

Institutional Summary

Scales: In Order of Importance

Scales	Spring 2000			Spring 1999			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	Group 1 - Group 2
Instructional Effectiveness	6.39	5.32 / 0.97	1.07	6.42	5.30 / 1.05	1.12	0.02
Academic Advising	6.28	5.22 / 1.37	1.06	6.30	5.21 / 1.37	1.09	0.01
Safety and Security	6.27	4.74 / 1.20	1.53	6.30	4.70 / 1.23	1.60	0.04
Registration Effectiveness	6.16	4.96 / 1.08	1.20	6.17	4.93 / 1.15	1.24	0.03
Campus Climate	6.14	5.26 / 1.00	0.88	6.19	5.24 / 1.03	0.95	0.02
Student Centeredness	6.13	5.33 / 1.08	0.80	6.16	5.31 / 1.12	0.85	0.02
Concern for the Individual	6.11	5.09 / 1.10	1.02	6.14	5.05 / 1.16	1.09	0.04
Campus Support Services	6.05	5.34 / 1.02	0.71	6.08	5.29 / 1.06	0.79	0.05
Recruitment and Financial Aid	6.03	4.99 / 1.11	1.04	6.04	4.98 / 1.12	1.06	0.01
Service Excellence	5.99	5.09 / 0.98	0.90	6.03	5.05 / 1.01	0.98	0.04
Campus Life	5.43	4.70 / 1.00	0.73	5.44	4.63 / 1.03	0.81	0.07
Responsiveness to Diverse Populations		4.96 / 1.26			5.00 / 1.29		-0.04

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