

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	561	271	171	78	84	16	1165	3.98	224	245	224	146	79	234	29	3.42	0.56	918
2. Center for Academic Success	248	169	235	164	308	57	1124	2.90	127	117	142	43	26	691	35	3.61	-0.71	455
3. Writing Center	146	153	210	167	419	86	1095	2.49	59	66	97	23	25	868	43	3.41	-0.92	270
4. Library	661	282	144	34	35	25	1156	4.30	517	360	166	41	10	55	32	4.22	0.08	1094
5. Computer Labs	634	219	163	61	73	31	1150	4.11	407	350	199	61	20	124	20	4.03	0.09	1037
6. Career Development Center	245	185	223	151	302	75	1106	2.93	103	122	129	51	30	712	34	3.50	-0.57	435
7. Registrar's Office	496	272	245	75	59	34	1147	3.93	199	344	284	107	49	162	36	3.55	0.39	983
8. Ability to schedule desired classes	906	156	60	18	18	23	1158	4.65	215	333	316	186	97	0	34	3.33	1.32	1147
9. Class Size	610	320	162	35	26	28	1153	4.26	503	367	177	75	20	0	39	4.10	0.16	1142
10. Student LEAD Office*	132	172	282	180	335	80	1101	2.62	102	170	186	38	31	621	33	3.52	-0.90	527
11. Associated Students (A.S.)	104	153	263	201	369	91	1090	2.47	67	116	174	58	51	673	42	3.19	-0.72	466
12. Panther Newspaper	175	277	366	161	145	57	1124	3.16	183	355	248	92	46	221	36	3.58	-0.42	924
13. Intramurals & Fitness	255	228	218	133	271	76	1105	3.06	134	215	176	67	33	518	38	3.56	-0.50	625
14. Services Provided by Dean of Chapel	82	99	204	165	523	108	1073	2.12	47	36	97	31	29	904	37	3.17	-1.05	240
15. Health Services	288	214	232	109	257	81	1100	3.15	140	158	128	58	40	633	24	3.57	-0.42	524
16. Psychological Counseling Svs.	156	120	181	135	469	120	1061	2.40	53	46	68	15	17	944	38	3.52	-1.12	199
17. Res. Life Facilities	323	133	67	18	14	626	555	4.32	88	172	158	67	32	42	622	3.42	0.90	517
18. Res. Life Programs & Staff	221	157	112	32	28	631	550	3.93	116	160	150	58	25	55	617	3.56	0.37	509
19. Res. Life Telephone System	124	87	98	73	159	640	541	2.90	74	74	92	49	40	229	623	3.28	-0.39	329
20. Res. Life Internet Access***	470	42	26	5	15	623	558	4.70	25	65	106	190	155	21	619	2.29	2.41	541
21. Food Service	556	207	118	41	198	61	1120	3.79	97	242	286	163	108	253	32	3.06	0.72	896
22. Business Office	376	285	237	69	137	77	1104	3.63	184	313	246	64	43	292	39	3.62	0.00	850
23. Financial Aid	756	133	84	24	126	58	1123	4.22	276	299	199	86	74	213	34	3.66	0.56	934
24. Student Employment Services	370	148	151	71	335	106	1075	3.14	125	132	139	67	53	631	34	3.41	-0.27	516
25. Bookstore	533	317	201	44	36	50	1131	4.12	200	363	328	126	82	51	31	3.43	0.69	1099
26. Public Safety**	469	247	229	66	117	53	1128	3.78	178	249	274	121	125	191	43	3.25	0.54	947
27. Parking	869	91	39	26	117	39	1142	4.37	54	89	151	238	494	135	20	2.00	2.38	1026
28. Upkeep of campus facilities	611	297	179	25	28	41	1140	4.26	457	379	221	55	26	0	43	4.04	0.22	1138
29. Satisfaction of campus services	600	290	127	9	8	147	1034	4.42	155	519	322	63	14	0	108	3.69	0.73	1073
Weighted Overall Avg.	11977	5724	5027	2370	5011	4140	30109	3.57	5109	6456	5483	2439	1874	9473	3415	3.49	0.08	

SORTED BY IMPORTANCE																		
	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	Not Used	N/R	Avg.		
