

Demographics

Gender	N	%	Class Level	N	%
Female	82	66.13%	Freshman	18	14.52%
Male	42	33.87%	Sophomore	26	20.97%
Total	124	100.00%	Junior	33	26.61%
No Response	2		Senior	45	36.29%
			Special student	0	0.00%
			Graduate/Professional	1	0.81%
			Other class level	1	0.81%
			Total	124	100.00%
			No Response	2	
Age	N	%	Current GPA	N	%
18 and under	4	3.20%	No credits earned	0	0.00%
19 to 24	110	88.00%	1.99 or below	0	0.00%
25 to 34	9	7.20%	2.0 - 2.49	8	6.50%
35 to 44	1	0.80%	2.5 - 2.99	21	17.07%
45 and over	1	0.80%	3.0 - 3.49	49	39.84%
Total	125	100.00%	3.5 or above	45	36.59%
No Response	1		Total	123	100.00%
			No Response	3	
Ethnicity/Race	N	%	Educational Goal	N	%
African-American	9	7.20%	Associate degree	2	1.61%
American Indian or Alaskan Native	5	4.00%	Bachelor's degree	80	64.52%
Asian or Pacific Islander	7	5.60%	Master's degree	25	20.16%
Caucasian/White	89	71.20%	Doctorate or professional degree	16	12.90%
Hispanic	7	5.60%	Certification (initial/renewal)	0	0.00%
Other race	5	4.00%	Self-improvement/pleasure	0	0.00%
Race - Prefer not to respond	3	2.40%	Job-related training	0	0.00%
Total	125	100.00%	Other educational goal	1	0.81%
No Response	1		Total	124	100.00%
			No Response	2	
Current Enrollment Status	N	%			
Day	124	99.20%			
Evening	0	0.00%			
Weekend	1	0.80%			
Total	125	100.00%			
No Response	1				
Current Class Load	N	%			
Full-time	124	100.00%			
Part-time	0	0.00%			
Total	124	100.00%			
No Response	2				

Demographics

Employment	N	%	Institution Question	N	%
Full-time off campus	4	3.23%	Campus item - Answer 1	0	0%
Part-time off campus	33	26.61%	Campus item - Answer 2	0	0%
Full-time on campus	7	5.65%	Campus item - Answer 3	0	0%
Part-time on campus	42	33.87%	Campus item - Answer 4	0	0%
Not employed	38	30.65%	Campus item - Answer 5	0	0%
Total	124	100.00%	Campus item - Answer 6	0	0%
No Response	2		Total	0	100.00%
			No Response	126	
Current Residence	N	%			
Residence hall	87	69.60%			
Fraternity / Sorority	1	0.80%			
Own house	5	4.00%			
Rent room or apt off campus	20	16.00%			
Parent's home	7	5.60%			
Other residence	5	4.00%			
Total	125	100.00%			
No Response	1				
Residence Classification	N	%			
In-state	85	68.00%			
Out-of-state	31	24.80%			
International (not U.S. citizen)	9	7.20%			
Total	125	100.00%			
No Response	1				
Disabilities	N	%			
Yes - Disability	3	2.40%			
No - Disability	122	97.60%			
Total	125	100.00%			
No Response	1				
Institution Was My	N	%			
1st choice	80	64.52%			
2nd choice	32	25.81%			
3rd choice or lower	12	9.68%			
Total	124	100.00%			
No Response	2				

Strategic Planning Overview

Strengths and Challenges

Strengths

- 16. The instruction in my major field is excellent.
- 6. My academic advisor is approachable.
- 33. My academic advisor is knowledgeable about requirements in my major.
- 68. Nearly all of the faculty are knowledgeable in their field.
- 45. Students are made to feel welcome on this campus.
- 55. Major requirements are clear and reasonable.
- 58. The quality of instruction I receive in most of my classes is excellent.
- 7. The campus is safe and secure for all students.
- 39. I am able to experience intellectual growth here.
- 14. My academic advisor is concerned about my success as an individual.
- 59. This institution shows concern for students as individuals.
- 82. Campus item: I respect the professional judgment of my professors regarding how well I mastered the content of my classes.
- 65. Faculty are usually available after class and during office hours.
- 81. Campus item: Self Service is helpful for selecting and registering for classes.
- 2. The campus staff are caring and helpful.
- 3. Faculty care about me as an individual.
- 51. This institution has a good reputation within the community.
- 18. Library resources and services are adequate.
- 60. I generally know what's happening on campus.

Challenges

- 66. Tuition paid is a worthwhile investment.
- 47. Faculty provide timely feedback about student progress in a course.
- 23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)
- 34. I am able to register for classes I need with few conflicts.
- 17. Adequate financial aid is available for most students.
- 69. There is a good variety of courses provided on this campus.
- 25. Faculty are fair and unbiased in their treatment of individual students.
- 73. Student activities fees are put to good use.
- 74. Campus item: The college promotes sufficient opportunities for internships in my major.
- 36. Security staff respond quickly in emergencies.

Strategic Planning Overview

Benchmarks

Higher Satisfaction vs. National Four-Year Privates

- 6. My academic advisor is approachable.
- 33. My academic advisor is knowledgeable about requirements in my major.
- 45. Students are made to feel welcome on this campus.
- 47. Faculty provide timely feedback about student progress in a course.
- 58. The quality of instruction I receive in most of my classes is excellent.
- 5. Financial aid counselors are helpful.
- 14. My academic advisor is concerned about my success as an individual.
- 59. This institution shows concern for students as individuals.
- 2. The campus staff are caring and helpful.
- 3. Faculty care about me as an individual.
- 12. Financial aid awards are announced to students in time to be helpful in college planning.
- 51. This institution has a good reputation within the community.
- 1. Most students feel a sense of belonging here.
- 19. My academic advisor helps me set goals to work toward.
- 44. Academic support services adequately meet the needs of students.
- 37. I feel a sense of pride about my campus.
- 64. New student orientation services help students adjust to college.

Higher Importance vs. National Four-Year Privates

- 23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)
- 1. Most students feel a sense of belonging here.
- 37. I feel a sense of pride about my campus.
- 64. New student orientation services help students adjust to college.

