

## Demographics

Demographics Responses	Demographic Responses	N	%
Age	18 and under	40	11.27%
	19 to 24	258	72.68%
	25 to 34	27	7.61%
	35 to 44	18	5.07%
	45 and over	12	3.38%
	Total	355	100.00%
	No Answer	95	
Campus Item 1 - What is your gender identity?	Man	127	29.40%
	Woman	292	67.59%
	Another gender identity	6	1.39%
	I prefer not to respond	7	1.62%
	Total	432	100.00%
	No Answer	18	
Campus Item 2 - Do you have:	Physical Disability Only	16	3.70%
	Learning Disability Only	31	7.18%
	Both Physical and Learning Disability	3	0.69%
	None of the above	382	88.43%
	Total	432	100.00%
	No Answer	18	
Class Level	Freshman	106	24.04%
	Sophomore	90	20.41%
	Junior	124	28.12%
	Senior	116	26.30%
	Special student	0	0.00%
	Graduate/Professional	2	0.45%
	Other class level	3	0.68%
	Total	441	100.00%
	No Answer	9	
Current Class Load	Full-time	406	92.06%
	Part-time	35	7.94%
	Total	441	100.00%
	No Answer	9	
Current Enrollment Status	Day	341	97.43%
	Evening	8	2.29%
	Weekend	1	0.29%
	Total	350	100.00%
	No Answer	100	
Current GPA	No credits earned	4	1.02%
	1.99 or below	10	2.55%
	2.0 - 2.49	35	8.93%
	2.5 - 2.99	87	22.19%
	3.0 - 3.49	108	27.55%
	3.5 or above	148	37.76%
	Total	392	100.00%
	No Answer	58	

Current Residence	Residence hall	70	18.32%
	Fraternity/Sorority	0	0.00%
	Own house	76	19.90%
	Rent room or apt off campus	82	21.47%
	Parent's home	143	37.43%
	Other residence	11	2.88%
	Total	382	100.00%
	No Answer	68	
Did Transfer Here	Yes transferred here	76	19.90%
	No did not transfer here	306	80.10%
	Total	382	100.00%
	No Answer	68	
Educational Goal	Associate degree	11	2.88%
	Bachelor's degree	341	89.27%
	Master's degree	13	3.40%
	Doctorate or professional degree	12	3.14%
	Certification (initial/renewal)	0	0.00%
	Self-improvement/pleasure	0	0.00%
	Job-related training	0	0.00%
	Other educational goal	5	1.31%
	Total	382	100.00%
	No Answer	68	
Employment	Full-time off campus	73	19.01%
	Part-time off campus	148	38.54%
	Full-time on campus	14	3.65%
	Part-time on campus	34	8.85%
	Not employed	115	29.95%
	Total	384	100.00%
	No Answer	66	
Ethnicity/Race	Alaskan Native	0	0.00%
	American Indian	2	0.56%
	Asian	18	5.07%
	Black/African-American	72	20.28%
	Hispanic or Latino (and Puerto Rican)	11	3.10%
	Native Hawaiian or Pacific Islander	0	0.00%
	White/Caucasian	230	64.79%
	Multi-racial	15	4.23%
	Other race	7	1.97%
	Total	355	100.00%
	No Answer	95	
Gender	Female	231	64.89%
	Male	111	31.18%
	Prefer not to respond	5	1.40%
	Transgender	0	0.00%
	Genderqueer	7	1.97%
	Additional gender category or Other	2	0.56%
	Total	356	100.00%
	No Answer	94	

Institution Was My	1st choice	241	62.92%
	2nd choice	100	26.11%
	3rd choice or lower	42	10.97%
	Total	383	100.00%
	No Answer	67	
Organization Memberships	No organization memberships	245	55.56%
	One or two organization memberships	159	36.05%
	Three or four organization memberships	30	6.80%
	Five or more organization memberships	7	1.59%
	Total	441	100.00%
	No Answer	9	
Plan to Transfer	Yes I plan to transfer	34	8.95%
	No I do not plan to transfer	346	91.05%
	Total	380	100.00%
	No Answer	70	
Residence Classification	In-state	330	86.16%
	Out-of-state	20	5.22%
	International (not U.S. citizen)	33	8.62%
	Total	383	100.00%
	No Answer	67	
Tuition Source	Scholarships	118	26.76%
	Financial aid	198	44.90%
	Family contributions	68	15.42%
	Self support	44	9.98%
	Other tuition source	13	2.95%
	Total	441	100.00%
	No Answer	9	

