

Institutional Summary

Scales: In Alphabetical Order With Items That Make Up the Scale

Scale/Item	Spring 1999			Spring 1998			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	Group 1 - Group 2
ACADEMIC ADVISING	6.30	5.21 / 1.37	1.09	6.25	5.16 / 1.41	1.09	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
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
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
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
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

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CAMPUS CLIMATE	6.19	5.24 / 1.03	0.95	6.13	5.10 / 1.00	1.03	0.14 **
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
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
10. Administrators are approachable to students.	5.88	5.00 / 1.39	0.88	5.77	4.89 / 1.39	0.88	0.11
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 *
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 **
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
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
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

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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 **
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 *
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 **
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
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 ***

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CAMPUS LIFE	5.44	4.63 / 1.03	0.81	5.40	4.51 / 0.98	0.89	0.12 **
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
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 **
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
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
40. Residence hall regulations are reasonable.	5.28	4.03 / 1.71	1.25	5.34	3.84 / 1.60	1.50	0.19
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
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

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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 **
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 **
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
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
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

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CAMPUS SUPPORT SERVICES	6.08	5.29 / 1.06	0.79	5.98	5.06 / 0.97	0.92	0.23 ***
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
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 ***
32. Tutoring services are readily available.	5.76	5.02 / 1.56	0.74	5.64	4.89 / 1.46	0.75	0.13
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
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
54. Bookstore staff are helpful.	5.69	5.07 / 1.51	0.62	5.60	5.16 / 1.49	0.44	-0.09

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CONCERN FOR THE INDIVIDUAL	6.14	5.05 / 1.16	1.09	6.10	4.94 / 1.11	1.16	0.11 *
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
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
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
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 ***
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
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 *

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INSTRUCTIONAL EFFECTIVENESS	6.42	5.30 / 1.05	1.12	6.38	5.25 / 0.98	1.13	0.05
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
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
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
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 ***
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
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
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
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 *
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

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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
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
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

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RECRUITMENT AND FINANCIAL AID	6.04	4.98 / 1.12	1.06	5.96	4.83 / 1.12	1.13	0.15 **
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
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
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 *
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 *
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 ***

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REGISTRATION EFFECTIVENESS	6.17	4.93 / 1.15	1.24	6.04	4.90 / 1.09	1.14	0.03
11. Billing policies are reasonable.	6.12	4.60 / 1.65	1.52	5.99	4.62 / 1.61	1.37	-0.02
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
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 *
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
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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RESPONSIVENESS TO DIVERSE POPULATIONS		5.00 / 1.29			4.89 / 1.29		0.11
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 *

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SAFETY AND SECURITY	6.30	4.70 / 1.23	1.60	6.25	4.70 / 1.22	1.55	0.00
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
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
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
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

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SERVICE EXCELLENCE	6.03	5.05 / 1.01	0.98	5.95	4.93 / 0.96	1.02	0.12 **
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 *
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
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
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
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 *
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 **
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 *
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 ***

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STUDENT CENTEREDNESS	6.16	5.31 / 1.12	0.85	6.10	5.18 / 1.10	0.92	0.13 *
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 *
10. Administrators are approachable to students.	5.88	5.00 / 1.39	0.88	5.77	4.89 / 1.39	0.88	0.11
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 *
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
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 *

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