

## May 2019 Demographics

<b>Gender</b>	<b>N</b>	<b>%</b>	<b>Class Level</b>	<b>N</b>	<b>%</b>
Female	120	54.55%	Freshman	60	28.17%
Male	100	45.45%	Sophomore	39	18.31%
Total	220	100.00%	Junior	50	23.47%
No Response	72		Senior	56	26.29%
			Special student	1	0.47%
			Graduate/Professional	2	0.94%
			Other class level	5	2.35%
			Total	213	100.00%
			No Response	79	
<b>Age</b>	<b>N</b>	<b>%</b>	<b>Current GPA</b>	<b>N</b>	<b>%</b>
18 and under	18	7.93%	No credits earned	5	1.99%
19 to 24	196	86.34%	1.99 or below	10	3.98%
25 to 34	6	2.64%	2.0 - 2.49	27	10.76%
35 to 44	5	2.20%	2.5 - 2.99	54	21.51%
45 and over	2	0.88%	3.0 - 3.49	72	28.69%
Total	227	100.00%	3.5 or above	83	33.07%
No Response	65		Total	251	100.00%
			No Response	41	
<b>Ethnicity/Race</b>	<b>N</b>	<b>%</b>	<b>Educational Goal</b>	<b>N</b>	<b>%</b>
African-American	11	4.28%	Associate degree	2	0.79%
American Indian or Alaskan Native	0	0.00%	Bachelor's degree	179	70.75%
Asian or Pacific Islander	19	7.39%	Master's degree	35	13.83%
Caucasian/White	209	81.32%	Doctorate or professional degree	28	11.07%
Hispanic	4	1.56%	Certification (initial/renewal)	2	0.79%
Other race	7	2.72%	Self-improvement/pleasure	4	1.58%
Race - Prefer not to respond	7	2.72%	Job-related training	1	0.40%
Total	257	100.00%	Other educational goal	2	0.79%
No Response	35		Total	253	100.00%
			No Response	39	
<b>Current Enrollment Status</b>	<b>N</b>	<b>%</b>			
Day	250	97.28%			
Evening	3	1.17%			
Weekend	4	1.56%			
Total	257	100.00%			
No Response	35				
<b>Current Class Load</b>	<b>N</b>	<b>%</b>			
Full-time	214	93.86%			
Part-time	14	6.14%			
Total	228	100.00%			
No Response	64				

## May 2019 Demographics

<b>Employment</b>	<b>N</b>	<b>%</b>	<b>Institution Question</b>	<b>N</b>	<b>%</b>
Full-time off campus	7	2.57%	Campus item - Answer 1	0	0%
Part-time off campus	37	13.60%	Campus item - Answer 2	0	0%
Full-time on campus	27	9.93%	Campus item - Answer 3	0	0%
Part-time on campus	114	41.91%	Campus item - Answer 4	0	0%
Not employed	87	31.99%	Campus item - Answer 5	0	0%
Total	272	100.00%	Campus item - Answer 6	0	0%
No Response	20		Total	0	100.00%
			No Response	292	

  

<b>Current Residence</b>	<b>N</b>	<b>%</b>	<b>Institution Question 2</b>	<b>N</b>	<b>%</b>
Residence hall	174	69.32%	Campus item 2 - Answer 1	0	0%
Fraternity / Sorority	21	8.37%	Campus item 2 - Answer 2	0	0%
Own house	13	5.18%	Campus item 2 - Answer 3	0	0%
Rent room or apt off campus	15	5.98%	Campus item 2 - Answer 4	0	0%
Parent's home	23	9.16%	Campus item 2 - Answer 5	0	0%
Other residence	5	1.99%	Campus item 2 - Answer 6	0	0%
Total	251	100.00%	Total	0	100.00%
No Response	41		No Response	292	

  

<b>Residence Classification</b>	<b>N</b>	<b>%</b>	<b>Group Code</b>	<b>N</b>	<b>%</b>
In-state	166	66.40%	1001: Art, Music, or Theatre	14	5.04%
Out-of-state	54	21.60%	1002: Athletic Training	8	2.88%
International (not U.S. citizen)	30	12.00%	1003: Business, Economics, Finance, Management, or Marketing	66	23.74%
Total	250	100.00%	1004: Biology/Chemistry	32	11.51%
No Response	42		1005: Communication	15	5.40%
			1006: Education	37	13.31%
			1007: English/Modern Languages	8	2.88%
			1008: Environmental Studies, Environmental Science, or Engineering	12	4.32%
			1009: Geology	6	2.16%
			1010: History	3	1.08%
			1011: Math/Computer Science	7	2.52%
			1012: Petroleum Engineering	39	14.03%
			1013: Physics	4	1.44%
			1014: Political Science	8	2.88%
			1015: Psychology	11	3.96%

  

<b>Disabilities</b>	<b>N</b>	<b>%</b>
Yes - Disability	23	9.58%
No - Disability	217	90.42%
Total	240	100.00%
No Response	52	

  

<b>Institution Was My</b>	<b>N</b>	<b>%</b>
1st choice	161	61.45%
2nd choice	71	27.10%
3rd choice or lower	30	11.45%
Total	262	100.00%
No Response	30	

## May 2019 Demographics

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9999: Undecided	8	2.88%
Total	278	100.00%
No Response	14	

## April 2016 Demographics

<b>Gender</b>	<b>N</b>	<b>%</b>	<b>Class Level</b>	<b>N</b>	<b>%</b>
Female	132	56.17%	Freshman	33	14.04%
Male	103	43.83%	Sophomore	63	26.81%
Total	235	100.00%	Junior	66	28.09%
No Response	14		Senior	60	25.53%
			Special student	2	0.85%
			Graduate/Professional	10	4.26%
			Other class level	1	0.43%
			Total	235	100.00%
			No Response	14	
<b>Age</b>	<b>N</b>	<b>%</b>	<b>Current GPA</b>	<b>N</b>	<b>%</b>
18 and under	15	6.33%	No credits earned	0	0.00%
19 to 24	211	89.03%	1.99 or below	3	1.27%
25 to 34	6	2.53%	2.0 - 2.49	10	4.24%
35 to 44	5	2.11%	2.5 - 2.99	49	20.76%
45 and over	0	0.00%	3.0 - 3.49	88	37.29%
Total	237	100.00%	3.5 or above	86	36.44%
No Response	12		Total	236	100.00%
			No Response	13	
<b>Ethnicity/Race</b>	<b>N</b>	<b>%</b>	<b>Educational Goal</b>	<b>N</b>	<b>%</b>
African-American	8	3.54%	Associate degree	1	0.43%
American Indian or Alaskan Native	3	1.33%	Bachelor's degree	191	81.28%
Asian or Pacific Islander	14	6.19%	Master's degree	24	10.21%
Caucasian/White	195	86.28%	Doctorate or professional degree	15	6.38%
Hispanic	3	1.33%	Certification (initial/renewal)	2	0.85%
Other race	3	1.33%	Self-improvement/pleasure	1	0.43%
Race - Prefer not to respond	0	0.00%	Job-related training	0	0.00%
Total	226	100.00%	Other educational goal	1	0.43%
No Response	15		Total	235	100.00%
			No Response	14	
<b>Current Enrollment Status</b>	<b>N</b>	<b>%</b>			
Day	232	98.72%			
Evening	0	0.00%			
Weekend	3	1.28%			
Total	235	100.00%			
No Response	14				
<b>Current Class Load</b>	<b>N</b>	<b>%</b>			
Full-time	231	98.30%			
Part-time	4	1.70%			
Total	235	100.00%			
No Response	14				

