

Wright State University

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Student Satisfaction Inventory

Office of Institutional Research & Effectiveness

2018

2018 Student Satisfaction Inventory

Ruffalo Noel Levitz, LLC

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Demographics

Gender		N	%	Class Level		N	%
Female		420	68.74%	Freshman		79	12.31%
Male		191	31.26%	Sophomore		119	18.54%
Total		611	100.00%	Junior		160	24.92%
No Response		147		Senior		271	42.21%
				Special student		2	0.31%
				Graduate/Professional		2	0.31%
				Other class level		9	1.40%
				Total		642	100.00%
				No Response		116	
Age		N	%	Current GPA		N	%
18 and under		30	4.82%	No credits earned		14	1.99%
19 to 24		461	74.00%	1.99 or below		6	0.85%
25 to 34		86	13.80%	2.0 - 2.49		51	7.25%
35 to 44		25	4.01%	2.5 - 2.99		129	18.35%
45 and over		21	3.37%	3.0 - 3.49		210	29.87%
Total		623	100.00%	3.5 or above		293	41.68%
No Response		135		Total		703	100.00%
				No Response		55	
Ethnicity/Race		N	%	Educational Goal		N	%
African-American		42	6.17%	Associate degree		4	0.60%
American Indian or Alaskan Native		5	0.73%	Bachelor's degree		490	73.35%
Asian or Pacific Islander		31	4.55%	Master's degree		116	17.37%
Caucasian/White		532	78.12%	Doctorate or professional degree		51	7.63%
Hispanic		19	2.79%	Certification (initial/renewal)		2	0.30%
Other race		17	2.50%	Self-improvement/pleasure		2	0.30%
Race - Prefer not to respond		35	5.14%	Job-related training		0	0.00%
Total		681	100.00%	Other educational goal		3	0.45%
No Response		77		Total		668	100.00%
				No Response		90	
Current Enrollment Status		N	%				
Day		628	88.33%				
Evening		81	11.39%				
Weekend		2	0.28%				
Total		711	100.00%				
No Response		47					
Current Class Load		N	%				
Full-time		571	87.58%				
Part-time		81	12.42%				
Total		652	100.00%				
No Response		106					

Demographics

Employment	N	%	Institution Question	N	%
Full-time off campus	112	15.71%	Campus item - Answer 1	0	0%
Part-time off campus	307	43.06%	Campus item - Answer 2	0	0%
Full-time on campus	34	4.77%	Campus item - Answer 3	0	0%
Part-time on campus	107	15.01%	Campus item - Answer 4	0	0%
Not employed	153	21.46%	Campus item - Answer 5	0	0%
Total	713	100.00%	Campus item - Answer 6	0	0%
No Response	45		Total	0	100.00%
			No Response	758	

Current Residence	N	%	Institution Question 2	N	%
Residence hall	145	20.22%	Campus item 2 - Answer 1	0	0%
Fraternity / Sorority	1	0.14%	Campus item 2 - Answer 2	0	0%
Own house	113	15.76%	Campus item 2 - Answer 3	0	0%
Rent room or apt off campus	204	28.45%	Campus item 2 - Answer 4	0	0%
Parent's home	220	30.68%	Campus item 2 - Answer 5	0	0%
Other residence	34	4.74%	Campus item 2 - Answer 6	0	0%
Total	717	100.00%	Total	0	100.00%
No Response	41		No Response	758	

Residence Classification	N	%
In-state	642	96.11%
Out-of-state	13	1.95%
International (not U.S. citizen)	13	1.95%
Total	668	100.00%
No Response	90	

Disabilities	N	%
Yes - Disability	62	9.79%
No - Disability	571	90.21%
Total	633	100.00%
No Response	125	

Institution Was My	N	%
1st choice	361	55.45%
2nd choice	189	29.03%
3rd choice or lower	101	15.51%
Total	651	100.00%
No Response	107	

Strategic Planning Overview

Strengths and Challenges

Strengths

- 36. Security staff respond quickly in emergencies.
- 68. Nearly all of the faculty are knowledgeable in their field.
- 39. I am able to experience intellectual growth here.
- 81. Campus item: Student mental health issues have a significant impact on student success.
- 61. Adjunct faculty are competent as classroom instructors.
- 26. Computer labs are adequate and accessible.
- 32. Tutoring services are readily available.
- 65. Faculty are usually available after class and during office hours.
- 74. Campus item: I have been adequately informed about policies related to plagiarism, cheating, and other academic integrity issues.
- 63. Student disciplinary procedures are fair.
- 79. Campus item: The counselors at Counseling and Wellness Services care about students.
- 50. Class change (drop/add) policies are reasonable.
- 80. Campus item: The counselors at Counseling and Wellness services help students to succeed.

Challenges

- 34. I am able to register for classes I need with few conflicts.
- 58. The quality of instruction I receive in most of my classes is excellent.
- 66. Tuition paid is a worthwhile investment.
- 17. Adequate financial aid is available for most students.
- 25. Faculty are fair and unbiased in their treatment of individual students.
- 47. Faculty provide timely feedback about student progress in a course.
- 83. Campus item: There are sufficient mental health staff to meet the needs of students.
- 59. This institution shows concern for students as individuals.
- 29. It is an enjoyable experience to be a student on this campus.
- 5. Financial aid counselors are helpful.
- 4. Admissions staff are knowledgeable.

Strategic Planning Overview

Benchmarks

Higher Satisfaction vs. National Four-Year Publics

- 36. Security staff respond quickly in emergencies.
- 26. Computer labs are adequate and accessible.
- 32. Tutoring services are readily available.

Lower Satisfaction vs. National Four-Year Publics

- 34. I am able to register for classes I need with few conflicts.
- 33. My academic advisor is knowledgeable about requirements in my major.
- 8. The content of the courses within my major is valuable.
- 68. Nearly all of the faculty are knowledgeable in their field.
- 16. The instruction in my major field is excellent.
- 58. The quality of instruction I receive in most of my classes is excellent.
- 55. Major requirements are clear and reasonable.
- 7. The campus is safe and secure for all students.
- 66. Tuition paid is a worthwhile investment.
- 69. There is a good variety of courses provided on this campus.
- 39. I am able to experience intellectual growth here.
- 6. My academic advisor is approachable.
- 17. Adequate financial aid is available for most students.
- 25. Faculty are fair and unbiased in their treatment of individual students.
- 41. There is a commitment to academic excellence on this campus.
- 47. Faculty provide timely feedback about student progress in a course.
- 14. My academic advisor is concerned about my success as an individual.
- 72. On the whole, the campus is well-maintained.
- 35. The assessment and course placement procedures are reasonable.
- 2. The campus staff are caring and helpful.
- 44. Academic support services adequately meet the needs of students.
- 59. This institution shows concern for students as individuals.
- 29. It is an enjoyable experience to be a student on this campus.
- 5. Financial aid counselors are helpful.

Higher Importance vs. National Four-Year Publics

- 36. Security staff respond quickly in emergencies.
- 61. Adjunct faculty are competent as classroom instructors.
- 70. Graduate teaching assistants are competent as classroom instructors.

