

May 2019 Demographics

Gender	N	%	Class Level	N	%
Female	319	74.19%	Freshman	68	16.00%
Male	111	25.81%	Sophomore	63	14.82%
Total	430	100.00%	Junior	66	15.53%
No Response	91		Senior	110	25.88%
			Special student	0	0.00%
			Graduate/Professional	118	27.76%
			Other class level	0	0.00%
			Total	425	100.00%
			No Response	96	
Age	N	%	Current GPA	N	%
18 and under	27	6.26%	No credits earned	10	2.13%
19 to 24	256	59.40%	1.99 or below	3	0.64%
25 to 34	76	17.63%	2.0 - 2.49	34	7.23%
35 to 44	34	7.89%	2.5 - 2.99	81	17.23%
45 and over	38	8.82%	3.0 - 3.49	127	27.02%
Total	431	100.00%	3.5 or above	215	45.74%
No Response	90		Total	470	100.00%
			No Response	51	
Ethnicity/Race	N	%	Educational Goal	N	%
African-American	75	15.99%	Associate degree	5	1.07%
American Indian or Alaskan Native	4	0.85%	Bachelor's degree	252	53.96%
Asian or Pacific Islander	32	6.82%	Master's degree	151	32.33%
Caucasian/White	325	69.30%	Doctorate or professional degree	51	10.92%
Hispanic	10	2.13%	Certification (initial/renewal)	3	0.64%
Other race	12	2.56%	Self-improvement/pleasure	4	0.86%
Race - Prefer not to respond	11	2.35%	Job-related training	0	0.00%
Total	469	100.00%	Other educational goal	1	0.21%
No Response	52		Total	467	100.00%
			No Response	54	
Current Enrollment Status	N	%			
Day	420	88.42%			
Evening	44	9.26%			
Weekend	11	2.32%			
Total	475	100.00%			
No Response	46				
Current Class Load	N	%			
Full-time	381	85.04%			
Part-time	67	14.96%			
Total	448	100.00%			
No Response	73				

May 2019 Demographics

Employment	N	%	Do you typically take your classes:	N	%
Full-time off campus	119	24.04%	Completely on-campus	149	29.56%
Part-time off campus	96	19.39%	Completely online	94	18.65%
Full-time on campus	39	7.88%	A mix of on-campus and online courses	261	51.79%
Part-time on campus	84	16.97%	Campus item - Answer 4	0	0.00%
Not employed	157	31.72%	Campus item - Answer 5	0	0.00%
Total	495	100.00%	Campus item - Answer 6	0	0.00%
No Response	26		Total	504	100.00%
			No Response	17	

Current Residence	N	%	Did either of your parents complete a college degree?	N	%
Residence hall	191	39.63%	Yes	237	51.19%
Fraternity / Sorority	2	0.41%	No	226	48.81%
Own house	129	26.76%	Campus item 2 - Answer 3	0	0.00%
Rent room or apt off campus	65	13.49%	Campus item 2 - Answer 4	0	0.00%
Parent's home	58	12.03%	Campus item 2 - Answer 5	0	0.00%
Other residence	37	7.68%	Campus item 2 - Answer 6	0	0.00%
Total	482	100.00%	Total	463	100.00%
No Response	39		No Response	58	

Residence Classification	N	%	Group Code	N	%
In-state	352	79.10%	1000: Agricultural Business	10	1.98%
Out-of-state	63	14.16%	1001: Agricultural Education	6	1.19%
International (not U.S. citizen)	30	6.74%	1002: Agricultural Science	14	2.78%
Total	445	100.00%	1003: Art	13	2.58%
No Response	76		1004: Athletic Training	7	1.39%

Disabilities	N	%	Group Code	N	%
Yes - Disability	34	7.71%	1005: Biology	24	4.76%
No - Disability	407	92.29%	1006: Accounting	12	2.38%
Total	441	100.00%	1007: Finance	6	1.19%
No Response	80		1008: General Business	10	1.98%
			1009: Entrepreneurship	5	0.99%
			1010: Management	14	2.78%
			1011: Information Systems	5	0.99%
			1012: Supply Chain Management	2	0.40%
			1013: Marketing	7	1.39%
			1014: Chemistry	18	3.57%
			1015: Computer Science	27	5.36%
			1016: Criminal Justice	14	2.78%
			1017: Elementary Education K-6	31	6.15%
			1018: Engineering	21	4.17%

Institution Was My	N	%
1st choice	293	62.08%
2nd choice	136	28.81%
3rd choice or lower	43	9.11%
Total	472	100.00%
No Response	49	

May 2019 Demographics

1019: English	5	0.99%
1020: Exercise Science	28	5.56%
1022: History	3	0.60%
1023: Mass Communication: Mass Media	3	0.60%
1024: Mathematics	3	0.60%
1025: Middle School Education	9	1.79%
1026: Nursing	42	8.33%
1027: Performing Arts: Music	3	0.60%
1028: Performing Arts: Musical Theatre/ Theatre	7	1.39%
1029: Physical Education and Health (K-12)	6	1.19%
1030: Political Science	3	0.60%
1031: Psychology	22	4.37%
1032: Public Health	8	1.59%
1033: Social Work	11	2.18%
1035: University Studies	10	1.98%
1036: MBA	10	1.98%
1038: MS Clinical and Mental Health Counseling	12	2.38%
1039: MS Kinesiology-Coaching	5	0.99%
1040: MS Computer and Information Science	10	1.98%
1041: Masters of Arts in Teaching	16	3.17%
1042: Master of Public Administration	2	0.40%
1043: M.Ed.: School Counseling	6	1.19%
1044: M.Ed.: College Counseling & Student Affairs	7	1.39%
1045: M.Ed.: Special Education	4	0.79%
1047: M.Ed.: Curriculum and Instruction	3	0.60%
1048: M.Ed.: Educational Administration and Supervision	13	2.58%
1049: M.Ed.: Library Media and Information Specialist	4	0.79%
1051: Undecided	3	0.60%
Total	504	100.00%
No Response	17	

Nov 2015 Demographics

Gender		N	%	Class Level		N	%
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	
Age		N	%	Current GPA		N	%
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	
Ethnicity/Race		N	%	Educational Goal		N	%
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	
Current Enrollment Status		N	%				
Day		295	99.33%				
Evening		1	0.34%				
Weekend		1	0.34%				
Total		297	100.00%				
No Response		1					
Current Class Load		N	%				
Full-time		284	96.27%				
Part-time		11	3.73%				
Total		295	100.00%				
No Response		3					

Nov 2015 Demographics

Employment	N	%	Institution Question	N	%
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	

Current Residence	N	%	Institution Question 2	N	%
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	

Residence Classification	N	%	Group Code	N	%
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%
			0064	2	0.70%
			0125	1	0.35%
			0128	1	0.35%
			0131	8	2.80%
			0138	1	0.35%
			0153	2	0.70%
			0159	3	1.05%
			0161	5	1.75%
			0163	6	2.10%
			0166	25	8.74%
			0168	28	9.79%
			0174	7	2.45%
			0175	1	0.35%
			0177	12	4.20%

Disabilities	N	%
Yes - Disability	11	3.69%
No - Disability	287	96.31%
Total	298	100.00%
No Response	0	

Institution Was My	N	%
1st choice	151	50.84%
2nd choice	87	29.29%
3rd choice or lower	59	19.87%
Total	297	100.00%
No Response	1	

Nov 2015 Demographics

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	

Strategic Planning Overview

Strengths and Challenges

Strengths

- 33. My academic advisor is knowledgeable about requirements in my major.
- 7. The campus is safe and secure for all students.
- 34. I am able to register for classes I need with few conflicts.
- 68. Nearly all of the faculty are knowledgeable in their field.
- 6. My academic advisor is approachable.
- 76. Campus item: Faculty on this campus demonstrate ethical behaviors and integrity.
- 55. Major requirements are clear and reasonable.
- 69. There is a good variety of courses provided on this campus.
- 83. Campus item: Most of my classes challenge me intellectually.
- 75. Campus item: Policies regarding academic integrity are clearly communicated.
- 14. My academic advisor is concerned about my success as an individual.
- 74. Campus item: Plagiarism and cheating violations are taken seriously on this campus.
- 32. Tutoring services are readily available.
- 35. The assessment and course placement procedures are reasonable.
- 45. Students are made to feel welcome on this campus.
- 82. Campus item: Title IX is taken seriously on this campus.
- 72. On the whole, the campus is well-maintained.
- 18. Library resources and services are adequate.
- 51. This institution has a good reputation within the community.