## April 2016 Demographics

<b>Employment</b>	<b>N</b>	<b>%</b>	<b>Institution Question</b>	<b>N</b>	<b>%</b>
Full-time off campus	9	3.83%	Campus item - Answer 1	0	0%
Part-time off campus	50	21.28%	Campus item - Answer 2	0	0%
Full-time on campus	10	4.26%	Campus item - Answer 3	0	0%
Part-time on campus	96	40.85%	Campus item - Answer 4	0	0%
Not employed	70	29.79%	Campus item - Answer 5	0	0%
Total	235	100.00%	Campus item - Answer 6	0	0%
No Response	14		Total	0	100.00%
			No Response	249	

<b>Current Residence</b>	<b>N</b>	<b>%</b>	<b>Institution Question 2</b>	<b>N</b>	<b>%</b>
Residence hall	151	64.53%	Campus item 2 - Answer 1	0	0%
Fraternity / Sorority	30	12.82%	Campus item 2 - Answer 2	0	0%
Own house	14	5.98%	Campus item 2 - Answer 3	0	0%
Rent room or apt off campus	16	6.84%	Campus item 2 - Answer 4	0	0%
Parent's home	22	9.40%	Campus item 2 - Answer 5	0	0%
Other residence	1	0.43%	Campus item 2 - Answer 6	0	0%
Total	234	100.00%	Total	0	100.00%
No Response	15		No Response	249	

<b>Residence Classification</b>	<b>N</b>	<b>%</b>
In-state	145	61.44%
Out-of-state	80	33.90%
International (not U.S. citizen)	11	4.66%
Total	236	100.00%
No Response	13	

<b>Disabilities</b>	<b>N</b>	<b>%</b>
Yes - Disability	0	0%
No - Disability	0	0%
Total	0	100.00%
No Response	0	

<b>Institution Was My</b>	<b>N</b>	<b>%</b>
1st choice	152	64.68%
2nd choice	56	23.83%
3rd choice or lower	27	11.49%
Total	235	100.00%
No Response	14	

## **Strategic Planning Overview**

### **Strengths and Challenges**

#### **Strengths**

- 7. The campus is safe and secure for all students.
- 36. Security staff respond quickly in emergencies.
- 68. Nearly all of the faculty are knowledgeable in their field.
- 33. My academic advisor is knowledgeable about requirements in my major.
- 14. My academic advisor is concerned about my success as an individual.
- 39. I am able to experience intellectual growth here.
- 6. My academic advisor is approachable.
- 45. Students are made to feel welcome on this campus.
- 41. There is a commitment to academic excellence on this campus.
- 65. Faculty are usually available after class and during office hours.
- 72. On the whole, the campus is well-maintained.
- 75. Campus item: Academic support services (ARC, Writing Center, etc.) are readily accessible when needed.
- 76. Campus item: There are sufficient opportunities for experiential learning (study abroad, internships, service learning, etc.).
- 32. Tutoring services are readily available.
- 51. This institution has a good reputation within the community.
- 18. Library resources and services are adequate.

#### **Challenges**

- 34. I am able to register for classes I need with few conflicts.
- 66. Tuition paid is a worthwhile investment.
- 15. The staff in the health services area are competent.
- 17. Adequate financial aid is available for most students.
- 25. Faculty are fair and unbiased in their treatment of individual students.
- 12. Financial aid awards are announced to students in time to be helpful in college planning.
- 23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)
- 47. Faculty provide timely feedback about student progress in a course.
- 5. Financial aid counselors are helpful.

## **Strategic Planning Overview Trends**

### **Higher Satisfaction vs. April 2016**

- 36. Security staff respond quickly in emergencies.
- 34. I am able to register for classes I need with few conflicts.
- 2. The campus staff are caring and helpful.
- 45. Students are made to feel welcome on this campus.
- 66. Tuition paid is a worthwhile investment.
- 72. On the whole, the campus is well-maintained.
- 75. Campus item: Academic support services (ARC, Writing Center, etc.) are readily accessible when needed.
- 12. Financial aid awards are announced to students in time to be helpful in college planning.
- 32. Tutoring services are readily available.
- 63. Student disciplinary procedures are fair.
- 62. There is a strong commitment to racial harmony on this campus.

### **Higher Importance vs. April 2016**

- 7. The campus is safe and secure for all students.
- 36. Security staff respond quickly in emergencies.
- 33. My academic advisor is knowledgeable about requirements in my major.
- 2. The campus staff are caring and helpful.
- 45. Students are made to feel welcome on this campus.
- 72. On the whole, the campus is well-maintained.
- 75. Campus item: Academic support services (ARC, Writing Center, etc.) are readily accessible when needed.
- 76. Campus item: There are sufficient opportunities for experiential learning (study abroad, internships, service learning, etc.).
- 32. Tutoring services are readily available.
- 49. There are adequate services to help me decide upon a career.
- 18. Library resources and services are adequate.
- 63. Student disciplinary procedures are fair.
- 62. There is a strong commitment to racial harmony on this campus.

