

## Oct 2014 Demographics

<b>Gender</b>	<b>N</b>	<b>%</b>	<b>Class Level</b>	<b>N</b>	<b>%</b>
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	
<b>Age</b>	<b>N</b>	<b>%</b>	<b>Current GPA</b>	<b>N</b>	<b>%</b>
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	
<b>Ethnicity/Race</b>	<b>N</b>	<b>%</b>	<b>Educational Goal</b>	<b>N</b>	<b>%</b>
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	
<b>Current Enrollment Status</b>	<b>N</b>	<b>%</b>			
Day	612	96.99%			
Evening	19	3.01%			
Weekend	0	0.00%			
Total	631	100.00%			
No Response	21				
<b>Current Class Load</b>	<b>N</b>	<b>%</b>			
Full-time	589	93.34%			
Part-time	42	6.66%			
Total	631	100.00%			
No Response	21				

## Oct 2014 Demographics

<b>Employment</b>	<b>N</b>	<b>%</b>	<b>Institution Question</b>	<b>N</b>	<b>%</b>
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	
<b>Current Residence</b>	<b>N</b>	<b>%</b>			
Residence hall	177	27.79%			
Fraternity / Sorority	1	0.16%			
Own house	97	15.23%			
Rent room or apt off campus	260	40.82%			
Parent's home	87	13.66%			
Other residence	15	2.35%			
Total	637	100.00%			
No Response	15				
<b>Residence Classification</b>	<b>N</b>	<b>%</b>			
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				
<b>Disabilities</b>	<b>N</b>	<b>%</b>			
Yes - Disability	42	6.66%			
No - Disability	589	93.34%			
Total	631	100.00%			
No Response	21				
<b>Institution Was My</b>	<b>N</b>	<b>%</b>			
1st choice	412	64.48%			
2nd choice	164	25.67%			
3rd choice or lower	63	9.86%			
Total	639	100.00%			
No Response	13				

## Nov 2012 Demographics

<b>Gender</b>	<b>N</b>	<b>%</b>	<b>Class Level</b>	<b>N</b>	<b>%</b>
Female	279	59.36%	Freshman	180	38.05%
Male	191	40.64%	Sophomore	105	22.20%
Total	470	100.00%	Junior	77	16.28%
No Response	7		Senior	98	20.72%
			Special student	3	0.63%
			Graduate/Professional	8	1.69%
			Other class level	2	0.42%
			Total	473	100.00%
			No Response	4	
<b>Age</b>	<b>N</b>	<b>%</b>	<b>Current GPA</b>	<b>N</b>	<b>%</b>
18 and under	85	17.97%	No credits earned	55	11.88%
19 to 24	240	50.74%	1.99 or below	3	0.65%
25 to 34	86	18.18%	2.0 - 2.49	31	6.70%
35 to 44	31	6.55%	2.5 - 2.99	74	15.98%
45 and over	31	6.55%	3.0 - 3.49	141	30.45%
Total	473	100.00%	3.5 or above	159	34.34%
No Response	4		Total	463	100.00%
			No Response	14	
<b>Ethnicity/Race</b>	<b>N</b>	<b>%</b>	<b>Educational Goal</b>	<b>N</b>	<b>%</b>
African-American	9	1.91%	Associate degree	31	6.61%
American Indian or Alaskan Native	8	1.69%	Bachelor's degree	332	70.79%
Asian or Pacific Islander	16	3.39%	Master's degree	55	11.73%
Caucasian/White	358	75.85%	Doctorate or professional degree	42	8.96%
Hispanic	49	10.38%	Certification (initial/renewal)	3	0.64%
Other race	7	1.48%	Self-improvement/pleasure	1	0.21%
Race - Prefer not to respond	25	5.30%	Job-related training	1	0.21%
Total	472	100.00%	Other educational goal	4	0.85%
No Response	5		Total	469	100.00%
			No Response	8	
<b>Current Enrollment Status</b>	<b>N</b>	<b>%</b>			
Day	441	94.03%			
Evening	28	5.97%			
Weekend	0	0.00%			
Total	469	100.00%			
No Response	8				
<b>Current Class Load</b>	<b>N</b>	<b>%</b>			
Full-time	427	91.04%			
Part-time	42	8.96%			
Total	469	100.00%			
No Response	8				

## Nov 2012 Demographics

<b>Employment</b>	<b>N</b>	<b>%</b>	<b>Institution Question</b>	<b>N</b>	<b>%</b>
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	
<b>Current Residence</b>	<b>N</b>	<b>%</b>			
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				
<b>Residence Classification</b>	<b>N</b>	<b>%</b>			
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				
<b>Disabilities</b>	<b>N</b>	<b>%</b>			
Yes - Disability	36	7.68%			
No - Disability	433	92.32%			
Total	469	100.00%			
No Response	8				
<b>Institution Was My</b>	<b>N</b>	<b>%</b>			
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.
- 16. The instruction in my major field is excellent.
- 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.
- 33. My academic advisor is knowledgeable about requirements in my major.
- 55. Major requirements are clear and reasonable.
- 39. I am able to experience intellectual growth here.
- 69. There is a good variety of courses provided on this campus.
- 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.
- 67. Freedom of expression is protected on campus.
- 51. This institution has a good reputation within the community.

#### **Challenges**

- 34. I am able to register for classes I need with few conflicts.
- 66. Tuition paid is a worthwhile investment.
- 17. Adequate financial aid is available for most students.
- 47. Faculty provide timely feedback about student progress in a course.
- 14. My academic advisor is concerned about my success as an individual.
- 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.
- 11. Billing policies are reasonable.
- 49. There are adequate services to help me decide upon a career.
- 28. Parking lots are well-lighted and secure.
- 5. Financial aid counselors are helpful.
- 21. The amount of student parking space on campus is adequate.
- 53. Faculty take into consideration student differences as they teach a course.

## **Strategic Planning Overview Trends**

### **Lower Satisfaction vs. Nov 2012**

- 7. The campus is safe and secure for all students.
- 49. There are adequate services to help me decide upon a career.
- 28. Parking lots are well-lighted and secure.
- 5. Financial aid counselors are helpful.
- 51. This institution has a good reputation within the community.