Strategic Planning Overview

Institutional Summary

Scales: In Order of Importance

Scale	Wright State University - Main Campus - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Academic Advising	6.39	4.95 / 1.73	1.44	6.35	5.44 / 1.39	0.91	-0.49 ***
Instructional Effectiveness	6.38	5.06 / 1.25	1.32	6.33	5.41 / 1.12	0.92	-0.35 ***
Safety and Security	6.36	4.44 / 1.31	1.92	6.27	4.81 / 1.30	1.46	-0.37 ***
Registration Effectiveness	6.25	4.98 / 1.30	1.27	6.21	5.17 / 1.23	1.04	-0.19 ***
Recruitment and Financial Aid	6.23	4.65 / 1.49	1.58	6.19	5.05 / 1.30	1.14	-0.40 ***
Concern for the Individual	6.18	4.71 / 1.46	1.47	6.16	5.20 / 1.24	0.96	-0.49 ***
Campus Support Services	6.15	5.54 / 1.16	0.61	6.09	5.50 / 1.08	0.59	0.04
Campus Climate	6.12	4.62 / 1.37	1.50	6.16	5.26 / 1.15	0.90	-0.64 ***
Student Centeredness	6.11	4.57 / 1.48	1.54	6.16	5.25 / 1.25	0.91	-0.68 ***
Service Excellence	6.08	4.81 / 1.30	1.27	6.07	5.18 / 1.17	0.89	-0.37 ***
Campus Life	5.77	4.85 / 1.32	0.92	5.83	5.10 / 1.18	0.73	-0.25 ***
Responsiveness to Diverse Populations		4.95 / 1.56			5.30 / 1.41		-0.35 ***

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

National Group Means are based on 71029 records.

Institutional Summary
Items: In Order of Importance

Item	Wright State University - Main Campus - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
34. I am able to register for classes I need with few conflicts.	6.62	4.76 / 1.99	1.86	6.50	5.09 / 1.79	1.41	-0.33 ***
33. My academic advisor is knowledgeable about requirements in my major.	6.61	5.20 / 2.07	1.41	6.50	5.63 / 1.62	0.87	-0.43 ***
8. The content of the courses within my major is valuable.	6.60	5.15 / 1.65	1.45	6.53	5.55 / 1.40	0.98	-0.40 ***
36. Security staff respond quickly in emergencies.	6.60	5.56 / 1.56	1.04	6.37	5.40 / 1.49	0.97	0.16 *
68. Nearly all of the faculty are knowledgeable in their field.	6.59	5.51 / 1.57	1.08	6.48	5.74 / 1.35	0.74	-0.23 ***
16. The instruction in my major field is excellent.	6.57	5.21 / 1.66	1.36	6.50	5.51 / 1.44	0.99	-0.30 ***
58. The quality of instruction I receive in most of my classes is excellent.	6.54	4.98 / 1.71	1.56	6.46	5.39 / 1.45	1.07	-0.41 ***
7. The campus is safe and secure for all students.	6.49	5.26 / 1.57	1.23	6.46	5.52 / 1.44	0.94	-0.26 ***
55. Major requirements are clear and reasonable.	6.49	5.15 / 1.73	1.34	6.42	5.50 / 1.48	0.92	-0.35 ***
66. Tuition paid is a worthwhile investment.	6.45	4.53 / 1.95	1.92	6.41	5.15 / 1.65	1.26	-0.62 ***
69. There is a good variety of courses provided on this campus.	6.45	5.18 / 1.72	1.27	6.38	5.54 / 1.47	0.84	-0.36 ***
39. I am able to experience intellectual growth here.	6.44	5.30 / 1.62	1.14	6.41	5.62 / 1.39	0.79	-0.32 ***
81. Campus item: Student mental health issues have a significant impact on student success.	6.43	5.63 / 1.69	0.80				
6. My academic advisor is approachable.	6.41	5.06 / 2.10	1.35	6.41	5.57 / 1.67	0.84	-0.51 ***
61. Adjunct faculty are competent as classroom instructors.	6.36	5.36 / 1.74	1.00	6.18	5.39 / 1.45	0.79	-0.03
17. Adequate financial aid is available for most students.	6.35	4.60 / 1.81	1.75	6.33	4.90 / 1.71	1.43	-0.30 ***

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

National Group Means are based on 71029 records.

Institutional Summary

Items: In Order of Importance

Item	Wright State University - Main Campus - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
25. Faculty are fair and unbiased in their treatment of individual students.	6.35	4.76 / 1.83	1.59	6.35	5.30 / 1.52	1.05	-0.54 ***
90. Cost as factor in decision to enroll.	6.35			6.30			
41. There is a commitment to academic excellence on this campus.	6.34	4.87 / 1.73	1.47	6.32	5.48 / 1.43	0.84	-0.61 ***
47. Faculty provide timely feedback about student progress in a course.	6.33	4.61 / 1.72	1.72	6.33	5.11 / 1.57	1.22	-0.50 ***
14. My academic advisor is concerned about my success as an individual.	6.32	4.82 / 2.15	1.50	6.31	5.37 / 1.69	0.94	-0.55 ***
70. Graduate teaching assistants are competent as classroom instructors.	6.32	5.19 / 1.76	1.13	6.15	5.28 / 1.52	0.87	-0.09
72. On the whole, the campus is well-maintained.	6.31	5.10 / 1.77	1.21	6.30	5.63 / 1.46	0.67	-0.53 ***
26. Computer labs are adequate and accessible.	6.30	5.77 / 1.46	0.53	6.18	5.56 / 1.45	0.62	0.21 ***
32. Tutoring services are readily available.	6.30	5.73 / 1.52	0.57	6.15	5.57 / 1.46	0.58	0.16 **
35. The assessment and course placement procedures are reasonable.	6.30	5.11 / 1.75	1.19	6.22	5.31 / 1.49	0.91	-0.20 ***
65. Faculty are usually available after class and during office hours.	6.30	5.58 / 1.49	0.72	6.31	5.68 / 1.37	0.63	-0.10
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.29	4.87 / 1.82	1.42	6.28	4.94 / 1.73	1.34	-0.07
2. The campus staff are caring and helpful.	6.28	4.78 / 1.71	1.50	6.27	5.29 / 1.46	0.98	-0.51 ***
44. Academic support services adequately meet the needs of students.	6.26	5.01 / 1.77	1.25	6.17	5.31 / 1.47	0.86	-0.30 ***

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

National Group Means are based on 71029 records.

