

## Nov 2015 Demographics

<b>Gender</b>	<b>N</b>	<b>%</b>	<b>Class Level</b>	<b>N</b>	<b>%</b>
Female	173	58.25%	Freshman	120	40.27%
Male	124	41.75%	Sophomore	52	17.45%
Total	297	100.00%	Junior	55	18.46%
No Response	1		Senior	70	23.49%
			Special student	0	0.00%
			Graduate/Professional	0	0.00%
			Other class level	1	0.34%
			Total	298	100.00%
			No Response	0	
<b>Age</b>	<b>N</b>	<b>%</b>	<b>Current GPA</b>	<b>N</b>	<b>%</b>
18 and under	91	30.54%	No credits earned	21	7.12%
19 to 24	194	65.10%	1.99 or below	2	0.68%
25 to 34	8	2.68%	2.0 - 2.49	24	8.14%
35 to 44	3	1.01%	2.5 - 2.99	66	22.37%
45 and over	2	0.67%	3.0 - 3.49	96	32.54%
Total	298	100.00%	3.5 or above	86	29.15%
No Response	0		Total	295	100.00%
			No Response	3	
<b>Ethnicity/Race</b>	<b>N</b>	<b>%</b>	<b>Educational Goal</b>	<b>N</b>	<b>%</b>
African-American	66	22.22%	Associate degree	5	1.69%
American Indian or Alaskan Native	1	0.34%	Bachelor's degree	169	57.09%
Asian or Pacific Islander	6	2.02%	Master's degree	76	25.68%
Caucasian/White	200	67.34%	Doctorate or professional degree	42	14.19%
Hispanic	6	2.02%	Certification (initial/renewal)	0	0.00%
Other race	10	3.37%	Self-improvement/pleasure	0	0.00%
Race - Prefer not to respond	8	2.69%	Job-related training	0	0.00%
Total	297	100.00%	Other educational goal	4	1.35%
No Response	1		Total	296	100.00%
			No Response	2	
<b>Current Enrollment Status</b>	<b>N</b>	<b>%</b>			
Day	295	99.33%			
Evening	1	0.34%			
Weekend	1	0.34%			
Total	297	100.00%			
No Response	1				
<b>Current Class Load</b>	<b>N</b>	<b>%</b>			
Full-time	284	96.27%			
Part-time	11	3.73%			
Total	295	100.00%			
No Response	3				

## Nov 2015 Demographics

<b>Employment</b>	<b>N</b>	<b>%</b>	<b>Institution Question</b>	<b>N</b>	<b>%</b>
Full-time off campus	11	3.70%	Campus item - Answer 1	4	1.61%
Part-time off campus	51	17.17%	Campus item - Answer 2	27	10.89%
Full-time on campus	28	9.43%	Campus item - Answer 3	7	2.82%
Part-time on campus	85	28.62%	Campus item - Answer 4	0	0.00%
Not employed	122	41.08%	Campus item - Answer 5	120	48.39%
Total	297	100.00%	Campus item - Answer 6	90	36.29%
No Response	1		Total	248	100.00%
			No Response	50	
<b>Current Residence</b>	<b>N</b>	<b>%</b>	<b>Institution Question 2</b>	<b>N</b>	<b>%</b>
Residence hall	209	70.13%	Campus item 2 - Answer 1	0	0%
Fraternity / Sorority	1	0.34%	Campus item 2 - Answer 2	0	0%
Own house	23	7.72%	Campus item 2 - Answer 3	0	0%
Rent room or apt off campus	28	9.40%	Campus item 2 - Answer 4	0	0%
Parent's home	30	10.07%	Campus item 2 - Answer 5	0	0%
Other residence	7	2.35%	Campus item 2 - Answer 6	0	0%
Total	298	100.00%	Total	0	100.00%
No Response	0		No Response	298	
<b>Residence Classification</b>	<b>N</b>	<b>%</b>	<b>Group Code</b>	<b>N</b>	<b>%</b>
In-state	238	80.13%	0001	19	6.64%
Out-of-state	45	15.15%	0002	1	0.35%
International (not U.S. citizen)	14	4.71%	0010	15	5.24%
Total	297	100.00%	0026	16	5.59%
No Response	1		0040	11	3.85%
			0060	2	0.70%
<b>Disabilities</b>	<b>N</b>	<b>%</b>	0064	2	0.70%
Yes - Disability	11	3.69%	0125	1	0.35%
No - Disability	287	96.31%	0128	1	0.35%
Total	298	100.00%	0131	8	2.80%
No Response	0		0138	1	0.35%
			0153	2	0.70%
<b>Institution Was My</b>	<b>N</b>	<b>%</b>	0159	3	1.05%
1st choice	151	50.84%	0161	5	1.75%
2nd choice	87	29.29%	0163	6	2.10%
3rd choice or lower	59	19.87%	0166	25	8.74%
Total	297	100.00%	0168	28	9.79%
No Response	1		0174	7	2.45%
			0175	1	0.35%
			0177	12	4.20%

## Nov 2015 Demographics

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0188	3	1.05%
0190	1	0.35%
0191	1	0.35%
0192	3	1.05%
0201	4	1.40%
0220	2	0.70%
0221	1	0.35%
0225	2	0.70%
0229	9	3.15%
0231	2	0.70%
0232	3	1.05%
0233	5	1.75%
0234	4	1.40%
0235	5	1.75%
0237	1	0.35%
0242	4	1.40%
0243	5	1.75%
0246	5	1.75%
0248	1	0.35%
0249	20	6.99%
0260	6	2.10%
0261	1	0.35%
0262	1	0.35%
0263	11	3.85%
0265	1	0.35%
0268	3	1.05%
0271	1	0.35%
0273	1	0.35%
0275	8	2.80%
0282	1	0.35%
0284	2	0.70%
0287	3	1.05%
Total	286	100.00%
No Response	12	

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## Nov 2012 Demographics

<b>Gender</b>			<b>Class Level</b>		
	<b>N</b>	<b>%</b>		<b>N</b>	<b>%</b>
Female	157	53.95%	Freshman	143	49.14%
Male	134	46.05%	Sophomore	59	20.27%
Total	291	100.00%	Junior	21	7.22%
No Response	7		Senior	67	23.02%
			Special student	0	0.00%
			Graduate/Professional	0	0.00%
			Other class level	1	0.34%
			Total	291	100.00%
			No Response	7	
<b>Age</b>			<b>Current GPA</b>		
	<b>N</b>	<b>%</b>		<b>N</b>	<b>%</b>
18 and under	107	36.77%	No credits earned	28	9.72%
19 to 24	169	58.08%	1.99 or below	6	2.08%
25 to 34	7	2.41%	2.0 - 2.49	40	13.89%
35 to 44	4	1.37%	2.5 - 2.99	63	21.88%
45 and over	4	1.37%	3.0 - 3.49	79	27.43%
Total	291	100.00%	3.5 or above	72	25.00%
No Response	7		Total	288	100.00%
			No Response	10	
<b>Ethnicity/Race</b>			<b>Educational Goal</b>		
	<b>N</b>	<b>%</b>		<b>N</b>	<b>%</b>
African-American	60	20.76%	Associate degree	7	2.43%
American Indian or Alaskan Native	3	1.04%	Bachelor's degree	178	61.81%
Asian or Pacific Islander	8	2.77%	Master's degree	61	21.18%
Caucasian/White	194	67.13%	Doctorate or professional degree	33	11.46%
Hispanic	6	2.08%	Certification (initial/renewal)	2	0.69%
Other race	9	3.11%	Self-improvement/pleasure	1	0.35%
Race - Prefer not to respond	9	3.11%	Job-related training	1	0.35%
Total	289	100.00%	Other educational goal	5	1.74%
No Response	9		Total	288	100.00%
			No Response	10	
<b>Current Enrollment Status</b>			<b>Current Class Load</b>		
	<b>N</b>	<b>%</b>		<b>N</b>	<b>%</b>
Day	288	99.31%	Full-time	281	96.23%
Evening	1	0.34%	Part-time	11	3.77%
Weekend	1	0.34%	Total	292	100.00%
Total	290	100.00%	No Response	6	
No Response	8				

