

### Institutional Summary

Scales: In Order of Importance

Scales	Spring 1999			Spring 1998			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	Group 1 - Group 2
Instructional Effectiveness	6.42	5.30 / 1.05	1.12	6.38	5.25 / 0.98	1.13	0.05
Academic Advising	6.30	5.21 / 1.37	1.09	6.25	5.16 / 1.41	1.09	0.05
Safety and Security	6.30	4.70 / 1.23	1.60	6.25	4.70 / 1.22	1.55	0.00
Campus Climate	6.19	5.24 / 1.03	0.95	6.13	5.10 / 1.00	1.03	0.14 **
Registration Effectiveness	6.17	4.93 / 1.15	1.24	6.04	4.90 / 1.09	1.14	0.03
Student Centeredness	6.16	5.31 / 1.12	0.85	6.10	5.18 / 1.10	0.92	0.13 *
Concern for the Individual	6.14	5.05 / 1.16	1.09	6.10	4.94 / 1.11	1.16	0.11 *
Campus Support Services	6.08	5.29 / 1.06	0.79	5.98	5.06 / 0.97	0.92	0.23 ***
Recruitment and Financial Aid	6.04	4.98 / 1.12	1.06	5.96	4.83 / 1.12	1.13	0.15 **
Service Excellence	6.03	5.05 / 1.01	0.98	5.95	4.93 / 0.96	1.02	0.12 **
Campus Life	5.44	4.63 / 1.03	0.81	5.40	4.51 / 0.98	0.89	0.12 **
Responsiveness to Diverse Populations		5.00 / 1.29			4.89 / 1.29		0.11

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