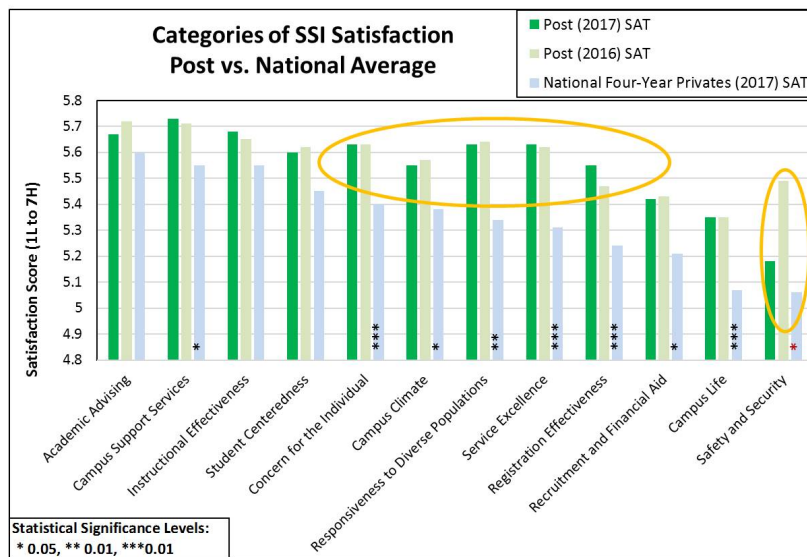


Student Satisfaction Inventory (SSI) 2016 and 2017 Main Campus Results Compared with Similar Institutions

Maintained satisfaction level with 2016, except for Safety & Security



- Overall same satisfaction level as 2016 (except for Safety and Security category), and still above the national average on all categories
- The above validates last year's observation of Post dramatic gain in student satisfaction (not a fluke); however, no further improvement is observed
- Between 2015 and 2016 Post significantly improved on 'Safety and Security'; this trend is reversed now between 2017 and 2016

SSI Survey Methodology (2016)

In October 2016, all main campus students enrolled at Post University received an email invitation from the President to complete online the Ruffalo Noel Levitz Student Satisfaction Inventory survey. The purpose of the survey was to obtain an objective measure of student satisfaction, evaluate Post University's services contributing to the student experience, and compare how well Post is doing when compared to national averages on student satisfaction. This survey assesses the specific importance and satisfaction of main campus students. It attempts to measure performance among the various departments or categories of the student experience, including financial aid, instructional effectiveness, academic advising, support services, and safety.

In addition to the standard battery of questions required for component scores, the survey provides room for custom questions. The custom questions were developed in consultation with institutional stakeholders and for 2016 were focused on Honors Program and NCAA athletics

participation, institution choice ranking, campus culture and activities, faculty concern for students, course design for learning, and IT services.

The survey was fielded between September 30, 2016 and October 28, 2016. The Student Satisfaction Inventory (SSI) resulted in 205 surveys or a 24% response rate. Included in the official report provided by Ruffalo Noel Levitz are the difference of means or T-test on satisfaction scores, and a comparison of Post University student satisfaction with the national population of students who completed the survey.

Demographics

Gender		N	%	Class Level		N	%
Female		96	57.14%	Freshman		55	32.54%
Male		72	42.86%	Sophomore		41	24.26%
Total		168	100.00%	Junior		33	19.53%
No Response		37		Senior		34	20.12%
				Special student		0	0.00%
				Graduate/Professional		2	1.18%
				Other class level		4	2.37%
				Total		169	100.00%
				No Response		36	
Age		N	%	Current GPA		N	%
18 and under		41	24.26%	No credits earned		21	12.65%
19 to 24		114	67.46%	1.99 or below		3	1.81%
25 to 34		10	5.92%	2.0 - 2.49		7	4.22%
35 to 44		4	2.37%	2.5 - 2.99		18	10.84%
45 and over		0	0.00%	3.0 - 3.49		61	36.75%
Total		169	100.00%	3.5 or above		56	33.73%
No Response		36		Total		166	100.00%
				No Response		39	
Ethnicity/Race		N	%	Educational Goal		N	%
African-American		18	10.91%	Associate degree		7	4.19%
American Indian or Alaskan Native		0	0.00%	Bachelor's degree		125	74.85%
Asian or Pacific Islander		16	9.70%	Master's degree		24	14.37%
Caucasian/White		97	58.79%	Doctorate or professional degree		7	4.19%
Hispanic		18	10.91%	Certification (initial/renewal)		1	0.60%
Other race		8	4.85%	Self-improvement/pleasure		1	0.60%
Race - Prefer not to respond		8	4.85%	Job-related training		1	0.60%
Total		165	100.00%	Other educational goal		1	0.60%
No Response		40		Total		167	100.00%
				No Response		38	
Current Enrollment Status		N	%				
Day		161	95.27%				
Evening		5	2.96%				
Weekend		3	1.78%				
Total		169	100.00%				
No Response		36					
Current Class Load		N	%				
Full-time		156	93.41%				
Part-time		11	6.59%				
Total		167	100.00%				
No Response		38					

Demographics

Employment	N	%	I participate in a sport sponsored by the University (NCAA, CSFL, etc.)	N	%
Full-time off campus	20	12.12%	Yes	73	44.51%
Part-time off campus	45	27.27%	No	80	48.78%
Full-time on campus	24	14.55%	I have in the past but not currently	11	6.71%
Part-time on campus	20	12.12%	Campus item - Answer 4	0	0.00%
Not employed	56	33.94%	Campus item - Answer 5	0	0.00%
Total	165	100.00%	Campus item - Answer 6	0	0.00%
No Response	40		Total	164	100.00%
			No Response	41	
Current Residence	N	%	I am in the Honors Program:	N	%
Residence hall	81	48.80%	Yes	73	44.79%
Fraternity / Sorority	0	0.00%	No	90	55.21%
Own house	11	6.63%	Campus item 2 - Answer 3	0	0.00%
Rent room or apt off campus	14	8.43%	Campus item 2 - Answer 4	0	0.00%
Parent's home	55	33.13%	Campus item 2 - Answer 5	0	0.00%
Other residence	5	3.01%	Campus item 2 - Answer 6	0	0.00%
Total	166	100.00%	Total	163	100.00%
No Response	39		No Response	42	
Residence Classification	N	%	Group Code	N	%
In-state	93	57.06%	0107: Certificate in Paralegal (Legal Studies)	1	0.60%
Out-of-state	42	25.77%	0201: A.S. in Accounting	11	6.59%
International (not U.S. citizen)	28	17.18%	0202: A.S. in Criminal Justice	1	0.60%
Total	163	100.00%	0204: A.S. in Legal Studies	1	0.60%
No Response	42		0205: A.S. in Management	1	0.60%
			0206: A.S. in Marketing	3	1.80%
			0301: B.A. In Communication and Media Studies	1	0.60%
			0302: B.A. in Psychology	8	4.79%
			0303: B.S. in Accounting	10	5.99%
			0304: B.S. in Business Administration	18	10.78%
			0305: B.S. in Child Studies	8	4.79%
			0306: B.S. in Criminal Justice	19	11.38%
			0307: B.S. in Finance	8	4.79%
			0308: B.S. in Human Services	5	2.99%
			0310: B.S. in International Business Administration	7	4.19%
			0311: B.S. in Legal Studies	4	2.40%
			0312: B.S. in Management	9	5.39%
Disabilities	N	%			
Yes - Disability	14	8.33%			
No - Disability	154	91.67%			
Total	168	100.00%			
No Response	37				
Institution Was My	N	%			
1st choice	86	52.44%			
2nd choice	44	26.83%			
3rd choice or lower	34	20.73%			
Total	164	100.00%			
No Response	41				

