

SORTED BY SERVICE CATEGORY																		
Service Category	IMPORTANCE								SATISFACTION								AVG. GAP SCORE	# of Stu. Who Used Services
	5	4	3	2	1	N/R	Resp.	Avg.	5	4	3	2	1	N/R	Avg.			
1. Academic Advising	430	143	73	21	23	30	690	4.36	176	204	150	68	35	31	3.66	0.70	633	
2. Academic Resources	150	114	166	73	153	64	656	3.05	46	67	111	34	35	53	3.19	-0.13	293	
3. Writing Center	114	94	135	85	230	62	658	2.66	39	54	84	22	21	51	3.31	-0.65	220	
4. Library	399	136	77	35	34	39	681	4.22	89	125	154	145	124	34	2.86	1.36	637	
5. Computer Labs	339	120	87	32	89	53	667	3.88	127	201	121	54	12	33	3.73	0.15	515	
6. Career Development Center	185	110	123	56	179	67	653	3.10	37	73	86	31	26	39	3.25	-0.15	253	
7. Registrar	452	145	71	9	7	36	684	4.50	131	231	181	90	46	37	3.46	1.04	679	
8. Ability to schedule desired classes	579	79	18	7	5	32	688	4.77	179	186	144	104	73	29	3.43	1.34	686	
9. Class Size	488	113	57	13	18	31	689	4.51	314	202	106	41	26	29	4.07	0.44	689	
10. Student Activities & Orgs.	173	145	194	56	103	49	671	3.34	81	163	185	41	25	43	3.47	-0.13	495	
11. Intramurals & Fitness	146	111	150	82	169	62	658	2.97	45	81	116	62	53	44	3.01	-0.03	357	
12. Services Provided by Dean of Chape	63	61	129	76	324	67	653	2.18	23	25	66	16	35	48	2.91	-0.73	165	
13. Health Services	198	133	118	46	160	65	655	3.25	85	89	75	26	29	41	3.58	-0.33	304	
14. Psychological Counseling Svs.	109	70	130	66	271	74	646	2.50	27	27	43	11	22	46	3.20	-0.70	130	
15. Res. Life Facilities	242	85	77	34	222	60	660	3.14	59	101	118	55	35	40	3.26	-0.12	368	
16. Res. Life Programs & Staff	168	96	121	35	229	71	649	2.91	81	104	104	36	32	51	3.46	-0.56	357	
17. Res. Hall Telephone System	251	87	67	19	220	76	644	3.20	74	116	105	42	49	44	3.32	-0.12	386	
18. Food Service	370	114	86	22	80	48	672	4.00	39	123	201	122	96	37	2.81	1.19	581	
19. Business Office	398	142	85	18	24	53	667	4.31	151	244	150	59	33	43	3.66	0.65	637	
20. Financial Aid	535	38	35	7	61	44	676	4.45	141	161	123	81	80	45	3.34	1.10	586	
21. Student Employment Services	252	102	108	34	159	65	655	3.39	95	101	97	35	29	40	3.55	-0.17	357	
22. Bookstore	345	195	110	11	11	48	672	4.27	141	235	195	63	33	43	3.58	0.69	667	
23. Campus Safety	321	140	131	29	54	45	675	3.96	130	169	143	53	60	42	3.46	0.49	555	
24. Parking	451	71	49	15	93	41	679	4.14	57	115	145	111	149	29	2.69	1.45	577	
25. Upkeep of campus facilities	369	180	95	10	21	45	675	4.28	199	246	155	38	27	38	3.83	0.45	665	
26. Satisfaction of campus services	406	152	72	4	2	84	636	4.50	68	296	235	38	14	67	3.56	0.94	651	
Weighted Overall Avg.	7933	2976	2564	895	2941	1411	17309	3.70	2634	3739	3393	1478	1199	1077	3.41	0.28		