## Nov 2012 Demographics

<b>Employment</b>	<b>N</b>	<b>%</b>	<b>Institution Question</b>	<b>N</b>	<b>%</b>
Full-time off campus	10	3.45%	Campus item - Answer 1	5	2.02%
Part-time off campus	54	18.62%	Campus item - Answer 2	19	7.66%
Full-time on campus	20	6.90%	Campus item - Answer 3	2	0.81%
Part-time on campus	75	25.86%	Campus item - Answer 4	3	1.21%
Not employed	131	45.17%	Campus item - Answer 5	139	56.05%
Total	290	100.00%	Campus item - Answer 6	80	32.26%
No Response	8		Total	248	100.00%
			No Response	50	
<b>Current Residence</b>	<b>N</b>	<b>%</b>	<b>Institution Question 2</b>	<b>N</b>	<b>%</b>
Residence hall	195	67.01%	Campus item 2 - Answer 1	0	0%
Fraternity / Sorority	0	0.00%	Campus item 2 - Answer 2	0	0%
Own house	24	8.25%	Campus item 2 - Answer 3	0	0%
Rent room or apt off campus	27	9.28%	Campus item 2 - Answer 4	0	0%
Parent's home	40	13.75%	Campus item 2 - Answer 5	0	0%
Other residence	5	1.72%	Campus item 2 - Answer 6	0	0%
Total	291	100.00%	Total	0	100.00%
No Response	7		No Response	298	
<b>Residence Classification</b>	<b>N</b>	<b>%</b>	<b>Group Code</b>	<b>N</b>	<b>%</b>
In-state	215	74.14%	0001	25	9.06%
Out-of-state	61	21.03%	0010	13	4.71%
International (not U.S. citizen)	14	4.83%	0024	2	0.72%
Total	290	100.00%	0026	8	2.90%
No Response	8		0032	4	1.45%
			0040	19	6.88%
<b>Disabilities</b>	<b>N</b>	<b>%</b>	0048	1	0.36%
Yes - Disability	9	3.09%	0049	3	1.09%
No - Disability	282	96.91%	0051	4	1.45%
Total	291	100.00%	0060	1	0.36%
No Response	7		0064	2	0.72%
			0069	1	0.36%
<b>Institution Was My</b>	<b>N</b>	<b>%</b>	0071	1	0.36%
1st choice	136	46.74%	0074	1	0.36%
2nd choice	96	32.99%	0084	1	0.36%
3rd choice or lower	59	20.27%	0086	2	0.72%
Total	291	100.00%	0103	1	0.36%
No Response	7		0119	2	0.72%
			0125	1	0.36%
			0126	1	0.36%

## Nov 2012 Demographics

0128	2	0.72%	2174	1	0.36%
0131	8	2.90%	2180	1	0.36%
0138	2	0.72%	2222	1	0.36%
0153	4	1.45%	2290	1	0.36%
0156	1	0.36%	4138	1	0.36%
0159	4	1.45%	4168	1	0.36%
0161	16	5.80%	4900	1	0.36%
0163	2	0.72%	Total	276	100.00%
0166	7	2.54%	No Response	22	
0168	12	4.35%			
0174	8	2.90%			
0177	7	2.54%			
0188	1	0.36%			
0199	1	0.36%			
0201	3	1.09%			
0209	2	0.72%			
0210	1	0.36%			
0211	7	2.54%			
0217	1	0.36%			
0218	12	4.35%			
0221	3	1.09%			
0222	4	1.45%			
0225	1	0.36%			
0226	3	1.09%			
0227	3	1.09%			
0228	2	0.72%			
0229	15	5.43%			
0230	2	0.72%			
0232	1	0.36%			
0233	6	2.17%			
0234	2	0.72%			
0236	14	5.07%			
0241	1	0.36%			
0242	2	0.72%			
0243	1	0.36%			
0244	2	0.72%			
0246	2	0.72%			
0740	1	0.36%			
1000	1	0.36%			
1159	1	0.36%			
1161	6	2.17%			
1228	1	0.36%			
1229	1	0.36%			

## **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.
- 2. The campus staff are caring and helpful.
- 33. My academic advisor is knowledgeable about requirements in my major.
- 65. Faculty are usually available after class and during office hours.
- 14. My academic advisor is concerned about my success as an individual.
- 6. My academic advisor is approachable.
- 69. There is a good variety of courses provided on this campus.
- 39. I am able to experience intellectual growth here.
- 72. On the whole, the campus is well-maintained.
- 45. Students are made to feel welcome on this campus.
- 41. There is a commitment to academic excellence on this campus.
- 26. Computer labs are adequate and accessible.
- 51. This institution has a good reputation within the community.
- 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.
- 58. The quality of instruction I receive in most of my classes is excellent.
- 83. Campus item 10
- 25. Faculty are fair and unbiased in their treatment of individual students.
- 49. There are adequate services to help me decide upon a career.
- 5. Financial aid counselors are helpful.
- 17. Adequate financial aid is available for most students.
- 23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)
- 21. The amount of student parking space on campus is adequate.
- 12. Financial aid awards are announced to students in time to be helpful in college planning.
- 28. Parking lots are well-lighted and secure.
- 47. Faculty provide timely feedback about student progress in a course.
- 73. Student activities fees are put to good use.
- 53. Faculty take into consideration student differences as they teach a course.

## **Strategic Planning Overview Trends**

### **Higher Satisfaction vs. Nov 2012**

- 68. Nearly all of the faculty are knowledgeable in their field.
- 55. Major requirements are clear and reasonable.
- 58. The quality of instruction I receive in most of my classes is excellent.
- 66. Tuition paid is a worthwhile investment.
- 69. There is a good variety of courses provided on this campus.
- 26. Computer labs are adequate and accessible.
- 51. This institution has a good reputation within the community.
- 67. Freedom of expression is protected on campus.

### **Lower Satisfaction vs. Nov 2012**

- 12. Financial aid awards are announced to students in time to be helpful in college planning.

### **Higher Importance vs. Nov 2012**

- 16. The instruction in my major field is excellent.
- 68. Nearly all of the faculty are knowledgeable in their field.
- 55. Major requirements are clear and reasonable.
- 58. The quality of instruction I receive in most of my classes is excellent.
- 2. The campus staff are caring and helpful.
- 65. Faculty are usually available after class and during office hours.
- 14. My academic advisor is concerned about my success as an individual.
- 74. Campus item 1
- 83. Campus item 10
- 6. My academic advisor is approachable.
- 66. Tuition paid is a worthwhile investment.
- 49. There are adequate services to help me decide upon a career.
- 5. Financial aid counselors are helpful.
- 17. Adequate financial aid is available for most students.
- 72. On the whole, the campus is well-maintained.
- 23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)
- 21. The amount of student parking space on campus is adequate.
- 41. There is a commitment to academic excellence on this campus.
- 59. This institution shows concern for students as individuals.
- 28. Parking lots are well-lighted and secure.
- 47. Faculty provide timely feedback about student progress in a course.



## **Strategic Planning Overview**

- 51. This institution has a good reputation within the community.
- 67. Freedom of expression is protected on campus.
- 75. Campus item 2
- 73. Student activities fees are put to good use.
- 77. Campus item 4
- 20. The business office is open during hours which are convenient for most students.

