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Scale	2010: Wright State University - Dayton Campus			2007: Wright State University - Dayton Campus			Difference 2007 to 2010: Wright State University - Dayton Campus		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
Academic Advising: <i>assesses the academic advising program, evaluating advisors and counselors on their knowledge, competence, approachability, and personal</i>									
Academic Advising Scale Score	6.42	5.21	1.21	6.44	4.91	1.53	-0.02	0.3	-0.32
33. My academic advisor is knowledgeable about requirements in my major.	6.65	5.45	1.20	6.68	5.09	1.59	-0.03	0.36	-0.39
34. I am able to register for classes I need with few conflicts.	6.65	4.87	1.78	6.73	4.60	2.13	-0.08	0.27	-0.35
55. Major requirements are clear and reasonable.	6.59	5.53	1.06	6.59	5.14	1.45	0	0.39	-0.39
7. The campus is safe and secure for all students.	6.57	5.69	0.88	6.61	5.08	1.53	-0.04	0.61	-0.65
6. My academic advisor is approachable.	6.51	5.34	1.17	6.56	5.09	1.47	-0.05	0.25	-0.3
36. Security staff respond quickly in emergencies.	6.49	5.48	1.01	6.60	4.80	1.80	-0.11	0.68	-0.79
Safety and Security	6.42	4.79	1.63	6.52	4.28	2.24	-0.1	0.51	-0.61
28. Parking lots are well-lighted and secure.	6.33	5.32	1.01	6.41	4.77	1.64	-0.08	0.55	-0.63
14. My academic advisor is concerned about my success as an individual.	6.32	5.06	1.26	6.32	4.77	1.55	0	0.29	-0.29
21. The amount of student parking space on campus is	6.29	2.95	3.34	6.49	2.71	3.78	-0.2	0.24	-0.44
11. Billing policies are reasonable.	6.28	5.25	1.03	6.35	4.50	1.85	-0.07	0.75	-0.82
Registration Effectiveness	6.27	5.25	1.02	6.31	4.85	1.46	-0.04	0.4	-0.44
27. The personnel involved in registration are helpful.	6.23	5.31	0.92	6.21	4.96	1.25	0.02	0.35	-0.33
50. Class change (drop/add) policies are reasonable.	6.19	5.75	0.44	6.21	5.38	0.83	-0.02	0.37	-0.39
19. My academic advisor helps me set goals to work toward.	6.01	4.65	1.36	6.05	4.42	1.63	-0.4	0.23	-0.27
20. The business office is open during hours which are convenient for most students.	5.95	5.08	0.87	6.03	4.83	1.20	-0.08	0.25	-0.33
Campus Climate: <i>evaluates how the institution promotes a sense of campus pride and belonging.</i>									
Campus Climate Scale Score	6.15	5.23	0.92	6.19	4.89	1.30	-0.04	0.34	-0.38
1. Most students feel a sense of belonging here.	5.71	4.91	0.80	5.57	4.67	0.90	0.14	0.24	-0.1
2. The campus staff are caring and helpful.	6.36	5.29	1.07	6.42	4.98	1.44	-0.05	0.31	-0.37
3. Faculty care about me as an individual.	6.06	5.00	1.06	6.16	4.79	1.37	-0.1	0.21	-0.31
7. The campus is safe and secure for all students.	6.57	5.69	0.88	6.61	5.08	1.53	-0.04	0.61	-0.65
10. Administrators are approachable to students.	5.85	5.04	0.81	5.95	4.69	1.26	-0.1	0.35	-0.45
29. It is an enjoyable experience to be a student on this	6.37	5.34	1.03	6.38	5.05	1.33	-0.01	0.29	-0.3

