

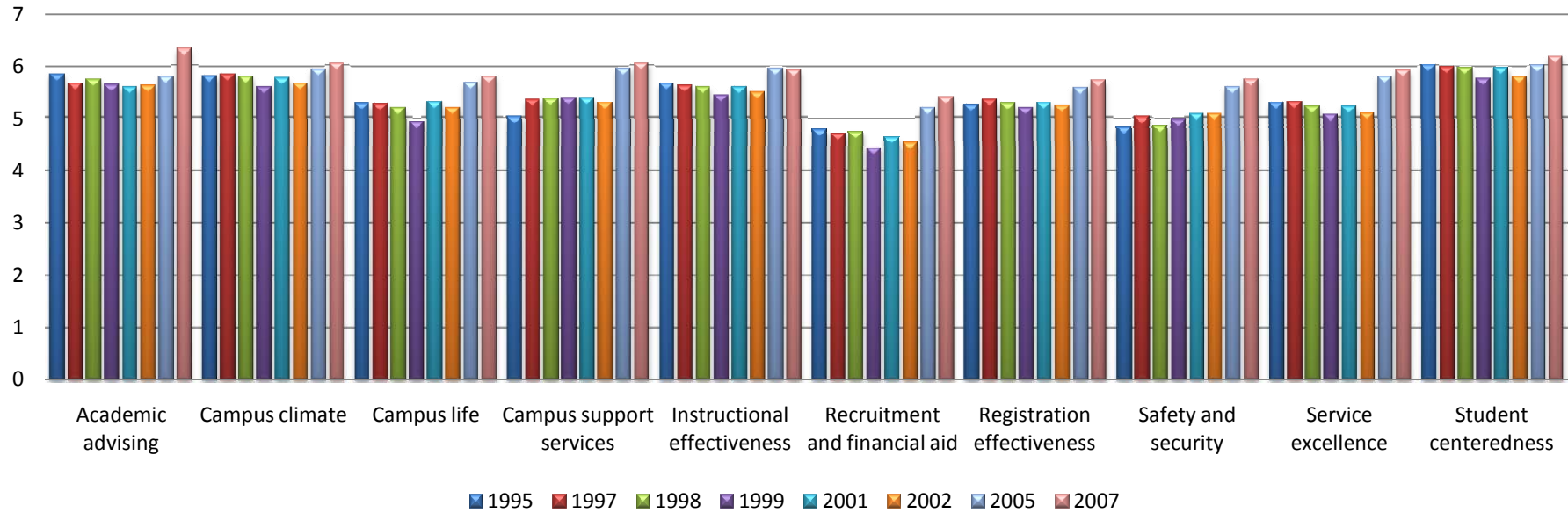
Cedarville University Composite Scale Averages: 1995-2007

SCALES	SSI Satisfaction Means Composite Factors							
	1995	1997	1998	1999	2001	2002	2005	2007
Academic advising	5.836	5.659	5.736	5.633	5.587	5.619	5.790	6.330
Campus climate	5.796	5.824	5.791	5.582	5.761	5.662	5.930	6.050
Campus life	5.274	5.258	5.181	4.937	5.302	5.195	5.670	5.790
Campus support services	5.013	5.341	5.365	5.376	5.377	5.290	5.940	6.050
Instructional effectiveness	5.660	5.614	5.581	5.424	5.588	5.490	5.950	5.910
Recruitment and financial aid	4.795	4.718	4.752	4.437	4.641	4.531	5.190	5.390
Registration effectiveness	5.238	5.343	5.267	5.189	5.294	5.235	5.580	5.710
Safety and security	4.828	5.014	4.853	4.967	5.079	5.079	5.590	5.730
Service excellence	5.283	5.306	5.214	5.065	5.213	5.088	5.790	5.910
Student centeredness	6.010	5.972	5.960	5.749	5.956	5.787	6.000	6.170

SCALES	SSI Importance Means Composite Factors							
	1995	1997	1998	1999	2001	2002	2005	2007
Academic advising	6.509	6.309	6.455	6.362	6.354	6.377	6.380	6.330
Campus climate	6.372	6.245	6.353	6.220	6.205	6.278	6.310	6.340
Campus life	5.822	5.637	5.796	5.627	5.731	5.725	5.880	5.890
Campus support services	5.743	5.668	5.849	5.709	5.717	5.668	5.850	5.880
Instructional effectiveness	6.359	6.247	6.367	6.244	6.276	6.359	6.530	6.560
Recruitment and financial aid	5.932	5.753	6.049	5.741	5.883	5.796	6.170	6.180
Registration effectiveness	5.994	5.922	6.017	5.964	5.841	5.891	6.010	6.000
Safety and security	5.866	5.707	5.820	5.837	5.752	5.793	6.140	6.090
Service excellence	6.040	5.887	6.043	5.826	5.844	5.858	6.040	6.060
Student centeredness	6.513	6.385	6.474	6.356	6.326	6.370	6.430	6.440

SCALES	SSI Importance-Satisfaction Gap Means Composite Factors							
	1995	1997	1998	1999	2001	2002	2005	2007
Academic advising	0.670	0.648	0.712	0.745	0.774	0.759	0.590	0.470
Campus climate	0.579	0.425	0.576	0.642	0.436	0.620	0.380	0.290
Campus life	0.557	0.376	0.612	0.705	0.417	0.549	0.210	0.100
Campus support services	0.760	0.337	0.482	0.355	0.348	0.380	-0.090	-0.170
Instructional effectiveness	0.711	0.632	0.790	0.847	0.729	0.775	0.580	0.480
Recruitment and financial aid	1.170	1.045	1.288	1.310	1.234	1.274	0.980	0.790
Registration effectiveness	0.745	0.586	0.746	0.790	0.547	0.667	0.430	0.290
Safety and security	1.033	0.723	0.998	0.893	0.680	0.724	0.550	0.360
Service excellence	0.767	0.579	0.838	0.776	0.623	0.767	0.250	0.150
Student centeredness	0.498	0.413	0.517	0.610	0.363	0.586	0.430	0.270

SSI Satisfaction Scale Means 1995-2007



SSI Performance Gaps (Importance - Satisfaction) 1995-2007