Challenges

- 8. The content of the courses within my major is valuable.
- 58. The quality of instruction I receive in most of my classes is excellent.
- 66. Tuition paid is a worthwhile investment.
- 25. Faculty are fair and unbiased in their treatment of individual students.
- 47. Faculty provide timely feedback about student progress in a course.
- 4. Admissions staff are knowledgeable.
- 71. Channels for expressing student complaints are readily available.

Strategic Planning Overview Trends

Higher Satisfaction vs. Nov 2015

- 33. My academic advisor is knowledgeable about requirements in my major.
- 7. The campus is safe and secure for all students.
- 34. I am able to register for classes I need with few conflicts.
- 68. Nearly all of the faculty are knowledgeable in their field.
- 16. The instruction in my major field is excellent.
- 36. Security staff respond quickly in emergencies.
- 6. My academic advisor is approachable.
- 76. Campus item: Faculty on this campus demonstrate ethical behaviors and integrity.
- 55. Major requirements are clear and reasonable.
- 69. There is a good variety of courses provided on this campus.
- 83. Campus item: Most of my classes challenge me intellectually.
- 8. The content of the courses within my major is valuable.
- 58. The quality of instruction I receive in most of my classes is excellent.
- 75. Campus item: Policies regarding academic integrity are clearly communicated.
- 41. There is a commitment to academic excellence on this campus.
- 14. My academic advisor is concerned about my success as an individual.
- 39. I am able to experience intellectual growth here.
- 74. Campus item: Plagiarism and cheating violations are taken seriously on this campus.
- 65. Faculty are usually available after class and during office hours.
- 66. Tuition paid is a worthwhile investment.
- 15. The staff in the health services area are competent.
- 32. Tutoring services are readily available.
- 35. The assessment and course placement procedures are reasonable.
- 45. Students are made to feel welcome on this campus.
- 82. Campus item: Title IX is taken seriously on this campus.
- 22. Counseling staff care about students as individuals.
- 26. Computer labs are adequate and accessible.
- 29. It is an enjoyable experience to be a student on this campus.
- 72. On the whole, the campus is well-maintained.
- 2. The campus staff are caring and helpful.
- 27. The personnel involved in registration are helpful.
- 59. This institution shows concern for students as individuals.
- 18. Library resources and services are adequate.
- 25. Faculty are fair and unbiased in their treatment of individual students.
- 51. This institution has a good reputation within the community.

Strategic Planning Overview

- 44. Academic support services adequately meet the needs of students.
- 19. My academic advisor helps me set goals to work toward.
- 47. Faculty provide timely feedback about student progress in a course.
- 4. Admissions staff are knowledgeable.
- 61. Adjunct faculty are competent as classroom instructors.
- 67. Freedom of expression is protected on campus.

Higher Importance vs. Nov 2015

- 33. My academic advisor is knowledgeable about requirements in my major.
- 36. Security staff respond quickly in emergencies.
- 6. My academic advisor is approachable.
- 76. Campus item: Faculty on this campus demonstrate ethical behaviors and integrity.
- 69. There is a good variety of courses provided on this campus.
- 83. Campus item: Most of my classes challenge me intellectually.
- 75. Campus item: Policies regarding academic integrity are clearly communicated.
- 41. There is a commitment to academic excellence on this campus.
- 39. I am able to experience intellectual growth here.
- 15. The staff in the health services area are competent.
- 32. Tutoring services are readily available.
- 35. The assessment and course placement procedures are reasonable.
- 45. Students are made to feel welcome on this campus.
- 82. Campus item: Title IX is taken seriously on this campus.
- 22. Counseling staff care about students as individuals.
- 26. Computer labs are adequate and accessible.
- 27. The personnel involved in registration are helpful.
- 18. Library resources and services are adequate.
- 51. This institution has a good reputation within the community.
- 44. Academic support services adequately meet the needs of students.
- 19. My academic advisor helps me set goals to work toward.
- 61. Adjunct faculty are competent as classroom instructors.

Institutional Summary
Scales: In Order of Importance

Scale	May 2019			Nov 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Academic Advising	6.54	6.25 / 1.04	0.29	6.36	5.64 / 1.13	0.72	0.61 ***
Instructional Effectiveness	6.48	6.00 / 0.97	0.48	6.32	5.49 / 0.92	0.83	0.51 ***
Student Centeredness	6.42	5.98 / 1.04	0.44	6.25	5.54 / 1.05	0.71	0.44 ***
Campus Climate	6.41	5.98 / 1.00	0.43	6.20	5.45 / 0.96	0.75	0.53 ***
Campus Support Services	6.40	6.12 / 0.88	0.28	6.08	5.54 / 0.91	0.54	0.58 ***
Concern for the Individual	6.40	5.91 / 1.08	0.49	6.19	5.33 / 1.03	0.86	0.58 ***
Registration Effectiveness	6.40	5.98 / 1.01	0.42	6.24	5.36 / 1.08	0.88	0.62 ***
Service Excellence	6.39	5.95 / 0.99	0.44	6.10	5.27 / 0.97	0.83	0.68 ***
Safety and Security	6.37	5.50 / 1.16	0.87	6.36	4.91 / 1.12	1.45	0.59 ***
Recruitment and Financial Aid	6.35	5.70 / 1.20	0.65	6.22	5.10 / 1.17	1.12	0.60 ***
Campus Life	6.21	5.70 / 1.15	0.51	5.88	5.10 / 0.95	0.78	0.60 ***
Responsiveness to Diverse Populations		6.08 / 1.18			5.43 / 1.23		0.65 ***