20. Res. Life Internet Access***	470	42	26	5	15	623	558	4.70	25	65	106	190	155	21	619	2.29	2.41	541
8. Ability to schedule desired classes	906	156	60	18	18	23	1158	4.65	215	333	316	186	97	0	34	3.33	1.32	1147
29. Satisfaction of campus services	600	290	127	9	8	147	1034	4.42	155	519	322	63	14	0	108	3.69	0.73	1073
27. Parking	869	91	39	26	117	39	1142	4.37	54	89	151	238	494	135	20	2.00	2.38	1026
17. Res. Life Facilities	323	133	67	18	14	626	555	4.32	88	172	158	67	32	42	622	3.42	0.90	517
4. Library	661	282	144	34	35	25	1156	4.30	517	360	166	41	10	55	32	4.22	0.08	1094
28. Upkeep of campus facilities	611	297	179	25	28	41	1140	4.26	457	379	221	55	26	0	43	4.04	0.22	1138
9. Class Size	610	320	162	35	26	28	1153	4.26	503	367	177	75	20	0	39	4.10	0.16	1142
23. Financial Aid	756	133	84	24	126	58	1123	4.22	276	299	199	86	74	213	34	3.66	0.56	934
25. Bookstore	533	317	201	44	36	50	1131	4.12	200	363	328	126	82	51	31	3.43	0.69	1099
5. Computer Labs	634	219	163	61	73	31	1150	4.11	407	350	199	61	20	124	20	4.03	0.09	1037
1. Academic Advising	561	271	171	78	84	16	1165	3.98	224	245	224	146	79	234	29	3.42	0.56	918
7. Registrar's Office	496	272	245	75	59	34	1147	3.93	199	344	284	107	49	162	36	3.55	0.39	983
18. Res. Life Programs & Staff	221	157	112	32	28	631	550	3.93	116	160	150	58	25	55	617	3.56	0.37	509
21. Food Service	556	207	118	41	198	61	1120	3.79	97	242	286	163	108	253	32	3.06	0.72	896
26. Public Safety**	469	247	229	66	117	53	1128	3.78	178	249	274	121	125	191	43	3.25	0.54	947
22. Business Office	376	285	237	69	137	77	1104	3.63	184	313	246	64	43	292	39	3.62	0.00	850
12. Panther Newspaper	175	277	366	161	145	57	1124	3.16	183	355	248	92	46	221	36	3.58	-0.42	924
15. Health Services	288	214	232	109	257	81	1100	3.15	140	158	128	58	40	633	24	3.57	-0.42	524
24. Student Employment Services	370	148	151	71	335	106	1075	3.14	125	132	139	67	53	631	34	3.41	-0.27	516
13. Intramurals & Fitness	255	228	218	133	271	76	1105	3.06	134	215	176	67	33	518	38	3.56	-0.50	625
6. Career Development Center	245	185	223	151	302	75	1106	2.93	103	122	129	51	30	712	34	3.50	-0.57	435
2. Center for Academic Success	248	169	235	164	308	57	1124	2.90	127	117	142	43	26	691	35	3.61	-0.71	455
19. Res. Life Telephone System	124	87	98	73	159	640	541	2.90	74	74	92	49	40	229	623	3.28	-0.39	329
10. Student LEAD Office*	132	172	282	180	335	80	1101	2.62	102	170	186	38	31	621	33	3.52	-0.90	527
3. Writing Center	146	153	210	167	419	86	1095	2.49	59	66	97	23	25	868	43	3.41	-0.92	270
11. Associated Students (A.S.)	104	153	263	201	369	91	1090	2.47	67	116	174	58	51	673	42	3.19	-0.72	466
16. Psychological Counseling Svs.	156	120	181	135	469	120	1061	2.40	53	46	68	15	17	944	38	3.52	-1.12	199
14. Services Provided by Dean of Chapel	82	99	204	165	523	108	1073	2.12	47	36	97	31	29	904	37	3.17	-1.05	240
Weighted Overall Avg.	11977	5724	5027	2370	5011	4140	30109	3.57	5109	6456	5483	2439	1874	9473	3415	3.49	0.08	

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

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	Not Used	N/R	Avg.			
