

Student Satisfaction Survey (SSI)

Embry-Riddle Aeronautical University

2010

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Student Satisfaction Survey
Fall 2010 Administration – Data Tables by Campus

Academic Advising

Academic Advising Importance

		Very important		Important		Somewhat important		Neutral		Somewhat unimportant		Not very important		Not important at all		Total	
		#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
DB	My academic advisor is approachable.	585	62.7%	238	25.5%	63	6.8%	37	4.0%	3	.3%	6	.6%	1	.1%	933	100.0%
	My academic advisor is concerned about my success as an individual.	505	53.8%	262	27.9%	107	11.4%	45	4.8%	4	.4%	4	.4%	13	1.3%	940	100.0%
	My academic advisor helps me set goals to work toward.	377	40.6%	265	28.5%	158	17.0%	92	9.9%	14	1.5%	7	.7%	17	1.8%	928	100.0%
	My academic advisor is knowledgeable about requirements in my major.	633	66.7%	222	23.4%	49	5.2%	35	3.7%	1	.1%	0	.0%	7	.8%	948	100.0%
	Major requirements are clear and reasonable.	582	61.4%	258	27.3%	73	7.7%	29	3.1%	2	.2%	1	.1%	3	.3%	948	100.0%
PC	My academic advisor is approachable.	296	55.7%	143	26.9%	60	11.3%	25	4.6%	4	.8%	0	.0%	4	.7%	531	100.0%
	My academic advisor is concerned about my success as an individual.	238	44.9%	185	34.9%	67	12.6%	35	6.6%	1	.1%	1	.1%	3	.6%	529	100.0%
	My academic advisor helps me set goals to work toward.	158	29.9%	185	34.9%	98	18.5%	76	14.3%	8	1.5%	1	.1%	5	.9%	529	100.0%
	My academic advisor is knowledgeable about requirements in my major.	320	60.1%	139	26.1%	37	7.0%	26	4.9%	5	1.0%	0	.0%	5	.9%	532	100.0%
	Major requirements are clear and reasonable.	285	53.4%	177	33.2%	45	8.4%	19	3.6%	1	.1%	1	.3%	6	1.1%	533	100.0%
Total	My academic advisor is approachable.	880	60.1%	381	26.0%	123	8.4%	62	4.2%	7	.5%	6	.4%	5	.4%	1464	100.0%
	My academic advisor is concerned about my success as an individual.	743	50.6%	447	30.4%	174	11.8%	81	5.5%	4	.3%	5	.3%	16	1.1%	1468	100.0%
	My academic advisor helps me set goals to work toward.	535	36.7%	450	30.8%	256	17.5%	167	11.5%	22	1.5%	7	.5%	21	1.5%	1458	100.0%
	My academic advisor is knowledgeable about requirements in my major.	953	64.4%	361	24.4%	86	5.8%	61	4.1%	7	.5%	0	.0%	12	.8%	1481	100.0%
	Major requirements are clear and reasonable.	866	58.5%	435	29.4%	118	7.9%	48	3.3%	3	.2%	2	.2%	8	.6%	1481	100.0%