37. I feel a sense of pride about my campus.	5.65	4.99	0.66	5.63	4.81	0.82	0.02	0.18	-0.16
41. There is a commitment to academic excellence on this campus.	6.44	5.47	0.97	6.45	5.24	1.21	-0.01	0.23	-0.3
45. Students are made to feel welcome on this campus.	6.20	5.40	0.80	6.25	5.10	1.15	-0.05	0.3	-0.35
51. This institution has a good reputation within the	6.19	5.76	0.43	6.21	5.49	0.72	-0.02	0.27	-0.29
57. I seldom get the "run-around" when seeking information on this campus.	6.28	4.73	1.55	6.40	4.16	2.24	-0.12	0.57	-0.69
59. This institution shows concern for students as individuals.	6.33	5.15	1.18	6.34	4.75	1.59	-0.01	0.4	-0.41
60. I generally know what's happening on campus.	5.65	5.03	0.62	5.67	4.70	0.97	-0.02	0.33	-0.35
62. There is a strong commitment to racial harmony on this campus.	5.94	5.40	0.54	5.97	5.02	0.95	-0.03	0.38	-0.41
66. Tuition paid is a worthwhile investment.	6.61	5.28	1.33	6.66	4.90	1.76	-0.05	0.38	-0.43
67. Freedom of expression is protected on campus.	6.14	5.66	0.48	6.20	5.39	0.81	-0.06	0.27	-0.33
71. Channels for expressing student complaints are readily available.	6.10	4.68	1.42	6.27	4.27	2.00	-0.17	0.41	-0.58

Campus Support Services: assesses the quality of support programs and services.

Campus Support Services Scale Score	6.10	5.65	0.45	6.09	5.46	0.63	0.01	0.19	-0.18
26. Computer labs are adequate and accessible.	6.38	5.88	0.50	6.42	5.72	0.70	-0.4	0.16	-0.2
49. There are adequate services to help me decide upon a	6.24	4.98	1.26	6.29	4.87	1.42	-0.05	0.12	-0.16
18. Library resources and services are adequate.	6.23	5.88	0.35	6.25	5.82	0.43	-0.02	0.06	0.08
44. Academic support services adequately meet the needs of students.	6.22	5.32	0.90	6.22	4.88	1.34	0	0.44	-0.44
32. Tutoring services are readily available.	5.95	5.71	0.24	5.88	5.13	0.75	0.07	0.58	-0.51
54. Bookstore staff are helpful.	5.93	5.81	0.12	5.83	5.72	0.11	0.1	0.09	0.01
13. Library staff are helpful and approachable.	5.76	5.86	-0.10	5.73	5.78	-0.05	0.03	0.08	-0.05

Concern for the Individual: assesses your commitment to treating each student as an individual. This assessment includes groups who deal personally with students

Concern for the Individual Scale Score	6.20	5.10	1.10	6.24	4.79	1.45	-0.04	0.31	-0.35
25. Faculty are fair and unbiased in their treatment of individual students.	6.43	5.38	1.05	6.53	5.02	1.51	-0.1	0.36	-0.46
59. This institution shows concern for students as individuals.	6.33	5.15	1.18	6.34	4.75	1.59	-0.01	0.4	-0.41
14. My academic advisor is concerned about my success as an individual.	6.32	5.06	1.26	6.32	4.77	1.55	0	0.29	-0.29

22. Counseling staff care about students as individuals.	6.10	5.00	1.10	6.13	4.64	1.49	-0.03	0.36	-0.39
3. Faculty care about me as an individual.	6.06	5.00	1.06	6.16	4.79	1.37	-0.1	0.21	-0.31
30. Residence hall staff are concerned about me as an	5.66	4.85	0.81	5.58	4.61	0.97	0.08	0.24	-0.16

Instructional Effectiveness: *measures students' academic experiences, the curriculum, and the campus's commitment to academic excellence.*