**Institutional Summary**  
**Scales: In Order of Importance**

Scale	May 2019			April 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Academic Advising	6.52	6.09 / 1.07	0.43	6.30	6.05 / 1.79	0.25	0.04
Instructional Effectiveness	6.44	5.75 / 1.00	0.69	6.50	5.58 / 1.12	0.92	0.17
Student Centeredness	6.40	5.72 / 1.14	0.68	6.20	5.23 / 0.97	0.97	0.49 ***
Concern for the Individual	6.39	5.69 / 1.07	0.70	5.93	4.83 / 1.11	1.10	0.86 ***
Safety and Security	6.38	5.34 / 1.03	1.04	6.14	5.08 / 1.20	1.06	0.26 **
Campus Climate	6.35	5.70 / 1.07	0.65	6.16	5.11 / 0.90	1.05	0.59 ***
Recruitment and Financial Aid	6.31	5.50 / 1.24	0.81	6.17	4.97 / 1.03	1.20	0.53 ***
Registration Effectiveness	6.30	5.60 / 1.09	0.70	6.30	4.85 / 1.20	1.45	0.75 ***
Service Excellence	6.24	5.59 / 1.06	0.65	6.27	5.08 / 1.11	1.19	0.51 ***
Campus Support Services	6.21	5.87 / 0.96	0.34	5.88	5.66 / 1.07	0.22	0.21 *
Campus Life	6.10	5.38 / 1.09	0.72	6.02	4.48 / 1.25	1.54	0.90 ***
Responsiveness to Diverse Populations		5.60 / 1.39					

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



### Institutional Summary Items: In Order of Importance

Item	May 2019			April 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
7. The campus is safe and secure for all students.	6.72	6.28 / 1.07	0.44	6.47	6.18 / 1.05	0.29	0.10
36. Security staff respond quickly in emergencies.	6.67	6.38 / 1.00	0.29	6.34	6.10 / 1.31	0.24	0.28 *
68. Nearly all of the faculty are knowledgeable in their field.	6.63	6.21 / 1.02	0.42				
33. My academic advisor is knowledgeable about requirements in my major.	6.62	6.27 / 1.27	0.35	6.46	6.28 / 1.18	0.18	-0.01
14. My academic advisor is concerned about my success as an individual.	6.61	6.20 / 1.33	0.41				
6. My academic advisor is approachable.	6.60	6.31 / 1.25	0.29				
39. I am able to experience intellectual growth here.	6.60	6.09 / 1.22	0.51				
16. The instruction in my major field is excellent.	6.59	5.89 / 1.35	0.70				
34. I am able to register for classes I need with few conflicts.	6.59	5.60 / 1.65	0.99	6.57	5.04 / 1.70	1.53	0.56 ***
8. The content of the courses within my major is valuable.	6.56	5.76 / 1.33	0.80	6.61	5.71 / 1.33	0.90	0.05
91. Financial aid as factor in decision to enroll.	6.55			6.37			
58. The quality of instruction I receive in most of my classes is excellent.	6.52	5.75 / 1.29	0.77	6.65	5.72 / 1.32	0.93	0.03
2. The campus staff are caring and helpful.	6.50	5.86 / 1.22	0.64	6.32	5.58 / 1.19	0.74	0.28 **
29. It is an enjoyable experience to be a student on this campus.	6.50	5.64 / 1.51	0.86				
45. Students are made to feel welcome on this campus.	6.49	5.95 / 1.35	0.54	6.27	5.30 / 1.54	0.97	0.65 ***
55. Major requirements are clear and reasonable.	6.48	5.84 / 1.30	0.64				

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

### Institutional Summary Items: In Order of Importance

Item	May 2019			April 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
41. There is a commitment to academic excellence on this campus.	6.47	5.98 / 1.33	0.49				
59. This institution shows concern for students as individuals.	6.47	5.76 / 1.43	0.71				
65. Faculty are usually available after class and during office hours.	6.47	6.15 / 1.15	0.32	6.45	6.06 / 1.25	0.39	0.09
66. Tuition paid is a worthwhile investment.	6.47	5.14 / 1.71	1.33	6.60	4.31 / 1.73	2.29	0.83 ***
72. On the whole, the campus is well-maintained.	6.47	6.09 / 1.17	0.38	6.19	5.81 / 1.41	0.38	0.28 *
15. The staff in the health services area are competent.	6.45	5.17 / 1.76	1.28				
75. Campus item: Academic support services (ARC, Writing Center, etc.) are readily accessible when needed.	6.45	6.29 / 1.12	0.16	4.33	2.97 / 2.01	1.36	3.32 ***
69. There is a good variety of courses provided on this campus.	6.44	5.66 / 1.40	0.78				
3. Faculty care about me as an individual.	6.42	5.85 / 1.27	0.57				
17. Adequate financial aid is available for most students.	6.41	5.36 / 1.49	1.05				
25. Faculty are fair and unbiased in their treatment of individual students.	6.41	5.14 / 1.65	1.27	6.42	5.08 / 1.55	1.34	0.06
76. Campus item: There are sufficient opportunities for experiential learning (study abroad, internships, service learning, etc.).	6.40	5.94 / 1.39	0.46	5.97	6.01 / 1.30	-0.04	-0.07
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.39	5.44 / 1.53	0.95	6.31	5.14 / 1.48	1.17	0.30 *
32. Tutoring services are readily available.	6.39	6.20 / 1.14	0.19	5.53	5.89 / 1.27	-0.36	0.31 **
51. This institution has a good reputation within the community.	6.38	6.15 / 1.28	0.23				

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

### Institutional Summary Items: In Order of Importance

Item	May 2019			April 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
49. There are adequate services to help me decide upon a career.	6.37	5.58 / 1.47	0.79	6.16	5.33 / 1.47	0.83	0.25
27. The personnel involved in registration are helpful.	6.36	5.87 / 1.23	0.49				
18. Library resources and services are adequate.	6.35	6.03 / 1.19	0.32	6.03	5.85 / 1.25	0.18	0.18
22. Counseling staff care about students as individuals.	6.34	5.82 / 1.30	0.52				
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.34	4.56 / 1.82	1.78	6.35	4.61 / 1.75	1.74	-0.05
47. Faculty provide timely feedback about student progress in a course.	6.34	5.31 / 1.49	1.03	6.36	5.36 / 1.38	1.00	-0.05
63. Student disciplinary procedures are fair.	6.34	5.81 / 1.49	0.53	5.96	4.99 / 1.77	0.97	0.82 ***
5. Financial aid counselors are helpful.	6.33	5.43 / 1.55	0.90				
44. Academic support services adequately meet the needs of students.	6.32	5.89 / 1.34	0.43				
62. There is a strong commitment to racial harmony on this campus.	6.32	5.73 / 1.49	0.59	5.19	4.89 / 1.69	0.30	0.84 ***
19. My academic advisor helps me set goals to work toward.	6.29	5.79 / 1.62	0.50	6.14	5.81 / 1.39	0.33	-0.02
43. Admissions counselors respond to prospective students' unique needs and requests.	6.28	5.65 / 1.52	0.63				
61. Adjunct faculty are competent as classroom instructors.	6.28	5.72 / 1.44	0.56				
31. Males and females have equal opportunities to participate in intercollegiate athletics.	6.27	6.27 / 1.20	0.00				
35. The assessment and course placement procedures are reasonable.	6.27	5.61 / 1.43	0.66				