Institutional Summary

Scales: In Order of Importance

Scale	Southwestern College - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Academic Advising	6.39	5.87 / 1.06	0.52	6.34	5.52 / 1.25	0.82	0.35 **
Instructional Effectiveness	6.33	5.64 / 0.91	0.69	6.38	5.49 / 1.04	0.89	0.15
Student Centeredness	6.30	5.70 / 1.06	0.60	6.24	5.43 / 1.16	0.81	0.27 **
Campus Climate	6.25	5.60 / 0.97	0.65	6.21	5.35 / 1.09	0.86	0.25 *
Recruitment and Financial Aid	6.22	5.51 / 1.02	0.71	6.22	5.12 / 1.22	1.10	0.39 ***
Concern for the Individual	6.19	5.59 / 0.95	0.60	6.20	5.34 / 1.16	0.86	0.25 *
Safety and Security	6.08	4.84 / 1.27	1.24	6.20	5.00 / 1.26	1.20	-0.16
Registration Effectiveness	6.08	5.45 / 1.09	0.63	6.20	5.18 / 1.16	1.02	0.27 **
Service Excellence	6.04	5.43 / 0.99	0.61	6.06	5.22 / 1.08	0.84	0.21 *
Campus Support Services	5.98	5.55 / 0.93	0.43	6.06	5.46 / 1.02	0.60	0.09
Campus Life	5.96	5.13 / 1.06	0.83	5.80	4.99 / 1.13	0.81	0.14
Responsiveness to Diverse Populations		5.55 / 1.15			5.26 / 1.36		0.29 *

* 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 259740 records.

Institutional Summary

Items: In Order of Importance

Item	Southwestern College - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
8. The content of the courses within my major is valuable.	6.56	5.68 / 1.34	0.88	6.61	5.65 / 1.32	0.96	0.03
16. The instruction in my major field is excellent.	6.52	5.77 / 1.22	0.75	6.59	5.63 / 1.36	0.96	0.14
6. My academic advisor is approachable.	6.50	6.03 / 1.27	0.47	6.42	5.72 / 1.52	0.70	0.31 *
66. Tuition paid is a worthwhile investment.	6.49	4.76 / 1.77	1.73	6.48	4.90 / 1.72	1.58	-0.14
33. My academic advisor is knowledgeable about requirements in my major.	6.47	6.06 / 1.26	0.41	6.50	5.72 / 1.52	0.78	0.34 *
68. Nearly all of the faculty are knowledgeable in their field.	6.47	5.96 / 1.11	0.51	6.55	5.84 / 1.29	0.71	0.12
45. Students are made to feel welcome on this campus.	6.45	5.91 / 1.24	0.54	6.33	5.60 / 1.42	0.73	0.31 *
55. Major requirements are clear and reasonable.	6.44	5.77 / 1.14	0.67	6.42	5.59 / 1.38	0.83	0.18
47. Faculty provide timely feedback about student progress in a course.	6.43	5.48 / 1.36	0.95	6.33	5.20 / 1.50	1.13	0.28 *
29. It is an enjoyable experience to be a student on this campus.	6.43	5.65 / 1.36	0.78	6.44	5.46 / 1.53	0.98	0.19
58. The quality of instruction I receive in most of my classes is excellent.	6.42	5.79 / 1.10	0.63	6.52	5.54 / 1.37	0.98	0.25 *
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.40	4.92 / 1.54	1.48	6.08	4.74 / 1.71	1.34	0.18

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National Group Means are based on 259740 records.

Institutional Summary

Items: In Order of Importance

Item	Southwestern College - SSI			National Four-Year Privates			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.	6.40	5.36 / 1.63	1.04	6.51	5.14 / 1.72	1.37	0.22
5. Financial aid counselors are helpful.	6.39	5.50 / 1.29	0.89	6.28	5.10 / 1.65	1.18	0.40 **
91. Financial aid as factor in decision to enroll.	6.39			6.25			
17. Adequate financial aid is available for most students.	6.39	5.07 / 1.65	1.32	6.41	4.90 / 1.67	1.51	0.17
7. The campus is safe and secure for all students.	6.39	5.87 / 1.20	0.52	6.44	5.72 / 1.37	0.72	0.15
39. I am able to experience intellectual growth here.	6.38	5.85 / 1.15	0.53	6.47	5.67 / 1.36	0.80	0.18
14. My academic advisor is concerned about my success as an individual.	6.37	5.93 / 1.31	0.44	6.32	5.48 / 1.57	0.84	0.45 **
82. Campus item: I respect the professional judgment of my professors regarding how well I mastered the content of my classes.	6.36	5.79 / 1.26	0.57				
59. This institution shows concern for students as individuals.	6.36	5.81 / 1.25	0.55	6.36	5.37 / 1.52	0.99	0.44 **
75. Campus item: Self Service helps me meet my informational needs.	6.35	5.60 / 1.46	0.75				
41. There is a commitment to academic excellence on this campus.	6.34	5.71 / 1.23	0.63	6.37	5.54 / 1.40	0.83	0.17
65. Faculty are usually available after class and during office hours.	6.32	5.91 / 1.22	0.41	6.33	5.67 / 1.35	0.66	0.24

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National Group Means are based on 259740 records.

Institutional Summary

Items: In Order of Importance

Item	Southwestern College - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
69. There is a good variety of courses provided on this campus.	6.31	5.26 / 1.43	1.05	6.43	5.43 / 1.50	1.00	-0.17
81. Campus item: Self Service is helpful for selecting and registering for classes.	6.30	5.89 / 1.28	0.41				
2. The campus staff are caring and helpful.	6.29	5.81 / 1.21	0.48	6.35	5.55 / 1.34	0.80	0.26 *
25. Faculty are fair and unbiased in their treatment of individual students.	6.29	5.27 / 1.56	1.02	6.39	5.32 / 1.49	1.07	-0.05
3. Faculty care about me as an individual.	6.28	5.87 / 1.24	0.41	6.23	5.48 / 1.38	0.75	0.39 **
73. Student activities fees are put to good use.	6.26	5.02 / 1.58	1.24	6.11	4.76 / 1.69	1.35	0.26
72. On the whole, the campus is well-maintained.	6.25	5.61 / 1.38	0.64	6.30	5.76 / 1.37	0.54	-0.15
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.25	5.70 / 1.25	0.55	6.26	4.98 / 1.65	1.28	0.72 ***
51. This institution has a good reputation within the community.	6.24	6.10 / 1.14	0.14	6.25	5.63 / 1.45	0.62	0.47 ***
1. Most students feel a sense of belonging here.	6.23	5.55 / 1.17	0.68	5.96	5.28 / 1.44	0.68	0.27 *
74. Campus item: The college promotes sufficient opportunities for internships in my major.	6.23	4.85 / 1.80	1.38				
90. Cost as factor in decision to enroll.	6.21			6.06			
83. Campus item: The college provided adequate resources to help me transition from high school to college.	6.20	5.61 / 1.36	0.59				

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National Group Means are based on 259740 records.

