus.	6.43	5.78 / 1.28	0.65	6.43	5.69 / 1.38	0.74	0.09
70. Graduate teaching assistants are competent as classroom instructors.	5.93	5.26 / 1.30	0.67	6.16	5.36 / 1.50	0.80	-0.10
71. Channels for expressing student complaints are readily available.	5.97	4.99 / 1.54	0.98	6.05	4.96 / 1.68	1.09	0.03
72. On the whole, the campus is well-maintained.	6.38	5.74 / 1.36	0.64	6.33	5.87 / 1.30	0.46	-0.13
73. Student activities fees are put to good use.	6.25	5.01 / 1.67	1.24	6.14	4.84 / 1.68	1.30	0.17
74. Campus item 1	6.50	5.56 / 1.40	0.94				
75. Campus item 2	6.31	5.64 / 1.27	0.67				
76. Campus item 3	5.99	5.32 / 1.35	0.67				

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Institutional Summary

Items: In Sequential Order

Item	Caucasian/White			National Four-Year Publics Caucasian/White			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
77. Campus item 4	6.22	5.60 / 1.39	0.62				
78. Campus item 5	5.94	5.07 / 1.55	0.87				
79. Campus item 6	5.95	5.29 / 1.43	0.66				
80. Campus item 7	6.02	5.34 / 1.63	0.68				
81. Campus item 8	5.50	4.99 / 1.49	0.51				
82. Campus item 9	6.01	4.99 / 1.72	1.02				
83. Campus item 10	6.50	5.46 / 1.56	1.04				
84. Institution's commitment to part-time students?		5.51 / 1.29			5.44 / 1.42		0.07
85. Institution's commitment to evening students?		5.42 / 1.38			5.38 / 1.47		0.04
86. Institution's commitment to older, returning learners?		5.57 / 1.33			5.53 / 1.44		0.04
87. Institution's commitment to under-represented populations?		5.60 / 1.27			5.52 / 1.38		0.08
88. Institution's commitment to commuters?		5.44 / 1.58			5.24 / 1.65		0.20
89. Institution's commitment to students with disabilities?		5.67 / 1.29			5.70 / 1.37		-0.03
90. Cost as factor in decision to enroll.	6.48			6.27			
91. Financial aid as factor in decision to enroll.	6.14			6.00			
92. Academic reputation as factor in decision to enroll.	5.96			6.01			
93. Size of institution as factor in decision to enroll.	5.27			5.31			

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Institutional Summary

Items: In Sequential Order

Item	Caucasian/White			National Four-Year Publics Caucasian/White			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
94. Opportunity to play sports as factor in decision to enroll.	3.84			3.34			
95. Recommendations from family/friends as factor in decision to enroll.	5.11			4.87			
96. Geographic setting as factor in decision to enroll.	5.18			5.59			
97. Campus appearance as factor in decision to enroll.	5.53			5.33			
98. Personalized attention prior to enrollment as factor in decision to enroll.	5.35			5.30			

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Institutional Summary

Summary Items

Summary Item	Caucasian/White	National Four-Year Publics Caucasian/White	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: 4.89 2% 1% 9% 31% 23% 17% 16%	Average: 4.68 1% 2% 9% 35% 25% 13% 11%	0.21
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: 5.46 1% 4% 6% 9% 14% 42% 22%	Average: 5.45 1% 3% 6% 8% 17% 43% 20%	0.01
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: 5.54 3% 8% 2% 9% 10% 27% 39%	Average: 5.57 2% 5% 5% 7% 10% 31% 36%	-0.03