

Student Satisfaction Inventory (SSI) Survey Results

1998, 2003 and 2008 Comparisons

Compiled by the Office of Institutional Research and
Assessment, October 2008

Strengths and Challenges Berea and Four-Year Private Institutions All Students

2008 Noel Levitz Student
Satisfaction Survey

CHALLENGES

Very Important
HIGHER PRIORITY

STRENGTHS

- I am able to register for classes I need with few conflicts. * (6.63)
- Security staff respond quickly in emergencies. * (6.59)
- Faculty are fair and unbiased in their treatment of individual students. * (6.53)
- Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.) * (6.48)
- Financial aid counselors are helpful. * (6.48)
- The staff in the health services area are competent. * (6.42)
- Billing policies are reasonable. * (6.38)
- Financial aid awards are announced to students in time to be helpful in college planning. * (6.34)
- I seldom get the "run around" when seeking information on this campus. * (6.31)

- It is an enjoyable experience to be a student on this campus. (6.57)
- The campus is safe and secure for all students. (6.54) (item is a STRENGTH for National Four-Year Colleges)
- Student disciplinary procedures are fair. (6.33)
- Faculty take into consideration student differences as they teach a course. (6.32)

Above the median in importance and in the bottom quartile of satisfaction OR the top quartile of performance gaps.

- The instruction in my major field is excellent. * (6.70)
- My academic advisor is knowledgeable about requirements in my major. * (6.69)
- Nearly all of the faculty are knowledgeable in their field. * (6.67)
- I am able to experience intellectual growth here. * (6.65)
- The quality of instruction I receive in most of my classes is excellent. * (6.64)
- My academic advisor is approachable. * (6.55)
- There is a commitment to academic excellence on this campus. * (6.52)
- Faculty are usually available after class and during office hours. * (6.44)
- The campus staff are caring and helpful. * (6.42)
- Students are made to feel welcome on this campus. * (6.40)
- Faculty care about me as an individual. * (6.34)

- Tuition paid is a worthwhile investment. (6.63) (item is a CHALLENGE for National Four-Year Colleges)
- Through my labor position(s), I have learned skills and work habits that will help me in the future. (6.49)
- My academic advisor is concerned about my success as an individual. (6.39)
- Library resources and services are adequate. (6.38)
- On the whole, the campus is well-maintained. (6.37)
- Opportunities for international study are adequate. (6.36)

Above the median in importance and in the top quartile of satisfaction.

Very Dissatisfied

LOWER PRIORITY

Very Satisfied

- Residence hall regulations are reasonable. * (6.30)
- There is an adequate selection of food available in the cafeteria. * (6.27)
- Channels for expressing student complaints are readily available. * (6.21)
- Student activity fees are put to good use. * (6.17)
- Parking lots are well-lighted and secure. * (6.14)
- The amount of student parking space on campus is adequate. * (5.88)
- The student center is a comfortable place for students to spend their leisure time. * (5.76)
- Residence hall staff are concerned about me as an individual. * (5.74)
- There are a sufficient number of weekend activities for students. * (5.66)
- The intercollegiate athletic programs contribute to a strong sense of school spirit. * (4.83)

- Admissions counselors accurately portray the campus in their recruiting practices. (6.26)
- Required general education courses contribute positively to my overall education. (6.05)
- Residential life on campus helps me succeed academically. (5.85)
- My spiritual needs are being met at Berea. (5.72)
- Convocations have been a valuable part of my education. (5.54)

At or below the median in importance and in the bottom quartile of satisfaction OR the top quartile of performance gaps.

- This institution has a good reputation within the community. * (6.19)
- Bookstore staff are helpful. * (5.97)
- Library staff are helpful and approachable. * (5.86)

- Tutoring services are readily available. (6.05)
- I believe the College has initiated adequate environmental/sustainability practices. (6.01)

At or below the median in importance and in the top quartile of satisfaction.

Very Unimportant

NOTES: The mean importance score is in parentheses. Lists are rank ordered by importance. Seven-point scales were used.
*Strengths or challenges for Four-Year Private Colleges and Universities. **Items highlighted in yellow are unique to Berea.**

Strengths and Challenges

2008 Noel Levitz Student
Satisfaction Survey

All Students with Gender Differences Indicated

<p style="margin: 0;">CHALLENGES</p>	<p style="margin: 0;">Very Important</p>	<p style="margin: 0;">HIGHER PRIORITY</p>	<p style="margin: 0;">STRENGTHS</p>
<ul style="list-style-type: none"> •I am able to register for classes I need with few conflicts. •Security staff respond quickly in emergencies. •Faculty are fair and unbiased in their treatment of individual students. •Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.) •Financial aid counselors are helpful. •The staff in the health services area are competent. •Billing policies are reasonable. •Student disciplinary procedures are fair. •Faculty take into consideration student differences as they teach a course. <p style="margin-top: 10px; color: magenta;">•Adequate financial aid is available for most students.</p> <p style="margin-top: 5px; color: magenta;">•The campus is safe and secure for all students.</p> <ul style="list-style-type: none"> •I seldom get the “run around” when seeking information on this campus. (lower priority for men) •It is an enjoyable experience to be a student on this campus. •Financial aid awards are announced to students in time to be helpful in college planning. •There are adequate services to help me decide upon a career. 		<ul style="list-style-type: none"> •The instruction in my major field is excellent. •My academic advisor is knowledgeable about requirements in my major. •Nearly all of the faculty are knowledgeable in their field. •I am able to experience intellectual growth here. •The quality of instruction I receive in most of my classes is excellent. •Tuition paid is a worthwhile investment. •My academic advisor is approachable. •There is a commitment to academic excellence on this campus. •Through my labor position(s), I have learned skills and work habits that will help me in the future. •Faculty are usually available after class and during office hours. •My academic advisor is concerned about my success as an individual. •Library resources and services are adequate. •On the whole, the campus is well-maintained. •Opportunities for international study are adequate. •Faculty care about me as an individual. <p style="margin-top: 10px; color: magenta;">•Students are made to feel welcome on this campus.</p> <p style="margin-top: 5px; color: blue;">•The campus staff are caring and helpful.</p> <p style="margin-top: 5px; color: blue;">•The content of the courses within my major is valuable.</p>	
<p style="margin: 0;">Very Dissatisfied</p>		<p style="margin: 0;">LOWER PRIORITY</p>	<p style="margin: 0;">Very Satisfied</p>
<ul style="list-style-type: none"> •There is an adequate selection of food available in the cafeteria. •Admissions counselors accurately portray the campus in their recruiting practices. •Channels for expressing student complaints are readily available. •Student activity fees are put to good use. •Required general education courses contribute positively to my overall education. •The amount of student parking space on campus is adequate. •Residential life on campus helps me succeed academically. •The student center is a comfortable place for students to spend their leisure time. •Residence hall staff are concerned about me as an individual. •My spiritual needs are being met at Berea. •There are a sufficient number of weekend activities for students. •Convocations have been a valuable part of my education. •The intercollegiate athletic programs contribute to a strong sense of school spirit. <p style="margin-top: 10px; color: magenta;">•Residence hall regulations are reasonable. (higher priority for women)</p> <p style="margin-top: 5px; color: magenta;">•Parking lots are well-lighted and secure.</p>		<ul style="list-style-type: none"> •This institution has a good reputation within the community. •Tutoring services are readily available. •Bookstore staff are helpful. •Library staff are helpful and approachable. <p style="margin-top: 10px; color: magenta;">•I believe the College has initiated adequate environmental/sustainability practices.</p> <p style="margin-top: 10px; color: blue;">•Males and females have equal opportunities to participate in intercollegiate athletics.</p>	
<p style="margin: 0;">At or below the median in importance and in the bottom quartile of satisfaction OR the top quartile of performance gaps.</p>		<p style="margin: 0;">At or below the median in importance and in the top quartile of satisfaction.</p>	

Very Unimportant

NOTES: Seven-point scales were used.
 Items in blue are only for male students while items in dark pink are only for female students. If an item is also italicized, then it is for all students as well. All other items (those in black) are for all three groups: All, Men, & Women.

Strengths and Challenges Berea and Four-Year Private Institutions African-American Students

2008 Noel Levitz Student
Satisfaction Survey

CHALLENGES

Very Important
HIGHER PRIORITY

STRENGTHS

- Adequate financial aid is available for most students. * (6.59)
- Security staff respond quickly in emergencies. * (6.58)
- Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.) * (6.57)
- Faculty are fair and unbiased in their treatment of individual students. * (6.52)
- Financial aid awards are announced to students in time to be helpful in college planning. * (6.49)
- Billing policies are reasonable. * (6.44)
- I seldom get the “run around” when seeking information on this campus.* (6.43)
- Faculty take into consideration student differences as they teach a course. * (6.41)
- Admissions counselors accurately portray the campus in their recruiting practices. *(6.39)
- Residence hall regulations are reasonable. * (6.39)

- I am able to register for classes I need with few conflicts. (6.55)
- Student disciplinary procedures are fair. (6.39)

Above the median in importance and in the bottom quartile of satisfaction OR the top quartile of performance gaps.

- My academic advisor is knowledgeable about requirements in my major. * (6.55)
- The content of the courses within my major is valuable. * (6.64)
- Nearly all of the faculty are knowledgeable in their field. * (6.56)
- There is a commitment to academic excellence on this campus. * (6.56)
- I am able to experience intellectual growth here. * (6.50)
- Students are made to feel welcome on this campus. * (6.47)
- My academic advisor is approachable. * (6.43)
- Faculty are usually available after class and during office hours. * (6.43)
- This institution has a good reputation within the community. * (6.40)

- Tuition paid is a worthwhile investment. (6.59) (item is a CHALLENGE for National Four-Year Colleges)
- Through my labor position(s), I have learned skills and work habits that will help me in the future. (6.54)
- My academic advisor is concerned about my success as an individual. (6.44)
- Opportunities for international study are adequate. (6.38)

Above the median in importance and in the top quartile of satisfaction.

Very
Dissatisfied

LOWER PRIORITY

Very
Satisfied

- The staff in the health services area are competent. * (6.33)
- Channels for expressing student complaints are readily available. * (6.29)
- Parking lots are well-lighted and secure. * (6.21)
- There is an adequate selection of food available in the cafeteria. * (6.21)
- Student activity fees are put to good use. * (6.20)
- The amount of student parking space on campus is adequate. * (6.11)
- There are a sufficient number of weekend activities for students. * (6.08)
- Residence hall staff are concerned about me as an individual. * (5.95)
- The intercollegiate athletic programs contribute to a strong sense of school spirit. * (5.56)

- The student center is a comfortable place for students to spend their leisure time. (6.17)
- My spiritual needs are being met at Berea. (6.12)
- Residential life on campus helps me succeed academically. (6.05)
- Required general education courses contribute positively to my overall education. (6.04)
- Convocations have been a valuable part of my education. (5.74)

At or below the median in importance and in the bottom quartile of satisfaction OR the top quartile of performance gaps.

- On the whole, the campus is well-maintained. * (6.35)
- Library resources and services are adequate. * (6.33)
- Bookstore staff are helpful. * (6.30)
- Computer labs are adequate and accessible. * (6.20)
- Library staff are helpful and approachable. * (5.91)

- I generally know what’s happening on campus. (6.31) (item is a CHALLENGE for National Four-Year Colleges)
- I can easily get involved in campus organizations. (6.31)
- I feel that there are adequate opportunities for me to provide community and other service. (6.00)
- I believe the College has initiated adequate environmental/sustainability practices. (5.85)

At or below the median in importance and in the top quartile of satisfaction.

Very Unimportant

NOTES: The mean importance score is in parentheses. Lists are rank ordered by importance. Seven-point scales were used. *Strengths or challenges for African-American students at Four-Year Private Colleges and Universities. **Items highlighted in yellow are unique to Berea.**

Strengths and Challenges
Berea and Four-Year Private Institutions
African-American Students with Gender Differences Indicated

2008 Noel Levitz Student
Satisfaction Survey

CHALLENGES

Very Important
HIGHER PRIORITY

STRENGTHS

- Security staff respond quickly in emergencies.
- Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)
- I am able to register for classes I need with few conflicts.
- Financial aid awards are announced to students in time to be helpful in college planning.
- Billing policies are reasonable.
- I seldom get the “run around” when seeking information on this campus.
- Student disciplinary procedures are fair.

- Adequate financial aid is available for most students.*
- Admissions counselors accurately portray the campus in their recruiting practices.*
- The campus is safe and secure for all students.*
- The assessment and course placement procedures are reasonable.*

- Faculty take into consideration student differences as they teach a course. *(lower priority for men)*
- Residence hall regulations are reasonable. *(lower priority for men)*
- Faculty are fair and unbiased in their treatment of individual students.*
- Financial aid counselors are helpful.
- Faculty provide timely feedback about student progress in a course.
- This institution shows concern for students as individuals.
- Freedom of expression is protected on campus.
- There is a good variety of courses provided on this campus.

Above the median in importance and in the bottom quartile of satisfaction OR the top quartile of performance gaps.

- My academic advisor is knowledgeable about requirements in my major.
- The content of the courses within my major is valuable.
- Tuition paid is a worthwhile investment.
- Nearly all of the faculty are knowledgeable in their field.
- There is a commitment to academic excellence on this campus.
- Through my labor position(s), I have learned skills and work habits that will help me in the future.
- I am able to experience intellectual growth here.
- Students are made to feel welcome on this campus.
- My academic advisor is approachable.

- This institution has a good reputation within the community. *(lower priority for women)*
- Opportunities for international study are adequate. *(lower priority for women)*
- The instruction in my major field is excellent.*

- My academic advisor is concerned about my success as an individual. *(lower priority for men)*
- Faculty are usually available after class and during office hours. *(lower priority for men)*
- The quality of instruction I receive in most of my classes is excellent.*
- Admissions staff are knowledgeable.*

Above the median in importance and in the top quartile of satisfaction.

Very
Dissatisfied

LOWER PRIORITY

Very
Satisfied

- There is an adequate selection of food available in the cafeteria.
- Student activity fees are put to good use.
- My spiritual needs are being met at Berea.
- The amount of student parking space on campus is adequate.
- There are a sufficient number of weekend activities for students.
- Residential life on campus helps me succeed academically.
- Convocations have been a valuable part of my education.
- The intercollegiate athletic programs contribute to a strong sense of school spirit.

- Parking lots are well-lighted and secure. *(higher priority for women)*
- The student center is a comfortable place for students to spend their leisure time.*
- Residence hall staff are concerned about me as an individual.*

- The staff in the health services area are competent. *(higher priority for men)*
- Channels for expressing student complaints are readily available.*
- Required general education courses contribute positively to my overall education.*

At or below the median in importance and in the bottom quartile of satisfaction OR the top quartile of performance gaps.

- I can easily get involved in campus organizations.
- Computer labs are adequate and accessible.)
- I feel that there are adequate opportunities for me to provide community and other service.
- Library staff are helpful and approachable.
- I believe the College has initiated adequate environmental/sustainability practices.

- On the whole, the campus is well-maintained. *(higher priority for women)*
- Library resources and services are adequate. – (higher priority for women)*
- I generally know what's happening on campus.*
- Bookstore staff are helpful.*
- Tutoring services are readily available.*

- A variety of intramural activities are offered.*

At or below the median in importance and in the top quartile of satisfaction.

Very Unimportant

NOTES: Seven-point scales were used.

Items in blue are only for male students while items in dark pink are only for female students. If an item is also italicized, then it is for all students as well. All other items (those in black) are for all three groups: All, Men, & Women.

Strengths and Challenges Berea and Four-Year Private Institutions International Students

2008 Noel Levitz Student
Satisfaction Survey

CHALLENGES

Very Important
HIGHER PRIORITY

STRENGTHS

- Security staff respond quickly in emergencies. * (6.76)
- Faculty are fair and unbiased in their treatment of individual students. * (6.75)
- I am able to register for classes I need with few conflicts. * (6.71)
- There are adequate services to help me decide upon a career. * (6.71)
- Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.) * (6.65)
- My academic advisor is concerned about my success as an individual. * (6.58) (item is a STRENGTH for men, women, and AA)
- Faculty take into consideration student differences as they teach a course. * (6.58)
- There is an adequate selection of food available in the cafeteria. * (6.55)

•Faculty provide the kind of feedback that helps me know what to do to improve my performance. (6.63)

Above the median in importance and in the bottom quartile of satisfaction OR the top quartile of performance gaps.

- Nearly all of the faculty are knowledgeable in their field. * (6.78)
- I am able to experience intellectual growth here. * (6.75)
- Faculty are usually available after class and during office hours. * (6.73)
- My academic advisor is approachable. * (6.66)
- On the whole, the campus is well-maintained. * (6.66)
- Students are made to feel welcome on this campus. * (6.65)
- This institution has a good reputation within the community. * (6.59)

•Tuition paid is a worthwhile investment. (6.79) (item is a CHALLENGE for National Four-Year Colleges)

•Adequate financial aid is available for most students. (6.71) (item is a CHALLENGE for National Four-Year Colleges)

•Freedom of expression is protected on campus. (6.67)

•There is a commitment to academic excellence on this campus. (6.64)

•I feel that there are adequate opportunities for me provide community and other service. (6.58)

Above the median in importance and in the top quartile of satisfaction.

Very
Dissatisfied

LOWER PRIORITY

Very
Satisfied

- Billing policies are reasonable. * (6.51)
- The staff in the health services area are competent. * (6.48)
- Financial aid counselors are helpful. * (6.48)
- Residence hall regulations are reasonable. * (6.46)
- Student activity fees are put to good use. * (6.43)
- My academic advisor helps me set goals to work toward. * (6.28)
- The student center is a comfortable place for students to spend their leisure time. * (6.16)
- Parking lots are well-lighted and secure. * (6.15)
- There are a sufficient number of weekend activities for students. * (6.14)
- The intercollegiate athletic programs contribute to a strong sense of school spirit. * (5.88)
- The amount of student parking space on campus is adequate. * (5.52)

•Required general education courses contribute positively to my overall education. (6.31)

•Admissions counselors accurately portray the campus in their recruiting practices. (6.22)

•Counseling staff care about students as individuals. (6.20)

•Administrators are approachable to students. (6.17)

•My spiritual needs are being met at Berea. (6.10)

At or below the median in importance and in the bottom quartile of satisfaction OR the top quartile of performance gaps.

- The campus staff are caring and helpful. * (6.53)
- Library staff are helpful and approachable. * (6.45)
- The personnel involved in registration are helpful. * (6.38)
- Computer labs are adequate and accessible. * (6.37)

•Library resources and services are adequate. (6.53)

•I generally know what is happening on campus. (6.46)

•Tutoring services are readily available. (6.45)

•I believe the College has initiated adequate environmental/sustainability practices. (6.39)

•I can easily get involved in campus organizations. (6.37)

•The student handbook provides helpful information about campus life. (6.24)

•Males and females have equal opportunities to participate in intercollegiate athletics. (5.92)

At or below the median in importance and in the top quartile of satisfaction.

Very Unimportant

NOTES: The mean importance score is in parentheses. Lists are rank ordered by importance. Seven-point scales were used. *Strengths or challenges for International Students at Four-Year Private Colleges and Universities. **Items highlighted in yellow are unique to Berea.**

Strengths and Challenges
Berea and Four-Year Private Institutions
International Students with Gender Differences Indicated

2008 Noel Levitz Student
Satisfaction Survey

CHALLENGES

Very Important

HIGHER PRIORITY

STRENGTHS

- Faculty are fair and unbiased in their treatment of individual students.
- I am able to register for classes I need with few conflicts.
- There are adequate services to help me decide upon a career.
- Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)

- There is an adequate selection of food available in the cafeteria. *(lower priority for women)*
- Security staff respond quickly in emergencies.*
- Faculty take into consideration student differences as they teach a course.*
- This institution shows concern for students as individuals.
- There are adequate services to help me decide upon a career.
- There is a strong commitment to racial harmony on this campus.
- Graduate teaching assistants are competent as classroom instructors.
- My academic advisor is knowledgeable about requirements in my major. *(strength for men)*
- Channels for expressing student complaints are readily available.

- Faculty provide the kind of feedback that helps me know what to do to improve my performance.*
- My academic advisor is concerned about my success as an individual.*
- Financial aid awards are announced to students in time to be helpful in college planning.
- Faculty provide timely feedback about student progress in a course.
- Admissions counselors respond to perspective students' unique needs and requests.

Above the median in importance and in the bottom quartile of satisfaction OR the top quartile of performance gaps.

- Tuition paid is a worthwhile investment.
- Nearly all of the faculty are knowledgeable in their field.
- I am able to experience intellectual growth here.
- Adequate financial aid is available for most students.*
- Freedom of expression is protected on campus.*
- On the whole, the campus is well-maintained.
- Students are made to feel welcome on this campus.
- This institution has a good reputation within the community.

- Faculty are usually available after class and during office hours.*
- There is a commitment to academic excellence on this campus.*
- Opportunities for international study are adequate.

- I feel that there are adequate opportunities for me provide community and other service. *(lower priority for men)*
- My academic advisor is approachable.*
- The content of the courses within my major area is valuable.
- Admissions staff are knowledgeable.
- It is an enjoyable experience to be a student on this campus.
- Faculty care about me as an individual.
- My academic advisor is knowledgeable about requirements in my major. *(challenge for women)*

Above the median in importance and in the top quartile of satisfaction.

Very Dissatisfied

LOWER PRIORITY

Very Satisfied

- The staff in the health services area are competent.
- Residence hall regulations are reasonable.
- Student activity fees are put to good use.
- Admissions counselors accurately portray the campus in their recruiting practices.
- Counseling staff care about students as individuals.
- Administrators are approachable to students.
- The student center is a comfortable place for students to spend their leisure time.
- My spiritual needs are being met at Berea.
- The intercollegiate athletic programs contribute to a strong sense of school spirit.
- The amount of student parking space on campus is adequate.

- Required general education courses contribute positively to my overall education.*
- Admissions counselors respond to prospective students' unique needs and requests.
- Most students feel a sense of belonging here.
- Residence hall staff are concerned about me as an individual.

- Billing policies are reasonable. *(higher priority for men)*
- Financial aid counselors are helpful. *(higher priority for men)*
- Parking lots are well-lighted and secure. *(higher priority for men)*
- There are a sufficient number of weekend activities for students.*
- My academic advisor helps me set goals to work toward.*
- The business office is open during hours which are convenient for most students.
- Residential life on campus helps me succeed academically.
- Student disciplinary procedures are fair.
- Residence hall staff are concerned about me as an individual.

