

Institutional Summary
Scales: In Order of Importance

Scale	Southern Arkansas University - SSI			African-American		
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
Academic Advising	6.36	5.64 / 1.13	0.72	6.21	5.37 / 1.18	0.84
Safety and Security	6.36	4.91 / 1.12	1.45	6.13	4.75 / 1.10	1.38
Instructional Effectiveness	6.32	5.49 / 0.92	0.83	6.13	5.32 / 0.93	0.81
Student Centeredness	6.25	5.54 / 1.05	0.71	6.14	5.29 / 1.13	0.85
Registration Effectiveness	6.24	5.36 / 1.08	0.88	6.17	5.33 / 1.00	0.84
Recruitment and Financial Aid	6.22	5.10 / 1.17	1.12	6.18	4.99 / 1.18	1.19
Campus Climate	6.20	5.45 / 0.96	0.75	6.10	5.23 / 1.05	0.87
Concern for the Individual	6.19	5.33 / 1.03	0.86	6.05	5.14 / 1.14	0.91
Service Excellence	6.10	5.27 / 0.97	0.83	6.09	5.22 / 0.98	0.87
Campus Support Services	6.08	5.54 / 0.91	0.54	6.12	5.48 / 0.91	0.64
Campus Life	5.88	5.10 / 0.95	0.78	5.92	5.02 / 1.03	0.90
Responsiveness to Diverse Populations		5.43 / 1.23			5.30 / 1.23	

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	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
16. The instruction in my major field is excellent.	6.56	5.58 / 1.34	0.98	6.46	5.52 / 1.23	0.94
8. The content of the courses within my major is valuable.	6.52	5.64 / 1.37	0.88	6.26	5.60 / 1.34	0.66
90. Cost as factor in decision to enroll.	6.52			6.59		
7. The campus is safe and secure for all students.	6.51	5.61 / 1.36	0.90	6.30	5.35 / 1.45	0.95
34. I am able to register for classes I need with few conflicts.	6.49	5.52 / 1.46	0.97	6.29	5.52 / 1.28	0.77
68. Nearly all of the faculty are knowledgeable in their field.	6.49	5.94 / 1.18	0.55	6.40	5.65 / 1.19	0.75
55. Major requirements are clear and reasonable.	6.46	5.78 / 1.24	0.68	6.35	5.67 / 1.17	0.68
58. The quality of instruction I receive in most of my classes is excellent.	6.45	5.52 / 1.35	0.93	6.23	5.22 / 1.36	1.01
2. The campus staff are caring and helpful.	6.43	5.61 / 1.30	0.82	6.30	5.36 / 1.43	0.94
33. My academic advisor is knowledgeable about requirements in my major.	6.43	5.81 / 1.42	0.62	6.36	5.51 / 1.64	0.85
65. Faculty are usually available after class and during office hours.	6.41	5.73 / 1.27	0.68	6.34	5.52 / 1.31	0.82
14. My academic advisor is concerned about my success as an individual.	6.40	5.61 / 1.41	0.79	6.24	5.31 / 1.48	0.93
29. It is an enjoyable experience to be a student on this campus.	6.40	5.53 / 1.46	0.87	6.22	5.14 / 1.62	1.08
74. Campus item 1	6.40	5.48 / 1.41	0.92	6.10	5.38 / 1.38	0.72
83. Campus item 10	6.40	5.35 / 1.55	1.05	6.19	5.06 / 1.52	1.13
6. My academic advisor is approachable.	6.39	5.76 / 1.40	0.63	6.15	5.48 / 1.46	0.67

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	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
66. Tuition paid is a worthwhile investment.	6.39	5.54 / 1.44	0.85	6.27	5.18 / 1.51	1.09
25. Faculty are fair and unbiased in their treatment of individual students.	6.37	5.24 / 1.47	1.13	6.13	5.12 / 1.49	1.01
5. Financial aid counselors are helpful.	6.36	4.89 / 1.67	1.47	6.31	4.91 / 1.61	1.40
49. There are adequate services to help me decide upon a career.	6.36	5.17 / 1.51	1.19	6.26	5.11 / 1.49	1.15
69. There is a good variety of courses provided on this campus.	6.36	5.77 / 1.24	0.59	6.11	5.69 / 1.26	0.42
17. Adequate financial aid is available for most students.	6.35	5.13 / 1.58	1.22	6.40	4.86 / 1.63	1.54
36. Security staff respond quickly in emergencies.	6.34	5.42 / 1.32	0.92	6.20	5.22 / 1.33	0.98
39. I am able to experience intellectual growth here.	6.34	5.67 / 1.26	0.67	6.16	5.47 / 1.23	0.69
72. On the whole, the campus is well-maintained.	6.33	5.68 / 1.35	0.65	6.26	5.47 / 1.43	0.79
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.32	4.48 / 1.79	1.84	6.39	4.35 / 1.78	2.04
45. Students are made to feel welcome on this campus.	6.32	5.66 / 1.34	0.66	6.10	5.35 / 1.55	0.75
21. The amount of student parking space on campus is adequate.	6.31	3.50 / 1.93	2.81	5.83	3.65 / 1.96	2.18
41. There is a commitment to academic excellence on this campus.	6.31	5.63 / 1.29	0.68	6.03	5.29 / 1.44	0.74
59. This institution shows concern for students as individuals.	6.31	5.44 / 1.43	0.87	6.24	5.32 / 1.51	0.92
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.29	4.96 / 1.72	1.33	6.26	4.95 / 1.67	1.31
26. Computer labs are adequate and accessible.	6.29	5.74 / 1.27	0.55	6.24	5.64 / 1.27	0.60

