

Dec 2016 Demographics

Gender	N	%	Class Level	N	%
Female	493	66.71%	Freshman	226	30.58%
Male	246	33.29%	Sophomore	153	20.70%
Total	739	100.00%	Junior	135	18.27%
No Response	49		Senior	214	28.96%
			Special student	2	0.27%
			Graduate/Professional	7	0.95%
			Other class level	2	0.27%
			Total	739	100.00%
			No Response	49	
Age	N	%	Current GPA	N	%
18 and under	137	18.49%	No credits earned	78	10.67%
19 to 24	443	59.78%	1.99 or below	3	0.41%
25 to 34	93	12.55%	2.0 - 2.49	40	5.47%
35 to 44	43	5.80%	2.5 - 2.99	103	14.09%
45 and over	25	3.37%	3.0 - 3.49	210	28.73%
Total	741	100.00%	3.5 or above	297	40.63%
No Response	47		Total	731	100.00%
			No Response	57	
Ethnicity/Race	N	%	Educational Goal	N	%
African-American	18	2.44%	Associate degree	28	3.81%
American Indian or Alaskan Native	14	1.89%	Bachelor's degree	582	79.18%
Asian or Pacific Islander	30	4.06%	Master's degree	72	9.80%
Caucasian/White	535	72.40%	Doctorate or professional degree	45	6.12%
Hispanic	105	14.21%	Certification (initial/renewal)	3	0.41%
Other race	9	1.22%	Self-improvement/pleasure	1	0.14%
Race - Prefer not to respond	28	3.79%	Job-related training	1	0.14%
Total	739	100.00%	Other educational goal	3	0.41%
No Response	49		Total	735	100.00%
			No Response	53	
Current Enrollment Status	N	%			
Day	711	96.21%			
Evening	27	3.65%			
Weekend	1	0.14%			
Total	739	100.00%			
No Response	49				
Current Class Load	N	%			
Full-time	694	93.91%			
Part-time	45	6.09%			
Total	739	100.00%			
No Response	49				

Dec 2016 Demographics

Employment	N	%	Institution Question	N	%
Full-time off campus	100	13.57%	Campus item - Answer 1	0	0%
Part-time off campus	215	29.17%	Campus item - Answer 2	0	0%
Full-time on campus	25	3.39%	Campus item - Answer 3	0	0%
Part-time on campus	170	23.07%	Campus item - Answer 4	0	0%
Not employed	227	30.80%	Campus item - Answer 5	0	0%
Total	737	100.00%	Campus item - Answer 6	0	0%
No Response	51		Total	0	100.00%
			No Response	788	
Current Residence	N	%	Institution Question 2	N	%
Residence hall	216	29.43%	Campus item 2 - Answer 1	0	0%
Fraternity / Sorority	2	0.27%	Campus item 2 - Answer 2	0	0%
Own house	142	19.35%	Campus item 2 - Answer 3	0	0%
Rent room or apt off campus	252	34.33%	Campus item 2 - Answer 4	0	0%
Parent's home	100	13.62%	Campus item 2 - Answer 5	0	0%
Other residence	22	3.00%	Campus item 2 - Answer 6	0	0%
Total	734	100.00%	Total	0	100.00%
No Response	54		No Response	788	
Residence Classification	N	%			
In-state	642	87.70%			
Out-of-state	83	11.34%			
International (not U.S. citizen)	7	0.96%			
Total	732	100.00%			
No Response	56				
Disabilities	N	%			
Yes - Disability	49	6.68%			
No - Disability	685	93.32%			
Total	734	100.00%			
No Response	54				
Institution Was My	N	%			
1st choice	479	65.44%			
2nd choice	197	26.91%			
3rd choice or lower	56	7.65%			
Total	732	100.00%			
No Response	56				

Oct 2014 Demographics

Gender	N	%	Class Level	N	%
Female	448	70.44%	Freshman	147	23.11%
Male	188	29.56%	Sophomore	132	20.75%
Total	636	100.00%	Junior	142	22.33%
No Response	16		Senior	204	32.08%
			Special student	0	0.00%
			Graduate/Professional	5	0.79%
			Other class level	6	0.94%
			Total	636	100.00%
			No Response	16	
Age	N	%	Current GPA	N	%
18 and under	118	18.44%	No credits earned	58	9.18%
19 to 24	384	60.00%	1.99 or below	3	0.47%
25 to 34	83	12.97%	2.0 - 2.49	35	5.54%
35 to 44	29	4.53%	2.5 - 2.99	86	13.61%
45 and over	26	4.06%	3.0 - 3.49	190	30.06%
Total	640	100.00%	3.5 or above	260	41.14%
No Response	12		Total	632	100.00%
			No Response	20	
Ethnicity/Race	N	%	Educational Goal	N	%
African-American	11	1.72%	Associate degree	10	1.57%
American Indian or Alaskan Native	5	0.78%	Bachelor's degree	503	79.09%
Asian or Pacific Islander	26	4.07%	Master's degree	62	9.75%
Caucasian/White	495	77.46%	Doctorate or professional degree	58	9.12%
Hispanic	71	11.11%	Certification (initial/renewal)	0	0.00%
Other race	11	1.72%	Self-improvement/pleasure	0	0.00%
Race - Prefer not to respond	20	3.13%	Job-related training	1	0.16%
Total	639	100.00%	Other educational goal	2	0.31%
No Response	13		Total	636	100.00%
			No Response	16	
Current Enrollment Status	N	%			
Day	612	96.99%			
Evening	19	3.01%			
Weekend	0	0.00%			
Total	631	100.00%			
No Response	21				
Current Class Load	N	%			
Full-time	589	93.34%			
Part-time	42	6.66%			
Total	631	100.00%			
No Response	21				

Oct 2014 Demographics

Employment	N	%	Institution Question	N	%
Full-time off campus	87	13.66%	Campus item - Answer 1	0	0%
Part-time off campus	190	29.83%	Campus item - Answer 2	0	0%
Full-time on campus	16	2.51%	Campus item - Answer 3	0	0%
Part-time on campus	152	23.86%	Campus item - Answer 4	0	0%
Not employed	192	30.14%	Campus item - Answer 5	0	0%
Total	637	100.00%	Campus item - Answer 6	0	0%
No Response	15		Total	0	100.00%
			No Response	652	
Current Residence	N	%	Institution Question 2	N	%
Residence hall	177	27.79%	Campus item 2 - Answer 1	0	0%
Fraternity / Sorority	1	0.16%	Campus item 2 - Answer 2	0	0%
Own house	97	15.23%	Campus item 2 - Answer 3	0	0%
Rent room or apt off campus	260	40.82%	Campus item 2 - Answer 4	0	0%
Parent's home	87	13.66%	Campus item 2 - Answer 5	0	0%
Other residence	15	2.35%	Campus item 2 - Answer 6	0	0%
Total	637	100.00%	Total	0	100.00%
No Response	15		No Response	652	
Residence Classification	N	%			
In-state	549	86.73%			
Out-of-state	82	12.95%			
International (not U.S. citizen)	2	0.32%			
Total	633	100.00%			
No Response	19				
Disabilities	N	%			
Yes - Disability	42	6.66%			
No - Disability	589	93.34%			
Total	631	100.00%			
No Response	21				
Institution Was My	N	%			
1st choice	412	64.48%			
2nd choice	164	25.67%			
3rd choice or lower	63	9.86%			
Total	639	100.00%			
No Response	13				