At or below the median in importance and in the bottom quartile of satisfaction OR the top quartile of performance gaps.

- I generally know what is happening on campus.
- I believe the College has initiated adequate environmental/sustainability practices.
- Computer labs are adequate and accessible.
- I can easily get involved in campus organizations.

- The campus staff are caring and helpful.*
- Library resources and services are adequate. – (higher priority for women)*
- Library staff are helpful and approachable.*
- The personnel involved in registration are helpful.*
- The student handbook provides helpful information about campus life.*
- Males and females have equal opportunities to participate in intercollegiate athletics.*
- Convocations have been a valuable part of my education.*

- Tutoring services are readily available. *(higher priority for men)*
- Class change (drop/add) policies are reasonable.
- Through my labor position(s), I have learned skills and work habits that will help me in the future.
- Freedom of expression is protected on campus.
- The personnel involved in registration are helpful.

At or below the median in importance and in the top quartile of satisfaction.

Very Unimportant

NOTES: Seven-point scales were used.

Items in blue are only for male students while items in dark pink are only for female students. If an item is also italicized, then it is for all students as well. All other items (those in black) are for all three groups: All, Men, & Women.

Strengths and Challenges
Berea and Four-Year Private Institutions
All Other Domestic Students

2008 Noel Levitz Student
Satisfaction Survey

CHALLENGES

Very Important
HIGHER PRIORITY

STRENGTHS

- Adequate financial aid is available for most students. (6.68)
- I am able to register for classes I need with few conflicts. (6.63)
- It is an enjoyable experience to be a student on this campus. (6.58)
- Security staff respond quickly in emergencies. (6.57)
- The campus is safe and secure for all students. (6.55)
- Faculty are fair and unbiased in their treatment of individual students. (6.52)
- Financial aid counselors are helpful. (6.49)
- Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.). (6.45)
- The staff in the health services area are competent. (6.43)
- Billing policies are reasonable. (6.35)
- I seldom get the "run around" when seeking information on this campus. (6.31)
- Student disciplinary procedures are fair. (6.30)
- Financial aid awards are announced to students in time to be helpful in college planning. (6.30)

- The instruction in my major field is excellent. (6.74)
- My academic advisor is knowledgeable about requirements in my major (6.69)
- Nearly all of the faculty are knowledgeable in their field. (6.68)
- I am able to experience intellectual growth here. (6.66)
- The quality of instruction I receive in most of my classes is excellent. (6.64)
- Tuition paid is a worthwhile investment. (6.63)
- My academic advisor is approachable. (6.56)
- There is a commitment to academic excellence on this campus. (6.50)
- Through my labor position(s), I have learned skills and work habits that will help me in the future. (6.47)
- Faculty are usually available after class and during office hours. (6.41)
- The campus staff are caring and helpful. (6.41)
- Library resources and services are adequate. (6.37)
- My academic advisor is concerned about my success as an individual. (6.36)
- On the whole, the campus is well-maintained.
- Opportunities for international study are adequate. (6.34)
- Faculty care about me as an individual. (6.33)

Above the median in importance and in the bottom quartile of satisfaction OR the top quartile of performance gaps.

Above the median in importance and in the top quartile of satisfaction.

Very
Dissatisfied

LOWER PRIORITY

Very
Satisfied

- Residence hall regulations are reasonable. (6.27)
- There is an adequate selection of food available in the cafeteria. (6.26)
- Admissions counselors accurately portray the campus in their recruiting practices. (6.25)
- Channels for expressing student complaints are readily available. (6.17)
- Student activity fees are put to good use. (6.13)
- Parking lots are well-lighted and secure. (6.11)
- Required general education courses contribute positively to my overall education. (6.04)
- The business office is open during hours which are convenient for most students. (5.95)
- The amount of student parking space on campus is adequate. (5.86)
- Residential life on campus helps me succeed academically. (5.77)
- Residence hall staff are concerned about me as an individual. (5.69)
- The student center is a comfortable place for students to spend their leisure time. (5.67)
- My spiritual needs are being met at Berea. (5.63)
- There are a sufficient number of weekend activities for students. (5.56)
- Convocations have been a valuable part of my education. (5.44)
- The intercollegiate athletic programs contribute to a strong sense of school spirit. (4.63)

- This institution has a good reputation within the community. (6.12)
- Tutoring services are readily available. (5.98)
- Bookstore staff are helpful. (5.92)
- Library staff are helpful and approachable. (5.81)

At or below the median in importance and in the bottom quartile of satisfaction OR the top quartile of performance gaps.

At or below the median in importance and in the top quartile of satisfaction.

Very Unimportant

NOTES: The mean importance score is in parentheses. Lists are rank ordered by importance. Seven-point scales were used.

Strengths and Challenges
Berea and Four-Year Private Institutions 2008 Noel Levitz Student
All Other Domestic Students with Gender Differences Indicated Satisfaction Survey

CHALLENGES

Very Important
HIGHER PRIORITY

STRENGTHS

- I am able to register for classes I need with few conflicts.
- Security staff respond quickly in emergencies.
- Faculty are fair and unbiased in their treatment of individual students
- Financial aid counselors are helpful.
- Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.).
- The staff in the health services area are competent.
- Billing policies are reasonable.
- I seldom get the “run around” when seeking information on this campus.
- Student disciplinary procedures are fair.

- Financial aid awards are announced to students in time to be helpful in college planning. *(lower priority for women)*
- Adequate financial aid is available for most students.*
- The campus is safe and secure for all students.*

- It is an enjoyable experience to be a student on this campus.*
- There are adequate services to help me decide upon a career.*

- The instruction in my major field is excellent.
- My academic advisor is knowledgeable about requirements in my major
- Nearly all of the faculty are knowledgeable in their field.
- I am able to experience intellectual growth here.
- The quality of instruction I receive in most of my classes is excellent.
- Tuition paid is a worthwhile investment.
- My academic advisor is approachable.
- There is a commitment to academic excellence on this campus.
- Faculty are usually available after class and during office hours.
- Library resources and services are adequate.
- My academic advisor is concerned about my success as an individual.
- On the whole, the campus is well-maintained.

- Through my labor position(s), I have learned skills and work habits that will help me in the future.*
- Faculty care about me as an individual.*
- Students are made to feel welcome on this campus.*

- Opportunities for international study are adequate. *(lower priority for men)*
- The campus staff are caring and helpful.*
- The content of the course within my major is valuable.*

Above the median in importance and in the bottom quartile of satisfaction OR the top quartile of performance gaps.

Above the median in importance and in the top quartile of satisfaction.

Very
Dissatisfied

LOWER PRIORITY

Very
Satisfied

- Residence hall regulations are reasonable.
- There is an adequate selection of food available in the cafeteria.
- Admissions counselors accurately portray the campus in their recruiting practices.
- Channels for expressing student complaints are readily available.
- Student activity fees are put to good use.
- Required general education courses contribute positively to my overall education.
- The business office is open during hours which are convenient for most students.
- The amount of student parking space on campus is adequate.
- Residential life on campus helps me succeed academically.
- Residence hall staff are concerned about me as an individual.
- The student center is a comfortable place for students to spend their leisure time.
- My spiritual needs are being met at Berea.
- There are a sufficient number of weekend activities for students.
- Convocations have been a valuable part of my education.
- The intercollegiate athletic programs contribute to a strong sense of school spirit.

- Parking lots are well-lighted and secure.*
- Faculty take into consideration student differences as they teach a course.*

- This institution has a good reputation within the community.
- Tutoring services are readily available.
- Library staff are helpful and approachable.

- Bookstore staff are helpful.*
- Males and females have equal opportunities to participate in intercollegiate athletics.*

At or below the median in importance and in the bottom quartile of satisfaction OR the top quartile of performance gaps.

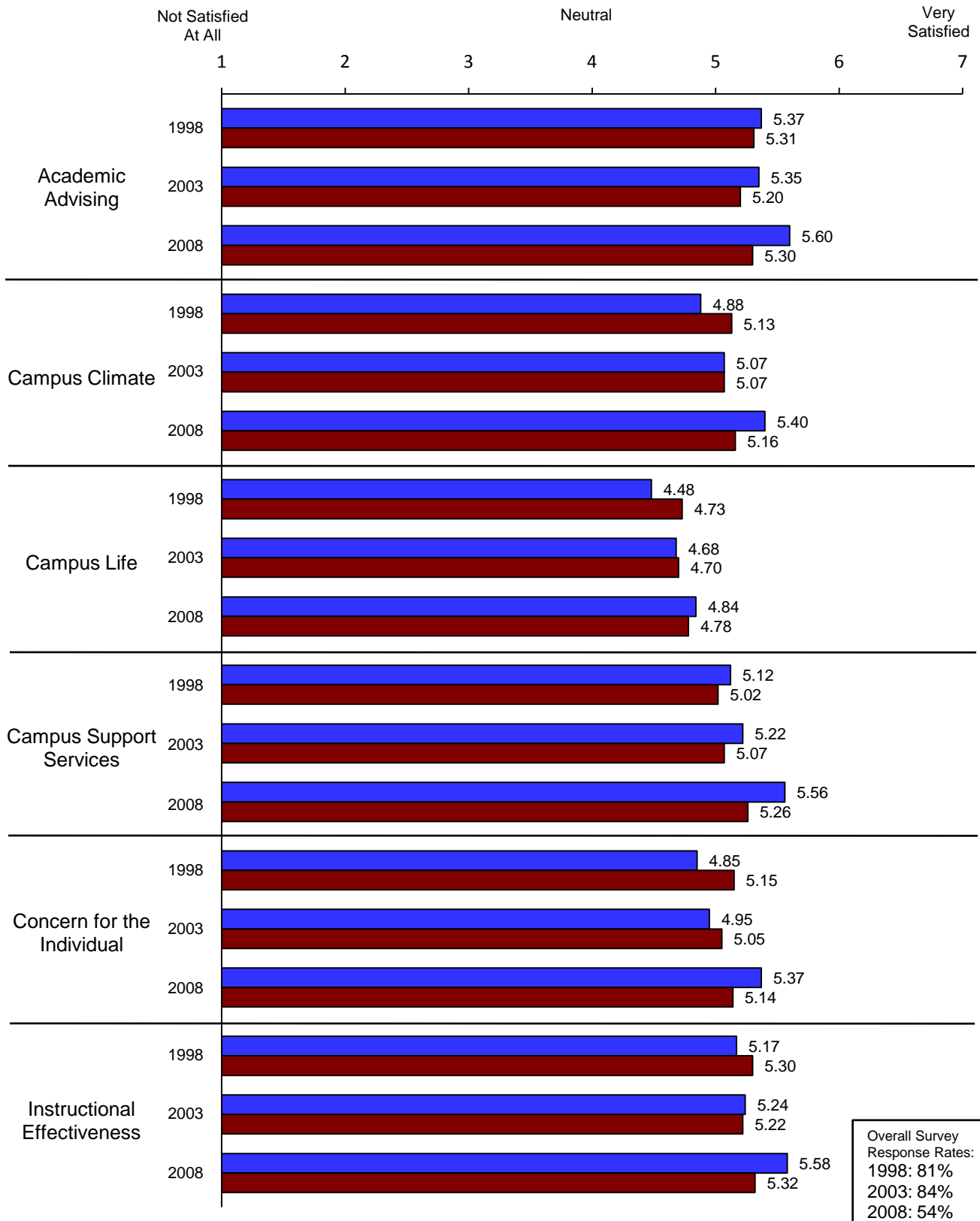
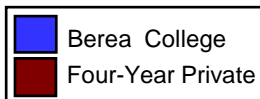
At or below the median in importance and in the top quartile of satisfaction.

Very Unimportant

NOTES: Seven-point scales were used.
 Items in **blue** are only for male students while items in **dark pink** are only for female students. If an item is also *italicized*, then it is for all students as well. All other items (those in black) are for all three groups: All, Men, & Women.

Berea College vs. Four-Year Private Institutions
Satisfaction Ratings by Item Groups

1998: (N = 1069)
2003: (N = 1193)
2008: (N = 777)



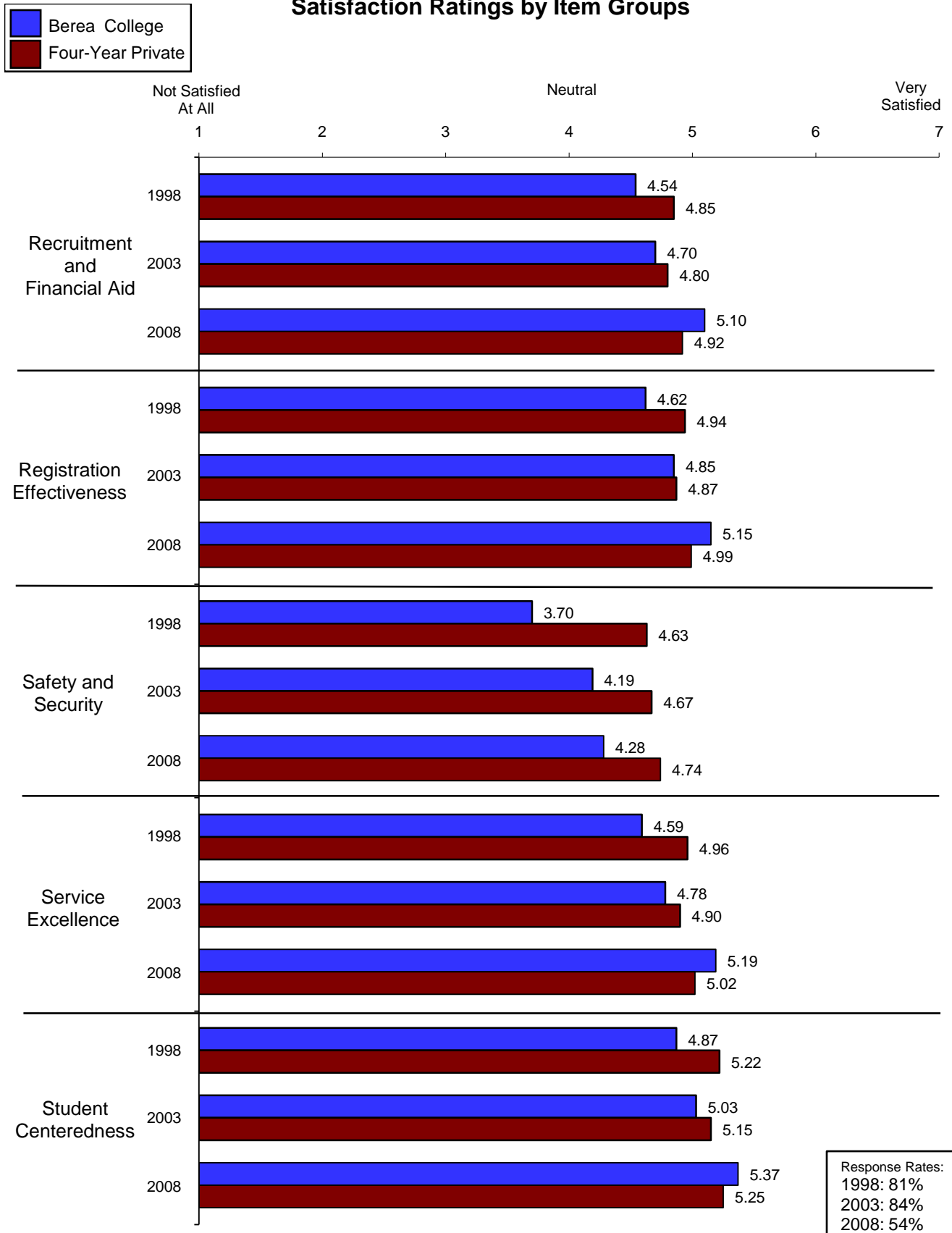
Overall Survey Response Rates:
1998: 81%
2003: 84%
2008: 54%

NOTE: The graphs above are means of individual item's means within the group.

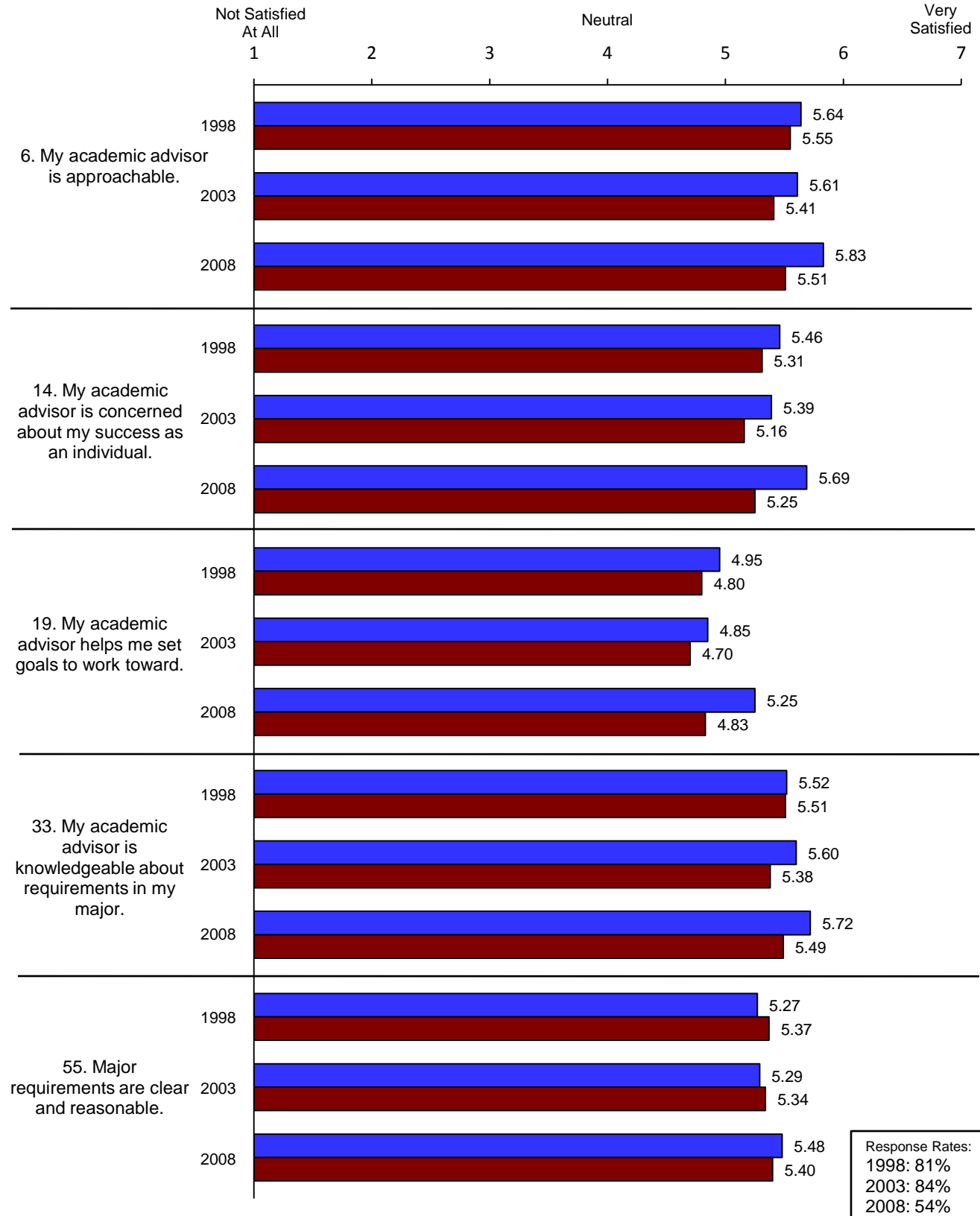
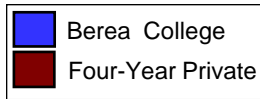
Noel-Levitz Survey

All Students

Berea College vs. Four-Year Private Institutions
Satisfaction Ratings by Item Groups

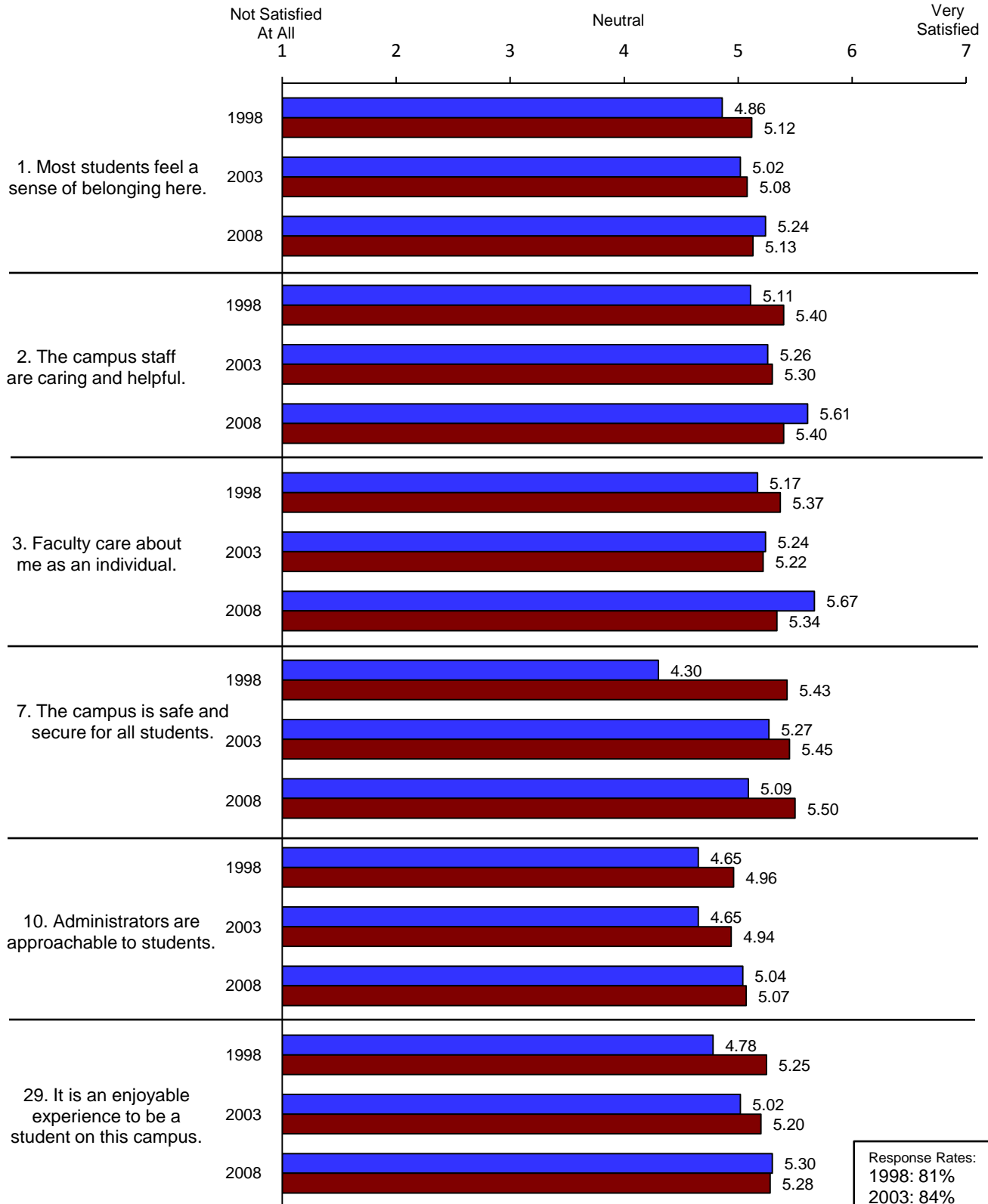
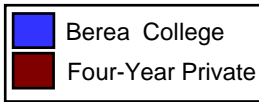


NOTE: The graphs above are means of individual item's means within the group.