Institutional Summary

Items: In Order of Importance

Item	Southwestern College - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
19. My academic advisor helps me set goals to work toward.	6.18	5.57 / 1.54	0.61	6.06	5.07 / 1.67	0.99	0.50 ***
44. Academic support services adequately meet the needs of students.	6.18	5.68 / 1.10	0.50	6.13	5.33 / 1.40	0.80	0.35 **
64. New student orientation services help students adjust to college.	6.17	5.69 / 1.32	0.48	5.99	5.27 / 1.56	0.72	0.42 **
37. I feel a sense of pride about my campus.	6.17	5.65 / 1.37	0.52	5.93	5.23 / 1.60	0.70	0.42 **
61. Adjunct faculty are competent as classroom instructors.	6.17	5.51 / 1.33	0.66	6.18	5.38 / 1.43	0.80	0.13
36. Security staff respond quickly in emergencies.	6.16	4.37 / 1.96	1.79	6.31	5.20 / 1.57	1.11	-0.83 ***
18. Library resources and services are adequate.	6.16	5.82 / 1.08	0.34	6.13	5.54 / 1.33	0.59	0.28 *
4. Admissions staff are knowledgeable.	6.16	5.76 / 1.08	0.40	6.21	5.38 / 1.45	0.83	0.38 **
60. I generally know what's happening on campus.	6.16	5.81 / 1.14	0.35	5.93	5.17 / 1.55	0.76	0.64 ***
67. Freedom of expression is protected on campus.	6.15	5.55 / 1.47	0.60	6.22	5.41 / 1.52	0.81	0.14
49. There are adequate services to help me decide upon a career.	6.15	5.10 / 1.43	1.05	6.26	5.26 / 1.52	1.00	-0.16
63. Student disciplinary procedures are fair.	6.14	5.22 / 1.43	0.92	6.09	5.26 / 1.54	0.83	-0.04
38. There is an adequate selection of food available in the cafeteria.	6.14	4.23 / 1.82	1.91	6.01	4.29 / 1.90	1.72	-0.06

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National Group Means are based on 259740 records.

Institutional Summary

Items: In Order of Importance

Item	Southwestern College - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
57. I seldom get the "run-around" when seeking information on this campus.	6.13	5.09 / 1.64	1.04	6.15	4.83 / 1.76	1.32	0.26
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.12	5.45 / 1.32	0.67	6.12	5.10 / 1.63	1.02	0.35 *
53. Faculty take into consideration student differences as they teach a course.	6.12	5.43 / 1.33	0.69	6.19	5.16 / 1.51	1.03	0.27
27. The personnel involved in registration are helpful.	6.12	5.63 / 1.27	0.49	6.23	5.43 / 1.44	0.80	0.20
35. The assessment and course placement procedures are reasonable.	6.10	5.47 / 1.25	0.63	6.20	5.34 / 1.42	0.86	0.13
77. Campus item: There are enough employment opportunities on campus.	6.10	5.17 / 1.71	0.93				
11. Billing policies are reasonable.	6.09	4.93 / 1.58	1.16	6.15	4.70 / 1.65	1.45	0.23
92. Academic reputation as factor in decision to enroll.	6.08			6.17			
62. There is a strong commitment to racial harmony on this campus.	6.06	5.64 / 1.30	0.42	6.01	5.53 / 1.43	0.48	0.11
46. I can easily get involved in campus organizations.	6.04	5.81 / 1.32	0.23	5.88	5.36 / 1.49	0.52	0.45 ***
71. Channels for expressing student complaints are readily available.	6.03	4.89 / 1.74	1.14	6.06	4.83 / 1.66	1.23	0.06
10. Administrators are approachable to students.	6.03	5.49 / 1.31	0.54	6.00	5.30 / 1.39	0.70	0.19

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National Group Means are based on 259740 records.

Institutional Summary

Items: In Order of Importance

Item	Southwestern College - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
43. Admissions counselors respond to prospective students' unique needs and requests.	6.02	5.58 / 1.21	0.44	6.03	5.27 / 1.47	0.76	0.31 *
70. Graduate teaching assistants are competent as classroom instructors.	5.97	5.29 / 1.56	0.68	5.99	5.22 / 1.44	0.77	0.07
40. Residence hall regulations are reasonable.	5.97	5.55 / 1.28	0.42	5.88	4.88 / 1.70	1.00	0.67 ***
21. The amount of student parking space on campus is adequate.	5.96	4.12 / 1.87	1.84	5.97	3.95 / 2.04	2.02	0.17
30. Residence hall staff are concerned about me as an individual.	5.94	5.22 / 1.50	0.72	5.76	5.02 / 1.64	0.74	0.20
76. Campus item: The Student Success Center is helpful for meeting my writing needs.	5.90	5.39 / 1.59	0.51				
98. Personalized attention prior to enrollment as factor in decision to enroll.	5.90			5.71			
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.90	5.01 / 1.50	0.89	5.22	4.47 / 1.79	0.75	0.54 **
50. Class change (drop/add) policies are reasonable.	5.90	5.78 / 1.20	0.12	6.13	5.39 / 1.53	0.74	0.39 **
20. The business office is open during hours which are convenient for most students.	5.88	5.53 / 1.21	0.35	5.98	5.26 / 1.44	0.72	0.27 *
26. Computer labs are adequate and accessible.	5.87	5.56 / 1.25	0.31	6.28	5.42 / 1.54	0.86	0.14
22. Counseling staff care about students as individuals.	5.86	5.32 / 1.37	0.54	6.04	5.21 / 1.47	0.83	0.11

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National Group Means are based on 259740 records.

Institutional Summary

Items: In Order of Importance

Item	Southwestern College - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
13. Library staff are helpful and approachable.	5.86	5.99 / 1.07	-0.13	5.77	5.65 / 1.33	0.12	0.34 **
52. The student center is a comfortable place for students to spend their leisure time.	5.84	4.92 / 1.71	0.92	5.89	5.10 / 1.66	0.79	-0.18
15. The staff in the health services area are competent.	5.82	4.79 / 1.62	1.03	5.94	5.02 / 1.60	0.92	-0.23
28. Parking lots are well-lighted and secure.	5.81	4.93 / 1.62	0.88	6.05	5.10 / 1.63	0.95	-0.17
32. Tutoring services are readily available.	5.80	5.64 / 1.37	0.16	5.98	5.53 / 1.42	0.45	0.11
42. There are a sufficient number of weekend activities for students.	5.79	4.40 / 1.66	1.39	5.47	4.60 / 1.71	0.87	-0.20
54. Bookstore staff are helpful.	5.79	4.83 / 1.83	0.96	5.87	5.51 / 1.47	0.36	-0.68 ***
79. Campus item: The hours of service at the Student Success Center meet my needs.	5.77	5.34 / 1.42	0.43				
78. Campus item: The college promotes sufficient opportunities for study abroad.	5.75	4.96 / 1.79	0.79				
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.74	5.74 / 1.23	0.00	5.53	5.36 / 1.57	0.17	0.38 *
80. Campus item: The Student Success Center is helpful for meeting my math needs.	5.74	5.13 / 1.51	0.61				
97. Campus appearance as factor in decision to enroll.	5.69			5.49			

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National Group Means are based on 259740 records.

