Scale Report

## Noel-Levitz.

## University of San Francisco - 5/2008 Institutional Summary

	University of San Francisco			National Four-Year Private Institutions			
<u>Scale</u>	Import	Satis / SD	Gap	Import	Satis / SD	Gap	Mean Difference
▼Student Centeredness	6.33	5.29 / 1.10	1.04	6.15	5.25 / 1.16	0.90	0.04
1. Most students feel a sense of belonging here.	6.09	5.08 / 1.46	1.01	5.82	5.13 / 1.45	0.69	-0.05
2. The campus staff are caring and helpful.	6.40	5.44 / 1.31	0.96	6.30	5.40 / 1.37	0.90	0.04
10. Administrators are approachable to students.	6.09	5.14 / 1.39	0.95	5.91	5.07 / 1.41	0.84	0.07
29. It is an enjoyable experience to be a student on this campus.	6.52	5.39 / 1.40	1.13	6.35	5.28 / 1.54	1.07	0.11 *
45. Students are made to feel welcome on this campus.	6.41	5.39 / 1.43	1.02	6.24	5.40 / 1.45	0.84	-0.01
59. This institution shows concern for students as individuals.	6.46	5.32 / 1.44	1.14	6.29	5.20 / 1.52	1.09	0.12 *
▼Campus Life	5.92	4.85 / 1.09	1.07	5.70	4.78 / 1.09	0.92	0.07 *
9. A variety of intramural activities are offered.	5.15	4.98 / 1.41	0.17	4.90	4.74 / 1.54	0.16	0.24 ***
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.32	4.45 / 1.68	1.87	5.99	4.51 / 1.70	1.48	-0.06
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.29	3.80 / 1.76	1.49	5.12	4.34 / 1.69	0.78	-0.54 ***
30. Residence hall staff are concerned about me as an individual.	5.81	4.79 / 1.59	1.02	5.64	4.82 / 1.62	0.82	-0.03
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.75	5.40 / 1.36	0.35	5.44	5.15 / 1.51	0.29	0.25 ***
38. There is an adequate selection of food available in the cafeteria.	6.24	4.31 / 1.79	1.93	5.91	4.10 / 1.87	1.81	0.21 ***
40. Residence hall regulations are reasonable.	6.09	4.42 / 1.75	1.67	5.77	4.59 / 1.70	1.18	-0.17 **
42. There are a sufficient number of weekend activities for students.	5.51	4.52 / 1.68	0.99	5.34	4.38 / 1.66	0.96	0.14 *
46. I can easily get involved in campus organizations.	6.04	5.20 / 1.46	0.84	5.74	5.16 / 1.48	0.58	0.04
52. The student center is a comfortable place for students to spend their leisure time.	6.01	5.06 / 1.48	0.95	5.81	4.87 / 1.68	0.94	0.19 **
56. The student handbook provides helpful information about campus life.	5.68	5.20 / 1.37	0.48	5.65	5.11 / 1.45	0.54	0.09
63. Student disciplinary procedures are fair.	6.17	5.19 / 1.44	0.98	6.00	5.01 / 1.55	0.99	0.18 **
64. New student orientation services help students adjust to college.	6.13	5.20 / 1.51	0.93	5.90	5.08 / 1.56	0.82	0.12 *
67. Freedom of expression is protected on campus.	6.35		0.77	6.14	5.12 / 1.56		0.46 ***
73. Student activities fees are put to good use.	6.21	4.55 / 1.65	1.66	6.02	4.54 / 1.68	1.48	0.01
▼Instructional Effectiveness	6.51	5.53 / 0.99	0.98	6.32		1.00	0.21 ***
3. Faculty care about me as an individual.	6.37	5.58 / 1.24	0.79	6.18		0.84	0.24 ***
8. The content of the courses within my major is valuable.	6.67		0.97	6.58		1.07	0.19 ***
16. The instruction in my major field is excellent.	6.66	5.55 / 1.37	1.11	6.54	5.47 / 1.39	1.07	0.08
25. Faculty are fair and unbiased in their treatment of individual students.	6.54	5.36 / 1.42	1.18	6.36	5.15 / 1.51		0.21 ***
39. I am able to experience intellectual growth here.	6.62	5.69 / 1.29	0.93	6.39	5.48 / 1.38	0.91	0.21 ***
41. There is a commitment to academic excellence on this campus.	6.51	5.40 / 1.42	1.11	6.30	5.38 / 1.41	0.92	0.02
47. Faculty provide timely feedback about student progress in a course.	6.46	5.32 / 1.39	1.14	6.25	5.08 / 1.49	1.17	0.24 ***
53. Faculty take into consideration student differences as they teach a course.	6.27	5.22 / 1.41	1.05	6.12	4.99 / 1.50	1.13	0.23 ***
	i l	1	I	ı İ		I	

6.1 Adjunct faculty are ownelly available after class and during office   6.44   58.9 / 120   6.99   5.00   5.16 / 1.14   0.93   0.40   1.10   0.50	58. The quality of instruction I receive in most of my classes is excellent.	6.65	5.60 / 1.32	1.05	6.47	5.41 / 1.38	1.06	0.19 ***
Bobbs	61. Adjunct faculty are competent as classroom instructors.	6.39	5.56 / 1.28	0.83	6.09	5.16 / 1.44	0.93	
69. There is a good variety of courses provided on this campus   6.98   5.39 / 1.47   1.25   6.38   5.18 / 1.64   1.20   0.15   1.70   0.67 / 1.25   6.38   3.18   6.14   1.20   0.15   1.70   0.20   0.27   1.71   0.20   0.27   1.71   0.20   0.27   1.71   0.20	· · · · · · · · · · · · · · · · · · ·	6.44	5.85 / 1.20	0.59	6.29	5.52 / 1.39	0.77	0.33 ***
170. Graduate teaching assistants are competent as classroom   6,22   5,23 / 1,44   0,99   5,86   4,96 / 1,41   0,00   0,27 ****   Recruitment and Financial Aid   6,29   491 / 1,23   1,38   6,14   4,92 / 1,30   1,22   -0,01     4. Admissions staff are knowledgeable.   6,29   5,26 / 1,37   1,00   6,16   4,92 / 1,30   1,22   -0,01     4. Financial aid counselors are helpful.   6,26   4,89 / 1,60   3,7   6,20   4,97 / 1,65   1,29   -0,02     12. Financial aid counselors are helpful.   6,26   4,89 / 1,60   3,7   6,20   4,97 / 1,65   1,29   -0,02     13. Financial aid savailable for most students.   6,16   4,72 / 1,80   6,30   6,19   4,77 / 1,05   1,42   -0,04     14. Admissions counselors accurately portray the campus in only their recruiting practices.   6,18   4,96 / 1,54   1,23   6,00   4,89 / 1,61   1,33   0,00     13. Library staff are helpful and approachable.   6,17   5,55 / 0,90   6,26   6,20   5,29 / 1,20   0,14   0,29 ***  26. Computer labs are adequate and accessible.   6,37   5,75 / 1,26   6,10   5,28 / 1,30   0,33 ***  26. Computer labs are adequate and accessible.   6,37   5,75 / 1,26   6,10   5,28 / 1,30   0,30   0,30   0,30   0,30   0,30    27. Tutoring services are readily available.   6,14   5,50 / 1,31   0,4   6,18   6,00   6,20   6	68. Nearly all of the faculty are knowledgeable in their field.	6.64	5.86 / 1.15	0.78	6.50	5.69 / 1.32	0.81	0.17 ***