Academic Advising Satisfaction

		Very satisfied		Satisfied		Somewhat satisfied		Neutral		Somewhat dissatisfied		Not very satisfied		Not satisfied at all		Total	
		#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
DB	My academic advisor is approachable.	320	34.2%	267	28.5%	116	12.4%	91	9.7%	64	6.9%	43	4.6%	36	3.8%	935	100.0%
	My academic advisor is concerned about my success as an individual.	223	24.1%	213	23.0%	174	18.8%	153	16.5%	81	8.8%	35	3.8%	47	5.1%	928	100.0%
	My academic advisor helps me set goals to work toward.	150	16.4%	193	21.2%	167	18.4%	214	23.5%	88	9.7%	43	4.7%	55	6.1%	911	100.0%
	My academic advisor is knowledgeable about requirements in my major.	386	41.2%	270	28.8%	115	12.3%	89	9.5%	35	3.8%	15	1.6%	26	2.8%	936	100.0%
	Major requirements are clear and reasonable.	242	25.4%	343	36.1%	176	18.5%	93	9.8%	57	6.0%	26	2.8%	15	1.5%	952	100.0%
PC	My academic advisor is approachable.	202	38.1%	166	31.3%	77	14.6%	46	8.6%	17	3.3%	18	3.3%	4	.8%	530	100.0%
	My academic advisor is concerned about my success as an individual.	158	29.8%	150	28.3%	101	19.0%	81	15.3%	23	4.3%	12	2.3%	5	.9%	530	100.0%
	My academic advisor helps me set goals to work toward.	85	16.4%	138	26.8%	95	18.4%	118	22.7%	50	9.7%	18	3.5%	13	2.5%	517	100.0%
	My academic advisor is knowledgeable about requirements in my major.	205	39.0%	168	31.9%	75	14.3%	46	8.8%	19	3.6%	5	1.0%	7	1.3%	527	100.0%
	Major requirements are clear and reasonable.	125	23.6%	240	45.3%	83	15.6%	57	10.7%	17	3.2%	2	.3%	7	1.3%	531	100.0%
Total	My academic advisor is approachable.	522	35.6%	432	29.5%	193	13.2%	136	9.3%	82	5.6%	61	4.1%	40	2.7%	1465	100.0%
	My academic advisor is concerned about my success as an individual.	381	26.2%	363	24.9%	275	18.9%	234	16.1%	104	7.2%	48	3.3%	52	3.6%	1458	100.0%
	My academic advisor helps me set goals to work toward.	235	16.4%	332	23.2%	263	18.4%	332	23.2%	138	9.7%	61	4.3%	68	4.8%	1428	100.0%
	My academic advisor is knowledgeable about requirements in my major.	592	40.4%	438	29.9%	190	13.0%	135	9.3%	55	3.7%	20	1.4%	33	2.3%	1463	100.0%
	Major requirements are clear and reasonable.	367	24.8%	584	39.4%	258	17.4%	150	10.1%	74	5.0%	28	1.9%	21	1.4%	1483	100.0%

SOURCE: Office of Institutional Research

Student Satisfaction Survey
Fall 2010 Administration – Data Tables by Campus

Campus Climate

**Campus Climate
Importance**

		Campus Climate Importance															
		Very important		Important		Somewhat important		Neutral		Somewhat unimportant		Not very important		Not important at all		Total	
#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
DB	Most students feel a sense of belonging here.	333	35.1%	283	29.9%	155	16.4%	118	12.5%	33	3.5%	12	1.2%	14	1.4%	947	100.0%
	The campus staff are caring and helpful.	550	58.2%	293	31.0%	50	5.2%	44	4.6%	4	.4%	3	.3%	3	.3%	946	100.0%
	Administrators are approachable to students.	320	34.9%	286	31.2%	167	18.2%	109	11.9%	19	2.1%	10	1.1%	6	.6%	916	100.0%
	It is an enjoyable experience to be a student on this campus.	592	62.3%	222	23.4%	80	8.4%	43	4.6%	6	.6%	1	.1%	6	.6%	952	100.0%
	Students are made to feel welcome on this campus.	478	50.2%	280	29.4%	110	11.5%	67	7.1%	11	1.1%	3	.4%	3	.3%	952	100.0%