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.
- 7. The campus is safe and secure for all students.
- 69. There is a good variety of courses provided on this campus.
- 65. Faculty are usually available after class and during office hours.
- 29. It is an enjoyable experience to be a student on this campus.
- 72. On the whole, the campus is well-maintained.
- 45. Students are made to feel welcome on this campus.
- 26. Computer labs are adequate and accessible.
- 51. This institution has a good reputation within the community.
- 67. Freedom of expression is protected on campus.

Challenges

- 8. The content of the courses within my major is valuable.
- 16. The instruction in my major field is excellent.
- 34. I am able to register for classes I need with few conflicts.
- 66. Tuition paid is a worthwhile investment.
- 47. Faculty provide timely feedback about student progress in a course.
- 17. Adequate financial aid is available for most students.
- 25. Faculty are fair and unbiased in their treatment of individual students.
- 12. Financial aid awards are announced to students in time to be helpful in college planning.
- 14. My academic advisor is concerned about my success as an individual.
- 5. Financial aid counselors are helpful.
- 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 Trends

Higher Satisfaction vs. Oct 2014

- 7. The campus is safe and secure for all students.
- 66. Tuition paid is a worthwhile investment.
- 41. There is a commitment to academic excellence on this campus.
- 2. The campus staff are caring and helpful.
- 45. Students are made to feel welcome on this campus.
- 12. Financial aid awards are announced to students in time to be helpful in college planning.
- 59. This institution shows concern for students as individuals.
- 26. Computer labs are adequate and accessible.
- 5. Financial aid counselors are helpful.
- 35. The assessment and course placement procedures are reasonable.
- 27. The personnel involved in registration are helpful.
- 51. This institution has a good reputation within the community.
- 57. I seldom get the "run-around" when seeking information on this campus.

Institutional Summary
Scales: In Order of Importance

Scale	Dec 2016			Oct 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Instructional Effectiveness	6.47	5.74 / 0.94	0.73	6.47	5.67 / 0.91	0.80	0.07
Academic Advising	6.43	5.64 / 1.30	0.79	6.46	5.58 / 1.28	0.88	0.06
Safety and Security	6.35	5.03 / 1.17	1.32	6.41	4.70 / 1.25	1.71	0.33 ***
Recruitment and Financial Aid	6.31	5.41 / 1.15	0.90	6.28	5.18 / 1.25	1.10	0.23 ***
Registration Effectiveness	6.30	5.52 / 1.04	0.78	6.29	5.42 / 1.09	0.87	0.10
Concern for the Individual	6.27	5.53 / 1.14	0.74	6.30	5.36 / 1.15	0.94	0.17 **
Student Centeredness	6.27	5.66 / 1.07	0.61	6.27	5.49 / 1.09	0.78	0.17 **
Campus Climate	6.26	5.63 / 0.98	0.63	6.24	5.44 / 1.03	0.80	0.19 ***
Campus Support Services	6.20	5.93 / 0.87	0.27	6.16	5.72 / 0.91	0.44	0.21 ***
Service Excellence	6.19	5.53 / 1.03	0.66	6.14	5.30 / 1.07	0.84	0.23 ***
Campus Life	5.96	5.61 / 1.03	0.35	5.93	5.44 / 0.98	0.49	0.17 **
Responsiveness to Diverse Populations		5.58 / 1.34			5.36 / 1.32		0.22 **

* 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	Dec 2016			Oct 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
8. The content of the courses within my major is valuable.	6.69	5.75 / 1.27	0.94	6.65	5.73 / 1.23	0.92	0.02
68. Nearly all of the faculty are knowledgeable in their field.	6.63	6.12 / 1.07	0.51	6.67	6.11 / 1.04	0.56	0.01
16. The instruction in my major field is excellent.	6.62	5.73 / 1.31	0.89	6.65	5.81 / 1.24	0.84	-0.08
34. I am able to register for classes I need with few conflicts.	6.61	5.39 / 1.59	1.22	6.62	5.33 / 1.66	1.29	0.06
55. Major requirements are clear and reasonable.	6.61	5.84 / 1.31	0.77	6.60	5.82 / 1.27	0.78	0.02
58. The quality of instruction I receive in most of my classes is excellent.	6.61	5.76 / 1.27	0.85	6.62	5.73 / 1.24	0.89	0.03
39. I am able to experience intellectual growth here.	6.58	5.97 / 1.20	0.61	6.58	5.93 / 1.15	0.65	0.04
33. My academic advisor is knowledgeable about requirements in my major.	6.57	5.89 / 1.47	0.68	6.61	5.98 / 1.39	0.63	-0.09
7. The campus is safe and secure for all students.	6.56	5.85 / 1.21	0.71	6.54	5.53 / 1.40	1.01	0.32 ***
66. Tuition paid is a worthwhile investment.	6.54	5.45 / 1.50	1.09	6.57	5.27 / 1.59	1.30	0.18 *
69. There is a good variety of courses provided on this campus.	6.53	5.97 / 1.20	0.56	6.53	5.85 / 1.28	0.68	0.12
36. Security staff respond quickly in emergencies.	6.49	5.76 / 1.27	0.73	6.56	5.67 / 1.39	0.89	0.09
47. Faculty provide timely feedback about student progress in a course.	6.49	5.49 / 1.44	1.00	6.50	5.43 / 1.44	1.07	0.06
65. Faculty are usually available after class and during office hours.	6.48	6.00 / 1.15	0.48	6.48	5.97 / 1.15	0.51	0.03
17. Adequate financial aid is available for most students.	6.46	5.14 / 1.68	1.32	6.50	4.99 / 1.67	1.51	0.15
6. My academic advisor is approachable.	6.45	5.72 / 1.59	0.73	6.53	5.69 / 1.57	0.84	0.03

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 *** Difference statistically significant at the .001 level