Demographics

0313: B.S. in Marketing	4	2.40%
0314: B.S. in Sport Management	15	8.98%
0601: No major/Undeclared/Undecided	3	1.80%
1001: B.S. In Emergency Management and Homeland Security	2	1.20%
1002: B.S. In Computer Information Systems	5	2.99%
1038: B.S. in Biology	8	4.79%
1307: B.A. in Sociology	2	1.20%
1309: B.S. in Environmental Science	3	1.80%
1310: B.S. in Equine Studies	8	4.79%
2003: Master of Business Administration	2	1.20%
Total	167	100.00%
No Response	38	

Strategic Planning Overview

Strengths and Challenges

Strengths

- 55. Major requirements are clear and reasonable.
- 68. Nearly all of the faculty are knowledgeable in their field.
- 8. The content of the courses within my major is valuable.
- 33. My academic advisor is knowledgeable about requirements in my major.
- 65. Faculty are usually available after class and during office hours.
- 2. The campus staff are caring and helpful.
- 59. This institution shows concern for students as individuals.
- 7. The campus is safe and secure for all students.
- 75. Campus item: Faculty members are clearly interested in my success as a student.
- 25. Faculty are fair and unbiased in their treatment of individual students.
- 77. Campus item: Technology help requests are responded to and resolved in a reasonable amount of time.
- 35. The assessment and course placement procedures are reasonable.
- 45. Students are made to feel welcome on this campus.
- 27. The personnel involved in registration are helpful.
- 10. Administrators are approachable to students.

Challenges

- 16. The instruction in my major field is excellent.
- 34. I am able to register for classes I need with few conflicts.
- 49. There are adequate services to help me decide upon a career.
- 76. Campus item: The way courses are designed and taught helps me learn the material.
- 58. The quality of instruction I receive in most of my classes is excellent.
- 72. On the whole, the campus is well-maintained.
- 66. Tuition paid is a worthwhile investment.
- 12. Financial aid awards are announced to students in time to be helpful in college planning.
- 5. Financial aid counselors are helpful.
- 29. It is an enjoyable experience to be a student on this campus.
- 80. Campus item: My feedback and concerns are addressed and resolved.
- 17. Adequate financial aid is available for most students.
- 79. Campus item: The campus culture feels like an extended, large, caring family.
- 71. Channels for expressing student complaints are readily available.
- 11. Billing policies are reasonable.

Strategic Planning Overview Benchmarks

Higher Satisfaction vs. National Four-Year Privates

- 34. I am able to register for classes I need with few conflicts.
- 59. This institution shows concern for students as individuals.
- 25. Faculty are fair and unbiased in their treatment of individual students.
- 53. Faculty take into consideration student differences as they teach a course.
- 35. The assessment and course placement procedures are reasonable.
- 47. Faculty provide timely feedback about student progress in a course.
- 17. Adequate financial aid is available for most students.
- 27. The personnel involved in registration are helpful.
- 4. Admissions staff are knowledgeable.
- 10. Administrators are approachable to students.
- 71. Channels for expressing student complaints are readily available.

Institutional Summary

Scales: In Order of Importance

Scale	Post University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Instructional Effectiveness	6.26	5.65 / 1.06	0.61	6.39	5.56 / 1.07	0.83	0.09
Academic Advising	6.20	5.72 / 1.29	0.48	6.35	5.58 / 1.28	0.77	0.14
Student Centeredness	6.17	5.62 / 1.19	0.55	6.27	5.46 / 1.20	0.81	0.16
Campus Climate	6.16	5.57 / 1.05	0.59	6.23	5.39 / 1.13	0.84	0.18 *
Recruitment and Financial Aid	6.15	5.43 / 1.23	0.72	6.22	5.20 / 1.25	1.02	0.23 *
Registration Effectiveness	6.14	5.47 / 1.21	0.67	6.19	5.24 / 1.19	0.95	0.23 **
Concern for the Individual	6.12	5.63 / 1.18	0.49	6.23	5.41 / 1.19	0.82	0.22 **
Safety and Security	6.11	5.49 / 1.24	0.62	6.22	5.07 / 1.30	1.15	0.42 ***
Service Excellence	6.08	5.62 / 1.03	0.46	6.08	5.30 / 1.12	0.78	0.32 ***
Campus Support Services	6.05	5.71 / 1.07	0.34	6.04	5.53 / 1.06	0.51	0.18 *
Campus Life	5.92	5.35 / 1.18	0.57	5.85	5.07 / 1.18	0.78	0.28 ***
Responsiveness to Diverse Populations		5.64 / 1.32			5.33 / 1.41		0.31 **

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

National Group Means are based on 260824 records.

Institutional Summary Items: In Order of Importance

Item	Post University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
16. The instruction in my major field is excellent.	6.42	5.67 / 1.38	0.75	6.57	5.68 / 1.37	0.89	-0.01
55. Major requirements are clear and reasonable.	6.40	5.83 / 1.38	0.57	6.43	5.63 / 1.40	0.80	0.20
68. Nearly all of the faculty are knowledgeable in their field.	6.38	5.83 / 1.26	0.55	6.54	5.90 / 1.28	0.64	-0.07
34. I am able to register for classes I need with few conflicts.	6.37	5.61 / 1.50	0.76	6.51	5.18 / 1.73	1.33	0.43 **
8. The content of the courses within my major is valuable.	6.35	5.70 / 1.30	0.65	6.60	5.69 / 1.33	0.91	0.01
49. There are adequate services to help me decide upon a career.	6.35	5.47 / 1.49	0.88	6.28	5.35 / 1.52	0.93	0.12
76. Campus item: The way courses are designed and taught helps me learn the material.	6.35	5.54 / 1.45	0.81				
33. My academic advisor is knowledgeable about requirements in my major.	6.34	5.87 / 1.41	0.47	6.50	5.76 / 1.53	0.74	0.11
65. Faculty are usually available after class and during office hours.	6.34	5.84 / 1.25	0.50	6.32	5.75 / 1.33	0.57	0.09
2. The campus staff are caring and helpful.	6.33	5.74 / 1.37	0.59	6.36	5.61 / 1.34	0.75	0.13
58. The quality of instruction I receive in most of my classes is excellent.	6.33	5.57 / 1.40	0.76	6.51	5.59 / 1.37	0.92	-0.02
59. This institution shows concern for students as individuals.	6.33	5.71 / 1.48	0.62	6.38	5.40 / 1.57	0.98	0.31 *
72. On the whole, the campus is well-maintained.	6.33	5.59 / 1.51	0.74	6.32	5.75 / 1.41	0.57	-0.16
7. The campus is safe and secure for all students.	6.32	5.77 / 1.33	0.55	6.45	5.74 / 1.40	0.71	0.03
91. Financial aid as factor in decision to enroll.	6.31			6.24			
36. Security staff respond quickly in emergencies.	6.29	5.61 / 1.58	0.68	6.38	5.34 / 1.60	1.04	0.27

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

National Group Means are based on 260824 records.