**Institutional Summary**  
**Scales: In Order of Importance**

Scale	Oct 2014			Nov 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Instructional Effectiveness	6.47	5.67 / 0.91	0.80	6.48	5.67 / 1.01	0.81	0.00
Academic Advising	6.46	5.58 / 1.28	0.88	6.42	5.58 / 1.25	0.84	0.00
Safety and Security	6.41	4.70 / 1.25	1.71	6.30	5.11 / 1.24	1.19	-0.41 ***
Concern for the Individual	6.30	5.36 / 1.15	0.94	6.27	5.44 / 1.12	0.83	-0.08
Registration Effectiveness	6.29	5.42 / 1.09	0.87	6.31	5.47 / 1.11	0.84	-0.05
Recruitment and Financial Aid	6.28	5.18 / 1.25	1.10	6.35	5.30 / 1.26	1.05	-0.12
Student Centeredness	6.27	5.49 / 1.09	0.78	6.26	5.57 / 1.11	0.69	-0.08
Campus Climate	6.24	5.44 / 1.03	0.80	6.25	5.53 / 1.04	0.72	-0.09
Campus Support Services	6.16	5.72 / 0.91	0.44	6.20	5.81 / 0.99	0.39	-0.09
Service Excellence	6.14	5.30 / 1.07	0.84	6.14	5.38 / 1.11	0.76	-0.08
Campus Life	5.93	5.44 / 0.98	0.49	5.91	5.45 / 1.04	0.46	-0.01
Responsiveness to Diverse Populations		5.36 / 1.32			5.59 / 1.29		-0.23 **

\* 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	Oct 2014			Nov 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
68. Nearly all of the faculty are knowledgeable in their field.	6.67	6.11 / 1.04	0.56	6.62	6.04 / 1.20	0.58	0.07
8. The content of the courses within my major is valuable.	6.65	5.73 / 1.23	0.92	6.65	5.73 / 1.33	0.92	0.00
16. The instruction in my major field is excellent.	6.65	5.81 / 1.24	0.84	6.61	5.74 / 1.35	0.87	0.07
34. I am able to register for classes I need with few conflicts.	6.62	5.33 / 1.66	1.29	6.62	5.39 / 1.63	1.23	-0.06
58. The quality of instruction I receive in most of my classes is excellent.	6.62	5.73 / 1.24	0.89	6.63	5.69 / 1.35	0.94	0.04
33. My academic advisor is knowledgeable about requirements in my major.	6.61	5.98 / 1.39	0.63	6.58	5.89 / 1.50	0.69	0.09
55. Major requirements are clear and reasonable.	6.60	5.82 / 1.27	0.78	6.56	5.81 / 1.34	0.75	0.01
39. I am able to experience intellectual growth here.	6.58	5.93 / 1.15	0.65	6.59	5.88 / 1.25	0.71	0.05
66. Tuition paid is a worthwhile investment.	6.57	5.27 / 1.59	1.30	6.57	5.46 / 1.63	1.11	-0.19
36. Security staff respond quickly in emergencies.	6.56	5.67 / 1.39	0.89	6.45	5.55 / 1.58	0.90	0.12
7. The campus is safe and secure for all students.	6.54	5.53 / 1.40	1.01	6.52	5.91 / 1.20	0.61	-0.38 ***
6. My academic advisor is approachable.	6.53	5.69 / 1.57	0.84	6.47	5.66 / 1.60	0.81	0.03
69. There is a good variety of courses provided on this campus.	6.53	5.85 / 1.28	0.68	6.55	5.84 / 1.34	0.71	0.01
29. It is an enjoyable experience to be a student on this campus.	6.51	5.74 / 1.28	0.77	6.49	5.85 / 1.28	0.64	-0.11
17. Adequate financial aid is available for most students.	6.50	4.99 / 1.67	1.51	6.53	5.09 / 1.66	1.44	-0.10
47. Faculty provide timely feedback about student progress in a course.	6.50	5.43 / 1.44	1.07	6.50	5.44 / 1.53	1.06	-0.01

\* 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	Oct 2014			Nov 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
65. Faculty are usually available after class and during office hours.	6.48	5.97 / 1.15	0.51	6.48	5.94 / 1.28	0.54	0.03
25. Faculty are fair and unbiased in their treatment of individual students.	6.44	5.46 / 1.40	0.98	6.49	5.57 / 1.47	0.92	-0.11
14. My academic advisor is concerned about my success as an individual.	6.43	5.35 / 1.71	1.08	6.33	5.41 / 1.62	0.92	-0.06
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.42	5.16 / 1.67	1.26	6.53	5.16 / 1.68	1.37	0.00
41. There is a commitment to academic excellence on this campus.	6.41	5.57 / 1.37	0.84	6.48	5.62 / 1.40	0.86	-0.05
59. This institution shows concern for students as individuals.	6.41	5.34 / 1.53	1.07	6.42	5.47 / 1.47	0.95	-0.13
2. The campus staff are caring and helpful.	6.40	5.55 / 1.26	0.85	6.40	5.64 / 1.27	0.76	-0.09
45. Students are made to feel welcome on this campus.	6.39	5.71 / 1.28	0.68	6.33	5.77 / 1.36	0.56	-0.06
72. On the whole, the campus is well-maintained.	6.37	6.25 / 1.02	0.12	6.42	6.21 / 1.11	0.21	0.04
90. Cost as factor in decision to enroll.	6.33			6.33			
11. Billing policies are reasonable.	6.31	5.06 / 1.57	1.25	6.30	5.02 / 1.60	1.28	0.04
35. The assessment and course placement procedures are reasonable.	6.31	5.55 / 1.35	0.76	6.31	5.55 / 1.45	0.76	0.00
49. There are adequate services to help me decide upon a career.	6.31	5.29 / 1.54	1.02	6.24	5.57 / 1.41	0.67	-0.28 **
67. Freedom of expression is protected on campus.	6.31	5.73 / 1.29	0.58	6.24	5.74 / 1.41	0.50	-0.01
26. Computer labs are adequate and accessible.	6.30	5.67 / 1.36	0.63	6.35	5.78 / 1.39	0.57	-0.11