	This institution has a good reputation within the community.	538	57.5%	217	23.2%	87	9.3%	70	7.5%	18	1.9%	2	.2%	4	.4%	935	100.0%
	There is a strong commitment to racial harmony on this campus.	371	40.9%	222	24.5%	104	11.5%	139	15.4%	22	2.4%	14	1.5%	34	3.7%	907	100.0%
	Tuition paid is a worthwhile investment.	704	75.9%	156	16.8%	34	3.7%	28	3.0%	0	.0%	1	.1%	5	.5%	929	100.0%
	Freedom of expression is protected on campus.	473	51.2%	234	25.3%	107	11.5%	74	8.0%	12	1.3%	16	1.7%	9	1.0%	924	100.0%
	Channels for expressing student complaints are readily available.	378	42.2%	251	28.1%	151	16.8%	87	9.8%	19	2.1%	1	.2%	7	.7%	894	100.0%
PC	Most students feel a sense of belonging here.	145	27.3%	186	35.0%	109	20.6%	56	10.6%	19	3.6%	4	.7%	11	2.1%	531	100.0%
	The campus staff are caring and helpful.	276	51.7%	186	35.0%	45	8.4%	20	3.8%	1	.2%	1	.2%	3	.6%	533	100.0%
	Administrators are approachable to students.	139	26.3%	185	34.7%	140	26.4%	50	9.3%	6	1.1%	6	1.2%	5	1.0%	531	100.0%
	It is an enjoyable experience to be a student on this campus.	293	55.2%	161	30.3%	55	10.3%	18	3.3%	1	.2%	2	.3%	1	.2%	531	100.0%
	Students are made to feel welcome on this campus.	206	38.6%	197	37.0%	82	15.4%	34	6.4%	10	1.8%	1	.2%	3	.5%	533	100.0%
	This institution has a good reputation within the community.	230	43.8%	176	33.5%	67	12.7%	37	7.1%	7	1.3%	3	.7%	5	.9%	525	100.0%
	There is a strong commitment to racial harmony on this campus.	165	31.7%	144	27.8%	86	16.7%	77	14.9%	16	3.1%	11	2.1%	19	3.7%	519	100.0%
	Tuition paid is a worthwhile investment.	367	69.4%	120	22.7%	26	4.8%	10	1.9%	1	.2%	5	.9%	1	.1%	529	100.0%
	Freedom of expression is protected on campus.	201	38.9%	178	34.5%	61	11.8%	53	10.3%	9	1.7%	10	1.9%	4	.9%	517	100.0%
	Channels for expressing student complaints are readily available.	155	30.9%	154	30.7%	94	18.7%	75	14.9%	13	2.6%	6	1.1%	6	1.1%	502	100.0%
Total	Most students feel a sense of belonging here.	478	32.3%	469	31.7%	264	17.9%	175	11.8%	52	3.5%	15	1.0%	25	1.7%	1478	100.0%
	The campus staff are caring and helpful.	826	55.9%	479	32.4%	95	6.4%	64	4.3%	5	.3%	4	.3%	6	.4%	1479	100.0%
	Administrators are approachable to students.	459	31.7%	470	32.5%	307	21.2%	158	10.9%	25	1.7%	16	1.1%	11	.8%	1447	100.0%
	It is an enjoyable experience to be a student on this campus.	885	59.7%	383	25.9%	135	9.1%	61	4.1%	7	.5%	3	.2%	7	.5%	1482	100.0%
	Students are made to feel welcome on this campus.	683	46.0%	477	32.1%	192	12.9%	101	6.8%	20	1.4%	5	.3%	6	.4%	1485	100.0%
	This institution has a good reputation within the community.	768	52.6%	392	26.9%	154	10.5%	108	7.4%	25	1.7%	6	.4%	9	.6%	1461	100.0%
	There is a strong commitment to racial harmony on this campus.	536	37.6%	367	25.7%	191	13.4%	217	15.2%	38	2.7%	24	1.7%	53	3.7%	1426	100.0%
	Tuition paid is a worthwhile investment.	1071	73.5%	275	18.9%	60	4.1%	38	2.6%	1	.1%	6	.4%	6	.4%	1458	100.0%
	Freedom of expression is protected on campus.	674	46.8%	412	28.6%	167	11.6%	127	8.8%	21	1.5%	26	1.8%	14	.9%	1441	100.0%
	Channels for expressing student complaints are readily available.	533	38.2%	405	29.0%	245	17.5%	162	11.6%	32	2.3%	7	.5%	12	.9%	1396	100.0%

