

# Student Satisfaction Inventory

2023

Ruffalo Noel-Levitz



**DAKOTA STATE**  
UNIVERSITY®

## Executive Summary

During Spring 2023, 285 DSU students (223 Undergraduate, 29 Graduate, and 33 not indicated) completed the web-based Student Satisfaction Inventory (SSI) survey produced by Ruffalo Noel-Levitz, Inc. This is a 24% response rate (1176 students were asked to complete the survey). The SSI measures students' satisfaction with a wide range of college experiences, programs, and services. This survey provides information on how satisfied students are with DSU and what is most important to them.

DSU students gave very high satisfaction ratings in campus safety, advisor approachability, and staff availability. The top ranked items based on average satisfaction ratings are:

1. Tutoring services are readily available.
2. Nearly all of the faculty are knowledgeable in their field.
3. My academic advisor is approachable.
4. The campus is safe and secure for all students.
5. Bookstore staff are helpful.

Students also rated the importance of various factors in their decision to enroll at DSU. The students who completed the survey indicated that "Cost", "Academic Reputation", and "Financial Aid" were most important in their decision to enroll at DSU.

The Student Satisfaction Inventory allows students to rate both the importance of specific items and their satisfaction with those items. A performance gap is then calculated by taking the difference in the importance rating and the satisfaction rating. A large performance gap score for an item (e.g., 1.5) indicates that the institution is not meeting students' expectations. A small or zero performance gap score (e.g., <0.50) indicates that an institution is meeting students' expectations, and a negative gap score indicates that an institution is exceeding students' expectations.

### **Areas of Strength: High Importance and High Satisfaction (Low Performance Gaps)**

The following areas had an average importance rating of greater than six (on a scale of one to seven). Satisfaction with these areas was also high with an average satisfaction rating of greater than or equal to 5.5. The performance gap was less than or equal to 0.5.

*Listed by lowest to highest performance gap:*

1. Tutoring services are readily available.
2. Counseling staff care about students as individuals.
3. This institution has a good reputation within the community.
4. Class change (drop/add) policies are reasonable.
5. Admissions counselors respond to prospective students' unique needs and requests.
6. The personnel involved in registration are helpful.
7. My academic advisor is concerned about my success as an individual.
8. Faculty are usually available after class and during office hours.
9. The staff in the health services area are competent.
10. The assessment and course placement procedures are reasonable.
11. There is a commitment to academic excellence on this campus.
12. Student disciplinary procedures are fair.
13. Faculty care about me as an individual.

14. Freedom of expression is protected on campus.
15. Academic support services adequately meet the needs of students.
16. Admissions staff are knowledgeable.
17. My academic advisor is approachable.
18. The campus is safe and secure for all students.
19. My academic advisor is knowledgeable about requirements in my major.

### **Areas of Moderate Performance Gaps:**

The following areas had an average importance rating of greater than six (on a scale of one to seven). Satisfaction with these areas was relatively high with an average satisfaction of greater than 5.25. The performance gap was greater than 0.50 and less than or equal to 0.75.

*Listed in order of performance gap (smallest first):*

1. *Students are made to feel welcome on this campus.*
2. *The campus staff are caring and helpful.*
3. *Nearly all of the faculty are knowledgeable in their field.*
4. *Computers and/or Wi-Fi are adequate and accessible.*
5. *New student orientation services help students adjust to college.*
6. *There is a good variety of courses provided on this campus.*
7. *Security staff respond quickly in emergencies.*
8. *Graduate teaching assistants are competent as classroom instructors.*
9. *Major requirements are clear and reasonable.*
10. *There are adequate services to help me decide upon a career.*
11. *I seldom get the "run-around" when seeking information on this campus.*
12. *Adjunct faculty are competent as classroom instructors.*
13. *On the whole, the campus is well-maintained.*
14. *Faculty are fair and unbiased in their treatment of individual students.*
15. *Financial aid counselors are helpful.*
16. *I am able to register for classes I need with few conflicts.*
17. *I am able to experience intellectual growth here.*
18. *The instruction in my major field is excellent.*

### **Areas of Concern: High Importance and Lower Satisfaction (high performance gaps)**

The following areas were rated high in importance (average importance rating of greater than six on a scale of one to seven) and lower in satisfaction with a performance gap that was greater than 0.75.

