

2007 SSI Cedarville University vs CCCU: Scale Analysis	Cedarville University			CCCU			Mean Difference
	Importance	Satis / SD	Gap	Importance	Satis / SD	Gap	
Student Centeredness	6.44	6.17 / 0.75	0.27	6.32	5.63 / 1.02	0.69	0.54
1. Most students feel a sense of belonging here.	6.38	6.05 / 1.07	0.33	6.17	5.45 / 1.33	0.72	0.60
2. The campus staff are caring and helpful.	6.46	6.24 / 0.82	0.22	6.41	5.80 / 1.15	0.61	0.44
10. Administrators are approachable to students.	5.89	5.84 / 1.10	0.05	5.92	5.34 / 1.29	0.58	0.50
29. It is an enjoyable experience to be a student on this campus.	6.75	6.31 / 1.07	0.44	6.54	5.70 / 1.42	0.84	0.61
45. Students are made to feel welcome on this campus.	6.55	6.31 / 0.94	0.24	6.42	5.77 / 1.30	0.65	0.54
59. This institution shows concern for students as individuals.	6.63	6.26 / 0.94	0.37	6.44	5.70 / 1.32	0.74	0.56
Campus Life	5.89	5.79 / 0.74	0.10	5.87	5.13 / 1.01	0.74	0.66
9. A variety of intramural activities are offered.	4.79	6.05 / 1.00	-1.26	4.89	5.34 / 1.37	-0.45	0.71
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.40	5.71 / 1.22	0.69	6.35	5.03 / 1.59	1.32	0.68
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.25	5.73 / 1.19	-0.48	5.34	4.91 / 1.51	0.43	0.82
30. Residence hall staff are concerned about me as an individual.	6.27	6.05 / 1.22	0.22	6.08	5.52 / 1.48	0.56	0.53
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.28	6.17 / 1.02	-0.89	5.47	5.64 / 1.29	-0.17	0.53
38. There is an adequate selection of food available in the cafeteria.	6.22	5.57 / 1.32	0.65	6.19	4.38 / 1.83	1.81	1.19
40. Residence hall regulations are reasonable.	6.17	5.38 / 1.57	0.79	6.12	4.86 / 1.74	1.26	0.52
42. There are a sufficient number of weekend activities for students.	5.67	5.65 / 1.29	0.02	5.55	4.68 / 1.66	0.87	0.97
46. I can easily get involved in campus organizations.	5.98	6.14 / 1.05	-0.16	5.94	5.54 / 1.36	0.40	0.60
52. The student center is a comfortable place for students to spend their leisure time.	5.91	6.05 / 1.07	-0.14	5.90	5.17 / 1.63	0.73	0.88
56. The student handbook provides helpful information about campus life.	5.79	5.92 / 1.07	-0.13	5.68	5.39 / 1.35	0.29	0.53
63. Student disciplinary procedures are fair.	6.30	5.54 / 1.43	0.76	6.16	5.15 / 1.58	1.01	0.39
64. New student orientation services help students adjust to college.	6.11	5.92 / 1.28	0.19	6.04	5.38 / 1.50	0.66	0.54
67. Freedom of expression is protected on campus.	6.01	5.46 / 1.42	0.55	6.17	5.08 / 1.59	1.09	0.38
73. Student activities fees are put to good use.	6.13	5.49 / 1.23	0.64	6.13	4.88 / 1.58	1.25	0.61
Instructional Effectiveness	6.55	6.07 / 0.63	0.48	6.42	5.60 / 0.89	0.82	0.47
3. Faculty care about me as an individual.	6.49	6.10 / 1.01	0.39	6.33	5.78 / 1.17	0.55	0.32
8. The content of the courses within my major is valuable.	6.79	5.99 / 0.97	0.80	6.67	5.72 / 1.23	0.95	0.27
16. The instruction in my major field is excellent.	6.81	6.03 / 1.05	0.78	6.65	5.73 / 1.27	0.92	0.30