Response Rates:
 1998: 81%
 2003: 84%
 2008: 54%

All Students
Berea College vs. Four-Year Private Institutions
Satisfaction Ratings by Item Group:
Campus Climate

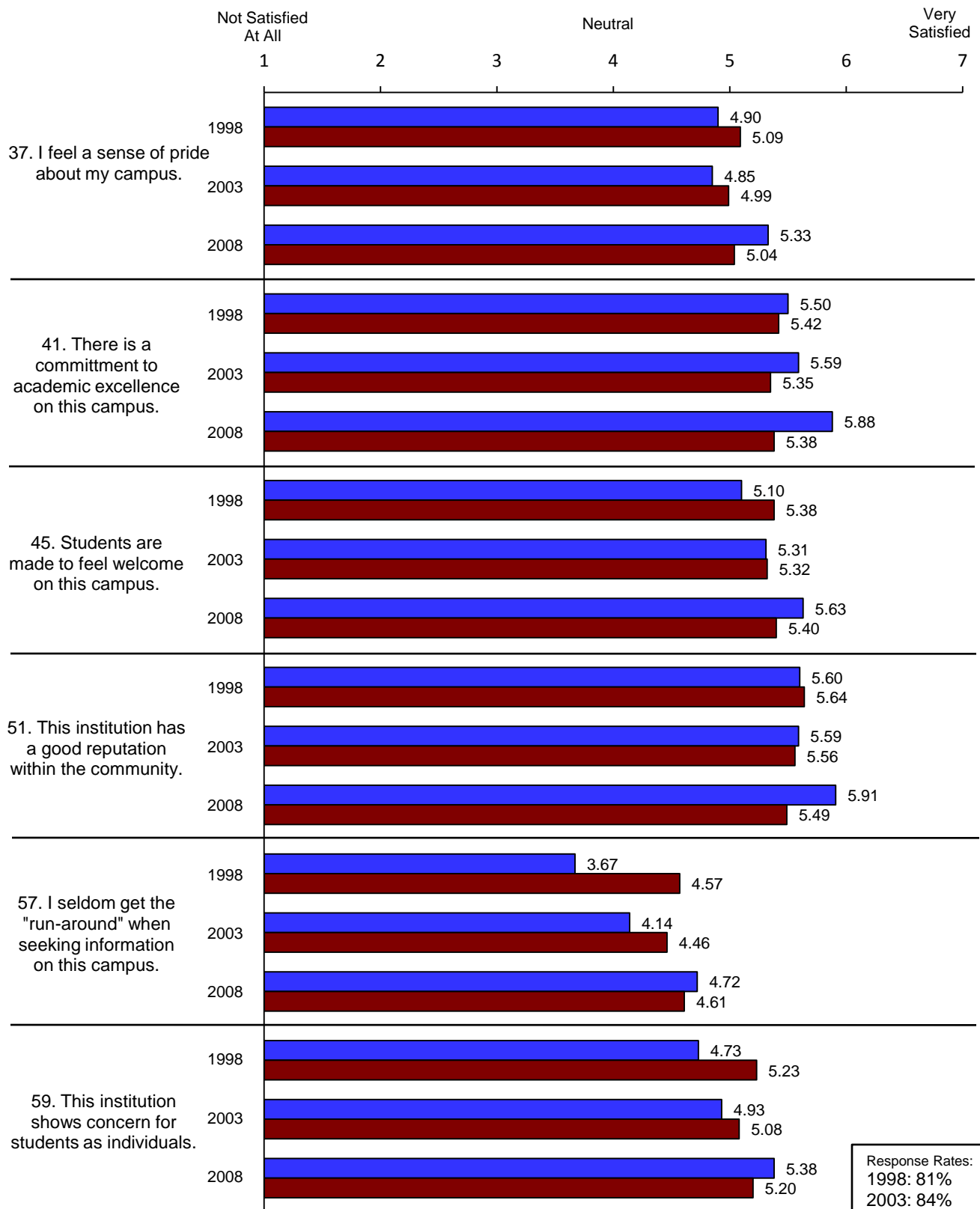
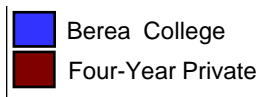


Response Rates:
 1998: 81%
 2003: 84%
 2008: 54%

Berea College vs. Four-Year Private Institutions

Satisfaction Ratings by Item Group:

Campus Climate

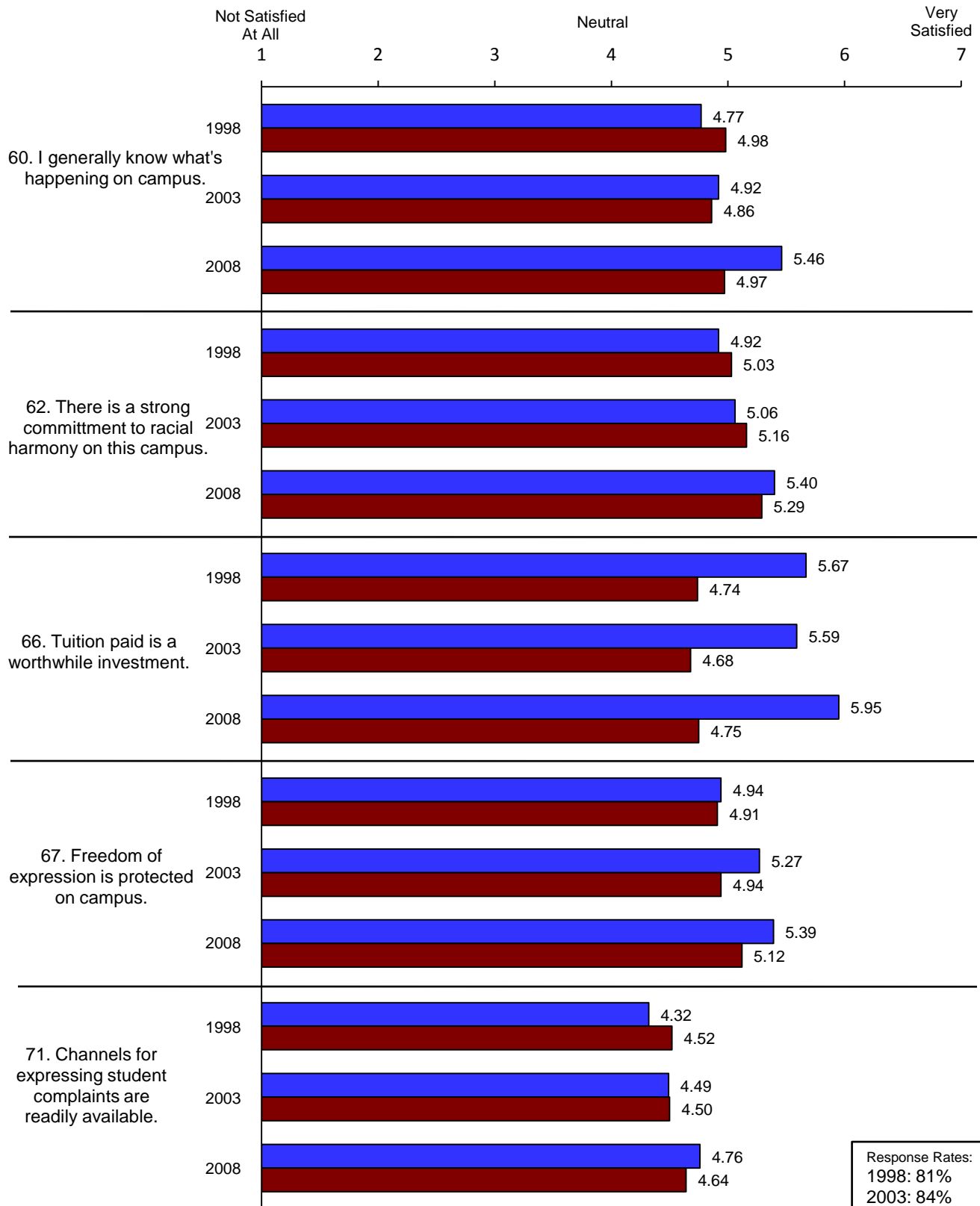
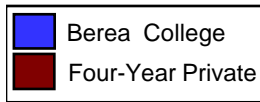


Response Rates:
 1998: 81%
 2003: 84%
 2008: 54%

Berea College vs. Four-Year Private Institutions

Satisfaction Ratings by Item Group:

Campus Climate

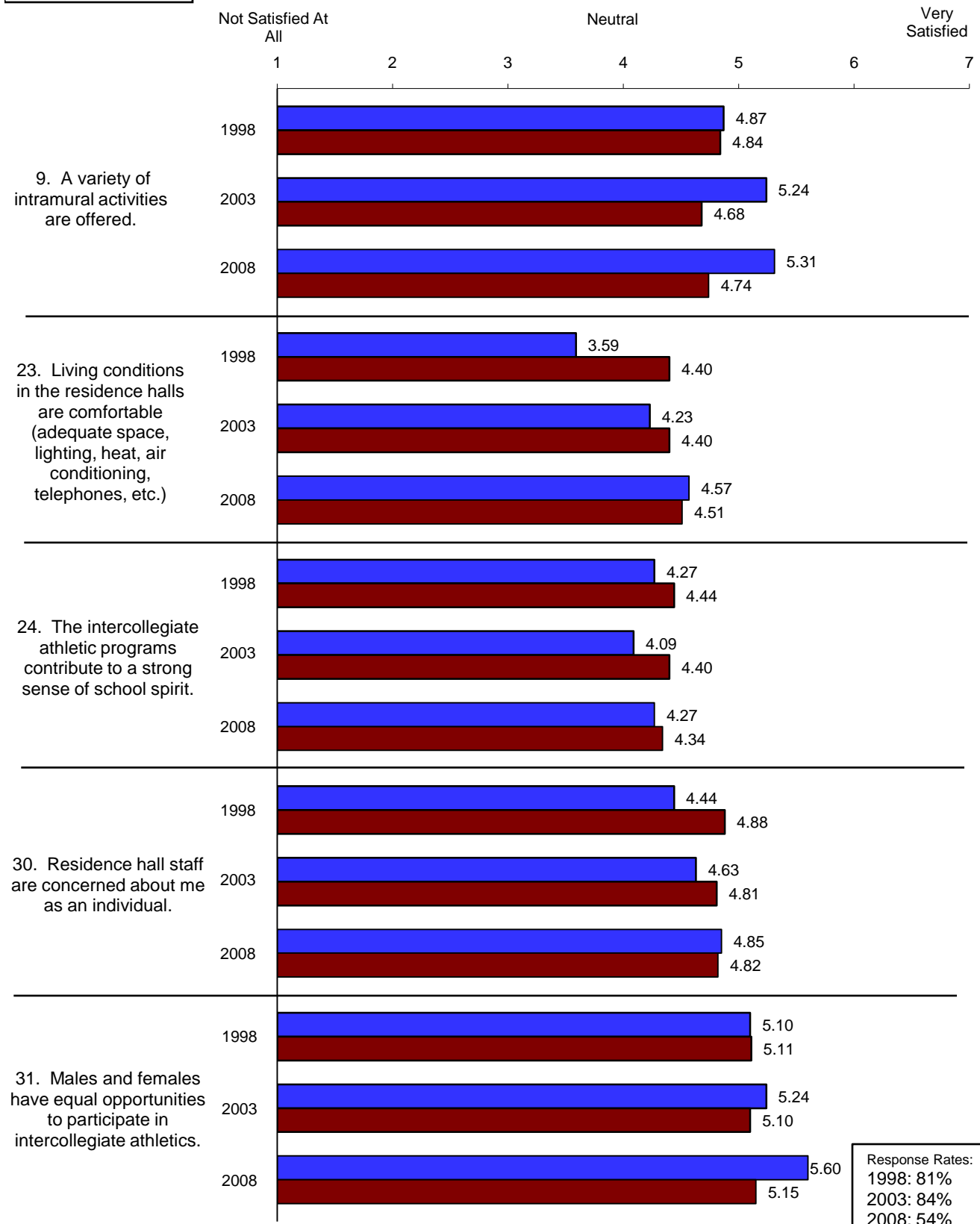
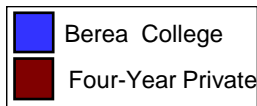


Response Rates:
 1998: 81%
 2003: 84%
 2008: 54%

Berea College vs. Four-Year Private Institutions

Satisfaction Ratings by Item Group:

Campus Life

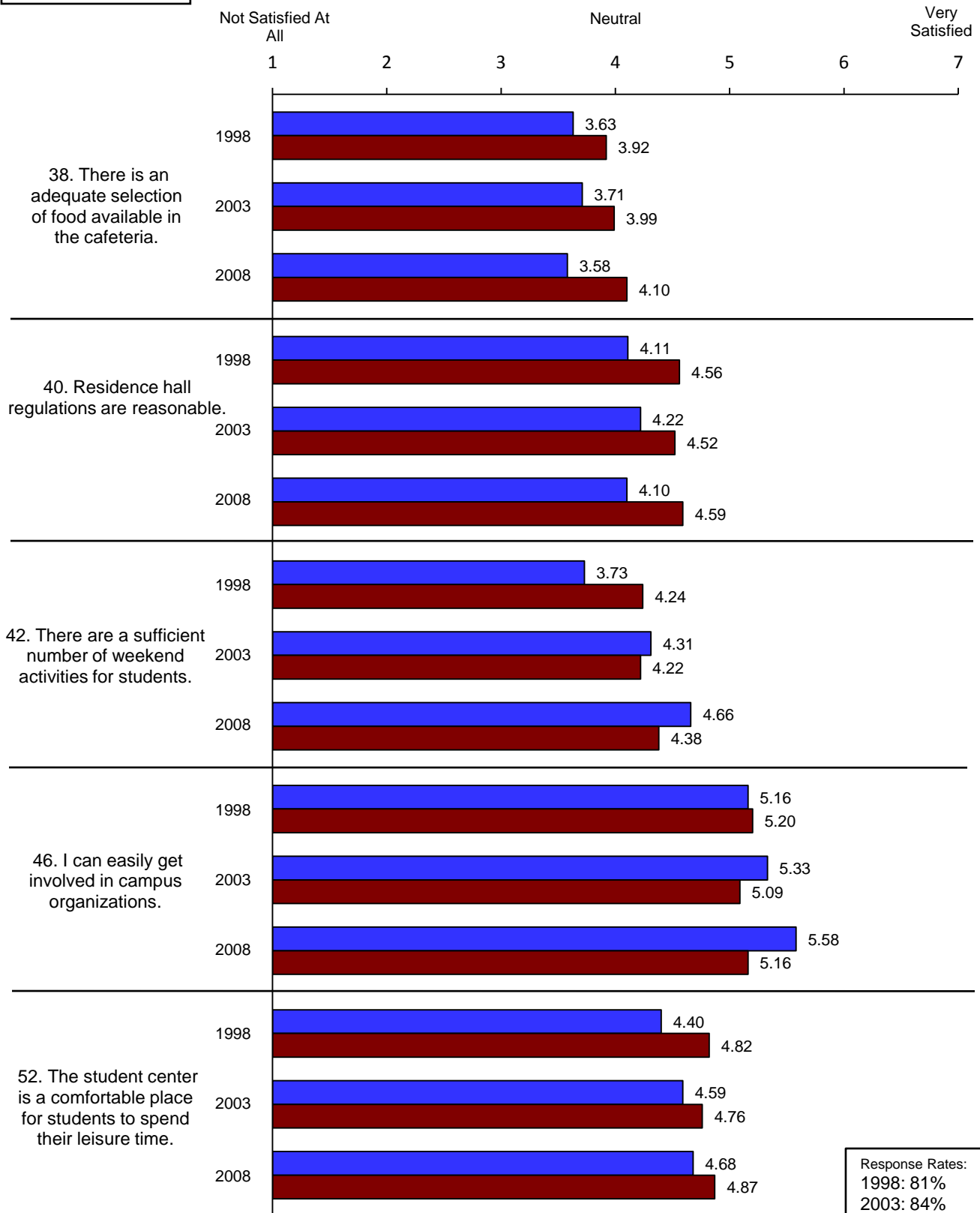
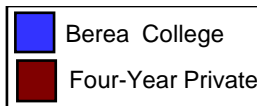


Response Rates:
 1998: 81%
 2003: 84%
 2008: 54%

Berea College vs. Four-Year Private Institutions

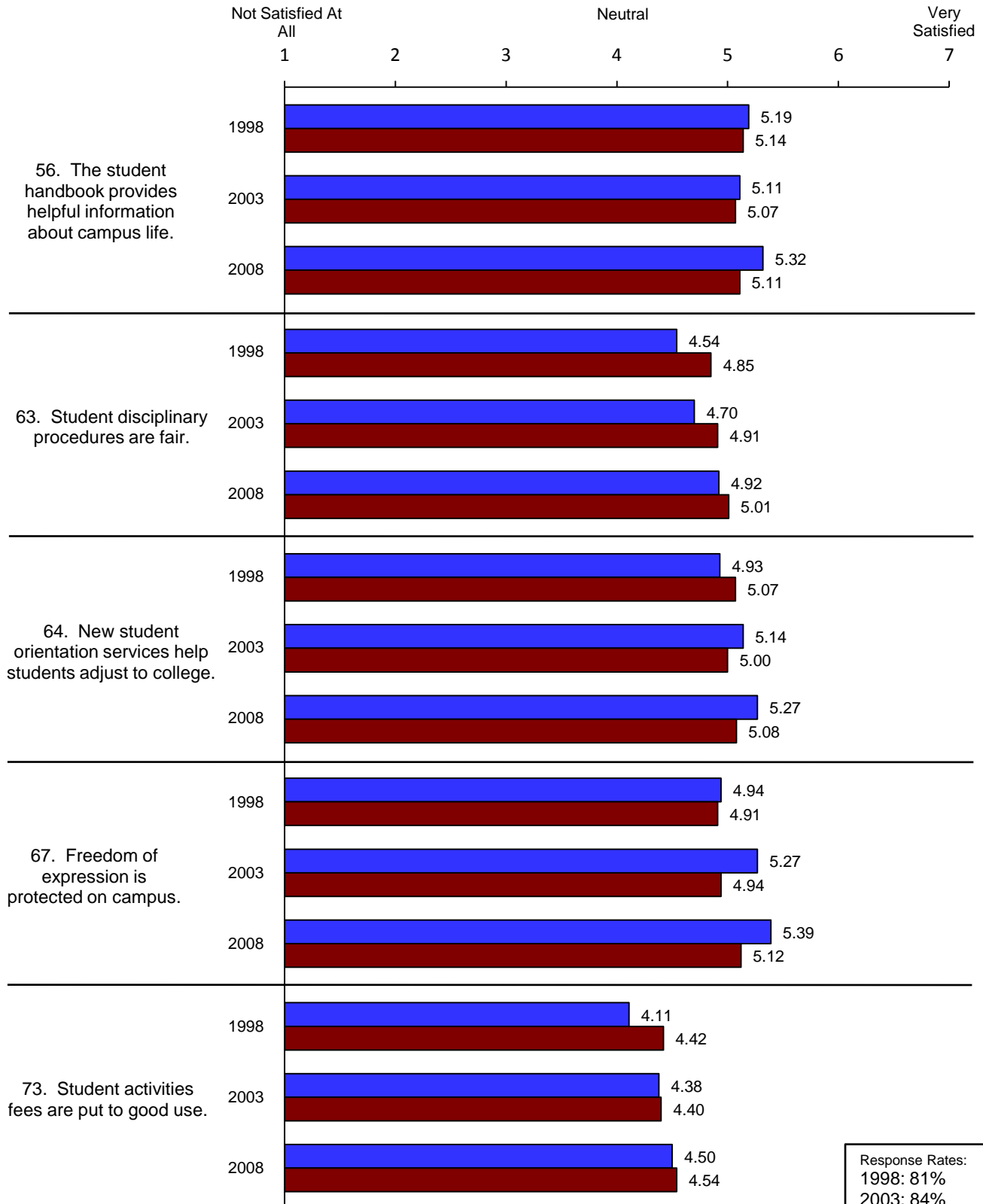
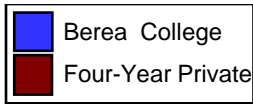
Satisfaction Ratings by Item Group:

Campus Life



Response Rates:
 1998: 81%
 2003: 84%
 2008: 54%

All Students
Berea College vs. Four-Year Institutions
Satisfaction Ratings by Item Group:
Campus Life