*Listed in order of performance gap (largest first):*

1. There is an adequate selection of food available in the cafeteria.
2. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.).
3. Tuition paid is a worthwhile investment.
4. Channels for expressing student complaints are readily available.
5. Student activities fees are put to good use.
6. The content of the courses within my major is valuable.
7. Faculty provide timely feedback about student progress in a course.
8. Billing policies are reasonable.
9. It is an enjoyable experience to be a student on this campus.

10. The quality of instruction I receive in most of my classes is excellent.
11. Adequate financial aid is available for most students.
12. Most students feel a sense of belonging here.
13. Financial aid awards are announced to students in time to be helpful in college planning.
14. Admissions counselors accurately portray the campus in their recruiting practices.
15. This institution shows concern for students as individuals.

## Trends: Comparing Year-to-Year

The following lists compare results from 2023 to the results received in 2019. Keep in mind, the items listed below may also be listed in the Areas of Concern section. The Trends section is strictly comparing 2023 results to 2019 results.

Top 5 most significant Performance Gap Decreases from 2019 to 2023 (Improvements):  
*Only the items with a 2023 average Importance rating of 6.0 or higher were included.*

1. Adequate financial aid is available for most students.
2. I am able to register for classes I need with few conflicts.
3. Counseling staff care about students as individuals.
4. The personnel involved in registration are helpful.
5. My academic advisor is concerned about my success as an individual.

Top 5 most significant Performance Gap Increases from 2019 to 2023 (Declines):  
*Only the items with a 2023 average Importance rating of 6.0 or higher were included.*

1. On the whole, the campus is well-maintained.
2. Computers and/or Wi-Fi are adequate and accessible.
3. Channels for expressing student complaints are readily available.
4. My academic advisor is approachable.
5. It is an enjoyable experience to be a student on campus.

Higher Satisfaction vs. Fall 2019

*Top 6 increases in average satisfaction:*

1. The amount of student parking space on campus is adequate.
2. Faculty provide timely feedback about student progress in a course.
3. The staff in the health services area are competent.
4. The personnel involved in registration are helpful.
5. I am able to register for classes I need with few conflicts.
6. Adequate financial aid is available for most students.

Higher Importance vs. Fall 2019

*Top 5 increases in average importance:*

1. Computers and/or Wi-Fi are adequate and accessible.
2. Males and females have equal opportunities to participate in intercollegiate athletics.
3. Parking lots are well-lighted and secure.
4. The staff in the health services area are competent.
5. The institution has a good reputation within the community.

## Recommendation Scores:

**“How likely is it that you would recommend our institution to a friend or colleague?”**

Students were asked to rate how likely it is that they would recommend DSU to a friend or colleague on a scale of 1-10, where 1 is not likely at all, 5 is neutral, and 10 is extremely likely.

| Score                 | # of Responses |
|-----------------------|----------------|
| 0 - Not Likely At All | 3              |
| 1                     | 1              |
| 2                     | 3              |
| 3                     | 10             |
| 4                     | 8              |
| 5 - Neutral           | 35             |
| 6                     | 25             |
| 7                     | 53             |
| 8                     | 57             |
| 9                     | 26             |
| 10 - Extremely Likely | 55             |

## Results

The following table provides the results from 2023, 2019, and 2017. The mean difference in satisfaction between 2023 and other 4-year institutions (nationally) appears in the 2023 column for quick comparison. The 5 (or 6 due to ties) highest importance and 5 highest satisfaction items are highlighted in yellow in the table below. The 5 lowest satisfaction items are highlighted in red in the table below.