Marticutors.	69. There is a good variety of courses provided on this campus.	6.58	5.33 / 1.47	1.25	6.38	5.18 / 1.54	1.20	
4. Admissions staff are knowledgeable.  6.29 5. 26 / 1.33 1.03 6.16 5.18 / 1.47 0.98 0.08  5. Financial aid counselors are helpful.  7. Enancial aid counselors are helpful.  6.26 4.89 / 1.00 1.37 6.20 4.91 / 1.05 1.29 0.02  4.77 / 1.65 1.42 0.04  6.81 4.72 / 1.68 1.63 6.19 4.77 / 1.65 1.29 0.02  7. Adequate financial aid is available for most students.  6.16 5.17 / 1.40 0.99 5.92 5.04 / 1.47 0.69 1.00  4.34. Admissions counselors respond to prospective students'  6.16 5.17 / 1.40 0.99 5.92 5.04 / 1.47 0.88 0.13 0.06  4.35. Admissions counselors accurately portray the campus in 1.49 6.15 1.20 0.00  6.18 4.95 / 1.54 1.23 0.02 4.89 / 1.01 1.13 0.06  4.36. Admissions counselors accurately portray the campus in 1.49 0.05 0.00 0.00 0.00 0.00 0.00 0.00 0.0	·	6.22	5.23 / 1.41	0.99	5.86	4.96 / 1.41	0.90	0.27 ***
12. Financial aid counselors are helpful. 12. Financial aid awards are announced to students in time to helpful in college planning. 17. Adequate financial aid is available for most students. 17. Adequate financial aid is available for most students. 18. Admissions counselors respond to prospective students' unique needs and requests. 18. Admissions counselors accurately portray the campus in their recruiting practices. 18. Admissions counselors accurately portray the campus in their recruiting practices. 18. Library staff are helpful and approachable. 18. Elbrary resources and services are adequate. 18. Library staff are helpful and approachable. 18. Library staff are helpful and approachable. 18. Library resources and services are adequate. 18. Library resources and services are adequate. 18. Library resources and services are readily available. 18. Library resources and services are readily available. 18. Library resources are readily available. 18. Library resources and services are readily available. 18. Library resources and services are readily available. 18. Library resources are readily available. 18. Library resources and services are readily available. 18. Library resources are readily available. 18. Library resources to help me decide upon a career. 18. Library resources to help me decide upon a career. 18. Library resources to help me decide upon a career. 18. Library resources to help me decide upon a career. 18. Library resources are readily available. 19. Library re	<b>▼</b> Recruitment and Financial Aid	6.29	4.91 / 1.23	1.38	6.14	4.92 / 1.20	1.22	-0.01
12. Financial aid awards are amounced to students in time to be helpful in college planning.   6.36   4.73 / 1.68   1.63   6.19   4.77 / 1.65   1.42   0.04	4. Admissions staff are knowledgeable.	6.29	5.26 / 1.37	1.03	6.16	5.18 / 1.47	0.98	0.08
17. Adequate financial aid is available for most students.	5. Financial aid counselors are helpful.	6.26	4.89 / 1.60	1.37	6.20	4.91 / 1.65	1.29	-0.02
43. Admissions counselors respond to prospective students' unique needs and requests.  48. Admissions counselors accurately portray the campus in their recruiting practices.  49. Admissions counselors accurately portray the campus in their recruiting practices.  49. Admissions counselors accurately portray the campus in their recruiting practices.  40. Admissions counselors accurately portray the campus in their recruiting practices.  40. Admissions counselors accurately portray the campus in their recruiting practices.  40. Admissions counselors accurately portray the campus in their recruiting practices.  40. Admissions counselors accurately portray the campus in their recruiting practices.  40. Admissions counselors accurately portray the campus in their recruiting practices.  40. Admissions counselors accurately portray the campus in their recruiting practices.  40. Admissions counselors accurately portray the campus in their recruiting practices.  40. Admissions counselors accurately portray the campus in their recruiting practices.  40. Admissions counselors and accessible.  40. Admissions counselors accurately practices.  40. Admissions counselors accurately practices.  40. Admissions counselors accurately practices.  40. Admissions and accessible.  40. Admissions accurately practices.  40. Admissions and accessible.  40. Admissions accurately practices.  40. Admissions and accurate practices.  40. Admissions accurately practices.  40. Admissions accurately practices.  40. Admissions accura		6.36	4.73 / 1.68	1.63	6.19	4.77 / 1.65	1.42	
### 46. Admissions counselors accurately portray the campus in their recruiting practices.  ### A6. Admissions counselors accurately portray the campus in their recruiting practices.  ### A6. Admissions counselors accurately portray the campus in their recruiting practices.  ### A6. Admissions counselors accurately portray the campus in their recruiting practices.  ### A6. Admissions counselors accurately portray the campus in their recruiting practices.  ### A6. Admissions counselors accurately portray the campus in their recruiting practices.  ### A6. Admissions counselors accurately provided in their recruiting practices.  ### A6. Admissions counselors accurately accurately.  ### A6. Admissions counselors accurately accurately.  ### A6. Admissions counselors accurately accurately.  ### A6. Admissions counselors   ### A6. Admissions counselors accurately.  ### A6. Admissions counselors.  ### A6. Admissions	17. Adequate financial aid is available for most students.	6.48	4.42 / 1.81	2.06	6.36	4.70 / 1.69	1.66	-0.28 ***
Their recruting practices.    5.18   4.95 / 1.54   1.33   0.02   4.89 / 1.01   1.13     ■ Campus Support Services   6.17   5.55 / 0.90   0.62   6.00   5.26 / 1.02   0.74   0.29 ****   13. Library staff are helpful and approachable.   5.87   5.76 / 1.22   0.11   5.71   5.43 / 1.38   0.28   0.33 ****   13. Library resources and services are adequate.   