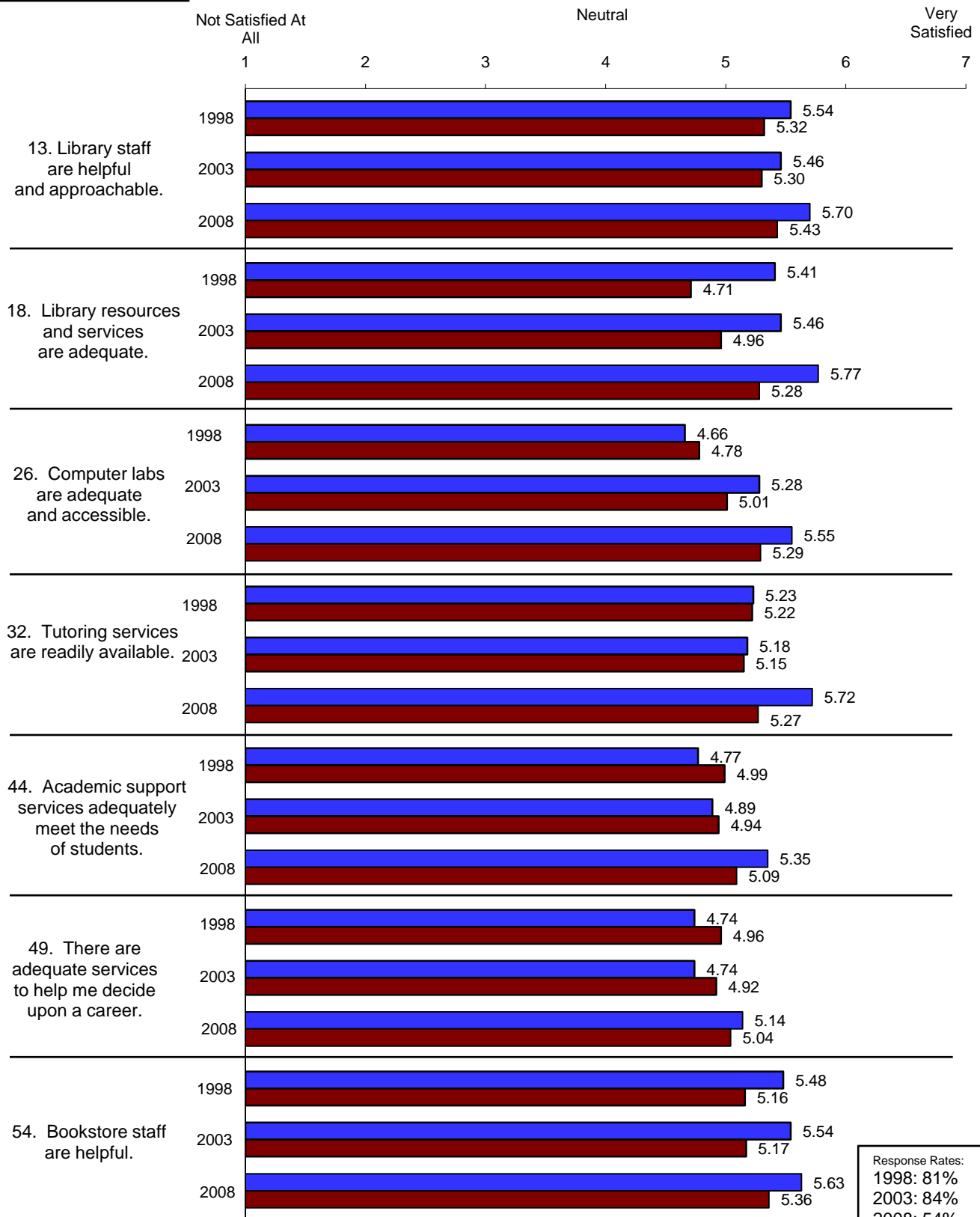
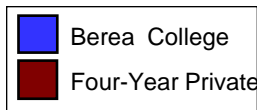


Response Rates:
 1998: 81%
 2003: 84%
 2008: 54%

Berea College vs. Four-Year Private Institutions

Satisfaction Ratings by Item Group:

Campus Support Services

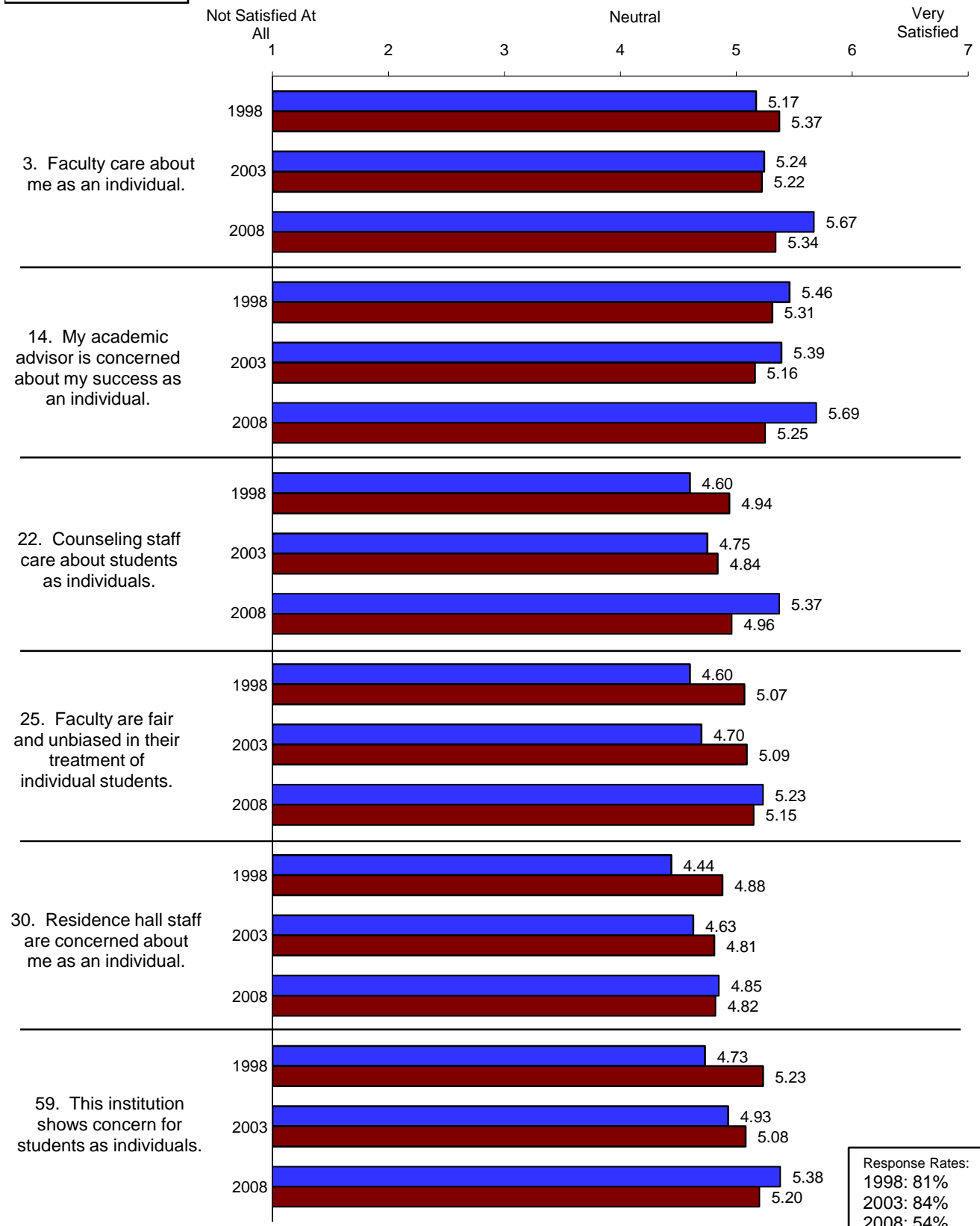
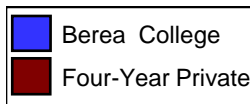


Response Rates:
 1998: 81%
 2003: 84%
 2008: 54%

Berea College vs. Four-Year Private Institutions

Satisfaction Ratings by Item Group:

Concern for the Individual

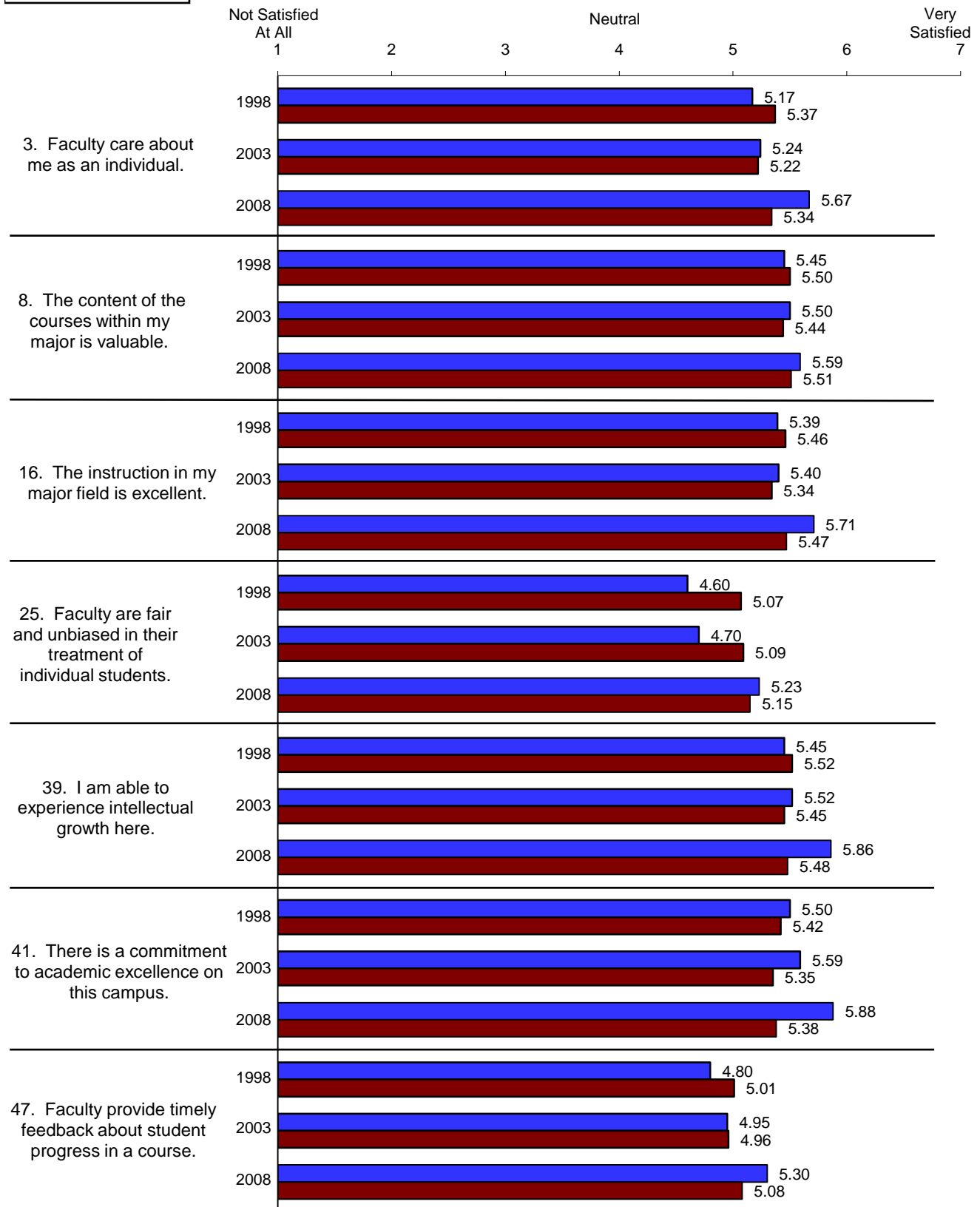
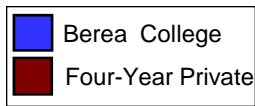


Response Rates:
 1998: 81%
 2003: 84%
 2008: 54%

Berea College vs. Four-Year Private Institutions

Satisfaction Ratings by Item Group:

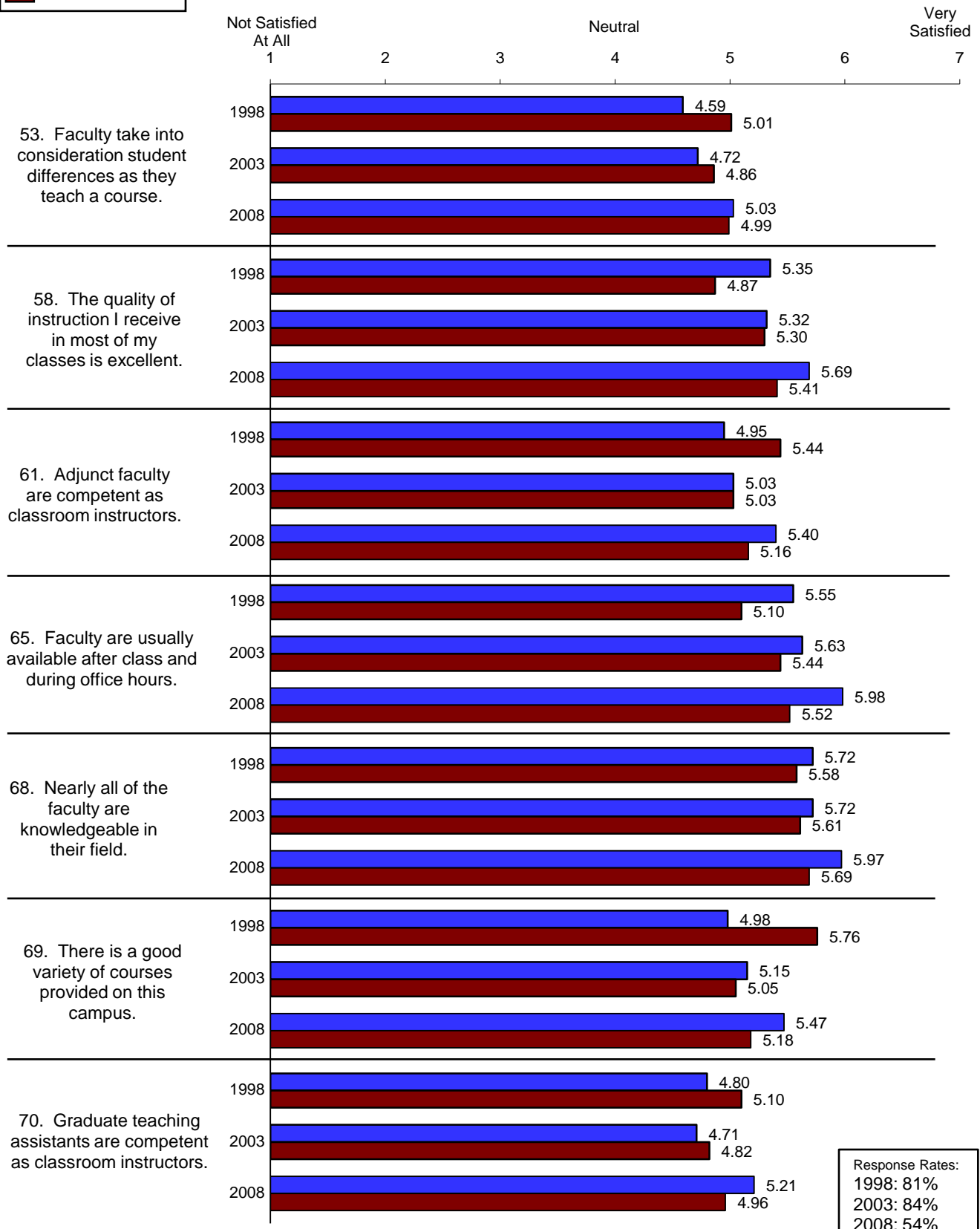
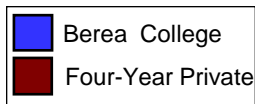
Instructional Effectiveness



Berea College vs. Four-Year Private Institutions

Satisfaction Ratings by Item Group:

Instructional Effectiveness

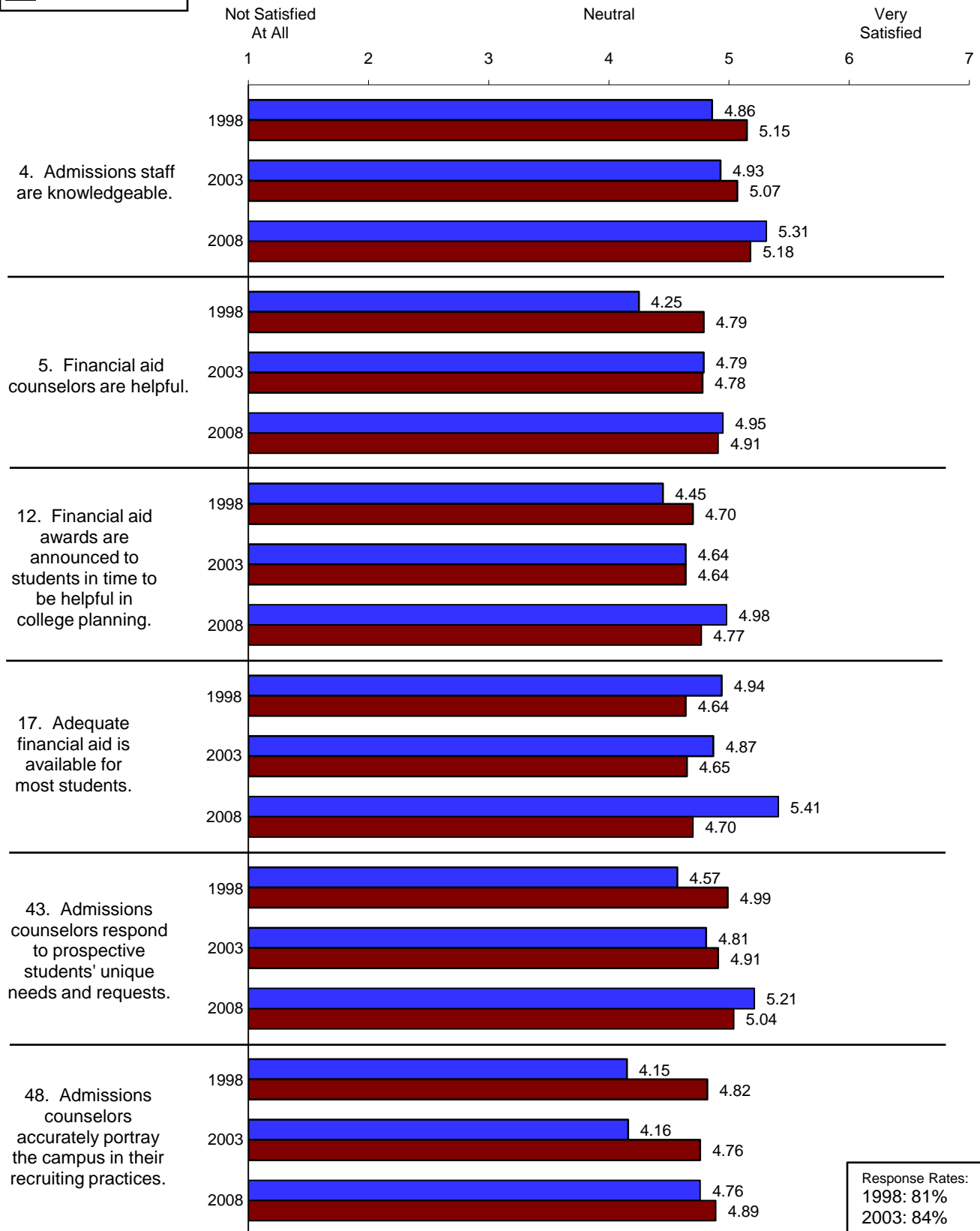
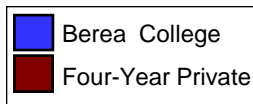


Response Rates:
 1998: 81%
 2003: 84%
 2008: 54%

Berea College vs. Four-Year Private Institutions

Satisfaction Ratings by Item Group:

Recruitment and Financial Aid

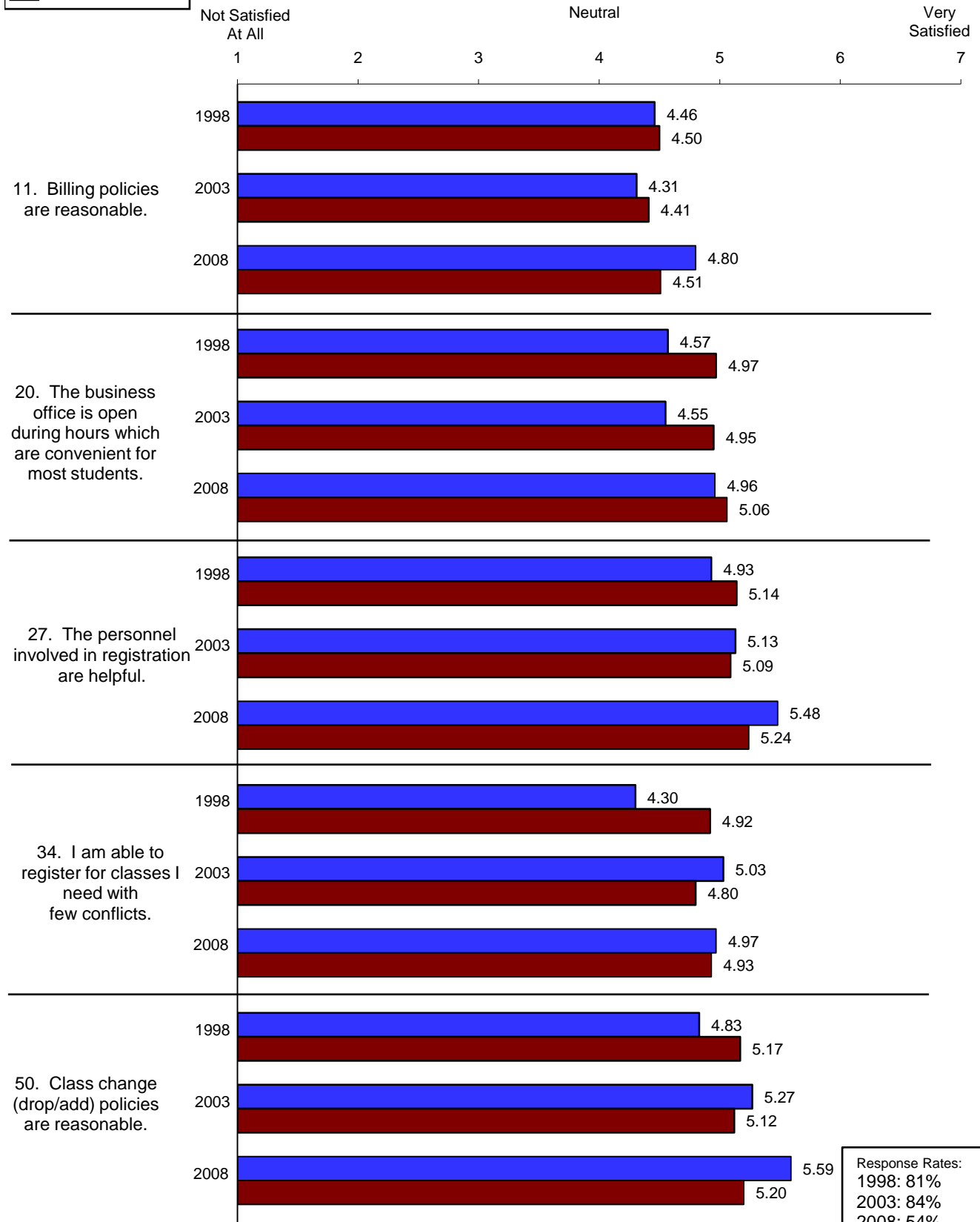
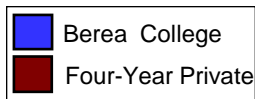


