

SORTED BY SERVICE CATEGORY																
Service Category	IMPORTANCE								SATISFACTION							
	5	4	3	2	1	N/R	Resp.	Avg.	5	4	3	2	1	Not Used	Avg.	AVG. GAP SCORE
1. Academic Advising	391	120	81	28	32	30	652	4.24	184	160	136	63	33	66	3.69	0.55
2. Academic Resources	116	104	159	73	164	66	616	2.89	48	63	81	31	29	367	3.28	-0.38
3. Writing Center	83	83	125	88	238	65	617	2.49	41	46	54	21	22	439	3.34	-0.85
4. Library	331	128	98	49	35	41	641	4.05	59	102	149	140	141	56	2.66	1.39
5. Computer Labs	326	100	78	40	96	42	640	3.81	174	186	87	39	16	135	3.92	-0.11
6. Career Development Center	158	94	120	54	189	67	615	2.96	52	73	72	25	24	377	3.42	-0.46
7. Registrar	403	157	66	11	5	40	642	4.47	134	235	178	62	32	7	3.59	0.88
8. Ability to schedule desired classes	553	53	26	1	7	42	640	4.79	167	168	125	99	69	16	3.42	1.37
9. Class Size	423	126	71	15	6	41	641	4.47	263	210	113	39	15	3	4.04	0.43
10. Student Activities & Orgs.	119	112	175	85	128	63	619	3.01	68	116	158	37	26	220	3.40	-0.39
11. Intramurals & Fitness	92	113	148	74	184	71	611	2.76	31	68	99	50	39	340	3.01	-0.24
12. Services Provided by Dean of Chapel	34	48	131	76	318	75	607	2.02	19	27	36	9	28	508	3.00	-0.98
13. Health Services	162	112	118	55	170	65	617	3.07	93	85	76	19	26	344	3.67	-0.60
14. Psychological Counseling Svs.	92	44	101	78	290	77	605	2.29	42	23	34	6	22	504	3.45	-1.16
15. Res. Life Facilities	183	94	69	31	235	70	612	2.93	36	85	115	45	39	318	3.11	-0.17
16. Res. Life Programs & Staff	133	88	103	34	248	76	606	2.71	47	81	106	34	44	315	3.17	-0.46
17. Telephone System	212	76	63	22	229	80	602	3.03	77	99	77	45	39	294	3.39	-0.35
18. Food Service	324	123	75	21	80	59	623	3.95	48	107	179	128	94	97	2.80	1.15
19. Business Office	347	147	81	23	32	52	630	4.20	148	223	142	46	24	47	3.73	0.47
20. Financial Aid	464	64	33	11	63	47	635	4.35	154	168	131	60	48	75	3.57	0.78
21. Student Employment Services	202	108	83	34	187	68	614	3.17	76	97	67	31	31	337	3.52	-0.35
22. Bookstore	327	189	90	15	9	52	630	4.29	140	221	181	56	27	7	3.63	0.66
23. Campus Safety	268	122	111	42	78	61	621	3.74	107	135	135	55	82	129	3.25	0.49
24. Parking	410	84	41	15	75	57	625	4.18	79	92	145	118	108	106	2.85	1.34
25. Upkeep of campus facilities	341	164	88	23	17	49	633	4.25	230	227	134	26	17	13	3.99	0.26
26. Satisfaction of campus services	350	143	65	3	1	120	562	4.49	84	287	184	32	10	3	3.68	0.82
Weighted Overall Avg.	6844	2796	2399	1001	3116	1576	16156	3.57	2601	3384	2994	1316	1085	5123	3.45	0.12