6.32   5.78 / 1.16   0.54   6.10   5.28 / 1.41   0.82   0.50 ****   26. Computer labs are adequate and accessible.   6.35   5.75 / 1.26   0.60   6.26   5.29 / 1.56   0.97   0.46 ****   27. Tutoring services are readily available.   6.14   5.50 / 1.31   0.44   5.88   5.27 / 1.45   0.61   0.23 ****   44. Academic support services adequately meet the needs of students.   6.27   5.29 / 1.38   0.98   6.02   5.09 / 1.40   0.93   0.20 ****   44. Academic support services to help me decide upon a career.   6.34   5.10 / 1.49   1.24   6.18   5.04 / 1.53   1.14   0.06   0.22 ****    45. Bookstore staff are helpful.   5.91   5.58 / 1.31   0.33   5.82   5.36 / 1.49   0.46   0.22 ****    48. Academic advisor is approachable.   6.50   5.45 / 1.72   1.05   6.36   5.51 / 1.60   0.85   0.06   0.26 ****    48. Academic advisor is approachable.   6.50   5.45 / 1.72   1.15   6.36   5.51 / 1.60   0.85   0.06   0.00	· · · · · · · · · · · · · · · · · · ·	6.16	5.17 / 1.40	0.99	5.92	5.04 / 1.47	0.88	0.13 *
13. Library staff are helpful and approachable.  18. Library resources and services are adequate.  6.32 5.78 / 1.16 0.54 6.10 5.28 / 1.41 0.82 0.50 ***  26. Computer labs are adequate and accessible.  6.33 5.75 / 1.26 0.60 6.26 5.29 / 1.56 0.97 0.46 ***  32. Tutoring services are readily available.  6.14 5.50 / 1.31 0.64 5.88 5.27 / 1.45 0.60 0.20 5.29 / 1.56 0.97 0.46 ***  44. Academic support services adequately meet the needs of students.  49. There are adequate services to help me decide upon a career.  49. There are adequate services to help me decide upon a career.  49. There are adequate services to help me decide upon a career.  49. There are adequate services to help me decide upon a career.  49. There are adequate services to help me decide upon a career.  49. There are adequate services to help me decide upon a career.  49. There are adequate services to help me decide upon a career.  49. There are adequate services to help me decide upon a career.  49. There are adequate services to help me decide upon a career.  49. There are adequate services to help me decide upon a career.  49. There are adequate services to help me decide upon a career.  49. There are adequate services to help me decide upon a career.  49. There are adequate services to help me decide upon a career.  49. There are adequate services to help me decide upon a career.  49. There are adequate services to help me decide upon a career.  49. There are adequate services to help me decide upon a career.  49. There are adequate services to help me decide upon a career.  49. There are adequate services to help me decide upon a career.  49. There are adequate services to help me decide upon a career.  49. There are adequate services to help me decide upon a career.  40. The services to help me services to help me decide upon a career.  40. The services to help me services to help me decide upon a career.  40. The services to help me services		6.18	4.95 / 1.54	1.23	6.02	4.89 / 1.61	1.13	
18. Library resources and services are adequate.       6.32       5.78 / 1.16       0.54       6.10       5.28 / 1.41       0.82       0.50 ***********************************	<b>▼</b> Campus Support Services	6.17	5.55 / 0.90	0.62	6.00	5.26 / 1.02	0.74	
26. Computer labs are adequate and accessible.  6.35 5.75 / 1.26 0.60 6.26 5.29 / 1.56 0.97 0.46 ***  32. Tutoring services are readily available.  6.44 5.50 / 1.31 0.64 5.88 5.27 / 1.45 0.61 0.23 ***  44. Academic support services adequately meet the needs of students.  49. There are adequate services to help me decide upon a career.  49. There are adequate services to help me decide upon a career.  54. Bookstore staff are helpful.  591 5.88 / 1.31 0.33 5.82 5.36 / 1.49 0.46 0.22 ***  ★Academic Advising  6.46 5.35 / 1.35 1.11 6.27 5.30 / 1.29 0.97 0.05  6. My academic advisor is approachable.  6.50 5.45 / 1.72 1.06 6.36 5.51 / 1.00 0.85 0.00 0.06  14. My academic advisor is concerned about my success as an individual.  19. My academic advisor helps me set goals to work toward.  6.22 4.88 / 1.76 1.34 5.97 4.83 / 1.68 1.14 0.05  33. My academic advisor is knowledgeable about requirements in my major.  55. Major requirements are clear and reasonable.  6.65 5.49 / 1.66 1.17 6.45 5.49 / 1.60 0.96  11. Billing policies are reasonable.  6.28 4.44 / 1.75 1.84 6.09 4.51 / 1.15 0.05  11. Billing policies are reasonable.  6.29 5.41 / 1.41 1.29 6.14 4.99 / 1.15 1.15 0.05  12. The personnel involved in registration are helpful.  6.44 5.32 / 1.41 1.02 6.16 5.24 / 1.47 0.88 0.10  50. Class change (drop/add) policies are reasonable.  6.64 5.49 / 1.61 1.80 8.60 7.50 / 1.77 1.50 0.89 0.10  50. Class change (drop/add) policies are reasonable.  6.67 5.84 / 1.75 1.84 6.09 6.38 5.50 / 1.47 0.88 0.10  50. Class change (drop/add) policies are reasonable.  6.68 5.87 / 1.71 1.70 6.45 5.49 / 1.60 1.77 0.88 0.10  50. Class change (drop/add) policies are reasonable.  6.69 5.40 / 1.30 1.53 6.17 4.74 1.72 1.43 0.00  50. Class change (drop/add) policies are reasonable.  6.60 4.93 / 1.76 1.73 0.64 4.93 / 1.75 1.54 0.00  50. Class change (drop/add) policies are reasonable.  6.61 6.74 7.13 0.89 6.38 6.00 6.02 8.87 / 1.75 1.54 0.00  50. Class change (drop/add) policies are reasonable.  6.87 5.88 / 1.89 0.89 6.38 5.50 / 1.44 0.88 0.00  6.88 6.00	13. Library staff are helpful and approachable.	5.87	5.76 / 1.22	0.11	5.71	5.43 / 1.38	0.28	