Institutional Summary

Items: In Order of Importance

Item	Dec 2016			Oct 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
25. Faculty are fair and unbiased in their treatment of individual students.	6.44	5.57 / 1.42	0.87	6.44	5.46 / 1.40	0.98	0.11
41. There is a commitment to academic excellence on this campus.	6.43	5.81 / 1.23	0.62	6.41	5.57 / 1.37	0.84	0.24 ***
2. The campus staff are caring and helpful.	6.41	5.69 / 1.30	0.72	6.40	5.55 / 1.26	0.85	0.14 *
29. It is an enjoyable experience to be a student on this campus.	6.41	5.87 / 1.27	0.54	6.51	5.74 / 1.28	0.77	0.13
72. On the whole, the campus is well-maintained.	6.41	6.35 / 0.97	0.06	6.37	6.25 / 1.02	0.12	0.10
45. Students are made to feel welcome on this campus.	6.40	5.89 / 1.26	0.51	6.39	5.71 / 1.28	0.68	0.18 **
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.39	5.34 / 1.52	1.05	6.42	5.16 / 1.67	1.26	0.18 *
14. My academic advisor is concerned about my success as an individual.	6.39	5.52 / 1.69	0.87	6.43	5.35 / 1.71	1.08	0.17
59. This institution shows concern for students as individuals.	6.38	5.54 / 1.52	0.84	6.41	5.34 / 1.53	1.07	0.20 *
26. Computer labs are adequate and accessible.	6.37	6.02 / 1.20	0.35	6.30	5.67 / 1.36	0.63	0.35 ***
90. Cost as factor in decision to enroll.	6.36			6.33			
5. Financial aid counselors are helpful.	6.35	5.24 / 1.59	1.11	6.27	4.92 / 1.72	1.35	0.32 ***
35. The assessment and course placement procedures are reasonable.	6.34	5.71 / 1.29	0.63	6.31	5.55 / 1.35	0.76	0.16 *
73. Student activities fees are put to good use.	6.32	5.07 / 1.61	1.25	6.24	4.93 / 1.62	1.31	0.14
91. Financial aid as factor in decision to enroll.	6.32			6.29			
11. Billing policies are reasonable.	6.31	5.22 / 1.48	1.09	6.31	5.06 / 1.57	1.25	0.16

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 *** Difference statistically significant at the .001 level

Institutional Summary
Items: In Order of Importance

Item	Dec 2016			Oct 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
27. The personnel involved in registration are helpful.	6.31	5.63 / 1.40	0.68	6.26	5.43 / 1.42	0.83	0.20 *
51. This institution has a good reputation within the community.	6.31	5.96 / 1.23	0.35	6.27	5.74 / 1.32	0.53	0.22 **
61. Adjunct faculty are competent as classroom instructors.	6.31	5.69 / 1.26	0.62	6.30	5.64 / 1.34	0.66	0.05
57. I seldom get the "run-around" when seeking information on this campus.	6.30	5.30 / 1.65	1.00	6.20	4.81 / 1.79	1.39	0.49 ***
67. Freedom of expression is protected on campus.	6.30	5.86 / 1.25	0.44	6.31	5.73 / 1.29	0.58	0.13
4. Admissions staff are knowledgeable.	6.29	5.54 / 1.37	0.75	6.19	5.27 / 1.48	0.92	0.27 ***
44. Academic support services adequately meet the needs of students.	6.29	5.72 / 1.27	0.57	6.23	5.61 / 1.27	0.62	0.11
49. There are adequate services to help me decide upon a career.	6.29	5.61 / 1.38	0.68	6.31	5.29 / 1.54	1.02	0.32 ***
53. Faculty take into consideration student differences as they teach a course.	6.28	5.33 / 1.48	0.95	6.26	5.19 / 1.50	1.07	0.14
18. Library resources and services are adequate.	6.27	6.11 / 1.04	0.16	6.23	5.74 / 1.27	0.49	0.37 ***
22. Counseling staff care about students as individuals.	6.26	5.53 / 1.49	0.73	6.28	5.31 / 1.56	0.97	0.22 *
32. Tutoring services are readily available.	6.26	6.07 / 1.15	0.19	6.23	6.12 / 1.19	0.11	-0.05
63. Student disciplinary procedures are fair.	6.25	5.81 / 1.24	0.44	6.24	5.66 / 1.40	0.58	0.15
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.22	5.57 / 1.43	0.65	6.23	5.46 / 1.50	0.77	0.11
43. Admissions counselors respond to prospective students' unique needs and requests.	6.21	5.62 / 1.37	0.59	6.12	5.37 / 1.53	0.75	0.25 **

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Institutional Summary
Items: In Order of Importance

Item	Dec 2016			Oct 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
50. Class change (drop/add) policies are reasonable.	6.21	5.86 / 1.27	0.35	6.18	5.77 / 1.36	0.41	0.09
62. There is a strong commitment to racial harmony on this campus.	6.21	5.78 / 1.29	0.43	6.07	5.73 / 1.31	0.34	0.05
28. Parking lots are well-lighted and secure.	6.20	5.00 / 1.59	1.20	6.28	4.90 / 1.66	1.38	0.10
15. The staff in the health services area are competent.	6.19	5.52 / 1.39	0.67	6.15	5.29 / 1.52	0.86	0.23 *
21. The amount of student parking space on campus is adequate.	6.18	3.78 / 1.98	2.40	6.26	3.08 / 1.87	3.18	0.70 ***
71. Channels for expressing student complaints are readily available.	6.18	5.37 / 1.58	0.81	6.16	5.08 / 1.66	1.08	0.29 **
70. Graduate teaching assistants are competent as classroom instructors.	6.17	5.66 / 1.40	0.51	6.21	5.50 / 1.41	0.71	0.16
3. Faculty care about me as an individual.	6.16	5.43 / 1.36	0.73	6.18	5.38 / 1.45	0.80	0.05
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.15	5.64 / 1.38	0.51	6.12	5.48 / 1.49	0.64	0.16
19. My academic advisor helps me set goals to work toward.	6.14	5.21 / 1.79	0.93	6.10	5.03 / 1.81	1.07	0.18
64. New student orientation services help students adjust to college.	6.13	5.64 / 1.39	0.49	6.00	5.43 / 1.49	0.57	0.21 *
10. Administrators are approachable to students.	6.12	5.49 / 1.48	0.63	5.98	5.40 / 1.38	0.58	0.09
38. There is an adequate selection of food available in the cafeteria.	6.06	5.01 / 1.67	1.05	6.14	4.76 / 1.73	1.38	0.25 *
40. Residence hall regulations are reasonable.	6.04	5.72 / 1.35	0.32	6.03	5.61 / 1.32	0.42	0.11
52. The student center is a comfortable place for students to spend their leisure time.	6.03	5.85 / 1.22	0.18	6.06	5.84 / 1.20	0.22	0.01

