

Institutional Summary

Items: In Order of Importance

Items	Spring 1999			Spring 1998			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	Group 1 - Group 2
25. Faculty are fair and unbiased in their treatment of individual students.	6.52	5.07 / 1.58	1.45	6.47	4.82 / 1.62	1.65	0.25 ***
33. My academic advisor is knowledgeable about requirements in my major.	6.47	5.51 / 1.67	0.96	6.47	5.45 / 1.72	1.02	0.06
41. There is a commitment to academic excellence on this campus.	6.47	5.45 / 1.41	1.02	6.44	5.37 / 1.42	1.07	0.08
65. Faculty are usually available after class and during office hours.	6.46	5.56 / 1.40	0.90	6.42	5.57 / 1.39	0.85	-0.01
18. Library resources and services are adequate.	6.44	5.68 / 1.46	0.76	6.38	4.95 / 1.60	1.43	0.73 ***
26. Computer labs are adequate and accessible.	6.43	5.76 / 1.65	0.67	6.30	5.06 / 1.57	1.24	0.70 ***
51. This institution has a good reputation within the community.	6.43	5.92 / 1.24	0.51	6.35	5.83 / 1.25	0.52	0.09
55. Major requirements are clear and reasonable.	6.42	5.31 / 1.45	1.11	6.33	5.26 / 1.46	1.07	0.05
75. Campus item	6.40	5.50 / 1.42	0.90	6.28	5.45 / 1.37	0.83	0.05
6. My academic advisor is approachable.	6.39	5.41 / 1.72	0.98	6.37	5.42 / 1.79	0.95	-0.01

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59. This institution shows concern for students as individuals.	6.39	5.28 / 1.55	1.11	6.29	5.13 / 1.50	1.16	0.15 *
2. The campus staff are caring and helpful.	6.37	5.51 / 1.29	0.86	6.34	5.39 / 1.35	0.95	0.12 *
29. It is an enjoyable experience to be a student on this campus.	6.34	5.44 / 1.44	0.90	6.33	5.29 / 1.46	1.04	0.15 *
92. Academic reputation as factor in decision to enroll.	6.33			6.29			
3. Faculty care about me as an individual.	6.32	5.36 / 1.42	0.96	6.30	5.32 / 1.42	0.98	0.04
47. Faculty provide timely feedback about student progress in a course.	6.32	4.94 / 1.63	1.38	6.21	4.86 / 1.62	1.35	0.08
17. Adequate financial aid is available for most students.	6.30	4.86 / 1.66	1.44	6.29	4.68 / 1.74	1.61	0.18 *
36. Security staff respond quickly in emergencies.	6.27	5.05 / 1.48	1.22	6.22	4.92 / 1.41	1.30	0.13
72. On the whole, the campus is well-maintained.	6.27	5.95 / 1.22	0.32	6.12	5.59 / 1.38	0.53	0.36 ***
14. My academic advisor is concerned about my success as an individual.	6.25	5.17 / 1.74	1.08	6.21	5.12 / 1.80	1.09	0.05

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28. Parking lots are well-lighted and secure.	6.23	5.17 / 1.62	1.06	6.14	5.12 / 1.57	1.02	0.05
45. Students are made to feel welcome on this campus.	6.23	5.44 / 1.35	0.79	6.17	5.35 / 1.38	0.82	0.09
57. I seldom get the "run-around" when seeking information on this campus.	6.23	4.82 / 1.70	1.41	6.14	4.58 / 1.77	1.56	0.24 **
27. The personnel involved in registration are helpful.	6.19	5.32 / 1.42	0.87	6.01	5.18 / 1.40	0.83	0.14 *
49. There are adequate services to help me decide upon a career.	6.17	4.82 / 1.64	1.35	6.05	4.75 / 1.60	1.30	0.07
21. The amount of student parking space on campus is adequate.	6.15	3.13 / 1.92	3.02	6.11	3.25 / 1.96	2.86	-0.12
11. Billing policies are reasonable.	6.12	4.60 / 1.65	1.52	5.99	4.62 / 1.61	1.37	-0.02
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.12	4.99 / 1.57	1.13	5.98	4.88 / 1.60	1.10	0.11
35. The assessment and course placement procedures are reasonable.	6.11	5.08 / 1.47	1.03	6.11	5.03 / 1.46	1.08	0.05
50. Class change (drop/add) policies are reasonable.	6.11	5.14 / 1.60	0.97	5.99	5.04 / 1.55	0.95	0.10

