

Institutional Summary
Scales: In Order of Importance

	Feb 2020			Feb 2018			Mean Difference
Scale	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? 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: 5.22 1% 1% 6% 22% 24% 21% 22%	Average: 5.38 0% 1% 4% 19% 25% 24% 23%	-0.16
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: 6.00 0% 1% 4% 4% 11% 35% 42%	Average: 6.18 0% 0% 2% 2% 9% 35% 47%	-0.18
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: 6.13 1% 3% 3% 3% 4% 22% 59%	Average: 6.30 1% 2% 2% 2% 6% 21% 63%	-0.17