## Strategic Planning Overview

### Strengths

No Item

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- 21 My academic advisor is knowledgeable about requirements in my major.
- 16 My academic advisor is available when I need help.
- 40 Faculty are usually available to students outside of class (during office hours, by phone or by e-mail).
- 48 Campus item: Students from different backgrounds feel comfortable here
- 22 This campus provides online access to services I need.
  - 8 Financial aid awards are announced in time to be helpful in college planning.
- 28 Security staff respond quickly to calls for assistance.
- 26 Counseling services are available if I need them.
  - 9 Library resources and services are adequate.
- 31 Students are made to feel welcome here.
- 42 Students are free to express their ideas on this campus.

## Strategic Planning Overview Challenges

No Item

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36 The quality of instruction I receive in most of my classes is excellent.

23 I am able to register for classes I need with few conflicts.

17 There are sufficient courses within my program of study available each term.

4 The content of the courses within my major is valuable.

32 Faculty provide timely feedback about my academic progress.

53 Campus item: My academic advisor helps me to explore career choices related to my major field of study. (Number 52)

## Higher Satisfaction vs National Four-Year Publics Form B

No	Item	Imp Rank
10	My academic advisor helps me set goals to work toward.	26
9	Library resources and services are adequate.	20
8	Financial aid awards are announced in time to be helpful in college planning.	13

# Higher Importance vs National Four-Year Publics Form B

No	Item	Imp Rank
9	Library resources and services are adequate.	20
15	Computers and/or Wi-Fi are adequate and accessible.	9

## Lower Satisfaction

No	Item	Imp Rank
15	Computers and/or Wi-Fi are adequate and accessible.	9
3	The campus is safe and secure for all students.	4



