

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	454	227	163	68	81	20	993	3.91	155	218	243	121	61	194	21	3.36	0.55	798
2. Center for Academic Success	173	151	201	147	303	38	975	2.74	81	102	124	63	34	585	24	3.33	-0.59	404
3. Writing Center	98	114	196	149	403	53	960	2.33	48	59	91	34	39	718	24	3.16	-0.83	271
4. Library	403	224	169	93	94	30	983	3.76	322	313	169	54	24	115	16	3.97	-0.21	882
5. Computer Labs	526	190	133	72	73	19	994	4.03	177	241	181	117	88	190	19	3.38	0.65	804
6. Career Development Center	201	158	214	132	258	50	963	2.91	84	115	138	51	40	560	25	3.36	-0.45	428
7. Registrar	391	281	216	64	39	22	991	3.93	207	359	241	59	35	88	24	3.71	0.21	901
8. Ability to schedule desired classes	757	157	52	19	9	19	994	4.64	217	338	225	138	63	19	13	3.52	1.13	981
9. Class Size	534	261	141	38	28	11	1002	4.23	436	340	155	45	19	6	12	4.13	0.10	995
10. Student Activities & Orgs.	160	217	249	154	194	39	974	2.99	55	98	180	84	94	477	25	2.87	0.12	511
11. Associated Students (A.S.)	89	117	259	181	311	56	957	2.47	112	212	221	69	51	322	26	3.40	-0.93	665
12. Panther Newspaper	137	229	311	164	137	35	978	3.07	145	262	247	98	74	163	24	3.37	-0.30	826
13. Intramurals & Fitness	227	183	203	119	227	54	959	3.07	135	163	169	65	46	411	24	3.48	-0.41	578
14. Services Provided by Dean of Chapel	51	70	151	148	516	77	936	1.92	28	36	84	24	55	760	26	2.81	-0.89	227
15. Health Services	252	182	192	103	228	56	957	3.13	147	163	115	56	51	463	18	3.56	-0.43	532
16. Psychological Counseling Svs.	114	89	150	120	458	82	931	2.23	98	173	138	67	44	475	18	3.41	-1.18	520
17. Res. Life Facilities	273	145	108	66	360	61	952	2.90	37	30	64	19	31	809	23	3.13	-0.23	181
18. Res. Life Programs & Staff	178	159	158	75	381	62	951	2.66	119	163	131	39	45	500	16	3.55	-0.89	497
19. Telephone System	175	115	135	59	444	85	928	2.48	74	106	113	65	57	567	31	3.18	-0.70	415
20. Food Service	375	225	130	56	178	49	964	3.58	74	203	244	145	99	228	20	3.01	0.57	765
21. Business Office	278	241	229	68	140	57	956	3.47	169	246	225	59	37	239	38	3.61	-0.14	736
22. Financial Aid	609	136	61	36	127	44	969	4.10	113	137	119	53	57	513	21	3.41	0.69	479
23. Student Employment Services	307	137	118	75	305	71	942	3.07	231	256	183	68	67	189	19	3.64	-0.57	805
24. Bookstore	433	293	185	47	30	25	988	4.06	152	315	287	137	73	31	18	3.35	0.72	964
25. Public Safety	392	212	189	81	101	38	975	3.73	203	238	196	94	92	162	28	3.44	0.29	823
26. Parking	692	102	66	18	110	25	988	4.26	72	131	174	167	339	120	10	2.35	1.91	883
27. Upkeep of campus facilities	479	285	158	36	29	26	987	4.16	287	361	228	55	37	19	26	3.83	0.33	968
28. Satisfaction of campus services	478	286	114	21	7	107	906	4.33	114	468	275	68	11	2	75	3.65	0.68	936
Weighted Overall Avg.	9236	5186	4651	2409	5571	1311	27053	3.37	4092	5846	4960	2114	1763	8925	664	3.45	-0.07	