Institutional Summary
Items: In Order of Importance

Item	Wright State University - Main Campus - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
83. Campus item: There are sufficient mental health staff to meet the needs of students.	6.26	4.56 / 2.07	1.70				
59. This institution shows concern for students as individuals.	6.25	4.27 / 1.97	1.98	6.28	5.16 / 1.61	1.12	-0.89 ***
28. Parking lots are well-lighted and secure.	6.24	4.90 / 1.75	1.34	6.12	4.96 / 1.66	1.16	-0.06
29. It is an enjoyable experience to be a student on this campus.	6.24	4.57 / 1.88	1.67	6.31	5.33 / 1.58	0.98	-0.76 ***
5. Financial aid counselors are helpful.	6.23	4.49 / 1.88	1.74	6.18	4.89 / 1.73	1.29	-0.40 ***
74. Campus item: I have been adequately informed about policies related to plagiarism, cheating, and other academic integrity issues.	6.23	6.25 / 1.28	-0.02				
82. Campus item: The university provides sufficient resources to ensure student health and wellness.	6.23	5.06 / 1.77	1.17				
63. Student disciplinary procedures are fair.	6.22	5.48 / 1.62	0.74	6.12	5.42 / 1.46	0.70	0.06
79. Campus item: The counselors at Counseling and Wellness Services care about students.	6.22	5.44 / 1.74	0.78				
4. Admissions staff are knowledgeable.	6.21	4.51 / 1.85	1.70	6.21	5.22 / 1.53	0.99	-0.71 ***
27. The personnel involved in registration are helpful.	6.21	4.98 / 1.75	1.23	6.20	5.29 / 1.54	0.91	-0.31 ***
50. Class change (drop/add) policies are reasonable.	6.21	5.63 / 1.56	0.58	6.19	5.44 / 1.54	0.75	0.19 **
80. Campus item: The counselors at Counseling and Wellness services help students to succeed.	6.21	5.42 / 1.72	0.79				
91. Financial aid as factor in decision to enroll.	6.21			6.12			
49. There are adequate services to help me decide upon a career.	6.20	4.81 / 1.87	1.39	6.23	5.22 / 1.57	1.01	-0.41 ***

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Institutional Summary

Items: In Order of Importance

Item	Wright State University - Main Campus - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
71. Channels for expressing student complaints are readily available.	6.19	4.10 / 1.99	2.09	6.08	4.90 / 1.70	1.18	-0.80 ***
45. Students are made to feel welcome on this campus.	6.18	4.97 / 1.75	1.21	6.26	5.45 / 1.50	0.81	-0.48 ***
11. Billing policies are reasonable.	6.17	4.55 / 1.79	1.62	6.16	4.82 / 1.66	1.34	-0.27 ***
21. The amount of student parking space on campus is adequate.	6.17	2.58 / 1.82	3.59	6.12	3.42 / 2.04	2.70	-0.84 ***
51. This institution has a good reputation within the community.	6.17	4.24 / 2.03	1.93	6.21	5.58 / 1.47	0.63	-1.34 ***
18. Library resources and services are adequate.	6.16	5.81 / 1.34	0.35	6.13	5.65 / 1.32	0.48	0.16 **
22. Counseling staff care about students as individuals.	6.16	5.05 / 1.85	1.11	6.10	5.20 / 1.53	0.90	-0.15 *
57. I seldom get the "run-around" when seeking information on this campus.	6.16	4.15 / 2.06	2.01	6.11	4.78 / 1.81	1.33	-0.63 ***
43. Admissions counselors respond to prospective students' unique needs and requests.	6.15	4.77 / 1.90	1.38	6.06	5.19 / 1.54	0.87	-0.42 ***
62. There is a strong commitment to racial harmony on this campus.	6.15	5.31 / 1.75	0.84	6.06	5.49 / 1.47	0.57	-0.18 **
53. Faculty take into consideration student differences as they teach a course.	6.13	4.51 / 1.82	1.62	6.16	5.02 / 1.61	1.14	-0.51 ***
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.12	4.80 / 1.77	1.32	5.99	4.82 / 1.66	1.17	-0.02
67. Freedom of expression is protected on campus.	6.12	5.39 / 1.66	0.73	6.19	5.54 / 1.44	0.65	-0.15 **
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.11	4.69 / 1.85	1.42	6.04	5.18 / 1.55	0.86	-0.49 ***
19. My academic advisor helps me set goals to work toward.	6.10	4.52 / 2.18	1.58	6.13	5.12 / 1.76	1.01	-0.60 ***

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Institutional Summary

Items: In Order of Importance

Item	Wright State University - Main Campus - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
73. Student activities fees are put to good use.	6.09	4.15 / 1.96	1.94	6.13	4.72 / 1.74	1.41	-0.57 ***
15. The staff in the health services area are competent.	6.07	5.38 / 1.58	0.69	6.07	5.34 / 1.47	0.73	0.04
3. Faculty care about me as an individual.	6.03	4.65 / 1.77	1.38	6.09	5.12 / 1.53	0.97	-0.47 ***
20. The business office is open during hours which are convenient for most students.	6.01	5.00 / 1.67	1.01	5.97	5.25 / 1.48	0.72	-0.25 ***
64. New student orientation services help students adjust to college.	5.99	4.81 / 1.87	1.18	6.01	5.22 / 1.61	0.79	-0.41 ***
13. Library staff are helpful and approachable.	5.96	5.81 / 1.37	0.15	5.83	5.63 / 1.35	0.20	0.18 ***
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.93	5.62 / 1.49	0.31	5.80	5.51 / 1.44	0.29	0.11
10. Administrators are approachable to students.	5.92	4.35 / 1.86	1.57	6.00	5.14 / 1.49	0.86	-0.79 ***
38. There is an adequate selection of food available in the cafeteria.	5.92	4.22 / 1.97	1.70	5.99	4.46 / 1.85	1.53	-0.24 **
54. Bookstore staff are helpful.	5.91	5.70 / 1.49	0.21	5.92	5.53 / 1.47	0.39	0.17 **
78. Campus item: Campus residence services demonstrate commitment to meeting the needs of students.	5.86	5.05 / 1.82	0.81				
40. Residence hall regulations are reasonable.	5.85	5.11 / 1.78	0.74	5.82	5.08 / 1.59	0.74	0.03
46. I can easily get involved in campus organizations.	5.78	5.14 / 1.79	0.64	5.94	5.37 / 1.54	0.57	-0.23 ***
1. Most students feel a sense of belonging here.	5.77	4.46 / 1.62	1.31	5.84	5.15 / 1.48	0.69	-0.69 ***
30. Residence hall staff are concerned about me as an individual.	5.77	4.92 / 1.87	0.85	5.71	4.98 / 1.62	0.73	-0.06

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 *** Difference statistically significant at the .001 level

National Group Means are based on 71029 records.

Institutional Summary

Items: In Order of Importance

Item	Wright State University - Main Campus - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
52. The student center is a comfortable place for students to spend their leisure time.	5.74	5.17 / 1.69	0.57	5.93	5.38 / 1.54	0.55	-0.21 **
76. Campus item: The campus dining program meets my needs.	5.71	4.15 / 2.03	1.56				
37. I feel a sense of pride about my campus.	5.70	4.23 / 2.05	1.47	5.88	5.25 / 1.63	0.63	-1.02 ***
92. Academic reputation as factor in decision to enroll.	5.69			6.04			
60. I generally know what's happening on campus.	5.64	4.40 / 1.86	1.24	5.87	5.02 / 1.63	0.85	-0.62 ***
56. The student handbook provides helpful information about campus life.	5.63	4.84 / 1.85	0.79	5.71	5.24 / 1.50	0.47	-0.40 ***
77. Campus item: Parents, family, and/or friends are critical in student's decisions to enroll at Wright State University.	5.59	5.31 / 1.73	0.28				
96. Geographic setting as factor in decision to enroll.	5.46			5.57			
42. There are a sufficient number of weekend activities for students.	5.27	3.96 / 2.00	1.31	5.53	4.65 / 1.73	0.88	-0.69 ***
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.15	4.15 / 1.93	1.00	5.37	4.80 / 1.70	0.57	-0.65 ***
9. A variety of intramural activities are offered.	5.06	4.99 / 1.66	0.07	5.18	5.27 / 1.46	-0.09	-0.28 ***
93. Size of institution as factor in decision to enroll.	4.99			5.35			
97. Campus appearance as factor in decision to enroll.	4.97			5.42			
98. Personalized attention prior to enrollment as factor in decision to enroll.	4.97			5.42			
75. Campus item: Campus housing options were important in my decision to enroll at WSU.	4.86	4.88 / 2.03	-0.02				

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

National Group Means are based on 71029 records.