**Institutional Summary  
In Order of Importance**

No	Item	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
36	The quality of instruction I receive in most of my classes is excellent.	6.66	5.5	1.51	1.16	6.6	5.45	1.52	1.15	0.05	
21	My academic advisor is knowledgeable about requirements in my major.	6.65	6.05	1.54	0.60	6.6	5.95	1.53	0.65	0.10	
23	I am able to register for classes I need with few conflicts.	6.60	5.54	1.71	1.06	6.58	5.52	1.63	1.06	0.02	
3	The campus is safe and secure for all students.	6.59	5.71	1.53	0.88	6.61	5.87	1.35	0.74	-0.16	★
17	There are sufficient courses within my program of study available each term.	6.56	5.39	1.71	1.17	6.52	5.41	1.65	1.11	-0.02	
24	I receive the help I need to apply my academic major to my career goals.	6.56	5.72	1.6	0.84	6.51	5.62	1.55	0.89	0.10	
56	Cost as factor in decision to enroll.	6.56				6.43					
14	Faculty are fair and unbiased in their treatment of individual students.	6.54	5.58	1.65	0.96	6.5	5.58	1.54	0.92	0.00	
16	My academic advisor is available when I need help.	6.54	5.88	1.65	0.66	6.48	5.77	1.61	0.71	0.11	
15	Computers and/or Wi-Fi are adequate and accessible.	6.53	5.54	1.65	0.99	6.33	5.98	1.33	0.35	-0.44	★★★
40	Faculty are usually available to students outside of class (during office hours, by phone or by e-mail).	6.53	5.91	1.46	0.62	6.47	5.92	1.36	0.55	-0.01	
48	Campus item: Students from different backgrounds feel comfortable here	6.53	5.86	1.38	0.67						
22	This campus provides online access to services I need.	6.52	6.03	1.25	0.49	6.46	5.91	1.36	0.55	0.12	
57	Financial assistance as factor in decision to enroll.	6.52				6.35					
4	The content of the courses within my major is valuable.	6.51	5.49	1.51	1.02	6.58	5.62	1.42	0.96	-0.13	
8	Financial aid awards are announced in time to be helpful in college planning.	6.51	5.8	1.52	0.71	6.4	5.46	1.62	0.94	0.34	★★★
28	Security staff respond quickly to calls for assistance.	6.51	5.8	1.52	0.71	6.51	5.73	1.52	0.78	0.07	
47	Campus item: College personnel show respect for different perspectives	6.50	5.75	1.47	0.75						
54	Campus item: My academic advisor demonstrates a sincere interest in my success as a college student. (Number 54)	6.50	5.77	1.8	0.73						
25	I am able to take care of college-related business at times that are convenient for me.	6.49	5.68	1.52	0.81	6.41	5.61	1.48	0.8	0.07	
26	Counseling services are available if I need them.	6.46	5.97	1.47	0.49	6.35	5.83	1.51	0.52	0.14	
1	The campus staff are caring and helpful.	6.45	5.6	1.28	0.85	6.43	5.6	1.36	0.83	0.00	
9	Library resources and services are adequate.	6.45	6.14	1.2	0.31	6.25	5.91	1.37	0.34	0.23	★★
31	Students are made to feel welcome here.	6.45	5.83	1.4	0.62	6.47	5.84	1.44	0.63	-0.01	
32	Faculty provide timely feedback about my academic progress.	6.45	5.39	1.64	1.06	6.47	5.33	1.6	1.14	0.06	
42	Students are free to express their ideas on this campus.	6.45	5.86	1.48	0.59	6.38	5.69	1.56	0.69	0.17	
53	Campus item: My academic advisor helps me to explore career choices related to my major field of study. (Number 52)	6.45	5.38	1.97	1.07						
2	Registration processes and procedures are convenient.	6.44	5.54	1.53	0.90	6.38	5.42	1.49	0.96	0.12	
10	My academic advisor helps me set goals to work toward.	6.44	5.69	1.78	0.75	6.35	5.44	1.82	0.91	0.25	★
33	Admissions counselors accurately portray the campus in their recruiting practices.	6.44	5.63	1.69	0.81	6.26	5.55	1.56	0.71	0.08	
50	Campus item: Appropriate technical assistance is available to support virtual learning.	6.44	5.73	1.54	0.71						
41	Tuition paid is a worthwhile investment.	6.43	5.47	1.62	0.96	6.44	5.24	1.75	1.2	0.23	★★
5	Administrators are available to hear students' concerns.	6.42	5.45	1.67	0.97	6.35	5.3	1.62	1.05	0.15	
44	On the whole, the campus is well-maintained.	6.42	5.47	1.66	0.95	6.39	5.89	1.4	0.5	-0.42	★★★
55	Campus item: My academic advisor refers me to other campus resources from which I can obtain assistance. (Number 55)	6.42	5.76	1.74	0.66						
27	This institution helps me identify resources to finance my education.	6.41	5.36	1.78	1.05	6.31	5.19	1.75	1.12	0.17	
39	Student disciplinary procedures are fair.	6.41	5.82	1.49	0.59	6.35	5.73	1.53	0.62	0.09	
46	Campus item: College students show respect for different perspectives.	6.38	5.68	1.5	0.70						
20	Tutoring services are readily available.	6.37	5.85	1.46	0.52	6.27	5.8	1.45	0.47	0.05	
34	There are adequate services to help me decide upon a career.	6.37	5.44	1.69	0.93	6.34	5.45	1.59	0.89	-0.01	
11	Financial aid counseling is available if I need it.	6.35	5.68	1.54	0.67	6.27	5.5	1.6	0.77	0.18	★
59	Future career opportunities as factor in decision to enroll.	6.35				6.32					
18	Parking lots are well-lighted and secure.	6.34	5.2	1.79	1.14	6.25	5.37	1.61	0.88	-0.17	
35	I seldom get the "run-around" when seeking information on this campus.	6.34	5.23	1.8	1.11	6.25	5.11	1.83	1.14	0.12	
45	Student activity fees are put to good use.	6.33	5.11	1.84	1.22	6.2	4.77	1.94	1.43	0.34	★★
6	Billing policies are reasonable.	6.32	5.29	1.66	1.03	6.26	5.06	1.72	1.2	0.23	★
38	I receive ongoing feedback about progress toward my academic goals.	6.32	5.33	1.7	0.99	6.27	5.21	1.67	1.06	0.12	
13	Living conditions in the residence halls are comfortable.	6.26	4.43	1.93	1.83	6.31	4.99	1.74	1.32	-0.56	★★★
43	Mentors are available to guide my life and career goals.	6.25	5.43	1.74	0.82	6.23	5.4	1.67	0.83	0.03	
30	There is an adequate selection of food available on campus.	6.19	4.69	2.03	1.50	6.12	4.87	1.9	1.25	-0.18	
52	Campus item: Professional presentation experiences in coursework contribute to the success of my educational experience. (Number 47)	6.15	5.66	1.45	0.49						