Institutional Summary Items: In Order of Importance

Item	Post University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
41. There is a commitment to academic excellence on this campus.	6.29	5.67 / 1.42	0.62	6.37	5.60 / 1.41	0.77	0.07
66. Tuition paid is a worthwhile investment.	6.29	5.15 / 1.64	1.14	6.47	4.94 / 1.73	1.53	0.21
75. Campus item: Faculty members are clearly interested in my success as a student.	6.29	5.74 / 1.40	0.55				
39. I am able to experience intellectual growth here.	6.27	5.65 / 1.33	0.62	6.49	5.74 / 1.36	0.75	-0.09
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.26	5.29 / 1.66	0.97	6.27	5.13 / 1.63	1.14	0.16
25. Faculty are fair and unbiased in their treatment of individual students.	6.26	5.75 / 1.38	0.51	6.39	5.38 / 1.51	1.01	0.37 **
77. Campus item: Technology help requests are responded to and resolved in a reasonable amount of time.	6.26	5.72 / 1.36	0.54				
5. Financial aid counselors are helpful.	6.25	5.31 / 1.69	0.94	6.25	5.16 / 1.64	1.09	0.15
69. There is a good variety of courses provided on this campus.	6.23	5.61 / 1.42	0.62	6.42	5.51 / 1.49	0.91	0.10
29. It is an enjoyable experience to be a student on this campus.	6.22	5.53 / 1.53	0.69	6.44	5.47 / 1.55	0.97	0.06
53. Faculty take into consideration student differences as they teach a course.	6.22	5.56 / 1.42	0.66	6.21	5.22 / 1.53	0.99	0.34 **
90. Cost as factor in decision to enroll.	6.22			6.11			
35. The assessment and course placement procedures are reasonable.	6.21	5.79 / 1.23	0.42	6.23	5.42 / 1.43	0.81	0.37 ***
47. Faculty provide timely feedback about student progress in a course.	6.20	5.55 / 1.41	0.65	6.35	5.25 / 1.51	1.10	0.30 **

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

National Group Means are based on 260824 records.

Institutional Summary Items: In Order of Importance

Item	Post University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
80. Campus item: My feedback and concerns are addressed and resolved.	6.20	5.28 / 1.64	0.92				
51. This institution has a good reputation within the community.	6.19	5.68 / 1.34	0.51	6.24	5.60 / 1.52	0.64	0.08
17. Adequate financial aid is available for most students.	6.18	5.27 / 1.58	0.91	6.39	4.99 / 1.65	1.40	0.28 *
45. Students are made to feel welcome on this campus.	6.18	5.72 / 1.37	0.46	6.35	5.63 / 1.45	0.72	0.09
81. Campus item: The Honors Program enriches my education academically, culturally, and professionally.	6.18	5.67 / 1.45	0.51				
27. The personnel involved in registration are helpful.	6.17	5.88 / 1.30	0.29	6.21	5.48 / 1.45	0.73	0.40 ***
4. Admissions staff are knowledgeable.	6.16	5.69 / 1.33	0.47	6.18	5.42 / 1.46	0.76	0.27 *
78. Campus item: I see continuous improvements in the campus facilities and the surrounding grounds.	6.16	5.50 / 1.44	0.66				
10. Administrators are approachable to students.	6.15	5.70 / 1.40	0.45	6.05	5.37 / 1.43	0.68	0.33 **
61. Adjunct faculty are competent as classroom instructors.	6.15	5.64 / 1.36	0.51	6.22	5.47 / 1.45	0.75	0.17
79. Campus item: The campus culture feels like an extended, large, caring family.	6.15	5.30 / 1.61	0.85				
3. Faculty care about me as an individual.	6.14	5.58 / 1.44	0.56	6.26	5.56 / 1.39	0.70	0.02
71. Channels for expressing student complaints are readily available.	6.14	5.34 / 1.61	0.80	6.10	4.89 / 1.72	1.21	0.45 **
11. Billing policies are reasonable.	6.13	4.97 / 1.73	1.16	6.14	4.77 / 1.67	1.37	0.20
44. Academic support services adequately meet the needs of students.	6.13	5.53 / 1.39	0.60	6.17	5.43 / 1.42	0.74	0.10

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

National Group Means are based on 260824 records.

Institutional Summary Items: In Order of Importance

Item	Post University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
6. My academic advisor is approachable.	6.10	5.88 / 1.40	0.22	6.41	5.77 / 1.53	0.64	0.11
14. My academic advisor is concerned about my success as an individual.	6.10	5.57 / 1.58	0.53	6.33	5.57 / 1.57	0.76	0.00
19. My academic advisor helps me set goals to work toward.	6.10	5.46 / 1.61	0.64	6.07	5.18 / 1.69	0.89	0.28 *
67. Freedom of expression is protected on campus.	6.10	5.70 / 1.38	0.40	6.26	5.46 / 1.55	0.80	0.24
18. Library resources and services are adequate.	6.09	5.84 / 1.27	0.25	6.08	5.63 / 1.33	0.45	0.21 *
64. New student orientation services help students adjust to college.	6.09	5.47 / 1.46	0.62	6.04	5.33 / 1.57	0.71	0.14
73. Student activities fees are put to good use.	6.09	5.18 / 1.66	0.91	6.11	4.82 / 1.70	1.29	0.36 *
26. Computer labs are adequate and accessible.	6.08	5.78 / 1.23	0.30	6.20	5.49 / 1.53	0.71	0.29 *
43. Admissions counselors respond to prospective students' unique needs and requests.	6.08	5.45 / 1.49	0.63	6.05	5.37 / 1.48	0.68	0.08
50. Class change (drop/add) policies are reasonable.	6.08	5.27 / 1.67	0.81	6.13	5.48 / 1.51	0.65	-0.21
62. There is a strong commitment to racial harmony on this campus.	6.08	5.81 / 1.21	0.27	6.08	5.57 / 1.46	0.51	0.24 *
82. Campus item: I receive the expected support as a student athlete.	6.08	5.36 / 1.54	0.72				
83. Campus item: I have ample extra-curricular activity options to engage in during my free time.	6.08	5.41 / 1.63	0.67				
22. Counseling staff care about students as individuals.	6.07	5.74 / 1.42	0.33	6.12	5.33 / 1.51	0.79	0.41 ***
57. I seldom get the "run-around" when seeking information on this campus.	6.07	5.27 / 1.69	0.80	6.12	4.93 / 1.75	1.19	0.34 *

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

National Group Means are based on 260824 records.