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	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
28. Parking lots are well-lighted and secure.	6.29	5.14 / 1.51	1.15	6.19	4.77 / 1.51	1.42
4. Admissions staff are knowledgeable.	6.27	5.38 / 1.45	0.89	6.16	5.38 / 1.36	0.78
47. Faculty provide timely feedback about student progress in a course.	6.27	5.06 / 1.51	1.21	5.94	4.91 / 1.44	1.03
51. This institution has a good reputation within the community.	6.27	5.90 / 1.21	0.37	6.11	5.73 / 1.24	0.38
67. Freedom of expression is protected on campus.	6.26	5.61 / 1.30	0.65	6.18	5.50 / 1.30	0.68
75. Campus item 2	6.24	5.53 / 1.29	0.71	6.03	5.29 / 1.28	0.74
27. The personnel involved in registration are helpful.	6.23	5.40 / 1.35	0.83	6.05	5.38 / 1.26	0.67
73. Student activities fees are put to good use.	6.22	5.03 / 1.66	1.19	6.11	5.03 / 1.69	1.08
77. Campus item 4	6.22	5.57 / 1.48	0.65	6.34	5.65 / 1.50	0.69
20. The business office is open during hours which are convenient for most students.	6.20	5.36 / 1.36	0.84	6.17	5.47 / 1.15	0.70
91. Financial aid as factor in decision to enroll.	6.20			6.48		
53. Faculty take into consideration student differences as they teach a course.	6.19	5.00 / 1.52	1.19	6.08	4.84 / 1.61	1.24
15. The staff in the health services area are competent.	6.18	5.28 / 1.41	0.90	6.24	5.29 / 1.37	0.95
3. Faculty care about me as an individual.	6.17	5.40 / 1.35	0.77	6.05	5.09 / 1.47	0.96
50. Class change (drop/add) policies are reasonable.	6.16	5.52 / 1.37	0.64	6.23	5.59 / 1.41	0.64
44. Academic support services adequately meet the needs of students.	6.14	5.30 / 1.31	0.84	6.13	5.26 / 1.34	0.87

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	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
63. Student disciplinary procedures are fair.	6.13	5.43 / 1.42	0.70	6.00	5.32 / 1.40	0.68
11. Billing policies are reasonable.	6.12	5.00 / 1.55	1.12	6.10	4.65 / 1.55	1.45
19. My academic advisor helps me set goals to work toward.	6.12	5.26 / 1.64	0.86	5.97	4.91 / 1.76	1.06
22. Counseling staff care about students as individuals.	6.11	5.21 / 1.23	0.90	6.10	5.20 / 1.38	0.90
35. The assessment and course placement procedures are reasonable.	6.10	5.46 / 1.31	0.64	5.95	5.32 / 1.33	0.63
38. There is an adequate selection of food available in the cafeteria.	6.09	4.04 / 1.83	2.05	5.97	4.00 / 1.86	1.97
57. I seldom get the "run-around" when seeking information on this campus.	6.09	4.69 / 1.78	1.40	5.98	4.63 / 1.57	1.35
10. Administrators are approachable to students.	6.08	5.53 / 1.21	0.55	6.18	5.54 / 1.16	0.64
32. Tutoring services are readily available.	6.06	5.74 / 1.29	0.32	6.15	5.74 / 1.35	0.41
61. Adjunct faculty are competent as classroom instructors.	6.05	5.47 / 1.23	0.58	5.70	5.33 / 1.24	0.37
18. Library resources and services are adequate.	6.01	5.60 / 1.20	0.41	6.13	5.47 / 1.19	0.66
43. Admissions counselors respond to prospective students' unique needs and requests.	6.01	5.06 / 1.45	0.95	6.07	4.82 / 1.58	1.25
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.00	5.19 / 1.46	0.81	5.87	5.03 / 1.52	0.84
60. I generally know what's happening on campus.	6.00	5.36 / 1.50	0.64	6.03	5.28 / 1.39	0.75
62. There is a strong commitment to racial harmony on this campus.	6.00	5.43 / 1.32	0.57	5.92	5.25 / 1.35	0.67

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	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
1. Most students feel a sense of belonging here.	5.99	5.44 / 1.36	0.55	5.78	5.03 / 1.44	0.75
54. Bookstore staff are helpful.	5.99	5.65 / 1.34	0.34	5.87	5.57 / 1.19	0.30
71. Channels for expressing student complaints are readily available.	5.99	5.00 / 1.55	0.99	6.00	5.08 / 1.47	0.92
64. New student orientation services help students adjust to college.	5.98	5.41 / 1.48	0.57	6.03	5.38 / 1.42	0.65
78. Campus item 5	5.98	5.12 / 1.53	0.86	6.00	5.40 / 1.26	0.60
92. Academic reputation as factor in decision to enroll.	5.98			6.13		
37. I feel a sense of pride about my campus.	5.96	5.30 / 1.53	0.66	5.95	4.83 / 1.66	1.12
46. I can easily get involved in campus organizations.	5.96	5.65 / 1.34	0.31	5.90	5.29 / 1.44	0.61
70. Graduate teaching assistants are competent as classroom instructors.	5.96	5.25 / 1.29	0.71	5.88	5.21 / 1.27	0.67
76. Campus item 3	5.93	5.34 / 1.37	0.59	5.80	5.43 / 1.44	0.37
80. Campus item 7	5.93	5.41 / 1.60	0.52	5.95	5.84 / 1.26	0.11
82. Campus item 9	5.90	5.00 / 1.68	0.90	5.69	5.02 / 1.56	0.67
79. Campus item 6	5.89	5.26 / 1.47	0.63	5.61	5.14 / 1.61	0.47
40. Residence hall regulations are reasonable.	5.87	5.07 / 1.65	0.80	5.89	4.98 / 1.75	0.91
52. The student center is a comfortable place for students to spend their leisure time.	5.77	5.23 / 1.42	0.54	5.81	5.34 / 1.45	0.47
30. Residence hall staff are concerned about me as an individual.	5.76	5.05 / 1.60	0.71	5.54	4.79 / 1.59	0.75