Institutional Summary
Items: In Order of Importance

Item	Wright State University - Main Campus - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
95. Recommendations from family/friends as factor in decision to enroll.	4.65			4.93			
94. Opportunity to play sports as factor in decision to enroll.	2.98			3.74			
84. Institution's commitment to part-time students?		4.85 / 1.82			5.27 / 1.52		-0.42 ***
85. Institution's commitment to evening students?		4.86 / 1.77			5.23 / 1.54		-0.37 ***
86. Institution's commitment to older, returning learners?		4.98 / 1.80			5.36 / 1.52		-0.38 ***
87. Institution's commitment to under-represented populations?		4.97 / 1.83			5.33 / 1.50		-0.36 ***
88. Institution's commitment to commuters?		4.42 / 1.97			5.10 / 1.69		-0.68 ***
89. Institution's commitment to students with disabilities?		5.73 / 1.59			5.53 / 1.47		0.20 **

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

National Group Means are based on 71029 records.

Institutional Summary

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

Scale/Item	Wright State University - Main Campus - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC ADVISING	6.39	4.95 / 1.73	1.44	6.35	5.44 / 1.39	0.91	-0.49 ***
6. My academic advisor is approachable.	6.41	5.06 / 2.10	1.35	6.41	5.57 / 1.67	0.84	-0.51 ***
14. My academic advisor is concerned about my success as an individual.	6.32	4.82 / 2.15	1.50	6.31	5.37 / 1.69	0.94	-0.55 ***
19. My academic advisor helps me set goals to work toward.	6.10	4.52 / 2.18	1.58	6.13	5.12 / 1.76	1.01	-0.60 ***
33. My academic advisor is knowledgeable about requirements in my major.	6.61	5.20 / 2.07	1.41	6.50	5.63 / 1.62	0.87	-0.43 ***
55. Major requirements are clear and reasonable.	6.49	5.15 / 1.73	1.34	6.42	5.50 / 1.48	0.92	-0.35 ***

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

National Group Means are based on 71029 records.

Institutional Summary

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

Scale/Item	Wright State University - Main Campus - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS CLIMATE	6.12	4.62 / 1.37	1.50	6.16	5.26 / 1.15	0.90	-0.64 ***
1. Most students feel a sense of belonging here.	5.77	4.46 / 1.62	1.31	5.84	5.15 / 1.48	0.69	-0.69 ***
2. The campus staff are caring and helpful.	6.28	4.78 / 1.71	1.50	6.27	5.29 / 1.46	0.98	-0.51 ***
3. Faculty care about me as an individual.	6.03	4.65 / 1.77	1.38	6.09	5.12 / 1.53	0.97	-0.47 ***
7. The campus is safe and secure for all students.	6.49	5.26 / 1.57	1.23	6.46	5.52 / 1.44	0.94	-0.26 ***
10. Administrators are approachable to students.	5.92	4.35 / 1.86	1.57	6.00	5.14 / 1.49	0.86	-0.79 ***
29. It is an enjoyable experience to be a student on this campus.	6.24	4.57 / 1.88	1.67	6.31	5.33 / 1.58	0.98	-0.76 ***
37. I feel a sense of pride about my campus.	5.70	4.23 / 2.05	1.47	5.88	5.25 / 1.63	0.63	-1.02 ***
41. There is a commitment to academic excellence on this campus.	6.34	4.87 / 1.73	1.47	6.32	5.48 / 1.43	0.84	-0.61 ***
45. Students are made to feel welcome on this campus.	6.18	4.97 / 1.75	1.21	6.26	5.45 / 1.50	0.81	-0.48 ***
51. This institution has a good reputation within the community.	6.17	4.24 / 2.03	1.93	6.21	5.58 / 1.47	0.63	-1.34 ***
57. I seldom get the "run-around" when seeking information on this campus.	6.16	4.15 / 2.06	2.01	6.11	4.78 / 1.81	1.33	-0.63 ***
59. This institution shows concern for students as individuals.	6.25	4.27 / 1.97	1.98	6.28	5.16 / 1.61	1.12	-0.89 ***
60. I generally know what's happening on campus.	5.64	4.40 / 1.86	1.24	5.87	5.02 / 1.63	0.85	-0.62 ***
62. There is a strong commitment to racial harmony on this campus.	6.15	5.31 / 1.75	0.84	6.06	5.49 / 1.47	0.57	-0.18 **
66. Tuition paid is a worthwhile investment.	6.45	4.53 / 1.95	1.92	6.41	5.15 / 1.65	1.26	-0.62 ***

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

National Group Means are based on 71029 records.

Institutional Summary

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

Scale/Item	Wright State University - Main Campus - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
67. Freedom of expression is protected on campus.	6.12	5.39 / 1.66	0.73	6.19	5.54 / 1.44	0.65	-0.15 **
71. Channels for expressing student complaints are readily available.	6.19	4.10 / 1.99	2.09	6.08	4.90 / 1.70	1.18	-0.80 ***

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

National Group Means are based on 71029 records.

Institutional Summary

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

Scale/Item	Wright State University - Main Campus - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS LIFE	5.77	4.85 / 1.32	0.92	5.83	5.10 / 1.18	0.73	-0.25 ***
9. A variety of intramural activities are offered.	5.06	4.99 / 1.66	0.07	5.18	5.27 / 1.46	-0.09	-0.28 ***
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.12	4.80 / 1.77	1.32	5.99	4.82 / 1.66	1.17	-0.02
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.15	4.15 / 1.93	1.00	5.37	4.80 / 1.70	0.57	-0.65 ***
30. Residence hall staff are concerned about me as an individual.	5.77	4.92 / 1.87	0.85	5.71	4.98 / 1.62	0.73	-0.06
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.93	5.62 / 1.49	0.31	5.80	5.51 / 1.44	0.29	0.11
38. There is an adequate selection of food available in the cafeteria.	5.92	4.22 / 1.97	1.70	5.99	4.46 / 1.85	1.53	-0.24 **
40. Residence hall regulations are reasonable.	5.85	5.11 / 1.78	0.74	5.82	5.08 / 1.59	0.74	0.03
42. There are a sufficient number of weekend activities for students.	5.27	3.96 / 2.00	1.31	5.53	4.65 / 1.73	0.88	-0.69 ***
46. I can easily get involved in campus organizations.	5.78	5.14 / 1.79	0.64	5.94	5.37 / 1.54	0.57	-0.23 ***
52. The student center is a comfortable place for students to spend their leisure time.	5.74	5.17 / 1.69	0.57	5.93	5.38 / 1.54	0.55	-0.21 **
56. The student handbook provides helpful information about campus life.	5.63	4.84 / 1.85	0.79	5.71	5.24 / 1.50	0.47	-0.40 ***
63. Student disciplinary procedures are fair.	6.22	5.48 / 1.62	0.74	6.12	5.42 / 1.46	0.70	0.06
64. New student orientation services help students adjust to college.	5.99	4.81 / 1.87	1.18	6.01	5.22 / 1.61	0.79	-0.41 ***

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

National Group Means are based on 71029 records.