\* 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	Oct 2014			Nov 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
61. Adjunct faculty are competent as classroom instructors.	6.30	5.64 / 1.34	0.66	6.23	5.58 / 1.32	0.65	0.06
91. Financial aid as factor in decision to enroll.	6.29			6.28			
22. Counseling staff care about students as individuals.	6.28	5.31 / 1.56	0.97	6.16	5.36 / 1.51	0.80	-0.05
28. Parking lots are well-lighted and secure.	6.28	4.90 / 1.66	1.38	6.16	5.11 / 1.64	1.05	-0.21 *
5. Financial aid counselors are helpful.	6.27	4.92 / 1.72	1.35	6.40	5.34 / 1.66	1.06	-0.42 ***
51. This institution has a good reputation within the community.	6.27	5.74 / 1.32	0.53	6.27	5.90 / 1.25	0.37	-0.16 *
21. The amount of student parking space on campus is adequate.	6.26	3.08 / 1.87	3.18	6.11	4.02 / 2.04	2.09	-0.94 ***
27. The personnel involved in registration are helpful.	6.26	5.43 / 1.42	0.83	6.31	5.60 / 1.45	0.71	-0.17
53. Faculty take into consideration student differences as they teach a course.	6.26	5.19 / 1.50	1.07	6.34	5.28 / 1.53	1.06	-0.09
63. Student disciplinary procedures are fair.	6.24	5.66 / 1.40	0.58	6.27	5.76 / 1.36	0.51	-0.10
73. Student activities fees are put to good use.	6.24	4.93 / 1.62	1.31	6.33	4.94 / 1.71	1.39	-0.01
18. Library resources and services are adequate.	6.23	5.74 / 1.27	0.49	6.23	5.86 / 1.23	0.37	-0.12
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.23	5.46 / 1.50	0.77	6.24	5.40 / 1.51	0.84	0.06
32. Tutoring services are readily available.	6.23	6.12 / 1.19	0.11	6.27	6.05 / 1.30	0.22	0.07
44. Academic support services adequately meet the needs of students.	6.23	5.61 / 1.27	0.62	6.27	5.55 / 1.38	0.72	0.06
70. Graduate teaching assistants are competent as classroom instructors.	6.21	5.50 / 1.41	0.71	6.12	5.51 / 1.58	0.61	-0.01

\* 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	Oct 2014			Nov 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
57. I seldom get the "run-around" when seeking information on this campus.	6.20	4.81 / 1.79	1.39	6.28	5.03 / 1.74	1.25	-0.22
4. Admissions staff are knowledgeable.	6.19	5.27 / 1.48	0.92	6.30	5.43 / 1.39	0.87	-0.16
3. Faculty care about me as an individual.	6.18	5.38 / 1.45	0.80	6.23	5.42 / 1.38	0.81	-0.04
50. Class change (drop/add) policies are reasonable.	6.18	5.77 / 1.36	0.41	6.24	5.73 / 1.43	0.51	0.04
71. Channels for expressing student complaints are readily available.	6.16	5.08 / 1.66	1.08	6.17	5.09 / 1.73	1.08	-0.01
15. The staff in the health services area are competent.	6.15	5.29 / 1.52	0.86	6.04	5.33 / 1.53	0.71	-0.04
38. There is an adequate selection of food available in the cafeteria.	6.14	4.76 / 1.73	1.38	6.04	5.06 / 1.75	0.98	-0.30 *
43. Admissions counselors respond to prospective students' unique needs and requests.	6.12	5.37 / 1.53	0.75	6.17	5.35 / 1.49	0.82	0.02
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.12	5.48 / 1.49	0.64	6.13	5.51 / 1.45	0.62	-0.03
19. My academic advisor helps me set goals to work toward.	6.10	5.03 / 1.81	1.07	6.13	5.11 / 1.70	1.02	-0.08
20. The business office is open during hours which are convenient for most students.	6.07	5.54 / 1.34	0.53	6.09	5.61 / 1.33	0.48	-0.07
62. There is a strong commitment to racial harmony on this campus.	6.07	5.73 / 1.31	0.34	6.14	5.76 / 1.38	0.38	-0.03
52. The student center is a comfortable place for students to spend their leisure time.	6.06	5.84 / 1.20	0.22	5.99	5.87 / 1.29	0.12	-0.03
40. Residence hall regulations are reasonable.	6.03	5.61 / 1.32	0.42	5.94	5.44 / 1.50	0.50	0.17

\* 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	Oct 2014			Nov 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
46. I can easily get involved in campus organizations.	6.03	5.70 / 1.34	0.33	5.89	5.56 / 1.53	0.33	0.14
54. Bookstore staff are helpful.	6.00	5.83 / 1.29	0.17	6.12	5.88 / 1.42	0.24	-0.05
64. New student orientation services help students adjust to college.	6.00	5.43 / 1.49	0.57	6.08	5.58 / 1.47	0.50	-0.15
10. Administrators are approachable to students.	5.98	5.40 / 1.38	0.58	6.07	5.29 / 1.51	0.78	0.11
1. Most students feel a sense of belonging here.	5.91	5.23 / 1.36	0.68	5.83	5.35 / 1.34	0.48	-0.12
30. Residence hall staff are concerned about me as an individual.	5.90	5.30 / 1.51	0.60	5.71	5.32 / 1.62	0.39	-0.02
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.87	5.86 / 1.28	0.01	5.86	5.99 / 1.23	-0.13	-0.13
60. I generally know what's happening on campus.	5.87	5.07 / 1.63	0.80	5.81	5.02 / 1.70	0.79	0.05
37. I feel a sense of pride about my campus.	5.85	5.53 / 1.36	0.32	5.89	5.51 / 1.52	0.38	0.02
13. Library staff are helpful and approachable.	5.81	5.79 / 1.23	0.02	5.93	5.93 / 1.16	0.00	-0.14
92. Academic reputation as factor in decision to enroll.	5.79			5.84			
96. Geographic setting as factor in decision to enroll.	5.76			5.80			
56. The student handbook provides helpful information about campus life.	5.74	5.41 / 1.42	0.33	5.81	5.46 / 1.47	0.35	-0.05
42. There are a sufficient number of weekend activities for students.	5.70	5.03 / 1.49	0.67	5.66	4.84 / 1.68	0.82	0.19
97. Campus appearance as factor in decision to enroll.	5.50			5.43			