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	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
13. Library staff are helpful and approachable.	5.73	5.57 / 1.22	0.16	6.03	5.55 / 1.22	0.48
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.72	5.47 / 1.31	0.25	5.70	5.37 / 1.27	0.33
56. The student handbook provides helpful information about campus life.	5.69	5.44 / 1.32	0.25	5.89	5.58 / 1.26	0.31
42. There are a sufficient number of weekend activities for students.	5.66	3.99 / 1.81	1.67	5.83	3.84 / 1.83	1.99
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.58	5.09 / 1.41	0.49	5.97	4.95 / 1.72	1.02
97. Campus appearance as factor in decision to enroll.	5.58			5.74		
81. Campus item 8	5.44	5.01 / 1.46	0.43	5.44	5.18 / 1.38	0.26
98. Personalized attention prior to enrollment as factor in decision to enroll.	5.44			5.68		
93. Size of institution as factor in decision to enroll.	5.29			5.36		
96. Geographic setting as factor in decision to enroll.	5.24			5.42		
95. Recommendations from family/friends as factor in decision to enroll.	5.15			5.27		
9. A variety of intramural activities are offered.	5.12	5.50 / 1.24	-0.38	5.52	5.59 / 1.29	-0.07
94. Opportunity to play sports as factor in decision to enroll.	4.02			4.72		
84. Institution's commitment to part-time students?		5.35 / 1.36			5.20 / 1.38	
85. Institution's commitment to evening students?		5.36 / 1.35			5.31 / 1.34	

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Item	Southern Arkansas University - SSI			African-American		
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
86. Institution's commitment to older, returning learners?		5.46 / 1.39			5.36 / 1.43	
87. Institution's commitment to under-represented populations?		5.47 / 1.33			5.18 / 1.41	
88. Institution's commitment to commuters?		5.38 / 1.52			5.20 / 1.49	
89. Institution's commitment to students with disabilities?		5.59 / 1.36			5.52 / 1.37	

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Institutional Summary

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

Scale/Item	Southern Arkansas University - SSI			African-American		
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
ACADEMIC ADVISING	6.36	5.64 / 1.13	0.72	6.21	5.37 / 1.18	0.84
6. My academic advisor is approachable.	6.39	5.76 / 1.40	0.63	6.15	5.48 / 1.46	0.67
14. My academic advisor is concerned about my success as an individual.	6.40	5.61 / 1.41	0.79	6.24	5.31 / 1.48	0.93
19. My academic advisor helps me set goals to work toward.	6.12	5.26 / 1.64	0.86	5.97	4.91 / 1.76	1.06
33. My academic advisor is knowledgeable about requirements in my major.	6.43	5.81 / 1.42	0.62	6.36	5.51 / 1.64	0.85
55. Major requirements are clear and reasonable.	6.46	5.78 / 1.24	0.68	6.35	5.67 / 1.17	0.68

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Institutional Summary

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

Scale/Item	Southern Arkansas University - SSI			African-American		
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
CAMPUS CLIMATE	6.20	5.45 / 0.96	0.75	6.10	5.23 / 1.05	0.87
1. Most students feel a sense of belonging here.	5.99	5.44 / 1.36	0.55	5.78	5.03 / 1.44	0.75
2. The campus staff are caring and helpful.	6.43	5.61 / 1.30	0.82	6.30	5.36 / 1.43	0.94
3. Faculty care about me as an individual.	6.17	5.40 / 1.35	0.77	6.05	5.09 / 1.47	0.96
7. The campus is safe and secure for all students.	6.51	5.61 / 1.36	0.90	6.30	5.35 / 1.45	0.95
10. Administrators are approachable to students.	6.08	5.53 / 1.21	0.55	6.18	5.54 / 1.16	0.64
29. It is an enjoyable experience to be a student on this campus.	6.40	5.53 / 1.46	0.87	6.22	5.14 / 1.62	1.08
37. I feel a sense of pride about my campus.	5.96	5.30 / 1.53	0.66	5.95	4.83 / 1.66	1.12
41. There is a commitment to academic excellence on this campus.	6.31	5.63 / 1.29	0.68	6.03	5.29 / 1.44	0.74
45. Students are made to feel welcome on this campus.	6.32	5.66 / 1.34	0.66	6.10	5.35 / 1.55	0.75
51. This institution has a good reputation within the community.	6.27	5.90 / 1.21	0.37	6.11	5.73 / 1.24	0.38
57. I seldom get the "run-around" when seeking information on this campus.	6.09	4.69 / 1.78	1.40	5.98	4.63 / 1.57	1.35
59. This institution shows concern for students as individuals.	6.31	5.44 / 1.43	0.87	6.24	5.32 / 1.51	0.92
60. I generally know what's happening on campus.	6.00	5.36 / 1.50	0.64	6.03	5.28 / 1.39	0.75
62. There is a strong commitment to racial harmony on this campus.	6.00	5.43 / 1.32	0.57	5.92	5.25 / 1.35	0.67
66. Tuition paid is a worthwhile investment.	6.39	5.54 / 1.44	0.85	6.27	5.18 / 1.51	1.09

