

Demographics

Employment	N	%	Institution Question	N	%
Full-time off campus	58	12.34%	Campus item - Answer 1	0	0%
Part-time off campus	129	27.45%	Campus item - Answer 2	0	0%
Full-time on campus	23	4.89%	Campus item - Answer 3	0	0%
Part-time on campus	80	17.02%	Campus item - Answer 4	0	0%
Not employed	180	38.30%	Campus item - Answer 5	0	0%
Total	470	100.00%	Campus item - Answer 6	0	0%
No Response	7		Total	0	100.00%
			No Response	477	
Current Residence	N	%			
Residence hall	138	29.55%			
Fraternity / Sorority	0	0.00%			
Own house	94	20.13%			
Rent room or apt off campus	149	31.91%			
Parent's home	67	14.35%			
Other residence	19	4.07%			
Total	467	100.00%			
No Response	10				
Residence Classification	N	%			
In-state	424	90.99%			
Out-of-state	40	8.58%			
International (not U.S. citizen)	2	0.43%			
Total	466	100.00%			
No Response	11				
Disabilities	N	%			
Yes - Disability	36	7.68%			
No - Disability	433	92.32%			
Total	469	100.00%			
No Response	8				
Institution Was My	N	%			
1st choice	324	68.79%			
2nd choice	100	21.23%			
3rd choice or lower	47	9.98%			
Total	471	100.00%			
No Response	6				

Strategic Planning Overview

Strengths and Challenges

Strengths

- 68. Nearly all of the faculty are knowledgeable in their field.
- 39. I am able to experience intellectual growth here.
- 33. My academic advisor is knowledgeable about requirements in my major.
- 55. Major requirements are clear and reasonable.
- 69. There is a good variety of courses provided on this campus.
- 7. The campus is safe and secure for all students.
- 29. It is an enjoyable experience to be a student on this campus.
- 65. Faculty are usually available after class and during office hours.
- 72. On the whole, the campus is well-maintained.
- 26. Computer labs are adequate and accessible.
- 45. Students are made to feel welcome on this campus.
- 32. Tutoring services are readily available.
- 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.
- 34. I am able to register for classes I need with few conflicts.
- 66. Tuition paid is a worthwhile investment.
- 12. Financial aid awards are announced to students in time to be helpful in college planning.
- 17. Adequate financial aid is available for most students.
- 47. Faculty provide timely feedback about student progress in a course.
- 25. Faculty are fair and unbiased in their treatment of individual students.
- 59. This institution shows concern for students as individuals.
- 5. Financial aid counselors are helpful.
- 53. Faculty take into consideration student differences as they teach a course.
- 14. My academic advisor is concerned about my success as an individual.
- 73. Student activities fees are put to good use.
- 11. Billing policies are reasonable.
- 57. I seldom get the "run-around" when seeking information on this campus.

Strategic Planning Overview

Benchmarks

Higher Satisfaction vs. National Four-Year Publics

- 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.
- 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.
- 39. I am able to experience intellectual growth here.
- 33. My academic advisor is knowledgeable about requirements in my major.
- 66. Tuition paid is a worthwhile investment.
- 55. Major requirements are clear and reasonable.
- 69. There is a good variety of courses provided on this campus.
- 12. Financial aid awards are announced to students in time to be helpful in college planning.
- 7. The campus is safe and secure for all students.
- 47. Faculty provide timely feedback about student progress in a course.
- 25. Faculty are fair and unbiased in their treatment of individual students.
- 29. It is an enjoyable experience to be a student on this campus.
- 41. There is a commitment to academic excellence on this campus.
- 65. Faculty are usually available after class and during office hours.
- 36. Security staff respond quickly in emergencies.
- 59. This institution shows concern for students as individuals.
- 72. On the whole, the campus is well-maintained.
- 2. The campus staff are caring and helpful.
- 5. Financial aid counselors are helpful.
- 26. Computer labs are adequate and accessible.
- 53. Faculty take into consideration student differences as they teach a course.
- 45. Students are made to feel welcome on this campus.
- 73. Student activities fees are put to good use.
- 27. The personnel involved in registration are helpful.
- 35. The assessment and course placement procedures are reasonable.
- 11. Billing policies are reasonable.
- 4. Admissions staff are knowledgeable.
- 57. I seldom get the "run-around" when seeking information on this campus.

Higher Importance vs. National Four-Year Publics

- 39. I am able to experience intellectual growth here.
- 12. Financial aid awards are announced to students in time to be helpful in college planning.

Strategic Planning Overview

- 17. Adequate financial aid is available for most students.
- 5. Financial aid counselors are helpful.
- 53. Faculty take into consideration student differences as they teach a course.
- 73. Student activities fees are put to good use.

Institutional Summary

Scales: In Order of Importance

Scale	Colorado Mesa University - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Instructional Effectiveness	6.48	5.67 / 1.01	0.81	6.36	5.39 / 1.05	0.97	0.28 ***
Academic Advising	6.42	5.58 / 1.25	0.84	6.39	5.40 / 1.35	0.99	0.18 **
Recruitment and Financial Aid	6.35	5.30 / 1.26	1.05	6.21	5.02 / 1.25	1.19	0.28 ***
Registration Effectiveness	6.31	5.47 / 1.11	0.84	6.24	5.14 / 1.18	1.10	0.33 ***
Safety and Security	6.30	5.11 / 1.24	1.19	6.30	4.76 / 1.24	1.54	0.35 ***
Concern for the Individual	6.27	5.44 / 1.12	0.83	6.17	5.14 / 1.18	1.03	0.30 ***
Student Centeredness	6.26	5.57 / 1.11	0.69	6.14	5.23 / 1.18	0.91	0.34 ***
Campus Climate	6.25	5.53 / 1.04	0.72	6.15	5.23 / 1.10	0.92	0.30 ***
Campus Support Services	6.20	5.81 / 0.99	0.39	6.09	5.45 / 1.03	0.64	0.36 ***
Service Excellence	6.14	5.38 / 1.11	0.76	6.07	5.11 / 1.11	0.96	0.27 ***
Campus Life	5.91	5.45 / 1.04	0.46	5.77	5.07 / 1.10	0.70	0.38 ***
Responsiveness to Diverse Populations		5.59 / 1.29			5.29 / 1.35		0.30 ***

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

National Group Means are based on 97084 records.

