

University of Northwestern - St. Paul
Student Satisfaction Inventory Results
2017

Strategic Planning Overview

Strengths and Challenges

Strengths

- 16. The instruction in my major field is excellent.
- 68. Nearly all of the faculty are knowledgeable in their field.
- 39. I am able to experience intellectual growth here.
- 7. The campus is safe and secure for all students.
- 33. My academic advisor is knowledgeable about requirements in my major.
- 75. Campus item: My understanding of God is being strengthened by classroom and/or campus experiences.
- 77. Campus item: Males and females are treated with equal respect on this campus.
- 2. The campus staff are caring and helpful.
- 41. There is a commitment to academic excellence on this campus.
- 59. This institution shows concern for students as individuals.
- 14. My academic advisor is concerned about my success as an individual.
- 69. There is a good variety of courses provided on this campus.
- 51. This institution has a good reputation within the community.
- 22. Counseling staff care about students as individuals.
- 72. On the whole, the campus is well-maintained.
- 78. Campus item: This campus provides adequate opportunities for involvement in ministry.
- 15. The staff in the health services area are competent.

Challenges

- 8. The content of the courses within my major is valuable.
- 66. Tuition paid is a worthwhile investment.
- 83. Campus item: I feel a sense of belonging at the University of Northwestern.
- 34. I am able to register for classes I need with few conflicts.
- 36. Security staff respond quickly in emergencies.
- 17. Adequate financial aid is available for most students.
- 23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)
- 80. Campus item: I feel safe to question ideas expressed by others in the classroom.
- 1. Most students feel a sense of belonging here.
- 47. Faculty provide timely feedback about student progress in a course.

Strategic Planning Overview Trends

Higher Satisfaction vs. Dec 2015

7. The campus is safe and secure for all students.

Lower Satisfaction vs. Dec 2015

66. Tuition paid is a worthwhile investment.

Higher Importance vs. Dec 2015

78. Campus item: This campus provides adequate opportunities for involvement in ministry.

Institutional Summary
Scales: In Order of Importance

Scale	Nov 2017			Dec 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Instructional Effectiveness	6.45	5.77 / 0.85	0.68	6.46	5.78 / 0.82	0.68	-0.01
Academic Advising	6.42	5.78 / 1.08	0.64	6.39	5.85 / 1.06	0.54	-0.07
Student Centeredness	6.39	5.68 / 1.04	0.71	6.41	5.75 / 0.93	0.66	-0.07
Concern for the Individual	6.37	5.81 / 0.92	0.56	6.36	5.82 / 0.92	0.54	-0.01
Campus Climate	6.29	5.57 / 0.97	0.72	6.28	5.65 / 0.87	0.63	-0.08
Safety and Security	6.27	4.93 / 1.04	1.34	6.23	5.07 / 1.11	1.16	-0.14
Recruitment and Financial Aid	6.24	5.53 / 1.04	0.71	6.21	5.53 / 1.02	0.68	0.00
Service Excellence	6.10	5.61 / 0.93	0.49	6.04	5.66 / 0.82	0.38	-0.05
Registration Effectiveness	6.08	5.50 / 0.93	0.58	6.11	5.63 / 0.94	0.48	-0.13
Campus Support Services	5.95	5.88 / 0.90	0.07	5.84	5.85 / 0.84	-0.01	0.03
Campus Life	5.90	5.26 / 1.04	0.64	5.84	5.35 / 0.90	0.49	-0.09
Responsiveness to Diverse Populations		5.60 / 1.27			5.54 / 1.11		0.06

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

Institutional Summary
Items: In Order of Importance

Item	Nov 2017			Dec 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
8. The content of the courses within my major is valuable.	6.71	5.81 / 1.14	0.90	6.75	5.77 / 1.01	0.98	0.04
16. The instruction in my major field is excellent.	6.68	5.87 / 1.19	0.81	6.68	5.89 / 1.14	0.79	-0.02
68. Nearly all of the faculty are knowledgeable in their field.	6.66	6.24 / 0.99	0.42	6.70	6.18 / 0.99	0.52	0.06
7. The campus is safe and secure for all students.	6.62	5.99 / 1.29	0.63	6.53	5.66 / 1.34	0.87	0.33 **
39. I am able to experience intellectual growth here.	6.62	6.09 / 1.17	0.53	6.59	6.12 / 0.99	0.47	-0.03
58. The quality of instruction I receive in most of my classes is excellent.	6.62	5.84 / 1.14	0.78	6.63	5.79 / 1.09	0.84	0.05
33. My academic advisor is knowledgeable about requirements in my major.	6.58	6.09 / 1.22	0.49	6.63	6.10 / 1.26	0.53	-0.01
29. It is an enjoyable experience to be a student on this campus.	6.57	5.77 / 1.45	0.80	6.63	5.90 / 1.27	0.73	-0.13
75. Campus item: My understanding of God is being strengthened by classroom and/or campus experiences.	6.57	6.02 / 1.42	0.55	6.58	5.97 / 1.23	0.61	0.05
77. Campus item: Males and females are treated with equal respect on this campus.	6.56	6.12 / 1.28	0.44	6.56	6.12 / 1.15	0.44	0.00
2. The campus staff are caring and helpful.	6.52	5.92 / 1.04	0.60	6.53	6.05 / 0.98	0.48	-0.13
66. Tuition paid is a worthwhile investment.	6.52	4.94 / 1.56	1.58	6.73	5.30 / 1.43	1.43	-0.36 **
6. My academic advisor is approachable.	6.51	5.86 / 1.41	0.65	6.46	5.90 / 1.38	0.56	-0.04
41. There is a commitment to academic excellence on this campus.	6.51	6.02 / 1.13	0.49	6.50	6.01 / 1.10	0.49	0.01
59. This institution shows concern for students as individuals.	6.51	5.89 / 1.27	0.62	6.56	5.92 / 1.26	0.64	-0.03