37 There is a strong commitment to diversity on this campus.	6.13	5.79	1.5	0.34	6.13	5.78	1.48	0.35	0.01	
7 Admissions staff provide personalized attention prior to enrollment.	6.12	5.46	1.69	0.66	6.06	5.32	1.62	0.74	0.14	
51 Campus item: Professional writing experiences in coursework contribute to the success of my educational experience. (Number 46)	6.09	5.57	1.59	0.52						
58 Academic reputation as factor in decision to enroll.	6.08				6.06					
12 The amount of student parking space on campus is adequate.	6.07	3.97	2.09	2.10	6.13	4.23	2.05	1.9	-0.26	★
49 Campus item: The college provides opportunities to learn about diverse groups in the classroom.	6.04	5.42	1.57	0.62						
29 Faculty use a variety of technology and media in the classroom.	6.01	5.69	1.49	0.32	5.91	5.66	1.44	0.25	0.03	
19 Residence hall staff are concerned about me as an individual.	5.95	5.08	1.8	0.87	5.92	5.14	1.77	0.78	-0.06	
61 Distance from campus as factor in decision to enroll.	5.95				5.75					
60 Personal recommendations as factor in decision to enroll.	5.82				5.62					
62 Information on the campus Web site as factor in decision to enroll.	5.72				5.6					
63 Campus visits as factor in decision to enroll.	5.37				5.51					

\*Difference statistically significant at the .05 level

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

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

### Academic Advising Effectiveness

No	Item	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
10	My academic advisor helps me set goals to work toward.	6.44	5.69	1.78	0.75	6.35	5.44	1.82	0.91	0.25	★
16	My academic advisor is available when I need help.	6.54	5.88	1.65	0.66	6.48	5.77	1.61	0.71	0.11	
21	My academic advisor is knowledgeable about requirements in my major.	6.65	6.05	1.54	0.60	6.6	5.95	1.53	0.65	0.10	
38	I receive ongoing feedback about progress toward my academic goals.	6.32	5.33	1.7	0.99	6.27	5.21	1.67	1.06	0.12	

\*Difference statistically significant at the .05 level

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

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

## Campus Climate

No	Item	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
3	The campus is safe and secure for all students.	6.59	5.71	1.53	0.88	6.61	5.87	1.35	0.74	-0.16	★
5	Administrators are available to hear students' concerns.	6.42	5.45	1.67	0.97	6.35	5.3	1.62	1.05	0.15	
31	Students are made to feel welcome here.	6.45	5.83	1.4	0.62	6.47	5.84	1.44	0.63	-0.01	
35	I seldom get the "run-around" when seeking information on this campus.	6.34	5.23	1.8	1.11	6.25	5.11	1.83	1.14	0.12	
37	There is a strong commitment to diversity on this campus.	6.13	5.79	1.5	0.34	6.13	5.78	1.48	0.35	0.01	
41	Tuition paid is a worthwhile investment.	6.43	5.47	1.62	0.96	6.44	5.24	1.75	1.2	0.23	★★
42	Students are free to express their ideas on this campus.	6.45	5.86	1.48	0.59	6.38	5.69	1.56	0.69	0.17	
44	On the whole, the campus is well-maintained.	6.42	5.47	1.66	0.95	6.39	5.89	1.4	0.5	-0.42	★★★