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

Scale/Item	Southern Arkansas University - SSI			African-American		
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
67. Freedom of expression is protected on campus.	6.26	5.61 / 1.30	0.65	6.18	5.50 / 1.30	0.68
71. Channels for expressing student complaints are readily available.	5.99	5.00 / 1.55	0.99	6.00	5.08 / 1.47	0.92

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

Scale/Item	Southern Arkansas University - SSI			African-American		
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
CAMPUS LIFE	5.88	5.10 / 0.95	0.78	5.92	5.02 / 1.03	0.90
9. A variety of intramural activities are offered.	5.12	5.50 / 1.24	-0.38	5.52	5.59 / 1.29	-0.07
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.32	4.48 / 1.79	1.84	6.39	4.35 / 1.78	2.04
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.58	5.09 / 1.41	0.49	5.97	4.95 / 1.72	1.02
30. Residence hall staff are concerned about me as an individual.	5.76	5.05 / 1.60	0.71	5.54	4.79 / 1.59	0.75
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.72	5.47 / 1.31	0.25	5.70	5.37 / 1.27	0.33
38. There is an adequate selection of food available in the cafeteria.	6.09	4.04 / 1.83	2.05	5.97	4.00 / 1.86	1.97
40. Residence hall regulations are reasonable.	5.87	5.07 / 1.65	0.80	5.89	4.98 / 1.75	0.91
42. There are a sufficient number of weekend activities for students.	5.66	3.99 / 1.81	1.67	5.83	3.84 / 1.83	1.99
46. I can easily get involved in campus organizations.	5.96	5.65 / 1.34	0.31	5.90	5.29 / 1.44	0.61
52. The student center is a comfortable place for students to spend their leisure time.	5.77	5.23 / 1.42	0.54	5.81	5.34 / 1.45	0.47
56. The student handbook provides helpful information about campus life.	5.69	5.44 / 1.32	0.25	5.89	5.58 / 1.26	0.31
63. Student disciplinary procedures are fair.	6.13	5.43 / 1.42	0.70	6.00	5.32 / 1.40	0.68
64. New student orientation services help students adjust to college.	5.98	5.41 / 1.48	0.57	6.03	5.38 / 1.42	0.65

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

Scale/Item	Southern Arkansas University - SSI			African-American		
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
67. Freedom of expression is protected on campus.	6.26	5.61 / 1.30	0.65	6.18	5.50 / 1.30	0.68
73. Student activities fees are put to good use.	6.22	5.03 / 1.66	1.19	6.11	5.03 / 1.69	1.08

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

Scale/Item	Southern Arkansas University - SSI			African-American		
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
CAMPUS SUPPORT SERVICES	6.08	5.54 / 0.91	0.54	6.12	5.48 / 0.91	0.64
13. Library staff are helpful and approachable.	5.73	5.57 / 1.22	0.16	6.03	5.55 / 1.22	0.48
18. Library resources and services are adequate.	6.01	5.60 / 1.20	0.41	6.13	5.47 / 1.19	0.66
26. Computer labs are adequate and accessible.	6.29	5.74 / 1.27	0.55	6.24	5.64 / 1.27	0.60
32. Tutoring services are readily available.	6.06	5.74 / 1.29	0.32	6.15	5.74 / 1.35	0.41
44. Academic support services adequately meet the needs of students.	6.14	5.30 / 1.31	0.84	6.13	5.26 / 1.34	0.87
49. There are adequate services to help me decide upon a career.	6.36	5.17 / 1.51	1.19	6.26	5.11 / 1.49	1.15
54. Bookstore staff are helpful.	5.99	5.65 / 1.34	0.34	5.87	5.57 / 1.19	0.30

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Institutional Summary

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

Scale/Item	Southern Arkansas University - SSI			African-American		
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
CONCERN FOR THE INDIVIDUAL	6.19	5.33 / 1.03	0.86	6.05	5.14 / 1.14	0.91
3. Faculty care about me as an individual.	6.17	5.40 / 1.35	0.77	6.05	5.09 / 1.47	0.96
14. My academic advisor is concerned about my success as an individual.	6.40	5.61 / 1.41	0.79	6.24	5.31 / 1.48	0.93
22. Counseling staff care about students as individuals.	6.11	5.21 / 1.23	0.90	6.10	5.20 / 1.38	0.90
25. Faculty are fair and unbiased in their treatment of individual students.	6.37	5.24 / 1.47	1.13	6.13	5.12 / 1.49	1.01
30. Residence hall staff are concerned about me as an individual.	5.76	5.05 / 1.60	0.71	5.54	4.79 / 1.59	0.75
59. This institution shows concern for students as individuals.	6.31	5.44 / 1.43	0.87	6.24	5.32 / 1.51	0.92

