

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	Not Used			Avg.
	451	159	110	36	24	24	780	4.25	226	211	177	79	38	45	3.69	0.56	731
1. Academic Advising	131	108	189	103	219	54	750	2.77	61	73	119	24	25	466	3.40	-0.63	302
2. Center for Academic Success	103	113	179	110	238	61	743	2.64	38	70	89	32	26	514	3.24	-0.60	255
3. Writing Center	349	165	159	55	50	26	778	3.91	73	166	191	149	123	77	2.88	1.03	702
4. Library	352	150	133	54	85	30	774	3.81	221	242	103	24	19	167	4.02	-0.21	609
5. Computer Labs	151	114	138	108	223	70	734	2.81	40	66	88	23	36	517	3.20	-0.39	253
6. Career Development Center	501	173	88	15	4	23	781	4.48	139	269	233	88	51	7	3.46	1.02	780
7. Registrar	651	86	32	7	4	24	780	4.76	193	205	189	105	69	20	3.46	1.30	761
8. Ability to schedule desired classes	492	181	84	20	4	23	781	4.46	385	235	98	41	15	4	4.21	0.25	774
9. Class Size	151	176	210	97	124	46	758	3.18	110	181	194	51	31	213	3.51	-0.33	567
10. Student Activities & Orgs.	138	124	168	109	206	59	745	2.84	35	94	116	73	61	403	2.92	-0.08	379
11. Intramurals & Fitness	43	50	134	108	392	77	727	1.96	23	36	45	26	36	610	2.90	-0.94	166
12. Services Provided by Dean of Chapel	187	127	161	87	187	55	749	3.05	97	105	98	27	37	415	3.54	-0.49	364
13. Health Services	95	70	125	98	336	80	724	2.30	35	30	34	14	23	638	3.29	-1.00	136
14. Psychological Counseling Svs.	263	84	96	29	263	69	735	3.07	53	120	134	74	49	346	3.13	-0.05	430
15. Res. Life Facilities	179	110	123	41	278	73	731	2.82	96	130	114	44	37	351	3.48	-0.66	421
16. Res. Life Programs & Staff	293	83	61	30	261	76	728	3.16	105	137	97	54	43	335	3.47	-0.31	436
17. Telephone System	382	121	123	29	94	55	749	3.89	40	134	232	172	92	110	2.79	1.10	670
18. Food Service	374	177	136	37	33	47	757	4.09	158	241	191	58	35	87	3.63	0.46	683
19. Business Office	560	82	45	19	62	36	768	4.38	205	204	138	62	59	115	3.65	0.73	668
20. Financial Aid	240	107	116	52	217	72	732	3.14	97	99	88	44	32	418	3.51	-0.38	360
21. Student Employment Services	384	234	118	26	10	32	772	4.24	144	274	229	79	44	12	3.51	0.73	770
22. Bookstore	323	168	137	49	83	44	760	3.79	116	146	183	79	114	143	3.11	0.68	638
23. Campus Safety	545	81	47	15	85	31	773	4.28	62	94	144	151	226	110	2.43	1.84	677
24. Parking	416	192	125	24	11	36	768	4.27	255	236	177	55	30	23	3.84	0.44	753
25. Upkeep of campus facilities	428	194	74	11	4	93	711	4.45	86	363	230	41	14	2	3.63	0.82	734
26. Satisfaction of campus services																	
Weighted Overall Avg.	8182	3429	3111	1369	3497	1316	19588	3.58	3093	4161	3731	1669	1365	6148	3.42	0.16	