* 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	May 2019			Nov 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
7. The campus is safe and secure for all students.	6.63	6.22 / 1.05	0.41	6.51	5.61 / 1.36	0.90	0.61 ***
33. My academic advisor is knowledgeable about requirements in my major.	6.63	6.43 / 1.05	0.20	6.43	5.81 / 1.42	0.62	0.62 ***
34. I am able to register for classes I need with few conflicts.	6.62	6.22 / 1.18	0.40	6.49	5.52 / 1.46	0.97	0.70 ***
68. Nearly all of the faculty are knowledgeable in their field.	6.61	6.24 / 1.07	0.37	6.49	5.94 / 1.18	0.55	0.30 ***
6. My academic advisor is approachable.	6.58	6.31 / 1.19	0.27	6.39	5.76 / 1.40	0.63	0.55 ***
16. The instruction in my major field is excellent.	6.58	6.15 / 1.15	0.43	6.56	5.58 / 1.34	0.98	0.57 ***
36. Security staff respond quickly in emergencies.	6.58	6.06 / 1.22	0.52	6.34	5.42 / 1.32	0.92	0.64 ***
76. Campus item: Faculty on this campus demonstrate ethical behaviors and integrity.	6.58	6.27 / 1.06	0.31	5.93	5.34 / 1.37	0.59	0.93 ***
55. Major requirements are clear and reasonable.	6.57	6.21 / 1.09	0.36	6.46	5.78 / 1.24	0.68	0.43 ***
69. There is a good variety of courses provided on this campus.	6.57	6.23 / 1.05	0.34	6.36	5.77 / 1.24	0.59	0.46 ***
83. Campus item: Most of my classes challenge me intellectually.	6.57	6.20 / 1.16	0.37	6.40	5.35 / 1.55	1.05	0.85 ***
8. The content of the courses within my major is valuable.	6.55	6.02 / 1.22	0.53	6.52	5.64 / 1.37	0.88	0.38 ***
58. The quality of instruction I receive in most of my classes is excellent.	6.54	6.01 / 1.24	0.53	6.45	5.52 / 1.35	0.93	0.49 ***
75. Campus item: Policies regarding academic integrity are clearly communicated.	6.54	6.46 / 0.90	0.08	6.24	5.53 / 1.29	0.71	0.93 ***
41. There is a commitment to academic excellence on this campus.	6.53	6.10 / 1.23	0.43	6.31	5.63 / 1.29	0.68	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	May 2019			Nov 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
14. My academic advisor is concerned about my success as an individual.	6.52	6.25 / 1.33	0.27	6.40	5.61 / 1.41	0.79	0.64 ***
39. I am able to experience intellectual growth here.	6.52	6.12 / 1.20	0.40	6.34	5.67 / 1.26	0.67	0.45 ***
74. Campus item: Plagiarism and cheating violations are taken seriously on this campus.	6.52	6.46 / 0.93	0.06	6.40	5.48 / 1.41	0.92	0.98 ***
65. Faculty are usually available after class and during office hours.	6.51	6.12 / 1.16	0.39	6.41	5.73 / 1.27	0.68	0.39 ***
66. Tuition paid is a worthwhile investment.	6.51	5.96 / 1.46	0.55	6.39	5.54 / 1.44	0.85	0.42 ***
15. The staff in the health services area are competent.	6.49	6.14 / 1.12	0.35	6.18	5.28 / 1.41	0.90	0.86 ***
32. Tutoring services are readily available.	6.49	6.27 / 1.14	0.22	6.06	5.74 / 1.29	0.32	0.53 ***
35. The assessment and course placement procedures are reasonable.	6.49	6.23 / 1.07	0.26	6.10	5.46 / 1.31	0.64	0.77 ***
45. Students are made to feel welcome on this campus.	6.49	6.18 / 1.21	0.31	6.32	5.66 / 1.34	0.66	0.52 ***
82. Campus item: Title IX is taken seriously on this campus.	6.49	6.33 / 1.14	0.16	5.90	5.00 / 1.68	0.90	1.33 ***
22. Counseling staff care about students as individuals.	6.48	6.07 / 1.16	0.41	6.11	5.21 / 1.23	0.90	0.86 ***
26. Computer labs are adequate and accessible.	6.48	6.12 / 1.20	0.36	6.29	5.74 / 1.27	0.55	0.38 ***
29. It is an enjoyable experience to be a student on this campus.	6.48	6.01 / 1.39	0.47	6.40	5.53 / 1.46	0.87	0.48 ***
72. On the whole, the campus is well-maintained.	6.48	6.24 / 1.10	0.24	6.33	5.68 / 1.35	0.65	0.56 ***
2. The campus staff are caring and helpful.	6.47	5.99 / 1.17	0.48	6.43	5.61 / 1.30	0.82	0.38 ***
27. The personnel involved in registration are helpful.	6.45	6.09 / 1.17	0.36	6.23	5.40 / 1.35	0.83	0.69 ***

* 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	May 2019			Nov 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
59. This institution shows concern for students as individuals.	6.45	5.94 / 1.36	0.51	6.31	5.44 / 1.43	0.87	0.50 ***
18. Library resources and services are adequate.	6.44	6.22 / 1.01	0.22	6.01	5.60 / 1.20	0.41	0.62 ***
25. Faculty are fair and unbiased in their treatment of individual students.	6.44	5.77 / 1.41	0.67	6.37	5.24 / 1.47	1.13	0.53 ***
51. This institution has a good reputation within the community.	6.43	6.31 / 1.05	0.12	6.27	5.90 / 1.21	0.37	0.41 ***
44. Academic support services adequately meet the needs of students.	6.42	6.05 / 1.21	0.37	6.14	5.30 / 1.31	0.84	0.75 ***
19. My academic advisor helps me set goals to work toward.	6.41	6.06 / 1.43	0.35	6.12	5.26 / 1.64	0.86	0.80 ***
47. Faculty provide timely feedback about student progress in a course.	6.41	5.73 / 1.43	0.68	6.27	5.06 / 1.51	1.21	0.67 ***
4. Admissions staff are knowledgeable.	6.40	5.87 / 1.27	0.53	6.27	5.38 / 1.45	0.89	0.49 ***
61. Adjunct faculty are competent as classroom instructors.	6.40	5.95 / 1.24	0.45	6.05	5.47 / 1.23	0.58	0.48 ***
67. Freedom of expression is protected on campus.	6.40	5.98 / 1.34	0.42	6.26	5.61 / 1.30	0.65	0.37 ***
71. Channels for expressing student complaints are readily available.	6.39	5.74 / 1.48	0.65	5.99	5.00 / 1.55	0.99	0.74 ***
43. Admissions counselors respond to prospective students' unique needs and requests.	6.38	5.93 / 1.30	0.45	6.01	5.06 / 1.45	0.95	0.87 ***
50. Class change (drop/add) policies are reasonable.	6.38	6.11 / 1.23	0.27	6.16	5.52 / 1.37	0.64	0.59 ***
90. Cost as factor in decision to enroll.	6.38			6.52			
49. There are adequate services to help me decide upon a career.	6.37	5.83 / 1.42	0.54	6.36	5.17 / 1.51	1.19	0.66 ***

* 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	May 2019			Nov 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
62. There is a strong commitment to racial harmony on this campus.	6.37	5.99 / 1.33	0.38	6.00	5.43 / 1.32	0.57	0.56 ***
10. Administrators are approachable to students.	6.36	5.95 / 1.20	0.41	6.08	5.53 / 1.21	0.55	0.42 ***
17. Adequate financial aid is available for most students.	6.36	5.63 / 1.56	0.73	6.35	5.13 / 1.58	1.22	0.50 ***
31. Males and females have equal opportunities to participate in intercollegiate athletics.	6.36	6.26 / 1.08	0.10	5.72	5.47 / 1.31	0.25	0.79 ***
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.36	5.90 / 1.32	0.46	6.00	5.19 / 1.46	0.81	0.71 ***
63. Student disciplinary procedures are fair.	6.36	6.08 / 1.13	0.28	6.13	5.43 / 1.42	0.70	0.65 ***
70. Graduate teaching assistants are competent as classroom instructors.	6.36	5.97 / 1.21	0.39	5.96	5.25 / 1.29	0.71	0.72 ***
80. Campus item: Orientation programs (e.g., BAM, Mulerider Round-Up) are helpful and informative.	6.36	6.06 / 1.45	0.30	5.93	5.41 / 1.60	0.52	0.65 ***
20. The business office is open during hours which are convenient for most students.	6.35	5.95 / 1.32	0.40	6.20	5.36 / 1.36	0.84	0.59 ***
54. Bookstore staff are helpful.	6.35	6.16 / 1.18	0.19	5.99	5.65 / 1.34	0.34	0.51 ***
77. Campus item: Opportunities for cultural enrichment are available on this campus.	6.35	6.18 / 1.06	0.17	6.22	5.57 / 1.48	0.65	0.61 ***
79. Campus item: I have access to a variety of dining options on this campus.	6.35	5.65 / 1.57	0.70	5.89	5.26 / 1.47	0.63	0.39 ***
53. Faculty take into consideration student differences as they teach a course.	6.34	5.68 / 1.43	0.66	6.19	5.00 / 1.52	1.19	0.68 ***
3. Faculty care about me as an individual.	6.33	5.91 / 1.30	0.42	6.17	5.40 / 1.35	0.77	0.51 ***