Institutional Summary

Items: In Order of Importance

Item	Southwestern College - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
56. The student handbook provides helpful information about campus life.	5.68	5.37 / 1.39	0.31	5.67	5.23 / 1.46	0.44	0.14
93. Size of institution as factor in decision to enroll.	5.61			5.45			
96. Geographic setting as factor in decision to enroll.	5.34			5.45			
95. Recommendations from family/friends as factor in decision to enroll.	5.25			4.86			
94. Opportunity to play sports as factor in decision to enroll.	5.21			3.62			
9. A variety of intramural activities are offered.	5.20	4.33 / 1.84	0.87	5.04	4.96 / 1.56	0.08	-0.63 ***
85. Institution's commitment to evening students?		5.62 / 1.19			5.25 / 1.49		0.37 *
86. Institution's commitment to older, returning learners?		5.70 / 1.22			5.35 / 1.44		0.35 *
87. Institution's commitment to under-represented populations?		5.62 / 1.36			5.27 / 1.45		0.35 *
88. Institution's commitment to commuters?		5.57 / 1.31			5.10 / 1.62		0.47 **
89. Institution's commitment to students with disabilities?		5.33 / 1.41			5.39 / 1.48		-0.06
84. Institution's commitment to part-time students?		5.47 / 1.29			5.23 / 1.46		0.24

* 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 259740 records.

Institutional Summary

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

Scale/Item	Southwestern College - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC ADVISING	6.39	5.87 / 1.06	0.52	6.34	5.52 / 1.25	0.82	0.35 **
6. My academic advisor is approachable.	6.50	6.03 / 1.27	0.47	6.42	5.72 / 1.52	0.70	0.31 *
14. My academic advisor is concerned about my success as an individual.	6.37	5.93 / 1.31	0.44	6.32	5.48 / 1.57	0.84	0.45 **
19. My academic advisor helps me set goals to work toward.	6.18	5.57 / 1.54	0.61	6.06	5.07 / 1.67	0.99	0.50 ***
33. My academic advisor is knowledgeable about requirements in my major.	6.47	6.06 / 1.26	0.41	6.50	5.72 / 1.52	0.78	0.34 *
55. Major requirements are clear and reasonable.	6.44	5.77 / 1.14	0.67	6.42	5.59 / 1.38	0.83	0.18

National Group Means are based on 259740 records.

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

Institutional Summary

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

Scale/Item	Southwestern College - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS CLIMATE	6.25	5.60 / 0.97	0.65	6.21	5.35 / 1.09	0.86	0.25 *
1. Most students feel a sense of belonging here.	6.23	5.55 / 1.17	0.68	5.96	5.28 / 1.44	0.68	0.27 *
2. The campus staff are caring and helpful.	6.29	5.81 / 1.21	0.48	6.35	5.55 / 1.34	0.80	0.26 *
3. Faculty care about me as an individual.	6.28	5.87 / 1.24	0.41	6.23	5.48 / 1.38	0.75	0.39 **
7. The campus is safe and secure for all students.	6.39	5.87 / 1.20	0.52	6.44	5.72 / 1.37	0.72	0.15
10. Administrators are approachable to students.	6.03	5.49 / 1.31	0.54	6.00	5.30 / 1.39	0.70	0.19
29. It is an enjoyable experience to be a student on this campus.	6.43	5.65 / 1.36	0.78	6.44	5.46 / 1.53	0.98	0.19
37. I feel a sense of pride about my campus.	6.17	5.65 / 1.37	0.52	5.93	5.23 / 1.60	0.70	0.42 **
41. There is a commitment to academic excellence on this campus.	6.34	5.71 / 1.23	0.63	6.37	5.54 / 1.40	0.83	0.17
45. Students are made to feel welcome on this campus.	6.45	5.91 / 1.24	0.54	6.33	5.60 / 1.42	0.73	0.31 *
51. This institution has a good reputation within the community.	6.24	6.10 / 1.14	0.14	6.25	5.63 / 1.45	0.62	0.47 ***
57. I seldom get the "run-around" when seeking information on this campus.	6.13	5.09 / 1.64	1.04	6.15	4.83 / 1.76	1.32	0.26
59. This institution shows concern for students as individuals.	6.36	5.81 / 1.25	0.55	6.36	5.37 / 1.52	0.99	0.44 **
60. I generally know what's happening on campus.	6.16	5.81 / 1.14	0.35	5.93	5.17 / 1.55	0.76	0.64 ***

* 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 259740 records.

Institutional Summary

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

Scale/Item	Southwestern College - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
62. There is a strong commitment to racial harmony on this campus.	6.06	5.64 / 1.30	0.42	6.01	5.53 / 1.43	0.48	0.11
66. Tuition paid is a worthwhile investment.	6.49	4.76 / 1.77	1.73	6.48	4.90 / 1.72	1.58	-0.14
67. Freedom of expression is protected on campus.	6.15	5.55 / 1.47	0.60	6.22	5.41 / 1.52	0.81	0.14
71. Channels for expressing student complaints are readily available.	6.03	4.89 / 1.74	1.14	6.06	4.83 / 1.66	1.23	0.06

National Group Means are based on 259740 records.

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

Institutional Summary

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

Scale/Item	Southwestern College - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS LIFE	5.96	5.13 / 1.06	0.83	5.80	4.99 / 1.13	0.81	0.14
9. A variety of intramural activities are offered.	5.20	4.33 / 1.84	0.87	5.04	4.96 / 1.56	0.08	-0.63 ***
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.40	4.92 / 1.54	1.48	6.08	4.74 / 1.71	1.34	0.18
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.90	5.01 / 1.50	0.89	5.22	4.47 / 1.79	0.75	0.54 **
30. Residence hall staff are concerned about me as an individual.	5.94	5.22 / 1.50	0.72	5.76	5.02 / 1.64	0.74	0.20
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.74	5.74 / 1.23	0.00	5.53	5.36 / 1.57	0.17	0.38 *
38. There is an adequate selection of food available in the cafeteria.	6.14	4.23 / 1.82	1.91	6.01	4.29 / 1.90	1.72	-0.06
40. Residence hall regulations are reasonable.	5.97	5.55 / 1.28	0.42	5.88	4.88 / 1.70	1.00	0.67 ***
42. There are a sufficient number of weekend activities for students.	5.79	4.40 / 1.66	1.39	5.47	4.60 / 1.71	0.87	-0.20
46. I can easily get involved in campus organizations.	6.04	5.81 / 1.32	0.23	5.88	5.36 / 1.49	0.52	0.45 ***
52. The student center is a comfortable place for students to spend their leisure time.	5.84	4.92 / 1.71	0.92	5.89	5.10 / 1.66	0.79	-0.18
56. The student handbook provides helpful information about campus life.	5.68	5.37 / 1.39	0.31	5.67	5.23 / 1.46	0.44	0.14
63. Student disciplinary procedures are fair.	6.14	5.22 / 1.43	0.92	6.09	5.26 / 1.54	0.83	-0.04

* 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 259740 records.

