

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	N/R	Avg.		
1. Academic Advising	410	141	134	37	65	15	787	4.01	121	172	191	98	63	136	21	3.29	0.71	645
2. Center for Academic Success	131	104	166	131	237	33	769	2.69	58	67	117	38	33	470	19	3.25	-0.56	313
3. Writing Center	84	64	169	111	327	47	755	2.29	31	47	78	27	21	575	23	3.20	-0.90	204
4. Library	297	188	180	69	53	15	787	3.77	125	202	184	117	61	101	12	3.31	0.46	689
5. Computer Labs	343	159	133	62	85	20	782	3.78	199	229	137	54	25	143	15	3.81	-0.03	644
6. Career Development Center	157	139	155	88	216	47	755	2.91	67	105	103	19	26	464	18	3.53	-0.61	320
7. Registrar	450	202	111	18	7	14	788	4.36	134	243	245	99	63	9	9	3.36	0.99	784
8. Ability to schedule desired classes	640	94	44	5	8	11	791	4.71	125	233	207	135	76	14	12	3.25	1.46	776
9. Class Size	443	181	126	31	16	5	797	4.26	332	262	146	35	13	6	8	4.10	0.16	788
10. Student Activities & Orgs.	113	150	208	116	183	32	770	2.86	78	145	209	40	29	287	14	3.41	-0.54	501
11. Associated Students (A.S.)	66	94	186	138	273	45	757	2.39	45	93	161	44	35	405	19	3.18	-0.79	378
12. Panther Newspaper	90	155	279	135	120	23	779	2.95	124	219	213	52	37	142	15	3.53	-0.58	645
13. Intramurals & Fitness	196	163	139	77	197	30	772	3.11	122	159	132	47	29	302	11	3.61	-0.50	489
14. Services Provided by Dean of Chapel	49	58	131	107	394	63	739	2.00	24	32	71	25	26	609	15	3.02	-1.02	178
15. Health Services	203	162	153	64	175	45	757	3.20	128	120	103	39	26	373	13	3.69	-0.48	416
16. Psychological Counseling Svs.	96	69	118	91	362	66	736	2.25	30	38	57	13	23	627	14	3.24	-0.99	161
17. Res. Life Facilities	243	101	89	44	286	39	763	2.96	63	128	132	50	53	364	12	3.23	-0.27	426
18. Res. Life Programs & Staff	163	133	104	63	297	42	760	2.74	73	136	130	38	49	366	10	3.34	-0.60	426
19. Telephone System	227	111	84	26	298	56	746	2.92	101	122	115	41	38	359	26	3.50	-0.57	417
20. Food Service	327	158	118	40	126	33	769	3.68	42	123	201	152	122	146	16	2.70	0.97	640
21. Business Office	305	196	149	48	71	33	769	3.80	124	196	196	80	41	143	22	3.44	0.36	637
22. Financial Aid	508	89	62	22	90	31	771	4.17	149	152	169	99	85	135	13	3.28	0.89	654
23. Student Employment Services	245	103	115	37	249	53	749	3.08	87	115	109	24	31	420	16	3.55	-0.48	366
24. Bookstore	365	235	136	32	18	16	786	4.14	112	254	259	93	51	20	13	3.37	0.77	769
25. Public Safety	309	158	155	63	83	34	768	3.71	120	199	187	74	65	138	19	3.36	0.35	645
26. Parking	574	85	36	11	80	16	786	4.35	35	48	119	175	342	74	9	1.97	2.38	719
27. Upkeep of campus facilities	366	227	144	24	18	23	779	4.15	272	281	167	30	17	19	16	3.99	0.16	767
28. Satisfaction of campus services	394	213	108	9	4	74	728	4.35	89	357	233	57	14	1	51	3.60	0.75	750
Weighted Overall Avg.	7794	3932	3732	1699	4338	961	21495	3.43	3010	4477	4371	1795	1494	6848	461	3.38	0.05	