**Institutional Summary**  
**Scales: In Order of Importance**

Scale	Nov 2015			Nov 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Academic Advising	6.36	5.64 / 1.13	0.72	6.18	5.50 / 1.08	0.68	0.14
Safety and Security	6.36	4.91 / 1.12	1.45	6.23	4.90 / 1.13	1.33	0.01
Instructional Effectiveness	6.32	5.49 / 0.92	0.83	6.16	5.34 / 1.03	0.82	0.15
Student Centeredness	6.25	5.54 / 1.05	0.71	6.07	5.39 / 1.07	0.68	0.15
Registration Effectiveness	6.24	5.36 / 1.08	0.88	6.06	5.36 / 1.02	0.70	0.00
Recruitment and Financial Aid	6.22	5.10 / 1.17	1.12	6.06	5.25 / 1.10	0.81	-0.15
Campus Climate	6.20	5.45 / 0.96	0.75	6.03	5.32 / 1.00	0.71	0.13
Concern for the Individual	6.19	5.33 / 1.03	0.86	6.03	5.19 / 1.05	0.84	0.14
Service Excellence	6.10	5.27 / 0.97	0.83	5.92	5.19 / 1.02	0.73	0.08
Campus Support Services	6.08	5.54 / 0.91	0.54	5.96	5.38 / 0.97	0.58	0.16 *
Campus Life	5.88	5.10 / 0.95	0.78	5.78	5.04 / 1.02	0.74	0.06
Responsiveness to Diverse Populations		5.43 / 1.23			5.21 / 1.24		0.22 *

\* 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**

Item	Nov 2015			Nov 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
16. The instruction in my major field is excellent.	6.56	5.58 / 1.34	0.98	6.37	5.50 / 1.43	0.87	0.08
8. The content of the courses within my major is valuable.	6.52	5.64 / 1.37	0.88	6.39	5.59 / 1.33	0.80	0.05
90. Cost as factor in decision to enroll.	6.52			6.34			
7. The campus is safe and secure for all students.	6.51	5.61 / 1.36	0.90	6.39	5.71 / 1.27	0.68	-0.10
34. I am able to register for classes I need with few conflicts.	6.49	5.52 / 1.46	0.97	6.36	5.58 / 1.33	0.78	-0.06
68. Nearly all of the faculty are knowledgeable in their field.	6.49	5.94 / 1.18	0.55	6.29	5.57 / 1.39	0.72	0.37 ***
55. Major requirements are clear and reasonable.	6.46	5.78 / 1.24	0.68	6.23	5.46 / 1.36	0.77	0.32 **
58. The quality of instruction I receive in most of my classes is excellent.	6.45	5.52 / 1.35	0.93	6.26	5.27 / 1.43	0.99	0.25 *
2. The campus staff are caring and helpful.	6.43	5.61 / 1.30	0.82	6.17	5.47 / 1.31	0.70	0.14
33. My academic advisor is knowledgeable about requirements in my major.	6.43	5.81 / 1.42	0.62	6.34	5.64 / 1.34	0.70	0.17
65. Faculty are usually available after class and during office hours.	6.41	5.73 / 1.27	0.68	6.18	5.64 / 1.32	0.54	0.09
14. My academic advisor is concerned about my success as an individual.	6.40	5.61 / 1.41	0.79	6.19	5.47 / 1.37	0.72	0.14
29. It is an enjoyable experience to be a student on this campus.	6.40	5.53 / 1.46	0.87	6.25	5.30 / 1.61	0.95	0.23
74. Campus item 1	6.40	5.48 / 1.41	0.92	6.10	5.40 / 1.27	0.70	0.08
83. Campus item 10	6.40	5.35 / 1.55	1.05	6.18	5.39 / 1.51	0.79	-0.04
6. My academic advisor is approachable.	6.39	5.76 / 1.40	0.63	6.18	5.57 / 1.39	0.61	0.19

\* 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**

Item	Nov 2015			Nov 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
66. Tuition paid is a worthwhile investment.	6.39	5.54 / 1.44	0.85	6.19	5.25 / 1.54	0.94	0.29 *
25. Faculty are fair and unbiased in their treatment of individual students.	6.37	5.24 / 1.47	1.13	6.29	5.06 / 1.57	1.23	0.18
5. Financial aid counselors are helpful.	6.36	4.89 / 1.67	1.47	6.01	5.13 / 1.51	0.88	-0.24
49. There are adequate services to help me decide upon a career.	6.36	5.17 / 1.51	1.19	6.05	5.19 / 1.45	0.86	-0.02
69. There is a good variety of courses provided on this campus.	6.36	5.77 / 1.24	0.59	6.27	5.53 / 1.49	0.74	0.24 *
17. Adequate financial aid is available for most students.	6.35	5.13 / 1.58	1.22	6.13	5.28 / 1.52	0.85	-0.15
36. Security staff respond quickly in emergencies.	6.34	5.42 / 1.32	0.92	6.27	5.29 / 1.46	0.98	0.13
39. I am able to experience intellectual growth here.	6.34	5.67 / 1.26	0.67	6.24	5.47 / 1.33	0.77	0.20
72. On the whole, the campus is well-maintained.	6.33	5.68 / 1.35	0.65	6.16	5.61 / 1.41	0.55	0.07
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.32	4.48 / 1.79	1.84	6.07	4.22 / 1.78	1.85	0.26
45. Students are made to feel welcome on this campus.	6.32	5.66 / 1.34	0.66	6.18	5.53 / 1.44	0.65	0.13
21. The amount of student parking space on campus is adequate.	6.31	3.50 / 1.93	2.81	6.12	3.66 / 1.94	2.46	-0.16
41. There is a commitment to academic excellence on this campus.	6.31	5.63 / 1.29	0.68	6.15	5.49 / 1.33	0.66	0.14
59. This institution shows concern for students as individuals.	6.31	5.44 / 1.43	0.87	6.12	5.30 / 1.42	0.82	0.14
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.29	4.96 / 1.72	1.33	6.19	5.29 / 1.50	0.90	-0.33 *
26. Computer labs are adequate and accessible.	6.29	5.74 / 1.27	0.55	6.19	5.27 / 1.56	0.92	0.47 ***

\* 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**

Item	Nov 2015			Nov 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
28. Parking lots are well-lighted and secure.	6.29	5.14 / 1.51	1.15	6.13	4.95 / 1.66	1.18	0.19
4. Admissions staff are knowledgeable.	6.27	5.38 / 1.45	0.89	6.12	5.31 / 1.35	0.81	0.07
47. Faculty provide timely feedback about student progress in a course.	6.27	5.06 / 1.51	1.21	6.11	5.11 / 1.54	1.00	-0.05
51. This institution has a good reputation within the community.	6.27	5.90 / 1.21	0.37	6.03	5.62 / 1.29	0.41	0.28 **
67. Freedom of expression is protected on campus.	6.26	5.61 / 1.30	0.65	5.97	5.26 / 1.51	0.71	0.35 **
75. Campus item 2	6.24	5.53 / 1.29	0.71	5.94	5.36 / 1.30	0.58	0.17
27. The personnel involved in registration are helpful.	6.23	5.40 / 1.35	0.83	6.12	5.38 / 1.40	0.74	0.02
73. Student activities fees are put to good use.	6.22	5.03 / 1.66	1.19	5.99	4.88 / 1.77	1.11	0.15
77. Campus item 4	6.22	5.57 / 1.48	0.65	6.06	5.74 / 1.31	0.32	-0.17
20. The business office is open during hours which are convenient for most students.	6.20	5.36 / 1.36	0.84	5.96	5.44 / 1.34	0.52	-0.08
91. Financial aid as factor in decision to enroll.	6.20			6.19			
53. Faculty take into consideration student differences as they teach a course.	6.19	5.00 / 1.52	1.19	6.07	4.79 / 1.63	1.28	0.21
15. The staff in the health services area are competent.	6.18	5.28 / 1.41	0.90	5.85	5.20 / 1.44	0.65	0.08
3. Faculty care about me as an individual.	6.17	5.40 / 1.35	0.77	5.94	5.27 / 1.35	0.67	0.13
50. Class change (drop/add) policies are reasonable.	6.16	5.52 / 1.37	0.64	5.97	5.41 / 1.47	0.56	0.11
44. Academic support services adequately meet the needs of students.	6.14	5.30 / 1.31	0.84	5.95	5.28 / 1.25	0.67	0.02