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

Institutional Summary

Items: In Order of Importance

Item	Importance	Nov 2017		Dec 2015			Mean Difference
		Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
74. Campus item: Being on this campus is contributing to my spiritual growth.	6.51	5.76 / 1.60	0.75	6.62	5.81 / 1.31	0.81	-0.05
45. Students are made to feel welcome on this campus.	6.50	5.81 / 1.33	0.69	6.49	5.92 / 1.23	0.57	-0.11
83. Campus item: I feel a sense of belonging at the University of Northwestern.	6.50	5.62 / 1.69	0.88	6.53	5.60 / 1.55	0.93	0.02
55. Major requirements are clear and reasonable.	6.49	5.84 / 1.26	0.65	6.48	5.93 / 1.07	0.55	-0.09
34. I am able to register for classes I need with few conflicts.	6.48	5.58 / 1.37	0.90	6.56	5.67 / 1.35	0.89	-0.09
36. Security staff respond quickly in emergencies.	6.48	5.57 / 1.57	0.91	6.47	5.60 / 1.44	0.87	-0.03
14. My academic advisor is concerned about my success as an individual.	6.47	5.87 / 1.36	0.60	6.42	5.88 / 1.29	0.54	-0.01
79. Campus item: Given where I am spiritually right now, this campus is a good "fit" for me.	6.46	5.75 / 1.62	0.71	6.45	5.90 / 1.40	0.55	-0.15
17. Adequate financial aid is available for most students.	6.44	5.03 / 1.55	1.41	6.54	5.02 / 1.49	1.52	0.01
25. Faculty are fair and unbiased in their treatment of individual students.	6.44	5.60 / 1.30	0.84	6.38	5.64 / 1.30	0.74	-0.04
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.42	5.52 / 1.35	0.90	6.48	5.75 / 1.32	0.73	-0.23
69. There is a good variety of courses provided on this campus.	6.42	5.90 / 1.23	0.52	6.52	5.91 / 1.05	0.61	-0.01
76. Campus item: Faculty, administrators, and/or staff are helpful to me in processing issues related to my faith.	6.40	5.65 / 1.55	0.75	6.42	5.71 / 1.39	0.71	-0.06
61. Adjunct faculty are competent as classroom instructors.	6.38	5.86 / 1.28	0.52	6.35	5.62 / 1.52	0.73	0.24
3. Faculty care about me as an individual.	6.37	5.82 / 1.19	0.55	6.36	5.87 / 1.15	0.49	-0.05

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Institutional Summary

Items: In Order of Importance

Item	Nov 2017			Dec 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
80. Campus item: I feel safe to question ideas expressed by others in the classroom.	6.36	5.38 / 1.64	0.98	6.36	5.43 / 1.56	0.93	-0.05
1. Most students feel a sense of belonging here.	6.35	5.28 / 1.36	1.07	6.36	5.30 / 1.26	1.06	-0.02
51. This institution has a good reputation within the community.	6.35	6.15 / 1.13	0.20	6.40	6.28 / 0.88	0.12	-0.13
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.30	5.58 / 1.36	0.72	6.32	5.56 / 1.33	0.76	0.02
22. Counseling staff care about students as individuals.	6.29	6.02 / 1.27	0.27	6.27	5.97 / 1.19	0.30	0.05
72. On the whole, the campus is well-maintained.	6.29	6.42 / 0.92	-0.13	6.17	6.33 / 0.85	-0.16	0.09
78. Campus item: This campus provides adequate opportunities for involvement in ministry.	6.29	5.97 / 1.23	0.32	6.13	5.95 / 1.10	0.18	0.02
91. Financial aid as factor in decision to enroll.	6.28			6.34			
65. Faculty are usually available after class and during office hours.	6.27	5.80 / 1.24	0.47	6.28	5.73 / 1.20	0.55	0.07
15. The staff in the health services area are competent.	6.26	5.99 / 1.21	0.27	6.14	5.95 / 1.16	0.19	0.04
47. Faculty provide timely feedback about student progress in a course.	6.26	4.97 / 1.47	1.29	6.34	5.18 / 1.32	1.16	-0.21
81. Campus item: I feel safe to engage in discussions on challenging topics with other students outside of the classroom.	6.25	5.69 / 1.46	0.56	6.32	5.65 / 1.36	0.67	0.04
49. There are adequate services to help me decide upon a career.	6.23	5.84 / 1.16	0.39	6.13	5.97 / 1.13	0.16	-0.13
5. Financial aid counselors are helpful.	6.22	5.50 / 1.36	0.72	6.25	5.54 / 1.36	0.71	-0.04
63. Student disciplinary procedures are fair.	6.22	5.39 / 1.58	0.83	6.15	5.55 / 1.42	0.60	-0.16

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Institutional Summary

Items: In Order of Importance

Item	Importance	Nov 2017		Dec 2015			Mean Difference
		Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
44. Academic support services adequately meet the needs of students.	6.21	5.83 / 1.17	0.38	6.18	5.86 / 1.12	0.32	-0.03
67. Freedom of expression is protected on campus.	6.21	5.21 / 1.69	1.00	6.13	5.37 / 1.51	0.76	-0.16
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.20	5.47 / 1.43	0.73	6.17	5.68 / 1.27	0.49	-0.21
4. Admissions staff are knowledgeable.	6.17	5.76 / 1.19	0.41	6.15	5.70 / 1.18	0.45	0.06
38. There is an adequate selection of food available in the cafeteria.	6.17	4.94 / 1.61	1.23	6.13	5.05 / 1.47	1.08	-0.11
73. Student activities fees are put to good use.	6.17	4.64 / 1.77	1.53	6.16	5.13 / 1.45	1.03	-0.49 **
70. Graduate teaching assistants are competent as classroom instructors.	6.16	5.78 / 1.27	0.38	6.12	5.78 / 1.27	0.34	0.00
82. Campus item: There is a strong commitment to think critically about my own and other cultures at the University of Northwestern.	6.16	5.66 / 1.50	0.50	6.21	5.62 / 1.31	0.59	0.04
30. Residence hall staff are concerned about me as an individual.	6.13	5.75 / 1.50	0.38	6.16	5.69 / 1.31	0.47	0.06
53. Faculty take into consideration student differences as they teach a course.	6.13	5.25 / 1.43	0.88	6.15	5.34 / 1.41	0.81	-0.09
18. Library resources and services are adequate.	6.12	5.89 / 1.14	0.23	6.06	5.87 / 1.12	0.19	0.02
64. New student orientation services help students adjust to college.	6.11	5.24 / 1.65	0.87	6.10	5.50 / 1.43	0.60	-0.26
27. The personnel involved in registration are helpful.	6.10	5.83 / 1.21	0.27	6.14	5.91 / 1.07	0.23	-0.08
62. There is a strong commitment to racial harmony on this campus.	6.10	5.36 / 1.58	0.74	6.00	5.61 / 1.23	0.39	-0.25