* 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	May 2019			Nov 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
37. I feel a sense of pride about my campus.	6.33	6.08 / 1.30	0.25	5.96	5.30 / 1.53	0.66	0.78 ***
57. I seldom get the "run-around" when seeking information on this campus.	6.33	5.52 / 1.69	0.81	6.09	4.69 / 1.78	1.40	0.83 ***
64. New student orientation services help students adjust to college.	6.33	5.86 / 1.43	0.47	5.98	5.41 / 1.48	0.57	0.45 ***
5. Financial aid counselors are helpful.	6.30	5.37 / 1.64	0.93	6.36	4.89 / 1.67	1.47	0.48 ***
91. Financial aid as factor in decision to enroll.	6.30			6.20			
52. The student center is a comfortable place for students to spend their leisure time.	6.29	5.85 / 1.42	0.44	5.77	5.23 / 1.42	0.54	0.62 ***
73. Student activities fees are put to good use.	6.29	5.39 / 1.72	0.90	6.22	5.03 / 1.66	1.19	0.36 **
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.28	5.51 / 1.67	0.77	6.29	4.96 / 1.72	1.33	0.55 ***
13. Library staff are helpful and approachable.	6.28	6.20 / 1.07	0.08	5.73	5.57 / 1.22	0.16	0.63 ***
28. Parking lots are well-lighted and secure.	6.28	5.58 / 1.52	0.70	6.29	5.14 / 1.51	1.15	0.44 ***
46. I can easily get involved in campus organizations.	6.28	6.01 / 1.35	0.27	5.96	5.65 / 1.34	0.31	0.36 ***
56. The student handbook provides helpful information about campus life.	6.27	6.01 / 1.35	0.26	5.69	5.44 / 1.32	0.25	0.57 ***
1. Most students feel a sense of belonging here.	6.24	5.84 / 1.26	0.40	5.99	5.44 / 1.36	0.55	0.40 ***
40. Residence hall regulations are reasonable.	6.23	5.56 / 1.57	0.67	5.87	5.07 / 1.65	0.80	0.49 ***
78. Campus item: Students are given the opportunity to participate in student government.	6.21	6.08 / 1.23	0.13	5.98	5.12 / 1.53	0.86	0.96 ***

* 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	May 2019			Nov 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
60. I generally know what's happening on campus.	6.20	5.84 / 1.45	0.36	6.00	5.36 / 1.50	0.64	0.48 ***
11. Billing policies are reasonable.	6.18	5.54 / 1.45	0.64	6.12	5.00 / 1.55	1.12	0.54 ***
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.18	4.97 / 1.78	1.21	6.32	4.48 / 1.79	1.84	0.49 ***
30. Residence hall staff are concerned about me as an individual.	6.15	5.42 / 1.65	0.73	5.76	5.05 / 1.60	0.71	0.37 **
38. There is an adequate selection of food available in the cafeteria.	6.13	4.93 / 1.95	1.20	6.09	4.04 / 1.83	2.05	0.89 ***
92. Academic reputation as factor in decision to enroll.	6.12			5.98			
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	6.10	5.94 / 1.33	0.16	5.58	5.09 / 1.41	0.49	0.85 ***
81. Campus item: The Online Course Primer is helpful and informative.	6.02	5.61 / 1.69	0.41	5.44	5.01 / 1.46	0.43	0.60 ***
21. The amount of student parking space on campus is adequate.	5.98	4.23 / 2.08	1.75	6.31	3.50 / 1.93	2.81	0.73 ***
9. A variety of intramural activities are offered.	5.95	6.08 / 1.21	-0.13	5.12	5.50 / 1.24	-0.38	0.58 ***
42. There are a sufficient number of weekend activities for students.	5.85	4.90 / 1.95	0.95	5.66	3.99 / 1.81	1.67	0.91 ***
98. Personalized attention prior to enrollment as factor in decision to enroll.	5.81			5.44			
97. Campus appearance as factor in decision to enroll.	5.72			5.58			
96. Geographic setting as factor in decision to enroll.	5.63			5.24			
93. Size of institution as factor in decision to enroll.	5.57			5.29			

* 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	May 2019			Nov 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
95. Recommendations from family/friends as factor in decision to enroll.	5.45			5.15			
94. Opportunity to play sports as factor in decision to enroll.	4.78			4.02			
84. Institution's commitment to part-time students?		6.09 / 1.27			5.35 / 1.36		0.74 ***
85. Institution's commitment to evening students?		6.00 / 1.29			5.36 / 1.35		0.64 ***
86. Institution's commitment to older, returning learners?		6.12 / 1.23			5.46 / 1.39		0.66 ***
87. Institution's commitment to under-represented populations?		6.06 / 1.23			5.47 / 1.33		0.59 ***
88. Institution's commitment to commuters?		6.03 / 1.30			5.38 / 1.52		0.65 ***
89. Institution's commitment to students with disabilities?		6.19 / 1.10			5.59 / 1.36		0.60 ***

* 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	May 2019			Nov 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC ADVISING	6.54	6.25 / 1.04	0.29	6.36	5.64 / 1.13	0.72	0.61 ***
6. My academic advisor is approachable.	6.58	6.31 / 1.19	0.27	6.39	5.76 / 1.40	0.63	0.55 ***
14. My academic advisor is concerned about my success as an individual.	6.52	6.25 / 1.33	0.27	6.40	5.61 / 1.41	0.79	0.64 ***
19. My academic advisor helps me set goals to work toward.	6.41	6.06 / 1.43	0.35	6.12	5.26 / 1.64	0.86	0.80 ***
33. My academic advisor is knowledgeable about requirements in my major.	6.63	6.43 / 1.05	0.20	6.43	5.81 / 1.42	0.62	0.62 ***
55. Major requirements are clear and reasonable.	6.57	6.21 / 1.09	0.36	6.46	5.78 / 1.24	0.68	0.43 ***