\* 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**

Item	Nov 2015			Nov 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
63. Student disciplinary procedures are fair.	6.13	5.43 / 1.42	0.70	5.97	5.35 / 1.44	0.62	0.08
11. Billing policies are reasonable.	6.12	5.00 / 1.55	1.12	5.87	4.99 / 1.46	0.88	0.01
19. My academic advisor helps me set goals to work toward.	6.12	5.26 / 1.64	0.86	5.97	5.37 / 1.44	0.60	-0.11
22. Counseling staff care about students as individuals.	6.11	5.21 / 1.23	0.90	5.87	5.11 / 1.33	0.76	0.10
35. The assessment and course placement procedures are reasonable.	6.10	5.46 / 1.31	0.64	6.04	5.47 / 1.28	0.57	-0.01
38. There is an adequate selection of food available in the cafeteria.	6.09	4.04 / 1.83	2.05	5.92	4.04 / 1.81	1.88	0.00
57. I seldom get the "run-around" when seeking information on this campus.	6.09	4.69 / 1.78	1.40	6.03	4.73 / 1.77	1.30	-0.04
10. Administrators are approachable to students.	6.08	5.53 / 1.21	0.55	5.93	5.53 / 1.13	0.40	0.00
32. Tutoring services are readily available.	6.06	5.74 / 1.29	0.32	6.10	5.59 / 1.35	0.51	0.15
61. Adjunct faculty are competent as classroom instructors.	6.05	5.47 / 1.23	0.58	5.79	5.17 / 1.35	0.62	0.30 **
18. Library resources and services are adequate.	6.01	5.60 / 1.20	0.41	5.92	5.63 / 1.22	0.29	-0.03
43. Admissions counselors respond to prospective students' unique needs and requests.	6.01	5.06 / 1.45	0.95	5.95	5.14 / 1.43	0.81	-0.08
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.00	5.19 / 1.46	0.81	5.93	5.34 / 1.43	0.59	-0.15
60. I generally know what's happening on campus.	6.00	5.36 / 1.50	0.64	5.88	5.27 / 1.52	0.61	0.09
62. There is a strong commitment to racial harmony on this campus.	6.00	5.43 / 1.32	0.57	5.78	5.28 / 1.38	0.50	0.15

\* 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

Item	Nov 2015			Nov 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. Most students feel a sense of belonging here.	5.99	5.44 / 1.36	0.55	5.75	5.24 / 1.45	0.51	0.20
54. Bookstore staff are helpful.	5.99	5.65 / 1.34	0.34	5.94	5.31 / 1.50	0.63	0.34 **
71. Channels for expressing student complaints are readily available.	5.99	5.00 / 1.55	0.99	5.82	4.95 / 1.57	0.87	0.05
64. New student orientation services help students adjust to college.	5.98	5.41 / 1.48	0.57	5.75	5.32 / 1.44	0.43	0.09
78. Campus item 5	5.98	5.12 / 1.53	0.86	5.75	5.27 / 1.51	0.48	-0.15
92. Academic reputation as factor in decision to enroll.	5.98			5.86			
37. I feel a sense of pride about my campus.	5.96	5.30 / 1.53	0.66	5.87	5.29 / 1.60	0.58	0.01
46. I can easily get involved in campus organizations.	5.96	5.65 / 1.34	0.31	5.82	5.49 / 1.43	0.33	0.16
70. Graduate teaching assistants are competent as classroom instructors.	5.96	5.25 / 1.29	0.71	5.79	5.26 / 1.32	0.53	-0.01
76. Campus item 3	5.93	5.34 / 1.37	0.59	5.71	5.07 / 1.41	0.64	0.27 *
80. Campus item 7	5.93	5.41 / 1.60	0.52	5.55	5.20 / 1.72	0.35	0.21
82. Campus item 9	5.90	5.00 / 1.68	0.90	5.61	4.66 / 1.67	0.95	0.34 *
79. Campus item 6	5.89	5.26 / 1.47	0.63	5.56	5.04 / 1.50	0.52	0.22
40. Residence hall regulations are reasonable.	5.87	5.07 / 1.65	0.80	5.87	4.97 / 1.59	0.90	0.10
52. The student center is a comfortable place for students to spend their leisure time.	5.77	5.23 / 1.42	0.54	5.79	5.17 / 1.52	0.62	0.06
30. Residence hall staff are concerned about me as an individual.	5.76	5.05 / 1.60	0.71	5.77	4.92 / 1.62	0.85	0.13

\* 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**

Item	Nov 2015			Nov 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
13. Library staff are helpful and approachable.	5.73	5.57 / 1.22	0.16	5.60	5.39 / 1.33	0.21	0.18
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.72	5.47 / 1.31	0.25	5.65	5.49 / 1.32	0.16	-0.02
56. The student handbook provides helpful information about campus life.	5.69	5.44 / 1.32	0.25	5.75	5.33 / 1.42	0.42	0.11
42. There are a sufficient number of weekend activities for students.	5.66	3.99 / 1.81	1.67	5.59	4.27 / 1.73	1.32	-0.28
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.58	5.09 / 1.41	0.49	5.61	5.18 / 1.57	0.43	-0.09
97. Campus appearance as factor in decision to enroll.	5.58			5.51			
81. Campus item 8	5.44	5.01 / 1.46	0.43	5.33	4.84 / 1.44	0.49	0.17
98. Personalized attention prior to enrollment as factor in decision to enroll.	5.44			5.33			
93. Size of institution as factor in decision to enroll.	5.29			5.21			
96. Geographic setting as factor in decision to enroll.	5.24			5.25			
95. Recommendations from family/friends as factor in decision to enroll.	5.15			4.98			
9. A variety of intramural activities are offered.	5.12	5.50 / 1.24	-0.38	5.18	5.64 / 1.32	-0.46	-0.14
94. Opportunity to play sports as factor in decision to enroll.	4.02			4.09			
84. Institution's commitment to part-time students?		5.35 / 1.36			5.14 / 1.36		0.21
85. Institution's commitment to evening students?		5.36 / 1.35			5.06 / 1.41		0.30 *

\* 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**

Item	Nov 2015			Nov 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
86. Institution's commitment to older, returning learners?		5.46 / 1.39			5.28 / 1.38		0.18
87. Institution's commitment to under-represented populations?		5.47 / 1.33			5.27 / 1.27		0.20
88. Institution's commitment to commuters?		5.38 / 1.52			5.15 / 1.45		0.23
89. Institution's commitment to students with disabilities?		5.59 / 1.36			5.34 / 1.34		0.25 *

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

## Institutional Summary

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

Scale/Item	Nov 2015			Nov 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>ACADEMIC ADVISING</b>	6.36	5.64 / 1.13	0.72	6.18	5.50 / 1.08	0.68	0.14
6. My academic advisor is approachable.	6.39	5.76 / 1.40	0.63	6.18	5.57 / 1.39	0.61	0.19
14. My academic advisor is concerned about my success as an individual.	6.40	5.61 / 1.41	0.79	6.19	5.47 / 1.37	0.72	0.14
19. My academic advisor helps me set goals to work toward.	6.12	5.26 / 1.64	0.86	5.97	5.37 / 1.44	0.60	-0.11
33. My academic advisor is knowledgeable about requirements in my major.	6.43	5.81 / 1.42	0.62	6.34	5.64 / 1.34	0.70	0.17
55. Major requirements are clear and reasonable.	6.46	5.78 / 1.24	0.68	6.23	5.46 / 1.36	0.77	0.32 **