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

Institutional Summary
Items: In Order of Importance

Item	Dec 2016			Oct 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
20. The business office is open during hours which are convenient for most students.	6.02	5.53 / 1.36	0.49	6.07	5.54 / 1.34	0.53	-0.01
46. I can easily get involved in campus organizations.	6.01	5.74 / 1.43	0.27	6.03	5.70 / 1.34	0.33	0.04
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.98	5.92 / 1.25	0.06	5.87	5.86 / 1.28	0.01	0.06
54. Bookstore staff are helpful.	5.98	5.99 / 1.21	-0.01	6.00	5.83 / 1.29	0.17	0.16 *
13. Library staff are helpful and approachable.	5.94	5.95 / 1.18	-0.01	5.81	5.79 / 1.23	0.02	0.16 *
1. Most students feel a sense of belonging here.	5.92	5.47 / 1.28	0.45	5.91	5.23 / 1.36	0.68	0.24 ***
60. I generally know what's happening on campus.	5.91	5.21 / 1.62	0.70	5.87	5.07 / 1.63	0.80	0.14
37. I feel a sense of pride about my campus.	5.90	5.68 / 1.40	0.22	5.85	5.53 / 1.36	0.32	0.15 *
30. Residence hall staff are concerned about me as an individual.	5.88	5.60 / 1.46	0.28	5.90	5.30 / 1.51	0.60	0.30 **
92. Academic reputation as factor in decision to enroll.	5.86			5.79			
56. The student handbook provides helpful information about campus life.	5.83	5.74 / 1.29	0.09	5.74	5.41 / 1.42	0.33	0.33 ***
96. Geographic setting as factor in decision to enroll.	5.80			5.76			
42. There are a sufficient number of weekend activities for students.	5.76	5.39 / 1.47	0.37	5.70	5.03 / 1.49	0.67	0.36 ***
93. Size of institution as factor in decision to enroll.	5.53			5.40			
97. Campus appearance as factor in decision to enroll.	5.53			5.50			

* 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 Order of Importance

Item	Dec 2016			Oct 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.47	5.38 / 1.54	0.09	5.46	5.13 / 1.54	0.33	0.25 **
98. Personalized attention prior to enrollment as factor in decision to enroll.	5.43			5.32			
9. A variety of intramural activities are offered.	5.23	5.81 / 1.23	-0.58	5.11	5.65 / 1.27	-0.54	0.16 *
95. Recommendations from family/friends as factor in decision to enroll.	4.90			4.67			
94. Opportunity to play sports as factor in decision to enroll.	3.79			3.62			
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							
82. Campus item 9							
83. Campus item 10							
84. Institution's commitment to part-time students?		5.49 / 1.42			5.33 / 1.39		0.16
85. Institution's commitment to evening students?		5.50 / 1.46			5.21 / 1.51		0.29 **

* 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	Dec 2016			Oct 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
86. Institution's commitment to older, returning learners?		5.68 / 1.44			5.44 / 1.51		0.24 *
87. Institution's commitment to under-represented populations?		5.59 / 1.44			5.40 / 1.43		0.19
88. Institution's commitment to commuters?		5.43 / 1.56			5.15 / 1.57		0.28 **
89. Institution's commitment to students with disabilities?		5.81 / 1.37			5.68 / 1.41		0.13

* 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	Dec 2016			Oct 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC ADVISING	6.43	5.64 / 1.30	0.79	6.46	5.58 / 1.28	0.88	0.06
6. My academic advisor is approachable.	6.45	5.72 / 1.59	0.73	6.53	5.69 / 1.57	0.84	0.03
14. My academic advisor is concerned about my success as an individual.	6.39	5.52 / 1.69	0.87	6.43	5.35 / 1.71	1.08	0.17
19. My academic advisor helps me set goals to work toward.	6.14	5.21 / 1.79	0.93	6.10	5.03 / 1.81	1.07	0.18
33. My academic advisor is knowledgeable about requirements in my major.	6.57	5.89 / 1.47	0.68	6.61	5.98 / 1.39	0.63	-0.09
55. Major requirements are clear and reasonable.	6.61	5.84 / 1.31	0.77	6.60	5.82 / 1.27	0.78	0.02

* 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	Dec 2016			Oct 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS CLIMATE	6.26	5.63 / 0.98	0.63	6.24	5.44 / 1.03	0.80	0.19 ***
1. Most students feel a sense of belonging here.	5.92	5.47 / 1.28	0.45	5.91	5.23 / 1.36	0.68	0.24 ***
2. The campus staff are caring and helpful.	6.41	5.69 / 1.30	0.72	6.40	5.55 / 1.26	0.85	0.14 *
3. Faculty care about me as an individual.	6.16	5.43 / 1.36	0.73	6.18	5.38 / 1.45	0.80	0.05
7. The campus is safe and secure for all students.	6.56	5.85 / 1.21	0.71	6.54	5.53 / 1.40	1.01	0.32 ***
10. Administrators are approachable to students.	6.12	5.49 / 1.48	0.63	5.98	5.40 / 1.38	0.58	0.09
29. It is an enjoyable experience to be a student on this campus.	6.41	5.87 / 1.27	0.54	6.51	5.74 / 1.28	0.77	0.13
37. I feel a sense of pride about my campus.	5.90	5.68 / 1.40	0.22	5.85	5.53 / 1.36	0.32	0.15 *
41. There is a commitment to academic excellence on this campus.	6.43	5.81 / 1.23	0.62	6.41	5.57 / 1.37	0.84	0.24 ***
45. Students are made to feel welcome on this campus.	6.40	5.89 / 1.26	0.51	6.39	5.71 / 1.28	0.68	0.18 **
51. This institution has a good reputation within the community.	6.31	5.96 / 1.23	0.35	6.27	5.74 / 1.32	0.53	0.22 **
57. I seldom get the "run-around" when seeking information on this campus.	6.30	5.30 / 1.65	1.00	6.20	4.81 / 1.79	1.39	0.49 ***
59. This institution shows concern for students as individuals.	6.38	5.54 / 1.52	0.84	6.41	5.34 / 1.53	1.07	0.20 *
60. I generally know what's happening on campus.	5.91	5.21 / 1.62	0.70	5.87	5.07 / 1.63	0.80	0.14
62. There is a strong commitment to racial harmony on this campus.	6.21	5.78 / 1.29	0.43	6.07	5.73 / 1.31	0.34	0.05
66. Tuition paid is a worthwhile investment.	6.54	5.45 / 1.50	1.09	6.57	5.27 / 1.59	1.30	0.18 *

* 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	Dec 2016			Oct 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
67. Freedom of expression is protected on campus.	6.30	5.86 / 1.25	0.44	6.31	5.73 / 1.29	0.58	0.13
71. Channels for expressing student complaints are readily available.	6.18	5.37 / 1.58	0.81	6.16	5.08 / 1.66	1.08	0.29 **