Institutional Summary

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

Scale/Item	Wright State University - Main Campus - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
67. Freedom of expression is protected on campus.	6.12	5.39 / 1.66	0.73	6.19	5.54 / 1.44	0.65	-0.15 **
73. Student activities fees are put to good use.	6.09	4.15 / 1.96	1.94	6.13	4.72 / 1.74	1.41	-0.57 ***

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

National Group Means are based on 71029 records.

Institutional Summary

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

Scale/Item	Wright State University - Main Campus - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS SUPPORT SERVICES	6.15	5.54 / 1.16	0.61	6.09	5.50 / 1.08	0.59	0.04
13. Library staff are helpful and approachable.	5.96	5.81 / 1.37	0.15	5.83	5.63 / 1.35	0.20	0.18 ***
18. Library resources and services are adequate.	6.16	5.81 / 1.34	0.35	6.13	5.65 / 1.32	0.48	0.16 **
26. Computer labs are adequate and accessible.	6.30	5.77 / 1.46	0.53	6.18	5.56 / 1.45	0.62	0.21 ***
32. Tutoring services are readily available.	6.30	5.73 / 1.52	0.57	6.15	5.57 / 1.46	0.58	0.16 **
44. Academic support services adequately meet the needs of students.	6.26	5.01 / 1.77	1.25	6.17	5.31 / 1.47	0.86	-0.30 ***
49. There are adequate services to help me decide upon a career.	6.20	4.81 / 1.87	1.39	6.23	5.22 / 1.57	1.01	-0.41 ***
54. Bookstore staff are helpful.	5.91	5.70 / 1.49	0.21	5.92	5.53 / 1.47	0.39	0.17 **

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

National Group Means are based on 71029 records.

Institutional Summary

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

Scale/Item	Wright State University - Main Campus - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CONCERN FOR THE INDIVIDUAL	6.18	4.71 / 1.46	1.47	6.16	5.20 / 1.24	0.96	-0.49 ***
3. Faculty care about me as an individual.	6.03	4.65 / 1.77	1.38	6.09	5.12 / 1.53	0.97	-0.47 ***
14. My academic advisor is concerned about my success as an individual.	6.32	4.82 / 2.15	1.50	6.31	5.37 / 1.69	0.94	-0.55 ***
22. Counseling staff care about students as individuals.	6.16	5.05 / 1.85	1.11	6.10	5.20 / 1.53	0.90	-0.15 *
25. Faculty are fair and unbiased in their treatment of individual students.	6.35	4.76 / 1.83	1.59	6.35	5.30 / 1.52	1.05	-0.54 ***
30. Residence hall staff are concerned about me as an individual.	5.77	4.92 / 1.87	0.85	5.71	4.98 / 1.62	0.73	-0.06
59. This institution shows concern for students as individuals.	6.25	4.27 / 1.97	1.98	6.28	5.16 / 1.61	1.12	-0.89 ***

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

National Group Means are based on 71029 records.

Institutional Summary

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

Scale/Item	Wright State University - Main Campus - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTRUCTIONAL EFFECTIVENESS	6.38	5.06 / 1.25	1.32	6.33	5.41 / 1.12	0.92	-0.35 ***
3. Faculty care about me as an individual.	6.03	4.65 / 1.77	1.38	6.09	5.12 / 1.53	0.97	-0.47 ***
8. The content of the courses within my major is valuable.	6.60	5.15 / 1.65	1.45	6.53	5.55 / 1.40	0.98	-0.40 ***
16. The instruction in my major field is excellent.	6.57	5.21 / 1.66	1.36	6.50	5.51 / 1.44	0.99	-0.30 ***
25. Faculty are fair and unbiased in their treatment of individual students.	6.35	4.76 / 1.83	1.59	6.35	5.30 / 1.52	1.05	-0.54 ***
39. I am able to experience intellectual growth here.	6.44	5.30 / 1.62	1.14	6.41	5.62 / 1.39	0.79	-0.32 ***
41. There is a commitment to academic excellence on this campus.	6.34	4.87 / 1.73	1.47	6.32	5.48 / 1.43	0.84	-0.61 ***
47. Faculty provide timely feedback about student progress in a course.	6.33	4.61 / 1.72	1.72	6.33	5.11 / 1.57	1.22	-0.50 ***
53. Faculty take into consideration student differences as they teach a course.	6.13	4.51 / 1.82	1.62	6.16	5.02 / 1.61	1.14	-0.51 ***
58. The quality of instruction I receive in most of my classes is excellent.	6.54	4.98 / 1.71	1.56	6.46	5.39 / 1.45	1.07	-0.41 ***
61. Adjunct faculty are competent as classroom instructors.	6.36	5.36 / 1.74	1.00	6.18	5.39 / 1.45	0.79	-0.03
65. Faculty are usually available after class and during office hours.	6.30	5.58 / 1.49	0.72	6.31	5.68 / 1.37	0.63	-0.10
68. Nearly all of the faculty are knowledgeable in their field.	6.59	5.51 / 1.57	1.08	6.48	5.74 / 1.35	0.74	-0.23 ***
69. There is a good variety of courses provided on this campus.	6.45	5.18 / 1.72	1.27	6.38	5.54 / 1.47	0.84	-0.36 ***
70. Graduate teaching assistants are competent as classroom instructors.	6.32	5.19 / 1.76	1.13	6.15	5.28 / 1.52	0.87	-0.09

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

National Group Means are based on 71029 records.

Institutional Summary

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

Scale/Item	Wright State University - Main Campus - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
RECRUITMENT AND FINANCIAL AID	6.23	4.65 / 1.49	1.58	6.19	5.05 / 1.30	1.14	-0.40 ***
4. Admissions staff are knowledgeable.	6.21	4.51 / 1.85	1.70	6.21	5.22 / 1.53	0.99	-0.71 ***
5. Financial aid counselors are helpful.	6.23	4.49 / 1.88	1.74	6.18	4.89 / 1.73	1.29	-0.40 ***
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.29	4.87 / 1.82	1.42	6.28	4.94 / 1.73	1.34	-0.07
17. Adequate financial aid is available for most students.	6.35	4.60 / 1.81	1.75	6.33	4.90 / 1.71	1.43	-0.30 ***
43. Admissions counselors respond to prospective students' unique needs and requests.	6.15	4.77 / 1.90	1.38	6.06	5.19 / 1.54	0.87	-0.42 ***
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.11	4.69 / 1.85	1.42	6.04	5.18 / 1.55	0.86	-0.49 ***

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

National Group Means are based on 71029 records.