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

Institutional Summary

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

Scale/Item	Southern Arkansas University - SSI			African-American		
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
INSTRUCTIONAL EFFECTIVENESS	6.32	5.49 / 0.92	0.83	6.13	5.32 / 0.93	0.81
3. Faculty care about me as an individual.	6.17	5.40 / 1.35	0.77	6.05	5.09 / 1.47	0.96
8. The content of the courses within my major is valuable.	6.52	5.64 / 1.37	0.88	6.26	5.60 / 1.34	0.66
16. The instruction in my major field is excellent.	6.56	5.58 / 1.34	0.98	6.46	5.52 / 1.23	0.94
25. Faculty are fair and unbiased in their treatment of individual students.	6.37	5.24 / 1.47	1.13	6.13	5.12 / 1.49	1.01
39. I am able to experience intellectual growth here.	6.34	5.67 / 1.26	0.67	6.16	5.47 / 1.23	0.69
41. There is a commitment to academic excellence on this campus.	6.31	5.63 / 1.29	0.68	6.03	5.29 / 1.44	0.74
47. Faculty provide timely feedback about student progress in a course.	6.27	5.06 / 1.51	1.21	5.94	4.91 / 1.44	1.03
53. Faculty take into consideration student differences as they teach a course.	6.19	5.00 / 1.52	1.19	6.08	4.84 / 1.61	1.24
58. The quality of instruction I receive in most of my classes is excellent.	6.45	5.52 / 1.35	0.93	6.23	5.22 / 1.36	1.01
61. Adjunct faculty are competent as classroom instructors.	6.05	5.47 / 1.23	0.58	5.70	5.33 / 1.24	0.37
65. Faculty are usually available after class and during office hours.	6.41	5.73 / 1.27	0.68	6.34	5.52 / 1.31	0.82
68. Nearly all of the faculty are knowledgeable in their field.	6.49	5.94 / 1.18	0.55	6.40	5.65 / 1.19	0.75
69. There is a good variety of courses provided on this campus.	6.36	5.77 / 1.24	0.59	6.11	5.69 / 1.26	0.42
70. Graduate teaching assistants are competent as classroom instructors.	5.96	5.25 / 1.29	0.71	5.88	5.21 / 1.27	0.67

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

Institutional Summary

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

Scale/Item	Southern Arkansas University - SSI			African-American		
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
RECRUITMENT AND FINANCIAL AID	6.22	5.10 / 1.17	1.12	6.18	4.99 / 1.18	1.19
4. Admissions staff are knowledgeable.	6.27	5.38 / 1.45	0.89	6.16	5.38 / 1.36	0.78
5. Financial aid counselors are helpful.	6.36	4.89 / 1.67	1.47	6.31	4.91 / 1.61	1.40
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.29	4.96 / 1.72	1.33	6.26	4.95 / 1.67	1.31
17. Adequate financial aid is available for most students.	6.35	5.13 / 1.58	1.22	6.40	4.86 / 1.63	1.54
43. Admissions counselors respond to prospective students' unique needs and requests.	6.01	5.06 / 1.45	0.95	6.07	4.82 / 1.58	1.25
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.00	5.19 / 1.46	0.81	5.87	5.03 / 1.52	0.84

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

Institutional Summary

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

Scale/Item	Southern Arkansas University - SSI			African-American		
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
REGISTRATION EFFECTIVENESS	6.24	5.36 / 1.08	0.88	6.17	5.33 / 1.00	0.84
11. Billing policies are reasonable.	6.12	5.00 / 1.55	1.12	6.10	4.65 / 1.55	1.45
20. The business office is open during hours which are convenient for most students.	6.20	5.36 / 1.36	0.84	6.17	5.47 / 1.15	0.70
27. The personnel involved in registration are helpful.	6.23	5.40 / 1.35	0.83	6.05	5.38 / 1.26	0.67
34. I am able to register for classes I need with few conflicts.	6.49	5.52 / 1.46	0.97	6.29	5.52 / 1.28	0.77
50. Class change (drop/add) policies are reasonable.	6.16	5.52 / 1.37	0.64	6.23	5.59 / 1.41	0.64

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

Institutional Summary

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

Scale/Item	Southern Arkansas University - SSI			African-American		
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
RESPONSIVENESS TO DIVERSE POPULATIONS		5.43 / 1.23			5.30 / 1.23	
84. Institution's commitment to part-time students?		5.35 / 1.36			5.20 / 1.38	
85. Institution's commitment to evening students?		5.36 / 1.35			5.31 / 1.34	
86. Institution's commitment to older, returning learners?		5.46 / 1.39			5.36 / 1.43	
87. Institution's commitment to under-represented populations?		5.47 / 1.33			5.18 / 1.41	
88. Institution's commitment to commuters?		5.38 / 1.52			5.20 / 1.49	
89. Institution's commitment to students with disabilities?		5.59 / 1.36			5.52 / 1.37	

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

Institutional Summary

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

Scale/Item	Southern Arkansas University - SSI			African-American		
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
SAFETY AND SECURITY	6.36	4.91 / 1.12	1.45	6.13	4.75 / 1.10	1.38
7. The campus is safe and secure for all students.	6.51	5.61 / 1.36	0.90	6.30	5.35 / 1.45	0.95
21. The amount of student parking space on campus is adequate.	6.31	3.50 / 1.93	2.81	5.83	3.65 / 1.96	2.18
28. Parking lots are well-lighted and secure.	6.29	5.14 / 1.51	1.15	6.19	4.77 / 1.51	1.42
36. Security staff respond quickly in emergencies.	6.34	5.42 / 1.32	0.92	6.20	5.22 / 1.33	0.98