Institutional Summary

Items: In Order of Importance

Item	Post University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
32. Tutoring services are readily available.	6.06	5.65 / 1.39	0.41	6.02	5.61 / 1.43	0.41	0.04
37. I feel a sense of pride about my campus.	6.06	5.37 / 1.53	0.69	5.95	5.26 / 1.64	0.69	0.11
70. Graduate teaching assistants are competent as classroom instructors.	6.06	5.49 / 1.42	0.57	6.05	5.36 / 1.45	0.69	0.13
38. There is an adequate selection of food available in the cafeteria.	6.05	4.41 / 1.96	1.64	6.08	4.30 / 1.93	1.78	0.11
92. Academic reputation as factor in decision to enroll.	6.05			6.15			
60. I generally know what's happening on campus.	6.03	5.52 / 1.49	0.51	5.97	5.22 / 1.57	0.75	0.30 *
74. Campus item: I feel that I am a part of the University community and am kept current on University events.	6.03	5.49 / 1.41	0.54				
15. The staff in the health services area are competent.	6.01	5.41 / 1.65	0.60	6.02	5.15 / 1.61	0.87	0.26 *
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.01	4.89 / 1.72	1.12	6.14	4.80 / 1.73	1.34	0.09
63. Student disciplinary procedures are fair.	6.01	5.50 / 1.51	0.51	6.15	5.32 / 1.57	0.83	0.18
31. Males and females have equal opportunities to participate in intercollegiate athletics.	6.00	5.86 / 1.22	0.14	5.70	5.53 / 1.53	0.17	0.33 *
20. The business office is open during hours which are convenient for most students.	5.97	5.61 / 1.32	0.36	5.95	5.29 / 1.47	0.66	0.32 **
98. Personalized attention prior to enrollment as factor in decision to enroll.	5.96			5.70			
52. The student center is a comfortable place for students to spend their leisure time.	5.95	5.68 / 1.29	0.27	5.91	5.21 / 1.65	0.70	0.47 ***

* Difference statistically significant at the .05 level

** Difference statistically significant at the .01 level

*** Difference statistically significant at the .001 level

National Group Means are based on 260824 records.

Institutional Summary Items: In Order of Importance

Item	Post University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
48. Admissions counselors accurately portray the campus in their recruiting practices.	5.94	5.54 / 1.50	0.40	6.14	5.17 / 1.64	0.97	0.37 **
28. Parking lots are well-lighted and secure.	5.93	5.32 / 1.53	0.61	6.04	5.16 / 1.64	0.88	0.16
56. The student handbook provides helpful information about campus life.	5.92	5.69 / 1.40	0.23	5.67	5.26 / 1.50	0.41	0.43 ***
21. The amount of student parking space on campus is adequate.	5.91	5.27 / 1.72	0.64	5.98	4.01 / 2.08	1.97	1.26 ***
40. Residence hall regulations are reasonable.	5.90	5.49 / 1.42	0.41	5.94	5.00 / 1.70	0.94	0.49 **
54. Bookstore staff are helpful.	5.86	5.69 / 1.43	0.17	5.81	5.52 / 1.48	0.29	0.17
97. Campus appearance as factor in decision to enroll.	5.85			5.52			
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.84	5.42 / 1.52	0.42	5.29	4.55 / 1.82	0.74	0.87 ***
1. Most students feel a sense of belonging here.	5.82	5.34 / 1.42	0.48	6.03	5.27 / 1.46	0.76	0.07
46. I can easily get involved in campus organizations.	5.79	5.50 / 1.47	0.29	5.94	5.43 / 1.51	0.51	0.07
93. Size of institution as factor in decision to enroll.	5.79			5.47			
13. Library staff are helpful and approachable.	5.78	5.92 / 1.20	-0.14	5.74	5.70 / 1.33	0.04	0.22 *
42. There are a sufficient number of weekend activities for students.	5.78	5.11 / 1.53	0.67	5.56	4.72 / 1.75	0.84	0.39 **
96. Geographic setting as factor in decision to enroll.	5.74			5.51			
30. Residence hall staff are concerned about me as an individual.	5.71	5.33 / 1.56	0.38	5.83	5.13 / 1.66	0.70	0.20
9. A variety of intramural activities are offered.	5.56	5.01 / 1.64	0.55	5.15	5.10 / 1.56	0.05	-0.09

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

National Group Means are based on 260824 records.

Institutional Summary
Items: In Order of Importance

Item	Post University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
94. Opportunity to play sports as factor in decision to enroll.	5.49			3.79			
95. Recommendations from family/friends as factor in decision to enroll.	5.08			4.92			
84. Institution's commitment to part-time students?		5.42 / 1.54			5.30 / 1.50		0.12
85. Institution's commitment to evening students?		5.56 / 1.45			5.30 / 1.52		0.26
86. Institution's commitment to older, returning learners?		5.67 / 1.49			5.43 / 1.47		0.24
87. Institution's commitment to under-represented populations?		5.66 / 1.37			5.33 / 1.52		0.33 *
88. Institution's commitment to commuters?		5.73 / 1.42			5.15 / 1.66		0.58 ***
89. Institution's commitment to students with disabilities?		5.74 / 1.53			5.51 / 1.50		0.23

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

National Group Means are based on 260824 records.

Institutional Summary

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

Scale/Item	Post University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC ADVISING	6.20	5.72 / 1.29	0.48	6.35	5.58 / 1.28	0.77	0.14
6. My academic advisor is approachable.	6.10	5.88 / 1.40	0.22	6.41	5.77 / 1.53	0.64	0.11
14. My academic advisor is concerned about my success as an individual.	6.10	5.57 / 1.58	0.53	6.33	5.57 / 1.57	0.76	0.00
19. My academic advisor helps me set goals to work toward.	6.10	5.46 / 1.61	0.64	6.07	5.18 / 1.69	0.89	0.28 *
33. My academic advisor is knowledgeable about requirements in my major.	6.34	5.87 / 1.41	0.47	6.50	5.76 / 1.53	0.74	0.11
55. Major requirements are clear and reasonable.	6.40	5.83 / 1.38	0.57	6.43	5.63 / 1.40	0.80	0.20

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

National Group Means are based on 260824 records.

Institutional Summary

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

Scale/Item	Post University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS CLIMATE	6.16	5.57 / 1.05	0.59	6.23	5.39 / 1.13	0.84	0.18 *
1. Most students feel a sense of belonging here.	5.82	5.34 / 1.42	0.48	6.03	5.27 / 1.46	0.76	0.07
2. The campus staff are caring and helpful.	6.33	5.74 / 1.37	0.59	6.36	5.61 / 1.34	0.75	0.13
3. Faculty care about me as an individual.	6.14	5.58 / 1.44	0.56	6.26	5.56 / 1.39	0.70	0.02
7. The campus is safe and secure for all students.	6.32	5.77 / 1.33	0.55	6.45	5.74 / 1.40	0.71	0.03
10. Administrators are approachable to students.	6.15	5.70 / 1.40	0.45	6.05	5.37 / 1.43	0.68	0.33 **
29. It is an enjoyable experience to be a student on this campus.	6.22	5.53 / 1.53	0.69	6.44	5.47 / 1.55	0.97	0.06
37. I feel a sense of pride about my campus.	6.06	5.37 / 1.53	0.69	5.95	5.26 / 1.64	0.69	0.11
41. There is a commitment to academic excellence on this campus.	6.29	5.67 / 1.42	0.62	6.37	5.60 / 1.41	0.77	0.07
45. Students are made to feel welcome on this campus.	6.18	5.72 / 1.37	0.46	6.35	5.63 / 1.45	0.72	0.09
51. This institution has a good reputation within the community.	6.19	5.68 / 1.34	0.51	6.24	5.60 / 1.52	0.64	0.08
57. I seldom get the "run-around" when seeking information on this campus.	6.07	5.27 / 1.69	0.80	6.12	4.93 / 1.75	1.19	0.34 *
59. This institution shows concern for students as individuals.	6.33	5.71 / 1.48	0.62	6.38	5.40 / 1.57	0.98	0.31 *
60. I generally know what's happening on campus.	6.03	5.52 / 1.49	0.51	5.97	5.22 / 1.57	0.75	0.30 *
62. There is a strong commitment to racial harmony on this campus.	6.08	5.81 / 1.21	0.27	6.08	5.57 / 1.46	0.51	0.24 *
66. Tuition paid is a worthwhile investment.	6.29	5.15 / 1.64	1.14	6.47	4.94 / 1.73	1.53	0.21

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

National Group Means are based on 260824 records.