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	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	Group 1 - Group 2
61. Adjunct faculty are competent as classroom instructors.	6.10	5.27 / 1.33	0.83	6.08	5.21 / 1.38	0.87	0.06
67. Freedom of expression is protected on campus.	6.08	5.23 / 1.50	0.85	5.99	5.10 / 1.47	0.89	0.13
4. Admissions staff are knowledgeable.	6.07	5.25 / 1.35	0.82	6.00	5.08 / 1.43	0.92	0.17 **
13. Library staff are helpful and approachable.	6.07	5.60 / 1.41	0.47	6.01	5.58 / 1.39	0.43	0.02
53. Faculty take into consideration student differences as they teach a course.	6.05	4.84 / 1.58	1.21	6.00	4.69 / 1.57	1.31	0.15 *
81. Campus item	6.05	4.61 / 1.72	1.44	5.94	4.52 / 1.72	1.42	0.09
71. Channels for expressing student complaints are readily available.	6.04	4.63 / 1.58	1.41	5.89	4.34 / 1.55	1.55	0.29 ***
82. Campus item	6.04	5.14 / 1.54	0.90	5.95	5.05 / 1.49	0.90	0.09
5. Financial aid counselors are helpful.	6.03	4.76 / 1.61	1.27	5.99	4.74 / 1.64	1.25	0.02
83. Campus item	6.03	5.19 / 1.52	0.84	5.97	5.16 / 1.40	0.81	0.03
62. There is a strong commitment to racial harmony on this campus.	5.99	5.17 / 1.54	0.82	5.84	4.96 / 1.54	0.88	0.21 **

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	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	Group 1 - Group 2
73. Student activities fees are put to good use.	5.99	4.37 / 1.68	1.62	5.89	4.24 / 1.69	1.65	0.13
78. Campus item	5.98	5.21 / 1.54	0.77	5.84	5.18 / 1.55	0.66	0.03
19. My academic advisor helps me set goals to work toward.	5.97	4.67 / 1.78	1.30	5.88	4.56 / 1.81	1.32	0.11
44. Academic support services adequately meet the needs of students.	5.93	4.91 / 1.44	1.02	5.82	4.93 / 1.34	0.89	-0.02
91. Financial aid as factor in decision to enroll.	5.93			5.84			
79. Campus item	5.92	5.15 / 1.44	0.77	5.80	5.07 / 1.48	0.73	0.08
80. Campus item	5.92	4.87 / 1.52	1.05	5.74	4.81 / 1.52	0.93	0.06
77. Campus item	5.90	4.95 / 1.52	0.95	5.67	4.88 / 1.55	0.79	0.07
22. Counseling staff care about students as individuals.	5.89	4.86 / 1.48	1.03	5.83	4.79 / 1.42	1.04	0.07
37. I feel a sense of pride about my campus.	5.89	5.23 / 1.55	0.66	5.86	5.00 / 1.58	0.86	0.23 **
10. Administrators are approachable to students.	5.88	5.00 / 1.39	0.88	5.77	4.89 / 1.39	0.88	0.11
63. Student disciplinary procedures are fair.	5.88	4.93 / 1.49	0.95	5.82	4.69 / 1.54	1.13	0.24 **