Institutional Summary

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

Scale/Item	Southwestern College - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
64. New student orientation services help students adjust to college.	6.17	5.69 / 1.32	0.48	5.99	5.27 / 1.56	0.72	0.42 **
67. Freedom of expression is protected on campus.	6.15	5.55 / 1.47	0.60	6.22	5.41 / 1.52	0.81	0.14
73. Student activities fees are put to good use.	6.26	5.02 / 1.58	1.24	6.11	4.76 / 1.69	1.35	0.26

National Group Means are based on 259740 records.

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

Institutional Summary

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

Scale/Item	Southwestern College - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS SUPPORT SERVICES	5.98	5.55 / 0.93	0.43	6.06	5.46 / 1.02	0.60	0.09
13. Library staff are helpful and approachable.	5.86	5.99 / 1.07	-0.13	5.77	5.65 / 1.33	0.12	0.34 **
18. Library resources and services are adequate.	6.16	5.82 / 1.08	0.34	6.13	5.54 / 1.33	0.59	0.28 *
26. Computer labs are adequate and accessible.	5.87	5.56 / 1.25	0.31	6.28	5.42 / 1.54	0.86	0.14
32. Tutoring services are readily available.	5.80	5.64 / 1.37	0.16	5.98	5.53 / 1.42	0.45	0.11
44. Academic support services adequately meet the needs of students.	6.18	5.68 / 1.10	0.50	6.13	5.33 / 1.40	0.80	0.35 **
49. There are adequate services to help me decide upon a career.	6.15	5.10 / 1.43	1.05	6.26	5.26 / 1.52	1.00	-0.16
54. Bookstore staff are helpful.	5.79	4.83 / 1.83	0.96	5.87	5.51 / 1.47	0.36	-0.68 ***

* 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 259740 records.

Institutional Summary

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

Scale/Item	Southwestern College - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CONCERN FOR THE INDIVIDUAL	6.19	5.59 / 0.95	0.60	6.20	5.34 / 1.16	0.86	0.25 *
3. Faculty care about me as an individual.	6.28	5.87 / 1.24	0.41	6.23	5.48 / 1.38	0.75	0.39 **
14. My academic advisor is concerned about my success as an individual.	6.37	5.93 / 1.31	0.44	6.32	5.48 / 1.57	0.84	0.45 **
22. Counseling staff care about students as individuals.	5.86	5.32 / 1.37	0.54	6.04	5.21 / 1.47	0.83	0.11
25. Faculty are fair and unbiased in their treatment of individual students.	6.29	5.27 / 1.56	1.02	6.39	5.32 / 1.49	1.07	-0.05
30. Residence hall staff are concerned about me as an individual.	5.94	5.22 / 1.50	0.72	5.76	5.02 / 1.64	0.74	0.20
59. This institution shows concern for students as individuals.	6.36	5.81 / 1.25	0.55	6.36	5.37 / 1.52	0.99	0.44 **

* 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 259740 records.

Institutional Summary

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

Scale/Item	Southwestern College - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTRUCTIONAL EFFECTIVENESS	6.33	5.64 / 0.91	0.69	6.38	5.49 / 1.04	0.89	0.15
3. Faculty care about me as an individual.	6.28	5.87 / 1.24	0.41	6.23	5.48 / 1.38	0.75	0.39 **
8. The content of the courses within my major is valuable.	6.56	5.68 / 1.34	0.88	6.61	5.65 / 1.32	0.96	0.03
16. The instruction in my major field is excellent.	6.52	5.77 / 1.22	0.75	6.59	5.63 / 1.36	0.96	0.14
25. Faculty are fair and unbiased in their treatment of individual students.	6.29	5.27 / 1.56	1.02	6.39	5.32 / 1.49	1.07	-0.05
39. I am able to experience intellectual growth here.	6.38	5.85 / 1.15	0.53	6.47	5.67 / 1.36	0.80	0.18
41. There is a commitment to academic excellence on this campus.	6.34	5.71 / 1.23	0.63	6.37	5.54 / 1.40	0.83	0.17
47. Faculty provide timely feedback about student progress in a course.	6.43	5.48 / 1.36	0.95	6.33	5.20 / 1.50	1.13	0.28 *
53. Faculty take into consideration student differences as they teach a course.	6.12	5.43 / 1.33	0.69	6.19	5.16 / 1.51	1.03	0.27
58. The quality of instruction I receive in most of my classes is excellent.	6.42	5.79 / 1.10	0.63	6.52	5.54 / 1.37	0.98	0.25 *
61. Adjunct faculty are competent as classroom instructors.	6.17	5.51 / 1.33	0.66	6.18	5.38 / 1.43	0.80	0.13
65. Faculty are usually available after class and during office hours.	6.32	5.91 / 1.22	0.41	6.33	5.67 / 1.35	0.66	0.24

* 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 259740 records.

Institutional Summary

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

Scale/Item	Southwestern College - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
68. Nearly all of the faculty are knowledgeable in their field.	6.47	5.96 / 1.11	0.51	6.55	5.84 / 1.29	0.71	0.12
69. There is a good variety of courses provided on this campus.	6.31	5.26 / 1.43	1.05	6.43	5.43 / 1.50	1.00	-0.17
70. Graduate teaching assistants are competent as classroom instructors.	5.97	5.29 / 1.56	0.68	5.99	5.22 / 1.44	0.77	0.07

National Group Means are based on 259740 records.

* 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	Southwestern College - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
RECRUITMENT AND FINANCIAL AID	6.22	5.51 / 1.02	0.71	6.22	5.12 / 1.22	1.10	0.39 ***
4. Admissions staff are knowledgeable.	6.16	5.76 / 1.08	0.40	6.21	5.38 / 1.45	0.83	0.38 **
5. Financial aid counselors are helpful.	6.39	5.50 / 1.29	0.89	6.28	5.10 / 1.65	1.18	0.40 **
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.25	5.70 / 1.25	0.55	6.26	4.98 / 1.65	1.28	0.72 ***
17. Adequate financial aid is available for most students.	6.39	5.07 / 1.65	1.32	6.41	4.90 / 1.67	1.51	0.17
43. Admissions counselors respond to prospective students' unique needs and requests.	6.02	5.58 / 1.21	0.44	6.03	5.27 / 1.47	0.76	0.31 *
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.12	5.45 / 1.32	0.67	6.12	5.10 / 1.63	1.02	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 259740 records.