Response Rates:
 1998: 81%
 2003: 84%
 2008: 54%

Berea College vs. Four-Year Private Institutions

Satisfaction Ratings by Item Group:

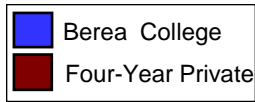
Registration Effectiveness



Response Rates:
 1998: 81%
 2003: 84%
 2008: 54%

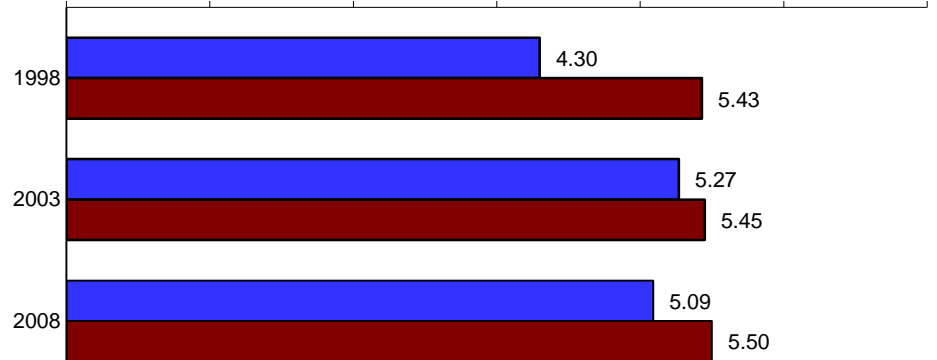
All Students
Berea vs. 4-Year Private Institutions
Satisfaction Ratings:
Safety and Security

1998: (N = 1069)
 2003: (N = 1193)
 2008: (N = 777)

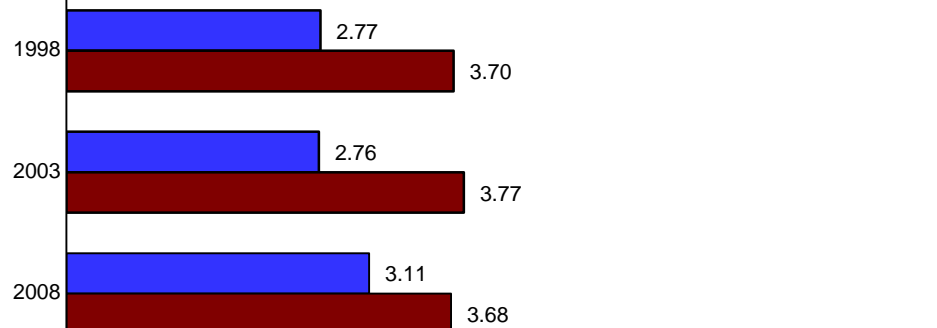


Not Satisfied At 1 2 3 4 5 6 7 Very Satisfied

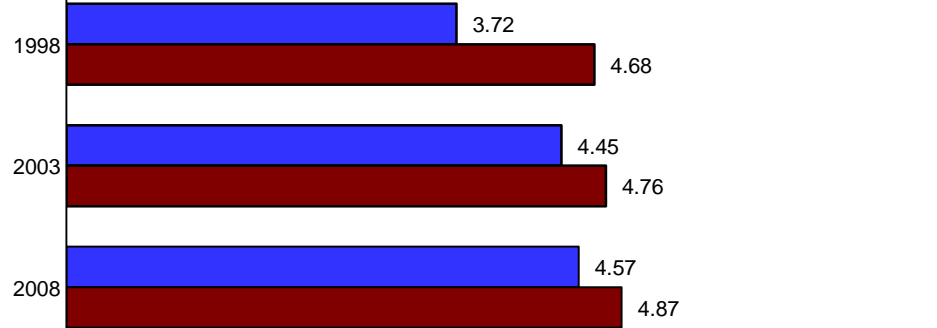
7. The campus is safe and secure for all students.



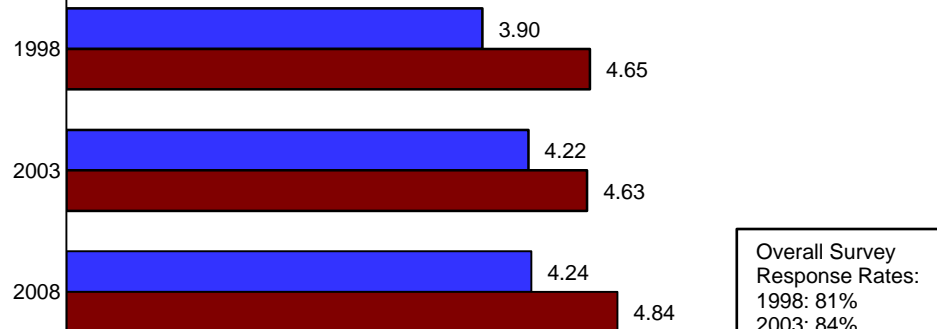
21. The amount of student parking space on campus is adequate.



28. Parking lots are well-lighted and secure.



36. Security staff respond quickly in emergencies.

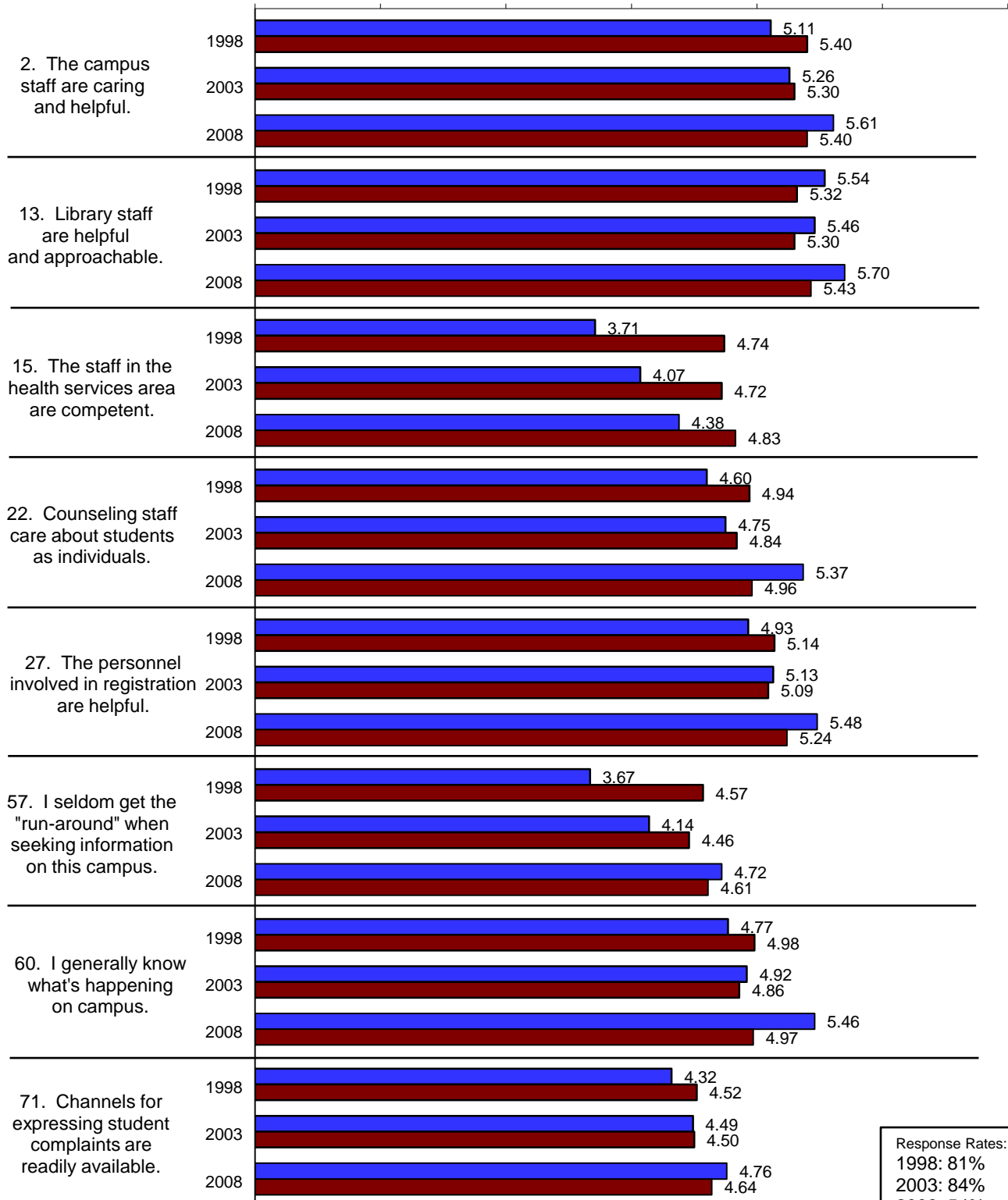
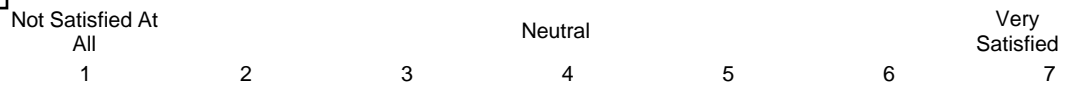
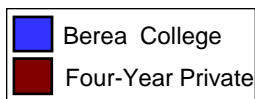


Overall Survey Response Rates:
 1998: 81%
 2003: 84%
 2008: 54%

Berea College vs. Four-Year Private Institutions

Satisfaction Ratings by Item Group:

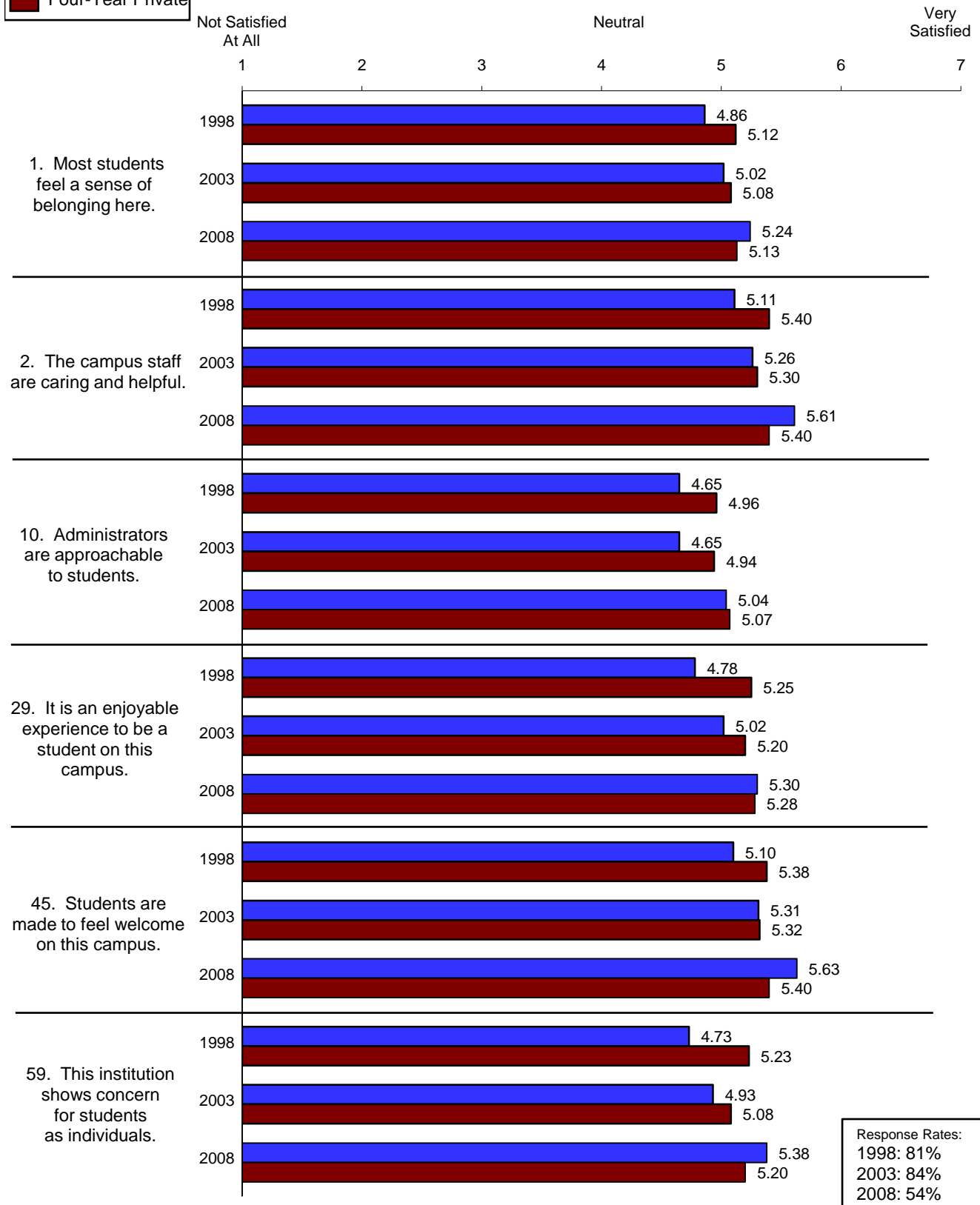
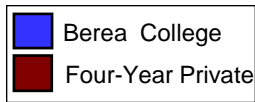
Service Excellence



Response Rates:
 1998: 81%
 2003: 84%
 2008: 54%

Noel-Levitz Survey

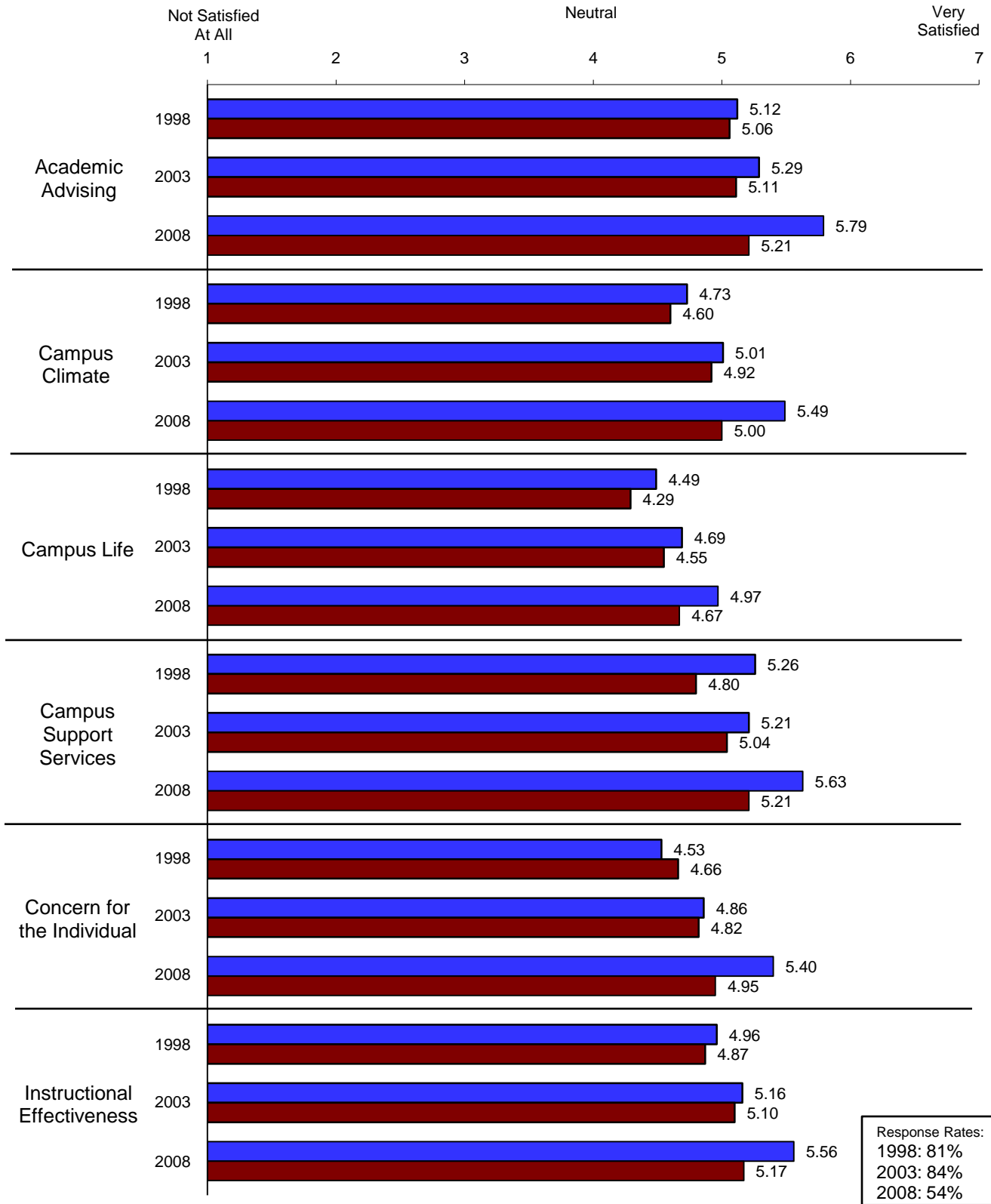
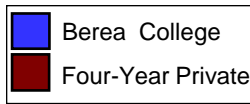
All Students
Berea College vs. Four-Year Private Institutions
Satisfaction Ratings by Item Group:
Student Centeredness



Response Rates:
 1998: 81%
 2003: 84%
 2008: 54%

African-American Students
Berea College vs. Four-Year Private Institutions
Satisfaction Ratings by Item Groups

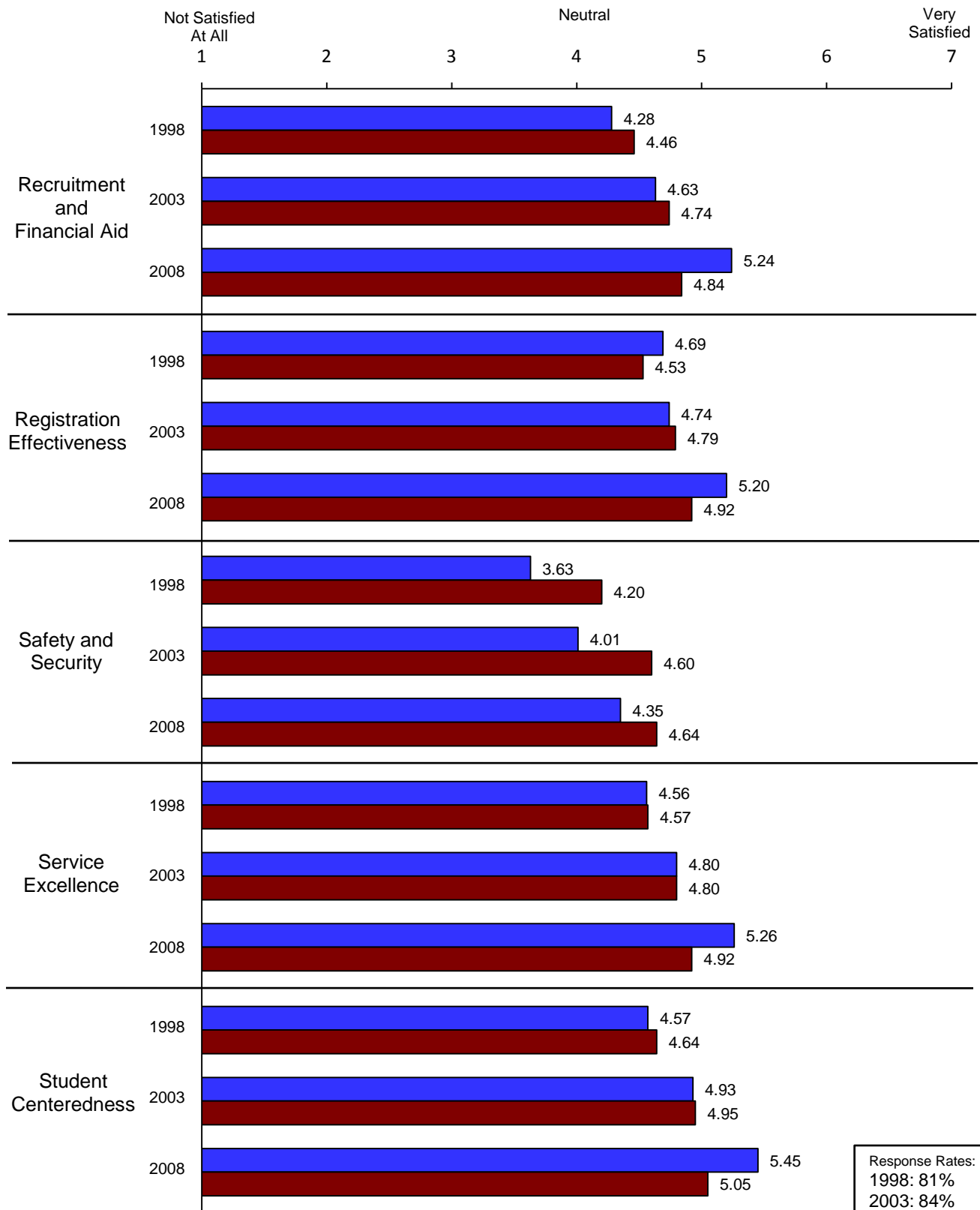
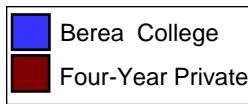
1998: (N = 74)
 2003: (N = 183)
 2008: (N = 88)



Response Rates:
 1998: 81%
 2003: 84%
 2008: 54%

NOTE: The graphs above are means of individual item's means within the group.