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

### Institutional Summary Items: In Order of Importance

Item	May 2019			April 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
67. Freedom of expression is protected on campus.	6.27	5.73 / 1.50	0.54	6.12	5.16 / 1.64	0.96	0.57 ***
90. Cost as factor in decision to enroll.	6.27			5.99			
64. New student orientation services help students adjust to college.	6.26	5.39 / 1.71	0.87				
50. Class change (drop/add) policies are reasonable.	6.25	6.00 / 1.26	0.25				
40. Residence hall regulations are reasonable.	6.24	5.58 / 1.63	0.66				
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.24	5.46 / 1.60	0.78	6.00	4.77 / 1.68	1.23	0.69 ***
1. Most students feel a sense of belonging here.	6.23	5.38 / 1.33	0.85				
4. Admissions staff are knowledgeable.	6.22	5.65 / 1.36	0.57				
10. Administrators are approachable to students.	6.22	5.71 / 1.24	0.51	6.02	4.80 / 1.61	1.22	0.91 ***
81. Campus item: I was given assistance in developing my 2 or 4 year academic plan for graduation.	6.21	5.55 / 1.70	0.66	5.80	5.06 / 1.69	0.74	0.49 **
92. Academic reputation as factor in decision to enroll.	6.21			6.19			
28. Parking lots are well-lighted and secure.	6.20	5.44 / 1.64	0.76	5.80	5.11 / 1.67	0.69	0.33 *
37. I feel a sense of pride about my campus.	6.20	5.72 / 1.57	0.48				
79. Campus item: There is a good variety of extra and co-curricular opportunities on campus.	6.19	5.77 / 1.29	0.42	5.53	4.37 / 2.07	1.16	1.40 ***
46. I can easily get involved in campus organizations.	6.18	5.97 / 1.33	0.21				
26. Computer labs are adequate and accessible.	6.17	5.72 / 1.50	0.45	5.79	5.57 / 1.41	0.22	0.15

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

### Institutional Summary Items: In Order of Importance

Item	May 2019			April 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
53. Faculty take into consideration student differences as they teach a course.	6.17	5.20 / 1.60	0.97				
70. Graduate teaching assistants are competent as classroom instructors.	6.17	5.75 / 1.25	0.42				
71. Channels for expressing student complaints are readily available.	6.16	5.16 / 1.74	1.00				
73. Student activities fees are put to good use.	6.16	5.18 / 1.79	0.98	6.13	4.36 / 1.83	1.77	0.82 ***
11. Billing policies are reasonable.	6.15	5.00 / 1.60	1.15	6.11	4.39 / 1.57	1.72	0.61 ***
20. The business office is open during hours which are convenient for most students.	6.15	5.56 / 1.47	0.59	6.22	5.12 / 1.52	1.10	0.44 ***
38. There is an adequate selection of food available in the cafeteria.	6.12	4.04 / 1.86	2.08	6.16	3.36 / 1.84	2.80	0.68 ***
13. Library staff are helpful and approachable.	6.05	5.97 / 1.15	0.08				
30. Residence hall staff are concerned about me as an individual.	6.03	5.36 / 1.55	0.67	5.34	4.52 / 1.75	0.82	0.84 ***
57. I seldom get the "run-around" when seeking information on this campus.	6.03	5.14 / 1.76	0.89	6.21	4.53 / 1.88	1.68	0.61 ***
60. I generally know what's happening on campus.	6.01	5.63 / 1.44	0.38				
77. Campus item: Freshmen orientation helped me with my transition to college.	6.00	4.98 / 1.98	1.02	6.14	5.62 / 1.47	0.52	-0.64 ***
52. The student center is a comfortable place for students to spend their leisure time.	5.96	4.98 / 1.92	0.98				
80. Campus item: The purpose of a Liberal Arts education is clearly articulated at Marietta College.	5.95	5.75 / 1.50	0.20	6.00	5.50 / 1.50	0.50	0.25

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

### Institutional Summary Items: In Order of Importance

Item	May 2019			April 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
21. The amount of student parking space on campus is adequate.	5.94	3.33 / 1.88	2.61	5.96	3.07 / 1.80	2.89	0.26
98. Personalized attention prior to enrollment as factor in decision to enroll.	5.94						
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.87	5.82 / 1.40	0.05				
54. Bookstore staff are helpful.	5.85	5.67 / 1.43	0.18				
9. A variety of intramural activities are offered.	5.81	5.81 / 1.24	0.00				
56. The student handbook provides helpful information about campus life.	5.81	5.46 / 1.57	0.35				
42. There are a sufficient number of weekend activities for students.	5.80	4.76 / 1.78	1.04				
93. Size of institution as factor in decision to enroll.	5.72						
74. Campus item: General Education requirements are a valuable part of my Marietta College education.	5.69	5.07 / 1.79	0.62	5.45	4.71 / 1.90	0.74	0.36 *
97. Campus appearance as factor in decision to enroll.	5.68						
78. Campus item: My First Year Experience or Pio 101 & 102 course helped me with my transition to college.	5.34	3.92 / 2.15	1.42	5.66	4.45 / 1.90	1.21	-0.53 **
96. Geographic setting as factor in decision to enroll.	5.34						
94. Opportunity to play sports as factor in decision to enroll.	4.87						
95. Recommendations from family/friends as factor in decision to enroll.	4.87			5.28			
82. Campus item 9				6.22	5.00 / 1.96	1.22	

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

**Institutional Summary**  
**Items: In Order of Importance**

Item	May 2019			April 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
83. Campus item 10							
84. Institution's commitment to part-time students?		5.57 / 1.45					
85. Institution's commitment to evening students?		5.64 / 1.27					
86. Institution's commitment to older, returning learners?		5.80 / 1.18					
87. Institution's commitment to under-represented populations?		5.57 / 1.52					
88. Institution's commitment to commuters?		5.35 / 1.67					
89. Institution's commitment to students with disabilities?		5.72 / 1.50					

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

### Institutional Summary

#### Scales: In Order With Items That Make Up the Scale - Academic Advising

Scale/Item	May 2019			April 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>ACADEMIC ADVISING</b>	6.52	6.09 / 1.07	0.43	6.30	6.05 / 1.79	0.25	0.04
6. My academic advisor is approachable.	6.60	6.31 / 1.25	0.29				
14. My academic advisor is concerned about my success as an individual.	6.61	6.20 / 1.33	0.41				
19. My academic advisor helps me set goals to work toward.	6.29	5.79 / 1.62	0.50	6.14	5.81 / 1.39	0.33	-0.02
33. My academic advisor is knowledgeable about requirements in my major.	6.62	6.27 / 1.27	0.35	6.46	6.28 / 1.18	0.18	-0.01
55. Major requirements are clear and reasonable.	6.48	5.84 / 1.30	0.64				