Institutional Summary

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

Scale/Item	Southwestern College - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
REGISTRATION EFFECTIVENESS	6.08	5.45 / 1.09	0.63	6.20	5.18 / 1.16	1.02	0.27 **
11. Billing policies are reasonable.	6.09	4.93 / 1.58	1.16	6.15	4.70 / 1.65	1.45	0.23
20. The business office is open during hours which are convenient for most students.	5.88	5.53 / 1.21	0.35	5.98	5.26 / 1.44	0.72	0.27 *
27. The personnel involved in registration are helpful.	6.12	5.63 / 1.27	0.49	6.23	5.43 / 1.44	0.80	0.20
34. I am able to register for classes I need with few conflicts.	6.40	5.36 / 1.63	1.04	6.51	5.14 / 1.72	1.37	0.22
50. Class change (drop/add) policies are reasonable.	5.90	5.78 / 1.20	0.12	6.13	5.39 / 1.53	0.74	0.39 **

* 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 259740 records.

Institutional Summary

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

Scale/Item	Southwestern College - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
RESPONSIVENESS TO DIVERSE POPULATIONS		5.55 / 1.15			5.26 / 1.36		0.29 *
84. Institution's commitment to part-time students?		5.47 / 1.29			5.23 / 1.46		0.24
85. Institution's commitment to evening students?		5.62 / 1.19			5.25 / 1.49		0.37 *
86. Institution's commitment to older, returning learners?		5.70 / 1.22			5.35 / 1.44		0.35 *
87. Institution's commitment to under-represented populations?		5.62 / 1.36			5.27 / 1.45		0.35 *
88. Institution's commitment to commuters?		5.57 / 1.31			5.10 / 1.62		0.47 **
89. Institution's commitment to students with disabilities?		5.33 / 1.41			5.39 / 1.48		-0.06

* 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 259740 records.

Institutional Summary

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

Scale/Item	Southwestern College - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SAFETY AND SECURITY	6.08	4.84 / 1.27	1.24	6.20	5.00 / 1.26	1.20	-0.16
7. The campus is safe and secure for all students.	6.39	5.87 / 1.20	0.52	6.44	5.72 / 1.37	0.72	0.15
21. The amount of student parking space on campus is adequate.	5.96	4.12 / 1.87	1.84	5.97	3.95 / 2.04	2.02	0.17
28. Parking lots are well-lighted and secure.	5.81	4.93 / 1.62	0.88	6.05	5.10 / 1.63	0.95	-0.17
36. Security staff respond quickly in emergencies.	6.16	4.37 / 1.96	1.79	6.31	5.20 / 1.57	1.11	-0.83 ***

* 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 259740 records.

Institutional Summary

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

Scale/Item	Southwestern College - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SERVICE EXCELLENCE	6.04	5.43 / 0.99	0.61	6.06	5.22 / 1.08	0.84	0.21 *
2. The campus staff are caring and helpful.	6.29	5.81 / 1.21	0.48	6.35	5.55 / 1.34	0.80	0.26 *
13. Library staff are helpful and approachable.	5.86	5.99 / 1.07	-0.13	5.77	5.65 / 1.33	0.12	0.34 **
15. The staff in the health services area are competent.	5.82	4.79 / 1.62	1.03	5.94	5.02 / 1.60	0.92	-0.23
22. Counseling staff care about students as individuals.	5.86	5.32 / 1.37	0.54	6.04	5.21 / 1.47	0.83	0.11
27. The personnel involved in registration are helpful.	6.12	5.63 / 1.27	0.49	6.23	5.43 / 1.44	0.80	0.20
57. I seldom get the "run-around" when seeking information on this campus.	6.13	5.09 / 1.64	1.04	6.15	4.83 / 1.76	1.32	0.26
60. I generally know what's happening on campus.	6.16	5.81 / 1.14	0.35	5.93	5.17 / 1.55	0.76	0.64 ***
71. Channels for expressing student complaints are readily available.	6.03	4.89 / 1.74	1.14	6.06	4.83 / 1.66	1.23	0.06

* 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 259740 records.

Institutional Summary

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

Scale/Item	Southwestern College - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
STUDENT CENTEREDNESS	6.30	5.70 / 1.06	0.60	6.24	5.43 / 1.16	0.81	0.27 **
1. Most students feel a sense of belonging here.	6.23	5.55 / 1.17	0.68	5.96	5.28 / 1.44	0.68	0.27 *
2. The campus staff are caring and helpful.	6.29	5.81 / 1.21	0.48	6.35	5.55 / 1.34	0.80	0.26 *
10. Administrators are approachable to students.	6.03	5.49 / 1.31	0.54	6.00	5.30 / 1.39	0.70	0.19
29. It is an enjoyable experience to be a student on this campus.	6.43	5.65 / 1.36	0.78	6.44	5.46 / 1.53	0.98	0.19
45. Students are made to feel welcome on this campus.	6.45	5.91 / 1.24	0.54	6.33	5.60 / 1.42	0.73	0.31 *
59. This institution shows concern for students as individuals.	6.36	5.81 / 1.25	0.55	6.36	5.37 / 1.52	0.99	0.44 **

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 ** Difference statistically significant at the .01 level
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National Group Means are based on 259740 records.

Institutional Summary

Items: In Sequential Order

Item	Southwestern College - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. Most students feel a sense of belonging here.	6.23	5.55 / 1.17	0.68	5.96	5.28 / 1.44	0.68	0.27 *
2. The campus staff are caring and helpful.	6.29	5.81 / 1.21	0.48	6.35	5.55 / 1.34	0.80	0.26 *
3. Faculty care about me as an individual.	6.28	5.87 / 1.24	0.41	6.23	5.48 / 1.38	0.75	0.39 **
4. Admissions staff are knowledgeable.	6.16	5.76 / 1.08	0.40	6.21	5.38 / 1.45	0.83	0.38 **
5. Financial aid counselors are helpful.	6.39	5.50 / 1.29	0.89	6.28	5.10 / 1.65	1.18	0.40 **
6. My academic advisor is approachable.	6.50	6.03 / 1.27	0.47	6.42	5.72 / 1.52	0.70	0.31 *
7. The campus is safe and secure for all students.	6.39	5.87 / 1.20	0.52	6.44	5.72 / 1.37	0.72	0.15
8. The content of the courses within my major is valuable.	6.56	5.68 / 1.34	0.88	6.61	5.65 / 1.32	0.96	0.03
9. A variety of intramural activities are offered.	5.20	4.33 / 1.84	0.87	5.04	4.96 / 1.56	0.08	-0.63 ***
10. Administrators are approachable to students.	6.03	5.49 / 1.31	0.54	6.00	5.30 / 1.39	0.70	0.19
11. Billing policies are reasonable.	6.09	4.93 / 1.58	1.16	6.15	4.70 / 1.65	1.45	0.23
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.25	5.70 / 1.25	0.55	6.26	4.98 / 1.65	1.28	0.72 ***
13. Library staff are helpful and approachable.	5.86	5.99 / 1.07	-0.13	5.77	5.65 / 1.33	0.12	0.34 **
14. My academic advisor is concerned about my success as an individual.	6.37	5.93 / 1.31	0.44	6.32	5.48 / 1.57	0.84	0.45 **
15. The staff in the health services area are competent.	5.82	4.79 / 1.62	1.03	5.94	5.02 / 1.60	0.92	-0.23

* 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 259740 records.