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	757	157	52	19	9	19	994	4.64	217	338	225	138	63	19	13	3.52	1.13	981
28. Satisfaction of campus services	478	286	114	21	7	107	906	4.33	114	468	275	68	11	2	75	3.65	0.68	936
26. Parking	692	102	66	18	110	25	988	4.26	72	131	174	167	339	120	10	2.35	1.91	883
9. Class Size	534	261	141	38	28	11	1002	4.23	436	340	155	45	19	6	12	4.13	0.10	995
27. Upkeep of campus facilities	479	285	158	36	29	26	987	4.16	287	361	228	55	37	19	26	3.83	0.33	968
22. Financial Aid	609	136	61	36	127	44	969	4.10	113	137	119	53	57	513	21	3.41	0.69	479
24. Bookstore	433	293	185	47	30	25	988	4.06	152	315	287	137	73	31	18	3.35	0.72	964
5. Computer Labs	526	190	133	72	73	19	994	4.03	177	241	181	117	88	190	19	3.38	0.65	804
7. Registrar	391	281	216	64	39	22	991	3.93	207	359	241	59	35	88	24	3.71	0.21	901
1. Academic Advising	454	227	163	68	81	20	993	3.91	155	218	243	121	61	194	21	3.36	0.55	798
4. Library	403	224	169	93	94	30	983	3.76	322	313	169	54	24	115	16	3.97	-0.21	882
25. Public Safety	392	212	189	81	101	38	975	3.73	203	238	196	94	92	162	28	3.44	0.29	823
20. Food Service	375	225	130	56	178	49	964	3.58	74	203	244	145	99	228	20	3.01	0.57	765

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	534	261	141	38	28	11	1002	4.23	436	340	155	45	19	6	12	4.13	0.10	995
4. Library	403	224	169	93	94	30	983	3.76	322	313	169	54	24	115	16	3.97	-0.21	882
27. Upkeep of campus facilities	479	285	158	36	29	26	987	4.16	287	361	228	55	37	19	26	3.83	0.33	968
7. Registrar	391	281	216	64	39	22	991	3.93	207	359	241	59	35	88	24	3.71	0.21	901
28. Satisfaction of campus services	478	286	114	21	7	107	906	4.33	114	468	275	68	11	2	75	3.65	0.68	936
23. Student Employment Services	307	137	118	75	305	71	942	3.07	231	256	183	68	67	189	19	3.64	-0.57	805
21. Business Office	278	241	229	68	140	57	956	3.47	169	246	225	59	37	239	38	3.61	-0.14	736
15. Health Services	252	182	192	103	228	56	957	3.13	147	163	115	56	51	463	18	3.56	-0.43	532
18. Res. Life Programs & Staff	178	159	158	75	381	62	951	2.66	119	163	131	39	45	500	16	3.55	-0.89	497
8. Ability to schedule desired classes	757	157	52	19	9	19	994	4.64	217	338	225	138	63	19	13	3.52	1.13	981
13. Intramurals & Fitness	227	183	203	119	227	54	959	3.07	135	163	169	65	46	411	24	3.48	-0.41	578
25. Public Safety	392	212	189	81	101	38	975	3.73	203	238	196	94	92	162	28	3.44	0.29	823
16. Psychological Counseling Svs.	114	89	150	120	458	82	931	2.23	98	173	138	67	44	475	18	3.41	-1.18	520
22. Financial Aid	609	136	61	36	127	44	969	4.10	113	137	119	53	57	513	21	3.41	0.69	479
11. Associated Students (A.S.)	89	117	259	181	311	56	957	2.47	112	212	221	69	51	322	26	3.40	-0.93	665
5. Computer Labs	526	190	133	72	73	19	994	4.03	177	241	181	117	88	190	19	3.38	0.65	804
12. Panther Newspaper	137	229	311	164	137	35	978	3.07	145	262	247	98	74	163	24	3.37	-0.30	826
1. Academic Advising	454	227	163	68	81	20	993	3.91	155	218	243	121	61	194	21	3.36	0.55	798
6. Career Development Center	201	158	214	132	258	50	963	2.91	84	115	138	51	40	560	25	3.36	-0.45	428
24. Bookstore	433	293	185	47	30	25	988	4.06	152	315	287	137	73	31	18	3.35	0.72	964
2. Center for Academic Success	173	151	201	147	303	38	975	2.74	81	102	124	63	34	585	24	3.33	-0.59	404
19. Telephone System	175	115	135	59	444	85	928	2.48	74	106	113	65	57	567	31	3.18	-0.70	415
3. Writing Center	98	114	196	149	403	53	960	2.33	48	59	91	34	39	718	24	3.16	-0.83	271
17. Res. Life Facilities	273	145	108	66	360	61	952	2.90	37	30	64	19	31	809	23	3.13	-0.23	181
20. Food Service	375	225	130	56	178	49	964	3.58	74	203	244	145	99	228	20	3.01	0.57	765
10. Student Activities & Orgs.	160	217	249	154	194	39	974	2.99	55	98	180	84	94	477	25	2.87	0.12	511
14. Services Provided by Dean of Chapel	51	70	151	148	516	77	936	1.92	28	36	84	24	55	760	26	2.81	-0.89	227
26. Parking	692	102	66	18	110	25	988	4.26	72	131	174	167	339	120	10	2.35	1.91	883
Weighted Overall Avg.	9236	5186	4651	2409	5571	1311	27053	3.37	4092	5846	4960	2114	1763	8925	664	3.45	-0.07	