| Item  | Apr-23     |                 |       |   | Nov-19     |                 |       | Nov-17     |                 |      |
|---|------------|-----------------|-------|---|------------|-----------------|-------|------------|-----------------|------|
|   | Importance | Satisfaction/SD | Gap   | Satisfaction Difference to National Average | Importance | Satisfaction/SD | Gap   | Importance | Satisfaction/SD | Gap  |
| 1. Most students feel a sense of belonging here.            | 6.01       | 5.16/1.35       | 0.85  | -0.18*                                      | 6.03       | 5.16/1.41       | 0.87  | 6.01       | 5.19/1.36       | 0.82 |
| 02. The campus staff are caring and helpful.                | 6.41       | 5.86/1.14       | 0.55  | 0.28**                                      | 6.39       | 5.56/1.39       | 0.83  | 6.41       | 5.67/1.31       | 0.74 |
| 03. Faculty care about me as an individual.                 | 6.05       | 5.62/1.37       | 0.43  | 0.24*                                       | 6.16       | 5.35/1.49       | 0.81  | 6.09       | 5.53/1.44       | 0.56 |
| 04. Admissions staff are knowledgeable.                     | 6.29       | 5.81/1.22       | 0.48  | 0.26**                                      | 6.36       | 5.63/1.40       | 0.73  | 6.25       | 5.88/1.21       | 0.37 |
| 05. Financial aid counselors are helpful.                   | 6.03       | 5.35/1.58       | 0.68  | 0.09  | 6.26       | 5.24/1.65       | 1.02  | 6.21       | 5.46/1.48       | 0.75 |
| 06. My academic advisor is approachable.                    | 6.56       | 6.07/1.51       | 0.49  | 0.20  | 6.54       | 6.11/1.43       | 0.43  | 6.48       | 5.96/1.52       | 0.52 |
| 07. The campus is safe and secure for all students.         | 6.56       | 6.07/1.25       | 0.49  | 0.38***                                     | 6.63       | 6.15/1.21       | 0.48  | 6.48       | 6.02/1.28       | 0.46 |
| 08. The content of the courses within my major is valuable. | 6.6        | 5.58/1.4        | 1.02  | -0.12                                       | 6.68       | 5.66/1.33       | 1.02  | 6.62       | 5.78/1.29       | 0.84 |
| 09. A variety of intramural activities are offered.         | 5.17       | 5.22/1.58       | -0.05 | -0.40***                                    | 5.22       | 5.25/1.38       | -0.03 | 5.04       | 5.02/1.50       | 0.02 |
| 10. Administrators are approachable to students.            | 5.92       | 5.34/1.44       | 0.58  | -0.07                                       | 5.99       | 5.28/1.53       | 0.71  | 5.97       | 5.41/1.40       | 0.56 |
| 11. Billing policies are reasonable.                        | 6.12       | 5.1/1.6         | 1.02  | 0.13  | 6.17       | 4.85/1.58       | 1.32  | 6.17       | 5.20/1.43       | 0.97 |

|   |      |           |       |         |      |           |       |      |           |       |
|---|------|-----------|-------|---------|------|-----------|-------|------|-----------|-------|
| 12. Financial aid awards are announced to students in time to be helpful in college planning. | 6.14 | 5.31/1.58 | 0.83  | 0.06    | 6.23 | 5.00/1.74 | 1.23  | 6.24 | 5.34/1.49 | 0.9   |
| 13. Library staff are helpful and approachable.   | 5.5  | 5.88/1.27 | -0.38 | -0.12   | 5.76 | 5.77/1.34 | -0.01 | 5.67 | 5.73/1.28 | -0.06 |
| 14. My academic advisor is concerned about my success as an individual.                       | 6.26 | 5.96/1.51 | 0.3   | 0.29**  | 6.32 | 5.60/1.63 | 0.72  | 6.25 | 5.73/1.50 | 0.52  |
| 15. The staff in the health services area are competent.                                      | 6.18 | 5.84/1.36 | 0.34  | 0.13    | 6.04 | 5.41/1.52 | 0.63  | 6.03 | 5.51/1.42 | 0.52  |
| 16. The instruction in my major field is excellent.   | 6.55 | 5.8/1.22  | 0.75  | 0.09    | 6.64 | 5.64/1.39 | 1     | 6.54 | 5.81/1.35 | 0.73  |
| 17. Adequate financial aid is available for most students.                                    | 6.16 | 5.27/1.47 | 0.89  | 0.17    | 6.38 | 4.88/1.71 | 1.5   | 6.31 | 5.23/1.53 | 1.08  |
| 18. Library resources and services are adequate.  | 5.78 | 5.82/1.18 | -0.04 | -0.21*  | 5.76 | 5.68/1.28 | 0.08  | 5.87 | 5.71/1.30 | 0.16  |
| 19. My academic advisor helps me set goals to work toward.                                    | 5.98 | 5.52/1.78 | 0.46  | 0.19    | 5.86 | 5.28/1.80 | 0.58  | 5.78 | 5.19/1.65 | 0.59  |
| 20. The business office is open during hours which are convenient for most students.          | 5.86 | 5.66/1.32 | 0.2   | 0.08    | 5.87 | 5.37/1.40 | 0.5   | 5.87 | 5.55/1.32 | 0.32  |
| 21. The amount of student parking space on campus is adequate.                                | 5.91 | 3.53/1.92 | 2.38  | -0.21   | 6.01 | 2.99/1.87 | 3.02  | 6.13 | 3.23/1.85 | 2.9   |
| 22. Counseling staff care about students as individuals.                                      | 6.11 | 6/1.19    | 0.11  | 0.41*** | 6.22 | 5.64/1.42 | 0.58  | 6.15 | 5.55/1.48 | 0.6   |