Institutional Summary

Items: In Order of Importance

Item	Colorado Mesa University - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
8. The content of the courses within my major is valuable.	6.65	5.73 / 1.33	0.92	6.57	5.54 / 1.36	1.03	0.19 **
58. The quality of instruction I receive in most of my classes is excellent.	6.63	5.69 / 1.35	0.94	6.51	5.40 / 1.41	1.11	0.29 ***
34. I am able to register for classes I need with few conflicts.	6.62	5.39 / 1.63	1.23	6.55	5.02 / 1.79	1.53	0.37 ***
68. Nearly all of the faculty are knowledgeable in their field.	6.62	6.04 / 1.20	0.58	6.53	5.74 / 1.30	0.79	0.30 ***
16. The instruction in my major field is excellent.	6.61	5.74 / 1.35	0.87	6.55	5.51 / 1.40	1.04	0.23 ***
39. I am able to experience intellectual growth here.	6.59	5.88 / 1.25	0.71	6.42	5.60 / 1.34	0.82	0.28 ***
33. My academic advisor is knowledgeable about requirements in my major.	6.58	5.89 / 1.50	0.69	6.54	5.61 / 1.62	0.93	0.28 ***
66. Tuition paid is a worthwhile investment.	6.57	5.46 / 1.63	1.11	6.47	5.19 / 1.61	1.28	0.27 ***
55. Major requirements are clear and reasonable.	6.56	5.81 / 1.34	0.75	6.46	5.47 / 1.46	0.99	0.34 ***
69. There is a good variety of courses provided on this campus.	6.55	5.84 / 1.34	0.71	6.43	5.48 / 1.48	0.95	0.36 ***
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.53	5.16 / 1.68	1.37	6.31	4.93 / 1.70	1.38	0.23 **
17. Adequate financial aid is available for most students.	6.53	5.09 / 1.66	1.44	6.37	4.93 / 1.69	1.44	0.16
7. The campus is safe and secure for all students.	6.52	5.91 / 1.20	0.61	6.46	5.50 / 1.43	0.96	0.41 ***

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Institutional Summary

Items: In Order of Importance

Item	Colorado Mesa University - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
47. Faculty provide timely feedback about student progress in a course.	6.50	5.44 / 1.53	1.06	6.36	5.11 / 1.53	1.25	0.33 ***
29. It is an enjoyable experience to be a student on this campus.	6.49	5.85 / 1.28	0.64	6.34	5.37 / 1.51	0.97	0.48 ***
25. Faculty are fair and unbiased in their treatment of individual students.	6.49	5.57 / 1.47	0.92	6.39	5.28 / 1.48	1.11	0.29 ***
41. There is a commitment to academic excellence on this campus.	6.48	5.62 / 1.40	0.86	6.34	5.40 / 1.42	0.94	0.22 ***
65. Faculty are usually available after class and during office hours.	6.48	5.94 / 1.28	0.54	6.34	5.65 / 1.35	0.69	0.29 ***
6. My academic advisor is approachable.	6.47	5.66 / 1.60	0.81	6.46	5.54 / 1.67	0.92	0.12
36. Security staff respond quickly in emergencies.	6.45	5.55 / 1.58	0.90	6.36	5.23 / 1.51	1.13	0.32 **
72. On the whole, the campus is well-maintained.	6.42	6.21 / 1.11	0.21	6.31	5.70 / 1.35	0.61	0.51 ***
59. This institution shows concern for students as individuals.	6.42	5.47 / 1.47	0.95	6.29	5.12 / 1.55	1.17	0.35 ***
2. The campus staff are caring and helpful.	6.40	5.64 / 1.27	0.76	6.29	5.25 / 1.44	1.04	0.39 ***
5. Financial aid counselors are helpful.	6.40	5.34 / 1.66	1.06	6.23	4.90 / 1.70	1.33	0.44 ***
26. Computer labs are adequate and accessible.	6.35	5.78 / 1.39	0.57	6.26	5.51 / 1.46	0.75	0.27 ***
53. Faculty take into consideration student differences as they teach a course.	6.34	5.28 / 1.53	1.06	6.16	5.01 / 1.56	1.15	0.27 ***

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Institutional Summary

Items: In Order of Importance

Item	Colorado Mesa University - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
73. Student activities fees are put to good use.	6.33	4.94 / 1.71	1.39	6.16	4.64 / 1.72	1.52	0.30 ***
45. Students are made to feel welcome on this campus.	6.33	5.77 / 1.36	0.56	6.24	5.44 / 1.44	0.80	0.33 ***
90. Cost as factor in decision to enroll.	6.33			6.24			
14. My academic advisor is concerned about my success as an individual.	6.33	5.41 / 1.62	0.92	6.33	5.31 / 1.68	1.02	0.10
35. The assessment and course placement procedures are reasonable.	6.31	5.55 / 1.45	0.76	6.22	5.28 / 1.45	0.94	0.27 ***
27. The personnel involved in registration are helpful.	6.31	5.60 / 1.45	0.71	6.24	5.24 / 1.52	1.00	0.36 ***
4. Admissions staff are knowledgeable.	6.30	5.43 / 1.39	0.87	6.24	5.14 / 1.53	1.10	0.29 ***
11. Billing policies are reasonable.	6.30	5.02 / 1.60	1.28	6.20	4.84 / 1.63	1.36	0.18 *
91. Financial aid as factor in decision to enroll.	6.28			6.07			
57. I seldom get the "run-around" when seeking information on this campus.	6.28	5.03 / 1.74	1.25	6.22	4.62 / 1.85	1.60	0.41 ***
63. Student disciplinary procedures are fair.	6.27	5.76 / 1.36	0.51	6.09	5.37 / 1.43	0.72	0.39 ***
32. Tutoring services are readily available.	6.27	6.05 / 1.30	0.22	6.05	5.48 / 1.44	0.57	0.57 ***
44. Academic support services adequately meet the needs of students.	6.27	5.55 / 1.38	0.72	6.15	5.24 / 1.43	0.91	0.31 ***
51. This institution has a good reputation within the community.	6.27	5.90 / 1.25	0.37	6.21	5.57 / 1.45	0.64	0.33 ***