\*Difference statistically significant at the .05 level

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

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

## Campus Life

No	Item	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
13	Living conditions in the residence halls are comfortable.	6.26	4.43	1.93	1.83	6.31	4.99	1.74	1.32	-0.56	★★★
19	Residence hall staff are concerned about me as an individual.	5.95	5.08	1.8	0.87	5.92	5.14	1.77	0.78	-0.06	
30	There is an adequate selection of food available on campus.	6.19	4.69	2.03	1.50	6.12	4.87	1.9	1.25	-0.18	
39	Student disciplinary procedures are fair.	6.41	5.82	1.49	0.59	6.35	5.73	1.53	0.62	0.09	
45	Student activity fees are put to good use.	6.33	5.11	1.84	1.22	6.2	4.77	1.94	1.43	0.34	★★

\*Difference statistically significant at the .05 level

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

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

## Campus Services

No	Item	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
9	Library resources and services are adequate.	6.45	6.14	1.2	0.31	6.25	5.91	1.37	0.34	0.23	★★
15	Computers and/or Wi-Fi are adequate and accessible.	6.53	5.54	1.65	0.99	6.33	5.98	1.33	0.35	-0.44	★★★
20	Tutoring services are readily available.	6.37	5.85	1.46	0.52	6.27	5.8	1.45	0.47	0.05	
22	This campus provides online access to services I need.	6.52	6.03	1.25	0.49	6.46	5.91	1.36	0.55	0.12	
24	I receive the help I need to apply my academic major to my career goals.	6.56	5.72	1.6	0.84	6.51	5.62	1.55	0.89	0.10	
26	Counseling services are available if I need them.	6.46	5.97	1.47	0.49	6.35	5.83	1.51	0.52	0.14	
34	There are adequate services to help me decide upon a career.	6.37	5.44	1.69	0.93	6.34	5.45	1.59	0.89	-0.01	
43	Mentors are available to guide my life and career goals.	6.25	5.43	1.74	0.82	6.23	5.4	1.67	0.83	0.03	

\*Difference statistically significant at the .05 level

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

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

## Instructional Effectiveness

No	Item	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
4	The content of the courses within my major is valuable.	6.51	5.49	1.51	1.02	6.58	5.62	1.42	0.96	-0.13	
14	Faculty are fair and unbiased in their treatment of individual students.	6.54	5.58	1.65	0.96	6.5	5.58	1.54	0.92	0.00	
17	There are sufficient courses within my program of study available each term.	6.56	5.39	1.71	1.17	6.52	5.41	1.65	1.11	-0.02	
29	Faculty use a variety of technology and media in the classroom.	6.01	5.69	1.49	0.32	5.91	5.66	1.44	0.25	0.03	
32	Faculty provide timely feedback about my academic progress.	6.45	5.39	1.64	1.06	6.47	5.33	1.6	1.14	0.06	
36	The quality of instruction I receive in most of my classes is excellent.	6.66	5.5	1.51	1.16	6.6	5.45	1.52	1.15	0.05	
40	Faculty are usually available to students outside of class (during office hours, by phone or by e-mail).	6.53	5.91	1.46	0.62	6.47	5.92	1.36	0.55	-0.01	

\*Difference statistically significant at the .05 level

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

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

### Recruitment and Financial Aid Effectiveness

No	Item	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
7	Admissions staff provide personalized attention prior to enrollment.	6.12	5.46	1.69	0.66	6.06	5.32	1.62	0.74	0.14	
8	Financial aid awards are announced in time to be helpful in college planning.	6.51	5.8	1.52	0.71	6.4	5.46	1.62	0.94	0.34	★★★
11	Financial aid counseling is available if I need it.	6.35	5.68	1.54	0.67	6.27	5.5	1.6	0.77	0.18	★
27	This institution helps me identify resources to finance my education.	6.41	5.36	1.78	1.05	6.31	5.19	1.75	1.12	0.17	
33	Admissions counselors accurately portray the campus in their recruiting practices.	6.44	5.63	1.69	0.81	6.26	5.55	1.56	0.71	0.08	