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.		
26. Parking	692	102	66	18	110	25	988	4.26	72	131	174	167	339	120	10	2.35	1.91	883
8. Ability to schedule desired classes	757	157	52	19	9	19	994	4.64	217	338	225	138	63	19	13	3.52	1.13	981
24. Bookstore	433	293	185	47	30	25	988	4.06	152	315	287	137	73	31	18	3.35	0.72	964
22. Financial Aid	609	136	61	36	127	44	969	4.10	113	137	119	53	57	513	21	3.41	0.69	479
28. Satisfaction of campus services	478	286	114	21	7	107	906	4.33	114	468	275	68	11	2	75	3.65	0.68	936
5. Computer Labs	526	190	133	72	73	19	994	4.03	177	241	181	117	88	190	19	3.38	0.65	804
20. Food Service	375	225	130	56	178	49	964	3.58	74	203	244	145	99	228	20	3.01	0.57	765
1. Academic Advising	454	227	163	68	81	20	993	3.91	155	218	243	121	61	194	21	3.36	0.55	798
27. Upkeep of campus facilities	479	285	158	36	29	26	987	4.16	287	361	228	55	37	19	26	3.83	0.33	968
25. Public Safety	392	212	189	81	101	38	975	3.73	203	238	196	94	92	162	28	3.44	0.29	823
7. Registrar	391	281	216	64	39	22	991	3.93	207	359	241	59	35	88	24	3.71	0.21	901
10. Student Activities & Orgs.	160	217	249	154	194	39	974	2.99	55	98	180	84	94	477	25	2.87	0.12	511
9. Class Size	534	261	141	38	28	11	1002	4.23	436	340	155	45	19	6	12	4.13	0.10	995
21. Business Office	278	241	229	68	140	57	956	3.47	169	246	225	59	37	239	38	3.61	-0.14	736
4. Library	403	224	169	93	94	30	983	3.76	322	313	169	54	24	115	16	3.97	-0.21	882
17. Res. Life Facilities	273	145	108	66	360	61	952	2.90	37	30	64	19	31	809	23	3.13	-0.23	181
12. Panther Newspaper	137	229	311	164	137	35	978	3.07	145	262	247	98	74	163	24	3.37	-0.30	826
13. Intramurals & Fitness	227	183	203	119	227	54	959	3.07	135	163	169	65	46	411	24	3.48	-0.41	578
15. Health Services	252	182	192	103	228	56	957	3.13	147	163	115	56	51	463	18	3.56	-0.43	532
6. Career Development Center	201	158	214	132	258	50	963	2.91	84	115	138	51	40	560	25	3.36	-0.45	428
23. Student Employment Services	307	137	118	75	305	71	942	3.07	231	256	183	68	67	189	19	3.64	-0.57	805
2. Center for Academic Success	173	151	201	147	303	38	975	2.74	81	102	124	63	34	585	24	3.33	-0.59	404
19. Telephone System	175	115	135	59	444	85	928	2.48	74	106	113	65	57	567	31	3.18	-0.70	415
3. Writing Center	98	114	196	149	403	53	960	2.33	48	59	91	34	39	718	24	3.16	-0.83	271
18. Res. Life Programs & Staff	178	159	158	75	381	62	951	2.66	119	163	131	39	45	500	16	3.55	-0.89	497
14. Services Provided by Dean of Chapel	51	70	151	148	516	77	936	1.92	28	36	84	24	55	760	26	2.81	-0.89	227
11. Associated Students (A.S.)	89	117	259	181	311	56	957	2.47	112	212	221	69	51	322	26	3.40	-0.93	665
16. Psychological Counseling Svs.	114	89	150	120	458	82	931	2.23	98	173	138	67	44	475	18	3.41	-1.18	520
Weighted Overall Avg.	9236	5186	4651	2409	5571	1311	27053	3.37	4092	5846	4960	2114	1763	8925	664	3.45	-0.07	

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