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



### Institutional Summary

#### Scales: In Order With Items That Make Up the Scale - Campus Climate

Scale/Item	May 2019			April 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>CAMPUS CLIMATE</b>	6.35	5.70 / 1.07	0.65	6.16	5.11 / 0.90	1.05	0.59 ***
1. Most students feel a sense of belonging here.	6.23	5.38 / 1.33	0.85				
2. The campus staff are caring and helpful.	6.50	5.86 / 1.22	0.64	6.32	5.58 / 1.19	0.74	0.28 **
3. Faculty care about me as an individual.	6.42	5.85 / 1.27	0.57				
7. The campus is safe and secure for all students.	6.72	6.28 / 1.07	0.44	6.47	6.18 / 1.05	0.29	0.10
10. Administrators are approachable to students.	6.22	5.71 / 1.24	0.51	6.02	4.80 / 1.61	1.22	0.91 ***
29. It is an enjoyable experience to be a student on this campus.	6.50	5.64 / 1.51	0.86				
37. I feel a sense of pride about my campus.	6.20	5.72 / 1.57	0.48				
41. There is a commitment to academic excellence on this campus.	6.47	5.98 / 1.33	0.49				
45. Students are made to feel welcome on this campus.	6.49	5.95 / 1.35	0.54	6.27	5.30 / 1.54	0.97	0.65 ***
51. This institution has a good reputation within the community.	6.38	6.15 / 1.28	0.23				
57. I seldom get the "run-around" when seeking information on this campus.	6.03	5.14 / 1.76	0.89	6.21	4.53 / 1.88	1.68	0.61 ***
59. This institution shows concern for students as individuals.	6.47	5.76 / 1.43	0.71				
60. I generally know what's happening on campus.	6.01	5.63 / 1.44	0.38				
62. There is a strong commitment to racial harmony on this campus.	6.32	5.73 / 1.49	0.59	5.19	4.89 / 1.69	0.30	0.84 ***
66. Tuition paid is a worthwhile investment.	6.47	5.14 / 1.71	1.33	6.60	4.31 / 1.73	2.29	0.83 ***

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

**Institutional Summary**

**Scales: In Order With Items That Make Up the Scale - Campus Climate**

Scale/Item	May 2019			April 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
67. Freedom of expression is protected on campus.	6.27	5.73 / 1.50	0.54	6.12	5.16 / 1.64	0.96	0.57 ***
71. Channels for expressing student complaints are readily available.	6.16	5.16 / 1.74	1.00				

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

### Institutional Summary

#### Scales: In Order With Items That Make Up the Scale - Campus Life

Scale/Item	May 2019			April 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>CAMPUS LIFE</b>	6.10	5.38 / 1.09	0.72	6.02	4.48 / 1.25	1.54	0.90 ***
9. A variety of intramural activities are offered.	5.81	5.81 / 1.24	0.00				
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.34	4.56 / 1.82	1.78	6.35	4.61 / 1.75	1.74	-0.05
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.87	5.82 / 1.40	0.05				
30. Residence hall staff are concerned about me as an individual.	6.03	5.36 / 1.55	0.67	5.34	4.52 / 1.75	0.82	0.84 ***
31. Males and females have equal opportunities to participate in intercollegiate athletics.	6.27	6.27 / 1.20	0.00				
38. There is an adequate selection of food available in the cafeteria.	6.12	4.04 / 1.86	2.08	6.16	3.36 / 1.84	2.80	0.68 ***
40. Residence hall regulations are reasonable.	6.24	5.58 / 1.63	0.66				
42. There are a sufficient number of weekend activities for students.	5.80	4.76 / 1.78	1.04				
46. I can easily get involved in campus organizations.	6.18	5.97 / 1.33	0.21				
52. The student center is a comfortable place for students to spend their leisure time.	5.96	4.98 / 1.92	0.98				
56. The student handbook provides helpful information about campus life.	5.81	5.46 / 1.57	0.35				
63. Student disciplinary procedures are fair.	6.34	5.81 / 1.49	0.53	5.96	4.99 / 1.77	0.97	0.82 ***
64. New student orientation services help students adjust to college.	6.26	5.39 / 1.71	0.87				

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

### Institutional Summary

Scales: In Order With Items That Make Up the Scale - Campus Life

Scale/Item	May 2019			April 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
67. Freedom of expression is protected on campus.	6.27	5.73 / 1.50	0.54	6.12	5.16 / 1.64	0.96	0.57 ***
73. Student activities fees are put to good use.	6.16	5.18 / 1.79	0.98	6.13	4.36 / 1.83	1.77	0.82 ***

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

### Institutional Summary

#### Scales: In Order With Items That Make Up the Scale - Campus Support Services

Scale/Item	May 2019			April 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>CAMPUS SUPPORT SERVICES</b>	6.21	5.87 / 0.96	0.34	5.88	5.66 / 1.07	0.22	0.21 *
13. Library staff are helpful and approachable.	6.05	5.97 / 1.15	0.08				
18. Library resources and services are adequate.	6.35	6.03 / 1.19	0.32	6.03	5.85 / 1.25	0.18	0.18
26. Computer labs are adequate and accessible.	6.17	5.72 / 1.50	0.45	5.79	5.57 / 1.41	0.22	0.15
32. Tutoring services are readily available.	6.39	6.20 / 1.14	0.19	5.53	5.89 / 1.27	-0.36	0.31 ***
44. Academic support services adequately meet the needs of students.	6.32	5.89 / 1.34	0.43				
49. There are adequate services to help me decide upon a career.	6.37	5.58 / 1.47	0.79	6.16	5.33 / 1.47	0.83	0.25
54. Bookstore staff are helpful.	5.85	5.67 / 1.43	0.18				

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

### Institutional Summary

Scales: In Order With Items That Make Up the Scale - Concern for the Individual

Scale/Item	May 2019			April 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>CONCERN FOR THE INDIVIDUAL</b>	6.39	5.69 / 1.07	0.70	5.93	4.83 / 1.11	1.10	0.86 ***
3. Faculty care about me as an individual.	6.42	5.85 / 1.27	0.57				
14. My academic advisor is concerned about my success as an individual.	6.61	6.20 / 1.33	0.41				
22. Counseling staff care about students as individuals.	6.34	5.82 / 1.30	0.52				
25. Faculty are fair and unbiased in their treatment of individual students.	6.41	5.14 / 1.65	1.27	6.42	5.08 / 1.55	1.34	0.06
30. Residence hall staff are concerned about me as an individual.	6.03	5.36 / 1.55	0.67	5.34	4.52 / 1.75	0.82	0.84 ***
59. This institution shows concern for students as individuals.	6.47	5.76 / 1.43	0.71				