Institutional Summary

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

Scale/Item	Wright State University - Main Campus - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
REGISTRATION EFFECTIVENESS	6.25	4.98 / 1.30	1.27	6.21	5.17 / 1.23	1.04	-0.19 ***
11. Billing policies are reasonable.	6.17	4.55 / 1.79	1.62	6.16	4.82 / 1.66	1.34	-0.27 ***
20. The business office is open during hours which are convenient for most students.	6.01	5.00 / 1.67	1.01	5.97	5.25 / 1.48	0.72	-0.25 ***
27. The personnel involved in registration are helpful.	6.21	4.98 / 1.75	1.23	6.20	5.29 / 1.54	0.91	-0.31 ***
34. I am able to register for classes I need with few conflicts.	6.62	4.76 / 1.99	1.86	6.50	5.09 / 1.79	1.41	-0.33 ***
50. Class change (drop/add) policies are reasonable.	6.21	5.63 / 1.56	0.58	6.19	5.44 / 1.54	0.75	0.19 **

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

National Group Means are based on 71029 records.

Institutional Summary

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

Scale/Item	Wright State University - Main Campus - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
RESPONSIVENESS TO DIVERSE POPULATIONS		4.95 / 1.56			5.30 / 1.41		-0.35 ***
84. Institution's commitment to part-time students?		4.85 / 1.82			5.27 / 1.52		-0.42 ***
85. Institution's commitment to evening students?		4.86 / 1.77			5.23 / 1.54		-0.37 ***
86. Institution's commitment to older, returning learners?		4.98 / 1.80			5.36 / 1.52		-0.38 ***
87. Institution's commitment to under-represented populations?		4.97 / 1.83			5.33 / 1.50		-0.36 ***
88. Institution's commitment to commuters?		4.42 / 1.97			5.10 / 1.69		-0.68 ***
89. Institution's commitment to students with disabilities?		5.73 / 1.59			5.53 / 1.47		0.20 **

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

National Group Means are based on 71029 records.

Institutional Summary

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

Scale/Item	Wright State University - Main Campus - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SAFETY AND SECURITY	6.36	4.44 / 1.31	1.92	6.27	4.81 / 1.30	1.46	-0.37 ***
7. The campus is safe and secure for all students.	6.49	5.26 / 1.57	1.23	6.46	5.52 / 1.44	0.94	-0.26 ***
21. The amount of student parking space on campus is adequate.	6.17	2.58 / 1.82	3.59	6.12	3.42 / 2.04	2.70	-0.84 ***
28. Parking lots are well-lighted and secure.	6.24	4.90 / 1.75	1.34	6.12	4.96 / 1.66	1.16	-0.06
36. Security staff respond quickly in emergencies.	6.60	5.56 / 1.56	1.04	6.37	5.40 / 1.49	0.97	0.16 *

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

National Group Means are based on 71029 records.

Institutional Summary

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

Scale/Item	Wright State University - Main Campus - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SERVICE EXCELLENCE	6.08	4.81 / 1.30	1.27	6.07	5.18 / 1.17	0.89	-0.37 ***
2. The campus staff are caring and helpful.	6.28	4.78 / 1.71	1.50	6.27	5.29 / 1.46	0.98	-0.51 ***
13. Library staff are helpful and approachable.	5.96	5.81 / 1.37	0.15	5.83	5.63 / 1.35	0.20	0.18 ***
15. The staff in the health services area are competent.	6.07	5.38 / 1.58	0.69	6.07	5.34 / 1.47	0.73	0.04
22. Counseling staff care about students as individuals.	6.16	5.05 / 1.85	1.11	6.10	5.20 / 1.53	0.90	-0.15 *
27. The personnel involved in registration are helpful.	6.21	4.98 / 1.75	1.23	6.20	5.29 / 1.54	0.91	-0.31 ***
57. I seldom get the "run-around" when seeking information on this campus.	6.16	4.15 / 2.06	2.01	6.11	4.78 / 1.81	1.33	-0.63 ***
60. I generally know what's happening on campus.	5.64	4.40 / 1.86	1.24	5.87	5.02 / 1.63	0.85	-0.62 ***
71. Channels for expressing student complaints are readily available.	6.19	4.10 / 1.99	2.09	6.08	4.90 / 1.70	1.18	-0.80 ***

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

National Group Means are based on 71029 records.

Institutional Summary

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

Scale/Item	Wright State University - Main Campus - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
STUDENT CENTEREDNESS	6.11	4.57 / 1.48	1.54	6.16	5.25 / 1.25	0.91	-0.68 ***
1. Most students feel a sense of belonging here.	5.77	4.46 / 1.62	1.31	5.84	5.15 / 1.48	0.69	-0.69 ***
2. The campus staff are caring and helpful.	6.28	4.78 / 1.71	1.50	6.27	5.29 / 1.46	0.98	-0.51 ***
10. Administrators are approachable to students.	5.92	4.35 / 1.86	1.57	6.00	5.14 / 1.49	0.86	-0.79 ***
29. It is an enjoyable experience to be a student on this campus.	6.24	4.57 / 1.88	1.67	6.31	5.33 / 1.58	0.98	-0.76 ***
45. Students are made to feel welcome on this campus.	6.18	4.97 / 1.75	1.21	6.26	5.45 / 1.50	0.81	-0.48 ***
59. This institution shows concern for students as individuals.	6.25	4.27 / 1.97	1.98	6.28	5.16 / 1.61	1.12	-0.89 ***

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

National Group Means are based on 71029 records.

Institutional Summary

Items: In Sequential Order

Item	Wright State University - Main Campus - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. Most students feel a sense of belonging here.	5.77	4.46 / 1.62	1.31	5.84	5.15 / 1.48	0.69	-0.69 ***
2. The campus staff are caring and helpful.	6.28	4.78 / 1.71	1.50	6.27	5.29 / 1.46	0.98	-0.51 ***
3. Faculty care about me as an individual.	6.03	4.65 / 1.77	1.38	6.09	5.12 / 1.53	0.97	-0.47 ***
4. Admissions staff are knowledgeable.	6.21	4.51 / 1.85	1.70	6.21	5.22 / 1.53	0.99	-0.71 ***
5. Financial aid counselors are helpful.	6.23	4.49 / 1.88	1.74	6.18	4.89 / 1.73	1.29	-0.40 ***
6. My academic advisor is approachable.	6.41	5.06 / 2.10	1.35	6.41	5.57 / 1.67	0.84	-0.51 ***
7. The campus is safe and secure for all students.	6.49	5.26 / 1.57	1.23	6.46	5.52 / 1.44	0.94	-0.26 ***
8. The content of the courses within my major is valuable.	6.60	5.15 / 1.65	1.45	6.53	5.55 / 1.40	0.98	-0.40 ***
9. A variety of intramural activities are offered.	5.06	4.99 / 1.66	0.07	5.18	5.27 / 1.46	-0.09	-0.28 ***
10. Administrators are approachable to students.	5.92	4.35 / 1.86	1.57	6.00	5.14 / 1.49	0.86	-0.79 ***
11. Billing policies are reasonable.	6.17	4.55 / 1.79	1.62	6.16	4.82 / 1.66	1.34	-0.27 ***
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.29	4.87 / 1.82	1.42	6.28	4.94 / 1.73	1.34	-0.07
13. Library staff are helpful and approachable.	5.96	5.81 / 1.37	0.15	5.83	5.63 / 1.35	0.20	0.18 ***
14. My academic advisor is concerned about my success as an individual.	6.32	4.82 / 2.15	1.50	6.31	5.37 / 1.69	0.94	-0.55 ***
15. The staff in the health services area are competent.	6.07	5.38 / 1.58	0.69	6.07	5.34 / 1.47	0.73	0.04
16. The instruction in my major field is excellent.	6.57	5.21 / 1.66	1.36	6.50	5.51 / 1.44	0.99	-0.30 ***

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

National Group Means are based on 71029 records.