SORTED BY IMPORTANCE																		
Service Category	IMPORTANCE								SATISFACTION								AVG. GAP SCORE	# of Stu. Who Used Services
	5	4	3	2	1	N/R	Resp.	Avg.	5	4	3	2	1	N/R	Avg.			
8. Ability to schedule desired classes	579	79	18	7	5	32	688	4.77	179	186	144	104	73	29	3.43	1.34	686	
9. Class Size	488	113	57	13	18	31	689	4.51	314	202	106	41	26	29	4.07	0.44	689	
26. Satisfaction of campus services	406	152	72	4	2	84	636	4.50	68	296	235	38	14	67	3.56	0.94	651	
7. Registrar	452	145	71	9	7	36	684	4.50	131	231	181	90	46	37	3.46	1.04	679	
20. Financial Aid	535	38	35	7	61	44	676	4.45	141	161	123	81	80	45	3.34	1.10	586	
1. Academic Advising	430	143	73	21	23	30	690	4.36	176	204	150	68	35	31	3.66	0.70	633	
19. Business Office	398	142	85	18	24	53	667	4.31	151	244	150	59	33	43	3.66	0.65	637	
25. Upkeep of campus facilities	369	180	95	10	21	45	675	4.28	199	246	155	38	27	38	3.83	0.45	665	
22. Bookstore	345	195	110	11	11	48	672	4.27	141	235	195	63	33	43	3.58	0.69	667	
4. Library	399	136	77	35	34	39	681	4.22	89	125	154	145	124	34	2.86	1.36	637	
24. Parking	451	71	49	15	93	41	679	4.14	57	115	145	111	149	29	2.69	1.45	577	
18. Food Service	370	114	86	22	80	48	672	4.00	39	123	201	122	96	37	2.81	1.19	581	
23. Campus Safety	321	140	131	29	54	45	675	3.96	130	169	143	53	60	42	3.46	0.49	555	
5. Computer Labs	339	120	87	32	89	53	667	3.88	127	201	121	54	12	33	3.73	0.15	515	
21. Student Employment Services	252	102	108	34	159	65	655	3.39	95	101	97	35	29	40	3.55	-0.17	357	
10. Student Activities & Orgs.	173	145	194	56	103	49	671	3.34	81	163	185	41	25	43	3.47	-0.13	495	
13. Health Services	198	133	118	46	160	65	655	3.25	85	89	75	26	29	41	3.58	-0.33	304	
17. Res. Hall Telephone System	251	87	67	19	220	76	644	3.20	74	116	105	42	49	44	3.32	-0.12	386	
15. Res. Life Facilities	242	85	77	34	222	60	660	3.14	59	101	118	55	35	40	3.26	-0.12	368	
6. Career Development Center	185	110	123	56	179	67	653	3.10	37	73	86	31	26	39	3.25	-0.15	253	
2. Academic Resources	150	114	166	73	153	64	656	3.05	46	67	111	34	35	53	3.19	-0.13	293	
11. Intramurals & Fitness	146	111	150	82	169	62	658	2.97	45	81	116	62	53	44	3.01	-0.03	357	
16. Res. Life Programs & Staff	168	96	121	35	229	71	649	2.91	81	104	104	36	32	51	3.46	-0.56	357	
3. Writing Center	114	94	135	85	230	62	658	2.66	39	54	84	22	21	51	3.31	-0.65	220	
14. Psychological Counseling Svs.	109	70	130	66	271	74	646	2.50	27	27	43	11	22	46	3.20	-0.70	130	
12. Services Provided by Dean of Chapel	63	61	129	76	324	67	653	2.18	23	25	66	16	35	48	2.91	-0.73	165	
Weighted Overall Avg.	7933	2976	2564	895	2941	1411	17309	3.70	2634	3739	3393	1478	1199	1077	3.41	0.28		

NOTE: Higher average gap scores indicate services that students felt most important yet least satisfactory.

SORTED BY SATISFACTION																		
	IMPORTANCE								SATISFACTION								AVG. GAP SCORE	# of Stu. Who Used Services
Service Category	5	4	3	2	1	N/R	Resp.	Avg.	5	4	3	2	1	N/R	Avg.			
9. Class Size	488	113	57	13	18	31	689	4.51	314	202	106	41	26	29	4.07	0.44	689	
25. Upkeep of campus facilities	369	180	95	10	21	45	675	4.28	199	246	155	38	27	38	3.83	0.45	665	
5. Computer Labs	339	120	87	32	89	53	667	3.88	127	201	121	54	12	33	3.73	0.15	515	
19. Business Office	398	142	85	18	24	53	667	4.31	151	244	150	59	33	43	3.66	0.65	637	
1. Academic Advising	430	143	73	21	23	30	690	4.36	176	204	150	68	35	31	3.66	0.70	633	
22. Bookstore	345	195	110	11	11	48	672	4.27	141	235	195	63	33	43	3.58	0.69	667	
13. Health Services	198	133	118	46	160	65	655	3.25	85	89	75	26	29	41	3.58	-0.33	304	
26. Satisfaction of campus services	406	152	72	4	2	84	636	4.50	68	296	235	38	14	67	3.56	0.94	651	
21. Student Employment Services	252	102	108	34	159	65	655	3.39	95	101	97	35	29	40	3.55	-0.17	357	
10. Student Activities & Orgs.	173	145	194	56	103	49	671	3.34	81	163	185	41	25	43	3.47	-0.13	495	
16. Res. Life Programs & Staff	168	96	121	35	229	71	649	2.91	81	104	104	36	32	51	3.46	-0.56	357	
23. Campus Safety	321	140	131	29	54	45	675	3.96	130	169	143	53	60	42	3.46	0.49	555	
7. Registrar	452	145	71	9	7	36	684	4.50	131	231	181	90	46	37	3.46	1.04	679	
8. Ability to schedule desired classes	579	79	18	7	5	32	688	4.77	179	186	144	104	73	29	3.43	1.34	686	
20. Financial Aid	535	38	35	7	61	44	676	4.45	141	161	123	81	80	45	3.34	1.10	586	
17. Res. Hall Telephone System	251	87	67	19	220	76	644	3.20	74	116	105	42	49	44	3.32	-0.12	386	
3. Writing Center	114	94	135	85	230	62	658	2.66	39	54	84	22	21	51	3.31	-0.65	220	
15. Res. Life Facilities	242	85	77	34	222	60	660	3.14	59	101	118	55	35	40	3.26	-0.12	368	
6. Career Development Center	185	110	123	56	179	67	653	3.10	37	73	86	31	26	39	3.25	-0.15	253	
14. Psychological Counseling Svs.	109	70	130	66	271	74	646	2.50	27	27	43	11	22	46	3.20	-0.70	130	
2. Academic Resources	150	114	166	73	153	64	656	3.05	46	67	111	34	35	53	3.19	-0.13	293	
11. Intramurals & Fitness	146	111	150	82	169	62	658	2.97	45	81	116	62	53	44	3.01	-0.03	357	
12. Services Provided by Dean of Chapel	63	61	129	76	324	67	653	2.18	23	25	66	16	35	48	2.91	-0.73	165	
4. Library	399	136	77	35	34	39	681	4.22	89	125	154	145	124	34	2.86	1.36	637	
18. Food Service	370	114	86	22	80	48	672	4.00	39	123	201	122	96	37	2.81	1.19	581	
24. Parking	451	71	49	15	93	41	679	4.14	57	115	145	111	149	29	2.69	1.45	577	
Weighted Overall Avg.	7933	2976	2564	895	2941	1411	17309	3.70	2634	3739	3393	1478	1199	1077	3.41	0.28		