4. Library	661	282	144	34	35		25	1156	4.30	517	360	166	41	10	55	32	4.22	0.08	1094
9. Class Size	610	320	162	35	26		28	1153	4.26	503	367	177	75	20	0	39	4.10	0.16	1142
28. Upkeep of campus facilities	611	297	179	25	28		41	1140	4.26	457	379	221	55	26	0	43	4.04	0.22	1138
5. Computer Labs	634	219	163	61	73		31	1150	4.11	407	350	199	61	20	124	20	4.03	0.09	1037
29. Satisfaction of campus services	600	290	127	9	8	147	1034	4.42	155	519	322	63	14	0	108		3.69	0.73	1073
23. Financial Aid	756	133	84	24	126	58	1123	4.22	276	299	199	86	74	213	34		3.66	0.56	934
22. Business Office	376	285	237	69	137	77	1104	3.63	184	313	246	64	43	292	39		3.62	0.00	850
2. Center for Academic Success	248	169	235	164	308	57	1124	2.90	127	117	142	43	26	691	35		3.61	-0.71	455
12. Panther Newspaper	175	277	366	161	145	57	1124	3.16	183	355	248	92	46	221	36		3.58	-0.42	924
15. Health Services	288	214	232	109	257	81	1100	3.15	140	158	128	58	40	633	24		3.57	-0.42	524
13. Intramurals & Fitness	255	228	218	133	271	76	1105	3.06	134	215	176	67	33	518	38		3.56	-0.50	625
18. Res. Life Programs & Staff	221	157	112	32	28	631	550	3.93	116	160	150	58	25	55	617		3.56	0.37	509
7. Registrar's Office	496	272	245	75	59	34	1147	3.93	199	344	284	107	49	162	36		3.55	0.39	983
10. Student LEAD Office*	132	172	282	180	335	80	1101	2.62	102	170	186	38	31	621	33		3.52	-0.90	527
16. Psychological Counseling Svcs.	156	120	181	135	469	120	1061	2.40	53	46	68	15	17	944	38		3.52	-1.12	199
6. Career Development Center	245	185	223	151	302	75	1106	2.93	103	122	129	51	30	712	34		3.50	-0.57	435
25. Bookstore	533	317	201	44	36	50	1131	4.12	200	363	328	126	82	51	31		3.43	0.69	1099
1. Academic Advising	561	271	171	78	84	16	1165	3.98	224	245	224	146	79	234	29		3.42	0.56	918
17. Res. Life Facilities	323	133	67	18	14	626	555	4.32	88	172	158	67	32	42	622		3.42	0.90	517
3. Writing Center	146	153	210	167	419	86	1095	2.49	59	66	97	23	25	868	43		3.41	-0.92	270
24. Student Employment Services	370	148	151	71	335	106	1075	3.14	125	132	139	67	53	631	34		3.41	-0.27	516
8. Ability to schedule desired classes	906	156	60	18	18	23	1158	4.65	215	333	316	186	97	0	34		3.33	1.32	1147
19. Res. Life Telephone System	124	87	98	73	159	640	541	2.90	74	74	92	49	40	229	623		3.28	-0.39	329
26. Public Safety**	469	247	229	66	117	53	1128	3.78	178	249	274	121	125	191	43		3.25	0.54	947
11. Associated Students (A.S.)	104	153	263	201	369	91	1090	2.47	67	116	174	58	51	673	42		3.19	-0.72	466
14. Services Provided by Dean of Chapel	82	99	204	165	523	108	1073	2.12	47	36	97	31	29	904	37		3.17	-1.05	240
21. Food Service	556	207	118	41	198	61	1120	3.79	97	242	286	163	108	253	32		3.06	0.72	896
20. Res. Life Internet Access***	470	42	26	5	15	623	558	4.70	25	65	106	190	155	21	619		2.29	2.41	541
27. Parking	869	91	39	26	117	39	1142	4.37	54	89	151	238	494	135	20		2.00	2.38	1026
Weighted Overall Avg.	11977	5724	5027	2370	5011	4140	30109	3.57	5109	6456	5483	2439	1874	9473	3415		3.49	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.		
