

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	446	205	134	58	40	19	883	4.09	164	190	201	121	58	158	10	3.38	0.70	734
2. Center for Academic Success	169	129	180	127	249	48	854	2.81	76	98	106	47	22	537	16	3.46	-0.64	349
3. Writing Center	125	98	159	141	327	52	850	2.47	51	53	88	26	24	641	19	3.33	-0.86	242
4. Library	372	199	179	74	57	21	881	3.86	275	283	138	53	22	125	6	3.95	-0.10	771
5. Computer Labs	462	177	115	55	73	20	882	4.02	166	243	219	108	53	96	17	3.46	0.56	789
6. Career Development Center	192	144	170	101	242	53	849	2.93	62	110	113	42	35	523	17	3.34	-0.40	362
7. Registrar	441	239	139	39	20	24	878	4.19	153	330	243	71	47	38	20	3.56	0.63	844
8. Ability to schedule desired classes	697	110	50	13	9	23	879	4.68	132	286	241	137	72	23	11	3.31	1.37	868
9. Class Size	506	228	99	38	16	15	887	4.32	347	324	164	37	17	4	9	4.07	0.25	889
10. Student Activities & Orgs.	146	167	241	132	176	40	862	2.97	47	86	177	76	62	438	16	2.96	0.02	448
11. Associated Students (A.S.)	89	123	196	172	266	56	846	2.52	73	163	230	72	51	298	15	3.23	-0.71	589
12. Panther Newspaper	150	217	274	137	90	34	868	3.23	126	272	209	89	66	123	17	3.40	-0.17	762
13. Intramurals & Fitness	225	170	185	89	188	45	857	3.18	111	172	150	41	43	367	18	3.52	-0.34	517
14. Services Provided by Dean of Chapel	44	63	146	131	443	75	827	1.95	21	29	72	22	35	710	13	2.88	-0.93	179
15. Health Services	235	160	170	82	201	54	848	3.17	119	133	108	32	44	455	11	3.58	-0.40	436
16. Psychological Counseling Svcs.	110	79	117	118	406	72	830	2.24	50	117	114	76	85	445	15	2.93	-0.69	442
17. Res. Life Facilities	284	91	93	43	323	68	834	2.96	27	29	47	20	30	733	16	3.02	-0.06	153
18. Res. Life Programs & Staff	193	127	113	64	338	67	835	2.73	68	121	133	41	59	467	13	3.23	-0.50	422
19. Telephone System	210	113	118	41	350	70	832	2.75	64	121	125	49	62	459	22	3.18	-0.43	421
20. Food Service	382	166	117	39	162	36	866	3.65	62	241	217	113	68	187	14	3.17	0.49	701
21. Business Office	327	216	162	44	106	47	855	3.72	133	268	201	53	49	182	16	3.54	0.17	704
22. Financial Aid	550	98	62	21	130	41	861	4.07	89	113	84	38	66	492	20	3.31	0.75	390
23. Student Employment Services	260	117	120	59	278	68	834	3.03	173	206	159	79	79	192	14	3.45	-0.43	696
24. Bookstore	402	247	168	31	24	30	872	4.11	125	264	277	132	56	36	12	3.32	0.80	854
25. Public Safety	339	180	172	62	112	37	865	3.66	144	212	214	93	85	143	11	3.32	0.34	748
26. Parking	679	69	35	23	72	24	878	4.44	28	43	99	175	473	74	10	1.75	2.68	818
27. Upkeep of campus facilities	421	244	147	35	26	29	873	4.14	301	321	174	42	25	22	17	3.96	0.18	863
28. Satisfaction of campus services	452	240	99	12	4	95	807	4.39	86	416	269	48	22	2	59	3.59	0.80	841
Weighted Overall Avg.	8908	4416	3960	1981	4728	1263	23993	3.45	3273	5244	4572	1933	1810	7970	454	3.37	0.08	