Institutional Summary

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

Scale/Item	Post University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
67. Freedom of expression is protected on campus.	6.10	5.70 / 1.38	0.40	6.26	5.46 / 1.55	0.80	0.24
71. Channels for expressing student complaints are readily available.	6.14	5.34 / 1.61	0.80	6.10	4.89 / 1.72	1.21	0.45 **

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

National Group Means are based on 260824 records.

Institutional Summary

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

Scale/Item	Post University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS LIFE	5.92	5.35 / 1.18	0.57	5.85	5.07 / 1.18	0.78	0.28 ***
9. A variety of intramural activities are offered.	5.56	5.01 / 1.64	0.55	5.15	5.10 / 1.56	0.05	-0.09
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.01	4.89 / 1.72	1.12	6.14	4.80 / 1.73	1.34	0.09
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.84	5.42 / 1.52	0.42	5.29	4.55 / 1.82	0.74	0.87 ***
30. Residence hall staff are concerned about me as an individual.	5.71	5.33 / 1.56	0.38	5.83	5.13 / 1.66	0.70	0.20
31. Males and females have equal opportunities to participate in intercollegiate athletics.	6.00	5.86 / 1.22	0.14	5.70	5.53 / 1.53	0.17	0.33 *
38. There is an adequate selection of food available in the cafeteria.	6.05	4.41 / 1.96	1.64	6.08	4.30 / 1.93	1.78	0.11
40. Residence hall regulations are reasonable.	5.90	5.49 / 1.42	0.41	5.94	5.00 / 1.70	0.94	0.49 **
42. There are a sufficient number of weekend activities for students.	5.78	5.11 / 1.53	0.67	5.56	4.72 / 1.75	0.84	0.39 **
46. I can easily get involved in campus organizations.	5.79	5.50 / 1.47	0.29	5.94	5.43 / 1.51	0.51	0.07
52. The student center is a comfortable place for students to spend their leisure time.	5.95	5.68 / 1.29	0.27	5.91	5.21 / 1.65	0.70	0.47 ***
56. The student handbook provides helpful information about campus life.	5.92	5.69 / 1.40	0.23	5.67	5.26 / 1.50	0.41	0.43 ***
63. Student disciplinary procedures are fair.	6.01	5.50 / 1.51	0.51	6.15	5.32 / 1.57	0.83	0.18
64. New student orientation services help students adjust to college.	6.09	5.47 / 1.46	0.62	6.04	5.33 / 1.57	0.71	0.14

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

National Group Means are based on 260824 records.

Institutional Summary

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

Scale/Item	Post University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
67. Freedom of expression is protected on campus.	6.10	5.70 / 1.38	0.40	6.26	5.46 / 1.55	0.80	0.24
73. Student activities fees are put to good use.	6.09	5.18 / 1.66	0.91	6.11	4.82 / 1.70	1.29	0.36 *

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

National Group Means are based on 260824 records.

Institutional Summary

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

Scale/Item	Post University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS SUPPORT SERVICES	6.05	5.71 / 1.07	0.34	6.04	5.53 / 1.06	0.51	0.18 *
13. Library staff are helpful and approachable.	5.78	5.92 / 1.20	-0.14	5.74	5.70 / 1.33	0.04	0.22 *
18. Library resources and services are adequate.	6.09	5.84 / 1.27	0.25	6.08	5.63 / 1.33	0.45	0.21 *
26. Computer labs are adequate and accessible.	6.08	5.78 / 1.23	0.30	6.20	5.49 / 1.53	0.71	0.29 *
32. Tutoring services are readily available.	6.06	5.65 / 1.39	0.41	6.02	5.61 / 1.43	0.41	0.04
44. Academic support services adequately meet the needs of students.	6.13	5.53 / 1.39	0.60	6.17	5.43 / 1.42	0.74	0.10
49. There are adequate services to help me decide upon a career.	6.35	5.47 / 1.49	0.88	6.28	5.35 / 1.52	0.93	0.12
54. Bookstore staff are helpful.	5.86	5.69 / 1.43	0.17	5.81	5.52 / 1.48	0.29	0.17

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

National Group Means are based on 260824 records.

Institutional Summary

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

Scale/Item	Post University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CONCERN FOR THE INDIVIDUAL	6.12	5.63 / 1.18	0.49	6.23	5.41 / 1.19	0.82	0.22 **
3. Faculty care about me as an individual.	6.14	5.58 / 1.44	0.56	6.26	5.56 / 1.39	0.70	0.02
14. My academic advisor is concerned about my success as an individual.	6.10	5.57 / 1.58	0.53	6.33	5.57 / 1.57	0.76	0.00
22. Counseling staff care about students as individuals.	6.07	5.74 / 1.42	0.33	6.12	5.33 / 1.51	0.79	0.41 ***
25. Faculty are fair and unbiased in their treatment of individual students.	6.26	5.75 / 1.38	0.51	6.39	5.38 / 1.51	1.01	0.37 **
30. Residence hall staff are concerned about me as an individual.	5.71	5.33 / 1.56	0.38	5.83	5.13 / 1.66	0.70	0.20
59. This institution shows concern for students as individuals.	6.33	5.71 / 1.48	0.62	6.38	5.40 / 1.57	0.98	0.31 *

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

National Group Means are based on 260824 records.

Institutional Summary

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

Scale/Item	Post University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTRUCTIONAL EFFECTIVENESS	6.26	5.65 / 1.06	0.61	6.39	5.56 / 1.07	0.83	0.09
3. Faculty care about me as an individual.	6.14	5.58 / 1.44	0.56	6.26	5.56 / 1.39	0.70	0.02
8. The content of the courses within my major is valuable.	6.35	5.70 / 1.30	0.65	6.60	5.69 / 1.33	0.91	0.01
16. The instruction in my major field is excellent.	6.42	5.67 / 1.38	0.75	6.57	5.68 / 1.37	0.89	-0.01
25. Faculty are fair and unbiased in their treatment of individual students.	6.26	5.75 / 1.38	0.51	6.39	5.38 / 1.51	1.01	0.37 **
39. I am able to experience intellectual growth here.	6.27	5.65 / 1.33	0.62	6.49	5.74 / 1.36	0.75	-0.09
41. There is a commitment to academic excellence on this campus.	6.29	5.67 / 1.42	0.62	6.37	5.60 / 1.41	0.77	0.07
47. Faculty provide timely feedback about student progress in a course.	6.20	5.55 / 1.41	0.65	6.35	5.25 / 1.51	1.10	0.30 **
53. Faculty take into consideration student differences as they teach a course.	6.22	5.56 / 1.42	0.66	6.21	5.22 / 1.53	0.99	0.34 **
58. The quality of instruction I receive in most of my classes is excellent.	6.33	5.57 / 1.40	0.76	6.51	5.59 / 1.37	0.92	-0.02
61. Adjunct faculty are competent as classroom instructors.	6.15	5.64 / 1.36	0.51	6.22	5.47 / 1.45	0.75	0.17
65. Faculty are usually available after class and during office hours.	6.34	5.84 / 1.25	0.50	6.32	5.75 / 1.33	0.57	0.09
68. Nearly all of the faculty are knowledgeable in their field.	6.38	5.83 / 1.26	0.55	6.54	5.90 / 1.28	0.64	-0.07
69. There is a good variety of courses provided on this campus.	6.23	5.61 / 1.42	0.62	6.42	5.51 / 1.49	0.91	0.10
70. Graduate teaching assistants are competent as classroom instructors.	6.06	5.49 / 1.42	0.57	6.05	5.36 / 1.45	0.69	0.13

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

National Group Means are based on 260824 records.