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

Institutional Summary

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

Scale/Item	Southern Arkansas University - SSI			African-American		
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
SERVICE EXCELLENCE	6.10	5.27 / 0.97	0.83	6.09	5.22 / 0.98	0.87
2. The campus staff are caring and helpful.	6.43	5.61 / 1.30	0.82	6.30	5.36 / 1.43	0.94
13. Library staff are helpful and approachable.	5.73	5.57 / 1.22	0.16	6.03	5.55 / 1.22	0.48
15. The staff in the health services area are competent.	6.18	5.28 / 1.41	0.90	6.24	5.29 / 1.37	0.95
22. Counseling staff care about students as individuals.	6.11	5.21 / 1.23	0.90	6.10	5.20 / 1.38	0.90
27. The personnel involved in registration are helpful.	6.23	5.40 / 1.35	0.83	6.05	5.38 / 1.26	0.67
57. I seldom get the "run-around" when seeking information on this campus.	6.09	4.69 / 1.78	1.40	5.98	4.63 / 1.57	1.35
60. I generally know what's happening on campus.	6.00	5.36 / 1.50	0.64	6.03	5.28 / 1.39	0.75
71. Channels for expressing student complaints are readily available.	5.99	5.00 / 1.55	0.99	6.00	5.08 / 1.47	0.92

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

Institutional Summary

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

Scale/Item	Southern Arkansas University - SSI			African-American		
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
STUDENT CENTEREDNESS	6.25	5.54 / 1.05	0.71	6.14	5.29 / 1.13	0.85
1. Most students feel a sense of belonging here.	5.99	5.44 / 1.36	0.55	5.78	5.03 / 1.44	0.75
2. The campus staff are caring and helpful.	6.43	5.61 / 1.30	0.82	6.30	5.36 / 1.43	0.94
10. Administrators are approachable to students.	6.08	5.53 / 1.21	0.55	6.18	5.54 / 1.16	0.64
29. It is an enjoyable experience to be a student on this campus.	6.40	5.53 / 1.46	0.87	6.22	5.14 / 1.62	1.08
45. Students are made to feel welcome on this campus.	6.32	5.66 / 1.34	0.66	6.10	5.35 / 1.55	0.75
59. This institution shows concern for students as individuals.	6.31	5.44 / 1.43	0.87	6.24	5.32 / 1.51	0.92

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

Institutional Summary

Items: In Sequential Order

Item	Southern Arkansas University - SSI			African-American		
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
1. Most students feel a sense of belonging here.	5.99	5.44 / 1.36	0.55	5.78	5.03 / 1.44	0.75
2. The campus staff are caring and helpful.	6.43	5.61 / 1.30	0.82	6.30	5.36 / 1.43	0.94
3. Faculty care about me as an individual.	6.17	5.40 / 1.35	0.77	6.05	5.09 / 1.47	0.96
4. Admissions staff are knowledgeable.	6.27	5.38 / 1.45	0.89	6.16	5.38 / 1.36	0.78
5. Financial aid counselors are helpful.	6.36	4.89 / 1.67	1.47	6.31	4.91 / 1.61	1.40
6. My academic advisor is approachable.	6.39	5.76 / 1.40	0.63	6.15	5.48 / 1.46	0.67
7. The campus is safe and secure for all students.	6.51	5.61 / 1.36	0.90	6.30	5.35 / 1.45	0.95
8. The content of the courses within my major is valuable.	6.52	5.64 / 1.37	0.88	6.26	5.60 / 1.34	0.66
9. A variety of intramural activities are offered.	5.12	5.50 / 1.24	-0.38	5.52	5.59 / 1.29	-0.07
10. Administrators are approachable to students.	6.08	5.53 / 1.21	0.55	6.18	5.54 / 1.16	0.64
11. Billing policies are reasonable.	6.12	5.00 / 1.55	1.12	6.10	4.65 / 1.55	1.45
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.29	4.96 / 1.72	1.33	6.26	4.95 / 1.67	1.31
13. Library staff are helpful and approachable.	5.73	5.57 / 1.22	0.16	6.03	5.55 / 1.22	0.48
14. My academic advisor is concerned about my success as an individual.	6.40	5.61 / 1.41	0.79	6.24	5.31 / 1.48	0.93
15. The staff in the health services area are competent.	6.18	5.28 / 1.41	0.90	6.24	5.29 / 1.37	0.95
16. The instruction in my major field is excellent.	6.56	5.58 / 1.34	0.98	6.46	5.52 / 1.23	0.94