Institutional Summary
Items: In Sequential Order

Item	Wright State University - Main Campus - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
17. Adequate financial aid is available for most students.	6.35	4.60 / 1.81	1.75	6.33	4.90 / 1.71	1.43	-0.30 ***
18. Library resources and services are adequate.	6.16	5.81 / 1.34	0.35	6.13	5.65 / 1.32	0.48	0.16 **
19. My academic advisor helps me set goals to work toward.	6.10	4.52 / 2.18	1.58	6.13	5.12 / 1.76	1.01	-0.60 ***
20. The business office is open during hours which are convenient for most students.	6.01	5.00 / 1.67	1.01	5.97	5.25 / 1.48	0.72	-0.25 ***
21. The amount of student parking space on campus is adequate.	6.17	2.58 / 1.82	3.59	6.12	3.42 / 2.04	2.70	-0.84 ***
22. Counseling staff care about students as individuals.	6.16	5.05 / 1.85	1.11	6.10	5.20 / 1.53	0.90	-0.15 *
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.12	4.80 / 1.77	1.32	5.99	4.82 / 1.66	1.17	-0.02
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.15	4.15 / 1.93	1.00	5.37	4.80 / 1.70	0.57	-0.65 ***
25. Faculty are fair and unbiased in their treatment of individual students.	6.35	4.76 / 1.83	1.59	6.35	5.30 / 1.52	1.05	-0.54 ***
26. Computer labs are adequate and accessible.	6.30	5.77 / 1.46	0.53	6.18	5.56 / 1.45	0.62	0.21 ***
27. The personnel involved in registration are helpful.	6.21	4.98 / 1.75	1.23	6.20	5.29 / 1.54	0.91	-0.31 ***
28. Parking lots are well-lighted and secure.	6.24	4.90 / 1.75	1.34	6.12	4.96 / 1.66	1.16	-0.06
29. It is an enjoyable experience to be a student on this campus.	6.24	4.57 / 1.88	1.67	6.31	5.33 / 1.58	0.98	-0.76 ***
30. Residence hall staff are concerned about me as an individual.	5.77	4.92 / 1.87	0.85	5.71	4.98 / 1.62	0.73	-0.06
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.93	5.62 / 1.49	0.31	5.80	5.51 / 1.44	0.29	0.11

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National Group Means are based on 71029 records.

Institutional Summary

Items: In Sequential Order

Item	Wright State University - Main Campus - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
32. Tutoring services are readily available.	6.30	5.73 / 1.52	0.57	6.15	5.57 / 1.46	0.58	0.16 **
33. My academic advisor is knowledgeable about requirements in my major.	6.61	5.20 / 2.07	1.41	6.50	5.63 / 1.62	0.87	-0.43 ***
34. I am able to register for classes I need with few conflicts.	6.62	4.76 / 1.99	1.86	6.50	5.09 / 1.79	1.41	-0.33 ***
35. The assessment and course placement procedures are reasonable.	6.30	5.11 / 1.75	1.19	6.22	5.31 / 1.49	0.91	-0.20 ***
36. Security staff respond quickly in emergencies.	6.60	5.56 / 1.56	1.04	6.37	5.40 / 1.49	0.97	0.16 *
37. I feel a sense of pride about my campus.	5.70	4.23 / 2.05	1.47	5.88	5.25 / 1.63	0.63	-1.02 ***
38. There is an adequate selection of food available in the cafeteria.	5.92	4.22 / 1.97	1.70	5.99	4.46 / 1.85	1.53	-0.24 **
39. I am able to experience intellectual growth here.	6.44	5.30 / 1.62	1.14	6.41	5.62 / 1.39	0.79	-0.32 ***
40. Residence hall regulations are reasonable.	5.85	5.11 / 1.78	0.74	5.82	5.08 / 1.59	0.74	0.03
41. There is a commitment to academic excellence on this campus.	6.34	4.87 / 1.73	1.47	6.32	5.48 / 1.43	0.84	-0.61 ***
42. There are a sufficient number of weekend activities for students.	5.27	3.96 / 2.00	1.31	5.53	4.65 / 1.73	0.88	-0.69 ***
43. Admissions counselors respond to prospective students' unique needs and requests.	6.15	4.77 / 1.90	1.38	6.06	5.19 / 1.54	0.87	-0.42 ***
44. Academic support services adequately meet the needs of students.	6.26	5.01 / 1.77	1.25	6.17	5.31 / 1.47	0.86	-0.30 ***
45. Students are made to feel welcome on this campus.	6.18	4.97 / 1.75	1.21	6.26	5.45 / 1.50	0.81	-0.48 ***
46. I can easily get involved in campus organizations.	5.78	5.14 / 1.79	0.64	5.94	5.37 / 1.54	0.57	-0.23 ***

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Institutional Summary

Items: In Sequential Order

Item	Wright State University - Main Campus - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
47. Faculty provide timely feedback about student progress in a course.	6.33	4.61 / 1.72	1.72	6.33	5.11 / 1.57	1.22	-0.50 ***
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.11	4.69 / 1.85	1.42	6.04	5.18 / 1.55	0.86	-0.49 ***
49. There are adequate services to help me decide upon a career.	6.20	4.81 / 1.87	1.39	6.23	5.22 / 1.57	1.01	-0.41 ***
50. Class change (drop/add) policies are reasonable.	6.21	5.63 / 1.56	0.58	6.19	5.44 / 1.54	0.75	0.19 **
51. This institution has a good reputation within the community.	6.17	4.24 / 2.03	1.93	6.21	5.58 / 1.47	0.63	-1.34 ***
52. The student center is a comfortable place for students to spend their leisure time.	5.74	5.17 / 1.69	0.57	5.93	5.38 / 1.54	0.55	-0.21 **
53. Faculty take into consideration student differences as they teach a course.	6.13	4.51 / 1.82	1.62	6.16	5.02 / 1.61	1.14	-0.51 ***
54. Bookstore staff are helpful.	5.91	5.70 / 1.49	0.21	5.92	5.53 / 1.47	0.39	0.17 **
55. Major requirements are clear and reasonable.	6.49	5.15 / 1.73	1.34	6.42	5.50 / 1.48	0.92	-0.35 ***
56. The student handbook provides helpful information about campus life.	5.63	4.84 / 1.85	0.79	5.71	5.24 / 1.50	0.47	-0.40 ***
57. I seldom get the "run-around" when seeking information on this campus.	6.16	4.15 / 2.06	2.01	6.11	4.78 / 1.81	1.33	-0.63 ***
58. The quality of instruction I receive in most of my classes is excellent.	6.54	4.98 / 1.71	1.56	6.46	5.39 / 1.45	1.07	-0.41 ***
59. This institution shows concern for students as individuals.	6.25	4.27 / 1.97	1.98	6.28	5.16 / 1.61	1.12	-0.89 ***
60. I generally know what's happening on campus.	5.64	4.40 / 1.86	1.24	5.87	5.02 / 1.63	0.85	-0.62 ***
61. Adjunct faculty are competent as classroom instructors.	6.36	5.36 / 1.74	1.00	6.18	5.39 / 1.45	0.79	-0.03