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

### Institutional Summary

#### Scales: In Order With Items That Make Up the Scale - Instructional Effectiveness

Scale/Item	May 2019			April 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>INSTRUCTIONAL EFFECTIVENESS</b>	6.44	5.75 / 1.00	0.69	6.50	5.58 / 1.12	0.92	0.17
3. Faculty care about me as an individual.	6.42	5.85 / 1.27	0.57				
8. The content of the courses within my major is valuable.	6.56	5.76 / 1.33	0.80	6.61	5.71 / 1.33	0.90	0.05
16. The instruction in my major field is excellent.	6.59	5.89 / 1.35	0.70				
25. Faculty are fair and unbiased in their treatment of individual students.	6.41	5.14 / 1.65	1.27	6.42	5.08 / 1.55	1.34	0.06
39. I am able to experience intellectual growth here.	6.60	6.09 / 1.22	0.51				
41. There is a commitment to academic excellence on this campus.	6.47	5.98 / 1.33	0.49				
47. Faculty provide timely feedback about student progress in a course.	6.34	5.31 / 1.49	1.03	6.36	5.36 / 1.38	1.00	-0.05
53. Faculty take into consideration student differences as they teach a course.	6.17	5.20 / 1.60	0.97				
58. The quality of instruction I receive in most of my classes is excellent.	6.52	5.75 / 1.29	0.77	6.65	5.72 / 1.32	0.93	0.03
61. Adjunct faculty are competent as classroom instructors.	6.28	5.72 / 1.44	0.56				
65. Faculty are usually available after class and during office hours.	6.47	6.15 / 1.15	0.32	6.45	6.06 / 1.25	0.39	0.09
68. Nearly all of the faculty are knowledgeable in their field.	6.63	6.21 / 1.02	0.42				
69. There is a good variety of courses provided on this campus.	6.44	5.66 / 1.40	0.78				
70. Graduate teaching assistants are competent as classroom instructors.	6.17	5.75 / 1.25	0.42				

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

### Institutional Summary

#### Scales: In Order With Items That Make Up the Scale - Recruitment and Financial Aid

Scale/Item	May 2019			April 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>RECRUITMENT AND FINANCIAL AID</b>	6.31	5.50 / 1.24	0.81	6.17	4.97 / 1.03	1.20	0.53 ***
4. Admissions staff are knowledgeable.	6.22	5.65 / 1.36	0.57				
5. Financial aid counselors are helpful.	6.33	5.43 / 1.55	0.90				
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.39	5.44 / 1.53	0.95	6.31	5.14 / 1.48	1.17	0.30 *
17. Adequate financial aid is available for most students.	6.41	5.36 / 1.49	1.05				
43. Admissions counselors respond to prospective students' unique needs and requests.	6.28	5.65 / 1.52	0.63				
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.24	5.46 / 1.60	0.78	6.00	4.77 / 1.68	1.23	0.69 ***

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



## Institutional Summary

### Scales: In Order With Items That Make Up the Scale - Registration Effectiveness

Scale/Item	May 2019			April 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>REGISTRATION EFFECTIVENESS</b>	6.30	5.60 / 1.09	0.70	6.30	4.85 / 1.20	1.45	0.75 ***
11. Billing policies are reasonable.	6.15	5.00 / 1.60	1.15	6.11	4.39 / 1.57	1.72	0.61 ***
20. The business office is open during hours which are convenient for most students.	6.15	5.56 / 1.47	0.59	6.22	5.12 / 1.52	1.10	0.44 ***
27. The personnel involved in registration are helpful.	6.36	5.87 / 1.23	0.49				
34. I am able to register for classes I need with few conflicts.	6.59	5.60 / 1.65	0.99	6.57	5.04 / 1.70	1.53	0.56 ***
50. Class change (drop/add) policies are reasonable.	6.25	6.00 / 1.26	0.25				

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

**Institutional Summary**

**Scales: In Order With Items That Make Up the Scale - Responsiveness to Diverse Populations**

Scale/Item	May 2019			April 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>RESPONSIVENESS TO DIVERSE POPULATIONS</b>		5.60 / 1.39					
84. Institution's commitment to part-time students?		5.57 / 1.45					
85. Institution's commitment to evening students?		5.64 / 1.27					
86. Institution's commitment to older, returning learners?		5.80 / 1.18					
87. Institution's commitment to under-represented populations?		5.57 / 1.52					
88. Institution's commitment to commuters?		5.35 / 1.67					
89. Institution's commitment to students with disabilities?		5.72 / 1.50					

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

### Institutional Summary

#### Scales: In Order With Items That Make Up the Scale - Safety and Security

Scale/Item	May 2019			April 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>SAFETY AND SECURITY</b>	6.38	5.34 / 1.03	1.04	6.14	5.08 / 1.20	1.06	0.26 **
7. The campus is safe and secure for all students.	6.72	6.28 / 1.07	0.44	6.47	6.18 / 1.05	0.29	0.10
21. The amount of student parking space on campus is adequate.	5.94	3.33 / 1.88	2.61	5.96	3.07 / 1.80	2.89	0.26
28. Parking lots are well-lighted and secure.	6.20	5.44 / 1.64	0.76	5.80	5.11 / 1.67	0.69	0.33 *
36. Security staff respond quickly in emergencies.	6.67	6.38 / 1.00	0.29	6.34	6.10 / 1.31	0.24	0.28 *

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

### Institutional Summary

Scales: In Order With Items That Make Up the Scale - Service Excellence

Scale/Item	May 2019			April 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>SERVICE EXCELLENCE</b>	6.24	5.59 / 1.06	0.65	6.27	5.08 / 1.11	1.19	0.51 ***
2. The campus staff are caring and helpful.	6.50	5.86 / 1.22	0.64	6.32	5.58 / 1.19	0.74	0.28 **
13. Library staff are helpful and approachable.	6.05	5.97 / 1.15	0.08				
15. The staff in the health services area are competent.	6.45	5.17 / 1.76	1.28				
22. Counseling staff care about students as individuals.	6.34	5.82 / 1.30	0.52				
27. The personnel involved in registration are helpful.	6.36	5.87 / 1.23	0.49				
57. I seldom get the "run-around" when seeking information on this campus.	6.03	5.14 / 1.76	0.89	6.21	4.53 / 1.88	1.68	0.61 ***
60. I generally know what's happening on campus.	6.01	5.63 / 1.44	0.38				
71. Channels for expressing student complaints are readily available.	6.16	5.16 / 1.74	1.00				