Institutional Summary

Items: In Sequential Order

Item	Southwestern College - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
16. The instruction in my major field is excellent.	6.52	5.77 / 1.22	0.75	6.59	5.63 / 1.36	0.96	0.14
17. Adequate financial aid is available for most students.	6.39	5.07 / 1.65	1.32	6.41	4.90 / 1.67	1.51	0.17
18. Library resources and services are adequate.	6.16	5.82 / 1.08	0.34	6.13	5.54 / 1.33	0.59	0.28 *
19. My academic advisor helps me set goals to work toward.	6.18	5.57 / 1.54	0.61	6.06	5.07 / 1.67	0.99	0.50 ***
20. The business office is open during hours which are convenient for most students.	5.88	5.53 / 1.21	0.35	5.98	5.26 / 1.44	0.72	0.27 *
21. The amount of student parking space on campus is adequate.	5.96	4.12 / 1.87	1.84	5.97	3.95 / 2.04	2.02	0.17
22. Counseling staff care about students as individuals.	5.86	5.32 / 1.37	0.54	6.04	5.21 / 1.47	0.83	0.11
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.40	4.92 / 1.54	1.48	6.08	4.74 / 1.71	1.34	0.18
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.90	5.01 / 1.50	0.89	5.22	4.47 / 1.79	0.75	0.54 **
25. Faculty are fair and unbiased in their treatment of individual students.	6.29	5.27 / 1.56	1.02	6.39	5.32 / 1.49	1.07	-0.05
26. Computer labs are adequate and accessible.	5.87	5.56 / 1.25	0.31	6.28	5.42 / 1.54	0.86	0.14
27. The personnel involved in registration are helpful.	6.12	5.63 / 1.27	0.49	6.23	5.43 / 1.44	0.80	0.20
28. Parking lots are well-lighted and secure.	5.81	4.93 / 1.62	0.88	6.05	5.10 / 1.63	0.95	-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 259740 records.

Institutional Summary

Items: In Sequential Order

Item	Southwestern College - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
29. It is an enjoyable experience to be a student on this campus.	6.43	5.65 / 1.36	0.78	6.44	5.46 / 1.53	0.98	0.19
30. Residence hall staff are concerned about me as an individual.	5.94	5.22 / 1.50	0.72	5.76	5.02 / 1.64	0.74	0.20
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.74	5.74 / 1.23	0.00	5.53	5.36 / 1.57	0.17	0.38 *
32. Tutoring services are readily available.	5.80	5.64 / 1.37	0.16	5.98	5.53 / 1.42	0.45	0.11
33. My academic advisor is knowledgeable about requirements in my major.	6.47	6.06 / 1.26	0.41	6.50	5.72 / 1.52	0.78	0.34 *
34. I am able to register for classes I need with few conflicts.	6.40	5.36 / 1.63	1.04	6.51	5.14 / 1.72	1.37	0.22
35. The assessment and course placement procedures are reasonable.	6.10	5.47 / 1.25	0.63	6.20	5.34 / 1.42	0.86	0.13
36. Security staff respond quickly in emergencies.	6.16	4.37 / 1.96	1.79	6.31	5.20 / 1.57	1.11	-0.83 ***
37. I feel a sense of pride about my campus.	6.17	5.65 / 1.37	0.52	5.93	5.23 / 1.60	0.70	0.42 **
38. There is an adequate selection of food available in the cafeteria.	6.14	4.23 / 1.82	1.91	6.01	4.29 / 1.90	1.72	-0.06
39. I am able to experience intellectual growth here.	6.38	5.85 / 1.15	0.53	6.47	5.67 / 1.36	0.80	0.18
40. Residence hall regulations are reasonable.	5.97	5.55 / 1.28	0.42	5.88	4.88 / 1.70	1.00	0.67 ***
41. There is a commitment to academic excellence on this campus.	6.34	5.71 / 1.23	0.63	6.37	5.54 / 1.40	0.83	0.17

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Institutional Summary

Items: In Sequential Order

Item	Southwestern College - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
42. There are a sufficient number of weekend activities for students.	5.79	4.40 / 1.66	1.39	5.47	4.60 / 1.71	0.87	-0.20
43. Admissions counselors respond to prospective students' unique needs and requests.	6.02	5.58 / 1.21	0.44	6.03	5.27 / 1.47	0.76	0.31 *
44. Academic support services adequately meet the needs of students.	6.18	5.68 / 1.10	0.50	6.13	5.33 / 1.40	0.80	0.35 **
45. Students are made to feel welcome on this campus.	6.45	5.91 / 1.24	0.54	6.33	5.60 / 1.42	0.73	0.31 *
46. I can easily get involved in campus organizations.	6.04	5.81 / 1.32	0.23	5.88	5.36 / 1.49	0.52	0.45 ***
47. Faculty provide timely feedback about student progress in a course.	6.43	5.48 / 1.36	0.95	6.33	5.20 / 1.50	1.13	0.28 *
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.12	5.45 / 1.32	0.67	6.12	5.10 / 1.63	1.02	0.35 *
49. There are adequate services to help me decide upon a career.	6.15	5.10 / 1.43	1.05	6.26	5.26 / 1.52	1.00	-0.16
50. Class change (drop/add) policies are reasonable.	5.90	5.78 / 1.20	0.12	6.13	5.39 / 1.53	0.74	0.39 **
51. This institution has a good reputation within the community.	6.24	6.10 / 1.14	0.14	6.25	5.63 / 1.45	0.62	0.47 ***
52. The student center is a comfortable place for students to spend their leisure time.	5.84	4.92 / 1.71	0.92	5.89	5.10 / 1.66	0.79	-0.18
53. Faculty take into consideration student differences as they teach a course.	6.12	5.43 / 1.33	0.69	6.19	5.16 / 1.51	1.03	0.27