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Institutional Summary

Items: In Order of Importance

Item	Nov 2017			Dec 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
35. The assessment and course placement procedures are reasonable.	6.08	5.77 / 1.16	0.31	6.16	5.71 / 1.23	0.45	0.06
43. Admissions counselors respond to prospective students' unique needs and requests.	6.08	5.87 / 1.26	0.21	5.80	5.73 / 1.30	0.07	0.14
11. Billing policies are reasonable.	6.07	4.70 / 1.59	1.37	6.15	5.11 / 1.51	1.04	-0.41 **
32. Tutoring services are readily available.	6.07	5.84 / 1.37	0.23	5.92	5.88 / 1.06	0.04	-0.04
92. Academic reputation as factor in decision to enroll.	6.06			6.12			
21. The amount of student parking space on campus is adequate.	6.04	2.80 / 1.63	3.24	6.08	3.52 / 1.64	2.56	-0.72 ***
71. Channels for expressing student complaints are readily available.	6.04	4.88 / 1.73	1.16	5.97	5.03 / 1.55	0.94	-0.15
19. My academic advisor helps me set goals to work toward.	6.02	5.23 / 1.64	0.79	5.95	5.45 / 1.46	0.50	-0.22
90. Cost as factor in decision to enroll.	6.02			6.09			
50. Class change (drop/add) policies are reasonable.	6.01	5.95 / 1.12	0.06	5.97	6.07 / 1.05	-0.10	-0.12
40. Residence hall regulations are reasonable.	5.98	4.69 / 1.86	1.29	6.10	5.21 / 1.60	0.89	-0.52 **
60. I generally know what's happening on campus.	5.97	5.11 / 1.62	0.86	5.93	5.18 / 1.40	0.75	-0.07
28. Parking lots are well-lighted and secure.	5.96	5.51 / 1.37	0.45	5.84	5.58 / 1.32	0.26	-0.07
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.95	6.16 / 1.21	-0.21	5.49	5.99 / 1.14	-0.50	0.17
37. I feel a sense of pride about my campus.	5.94	5.67 / 1.62	0.27	5.83	5.71 / 1.38	0.12	-0.04
46. I can easily get involved in campus organizations.	5.89	5.43 / 1.48	0.46	5.97	5.51 / 1.37	0.46	-0.08

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Institutional Summary

Items: In Order of Importance

Item	Nov 2017			Dec 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
10. Administrators are approachable to students.	5.88	5.38 / 1.28	0.50	5.87	5.44 / 1.21	0.43	-0.06
57. I seldom get the "run-around" when seeking information on this campus.	5.87	5.22 / 1.54	0.65	5.85	5.35 / 1.49	0.50	-0.13
52. The student center is a comfortable place for students to spend their leisure time.	5.80	5.62 / 1.45	0.18	5.65	5.53 / 1.35	0.12	0.09
13. Library staff are helpful and approachable.	5.74	6.03 / 1.14	-0.29	5.50	5.84 / 1.12	-0.34	0.19
26. Computer labs are adequate and accessible.	5.68	5.83 / 1.26	-0.15	5.68	5.79 / 1.16	-0.11	0.04
20. The business office is open during hours which are convenient for most students.	5.67	5.46 / 1.32	0.21	5.68	5.40 / 1.23	0.28	0.06
54. Bookstore staff are helpful.	5.61	5.85 / 1.21	-0.24	5.48	5.71 / 1.24	-0.23	0.14
56. The student handbook provides helpful information about campus life.	5.58	5.46 / 1.44	0.12	5.41	5.44 / 1.26	-0.03	0.02
93. Size of institution as factor in decision to enroll.	5.51			5.45			
96. Geographic setting as factor in decision to enroll.	5.51			5.47			
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.50	5.19 / 1.53	0.31	5.25	5.40 / 1.34	-0.15	-0.21
98. Personalized attention prior to enrollment as factor in decision to enroll.	5.50			5.59			
97. Campus appearance as factor in decision to enroll.	5.43			5.26			
42. There are a sufficient number of weekend activities for students.	5.39	4.46 / 1.81	0.93	5.60	3.88 / 1.78	1.72	0.58 ***

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Institutional Summary
Items: In Order of Importance

Item	Importance	Nov 2017		Dec 2015			Mean Difference
		Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
95. Recommendations from family/friends as factor in decision to enroll.	5.34			4.94			
9. A variety of intramural activities are offered.	5.06	5.38 / 1.49	-0.32	4.92	5.44 / 1.21	-0.52	-0.06
94. Opportunity to play sports as factor in decision to enroll.	3.88			3.14			
84. Institution's commitment to part-time students?		5.60 / 1.37			5.44 / 1.23		0.16
85. Institution's commitment to evening students?		5.51 / 1.35			5.46 / 1.24		0.05
86. Institution's commitment to older, returning learners?		5.59 / 1.30			5.51 / 1.34		0.08
87. Institution's commitment to under-represented populations?		5.47 / 1.51			5.60 / 1.27		-0.13
88. Institution's commitment to commuters?		5.52 / 1.46			5.34 / 1.44		0.18
89. Institution's commitment to students with disabilities?		5.89 / 1.36			5.87 / 1.31		0.02

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Institutional Summary

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

Scale/Item	Nov 2017			Dec 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC ADVISING	6.42	5.78 / 1.08	0.64	6.39	5.85 / 1.06	0.54	-0.07
6. My academic advisor is approachable.	6.51	5.86 / 1.41	0.65	6.46	5.90 / 1.38	0.56	-0.04
14. My academic advisor is concerned about my success as an individual.	6.47	5.87 / 1.36	0.60	6.42	5.88 / 1.29	0.54	-0.01
19. My academic advisor helps me set goals to work toward.	6.02	5.23 / 1.64	0.79	5.95	5.45 / 1.46	0.50	-0.22
33. My academic advisor is knowledgeable about requirements in my major.	6.58	6.09 / 1.22	0.49	6.63	6.10 / 1.26	0.53	-0.01
55. Major requirements are clear and reasonable.	6.49	5.84 / 1.26	0.65	6.48	5.93 / 1.07	0.55	-0.09

* Difference statistically significant at the .05 level
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Institutional Summary