* 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	Dec 2016			Oct 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS LIFE	5.96	5.61 / 1.03	0.35	5.93	5.44 / 0.98	0.49	0.17 **
9. A variety of intramural activities are offered.	5.23	5.81 / 1.23	-0.58	5.11	5.65 / 1.27	-0.54	0.16 *
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.22	5.57 / 1.43	0.65	6.23	5.46 / 1.50	0.77	0.11
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.47	5.38 / 1.54	0.09	5.46	5.13 / 1.54	0.33	0.25 **
30. Residence hall staff are concerned about me as an individual.	5.88	5.60 / 1.46	0.28	5.90	5.30 / 1.51	0.60	0.30 **
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.98	5.92 / 1.25	0.06	5.87	5.86 / 1.28	0.01	0.06
38. There is an adequate selection of food available in the cafeteria.	6.06	5.01 / 1.67	1.05	6.14	4.76 / 1.73	1.38	0.25 *
40. Residence hall regulations are reasonable.	6.04	5.72 / 1.35	0.32	6.03	5.61 / 1.32	0.42	0.11
42. There are a sufficient number of weekend activities for students.	5.76	5.39 / 1.47	0.37	5.70	5.03 / 1.49	0.67	0.36 ***
46. I can easily get involved in campus organizations.	6.01	5.74 / 1.43	0.27	6.03	5.70 / 1.34	0.33	0.04
52. The student center is a comfortable place for students to spend their leisure time.	6.03	5.85 / 1.22	0.18	6.06	5.84 / 1.20	0.22	0.01
56. The student handbook provides helpful information about campus life.	5.83	5.74 / 1.29	0.09	5.74	5.41 / 1.42	0.33	0.33 ***
63. Student disciplinary procedures are fair.	6.25	5.81 / 1.24	0.44	6.24	5.66 / 1.40	0.58	0.15
64. New student orientation services help students adjust to college.	6.13	5.64 / 1.39	0.49	6.00	5.43 / 1.49	0.57	0.21 *

* 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	Dec 2016			Oct 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
67. Freedom of expression is protected on campus.	6.30	5.86 / 1.25	0.44	6.31	5.73 / 1.29	0.58	0.13
73. Student activities fees are put to good use.	6.32	5.07 / 1.61	1.25	6.24	4.93 / 1.62	1.31	0.14

* 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	Dec 2016			Oct 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS SUPPORT SERVICES	6.20	5.93 / 0.87	0.27	6.16	5.72 / 0.91	0.44	0.21 ***
13. Library staff are helpful and approachable.	5.94	5.95 / 1.18	-0.01	5.81	5.79 / 1.23	0.02	0.16 *
18. Library resources and services are adequate.	6.27	6.11 / 1.04	0.16	6.23	5.74 / 1.27	0.49	0.37 ***
26. Computer labs are adequate and accessible.	6.37	6.02 / 1.20	0.35	6.30	5.67 / 1.36	0.63	0.35 ***
32. Tutoring services are readily available.	6.26	6.07 / 1.15	0.19	6.23	6.12 / 1.19	0.11	-0.05
44. Academic support services adequately meet the needs of students.	6.29	5.72 / 1.27	0.57	6.23	5.61 / 1.27	0.62	0.11
49. There are adequate services to help me decide upon a career.	6.29	5.61 / 1.38	0.68	6.31	5.29 / 1.54	1.02	0.32 ***
54. Bookstore staff are helpful.	5.98	5.99 / 1.21	-0.01	6.00	5.83 / 1.29	0.17	0.16 *

* 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	Dec 2016			Oct 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CONCERN FOR THE INDIVIDUAL	6.27	5.53 / 1.14	0.74	6.30	5.36 / 1.15	0.94	0.17 **
3. Faculty care about me as an individual.	6.16	5.43 / 1.36	0.73	6.18	5.38 / 1.45	0.80	0.05
14. My academic advisor is concerned about my success as an individual.	6.39	5.52 / 1.69	0.87	6.43	5.35 / 1.71	1.08	0.17
22. Counseling staff care about students as individuals.	6.26	5.53 / 1.49	0.73	6.28	5.31 / 1.56	0.97	0.22 *
25. Faculty are fair and unbiased in their treatment of individual students.	6.44	5.57 / 1.42	0.87	6.44	5.46 / 1.40	0.98	0.11
30. Residence hall staff are concerned about me as an individual.	5.88	5.60 / 1.46	0.28	5.90	5.30 / 1.51	0.60	0.30 **
59. This institution shows concern for students as individuals.	6.38	5.54 / 1.52	0.84	6.41	5.34 / 1.53	1.07	0.20 *

* 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	Dec 2016			Oct 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTRUCTIONAL EFFECTIVENESS	6.47	5.74 / 0.94	0.73	6.47	5.67 / 0.91	0.80	0.07
3. Faculty care about me as an individual.	6.16	5.43 / 1.36	0.73	6.18	5.38 / 1.45	0.80	0.05
8. The content of the courses within my major is valuable.	6.69	5.75 / 1.27	0.94	6.65	5.73 / 1.23	0.92	0.02
16. The instruction in my major field is excellent.	6.62	5.73 / 1.31	0.89	6.65	5.81 / 1.24	0.84	-0.08
25. Faculty are fair and unbiased in their treatment of individual students.	6.44	5.57 / 1.42	0.87	6.44	5.46 / 1.40	0.98	0.11
39. I am able to experience intellectual growth here.	6.58	5.97 / 1.20	0.61	6.58	5.93 / 1.15	0.65	0.04
41. There is a commitment to academic excellence on this campus.	6.43	5.81 / 1.23	0.62	6.41	5.57 / 1.37	0.84	0.24 ***
47. Faculty provide timely feedback about student progress in a course.	6.49	5.49 / 1.44	1.00	6.50	5.43 / 1.44	1.07	0.06
53. Faculty take into consideration student differences as they teach a course.	6.28	5.33 / 1.48	0.95	6.26	5.19 / 1.50	1.07	0.14
58. The quality of instruction I receive in most of my classes is excellent.	6.61	5.76 / 1.27	0.85	6.62	5.73 / 1.24	0.89	0.03
61. Adjunct faculty are competent as classroom instructors.	6.31	5.69 / 1.26	0.62	6.30	5.64 / 1.34	0.66	0.05
65. Faculty are usually available after class and during office hours.	6.48	6.00 / 1.15	0.48	6.48	5.97 / 1.15	0.51	0.03
68. Nearly all of the faculty are knowledgeable in their field.	6.63	6.12 / 1.07	0.51	6.67	6.11 / 1.04	0.56	0.01
69. There is a good variety of courses provided on this campus.	6.53	5.97 / 1.20	0.56	6.53	5.85 / 1.28	0.68	0.12
70. Graduate teaching assistants are competent as classroom instructors.	6.17	5.66 / 1.40	0.51	6.21	5.50 / 1.41	0.71	0.16

