

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	Used	N/R	Avg.		
1. Academic Advising	416	185	104	50	39	13	794	4.12	178	188	206	69	36	108	22	3.60	0.52	677
2. Center for Academic Success	157	105	177	124	206	38	769	2.85	66	78	105	46	39	445	28	3.26	-0.41	334
3. Writing Center	112	82	158	119	288	48	759	2.49	28	54	99	25	34	539	28	3.07	-0.58	240
4. Library	341	179	146	70	54	17	790	3.86	87	138	201	146	123	94	18	2.88	0.98	695
5. Computer Labs	415	147	115	42	73	15	792	4.00	201	237	158	49	19	127	16	3.83	0.16	664
6. Career Development Center	179	123	166	91	208	40	767	2.97	41	89	92	45	34	484	22	3.19	-0.23	301
7. Registrar	512	175	87	20	3	10	797	4.47	120	280	228	92	69	2	16	3.37	1.10	789
8. Ability to schedule desired classes	652	89	31	11	6	18	789	4.74	163	207	192	127	85	20	13	3.30	1.43	774
9. Class Size	493	176	81	21	15	21	786	4.41	268	277	146	56	27	14	19	3.91	0.51	774
10. Student Activities & Orgs.	142	168	219	91	149	38	769	3.08	69	161	212	58	38	248	21	3.31	-0.22	538
11. Intramurals & Fitness	194	165	174	76	158	40	767	3.21	119	154	129	38	32	316	19	3.61	-0.40	472
12. Services Provided by Dean of Chapel	43	61	152	115	375	61	746	2.04	16	30	83	23	35	595	25	2.83	-0.80	187
13. Health Services	213	135	145	86	183	45	762	3.14	92	124	111	41	33	388	18	3.50	-0.36	401
14. Psychological Counseling Svs.	115	76	148	84	328	56	751	2.42	35	41	52	20	28	606	25	3.20	-0.78	176
15. Res. Life Facilities	214	102	79	52	312	48	759	2.81	31	91	122	70	65	411	17	2.88	-0.07	379
16. Res. Life Programs & Staff	144	110	111	63	327	52	755	2.58	39	110	112	43	63	421	19	3.05	-0.47	367
17. Telephone System	237	88	64	42	316	60	747	2.85	88	119	96	31	45	404	24	3.46	-0.61	379
18. Food Service	314	156	132	43	125	37	770	3.64	36	153	229	131	84	151	23	2.88	0.75	633
19. Business Office	360	205	134	28	48	32	775	4.03	143	246	217	68	39	73	21	3.54	0.49	713
20. Financial Aid	544	78	57	14	85	29	778	4.26	162	206	165	65	68	124	17	3.49	0.77	666
21. Student Employment Services	239	92	136	62	224	54	753	3.08	84	96	118	38	39	414	18	3.39	-0.31	375
22. Bookstore	398	200	148	20	22	19	788	4.18	124	266	232	84	62	21	18	3.40	0.78	768
23. Campus Safety	305	154	162	58	96	32	775	3.66	89	192	176	73	104	155	18	3.14	0.52	634
24. Parking	534	107	60	18	67	21	786	4.30	76	151	150	157	176	82	15	2.71	1.59	710
25. Upkeep of campus facilities	413	204	119	27	22	22	785	4.22	240	282	155	48	31	30	21	3.86	0.36	756
26. Satisfaction of campus services	404	220	83	10	4	86	721	4.40	78	365	215	60	12	6	71	3.60	0.80	730
Weighted Overall Avg.	8090	3582	3188	1437	3733	952	20030	3.54	2673	4335	4001	1703	1420	6278	572	3.36	0.18	