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

Scale/Item	Nov 2017			Dec 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS CLIMATE	6.29	5.57 / 0.97	0.72	6.28	5.65 / 0.87	0.63	-0.08
1. Most students feel a sense of belonging here.	6.35	5.28 / 1.36	1.07	6.36	5.30 / 1.26	1.06	-0.02
2. The campus staff are caring and helpful.	6.52	5.92 / 1.04	0.60	6.53	6.05 / 0.98	0.48	-0.13
3. Faculty care about me as an individual.	6.37	5.82 / 1.19	0.55	6.36	5.87 / 1.15	0.49	-0.05
7. The campus is safe and secure for all students.	6.62	5.99 / 1.29	0.63	6.53	5.66 / 1.34	0.87	0.33 **
10. Administrators are approachable to students.	5.88	5.38 / 1.28	0.50	5.87	5.44 / 1.21	0.43	-0.06
29. It is an enjoyable experience to be a student on this campus.	6.57	5.77 / 1.45	0.80	6.63	5.90 / 1.27	0.73	-0.13
37. I feel a sense of pride about my campus.	5.94	5.67 / 1.62	0.27	5.83	5.71 / 1.38	0.12	-0.04
41. There is a commitment to academic excellence on this campus.	6.51	6.02 / 1.13	0.49	6.50	6.01 / 1.10	0.49	0.01
45. Students are made to feel welcome on this campus.	6.50	5.81 / 1.33	0.69	6.49	5.92 / 1.23	0.57	-0.11
51. This institution has a good reputation within the community.	6.35	6.15 / 1.13	0.20	6.40	6.28 / 0.88	0.12	-0.13
57. I seldom get the "run-around" when seeking information on this campus.	5.87	5.22 / 1.54	0.65	5.85	5.35 / 1.49	0.50	-0.13
59. This institution shows concern for students as individuals.	6.51	5.89 / 1.27	0.62	6.56	5.92 / 1.26	0.64	-0.03
60. I generally know what's happening on campus.	5.97	5.11 / 1.62	0.86	5.93	5.18 / 1.40	0.75	-0.07
62. There is a strong commitment to racial harmony on this campus.	6.10	5.36 / 1.58	0.74	6.00	5.61 / 1.23	0.39	-0.25
66. Tuition paid is a worthwhile investment.	6.52	4.94 / 1.56	1.58	6.73	5.30 / 1.43	1.43	-0.36 **

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 ** Difference statistically significant at the .01 level
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Institutional Summary

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

Scale/Item	Nov 2017			Dec 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
67. Freedom of expression is protected on campus.	6.21	5.21 / 1.69	1.00	6.13	5.37 / 1.51	0.76	-0.16
71. Channels for expressing student complaints are readily available.	6.04	4.88 / 1.73	1.16	5.97	5.03 / 1.55	0.94	-0.15

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

Institutional Summary

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

Scale/Item	Nov 2017			Dec 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS LIFE	5.90	5.26 / 1.04	0.64	5.84	5.35 / 0.90	0.49	-0.09
9. A variety of intramural activities are offered.	5.06	5.38 / 1.49	-0.32	4.92	5.44 / 1.21	-0.52	-0.06
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.42	5.52 / 1.35	0.90	6.48	5.75 / 1.32	0.73	-0.23
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.50	5.19 / 1.53	0.31	5.25	5.40 / 1.34	-0.15	-0.21
30. Residence hall staff are concerned about me as an individual.	6.13	5.75 / 1.50	0.38	6.16	5.69 / 1.31	0.47	0.06
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.95	6.16 / 1.21	-0.21	5.49	5.99 / 1.14	-0.50	0.17
38. There is an adequate selection of food available in the cafeteria.	6.17	4.94 / 1.61	1.23	6.13	5.05 / 1.47	1.08	-0.11
40. Residence hall regulations are reasonable.	5.98	4.69 / 1.86	1.29	6.10	5.21 / 1.60	0.89	-0.52 **
42. There are a sufficient number of weekend activities for students.	5.39	4.46 / 1.81	0.93	5.60	3.88 / 1.78	1.72	0.58 ***
46. I can easily get involved in campus organizations.	5.89	5.43 / 1.48	0.46	5.97	5.51 / 1.37	0.46	-0.08
52. The student center is a comfortable place for students to spend their leisure time.	5.80	5.62 / 1.45	0.18	5.65	5.53 / 1.35	0.12	0.09
56. The student handbook provides helpful information about campus life.	5.58	5.46 / 1.44	0.12	5.41	5.44 / 1.26	-0.03	0.02
63. Student disciplinary procedures are fair.	6.22	5.39 / 1.58	0.83	6.15	5.55 / 1.42	0.60	-0.16
64. New student orientation services help students adjust to college.	6.11	5.24 / 1.65	0.87	6.10	5.50 / 1.43	0.60	-0.26

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

Institutional Summary

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

Scale/Item	Nov 2017			Dec 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
67. Freedom of expression is protected on campus.	6.21	5.21 / 1.69	1.00	6.13	5.37 / 1.51	0.76	-0.16
73. Student activities fees are put to good use.	6.17	4.64 / 1.77	1.53	6.16	5.13 / 1.45	1.03	-0.49 **

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

Institutional Summary

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

Scale/Item	Importance	Nov 2017		Dec 2015			Mean Difference
		Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS SUPPORT SERVICES	5.95	5.88 / 0.90	0.07	5.84	5.85 / 0.84	-0.01	0.03
13. Library staff are helpful and approachable.	5.74	6.03 / 1.14	-0.29	5.50	5.84 / 1.12	-0.34	0.19
18. Library resources and services are adequate.	6.12	5.89 / 1.14	0.23	6.06	5.87 / 1.12	0.19	0.02
26. Computer labs are adequate and accessible.	5.68	5.83 / 1.26	-0.15	5.68	5.79 / 1.16	-0.11	0.04
32. Tutoring services are readily available.	6.07	5.84 / 1.37	0.23	5.92	5.88 / 1.06	0.04	-0.04
44. Academic support services adequately meet the needs of students.	6.21	5.83 / 1.17	0.38	6.18	5.86 / 1.12	0.32	-0.03
49. There are adequate services to help me decide upon a career.	6.23	5.84 / 1.16	0.39	6.13	5.97 / 1.13	0.16	-0.13
54. Bookstore staff are helpful.	5.61	5.85 / 1.21	-0.24	5.48	5.71 / 1.24	-0.23	0.14