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	697	110	50	13	9	23	879	4.68	132	286	241	137	72	23	11	3.31	1.37	868
26.	Parking	679	69	35	23	72	24	878	4.44	28	43	99	175	473	74	10	1.75	2.68	818
28.	Satisfaction of campus services	452	240	99	12	4	95	807	4.39	86	416	269	48	22	2	59	3.59	0.80	841
9.	Class Size	506	228	99	38	16	15	887	4.32	347	324	164	37	17	4	9	4.07	0.25	889
7.	Registrar	441	239	139	39	20	24	878	4.19	153	330	243	71	47	38	20	3.56	0.63	844
27.	Upkeep of campus facilities	421	244	147	35	26	29	873	4.14	301	321	174	42	25	22	17	3.96	0.18	863
24.	Bookstore	402	247	168	31	24	30	872	4.11	125	264	277	132	56	36	12	3.32	0.80	854
1.	Academic Advising	446	205	134	58	40	19	883	4.09	164	190	201	121	58	158	10	3.38	0.70	734
22.	Financial Aid	550	98	62	21	130	41	861	4.07	89	113	84	38	66	492	20	3.31	0.75	390
5.	Computer Labs	462	177	115	55	73	20	882	4.02	166	243	219	108	53	96	17	3.46	0.56	789
4.	Library	372	199	179	74	57	21	881	3.86	275	283	138	53	22	125	6	3.95	-0.10	771
21.	Business Office	327	216	162	44	106	47	855	3.72	133	268	201	53	49	182	16	3.54	0.17	704
25.	Public Safety	339	180	172	62	112	37	865	3.66	144	212	214	93	85	143	11	3.32	0.34	748

SORTED BY SATISFACTION																		
	IMPORTANCE								SATISFACTION								AVG. GAP	# of Stu.
Service Category	5	4	3	2	1	N/R	Resp.	Avg.	5	4	3	2	1	Used	N/R	Avg.	SCORE	Who Used Services
9. Class Size	506	228	99	38	16	15	887	4.32	347	324	164	37	17	4	9	4.07	0.25	889
27. Upkeep of campus facilities	421	244	147	35	26	29	873	4.14	301	321	174	42	25	22	17	3.96	0.18	863
4. Library	372	199	179	74	57	21	881	3.86	275	283	138	53	22	125	6	3.95	-0.10	771
28. Satisfaction of campus services	452	240	99	12	4	95	807	4.39	86	416	269	48	22	2	59	3.59	0.80	841
15. Health Services	235	160	170	82	201	54	848	3.17	119	133	108	32	44	455	11	3.58	-0.40	436
7. Registrar	441	239	139	39	20	24	878	4.19	153	330	243	71	47	38	20	3.56	0.63	844
21. Business Office	327	216	162	44	106	47	855	3.72	133	268	201	53	49	182	16	3.54	0.17	704
13. Intramurals & Fitness	225	170	185	89	188	45	857	3.18	111	172	150	41	43	367	18	3.52	-0.34	517
5. Computer Labs	462	177	115	55	73	20	882	4.02	166	243	219	108	53	96	17	3.46	0.56	789
2. Center for Academic Success	169	129	180	127	249	48	854	2.81	76	98	106	47	22	537	16	3.46	-0.64	349
23. Student Employment Services	260	117	120	59	278	68	834	3.03	173	206	159	79	79	192	14	3.45	-0.43	696
12. Panther Newspaper	150	217	274	137	90	34	868	3.23	126	272	209	89	66	123	17	3.40	-0.17	762
1. Academic Advising	446	205	134	58	40	19	883	4.09	164	190	201	121	58	158	10	3.38	0.70	734
6. Career Development Center	192	144	170	101	242	53	849	2.93	62	110	113	42	35	523	17	3.34	-0.40	362
3. Writing Center	125	98	159	141	327	52	850	2.47	51	53	88	26	24	641	19	3.33	-0.86	242
25. Public Safety	339	180	172	62	112	37	865	3.66	144	212	214	93	85	143	11	3.32	0.34	748
24. Bookstore	402	247	168	31	24	30	872	4.11	125	264	277	132	56	36	12	3.32	0.80	854
22. Financial Aid	550	98	62	21	130	41	861	4.07	89	113	84	38	66	492	20	3.31	0.75	390
8. Ability to schedule desired classes	697	110	50	13	9	23	879	4.68	132	286	241	137	72	23	11	3.31	1.37	868
18. Res. Life Programs & Staff	193	127	113	64	338	67	835	2.73	68	121	133	41	59	467	13	3.23	-0.50	422
11. Associated Students (A.S.)	89	123	196	172	266	56	846	2.52	73	163	230	72	51	298	15	3.23	-0.71	589
19. Telephone System	210	113	118	41	350	70	832	2.75	64	121	125	49	62	459	22	3.18	-0.43	421
20. Food Service	382	166	117	39	162	36	866	3.65	62	241	217	113	68	187	14	3.17	0.49	701
17. Res. Life Facilities	284	91	93	43	323	68	834	2.96	27	29	47	20	30	733	16	3.02	-0.06	153
10. Student Activities & Orgs.	146	167	241	132	176	40	862	2.97	47	86	177	76	62	438	16	2.96	0.02	448
16. Psychological Counseling Svs.	110	79	117	118	406	72	830	2.24	50	117	114	76	85	445	15	2.93	-0.69	442
14. Services Provided by Dean of Chapel	44	63	146	131	443	75	827	1.95	21	29	72	22	35	710	13	2.88	-0.93	179
26. Parking	679	69	35	23	72	24	878	4.44	28	43	99	175	473	74	10	1.75	2.68	818
Weighted Overall Avg.	8908	4416	3960	1981	4728	1263	23993	3.45	3273	5244	4572	1933	1810	7970	454	3.37	0.08	