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	Not Used			Avg.
8. Ability to schedule desired classes	651	86	32	7	4	24	780	4.76	193	205	189	105	69	20	3.46	1.30	761
7. Registrar	501	173	88	15	4	23	781	4.48	139	269	233	88	51	7	3.46	1.02	780
9. Class Size	492	181	84	20	4	23	781	4.46	385	235	98	41	15	4	4.21	0.25	774
26. Satisfaction of campus services	428	194	74	11	4	93	711	4.45	86	363	230	41	14	2	3.63	0.82	734
20. Financial Aid	560	82	45	19	62	36	768	4.38	205	204	138	62	59	115	3.65	0.73	668
24. Parking	545	81	47	15	85	31	773	4.28	62	94	144	151	226	110	2.43	1.84	677
25. Upkeep of campus facilities	416	192	125	24	11	36	768	4.27	255	236	177	55	30	23	3.84	0.44	753
1. Academic Advising	451	159	110	36	24	24	780	4.25	226	211	177	79	38	45	3.69	0.56	731
22. Bookstore	384	234	118	26	10	32	772	4.24	144	274	229	79	44	12	3.51	0.73	770
19. Business Office	374	177	136	37	33	47	757	4.09	158	241	191	58	35	87	3.63	0.46	683
4. Library	349	165	159	55	50	26	778	3.91	73	166	191	149	123	77	2.88	1.03	702
18. Food Service	382	121	123	29	94	55	749	3.89	40	134	232	172	92	110	2.79	1.10	670
5. Computer Labs	352	150	133	54	85	30	774	3.81	221	242	103	24	19	167	4.02	-0.21	609
23. Campus Safety	323	168	137	49	83	44	760	3.79	116	146	183	79	114	143	3.11	0.68	638
10. Student Activities & Orgs.	151	176	210	97	124	46	758	3.18	110	181	194	51	31	213	3.51	-0.33	567
17. Telephone System	293	83	61	30	261	76	728	3.16	105	137	97	54	43	335	3.47	-0.31	436
21. Student Employment Services	240	107	116	52	217	72	732	3.14	97	99	88	44	32	418	3.51	-0.38	360
15. Res. Life Facilities	263	84	96	29	263	69	735	3.07	53	120	134	74	49	346	3.13	-0.05	430
13. Health Services	187	127	161	87	187	55	749	3.05	97	105	98	27	37	415	3.54	-0.49	364
11. Intramurals & Fitness	138	124	168	109	206	59	745	2.84	35	94	116	73	61	403	2.92	-0.08	379
16. Res. Life Programs & Staff	179	110	123	41	278	73	731	2.82	96	130	114	44	37	351	3.48	-0.66	421
6. Career Development Center	151	114	138	108	223	70	734	2.81	40	66	88	23	36	517	3.20	-0.39	253
2. Center for Academic Success	131	108	189	103	219	54	750	2.77	61	73	119	24	25	466	3.40	-0.63	302
3. Writing Center	103	113	179	110	238	61	743	2.64	38	70	89	32	26	514	3.24	-0.60	255
14. Psychological Counseling Svs.	95	70	125	98	336	80	724	2.30	35	30	34	14	23	638	3.29	-1.00	136
12. Services Provided by Dean of Chapel	43	50	134	108	392	77	727	1.96	23	36	45	26	36	610	2.90	-0.94	166
Weighted Overall Avg.	8182	3429	3111	1369	3497	1316	19588	3.58	3093	4161	3731	1669	1365	6148	3.42	0.16	

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

SORTED BY SATISFACTION																		
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	Used	Avg.			
	492	181	84	20	4	23	781	4.46	385	235	98	41	15	4	4.21	0.25	774	
9. Class Size	352	150	133	54	85	30	774	3.81	221	242	103	24	19	167	4.02	-0.21	609	
5. Computer Labs	416	192	125	24	11	36	768	4.27	255	236	177	55	30	23	3.84	0.44	753	
25. Upkeep of campus facilities	451	159	110	36	24	24	780	4.25	226	211	177	79	38	45	3.69	0.56	731	
1. Academic Advising	560	82	45	19	62	36	768	4.38	205	204	138	62	59	115	3.65	0.73	668	
20. Financial Aid	428	194	74	11	4	93	711	4.45	86	363	230	41	14	2	3.63	0.82	734	
26. Satisfaction of campus services	374	177	136	37	33	47	757	4.09	158	241	191	58	35	87	3.63	0.46	683	
19. Business Office	187	127	161	87	187	55	749	3.05	97	105	98	27	37	415	3.54	-0.49	364	
13. Health Services	240	107	116	52	217	72	732	3.14	97	99	88	44	32	418	3.51	-0.38	360	
21. Student Employment Services	384	234	118	26	10	32	772	4.24	144	274	229	79	44	12	3.51	0.73	770	
22. Bookstore	151	176	210	97	124	46	758	3.18	110	181	194	51	31	213	3.51	-0.33	567	
10. Student Activities & Orgs.	179	110	123	41	278	73	731	2.82	96	130	114	44	37	351	3.48	-0.66	421	
16. Res. Life Programs & Staff	293	83	61	30	261	76	728	3.16	105	137	97	54	43	335	3.47	-0.31	436	
17. Telephone System	501	173	88	15	4	23	781	4.48	139	269	233	88	51	7	3.46	1.02	780	
7. Registrar	651	86	32	7	4	24	780	4.76	193	205	189	105	69	20	3.46	1.30	761	
8. Ability to schedule desired classes	131	108	189	103	219	54	750	2.77	61	73	119	24	25	466	3.40	-0.63	302	
2. Center for Academic Success	95	70	125	98	336	80	724	2.30	35	30	34	14	23	638	3.29	-1.00	136	
14. Psychological Counseling Svs.	103	113	179	110	238	61	743	2.64	38	70	89	32	26	514	3.24	-0.60	255	
3. Writing Center	151	114	138	108	223	70	734	2.81	40	66	88	23	36	517	3.20	-0.39	253	
6. Career Development Center	263	84	96	29	263	69	735	3.07	53	120	134	74	49	346	3.13	-0.05	430	
15. Res. Life Facilities	323	168	137	49	83	44	760	3.79	116	146	183	79	114	143	3.11	0.68	638	
23. Campus Safety	138	124	168	109	206	59	745	2.84	35	94	116	73	61	403	2.92	-0.08	379	
11. Intramurals & Fitness	43	50	134	108	392	77	727	1.96	23	36	45	26	36	610	2.90	-0.94	166	
12. Services Provided by Dean of Chapel	349	165	159	55	50	26	778	3.91	73	166	191	149	123	77	2.88	1.03	702	
4. Library	382	121	123	29	94	55	749	3.89	40	134	232	172	92	110	2.79	1.10	670	
18. Food Service	545	81	47	15	85	31	773	4.28	62	94	144	151	226	110	2.43	1.84	677	
24. Parking																		
Weighted Overall Avg	8182	3429	3111	1369	3497	1316	19588	3.58	3093	4161	3731	1669	1365	6148	3.42	0.16		