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Institutional Summary

Items: In Order of Importance

Item	Colorado Mesa University - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
67. Freedom of expression is protected on campus.	6.24	5.74 / 1.41	0.50	6.15	5.50 / 1.41	0.65	0.24 ***
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.24	5.40 / 1.51	0.84	5.94	4.70 / 1.64	1.24	0.70 ***
49. There are adequate services to help me decide upon a career.	6.24	5.57 / 1.41	0.67	6.21	5.15 / 1.54	1.06	0.42 ***
50. Class change (drop/add) policies are reasonable.	6.24	5.73 / 1.43	0.51	6.20	5.41 / 1.52	0.79	0.32 ***
3. Faculty care about me as an individual.	6.23	5.42 / 1.38	0.81	6.12	5.10 / 1.50	1.02	0.32 ***
61. Adjunct faculty are competent as classroom instructors.	6.23	5.58 / 1.32	0.65	6.19	5.34 / 1.42	0.85	0.24 **
18. Library resources and services are adequate.	6.23	5.86 / 1.23	0.37	6.17	5.61 / 1.30	0.56	0.25 ***
71. Channels for expressing student complaints are readily available.	6.17	5.09 / 1.73	1.08	6.07	4.80 / 1.66	1.27	0.29 ***
43. Admissions counselors respond to prospective students' unique needs and requests.	6.17	5.35 / 1.49	0.82	6.05	5.09 / 1.51	0.96	0.26 **
22. Counseling staff care about students as individuals.	6.16	5.36 / 1.51	0.80	6.05	5.07 / 1.49	0.98	0.29 ***
28. Parking lots are well-lighted and secure.	6.16	5.11 / 1.64	1.05	6.18	5.02 / 1.60	1.16	0.09
62. There is a strong commitment to racial harmony on this campus.	6.14	5.76 / 1.38	0.38	5.99	5.47 / 1.42	0.52	0.29 ***
19. My academic advisor helps me set goals to work toward.	6.13	5.11 / 1.70	1.02	6.14	5.05 / 1.74	1.09	0.06

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Institutional Summary

Items: In Order of Importance

Item	Colorado Mesa University - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.13	5.51 / 1.45	0.62	6.01	5.13 / 1.50	0.88	0.38 ***
70. Graduate teaching assistants are competent as classroom instructors.	6.12	5.51 / 1.58	0.61	6.16	5.19 / 1.50	0.97	0.32 ***
54. Bookstore staff are helpful.	6.12	5.88 / 1.42	0.24	5.96	5.57 / 1.43	0.39	0.31 ***
21. The amount of student parking space on campus is adequate.	6.11	4.02 / 2.04	2.09	6.20	3.40 / 1.99	2.80	0.62 ***
20. The business office is open during hours which are convenient for most students.	6.09	5.61 / 1.33	0.48	6.00	5.22 / 1.46	0.78	0.39 ***
64. New student orientation services help students adjust to college.	6.08	5.58 / 1.47	0.50	5.95	5.21 / 1.56	0.74	0.37 ***
10. Administrators are approachable to students.	6.07	5.29 / 1.51	0.78	5.96	5.07 / 1.45	0.89	0.22 **
15. The staff in the health services area are competent.	6.04	5.33 / 1.53	0.71	6.04	5.25 / 1.46	0.79	0.08
38. There is an adequate selection of food available in the cafeteria.	6.04	5.06 / 1.75	0.98	5.92	4.57 / 1.78	1.35	0.49 ***
52. The student center is a comfortable place for students to spend their leisure time.	5.99	5.87 / 1.29	0.12	5.89	5.36 / 1.48	0.53	0.51 ***
40. Residence hall regulations are reasonable.	5.94	5.44 / 1.50	0.50	5.76	4.93 / 1.57	0.83	0.51 ***
13. Library staff are helpful and approachable.	5.93	5.93 / 1.16	0.00	5.82	5.60 / 1.32	0.22	0.33 ***
37. I feel a sense of pride about my campus.	5.89	5.51 / 1.52	0.38	5.86	5.22 / 1.57	0.64	0.29 ***

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Institutional Summary

Items: In Order of Importance

Item	Colorado Mesa University - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
46. I can easily get involved in campus organizations.	5.89	5.56 / 1.53	0.33	5.84	5.32 / 1.49	0.52	0.24 **
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.86	5.99 / 1.23	-0.13	5.62	5.43 / 1.40	0.19	0.56 ***
92. Academic reputation as factor in decision to enroll.	5.84			5.98			
1. Most students feel a sense of belonging here.	5.83	5.35 / 1.34	0.48	5.76	5.13 / 1.45	0.63	0.22 **
56. The student handbook provides helpful information about campus life.	5.81	5.46 / 1.47	0.35	5.75	5.26 / 1.44	0.49	0.20 **
60. I generally know what's happening on campus.	5.81	5.02 / 1.70	0.79	5.82	5.01 / 1.57	0.81	0.01
96. Geographic setting as factor in decision to enroll.	5.80			5.57			
30. Residence hall staff are concerned about me as an individual.	5.71	5.32 / 1.62	0.39	5.62	4.84 / 1.59	0.78	0.48 ***
42. There are a sufficient number of weekend activities for students.	5.66	4.84 / 1.68	0.82	5.45	4.63 / 1.66	0.82	0.21 *
93. Size of institution as factor in decision to enroll.	5.49			5.29			
97. Campus appearance as factor in decision to enroll.	5.43			5.31			
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.43	4.93 / 1.70	0.50	5.35	4.87 / 1.62	0.48	0.06
98. Personalized attention prior to enrollment as factor in decision to enroll.	5.32			5.34			

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Institutional Summary
Items: In Order of Importance

Item	Colorado Mesa University - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
9. A variety of intramural activities are offered.	5.18	5.68 / 1.36	-0.50	5.03	5.20 / 1.43	-0.17	0.48 ***
95. Recommendations from family/friends as factor in decision to enroll.	4.77			4.90			
94. Opportunity to play sports as factor in decision to enroll.	3.80			3.57			
75. Campus item 2							
76. Campus item 3							
77. Campus item 4							
79. Campus item 6							
80. Campus item 7							
81. Campus item 8							
82. Campus item 9							
83. Campus item 10							
84. Institution's commitment to part-time students?		5.62 / 1.21			5.26 / 1.46		0.36 ***
85. Institution's commitment to evening students?		5.54 / 1.43			5.25 / 1.49		0.29 ***
78. Campus item 5							
86. Institution's commitment to older, returning learners?		5.74 / 1.42			5.36 / 1.48		0.38 ***

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Institutional Summary
Items: In Order of Importance