|  |      |           |       |          |      |           |      |      |           |       |
|--|------|-----------|-------|----------|------|-----------|------|------|-----------|-------|
| 23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.) | 6.24 | 4.7/1.66  | 1.54  | -0.14    | 6.24 | 4.49/1.62 | 1.75 | 6.15 | 4.80/1.66 | 1.35  |
| 24. The intercollegiate athletic programs contribute to a strong sense of school spirit.                 | 5.15 | 4.87/1.86 | 0.28  | -0.42*** | 5.04 | 4.79/1.76 | 0.25 | 5.05 | 4.56/1.66 | 0.49  |
| 25. Faculty are fair and unbiased in their treatment of individual students.                             | 6.4  | 5.73/1.35 | 0.67  | 0.21*    | 6.34 | 5.35/1.56 | 0.99 | 6.27 | 5.41/1.47 | 0.86  |
| 26. Computer labs are adequate and accessible.   | 6.48 | 5.91/1.31 | 0.57  | -0.02    | 6.05 | 5.64/1.45 | 0.41 | 5.83 | 5.69/1.35 | 0.14  |
| 27. The personnel involved in registration are helpful.  | 6.26 | 5.97/1.18 | 0.29  | 0.30**   | 6.31 | 5.57/1.51 | 0.74 | 6.17 | 5.75/1.27 | 0.42  |
| 28. Parking lots are well-lighted and secure.  | 5.96 | 5.41/1.62 | 0.55  | 0.22     | 5.81 | 5.08/1.64 | 0.73 | 5.66 | 4.94/1.65 | 0.72  |
| 29. It is an enjoyable experience to be a student on this campus.  | 6.3  | 5.29/1.57 | 1.01  | -0.27**  | 6.33 | 5.37/1.61 | 0.96 | 6.24 | 5.41/1.64 | 0.83  |
| 30. Residence hall staff are concerned about me as an individual.  | 5.66 | 5.24/1.75 | 0.42  | 0.01     | 5.8  | 5.31/1.60 | 0.49 | 5.84 | 5.24/1.72 | 0.6   |
| 31. Males and females have equal opportunities to participate in intercollegiate athletics.              | 6    | 6.05/1.3  | -0.05 | 0.12     | 5.77 | 5.74/1.45 | 0.03 | 5.68 | 5.80/1.38 | -0.12 |
| 32. Tutoring services are readily available.   | 6.14 | 6.08/1.3  | 0.06  | 0.18     | 6.21 | 5.84/1.33 | 0.37 | 6.02 | 5.68/1.39 | 0.34  |
| 33. My academic advisor is   | 6.56 | 6.06/1.49 | 0.5   | 0.10     | 6.6  | 5.95/1.48 | 0.65 | 6.48 | 6.16/1.21 | 0.32  |