\*Difference statistically significant at the .05 level

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

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



### Registration Effectiveness

No	Item	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
2	Registration processes and procedures are convenient.	6.44	5.54	1.53	0.90	6.38	5.42	1.49	0.96	0.12	
6	Billing policies are reasonable.	6.32	5.29	1.66	1.03	6.26	5.06	1.72	1.2	0.23	★
23	I am able to register for classes I need with few conflicts.	6.60	5.54	1.71	1.06	6.58	5.52	1.63	1.06	0.02	
25	I am able to take care of college-related business at times that are convenient for me.	6.49	5.68	1.52	0.81	6.41	5.61	1.48	0.8	0.07	

\*Difference statistically significant at the .05 level

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

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

## Safety and Security

No	Item	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
3	The campus is safe and secure for all students.	6.59	5.71	1.53	0.88	6.61	5.87	1.35	0.74	-0.16	★
12	The amount of student parking space on campus is adequate.	6.07	3.97	2.09	2.10	6.13	4.23	2.05	1.9	-0.26	★
18	Parking lots are well-lighted and secure.	6.34	5.2	1.79	1.14	6.25	5.37	1.61	0.88	-0.17	
28	Security staff respond quickly to calls for assistance.	6.51	5.8	1.52	0.71	6.51	5.73	1.52	0.78	0.07	

\*Difference statistically significant at the .05 level

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

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

## Student Centerdeness

No	Item	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
1	The campus staff are caring and helpful.	6.45	5.6	1.28	0.85	6.43	5.6	1.36	0.83	0.00	
5	Administrators are available to hear students' concerns.	6.42	5.45	1.67	0.97	6.35	5.3	1.62	1.05	0.15	
31	Students are made to feel welcome here.	6.45	5.83	1.4	0.62	6.47	5.84	1.44	0.63	-0.01	
35	I seldom get the "run-around" when seeking information on this campus.	6.34	5.23	1.8	1.11	6.25	5.11	1.83	1.14	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  
Items in Sequential Order**

