

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	311	134	140	42	59	22	686	3.87	113	167	159	67	36	136	30	3.47	0.40	542
2. Center for Academic Success	106	81	148	100	227	46	662	2.61	52	59	90	29	24	427	27	3.34	-0.73	254
3. Writing Center	67	61	126	95	299	60	648	2.23	30	29	74	23	22	494	36	3.12	-0.89	178
4. Library	270	155	131	65	51	36	672	3.79	87	119	171	125	94	82	30	2.97	0.82	596
5. Computer Labs	360	136	81	39	62	30	678	4.02	179	220	131	47	22	87	22	3.81	0.21	599
6. Career Development Center	139	100	122	86	207	54	654	2.81	53	72	78	37	25	414	29	3.34	-0.53	265
7. Registrar	398	162	89	27	7	25	683	4.34	146	235	175	71	42	11	28	3.56	0.79	669
8. Ability to schedule desired classes	548	82	34	6	10	28	680	4.69	161	206	157	90	61	9	24	3.47	1.23	675
9. Class Size	389	145	110	21	16	27	681	4.28	292	215	117	30	23	3	28	4.07	0.21	677
10. Student Activities & Orgs.	90	110	185	105	170	48	660	2.77	52	115	165	47	43	260	26	3.20	-0.44	422
11. Associated Students (A.S.)	68	74	151	120	239	56	652	2.40	41	71	124	52	49	338	33	3.01	-0.60	337
12. Panther Newspaper	95	132	197	105	139	40	668	2.91	86	164	180	52	39	160	27	3.40	-0.49	521
13. Intramurals & Fitness	158	132	134	65	167	52	656	3.07	78	134	121	43	34	269	29	3.44	-0.36	410
14. Services Provided by Dean of Chapel	43	40	100	106	354	65	643	1.93	21	27	50	23	32	523	32	2.88	-0.95	153
15. Health Services	177	126	138	58	157	52	656	3.16	90	106	88	36	44	319	25	3.45	-0.28	364
16. Psychological Counseling Svcs.	74	57	103	65	336	73	635	2.16	26	33	37	17	32	536	27	3.03	-0.87	145
17. Res. Life Facilities	192	82	65	35	270	64	644	2.83	26	85	102	78	51	342	24	2.87	-0.04	342
18. Res. Life Programs & Staff	125	93	92	44	285	69	639	2.58	45	89	105	44	48	348	29	3.12	-0.54	331
19. Telephone System	188	73	76	25	284	62	646	2.78	73	101	98	28	39	336	33	3.42	-0.64	339
20. Food Service	288	113	116	32	121	38	670	3.62	32	116	187	120	82	149	22	2.81	0.81	537
21. Business Office	271	160	138	35	58	46	662	3.83	124	210	170	46	25	99	34	3.63	0.20	575
22. Financial Aid	404	88	59	17	98	42	666	4.03	161	172	111	49	62	125	28	3.58	0.45	555
23. Student Employment Services	173	96	95	45	236	63	645	2.88	56	99	73	36	43	370	31	3.29	-0.41	307
24. Bookstore	316	200	109	23	25	35	673	4.13	80	183	186	113	98	15	33	3.05	1.08	660
25. Public Safety	255	128	140	55	91	39	669	3.60	92	132	155	72	96	136	25	3.10	0.50	547
26. Parking	474	76	41	19	70	28	680	4.27	44	81	124	127	241	68	23	2.29	1.99	617
27. Upkeep of campus facilities	320	196	114	14	28	36	672	4.14	211	246	135	45	21	22	28	3.88	0.26	658
28. Satisfaction of campus services	334	182	98	12	4	78	630	4.32	69	295	204	49	14	5	72	3.56	0.75	631
Weighted Overall Avg.	6633	3214	3132	1461	4070	1314	18510	3.37	2520	3781	3567	1596	1442	6083	835	3.34	0.04	