\* 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	Oct 2014			Nov 2012			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.	5.46	5.13 / 1.54	0.33	5.43	4.93 / 1.70	0.50	0.20
93. Size of institution as factor in decision to enroll.	5.40			5.49			
98. Personalized attention prior to enrollment as factor in decision to enroll.	5.32			5.32			
9. A variety of intramural activities are offered.	5.11	5.65 / 1.27	-0.54	5.18	5.68 / 1.36	-0.50	-0.03
95. Recommendations from family/friends as factor in decision to enroll.	4.67			4.77			
94. Opportunity to play sports as factor in decision to enroll.	3.62			3.80			
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?		5.33 / 1.39			5.62 / 1.21		-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	Oct 2014			Nov 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
85. Institution's commitment to evening students?		5.21 / 1.51			5.54 / 1.43		-0.33 **
86. Institution's commitment to older, returning learners?		5.44 / 1.51			5.74 / 1.42		-0.30 **
87. Institution's commitment to under-represented populations?		5.40 / 1.43			5.51 / 1.46		-0.11
88. Institution's commitment to commuters?		5.15 / 1.57			5.37 / 1.63		-0.22 *
89. Institution's commitment to students with disabilities?		5.68 / 1.41			5.83 / 1.40		-0.15

\* 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	Oct 2014			Nov 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>ACADEMIC ADVISING</b>	6.46	5.58 / 1.28	0.88	6.42	5.58 / 1.25	0.84	0.00
6. My academic advisor is approachable.	6.53	5.69 / 1.57	0.84	6.47	5.66 / 1.60	0.81	0.03
14. My academic advisor is concerned about my success as an individual.	6.43	5.35 / 1.71	1.08	6.33	5.41 / 1.62	0.92	-0.06
19. My academic advisor helps me set goals to work toward.	6.10	5.03 / 1.81	1.07	6.13	5.11 / 1.70	1.02	-0.08
33. My academic advisor is knowledgeable about requirements in my major.	6.61	5.98 / 1.39	0.63	6.58	5.89 / 1.50	0.69	0.09
55. Major requirements are clear and reasonable.	6.60	5.82 / 1.27	0.78	6.56	5.81 / 1.34	0.75	0.01

\* 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	Oct 2014			Nov 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>CAMPUS CLIMATE</b>	6.24	5.44 / 1.03	0.80	6.25	5.53 / 1.04	0.72	-0.09
1. Most students feel a sense of belonging here.	5.91	5.23 / 1.36	0.68	5.83	5.35 / 1.34	0.48	-0.12
2. The campus staff are caring and helpful.	6.40	5.55 / 1.26	0.85	6.40	5.64 / 1.27	0.76	-0.09
3. Faculty care about me as an individual.	6.18	5.38 / 1.45	0.80	6.23	5.42 / 1.38	0.81	-0.04
7. The campus is safe and secure for all students.	6.54	5.53 / 1.40	1.01	6.52	5.91 / 1.20	0.61	-0.38 ***
10. Administrators are approachable to students.	5.98	5.40 / 1.38	0.58	6.07	5.29 / 1.51	0.78	0.11
29. It is an enjoyable experience to be a student on this campus.	6.51	5.74 / 1.28	0.77	6.49	5.85 / 1.28	0.64	-0.11
37. I feel a sense of pride about my campus.	5.85	5.53 / 1.36	0.32	5.89	5.51 / 1.52	0.38	0.02
41. There is a commitment to academic excellence on this campus.	6.41	5.57 / 1.37	0.84	6.48	5.62 / 1.40	0.86	-0.05
45. Students are made to feel welcome on this campus.	6.39	5.71 / 1.28	0.68	6.33	5.77 / 1.36	0.56	-0.06
51. This institution has a good reputation within the community.	6.27	5.74 / 1.32	0.53	6.27	5.90 / 1.25	0.37	-0.16 *
57. I seldom get the "run-around" when seeking information on this campus.	6.20	4.81 / 1.79	1.39	6.28	5.03 / 1.74	1.25	-0.22
59. This institution shows concern for students as individuals.	6.41	5.34 / 1.53	1.07	6.42	5.47 / 1.47	0.95	-0.13
60. I generally know what's happening on campus.	5.87	5.07 / 1.63	0.80	5.81	5.02 / 1.70	0.79	0.05
62. There is a strong commitment to racial harmony on this campus.	6.07	5.73 / 1.31	0.34	6.14	5.76 / 1.38	0.38	-0.03
66. Tuition paid is a worthwhile investment.	6.57	5.27 / 1.59	1.30	6.57	5.46 / 1.63	1.11	-0.19

\* 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	Oct 2014			Nov 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
67. Freedom of expression is protected on campus.	6.31	5.73 / 1.29	0.58	6.24	5.74 / 1.41	0.50	-0.01
71. Channels for expressing student complaints are readily available.	6.16	5.08 / 1.66	1.08	6.17	5.09 / 1.73	1.08	-0.01

\* 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	Oct 2014			Nov 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>CAMPUS LIFE</b>	5.93	5.44 / 0.98	0.49	5.91	5.45 / 1.04	0.46	-0.01
9. A variety of intramural activities are offered.	5.11	5.65 / 1.27	-0.54	5.18	5.68 / 1.36	-0.50	-0.03
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.23	5.46 / 1.50	0.77	6.24	5.40 / 1.51	0.84	0.06
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.46	5.13 / 1.54	0.33	5.43	4.93 / 1.70	0.50	0.20
30. Residence hall staff are concerned about me as an individual.	5.90	5.30 / 1.51	0.60	5.71	5.32 / 1.62	0.39	-0.02
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.87	5.86 / 1.28	0.01	5.86	5.99 / 1.23	-0.13	-0.13
38. There is an adequate selection of food available in the cafeteria.	6.14	4.76 / 1.73	1.38	6.04	5.06 / 1.75	0.98	-0.30 *
40. Residence hall regulations are reasonable.	6.03	5.61 / 1.32	0.42	5.94	5.44 / 1.50	0.50	0.17
42. There are a sufficient number of weekend activities for students.	5.70	5.03 / 1.49	0.67	5.66	4.84 / 1.68	0.82	0.19
46. I can easily get involved in campus organizations.	6.03	5.70 / 1.34	0.33	5.89	5.56 / 1.53	0.33	0.14
52. The student center is a comfortable place for students to spend their leisure time.	6.06	5.84 / 1.20	0.22	5.99	5.87 / 1.29	0.12	-0.03
56. The student handbook provides helpful information about campus life.	5.74	5.41 / 1.42	0.33	5.81	5.46 / 1.47	0.35	-0.05
63. Student disciplinary procedures are fair.	6.24	5.66 / 1.40	0.58	6.27	5.76 / 1.36	0.51	-0.10
64. New student orientation services help students adjust to college.	6.00	5.43 / 1.49	0.57	6.08	5.58 / 1.47	0.50	-0.15