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	Used	N/R	Avg.		
8. Ability to schedule desired classes	652	89	31	11	6	18	789	4.74	163	207	192	127	85	20	13	3.30	1.43	774
7. Registrar	512	175	87	20	3	10	797	4.47	120	280	228	92	69	2	16	3.37	1.10	789
9. Class Size	493	176	81	21	15	21	786	4.41	268	277	146	56	27	14	19	3.91	0.51	774
26. Satisfaction of campus services	404	220	83	10	4	86	721	4.40	78	365	215	60	12	6	71	3.60	0.80	730
24. Parking	534	107	60	18	67	21	786	4.30	76	151	150	157	176	82	15	2.71	1.59	710
20. Financial Aid	544	78	57	14	85	29	778	4.26	162	206	165	65	68	124	17	3.49	0.77	666
25. Upkeep of campus facilities	413	204	119	27	22	22	785	4.22	240	282	155	48	31	30	21	3.86	0.36	756
22. Bookstore	398	200	148	20	22	19	788	4.18	124	266	232	84	62	21	18	3.40	0.78	768
1. Academic Advising	416	185	104	50	39	13	794	4.12	178	188	206	69	36	108	22	3.60	0.52	677
19. Business Office	360	205	134	28	48	32	775	4.03	143	246	217	68	39	73	21	3.54	0.49	713
5. Computer Labs	415	147	115	42	73	15	792	4.00	201	237	158	49	19	127	16	3.83	0.16	664
4. Library	341	179	146	70	54	17	790	3.86	87	138	201	146	123	94	18	2.88	0.98	695
23. Campus Safety	305	154	162	58	96	32	775	3.66	89	192	176	73	104	155	18	3.14	0.52	634
18. Food Service	314	156	132	43	125	37	770	3.64	36	153	229	131	84	151	23	2.88	0.75	633
11. Intramurals & Fitness	194	165	174	76	158	40	767	3.21	119	154	129	38	32	316	19	3.61	-0.40	472
13. Health Services	213	135	145	86	183	45	762	3.14	92	124	111	41	33	388	18	3.50	-0.36	401
10. Student Activities & Orgs.	142	168	219	91	149	38	769	3.08	69	161	212	58	38	248	21	3.31	-0.22	538
21. Student Employment Services	239	92	136	62	224	54	753	3.08	84	96	118	38	39	414	18	3.39	-0.31	375
6. Career Development Center	179	123	166	91	208	40	767	2.97	41	89	92	45	34	484	22	3.19	-0.23	301
17. Telephone System	237	88	64	42	316	60	747	2.85	88	119	96	31	45	404	24	3.46	-0.61	379
2. Center for Academic Success	157	105	177	124	206	38	769	2.85	66	78	105	46	39	445	28	3.26	-0.41	334
15. Res. Life Facilities	214	102	79	52	312	48	759	2.81	31	91	122	70	65	411	17	2.88	-0.07	379
16. Res. Life Programs & Staff	144	110	111	63	327	52	755	2.58	39	110	112	43	63	421	19	3.05	-0.47	367
3. Writing Center	112	82	158	119	288	48	759	2.49	28	54	99	25	34	539	28	3.07	-0.58	240
14. Psychological Counseling Svs.	115	76	148	84	328	56	751	2.42	35	41	52	20	28	606	25	3.20	-0.78	176
12. Services Provided by Dean of Chapel	43	61	152	115	375	61	746	2.04	16	30	83	23	35	595	25	2.83	-0.80	187
Weighted Overall Avg.	8090	3582	3188	1437	3733	952	20030	3.54	2673	4335	4001	1703	1420	6278	572	3.36	0.18	

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	Not Used	N/R	Avg.		
9. Class Size	493	176	81	21	15	21	786	4.41	268	277	146	56	27	14	19	3.91	0.51	774
25. Upkeep of campus facilities	413	204	119	27	22	22	785	4.22	240	282	155	48	31	30	21	3.86	0.36	756
5. Computer Labs	415	147	115	42	73	15	792	4.00	201	237	158	49	19	127	16	3.83	0.16	664
11. Intramurals & Fitness	194	165	174	76	158	40	767	3.21	113	154	129	38	32	316	19	3.61	-0.40	472
26. Satisfaction of campus services	404	220	83	10	4	86	721	4.40	78	365	215	60	12	6	71	3.60	0.80	730
1. Academic Advising	416	185	104	50	39	13	794	4.12	178	188	206	69	36	108	22	3.60	0.52	677
19. Business Office	360	205	134	28	48	32	775	4.03	143	246	217	68	39	73	21	3.54	0.49	713
13. Health Services	213	135	145	86	183	45	762	3.14	92	124	111	41	33	388	18	3.50	-0.36	401
20. Financial Aid	544	78	57	14	85	29	778	4.26	162	206	165	65	68	124	17	3.49	0.77	666
17. Telephone System	237	88	64	42	316	60	747	2.85	88	119	96	31	45	404	24	3.46	-0.61	379
22. Bookstore	398	200	148	20	22	19	788	4.18	124	266	232	84	62	21	18	3.40	0.78	768
21. Student Employment Services	239	92	136	62	224	54	753	3.08	84	96	118	38	39	414	18	3.39	-0.31	375
7. Registrar	512	175	87	20	3	10	797	4.47	120	280	228	92	69	2	16	3.37	1.10	789
10. Student Activities & Orgs.	142	168	219	91	149	38	769	3.08	69	161	212	58	38	248	21	3.31	-0.22	538
8. Ability to schedule desired classes	652	89	31	11	6	18	789	4.74	163	207	192	127	85	20	13	3.30	1.43	774
2. Center for Academic Success	157	105	177	124	206	38	769	2.85	66	78	105	46	39	445	28	3.26	-0.41	334
14. Psychological Counseling Svs.	115	76	148	84	328	56	751	2.42	35	41	52	20	28	606	25	3.20	-0.78	176
6. Career Development Center	179	123	166	91	208	40	767	2.97	41	89	92	45	34	484	22	3.19	-0.23	301
23. Campus Safety	305	154	162	58	96	32	775	3.66	89	192	176	73	104	155	18	3.14	0.52	634
3. Writing Center	112	82	158	119	288	48	759	2.49	28	54	99	25	34	539	28	3.07	-0.58	240
16. Res. Life Programs & Staff	144	110	111	63	327	52	755	2.58	39	110	112	43	63	421	19	3.05	-0.47	367
4. Library	341	179	146	70	54	17	790	3.86	87	138	201	146	123	94	18	2.88	0.98	695
18. Food Service	314	156	132	43	125	37	770	3.64	36	153	229	131	84	151	23	2.88	0.75	633
15. Res. Life Facilities	214	102	79	52	312	48	759	2.81	31	91	122	70	65	411	17	2.88	-0.07	379
12. Services Provided by Dean of Chapel	43	61	152	115	375	61	746	2.04	16	30	83	23	35	595	25	2.83	-0.80	187
24. Parking	534	107	60	18	67	21	786	4.30	76	151	150	157	176	82	15	2.71	1.59	710
Weighted Overall Avg.	8090	3582	3188	1437	3733	952	20030	3.54	2673	4335	4001	1703	1420	6278	572	3.36	0.18	