|   |      |           |      |          |      |           |      |      |           |      |
|---|------|-----------|------|----------|------|-----------|------|------|-----------|------|
| knowledgeable about requirements in my major.   |      |           |      |          |      |           |      |      |           |      |
| 34. I am able to register for classes I need with few conflicts.                      | 6.42 | 5.73/1.44 | 0.69 | 0.24*    | 6.54 | 5.34/1.70 | 1.2  | 6.38 | 5.48/1.54 | 0.9  |
| 35. The assessment and course placement procedures are reasonable.                    | 6.17 | 5.75/1.26 | 0.42 | 0.07     | 6.17 | 5.49/1.36 | 0.68 | 6.09 | 5.79/1.16 | 0.3  |
| 36. Security staff respond quickly in emergencies.                                    | 6.41 | 5.78/1.34 | 0.63 | 0.01     | 6.41 | 5.68/1.29 | 0.73 | 6.39 | 5.28/1.70 | 1.11 |
| 37. I feel a sense of pride about my campus.  | 5.3  | 5.04/1.75 | 0.26 | -0.47*** | 5.54 | 5.08/1.71 | 0.46 | 5.53 | 5.23/1.62 | 0.3  |
| 38. There is an adequate selection of food available in the cafeteria.                | 6.04 | 4.07/2.02 | 1.97 | -0.67*** | 6.11 | 3.94/1.96 | 2.17 | 5.87 | 3.82/1.76 | 2.05 |
| 39. I am able to experience intellectual growth here.                                 | 6.46 | 5.77/1.29 | 0.69 | -0.13    | 6.5  | 5.71/1.37 | 0.79 | 6.38 | 5.82/1.21 | 0.56 |
| 40. Residence hall regulations are reasonable.  | 5.98 | 5.74/1.34 | 0.24 | 0.32**   | 6    | 5.49/1.49 | 0.51 | 5.96 | 5.49/1.50 | 0.47 |
| 41. There is a commitment to academic excellence on this campus.                      | 6.25 | 5.82/1.28 | 0.43 | 0.07     | 6.27 | 5.56/1.43 | 0.71 | 6.1  | 5.78/1.23 | 0.32 |
| 42. There are a sufficient number of weekend activities for students.                 | 5.26 | 4.02/1.94 | 1.24 | -0.90*** | 5.34 | 4.05/1.88 | 1.29 | 5.25 | 3.99/1.83 | 1.26 |
| 43. Admissions counselors respond to prospective students' unique needs and requests. | 6.03 | 5.77/1.19 | 0.26 | 0.18     | 6.02 | 5.40/1.48 | 0.62 | 5.94 | 5.64/1.32 | 0.3  |

|   |      |           |       |       |      |           |       |      |           |      |
|---|------|-----------|-------|-------|------|-----------|-------|------|-----------|------|
| 44. Academic support services adequately meet the needs of students.                    | 6.18 | 5.73/1.23 | 0.45  | 0.06  | 6.18 | 5.62/1.31 | 0.56  | 6.06 | 5.58/1.34 | 0.48 |
| 45. Students are made to feel welcome on this campus.                                   | 6.13 | 5.59/1.49 | 0.54  | -0.16 | 6.25 | 5.61/1.43 | 0.64  | 6.2  | 5.62/1.38 | 0.58 |
| 46. I can easily get involved in campus organizations.                                  | 5.93 | 5.69/1.44 | 0.24  | 0.01  | 5.92 | 5.40/1.61 | 0.52  | 5.72 | 5.58/1.49 | 0.14 |
| 47. Faculty provide timely feedback about student progress in a course.                 | 6.3  | 5.28/1.54 | 1.02  | 0.00  | 6.26 | 4.84/1.74 | 1.42  | 6.28 | 5.09/1.56 | 1.19 |
| 48. Admissions counselors accurately portray the campus in their recruiting practices.  | 6.14 | 5.34/1.58 | 0.8   | -0.15 | 6.14 | 5.23/1.67 | 0.91  | 6.1  | 5.56/1.43 | 0.54 |
| 49. There are adequate services to help me decide upon a career.                        | 6.24 | 5.58/1.44 | 0.66  | 0.08  | 6.25 | 5.32/1.54 | 0.93  | 6.01 | 5.34/1.40 | 0.67 |
| 50. Class change (drop/add) policies are reasonable.                                    | 6.08 | 5.9/1.35  | 0.18  | 0.12  | 6.12 | 5.72/1.39 | 0.4   | 6.02 | 5.83/1.28 | 0.19 |
| 51. This institution has a good reputation within the community.                        | 6.13 | 5.98/1.33 | 0.15  | 0.09  | 6    | 5.82/1.54 | 0.18  | 6.11 | 6.05/1.19 | 0.06 |
| 52. The student center is a comfortable place for students to spend their leisure time. | 5.75 | 5.62/1.45 | 0.13  | -0.15 | 5.93 | 5.64/1.43 | 0.29  | 5.89 | 5.64/1.42 | 0.25 |
| 53. Faculty take into consideration student differences as they teach a course.         | 5.89 | 5.37/1.51 | 0.52  | 0.15  | 6.07 | 5.17/1.54 | 0.9   | 5.87 | 5.20/1.47 | 0.67 |
| 54. Bookstore staff are helpful.  | 5.58 | 6.07/1.05 | -0.49 | 0.17  | 5.71 | 5.80/1.40 | -0.09 | 5.72 | 5.82/1.34 | -0.1 |