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

Institutional Summary

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

Scale/Item	Nov 2017			Dec 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CONCERN FOR THE INDIVIDUAL	6.37	5.81 / 0.92	0.56	6.36	5.82 / 0.92	0.54	-0.01
3. Faculty care about me as an individual.	6.37	5.82 / 1.19	0.55	6.36	5.87 / 1.15	0.49	-0.05
14. My academic advisor is concerned about my success as an individual.	6.47	5.87 / 1.36	0.60	6.42	5.88 / 1.29	0.54	-0.01
22. Counseling staff care about students as individuals.	6.29	6.02 / 1.27	0.27	6.27	5.97 / 1.19	0.30	0.05
25. Faculty are fair and unbiased in their treatment of individual students.	6.44	5.60 / 1.30	0.84	6.38	5.64 / 1.30	0.74	-0.04
30. Residence hall staff are concerned about me as an individual.	6.13	5.75 / 1.50	0.38	6.16	5.69 / 1.31	0.47	0.06
59. This institution shows concern for students as individuals.	6.51	5.89 / 1.27	0.62	6.56	5.92 / 1.26	0.64	-0.03

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

Institutional Summary

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

Scale/Item	Nov 2017			Dec 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTRUCTIONAL EFFECTIVENESS	6.45	5.77 / 0.85	0.68	6.46	5.78 / 0.82	0.68	-0.01
3. Faculty care about me as an individual.	6.37	5.82 / 1.19	0.55	6.36	5.87 / 1.15	0.49	-0.05
8. The content of the courses within my major is valuable.	6.71	5.81 / 1.14	0.90	6.75	5.77 / 1.01	0.98	0.04
16. The instruction in my major field is excellent.	6.68	5.87 / 1.19	0.81	6.68	5.89 / 1.14	0.79	-0.02
25. Faculty are fair and unbiased in their treatment of individual students.	6.44	5.60 / 1.30	0.84	6.38	5.64 / 1.30	0.74	-0.04
39. I am able to experience intellectual growth here.	6.62	6.09 / 1.17	0.53	6.59	6.12 / 0.99	0.47	-0.03
41. There is a commitment to academic excellence on this campus.	6.51	6.02 / 1.13	0.49	6.50	6.01 / 1.10	0.49	0.01
47. Faculty provide timely feedback about student progress in a course.	6.26	4.97 / 1.47	1.29	6.34	5.18 / 1.32	1.16	-0.21
53. Faculty take into consideration student differences as they teach a course.	6.13	5.25 / 1.43	0.88	6.15	5.34 / 1.41	0.81	-0.09
58. The quality of instruction I receive in most of my classes is excellent.	6.62	5.84 / 1.14	0.78	6.63	5.79 / 1.09	0.84	0.05
61. Adjunct faculty are competent as classroom instructors.	6.38	5.86 / 1.28	0.52	6.35	5.62 / 1.52	0.73	0.24
65. Faculty are usually available after class and during office hours.	6.27	5.80 / 1.24	0.47	6.28	5.73 / 1.20	0.55	0.07
68. Nearly all of the faculty are knowledgeable in their field.	6.66	6.24 / 0.99	0.42	6.70	6.18 / 0.99	0.52	0.06
69. There is a good variety of courses provided on this campus.	6.42	5.90 / 1.23	0.52	6.52	5.91 / 1.05	0.61	-0.01
70. Graduate teaching assistants are competent as classroom instructors.	6.16	5.78 / 1.27	0.38	6.12	5.78 / 1.27	0.34	0.00

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

Institutional Summary

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

Scale/Item	Nov 2017			Dec 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
RECRUITMENT AND FINANCIAL AID	6.24	5.53 / 1.04	0.71	6.21	5.53 / 1.02	0.68	0.00
4. Admissions staff are knowledgeable.	6.17	5.76 / 1.19	0.41	6.15	5.70 / 1.18	0.45	0.06
5. Financial aid counselors are helpful.	6.22	5.50 / 1.36	0.72	6.25	5.54 / 1.36	0.71	-0.04
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.30	5.58 / 1.36	0.72	6.32	5.56 / 1.33	0.76	0.02
17. Adequate financial aid is available for most students.	6.44	5.03 / 1.55	1.41	6.54	5.02 / 1.49	1.52	0.01
43. Admissions counselors respond to prospective students' unique needs and requests.	6.08	5.87 / 1.26	0.21	5.80	5.73 / 1.30	0.07	0.14
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.20	5.47 / 1.43	0.73	6.17	5.68 / 1.27	0.49	-0.21

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

Institutional Summary

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

Scale/Item	Importance	Nov 2017		Dec 2015			Mean Difference
		Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
REGISTRATION EFFECTIVENESS	6.08	5.50 / 0.93	0.58	6.11	5.63 / 0.94	0.48	-0.13
11. Billing policies are reasonable.	6.07	4.70 / 1.59	1.37	6.15	5.11 / 1.51	1.04	-0.41 **
20. The business office is open during hours which are convenient for most students.	5.67	5.46 / 1.32	0.21	5.68	5.40 / 1.23	0.28	0.06
27. The personnel involved in registration are helpful.	6.10	5.83 / 1.21	0.27	6.14	5.91 / 1.07	0.23	-0.08
34. I am able to register for classes I need with few conflicts.	6.48	5.58 / 1.37	0.90	6.56	5.67 / 1.35	0.89	-0.09
50. Class change (drop/add) policies are reasonable.	6.01	5.95 / 1.12	0.06	5.97	6.07 / 1.05	-0.10	-0.12

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

Institutional Summary

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

Scale/Item	Importance	Nov 2017		Dec 2015			Mean Difference
		Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
RESPONSIVENESS TO DIVERSE POPULATIONS		5.60 / 1.27			5.54 / 1.11		0.06
84. Institution's commitment to part-time students?		5.60 / 1.37			5.44 / 1.23		0.16
85. Institution's commitment to evening students?		5.51 / 1.35			5.46 / 1.24		0.05
86. Institution's commitment to older, returning learners?		5.59 / 1.30			5.51 / 1.34		0.08
87. Institution's commitment to under-represented populations?		5.47 / 1.51			5.60 / 1.27		-0.13
88. Institution's commitment to commuters?		5.52 / 1.46			5.34 / 1.44		0.18
89. Institution's commitment to students with disabilities?		5.89 / 1.36			5.87 / 1.31		0.02