Item	Colorado Mesa University - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
87. Institution's commitment to under-represented populations?		5.51 / 1.46			5.31 / 1.45		0.20 *
88. Institution's commitment to commuters?		5.37 / 1.63			5.11 / 1.63		0.26 **
89. Institution's commitment to students with disabilities?		5.83 / 1.40			5.48 / 1.44		0.35 ***
74. Campus item 1							

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Institutional Summary

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

Scale/Item	Colorado Mesa University - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC ADVISING	6.42	5.58 / 1.25	0.84	6.39	5.40 / 1.35	0.99	0.18 **
6. My academic advisor is approachable.	6.47	5.66 / 1.60	0.81	6.46	5.54 / 1.67	0.92	0.12
14. My academic advisor is concerned about my success as an individual.	6.33	5.41 / 1.62	0.92	6.33	5.31 / 1.68	1.02	0.10
19. My academic advisor helps me set goals to work toward.	6.13	5.11 / 1.70	1.02	6.14	5.05 / 1.74	1.09	0.06
33. My academic advisor is knowledgeable about requirements in my major.	6.58	5.89 / 1.50	0.69	6.54	5.61 / 1.62	0.93	0.28 ***
55. Major requirements are clear and reasonable.	6.56	5.81 / 1.34	0.75	6.46	5.47 / 1.46	0.99	0.34 ***

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Institutional Summary

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

Scale/Item	Colorado Mesa University - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS CLIMATE	6.25	5.53 / 1.04	0.72	6.15	5.23 / 1.10	0.92	0.30 ***
1. Most students feel a sense of belonging here.	5.83	5.35 / 1.34	0.48	5.76	5.13 / 1.45	0.63	0.22 **
2. The campus staff are caring and helpful.	6.40	5.64 / 1.27	0.76	6.29	5.25 / 1.44	1.04	0.39 ***
3. Faculty care about me as an individual.	6.23	5.42 / 1.38	0.81	6.12	5.10 / 1.50	1.02	0.32 ***
7. The campus is safe and secure for all students.	6.52	5.91 / 1.20	0.61	6.46	5.50 / 1.43	0.96	0.41 ***
10. Administrators are approachable to students.	6.07	5.29 / 1.51	0.78	5.96	5.07 / 1.45	0.89	0.22 **
29. It is an enjoyable experience to be a student on this campus.	6.49	5.85 / 1.28	0.64	6.34	5.37 / 1.51	0.97	0.48 ***
37. I feel a sense of pride about my campus.	5.89	5.51 / 1.52	0.38	5.86	5.22 / 1.57	0.64	0.29 ***
41. There is a commitment to academic excellence on this campus.	6.48	5.62 / 1.40	0.86	6.34	5.40 / 1.42	0.94	0.22 ***
45. Students are made to feel welcome on this campus.	6.33	5.77 / 1.36	0.56	6.24	5.44 / 1.44	0.80	0.33 ***
51. This institution has a good reputation within the community.	6.27	5.90 / 1.25	0.37	6.21	5.57 / 1.45	0.64	0.33 ***
57. I seldom get the "run-around" when seeking information on this campus.	6.28	5.03 / 1.74	1.25	6.22	4.62 / 1.85	1.60	0.41 ***
59. This institution shows concern for students as individuals.	6.42	5.47 / 1.47	0.95	6.29	5.12 / 1.55	1.17	0.35 ***
60. I generally know what's happening on campus.	5.81	5.02 / 1.70	0.79	5.82	5.01 / 1.57	0.81	0.01

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

National Group Means are based on 97084 records.

Institutional Summary

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

Scale/Item	Colorado Mesa University - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
62. There is a strong commitment to racial harmony on this campus.	6.14	5.76 / 1.38	0.38	5.99	5.47 / 1.42	0.52	0.29 ***
66. Tuition paid is a worthwhile investment.	6.57	5.46 / 1.63	1.11	6.47	5.19 / 1.61	1.28	0.27 ***
67. Freedom of expression is protected on campus.	6.24	5.74 / 1.41	0.50	6.15	5.50 / 1.41	0.65	0.24 ***
71. Channels for expressing student complaints are readily available.	6.17	5.09 / 1.73	1.08	6.07	4.80 / 1.66	1.27	0.29 ***

National Group Means are based on 97084 records.

* 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	Colorado Mesa University - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS LIFE	5.91	5.45 / 1.04	0.46	5.77	5.07 / 1.10	0.70	0.38 ***
9. A variety of intramural activities are offered.	5.18	5.68 / 1.36	-0.50	5.03	5.20 / 1.43	-0.17	0.48 ***
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.24	5.40 / 1.51	0.84	5.94	4.70 / 1.64	1.24	0.70 ***
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.43	4.93 / 1.70	0.50	5.35	4.87 / 1.62	0.48	0.06
30. Residence hall staff are concerned about me as an individual.	5.71	5.32 / 1.62	0.39	5.62	4.84 / 1.59	0.78	0.48 ***
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.86	5.99 / 1.23	-0.13	5.62	5.43 / 1.40	0.19	0.56 ***
38. There is an adequate selection of food available in the cafeteria.	6.04	5.06 / 1.75	0.98	5.92	4.57 / 1.78	1.35	0.49 ***
40. Residence hall regulations are reasonable.	5.94	5.44 / 1.50	0.50	5.76	4.93 / 1.57	0.83	0.51 ***
42. There are a sufficient number of weekend activities for students.	5.66	4.84 / 1.68	0.82	5.45	4.63 / 1.66	0.82	0.21 *
46. I can easily get involved in campus organizations.	5.89	5.56 / 1.53	0.33	5.84	5.32 / 1.49	0.52	0.24 **
52. The student center is a comfortable place for students to spend their leisure time.	5.99	5.87 / 1.29	0.12	5.89	5.36 / 1.48	0.53	0.51 ***
56. The student handbook provides helpful information about campus life.	5.81	5.46 / 1.47	0.35	5.75	5.26 / 1.44	0.49	0.20 **
63. Student disciplinary procedures are fair.	6.27	5.76 / 1.36	0.51	6.09	5.37 / 1.43	0.72	0.39 ***

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

National Group Means are based on 97084 records.

Institutional Summary

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

Scale/Item	Colorado Mesa University - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
64. New student orientation services help students adjust to college.	6.08	5.58 / 1.47	0.50	5.95	5.21 / 1.56	0.74	0.37 ***
67. Freedom of expression is protected on campus.	6.24	5.74 / 1.41	0.50	6.15	5.50 / 1.41	0.65	0.24 ***
73. Student activities fees are put to good use.	6.33	4.94 / 1.71	1.39	6.16	4.64 / 1.72	1.52	0.30 ***

National Group Means are based on 97084 records.