|  |      |           |       |       |      |           |      |      |           |       |
|--|------|-----------|-------|-------|------|-----------|------|------|-----------|-------|
| 55. Major requirements are clear and reasonable.                             | 6.38 | 5.73/1.31 | 0.65  | -0.01 | 6.51 | 5.66/1.43 | 0.85 | 6.41 | 5.77/1.32 | 0.64  |
| 56. The student handbook provides helpful information about campus life.     | 5.55 | 5.41/1.4  | 0.14  | -0.19 | 5.6  | 5.26/1.52 | 0.34 | 5.54 | 5.14/1.57 | 0.4   |
| 57. I seldom get the "run-around" when seeking information on this campus.   | 6.03 | 5.36/1.56 | 0.67  | 0.24  | 6.03 | 5.14/1.69 | 0.89 | 5.96 | 5.32/1.52 | 0.64  |
| 58. The quality of instruction I receive in most of my classes is excellent. | 6.57 | 5.64/1.35 | 0.93  | 0.08  | 6.53 | 5.45/1.45 | 1.08 | 6.42 | 5.59/1.33 | 0.83  |
| 59. This institution shows concern for students as individuals.              | 6.24 | 5.46/1.49 | 0.78  | 0.11  | 6.19 | 5.29/1.57 | 0.9  | 6.19 | 5.51/1.47 | 0.68  |
| 60. I generally know what's happening on campus.                             | 5.84 | 5/1.78    | 0.84  | -0.21 | 5.79 | 5.15/1.64 | 0.64 | 5.61 | 5.22/1.63 | 0.39  |
| 61. Adjunct faculty are competent as classroom instructors.                  | 6.23 | 5.56/1.39 | 0.67  | -0.10 | 6.12 | 5.36/1.50 | 0.76 | 6.05 | 5.59/1.27 | 0.46  |
| 62. There is a strong commitment to racial harmony on this campus.           | 5.76 | 5.79/1.43 | -0.03 | 0.05  | 5.85 | 5.71/1.40 | 0.14 | 5.69 | 5.70/1.38 | -0.01 |
| 63. Student disciplinary procedures are fair.                                | 6.18 | 5.75/1.43 | 0.43  | 0.02  | 6.12 | 5.64/1.40 | 0.48 | 6.01 | 5.71/1.32 | 0.3   |
| 64. New student orientation services help students adjust to college.        | 6.02 | 5.41/1.58 | 0.61  | -0.03 | 6.03 | 5.25/1.65 | 0.78 | 5.9  | 5.40/1.53 | 0.5   |
| 65. Faculty are usually available after class and during office hours.       | 6.3  | 5.98/1.18 | 0.32  | 0.02  | 6.29 | 5.86/1.32 | 0.43 | 6.22 | 5.92/1.16 | 0.3   |