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

Institutional Summary

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

Scale/Item	Nov 2017			Dec 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SAFETY AND SECURITY	6.27	4.93 / 1.04	1.34	6.23	5.07 / 1.11	1.16	-0.14
7. The campus is safe and secure for all students.	6.62	5.99 / 1.29	0.63	6.53	5.66 / 1.34	0.87	0.33 **
21. The amount of student parking space on campus is adequate.	6.04	2.80 / 1.63	3.24	6.08	3.52 / 1.64	2.56	-0.72 ***
28. Parking lots are well-lighted and secure.	5.96	5.51 / 1.37	0.45	5.84	5.58 / 1.32	0.26	-0.07
36. Security staff respond quickly in emergencies.	6.48	5.57 / 1.57	0.91	6.47	5.60 / 1.44	0.87	-0.03

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

Institutional Summary

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

Scale/Item	Importance	Nov 2017		Dec 2015			Mean Difference
		Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SERVICE EXCELLENCE	6.10	5.61 / 0.93	0.49	6.04	5.66 / 0.82	0.38	-0.05
2. The campus staff are caring and helpful.	6.52	5.92 / 1.04	0.60	6.53	6.05 / 0.98	0.48	-0.13
13. Library staff are helpful and approachable.	5.74	6.03 / 1.14	-0.29	5.50	5.84 / 1.12	-0.34	0.19
15. The staff in the health services area are competent.	6.26	5.99 / 1.21	0.27	6.14	5.95 / 1.16	0.19	0.04
22. Counseling staff care about students as individuals.	6.29	6.02 / 1.27	0.27	6.27	5.97 / 1.19	0.30	0.05
27. The personnel involved in registration are helpful.	6.10	5.83 / 1.21	0.27	6.14	5.91 / 1.07	0.23	-0.08
57. I seldom get the "run-around" when seeking information on this campus.	5.87	5.22 / 1.54	0.65	5.85	5.35 / 1.49	0.50	-0.13
60. I generally know what's happening on campus.	5.97	5.11 / 1.62	0.86	5.93	5.18 / 1.40	0.75	-0.07
71. Channels for expressing student complaints are readily available.	6.04	4.88 / 1.73	1.16	5.97	5.03 / 1.55	0.94	-0.15

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

Institutional Summary

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

Scale/Item	Nov 2017			Dec 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
STUDENT CENTEREDNESS	6.39	5.68 / 1.04	0.71	6.41	5.75 / 0.93	0.66	-0.07
1. Most students feel a sense of belonging here.	6.35	5.28 / 1.36	1.07	6.36	5.30 / 1.26	1.06	-0.02
2. The campus staff are caring and helpful.	6.52	5.92 / 1.04	0.60	6.53	6.05 / 0.98	0.48	-0.13
10. Administrators are approachable to students.	5.88	5.38 / 1.28	0.50	5.87	5.44 / 1.21	0.43	-0.06
29. It is an enjoyable experience to be a student on this campus.	6.57	5.77 / 1.45	0.80	6.63	5.90 / 1.27	0.73	-0.13
45. Students are made to feel welcome on this campus.	6.50	5.81 / 1.33	0.69	6.49	5.92 / 1.23	0.57	-0.11
59. This institution shows concern for students as individuals.	6.51	5.89 / 1.27	0.62	6.56	5.92 / 1.26	0.64	-0.03

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

Institutional Summary

Items: In Sequential Order

Item	Importance	Nov 2017		Dec 2015			Mean Difference
		Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. Most students feel a sense of belonging here.	6.35	5.28 / 1.36	1.07	6.36	5.30 / 1.26	1.06	-0.02
2. The campus staff are caring and helpful.	6.52	5.92 / 1.04	0.60	6.53	6.05 / 0.98	0.48	-0.13
3. Faculty care about me as an individual.	6.37	5.82 / 1.19	0.55	6.36	5.87 / 1.15	0.49	-0.05
4. Admissions staff are knowledgeable.	6.17	5.76 / 1.19	0.41	6.15	5.70 / 1.18	0.45	0.06
5. Financial aid counselors are helpful.	6.22	5.50 / 1.36	0.72	6.25	5.54 / 1.36	0.71	-0.04
6. My academic advisor is approachable.	6.51	5.86 / 1.41	0.65	6.46	5.90 / 1.38	0.56	-0.04
7. The campus is safe and secure for all students.	6.62	5.99 / 1.29	0.63	6.53	5.66 / 1.34	0.87	0.33 **
8. The content of the courses within my major is valuable.	6.71	5.81 / 1.14	0.90	6.75	5.77 / 1.01	0.98	0.04
9. A variety of intramural activities are offered.	5.06	5.38 / 1.49	-0.32	4.92	5.44 / 1.21	-0.52	-0.06
10. Administrators are approachable to students.	5.88	5.38 / 1.28	0.50	5.87	5.44 / 1.21	0.43	-0.06
11. Billing policies are reasonable.	6.07	4.70 / 1.59	1.37	6.15	5.11 / 1.51	1.04	-0.41 **
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.30	5.58 / 1.36	0.72	6.32	5.56 / 1.33	0.76	0.02
13. Library staff are helpful and approachable.	5.74	6.03 / 1.14	-0.29	5.50	5.84 / 1.12	-0.34	0.19
14. My academic advisor is concerned about my success as an individual.	6.47	5.87 / 1.36	0.60	6.42	5.88 / 1.29	0.54	-0.01
15. The staff in the health services area are competent.	6.26	5.99 / 1.21	0.27	6.14	5.95 / 1.16	0.19	0.04
16. The instruction in my major field is excellent.	6.68	5.87 / 1.19	0.81	6.68	5.89 / 1.14	0.79	-0.02