20. Res. Life Internet Access***	470	42	26	5	15	623	558	4.70	25	65	106	190	155	21	619	2.29	2.41	541
27. Parking	869	91	39	26	117	39	1142	4.37	54	89	151	238	494	135	20	2.00	2.38	1026
8. Ability to schedule desired classes	906	156	60	18	18	23	1158	4.65	215	333	316	186	97	0	34	3.33	1.32	1147
17. Res. Life Facilities	323	133	67	18	14	626	555	4.32	88	172	158	67	32	42	622	3.42	0.90	517
29. Satisfaction of campus services	600	290	127	9	8	147	1034	4.42	155	519	322	63	14	0	108	3.69	0.73	1073
21. Food Service	556	207	118	41	198	61	1120	3.79	97	242	286	163	108	253	32	3.06	0.72	896
25. Bookstore	533	317	201	44	36	50	1131	4.12	200	363	328	126	82	51	31	3.43	0.69	1099
1. Academic Advising	561	271	171	78	84	16	1165	3.98	224	245	224	146	79	234	29	3.42	0.56	918
23. Financial Aid	756	133	84	24	126	58	1123	4.22	276	299	199	86	74	213	34	3.66	0.56	934
26. Public Safety**	469	247	229	66	117	53	1128	3.78	178	249	274	121	125	191	43	3.25	0.54	947
7. Registrar's Office	496	272	245	75	59	34	1147	3.93	199	344	284	107	49	162	36	3.55	0.39	983
18. Res. Life Programs & Staff	221	157	112	32	28	631	550	3.93	116	160	150	58	25	55	617	3.56	0.37	509
28. Upkeep of campus facilities	611	297	179	25	28	41	1140	4.26	457	379	221	55	26	0	43	4.04	0.22	1138
9. Class Size	610	320	162	35	26	28	1153	4.26	503	367	177	75	20	0	39	4.10	0.16	1142
5. Computer Labs	634	219	163	61	73	31	1150	4.11	407	350	199	61	20	124	20	4.03	0.09	1037
4. Library	661	282	144	34	35	25	1156	4.30	517	360	166	41	10	55	32	4.22	0.08	1094
22. Business Office	376	285	237	69	137	77	1104	3.63	184	313	246	64	43	292	39	3.62	0.00	850
24. Student Employment Services	370	148	151	71	335	106	1075	3.14	125	132	139	67	53	631	34	3.41	-0.27	516
19. Res. Life Telephone System	124	87	98	73	159	640	541	2.90	74	74	92	49	40	229	623	3.28	-0.39	329
15. Health Services	288	214	232	109	257	81	1100	3.15	140	158	128	58	40	633	24	3.57	-0.42	524
12. Panther Newspaper	175	277	366	161	145	57	1124	3.16	183	355	248	92	46	221	36	3.58	-0.42	924
13. Intramurals & Fitness	255	228	218	133	271	76	1105	3.06	134	215	176	67	33	518	38	3.56	-0.50	625
6. Career Development Center	245	185	223	151	302	75	1106	2.93	103	122	129	51	30	712	34	3.50	-0.57	435
2. Center for Academic Success	248	169	235	164	308	57	1124	2.90	127	117	142	43	26	691	35	3.61	-0.71	455
11. Associated Students (A.S.)	104	153	263	201	369	91	1090	2.47	67	116	174	58	51	673	42	3.19	-0.72	466
10. Student LEAD Office*	132	172	282	180	335	80	1101	2.62	102	170	186	38	31	621	33	3.52	-0.90	527
3. Writing Center	146	153	210	167	419	86	1095	2.49	59	66	97	23	25	868	43	3.41	-0.92	270
14. Services Provided by Dean of Chapel	82	99	204	165	523	108	1073	2.12	47	36	97	31	29	904	37	3.17	-1.05	240
16. Psychological Counseling Svcs.	156	120	181	135	469	120	1061	2.40	53	46	68	15	17	944	38	3.52	-1.12	199
Weighted Overall Avg.	11977	5724	5027	2370	5011	4140	30109	3.57	5109	6456	5483	2439	1874	9473	3415	3.49	0.08	

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