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	N/R	Avg.		
8. Ability to schedule desired classes	640	94	44	5	8	11	791	4.71	125	233	207	135	76	14	12	3.25	1.46	776
7. Registrar	450	202	111	18	7	14	788	4.36	134	243	245	99	63	9	9	3.36	0.99	784
28. Satisfaction of campus services	394	213	108	9	4	74	728	4.35	89	357	233	57	14	1	51	3.60	0.75	750
26. Parking	574	85	36	11	80	16	786	4.35	35	48	119	175	342	74	9	1.97	2.38	719
9. Class Size	443	181	126	31	16	5	797	4.26	332	262	146	35	13	6	8	4.10	0.16	788
22. Financial Aid	508	89	62	22	90	31	771	4.17	149	152	169	99	85	135	13	3.28	0.89	654
27. Upkeep of campus facilities	366	227	144	24	18	23	779	4.15	272	281	167	30	17	19	16	3.99	0.16	767
24. Bookstore	365	235	136	32	18	16	786	4.14	112	254	259	93	51	20	13	3.37	0.77	769
1. Academic Advising	410	141	134	37	65	15	787	4.01	121	172	191	98	63	136	21	3.29	0.71	645
21. Business Office	305	196	149	48	71	33	769	3.80	124	196	196	80	41	143	22	3.44	0.36	637
5. Computer Labs	343	159	133	62	85	20	782	3.78	199	229	137	54	25	143	15	3.81	-0.03	644
4. Library	297	188	180	69	53	15	787	3.77	125	202	184	117	61	101	12	3.31	0.46	689
25. Public Safety	309	158	155	63	83	34	768	3.71	120	199	187	74	65	138	19	3.36	0.35	645

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	N/R	Avg.		
9. Class Size	443	181	126	31	16	5	797	4.26	332	262	146	35	13	6	8	4.10	0.16	788
27. Upkeep of campus facilities	366	227	144	24	18	23	779	4.15	272	281	167	30	17	19	16	3.99	0.16	767
5. Computer Labs	343	159	133	62	85	20	782	3.78	199	229	137	54	25	143	15	3.81	-0.03	644
15. Health Services	203	162	153	64	175	45	757	3.20	128	120	103	39	26	373	13	3.69	-0.48	416
13. Intramurals & Fitness	196	163	139	77	197	30	772	3.11	122	159	132	47	29	302	11	3.61	-0.50	489
28. Satisfaction of campus services	394	213	108	9	4	74	728	4.35	89	357	233	57	14	1	51	3.60	0.75	750
23. Student Employment Services	245	103	115	37	249	53	749	3.08	87	115	109	24	31	420	16	3.55	-0.48	366
12. Panther Newspaper	90	155	279	135	120	23	779	2.95	124	219	213	52	37	142	15	3.53	-0.58	645
6. Career Development Center	157	139	155	88	216	47	755	2.91	67	105	103	19	26	464	18	3.53	-0.61	320
19. Telephone System	227	111	84	26	298	56	746	2.92	101	122	115	41	38	359	26	3.50	-0.57	417
21. Business Office	305	196	149	48	71	33	769	3.80	124	196	196	80	41	143	22	3.44	0.36	637
10. Student Activities & Orgs.	113	150	208	116	183	32	770	2.86	78	145	209	40	29	287	14	3.41	-0.54	501
24. Bookstore	365	235	136	32	18	16	786	4.14	112	254	259	93	51	20	13	3.37	0.77	769
7. Registrar	450	202	111	18	7	14	788	4.36	134	243	245	99	63	9	9	3.36	0.99	784
25. Public Safety	309	158	155	63	83	34	768	3.71	120	199	187	74	65	138	19	3.36	0.35	645
18. Res. Life Programs & Staff	163	133	104	63	297	42	760	2.74	73	136	130	38	49	366	10	3.34	-0.60	426
4. Library	297	188	180	69	53	15	787	3.77	125	202	184	117	61	101	12	3.31	0.46	689
1. Academic Advising	410	141	134	37	65	15	787	4.01	121	172	191	98	63	136	21	3.29	0.71	645
22. Financial Aid	508	89	62	22	90	31	771	4.17	149	152	169	99	85	135	13	3.28	0.89	654
8. Ability to schedule desired classes	640	94	44	5	8	11	791	4.71	125	233	207	135	76	14	12	3.25	1.46	776
2. Center for Academic Success	131	104	166	131	237	33	769	2.69	58	67	117	38	33	470	19	3.25	-0.56	313
16. Psychological Counseling Svs.	96	69	118	91	362	66	736	2.25	30	38	57	13	23	627	14	3.24	-0.99	161
17. Res. Life Facilities	243	101	89	44	286	39	763	2.96	63	128	132	50	53	364	12	3.23	-0.27	426
3. Writing Center	84	64	169	111	327	47	755	2.29	31	47	78	27	21	575	23	3.20	-0.90	204
11. Associated Students (A.S.)	66	94	186	138	273	45	757	2.39	45	93	161	44	35	405	19	3.18	-0.79	378
14. Services Provided by Dean of Chapel	49	58	131	107	394	63	739	2.00	24	32	71	25	26	609	15	3.02	-1.02	178
20. Food Service	327	158	118	40	126	33	769	3.68	42	123	201	152	122	146	16	2.70	0.97	640
26. Parking	574	85	36	11	80	16	786	4.35	35	48	119	175	342	74	9	1.97	2.38	719
Weighted Overall Avg.	7794	3932	3732	1699	4338	961	21495	3.43	3010	4477	4371	1795	1494	6848	461	3.38	0.05	