* Difference statistically significant at the .05 level

** Difference statistically significant at the .01 level

*** Difference statistically significant at the .001 level

Institutional Summary

Items: In Sequential Order

Item	Nov 2017			Dec 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
17. Adequate financial aid is available for most students.	6.44	5.03 / 1.55	1.41	6.54	5.02 / 1.49	1.52	0.01
18. Library resources and services are adequate.	6.12	5.89 / 1.14	0.23	6.06	5.87 / 1.12	0.19	0.02
19. My academic advisor helps me set goals to work toward.	6.02	5.23 / 1.64	0.79	5.95	5.45 / 1.46	0.50	-0.22
20. The business office is open during hours which are convenient for most students.	5.67	5.46 / 1.32	0.21	5.68	5.40 / 1.23	0.28	0.06
21. The amount of student parking space on campus is adequate.	6.04	2.80 / 1.63	3.24	6.08	3.52 / 1.64	2.56	-0.72 ***
22. Counseling staff care about students as individuals.	6.29	6.02 / 1.27	0.27	6.27	5.97 / 1.19	0.30	0.05
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.42	5.52 / 1.35	0.90	6.48	5.75 / 1.32	0.73	-0.23
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.50	5.19 / 1.53	0.31	5.25	5.40 / 1.34	-0.15	-0.21
25. Faculty are fair and unbiased in their treatment of individual students.	6.44	5.60 / 1.30	0.84	6.38	5.64 / 1.30	0.74	-0.04
26. Computer labs are adequate and accessible.	5.68	5.83 / 1.26	-0.15	5.68	5.79 / 1.16	-0.11	0.04
27. The personnel involved in registration are helpful.	6.10	5.83 / 1.21	0.27	6.14	5.91 / 1.07	0.23	-0.08
28. Parking lots are well-lighted and secure.	5.96	5.51 / 1.37	0.45	5.84	5.58 / 1.32	0.26	-0.07
29. It is an enjoyable experience to be a student on this campus.	6.57	5.77 / 1.45	0.80	6.63	5.90 / 1.27	0.73	-0.13
30. Residence hall staff are concerned about me as an individual.	6.13	5.75 / 1.50	0.38	6.16	5.69 / 1.31	0.47	0.06
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.95	6.16 / 1.21	-0.21	5.49	5.99 / 1.14	-0.50	0.17

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

Institutional Summary

Items: In Sequential Order

Item	Nov 2017			Dec 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
32. Tutoring services are readily available.	6.07	5.84 / 1.37	0.23	5.92	5.88 / 1.06	0.04	-0.04
33. My academic advisor is knowledgeable about requirements in my major.	6.58	6.09 / 1.22	0.49	6.63	6.10 / 1.26	0.53	-0.01
34. I am able to register for classes I need with few conflicts.	6.48	5.58 / 1.37	0.90	6.56	5.67 / 1.35	0.89	-0.09
35. The assessment and course placement procedures are reasonable.	6.08	5.77 / 1.16	0.31	6.16	5.71 / 1.23	0.45	0.06
36. Security staff respond quickly in emergencies.	6.48	5.57 / 1.57	0.91	6.47	5.60 / 1.44	0.87	-0.03
37. I feel a sense of pride about my campus.	5.94	5.67 / 1.62	0.27	5.83	5.71 / 1.38	0.12	-0.04
38. There is an adequate selection of food available in the cafeteria.	6.17	4.94 / 1.61	1.23	6.13	5.05 / 1.47	1.08	-0.11
39. I am able to experience intellectual growth here.	6.62	6.09 / 1.17	0.53	6.59	6.12 / 0.99	0.47	-0.03
40. Residence hall regulations are reasonable.	5.98	4.69 / 1.86	1.29	6.10	5.21 / 1.60	0.89	-0.52 **
41. There is a commitment to academic excellence on this campus.	6.51	6.02 / 1.13	0.49	6.50	6.01 / 1.10	0.49	0.01
42. There are a sufficient number of weekend activities for students.	5.39	4.46 / 1.81	0.93	5.60	3.88 / 1.78	1.72	0.58 ***
43. Admissions counselors respond to prospective students' unique needs and requests.	6.08	5.87 / 1.26	0.21	5.80	5.73 / 1.30	0.07	0.14
44. Academic support services adequately meet the needs of students.	6.21	5.83 / 1.17	0.38	6.18	5.86 / 1.12	0.32	-0.03
45. Students are made to feel welcome on this campus.	6.50	5.81 / 1.33	0.69	6.49	5.92 / 1.23	0.57	-0.11
46. I can easily get involved in campus organizations.	5.89	5.43 / 1.48	0.46	5.97	5.51 / 1.37	0.46	-0.08

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

Institutional Summary

Items: In Sequential Order

Item	Importance	Nov 2017		Dec 2015			Mean Difference
		Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
47. Faculty provide timely feedback about student progress in a course.	6.26	4.97 / 1.47	1.29	6.34	5.18 / 1.32	1.16	-0.21
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.20	5.47 / 1.43	0.73	6.17	5.68 / 1.27	0.49	-0.21
49. There are adequate services to help me decide upon a career.	6.23	5.84 / 1.16	0.39	6.13	5.97 / 1.13	0.16	-0.13
50. Class change (drop/add) policies are reasonable.	6.01	5.95 / 1.12	0.06	5.97	6.07 / 1.05	-0.10	-0.12
51. This institution has a good reputation within the community.	6.35	6.15 / 1.13	0.20	6.40	6.28 / 0.88	0.12	-0.13
52. The student center is a comfortable place for students to spend their leisure time.	5.80	5.62 / 1.45	0.18	5.65	5.53 / 1.35	0.12	0.09
53. Faculty take into consideration student differences as they teach a course.	6.13	5.25 / 1.43	0.88	6.15	5.34 / 1.41	0.81	-0.09
54. Bookstore staff are helpful.	5.61	5.85 / 1.21	-0.24	5.48	5.71 / 1.24	-0.23	0.14
55. Major requirements are clear and reasonable.	6.49	5.84 / 1.26	0.65	6.48	5.93 / 1.07	0.55	-0.09
56. The student handbook provides helpful information about campus life.	5.58	5.46 / 1.44	0.12	5.41	5.44 / 1.26	-0.03	0.02
57. I seldom get the "run-around" when seeking information on this campus.	5.87	5.22 / 1.54	0.65	5.85	5.35 / 1.49	0.50	-0.13
58. The quality of instruction I receive in most of my classes is excellent.	6.62	5.84 / 1.14	0.78	6.63	5.79 / 1.09	0.84	0.05
59. This institution shows concern for students as individuals.	6.51	5.89 / 1.27	0.62	6.56	5.92 / 1.26	0.64	-0.03
60. I generally know what's happening on campus.	5.97	5.11 / 1.62	0.86	5.93	5.18 / 1.40	0.75	-0.07
61. Adjunct faculty are competent as classroom instructors.	6.38	5.86 / 1.28	0.52	6.35	5.62 / 1.52	0.73	0.24