SORTED BY IMPORTANCE																
Service Category	IMPORTANCE								SATISFACTION							
	5	4	3	2	1	N/R	Resp.	Avg.	5	4	3	2	1	Not Used	Avg.	AVG. GAP SCORE
8. Ability to schedule desired classes	553	53	26	1	7	42	640	4.79	167	168	125	99	69	16	3.42	1.37
26. Satisfaction of campus services	350	143	65	3	1	120	562	4.49	84	287	184	32	10	3	3.68	0.82
9. Class Size	423	126	71	15	6	41	641	4.47	263	210	113	39	15	3	4.04	0.43
7. Registrar	403	157	66	11	5	40	642	4.47	134	235	178	62	32	7	3.59	0.88
20. Financial Aid	464	64	33	11	63	47	635	4.35	154	168	131	60	48	75	3.57	0.78
22. Bookstore	327	189	90	15	9	52	630	4.29	140	221	181	56	27	7	3.63	0.66
25. Upkeep of campus facilities	341	164	88	23	17	49	633	4.25	230	227	134	26	17	13	3.99	0.26
1. Academic Advising	391	120	81	28	32	30	652	4.24	184	160	136	63	33	66	3.69	0.55
19. Business Office	347	147	81	23	32	52	630	4.20	148	223	142	46	24	47	3.73	0.47
24. Parking	410	84	41	15	75	57	625	4.18	79	92	145	118	108	106	2.85	1.34
4. Library	331	128	98	49	35	41	641	4.05	59	102	149	140	141	56	2.66	1.39
18. Food Service	324	123	75	21	80	59	623	3.95	48	107	179	128	94	97	2.80	1.15
5. Computer Labs	326	100	78	40	96	42	640	3.81	174	186	87	39	16	135	3.92	-0.11
23. Campus Safety	268	122	111	42	78	61	621	3.74	107	135	135	55	82	129	3.25	0.49
21. Student Employment Services	202	108	83	34	187	68	614	3.17	76	97	67	31	31	337	3.52	-0.35
13. Health Services	162	112	118	55	170	65	617	3.07	93	85	76	19	26	344	3.67	-0.60
17. Telephone System	212	76	63	22	229	80	602	3.03	77	99	77	45	39	294	3.39	-0.35
10. Student Activities & Orgs.	119	112	175	85	128	63	619	3.01	68	116	158	37	26	220	3.40	-0.39
6. Career Development Center	158	94	120	54	189	67	615	2.96	52	73	72	25	24	377	3.42	-0.46
15. Res. Life Facilities	183	94	69	31	235	70	612	2.93	36	85	115	45	39	318	3.11	-0.17
2. Academic Resources	116	104	159	73	164	66	616	2.89	48	63	81	31	29	367	3.28	-0.38
11. Intramurals & Fitness	92	113	148	74	184	71	611	2.76	31	68	99	50	39	340	3.01	-0.24
16. Res. Life Programs & Staff	133	88	103	34	248	76	606	2.71	47	81	106	34	44	315	3.17	-0.46
3. Writing Center	83	83	125	88	238	65	617	2.49	41	46	54	21	22	439	3.34	-0.85
14. Psychological Counseling Svs.	92	44	101	78	290	77	605	2.29	42	23	34	6	22	504	3.45	-1.16
12. Services Provided by Dean of Chapel	34	48	131	76	318	75	607	2.02	19	27	36	9	28	508	3.00	-0.98
Weighted Overall Avg.	6844	2796	2399	1001	3116	1576	16156	3.57	2601	3384	2994	1316	1085	5123	3.45	0.12

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

SORTED BY SATISFACTION																
Service Category	IMPORTANCE								SATISFACTION							
	5	4	3	2	1	N/R	Resp.	Avg.	5	4	3	2	1	Not Used	Avg.	AVG. GAP SCORE
9. Class Size	423	126	71	15	6	41	641	4.47	263	210	113	39	15	3	4.04	0.43
25. Upkeep of campus facilities	341	164	88	23	17	49	633	4.25	230	227	134	26	17	13	3.99	0.26
5. Computer Labs	326	100	78	40	96	42	640	3.81	174	186	87	39	16	135	3.92	-0.11
19. Business Office	347	147	81	23	32	52	630	4.20	148	223	142	46	24	47	3.73	0.47
1. Academic Advising	391	120	81	28	32	30	652	4.24	184	160	136	63	33	66	3.69	0.55
26. Satisfaction of campus services	350	143	65	3	1	120	562	4.49	84	287	184	32	10	3	3.68	0.82
13. Health Services	162	112	118	55	170	65	617	3.07	93	85	76	19	26	344	3.67	-0.60
22. Bookstore	327	189	90	15	9	52	630	4.29	140	221	181	56	27	7	3.63	0.66
7. Registrar	403	157	66	11	5	40	642	4.47	134	235	178	62	32	7	3.59	0.88
20. Financial Aid	464	64	33	11	63	47	635	4.35	154	168	131	60	48	75	3.57	0.78
21. Student Employment Services	202	108	83	34	187	68	614	3.17	76	97	67	31	31	337	3.52	-0.35
14. Psychological Counseling Svs.	92	44	101	78	290	77	605	2.29	42	23	34	6	22	504	3.45	-1.16
6. Career Development Center	158	94	120	54	189	67	615	2.96	52	73	72	25	24	377	3.42	-0.46
8. Ability to schedule desired classes	553	53	26	1	7	42	640	4.79	167	168	125	99	69	16	3.42	1.37
10. Student Activities & Orgs.	119	112	175	85	128	63	619	3.01	68	116	158	37	26	220	3.40	-0.39
17. Telephone System	212	76	63	22	229	80	602	3.03	77	99	77	45	39	294	3.39	-0.35
3. Writing Center	83	83	125	88	238	65	617	2.49	41	46	54	21	22	439	3.34	-0.85
2. Academic Resources	116	104	159	73	164	66	616	2.89	48	63	81	31	29	367	3.28	-0.38
23. Campus Safety	268	122	111	42	78	61	621	3.74	107	135	135	55	82	129	3.25	0.49
16. Res. Life Programs & Staff	133	88	103	34	248	76	606	2.71	47	81	106	34	44	315	3.17	-0.46
15. Res. Life Facilities	183	94	69	31	235	70	612	2.93	36	85	115	45	39	318	3.11	-0.17
11. Intramurals & Fitness	92	113	148	74	184	71	611	2.76	31	68	99	50	39	340	3.01	-0.24
12. Services Provided by Dean of Chapel	34	48	131	76	318	75	607	2.02	19	27	36	9	28	508	3.00	-0.98
24. Parking	410	84	41	15	75	57	625	4.18	79	92	145	118	108	106	2.85	1.34
18. Food Service	324	123	75	21	80	59	623	3.95	48	107	179	128	94	97	2.80	1.15
4. Library	331	128	98	49	35	41	641	4.05	59	102	149	140	141	56	2.66	1.39
Weighted Overall Avg.	6844	2796	2399	1001	3116	1576	16156	3.57	2601	3384	2994	1316	1085	5123	3.45	0.12