* 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	Dec 2016			Oct 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
RECRUITMENT AND FINANCIAL AID	6.31	5.41 / 1.15	0.90	6.28	5.18 / 1.25	1.10	0.23 ***
4. Admissions staff are knowledgeable.	6.29	5.54 / 1.37	0.75	6.19	5.27 / 1.48	0.92	0.27 ***
5. Financial aid counselors are helpful.	6.35	5.24 / 1.59	1.11	6.27	4.92 / 1.72	1.35	0.32 ***
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.39	5.34 / 1.52	1.05	6.42	5.16 / 1.67	1.26	0.18 *
17. Adequate financial aid is available for most students.	6.46	5.14 / 1.68	1.32	6.50	4.99 / 1.67	1.51	0.15
43. Admissions counselors respond to prospective students' unique needs and requests.	6.21	5.62 / 1.37	0.59	6.12	5.37 / 1.53	0.75	0.25 **
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.15	5.64 / 1.38	0.51	6.12	5.48 / 1.49	0.64	0.16

* 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	Dec 2016			Oct 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
REGISTRATION EFFECTIVENESS	6.30	5.52 / 1.04	0.78	6.29	5.42 / 1.09	0.87	0.10
11. Billing policies are reasonable.	6.31	5.22 / 1.48	1.09	6.31	5.06 / 1.57	1.25	0.16
20. The business office is open during hours which are convenient for most students.	6.02	5.53 / 1.36	0.49	6.07	5.54 / 1.34	0.53	-0.01
27. The personnel involved in registration are helpful.	6.31	5.63 / 1.40	0.68	6.26	5.43 / 1.42	0.83	0.20 *
34. I am able to register for classes I need with few conflicts.	6.61	5.39 / 1.59	1.22	6.62	5.33 / 1.66	1.29	0.06
50. Class change (drop/add) policies are reasonable.	6.21	5.86 / 1.27	0.35	6.18	5.77 / 1.36	0.41	0.09

* 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	Dec 2016			Oct 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
RESPONSIVENESS TO DIVERSE POPULATIONS		5.58 / 1.34			5.36 / 1.32		0.22 **
84. Institution's commitment to part-time students?		5.49 / 1.42			5.33 / 1.39		0.16
85. Institution's commitment to evening students?		5.50 / 1.46			5.21 / 1.51		0.29 **
86. Institution's commitment to older, returning learners?		5.68 / 1.44			5.44 / 1.51		0.24 *
87. Institution's commitment to under-represented populations?		5.59 / 1.44			5.40 / 1.43		0.19
88. Institution's commitment to commuters?		5.43 / 1.56			5.15 / 1.57		0.28 **
89. Institution's commitment to students with disabilities?		5.81 / 1.37			5.68 / 1.41		0.13

* 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	Dec 2016			Oct 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SAFETY AND SECURITY	6.35	5.03 / 1.17	1.32	6.41	4.70 / 1.25	1.71	0.33 ***
7. The campus is safe and secure for all students.	6.56	5.85 / 1.21	0.71	6.54	5.53 / 1.40	1.01	0.32 ***
21. The amount of student parking space on campus is adequate.	6.18	3.78 / 1.98	2.40	6.26	3.08 / 1.87	3.18	0.70 ***
28. Parking lots are well-lighted and secure.	6.20	5.00 / 1.59	1.20	6.28	4.90 / 1.66	1.38	0.10
36. Security staff respond quickly in emergencies.	6.49	5.76 / 1.27	0.73	6.56	5.67 / 1.39	0.89	0.09

* 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	Dec 2016			Oct 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SERVICE EXCELLENCE	6.19	5.53 / 1.03	0.66	6.14	5.30 / 1.07	0.84	0.23 ***
2. The campus staff are caring and helpful.	6.41	5.69 / 1.30	0.72	6.40	5.55 / 1.26	0.85	0.14 *
13. Library staff are helpful and approachable.	5.94	5.95 / 1.18	-0.01	5.81	5.79 / 1.23	0.02	0.16 *
15. The staff in the health services area are competent.	6.19	5.52 / 1.39	0.67	6.15	5.29 / 1.52	0.86	0.23 *
22. Counseling staff care about students as individuals.	6.26	5.53 / 1.49	0.73	6.28	5.31 / 1.56	0.97	0.22 *
27. The personnel involved in registration are helpful.	6.31	5.63 / 1.40	0.68	6.26	5.43 / 1.42	0.83	0.20 *
57. I seldom get the "run-around" when seeking information on this campus.	6.30	5.30 / 1.65	1.00	6.20	4.81 / 1.79	1.39	0.49 ***
60. I generally know what's happening on campus.	5.91	5.21 / 1.62	0.70	5.87	5.07 / 1.63	0.80	0.14
71. Channels for expressing student complaints are readily available.	6.18	5.37 / 1.58	0.81	6.16	5.08 / 1.66	1.08	0.29 **

* 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	Dec 2016			Oct 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
STUDENT CENTEREDNESS	6.27	5.66 / 1.07	0.61	6.27	5.49 / 1.09	0.78	0.17 **
1. Most students feel a sense of belonging here.	5.92	5.47 / 1.28	0.45	5.91	5.23 / 1.36	0.68	0.24 ***
2. The campus staff are caring and helpful.	6.41	5.69 / 1.30	0.72	6.40	5.55 / 1.26	0.85	0.14 *
10. Administrators are approachable to students.	6.12	5.49 / 1.48	0.63	5.98	5.40 / 1.38	0.58	0.09
29. It is an enjoyable experience to be a student on this campus.	6.41	5.87 / 1.27	0.54	6.51	5.74 / 1.28	0.77	0.13
45. Students are made to feel welcome on this campus.	6.40	5.89 / 1.26	0.51	6.39	5.71 / 1.28	0.68	0.18 **
59. This institution shows concern for students as individuals.	6.38	5.54 / 1.52	0.84	6.41	5.34 / 1.53	1.07	0.20 *

