

Institutional Summary Scales: In Order of Importance

Scale	Feb 2018			Nov 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Instructional Effectiveness	6.52	6.19 / 0.66	0.33	6.48	6.07 / 0.73	0.41	0.12 ***
Student Centeredness	6.45	6.20 / 0.80	0.25	6.36	5.97 / 0.97	0.39	0.23 ***
Concern for the Individual	6.43	6.13 / 0.79	0.30	6.35	6.02 / 0.87	0.33	0.11 ***
Academic Advising	6.36	6.01 / 1.00	0.35	6.37	5.99 / 1.07	0.38	0.02
Campus Climate	6.36	6.11 / 0.77	0.25	6.26	5.91 / 0.87	0.35	0.20 ***
Recruitment and Financial Aid	6.29	5.75 / 0.93	0.54	6.12	5.63 / 1.04	0.49	0.12 **
Safety and Security	6.28	5.90 / 0.84	0.38	6.05	5.87 / 0.88	0.18	0.03
Registration Effectiveness	6.13	5.80 / 0.85	0.33	5.98	5.67 / 0.93	0.31	0.13 ***
Service Excellence	6.12	5.93 / 0.81	0.19	5.98	5.79 / 0.86	0.19	0.14 ***
Campus Support Services	6.00	6.18 / 0.70	-0.18	5.73	6.05 / 0.75	-0.32	0.13 ***
Campus Life	5.94	5.68 / 0.88	0.26	5.77	5.60 / 0.94	0.17	0.08 *
Responsiveness to Diverse Populations		5.90 / 1.19			5.81 / 1.24		0.09

* 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 2018	Nov 2015	Mean Difference ¹
So far, how has your college experience met your expectations? 1=Much worse than expected 2=Quite a bit worse than I expected 3=Worse than I expected 4=About what I expected 5=Better than I expected 6=Quite a bit better than I expected 7=Much better than expected	Average: 5.38 0% 1% 4% 19% 25% 24% 23%	Average: 5.13 0% 1% 7% 21% 30% 20% 17%	0.25
Rate your overall satisfaction with your experience here thus far. 1=Not satisfied at all 2=Not very satisfied 3=Somewhat dissatisfied 4=Neutral 5=Somewhat satisfied 6=Satisfied 7=Very satisfied	Average: 6.18 0% 0% 2% 2% 9% 35% 47%	Average: 5.99 0% 2% 4% 2% 11% 38% 40%	0.19
All in all, if you had to do it over, would you enroll here again? 1=Definitely not 2=Probably not 3=Maybe not 4=I don't know 5=Maybe yes 6=Probably yes 7=Definitely yes	Average: 6.30 1% 2% 2% 2% 6% 21% 63%	Average: 6.08 1% 4% 2% 4% 6% 23% 57%	0.22