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	N/R	Avg.		
12. Services Provided by Dean of Chapel	43	61	152	115	375	61	746	2.04	16	30	83	23	35	595	25	2.83	-0.80	187
14. Psychological Counseling Svs.	115	76	148	84	328	56	751	2.42	35	41	52	20	28	606	25	3.20	-0.78	176
17. Telephone System	237	88	64	42	316	60	747	2.85	88	119	96	31	45	404	24	3.46	-0.61	379
3. Writing Center	112	82	158	119	288	48	759	2.49	28	54	99	25	34	539	28	3.07	-0.58	240
16. Res. Life Programs & Staff	144	110	111	63	327	52	755	2.58	39	110	112	43	63	421	19	3.05	-0.47	367
2. Center for Academic Success	157	105	177	124	206	38	769	2.85	66	78	105	46	39	445	28	3.26	-0.41	334
11. Intramurals & Fitness	194	165	174	76	158	40	767	3.21	119	154	129	38	32	316	19	3.61	-0.40	472
13. Health Services	213	135	145	86	183	45	762	3.14	92	124	111	41	33	388	18	3.50	-0.36	401
21. Student Employment Services	239	92	136	62	224	54	753	3.08	84	96	118	38	39	414	18	3.39	-0.31	375
6. Career Development Center	179	123	166	91	208	40	767	2.97	41	89	92	45	34	484	22	3.19	-0.23	301
10. Student Activities & Orgs.	142	168	219	91	149	38	769	3.08	69	161	212	58	38	248	21	3.31	-0.22	538
15. Res. Life Facilities	214	102	79	52	312	48	759	2.81	31	91	122	70	65	411	17	2.88	-0.07	379
5. Computer Labs	415	147	115	42	73	15	792	4.00	201	237	158	49	19	127	16	3.83	0.16	664
25. Upkeep of campus facilities	413	204	119	27	22	22	785	4.22	240	282	155	48	31	30	21	3.86	0.36	756
19. Business Office	360	205	134	28	48	32	775	4.03	143	246	217	68	39	73	21	3.54	0.49	713
9. Class Size	493	176	81	21	15	21	786	4.41	268	277	146	56	27	14	19	3.91	0.51	774
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20. Financial Aid	544	78	57	14	85	29	778	4.26	162	206	165	65	68	124	17	3.49	0.77	666
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26. Satisfaction of campus services	404	220	83	10	4	86	721	4.40	78	365	215	60	12	6	71	3.60	0.80	730
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7. Registrar	512	175	87	20	3	10	797	4.47	120	280	228	92	69	2	16	3.37	1.10	789
8. Ability to schedule desired classes	652	89	31	11	6	18	789	4.74	163	207	192	127	85	20	13	3.30	1.43	774
24. Parking	534	107	60	18	67	21	786	4.30	76	151	150	157	176	82	15	2.71	1.59	710
Weighted Overall Avg.	8090	3582	3188	1437	3733	952	20030	3.54	2673	4335	4001	1703	1420	6278	572	3.36	0.18	

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