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

## Institutional Summary

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

Scale/Item	Nov 2015			Nov 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>CAMPUS CLIMATE</b>	6.20	5.45 / 0.96	0.75	6.03	5.32 / 1.00	0.71	0.13
1. Most students feel a sense of belonging here.	5.99	5.44 / 1.36	0.55	5.75	5.24 / 1.45	0.51	0.20
2. The campus staff are caring and helpful.	6.43	5.61 / 1.30	0.82	6.17	5.47 / 1.31	0.70	0.14
3. Faculty care about me as an individual.	6.17	5.40 / 1.35	0.77	5.94	5.27 / 1.35	0.67	0.13
7. The campus is safe and secure for all students.	6.51	5.61 / 1.36	0.90	6.39	5.71 / 1.27	0.68	-0.10
10. Administrators are approachable to students.	6.08	5.53 / 1.21	0.55	5.93	5.53 / 1.13	0.40	0.00
29. It is an enjoyable experience to be a student on this campus.	6.40	5.53 / 1.46	0.87	6.25	5.30 / 1.61	0.95	0.23
37. I feel a sense of pride about my campus.	5.96	5.30 / 1.53	0.66	5.87	5.29 / 1.60	0.58	0.01
41. There is a commitment to academic excellence on this campus.	6.31	5.63 / 1.29	0.68	6.15	5.49 / 1.33	0.66	0.14
45. Students are made to feel welcome on this campus.	6.32	5.66 / 1.34	0.66	6.18	5.53 / 1.44	0.65	0.13
51. This institution has a good reputation within the community.	6.27	5.90 / 1.21	0.37	6.03	5.62 / 1.29	0.41	0.28 **
57. I seldom get the "run-around" when seeking information on this campus.	6.09	4.69 / 1.78	1.40	6.03	4.73 / 1.77	1.30	-0.04
59. This institution shows concern for students as individuals.	6.31	5.44 / 1.43	0.87	6.12	5.30 / 1.42	0.82	0.14
60. I generally know what's happening on campus.	6.00	5.36 / 1.50	0.64	5.88	5.27 / 1.52	0.61	0.09
62. There is a strong commitment to racial harmony on this campus.	6.00	5.43 / 1.32	0.57	5.78	5.28 / 1.38	0.50	0.15
66. Tuition paid is a worthwhile investment.	6.39	5.54 / 1.44	0.85	6.19	5.25 / 1.54	0.94	0.29 *

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

**Institutional Summary**

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

Scale/Item	Nov 2015			Nov 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
67. Freedom of expression is protected on campus.	6.26	5.61 / 1.30	0.65	5.97	5.26 / 1.51	0.71	0.35 **
71. Channels for expressing student complaints are readily available.	5.99	5.00 / 1.55	0.99	5.82	4.95 / 1.57	0.87	0.05

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

## Institutional Summary

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

Scale/Item	Nov 2015			Nov 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>CAMPUS LIFE</b>	5.88	5.10 / 0.95	0.78	5.78	5.04 / 1.02	0.74	0.06
9. A variety of intramural activities are offered.	5.12	5.50 / 1.24	-0.38	5.18	5.64 / 1.32	-0.46	-0.14
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.32	4.48 / 1.79	1.84	6.07	4.22 / 1.78	1.85	0.26
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.58	5.09 / 1.41	0.49	5.61	5.18 / 1.57	0.43	-0.09
30. Residence hall staff are concerned about me as an individual.	5.76	5.05 / 1.60	0.71	5.77	4.92 / 1.62	0.85	0.13
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.72	5.47 / 1.31	0.25	5.65	5.49 / 1.32	0.16	-0.02
38. There is an adequate selection of food available in the cafeteria.	6.09	4.04 / 1.83	2.05	5.92	4.04 / 1.81	1.88	0.00
40. Residence hall regulations are reasonable.	5.87	5.07 / 1.65	0.80	5.87	4.97 / 1.59	0.90	0.10
42. There are a sufficient number of weekend activities for students.	5.66	3.99 / 1.81	1.67	5.59	4.27 / 1.73	1.32	-0.28
46. I can easily get involved in campus organizations.	5.96	5.65 / 1.34	0.31	5.82	5.49 / 1.43	0.33	0.16
52. The student center is a comfortable place for students to spend their leisure time.	5.77	5.23 / 1.42	0.54	5.79	5.17 / 1.52	0.62	0.06
56. The student handbook provides helpful information about campus life.	5.69	5.44 / 1.32	0.25	5.75	5.33 / 1.42	0.42	0.11
63. Student disciplinary procedures are fair.	6.13	5.43 / 1.42	0.70	5.97	5.35 / 1.44	0.62	0.08
64. New student orientation services help students adjust to college.	5.98	5.41 / 1.48	0.57	5.75	5.32 / 1.44	0.43	0.09

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

**Institutional Summary**

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

Scale/Item	Nov 2015			Nov 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
67. Freedom of expression is protected on campus.	6.26	5.61 / 1.30	0.65	5.97	5.26 / 1.51	0.71	0.35 **
73. Student activities fees are put to good use.	6.22	5.03 / 1.66	1.19	5.99	4.88 / 1.77	1.11	0.15

\* 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	Nov 2015			Nov 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>CAMPUS SUPPORT SERVICES</b>	6.08	5.54 / 0.91	0.54	5.96	5.38 / 0.97	0.58	0.16 *
13. Library staff are helpful and approachable.	5.73	5.57 / 1.22	0.16	5.60	5.39 / 1.33	0.21	0.18
18. Library resources and services are adequate.	6.01	5.60 / 1.20	0.41	5.92	5.63 / 1.22	0.29	-0.03
26. Computer labs are adequate and accessible.	6.29	5.74 / 1.27	0.55	6.19	5.27 / 1.56	0.92	0.47 ***
32. Tutoring services are readily available.	6.06	5.74 / 1.29	0.32	6.10	5.59 / 1.35	0.51	0.15
44. Academic support services adequately meet the needs of students.	6.14	5.30 / 1.31	0.84	5.95	5.28 / 1.25	0.67	0.02
49. There are adequate services to help me decide upon a career.	6.36	5.17 / 1.51	1.19	6.05	5.19 / 1.45	0.86	-0.02
54. Bookstore staff are helpful.	5.99	5.65 / 1.34	0.34	5.94	5.31 / 1.50	0.63	0.34 **

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

## Institutional Summary

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

Scale/Item	Nov 2015			Nov 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>CONCERN FOR THE INDIVIDUAL</b>	6.19	5.33 / 1.03	0.86	6.03	5.19 / 1.05	0.84	0.14
3. Faculty care about me as an individual.	6.17	5.40 / 1.35	0.77	5.94	5.27 / 1.35	0.67	0.13
14. My academic advisor is concerned about my success as an individual.	6.40	5.61 / 1.41	0.79	6.19	5.47 / 1.37	0.72	0.14
22. Counseling staff care about students as individuals.	6.11	5.21 / 1.23	0.90	5.87	5.11 / 1.33	0.76	0.10
25. Faculty are fair and unbiased in their treatment of individual students.	6.37	5.24 / 1.47	1.13	6.29	5.06 / 1.57	1.23	0.18
30. Residence hall staff are concerned about me as an individual.	5.76	5.05 / 1.60	0.71	5.77	4.92 / 1.62	0.85	0.13
59. This institution shows concern for students as individuals.	6.31	5.44 / 1.43	0.87	6.12	5.30 / 1.42	0.82	0.14