Berea College vs. Four-Year Private Institutions
Satisfaction Ratings by Item Groups

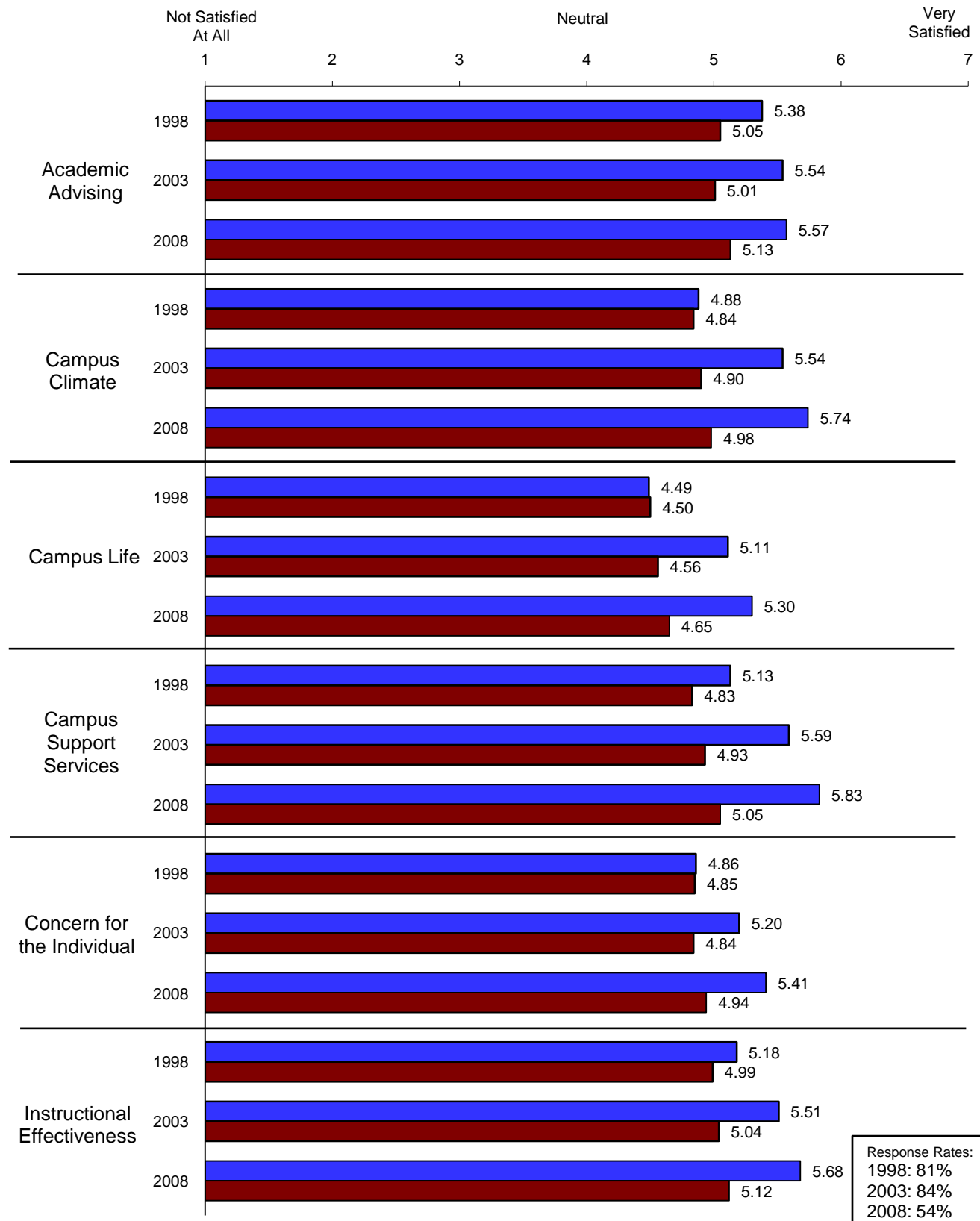
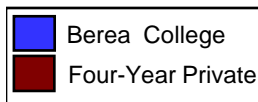


Response Rates:
1998: 81%
2003: 84%
2008: 54%

NOTE: The graphs above are means of individual item's means within the group.

International Students
Berea College vs. Four-Year Private Institutions
Satisfaction Ratings by Item Groups

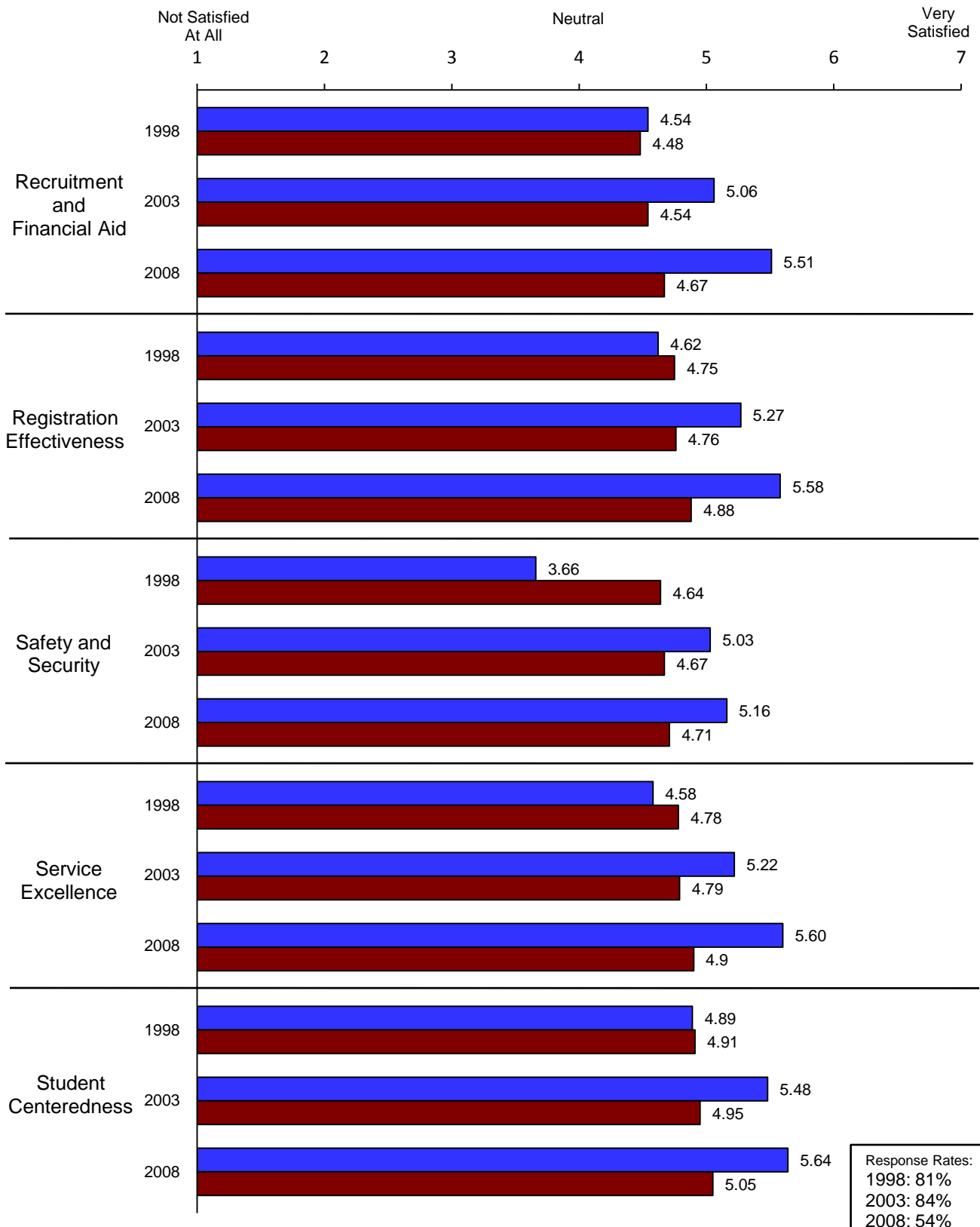
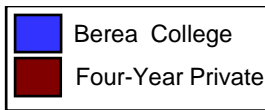
1998: (N = 70)
 2003: (N = 86)
 2008: (N = 56)



Response Rates:
 1998: 81%
 2003: 84%
 2008: 54%

NOTE: The graphs above are means of individual item's means within the group.

Berea College vs. Four-Year Private Institutions
Satisfaction Ratings by Item Groups



Response Rates:
1998: 81%
2003: 84%
2008: 54%

NOTE: The graphs above are means of individual item's means within the group.

**Significant Differences between administrations
Satisfaction Ratings of Item Groups**

Noel-Levitz
Satisfaction Survey

ALL STUDENTS

	1998			2003			2008		Berea 1998 to 2003	Berea 2003 to 2008
	Berea (N = 1069)	4-Year Private		Berea (N = 1193)	4-Year Private		Berea (N = 777)	4-Year Private		
Academic Advising	5.37	5.31	***	5.35	5.20	***	5.60	5.30		***
Campus Climate	*** 4.88	5.13		5.07	5.07	***	5.40	5.16	*	***
Campus Life	*** 4.48	4.73		4.68	4.70		4.84	4.78	*	***
Campus Support Services	** 5.12	5.02	***	5.22	5.07	***	5.56	5.26	*	***
Concern for the Individual	*** 4.85	5.15	**	4.95	5.05	***	5.37	5.14	*	***
Instructional Effectiveness	*** 5.17	5.30		5.24	5.22	***	5.58	5.32		***
Recruitment and Financial Aid	*** 4.54	4.85	**	4.70	4.80	***	5.10	4.92	*	***
Registration Effectiveness	*** 4.62	4.94		4.85	4.87	***	5.15	4.99	*	***
Safety and Security	*** 3.70	4.63	***	4.19	4.67	***	4.28	4.74	*	
Service Excellence	*** 4.59	4.96	***	4.78	4.90	***	5.19	5.02	*	***
Student Centeredness	*** 4.87	5.22	***	5.03	5.15	**	5.37	5.25	*	***

AFRICAN-AMERICANS

	1998			2003			2008		Berea 1998 to 2003	Berea 2003 to 2008
	Berea (N = 74)	4-Year Private		Berea (N = 183)	4-Year Private		Berea (N = 88)	4-Year Private		
Academic Advising	5.12	5.06		5.29	5.11	***	5.79	5.21		***
Campus Climate	4.73	4.60		5.01	4.92	***	5.49	5.00	* (p<=.07)	*
Campus Life	4.49	4.29		4.69	4.55	*	4.97	4.67		
Campus Support Services	** 5.26	4.80		5.21	5.04	***	5.63	5.21		***
Concern for the Individual	4.53	4.66		4.86	4.82	***	5.40	4.95		***
Instructional Effectiveness	4.96	4.87		5.16	5.10	**	5.56	5.17		**
Recruitment and Financial Aid	4.28	4.46		4.63	4.74	**	5.24	4.84		***
Registration Effectiveness	4.69	4.53		4.74	4.79	*	5.20	4.92		*
Safety and Security	*** 3.63	4.20	***	4.01	4.60	*	4.35	4.64		
Service Excellence	4.56	4.57		4.80	4.80	**	5.26	4.92		***
Student Centeredness	4.57	4.64		4.93	4.95	**	5.45	5.05	* (p<=.07)	***

INTERNATIONAL

	1998			2003			2008		Berea 1998 to 2003	Berea 2003 to 2008
	Berea (N = 70)	4-Year Private		Berea (N = 86)	4-Year Private		Berea (N = 56)	4-Year Private		
Academic Advising	*** 5.38	5.05	***	5.54	5.01	*	5.57	5.13		
Campus Climate	4.88	4.84	***	5.54	4.90	***	5.74	4.98	*	
Campus Life	4.49	4.50	***	5.11	4.56	***	5.30	4.65	*	*
Campus Support Services	*** 5.13	4.83	***	5.59	4.93	***	5.83	5.05	*	
Concern for the Individual	4.86	4.85	**	5.20	4.84	**	5.41	4.94	*	
Instructional Effectiveness	*** 5.18	4.99	***	5.51	5.04	***	5.68	5.12		
Recruitment and Financial Aid	4.54	4.48	***	5.06	4.54	***	5.51	4.67	*	
Registration Effectiveness	** 4.62	4.75	***	5.27	4.76	***	5.58	4.88	*	*
Safety and Security	*** 3.66	4.64	*	5.03	4.67	**	5.16	4.71	*	
Service Excellence	*** 4.58	4.78	***	5.22	4.79	***	5.60	4.90	*	
Student Centeredness	4.89	4.91	***	5.48	4.95	***	5.64	5.05	*	

*Difference statistically significant at the .05 level.

**Difference statistically significant at the .01 level.

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

Scale:

Not Satisfied At All 1	2	3	Neutral 4	5	6	Very Satisfied 7
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Overall Survey Response Rates: Spring 1998: 81%; Spring 2003: 84%; Spring 2008: 54%.

Compiled by the Office of Institutional Research and Assessment, July 2008

Spring 2008 Compared to Spring 2003 Administration
Individual Items organized by Item Group

Noel-Levitz National
Student Satisfaction Survey

	Spring 2008			Spring 2003			Mean Difference (Satisfaction)
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	2008-2003
Academic Advising							
6. My academic advisor is approachable.	6.55	5.83	0.72	6.40	5.61	0.79	0.22
14. My academic advisor is concerned about my success as an individual.	6.39	5.69	0.70	6.26	5.39	0.87	0.30
19. My academic advisor helps me set goals to work toward.	6.07	5.25	0.82	5.94	4.85	1.09	0.40
33. My academic advisor is knowledgeable about requirements in my major.	6.69	5.72	0.97	6.49	5.60	0.89	0.12
55. Major requirements are clear and reasonable.	6.56	5.48	1.08	6.37	5.29	1.08	0.19
Average Ratings for Item Group: "Academic Advising"	6.45	5.60	0.85	6.29	5.35	0.94	0.25

Importance Scale: 1=not important at all, 2=not very important, 3=somewhat unimportant, 4=neutral, 5=somewhat important, 6=important, 7=very important
Satisfaction Scale: 1=not satisfied at all, 2=not very satisfied, 3=somewhat dissatisfied, 4=neutral, 5=somewhat satisfied, 6=satisfied, 7=very satisfied

NOTE: Strengths are highlighted in green and challenges in pink. Strengths are defined as "above the median in importance and in the top quartile of satisfaction."
Challenges are defined as "above the median in importance and in the bottom quartile of satisfaction OR the top quartile of performance gaps."

Spring 2008 Compared to Spring 2003 Administration
Individual Items organized by Item Group

Noel-Levitz National
Student Satisfaction Survey

	Spring 2008			Spring 2003			Mean Difference (Satisfaction)
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	2008-2003
Campus Climate							
1. Most students feel a sense of belonging here.	6.09	5.24	0.85	5.78	5.02	0.76	0.22
2. The campus staff are caring and helpful.	6.42	5.61	0.81	6.19	5.26	0.93	0.35
3. Faculty care about me as an individual.	6.34	5.67	0.67	6.08	5.24	0.84	0.43
7. The campus is safe and secure for all students.	6.54	5.09	1.45	6.42	5.27	1.15	-0.18
10. Administrators are approachable to students.	5.91	5.04	0.87	5.78	4.65	1.13	0.39
29. It is an enjoyable experience to be a student on this campus.	6.57	5.30	1.27	6.36	5.02	1.34	0.28
37. I feel a sense of pride about my campus.	5.88	5.33	0.55	5.69	4.85	0.84	0.48
41. There is a commitment to academic excellence on this campus.	6.52	5.88	0.64	6.35	5.59	0.76	0.29
45. Students are made to feel welcome on this campus.	6.40	5.63	0.77	6.19	5.31	0.88	0.32
51. This institution has a good reputation within the community.	6.19	5.91	0.28	5.99	5.59	0.40	0.32
57. I seldom get the "run-around" when seeking information on this campus.	6.31	4.72	1.59	6.17	4.14	2.03	0.58
59. This institution shows concern for students as individuals.	6.47	5.38	1.09	6.21	4.93	1.28	0.45
60. I generally know what's happening on campus.	6.02	5.46	0.56	5.75	4.92	0.83	0.54
62. There is a strong commitment to racial harmony on this campus.	6.26	5.40	0.86	6.04	5.06	0.98	0.34
66. Tuition paid is a worthwhile investment.	6.63	5.95	0.68	6.42	5.59	0.83	0.36
67. Freedom of expression is protected on campus.	6.42	5.39	1.03	6.16	5.27	0.89	0.12
71. Channels for expressing student complaints are readily available.	6.21	4.76	1.45	5.98	4.49	1.49	0.27
Average Ratings for Item Group: "Campus Climate"	6.30	5.40	0.90	6.09	5.07	1.02	0.33

Importance Scale: 1=not important at all, 2=not very important, 3=somewhat unimportant, 4=neutral, 5=somewhat important, 6=important, 7=very important
Satisfaction Scale: 1=not satisfied at all, 2=not very satisfied, 3=somewhat dissatisfied, 4=neutral, 5=somewhat satisfied, 6=satisfied, 7=very satisfied

NOTE: Strengths are highlighted in green and challenges in pink. Strengths are defined as "above the median in importance and in the top quartile of satisfaction." Challenges are defined as "above the median in importance and in the bottom quartile of satisfaction OR the top quartile of performance gaps."

Spring 2008 Compared to Spring 2003 Administration
Individual Items organized by Item Group

Noel-Levitz National
Student Satisfaction Survey

	Spring 2008			Spring 2003			Mean Difference (Satisfaction)
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	2008-2003
Campus Life							
9. A variety of intramural activities are offered.	4.70	5.31	-0.61	4.74	5.24	-0.50	0.07
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.48	4.57	1.91	6.32	4.23	2.09	0.34
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	4.83	4.27	0.56	4.77	4.09	0.68	0.18
30. Residence hall staff are concerned about me as an individual.	5.74	4.85	0.89	5.56	4.63	0.93	0.22
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.64	5.60	0.04	5.43	5.24	0.19	0.36
38. There is an adequate selection of food available in the cafeteria.	6.27	3.58	2.69	6.11	3.71	2.40	-0.13
40. Residence hall regulations are reasonable.	6.30	4.10	2.20	6.00	4.22	1.78	-0.12
42. There are a sufficient number of weekend activities for students.	5.66	4.66	1.00	5.60	4.31	1.29	0.35
46. I can easily get involved in campus organizations.	5.95	5.58	0.37	5.82	5.33	0.49	0.25
52. The student center is a comfortable place for students to spend their leisure time.	5.76	4.68	1.08	5.56	4.59	0.97	0.09
56. The student handbook provides helpful information about campus life.	5.79	5.32	0.47	5.67	5.11	0.56	0.21
63. Student disciplinary procedures are fair.	6.33	4.92	1.41	6.01	4.70	1.31	0.22
64. New student orientation services help students adjust to college.	6.20	5.27	0.93	5.96	5.14	0.82	0.13
67. Freedom of expression is protected on campus.	6.42	5.39	1.03	6.16	5.27	0.89	0.12
73. Student activities fees are put to good use.	6.17	4.50	1.67	6.06	4.38	1.68	0.12
Average Ratings for Item Group: "Campus Life"	5.89	4.84	1.05	5.72	4.68	1.04	0.16

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Spring 2008 Compared to Spring 2003 Administration
Individual Items organized by Item Group

	Spring 2008			Spring 2003			Mean Difference (Satisfaction)
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	2008-2003
Campus Support Services							
13. Library staff are helpful and approachable.	5.86	5.70	0.16	5.91	5.46	0.45	0.24
18. Library resources and services are adequate.	6.38	5.77	0.61	6.24	5.46	0.78	0.31
26. Computer labs are adequate and accessible.	5.88	5.55	0.33	6.02	5.28	0.74	0.27
32. Tutoring services are readily available.	6.05	5.72	0.33	5.80	5.18	0.62	0.54
44. Academic support services adequately meet the needs of students.	6.21	5.35	0.86	5.98	4.89	1.09	0.46
49. There are adequate services to help me decide upon a career.	6.32	5.14	1.18	6.08	4.74	1.34	0.40
54. Bookstore staff are helpful.	5.97	5.63	0.34	5.79	5.54	0.25	0.09
Average Ratings for Item Group: "Campus Support Services"	6.10	5.56	0.54	5.97	5.22	0.75	0.34

	Spring 2008			Spring 2003			Mean Difference (Satisfaction)
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	2008-2003
Concern for the Individual							
3. Faculty care about me as an individual.	6.34	5.67	0.67	6.08	5.24	0.84	0.43
14. My academic advisor is concerned about my success as an individual.	6.39	5.69	0.70	6.26	5.39	0.87	0.30
22. Counseling staff care about students as individuals.	6.21	5.37	0.84	5.82	4.75	1.07	0.62
25. Faculty are fair and unbiased in their treatment of individual students.	6.53	5.23	1.30	6.36	4.70	1.66	0.53
30. Residence hall staff are concerned about me as an individual.	5.74	4.85	0.89	5.56	4.63	0.93	0.22
59. This institution shows concern for students as individuals.	6.47	5.38	1.09	6.21	4.93	1.28	0.45
Average Ratings for Item Group: "Concern for the Individual"	6.29	5.37	0.92	6.06	4.95	1.11	0.42

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Spring 2008 Compared to Spring 2003 Administration
Individual Items organized by Item Group

	Spring 2008			Spring 2003			Mean Difference (Satisfaction)
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	2008-2003
Instructional Effectiveness							
3. Faculty care about me as an individual.	6.34	5.67	0.67	6.08	5.24	0.84	0.43
8. The content of the courses within my major is valuable.	6.70	5.59	1.11	6.54	5.50	1.04	0.09
16. The instruction in my major field is excellent.	6.70	5.71	0.99	6.51	5.40	1.11	0.31
25. Faculty are fair and unbiased in their treatment of individual students.	6.53	5.23	1.30	6.36	4.70	1.66	0.53
39. I am able to experience intellectual growth here.	6.65	5.86	0.79	6.44	5.52	0.92	0.34
41. There is a commitment to academic excellence on this campus.	6.52	5.88	0.64	6.35	5.59	0.76	0.29
47. Faculty provide timely feedback about student progress in a course.	6.45	5.30	1.15	6.21	4.95	1.26	0.35
53. Faculty take into consideration student differences as they teach a course.	6.32	5.03	1.29	6.04	4.72	1.32	0.31
58. The quality of instruction I receive in most of my classes is excellent.	6.64	5.69	0.95	6.42	5.32	1.10	0.37
61. Adjunct faculty are competent as classroom instructors.	6.23	5.40	0.83	5.87	5.03	0.84	0.37
65. Faculty are usually available after class and during office hours.	6.44	5.98	0.46	6.31	5.63	0.68	0.35
68. Nearly all of the faculty are knowledgeable in their field.	6.67	5.97	0.70	6.48	5.72	0.76	0.25
69. There is a good variety of courses provided on this campus.	6.56	5.47	1.09	6.36	5.15	1.21	0.32
70. Graduate teaching assistants are competent as classroom instructors.	6.14	5.21	0.93	5.66	4.71	0.95	0.50
Average Ratings for Item Group: "Instructional Effectiveness"	6.50	5.58	0.92	6.27	5.24	1.03	0.34