* 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	Dec 2016			Oct 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. Most students feel a sense of belonging here.	5.92	5.47 / 1.28	0.45	5.91	5.23 / 1.36	0.68	0.24 ***
2. The campus staff are caring and helpful.	6.41	5.69 / 1.30	0.72	6.40	5.55 / 1.26	0.85	0.14 *
3. Faculty care about me as an individual.	6.16	5.43 / 1.36	0.73	6.18	5.38 / 1.45	0.80	0.05
4. Admissions staff are knowledgeable.	6.29	5.54 / 1.37	0.75	6.19	5.27 / 1.48	0.92	0.27 ***
5. Financial aid counselors are helpful.	6.35	5.24 / 1.59	1.11	6.27	4.92 / 1.72	1.35	0.32 ***
6. My academic advisor is approachable.	6.45	5.72 / 1.59	0.73	6.53	5.69 / 1.57	0.84	0.03
7. The campus is safe and secure for all students.	6.56	5.85 / 1.21	0.71	6.54	5.53 / 1.40	1.01	0.32 ***
8. The content of the courses within my major is valuable.	6.69	5.75 / 1.27	0.94	6.65	5.73 / 1.23	0.92	0.02
9. A variety of intramural activities are offered.	5.23	5.81 / 1.23	-0.58	5.11	5.65 / 1.27	-0.54	0.16 *
10. Administrators are approachable to students.	6.12	5.49 / 1.48	0.63	5.98	5.40 / 1.38	0.58	0.09
11. Billing policies are reasonable.	6.31	5.22 / 1.48	1.09	6.31	5.06 / 1.57	1.25	0.16
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.39	5.34 / 1.52	1.05	6.42	5.16 / 1.67	1.26	0.18 *
13. Library staff are helpful and approachable.	5.94	5.95 / 1.18	-0.01	5.81	5.79 / 1.23	0.02	0.16 *
14. My academic advisor is concerned about my success as an individual.	6.39	5.52 / 1.69	0.87	6.43	5.35 / 1.71	1.08	0.17
15. The staff in the health services area are competent.	6.19	5.52 / 1.39	0.67	6.15	5.29 / 1.52	0.86	0.23 *
16. The instruction in my major field is excellent.	6.62	5.73 / 1.31	0.89	6.65	5.81 / 1.24	0.84	-0.08

* 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	Dec 2016			Oct 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
17. Adequate financial aid is available for most students.	6.46	5.14 / 1.68	1.32	6.50	4.99 / 1.67	1.51	0.15
18. Library resources and services are adequate.	6.27	6.11 / 1.04	0.16	6.23	5.74 / 1.27	0.49	0.37 ***
19. My academic advisor helps me set goals to work toward.	6.14	5.21 / 1.79	0.93	6.10	5.03 / 1.81	1.07	0.18
20. The business office is open during hours which are convenient for most students.	6.02	5.53 / 1.36	0.49	6.07	5.54 / 1.34	0.53	-0.01
21. The amount of student parking space on campus is adequate.	6.18	3.78 / 1.98	2.40	6.26	3.08 / 1.87	3.18	0.70 ***
22. Counseling staff care about students as individuals.	6.26	5.53 / 1.49	0.73	6.28	5.31 / 1.56	0.97	0.22 *
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.22	5.57 / 1.43	0.65	6.23	5.46 / 1.50	0.77	0.11
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.47	5.38 / 1.54	0.09	5.46	5.13 / 1.54	0.33	0.25 **
25. Faculty are fair and unbiased in their treatment of individual students.	6.44	5.57 / 1.42	0.87	6.44	5.46 / 1.40	0.98	0.11
26. Computer labs are adequate and accessible.	6.37	6.02 / 1.20	0.35	6.30	5.67 / 1.36	0.63	0.35 ***
27. The personnel involved in registration are helpful.	6.31	5.63 / 1.40	0.68	6.26	5.43 / 1.42	0.83	0.20 *
28. Parking lots are well-lighted and secure.	6.20	5.00 / 1.59	1.20	6.28	4.90 / 1.66	1.38	0.10
29. It is an enjoyable experience to be a student on this campus.	6.41	5.87 / 1.27	0.54	6.51	5.74 / 1.28	0.77	0.13
30. Residence hall staff are concerned about me as an individual.	5.88	5.60 / 1.46	0.28	5.90	5.30 / 1.51	0.60	0.30 **
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.98	5.92 / 1.25	0.06	5.87	5.86 / 1.28	0.01	0.06

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Institutional Summary

Items: In Sequential Order

Item	Dec 2016			Oct 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
32. Tutoring services are readily available.	6.26	6.07 / 1.15	0.19	6.23	6.12 / 1.19	0.11	-0.05
33. My academic advisor is knowledgeable about requirements in my major.	6.57	5.89 / 1.47	0.68	6.61	5.98 / 1.39	0.63	-0.09
34. I am able to register for classes I need with few conflicts.	6.61	5.39 / 1.59	1.22	6.62	5.33 / 1.66	1.29	0.06
35. The assessment and course placement procedures are reasonable.	6.34	5.71 / 1.29	0.63	6.31	5.55 / 1.35	0.76	0.16 *
36. Security staff respond quickly in emergencies.	6.49	5.76 / 1.27	0.73	6.56	5.67 / 1.39	0.89	0.09
37. I feel a sense of pride about my campus.	5.90	5.68 / 1.40	0.22	5.85	5.53 / 1.36	0.32	0.15 *
38. There is an adequate selection of food available in the cafeteria.	6.06	5.01 / 1.67	1.05	6.14	4.76 / 1.73	1.38	0.25 *
39. I am able to experience intellectual growth here.	6.58	5.97 / 1.20	0.61	6.58	5.93 / 1.15	0.65	0.04
40. Residence hall regulations are reasonable.	6.04	5.72 / 1.35	0.32	6.03	5.61 / 1.32	0.42	0.11
41. There is a commitment to academic excellence on this campus.	6.43	5.81 / 1.23	0.62	6.41	5.57 / 1.37	0.84	0.24 ***
42. There are a sufficient number of weekend activities for students.	5.76	5.39 / 1.47	0.37	5.70	5.03 / 1.49	0.67	0.36 ***
43. Admissions counselors respond to prospective students' unique needs and requests.	6.21	5.62 / 1.37	0.59	6.12	5.37 / 1.53	0.75	0.25 **
44. Academic support services adequately meet the needs of students.	6.29	5.72 / 1.27	0.57	6.23	5.61 / 1.27	0.62	0.11
45. Students are made to feel welcome on this campus.	6.40	5.89 / 1.26	0.51	6.39	5.71 / 1.28	0.68	0.18 **
46. I can easily get involved in campus organizations.	6.01	5.74 / 1.43	0.27	6.03	5.70 / 1.34	0.33	0.04