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



## Institutional Summary

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

Scale/Item	Nov 2015			Nov 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>INSTRUCTIONAL EFFECTIVENESS</b>	6.32	5.49 / 0.92	0.83	6.16	5.34 / 1.03	0.82	0.15
3. Faculty care about me as an individual.	6.17	5.40 / 1.35	0.77	5.94	5.27 / 1.35	0.67	0.13
8. The content of the courses within my major is valuable.	6.52	5.64 / 1.37	0.88	6.39	5.59 / 1.33	0.80	0.05
16. The instruction in my major field is excellent.	6.56	5.58 / 1.34	0.98	6.37	5.50 / 1.43	0.87	0.08
25. Faculty are fair and unbiased in their treatment of individual students.	6.37	5.24 / 1.47	1.13	6.29	5.06 / 1.57	1.23	0.18
39. I am able to experience intellectual growth here.	6.34	5.67 / 1.26	0.67	6.24	5.47 / 1.33	0.77	0.20
41. There is a commitment to academic excellence on this campus.	6.31	5.63 / 1.29	0.68	6.15	5.49 / 1.33	0.66	0.14
47. Faculty provide timely feedback about student progress in a course.	6.27	5.06 / 1.51	1.21	6.11	5.11 / 1.54	1.00	-0.05
53. Faculty take into consideration student differences as they teach a course.	6.19	5.00 / 1.52	1.19	6.07	4.79 / 1.63	1.28	0.21
58. The quality of instruction I receive in most of my classes is excellent.	6.45	5.52 / 1.35	0.93	6.26	5.27 / 1.43	0.99	0.25 *
61. Adjunct faculty are competent as classroom instructors.	6.05	5.47 / 1.23	0.58	5.79	5.17 / 1.35	0.62	0.30 **
65. Faculty are usually available after class and during office hours.	6.41	5.73 / 1.27	0.68	6.18	5.64 / 1.32	0.54	0.09
68. Nearly all of the faculty are knowledgeable in their field.	6.49	5.94 / 1.18	0.55	6.29	5.57 / 1.39	0.72	0.37 ***
69. There is a good variety of courses provided on this campus.	6.36	5.77 / 1.24	0.59	6.27	5.53 / 1.49	0.74	0.24 *
70. Graduate teaching assistants are competent as classroom instructors.	5.96	5.25 / 1.29	0.71	5.79	5.26 / 1.32	0.53	-0.01

\* 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 - Recruitment and Financial Aid

Scale/Item	Nov 2015			Nov 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>RECRUITMENT AND FINANCIAL AID</b>	6.22	5.10 / 1.17	1.12	6.06	5.25 / 1.10	0.81	-0.15
4. Admissions staff are knowledgeable.	6.27	5.38 / 1.45	0.89	6.12	5.31 / 1.35	0.81	0.07
5. Financial aid counselors are helpful.	6.36	4.89 / 1.67	1.47	6.01	5.13 / 1.51	0.88	-0.24
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.29	4.96 / 1.72	1.33	6.19	5.29 / 1.50	0.90	-0.33 *
17. Adequate financial aid is available for most students.	6.35	5.13 / 1.58	1.22	6.13	5.28 / 1.52	0.85	-0.15
43. Admissions counselors respond to prospective students' unique needs and requests.	6.01	5.06 / 1.45	0.95	5.95	5.14 / 1.43	0.81	-0.08
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.00	5.19 / 1.46	0.81	5.93	5.34 / 1.43	0.59	-0.15

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

## Institutional Summary

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

Scale/Item	Nov 2015			Nov 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>REGISTRATION EFFECTIVENESS</b>	6.24	5.36 / 1.08	0.88	6.06	5.36 / 1.02	0.70	0.00
11. Billing policies are reasonable.	6.12	5.00 / 1.55	1.12	5.87	4.99 / 1.46	0.88	0.01
20. The business office is open during hours which are convenient for most students.	6.20	5.36 / 1.36	0.84	5.96	5.44 / 1.34	0.52	-0.08
27. The personnel involved in registration are helpful.	6.23	5.40 / 1.35	0.83	6.12	5.38 / 1.40	0.74	0.02
34. I am able to register for classes I need with few conflicts.	6.49	5.52 / 1.46	0.97	6.36	5.58 / 1.33	0.78	-0.06
50. Class change (drop/add) policies are reasonable.	6.16	5.52 / 1.37	0.64	5.97	5.41 / 1.47	0.56	0.11

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

## Institutional Summary

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

Scale/Item	Nov 2015			Nov 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>RESPONSIVENESS TO DIVERSE POPULATIONS</b>		5.43 / 1.23			5.21 / 1.24		0.22 *
84. Institution's commitment to part-time students?		5.35 / 1.36			5.14 / 1.36		0.21
85. Institution's commitment to evening students?		5.36 / 1.35			5.06 / 1.41		0.30 *
86. Institution's commitment to older, returning learners?		5.46 / 1.39			5.28 / 1.38		0.18
87. Institution's commitment to under-represented populations?		5.47 / 1.33			5.27 / 1.27		0.20
88. Institution's commitment to commuters?		5.38 / 1.52			5.15 / 1.45		0.23
89. Institution's commitment to students with disabilities?		5.59 / 1.36			5.34 / 1.34		0.25 *

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

**Institutional Summary**

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

Scale/Item	Nov 2015			Nov 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>SAFETY AND SECURITY</b>	6.36	4.91 / 1.12	1.45	6.23	4.90 / 1.13	1.33	0.01
7. The campus is safe and secure for all students.	6.51	5.61 / 1.36	0.90	6.39	5.71 / 1.27	0.68	-0.10
21. The amount of student parking space on campus is adequate.	6.31	3.50 / 1.93	2.81	6.12	3.66 / 1.94	2.46	-0.16
28. Parking lots are well-lighted and secure.	6.29	5.14 / 1.51	1.15	6.13	4.95 / 1.66	1.18	0.19
36. Security staff respond quickly in emergencies.	6.34	5.42 / 1.32	0.92	6.27	5.29 / 1.46	0.98	0.13

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

### Institutional Summary

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

Scale/Item	Nov 2015			Nov 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>SERVICE EXCELLENCE</b>	6.10	5.27 / 0.97	0.83	5.92	5.19 / 1.02	0.73	0.08
2. The campus staff are caring and helpful.	6.43	5.61 / 1.30	0.82	6.17	5.47 / 1.31	0.70	0.14
13. Library staff are helpful and approachable.	5.73	5.57 / 1.22	0.16	5.60	5.39 / 1.33	0.21	0.18
15. The staff in the health services area are competent.	6.18	5.28 / 1.41	0.90	5.85	5.20 / 1.44	0.65	0.08
22. Counseling staff care about students as individuals.	6.11	5.21 / 1.23	0.90	5.87	5.11 / 1.33	0.76	0.10
27. The personnel involved in registration are helpful.	6.23	5.40 / 1.35	0.83	6.12	5.38 / 1.40	0.74	0.02
57. I seldom get the "run-around" when seeking information on this campus.	6.09	4.69 / 1.78	1.40	6.03	4.73 / 1.77	1.30	-0.04
60. I generally know what's happening on campus.	6.00	5.36 / 1.50	0.64	5.88	5.27 / 1.52	0.61	0.09
71. Channels for expressing student complaints are readily available.	5.99	5.00 / 1.55	0.99	5.82	4.95 / 1.57	0.87	0.05