\* 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	Oct 2014			Nov 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
67. Freedom of expression is protected on campus.	6.31	5.73 / 1.29	0.58	6.24	5.74 / 1.41	0.50	-0.01
73. Student activities fees are put to good use.	6.24	4.93 / 1.62	1.31	6.33	4.94 / 1.71	1.39	-0.01

\* 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	Oct 2014			Nov 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>CAMPUS SUPPORT SERVICES</b>	6.16	5.72 / 0.91	0.44	6.20	5.81 / 0.99	0.39	-0.09
13. Library staff are helpful and approachable.	5.81	5.79 / 1.23	0.02	5.93	5.93 / 1.16	0.00	-0.14
18. Library resources and services are adequate.	6.23	5.74 / 1.27	0.49	6.23	5.86 / 1.23	0.37	-0.12
26. Computer labs are adequate and accessible.	6.30	5.67 / 1.36	0.63	6.35	5.78 / 1.39	0.57	-0.11
32. Tutoring services are readily available.	6.23	6.12 / 1.19	0.11	6.27	6.05 / 1.30	0.22	0.07
44. Academic support services adequately meet the needs of students.	6.23	5.61 / 1.27	0.62	6.27	5.55 / 1.38	0.72	0.06
49. There are adequate services to help me decide upon a career.	6.31	5.29 / 1.54	1.02	6.24	5.57 / 1.41	0.67	-0.28 **
54. Bookstore staff are helpful.	6.00	5.83 / 1.29	0.17	6.12	5.88 / 1.42	0.24	-0.05

\* 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	Oct 2014			Nov 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>CONCERN FOR THE INDIVIDUAL</b>	6.30	5.36 / 1.15	0.94	6.27	5.44 / 1.12	0.83	-0.08
3. Faculty care about me as an individual.	6.18	5.38 / 1.45	0.80	6.23	5.42 / 1.38	0.81	-0.04
14. My academic advisor is concerned about my success as an individual.	6.43	5.35 / 1.71	1.08	6.33	5.41 / 1.62	0.92	-0.06
22. Counseling staff care about students as individuals.	6.28	5.31 / 1.56	0.97	6.16	5.36 / 1.51	0.80	-0.05
25. Faculty are fair and unbiased in their treatment of individual students.	6.44	5.46 / 1.40	0.98	6.49	5.57 / 1.47	0.92	-0.11
30. Residence hall staff are concerned about me as an individual.	5.90	5.30 / 1.51	0.60	5.71	5.32 / 1.62	0.39	-0.02
59. This institution shows concern for students as individuals.	6.41	5.34 / 1.53	1.07	6.42	5.47 / 1.47	0.95	-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 - Instructional Effectiveness

Scale/Item	Oct 2014			Nov 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>INSTRUCTIONAL EFFECTIVENESS</b>	6.47	5.67 / 0.91	0.80	6.48	5.67 / 1.01	0.81	0.00
3. Faculty care about me as an individual.	6.18	5.38 / 1.45	0.80	6.23	5.42 / 1.38	0.81	-0.04
8. The content of the courses within my major is valuable.	6.65	5.73 / 1.23	0.92	6.65	5.73 / 1.33	0.92	0.00
16. The instruction in my major field is excellent.	6.65	5.81 / 1.24	0.84	6.61	5.74 / 1.35	0.87	0.07
25. Faculty are fair and unbiased in their treatment of individual students.	6.44	5.46 / 1.40	0.98	6.49	5.57 / 1.47	0.92	-0.11
39. I am able to experience intellectual growth here.	6.58	5.93 / 1.15	0.65	6.59	5.88 / 1.25	0.71	0.05
41. There is a commitment to academic excellence on this campus.	6.41	5.57 / 1.37	0.84	6.48	5.62 / 1.40	0.86	-0.05
47. Faculty provide timely feedback about student progress in a course.	6.50	5.43 / 1.44	1.07	6.50	5.44 / 1.53	1.06	-0.01
53. Faculty take into consideration student differences as they teach a course.	6.26	5.19 / 1.50	1.07	6.34	5.28 / 1.53	1.06	-0.09
58. The quality of instruction I receive in most of my classes is excellent.	6.62	5.73 / 1.24	0.89	6.63	5.69 / 1.35	0.94	0.04
61. Adjunct faculty are competent as classroom instructors.	6.30	5.64 / 1.34	0.66	6.23	5.58 / 1.32	0.65	0.06
65. Faculty are usually available after class and during office hours.	6.48	5.97 / 1.15	0.51	6.48	5.94 / 1.28	0.54	0.03
68. Nearly all of the faculty are knowledgeable in their field.	6.67	6.11 / 1.04	0.56	6.62	6.04 / 1.20	0.58	0.07
69. There is a good variety of courses provided on this campus.	6.53	5.85 / 1.28	0.68	6.55	5.84 / 1.34	0.71	0.01
70. Graduate teaching assistants are competent as classroom instructors.	6.21	5.50 / 1.41	0.71	6.12	5.51 / 1.58	0.61	-0.01

\* 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	Oct 2014			Nov 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>RECRUITMENT AND FINANCIAL AID</b>	6.28	5.18 / 1.25	1.10	6.35	5.30 / 1.26	1.05	-0.12
4. Admissions staff are knowledgeable.	6.19	5.27 / 1.48	0.92	6.30	5.43 / 1.39	0.87	-0.16
5. Financial aid counselors are helpful.	6.27	4.92 / 1.72	1.35	6.40	5.34 / 1.66	1.06	-0.42 ***
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.42	5.16 / 1.67	1.26	6.53	5.16 / 1.68	1.37	0.00
17. Adequate financial aid is available for most students.	6.50	4.99 / 1.67	1.51	6.53	5.09 / 1.66	1.44	-0.10
43. Admissions counselors respond to prospective students' unique needs and requests.	6.12	5.37 / 1.53	0.75	6.17	5.35 / 1.49	0.82	0.02
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.12	5.48 / 1.49	0.64	6.13	5.51 / 1.45	0.62	-0.03