Instructional Effectiveness Scale Score	6.44	5.43	1.01	6.49	5.21	1.28	-0.05	0.22	-0.27
8. The content of the courses within my major is valuable.	6.65	5.38	1.27	6.71	5.19	1.52	-0.05	0.19	-0.25
58. The quality of instruction I receive in most of my classes is excellent.	6.64	5.45	1.19	6.65	5.23	1.42	-0.01	0.22	-0.23
16. The instruction in my major field is excellent.	6.63	5.44	1.19	6.69	5.20	1.49	-0.06	0.24	-0.3
68. Nearly all of the faculty are knowledgeable in their field.	6.63	5.78	0.85	6.67	5.64	1.03	-0.04	0.14	-0.18
69. There is a good variety of courses provided on this	6.52	5.61	0.91	6.56	5.47	1.09	-0.04	0.14	-0.18
39. I am able to experience intellectual growth here.	6.48	5.74	0.74	6.53	5.55	0.98	-0.05	0.19	-0.24
41. There is a commitment to academic excellence on this campus.	6.44	5.47	0.97	6.45	5.24	1.21	-0.01	0.23	-0.24
25. Faculty are fair and unbiased in their treatment of individual students.	6.43	5.38	1.05	6.53	5.02	1.51	-0.1	0.36	-0.46
47. Faculty provide timely feedback about student progress in a course.	6.41	5.09		6.46	4.96	1.50	-0.05	0.13	-0.18
65. Faculty are usually available after class and during office hours.	6.40	5.80	0.60	6.42	5.57	0.85	-0.02	0.23	-0.25
61. Adjunct faculty are competent as classroom instructors.	6.35	5.49	0.86	6.41	5.23	1.18	-0.05	0.26	-0.32
70. Graduate teaching assistants are competent as classroom instructors.	6.30	5.28	1.02	6.32	5.08	1.24	-0.02	0.2	-0.22
53. Faculty take into consideration student differences as they teach a course.	6.15	5.07	1.08	6.21	4.83	1.38	-0.05	0.24	-0.3
3. Faculty care about me as an individual.	6.06	5.00	1.06	6.16	4.79	1.37	-0.1	0.21	-0.31

Recruitment and Financial Aid: *measures the competence of admissions counselors, along with students' perceptions of the financial aid programs.*

Recruitment and Financial Aid Scale Score	6.27	5.11	1.16	6.28	4.64	1.64	-0.01	0.47	-0.48
17. Adequate financial aid is available for most students.	6.46	5.03	1.43	6.50	4.49	2.01	-0.04	0.54	-0.58
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.44	5.10	1.34	6.36	4.65	1.71	0.08	0.45	-0.37

5. Financial aid counselors are helpful.	6.32	5.19	1.13	6.33	4.61	1.72	-0.01	0.58	-0.59
4. Admissions staff are knowledgeable.	6.20	5.13	1.07	6.27	4.61	1.66	-0.07	0.52	-0.59
43. Admissions counselors respond to prospective students' unique needs and requests.	6.12	5.10	1.02	6.09	4.73	1.36	0.03	0.37	-0.34
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.05	5.12	0.93	6.11	4.82	1.29	-0.06	0.3	-0.36

Responsiveness to Diverse Populations: *assesses the institution's commitment to specific groups of students enrolled at the institution (e.g., under-represented populations, students with disabilities, commuters, part-time students, and adult learners).*

Responsiveness to Diverse Populations Scale Score		5.43			5.07			0.36	
89. Institution's commitment to students with disabilities?		6.24			6.03			0.21	
87. Institution's commitment to under-represented		5.51			5.14			0.37	
86. Institution's commitment to older, returning learners?		5.35			5.03			0.32	
84. Institution's commitment to part-time students?		5.30			4.97			0.33	
85. Institution's commitment to evening students?		5.28			4.98			0.3	
88. Institution's commitment to commuters?		5.01			4.50			0.51	

Service Excellence: *measures quality of service and personal concern for students in various areas of campus.*