25. Faculty are fair and unbiased in their treatment of individual students.	6.51	6.01 / 0.95	0.50	6.43	5.46 / 1.37	0.97	0.55
39. I am able to experience intellectual growth here.	6.73	6.40 / 0.76	0.33	6.57	5.86 / 1.19	0.71	0.54
41. There is a commitment to academic excellence on this campus.	6.68	6.43 / 0.78	0.25	6.45	5.74 / 1.25	0.71	0.69
47. Faculty provide timely feedback about student progress in a course.	6.42	5.49 / 1.35	0.93	6.32	5.21 / 1.41	1.11	0.28
53. Faculty take into consideration student differences as they teach a course.	6.17	5.63 / 1.14	0.54	6.18	5.25 / 1.38	0.93	0.38
58. The quality of instruction I receive in most of my classes is excellent.	6.76	6.16 / 0.96	0.60	6.57	5.68 / 1.22	0.89	0.48
61. Adjunct faculty are competent as classroom instructors.	6.30	5.91 / 1.06	0.39	6.21	5.37 / 1.43	0.84	0.54
65. Faculty are usually available after class and during office hours.	6.37	6.15 / 0.94	0.22	6.35	5.81 / 1.18	0.54	0.34
68. Nearly all of the faculty are knowledgeable in their field.	6.77	6.42 / 0.72	0.35	6.62	6.00 / 1.11	0.62	0.42
69. There is a good variety of courses provided on this campus.	6.52	6.23 / 0.90	0.29	6.48	5.41 / 1.44	1.07	0.82
70. Graduate teaching assistants are competent as classroom instructors.	6.25	5.93 / 1.12	0.32	5.94	5.20 / 1.33	0.74	0.73
Recruitment and Financial Aid	6.18	5.39 / 0.95	0.79	6.22	5.17 / 1.10	1.05	0.22
4. Admissions staff are knowledgeable.	5.97	5.96 / 0.98	0.01	6.17	5.47 / 1.32	0.70	0.49
5. Financial aid counselors are helpful.	6.13	5.24 / 1.47	0.89	6.26	5.09 / 1.54	1.17	0.15
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.25	5.49 / 1.28	0.76	6.31	5.12 / 1.51	1.19	0.37
17. Adequate financial aid is available for most students.	6.51	4.00 / 1.66	2.51	6.48	4.73 / 1.64	1.75	-0.73
43. Admissions counselors respond to prospective students' unique needs and requests.	5.98	5.93 / 1.10	0.05	5.99	5.40 / 1.36	0.59	0.53
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.25	5.89 / 1.12	0.36	6.12	5.26 / 1.47	0.86	0.63
Campus Support Services	5.88	6.05 / 0.67	-0.17	5.94	5.49 / 0.91	0.45	0.56
13. Library staff are helpful and approachable.	5.36	6.07 / 0.98	-0.71	5.64	5.63 / 1.24	0.01	0.44
18. Library resources and services are adequate.	6.03	6.06 / 0.94	-0.03	6.11	5.44 / 1.31	0.67	0.62
26. Computer labs are adequate and accessible.	6.38	6.20 / 0.97	0.18	6.09	5.56 / 1.37	0.53	0.64

32. Tutoring services are readily available.	5.65	5.94 / 1.04	-0.29	5.76	5.46 / 1.36	0.30	0.48
44. Academic support services adequately meet the needs of students.	6.05	5.93 / 0.99	0.12	6.05	5.37 / 1.29	0.68	0.56
49. There are adequate services to help me decide upon a career.	6.20	6.02 / 1.07	0.18	6.17	5.27 / 1.43	0.90	0.75
54. Bookstore staff are helpful.	5.53	6.07 / 1.05	-0.54	5.76	5.65 / 1.33	0.11	0.42
Academic Advising	6.33	5.86 / 0.96	0.47	6.36	5.60 / 1.15	0.76	0.26