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Institutional Summary

Items: In Sequential Order

Item	Dec 2016			Oct 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
47. Faculty provide timely feedback about student progress in a course.	6.49	5.49 / 1.44	1.00	6.50	5.43 / 1.44	1.07	0.06
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.15	5.64 / 1.38	0.51	6.12	5.48 / 1.49	0.64	0.16
49. There are adequate services to help me decide upon a career.	6.29	5.61 / 1.38	0.68	6.31	5.29 / 1.54	1.02	0.32 ***
50. Class change (drop/add) policies are reasonable.	6.21	5.86 / 1.27	0.35	6.18	5.77 / 1.36	0.41	0.09
51. This institution has a good reputation within the community.	6.31	5.96 / 1.23	0.35	6.27	5.74 / 1.32	0.53	0.22 **
52. The student center is a comfortable place for students to spend their leisure time.	6.03	5.85 / 1.22	0.18	6.06	5.84 / 1.20	0.22	0.01
53. Faculty take into consideration student differences as they teach a course.	6.28	5.33 / 1.48	0.95	6.26	5.19 / 1.50	1.07	0.14
54. Bookstore staff are helpful.	5.98	5.99 / 1.21	-0.01	6.00	5.83 / 1.29	0.17	0.16 *
55. Major requirements are clear and reasonable.	6.61	5.84 / 1.31	0.77	6.60	5.82 / 1.27	0.78	0.02
56. The student handbook provides helpful information about campus life.	5.83	5.74 / 1.29	0.09	5.74	5.41 / 1.42	0.33	0.33 ***
57. I seldom get the "run-around" when seeking information on this campus.	6.30	5.30 / 1.65	1.00	6.20	4.81 / 1.79	1.39	0.49 ***
58. The quality of instruction I receive in most of my classes is excellent.	6.61	5.76 / 1.27	0.85	6.62	5.73 / 1.24	0.89	0.03
59. This institution shows concern for students as individuals.	6.38	5.54 / 1.52	0.84	6.41	5.34 / 1.53	1.07	0.20 *
60. I generally know what's happening on campus.	5.91	5.21 / 1.62	0.70	5.87	5.07 / 1.63	0.80	0.14
61. Adjunct faculty are competent as classroom instructors.	6.31	5.69 / 1.26	0.62	6.30	5.64 / 1.34	0.66	0.05

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 *** Difference statistically significant at the .001 level

Institutional Summary
Items: In Sequential Order

Item	Dec 2016			Oct 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
62. There is a strong commitment to racial harmony on this campus.	6.21	5.78 / 1.29	0.43	6.07	5.73 / 1.31	0.34	0.05
63. Student disciplinary procedures are fair.	6.25	5.81 / 1.24	0.44	6.24	5.66 / 1.40	0.58	0.15
64. New student orientation services help students adjust to college.	6.13	5.64 / 1.39	0.49	6.00	5.43 / 1.49	0.57	0.21 *
65. Faculty are usually available after class and during office hours.	6.48	6.00 / 1.15	0.48	6.48	5.97 / 1.15	0.51	0.03
66. Tuition paid is a worthwhile investment.	6.54	5.45 / 1.50	1.09	6.57	5.27 / 1.59	1.30	0.18 *
67. Freedom of expression is protected on campus.	6.30	5.86 / 1.25	0.44	6.31	5.73 / 1.29	0.58	0.13
68. Nearly all of the faculty are knowledgeable in their field.	6.63	6.12 / 1.07	0.51	6.67	6.11 / 1.04	0.56	0.01
69. There is a good variety of courses provided on this campus.	6.53	5.97 / 1.20	0.56	6.53	5.85 / 1.28	0.68	0.12
70. Graduate teaching assistants are competent as classroom instructors.	6.17	5.66 / 1.40	0.51	6.21	5.50 / 1.41	0.71	0.16
71. Channels for expressing student complaints are readily available.	6.18	5.37 / 1.58	0.81	6.16	5.08 / 1.66	1.08	0.29 **
72. On the whole, the campus is well-maintained.	6.41	6.35 / 0.97	0.06	6.37	6.25 / 1.02	0.12	0.10
73. Student activities fees are put to good use.	6.32	5.07 / 1.61	1.25	6.24	4.93 / 1.62	1.31	0.14
74. Campus item 1							
75. Campus item 2							
76. Campus item 3							
77. Campus item 4							

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Institutional Summary
Items: In Sequential Order

Item	Dec 2016			Oct 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
78. Campus item 5							
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?		5.49 / 1.42			5.33 / 1.39		0.16
85. Institution's commitment to evening students?		5.50 / 1.46			5.21 / 1.51		0.29 **
86. Institution's commitment to older, returning learners?		5.68 / 1.44			5.44 / 1.51		0.24 *
87. Institution's commitment to under-represented populations?		5.59 / 1.44			5.40 / 1.43		0.19
88. Institution's commitment to commuters?		5.43 / 1.56			5.15 / 1.57		0.28 **
89. Institution's commitment to students with disabilities?		5.81 / 1.37			5.68 / 1.41		0.13
90. Cost as factor in decision to enroll.	6.36			6.33			
91. Financial aid as factor in decision to enroll.	6.32			6.29			
92. Academic reputation as factor in decision to enroll.	5.86			5.79			
93. Size of institution as factor in decision to enroll.	5.53			5.40			
94. Opportunity to play sports as factor in decision to enroll.	3.79			3.62			
95. Recommendations from family/friends as factor in decision to enroll.	4.90			4.67			

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

Institutional Summary

Items: In Sequential Order

Item	Dec 2016			Oct 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
96. Geographic setting as factor in decision to enroll.	5.80			5.76			
97. Campus appearance as factor in decision to enroll.	5.53			5.50			
98. Personalized attention prior to enrollment as factor in decision to enroll.	5.43			5.32			

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Institutional Summary

Summary Items

Summary Item	Dec 2016	Oct 2014	Mean Difference
<p>So far, how has your college experience met your expectations?</p> <p>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</p>	<p>Average: 4.84</p> <p>2% 1% 7% 30% 30% 14% 13%</p>	<p>Average: 4.74</p> <p>1% 1% 6% 37% 29% 13% 9%</p>	<p>0.10</p>
<p>Rate your overall satisfaction with your experience here thus far.</p> <p>1=Not satisfied at all 2=Not very satisfied 3=Somewhat dissatisfied 4=Neutral 5=Somewhat satisfied 6=Satisfied 7=Very satisfied</p>	<p>Average: 5.63</p> <p>1% 2% 3% 9% 14% 47% 21%</p>	<p>Average: 5.59</p> <p>0% 1% 5% 8% 16% 47% 19%</p>	<p>0.04</p>
<p>All in all, if you had to do it over, would you enroll here again?</p> <p>1=Definitely not 2=Probably not 3=Maybe not 4=I don't know 5=Maybe yes 6=Probably yes 7=Definitely yes</p>	<p>Average: 5.79</p> <p>2% 3% 3% 6% 9% 35% 39%</p>	<p>Average: 5.67</p> <p>2% 4% 3% 8% 11% 35% 33%</p>	<p>0.12</p>