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	Used	N/R	Avg.		
14. Services Provided by Dean of Chapel	49	58	131	107	394	63	739	2.00	24	32	71	25	26	609	15	3.02	-1.02	178
16. Psychological Counseling Svs.	96	69	118	91	362	66	736	2.25	30	38	57	13	23	627	14	3.24	-0.99	161
3. Writing Center	84	64	169	111	327	47	755	2.29	31	47	78	27	21	575	23	3.20	-0.90	204
11. Associated Students (A.S.)	66	94	186	138	273	45	757	2.39	45	93	161	44	35	405	19	3.18	-0.79	378
6. Career Development Center	157	139	155	88	216	47	755	2.91	67	105	103	19	26	464	18	3.53	-0.61	320
18. Res. Life Programs & Staff	163	133	104	63	297	42	760	2.74	73	136	130	38	49	366	10	3.34	-0.60	426
12. Panther Newspaper	90	155	279	135	120	23	779	2.95	124	219	213	52	37	142	15	3.53	-0.58	645
19. Telephone System	227	111	84	26	298	56	746	2.92	101	122	115	41	38	359	26	3.50	-0.57	417
2. Center for Academic Success	131	104	166	131	237	33	769	2.69	58	67	117	38	33	470	19	3.25	-0.56	313
10. Student Activities & Orgs.	113	150	208	116	183	32	770	2.86	78	145	209	40	29	287	14	3.41	-0.54	501
13. Intramurals & Fitness	196	163	139	77	197	30	772	3.11	122	159	132	47	29	302	11	3.61	-0.50	489
15. Health Services	203	162	153	64	175	45	757	3.20	128	120	103	39	26	373	13	3.69	-0.48	416
23. Student Employment Services	245	103	115	37	249	53	749	3.08	87	115	109	24	31	420	16	3.55	-0.48	366
17. Res. Life Facilities	243	101	89	44	286	39	763	2.96	63	128	132	50	53	364	12	3.23	-0.27	426
5. Computer Labs	343	159	133	62	85	20	782	3.78	199	229	137	54	25	143	15	3.81	-0.03	644
27. Upkeep of campus facilities	366	227	144	24	18	23	779	4.15	272	281	167	30	17	19	16	3.99	0.16	767
9. Class Size	443	181	126	31	16	5	797	4.26	332	262	146	35	13	6	8	4.10	0.16	788
25. Public Safety	309	158	155	63	83	34	768	3.71	120	199	187	74	65	138	19	3.36	0.35	645
21. Business Office	305	196	149	48	71	33	769	3.80	124	196	196	80	41	143	22	3.44	0.36	637
4. Library	297	188	180	69	53	15	787	3.77	125	202	184	117	61	101	12	3.31	0.46	689
1. Academic Advising	410	141	134	37	65	15	787	4.01	121	172	191	98	63	136	21	3.29	0.71	645
28. Satisfaction of campus services	394	213	108	9	4	74	728	4.35	89	357	233	57	14	1	51	3.60	0.75	750
24. Bookstore	365	235	136	32	18	16	786	4.14	112	254	259	93	51	20	13	3.37	0.77	769
22. Financial Aid	508	89	62	22	90	31	771	4.17	149	152	169	99	85	135	13	3.28	0.89	654
20. Food Service	327	158	118	40	126	33	769	3.68	42	123	201	152	122	146	16	2.70	0.97	640
7. Registrar	450	202	111	18	7	14	788	4.36	134	243	245	99	63	9	9	3.36	0.99	784
8. Ability to schedule desired classes	640	94	44	5	8	11	791	4.71	125	233	207	135	76	14	12	3.25	1.46	776
26. Parking	574	85	36	11	80	16	786	4.35	35	48	119	175	342	74	9	1.97	2.38	719
Weighted Overall Avg.	7794	3932	3732	1699	4338	961	21495	3.43	3010	4477	4371	1795	1494	6848	461	3.38	0.05	

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