Service Excellence Scale Score	6.06	5.15	0.91	6.10	4.82	1.28	-0.04	0.33	-0.37
2. The campus staff are caring and helpful.	6.36	5.29	1.07	6.42	4.98	1.44	-0.06	0.31	-0.37
57. I seldom get the "run-around" when seeking information on this campus.	6.28	4.73	1.55	6.40	4.16	2.24	-0.12	0.57	-0.69
27. The personnel involved in registration are helpful.	6.23	5.31	0.92	6.21	4.96	1.25	0.02	0.35	-0.33
22. Counseling staff care about students as individuals.	6.10	5.00	1.10	6.13	4.64	1.49	-0.03	0.36	-0.39
71. Channels for expressing student complaints are readily available.	6.10	4.68	1.42	6.27	4.27	2.00	-0.17	0.41	-0.58
15. The staff in the health services area are competent.	5.93	5.26	0.67	5.87	5.04	0.83	0.06	0.22	-0.16
13. Library staff are helpful and approachable.	5.76	5.86	-0.10	5.73	5.78	-0.05	0.03	0.08	-0.05
60. I generally know what's happening on campus.	5.65	5.03	0.62	5.67	4.70	0.97	-0.02	0.33	-0.35

Student Centeredness: *measures the institution's attitude toward students and the extent to which they feel welcome and valued.*

Student Centeredness Scale Score	6.14	5.19	0.95	6.15	4.87	1.28	-0.01	0.32	-0.33
29. It is an enjoyable experience to be a student on this	6.37	5.34	1.03	6.38	5.05	1.33	-0.01	0.29	-0.3
2. The campus staff are caring and helpful.	6.36	5.29	1.07	6.42	4.98	1.44	-0.06	0.31	-0.37

59. This institution shows concern for students as individuals.	6.33	5.15	1.18	6.34	4.75	1.59	-0.01	0.4	-0.41
45. Students are made to feel welcome on this campus.	6.20	5.40	0.80	6.25	5.10	1.15	-0.05	0.3	-0.35
67. Freedom of expression is protected on campus.	6.14	5.66	0.48	6.20	5.39	0.81	-0.06	0.27	-0.33
63. Student disciplinary procedures are fair.	6.11	5.52	0.59	6.11	5.24	0.87	0	0.28	-0.28
73. Student activities fees are put to good use.	6.07	4.78	1.29	6.16	4.18	1.98	-0.09	0.6	-0.69
38. There is an adequate selection of food available in the cafeteria.	5.91	4.96	0.95	5.92	4.79	1.13	-0.01	0.17	-0.18
64. New student orientation services help students adjust to college.	5.91	5.10	0.81	5.91	4.90	1.01	0	0.2	-0.2
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	5.88	4.86	1.02	6.05	4.73	1.32	-0.17	0.15	-0.3
10. Administrators are approachable to students.	5.85	5.04	0.81	5.95	4.69	1.26	-0.1	0.35	-0.45
52. The student center is a comfortable place for students to spend their leisure time.	5.80	5.56	0.24	5.81	5.07	0.74	-0.01	0.49	-0.5
40. Residence hall regulations are reasonable.	5.78	5.17	0.61	5.79	4.88	0.91	-0.01	0.29	-0.3
1. Most students feel a sense of belonging here.	5.71	4.91	0.80	5.57	4.67	0.90	0.14	0.24	-0.1
30. Residence hall staff are concerned about me as an	5.66	4.85	0.81	5.58	4.61	0.97	0.08	0.24	-0.16
Campus Life	5.65	5.10	0.55	5.67	4.86	0.81	-0.02	0.24	-0.26
46. I can easily get involved in campus organizations.	5.65	5.23	0.42	5.72	5.14	0.58	-0.07	0.09	-0.16
56. The student handbook provides helpful information about campus life.	5.52	5.06	0.46	5.52	4.86	0.66	0	0.2	-0.2
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.43	5.57	-0.14	5.51	5.37	0.14	-0.08	0.2	-0.28
42. There are a sufficient number of weekend activities for students.	5.20	4.24	0.96	5.20	3.90	1.30	0	0.34	-0.34
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.02	4.52	0.50	5.12	4.57	0.55	-0.1	-0.05	-0.05
9. A variety of intramural activities are offered.	4.67	5.16	-0.49	4.58	4.98	-0.40	0.09	0.18	0.09