* 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	Colorado Mesa University - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS SUPPORT SERVICES	6.20	5.81 / 0.99	0.39	6.09	5.45 / 1.03	0.64	0.36 ***
13. Library staff are helpful and approachable.	5.93	5.93 / 1.16	0.00	5.82	5.60 / 1.32	0.22	0.33 ***
18. Library resources and services are adequate.	6.23	5.86 / 1.23	0.37	6.17	5.61 / 1.30	0.56	0.25 ***
26. Computer labs are adequate and accessible.	6.35	5.78 / 1.39	0.57	6.26	5.51 / 1.46	0.75	0.27 ***
32. Tutoring services are readily available.	6.27	6.05 / 1.30	0.22	6.05	5.48 / 1.44	0.57	0.57 ***
44. Academic support services adequately meet the needs of students.	6.27	5.55 / 1.38	0.72	6.15	5.24 / 1.43	0.91	0.31 ***
49. There are adequate services to help me decide upon a career.	6.24	5.57 / 1.41	0.67	6.21	5.15 / 1.54	1.06	0.42 ***
54. Bookstore staff are helpful.	6.12	5.88 / 1.42	0.24	5.96	5.57 / 1.43	0.39	0.31 ***

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

National Group Means are based on 97084 records.

Institutional Summary

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

Scale/Item	Colorado Mesa University - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CONCERN FOR THE INDIVIDUAL	6.27	5.44 / 1.12	0.83	6.17	5.14 / 1.18	1.03	0.30 ***
3. Faculty care about me as an individual.	6.23	5.42 / 1.38	0.81	6.12	5.10 / 1.50	1.02	0.32 ***
14. My academic advisor is concerned about my success as an individual.	6.33	5.41 / 1.62	0.92	6.33	5.31 / 1.68	1.02	0.10
22. Counseling staff care about students as individuals.	6.16	5.36 / 1.51	0.80	6.05	5.07 / 1.49	0.98	0.29 ***
25. Faculty are fair and unbiased in their treatment of individual students.	6.49	5.57 / 1.47	0.92	6.39	5.28 / 1.48	1.11	0.29 ***
30. Residence hall staff are concerned about me as an individual.	5.71	5.32 / 1.62	0.39	5.62	4.84 / 1.59	0.78	0.48 ***
59. This institution shows concern for students as individuals.	6.42	5.47 / 1.47	0.95	6.29	5.12 / 1.55	1.17	0.35 ***

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

National Group Means are based on 97084 records.

Institutional Summary

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

Scale/Item	Colorado Mesa University - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTRUCTIONAL EFFECTIVENESS	6.48	5.67 / 1.01	0.81	6.36	5.39 / 1.05	0.97	0.28 ***
3. Faculty care about me as an individual.	6.23	5.42 / 1.38	0.81	6.12	5.10 / 1.50	1.02	0.32 ***
8. The content of the courses within my major is valuable.	6.65	5.73 / 1.33	0.92	6.57	5.54 / 1.36	1.03	0.19 **
16. The instruction in my major field is excellent.	6.61	5.74 / 1.35	0.87	6.55	5.51 / 1.40	1.04	0.23 ***
25. Faculty are fair and unbiased in their treatment of individual students.	6.49	5.57 / 1.47	0.92	6.39	5.28 / 1.48	1.11	0.29 ***
39. I am able to experience intellectual growth here.	6.59	5.88 / 1.25	0.71	6.42	5.60 / 1.34	0.82	0.28 ***
41. There is a commitment to academic excellence on this campus.	6.48	5.62 / 1.40	0.86	6.34	5.40 / 1.42	0.94	0.22 ***
47. Faculty provide timely feedback about student progress in a course.	6.50	5.44 / 1.53	1.06	6.36	5.11 / 1.53	1.25	0.33 ***
53. Faculty take into consideration student differences as they teach a course.	6.34	5.28 / 1.53	1.06	6.16	5.01 / 1.56	1.15	0.27 ***
58. The quality of instruction I receive in most of my classes is excellent.	6.63	5.69 / 1.35	0.94	6.51	5.40 / 1.41	1.11	0.29 ***
61. Adjunct faculty are competent as classroom instructors.	6.23	5.58 / 1.32	0.65	6.19	5.34 / 1.42	0.85	0.24 **
65. Faculty are usually available after class and during office hours.	6.48	5.94 / 1.28	0.54	6.34	5.65 / 1.35	0.69	0.29 ***

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

National Group Means are based on 97084 records.

Institutional Summary

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

Scale/Item	Colorado Mesa University - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
68. Nearly all of the faculty are knowledgeable in their field.	6.62	6.04 / 1.20	0.58	6.53	5.74 / 1.30	0.79	0.30 ***
69. There is a good variety of courses provided on this campus.	6.55	5.84 / 1.34	0.71	6.43	5.48 / 1.48	0.95	0.36 ***
70. Graduate teaching assistants are competent as classroom instructors.	6.12	5.51 / 1.58	0.61	6.16	5.19 / 1.50	0.97	0.32 ***

National Group Means are based on 97084 records.

* 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	Colorado Mesa University - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
RECRUITMENT AND FINANCIAL AID	6.35	5.30 / 1.26	1.05	6.21	5.02 / 1.25	1.19	0.28 ***
4. Admissions staff are knowledgeable.	6.30	5.43 / 1.39	0.87	6.24	5.14 / 1.53	1.10	0.29 ***
5. Financial aid counselors are helpful.	6.40	5.34 / 1.66	1.06	6.23	4.90 / 1.70	1.33	0.44 ***
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.53	5.16 / 1.68	1.37	6.31	4.93 / 1.70	1.38	0.23 **
17. Adequate financial aid is available for most students.	6.53	5.09 / 1.66	1.44	6.37	4.93 / 1.69	1.44	0.16
43. Admissions counselors respond to prospective students' unique needs and requests.	6.17	5.35 / 1.49	0.82	6.05	5.09 / 1.51	0.96	0.26 **
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.13	5.51 / 1.45	0.62	6.01	5.13 / 1.50	0.88	0.38 ***

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

National Group Means are based on 97084 records.