6. My academic advisor is approachable.	6.38	5.98 / 1.28	0.40	6.43	5.80 / 1.44	0.63	0.18
14. My academic advisor is concerned about my success as an individual.	6.38	5.94 / 1.27	0.44	6.35	5.68 / 1.44	0.67	0.26
19. My academic advisor helps me set goals to work toward.	5.75	5.21 / 1.51	0.54	6.00	5.13 / 1.56	0.87	0.08
33. My academic advisor is knowledgeable about requirements in my major.	6.61	6.05 / 1.23	0.56	6.56	5.78 / 1.47	0.78	0.27
55. Major requirements are clear and reasonable.	6.55	6.09 / 0.98	0.46	6.47	5.63 / 1.29	0.84	0.46
Registration Effectiveness	6.00	5.71 / 0.81	0.29	6.14	5.25 / 1.02	0.89	0.46
11. Billing policies are reasonable.	6.01	5.15 / 1.33	0.86	6.10	4.78 / 1.51	1.32	0.37
20. The business office is open during hours which are convenient for most students.	5.45	5.51 / 1.14	-0.06	5.83	5.24 / 1.34	0.59	0.27
27. The personnel involved in registration are helpful.	6.02	6.00 / 0.97	0.02	6.16	5.49 / 1.33	0.67	0.51
34. I am able to register for classes I need with few conflicts.	6.58	5.90 / 1.18	0.68	6.54	5.20 / 1.58	1.34	0.70
50. Class change (drop/add) policies are reasonable.	5.90	5.97 / 1.09	-0.07	6.05	5.56 / 1.33	0.49	0.41
Safety and Security	6.09	5.73 / 0.86	0.36	6.23	4.91 / 1.18	1.32	0.82
7. The campus is safe and secure for all students.	6.44	6.41 / 0.85	0.03	6.47	5.75 / 1.30	0.72	0.66
21. The amount of student parking space on campus is adequate.	5.58	4.55 / 1.66	1.03	6.04	3.68 / 1.88	2.36	0.87
28. Parking lots are well-lighted and secure.	5.86	6.03 / 0.98	-0.17	6.05	5.10 / 1.54	0.95	0.93
36. Security staff respond quickly in emergencies.	6.43	5.75 / 1.30	0.68	6.37	5.05 / 1.59	1.32	0.70
Concern for the Individual	6.41	6.07 / 0.72	0.34	6.30	5.59 / 0.98	0.71	0.48
3. Faculty care about me as an individual.	6.49	6.10 / 1.01	0.39	6.33	5.78 / 1.17	0.55	0.32
14. My academic advisor is concerned about my success as an individual.	6.38	5.94 / 1.27	0.44	6.35	5.68 / 1.44	0.67	0.26
22. Counseling staff care about students as individuals.	6.17	6.02 / 1.17	0.15	6.10	5.34 / 1.36	0.76	0.68
25. Faculty are fair and unbiased in their treatment of individual students.	6.51	6.01 / 0.95	0.50	6.43	5.46 / 1.37	0.97	0.55
30. Residence hall staff are concerned about me as an individual.	6.27	6.05 / 1.22	0.22	6.08	5.52 / 1.48	0.56	0.53
59. This institution shows concern for students as individuals.	6.63	6.26 / 0.94	0.37	6.44	5.70 / 1.32	0.74	0.56
Service Excellence	6.06	5.91 / 0.73	0.15	6.06 2	5.34 / 0.95	0.72	0.57
2. The campus staff are caring and helpful.	6.46	6.24 / 0.82	0.22	6.41	5.80 / 1.15	0.61	0.44
13. Library staff are helpful and approachable.	5.36	6.07 / 0.98	-0.71	5.64	5.63 / 1.24	0.01	0.44
15. The staff in the health services area are competent.	6.17	5.70 / 1.23	0.47	6.03	5.24 / 1.46	0.79	0.46
22. Counseling staff care about students as individuals.	6.17	6.02 / 1.17	0.15	6.10	5.34 / 1.36	0.76	0.68