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

Institutional Summary
Items: In Sequential Order

Item	Southern Arkansas University - SSI			African-American		
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
17. Adequate financial aid is available for most students.	6.35	5.13 / 1.58	1.22	6.40	4.86 / 1.63	1.54
18. Library resources and services are adequate.	6.01	5.60 / 1.20	0.41	6.13	5.47 / 1.19	0.66
19. My academic advisor helps me set goals to work toward.	6.12	5.26 / 1.64	0.86	5.97	4.91 / 1.76	1.06
20. The business office is open during hours which are convenient for most students.	6.20	5.36 / 1.36	0.84	6.17	5.47 / 1.15	0.70
21. The amount of student parking space on campus is adequate.	6.31	3.50 / 1.93	2.81	5.83	3.65 / 1.96	2.18
22. Counseling staff care about students as individuals.	6.11	5.21 / 1.23	0.90	6.10	5.20 / 1.38	0.90
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.32	4.48 / 1.79	1.84	6.39	4.35 / 1.78	2.04
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.58	5.09 / 1.41	0.49	5.97	4.95 / 1.72	1.02
25. Faculty are fair and unbiased in their treatment of individual students.	6.37	5.24 / 1.47	1.13	6.13	5.12 / 1.49	1.01
26. Computer labs are adequate and accessible.	6.29	5.74 / 1.27	0.55	6.24	5.64 / 1.27	0.60
27. The personnel involved in registration are helpful.	6.23	5.40 / 1.35	0.83	6.05	5.38 / 1.26	0.67
28. Parking lots are well-lighted and secure.	6.29	5.14 / 1.51	1.15	6.19	4.77 / 1.51	1.42
29. It is an enjoyable experience to be a student on this campus.	6.40	5.53 / 1.46	0.87	6.22	5.14 / 1.62	1.08
30. Residence hall staff are concerned about me as an individual.	5.76	5.05 / 1.60	0.71	5.54	4.79 / 1.59	0.75
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.72	5.47 / 1.31	0.25	5.70	5.37 / 1.27	0.33

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

Institutional Summary

Items: In Sequential Order

Item	Southern Arkansas University - SSI			African-American		
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
32. Tutoring services are readily available.	6.06	5.74 / 1.29	0.32	6.15	5.74 / 1.35	0.41
33. My academic advisor is knowledgeable about requirements in my major.	6.43	5.81 / 1.42	0.62	6.36	5.51 / 1.64	0.85
34. I am able to register for classes I need with few conflicts.	6.49	5.52 / 1.46	0.97	6.29	5.52 / 1.28	0.77
35. The assessment and course placement procedures are reasonable.	6.10	5.46 / 1.31	0.64	5.95	5.32 / 1.33	0.63
36. Security staff respond quickly in emergencies.	6.34	5.42 / 1.32	0.92	6.20	5.22 / 1.33	0.98
37. I feel a sense of pride about my campus.	5.96	5.30 / 1.53	0.66	5.95	4.83 / 1.66	1.12
38. There is an adequate selection of food available in the cafeteria.	6.09	4.04 / 1.83	2.05	5.97	4.00 / 1.86	1.97
39. I am able to experience intellectual growth here.	6.34	5.67 / 1.26	0.67	6.16	5.47 / 1.23	0.69
40. Residence hall regulations are reasonable.	5.87	5.07 / 1.65	0.80	5.89	4.98 / 1.75	0.91
41. There is a commitment to academic excellence on this campus.	6.31	5.63 / 1.29	0.68	6.03	5.29 / 1.44	0.74
42. There are a sufficient number of weekend activities for students.	5.66	3.99 / 1.81	1.67	5.83	3.84 / 1.83	1.99
43. Admissions counselors respond to prospective students' unique needs and requests.	6.01	5.06 / 1.45	0.95	6.07	4.82 / 1.58	1.25
44. Academic support services adequately meet the needs of students.	6.14	5.30 / 1.31	0.84	6.13	5.26 / 1.34	0.87
45. Students are made to feel welcome on this campus.	6.32	5.66 / 1.34	0.66	6.10	5.35 / 1.55	0.75
46. I can easily get involved in campus organizations.	5.96	5.65 / 1.34	0.31	5.90	5.29 / 1.44	0.61

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

Institutional Summary
Items: In Sequential Order

Item	Southern Arkansas University - SSI			African-American		
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
47. Faculty provide timely feedback about student progress in a course.	6.27	5.06 / 1.51	1.21	5.94	4.91 / 1.44	1.03
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.00	5.19 / 1.46	0.81	5.87	5.03 / 1.52	0.84
49. There are adequate services to help me decide upon a career.	6.36	5.17 / 1.51	1.19	6.26	5.11 / 1.49	1.15
50. Class change (drop/add) policies are reasonable.	6.16	5.52 / 1.37	0.64	6.23	5.59 / 1.41	0.64
51. This institution has a good reputation within the community.	6.27	5.90 / 1.21	0.37	6.11	5.73 / 1.24	0.38
52. The student center is a comfortable place for students to spend their leisure time.	5.77	5.23 / 1.42	0.54	5.81	5.34 / 1.45	0.47
53. Faculty take into consideration student differences as they teach a course.	6.19	5.00 / 1.52	1.19	6.08	4.84 / 1.61	1.24
54. Bookstore staff are helpful.	5.99	5.65 / 1.34	0.34	5.87	5.57 / 1.19	0.30
55. Major requirements are clear and reasonable.	6.46	5.78 / 1.24	0.68	6.35	5.67 / 1.17	0.68
56. The student handbook provides helpful information about campus life.	5.69	5.44 / 1.32	0.25	5.89	5.58 / 1.26	0.31
57. I seldom get the "run-around" when seeking information on this campus.	6.09	4.69 / 1.78	1.40	5.98	4.63 / 1.57	1.35
58. The quality of instruction I receive in most of my classes is excellent.	6.45	5.52 / 1.35	0.93	6.23	5.22 / 1.36	1.01
59. This institution shows concern for students as individuals.	6.31	5.44 / 1.43	0.87	6.24	5.32 / 1.51	0.92
60. I generally know what's happening on campus.	6.00	5.36 / 1.50	0.64	6.03	5.28 / 1.39	0.75
61. Adjunct faculty are competent as classroom instructors.	6.05	5.47 / 1.23	0.58	5.70	5.33 / 1.24	0.37