\* 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	Oct 2014			Nov 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>REGISTRATION EFFECTIVENESS</b>	6.29	5.42 / 1.09	0.87	6.31	5.47 / 1.11	0.84	-0.05
11. Billing policies are reasonable.	6.31	5.06 / 1.57	1.25	6.30	5.02 / 1.60	1.28	0.04
20. The business office is open during hours which are convenient for most students.	6.07	5.54 / 1.34	0.53	6.09	5.61 / 1.33	0.48	-0.07
27. The personnel involved in registration are helpful.	6.26	5.43 / 1.42	0.83	6.31	5.60 / 1.45	0.71	-0.17
34. I am able to register for classes I need with few conflicts.	6.62	5.33 / 1.66	1.29	6.62	5.39 / 1.63	1.23	-0.06
50. Class change (drop/add) policies are reasonable.	6.18	5.77 / 1.36	0.41	6.24	5.73 / 1.43	0.51	0.04

\* 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	Oct 2014			Nov 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>RESPONSIVENESS TO DIVERSE POPULATIONS</b>		5.36 / 1.32			5.59 / 1.29		-0.23 **
84. Institution's commitment to part-time students?		5.33 / 1.39			5.62 / 1.21		-0.29 **
85. Institution's commitment to evening students?		5.21 / 1.51			5.54 / 1.43		-0.33 **
86. Institution's commitment to older, returning learners?		5.44 / 1.51			5.74 / 1.42		-0.30 **
87. Institution's commitment to under-represented populations?		5.40 / 1.43			5.51 / 1.46		-0.11
88. Institution's commitment to commuters?		5.15 / 1.57			5.37 / 1.63		-0.22 *
89. Institution's commitment to students with disabilities?		5.68 / 1.41			5.83 / 1.40		-0.15

\* 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	Oct 2014			Nov 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>SAFETY AND SECURITY</b>	6.41	4.70 / 1.25	1.71	6.30	5.11 / 1.24	1.19	-0.41 ***
7. The campus is safe and secure for all students.	6.54	5.53 / 1.40	1.01	6.52	5.91 / 1.20	0.61	-0.38 ***
21. The amount of student parking space on campus is adequate.	6.26	3.08 / 1.87	3.18	6.11	4.02 / 2.04	2.09	-0.94 ***
28. Parking lots are well-lighted and secure.	6.28	4.90 / 1.66	1.38	6.16	5.11 / 1.64	1.05	-0.21 *
36. Security staff respond quickly in emergencies.	6.56	5.67 / 1.39	0.89	6.45	5.55 / 1.58	0.90	0.12

\* 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	Oct 2014			Nov 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>SERVICE EXCELLENCE</b>	6.14	5.30 / 1.07	0.84	6.14	5.38 / 1.11	0.76	-0.08
2. The campus staff are caring and helpful.	6.40	5.55 / 1.26	0.85	6.40	5.64 / 1.27	0.76	-0.09
13. Library staff are helpful and approachable.	5.81	5.79 / 1.23	0.02	5.93	5.93 / 1.16	0.00	-0.14
15. The staff in the health services area are competent.	6.15	5.29 / 1.52	0.86	6.04	5.33 / 1.53	0.71	-0.04
22. Counseling staff care about students as individuals.	6.28	5.31 / 1.56	0.97	6.16	5.36 / 1.51	0.80	-0.05
27. The personnel involved in registration are helpful.	6.26	5.43 / 1.42	0.83	6.31	5.60 / 1.45	0.71	-0.17
57. I seldom get the "run-around" when seeking information on this campus.	6.20	4.81 / 1.79	1.39	6.28	5.03 / 1.74	1.25	-0.22
60. I generally know what's happening on campus.	5.87	5.07 / 1.63	0.80	5.81	5.02 / 1.70	0.79	0.05
71. Channels for expressing student complaints are readily available.	6.16	5.08 / 1.66	1.08	6.17	5.09 / 1.73	1.08	-0.01

\* 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	Oct 2014			Nov 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>STUDENT CENTEREDNESS</b>	6.27	5.49 / 1.09	0.78	6.26	5.57 / 1.11	0.69	-0.08
1. Most students feel a sense of belonging here.	5.91	5.23 / 1.36	0.68	5.83	5.35 / 1.34	0.48	-0.12
2. The campus staff are caring and helpful.	6.40	5.55 / 1.26	0.85	6.40	5.64 / 1.27	0.76	-0.09
10. Administrators are approachable to students.	5.98	5.40 / 1.38	0.58	6.07	5.29 / 1.51	0.78	0.11
29. It is an enjoyable experience to be a student on this campus.	6.51	5.74 / 1.28	0.77	6.49	5.85 / 1.28	0.64	-0.11
45. Students are made to feel welcome on this campus.	6.39	5.71 / 1.28	0.68	6.33	5.77 / 1.36	0.56	-0.06
59. This institution shows concern for students as individuals.	6.41	5.34 / 1.53	1.07	6.42	5.47 / 1.47	0.95	-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