32. Tutoring services are readily available.  44. Academic support services adequately meet the needs of students.  47. There are adequate services to help me decide upon a career.  48. There are adequate services to help me decide upon a career.  54. Bookstore staff are helpful.  5.91 5.58 / 1.31 0.33 5.82 5.36 / 1.49 0.46 0.22 ***  ★Academic Advising  6.46 5.35 / 1.35 1.11 6.27 5.30 / 1.29 0.97 0.05  6. My academic advisor is approachable.  6.50 5.45 / 1.72 1.05 6.36 5.51 / 1.60 0.85 0.06  14. My academic advisor helps me set goals to work toward.  33. My academic advisor is knowledgeable about requirements in my major.  55. Major requirements are clear and reasonable.  ★Registration Effectiveness  6.33 5.04 / 1.11 1.29 6.16 5.49 / 1.60 0.96  11. Billing policies are reasonable.  6.28 4.44 / 1.75 1.84 6.09 4.51 / 1.15 0.05  11. Billing policies are reasonable.  6.29 5.44 / 1.11 1.29 6.16 5.24 / 1.47 0.92 0.08  34. I am able to register for classes I need with few conflicts.  6.60 4.93 / 1.76 1.73 6.47 4.93 / 1.75 1.54 0.00  55. Class change (drop/add) policies are reasonable.  6.29 5.44 / 1.11 0.29 6.16 5.24 / 1.47 0.92 0.08  34. I am able to register for classes I need with few conflicts.  6.60 4.93 / 1.76 1.73 6.47 4.93 / 1.75 1.54 0.00  50. Class change (drop/add) policies are reasonable.  6.20 4.67 / 1.30 1.53 6.17 4.74 / 1.72 1.75 1.54 0.00  50. Class change (drop/add) policies are reasonable.  6.20 4.67 / 1.30 1.53 6.17 4.74 / 1.77 1.75 1.75 0.00  51. The campus is safe and secure for all students.  6.01 4.90 / 1.50 1.11 6.06 4.87 / 1.43 0.90  6.17 1.70 0.00  6.18 5.24 / 1.47 0.92 0.08  6.20 4.67 / 1.30 1.53 0.67 1.75 0.77 1.75 0.75 0.77 1.75 0.77 0.77 0.77 0.77 0.77 0.77 0.77 0	18. Library resources and services are adequate.	6.32	5.78 / 1.16	0.54	6.10	5.28 / 1.41	0.82	
44. Academic support services adequately meet the needs of students.  49. There are adequate services to help me decide upon a career.  6.34 5.10 / 1.49 1.24 6.18 5.04 / 1.53 1.14 0.06  54. Bookstore staff are helpful.  55. Bookstore staff are helpful.  6.46 5.35 / 1.35 1.11 6.27 5.30 / 1.29 0.97 0.05  6. My academic advisor is approachable.  6.50 5.45 / 1.72 1.05 6.36 5.51 / 1.60 0.85 -0.06  14. My academic advisor is concerned about my success as an individual.  19. My academic advisor is knowledgeable about requirements in my major.  55. Major requirements are clear and reasonable.  6.60 5.49 / 1.60 1.17 6.45 5.49 / 1.60 0.96 0.00  11. Billing policies are reasonable.  6.22 6.28 1.31 0.90 6.35 5.40 / 1.41 0.95 0.22 ***  ★Registration Effectiveness  6.33 5.04 / 1.11 1.29 6.14 4.99 / 1.15 1.15 0.05  11. Billing policies are reasonable.  6.29 6.44 / 1.75 1.30 0.87 5.94 5.06 / 1.47 0.99 0.02  12. The business office is open during hours which are convenient for most students.  6.20 6.44 / 1.75 1.80 0.87 5.94 5.06 / 1.47 0.99 0.08  34. I am able to register for classes I need with few conflicts.  6.60 4.93 / 1.73 0.93 0.87 5.94 5.06 / 1.47 0.99 0.08  35. I am able to register for classes I need with few conflicts.  6.60 4.93 / 1.76 1.73 0.94 0.94 1.91 1.91 1.94 0.00  36. Security staff respond quickly in emergencies.  6.40 4.97 / 1.30 1.53 0.77 4.74 1.27 1.47 0.99 0.08  27. The campus is safe and secure for all students.  6.40 4.97 / 1.30 1.53 0.77 4.74 1.27 1.47 0.99 0.08  28. Faculty are seventily dudled and secure.  6.01 4.90 / 1.50 1.11 0.05 0.13 5.14 / 1.10 0.90 0.13 5.14 / 1.10 0.90 0.13 5.00 0.10 0.10 0.10 0.10 0.10 0.10 0.10	26. Computer labs are adequate and accessible.	6.35	5.75 / 1.26	0.60	6.26	5.29 / 1.56	0.97	
49. There are adequate services to help me decide upon a career.  49. There are adequate services to help me decide upon a career.  54. Bookstore staff are helpful.  59. 15.91 5.58 /1.31 0.33 5.82 5.36 /1.49 0.46 0.22 ***  ★Academic Advising  6.46 5.35 /1.35 1.11 6.27 5.30 /1.29 0.97 0.05  6. My academic advisor is approachable.  6.50 5.45 /1.72 1.05 6.36 5.51 /1.60 0.85 0.06  14. My academic advisor is concerned about my success as an individual.  19. My academic advisor is concerned about my success as an individual.  19. My academic advisor is knowledgeable about requirements in my major.  55. Major requirements are clear and reasonable.  6.60 5.49 /1.66 1.17 6.45 5.49 /1.60 0.96  55. Major requirements are clear and reasonable.  6.62 5.62 /1.31 0.90 6.35 5.40 /1.41 0.95 0.02 ***  ★Registration Effectiveness  6.33 5.04 /1.11 1.20 6.14 4.99 /1.15 1.15 0.05  11. Billing policies are reasonable.  6.28 4.44 /1.75 1.84 6.09 4.51 /1.64 1.58 0.07  20. The business office is open during hours which are convenient for most students.  6.03 5.16 /1.38 0.87 5.94 5.06 /1.47 0.88 0.10  27. The personnel involved in registration are helpful.  6.49 5.41 /1.41 0.88 6.07 5.20 /1.53 0.87 0.21 ***  ★Safety and Security  7. The campus is safe and secure for all students.  6.47 5.58 /1.32 0.89 6.38 5.50 /1.44 0.88 0.08  21. The amount of student parking space on campus is adequate.  5.84 3.04 /1.95 2.80 6.02 3.68 /2.02 2.34 ***  ★Concern for the Individual  6.32 5.77 /1.10 1.05 6.18 5.34 /1.14 0.99 0.13 ***  ★Concern for the Individual  6.33 5.87 /1.47 1.18 6.36 5.17 /1.14 0.99 0.13 ***  ★Concern for the Individual  6.44 5.27 /1.67 1.14 6.26 5.27 /1.67 0.99 0.02 ***  ★Courseling staff care about students as individuals.  6.47 5.58 /1.47 1.99 5.94 4.96 /1.45 0.98 0.12 ***  ★Courseling staff care about students as individuals.  6.48 5.36 /1.47 1.18 6.36 5.57 /1.07 0.95 0.12 ***  ★Academic advisor is concerned about my success as an individual.  6.58 5.86 /1.47 1.18 6.36 5.57 /1.07 0.95 0.12 ***	32. Tutoring services are readily available.	6.14	5.50 / 1.31	0.64	5.88	5.27 / 1.45	0.61	