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Recruitment and Financial Aid

Scale/Item	Post University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
RECRUITMENT AND FINANCIAL AID	6.15	5.43 / 1.23	0.72	6.22	5.20 / 1.25	1.02	0.23 *
4. Admissions staff are knowledgeable.	6.16	5.69 / 1.33	0.47	6.18	5.42 / 1.46	0.76	0.27 *
5. Financial aid counselors are helpful.	6.25	5.31 / 1.69	0.94	6.25	5.16 / 1.64	1.09	0.15
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.26	5.29 / 1.66	0.97	6.27	5.13 / 1.63	1.14	0.16
17. Adequate financial aid is available for most students.	6.18	5.27 / 1.58	0.91	6.39	4.99 / 1.65	1.40	0.28 *
43. Admissions counselors respond to prospective students' unique needs and requests.	6.08	5.45 / 1.49	0.63	6.05	5.37 / 1.48	0.68	0.08
48. Admissions counselors accurately portray the campus in their recruiting practices.	5.94	5.54 / 1.50	0.40	6.14	5.17 / 1.64	0.97	0.37 **

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

National Group Means are based on 260824 records.

Institutional Summary

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

Scale/Item	Post University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
REGISTRATION EFFECTIVENESS	6.14	5.47 / 1.21	0.67	6.19	5.24 / 1.19	0.95	0.23 **
11. Billing policies are reasonable.	6.13	4.97 / 1.73	1.16	6.14	4.77 / 1.67	1.37	0.20
20. The business office is open during hours which are convenient for most students.	5.97	5.61 / 1.32	0.36	5.95	5.29 / 1.47	0.66	0.32 **
27. The personnel involved in registration are helpful.	6.17	5.88 / 1.30	0.29	6.21	5.48 / 1.45	0.73	0.40 ***
34. I am able to register for classes I need with few conflicts.	6.37	5.61 / 1.50	0.76	6.51	5.18 / 1.73	1.33	0.43 **
50. Class change (drop/add) policies are reasonable.	6.08	5.27 / 1.67	0.81	6.13	5.48 / 1.51	0.65	-0.21

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

National Group Means are based on 260824 records.

Institutional Summary

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

Scale/Item	Post University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
RESPONSIVENESS TO DIVERSE POPULATIONS		5.64 / 1.32			5.33 / 1.41		0.31 **
84. Institution's commitment to part-time students?		5.42 / 1.54			5.30 / 1.50		0.12
85. Institution's commitment to evening students?		5.56 / 1.45			5.30 / 1.52		0.26
86. Institution's commitment to older, returning learners?		5.67 / 1.49			5.43 / 1.47		0.24
87. Institution's commitment to under-represented populations?		5.66 / 1.37			5.33 / 1.52		0.33 *
88. Institution's commitment to commuters?		5.73 / 1.42			5.15 / 1.66		0.58 ***
89. Institution's commitment to students with disabilities?		5.74 / 1.53			5.51 / 1.50		0.23

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

National Group Means are based on 260824 records.

Institutional Summary

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

Scale/Item	Post University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SAFETY AND SECURITY	6.11	5.49 / 1.24	0.62	6.22	5.07 / 1.30	1.15	0.42 ***
7. The campus is safe and secure for all students.	6.32	5.77 / 1.33	0.55	6.45	5.74 / 1.40	0.71	0.03
21. The amount of student parking space on campus is adequate.	5.91	5.27 / 1.72	0.64	5.98	4.01 / 2.08	1.97	1.26 ***
28. Parking lots are well-lighted and secure.	5.93	5.32 / 1.53	0.61	6.04	5.16 / 1.64	0.88	0.16
36. Security staff respond quickly in emergencies.	6.29	5.61 / 1.58	0.68	6.38	5.34 / 1.60	1.04	0.27

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

National Group Means are based on 260824 records.

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Service Excellence

Scale/Item	Post University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SERVICE EXCELLENCE	6.08	5.62 / 1.03	0.46	6.08	5.30 / 1.12	0.78	0.32 ***
2. The campus staff are caring and helpful.	6.33	5.74 / 1.37	0.59	6.36	5.61 / 1.34	0.75	0.13
13. Library staff are helpful and approachable.	5.78	5.92 / 1.20	-0.14	5.74	5.70 / 1.33	0.04	0.22 *
15. The staff in the health services area are competent.	6.01	5.41 / 1.65	0.60	6.02	5.15 / 1.61	0.87	0.26 *
22. Counseling staff care about students as individuals.	6.07	5.74 / 1.42	0.33	6.12	5.33 / 1.51	0.79	0.41 ***
27. The personnel involved in registration are helpful.	6.17	5.88 / 1.30	0.29	6.21	5.48 / 1.45	0.73	0.40 ***
57. I seldom get the "run-around" when seeking information on this campus.	6.07	5.27 / 1.69	0.80	6.12	4.93 / 1.75	1.19	0.34 *
60. I generally know what's happening on campus.	6.03	5.52 / 1.49	0.51	5.97	5.22 / 1.57	0.75	0.30 *
71. Channels for expressing student complaints are readily available.	6.14	5.34 / 1.61	0.80	6.10	4.89 / 1.72	1.21	0.45 **

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

National Group Means are based on 260824 records.

Institutional Summary

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

Scale/Item	Post University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
STUDENT CENTEREDNESS	6.17	5.62 / 1.19	0.55	6.27	5.46 / 1.20	0.81	0.16
1. Most students feel a sense of belonging here.	5.82	5.34 / 1.42	0.48	6.03	5.27 / 1.46	0.76	0.07
2. The campus staff are caring and helpful.	6.33	5.74 / 1.37	0.59	6.36	5.61 / 1.34	0.75	0.13
10. Administrators are approachable to students.	6.15	5.70 / 1.40	0.45	6.05	5.37 / 1.43	0.68	0.33 **
29. It is an enjoyable experience to be a student on this campus.	6.22	5.53 / 1.53	0.69	6.44	5.47 / 1.55	0.97	0.06
45. Students are made to feel welcome on this campus.	6.18	5.72 / 1.37	0.46	6.35	5.63 / 1.45	0.72	0.09
59. This institution shows concern for students as individuals.	6.33	5.71 / 1.48	0.62	6.38	5.40 / 1.57	0.98	0.31 *

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

National Group Means are based on 260824 records.