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

### Institutional Summary

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

Scale/Item	Nov 2015			Nov 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>STUDENT CENTEREDNESS</b>	6.25	5.54 / 1.05	0.71	6.07	5.39 / 1.07	0.68	0.15
1. Most students feel a sense of belonging here.	5.99	5.44 / 1.36	0.55	5.75	5.24 / 1.45	0.51	0.20
2. The campus staff are caring and helpful.	6.43	5.61 / 1.30	0.82	6.17	5.47 / 1.31	0.70	0.14
10. Administrators are approachable to students.	6.08	5.53 / 1.21	0.55	5.93	5.53 / 1.13	0.40	0.00
29. It is an enjoyable experience to be a student on this campus.	6.40	5.53 / 1.46	0.87	6.25	5.30 / 1.61	0.95	0.23
45. Students are made to feel welcome on this campus.	6.32	5.66 / 1.34	0.66	6.18	5.53 / 1.44	0.65	0.13
59. This institution shows concern for students as individuals.	6.31	5.44 / 1.43	0.87	6.12	5.30 / 1.42	0.82	0.14

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

## Institutional Summary

### Items: In Sequential Order

Item	Nov 2015			Nov 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. Most students feel a sense of belonging here.	5.99	5.44 / 1.36	0.55	5.75	5.24 / 1.45	0.51	0.20
2. The campus staff are caring and helpful.	6.43	5.61 / 1.30	0.82	6.17	5.47 / 1.31	0.70	0.14
3. Faculty care about me as an individual.	6.17	5.40 / 1.35	0.77	5.94	5.27 / 1.35	0.67	0.13
4. Admissions staff are knowledgeable.	6.27	5.38 / 1.45	0.89	6.12	5.31 / 1.35	0.81	0.07
5. Financial aid counselors are helpful.	6.36	4.89 / 1.67	1.47	6.01	5.13 / 1.51	0.88	-0.24
6. My academic advisor is approachable.	6.39	5.76 / 1.40	0.63	6.18	5.57 / 1.39	0.61	0.19
7. The campus is safe and secure for all students.	6.51	5.61 / 1.36	0.90	6.39	5.71 / 1.27	0.68	-0.10
8. The content of the courses within my major is valuable.	6.52	5.64 / 1.37	0.88	6.39	5.59 / 1.33	0.80	0.05
9. A variety of intramural activities are offered.	5.12	5.50 / 1.24	-0.38	5.18	5.64 / 1.32	-0.46	-0.14
10. Administrators are approachable to students.	6.08	5.53 / 1.21	0.55	5.93	5.53 / 1.13	0.40	0.00
11. Billing policies are reasonable.	6.12	5.00 / 1.55	1.12	5.87	4.99 / 1.46	0.88	0.01
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.29	4.96 / 1.72	1.33	6.19	5.29 / 1.50	0.90	-0.33 *
13. Library staff are helpful and approachable.	5.73	5.57 / 1.22	0.16	5.60	5.39 / 1.33	0.21	0.18
14. My academic advisor is concerned about my success as an individual.	6.40	5.61 / 1.41	0.79	6.19	5.47 / 1.37	0.72	0.14
15. The staff in the health services area are competent.	6.18	5.28 / 1.41	0.90	5.85	5.20 / 1.44	0.65	0.08
16. The instruction in my major field is excellent.	6.56	5.58 / 1.34	0.98	6.37	5.50 / 1.43	0.87	0.08

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



## Institutional Summary

### Items: In Sequential Order

Item	Nov 2015			Nov 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
17. Adequate financial aid is available for most students.	6.35	5.13 / 1.58	1.22	6.13	5.28 / 1.52	0.85	-0.15
18. Library resources and services are adequate.	6.01	5.60 / 1.20	0.41	5.92	5.63 / 1.22	0.29	-0.03
19. My academic advisor helps me set goals to work toward.	6.12	5.26 / 1.64	0.86	5.97	5.37 / 1.44	0.60	-0.11
20. The business office is open during hours which are convenient for most students.	6.20	5.36 / 1.36	0.84	5.96	5.44 / 1.34	0.52	-0.08
21. The amount of student parking space on campus is adequate.	6.31	3.50 / 1.93	2.81	6.12	3.66 / 1.94	2.46	-0.16
22. Counseling staff care about students as individuals.	6.11	5.21 / 1.23	0.90	5.87	5.11 / 1.33	0.76	0.10
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.32	4.48 / 1.79	1.84	6.07	4.22 / 1.78	1.85	0.26
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.58	5.09 / 1.41	0.49	5.61	5.18 / 1.57	0.43	-0.09
25. Faculty are fair and unbiased in their treatment of individual students.	6.37	5.24 / 1.47	1.13	6.29	5.06 / 1.57	1.23	0.18
26. Computer labs are adequate and accessible.	6.29	5.74 / 1.27	0.55	6.19	5.27 / 1.56	0.92	0.47 ***
27. The personnel involved in registration are helpful.	6.23	5.40 / 1.35	0.83	6.12	5.38 / 1.40	0.74	0.02
28. Parking lots are well-lighted and secure.	6.29	5.14 / 1.51	1.15	6.13	4.95 / 1.66	1.18	0.19
29. It is an enjoyable experience to be a student on this campus.	6.40	5.53 / 1.46	0.87	6.25	5.30 / 1.61	0.95	0.23
30. Residence hall staff are concerned about me as an individual.	5.76	5.05 / 1.60	0.71	5.77	4.92 / 1.62	0.85	0.13
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.72	5.47 / 1.31	0.25	5.65	5.49 / 1.32	0.16	-0.02

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

## Institutional Summary

### Items: In Sequential Order

Item	Nov 2015			Nov 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
32. Tutoring services are readily available.	6.06	5.74 / 1.29	0.32	6.10	5.59 / 1.35	0.51	0.15
33. My academic advisor is knowledgeable about requirements in my major.	6.43	5.81 / 1.42	0.62	6.34	5.64 / 1.34	0.70	0.17
34. I am able to register for classes I need with few conflicts.	6.49	5.52 / 1.46	0.97	6.36	5.58 / 1.33	0.78	-0.06
35. The assessment and course placement procedures are reasonable.	6.10	5.46 / 1.31	0.64	6.04	5.47 / 1.28	0.57	-0.01
36. Security staff respond quickly in emergencies.	6.34	5.42 / 1.32	0.92	6.27	5.29 / 1.46	0.98	0.13
37. I feel a sense of pride about my campus.	5.96	5.30 / 1.53	0.66	5.87	5.29 / 1.60	0.58	0.01
38. There is an adequate selection of food available in the cafeteria.	6.09	4.04 / 1.83	2.05	5.92	4.04 / 1.81	1.88	0.00
39. I am able to experience intellectual growth here.	6.34	5.67 / 1.26	0.67	6.24	5.47 / 1.33	0.77	0.20
40. Residence hall regulations are reasonable.	5.87	5.07 / 1.65	0.80	5.87	4.97 / 1.59	0.90	0.10
41. There is a commitment to academic excellence on this campus.	6.31	5.63 / 1.29	0.68	6.15	5.49 / 1.33	0.66	0.14
42. There are a sufficient number of weekend activities for students.	5.66	3.99 / 1.81	1.67	5.59	4.27 / 1.73	1.32	-0.28
43. Admissions counselors respond to prospective students' unique needs and requests.	6.01	5.06 / 1.45	0.95	5.95	5.14 / 1.43	0.81	-0.08
44. Academic support services adequately meet the needs of students.	6.14	5.30 / 1.31	0.84	5.95	5.28 / 1.25	0.67	0.02
45. Students are made to feel welcome on this campus.	6.32	5.66 / 1.34	0.66	6.18	5.53 / 1.44	0.65	0.13
46. I can easily get involved in campus organizations.	5.96	5.65 / 1.34	0.31	5.82	5.49 / 1.43	0.33	0.16