* 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	May 2019			Nov 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS CLIMATE	6.41	5.98 / 1.00	0.43	6.20	5.45 / 0.96	0.75	0.53 ***
1. Most students feel a sense of belonging here.	6.24	5.84 / 1.26	0.40	5.99	5.44 / 1.36	0.55	0.40 ***
2. The campus staff are caring and helpful.	6.47	5.99 / 1.17	0.48	6.43	5.61 / 1.30	0.82	0.38 ***
3. Faculty care about me as an individual.	6.33	5.91 / 1.30	0.42	6.17	5.40 / 1.35	0.77	0.51 ***
7. The campus is safe and secure for all students.	6.63	6.22 / 1.05	0.41	6.51	5.61 / 1.36	0.90	0.61 ***
10. Administrators are approachable to students.	6.36	5.95 / 1.20	0.41	6.08	5.53 / 1.21	0.55	0.42 ***
29. It is an enjoyable experience to be a student on this campus.	6.48	6.01 / 1.39	0.47	6.40	5.53 / 1.46	0.87	0.48 ***
37. I feel a sense of pride about my campus.	6.33	6.08 / 1.30	0.25	5.96	5.30 / 1.53	0.66	0.78 ***
41. There is a commitment to academic excellence on this campus.	6.53	6.10 / 1.23	0.43	6.31	5.63 / 1.29	0.68	0.47 ***
45. Students are made to feel welcome on this campus.	6.49	6.18 / 1.21	0.31	6.32	5.66 / 1.34	0.66	0.52 ***
51. This institution has a good reputation within the community.	6.43	6.31 / 1.05	0.12	6.27	5.90 / 1.21	0.37	0.41 ***
57. I seldom get the "run-around" when seeking information on this campus.	6.33	5.52 / 1.69	0.81	6.09	4.69 / 1.78	1.40	0.83 ***
59. This institution shows concern for students as individuals.	6.45	5.94 / 1.36	0.51	6.31	5.44 / 1.43	0.87	0.50 ***
60. I generally know what's happening on campus.	6.20	5.84 / 1.45	0.36	6.00	5.36 / 1.50	0.64	0.48 ***
62. There is a strong commitment to racial harmony on this campus.	6.37	5.99 / 1.33	0.38	6.00	5.43 / 1.32	0.57	0.56 ***
66. Tuition paid is a worthwhile investment.	6.51	5.96 / 1.46	0.55	6.39	5.54 / 1.44	0.85	0.42 ***

* 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	May 2019			Nov 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
67. Freedom of expression is protected on campus.	6.40	5.98 / 1.34	0.42	6.26	5.61 / 1.30	0.65	0.37 ***
71. Channels for expressing student complaints are readily available.	6.39	5.74 / 1.48	0.65	5.99	5.00 / 1.55	0.99	0.74 ***

* 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	May 2019			Nov 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS LIFE	6.21	5.70 / 1.15	0.51	5.88	5.10 / 0.95	0.78	0.60 ***
9. A variety of intramural activities are offered.	5.95	6.08 / 1.21	-0.13	5.12	5.50 / 1.24	-0.38	0.58 ***
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.18	4.97 / 1.78	1.21	6.32	4.48 / 1.79	1.84	0.49 ***
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	6.10	5.94 / 1.33	0.16	5.58	5.09 / 1.41	0.49	0.85 ***
30. Residence hall staff are concerned about me as an individual.	6.15	5.42 / 1.65	0.73	5.76	5.05 / 1.60	0.71	0.37 **
31. Males and females have equal opportunities to participate in intercollegiate athletics.	6.36	6.26 / 1.08	0.10	5.72	5.47 / 1.31	0.25	0.79 ***
38. There is an adequate selection of food available in the cafeteria.	6.13	4.93 / 1.95	1.20	6.09	4.04 / 1.83	2.05	0.89 ***
40. Residence hall regulations are reasonable.	6.23	5.56 / 1.57	0.67	5.87	5.07 / 1.65	0.80	0.49 ***
42. There are a sufficient number of weekend activities for students.	5.85	4.90 / 1.95	0.95	5.66	3.99 / 1.81	1.67	0.91 ***
46. I can easily get involved in campus organizations.	6.28	6.01 / 1.35	0.27	5.96	5.65 / 1.34	0.31	0.36 ***
52. The student center is a comfortable place for students to spend their leisure time.	6.29	5.85 / 1.42	0.44	5.77	5.23 / 1.42	0.54	0.62 ***
56. The student handbook provides helpful information about campus life.	6.27	6.01 / 1.35	0.26	5.69	5.44 / 1.32	0.25	0.57 ***
63. Student disciplinary procedures are fair.	6.36	6.08 / 1.13	0.28	6.13	5.43 / 1.42	0.70	0.65 ***
64. New student orientation services help students adjust to college.	6.33	5.86 / 1.43	0.47	5.98	5.41 / 1.48	0.57	0.45 ***

* 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	May 2019			Nov 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
67. Freedom of expression is protected on campus.	6.40	5.98 / 1.34	0.42	6.26	5.61 / 1.30	0.65	0.37 ***
73. Student activities fees are put to good use.	6.29	5.39 / 1.72	0.90	6.22	5.03 / 1.66	1.19	0.36 **

* 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	May 2019			Nov 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS SUPPORT SERVICES	6.40	6.12 / 0.88	0.28	6.08	5.54 / 0.91	0.54	0.58 ***
13. Library staff are helpful and approachable.	6.28	6.20 / 1.07	0.08	5.73	5.57 / 1.22	0.16	0.63 ***
18. Library resources and services are adequate.	6.44	6.22 / 1.01	0.22	6.01	5.60 / 1.20	0.41	0.62 ***
26. Computer labs are adequate and accessible.	6.48	6.12 / 1.20	0.36	6.29	5.74 / 1.27	0.55	0.38 ***
32. Tutoring services are readily available.	6.49	6.27 / 1.14	0.22	6.06	5.74 / 1.29	0.32	0.53 ***
44. Academic support services adequately meet the needs of students.	6.42	6.05 / 1.21	0.37	6.14	5.30 / 1.31	0.84	0.75 ***
49. There are adequate services to help me decide upon a career.	6.37	5.83 / 1.42	0.54	6.36	5.17 / 1.51	1.19	0.66 ***
54. Bookstore staff are helpful.	6.35	6.16 / 1.18	0.19	5.99	5.65 / 1.34	0.34	0.51 ***

* 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	May 2019			Nov 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CONCERN FOR THE INDIVIDUAL	6.40	5.91 / 1.08	0.49	6.19	5.33 / 1.03	0.86	0.58 ***
3. Faculty care about me as an individual.	6.33	5.91 / 1.30	0.42	6.17	5.40 / 1.35	0.77	0.51 ***
14. My academic advisor is concerned about my success as an individual.	6.52	6.25 / 1.33	0.27	6.40	5.61 / 1.41	0.79	0.64 ***
22. Counseling staff care about students as individuals.	6.48	6.07 / 1.16	0.41	6.11	5.21 / 1.23	0.90	0.86 ***
25. Faculty are fair and unbiased in their treatment of individual students.	6.44	5.77 / 1.41	0.67	6.37	5.24 / 1.47	1.13	0.53 ***
30. Residence hall staff are concerned about me as an individual.	6.15	5.42 / 1.65	0.73	5.76	5.05 / 1.60	0.71	0.37 **
59. This institution shows concern for students as individuals.	6.45	5.94 / 1.36	0.51	6.31	5.44 / 1.43	0.87	0.50 ***