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

Institutional Summary

Items: In Sequential Order

Item	Nov 2017			Dec 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
62. There is a strong commitment to racial harmony on this campus.	6.10	5.36 / 1.58	0.74	6.00	5.61 / 1.23	0.39	-0.25
63. Student disciplinary procedures are fair.	6.22	5.39 / 1.58	0.83	6.15	5.55 / 1.42	0.60	-0.16
64. New student orientation services help students adjust to college.	6.11	5.24 / 1.65	0.87	6.10	5.50 / 1.43	0.60	-0.26
65. Faculty are usually available after class and during office hours.	6.27	5.80 / 1.24	0.47	6.28	5.73 / 1.20	0.55	0.07
66. Tuition paid is a worthwhile investment.	6.52	4.94 / 1.56	1.58	6.73	5.30 / 1.43	1.43	-0.36 **
67. Freedom of expression is protected on campus.	6.21	5.21 / 1.69	1.00	6.13	5.37 / 1.51	0.76	-0.16
68. Nearly all of the faculty are knowledgeable in their field.	6.66	6.24 / 0.99	0.42	6.70	6.18 / 0.99	0.52	0.06
69. There is a good variety of courses provided on this campus.	6.42	5.90 / 1.23	0.52	6.52	5.91 / 1.05	0.61	-0.01
70. Graduate teaching assistants are competent as classroom instructors.	6.16	5.78 / 1.27	0.38	6.12	5.78 / 1.27	0.34	0.00
71. Channels for expressing student complaints are readily available.	6.04	4.88 / 1.73	1.16	5.97	5.03 / 1.55	0.94	-0.15
72. On the whole, the campus is well-maintained.	6.29	6.42 / 0.92	-0.13	6.17	6.33 / 0.85	-0.16	0.09
73. Student activities fees are put to good use.	6.17	4.64 / 1.77	1.53	6.16	5.13 / 1.45	1.03	-0.49 **
74. Campus item: Being on this campus is contributing to my spiritual growth.	6.51	5.76 / 1.60	0.75	6.62	5.81 / 1.31	0.81	-0.05
75. Campus item: My understanding of God is being strengthened by classroom and/or campus experiences.	6.57	6.02 / 1.42	0.55	6.58	5.97 / 1.23	0.61	0.05

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Institutional Summary

Items: In Sequential Order

Item	Importance	Nov 2017		Dec 2015			Mean Difference
		Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
76. Campus item: Faculty, administrators, and/or staff are helpful to me in processing issues related to my faith.	6.40	5.65 / 1.55	0.75	6.42	5.71 / 1.39	0.71	-0.06
77. Campus item: Males and females are treated with equal respect on this campus.	6.56	6.12 / 1.28	0.44	6.56	6.12 / 1.15	0.44	0.00
78. Campus item: This campus provides adequate opportunities for involvement in ministry.	6.29	5.97 / 1.23	0.32	6.13	5.95 / 1.10	0.18	0.02
79. Campus item: Given where I am spiritually right now, this campus is a good "fit" for me.	6.46	5.75 / 1.62	0.71	6.45	5.90 / 1.40	0.55	-0.15
80. Campus item: I feel safe to question ideas expressed by others in the classroom.	6.36	5.38 / 1.64	0.98	6.36	5.43 / 1.56	0.93	-0.05
81. Campus item: I feel safe to engage in discussions on challenging topics with other students outside of the classroom.	6.25	5.69 / 1.46	0.56	6.32	5.65 / 1.36	0.67	0.04
82. Campus item: There is a strong commitment to think critically about my own and other cultures at the University of Northwestern.	6.16	5.66 / 1.50	0.50	6.21	5.62 / 1.31	0.59	0.04
83. Campus item: I feel a sense of belonging at the University of Northwestern.	6.50	5.62 / 1.69	0.88	6.53	5.60 / 1.55	0.93	0.02
84. Institution's commitment to part-time students?		5.60 / 1.37			5.44 / 1.23		0.16
85. Institution's commitment to evening students?		5.51 / 1.35			5.46 / 1.24		0.05
86. Institution's commitment to older, returning learners?		5.59 / 1.30			5.51 / 1.34		0.08
87. Institution's commitment to under-represented populations?		5.47 / 1.51			5.60 / 1.27		-0.13
88. Institution's commitment to commuters?		5.52 / 1.46			5.34 / 1.44		0.18
89. Institution's commitment to students with disabilities?		5.89 / 1.36			5.87 / 1.31		0.02

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Institutional Summary
Items: In Sequential Order

Item	Importance	Nov 2017		Dec 2015			Mean Difference
		Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
90. Cost as factor in decision to enroll.	6.02			6.09			
91. Financial aid as factor in decision to enroll.	6.28			6.34			
92. Academic reputation as factor in decision to enroll.	6.06			6.12			
93. Size of institution as factor in decision to enroll.	5.51			5.45			
94. Opportunity to play sports as factor in decision to enroll.	3.88			3.14			
95. Recommendations from family/friends as factor in decision to enroll.	5.34			4.94			
96. Geographic setting as factor in decision to enroll.	5.51			5.47			
97. Campus appearance as factor in decision to enroll.	5.43			5.26			
98. Personalized attention prior to enrollment as factor in decision to enroll.	5.50			5.59			

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Institutional Summary

Summary Items

Summary Item	Nov 2017	Dec 2015	Mean Difference
So far, how has your college experience met your expectations?	Average: 4.89	Average: 4.74	0.15
1=Much worse than expected	1%	1%	
2=Quite a bit worse than I expected	2%	2%	
3=Worse than I expected	9%	12%	
4=About what I expected	24%	26%	
5=Better than I expected	28%	29%	
6=Quite a bit better than I expected	19%	16%	
7=Much better than expected	13%	10%	
Rate your overall satisfaction with your experience here thus far.	Average: 5.61	Average: 5.69	-0.08
1=Not satisfied at all	0%	0%	
2=Not very satisfied	4%	2%	
3=Somewhat dissatisfied	4%	4%	
4=Neutral	5%	3%	
5=Somewhat satisfied	14%	16%	
6=Satisfied	44%	48%	
7=Very satisfied	24%	23%	
All in all, if you had to do it over, would you enroll here again?	Average: 5.75	Average: 5.80	-0.05
1=Definitely not	3%	1%	
2=Probably not	3%	2%	
3=Maybe not	3%	3%	
4=I don't know	8%	9%	
5=Maybe yes	10%	10%	
6=Probably yes	27%	32%	
7=Definitely yes	43%	40%	