No	Item	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
1	The campus staff are caring and helpful.	6.45	5.6	1.28	0.85	6.43	5.6	1.36	0.83	0.00	
2	Registration processes and procedures are convenient.	6.44	5.54	1.53	0.90	6.38	5.42	1.49	0.96	0.12	
3	The campus is safe and secure for all students.	6.59	5.71	1.53	0.88	6.61	5.87	1.35	0.74	-0.16	★
4	The content of the courses within my major is valuable.	6.51	5.49	1.51	1.02	6.58	5.62	1.42	0.96	-0.13	
5	Administrators are available to hear students' concerns.	6.42	5.45	1.67	0.97	6.35	5.3	1.62	1.05	0.15	
6	Billing policies are reasonable.	6.32	5.29	1.66	1.03	6.26	5.06	1.72	1.2	0.23	★
7	Admissions staff provide personalized attention prior to enrollment.	6.12	5.46	1.69	0.66	6.06	5.32	1.62	0.74	0.14	
8	Financial aid awards are announced in time to be helpful in college planning.	6.51	5.8	1.52	0.71	6.4	5.46	1.62	0.94	0.34	★★★
9	Library resources and services are adequate.	6.45	6.14	1.2	0.31	6.25	5.91	1.37	0.34	0.23	★★
10	My academic advisor helps me set goals to work toward.	6.44	5.69	1.78	0.75	6.35	5.44	1.82	0.91	0.25	★
11	Financial aid counseling is available if I need it.	6.35	5.68	1.54	0.67	6.27	5.5	1.6	0.77	0.18	★
12	The amount of student parking space on campus is adequate.	6.07	3.97	2.09	2.10	6.13	4.23	2.05	1.9	-0.26	★
13	Living conditions in the residence halls are comfortable.	6.26	4.43	1.93	1.83	6.31	4.99	1.74	1.32	-0.56	★★★
14	Faculty are fair and unbiased in their treatment of individual students.	6.54	5.58	1.65	0.96	6.5	5.58	1.54	0.92	0.00	
15	Computers and/or Wi-Fi are adequate and accessible.	6.53	5.54	1.65	0.99	6.33	5.98	1.33	0.35	-0.44	★★★
16	My academic advisor is available when I need help.	6.54	5.88	1.65	0.66	6.48	5.77	1.61	0.71	0.11	
17	There are sufficient courses within my program of study available each term.	6.56	5.39	1.71	1.17	6.52	5.41	1.65	1.11	-0.02	
18	Parking lots are well-lighted and secure.	6.34	5.2	1.79	1.14	6.25	5.37	1.61	0.88	-0.17	
19	Residence hall staff are concerned about me as an individual.	5.95	5.08	1.8	0.87	5.92	5.14	1.77	0.78	-0.06	
20	Tutoring services are readily available.	6.37	5.85	1.46	0.52	6.27	5.8	1.45	0.47	0.05	
21	My academic advisor is knowledgeable about requirements in my major.	6.65	6.05	1.54	0.60	6.6	5.95	1.53	0.65	0.10	
22	This campus provides online access to services I need.	6.52	6.03	1.25	0.49	6.46	5.91	1.36	0.55	0.12	
23	I am able to register for classes I need with few conflicts.	6.60	5.54	1.71	1.06	6.58	5.52	1.63	1.06	0.02	
24	I receive the help I need to apply my academic major to my career goals.	6.56	5.72	1.6	0.84	6.51	5.62	1.55	0.89	0.10	
25	I am able to take care of college-related business at times that are convenient for me.	6.49	5.68	1.52	0.81	6.41	5.61	1.48	0.8	0.07	
26	Counseling services are available if I need them.	6.46	5.97	1.47	0.49	6.35	5.83	1.51	0.52	0.14	
27	This institution helps me identify resources to finance my education.	6.41	5.36	1.78	1.05	6.31	5.19	1.75	1.12	0.17	
28	Security staff respond quickly to calls for assistance.	6.51	5.8	1.52	0.71	6.51	5.73	1.52	0.78	0.07	
29	Faculty use a variety of technology and media in the classroom.	6.01	5.69	1.49	0.32	5.91	5.66	1.44	0.25	0.03	
30	There is an adequate selection of food available on campus.	6.19	4.69	2.03	1.50	6.12	4.87	1.9	1.25	-0.18	
31	Students are made to feel welcome here.	6.45	5.83	1.4	0.62	6.47	5.84	1.44	0.63	-0.01	
32	Faculty provide timely feedback about my academic progress.	6.45	5.39	1.64	1.06	6.47	5.33	1.6	1.14	0.06	
33	Admissions counselors accurately portray the campus in their recruiting practices.	6.44	5.63	1.69	0.81	6.26	5.55	1.56	0.71	0.08	
34	There are adequate services to help me decide upon a career.	6.37	5.44	1.69	0.93	6.34	5.45	1.59	0.89	-0.01	
35	I seldom get the "run-around" when seeking information on this campus.	6.34	5.23	1.8	1.11	6.25	5.11	1.83	1.14	0.12	
36	The quality of instruction I receive in most of my classes is excellent.	6.66	5.5	1.51	1.16	6.6	5.45	1.52	1.15	0.05	
37	There is a strong commitment to diversity on this campus.	6.13	5.79	1.5	0.34	6.13	5.78	1.48	0.35	0.01	
38	I receive ongoing feedback about progress toward my academic goals.	6.32	5.33	1.7	0.99	6.27	5.21	1.67	1.06	0.12	
39	Student disciplinary procedures are fair.	6.41	5.82	1.49	0.59	6.35	5.73	1.53	0.62	0.09	
40	Faculty are usually available to students outside of class (during office hours, by phone or by e-mail).	6.53	5.91	1.46	0.62	6.47	5.92	1.36	0.55	-0.01	
41	Tuition paid is a worthwhile investment.	6.43	5.47	1.62	0.96	6.44	5.24	1.75	1.2	0.23	★★
42	Students are free to express their ideas on this campus.	6.45	5.86	1.48	0.59	6.38	5.69	1.56	0.69	0.17	
43	Mentors are available to guide my life and career goals.	6.25	5.43	1.74	0.82	6.23	5.4	1.67	0.83	0.03	
44	On the whole, the campus is well-maintained.	6.42	5.47	1.66	0.95	6.39	5.89	1.4	0.5	-0.42	★★★
45	Student activity fees are put to good use.	6.33	5.11	1.84	1.22	6.2	4.77	1.94	1.43	0.34	★★
46	Campus item: College students show respect for different perspectives.	6.38	5.68	1.5	0.70						
47	Campus item: College personnel show respect for different perspectives	6.50	5.75	1.47	0.75						
48	Campus item: Students from different backgrounds feel comfortable here	6.53	5.86	1.38	0.67						
49	Campus item: The college provides opportunities to learn about diverse groups in the classroom.	6.04	5.42	1.57	0.62						
50	Campus item: Appropriate technical assistance is available to support virtual learning.	6.44	5.73	1.54	0.71						