|  |      |           |      |         |      |           |      |      |           |      |
|--|------|-----------|------|---------|------|-----------|------|------|-----------|------|
| 66. Tuition paid is a worthwhile investment.                             | 6.39 | 5.09/1.58 | 1.3  | -0.15   | 6.43 | 5.11/1.65 | 1.32 | 6.34 | 5.28/1.51 | 1.06 |
| 67. Freedom of expression is protected on campus.                        | 6.2  | 5.75/1.41 | 0.45 | -0.01   | 6.32 | 5.73/1.41 | 0.59 | 5.91 | 5.68/1.32 | 0.23 |
| 68. Nearly all of the faculty are knowledgeable in their field.          | 6.65 | 6.08/1.11 | 0.57 | 0.06    | 6.55 | 5.89/1.33 | 0.66 | 6.5  | 5.97/1.18 | 0.53 |
| 69. There is a good variety of courses provided on this campus.          | 6.18 | 5.55/1.52 | 0.63 | -0.29** | 6.31 | 5.45/1.49 | 0.86 | 6.24 | 5.50/1.42 | 0.74 |
| 70. Graduate teaching assistants are competent as classroom instructors. | 6.23 | 5.58/1.53 | 0.65 | -0.08   | 6.12 | 5.42/1.57 | 0.7  | 5.98 | 5.49/1.43 | 0.49 |
| 71. Channels for expressing student complaints are readily available.    | 6.1  | 4.82/1.73 | 1.28 | -0.23*  | 6.06 | 4.85/1.79 | 1.21 | 5.84 | 4.71/1.82 | 1.13 |
| 72. On the whole, the campus is well-maintained.                         | 6.29 | 5.62/1.47 | 0.67 | -0.26** | 6.31 | 5.83/1.34 | 0.48 | 6.22 | 5.86/1.26 | 0.36 |
| 73. Student activities fees are put to good use.                         | 6.05 | 4.8/1.84  | 1.25 | -0.09   | 6.06 | 4.65/1.87 | 1.41 | 5.88 | 4.93/1.63 | 0.95 |
| 84. Institution's commitment to part-time students?                      |      | 5.66/1.33 |      | 0.08    |      | 5.36/1.48 |      |      | 5.57/1.31 |      |
| 85. Institution's commitment to evening students?                        |      | 5.46/1.46 |      | -0.01   |      | 5.26/1.45 |      |      | 5.35/1.42 |      |
| 86. Institution's commitment to older, returning learners?               |      | 5.63/1.45 |      | -0.06   |      | 5.45/1.57 |      |      | 5.46/1.44 |      |
| 87. Institution's commitment to under-                                   |      | 5.71/1.36 |      | 0.12    |      | 5.43/1.51 |      |      | 5.45/1.45 |      |

|   |      |          |  |      |      |           |  |      |           |
|---|------|----------|--|------|------|-----------|--|------|-----------|
| represented populations?  |      |          |  |      |      |           |  |      |           |
| 88. Institution's commitment to commuters?                                      |      | 5.4/1.52 |  | 0.08 |      | 5.28/1.64 |  |      | 5.50/1.57 |
| 89. Institution's commitment to students with disabilities?                     |      | 5.86/1.4 |  | 0.15 |      | 5.64/1.46 |  |      | 5.73/1.38 |
| 90. Cost as factor in decision to enroll.                                       | 6.28 |          |  |      | 6.14 |           |  | 6.1  |           |
| 91. Financial aid as factor in decision to enroll.                              | 6.03 |          |  |      | 5.99 |           |  | 5.89 |           |
| 92. Academic reputation as factor in decision to enroll.                        | 6.14 |          |  |      | 5.99 |           |  | 5.95 |           |
| 93. Size of institution as factor in decision to enroll.                        | 5.4  |          |  |      | 5.54 |           |  | 5.56 |           |
| 94. Opportunity to play sports as factor in decision to enroll.                 | 4.14 |          |  |      | 4.03 |           |  | 3.64 |           |
| 95. Recommendations from family/friends as factor in decision to enroll.        | 4.93 |          |  |      | 4.71 |           |  | 4.64 |           |
| 96. Geographic setting as factor in decision to enroll.                         | 5.36 |          |  |      | 5.16 |           |  | 5.1  |           |
| 97. Campus appearance as factor in decision to enroll.                          | 5.2  |          |  |      | 5.13 |           |  | 5.05 |           |
| 98. Personalized attention prior to enrollment as factor in decision to enroll. | 5.25 |          |  |      | 5.34 |           |  | 5.42 |           |

\*Difference statistically significant at the .05 level

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

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