Institutional Summary

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

Scale/Item	Colorado Mesa University - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
REGISTRATION EFFECTIVENESS	6.31	5.47 / 1.11	0.84	6.24	5.14 / 1.18	1.10	0.33 ***
11. Billing policies are reasonable.	6.30	5.02 / 1.60	1.28	6.20	4.84 / 1.63	1.36	0.18 *
20. The business office is open during hours which are convenient for most students.	6.09	5.61 / 1.33	0.48	6.00	5.22 / 1.46	0.78	0.39 ***
27. The personnel involved in registration are helpful.	6.31	5.60 / 1.45	0.71	6.24	5.24 / 1.52	1.00	0.36 ***
34. I am able to register for classes I need with few conflicts.	6.62	5.39 / 1.63	1.23	6.55	5.02 / 1.79	1.53	0.37 ***
50. Class change (drop/add) policies are reasonable.	6.24	5.73 / 1.43	0.51	6.20	5.41 / 1.52	0.79	0.32 ***

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

National Group Means are based on 97084 records.

Institutional Summary

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

Scale/Item	Colorado Mesa University - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
RESPONSIVENESS TO DIVERSE POPULATIONS		5.59 / 1.29			5.29 / 1.35		0.30 ***
84. Institution's commitment to part-time students?		5.62 / 1.21			5.26 / 1.46		0.36 ***
85. Institution's commitment to evening students?		5.54 / 1.43			5.25 / 1.49		0.29 ***
86. Institution's commitment to older, returning learners?		5.74 / 1.42			5.36 / 1.48		0.38 ***
87. Institution's commitment to under-represented populations?		5.51 / 1.46			5.31 / 1.45		0.20 *
88. Institution's commitment to commuters?		5.37 / 1.63			5.11 / 1.63		0.26 **
89. Institution's commitment to students with disabilities?		5.83 / 1.40			5.48 / 1.44		0.35 ***

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

National Group Means are based on 97084 records.

Institutional Summary

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

Scale/Item	Colorado Mesa University - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SAFETY AND SECURITY	6.30	5.11 / 1.24	1.19	6.30	4.76 / 1.24	1.54	0.35 ***
7. The campus is safe and secure for all students.	6.52	5.91 / 1.20	0.61	6.46	5.50 / 1.43	0.96	0.41 ***
21. The amount of student parking space on campus is adequate.	6.11	4.02 / 2.04	2.09	6.20	3.40 / 1.99	2.80	0.62 ***
28. Parking lots are well-lighted and secure.	6.16	5.11 / 1.64	1.05	6.18	5.02 / 1.60	1.16	0.09
36. Security staff respond quickly in emergencies.	6.45	5.55 / 1.58	0.90	6.36	5.23 / 1.51	1.13	0.32 **

National Group Means are based on 97084 records.

* 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	Colorado Mesa University - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SERVICE EXCELLENCE	6.14	5.38 / 1.11	0.76	6.07	5.11 / 1.11	0.96	0.27 ***
2. The campus staff are caring and helpful.	6.40	5.64 / 1.27	0.76	6.29	5.25 / 1.44	1.04	0.39 ***
13. Library staff are helpful and approachable.	5.93	5.93 / 1.16	0.00	5.82	5.60 / 1.32	0.22	0.33 ***
15. The staff in the health services area are competent.	6.04	5.33 / 1.53	0.71	6.04	5.25 / 1.46	0.79	0.08
22. Counseling staff care about students as individuals.	6.16	5.36 / 1.51	0.80	6.05	5.07 / 1.49	0.98	0.29 ***
27. The personnel involved in registration are helpful.	6.31	5.60 / 1.45	0.71	6.24	5.24 / 1.52	1.00	0.36 ***
57. I seldom get the "run-around" when seeking information on this campus.	6.28	5.03 / 1.74	1.25	6.22	4.62 / 1.85	1.60	0.41 ***
60. I generally know what's happening on campus.	5.81	5.02 / 1.70	0.79	5.82	5.01 / 1.57	0.81	0.01
71. Channels for expressing student complaints are readily available.	6.17	5.09 / 1.73	1.08	6.07	4.80 / 1.66	1.27	0.29 ***

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

National Group Means are based on 97084 records.

Institutional Summary

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

Scale/Item	Colorado Mesa University - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
STUDENT CENTEREDNESS	6.26	5.57 / 1.11	0.69	6.14	5.23 / 1.18	0.91	0.34 ***
1. Most students feel a sense of belonging here.	5.83	5.35 / 1.34	0.48	5.76	5.13 / 1.45	0.63	0.22 **
2. The campus staff are caring and helpful.	6.40	5.64 / 1.27	0.76	6.29	5.25 / 1.44	1.04	0.39 ***
10. Administrators are approachable to students.	6.07	5.29 / 1.51	0.78	5.96	5.07 / 1.45	0.89	0.22 **
29. It is an enjoyable experience to be a student on this campus.	6.49	5.85 / 1.28	0.64	6.34	5.37 / 1.51	0.97	0.48 ***
45. Students are made to feel welcome on this campus.	6.33	5.77 / 1.36	0.56	6.24	5.44 / 1.44	0.80	0.33 ***
59. This institution shows concern for students as individuals.	6.42	5.47 / 1.47	0.95	6.29	5.12 / 1.55	1.17	0.35 ***

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

National Group Means are based on 97084 records.

Institutional Summary**Items: In Sequential Order**

Item	Colorado Mesa University - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. Most students feel a sense of belonging here.	5.83	5.35 / 1.34	0.48	5.76	5.13 / 1.45	0.63	0.22 **
2. The campus staff are caring and helpful.	6.40	5.64 / 1.27	0.76	6.29	5.25 / 1.44	1.04	0.39 ***
3. Faculty care about me as an individual.	6.23	5.42 / 1.38	0.81	6.12	5.10 / 1.50	1.02	0.32 ***
4. Admissions staff are knowledgeable.	6.30	5.43 / 1.39	0.87	6.24	5.14 / 1.53	1.10	0.29 ***
5. Financial aid counselors are helpful.	6.40	5.34 / 1.66	1.06	6.23	4.90 / 1.70	1.33	0.44 ***
6. My academic advisor is approachable.	6.47	5.66 / 1.60	0.81	6.46	5.54 / 1.67	0.92	0.12
7. The campus is safe and secure for all students.	6.52	5.91 / 1.20	0.61	6.46	5.50 / 1.43	0.96	0.41 ***
8. The content of the courses within my major is valuable.	6.65	5.73 / 1.33	0.92	6.57	5.54 / 1.36	1.03	0.19 **
9. A variety of intramural activities are offered.	5.18	5.68 / 1.36	-0.50	5.03	5.20 / 1.43	-0.17	0.48 ***
10. Administrators are approachable to students.	6.07	5.29 / 1.51	0.78	5.96	5.07 / 1.45	0.89	0.22 **
11. Billing policies are reasonable.	6.30	5.02 / 1.60	1.28	6.20	4.84 / 1.63	1.36	0.18 *
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.53	5.16 / 1.68	1.37	6.31	4.93 / 1.70	1.38	0.23 **
13. Library staff are helpful and approachable.	5.93	5.93 / 1.16	0.00	5.82	5.60 / 1.32	0.22	0.33 ***
14. My academic advisor is concerned about my success as an individual.	6.33	5.41 / 1.62	0.92	6.33	5.31 / 1.68	1.02	0.10
15. The staff in the health services area are competent.	6.04	5.33 / 1.53	0.71	6.04	5.25 / 1.46	0.79	0.08