SORTED BY GAP SCORE (DIFFERENCE BETWEEN IMPORTANCE AND SATISFACTION)																
Service Category	IMPORTANCE								SATISFACTION							
	5	4	3	2	1	N/A	Resp.	Avg.	5	4	3	2	1	Not Used	Avg.	AVG. GAP SCORE
14. Psychological Counseling Svs.	92	44	101	78	290	77	605	2.29	42	23	34	6	22	504	3.45	-1.16
12. Services Provided by Dean of Chapel	34	48	131	76	318	75	607	2.02	19	27	36	9	28	508	3.00	-0.98
3. Writing Center	83	83	125	88	238	65	617	2.49	41	46	54	21	22	439	3.34	-0.85
13. Health Services	162	112	118	55	170	65	617	3.07	93	85	76	19	26	344	3.67	-0.60
16. Res. Life Programs & Staff	133	88	103	34	248	76	606	2.71	47	81	106	34	44	315	3.17	-0.46
6. Career Development Center	158	94	120	54	189	67	615	2.96	52	73	72	25	24	377	3.42	-0.46
10. Student Activities & Orgs.	119	112	175	85	128	63	619	3.01	68	116	158	37	26	220	3.40	-0.39
2. Academic Resources	116	104	159	73	164	66	616	2.89	48	63	81	31	29	367	3.28	-0.38
17. Telephone System	212	76	63	22	229	80	602	3.03	77	99	77	45	39	294	3.39	-0.35
21. Student Employment Services	202	108	83	34	187	68	614	3.17	76	97	67	31	31	337	3.52	-0.35
11. Intramurals & Fitness	92	113	148	74	184	71	611	2.76	31	68	99	50	39	340	3.01	-0.24
15. Res. Life Facilities	183	94	69	31	235	70	612	2.93	36	85	115	45	39	318	3.11	-0.17
5. Computer Labs	326	100	78	40	96	42	640	3.81	174	186	87	39	16	135	3.92	-0.11
25. Upkeep of campus facilities	341	164	88	23	17	49	633	4.25	230	227	134	26	17	13	3.99	0.26
9. Class Size	423	126	71	15	6	41	641	4.47	263	210	113	39	15	3	4.04	0.43
19. Business Office	347	147	81	23	32	52	630	4.20	148	223	142	46	24	47	3.73	0.47
23. Campus Safety	268	122	111	42	78	61	621	3.74	107	135	135	55	82	129	3.25	0.49
1. Academic Advising	391	120	81	28	32	30	652	4.24	184	160	136	63	33	66	3.69	0.55
22. Bookstore	327	189	90	15	9	52	630	4.29	140	221	181	56	27	7	3.63	0.66
20. Financial Aid	464	64	33	11	63	47	635	4.35	154	168	131	60	48	75	3.57	0.78
26. Satisfaction of campus services	350	143	65	3	1	120	562	4.49	84	287	184	32	10	3	3.68	0.82
7. Registrar	403	157	66	11	5	40	642	4.47	134	235	178	62	32	7	3.59	0.88
18. Food Service	324	123	75	21	80	59	623	3.95	48	107	179	128	94	97	2.80	1.15
24. Parking	410	84	41	15	75	57	625	4.18	79	92	145	118	108	106	2.85	1.34
8. Ability to schedule desired classes	553	53	26	1	7	42	640	4.79	167	168	125	99	69	16	3.42	1.37
4. Library	331	128	98	49	35	41	641	4.05	59	102	149	140	141	56	2.66	1.39
Weighted Overall Avg.	6844	2796	2399	1001	3116	1576	16156	3.57	2601	3384	2994	1316	1085	5123	3.45	0.12

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