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National Group Means are based on 71029 records.

Institutional Summary
Items: In Sequential Order

Item	Wright State University - Main Campus - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
62. There is a strong commitment to racial harmony on this campus.	6.15	5.31 / 1.75	0.84	6.06	5.49 / 1.47	0.57	-0.18 **
63. Student disciplinary procedures are fair.	6.22	5.48 / 1.62	0.74	6.12	5.42 / 1.46	0.70	0.06
64. New student orientation services help students adjust to college.	5.99	4.81 / 1.87	1.18	6.01	5.22 / 1.61	0.79	-0.41 ***
65. Faculty are usually available after class and during office hours.	6.30	5.58 / 1.49	0.72	6.31	5.68 / 1.37	0.63	-0.10
66. Tuition paid is a worthwhile investment.	6.45	4.53 / 1.95	1.92	6.41	5.15 / 1.65	1.26	-0.62 ***
67. Freedom of expression is protected on campus.	6.12	5.39 / 1.66	0.73	6.19	5.54 / 1.44	0.65	-0.15 **
68. Nearly all of the faculty are knowledgeable in their field.	6.59	5.51 / 1.57	1.08	6.48	5.74 / 1.35	0.74	-0.23 ***
69. There is a good variety of courses provided on this campus.	6.45	5.18 / 1.72	1.27	6.38	5.54 / 1.47	0.84	-0.36 ***
70. Graduate teaching assistants are competent as classroom instructors.	6.32	5.19 / 1.76	1.13	6.15	5.28 / 1.52	0.87	-0.09
71. Channels for expressing student complaints are readily available.	6.19	4.10 / 1.99	2.09	6.08	4.90 / 1.70	1.18	-0.80 ***
72. On the whole, the campus is well-maintained.	6.31	5.10 / 1.77	1.21	6.30	5.63 / 1.46	0.67	-0.53 ***
73. Student activities fees are put to good use.	6.09	4.15 / 1.96	1.94	6.13	4.72 / 1.74	1.41	-0.57 ***
74. Campus item: I have been adequately informed about policies related to plagiarism, cheating, and other academic integrity issues.	6.23	6.25 / 1.28	-0.02				
75. Campus item: Campus housing options were important in my decision to enroll at WSU.	4.86	4.88 / 2.03	-0.02				
76. Campus item: The campus dining program meets my needs.	5.71	4.15 / 2.03	1.56				

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Institutional Summary

Items: In Sequential Order

Item	Wright State University - Main Campus - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
77. Campus item: Parents, family, and/or friends are critical in student's decisions to enroll at Wright State University.	5.59	5.31 / 1.73	0.28				
78. Campus item: Campus residence services demonstrate commitment to meeting the needs of students.	5.86	5.05 / 1.82	0.81				
79. Campus item: The counselors at Counseling and Wellness Services care about students.	6.22	5.44 / 1.74	0.78				
80. Campus item: The counselors at Counseling and Wellness services help students to succeed.	6.21	5.42 / 1.72	0.79				
81. Campus item: Student mental health issues have a significant impact on student success.	6.43	5.63 / 1.69	0.80				
82. Campus item: The university provides sufficient resources to ensure student health and wellness.	6.23	5.06 / 1.77	1.17				
83. Campus item: There are sufficient mental health staff to meet the needs of students.	6.26	4.56 / 2.07	1.70				
84. Institution's commitment to part-time students?		4.85 / 1.82			5.27 / 1.52		-0.42 ***
85. Institution's commitment to evening students?		4.86 / 1.77			5.23 / 1.54		-0.37 ***
86. Institution's commitment to older, returning learners?		4.98 / 1.80			5.36 / 1.52		-0.38 ***
87. Institution's commitment to under-represented populations?		4.97 / 1.83			5.33 / 1.50		-0.36 ***
88. Institution's commitment to commuters?		4.42 / 1.97			5.10 / 1.69		-0.68 ***
89. Institution's commitment to students with disabilities?		5.73 / 1.59			5.53 / 1.47		0.20 **
90. Cost as factor in decision to enroll.	6.35			6.30			
91. Financial aid as factor in decision to enroll.	6.21			6.12			

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Institutional Summary
Items: In Sequential Order

Item	Wright State University - Main Campus - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
92. Academic reputation as factor in decision to enroll.	5.69			6.04			
93. Size of institution as factor in decision to enroll.	4.99			5.35			
94. Opportunity to play sports as factor in decision to enroll.	2.98			3.74			
95. Recommendations from family/friends as factor in decision to enroll.	4.65			4.93			
96. Geographic setting as factor in decision to enroll.	5.46			5.57			
97. Campus appearance as factor in decision to enroll.	4.97			5.42			
98. Personalized attention prior to enrollment as factor in decision to enroll.	4.97			5.42			

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National Group Means are based on 71029 records.

Institutional Summary

Summary Items

Summary Item	Wright State University - Main Campus - SSI	National Four-Year Publics	Mean Difference
So far, how has your college experience met your expectations?	Average: 4.02	Average: 4.57	-0.55
1=Much worse than expected	6%	2%	
2=Quite a bit worse than I expected	7%	2%	
3=Worse than I expected	18%	11%	
4=About what I expected	31%	35%	
5=Better than I expected	20%	24%	
6=Quite a bit better than I expected	7%	12%	
7=Much better than expected	6%	11%	
Rate your overall satisfaction with your experience here thus far.	Average: 4.56	Average: 5.22	-0.66
1=Not satisfied at all	5%	2%	
2=Not very satisfied	9%	4%	
3=Somewhat dissatisfied	14%	7%	
4=Neutral	11%	12%	
5=Somewhat satisfied	20%	18%	
6=Satisfied	29%	37%	
7=Very satisfied	9%	16%	
All in all, if you had to do it over, would you enroll here again?	Average: 4.56	Average: 5.30	-0.74
1=Definitely not	11%	4%	
2=Probably not	13%	6%	
3=Maybe not	8%	6%	
4=I don't know	9%	10%	
5=Maybe yes	10%	12%	
6=Probably yes	30%	29%	
7=Definitely yes	18%	30%	