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

Institutional Summary
Items: In Sequential Order

Item	Southern Arkansas University - SSI			African-American		
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
62. There is a strong commitment to racial harmony on this campus.	6.00	5.43 / 1.32	0.57	5.92	5.25 / 1.35	0.67
63. Student disciplinary procedures are fair.	6.13	5.43 / 1.42	0.70	6.00	5.32 / 1.40	0.68
64. New student orientation services help students adjust to college.	5.98	5.41 / 1.48	0.57	6.03	5.38 / 1.42	0.65
65. Faculty are usually available after class and during office hours.	6.41	5.73 / 1.27	0.68	6.34	5.52 / 1.31	0.82
66. Tuition paid is a worthwhile investment.	6.39	5.54 / 1.44	0.85	6.27	5.18 / 1.51	1.09
67. Freedom of expression is protected on campus.	6.26	5.61 / 1.30	0.65	6.18	5.50 / 1.30	0.68
68. Nearly all of the faculty are knowledgeable in their field.	6.49	5.94 / 1.18	0.55	6.40	5.65 / 1.19	0.75
69. There is a good variety of courses provided on this campus.	6.36	5.77 / 1.24	0.59	6.11	5.69 / 1.26	0.42
70. Graduate teaching assistants are competent as classroom instructors.	5.96	5.25 / 1.29	0.71	5.88	5.21 / 1.27	0.67
71. Channels for expressing student complaints are readily available.	5.99	5.00 / 1.55	0.99	6.00	5.08 / 1.47	0.92
72. On the whole, the campus is well-maintained.	6.33	5.68 / 1.35	0.65	6.26	5.47 / 1.43	0.79
73. Student activities fees are put to good use.	6.22	5.03 / 1.66	1.19	6.11	5.03 / 1.69	1.08
74. Campus item 1	6.40	5.48 / 1.41	0.92	6.10	5.38 / 1.38	0.72
75. Campus item 2	6.24	5.53 / 1.29	0.71	6.03	5.29 / 1.28	0.74
76. Campus item 3	5.93	5.34 / 1.37	0.59	5.80	5.43 / 1.44	0.37

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

Institutional Summary

Items: In Sequential Order

Item	Southern Arkansas University - SSI			African-American		
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
77. Campus item 4	6.22	5.57 / 1.48	0.65	6.34	5.65 / 1.50	0.69
78. Campus item 5	5.98	5.12 / 1.53	0.86	6.00	5.40 / 1.26	0.60
79. Campus item 6	5.89	5.26 / 1.47	0.63	5.61	5.14 / 1.61	0.47
80. Campus item 7	5.93	5.41 / 1.60	0.52	5.95	5.84 / 1.26	0.11
81. Campus item 8	5.44	5.01 / 1.46	0.43	5.44	5.18 / 1.38	0.26
82. Campus item 9	5.90	5.00 / 1.68	0.90	5.69	5.02 / 1.56	0.67
83. Campus item 10	6.40	5.35 / 1.55	1.05	6.19	5.06 / 1.52	1.13
84. Institution's commitment to part-time students?		5.35 / 1.36			5.20 / 1.38	
85. Institution's commitment to evening students?		5.36 / 1.35			5.31 / 1.34	
86. Institution's commitment to older, returning learners?		5.46 / 1.39			5.36 / 1.43	
87. Institution's commitment to under-represented populations?		5.47 / 1.33			5.18 / 1.41	
88. Institution's commitment to commuters?		5.38 / 1.52			5.20 / 1.49	
89. Institution's commitment to students with disabilities?		5.59 / 1.36			5.52 / 1.37	
90. Cost as factor in decision to enroll.	6.52			6.59		
91. Financial aid as factor in decision to enroll.	6.20			6.48		
92. Academic reputation as factor in decision to enroll.	5.98			6.13		
93. Size of institution as factor in decision to enroll.	5.29			5.36		

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

Institutional Summary

Items: In Sequential Order

Item	Southern Arkansas University - SSI			African-American		
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
94. Opportunity to play sports as factor in decision to enroll.	4.02			4.72		
95. Recommendations from family/friends as factor in decision to enroll.	5.15			5.27		
96. Geographic setting as factor in decision to enroll.	5.24			5.42		
97. Campus appearance as factor in decision to enroll.	5.58			5.74		
98. Personalized attention prior to enrollment as factor in decision to enroll.	5.44			5.68		

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

Institutional Summary

Summary Items

Summary Item	Southern Arkansas University - SSI	African-American
So far, how has your college experience met your expectations?	Average: 4.87	Average: 4.83
1=Much worse than expected	2%	0%
2=Quite a bit worse than I expected	1%	4%
3=Worse than I expected	9%	9%
4=About what I expected	30%	32%
5=Better than I expected	22%	23%
6=Quite a bit better than I expected	17%	13%
7=Much better than expected	16%	16%
Rate your overall satisfaction with your experience here thus far.	Average: 5.35	Average: 5.22
1=Not satisfied at all	1%	0%
2=Not very satisfied	4%	4%
3=Somewhat dissatisfied	6%	7%
4=Neutral	9%	13%
5=Somewhat satisfied	19%	23%
6=Satisfied	39%	36%
7=Very satisfied	18%	13%
All in all, if you had to do it over, would you enroll here again?	Average: 5.37	Average: 4.97
1=Definitely not	3%	3%
2=Probably not	7%	6%
3=Maybe not	3%	6%
4=I don't know	10%	16%
5=Maybe yes	14%	24%
6=Probably yes	28%	29%
7=Definitely yes	32%	13%