Institutional Summary

Items: In Sequential Order

Item	Post University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. Most students feel a sense of belonging here.	5.82	5.34 / 1.42	0.48	6.03	5.27 / 1.46	0.76	0.07
2. The campus staff are caring and helpful.	6.33	5.74 / 1.37	0.59	6.36	5.61 / 1.34	0.75	0.13
3. Faculty care about me as an individual.	6.14	5.58 / 1.44	0.56	6.26	5.56 / 1.39	0.70	0.02
4. Admissions staff are knowledgeable.	6.16	5.69 / 1.33	0.47	6.18	5.42 / 1.46	0.76	0.27 *
5. Financial aid counselors are helpful.	6.25	5.31 / 1.69	0.94	6.25	5.16 / 1.64	1.09	0.15
6. My academic advisor is approachable.	6.10	5.88 / 1.40	0.22	6.41	5.77 / 1.53	0.64	0.11
7. The campus is safe and secure for all students.	6.32	5.77 / 1.33	0.55	6.45	5.74 / 1.40	0.71	0.03
8. The content of the courses within my major is valuable.	6.35	5.70 / 1.30	0.65	6.60	5.69 / 1.33	0.91	0.01
9. A variety of intramural activities are offered.	5.56	5.01 / 1.64	0.55	5.15	5.10 / 1.56	0.05	-0.09
10. Administrators are approachable to students.	6.15	5.70 / 1.40	0.45	6.05	5.37 / 1.43	0.68	0.33 **
11. Billing policies are reasonable.	6.13	4.97 / 1.73	1.16	6.14	4.77 / 1.67	1.37	0.20
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.26	5.29 / 1.66	0.97	6.27	5.13 / 1.63	1.14	0.16
13. Library staff are helpful and approachable.	5.78	5.92 / 1.20	-0.14	5.74	5.70 / 1.33	0.04	0.22 *
14. My academic advisor is concerned about my success as an individual.	6.10	5.57 / 1.58	0.53	6.33	5.57 / 1.57	0.76	0.00
15. The staff in the health services area are competent.	6.01	5.41 / 1.65	0.60	6.02	5.15 / 1.61	0.87	0.26 *
16. The instruction in my major field is excellent.	6.42	5.67 / 1.38	0.75	6.57	5.68 / 1.37	0.89	-0.01

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

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Institutional Summary

Items: In Sequential Order

Item	Post University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
17. Adequate financial aid is available for most students.	6.18	5.27 / 1.58	0.91	6.39	4.99 / 1.65	1.40	0.28 *
18. Library resources and services are adequate.	6.09	5.84 / 1.27	0.25	6.08	5.63 / 1.33	0.45	0.21 *
19. My academic advisor helps me set goals to work toward.	6.10	5.46 / 1.61	0.64	6.07	5.18 / 1.69	0.89	0.28 *
20. The business office is open during hours which are convenient for most students.	5.97	5.61 / 1.32	0.36	5.95	5.29 / 1.47	0.66	0.32 **
21. The amount of student parking space on campus is adequate.	5.91	5.27 / 1.72	0.64	5.98	4.01 / 2.08	1.97	1.26 ***
22. Counseling staff care about students as individuals.	6.07	5.74 / 1.42	0.33	6.12	5.33 / 1.51	0.79	0.41 ***
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.01	4.89 / 1.72	1.12	6.14	4.80 / 1.73	1.34	0.09
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.84	5.42 / 1.52	0.42	5.29	4.55 / 1.82	0.74	0.87 ***
25. Faculty are fair and unbiased in their treatment of individual students.	6.26	5.75 / 1.38	0.51	6.39	5.38 / 1.51	1.01	0.37 **
26. Computer labs are adequate and accessible.	6.08	5.78 / 1.23	0.30	6.20	5.49 / 1.53	0.71	0.29 *
27. The personnel involved in registration are helpful.	6.17	5.88 / 1.30	0.29	6.21	5.48 / 1.45	0.73	0.40 ***
28. Parking lots are well-lighted and secure.	5.93	5.32 / 1.53	0.61	6.04	5.16 / 1.64	0.88	0.16
29. It is an enjoyable experience to be a student on this campus.	6.22	5.53 / 1.53	0.69	6.44	5.47 / 1.55	0.97	0.06
30. Residence hall staff are concerned about me as an individual.	5.71	5.33 / 1.56	0.38	5.83	5.13 / 1.66	0.70	0.20
31. Males and females have equal opportunities to participate in intercollegiate athletics.	6.00	5.86 / 1.22	0.14	5.70	5.53 / 1.53	0.17	0.33 *

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National Group Means are based on 260824 records.

Institutional Summary

Items: In Sequential Order

Item	Post University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
32. Tutoring services are readily available.	6.06	5.65 / 1.39	0.41	6.02	5.61 / 1.43	0.41	0.04
33. My academic advisor is knowledgeable about requirements in my major.	6.34	5.87 / 1.41	0.47	6.50	5.76 / 1.53	0.74	0.11
34. I am able to register for classes I need with few conflicts.	6.37	5.61 / 1.50	0.76	6.51	5.18 / 1.73	1.33	0.43 **
35. The assessment and course placement procedures are reasonable.	6.21	5.79 / 1.23	0.42	6.23	5.42 / 1.43	0.81	0.37 ***
36. Security staff respond quickly in emergencies.	6.29	5.61 / 1.58	0.68	6.38	5.34 / 1.60	1.04	0.27
37. I feel a sense of pride about my campus.	6.06	5.37 / 1.53	0.69	5.95	5.26 / 1.64	0.69	0.11
38. There is an adequate selection of food available in the cafeteria.	6.05	4.41 / 1.96	1.64	6.08	4.30 / 1.93	1.78	0.11
39. I am able to experience intellectual growth here.	6.27	5.65 / 1.33	0.62	6.49	5.74 / 1.36	0.75	-0.09
40. Residence hall regulations are reasonable.	5.90	5.49 / 1.42	0.41	5.94	5.00 / 1.70	0.94	0.49 **
41. There is a commitment to academic excellence on this campus.	6.29	5.67 / 1.42	0.62	6.37	5.60 / 1.41	0.77	0.07
42. There are a sufficient number of weekend activities for students.	5.78	5.11 / 1.53	0.67	5.56	4.72 / 1.75	0.84	0.39 **
43. Admissions counselors respond to prospective students' unique needs and requests.	6.08	5.45 / 1.49	0.63	6.05	5.37 / 1.48	0.68	0.08
44. Academic support services adequately meet the needs of students.	6.13	5.53 / 1.39	0.60	6.17	5.43 / 1.42	0.74	0.10
45. Students are made to feel welcome on this campus.	6.18	5.72 / 1.37	0.46	6.35	5.63 / 1.45	0.72	0.09
46. I can easily get involved in campus organizations.	5.79	5.50 / 1.47	0.29	5.94	5.43 / 1.51	0.51	0.07