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Spring 2008 Compared to Spring 2003 Administration
Individual Items organized by Item Group

	Spring 2008			Spring 2003			Mean Difference (Satisfaction)
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	2008-2003
Recruitment and Financial Aid							
4. Admissions staff are knowledgeable.	6.11	5.31	0.80	5.89	4.93	0.96	0.38
5. Financial aid counselors are helpful.	6.48	4.95	1.53	6.27	4.79	1.48	0.16
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.34	4.98	1.36	6.20	4.64	1.56	0.34
17. Adequate financial aid is available for most students.	6.66	5.41	1.25	6.49	4.87	1.62	0.54
43. Admissions counselors respond to prospective students' unique needs and requests.	6.03	5.21	0.82	5.76	4.81	0.95	0.40
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.26	4.76	1.50	6.06	4.16	1.90	0.60
Average Ratings for Item Group: "Recruitment and Financial Aid"	6.32	5.10	1.22	6.12	4.70	1.42	0.40

	Spring 2008			Spring 2003			Mean Difference (Satisfaction)
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	2008-2003
Registration Effectiveness							
11. Billing policies are reasonable.	6.38	4.80	1.58	6.26	4.31	1.95	0.49
20. The business office is open during hours which are convenient for most students.	6.00	4.96	1.04	5.87	4.55	1.32	0.41
27. The personnel involved in registration are helpful.	6.19	5.48	0.71	6.00	5.13	0.87	0.35
34. I am able to register for classes I need with few conflicts.	6.63	4.97	1.66	6.44	5.03	1.41	-0.06
50. Class change (drop/add) policies are reasonable.	6.21	5.59	0.62	6.00	5.27	0.73	0.32
Average Ratings for Item Group: "Registration Effectiveness"	6.28	5.15	1.13	6.11	4.85	1.26	0.30

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Spring 2008 Compared to Spring 2003 Administration
Individual Items organized by Item Group

	Spring 2008			Spring 2003			Mean Difference (Satisfaction)
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	2008-2003
Responsiveness to Diverse Populations							
84. Institution's commitment to part-time students?	--	4.78	--	--	4.61	--	0.17
85. Institution's commitment to evening students?	--	4.69	--	--	4.21	--	0.48
86. Institution's commitment to older, returning learners?	--	5.44	--	--	5.01	--	0.43
87. Institution's commitment to under-represented populations?	--	5.53	--	--	5.14	--	0.39
88. Institution's commitment to commuters?	--	4.70	--	--	4.49	--	0.21
89. Institution's commitment to students with disabilities?	--	5.27	--	--	4.66	--	0.61
Average Ratings for Item Group: "Responsiveness to Diverse Populations"	--	5.12	--	--	4.71	--	0.41

	Spring 2008			Spring 2003			Mean Difference (Satisfaction)
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	2008-2003
Safety and Security							
7. The campus is safe and secure for all students.	6.54	5.09	1.45	6.42	5.27	1.15	-0.18
21. The amount of student parking space on campus is adequate.	5.88	3.11	2.77	5.68	2.76	2.92	0.35
28. Parking lots are well-lighted and secure.	6.14	4.57	1.57	5.97	4.45	1.52	0.12
36. Security staff respond quickly in emergencies.	6.59	4.24	2.35	6.32	4.22	2.10	0.02
Average Ratings for Item Group: "Safety and Security"	6.30	4.28	2.02	6.11	4.19	1.92	0.09

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Spring 2008 Compared to Spring 2003 Administration
Individual Items organized by Item Group

	Spring 2008			Spring 2003			Mean Difference (Satisfaction)
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Group1-Group2
Service Excellence							
2. The campus staff are caring and helpful.	6.42	5.61	0.81	6.19	5.26	0.93	0.35
13. Library staff are helpful and approachable.	5.86	5.70	0.16	5.91	5.46	0.45	0.24
15. The staff in the health services area are competent.	6.42	4.38	2.04	6.29	4.07	2.22	0.31
22. Counseling staff care about students as individuals.	6.21	5.37	0.84	5.82	4.75	1.07	0.62
27. The personnel involved in registration are helpful.	6.19	5.48	0.71	6.00	5.13	0.87	0.35
57. I seldom get the "run-around" when seeking information on this campus.	6.31	4.72	1.59	6.17	4.14	2.03	0.58
60. I generally know what's happening on campus.	6.02	5.46	0.56	5.75	4.92	0.83	0.54
71. Channels for expressing student complaints are readily available.	6.21	4.76	1.45	5.98	4.49	1.49	0.27
Average Ratings for Item Group: "Service Excellence"	6.21	5.19	1.02	6.01	4.78	1.23	0.41

	Spring 2008			Spring 2003			Mean Difference (Satisfaction)
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Group1-Group2
Student Centeredness							
1. Most students feel a sense of belonging here.	6.09	5.24	0.85	5.78	5.02	0.76	0.22
2. The campus staff are caring and helpful.	6.42	5.61	0.81	6.19	5.26	0.93	0.35
10. Administrators are approachable to students.	5.91	5.04	0.87	5.78	4.65	1.13	0.39
29. It is an enjoyable experience to be a student on this campus.	6.57	5.30	1.27	6.36	5.02	1.34	0.28
45. Students are made to feel welcome on this campus.	6.40	5.63	0.77	6.19	5.31	0.88	0.32
59. This institution shows concern for students as individuals.	6.47	5.38	1.09	6.21	4.93	1.28	0.45
Average Ratings for Item Group: "Student Centeredness"	6.31	5.37	0.94	6.08	5.03	1.05	0.34

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Satisfaction Scale: 1=not satisfied at all, 2=not very satisfied, 3=somewhat dissatisfied, 4=neutral, 5=somewhat satisfied, 6=satisfied, 7=very satisfied

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Response Rates: Spring 2003: 84%; Spring 2008: 54%

Spring 2008 Compared to Spring 2003 Administration
Individual Items in Survey Order

Item	Spring 2008			Spring 2003			Mean Difference (Satisfaction)
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	2008 - 2003
1. Most students feel a sense of belonging here.	6.09	5.24	0.85	5.78	5.02	0.76	0.22
2. The campus staff are caring and helpful.	6.42	5.61	0.81	6.19	5.26	0.93	0.35
3. Faculty care about me as an individual.	6.34	5.67	0.67	6.08	5.24	0.84	0.43
4. Admissions staff are knowledgeable.	6.11	5.31	0.80	5.89	4.93	0.96	0.38
5. Financial aid counselors are helpful.	6.48	4.95	1.53	6.27	4.79	1.48	0.16
6. My academic advisor is approachable.	6.55	5.83	0.72	6.40	5.61	0.79	0.22
7. The campus is safe and secure for all students.	6.54	5.09	1.45	6.42	5.27	1.15	-0.18
8. The content of the courses within my major is valuable.	6.70	5.59	1.11	6.54	5.50	1.04	0.09
9. A variety of intramural activities are offered.	4.70	5.31	-0.61	4.74	5.24	-0.50	0.07
10. Administrators are approachable to students.	5.91	5.04	0.87	5.78	4.65	1.13	0.39
11. Billing policies are reasonable.	6.38	4.80	1.58	6.26	4.31	1.95	0.49

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Satisfaction Scale: 1=not satisfied at all, 2=not very satisfied, 3=somewhat dissatisfied, 4=neutral, 5=somewhat satisfied, 6=satisfied, 7=very satisfied

Response Rates: Spring 2003: 84%; Spring 2008: 54%

Spring 2008 Compared to Spring 2003 Administration
Individual Items in Survey Order

Item	Spring 2008			Spring 2003			Mean Difference (Satisfaction)
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	2008 - 2003
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.34	4.98	1.36	6.20	4.64	1.56	0.34
13. Library staff are helpful and approachable.	5.86	5.70	0.16	5.91	5.46	0.45	0.24
14. My academic advisor is concerned about my success as an individual.	6.39	5.69	0.70	6.26	5.39	0.87	0.30
15. The staff in the health services area are competent.	6.42	4.38	2.04	6.29	4.07	2.22	0.31
16. The instruction in my major field is excellent.	6.70	5.71	0.99	6.51	5.40	1.11	0.31
17. Adequate financial aid is available for most students.	6.66	5.41	1.25	6.49	4.87	1.62	0.54
18. Library resources and services are adequate.	6.38	5.77	0.61	6.24	5.46	0.78	0.31
19. My academic advisor helps me set goals to work toward.	6.07	5.25	0.82	5.94	4.85	1.09	0.40
20. The business office is open during hours which are convenient for most students.	6.00	4.96	1.04	5.87	4.55	1.32	0.41
21. The amount of student parking space on campus is adequate.	5.88	3.11	2.77	5.68	2.76	2.92	0.35
22. Counseling staff care about students as individuals.	6.21	5.37	0.84	5.82	4.75	1.07	0.62

Importance Scale: 1=not important at all, 2=not very important, 3=somewhat unimportant, 4=neutral, 5=somewhat important, 6=important, 7=very important

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Spring 2008 Compared to Spring 2003 Administration
Individual Items in Survey Order

Item	Spring 2008			Spring 2003			Mean Difference (Satisfaction)
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	2008 - 2003
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.48	4.57	1.91	6.32	4.23	2.09	0.34
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	4.83	4.27	0.56	4.77	4.09	0.68	0.18
25. Faculty are fair and unbiased in their treatment of individual students.	6.53	5.23	1.30	6.36	4.70	1.66	0.53
26. Computer labs are adequate and accessible.	5.88	5.55	0.33	6.02	5.28	0.74	0.27
27. The personnel involved in registration are helpful.	6.19	5.48	0.71	6.00	5.13	0.87	0.35
28. Parking lots are well-lighted and secure.	6.14	4.57	1.57	5.97	4.45	1.52	0.12
29. It is an enjoyable experience to be a student on this campus.	6.57	5.30	1.27	6.36	5.02	1.34	0.28
30. Residence hall staff are concerned about me as an individual.	5.74	4.85	0.89	5.56	4.63	0.93	0.22
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.64	5.60	0.04	5.43	5.24	0.19	0.36
32. Tutoring services are readily available.	6.05	5.72	0.33	5.80	5.18	0.62	0.54
33. My academic advisor is knowledgeable about requirements in my major.	6.69	5.72	0.97	6.49	5.60	0.89	0.12

Importance Scale: 1=not important at all, 2=not very important, 3=somewhat unimportant, 4=neutral, 5=somewhat important, 6=important, 7=very important

Satisfaction Scale: 1=not satisfied at all, 2=not very satisfied, 3=somewhat dissatisfied, 4=neutral, 5=somewhat satisfied, 6=satisfied, 7=very satisfied

Response Rates: Spring 2003: 84%; Spring 2008: 54%

Spring 2008 Compared to Spring 2003 Administration
Individual Items in Survey Order

Item	Spring 2008			Spring 2003			Mean Difference (Satisfaction)
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	2008 - 2003
34. I am able to register for classes I need with few conflicts.	6.63	4.97	1.66	6.44	5.03	1.41	-0.06
35. The assessment and course placement procedures are reasonable.	6.34	5.20	1.14	6.00	5.07	0.93	0.13
36. Security staff respond quickly in emergencies.	6.59	4.24	2.35	6.32	4.22	2.10	0.02
37. I feel a sense of pride about my campus.	5.88	5.33	0.55	5.69	4.85	0.84	0.48
38. There is an adequate selection of food available in the cafeteria.	6.27	3.58	2.69	6.11	3.71	2.40	-0.13
39. I am able to experience intellectual growth here.	6.65	5.86	0.79	6.44	5.52	0.92	0.34
40. Residence hall regulations are reasonable.	6.30	4.10	2.20	6.00	4.22	1.78	-0.12
41. There is a commitment to academic excellence on this campus.	6.52	5.88	0.64	6.35	5.59	0.76	0.29
42. There are a sufficient number of weekend activities for students.	5.66	4.66	1.00	5.60	4.31	1.29	0.35
43. Admissions counselors respond to prospective students' unique needs and requests.	6.03	5.21	0.82	5.76	4.81	0.95	0.40
44. Academic support services adequately meet the needs of students.	6.21	5.35	0.86	5.98	4.89	1.09	0.46

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Satisfaction Scale: 1=not satisfied at all, 2=not very satisfied, 3=somewhat dissatisfied, 4=neutral, 5=somewhat satisfied, 6=satisfied, 7=very satisfied

Response Rates: Spring 2003: 84%; Spring 2008: 54%

Spring 2008 Compared to Spring 2003 Administration
Individual Items in Survey Order

Item	Spring 2008			Spring 2003			Mean Difference (Satisfaction)
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	2008 - 2003
45. Students are made to feel welcome on this campus.	6.40	5.63	0.77	6.19	5.31	0.88	0.32
46. I can easily get involved in campus organizations.	5.95	5.58	0.37	5.82	5.33	0.49	0.25
47. Faculty provide timely feedback about student progress in a course.	6.45	5.30	1.15	6.21	4.95	1.26	0.35
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.26	4.76	1.50	6.06	4.16	1.90	0.60
49. There are adequate services to help me decide upon a career.	6.32	5.14	1.18	6.08	4.74	1.34	0.40
50. Class change (drop/add) policies are reasonable.	6.21	5.59	0.62	6.00	5.27	0.73	0.32
51. This institution has a good reputation within the community.	6.19	5.91	0.28	5.99	5.59	0.40	0.32
52. The student center is a comfortable place for students to spend their leisure time.	5.76	4.68	1.08	5.56	4.59	0.97	0.09
53. Faculty take into consideration student differences as they teach a course.	6.32	5.03	1.29	6.04	4.72	1.32	0.31
54. Bookstore staff are helpful.	5.97	5.63	0.34	5.79	5.54	0.25	0.09
55. Major requirements are clear and reasonable.	6.56	5.48	1.08	6.37	5.29	1.08	0.19

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Satisfaction Scale: 1=not satisfied at all, 2=not very satisfied, 3=somewhat dissatisfied, 4=neutral, 5=somewhat satisfied, 6=satisfied, 7=very satisfied

Response Rates: Spring 2003: 84%; Spring 2008: 54%

Spring 2008 Compared to Spring 2003 Administration
Individual Items in Survey Order

Item	Spring 2008			Spring 2003			Mean Difference (Satisfaction)
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	2008 - 2003
56. The student handbook provides helpful information about campus life.	5.79	5.32	0.47	5.67	5.11	0.56	0.21
57. I seldom get the "run-around" when seeking information on this campus.	6.31	4.72 / 1.69	1.59	6.17	4.14	2.03	0.58
58. The quality of instruction I receive in most of my classes is excellent.	6.64	5.69	0.95	6.42	5.32	1.10	0.37
59. This institution shows concern for students as individuals.	6.47	5.38	1.09	6.21	4.93	1.28	0.45
60. I generally know what's happening on campus.	6.02	5.46	0.56	5.75	4.92	0.83	0.54
61. Adjunct faculty are competent as classroom instructors.	6.23	5.40	0.83	5.87	5.03	0.84	0.37
62. There is a strong commitment to racial harmony on this campus.	6.26	5.40	0.86	6.04	5.06	0.98	0.34
63. Student disciplinary procedures are fair.	6.33	4.92	1.41	6.01	4.70	1.31	0.22
64. New student orientation services help students adjust to college.	6.20	5.27	0.93	5.96	5.14	0.82	0.13
65. Faculty are usually available after class and during office hours.	6.44	5.98	0.46	6.31	5.63	0.68	0.35
66. Tuition paid is a worthwhile investment.	6.63	5.95	0.68	6.42	5.59	0.83	0.36

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Satisfaction Scale: 1=not satisfied at all, 2=not very satisfied, 3=somewhat dissatisfied, 4=neutral, 5=somewhat satisfied, 6=satisfied, 7=very satisfied

Response Rates: Spring 2003: 84%; Spring 2008: 54%

Spring 2008 Compared to Spring 2003 Administration
Individual Items in Survey Order

Item	Spring 2008			Spring 2003			Mean Difference (Satisfaction)
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	2008 - 2003
67. Freedom of expression is protected on campus.	6.42	5.39	1.03	6.16	5.27	0.89	0.12
68. Nearly all of the faculty are knowledgeable in their field.	6.67	5.97	0.70	6.48	5.72	0.76	0.25
69. There is a good variety of courses provided on this campus.	6.56	5.47	1.09	6.36	5.15	1.21	0.32
70. Graduate teaching assistants are competent as classroom instructors.	6.14	5.21	0.93	5.66	4.71	0.95	0.50
71. Channels for expressing student complaints are readily available.	6.21	4.76	1.45	5.98	4.49	1.49	0.27
72. On the whole, the campus is well-maintained.	6.37	5.66	0.71	6.15	5.47	0.68	0.19
73. Student activities fees are put to good use.	6.17	4.50	1.67	6.06	4.38	1.68	0.12
74. Faculty provide the kind of feedback that helps me know what to do to improve my performance.	6.48	5.39	1.09	6.40	5.28	1.12	0.11
75. Residential life on campus helps me succeed academically.	5.85	4.54	1.31	5.74	4.27	1.47	0.27
76. The labor program provides me with adequate opportunities to explore personal interests.	6.32	5.32	1.00	6.09	5.05	1.04	0.27
77. Through my labor position(s), I have learned skills and work habits that will help me in the future.	6.49	5.66	0.83	6.22	5.55	0.67	0.11

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Satisfaction Scale: 1=not satisfied at all, 2=not very satisfied, 3=somewhat dissatisfied, 4=neutral, 5=somewhat satisfied, 6=satisfied, 7=very satisfied

Response Rates: Spring 2003: 84%; Spring 2008: 54%

Spring 2008 Compared to Spring 2003 Administration
Individual Items in Survey Order

Item	Spring 2008			Spring 2003			Mean Difference (Satisfaction)
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	2008 - 2003
78. My spiritual needs are being met at Berea.	5.72	4.57	1.15	5.73	4.01	1.72	0.56
79. Convocations have been a valuable part of my education.	5.54	4.84	0.70	5.37	4.18	1.19	0.66
80. I feel that there are adequate opportunities for me to provide community and other service.	6.00	5.58	0.42	5.90	5.37	0.53	0.21
81. I believe the College has initiated adequate environmental/sustainability practices.	6.01	5.61	0.40	5.72	5.25	0.47	0.36
82. Required general education courses contribute positively to my overall education.	6.05	4.73	1.32	n/a	n/a	n/a	n/a
83. Opportunities for international study are adequate.	6.36	5.92	0.44	n/a	n/a	n/a	n/a
84. Institution's commitment to part-time students?	n/a	4.78	n/a	n/a	4.61	n/a	0.17
85. Institution's commitment to evening students?	n/a	4.69	n/a	n/a	4.21	n/a	0.48
86. Institution's commitment to older, returning learners?	n/a	5.44	n/a	n/a	5.01	n/a	0.43
87. Institution's commitment to under-represented populations?	n/a	5.53	n/a	n/a	5.14	n/a	0.39
88. Institution's commitment to commuters?	n/a	4.70	n/a	n/a	4.49	n/a	0.21

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Satisfaction Scale: 1=not satisfied at all, 2=not very satisfied, 3=somewhat dissatisfied, 4=neutral, 5=somewhat satisfied, 6=satisfied, 7=very satisfied

Response Rates: Spring 2003: 84%; Spring 2008: 54%

Spring 2008 Compared to Spring 2003 Administration
Individual Items in Survey Order

Item	Spring 2008			Spring 2003			Mean Difference (Satisfaction)
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	2008 - 2003
89. Institution's commitment to students with disabilities?	n/a	5.27	n/a	n/a	4.66	n/a	0.61
90. Cost as factor in decision to enroll.	6.65	n/a	n/a	6.66	n/a	n/a	n/a
91. Financial aid as factor in decision to enroll.	6.62	n/a	n/a	6.59	n/a	n/a	n/a
92. Academic reputation as factor in decision to enroll.	6.36	n/a	n/a	6.31	n/a	n/a	n/a
93. Size of institution as factor in decision to enroll.	5.79	n/a	n/a	5.61	n/a	n/a	n/a
94. Opportunity to play sports as factor in decision to enroll.	3.31	n/a	n/a	3.37	n/a	n/a	n/a
95. Recommendations from family/friends as factor in decision to enroll.	5.03	n/a	n/a	4.73	n/a	n/a	n/a
96. Geographic setting as factor in decision to enroll.	4.81	n/a	n/a	4.58	n/a	n/a	n/a
97. Campus appearance as factor in decision to enroll.	5.29	n/a	n/a	5.01	n/a	n/a	n/a
98. Personalized attention prior to enrollment as factor in decision to enroll.	5.38	n/a	n/a	5.02	n/a	n/a	n/a

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Satisfaction Scale: 1=not satisfied at all, 2=not very satisfied, 3=somewhat dissatisfied, 4=neutral, 5=somewhat satisfied, 6=satisfied, 7=very satisfied

Response Rates: Spring 2003: 84%; Spring 2008: 54%

Spring 2008 Compared to Spring 2003 Administration
Individual Items in Survey Order

Berea-Specific Items added to the
National Satisfaction Survey

Berea-Specific Items	Spring 2008			Spring 2003			Mean Difference (Satisfaction)
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	2008 - 2003
74. Faculty provide the kind of feedback that helps me know what to do to improve my performance.	6.48	5.39	1.09	6.40	5.28	1.12	0.11
75. Residential life on campus helps me succeed academically.	5.85	4.54	1.31	5.74	4.27	1.47	0.27
76. The labor program provides me with adequate opportunities to explore personal interests.	6.32	5.32	1.00	6.09	5.05	1.04	0.27
77. Through my labor position(s), I have learned skills and work habits that will help me in the future.	6.49	5.66	0.83	6.22	5.55	0.67	0.11
78. My spiritual needs are being met at Berea.	5.72	4.57	1.15	5.73	4.01	1.72	0.56
79. Convocations have been a valuable part of my education.	5.54	4.84	0.70	5.37	4.18	1.19	0.66
80. I feel that there are adequate opportunities for me to provide community and other service.	6.00	5.58	0.42	5.90	5.37	0.53	0.21
81. I believe the College has initiated adequate environmental/sustainability practices.	6.01	5.61	0.40	5.72	5.25	0.47	0.36
82. Required general education courses contribute positively to my overall education.	6.05	4.73	1.32	n/a	n/a	n/a	n/a
83. Opportunities for international study are adequate.	6.36	5.92	0.44	n/a	n/a	n/a	n/a

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Satisfaction Scale: 1=not satisfied at all, 2=not very satisfied, 3=somewhat dissatisfied, 4=neutral, 5=somewhat satisfied, 6=satisfied, 7=very satisfied

NOTE: Strengths are highlighted in green and challenges in pink. Strengths are defined as "above the median in importance and in the top quartile of satisfaction." Challenges are defined as "above the median in importance and in the bottom quartile of satisfaction OR the top quartile of performance gaps."