63.4 Bookstore staff are helpful.       5.91       5.58 / 1.31       0.33       5.00 / 1.49       1.24       5.36 / 1.49       0.46       0.22 ****         Academic Advising       6.46       5.35 / 1.35       1.11       6.27 / 5.30 / 1.29       0.97       0.05         6. My academic advisor is approachable.       6.50       5.45 / 1.72       1.05       6.36       5.51 / 1.60       0.85       -0.06         14. My academic advisor is concerned about my success as an individual.       6.41       5.27 / 1.67       1.14       6.24       5.25 / 1.63       0.99       0.02         19. My academic advisor helps me set goals to work toward.       6.22       4.88 / 1.76       1.34       5.97       4.83 / 1.68       1.14       0.05         33. My academic advisor is knowledgeable about requirements in my major.       6.60       5.49 / 1.66       1.17       6.45       5.49 / 1.60       0.96       0.00         55. Major requirements are clear and reasonable.       6.52       5.62 / 1.31       0.90       6.35       5.40 / 1.41       0.95       0.22 ****         *Registration Effectiveness       6.33       5.04 / 1.11       1.29       6.14       4.99 / 1.15       1.15       0.05         11. Billing policies are reasonable.       6.28       4.44 / 1.75       1.84	· · · · · · · · · · · · · · · · · · ·	6.27	5.29 / 1.38	0.98	6.02	5.09 / 1.40	0.93	0.20 ***
▼Academic Advising       6.46       5.35 / 1.35       1.11       6.27       5.30 / 1.29       0.97       0.05         6. My academic advisor is approachable.       6.50       5.45 / 1.72       1.05       6.36       5.51 / 1.60       0.85       -0.06         14. My academic advisor is concerned about my success as an individual.       6.41       5.27 / 1.67       1.14       6.24       5.25 / 1.63       0.99       0.02         19. My academic advisor helps me set goals to work toward.       6.22       4.88 / 1.76       1.34       5.97       4.83 / 1.68       1.14       0.05         33. My academic advisor is knowledgeable about requirements in my major.       6.66       5.49 / 1.66       1.17       6.45       5.49 / 1.60       0.96       0.00         55. Major requirements are clear and reasonable.       6.52       5.62 / 1.31       0.90       6.35       5.40 / 1.41       0.95       0.22 ****         Registration Effectiveness       6.33       5.04 / 1.11       1.29       6.14       4.99 / 1.15       1.15       0.05         11. Billing policies are reasonable.       6.28       4.44 / 1.75       1.84       6.09       4.51 / 1.64       1.58       -0.07         20. The business office is open during hours which are convening for most students.       6.03       5.16 / 1		6.34	5.10 / 1.49	1.24	6.18	5.04 / 1.53	1.14	
6. My academic advisor is approachable. 6. 50 5.45 / 1.72 1.05 6.36 5.51 / 1.00 0.85 -0.06  14. My academic advisor is concerned about my success as an individual. 6.41 5.27 / 1.67 1.14 6.24 5.25 / 1.63 0.99 0.02  19. My academic advisor helps me set goals to work toward. 6.22 4.88 / 1.76 1.34 5.97 4.83 / 1.68 1.14 0.05  33. My academic advisor is knowledgeable about requirements in my major. 55. Major requirements are clear and reasonable. 6.62 5.49 / 1.66 1.17 6.45 5.49 / 1.60 0.96 0.00  55. Major requirements are clear and reasonable. 6.52 5.62 / 1.31 1.29 6.14 4.99 / 1.15 1.15 0.05  11. Billing policies are reasonable. 6.28 4.44 / 1.75 1.84 6.09 4.51 / 1.64 1.58 -0.07  20. The business office is open during hours which are convenient for most students. 21. The personnel involved in registration are helpful. 6.34 5.32 / 1.41 1.02 6.16 5.24 / 1.47 0.92 0.08  34. I am able to register for classes I need with few conflicts. 6.66 4.93 / 1.76 1.73 6.47 4.93 / 1.75 1.54 0.00  50. Class change (drop/add) policies are reasonable. 6.29 5.41 / 1.41 0.88 6.07 5.20 / 1.53 0.87 0.21 ***  \$5.84 3.04 / 1.95 2.80 6.02 3.68 / 2.02 2.34 -0.64 ***  21. The amount of student parking space on campus is adequate. 23. Parking lots are well-lighted and secure. 6.01 4.90 / 1.50 1.11 6.06 4.87 / 1.66 1.19 0.03  36. Security staff respond quickly in emergencies. 6.41 5.27 / 1.67 1.14 6.24 5.25 / 1.63 0.99 0.02  25. Faculty are fair and unbiased in their treatment of individual. 6.41 5.27 / 1.67 1.14 6.24 5.25 / 1.63 0.99 0.02  26. Faculty are fair and unbiased in their treatment of individual 6.54 5.36 / 1.42 1.18 6.36 5.15 / 1.51 1.21 0.21 ***  26. Faculty are fair and unbiased in their treatment of individual	54. Bookstore staff are helpful.	5.91	5.58 / 1.31	0.33	5.82	5.36 / 1.49	0.46	0.22 ***
14. My academic advisor is concerned about my success as an individual.  19. My academic advisor helps me set goals to work toward.  19. My academic advisor is knowledgeable about requirements in my major.  19. My academic advisor is knowledgeable about requirements in my major.  19. My academic advisor is knowledgeable about requirements in my major.  19. My academic advisor is knowledgeable about requirements in my major.  19. My academic advisor is knowledgeable about requirements in my major.  19. My academic advisor is knowledgeable about requirements in my major.  19. My academic advisor is knowledgeable about requirements in my major.  19. My academic advisor is knowledgeable about requirements in my major.  19. My academic advisor is knowledgeable about requirements in my major.  19. My academic advisor is knowledgeable about requirements in my major.  19. My academic advisor is knowledgeable about requirements in my major.  19. My academic advisor is knowledgeable about requirements in my major.  19. My academic advisor is knowledgeable about requirements in my major.  19. My academic advisor is knowledgeable about requirements in my major.  19. My academic advisor is knowledgeable about requirements in my major.  19. My academic advisor is knowledgeable about requirements in my major.  19. My academic advisor is knowledgeable about requirements in my major.  19. My academic advisor is concerned about my success as an individual.  19. My academic advisor is concerned about my success as an individual.  20. The acampus is aff care about students as individuals.  10. At 11. Lo. 4. 6. 24	▼Academic Advising	6.46	5.35 / 1.35	1.11	6.27	5.30 / 1.29	0.97	0.05