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

## Institutional Summary

### Items: In Sequential Order

Item	Nov 2015			Nov 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
47. Faculty provide timely feedback about student progress in a course.	6.27	5.06 / 1.51	1.21	6.11	5.11 / 1.54	1.00	-0.05
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.00	5.19 / 1.46	0.81	5.93	5.34 / 1.43	0.59	-0.15
49. There are adequate services to help me decide upon a career.	6.36	5.17 / 1.51	1.19	6.05	5.19 / 1.45	0.86	-0.02
50. Class change (drop/add) policies are reasonable.	6.16	5.52 / 1.37	0.64	5.97	5.41 / 1.47	0.56	0.11
51. This institution has a good reputation within the community.	6.27	5.90 / 1.21	0.37	6.03	5.62 / 1.29	0.41	0.28 **
52. The student center is a comfortable place for students to spend their leisure time.	5.77	5.23 / 1.42	0.54	5.79	5.17 / 1.52	0.62	0.06
53. Faculty take into consideration student differences as they teach a course.	6.19	5.00 / 1.52	1.19	6.07	4.79 / 1.63	1.28	0.21
54. Bookstore staff are helpful.	5.99	5.65 / 1.34	0.34	5.94	5.31 / 1.50	0.63	0.34 **
55. Major requirements are clear and reasonable.	6.46	5.78 / 1.24	0.68	6.23	5.46 / 1.36	0.77	0.32 **
56. The student handbook provides helpful information about campus life.	5.69	5.44 / 1.32	0.25	5.75	5.33 / 1.42	0.42	0.11
57. I seldom get the "run-around" when seeking information on this campus.	6.09	4.69 / 1.78	1.40	6.03	4.73 / 1.77	1.30	-0.04
58. The quality of instruction I receive in most of my classes is excellent.	6.45	5.52 / 1.35	0.93	6.26	5.27 / 1.43	0.99	0.25 *
59. This institution shows concern for students as individuals.	6.31	5.44 / 1.43	0.87	6.12	5.30 / 1.42	0.82	0.14
60. I generally know what's happening on campus.	6.00	5.36 / 1.50	0.64	5.88	5.27 / 1.52	0.61	0.09
61. Adjunct faculty are competent as classroom instructors.	6.05	5.47 / 1.23	0.58	5.79	5.17 / 1.35	0.62	0.30 **

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

## Institutional Summary

### Items: In Sequential Order

Item	Nov 2015			Nov 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
62. There is a strong commitment to racial harmony on this campus.	6.00	5.43 / 1.32	0.57	5.78	5.28 / 1.38	0.50	0.15
63. Student disciplinary procedures are fair.	6.13	5.43 / 1.42	0.70	5.97	5.35 / 1.44	0.62	0.08
64. New student orientation services help students adjust to college.	5.98	5.41 / 1.48	0.57	5.75	5.32 / 1.44	0.43	0.09
65. Faculty are usually available after class and during office hours.	6.41	5.73 / 1.27	0.68	6.18	5.64 / 1.32	0.54	0.09
66. Tuition paid is a worthwhile investment.	6.39	5.54 / 1.44	0.85	6.19	5.25 / 1.54	0.94	0.29 *
67. Freedom of expression is protected on campus.	6.26	5.61 / 1.30	0.65	5.97	5.26 / 1.51	0.71	0.35 **
68. Nearly all of the faculty are knowledgeable in their field.	6.49	5.94 / 1.18	0.55	6.29	5.57 / 1.39	0.72	0.37 ***
69. There is a good variety of courses provided on this campus.	6.36	5.77 / 1.24	0.59	6.27	5.53 / 1.49	0.74	0.24 *
70. Graduate teaching assistants are competent as classroom instructors.	5.96	5.25 / 1.29	0.71	5.79	5.26 / 1.32	0.53	-0.01
71. Channels for expressing student complaints are readily available.	5.99	5.00 / 1.55	0.99	5.82	4.95 / 1.57	0.87	0.05
72. On the whole, the campus is well-maintained.	6.33	5.68 / 1.35	0.65	6.16	5.61 / 1.41	0.55	0.07
73. Student activities fees are put to good use.	6.22	5.03 / 1.66	1.19	5.99	4.88 / 1.77	1.11	0.15
74. Campus item 1	6.40	5.48 / 1.41	0.92	6.10	5.40 / 1.27	0.70	0.08
75. Campus item 2	6.24	5.53 / 1.29	0.71	5.94	5.36 / 1.30	0.58	0.17
76. Campus item 3	5.93	5.34 / 1.37	0.59	5.71	5.07 / 1.41	0.64	0.27 *

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

## Institutional Summary

### Items: In Sequential Order

Item	Nov 2015			Nov 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
77. Campus item 4	6.22	5.57 / 1.48	0.65	6.06	5.74 / 1.31	0.32	-0.17
78. Campus item 5	5.98	5.12 / 1.53	0.86	5.75	5.27 / 1.51	0.48	-0.15
79. Campus item 6	5.89	5.26 / 1.47	0.63	5.56	5.04 / 1.50	0.52	0.22
80. Campus item 7	5.93	5.41 / 1.60	0.52	5.55	5.20 / 1.72	0.35	0.21
81. Campus item 8	5.44	5.01 / 1.46	0.43	5.33	4.84 / 1.44	0.49	0.17
82. Campus item 9	5.90	5.00 / 1.68	0.90	5.61	4.66 / 1.67	0.95	0.34 *
83. Campus item 10	6.40	5.35 / 1.55	1.05	6.18	5.39 / 1.51	0.79	-0.04
84. Institution's commitment to part-time students?		5.35 / 1.36			5.14 / 1.36		0.21
85. Institution's commitment to evening students?		5.36 / 1.35			5.06 / 1.41		0.30 *
86. Institution's commitment to older, returning learners?		5.46 / 1.39			5.28 / 1.38		0.18
87. Institution's commitment to under-represented populations?		5.47 / 1.33			5.27 / 1.27		0.20
88. Institution's commitment to commuters?		5.38 / 1.52			5.15 / 1.45		0.23
89. Institution's commitment to students with disabilities?		5.59 / 1.36			5.34 / 1.34		0.25 *
90. Cost as factor in decision to enroll.	6.52			6.34			
91. Financial aid as factor in decision to enroll.	6.20			6.19			
92. Academic reputation as factor in decision to enroll.	5.98			5.86			
93. Size of institution as factor in decision to enroll.	5.29			5.21			

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

**Institutional Summary**

**Items: In Sequential Order**

Item	Nov 2015			Nov 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
94. Opportunity to play sports as factor in decision to enroll.	4.02			4.09			
95. Recommendations from family/friends as factor in decision to enroll.	5.15			4.98			
96. Geographic setting as factor in decision to enroll.	5.24			5.25			
97. Campus appearance as factor in decision to enroll.	5.58			5.51			
98. Personalized attention prior to enrollment as factor in decision to enroll.	5.44			5.33			

\* 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

Summary Item	Nov 2015	Nov 2012	Mean Difference
So far, how has your college experience met your expectations?	Average: 4.87	Average: 4.63	0.24
1=Much worse than expected	2%	3%	
2=Quite a bit worse than I expected	1%	3%	
3=Worse than I expected	9%	9%	
4=About what I expected	30%	35%	
5=Better than I expected	22%	20%	
6=Quite a bit better than I expected	17%	15%	
7=Much better than expected	16%	12%	
Rate your overall satisfaction with your experience here thus far.	Average: 5.35	Average: 5.24	0.11
1=Not satisfied at all	1%	2%	
2=Not very satisfied	4%	5%	
3=Somewhat dissatisfied	6%	7%	
4=Neutral	9%	9%	
5=Somewhat satisfied	19%	18%	
6=Satisfied	39%	40%	
7=Very satisfied	18%	16%	
All in all, if you had to do it over, would you enroll here again?	Average: 5.37	Average: 5.14	0.23
1=Definitely not	3%	5%	
2=Probably not	7%	9%	
3=Maybe not	3%	6%	
4=I don't know	10%	10%	
5=Maybe yes	14%	11%	
6=Probably yes	28%	25%	
7=Definitely yes	32%	30%	