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Institutional Summary

Items: In Sequential Order

Item	Southwestern College - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
54. Bookstore staff are helpful.	5.79	4.83 / 1.83	0.96	5.87	5.51 / 1.47	0.36	-0.68 ***
55. Major requirements are clear and reasonable.	6.44	5.77 / 1.14	0.67	6.42	5.59 / 1.38	0.83	0.18
56. The student handbook provides helpful information about campus life.	5.68	5.37 / 1.39	0.31	5.67	5.23 / 1.46	0.44	0.14
57. I seldom get the "run-around" when seeking information on this campus.	6.13	5.09 / 1.64	1.04	6.15	4.83 / 1.76	1.32	0.26
58. The quality of instruction I receive in most of my classes is excellent.	6.42	5.79 / 1.10	0.63	6.52	5.54 / 1.37	0.98	0.25 *
59. This institution shows concern for students as individuals.	6.36	5.81 / 1.25	0.55	6.36	5.37 / 1.52	0.99	0.44 **
60. I generally know what's happening on campus.	6.16	5.81 / 1.14	0.35	5.93	5.17 / 1.55	0.76	0.64 ***
61. Adjunct faculty are competent as classroom instructors.	6.17	5.51 / 1.33	0.66	6.18	5.38 / 1.43	0.80	0.13
62. There is a strong commitment to racial harmony on this campus.	6.06	5.64 / 1.30	0.42	6.01	5.53 / 1.43	0.48	0.11
63. Student disciplinary procedures are fair.	6.14	5.22 / 1.43	0.92	6.09	5.26 / 1.54	0.83	-0.04
64. New student orientation services help students adjust to college.	6.17	5.69 / 1.32	0.48	5.99	5.27 / 1.56	0.72	0.42 **
65. Faculty are usually available after class and during office hours.	6.32	5.91 / 1.22	0.41	6.33	5.67 / 1.35	0.66	0.24
66. Tuition paid is a worthwhile investment.	6.49	4.76 / 1.77	1.73	6.48	4.90 / 1.72	1.58	-0.14

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Institutional Summary

Items: In Sequential Order

Item	Southwestern College - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
67. Freedom of expression is protected on campus.	6.15	5.55 / 1.47	0.60	6.22	5.41 / 1.52	0.81	0.14
68. Nearly all of the faculty are knowledgeable in their field.	6.47	5.96 / 1.11	0.51	6.55	5.84 / 1.29	0.71	0.12
69. There is a good variety of courses provided on this campus.	6.31	5.26 / 1.43	1.05	6.43	5.43 / 1.50	1.00	-0.17
70. Graduate teaching assistants are competent as classroom instructors.	5.97	5.29 / 1.56	0.68	5.99	5.22 / 1.44	0.77	0.07
71. Channels for expressing student complaints are readily available.	6.03	4.89 / 1.74	1.14	6.06	4.83 / 1.66	1.23	0.06
72. On the whole, the campus is well-maintained.	6.25	5.61 / 1.38	0.64	6.30	5.76 / 1.37	0.54	-0.15
73. Student activities fees are put to good use.	6.26	5.02 / 1.58	1.24	6.11	4.76 / 1.69	1.35	0.26
74. Campus item: The college promotes sufficient opportunities for internships in my major.	6.23	4.85 / 1.80	1.38				
75. Campus item: Self Service helps me meet my informational needs.	6.35	5.60 / 1.46	0.75				
76. Campus item: The Student Success Center is helpful for meeting my writing needs.	5.90	5.39 / 1.59	0.51				
77. Campus item: There are enough employment opportunities on campus.	6.10	5.17 / 1.71	0.93				
78. Campus item: The college promotes sufficient opportunities for study abroad.	5.75	4.96 / 1.79	0.79				

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Institutional Summary

Items: In Sequential Order

Item	Southwestern College - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
79. Campus item: The hours of service at the Student Success Center meet my needs.	5.77	5.34 / 1.42	0.43				
80. Campus item: The Student Success Center is helpful for meeting my math needs.	5.74	5.13 / 1.51	0.61				
81. Campus item: Self Service is helpful for selecting and registering for classes.	6.30	5.89 / 1.28	0.41				
82. Campus item: I respect the professional judgment of my professors regarding how well I mastered the content of my classes.	6.36	5.79 / 1.26	0.57				
83. Campus item: The college provided adequate resources to help me transition from high school to college.	6.20	5.61 / 1.36	0.59				
84. Institution's commitment to part-time students?		5.47 / 1.29			5.23 / 1.46		0.24
85. Institution's commitment to evening students?		5.62 / 1.19			5.25 / 1.49		0.37 *
86. Institution's commitment to older, returning learners?		5.70 / 1.22			5.35 / 1.44		0.35 *
87. Institution's commitment to under-represented populations?		5.62 / 1.36			5.27 / 1.45		0.35 *
88. Institution's commitment to commuters?		5.57 / 1.31			5.10 / 1.62		0.47 **
89. Institution's commitment to students with disabilities?		5.33 / 1.41			5.39 / 1.48		-0.06
90. Cost as factor in decision to enroll.	6.21			6.06			

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Institutional Summary

Items: In Sequential Order

Item	Southwestern College - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
91. Financial aid as factor in decision to enroll.	6.39			6.25			
92. Academic reputation as factor in decision to enroll.	6.08			6.17			
93. Size of institution as factor in decision to enroll.	5.61			5.45			
94. Opportunity to play sports as factor in decision to enroll.	5.21			3.62			
95. Recommendations from family/friends as factor in decision to enroll.	5.25			4.86			
96. Geographic setting as factor in decision to enroll.	5.34			5.45			
97. Campus appearance as factor in decision to enroll.	5.69			5.49			
98. Personalized attention prior to enrollment as factor in decision to enroll.	5.90			5.71			

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Institutional Summary

Summary Items

Summary Item	Southwestern College - SSI	National Four-Year Privates	Mean Difference
So far, how has your college experience met your expectations? 1=Much worse than expected 2=Quite a bit worse than I expected 3=Worse than I expected 4=About what I expected 5=Better than I expected 6=Quite a bit better than I expected 7=Much better than expected	Average: 4.77 3% 1% 7% 28% 34% 12% 12%	Average: 4.64 2% 2% 11% 32% 24% 13% 12%	0.13
Rate your overall satisfaction with your experience here thus far. 1=Not satisfied at all 2=Not very satisfied 3=Somewhat dissatisfied 4=Neutral 5=Somewhat satisfied 6=Satisfied 7=Very satisfied	Average: 5.37 0% 4% 9% 7% 18% 43% 16%	Average: 5.31 1% 4% 8% 9% 17% 38% 19%	0.06
All in all, if you had to do it over, would you enroll here again? 1=Definitely not 2=Probably not 3=Maybe not 4=I don't know 5=Maybe yes 6=Probably yes 7=Definitely yes	Average: 5.24 1% 10% 9% 12% 4% 28% 32%	Average: 5.26 4% 7% 6% 10% 11% 26% 32%	-0.02