Response Rates: Spring 2003: 84%; Spring 2008: 54%

Spring 2008 Administration
Individual Items in Survey Order by Cohort Type by Gender

Item	African-American Women			African-American Men			All Other Domestic Women			All Other Domestic Men			International Women			International Men		
	Imp	Sat	Gap	Imp	Sat	Gap	Imp	Sat	Gap	Imp	Sat	Gap	Imp	Sat	Gap	Imp	Sat	Gap
1. Most students feel a sense of belonging here.	6.10	5.40	0.70	6.11	5.38	0.73	6.12	5.25	0.86	6.01	5.12	0.89	6.28	5.13	1.16	6.21	5.75	0.46
2. The campus staff are caring and helpful.	6.40	5.52	0.88	6.36	5.47	0.89	6.43	5.62	0.81	6.38	5.58	0.81	6.55	5.90	0.64	6.58	5.79	0.79
3. Faculty care about me as an individual.	6.47	5.71	0.77	6.15	5.51	0.64	6.35	5.74	0.62	6.28	5.55	0.73	6.44	5.65	0.79	6.56	5.88	0.68
4. Admissions staff are knowledgeable.	6.24	5.42	0.81	6.39	5.76	0.64	6.05	5.21	0.84	6.03	5.32	0.71	6.33	5.40	0.93	6.59	5.89	0.70
5. Financial aid counselors are helpful.	6.36	5.13	1.23	6.47	5.03	1.45	6.54	4.82	1.72	6.41	5.10	1.31	6.44	4.97	1.47	6.50	4.70	1.80
6. My academic advisor is approachable.	6.57	5.96	0.61	6.31	5.82	0.49	6.60	5.82	0.79	6.48	5.81	0.67	6.64	5.65	0.99	6.68	5.96	0.72
7. The campus is safe and secure for all students.	6.55	4.88	1.67	6.28	5.26	1.02	6.66	4.94	1.72	6.37	5.23	1.14	6.72	5.50	1.22	6.58	5.79	0.79
8. The content of the courses within my major is valuable.	6.71	5.69	1.02	6.54	5.42	1.12	6.76	5.58	1.18	6.65	5.58	1.06	6.67	5.52	1.15	6.71	5.88	0.83
9. A variety of intramural activities are offered.	4.97	5.59	-0.62	5.46	5.68	-0.22	4.46	5.16	-0.69	4.66	5.31	-0.65	5.81	5.66	0.15	5.42	5.65	-0.24
10. Administrators are approachable to students.	6.16	5.14	1.02	6.05	5.21	0.84	5.87	5.01	0.86	5.83	4.97	0.86	6.06	5.19	0.87	6.08	5.38	0.71
11. Billing policies are reasonable.	6.42	4.92	1.49	6.58	4.78	1.80	6.35	4.75	1.60	6.35	4.75	1.60	6.52	5.10	1.42	6.42	5.21	1.21

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Satisfaction Scale: 1=not satisfied at all, 2=not very satisfied, 3=somewhat dissatisfied, 4=neutral, 5=somewhat satisfied, 6=satisfied, 7=very satisfied

Response Rate: Spring 2003: 84%;

Spring 2008 Administration
Individual Items in Survey Order by Cohort Type by Gender

Item	African-American Women			African-American Men			All Other Domestic Women			All Other Domestic Men			International Women			International Men		
	Imp	Sat	Gap	Imp	Sat	Gap	Imp	Sat	Gap	Imp	Sat	Gap	Imp	Sat	Gap	Imp	Sat	Gap
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.54	5.06	1.48	6.38	4.95	1.44	6.33	4.95	1.37	6.27	4.90	1.36	6.32	5.40	0.92	6.61	5.42	1.19
13. Library staff are helpful and approachable.	5.97	5.71	0.26	5.87	5.47	0.40	5.86	5.72	0.14	5.72	5.67	0.05	6.47	5.97	0.50	6.26	5.74	0.52
14. My academic advisor is concerned about my success as an individual.	6.64	5.96	0.68	6.18	5.92	0.26	6.41	5.69	0.72	6.27	5.62	0.65	6.61	5.35	1.26	6.50	5.50	1.00
15. The staff in the health services area are competent.	6.39	4.31	2.08	6.28	4.58	1.70	6.55	4.20	2.35	6.22	4.55	1.67	6.58	4.52	2.06	6.30	5.32	0.99
16. The instruction in my major field is excellent.	6.61	5.76	0.84	6.41	5.36	1.05	6.79	5.76	1.03	6.66	5.67	0.99	6.65	5.68	0.97	6.57	5.78	0.78
17. Adequate financial aid is available for most students.	6.62	5.19	1.43	6.49	5.39	1.09	6.74	5.40	1.34	6.58	5.41	1.17	6.77	5.66	1.12	6.57	5.87	0.70
18. Library resources and services are adequate.	6.43	5.96	0.48	6.21	5.55	0.65	6.43	5.72	0.71	6.28	5.78	0.49	6.65	6.09	0.55	6.29	5.61	0.68
19. My academic advisor helps me set goals to work toward.	6.36	5.57	0.80	5.77	5.55	0.22	6.04	5.21	0.83	6.05	5.21	0.84	6.38	5.25	1.13	6.13	5.04	1.09
20. The business office is open during hours which are convenient for most students.	6.18	5.29	0.89	6.03	4.94	1.08	5.99	4.87	1.12	5.88	4.87	1.01	6.47	5.65	0.82	6.14	5.18	0.96
21. The amount of student parking space on campus is adequate.	6.24	3.23	3.01	5.89	3.49	2.41	5.94	3.01	2.93	5.73	3.01	2.72	5.72	4.16	1.56	5.70	3.71	1.99
22. Counseling staff care about students as individuals.	6.45	5.51	0.94	6.12	5.21	0.91	6.36	5.47	0.89	5.91	5.29	0.62	6.48	4.92	1.56	5.90	5.19	0.71
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.66	5.05	1.61	6.46	4.11	2.35	6.53	4.68	1.85	6.33	4.26	2.08	6.73	4.91	1.83	6.50	5.00	1.50

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Satisfaction Scale: 1=not satisfied at all, 2=not very satisfied, 3=somewhat dissatisfied, 4=neutral, 5=somewhat satisfied, 6=satisfied, 7=very satisfied

Response Rate: Spring 2003: 84%;

Spring 2008 Administration
Individual Items in Survey Order by Cohort Type by Gender

Item	African-American Women			African-American Men			All Other Domestic Women			All Other Domestic Men			International Women			International Men		
	Imp	Sat	Gap	Imp	Sat	Gap	Imp	Sat	Gap	Imp	Sat	Gap	Imp	Sat	Gap	Imp	Sat	Gap
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.33	4.49	0.84	5.44	3.91	1.54	4.63	4.32	0.30	4.63	4.05	0.59	5.89	5.11	0.79	5.91	4.50	1.41
25. Faculty are fair and unbiased in their treatment of individual students.	6.54	5.25	1.29	6.49	4.92	1.57	6.58	5.28	1.30	6.41	5.20	1.22	6.81	5.03	1.78	6.59	5.71	0.88
26. Computer labs are adequate and accessible.	6.23	5.83	0.40	5.95	5.69	0.26	5.81	5.43	0.38	5.75	5.44	0.32	6.48	6.17	0.32	6.25	6.37	-0.12
27. The personnel involved in registration are helpful.	6.30	5.40	0.90	6.49	5.34	1.15	6.19	5.43	0.75	6.08	5.48	0.60	6.52	5.97	0.55	6.14	6.11	0.04
28. Parking lots are well-lighted and secure.	6.44	4.42	2.02	5.95	4.75	1.20	6.30	4.33	1.97	5.80	4.90	0.91	6.00	5.05	0.95	6.41	5.06	1.36
29. It is an enjoyable experience to be a student on this campus.	6.52	5.43	1.10	6.46	5.24	1.22	6.64	5.36	1.27	6.50	5.08	1.41	6.61	5.48	1.13	6.57	5.95	0.62
30. Residence hall staff are concerned about me as an individual.	6.05	5.02	1.03	5.80	5.03	0.77	5.75	4.86	0.89	5.60	4.75	0.86	6.00	4.97	1.03	5.62	5.00	0.62
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.97	5.64	0.33	5.89	5.50	0.39	5.66	5.56	0.10	5.40	5.62	-0.21	6.15	5.96	0.19	5.52	5.67	-0.14
32. Tutoring services are readily available.	6.31	5.80	0.51	6.23	5.51	0.72	6.07	5.70	0.37	5.82	5.68	0.14	6.37	6.00	0.37	6.43	6.10	0.33
33. My academic advisor is knowledgeable about requirements in my major.	6.77	6.15	0.62	6.53	5.68	0.85	6.73	5.72	1.01	6.63	5.64	0.99	6.73	5.28	1.45	6.52	6.05	0.48

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34. I am able to register for classes I need with few conflicts.	6.63	5.13	1.50	6.44	4.92	1.52	6.69	5.01	1.69	6.54	4.80	1.74	6.70	5.22	1.48	6.64	5.23	1.41
35. The assessment and course placement procedures are reasonable.	6.49	5.11	1.38	6.33	5.24	1.09	6.39	5.19	1.20	6.23	5.18	1.05	6.32	5.53	0.79	6.24	5.38	0.86

Response Rate: Spring 2003: 84%;

Spring 2008 Administration
Individual Items in Survey Order by Cohort Type by Gender

Item	African-American Women			African-American Men			All Other Domestic Women			All Other Domestic Men			International Women			International Men		
	Imp	Sat	Gap	Imp	Sat	Gap	Imp	Sat	Gap	Imp	Sat	Gap	Imp	Sat	Gap	Imp	Sat	Gap
36. Security staff respond quickly in emergencies.	6.70	4.21	2.49	6.44	4.08	2.35	6.69	4.07	2.62	6.37	4.24	2.13	6.80	5.29	1.51	6.62	5.80	0.82
37. I feel a sense of pride about my campus.	6.21	5.44	0.76	6.15	5.32	0.84	5.86	5.41	0.46	5.67	5.11	0.57	6.40	5.63	0.78	5.95	5.64	0.32
38. There is an adequate selection of food available in the cafeteria.	6.32	3.45	2.87	6.03	3.78	2.25	6.34	3.53	2.81	6.14	3.65	2.48	6.53	3.13	3.41	6.57	4.43	2.14
39. I am able to experience intellectual growth here.	6.64	6.07	0.57	6.38	5.84	0.54	6.65	5.84	0.81	6.67	5.82	0.85	6.73	5.84	0.89	6.76	6.05	0.71
40. Residence hall regulations are reasonable.	6.45	4.32	2.13	6.22	4.23	1.99	6.34	4.14	2.20	6.17	3.78	2.38	6.48	4.63	1.86	6.33	4.95	1.38
41. There is a commitment to academic excellence on this campus.	6.59	6.18	0.41	6.54	6.03	0.51	6.55	5.88	0.66	6.42	5.76	0.67	6.74	5.94	0.80	6.55	5.77	0.77
42. There are a sufficient number of weekend activities for students.	6.09	4.74	1.36	5.92	4.81	1.11	5.59	4.77	0.83	5.50	4.32	1.18	6.17	5.19	0.98	5.81	5.19	0.62
43. Admissions counselors respond to prospective students' unique needs and requests.	6.26	5.21	1.05	6.03	5.29	0.73	5.98	5.15	0.83	5.96	5.28	0.67	6.35	5.15	1.21	6.37	5.35	1.02
44. Academic support services adequately meet the needs of students.	6.28	5.31	0.97	6.24	5.37	0.87	6.19	5.33	0.86	6.17	5.31	0.86	6.53	5.60	0.93	6.35	5.79	0.56

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45. Students are made to feel welcome on this campus.	6.52	5.90	0.63	6.41	5.63	0.78	6.40	5.65	0.75	6.32	5.44	0.88	6.70	5.75	0.95	6.41	6.05	0.36
46. I can easily get involved in campus organizations.	6.40	5.97	0.43	6.13	5.63	0.50	5.98	5.50	0.48	5.64	5.46	0.18	6.45	5.94	0.51	6.10	6.24	-0.14
47. Faculty provide timely feedback about student progress in a course.	6.60	5.45	1.15	6.41	5.16	1.25	6.48	5.28	1.20	6.34	5.26	1.08	6.65	5.55	1.10	6.57	5.57	1.00

Response Rate: Spring 2003: 84%;

Spring 2008 Administration
Individual Items in Survey Order by Cohort Type by Gender

Item	African-American Women			African-American Men			All Other Domestic Women			All Other Domestic Men			International Women			International Men		
	Imp	Sat	Gap	Imp	Sat	Gap	Imp	Sat	Gap	Imp	Sat	Gap	Imp	Sat	Gap	Imp	Sat	Gap
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.45	4.87	1.58	6.30	5.06	1.24	6.30	4.72	1.58	6.15	4.62	1.53	6.23	5.18	1.05	6.17	5.44	0.73
49. There are adequate services to help me decide upon a career.	6.45	5.49	0.96	6.38	5.24	1.15	6.29	5.12	1.17	6.24	4.99	1.25	6.80	5.21	1.59	6.50	5.59	0.91
50. Class change (drop/add) policies are reasonable.	6.41	5.66	0.76	6.28	5.42	0.86	6.18	5.62	0.56	6.11	5.50	0.61	6.67	5.72	0.95	6.32	6.00	0.32
51. This institution has a good reputation within the community.	6.41	6.07	0.33	6.26	5.97	0.28	6.17	5.92	0.25	6.03	5.74	0.29	6.80	6.35	0.45	6.38	6.33	0.05
52. The student center is a comfortable place for students to spend their leisure time.	6.12	4.94	1.18	6.03	5.17	0.86	5.67	4.56	1.11	5.66	4.59	1.07	6.45	5.07	1.38	5.65	5.12	0.53
53. Faculty take into consideration student differences as they teach a course.	6.52	5.02	1.51	6.19	4.69	1.49	6.34	5.05	1.29	6.19	5.04	1.16	6.81	5.03	1.78	6.18	5.38	0.80
54. Bookstore staff are helpful.	6.33	5.86	0.46	6.13	5.55	0.58	5.95	5.62	0.34	5.87	5.65	0.22	6.13	5.55	0.58	5.86	5.35	0.51
55. Major requirements are clear and reasonable.	6.65	5.72	0.93	6.45	5.34	1.11	6.59	5.47	1.12	6.51	5.40	1.11	6.70	5.59	1.11	6.38	5.86	0.52

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56. The student handbook provides helpful information about campus life.	6.09	5.39	0.70	5.95	5.44	0.50	5.77	5.28	0.49	5.59	5.18	0.41	6.57	6.23	0.33	5.76	5.60	0.16
57. I seldom get the "run-around" when seeking information on this campus.	6.47	4.96	1.52	6.26	4.47	1.78	6.37	4.66	1.71	6.22	4.65	1.57	6.45	5.33	1.11	5.61	5.37	0.24
58. The quality of instruction I receive in most of my classes is excellent.	6.65	5.57	1.07	6.51	5.70	0.81	6.69	5.72	0.96	6.57	5.66	0.91	6.84	5.67	1.17	6.67	5.86	0.81
59. This institution shows concern for students as individuals.	6.63	5.44	1.19	6.38	5.00	1.38	6.50	5.46	1.04	6.34	5.23	1.11	6.90	5.52	1.38	6.41	5.73	0.68

Response Rate: Spring 2003: 84%;

Spring 2008 Administration
Individual Items in Survey Order by Cohort Type by Gender

Item	African-American Women			African-American Men			All Other Domestic Women			All Other Domestic Men			International Women			International Men		
	Imp	Sat	Gap	Imp	Sat	Gap	Imp	Sat	Gap	Imp	Sat	Gap	Imp	Sat	Gap	Imp	Sat	Gap
60. I generally know what's happening on campus.	6.19	5.75	0.44	6.13	5.45	0.68	6.02	5.47	0.55	5.83	5.30	0.54	6.70	5.72	0.98	6.20	5.81	0.39
61. Adjunct faculty are competent as classroom instructors.	6.36	5.45	0.91	6.29	5.19	1.10	6.19	5.40	0.79	6.19	5.41	0.78	6.72	5.42	1.30	6.00	5.44	0.56
62. There is a strong commitment to racial harmony on this campus.	6.45	5.36	1.09	6.28	5.11	1.17	6.30	5.42	0.88	6.05	5.39	0.66	6.76	5.37	1.39	6.38	5.67	0.71
63. Student disciplinary procedures are fair.	6.46	4.90	1.56	6.38	4.53	1.85	6.35	4.96	1.40	6.22	4.78	1.44	6.67	5.70	0.97	6.05	5.32	0.74
64. New student orientation services help students adjust to college.	6.32	5.23	1.09	6.18	5.47	0.71	6.22	5.29	0.93	6.06	5.13	0.93	6.70	5.70	1.00	6.30	5.63	0.67
65. Faculty are usually available after class and during office hours.	6.54	6.11	0.43	6.24	5.82	0.42	6.46	6.02	0.44	6.33	5.88	0.45	6.87	6.23	0.64	6.48	5.76	0.71
66. Tuition paid is a worthwhile investment.	6.67	5.92	0.75	6.47	6.09	0.39	6.66	5.98	0.68	6.59	5.85	0.74	6.88	6.00	0.88	6.35	6.19	0.17

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67. Freedom of expression is protected on campus.	6.47	5.48	0.98	6.38	5.03	1.36	6.46	5.43	1.03	6.31	5.27	1.04	6.82	5.69	1.13	6.25	6.11	0.14
68. Nearly all of the faculty are knowledgeable in their field.	6.61	5.78	0.82	6.54	6.00	0.54	6.73	5.98	0.76	6.60	6.01	0.59	6.80	5.84	0.96	6.53	5.95	0.58
69. There is a good variety of courses provided on this campus.	6.50	5.39	1.11	6.34	5.58	0.76	6.64	5.49	1.15	6.49	5.44	1.05	6.66	5.57	1.09	6.33	5.48	0.86
70. Graduate teaching assistants are competent as classroom instructors.	6.40	5.22	1.18	5.90	5.21	0.69	6.14	5.21	0.94	6.03	5.15	0.88	6.74	5.33	1.40	6.07	5.67	0.40
71. Channels for expressing student complaints are readily available.	6.31	5.19	1.12	6.21	4.54	1.67	6.22	4.77	1.45	6.09	4.53	1.56	6.72	5.17	1.55	6.20	5.72	0.48

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Spring 2008 Administration
Individual Items in Survey Order by Cohort Type by Gender

Item	African-American Women			African-American Men			All Other Domestic Women			All Other Domestic Men			International Women			International Men		
	Imp	Sat	Gap	Imp	Sat	Gap	Imp	Sat	Gap	Imp	Sat	Gap	Imp	Sat	Gap	Imp	Sat	Gap
72. On the whole, the campus is well-maintained.	6.48	5.92	0.56	6.18	5.63	0.55	6.37	5.66	0.72	6.32	5.57	0.75	6.83	5.77	1.06	6.15	5.90	0.25
73. Student activities fees are put to good use.	6.34	4.49	1.85	6.13	4.84	1.29	6.19	4.40	1.79	6.04	4.58	1.46	6.53	4.81	1.73	6.05	4.30	1.75
74. Faculty provide the kind of feedback that helps me know what to do to improve my performance.	6.54	5.48	1.06	6.51	5.35	1.16	6.52	5.38	1.14	6.37	5.35	1.02	6.66	5.52	1.14	6.37	5.45	0.92
75. Residential life on campus helps me succeed academically.	6.05	4.34	1.70	5.97	4.47	1.50	5.77	4.51	1.26	5.78	4.48	1.30	6.39	5.40	0.99	6.10	5.11	0.99
76. The labor program provides me with adequate opportunities to explore personal interests.	6.25	5.33	0.93	6.23	5.13	1.10	6.37	5.35	1.02	6.25	5.25	1.01	6.53	5.48	1.05	6.40	5.55	0.85
77. Through my labor position(s), I have learned skills and work habits that will help me in the future.	6.57	5.67	0.90	6.51	5.53	0.99	6.52	5.71	0.82	6.38	5.55	0.83	6.68	5.63	1.05	6.30	6.05	0.25

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78. My spiritual needs are being met at Berea.	6.23	4.68	1.56	5.68	4.67	1.02	5.68	4.51	1.18	5.55	4.59	0.95	6.07	4.71	1.36	5.95	4.61	1.34
79. Convocations have been a valuable part of my education.	5.87	4.82	1.04	5.44	4.89	0.54	5.54	4.81	0.73	5.29	4.67	0.62	6.42	5.78	0.64	6.16	5.84	0.32
80. I feel that there are adequate opportunities for me to provide community and other service.	6.16	5.91	0.26	5.69	5.92	-0.22	6.03	5.57	0.46	5.86	5.34	0.52	6.59	5.91	0.68	6.20	6.05	0.15
81. I believe the College has initiated adequate environmental/sustainability practices.	6.03	5.95	0.08	5.66	5.46	0.20	6.07	5.58	0.49	5.91	5.46	0.45	6.31	6.13	0.19	6.32	6.10	0.22
82. Required general education courses contribute positively to my overall education.	6.06	5.07	0.99	5.97	4.89	1.08	6.15	4.70	1.45	5.86	4.57	1.28	6.03	4.75	1.28	6.43	5.52	0.90
83. Opportunities for international study are adequate.	6.30	6.11	0.19	6.43	5.76	0.67	6.46	5.96	0.50	6.14	5.84	0.30	6.61	5.90	0.71	6.58	5.74	0.84

Response Rate: Spring 2003: 84%;