

**Institutional Summary**

Items: In Sequential Order

Items	Spring 1999			Spring 1998			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	Group 1 - Group 2
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 *
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 *
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
4. Admissions staff are knowledgeable.	6.07	5.25 / 1.35	0.82	6.00	5.08 / 1.43	0.92	0.17 **
5. Financial aid counselors are helpful.	6.03	4.76 / 1.61	1.27	5.99	4.74 / 1.64	1.25	0.02
6. My academic advisor is approachable.	6.39	5.41 / 1.72	0.98	6.37	5.42 / 1.79	0.95	-0.01
7. The campus is safe and secure for all students.	6.53	5.46 / 1.39	1.07	6.52	5.47 / 1.37	1.05	-0.01
8. The content of the courses within my major is valuable.	6.69	5.42 / 1.44	1.27	6.65	5.45 / 1.37	1.20	-0.03
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
10. Administrators are approachable to students.	5.88	5.00 / 1.39	0.88	5.77	4.89 / 1.39	0.88	0.11
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

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

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	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	Group 1 - Group 2
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
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
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
16. The instruction in my major field is excellent.	6.65	5.47 / 1.44	1.18	6.65	5.50 / 1.43	1.15	-0.03
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 *
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 ***
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
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
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
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

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	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	Group 1 - Group 2
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
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 **
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 ***
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 ***
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 *
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
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 *
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
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
32. Tutoring services are readily available.	5.76	5.02 / 1.56	0.74	5.64	4.89 / 1.46	0.75	0.13

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	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	Group 1 - Group 2
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
34. I am able to register for classes I need with few conflicts.	6.57	4.83 / 1.85	1.74	6.53	4.95 / 1.78	1.58	-0.12
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
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
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 **
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
39. I am able to experience intellectual growth here.	6.53	5.66 / 1.31	0.87	6.52	5.60 / 1.27	0.92	0.06
40. Residence hall regulations are reasonable.	5.28	4.03 / 1.71	1.25	5.34	3.84 / 1.60	1.50	0.19
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
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

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	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	Group 1 - Group 2
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 *
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
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
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
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
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 ***
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
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
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
52. The student center is a comfortable place for	5.69	5.08 / 1.53	0.61	5.71	4.88 / 1.65	0.83	0.20 **

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	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	Group 1 - Group 2
students to spend their leisure time.							
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 *
54. Bookstore staff are helpful.	5.69	5.07 / 1.51	0.62	5.60	5.16 / 1.49	0.44	-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
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 **
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 **
58. The quality of instruction I receive in most of my classes is excellent.	6.62	5.48 / 1.37	1.14	6.60	5.41 / 1.39	1.19	0.07
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 *
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 *
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

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Items	Spring 1999			Spring 1998			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	Group 1 - Group 2
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 **
63. Student disciplinary procedures are fair.	5.88	4.93 / 1.49	0.95	5.82	4.69 / 1.54	1.13	0.24 **
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
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
66. Tuition paid is a worthwhile investment.	6.58	4.91 / 1.66	1.67	6.52	4.75 / 1.76	1.77	0.16 *
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
68. Nearly all of the faculty are knowledgeable in their field.	6.66	5.84 / 1.22	0.82	6.62	5.78 / 1.18	0.84	0.06
69. There is a good variety of courses provided on this campus.	6.57	4.93 / 1.70	1.64	6.45	5.01 / 1.60	1.44	-0.08
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
71. Channels for expressing student complaints are	6.04	4.63 / 1.58	1.41	5.89	4.34 / 1.55	1.55	0.29 ***

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	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	Group 1 - Group 2
readily available.							
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 ***
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
74. Campus item	6.65	5.55 / 1.36	1.10	6.63	5.51 / 1.38	1.12	0.04
75. Campus item	6.40	5.50 / 1.42	0.90	6.28	5.45 / 1.37	0.83	0.05
76. Campus item	5.08	4.79 / 1.56	0.29	4.78	4.44 / 1.56	0.34	0.35 ***
77. Campus item	5.90	4.95 / 1.52	0.95	5.67	4.88 / 1.55	0.79	0.07
78. Campus item	5.98	5.21 / 1.54	0.77	5.84	5.18 / 1.55	0.66	0.03
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
81. Campus item	6.05	4.61 / 1.72	1.44	5.94	4.52 / 1.72	1.42	0.09
82. Campus item	6.04	5.14 / 1.54	0.90	5.95	5.05 / 1.49	0.90	0.09
83. Campus item	6.03	5.19 / 1.52	0.84	5.97	5.16 / 1.40	0.81	0.03

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	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	Group 1 - Group 2
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
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 *
90. Cost as factor in decision to enroll.	5.79			5.80			
91. Financial aid as factor in decision to enroll.	5.93			5.84			
92. Academic reputation as factor in decision to enroll.	6.33			6.29			
93. Size of institution as factor in decision to enroll.	5.49			5.54			
94. Opportunity to play sports as factor in decision to enroll.	2.69			2.73			

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	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	Group 1 - Group 2
95. Recommendations from family/friends as factor in decision to enroll.	4.55			4.59			
96. Geographic setting as factor in decision to enroll.	5.54			5.47			
97. Campus appearance as factor in decision to enroll.	5.12			5.05			
98. Personalized attention prior to enrollment as factor in decision to enroll.	5.34			5.30			

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	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	Group 1 - Group 2
So far, how has your college experience met your expectations?		4.67 / 1.33			4.54 / 1.27		0.13 *
Rate your overall satisfaction with your experience here thus far.		5.47 / 1.38			5.32 / 1.40		0.15 *
All in all, if you had to do it over, would you enroll here again?		5.51 / 1.69			5.36 / 1.71		0.15

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