51 Campus item: Professional writing experiences in coursework contribute to the success of my educational experience. (Number 46)	6.09	5.57	1.59	0.52	
52 Campus item: Professional presentation experiences in coursework contribute to the success of my educational experience. (Number 47)	6.15	5.66	1.45	0.49	
53 Campus item: My academic advisor helps me to explore career choices related to my major field of study. (Number 52)	6.45	5.38	1.97	1.07	
54 Campus item: My academic advisor demonstrates a sincere interest in my success as a college student. (Number 54)	6.50	5.77	1.8	0.73	
55 Campus item: My academic advisor refers me to other campus resources from which I can obtain assistance. (Number 55)	6.42	5.76	1.74	0.66	
56 Cost as factor in decision to enroll.	6.56				6.43
57 Financial assistance as factor in decision to enroll.	6.52				6.35
58 Academic reputation as factor in decision to enroll.	6.08				6.06
59 Future career opportunities as factor in decision to enroll.	6.35				6.32
60 Personal recommendations as factor in decision to enroll.	5.82				5.62
61 Distance from campus as factor in decision to enroll.	5.95				5.75
62 Information on the campus Web site as factor in decision to enroll.	5.72				5.6
63 Campus visits as factor in decision to enroll.	5.37				5.51

\*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	AnswerDescription	Institution	National Norms	Difference	SS
So far, how has your college experience met your expectations?	<b>Total</b>	<b>4.56</b>		<b>4.59</b>	<b>-0.03</b>
	1= Much worse than I expected	1%	2%		
	2= Quite a bit worse than I expected	3%	3%		
	3= Worse than I expected	12%	12%		
	4= About what I expected	36%	34%		
	5= Better than I expected	19%	22%		
	6= Quite a bit better than I expected	15%	12%		
	7= Much better than I expected	10%	12%		
Rate your overall satisfaction with your experience here thus far.	<b>Total</b>	<b>5.10</b>		<b>5.26</b>	<b>-0.16 ★</b>
	1= Not satisfied at all	1%	1%		
	2= Not very satisfied	5%	4%		
	3= Somewhat dissatisfied	8%	8%		
	4= Neutral	17%	12%		
	5= Somewhat satisfied	14%	18%		
	6= Satisfied	38%	36%		
	7= Very satisfied	14%	18%		
All in all, if you had it to do over again, would you enroll here?	<b>Total</b>	<b>5.27</b>		<b>5.48</b>	<b>-0.21 ★</b>
	1= Definitely not	4%	3%		
	2= Probably not	5%	6%		
	3= Maybe not	6%	5%		
	4= I don't know	11%	9%		
	5= Maybe yes	15%	11%		
	6= Probably yes	26%	29%		
	7= Definitely yes	29%	34%		