* 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	May 2019			Nov 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTRUCTIONAL EFFECTIVENESS	6.48	6.00 / 0.97	0.48	6.32	5.49 / 0.92	0.83	0.51 ***
3. Faculty care about me as an individual.	6.33	5.91 / 1.30	0.42	6.17	5.40 / 1.35	0.77	0.51 ***
8. The content of the courses within my major is valuable.	6.55	6.02 / 1.22	0.53	6.52	5.64 / 1.37	0.88	0.38 ***
16. The instruction in my major field is excellent.	6.58	6.15 / 1.15	0.43	6.56	5.58 / 1.34	0.98	0.57 ***
25. Faculty are fair and unbiased in their treatment of individual students.	6.44	5.77 / 1.41	0.67	6.37	5.24 / 1.47	1.13	0.53 ***
39. I am able to experience intellectual growth here.	6.52	6.12 / 1.20	0.40	6.34	5.67 / 1.26	0.67	0.45 ***
41. There is a commitment to academic excellence on this campus.	6.53	6.10 / 1.23	0.43	6.31	5.63 / 1.29	0.68	0.47 ***
47. Faculty provide timely feedback about student progress in a course.	6.41	5.73 / 1.43	0.68	6.27	5.06 / 1.51	1.21	0.67 ***
53. Faculty take into consideration student differences as they teach a course.	6.34	5.68 / 1.43	0.66	6.19	5.00 / 1.52	1.19	0.68 ***
58. The quality of instruction I receive in most of my classes is excellent.	6.54	6.01 / 1.24	0.53	6.45	5.52 / 1.35	0.93	0.49 ***
61. Adjunct faculty are competent as classroom instructors.	6.40	5.95 / 1.24	0.45	6.05	5.47 / 1.23	0.58	0.48 ***
65. Faculty are usually available after class and during office hours.	6.51	6.12 / 1.16	0.39	6.41	5.73 / 1.27	0.68	0.39 ***
68. Nearly all of the faculty are knowledgeable in their field.	6.61	6.24 / 1.07	0.37	6.49	5.94 / 1.18	0.55	0.30 ***
69. There is a good variety of courses provided on this campus.	6.57	6.23 / 1.05	0.34	6.36	5.77 / 1.24	0.59	0.46 ***
70. Graduate teaching assistants are competent as classroom instructors.	6.36	5.97 / 1.21	0.39	5.96	5.25 / 1.29	0.71	0.72 ***

* 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	May 2019			Nov 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
RECRUITMENT AND FINANCIAL AID	6.35	5.70 / 1.20	0.65	6.22	5.10 / 1.17	1.12	0.60 ***
4. Admissions staff are knowledgeable.	6.40	5.87 / 1.27	0.53	6.27	5.38 / 1.45	0.89	0.49 ***
5. Financial aid counselors are helpful.	6.30	5.37 / 1.64	0.93	6.36	4.89 / 1.67	1.47	0.48 ***
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.28	5.51 / 1.67	0.77	6.29	4.96 / 1.72	1.33	0.55 ***
17. Adequate financial aid is available for most students.	6.36	5.63 / 1.56	0.73	6.35	5.13 / 1.58	1.22	0.50 ***
43. Admissions counselors respond to prospective students' unique needs and requests.	6.38	5.93 / 1.30	0.45	6.01	5.06 / 1.45	0.95	0.87 ***
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.36	5.90 / 1.32	0.46	6.00	5.19 / 1.46	0.81	0.71 ***

* 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	May 2019			Nov 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
REGISTRATION EFFECTIVENESS	6.40	5.98 / 1.01	0.42	6.24	5.36 / 1.08	0.88	0.62 ***
11. Billing policies are reasonable.	6.18	5.54 / 1.45	0.64	6.12	5.00 / 1.55	1.12	0.54 ***
20. The business office is open during hours which are convenient for most students.	6.35	5.95 / 1.32	0.40	6.20	5.36 / 1.36	0.84	0.59 ***
27. The personnel involved in registration are helpful.	6.45	6.09 / 1.17	0.36	6.23	5.40 / 1.35	0.83	0.69 ***
34. I am able to register for classes I need with few conflicts.	6.62	6.22 / 1.18	0.40	6.49	5.52 / 1.46	0.97	0.70 ***
50. Class change (drop/add) policies are reasonable.	6.38	6.11 / 1.23	0.27	6.16	5.52 / 1.37	0.64	0.59 ***

* 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	May 2019			Nov 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
RESPONSIVENESS TO DIVERSE POPULATIONS		6.08 / 1.18			5.43 / 1.23		0.65 ***
84. Institution's commitment to part-time students?		6.09 / 1.27			5.35 / 1.36		0.74 ***
85. Institution's commitment to evening students?		6.00 / 1.29			5.36 / 1.35		0.64 ***
86. Institution's commitment to older, returning learners?		6.12 / 1.23			5.46 / 1.39		0.66 ***
87. Institution's commitment to under-represented populations?		6.06 / 1.23			5.47 / 1.33		0.59 ***
88. Institution's commitment to commuters?		6.03 / 1.30			5.38 / 1.52		0.65 ***
89. Institution's commitment to students with disabilities?		6.19 / 1.10			5.59 / 1.36		0.60 ***

* 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	May 2019			Nov 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SAFETY AND SECURITY	6.37	5.50 / 1.16	0.87	6.36	4.91 / 1.12	1.45	0.59 ***
7. The campus is safe and secure for all students.	6.63	6.22 / 1.05	0.41	6.51	5.61 / 1.36	0.90	0.61 ***
21. The amount of student parking space on campus is adequate.	5.98	4.23 / 2.08	1.75	6.31	3.50 / 1.93	2.81	0.73 ***
28. Parking lots are well-lighted and secure.	6.28	5.58 / 1.52	0.70	6.29	5.14 / 1.51	1.15	0.44 ***
36. Security staff respond quickly in emergencies.	6.58	6.06 / 1.22	0.52	6.34	5.42 / 1.32	0.92	0.64 ***

* 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	May 2019			Nov 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SERVICE EXCELLENCE	6.39	5.95 / 0.99	0.44	6.10	5.27 / 0.97	0.83	0.68 ***
2. The campus staff are caring and helpful.	6.47	5.99 / 1.17	0.48	6.43	5.61 / 1.30	0.82	0.38 ***
13. Library staff are helpful and approachable.	6.28	6.20 / 1.07	0.08	5.73	5.57 / 1.22	0.16	0.63 ***
15. The staff in the health services area are competent.	6.49	6.14 / 1.12	0.35	6.18	5.28 / 1.41	0.90	0.86 ***
22. Counseling staff care about students as individuals.	6.48	6.07 / 1.16	0.41	6.11	5.21 / 1.23	0.90	0.86 ***
27. The personnel involved in registration are helpful.	6.45	6.09 / 1.17	0.36	6.23	5.40 / 1.35	0.83	0.69 ***
57. I seldom get the "run-around" when seeking information on this campus.	6.33	5.52 / 1.69	0.81	6.09	4.69 / 1.78	1.40	0.83 ***
60. I generally know what's happening on campus.	6.20	5.84 / 1.45	0.36	6.00	5.36 / 1.50	0.64	0.48 ***
71. Channels for expressing student complaints are readily available.	6.39	5.74 / 1.48	0.65	5.99	5.00 / 1.55	0.99	0.74 ***

* 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	May 2019			Nov 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
STUDENT CENTEREDNESS	6.42	5.98 / 1.04	0.44	6.25	5.54 / 1.05	0.71	0.44 ***
1. Most students feel a sense of belonging here.	6.24	5.84 / 1.26	0.40	5.99	5.44 / 1.36	0.55	0.40 ***
2. The campus staff are caring and helpful.	6.47	5.99 / 1.17	0.48	6.43	5.61 / 1.30	0.82	0.38 ***
10. Administrators are approachable to students.	6.36	5.95 / 1.20	0.41	6.08	5.53 / 1.21	0.55	0.42 ***
29. It is an enjoyable experience to be a student on this campus.	6.48	6.01 / 1.39	0.47	6.40	5.53 / 1.46	0.87	0.48 ***
45. Students are made to feel welcome on this campus.	6.49	6.18 / 1.21	0.31	6.32	5.66 / 1.34	0.66	0.52 ***
59. This institution shows concern for students as individuals.	6.45	5.94 / 1.36	0.51	6.31	5.44 / 1.43	0.87	0.50 ***