27. The personnel involved in registration are helpful.	6.02	6.00 / 0.97	0.02	6.16	5.49 / 1.33	0.67	0.51
57. I seldom get the "run-around" when seeking information on this campus.	6.24	5.67 / 1.37	0.57	6.17	4.94 / 1.65	1.23	0.73
60. I generally know what's happening on campus.	6.13	6.05 / 1.03	0.08	5.98	5.41 / 1.40	0.57	0.64
71. Channels for expressing student complaints are readily available.	5.93	5.45 / 1.40	0.48	6.02	4.80 / 1.59	1.22	0.65
Responsiveness to Diverse Populations	NA	5.79 / 1.13	NA2	NA3	5.21 / 1.26	NA4	0.58
84. Institution's commitment to part-time students?		5.62 / 1.17			5.15 / 1.31		0.47
85. Institution's commitment to evening students?		5.40 / 1.34			5.14 / 1.33		0.26
86. Institution's commitment to older, returning learners?		5.73 / 1.21			5.27 / 1.31		0.46
87. Institution's commitment to under-represented populations?		5.62 / 1.40			5.20 / 1.41		0.42
88. Institution's commitment to commuters?		5.84 / 1.19			5.17 / 1.48		0.67
89. Institution's commitment to students with disabilities?		6.27 / 0.95			5.33 / 1.44		0.94
Campus Climate	6.34	6.05 / 0.69	0.29	6.26	5.49 / 0.95	0.77	0.56
1. Most students feel a sense of belonging here.	6.38	6.05 / 1.07	0.33	6.17	5.45 / 1.33	0.72	0.60
2. The campus staff are caring and helpful.	6.46	6.24 / 0.82	0.22	6.41	5.80 / 1.15	0.61	0.44
3. Faculty care about me as an individual.	6.49	6.10 / 1.01	0.39	6.33	5.78 / 1.17	0.55	0.32
7. The campus is safe and secure for all students.	6.44	6.41 / 0.85	0.03	6.47	5.75 / 1.30	0.72	0.66
10. Administrators are approachable to students.	5.89	5.84 / 1.10	0.05	5.92	5.34 / 1.29	0.58	0.50
29. It is an enjoyable experience to be a student on this campus.	6.75	6.31 / 1.07	0.44	6.54	5.70 / 1.42	0.84	0.61
37. I feel a sense of pride about my campus.	6.09	6.13 / 1.12	-0.04	5.94	5.45 / 1.46	0.49	0.68

41. There is a commitment to academic excellence on this campus.	6.68	6.43 / 0.78	0.25	6.45	5.74 / 1.25	0.71	0.69
45. Students are made to feel welcome on this campus.	6.55	6.31 / 0.94	0.24	6.42	5.77 / 1.30	0.65	0.54
51. This institution has a good reputation within the community.	6.43	6.35 / 0.98	0.08	6.30	5.94 / 1.24	0.36	0.41
57. I seldom get the "run-around" when seeking information on this campus.	6.24	5.67 / 1.37	0.57	6.17	4.94 / 1.65	1.23	0.73
59. This institution shows concern for students as individuals.	6.63	6.26 / 0.94	0.37	6.44	5.70 / 1.32	0.74	0.56
60. I generally know what's happening on campus.	6.13	6.05 / 1.03	0.08	5.98	5.41 / 1.40	0.57	0.64
62. There is a strong commitment to racial harmony on this campus.	5.93	5.91 / 1.22	0.02	6.07	5.49 / 1.42	0.58	0.42
66. Tuition paid is a worthwhile investment.	6.72	5.62 / 1.31	1.10	6.56	5.08 / 1.58	1.48	0.54
67. Freedom of expression is protected on campus.	6.01	5.46 / 1.42	0.55	6.17	5.08 / 1.59	1.09	0.38
71. Channels for expressing student complaints are readily available.	5.93	5.45 / 1.40	0.48	6.02	4.80 / 1.59	1.22	0.65