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Institutional Summary

Items: In Sequential Order

Item	Post University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
47. Faculty provide timely feedback about student progress in a course.	6.20	5.55 / 1.41	0.65	6.35	5.25 / 1.51	1.10	0.30 **
48. Admissions counselors accurately portray the campus in their recruiting practices.	5.94	5.54 / 1.50	0.40	6.14	5.17 / 1.64	0.97	0.37 **
49. There are adequate services to help me decide upon a career.	6.35	5.47 / 1.49	0.88	6.28	5.35 / 1.52	0.93	0.12
50. Class change (drop/add) policies are reasonable.	6.08	5.27 / 1.67	0.81	6.13	5.48 / 1.51	0.65	-0.21
51. This institution has a good reputation within the community.	6.19	5.68 / 1.34	0.51	6.24	5.60 / 1.52	0.64	0.08
52. The student center is a comfortable place for students to spend their leisure time.	5.95	5.68 / 1.29	0.27	5.91	5.21 / 1.65	0.70	0.47 ***
53. Faculty take into consideration student differences as they teach a course.	6.22	5.56 / 1.42	0.66	6.21	5.22 / 1.53	0.99	0.34 **
54. Bookstore staff are helpful.	5.86	5.69 / 1.43	0.17	5.81	5.52 / 1.48	0.29	0.17
55. Major requirements are clear and reasonable.	6.40	5.83 / 1.38	0.57	6.43	5.63 / 1.40	0.80	0.20
56. The student handbook provides helpful information about campus life.	5.92	5.69 / 1.40	0.23	5.67	5.26 / 1.50	0.41	0.43 ***
57. I seldom get the "run-around" when seeking information on this campus.	6.07	5.27 / 1.69	0.80	6.12	4.93 / 1.75	1.19	0.34 *
58. The quality of instruction I receive in most of my classes is excellent.	6.33	5.57 / 1.40	0.76	6.51	5.59 / 1.37	0.92	-0.02
59. This institution shows concern for students as individuals.	6.33	5.71 / 1.48	0.62	6.38	5.40 / 1.57	0.98	0.31 *
60. I generally know what's happening on campus.	6.03	5.52 / 1.49	0.51	5.97	5.22 / 1.57	0.75	0.30 *
61. Adjunct faculty are competent as classroom instructors.	6.15	5.64 / 1.36	0.51	6.22	5.47 / 1.45	0.75	0.17

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Institutional Summary

Items: In Sequential Order

Item	Post University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
62. There is a strong commitment to racial harmony on this campus.	6.08	5.81 / 1.21	0.27	6.08	5.57 / 1.46	0.51	0.24 *
63. Student disciplinary procedures are fair.	6.01	5.50 / 1.51	0.51	6.15	5.32 / 1.57	0.83	0.18
64. New student orientation services help students adjust to college.	6.09	5.47 / 1.46	0.62	6.04	5.33 / 1.57	0.71	0.14
65. Faculty are usually available after class and during office hours.	6.34	5.84 / 1.25	0.50	6.32	5.75 / 1.33	0.57	0.09
66. Tuition paid is a worthwhile investment.	6.29	5.15 / 1.64	1.14	6.47	4.94 / 1.73	1.53	0.21
67. Freedom of expression is protected on campus.	6.10	5.70 / 1.38	0.40	6.26	5.46 / 1.55	0.80	0.24
68. Nearly all of the faculty are knowledgeable in their field.	6.38	5.83 / 1.26	0.55	6.54	5.90 / 1.28	0.64	-0.07
69. There is a good variety of courses provided on this campus.	6.23	5.61 / 1.42	0.62	6.42	5.51 / 1.49	0.91	0.10
70. Graduate teaching assistants are competent as classroom instructors.	6.06	5.49 / 1.42	0.57	6.05	5.36 / 1.45	0.69	0.13
71. Channels for expressing student complaints are readily available.	6.14	5.34 / 1.61	0.80	6.10	4.89 / 1.72	1.21	0.45 **
72. On the whole, the campus is well-maintained.	6.33	5.59 / 1.51	0.74	6.32	5.75 / 1.41	0.57	-0.16
73. Student activities fees are put to good use.	6.09	5.18 / 1.66	0.91	6.11	4.82 / 1.70	1.29	0.36 *
74. Campus item: I feel that I am a part of the University community and am kept current on University events.	6.03	5.49 / 1.41	0.54				
75. Campus item: Faculty members are clearly interested in my success as a student.	6.29	5.74 / 1.40	0.55				

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Institutional Summary

Items: In Sequential Order

Item	Post University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
76. Campus item: The way courses are designed and taught helps me learn the material.	6.35	5.54 / 1.45	0.81				
77. Campus item: Technology help requests are responded to and resolved in a reasonable amount of time.	6.26	5.72 / 1.36	0.54				
78. Campus item: I see continuous improvements in the campus facilities and the surrounding grounds.	6.16	5.50 / 1.44	0.66				
79. Campus item: The campus culture feels like an extended, large, caring family.	6.15	5.30 / 1.61	0.85				
80. Campus item: My feedback and concerns are addressed and resolved.	6.20	5.28 / 1.64	0.92				
81. Campus item: The Honors Program enriches my education academically, culturally, and professionally.	6.18	5.67 / 1.45	0.51				
82. Campus item: I receive the expected support as a student athlete.	6.08	5.36 / 1.54	0.72				
83. Campus item: I have ample extra-curricular activity options to engage in during my free time.	6.08	5.41 / 1.63	0.67				
84. Institution's commitment to part-time students?		5.42 / 1.54			5.30 / 1.50		0.12
85. Institution's commitment to evening students?		5.56 / 1.45			5.30 / 1.52		0.26
86. Institution's commitment to older, returning learners?		5.67 / 1.49			5.43 / 1.47		0.24
87. Institution's commitment to under-represented populations?		5.66 / 1.37			5.33 / 1.52		0.33 *
88. Institution's commitment to commuters?		5.73 / 1.42			5.15 / 1.66		0.58 ***
89. Institution's commitment to students with disabilities?		5.74 / 1.53			5.51 / 1.50		0.23

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Institutional Summary
Items: In Sequential Order

Item	Post University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
90. Cost as factor in decision to enroll.	6.22			6.11			
91. Financial aid as factor in decision to enroll.	6.31			6.24			
92. Academic reputation as factor in decision to enroll.	6.05			6.15			
93. Size of institution as factor in decision to enroll.	5.79			5.47			
94. Opportunity to play sports as factor in decision to enroll.	5.49			3.79			
95. Recommendations from family/friends as factor in decision to enroll.	5.08			4.92			
96. Geographic setting as factor in decision to enroll.	5.74			5.51			
97. Campus appearance as factor in decision to enroll.	5.85			5.52			
98. Personalized attention prior to enrollment as factor in decision to enroll.	5.96			5.70			

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Institutional Summary

Summary Items

Summary Item	Post University - SSI	National Four-Year Privates	Mean Difference
So far, how has your college experience met your expectations? 1=Much worse than expected 2=Quite a bit worse than I expected 3=Worse than I expected 4=About what I expected 5=Better than I expected 6=Quite a bit better than I expected 7=Much better than expected	Average: 4.55 3% 3% 9% 34% 27% 10% 11%	Average: 4.64 2% 2% 11% 31% 25% 13% 12%	-0.09
Rate your overall satisfaction with your experience here thus far. 1=Not satisfied at all 2=Not very satisfied 3=Somewhat dissatisfied 4=Neutral 5=Somewhat satisfied 6=Satisfied 7=Very satisfied	Average: 5.23 1% 4% 7% 12% 18% 39% 15%	Average: 5.29 1% 4% 8% 10% 17% 37% 19%	-0.06
All in all, if you had to do it over, would you enroll here again? 1=Definitely not 2=Probably not 3=Maybe not 4=I don't know 5=Maybe yes 6=Probably yes 7=Definitely yes	Average: 4.98 6% 8% 5% 12% 16% 28% 21%	Average: 5.21 4% 7% 6% 10% 12% 26% 31%	-0.23