### Items: In Sequential Order

Item	Oct 2014			Nov 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. Most students feel a sense of belonging here.	5.91	5.23 / 1.36	0.68	5.83	5.35 / 1.34	0.48	-0.12
2. The campus staff are caring and helpful.	6.40	5.55 / 1.26	0.85	6.40	5.64 / 1.27	0.76	-0.09
3. Faculty care about me as an individual.	6.18	5.38 / 1.45	0.80	6.23	5.42 / 1.38	0.81	-0.04
4. Admissions staff are knowledgeable.	6.19	5.27 / 1.48	0.92	6.30	5.43 / 1.39	0.87	-0.16
5. Financial aid counselors are helpful.	6.27	4.92 / 1.72	1.35	6.40	5.34 / 1.66	1.06	-0.42 ***
6. My academic advisor is approachable.	6.53	5.69 / 1.57	0.84	6.47	5.66 / 1.60	0.81	0.03
7. The campus is safe and secure for all students.	6.54	5.53 / 1.40	1.01	6.52	5.91 / 1.20	0.61	-0.38 ***
8. The content of the courses within my major is valuable.	6.65	5.73 / 1.23	0.92	6.65	5.73 / 1.33	0.92	0.00
9. A variety of intramural activities are offered.	5.11	5.65 / 1.27	-0.54	5.18	5.68 / 1.36	-0.50	-0.03
10. Administrators are approachable to students.	5.98	5.40 / 1.38	0.58	6.07	5.29 / 1.51	0.78	0.11
11. Billing policies are reasonable.	6.31	5.06 / 1.57	1.25	6.30	5.02 / 1.60	1.28	0.04
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.42	5.16 / 1.67	1.26	6.53	5.16 / 1.68	1.37	0.00
13. Library staff are helpful and approachable.	5.81	5.79 / 1.23	0.02	5.93	5.93 / 1.16	0.00	-0.14
14. My academic advisor is concerned about my success as an individual.	6.43	5.35 / 1.71	1.08	6.33	5.41 / 1.62	0.92	-0.06
15. The staff in the health services area are competent.	6.15	5.29 / 1.52	0.86	6.04	5.33 / 1.53	0.71	-0.04
16. The instruction in my major field is excellent.	6.65	5.81 / 1.24	0.84	6.61	5.74 / 1.35	0.87	0.07

\* 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	Oct 2014			Nov 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
17. Adequate financial aid is available for most students.	6.50	4.99 / 1.67	1.51	6.53	5.09 / 1.66	1.44	-0.10
18. Library resources and services are adequate.	6.23	5.74 / 1.27	0.49	6.23	5.86 / 1.23	0.37	-0.12
19. My academic advisor helps me set goals to work toward.	6.10	5.03 / 1.81	1.07	6.13	5.11 / 1.70	1.02	-0.08
20. The business office is open during hours which are convenient for most students.	6.07	5.54 / 1.34	0.53	6.09	5.61 / 1.33	0.48	-0.07
21. The amount of student parking space on campus is adequate.	6.26	3.08 / 1.87	3.18	6.11	4.02 / 2.04	2.09	-0.94 ***
22. Counseling staff care about students as individuals.	6.28	5.31 / 1.56	0.97	6.16	5.36 / 1.51	0.80	-0.05
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.23	5.46 / 1.50	0.77	6.24	5.40 / 1.51	0.84	0.06
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.46	5.13 / 1.54	0.33	5.43	4.93 / 1.70	0.50	0.20
25. Faculty are fair and unbiased in their treatment of individual students.	6.44	5.46 / 1.40	0.98	6.49	5.57 / 1.47	0.92	-0.11
26. Computer labs are adequate and accessible.	6.30	5.67 / 1.36	0.63	6.35	5.78 / 1.39	0.57	-0.11
27. The personnel involved in registration are helpful.	6.26	5.43 / 1.42	0.83	6.31	5.60 / 1.45	0.71	-0.17
28. Parking lots are well-lighted and secure.	6.28	4.90 / 1.66	1.38	6.16	5.11 / 1.64	1.05	-0.21 *
29. It is an enjoyable experience to be a student on this campus.	6.51	5.74 / 1.28	0.77	6.49	5.85 / 1.28	0.64	-0.11
30. Residence hall staff are concerned about me as an individual.	5.90	5.30 / 1.51	0.60	5.71	5.32 / 1.62	0.39	-0.02
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.87	5.86 / 1.28	0.01	5.86	5.99 / 1.23	-0.13	-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

### Items: In Sequential Order

Item	Oct 2014			Nov 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
32. Tutoring services are readily available.	6.23	6.12 / 1.19	0.11	6.27	6.05 / 1.30	0.22	0.07
33. My academic advisor is knowledgeable about requirements in my major.	6.61	5.98 / 1.39	0.63	6.58	5.89 / 1.50	0.69	0.09
34. I am able to register for classes I need with few conflicts.	6.62	5.33 / 1.66	1.29	6.62	5.39 / 1.63	1.23	-0.06
35. The assessment and course placement procedures are reasonable.	6.31	5.55 / 1.35	0.76	6.31	5.55 / 1.45	0.76	0.00
36. Security staff respond quickly in emergencies.	6.56	5.67 / 1.39	0.89	6.45	5.55 / 1.58	0.90	0.12
37. I feel a sense of pride about my campus.	5.85	5.53 / 1.36	0.32	5.89	5.51 / 1.52	0.38	0.02
38. There is an adequate selection of food available in the cafeteria.	6.14	4.76 / 1.73	1.38	6.04	5.06 / 1.75	0.98	-0.30 *
39. I am able to experience intellectual growth here.	6.58	5.93 / 1.15	0.65	6.59	5.88 / 1.25	0.71	0.05
40. Residence hall regulations are reasonable.	6.03	5.61 / 1.32	0.42	5.94	5.44 / 1.50	0.50	0.17
41. There is a commitment to academic excellence on this campus.	6.41	5.57 / 1.37	0.84	6.48	5.62 / 1.40	0.86	-0.05
42. There are a sufficient number of weekend activities for students.	5.70	5.03 / 1.49	0.67	5.66	4.84 / 1.68	0.82	0.19
43. Admissions counselors respond to prospective students' unique needs and requests.	6.12	5.37 / 1.53	0.75	6.17	5.35 / 1.49	0.82	0.02
44. Academic support services adequately meet the needs of students.	6.23	5.61 / 1.27	0.62	6.27	5.55 / 1.38	0.72	0.06
45. Students are made to feel welcome on this campus.	6.39	5.71 / 1.28	0.68	6.33	5.77 / 1.36	0.56	-0.06
46. I can easily get involved in campus organizations.	6.03	5.70 / 1.34	0.33	5.89	5.56 / 1.53	0.33	0.14