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

### Institutional Summary

Scales: In Order With Items That Make Up the Scale - Student Centeredness

Scale/Item	May 2019			April 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>STUDENT CENTEREDNESS</b>	6.40	5.72 / 1.14	0.68	6.20	5.23 / 0.97	0.97	0.49 ***
1. Most students feel a sense of belonging here.	6.23	5.38 / 1.33	0.85				
2. The campus staff are caring and helpful.	6.50	5.86 / 1.22	0.64	6.32	5.58 / 1.19	0.74	0.28 **
10. Administrators are approachable to students.	6.22	5.71 / 1.24	0.51	6.02	4.80 / 1.61	1.22	0.91 ***
29. It is an enjoyable experience to be a student on this campus.	6.50	5.64 / 1.51	0.86				
45. Students are made to feel welcome on this campus.	6.49	5.95 / 1.35	0.54	6.27	5.30 / 1.54	0.97	0.65 ***
59. This institution shows concern for students as individuals.	6.47	5.76 / 1.43	0.71				

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

### Institutional Summary

#### Items: In Sequential Order

Item	May 2019			April 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. Most students feel a sense of belonging here.	6.23	5.38 / 1.33	0.85				
2. The campus staff are caring and helpful.	6.50	5.86 / 1.22	0.64	6.32	5.58 / 1.19	0.74	0.28 **
3. Faculty care about me as an individual.	6.42	5.85 / 1.27	0.57				
4. Admissions staff are knowledgeable.	6.22	5.65 / 1.36	0.57				
5. Financial aid counselors are helpful.	6.33	5.43 / 1.55	0.90				
6. My academic advisor is approachable.	6.60	6.31 / 1.25	0.29				
7. The campus is safe and secure for all students.	6.72	6.28 / 1.07	0.44	6.47	6.18 / 1.05	0.29	0.10
8. The content of the courses within my major is valuable.	6.56	5.76 / 1.33	0.80	6.61	5.71 / 1.33	0.90	0.05
9. A variety of intramural activities are offered.	5.81	5.81 / 1.24	0.00				
10. Administrators are approachable to students.	6.22	5.71 / 1.24	0.51	6.02	4.80 / 1.61	1.22	0.91 ***
11. Billing policies are reasonable.	6.15	5.00 / 1.60	1.15	6.11	4.39 / 1.57	1.72	0.61 ***
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.39	5.44 / 1.53	0.95	6.31	5.14 / 1.48	1.17	0.30 *
13. Library staff are helpful and approachable.	6.05	5.97 / 1.15	0.08				
14. My academic advisor is concerned about my success as an individual.	6.61	6.20 / 1.33	0.41				
15. The staff in the health services area are competent.	6.45	5.17 / 1.76	1.28				
16. The instruction in my major field is excellent.	6.59	5.89 / 1.35	0.70				

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

### Institutional Summary

#### Items: In Sequential Order

Item	May 2019			April 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
17. Adequate financial aid is available for most students.	6.41	5.36 / 1.49	1.05				
18. Library resources and services are adequate.	6.35	6.03 / 1.19	0.32	6.03	5.85 / 1.25	0.18	0.18
19. My academic advisor helps me set goals to work toward.	6.29	5.79 / 1.62	0.50	6.14	5.81 / 1.39	0.33	-0.02
20. The business office is open during hours which are convenient for most students.	6.15	5.56 / 1.47	0.59	6.22	5.12 / 1.52	1.10	0.44 ***
21. The amount of student parking space on campus is adequate.	5.94	3.33 / 1.88	2.61	5.96	3.07 / 1.80	2.89	0.26
22. Counseling staff care about students as individuals.	6.34	5.82 / 1.30	0.52				
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.34	4.56 / 1.82	1.78	6.35	4.61 / 1.75	1.74	-0.05
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.87	5.82 / 1.40	0.05				
25. Faculty are fair and unbiased in their treatment of individual students.	6.41	5.14 / 1.65	1.27	6.42	5.08 / 1.55	1.34	0.06
26. Computer labs are adequate and accessible.	6.17	5.72 / 1.50	0.45	5.79	5.57 / 1.41	0.22	0.15
27. The personnel involved in registration are helpful.	6.36	5.87 / 1.23	0.49				
28. Parking lots are well-lighted and secure.	6.20	5.44 / 1.64	0.76	5.80	5.11 / 1.67	0.69	0.33 *
29. It is an enjoyable experience to be a student on this campus.	6.50	5.64 / 1.51	0.86				
30. Residence hall staff are concerned about me as an individual.	6.03	5.36 / 1.55	0.67	5.34	4.52 / 1.75	0.82	0.84 ***
31. Males and females have equal opportunities to participate in intercollegiate athletics.	6.27	6.27 / 1.20	0.00				

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

### Institutional Summary

#### Items: In Sequential Order

Item	May 2019			April 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
32. Tutoring services are readily available.	6.39	6.20 / 1.14	0.19	5.53	5.89 / 1.27	-0.36	0.31 **
33. My academic advisor is knowledgeable about requirements in my major.	6.62	6.27 / 1.27	0.35	6.46	6.28 / 1.18	0.18	-0.01
34. I am able to register for classes I need with few conflicts.	6.59	5.60 / 1.65	0.99	6.57	5.04 / 1.70	1.53	0.56 ***
35. The assessment and course placement procedures are reasonable.	6.27	5.61 / 1.43	0.66				
36. Security staff respond quickly in emergencies.	6.67	6.38 / 1.00	0.29	6.34	6.10 / 1.31	0.24	0.28 *
37. I feel a sense of pride about my campus.	6.20	5.72 / 1.57	0.48				
38. There is an adequate selection of food available in the cafeteria.	6.12	4.04 / 1.86	2.08	6.16	3.36 / 1.84	2.80	0.68 ***
39. I am able to experience intellectual growth here.	6.60	6.09 / 1.22	0.51				
40. Residence hall regulations are reasonable.	6.24	5.58 / 1.63	0.66				
41. There is a commitment to academic excellence on this campus.	6.47	5.98 / 1.33	0.49				
42. There are a sufficient number of weekend activities for students.	5.80	4.76 / 1.78	1.04				
43. Admissions counselors respond to prospective students' unique needs and requests.	6.28	5.65 / 1.52	0.63				
44. Academic support services adequately meet the needs of students.	6.32	5.89 / 1.34	0.43				
45. Students are made to feel welcome on this campus.	6.49	5.95 / 1.35	0.54	6.27	5.30 / 1.54	0.97	0.65 ***
46. I can easily get involved in campus organizations.	6.18	5.97 / 1.33	0.21				

