

**Institutional Summary**  
**Scales: In Order of Importance**

Scale	Feb 2020			Feb 2018			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Instructional Effectiveness	6.57	6.22 / 0.71	0.35	6.52	6.19 / 0.66	0.33	0.03
Concern for the Individual	6.49	6.07 / 0.91	0.42	6.43	6.13 / 0.79	0.30	-0.06
Student Centeredness	6.46	6.02 / 0.99	0.44	6.45	6.20 / 0.80	0.25	-0.18 ***
Academic Advising	6.39	6.01 / 1.09	0.38	6.36	6.01 / 1.00	0.35	0.00
Campus Climate	6.39	6.00 / 0.87	0.39	6.36	6.11 / 0.77	0.25	-0.11 **
Recruitment and Financial Aid	6.35	5.68 / 1.05	0.67	6.29	5.75 / 0.93	0.54	-0.07
Safety and Security	6.34	5.61 / 1.11	0.73	6.28	5.90 / 0.84	0.38	-0.29 ***
Service Excellence	6.20	5.88 / 0.93	0.32	6.12	5.93 / 0.81	0.19	-0.05
Registration Effectiveness	6.19	5.82 / 1.03	0.37	6.13	5.80 / 0.85	0.33	0.02
Campus Support Services	6.07	6.21 / 0.71	-0.14	6.00	6.18 / 0.70	-0.18	0.03
Campus Life	5.93	5.66 / 0.95	0.27	5.94	5.68 / 0.88	0.26	-0.02
Responsiveness to Diverse Populations		5.74 / 1.28			5.90 / 1.19		-0.16 *

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

**Institutional Summary**  
**Summary Items**

Summary Item	Feb 2020	Feb 2018	Mean Difference
So far, how has your college experience met your expectations?	Average: 5.22	Average: 5.38	-0.16
1=Much worse than expected	1%	0%	
2=Quite a bit worse than I expected	1%	1%	
3=Worse than I expected	6%	4%	
4=About what I expected	22%	19%	
5=Better than I expected	24%	25%	
6=Quite a bit better than I expected	21%	24%	
7=Much better than expected	22%	23%	
Rate your overall satisfaction with your experience here thus far.	Average: 6.00	Average: 6.18	-0.18
1=Not satisfied at all	0%	0%	
2=Not very satisfied	1%	0%	
3=Somewhat dissatisfied	4%	2%	
4=Neutral	4%	2%	
5=Somewhat satisfied	11%	9%	
6=Satisfied	35%	35%	
7=Very satisfied	42%	47%	
All in all, if you had to do it over, would you enroll here again?	Average: 6.13	Average: 6.30	-0.17
1=Definitely not	1%	1%	
2=Probably not	3%	2%	
3=Maybe not	3%	2%	
4=I don't know	3%	2%	
5=Maybe yes	4%	6%	
6=Probably yes	22%	21%	
7=Definitely yes	59%	63%	