* Difference statistically significant at the .05 level

** Difference statistically significant at the .01 level

*** Difference statistically significant at the .001 level

National Group Means are based on 97084 records.

Institutional Summary

Items: In Sequential Order

Item	Colorado Mesa University - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
16. The instruction in my major field is excellent.	6.61	5.74 / 1.35	0.87	6.55	5.51 / 1.40	1.04	0.23 ***
17. Adequate financial aid is available for most students.	6.53	5.09 / 1.66	1.44	6.37	4.93 / 1.69	1.44	0.16
18. Library resources and services are adequate.	6.23	5.86 / 1.23	0.37	6.17	5.61 / 1.30	0.56	0.25 ***
19. My academic advisor helps me set goals to work toward.	6.13	5.11 / 1.70	1.02	6.14	5.05 / 1.74	1.09	0.06
20. The business office is open during hours which are convenient for most students.	6.09	5.61 / 1.33	0.48	6.00	5.22 / 1.46	0.78	0.39 ***
21. The amount of student parking space on campus is adequate.	6.11	4.02 / 2.04	2.09	6.20	3.40 / 1.99	2.80	0.62 ***
22. Counseling staff care about students as individuals.	6.16	5.36 / 1.51	0.80	6.05	5.07 / 1.49	0.98	0.29 ***
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.24	5.40 / 1.51	0.84	5.94	4.70 / 1.64	1.24	0.70 ***
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.43	4.93 / 1.70	0.50	5.35	4.87 / 1.62	0.48	0.06
25. Faculty are fair and unbiased in their treatment of individual students.	6.49	5.57 / 1.47	0.92	6.39	5.28 / 1.48	1.11	0.29 ***
26. Computer labs are adequate and accessible.	6.35	5.78 / 1.39	0.57	6.26	5.51 / 1.46	0.75	0.27 ***
27. The personnel involved in registration are helpful.	6.31	5.60 / 1.45	0.71	6.24	5.24 / 1.52	1.00	0.36 ***
28. Parking lots are well-lighted and secure.	6.16	5.11 / 1.64	1.05	6.18	5.02 / 1.60	1.16	0.09

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

National Group Means are based on 97084 records.

Institutional Summary**Items: In Sequential Order**

Item	Colorado Mesa University - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
29. It is an enjoyable experience to be a student on this campus.	6.49	5.85 / 1.28	0.64	6.34	5.37 / 1.51	0.97	0.48 ***
30. Residence hall staff are concerned about me as an individual.	5.71	5.32 / 1.62	0.39	5.62	4.84 / 1.59	0.78	0.48 ***
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.86	5.99 / 1.23	-0.13	5.62	5.43 / 1.40	0.19	0.56 ***
32. Tutoring services are readily available.	6.27	6.05 / 1.30	0.22	6.05	5.48 / 1.44	0.57	0.57 ***
33. My academic advisor is knowledgeable about requirements in my major.	6.58	5.89 / 1.50	0.69	6.54	5.61 / 1.62	0.93	0.28 ***
34. I am able to register for classes I need with few conflicts.	6.62	5.39 / 1.63	1.23	6.55	5.02 / 1.79	1.53	0.37 ***
35. The assessment and course placement procedures are reasonable.	6.31	5.55 / 1.45	0.76	6.22	5.28 / 1.45	0.94	0.27 ***
36. Security staff respond quickly in emergencies.	6.45	5.55 / 1.58	0.90	6.36	5.23 / 1.51	1.13	0.32 **
37. I feel a sense of pride about my campus.	5.89	5.51 / 1.52	0.38	5.86	5.22 / 1.57	0.64	0.29 ***
38. There is an adequate selection of food available in the cafeteria.	6.04	5.06 / 1.75	0.98	5.92	4.57 / 1.78	1.35	0.49 ***
39. I am able to experience intellectual growth here.	6.59	5.88 / 1.25	0.71	6.42	5.60 / 1.34	0.82	0.28 ***
40. Residence hall regulations are reasonable.	5.94	5.44 / 1.50	0.50	5.76	4.93 / 1.57	0.83	0.51 ***
41. There is a commitment to academic excellence on this campus.	6.48	5.62 / 1.40	0.86	6.34	5.40 / 1.42	0.94	0.22 ***

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Institutional Summary**Items: In Sequential Order**

Item	Colorado Mesa University - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
42. There are a sufficient number of weekend activities for students.	5.66	4.84 / 1.68	0.82	5.45	4.63 / 1.66	0.82	0.21 *
43. Admissions counselors respond to prospective students' unique needs and requests.	6.17	5.35 / 1.49	0.82	6.05	5.09 / 1.51	0.96	0.26 **
44. Academic support services adequately meet the needs of students.	6.27	5.55 / 1.38	0.72	6.15	5.24 / 1.43	0.91	0.31 ***
45. Students are made to feel welcome on this campus.	6.33	5.77 / 1.36	0.56	6.24	5.44 / 1.44	0.80	0.33 ***
46. I can easily get involved in campus organizations.	5.89	5.56 / 1.53	0.33	5.84	5.32 / 1.49	0.52	0.24 **
47. Faculty provide timely feedback about student progress in a course.	6.50	5.44 / 1.53	1.06	6.36	5.11 / 1.53	1.25	0.33 ***
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.13	5.51 / 1.45	0.62	6.01	5.13 / 1.50	0.88	0.38 ***
49. There are adequate services to help me decide upon a career.	6.24	5.57 / 1.41	0.67	6.21	5.15 / 1.54	1.06	0.42 ***
50. Class change (drop/add) policies are reasonable.	6.24	5.73 / 1.43	0.51	6.20	5.41 / 1.52	0.79	0.32 ***
51. This institution has a good reputation within the community.	6.27	5.90 / 1.25	0.37	6.21	5.57 / 1.45	0.64	0.33 ***
52. The student center is a comfortable place for students to spend their leisure time.	5.99	5.87 / 1.29	0.12	5.89	5.36 / 1.48	0.53	0.51 ***
53. Faculty take into consideration student differences as they teach a course.	6.34	5.28 / 1.53	1.06	6.16	5.01 / 1.56	1.15	0.27 ***