19. My academic advisor helps me set goals to work toward.  6.22 4.88 / 1.76 1.34 5.27 / 1.87 1.14 0.05  33. My academic advisor is knowledgeable about requirements in my major.  6.66 5.49 / 1.66 1.17 6.45 5.49 / 1.60 0.96 0.00  55. Major requirements are clear and reasonable.  6.52 5.62 / 1.31 0.90 6.35 5.40 / 1.41 0.95 0.22 ***  ■ Registration Effectiveness  6.33 5.04 / 1.11 1.29 6.14 4.99 / 1.15 1.15 0.05  11. Billing policies are reasonable.  6.28 4.44 / 1.75 1.84 6.09 4.51 / 1.64 1.58 -0.07  20. The business office is open during hours which are convenient for most students.  27. The personnel involved in registration are helpful.  6.34 5.32 / 1.41 1.02 6.16 5.24 / 1.47 0.92 0.08  34. I am able to register for classes I need with few conflicts.  6.69 4.93 / 1.76 1.73 6.47 4.93 / 1.75 1.54 0.00  50. Class change (drop/add) policies are reasonable.  6.29 5.41 / 1.41 0.88 6.07 5.20 / 1.53 0.87 0.21 ***  ■ Safety and Security  7. The campus is safe and secure for all students.  6.47 5.58 / 1.32 0.89 6.38 5.50 / 1.44 0.88 0.08  21. The amount of student parking space on campus is adequate.  28. Parking lots are well-lighted and secure.  6.01 4.90 / 1.50 1.11 6.06 4.87 / 1.66 1.19 0.03  36. Security staff respond quickly in emergencies.  6.43 5.32 / 1.10 1.05 6.13 5.14 / 1.14 0.99 0.13 ***  ■ Concern for the Individual  6.32 5.27 / 1.10 1.05 6.13 5.14 / 1.14 0.99 0.13 ***  ■ Concern for the Individual  6.33 5.58 / 1.24 0.79 6.18 5.34 / 1.39 0.84 0.24 ***  14. My academic advisor is concerned about my success as an individual.  6.41 5.27 / 1.67 1.14 6.24 5.25 / 1.63 0.99 0.02	6. My academic advisor is approachable.	6.50	5.45 / 1.72	1.05	6.36	5.51 / 1.60	0.85	-0.06
33. My academic advisor is knowledgeable about requirements in my major.  55. Major requirements are clear and reasonable.  6.66 5.49 / 1.66 1.17 6.45 5.49 / 1.60 0.96 0.00  55. Major requirements are clear and reasonable.  6.52 5.62 / 1.31 0.90 6.35 5.40 / 1.41 0.95 0.22 ***  ▼Registration Effectiveness  6.33 5.04 / 1.11 1.29 6.14 4.99 / 1.15 1.15 0.05  11. Billing policies are reasonable.  6.28 4.44 / 1.75 1.84 6.09 4.51 / 1.64 1.58 -0.07  20. The business office is open during hours which are convenient for most students.  27. The personnel involved in registration are helpful.  6.34 5.32 / 1.41 1.02 6.16 5.24 / 1.47 0.92 0.08  34. I am able to register for classes I need with few conflicts.  6.66 4.93 / 1.76 1.73 6.47 4.93 / 1.75 1.54 0.00  50. Class change (drop/add) policies are reasonable.  6.29 5.41 / 1.41 0.88 6.07 5.20 / 1.53 0.87 0.21 ***  ▼Safety and Security  6.20 4.67 / 1.30 1.53 6.17 4.74 / 1.27 1.43 -0.07  7. The campus is safe and secure for all students.  21. The amount of student parking space on campus is adequate.  22. Parking lots are well-lighted and secure.  6.01 4.90 / 1.50 1.11 6.06 4.87 / 1.66 1.19 0.03  36. Security staff respond quickly in emergencies.  6.43 5.30 / 1.63 1.40 6.20 4.84 / 1.58 1.36 0.19 ***  ▼Concern for the Individual  6.32 5.27 / 1.10 1.05 6.13 5.14 / 1.14 0.99 0.13 ***  3. Faculty care about me as an individual.  6.41 5.27 / 1.67 1.14 6.24 5.25 / 1.63 0.99 0.02  25. Faculty are fair and unbiased in their treatment of individual  6.54 5.36 / 1.42 1.18 6.36 5.15 / 1.51 1.21 0.21 ***		6.41	5.27 / 1.67	1.14	6.24	5.25 / 1.63	0.99	0.02
in my major.       6.60       5.49 / 1.60       1.17       6.43       5.49 / 1.60       0.96         55. Major requirements are clear and reasonable.       6.52       5.62 / 1.31       0.90       6.35       5.40 / 1.41       0.95       0.22 ****         Registration Effectiveness       6.33       5.04 / 1.11       1.29       6.14       4.99 / 1.15       1.15       0.05         11. Billing policies are reasonable.       6.28       4.44 / 1.75       1.84       6.09       4.51 / 1.64       1.58       -0.07         20. The business office is open during hours which are convenient for most students.       6.03       5.16 / 1.38       0.87       5.94       5.06 / 1.47       0.88       0.10         27. The personnel involved in registration are helpful.       6.34       5.32 / 1.41       1.02       6.16       5.24 / 1.47       0.92       0.08         34. I am able to register for classes I need with few conflicts.       6.66       4.93 / 1.76       1.73       6.47       4.93 / 1.75       1.54       0.00         50. Class change (drop/add) policies are reasonable.       6.29       5.41 / 1.41       0.88       6.07       5.20 / 1.53       0.87       0.21 ****************         ✓ Safety and Security       6.20       4.67 / 1.30       1.53       6.17 <t< th=""><th>19. My academic advisor helps me set goals to work toward.</th><th>6.22</th><th>4.88 / 1.76</th><th>1.34</th><th>5.97</th><th>4.83 / 1.68</th><th>1.14</th><th>0.05</th></t<>	19. My academic advisor helps me set goals to work toward.	6.22	4.88 / 1.76	1.34	5.97	4.83 / 1.68	1.14	0.05
▼Registration Effectiveness       6.33       5.04 / 1.11       1.29       6.14       4.99 / 1.15       1.15       0.05         11. Billing policies are reasonable.       6.28       4.44 / 1.75       1.84       6.09       4.51 / 1.64       1.58       -0.07         20. The business office is open during hours which are convenient for most students.       6.03       5.16 / 1.38       0.87       5.94       5.06 / 1.47       0.88       0.10         27. The personnel involved in registration are helpful.       6.34       5.32 / 1.41       1.02       6.16       5.24 / 1.47       0.92       0.08         34. I am able to register for classes I need with few conflicts.       6.66       4.93 / 1.76       1.73       6.47       4.93 / 1.75       1.54       0.00         50. Class change (drop/add) policies are reasonable.       6.29       5.41 / 1.41       0.88       6.07       5.20 / 1.53       0.87       0.21 ****         Safety and Security       6.20       4.67 / 1.30       1.53       6.17       4.74 / 1.27       1.43       -0.07         7. The campus is safe and secure for all students.       6.47       5.58 / 1.32       0.89       6.38       5.50 / 1.44       0.88       0.08         21. The amount of student parking space on campus is adequate.       5.84       3.04 / 1.9		6.66	5.49 / 1.66	1.17	6.45	5.49 / 1.60	0.96	