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	548	82	34	6	10	28	680	4.69	161	206	157	90	61	9	24	3.47	1.23	675
7. Registrar	398	162	89	27	7	25	683	4.34	146	235	175	71	42	11	28	3.56	0.79	669
28. Satisfaction of campus services	334	182	98	12	4	78	630	4.32	69	295	204	49	14	5	72	3.56	0.75	631
9. Class Size	389	145	110	21	16	27	681	4.28	292	215	117	30	23	3	28	4.07	0.21	677
26. Parking	474	76	41	19	70	28	680	4.27	44	81	124	127	241	68	23	2.29	1.99	617
27. Upkeep of campus facilities	320	196	114	14	28	36	672	4.14	211	246	135	45	21	22	28	3.88	0.26	658
24. Bookstore	316	200	109	23	25	35	673	4.13	80	183	186	113	98	15	33	3.05	1.08	660
22. Financial Aid	404	88	59	17	98	42	666	4.03	161	172	111	49	62	125	28	3.58	0.45	555
5. Computer Labs	360	136	81	39	62	30	678	4.02	179	220	131	47	22	87	22	3.81	0.21	599
1. Academic Advising	311	134	140	42	59	22	686	3.87	113	167	159	67	36	136	30	3.47	0.40	542
21. Business Office	271	160	138	35	58	46	662	3.83	124	210	170	46	25	99	34	3.63	0.20	575
4. Library	270	155	131	65	51	36	672	3.79	87	119	171	125	94	82	30	2.97	0.82	596
20. Food Service	288	113	116	32	121	38	670	3.62	32	116	187	120	82	149	22	2.81	0.81	537

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	Used	N/R	Avg.		
9. Class Size	389	145	110	21	16	27	681	4.28	292	215	117	30	23	3	28	4.07	0.21	677
27. Upkeep of campus facilities	320	196	114	14	28	36	672	4.14	211	246	135	45	21	22	28	3.88	0.26	658
5. Computer Labs	360	136	81	39	62	30	678	4.02	179	220	131	47	22	87	22	3.81	0.21	599
21. Business Office	271	160	138	35	58	46	662	3.83	124	210	170	46	25	99	34	3.63	0.20	575
22. Financial Aid	404	88	59	17	98	42	666	4.03	161	172	111	49	62	125	28	3.58	0.45	555
28. Satisfaction of campus services	334	182	98	12	4	78	630	4.32	69	295	204	49	14	5	72	3.56	0.75	631
7. Registrar	398	162	89	27	7	25	683	4.34	146	235	175	71	42	11	28	3.56	0.79	669
1. Academic Advising	311	134	140	42	59	22	686	3.87	113	167	159	67	36	136	30	3.47	0.40	542
8. Ability to schedule desired classes	548	82	34	6	10	28	680	4.69	161	206	157	90	61	9	24	3.47	1.23	675
15. Health Services	177	126	138	58	157	52	656	3.16	90	106	88	36	44	319	25	3.45	-0.28	364
13. Intramurals & Fitness	158	132	134	65	167	52	656	3.07	78	134	121	43	34	269	29	3.44	-0.36	410
19. Telephone System	188	73	76	25	284	62	646	2.78	73	101	98	28	39	336	33	3.42	-0.64	339
12. Panther Newspaper	95	132	197	105	139	40	668	2.91	86	164	180	52	39	160	27	3.40	-0.49	521
6. Career Development Center	139	100	122	86	207	54	654	2.81	53	72	78	37	25	414	29	3.34	-0.53	265
2. Center for Academic Success	106	81	148	100	227	46	662	2.61	52	59	90	29	24	427	27	3.34	-0.73	254
23. Student Employment Services	173	96	95	45	236	63	645	2.88	56	99	73	36	43	370	31	3.29	-0.41	307
10. Student Activities & Orgs.	90	110	185	105	170	48	660	2.77	52	115	165	47	43	260	26	3.20	-0.44	422
3. Writing Center	67	61	126	95	299	60	648	2.23	30	29	74	23	22	494	36	3.12	-0.89	178
18. Res. Life Programs & Staff	125	93	92	44	285	69	639	2.58	45	89	105	44	48	348	29	3.12	-0.54	331
25. Public Safety	255	128	140	55	91	39	669	3.60	92	132	155	72	96	136	25	3.10	0.50	547
24. Bookstore	316	200	109	23	25	35	673	4.13	80	183	186	113	98	15	33	3.05	1.08	660
16. Psychological Counseling Svs.	74	57	103	65	336	73	635	2.16	26	33	37	17	32	536	27	3.03	-0.87	145
11. Associated Students (A.S.)	68	74	151	120	239	56	652	2.40	41	71	124	52	49	338	33	3.01	-0.60	337
4. Library	270	155	131	65	51	36	672	3.79	87	119	171	125	94	82	30	2.97	0.82	596
14. Services Provided by Dean of Chapel	43	40	100	106	354	65	643	1.93	21	27	50	23	32	523	32	2.88	-0.95	153
17. Res. Life Facilities	192	82	65	35	270	64	644	2.83	26	85	102	78	51	342	24	2.87	-0.04	342
20. Food Service	288	113	116	32	121	38	670	3.62	32	116	187	120	82	149	22	2.81	0.81	537
26. Parking	474	76	41	19	70	28	680	4.27	44	81	124	127	241	68	23	2.29	1.99	617
Weighted Overall Avg.	6633	3214	3132	1461	4070	1314	18510	3.37	2520	3781	3567	1596	1442	6083	835	3.34	0.04	