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Institutional Summary

Items: In Sequential Order

Item	Colorado Mesa University - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
54. Bookstore staff are helpful.	6.12	5.88 / 1.42	0.24	5.96	5.57 / 1.43	0.39	0.31 ***
55. Major requirements are clear and reasonable.	6.56	5.81 / 1.34	0.75	6.46	5.47 / 1.46	0.99	0.34 ***
56. The student handbook provides helpful information about campus life.	5.81	5.46 / 1.47	0.35	5.75	5.26 / 1.44	0.49	0.20 **
57. I seldom get the "run-around" when seeking information on this campus.	6.28	5.03 / 1.74	1.25	6.22	4.62 / 1.85	1.60	0.41 ***
58. The quality of instruction I receive in most of my classes is excellent.	6.63	5.69 / 1.35	0.94	6.51	5.40 / 1.41	1.11	0.29 ***
59. This institution shows concern for students as individuals.	6.42	5.47 / 1.47	0.95	6.29	5.12 / 1.55	1.17	0.35 ***
60. I generally know what's happening on campus.	5.81	5.02 / 1.70	0.79	5.82	5.01 / 1.57	0.81	0.01
61. Adjunct faculty are competent as classroom instructors.	6.23	5.58 / 1.32	0.65	6.19	5.34 / 1.42	0.85	0.24 **
62. There is a strong commitment to racial harmony on this campus.	6.14	5.76 / 1.38	0.38	5.99	5.47 / 1.42	0.52	0.29 ***
63. Student disciplinary procedures are fair.	6.27	5.76 / 1.36	0.51	6.09	5.37 / 1.43	0.72	0.39 ***
64. New student orientation services help students adjust to college.	6.08	5.58 / 1.47	0.50	5.95	5.21 / 1.56	0.74	0.37 ***
65. Faculty are usually available after class and during office hours.	6.48	5.94 / 1.28	0.54	6.34	5.65 / 1.35	0.69	0.29 ***
66. Tuition paid is a worthwhile investment.	6.57	5.46 / 1.63	1.11	6.47	5.19 / 1.61	1.28	0.27 ***

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Institutional Summary

Items: In Sequential Order

Item	Colorado Mesa University - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
67. Freedom of expression is protected on campus.	6.24	5.74 / 1.41	0.50	6.15	5.50 / 1.41	0.65	0.24 ***
68. Nearly all of the faculty are knowledgeable in their field.	6.62	6.04 / 1.20	0.58	6.53	5.74 / 1.30	0.79	0.30 ***
69. There is a good variety of courses provided on this campus.	6.55	5.84 / 1.34	0.71	6.43	5.48 / 1.48	0.95	0.36 ***
70. Graduate teaching assistants are competent as classroom instructors.	6.12	5.51 / 1.58	0.61	6.16	5.19 / 1.50	0.97	0.32 ***
71. Channels for expressing student complaints are readily available.	6.17	5.09 / 1.73	1.08	6.07	4.80 / 1.66	1.27	0.29 ***
72. On the whole, the campus is well-maintained.	6.42	6.21 / 1.11	0.21	6.31	5.70 / 1.35	0.61	0.51 ***
73. Student activities fees are put to good use.	6.33	4.94 / 1.71	1.39	6.16	4.64 / 1.72	1.52	0.30 ***
74. Campus item 1							
75. Campus item 2							
76. Campus item 3							
77. Campus item 4							
78. Campus item 5							
79. Campus item 6							
80. Campus item 7							
81. Campus item 8							

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Institutional Summary

Items: In Sequential Order

Item	Colorado Mesa University - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
82. Campus item 9							
83. Campus item 10							
84. Institution's commitment to part-time students?		5.62 / 1.21			5.26 / 1.46		0.36 ***
85. Institution's commitment to evening students?		5.54 / 1.43			5.25 / 1.49		0.29 ***
86. Institution's commitment to older, returning learners?		5.74 / 1.42			5.36 / 1.48		0.38 ***
87. Institution's commitment to under-represented populations?		5.51 / 1.46			5.31 / 1.45		0.20 *
88. Institution's commitment to commuters?		5.37 / 1.63			5.11 / 1.63		0.26 **
89. Institution's commitment to students with disabilities?		5.83 / 1.40			5.48 / 1.44		0.35 ***
90. Cost as factor in decision to enroll.	6.33			6.24			
91. Financial aid as factor in decision to enroll.	6.28			6.07			
92. Academic reputation as factor in decision to enroll.	5.84			5.98			
93. Size of institution as factor in decision to enroll.	5.49			5.29			
94. Opportunity to play sports as factor in decision to enroll.	3.80			3.57			
95. Recommendations from family/friends as factor in decision to enroll.	4.77			4.90			

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Institutional Summary

Items: In Sequential Order

Item	Colorado Mesa University - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
96. Geographic setting as factor in decision to enroll.	5.80			5.57			
97. Campus appearance as factor in decision to enroll.	5.43			5.31			
98. Personalized attention prior to enrollment as factor in decision to enroll.	5.32			5.34			

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Institutional Summary

Summary Items

Summary Item	Colorado Mesa University - SSI	National Four-Year Publics	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: 4.85 1% 1% 8% 31% 27% 16% 13%	Average: 4.56 2% 2% 10% 38% 24% 11% 10%	0.29
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: 5.53 1% 2% 5% 8% 15% 45% 20%	Average: 5.26 1% 3% 8% 10% 19% 40% 16%	0.27
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: 5.73 2% 4% 2% 6% 11% 36% 36%	Average: 5.34 4% 7% 6% 9% 11% 30% 31%	0.39