11. Billing policies are reasonable.  6.28	55. Major requirements are clear and reasonable.	6.52	5.62 / 1.31	0.90	6.35			0.22 ***
20. The business office is open during hours which are convenient for most students.  27. The personnel involved in registration are helpful.  34. I am able to register for classes I need with few conflicts.  6.66	▼Registration Effectiveness	6.33	5.04 / 1.11	1.29	6.14	4.99 / 1.15	1.15	0.05
27. The personnel involved in registration are helpful.  28. Parking lots are well-lighted and secure.  36. Security staff respond quickly in emergencies.  46. Characterists and individual.	11. Billing policies are reasonable.	6.28	4.44 / 1.75	1.84	6.09	4.51 / 1.64	1.58	-0.07
34. I am able to register for classes I need with few conflicts.  5.6.66 4.93 / 1.76 1.73 6.47 4.93 / 1.75 1.54 0.00  5.7. Class change (drop/add) policies are reasonable.  5.8. Another individual 6.32 5.27 / 1.01 1.05 6.13 5.14 / 1.14 0.99 0.13 ***  1.5. Faculty are fair and unbiased in their treatment of individual 6.54 5.36 / 1.42 1.18 6.36 5.50 / 1.51 1.21 0.00 0.00 0.21 ***  6.6.66 4.93 / 1.76 1.73 6.47 4.93 / 1.75 1.54 0.00  6.6.70 5.20 / 1.53 0.87 0.21 ***  6.6.71 4.93 / 1.75 1.54 0.00  6.6.72 5.20 / 1.53 0.87 0.21 ***  6.6.73 5.20 / 1.33 0.87 0.21 ***  6.75 5.87 1.32 0.89 6.38 5.50 / 1.44 0.88 0.08  6.77 5.58 / 1.32 0.89 6.38 5.50 / 1.44 0.88 0.08  7. The campus is safe and secure for all students.  6.70 5.58 / 1.32 0.89 6.38 5.50 / 1.44 0.88 0.08  7. The campus is safe and secure for all students.  6.84 3.04 / 1.95 2.80 6.02 3.68 / 2.02 2.34 -0.64 ***  6.95 3.68 / 2.02 2.34 -0.64 ***  6.97 5.87 1.11 6.06 4.87 / 1.66 1.19 0.03  7. The campus is safe and secure for all students.  6.98 5.84 3.04 / 1.95 2.80 6.02 3.68 / 2.02 2.34 -0.64 ***  6.98 6.98 6.98 6.98 6.98 6.98 6.98 6.98	, ,	6.03	5.16 / 1.38	0.87	5.94	5.06 / 1.47	0.88	0.10
50. Class change (drop/add) policies are reasonable.  6.29 5.41 / 1.41 0.88 6.07 5.20 / 1.53 0.87 0.21 ***  ▼Safety and Security  6.20 4.67 / 1.30 1.53 6.17 4.74 / 1.27 1.43 -0.07  7. The campus is safe and secure for all students.  6.47 5.58 / 1.32 0.89 6.38 5.50 / 1.44 0.88 0.08  21. The amount of student parking space on campus is adequate.  28. Parking lots are well-lighted and secure.  6.01 4.90 / 1.50 1.11 6.06 4.87 / 1.66 1.19 0.03  36. Security staff respond quickly in emergencies.  6.43 5.03 / 1.63 1.40 6.20 4.84 / 1.58 1.36 0.19 **  ▼Concern for the Individual  6.32 5.27 / 1.10 1.05 6.13 5.14 / 1.14 0.99 0.13 ***  3. Faculty care about me as an individual.  6.41 5.27 / 1.67 1.14 6.24 5.25 / 1.63 0.99 0.02 individual.  22. Counseling staff care about students as individuals.  6.54 5.36 / 1.42 1.18 6.36 5.15 / 1.51 1.21 0.21 ***		6.34						
✓Safety and Security       6.20       4.67 / 1.30       1.53       6.17       4.74 / 1.27       1.43       -0.07         7. The campus is safe and secure for all students.       6.47       5.58 / 1.32       0.89       6.38       5.50 / 1.44       0.88       0.08         21. The amount of student parking space on campus is adequate.       5.84       3.04 / 1.95       2.80       6.02       3.68 / 2.02       2.34       -0.64 ***         28. Parking lots are well-lighted and secure.       6.01       4.90 / 1.50       1.11       6.06       4.87 / 1.66       1.19       0.03         36. Security staff respond quickly in emergencies.       6.43       5.03 / 1.63       1.40       6.20       4.84 / 1.58       1.36       0.19 **         ✓Concern for the Individual       6.32       5.27 / 1.10       1.05       6.13       5.14 / 1.14       0.99       0.13 ***         3. Faculty care about me as an individual.       6.37       5.58 / 1.24       0.79       6.18       5.34 / 1.39       0.84       0.24 ***         14. My academic advisor is concerned about my success as an individual.       6.41       5.27 / 1.67       1.14       6.24       5.25 / 1.63       0.99       0.02         25. Faculty are fair and unbiased in their treatment of individual       6.54       5.36 / 1.42								
7. The campus is safe and secure for all students.  6.47	50. Class change (drop/add) policies are reasonable.							
21. The amount of student parking space on campus is adequate.  5.84 3.04 / 1.95 2.80 6.02 3.68 / 2.02 2.34 -0.64 ***  28. Parking lots are well-lighted and secure.  6.01 4.90 / 1.50 1.11 6.06 4.87 / 1.66 1.19 0.03  36. Security staff respond quickly in emergencies.  6.43 5.03 / 1.63 1.40 6.20 4.84 / 1.58 1.36 0.19 **  Concern for the Individual  6.32 5.27 / 1.10 1.05 6.13 5.14 / 1.14 0.99 0.13 ***  3. Faculty care about me as an individual.  6.37 5.58 / 1.24 0.79 6.18 5.34 / 1.39 0.84 0.24 ***  14. My academic advisor is concerned about my success as an individual.  6.41 5.27 / 1.67 1.14 6.24 5.25 / 1.63 0.99 0.02  22. Counseling staff care about students as individuals.  6.54 5.36 / 1.42 1.18 6.36 5.15 / 1.51 1.21 0.21 ***								
adequate.  28. Parking lots are well-lighted and secure.  6.01		6.47	5.58 / 1.32	0.89	6.38	5.50 / 1.44	0.88	
36. Security staff respond quickly in emergencies.  6.43 5.03 / 1.63 1.40 6.20 4.84 / 1.58 1.36 0.19 **  Concern for the Individual  6.32 5.27 / 1.10 1.05 6.13 5.14 / 1.14 0.99 0.13 ***  3. Faculty care about me as an individual.  6.37 5.58 / 1.24 0.79 6.18 5.34 / 1.39 0.84 0.24 ***  14. My academic advisor is concerned about my success as an individual.  6.41 5.27 / 1.67 1.14 6.24 5.25 / 1.63 0.99 0.02  22. Counseling staff care about students as individuals.  6.54 5.36 / 1.42 1.18 6.36 5.15 / 1.51 1.21 0.21 ***	adequate.							