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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	Oct 2014			Nov 2012			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	5.43 / 1.44	1.07	6.50	5.44 / 1.53	1.06	-0.01
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.12	5.48 / 1.49	0.64	6.13	5.51 / 1.45	0.62	-0.03
49. There are adequate services to help me decide upon a career.	6.31	5.29 / 1.54	1.02	6.24	5.57 / 1.41	0.67	-0.28 **
50. Class change (drop/add) policies are reasonable.	6.18	5.77 / 1.36	0.41	6.24	5.73 / 1.43	0.51	0.04
51. This institution has a good reputation within the community.	6.27	5.74 / 1.32	0.53	6.27	5.90 / 1.25	0.37	-0.16 *
52. The student center is a comfortable place for students to spend their leisure time.	6.06	5.84 / 1.20	0.22	5.99	5.87 / 1.29	0.12	-0.03
53. Faculty take into consideration student differences as they teach a course.	6.26	5.19 / 1.50	1.07	6.34	5.28 / 1.53	1.06	-0.09
54. Bookstore staff are helpful.	6.00	5.83 / 1.29	0.17	6.12	5.88 / 1.42	0.24	-0.05
55. Major requirements are clear and reasonable.	6.60	5.82 / 1.27	0.78	6.56	5.81 / 1.34	0.75	0.01
56. The student handbook provides helpful information about campus life.	5.74	5.41 / 1.42	0.33	5.81	5.46 / 1.47	0.35	-0.05
57. I seldom get the "run-around" when seeking information on this campus.	6.20	4.81 / 1.79	1.39	6.28	5.03 / 1.74	1.25	-0.22
58. The quality of instruction I receive in most of my classes is excellent.	6.62	5.73 / 1.24	0.89	6.63	5.69 / 1.35	0.94	0.04
59. This institution shows concern for students as individuals.	6.41	5.34 / 1.53	1.07	6.42	5.47 / 1.47	0.95	-0.13
60. I generally know what's happening on campus.	5.87	5.07 / 1.63	0.80	5.81	5.02 / 1.70	0.79	0.05
61. Adjunct faculty are competent as classroom instructors.	6.30	5.64 / 1.34	0.66	6.23	5.58 / 1.32	0.65	0.06

\* 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	Oct 2014			Nov 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
62. There is a strong commitment to racial harmony on this campus.	6.07	5.73 / 1.31	0.34	6.14	5.76 / 1.38	0.38	-0.03
63. Student disciplinary procedures are fair.	6.24	5.66 / 1.40	0.58	6.27	5.76 / 1.36	0.51	-0.10
64. New student orientation services help students adjust to college.	6.00	5.43 / 1.49	0.57	6.08	5.58 / 1.47	0.50	-0.15
65. Faculty are usually available after class and during office hours.	6.48	5.97 / 1.15	0.51	6.48	5.94 / 1.28	0.54	0.03
66. Tuition paid is a worthwhile investment.	6.57	5.27 / 1.59	1.30	6.57	5.46 / 1.63	1.11	-0.19
67. Freedom of expression is protected on campus.	6.31	5.73 / 1.29	0.58	6.24	5.74 / 1.41	0.50	-0.01
68. Nearly all of the faculty are knowledgeable in their field.	6.67	6.11 / 1.04	0.56	6.62	6.04 / 1.20	0.58	0.07
69. There is a good variety of courses provided on this campus.	6.53	5.85 / 1.28	0.68	6.55	5.84 / 1.34	0.71	0.01
70. Graduate teaching assistants are competent as classroom instructors.	6.21	5.50 / 1.41	0.71	6.12	5.51 / 1.58	0.61	-0.01
71. Channels for expressing student complaints are readily available.	6.16	5.08 / 1.66	1.08	6.17	5.09 / 1.73	1.08	-0.01
72. On the whole, the campus is well-maintained.	6.37	6.25 / 1.02	0.12	6.42	6.21 / 1.11	0.21	0.04
73. Student activities fees are put to good use.	6.24	4.93 / 1.62	1.31	6.33	4.94 / 1.71	1.39	-0.01
74. Campus item 1							
75. Campus item 2							
76. Campus item 3							
77. Campus item 4							

\* 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	Oct 2014			Nov 2012			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?		5.33 / 1.39			5.62 / 1.21		-0.29 **
85. Institution's commitment to evening students?		5.21 / 1.51			5.54 / 1.43		-0.33 **
86. Institution's commitment to older, returning learners?		5.44 / 1.51			5.74 / 1.42		-0.30 **
87. Institution's commitment to under-represented populations?		5.40 / 1.43			5.51 / 1.46		-0.11
88. Institution's commitment to commuters?		5.15 / 1.57			5.37 / 1.63		-0.22 *
89. Institution's commitment to students with disabilities?		5.68 / 1.41			5.83 / 1.40		-0.15
90. Cost as factor in decision to enroll.	6.33			6.33			
91. Financial aid as factor in decision to enroll.	6.29			6.28			
92. Academic reputation as factor in decision to enroll.	5.79			5.84			
93. Size of institution as factor in decision to enroll.	5.40			5.49			
94. Opportunity to play sports as factor in decision to enroll.	3.62			3.80			
95. Recommendations from family/friends as factor in decision to enroll.	4.67			4.77			

\* 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	Oct 2014			Nov 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
96. Geographic setting as factor in decision to enroll.	5.76			5.80			
97. Campus appearance as factor in decision to enroll.	5.50			5.43			
98. Personalized attention prior to enrollment as factor in decision to enroll.	5.32			5.32			

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

## Institutional Summary

### Summary Items

Summary Item	Oct 2014	Nov 2012	Mean Difference
So far, how has your college experience met your expectations?	Average: 4.74	Average: 4.85	-0.11
1=Much worse than expected	1%	1%	
2=Quite a bit worse than I expected	1%	1%	
3=Worse than I expected	6%	8%	
4=About what I expected	37%	31%	
5=Better than I expected	29%	27%	
6=Quite a bit better than I expected	13%	16%	
7=Much better than expected	9%	13%	
Rate your overall satisfaction with your experience here thus far.	Average: 5.59	Average: 5.53	0.06
1=Not satisfied at all	0%	1%	
2=Not very satisfied	1%	2%	
3=Somewhat dissatisfied	5%	5%	
4=Neutral	8%	8%	
5=Somewhat satisfied	16%	15%	
6=Satisfied	47%	45%	
7=Very satisfied	19%	20%	
All in all, if you had to do it over, would you enroll here again?	Average: 5.67	Average: 5.73	-0.06
1=Definitely not	2%	2%	
2=Probably not	4%	4%	
3=Maybe not	3%	2%	
4=I don't know	8%	6%	
5=Maybe yes	11%	11%	
6=Probably yes	35%	36%	
7=Definitely yes	33%	36%	