SORTED BY GAP SCORE (DIFFERENCE BETWEEN IMPORTANCE AND SATISFACTION)																		
Service Category	IMPORTANCE								SATISFACTION								AVG. GAP SCORE	# of Stu. Who Used Services
	5	4	3	2	1	N/A	Resp.	Avg.	5	4	3	2	1	N/R	Avg.			
12. Services Provided by Dean of Chape	63	61	129	76	324	67	653	2.18	23	25	66	16	35	48	2.91	-0.73	165	
14. Psychological Counseling Svs.	109	70	130	66	271	74	646	2.50	27	27	43	11	22	46	3.20	-0.70	130	
3. Writing Center	114	94	135	85	230	62	658	2.66	39	54	84	22	21	51	3.31	-0.65	220	
16. Res. Life Programs & Staff	168	96	121	35	229	71	649	2.91	81	104	104	36	32	51	3.46	-0.56	357	
13. Health Services	198	133	118	46	160	65	655	3.25	85	89	75	26	29	41	3.58	-0.33	304	
21. Student Employment Services	252	102	108	34	159	65	655	3.39	95	101	97	35	29	40	3.55	-0.17	357	
6. Career Development Center	185	110	123	56	179	67	653	3.10	37	73	86	31	26	39	3.25	-0.15	253	
2. Academic Resources	150	114	166	73	153	64	656	3.05	46	67	111	34	35	53	3.19	-0.13	293	
10. Student Activities & Orgs.	173	145	194	56	103	49	671	3.34	81	163	185	41	25	43	3.47	-0.13	495	
17. Res. Hall Telephone System	251	87	67	19	220	76	644	3.20	74	116	105	42	49	44	3.32	-0.12	386	
15. Res. Life Facilities	242	85	77	34	222	60	660	3.14	59	101	118	55	35	40	3.26	-0.12	368	
11. Intramurals & Fitness	146	111	150	82	169	62	658	2.97	45	81	116	62	53	44	3.01	-0.03	357	
5. Computer Labs	339	120	87	32	89	53	667	3.88	127	201	121	54	12	33	3.73	0.15	515	
9. Class Size	488	113	57	13	18	31	689	4.51	314	202	106	41	26	29	4.07	0.44	689	
25. Upkeep of campus facilities	369	180	95	10	21	45	675	4.28	199	246	155	38	27	38	3.83	0.45	665	
23. Campus Safety	321	140	131	29	54	45	675	3.96	130	169	143	53	60	42	3.46	0.49	555	
19. Business Office	398	142	85	18	24	53	667	4.31	151	244	150	59	33	43	3.66	0.65	637	
22. Bookstore	345	195	110	11	11	48	672	4.27	141	235	195	63	33	43	3.58	0.69	667	
1. Academic Advising	430	143	73	21	23	30	690	4.36	176	204	150	68	35	31	3.66	0.70	633	
26. Satisfaction of campus services	406	152	72	4	2	84	636	4.50	68	296	235	38	14	67	3.56	0.94	651	
7. Registrar	452	145	71	9	7	36	684	4.50	131	231	181	90	46	37	3.46	1.04	679	
20. Financial Aid	535	38	35	7	61	44	676	4.45	141	161	123	81	80	45	3.34	1.10	586	
18. Food Service	370	114	86	22	80	48	672	4.00	39	123	201	122	96	37	2.81	1.19	581	
8. Ability to schedule desired classes	579	79	18	7	5	32	688	4.77	179	186	144	104	73	29	3.43	1.34	686	
4. Library	399	136	77	35	34	39	681	4.22	89	125	154	145	124	34	2.86	1.36	637	
24. Parking	451	71	49	15	93	41	679	4.14	57	115	145	111	149	29	2.69	1.45	577	
Wei Weighted Overall Avg.	7933	2976	2564	895	2941	1411	17309	3.70	2634	3739	3393	1478	1199	1077	3.41	0.28		

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