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.
14. Services Provided by Dean of Chapel	44	63	146	131	443	75	827	1.95	21	29	72	22	35	710	13	2.88	-0.93	179
3. Writing Center	125	98	159	141	327	52	850	2.47	51	53	88	26	24	641	19	3.33	-0.86	242
11. Associated Students (A.S.)	89	123	196	172	266	56	846	2.52	73	163	230	72	51	298	15	3.23	-0.71	589
16. Psychological Counseling Svs.	110	79	117	118	406	72	830	2.24	50	117	114	76	85	445	15	2.93	-0.69	442
2. Center for Academic Success	169	129	180	127	249	48	854	2.81	76	98	106	47	22	537	16	3.46	-0.64	349
18. Res. Life Programs & Staff	193	127	113	64	338	67	835	2.73	68	121	133	41	59	467	13	3.23	-0.50	422
19. Telephone System	210	113	118	41	350	70	832	2.75	64	121	125	49	62	459	22	3.18	-0.43	421
23. Student Employment Services	260	117	120	59	278	68	834	3.03	173	206	159	79	79	192	14	3.45	-0.43	696
6. Career Development Center	192	144	170	101	242	53	849	2.93	62	110	113	42	35	523	17	3.34	-0.40	362
15. Health Services	235	160	170	82	201	54	848	3.17	119	133	108	32	44	455	11	3.58	-0.40	436
13. Intramurals & Fitness	225	170	185	89	188	45	857	3.18	111	172	150	41	43	367	18	3.52	-0.34	517
12. Panther Newspaper	150	217	274	137	90	34	868	3.23	126	272	209	89	66	123	17	3.40	-0.17	762
4. Library	372	199	179	74	57	21	881	3.86	275	283	138	53	22	125	6	3.95	-0.10	771
17. Res. Life Facilities	284	91	93	43	323	68	834	2.96	27	29	47	20	30	733	16	3.02	-0.06	153
10. Student Activities & Orgs.	146	167	241	132	176	40	862	2.97	47	86	177	76	62	438	16	2.96	0.02	448
21. Business Office	327	216	162	44	106	47	855	3.72	133	268	201	53	49	182	16	3.54	0.17	704
27. Upkeep of campus facilities	421	244	147	35	26	29	873	4.14	301	321	174	42	25	22	17	3.96	0.18	863
9. Class Size	506	228	99	38	16	15	887	4.32	347	324	164	37	17	4	9	4.07	0.25	889
25. Public Safety	339	180	172	62	112	37	865	3.66	144	212	214	93	85	143	11	3.32	0.34	748
20. Food Service	382	166	117	39	162	36	866	3.65	62	241	217	113	68	187	14	3.17	0.49	701
5. Computer Labs	462	177	115	55	73	20	882	4.02	166	243	219	108	53	96	17	3.46	0.56	789
7. Registrar	441	239	139	39	20	24	878	4.19	153	330	243	71	47	38	20	3.56	0.63	844
1. Academic Advising	446	205	134	58	40	19	883	4.09	164	190	201	121	58	158	10	3.38	0.70	734
22. Financial Aid	550	98	62	21	130	41	861	4.07	89	113	84	38	66	492	20	3.31	0.75	390
24. Bookstore	402	247	168	31	24	30	872	4.11	125	264	277	132	56	36	12	3.32	0.80	854
28. Satisfaction of campus services	452	240	99	12	4	95	807	4.39	86	416	269	48	22	2	59	3.59	0.80	841
8. Ability to schedule desired classes	697	110	50	13	9	23	879	4.68	132	286	241	137	72	23	11	3.31	1.37	868
26. Parking	679	69	35	23	72	24	878	4.44	28	43	99	175	473	74	10	1.75	2.68	818
Weighted Overall Avg.	8908	4416	3960	1981	4728	1263	23993	3.45	3273	5244	4572	1933	1810	7970	454	3.37	0.08	

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