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



### Institutional Summary

#### Items: In Sequential Order

Item	May 2019			April 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
47. Faculty provide timely feedback about student progress in a course.	6.34	5.31 / 1.49	1.03	6.36	5.36 / 1.38	1.00	-0.05
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.24	5.46 / 1.60	0.78	6.00	4.77 / 1.68	1.23	0.69 ***
49. There are adequate services to help me decide upon a career.	6.37	5.58 / 1.47	0.79	6.16	5.33 / 1.47	0.83	0.25
50. Class change (drop/add) policies are reasonable.	6.25	6.00 / 1.26	0.25				
51. This institution has a good reputation within the community.	6.38	6.15 / 1.28	0.23				
52. The student center is a comfortable place for students to spend their leisure time.	5.96	4.98 / 1.92	0.98				
53. Faculty take into consideration student differences as they teach a course.	6.17	5.20 / 1.60	0.97				
54. Bookstore staff are helpful.	5.85	5.67 / 1.43	0.18				
55. Major requirements are clear and reasonable.	6.48	5.84 / 1.30	0.64				
56. The student handbook provides helpful information about campus life.	5.81	5.46 / 1.57	0.35				
57. I seldom get the "run-around" when seeking information on this campus.	6.03	5.14 / 1.76	0.89	6.21	4.53 / 1.88	1.68	0.61 ***
58. The quality of instruction I receive in most of my classes is excellent.	6.52	5.75 / 1.29	0.77	6.65	5.72 / 1.32	0.93	0.03
59. This institution shows concern for students as individuals.	6.47	5.76 / 1.43	0.71				
60. I generally know what's happening on campus.	6.01	5.63 / 1.44	0.38				
61. Adjunct faculty are competent as classroom instructors.	6.28	5.72 / 1.44	0.56				

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

## Institutional Summary

### Items: In Sequential Order

Item	May 2019			April 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
62. There is a strong commitment to racial harmony on this campus.	6.32	5.73 / 1.49	0.59	5.19	4.89 / 1.69	0.30	0.84 ***
63. Student disciplinary procedures are fair.	6.34	5.81 / 1.49	0.53	5.96	4.99 / 1.77	0.97	0.82 ***
64. New student orientation services help students adjust to college.	6.26	5.39 / 1.71	0.87				
65. Faculty are usually available after class and during office hours.	6.47	6.15 / 1.15	0.32	6.45	6.06 / 1.25	0.39	0.09
66. Tuition paid is a worthwhile investment.	6.47	5.14 / 1.71	1.33	6.60	4.31 / 1.73	2.29	0.83 ***
67. Freedom of expression is protected on campus.	6.27	5.73 / 1.50	0.54	6.12	5.16 / 1.64	0.96	0.57 ***
68. Nearly all of the faculty are knowledgeable in their field.	6.63	6.21 / 1.02	0.42				
69. There is a good variety of courses provided on this campus.	6.44	5.66 / 1.40	0.78				
70. Graduate teaching assistants are competent as classroom instructors.	6.17	5.75 / 1.25	0.42				
71. Channels for expressing student complaints are readily available.	6.16	5.16 / 1.74	1.00				
72. On the whole, the campus is well-maintained.	6.47	6.09 / 1.17	0.38	6.19	5.81 / 1.41	0.38	0.28 *
73. Student activities fees are put to good use.	6.16	5.18 / 1.79	0.98	6.13	4.36 / 1.83	1.77	0.82 ***
74. Campus item: General Education requirements are a valuable part of my Marietta College education.	5.69	5.07 / 1.79	0.62	5.45	4.71 / 1.90	0.74	0.36 *
75. Campus item: Academic support services (ARC, Writing Center, etc.) are readily accessible when needed.	6.45	6.29 / 1.12	0.16	4.33	2.97 / 2.01	1.36	3.32 ***

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### Institutional Summary

#### Items: In Sequential Order

Item	May 2019			April 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
76. Campus item: There are sufficient opportunities for experiential learning (study abroad, internships, service learning, etc.).	6.40	5.94 / 1.39	0.46	5.97	6.01 / 1.30	-0.04	-0.07
77. Campus item: Freshmen orientation helped me with my transition to college.	6.00	4.98 / 1.98	1.02	6.14	5.62 / 1.47	0.52	-0.64 ***
78. Campus item: My First Year Experience or Pio 101 & 102 course helped me with my transition to college.	5.34	3.92 / 2.15	1.42	5.66	4.45 / 1.90	1.21	-0.53 **
79. Campus item: There is a good variety of extra and co-curricular opportunities on campus.	6.19	5.77 / 1.29	0.42	5.53	4.37 / 2.07	1.16	1.40 ***
80. Campus item: The purpose of a Liberal Arts education is clearly articulated at Marietta College.	5.95	5.75 / 1.50	0.20	6.00	5.50 / 1.50	0.50	0.25
81. Campus item: I was given assistance in developing my 2 or 4 year academic plan for graduation.	6.21	5.55 / 1.70	0.66	5.80	5.06 / 1.69	0.74	0.49 **
82. Campus item 9				6.22	5.00 / 1.96	1.22	
83. Campus item 10							
84. Institution's commitment to part-time students?		5.57 / 1.45					
85. Institution's commitment to evening students?		5.64 / 1.27					
86. Institution's commitment to older, returning learners?		5.80 / 1.18					
87. Institution's commitment to under-represented populations?		5.57 / 1.52					
88. Institution's commitment to commuters?		5.35 / 1.67					
89. Institution's commitment to students with disabilities?		5.72 / 1.50					
90. Cost as factor in decision to enroll.	6.27			5.99			

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**Institutional Summary**  
**Items: In Sequential Order**

Item	May 2019			April 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
91. Financial aid as factor in decision to enroll.	6.55			6.37			
92. Academic reputation as factor in decision to enroll.	6.21			6.19			
93. Size of institution as factor in decision to enroll.	5.72						
94. Opportunity to play sports as factor in decision to enroll.	4.87						
95. Recommendations from family/friends as factor in decision to enroll.	4.87			5.28			
96. Geographic setting as factor in decision to enroll.	5.34						
97. Campus appearance as factor in decision to enroll.	5.68						
98. Personalized attention prior to enrollment as factor in decision to enroll.	5.94						

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## Institutional Summary

### Summary Items

Summary Item	May 2019	April 2016	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: 4.79 3% 3% 10% 24% 25% 19% 13%	Average: 4.32 2% 3% 15% 40% 20% 13% 4%	0.47
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: 5.42 2% 2% 5% 10% 15% 40% 21%	Average: 5.03 2% 5% 8% 8% 30% 33% 11%	0.39
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: 5.46 4% 6% 4% 7% 12% 30% 34%	Average: 4.82 4% 9% 11% 14% 14% 24% 21%	0.64