SORTED BY GAP SCORE (DIFFERENCE BETWEEN IMPORTANCE AND SATISFACTION)																			
	IMPORTANCE								SATISFACTION								Avg. GAP SCORE	# of Stu. Who Used Services	
Service Category	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	43	40	100	106	354		65	643	1.93	21	27	50	23	32	523	32	2.88	-0.95	153
3. Writing Center	67	61	126	95	299		60	648	2.23	30	29	74	23	22	494	36	3.12	-0.89	178
16. Psychological Counseling Svs.	74	57	103	65	336		73	635	2.16	26	33	37	17	32	536	27	3.03	-0.87	145
2. Center for Academic Success	106	81	148	100	227		46	662	2.61	52	59	90	29	24	427	27	3.34	-0.73	254
19. Telephone System	188	73	76	25	284		62	646	2.78	73	101	98	28	39	336	33	3.42	-0.64	339
11. Associated Students (A.S.)	68	74	151	120	239		56	652	2.40	41	71	124	52	49	338	33	3.01	-0.60	337
18. Res. Life Programs & Staff	125	93	92	44	285		69	639	2.58	45	89	105	44	48	348	29	3.12	-0.54	331
6. Career Development Center	139	100	122	86	207		54	654	2.81	53	72	78	37	25	414	29	3.34	-0.53	265
12. Panther Newspaper	95	132	197	105	139		40	668	2.91	86	164	180	52	39	160	27	3.40	-0.49	521
10. Student Activities & Orgs.	90	110	185	105	170		48	660	2.77	52	115	165	47	43	260	26	3.20	-0.44	422
23. Student Employment Services	173	96	95	45	236		63	645	2.88	56	99	73	36	43	370	31	3.29	-0.41	307
13. Intramurals & Fitness	158	132	134	65	167		52	656	3.07	78	134	121	43	34	269	29	3.44	-0.36	410
15. Health Services	177	126	138	58	157		52	656	3.16	90	106	88	36	44	319	25	3.45	-0.28	364
17. Res. Life Facilities	192	82	65	35	270		64	644	2.83	26	85	102	78	51	342	24	2.87	-0.04	342
21. Business Office	271	160	138	35	58		46	662	3.83	124	210	170	46	25	99	34	3.63	0.20	575
5. Computer Labs	360	136	81	39	62		30	678	4.02	179	220	131	47	22	87	22	3.81	0.21	599
9. Class Size	389	145	110	21	16		27	681	4.28	292	215	117	30	23	3	28	4.07	0.21	677
27. Upkeep of campus facilities	320	196	114	14	28		36	672	4.14	211	246	135	45	21	22	28	3.88	0.26	658
1. Academic Advising	311	134	140	42	59		22	686	3.87	113	167	159	67	36	136	30	3.47	0.40	542
22. Financial Aid	404	88	59	17	98		42	666	4.03	161	172	111	49	62	125	28	3.58	0.45	555
25. Public Safety	255	128	140	55	91		39	669	3.60	92	132	155	72	96	136	25	3.10	0.50	547
28. Satisfaction of campus services	334	182	98	12	4		78	630	4.32	69	295	204	49	14	5	72	3.56	0.75	631
7. Registrar	398	162	89	27	7		25	683	4.34	146	235	175	71	42	11	28	3.56	0.79	669
20. Food Service	288	113	116	32	121		38	670	3.62	32	116	187	120	82	149	22	2.81	0.81	537
4. Library	270	155	131	65	51		36	672	3.79	87	119	171	125	94	82	30	2.97	0.82	596
24. Bookstore	316	200	109	23	25		35	673	4.13	80	183	186	113	98	15	33	3.05	1.08	660
8. Ability to schedule desired classes	548	82	34	6	10		28	680	4.69	161	206	157	90	61	9	24	3.47	1.23	675
26. Parking	474	76	41	19	70		28	680	4.27	44	81	124	127	241	68	23	2.29	1.99	617
Weighted Overall Avg.	6633	3214	3132	1461	4070		1314	18510	3.37	2520	3781	3567	1596	1442	6083	835	3.34	0.04	

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