* 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	May 2019			Nov 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. Most students feel a sense of belonging here.	6.24	5.84 / 1.26	0.40	5.99	5.44 / 1.36	0.55	0.40 ***
2. The campus staff are caring and helpful.	6.47	5.99 / 1.17	0.48	6.43	5.61 / 1.30	0.82	0.38 ***
3. Faculty care about me as an individual.	6.33	5.91 / 1.30	0.42	6.17	5.40 / 1.35	0.77	0.51 ***
4. Admissions staff are knowledgeable.	6.40	5.87 / 1.27	0.53	6.27	5.38 / 1.45	0.89	0.49 ***
5. Financial aid counselors are helpful.	6.30	5.37 / 1.64	0.93	6.36	4.89 / 1.67	1.47	0.48 ***
6. My academic advisor is approachable.	6.58	6.31 / 1.19	0.27	6.39	5.76 / 1.40	0.63	0.55 ***
7. The campus is safe and secure for all students.	6.63	6.22 / 1.05	0.41	6.51	5.61 / 1.36	0.90	0.61 ***
8. The content of the courses within my major is valuable.	6.55	6.02 / 1.22	0.53	6.52	5.64 / 1.37	0.88	0.38 ***
9. A variety of intramural activities are offered.	5.95	6.08 / 1.21	-0.13	5.12	5.50 / 1.24	-0.38	0.58 ***
10. Administrators are approachable to students.	6.36	5.95 / 1.20	0.41	6.08	5.53 / 1.21	0.55	0.42 ***
11. Billing policies are reasonable.	6.18	5.54 / 1.45	0.64	6.12	5.00 / 1.55	1.12	0.54 ***
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.28	5.51 / 1.67	0.77	6.29	4.96 / 1.72	1.33	0.55 ***
13. Library staff are helpful and approachable.	6.28	6.20 / 1.07	0.08	5.73	5.57 / 1.22	0.16	0.63 ***
14. My academic advisor is concerned about my success as an individual.	6.52	6.25 / 1.33	0.27	6.40	5.61 / 1.41	0.79	0.64 ***
15. The staff in the health services area are competent.	6.49	6.14 / 1.12	0.35	6.18	5.28 / 1.41	0.90	0.86 ***
16. The instruction in my major field is excellent.	6.58	6.15 / 1.15	0.43	6.56	5.58 / 1.34	0.98	0.57 ***

* 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	May 2019			Nov 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
17. Adequate financial aid is available for most students.	6.36	5.63 / 1.56	0.73	6.35	5.13 / 1.58	1.22	0.50 ***
18. Library resources and services are adequate.	6.44	6.22 / 1.01	0.22	6.01	5.60 / 1.20	0.41	0.62 ***
19. My academic advisor helps me set goals to work toward.	6.41	6.06 / 1.43	0.35	6.12	5.26 / 1.64	0.86	0.80 ***
20. The business office is open during hours which are convenient for most students.	6.35	5.95 / 1.32	0.40	6.20	5.36 / 1.36	0.84	0.59 ***
21. The amount of student parking space on campus is adequate.	5.98	4.23 / 2.08	1.75	6.31	3.50 / 1.93	2.81	0.73 ***
22. Counseling staff care about students as individuals.	6.48	6.07 / 1.16	0.41	6.11	5.21 / 1.23	0.90	0.86 ***
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.18	4.97 / 1.78	1.21	6.32	4.48 / 1.79	1.84	0.49 ***
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	6.10	5.94 / 1.33	0.16	5.58	5.09 / 1.41	0.49	0.85 ***
25. Faculty are fair and unbiased in their treatment of individual students.	6.44	5.77 / 1.41	0.67	6.37	5.24 / 1.47	1.13	0.53 ***
26. Computer labs are adequate and accessible.	6.48	6.12 / 1.20	0.36	6.29	5.74 / 1.27	0.55	0.38 ***
27. The personnel involved in registration are helpful.	6.45	6.09 / 1.17	0.36	6.23	5.40 / 1.35	0.83	0.69 ***
28. Parking lots are well-lighted and secure.	6.28	5.58 / 1.52	0.70	6.29	5.14 / 1.51	1.15	0.44 ***
29. It is an enjoyable experience to be a student on this campus.	6.48	6.01 / 1.39	0.47	6.40	5.53 / 1.46	0.87	0.48 ***
30. Residence hall staff are concerned about me as an individual.	6.15	5.42 / 1.65	0.73	5.76	5.05 / 1.60	0.71	0.37 **
31. Males and females have equal opportunities to participate in intercollegiate athletics.	6.36	6.26 / 1.08	0.10	5.72	5.47 / 1.31	0.25	0.79 ***

* 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	May 2019			Nov 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
32. Tutoring services are readily available.	6.49	6.27 / 1.14	0.22	6.06	5.74 / 1.29	0.32	0.53 ***
33. My academic advisor is knowledgeable about requirements in my major.	6.63	6.43 / 1.05	0.20	6.43	5.81 / 1.42	0.62	0.62 ***
34. I am able to register for classes I need with few conflicts.	6.62	6.22 / 1.18	0.40	6.49	5.52 / 1.46	0.97	0.70 ***
35. The assessment and course placement procedures are reasonable.	6.49	6.23 / 1.07	0.26	6.10	5.46 / 1.31	0.64	0.77 ***
36. Security staff respond quickly in emergencies.	6.58	6.06 / 1.22	0.52	6.34	5.42 / 1.32	0.92	0.64 ***
37. I feel a sense of pride about my campus.	6.33	6.08 / 1.30	0.25	5.96	5.30 / 1.53	0.66	0.78 ***
38. There is an adequate selection of food available in the cafeteria.	6.13	4.93 / 1.95	1.20	6.09	4.04 / 1.83	2.05	0.89 ***
39. I am able to experience intellectual growth here.	6.52	6.12 / 1.20	0.40	6.34	5.67 / 1.26	0.67	0.45 ***
40. Residence hall regulations are reasonable.	6.23	5.56 / 1.57	0.67	5.87	5.07 / 1.65	0.80	0.49 ***
41. There is a commitment to academic excellence on this campus.	6.53	6.10 / 1.23	0.43	6.31	5.63 / 1.29	0.68	0.47 ***
42. There are a sufficient number of weekend activities for students.	5.85	4.90 / 1.95	0.95	5.66	3.99 / 1.81	1.67	0.91 ***
43. Admissions counselors respond to prospective students' unique needs and requests.	6.38	5.93 / 1.30	0.45	6.01	5.06 / 1.45	0.95	0.87 ***
44. Academic support services adequately meet the needs of students.	6.42	6.05 / 1.21	0.37	6.14	5.30 / 1.31	0.84	0.75 ***
45. Students are made to feel welcome on this campus.	6.49	6.18 / 1.21	0.31	6.32	5.66 / 1.34	0.66	0.52 ***
46. I can easily get involved in campus organizations.	6.28	6.01 / 1.35	0.27	5.96	5.65 / 1.34	0.31	0.36 ***