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	Not Used	Avg.		
14. Psychological Counseling Svs.	95	70	125	98	336	80	724	2.30	35	30	34	14	23	638	3.29	-1.00	136
12. Services Provided by Dean of Chapel	43	50	134	108	392	77	727	1.96	23	36	45	26	36	610	2.90	-0.94	166
16. Res. Life Programs & Staff	179	110	123	41	278	73	731	2.82	96	130	114	44	37	351	3.48	-0.66	421
2. Academic Resources	131	108	189	103	219	54	750	2.77	61	73	119	24	25	466	3.40	-0.63	302
3. Writing Center	103	113	179	110	238	61	743	2.64	38	70	89	32	26	514	3.24	-0.60	255
13. Health Services	187	127	161	87	187	55	749	3.05	97	105	98	27	37	415	3.54	-0.49	364
6. Career Development Center	151	114	138	108	223	70	734	2.81	40	66	88	23	36	517	3.20	-0.39	253
21. Student Employment Services	240	107	116	52	217	72	732	3.14	97	99	88	44	32	418	3.51	-0.38	360
10. Student Activities & Orgs.	151	176	210	97	124	46	758	3.18	110	181	194	51	31	213	3.51	-0.33	567
17. Telephone System	293	83	61	30	261	76	728	3.16	105	137	97	54	43	335	3.47	-0.31	436
5. Computer Labs	352	150	133	54	85	30	774	3.81	221	242	103	24	19	167	4.02	-0.21	609
11. Intramurals & Fitness	138	124	168	109	206	59	745	2.84	35	94	116	73	61	403	2.92	-0.08	379
15. Res. Life Facilities	263	84	96	29	263	69	735	3.07	53	120	134	74	49	346	3.13	-0.05	430
9. Class Size	492	181	84	20	4	23	781	4.46	385	235	98	41	15	4	4.21	0.25	774
25. Upkeep of campus facilities	416	192	125	24	11	36	768	4.27	255	236	177	55	30	23	3.84	0.44	753
19. Business Office	374	177	136	37	33	47	757	4.09	158	241	191	58	35	87	3.63	0.46	683
1. Academic Advising	451	159	110	36	24	24	780	4.25	226	211	177	79	38	45	3.69	0.56	731
23. Campus Safety	323	168	137	49	83	44	760	3.79	116	146	183	79	114	143	3.11	0.68	638
22. Bookstore	384	234	118	26	10	32	772	4.24	144	274	229	79	44	12	3.51	0.73	770
20. Financial Aid	560	82	45	19	62	36	768	4.38	205	204	138	62	59	115	3.65	0.73	668
26. Satisfaction of campus services	428	194	74	11	4	93	711	4.45	86	363	230	41	14	2	3.63	0.82	734
7. Registrar	501	173	88	15	4	23	781	4.48	139	269	233	88	51	7	3.46	1.02	780
4. Library	349	165	159	55	50	26	778	3.91	73	166	191	149	123	77	2.88	1.03	702
18. Food Service	382	121	123	29	94	55	749	3.89	40	134	232	172	92	110	2.79	1.10	670
8. Ability to schedule desired classes	651	86	32	7	4	24	780	4.76	193	205	189	105	69	20	3.46	1.30	761
24. Parking	545	81	47	15	85	31	773	4.28	62	94	144	151	226	110	2.43	1.84	677
Weighted Overall Avg.	8182	3429	3111	1369	3497	1316	19588	3.58	3093	4161	3731	1669	1365	6148	3.42	0.16	

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