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48. Admissions counselors accurately portray the campus in their recruiting practices.	5.85	4.95 / 1.48	0.90	5.74	4.69 / 1.55	1.05	0.26 ***
43. Admissions counselors respond to prospective students' unique needs and requests.	5.84	5.01 / 1.44	0.83	5.72	4.86 / 1.46	0.86	0.15 *
20. The business office is open during hours which are convenient for most students.	5.82	4.80 / 1.58	1.02	5.68	4.75 / 1.55	0.93	0.05
64. New student orientation services help students adjust to college.	5.80	5.02 / 1.56	0.78	5.66	4.94 / 1.52	0.72	0.08
90. Cost as factor in decision to enroll.	5.79			5.80			
32. Tutoring services are readily available.	5.76	5.02 / 1.56	0.74	5.64	4.89 / 1.46	0.75	0.13
15. The staff in the health services area are competent.	5.75	4.63 / 1.65	1.12	5.74	4.66 / 1.57	1.08	-0.03
38. There is an adequate selection of food available in the cafeteria.	5.75	4.09 / 1.80	1.66	5.69	4.00 / 1.79	1.69	0.09
1. Most students feel a sense of belonging here.	5.74	5.16 / 1.42	0.58	5.72	4.99 / 1.52	0.73	0.17 *
70. Graduate teaching assistants are competent as classroom instructors.	5.71	4.68 / 1.42	1.03	5.61	4.57 / 1.32	1.04	0.11

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52. The student center is a comfortable place for students to spend their leisure time.	5.69	5.08 / 1.53	0.61	5.71	4.88 / 1.65	0.83	0.20 **
54. Bookstore staff are helpful.	5.69	5.07 / 1.51	0.62	5.60	5.16 / 1.49	0.44	-0.09
60. I generally know what's happening on campus.	5.64	4.92 / 1.54	0.72	5.59	4.74 / 1.52	0.85	0.18 *
46. I can easily get involved in campus organizations.	5.61	5.12 / 1.47	0.49	5.63	5.12 / 1.38	0.51	0.00
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	5.59	4.06 / 1.66	1.53	5.58	4.00 / 1.61	1.58	0.06
96. Geographic setting as factor in decision to enroll.	5.54			5.47			
56. The student handbook provides helpful information about campus life.	5.51	5.09 / 1.37	0.42	5.26	4.92 / 1.36	0.34	0.17 **
93. Size of institution as factor in decision to enroll.	5.49			5.54			
98. Personalized attention prior to enrollment as factor in decision to enroll.	5.34			5.30			
40. Residence hall regulations are reasonable.	5.28	4.03 / 1.71	1.25	5.34	3.84 / 1.60	1.50	0.19
97. Campus appearance as factor in decision to enroll.	5.12			5.05			

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76. Campus item	5.08	4.79 / 1.56	0.29	4.78	4.44 / 1.56	0.34	0.35 ***
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.07	4.94 / 1.34	0.13	5.01	4.82 / 1.27	0.19	0.12
30. Residence hall staff are concerned about me as an individual.	5.03	4.19 / 1.55	0.84	5.03	4.11 / 1.47	0.92	0.08
42. There are a sufficient number of weekend activities for students.	4.93	4.37 / 1.49	0.56	5.02	4.32 / 1.50	0.70	0.05
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	4.72	3.62 / 1.60	1.10	4.79	3.37 / 1.66	1.42	0.25 **
95. Recommendations from family/friends as factor in decision to enroll.	4.55			4.59			
9. A variety of intramural activities are offered.	4.39	4.64 / 1.29	-0.25	4.32	4.61 / 1.31	-0.29	0.03
94. Opportunity to play sports as factor in decision to enroll.	2.69			2.73			
84. Institution's commitment to part-time students?		4.97 / 1.46			4.93 / 1.32		0.04
85. Institution's commitment to evening students?		4.98 / 1.46			4.92 / 1.37		0.06

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86. Institution's commitment to older, returning learners?		5.12 / 1.37			5.08 / 1.32		0.04
87. Institution's commitment to under-represented populations?		4.96 / 1.43			4.82 / 1.44		0.14
88. Institution's commitment to commuters?		4.88 / 1.56			4.73 / 1.55		0.15
89. Institution's commitment to students with disabilities?		5.09 / 1.43			4.91 / 1.35		0.18 *

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