* 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	May 2019			Nov 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
47. Faculty provide timely feedback about student progress in a course.	6.41	5.73 / 1.43	0.68	6.27	5.06 / 1.51	1.21	0.67 ***
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.36	5.90 / 1.32	0.46	6.00	5.19 / 1.46	0.81	0.71 ***
49. There are adequate services to help me decide upon a career.	6.37	5.83 / 1.42	0.54	6.36	5.17 / 1.51	1.19	0.66 ***
50. Class change (drop/add) policies are reasonable.	6.38	6.11 / 1.23	0.27	6.16	5.52 / 1.37	0.64	0.59 ***
51. This institution has a good reputation within the community.	6.43	6.31 / 1.05	0.12	6.27	5.90 / 1.21	0.37	0.41 ***
52. The student center is a comfortable place for students to spend their leisure time.	6.29	5.85 / 1.42	0.44	5.77	5.23 / 1.42	0.54	0.62 ***
53. Faculty take into consideration student differences as they teach a course.	6.34	5.68 / 1.43	0.66	6.19	5.00 / 1.52	1.19	0.68 ***
54. Bookstore staff are helpful.	6.35	6.16 / 1.18	0.19	5.99	5.65 / 1.34	0.34	0.51 ***
55. Major requirements are clear and reasonable.	6.57	6.21 / 1.09	0.36	6.46	5.78 / 1.24	0.68	0.43 ***
56. The student handbook provides helpful information about campus life.	6.27	6.01 / 1.35	0.26	5.69	5.44 / 1.32	0.25	0.57 ***
57. I seldom get the "run-around" when seeking information on this campus.	6.33	5.52 / 1.69	0.81	6.09	4.69 / 1.78	1.40	0.83 ***
58. The quality of instruction I receive in most of my classes is excellent.	6.54	6.01 / 1.24	0.53	6.45	5.52 / 1.35	0.93	0.49 ***
59. This institution shows concern for students as individuals.	6.45	5.94 / 1.36	0.51	6.31	5.44 / 1.43	0.87	0.50 ***
60. I generally know what's happening on campus.	6.20	5.84 / 1.45	0.36	6.00	5.36 / 1.50	0.64	0.48 ***
61. Adjunct faculty are competent as classroom instructors.	6.40	5.95 / 1.24	0.45	6.05	5.47 / 1.23	0.58	0.48 ***

* 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	May 2019			Nov 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
62. There is a strong commitment to racial harmony on this campus.	6.37	5.99 / 1.33	0.38	6.00	5.43 / 1.32	0.57	0.56 ***
63. Student disciplinary procedures are fair.	6.36	6.08 / 1.13	0.28	6.13	5.43 / 1.42	0.70	0.65 ***
64. New student orientation services help students adjust to college.	6.33	5.86 / 1.43	0.47	5.98	5.41 / 1.48	0.57	0.45 ***
65. Faculty are usually available after class and during office hours.	6.51	6.12 / 1.16	0.39	6.41	5.73 / 1.27	0.68	0.39 ***
66. Tuition paid is a worthwhile investment.	6.51	5.96 / 1.46	0.55	6.39	5.54 / 1.44	0.85	0.42 ***
67. Freedom of expression is protected on campus.	6.40	5.98 / 1.34	0.42	6.26	5.61 / 1.30	0.65	0.37 ***
68. Nearly all of the faculty are knowledgeable in their field.	6.61	6.24 / 1.07	0.37	6.49	5.94 / 1.18	0.55	0.30 ***
69. There is a good variety of courses provided on this campus.	6.57	6.23 / 1.05	0.34	6.36	5.77 / 1.24	0.59	0.46 ***
70. Graduate teaching assistants are competent as classroom instructors.	6.36	5.97 / 1.21	0.39	5.96	5.25 / 1.29	0.71	0.72 ***
71. Channels for expressing student complaints are readily available.	6.39	5.74 / 1.48	0.65	5.99	5.00 / 1.55	0.99	0.74 ***
72. On the whole, the campus is well-maintained.	6.48	6.24 / 1.10	0.24	6.33	5.68 / 1.35	0.65	0.56 ***
73. Student activities fees are put to good use.	6.29	5.39 / 1.72	0.90	6.22	5.03 / 1.66	1.19	0.36 **
74. Campus item: Plagiarism and cheating violations are taken seriously on this campus.	6.52	6.46 / 0.93	0.06	6.40	5.48 / 1.41	0.92	0.98 ***
75. Campus item: Policies regarding academic integrity are clearly communicated.	6.54	6.46 / 0.90	0.08	6.24	5.53 / 1.29	0.71	0.93 ***

* 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	May 2019			Nov 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
76. Campus item: Faculty on this campus demonstrate ethical behaviors and integrity.	6.58	6.27 / 1.06	0.31	5.93	5.34 / 1.37	0.59	0.93 ***
77. Campus item: Opportunities for cultural enrichment are available on this campus.	6.35	6.18 / 1.06	0.17	6.22	5.57 / 1.48	0.65	0.61 ***
78. Campus item: Students are given the opportunity to participate in student government.	6.21	6.08 / 1.23	0.13	5.98	5.12 / 1.53	0.86	0.96 ***
79. Campus item: I have access to a variety of dining options on this campus.	6.35	5.65 / 1.57	0.70	5.89	5.26 / 1.47	0.63	0.39 ***
80. Campus item: Orientation programs (e.g., BAM, Mulerider Round-Up) are helpful and informative.	6.36	6.06 / 1.45	0.30	5.93	5.41 / 1.60	0.52	0.65 ***
81. Campus item: The Online Course Primer is helpful and informative.	6.02	5.61 / 1.69	0.41	5.44	5.01 / 1.46	0.43	0.60 ***
82. Campus item: Title IX is taken seriously on this campus.	6.49	6.33 / 1.14	0.16	5.90	5.00 / 1.68	0.90	1.33 ***
83. Campus item: Most of my classes challenge me intellectually.	6.57	6.20 / 1.16	0.37	6.40	5.35 / 1.55	1.05	0.85 ***
84. Institution's commitment to part-time students?		6.09 / 1.27			5.35 / 1.36		0.74 ***
85. Institution's commitment to evening students?		6.00 / 1.29			5.36 / 1.35		0.64 ***
86. Institution's commitment to older, returning learners?		6.12 / 1.23			5.46 / 1.39		0.66 ***
87. Institution's commitment to under-represented populations?		6.06 / 1.23			5.47 / 1.33		0.59 ***
88. Institution's commitment to commuters?		6.03 / 1.30			5.38 / 1.52		0.65 ***
89. Institution's commitment to students with disabilities?		6.19 / 1.10			5.59 / 1.36		0.60 ***
90. Cost as factor in decision to enroll.	6.38			6.52			

* 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	May 2019			Nov 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
91. Financial aid as factor in decision to enroll.	6.30			6.20			
92. Academic reputation as factor in decision to enroll.	6.12			5.98			
93. Size of institution as factor in decision to enroll.	5.57			5.29			
94. Opportunity to play sports as factor in decision to enroll.	4.78			4.02			
95. Recommendations from family/friends as factor in decision to enroll.	5.45			5.15			
96. Geographic setting as factor in decision to enroll.	5.63			5.24			
97. Campus appearance as factor in decision to enroll.	5.72			5.58			
98. Personalized attention prior to enrollment as factor in decision to enroll.	5.81			5.44			

* 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	May 2019	Nov 2015	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: 5.13 0% 1% 6% 26% 25% 16% 22%	Average: 4.87 2% 1% 9% 30% 22% 17% 16%	0.26
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: 5.72 1% 1% 5% 8% 14% 38% 30%	Average: 5.35 1% 4% 6% 9% 19% 39% 18%	0.37
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: 5.79 2% 4% 4% 6% 9% 29% 44%	Average: 5.37 3% 7% 3% 10% 14% 28% 32%	0.42