

Institutional Summary
Scales: In Order of Importance

Scale	Dec 2017			Dec 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Instructional Effectiveness	6.56	5.86 / 1.00	0.70	6.60	5.81 / 0.87	0.79	0.05
Academic Advising	6.53	5.95 / 1.15	0.58	6.54	5.82 / 1.16	0.72	0.13
Student Centeredness	6.52	5.82 / 1.12	0.70	6.52	5.80 / 1.07	0.72	0.02
Concern for the Individual	6.49	5.85 / 1.10	0.64	6.49	5.81 / 1.00	0.68	0.04
Campus Climate	6.48	5.73 / 1.08	0.75	6.50	5.70 / 1.00	0.80	0.03
Safety and Security	6.46	5.55 / 1.13	0.91	6.47	5.48 / 1.08	0.99	0.07
Recruitment and Financial Aid	6.43	5.47 / 1.24	0.96	6.44	5.41 / 1.23	1.03	0.06
Registration Effectiveness	6.35	5.43 / 1.16	0.92	6.36	5.41 / 1.11	0.95	0.02
Service Excellence	6.34	5.56 / 1.10	0.78	6.30	5.45 / 1.08	0.85	0.11
Campus Support Services	6.25	5.94 / 0.97	0.31	6.13	5.86 / 0.95	0.27	0.08
Campus Life	6.12	5.39 / 1.18	0.73	6.07	5.34 / 1.08	0.73	0.05
Responsiveness to Diverse Populations		5.56 / 1.51			5.47 / 1.59		0.09

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