Concern for the Individual       6.32       5.27 / 1.10       1.05       6.13       5.14 / 1.14       0.99       0.13 ***         3. Faculty care about me as an individual.       6.37       5.58 / 1.24       0.79       6.18       5.34 / 1.39       0.84       0.24 ***         14. My academic advisor is concerned about my success as an individual.       6.41       5.27 / 1.67       1.14       6.24       5.25 / 1.63       0.99       0.02         22. Counseling staff care about students as individuals.       6.17       5.08 / 1.47       1.09       5.94       4.96 / 1.45       0.98       0.12 **         25. Faculty are fair and unbiased in their treatment of individual       6.54       5.36 / 1.42       1.18       6.36       5.15 / 1.51       1.21       0.21 ***								
3. Faculty care about me as an individual.  14. My academic advisor is concerned about my success as an individual.  15.27 / 1.67   1.14   6.24   5.25 / 1.63   0.99   0.02    22. Counseling staff care about students as individuals.  25. Faculty are fair and unbiased in their treatment of individual  26. 54   5.36 / 1.42   1.18   6.36   5.15 / 1.51   1.21   0.21 ***								
14. My academic advisor is concerned about my success as an individual.       6.41       5.27 / 1.67       1.14       6.24       5.25 / 1.63       0.99       0.02         22. Counseling staff care about students as individuals.       6.17       5.08 / 1.47       1.09       5.94       4.96 / 1.45       0.98       0.12 *         25. Faculty are fair and unbiased in their treatment of individual       6.54       5.36 / 1.42       1.18       6.36       5.15 / 1.51       1.21       0.21 ****								
individual.  22. Counseling staff care about students as individuals.  25. Faculty are fair and unbiased in their treatment of individual  6.41   5.27   1.67   1.14   6.24   5.25   1.63   0.99    6.47   5.27   1.67   1.14   6.24   5.25   1.63   0.99    6.48   5.27   1.69   5.25   1.63   0.99    6.49   5.26   1.45   0.98   0.12 **		6.37	5.58 / 1.24	0.79	6.18	5.34 / 1.39	0.84	
25. Faculty are fair and unbiased in their treatment of individual 6.54 5.36 / 1.42 1.18 6.36 5.15 / 1.51 1.21 0.21 ***	individual.							
		6.17	5.08 / 1.47	1.09	5.94	4.96 / 1.45	0.98	
	· · · · · · · · · · · · · · · · · · ·	6.54	5.36 / 1.42	1.18	6.36	5.15 / 1.51	1.21	0.21 ***

30. Residence hall staff are concerned about me as an individual.  5.81 4.79 / 1.59 1.02 5.64 4.82 / 1.62 0	.82 -0.03	
59. This institution shows concern for students as individuals.       6.46       5.32 / 1.44       1.14       6.29       5.20 / 1.52       1	.09 0.12 '	
<b>▼Service Excellence</b> 6.17 5.13 / 1.04 1.04 5.99 5.02 / 1.07 0	.97 0.11 '	* *
<b>2.</b> The campus staff are caring and helpful. 6.40 5.44 / 1.31 0.96 6.30 5.40 / 1.37 0	.90 0.04	
13. Library staff are helpful and approachable.       5.87       5.76 / 1.22       0.11       5.71       5.43 / 1.38       0	.28 0.33	***
<b>15.</b> The staff in the health services area are competent. 6.12 4.92 / 1.55 1.20 5.82 4.83 / 1.56 0	.99 0.09	
<b>22.</b> Counseling staff care about students as individuals. 6.17 5.08 / 1.47 1.09 5.94 4.96 / 1.45 0	.98 0.12 3	*
<b>27.</b> The personnel involved in registration are helpful. 6.34 5.32 / 1.41 1.02 6.16 5.24 / 1.47 0	.92 0.08	
57. I seldom get the "run-around" when seeking information on this campus.  6.31 4.64 / 1.77 1.67 6.13 4.61 / 1.78 1	.52 0.03	
60. I generally know what's happening on campus.       5.95       5.05 / 1.52       0.90       5.81       4.97 / 1.55       0	.84 0.08	
71. Channels for expressing student complaints are readily available.  6.23 4.68 / 1.70 1.55 6.00 4.64 / 1.62 1		
▼Responsiveness to Diverse Populations 5.28 / 1.42 5.04 / 1.33	0.24	***
84. Institution's commitment to part-time students? 5.23 / 1.43 5.03 / 1.43	0.20 '	* *
85. Institution's commitment to evening students? 5.32 / 1.45 5.03 / 1.47	0.29 '	
86. Institution's commitment to older, returning learners? 5.60 / 1.44 5.15 / 1.41	0.45 '	
87. Institution's commitment to under-represented populations? 5.42 / 1.45	0.40	***
<b>88. Institution's commitment to commuters?</b> 4.75 / 1.75 4.91 / 1.59	-0.16	
89. Institution's commitment to students with disabilities? 5.48 / 1.40 5.11 / 1.48	0.37 3	***
✓ Campus Climate       6.32       5.27 / 1.00       1.05       6.13       5.16 / 1.08       0	.97 0.11 '	* *
1. Most students feel a sense of belonging here.       6.09       5.08 / 1.46       1.01       5.82       5.13 / 1.45       0	.69 -0.05	
<b>2.</b> The campus staff are caring and helpful. 6.40 5.44 / 1.31 0.96 6.30 5.40 / 1.37 0	.90 0.04	
3. Faculty care about me as an individual. 6.37 5.58 / 1.24 0.79 6.18 5.34 / 1.39 0	.84 0.24	***
7. The campus is safe and secure for all students. 6.47 5.58 / 1.32 0.89 6.38 5.50 / 1.44 0	.88 0.08	
10. Administrators are approachable to students.       6.09       5.14 / 1.39       0.95       5.91       5.07 / 1.41       0	.84 0.07	
<b>29.</b> It is an enjoyable experience to be a student on this campus. 6.52 5.39 / 1.40 1.13 6.35 5.28 / 1.54 1	.07 0.11 3	*
<b>37. I feel a sense of pride about my campus.</b> 6.02 5.16 / 1.54 0.86 5.82 5.04 / 1.59 0	.78 0.12 '	*
41. There is a commitment to academic excellence on this campus.  6.51   5.40 / 1.42   1.11   6.30   5.38 / 1.41   0	.92 0.02	
45. Students are made to feel welcome on this campus.       6.41       5.39 / 1.43       1.02       6.24       5.40 / 1.45       0		
51. This institution has a good reputation within the community. 6.37 5.73 / 1.27 0.64 6.17 5.49 / 1.46 0	.68 0.24	***
57. I seldom get the "run-around" when seeking information on this campus.6.314.64 / 1.771.676.134.61 / 1.781		
59. This institution shows concern for students as individuals.       6.46       5.32 / 1.44       1.14       6.29       5.20 / 1.52       1	.09 0.12 '	*
60. I generally know what's happening on campus.       5.95       5.05 / 1.52       0.90       5.81       4.97 / 1.55       0	.84 0.08	
62. There is a strong commitment to racial harmony on this campus.  6.26 5.71 / 1.28 0.55 5.96 5.29 / 1.46 0		
66. Tuition paid is a worthwhile investment.       6.61       4.61 / 1.79       2.00       6.43       4.75 / 1.71       1	.68 -0.14 '	
<b>67. Freedom of expression is protected on campus.</b> 6.35 5.58 / 1.37 0.77 6.14 5.12 / 1.56 1	.02 0.46 3	* * *
71. Channels for expressing student complaints are readily available.  6.23 4.68 / 1.70 1.55 6.00 4.64 / 1.62 1		

National Group Means are based on 268786 records

Copyright 2009, Noel-Levitz, Inc.