SOURCE: Office of Institutional Research

Student Satisfaction Survey
Fall 2010 Administration – Data Tables by Campus

**Campus Climate
Satisfaction**

		Very satisfied		Satisfied		Somewhat satisfied		Neutral		Somewhat dissatisfied		Not very satisfied		Not satisfied at all		Total	
		#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
DB	Most students feel a sense of belonging here.	132	14.1%	308	32.8%	208	22.1%	170	18.1%	69	7.3%	39	4.2%	14	1.4%	940	100.0%
	The campus staff are caring and helpful.	162	17.0%	365	38.5%	237	25.0%	90	9.5%	63	6.6%	23	2.4%	8	.9%	948	100.0%
	Administrators are approachable to students.	104	11.7%	256	28.7%	209	23.5%	241	27.0%	50	5.6%	18	2.0%	13	1.5%	892	100.0%
	It is an enjoyable experience to be a student on this campus.	159	16.6%	290	30.3%	227	23.7%	133	13.9%	74	7.7%	39	4.1%	36	3.8%	957	100.0%
	Students are made to feel welcome on this campus.	184	19.4%	321	33.8%	218	23.0%	128	13.5%	57	6.1%	24	2.6%	16	1.7%	949	100.0%
	This institution has a good reputation within the community.	358	38.2%	282	30.1%	119	12.7%	94	10.1%	50	5.4%	20	2.1%	14	1.5%	937	100.0%
	There is a strong commitment to racial harmony on this campus.	217	24.2%	283	31.6%	158	17.6%	165	18.4%	36	4.1%	19	2.1%	18	2.0%	896	100.0%
	Tuition paid is a worthwhile investment.	90	9.7%	199	21.4%	222	23.9%	121	13.0%	134	14.4%	83	8.9%	82	8.8%	931	100.0%
	Freedom of expression is protected on campus.	183	20.1%	296	32.6%	168	18.5%	154	16.9%	54	5.9%	29	3.2%	26	2.9%	910	100.0%
	Channels for expressing student complaints are readily available.	94	11.1%	175	20.7%	161	18.9%	205	24.2%	104	12.2%	61	7.2%	49	5.7%	850	100.0%
PC	Most students feel a sense of belonging here.	69	12.9%	211	39.6%	90	17.0%	98	18.4%	37	7.0%	12	2.2%	15	2.9%	532	100.0%
	The campus staff are caring and helpful.	127	23.7%	245	45.8%	99	18.5%	44	8.2%	12	2.3%	2	.3%	6	1.2%	535	100.0%
	Administrators are approachable to students.	82	15.6%	196	37.1%	128	24.2%	81	15.3%	31	5.9%	4	.8%	5	1.0%	527	100.0%
	It is an enjoyable experience to be a student on this campus.	108	20.3%	177	33.1%	109	20.4%	61	11.3%	40	7.4%	25	4.7%	15	2.8%	535	100.0%
	Students are made to feel welcome on this campus.	117	21.9%	217	40.8%	102	19.1%	54	10.0%	31	5.8%	8	1.5%	5	.8%	533	100.0%
	This institution has a good reputation within the community.	171	33.1%	165	32.0%	74	14.3%	55	10.6%	21	4.2%	14	2.8%	16	3.1%	517	100.0%
	There is a strong commitment to racial harmony on this campus.	118	22.9%	195	37.8%	61	11.8%	111	21.6%	10	2.0%	9	1.8%	11	2.1%	515	100.0%
	Tuition paid is a worthwhile investment.	70	13.3%	141	26.9%	136	25.9%	60	11.5%	57	10.8%	30	5.7%	31	5.9%	525	100.0%
	Freedom of expression is protected on campus.	90	17.7%	185	36.3%	91	17.8%	98	19.3%	18	3.6%	11	2.2%	16	3.1%	509	100.0%
	Channels for expressing student complaints are readily available.	52	10.8%	150	31.0%	85	17.5%	115	23.9%	39	8.1%	25	5.2%	17	3.4%	483	100.0%
Total	Most students feel a sense of belonging here.	201	13.7%	519	35.3%	298	20.3%	268	18.2%	106	7.2%	51	3.5%	29	2.0%	1472	100.0%
	The campus staff are caring and helpful.	288	19.4%	610	41.1%	336	22.7%	134	9.0%	75	5.1%	25	1.7%	14	1.0%	1483	100.0%
	Administrators are approachable to students.	186	13.1%	452	31.9%	337	23.8%	321	22.6%	81	5.7%	22	1.5%	19	1.3%	1419	100.0%
	It is an enjoyable experience to be a student on this campus.	267	17.9%	467	31.3%	336	22.5%	193	13.0%	114	7.6%	64	4.3%	51	3.4%	1493	100.0%
	Students are made to feel welcome on this campus.	301	20.3%	538	36.3%	321	21.6%	181	12.2%	89	6.0%	32	2.2%	20	1.4%	1482	100.0%
	This institution has a good reputation within the community.	529	36.4%	448	30.8%	193	13.2%	149	10.3%	72	4.9%	34	2.3%	30	2.1%	1454	100.0%
	There is a strong commitment to racial harmony on this campus.	335	23.7%	478	33.9%	219	15.5%	276	19.6%	47	3.3%	28	2.0%	29	2.0%	1412	100.0%
	Tuition paid is a worthwhile investment.	160	11.0%	341	23.4%	358	24.6%	181	12.4%	191	13.1%	113	7.8%	113	7.7%	1456	100.0%
	Freedom of expression is protected on campus.	273	19.3%	481	33.9%	258	18.2%	252	17.8%	72	5.1%	40	2.8%	42	3.0%	1420	100.0%
	Channels for expressing student complaints are readily available.	147	11.0%	325	24.4%	245	18.4%	321	24.1%	143	10.7%	86	6.5%	65	4.9%	1332	100.0%

Student Satisfaction Survey
Fall 2010 Administration – Data Tables by Campus

Campus Life

Campus Life Importance

		Campus Life Importance															
		Very important		Important		Somewhat important		Neutral		Somewhat unimportant		Not very important		Not important at all		Total	
		#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
DB	A variety of intramural activities are offered.	207	22.7%	210	23.0%	235	25.7%	136	14.9%	41	4.4%	33	3.6%	52	5.7%	915	100.0%
	Living conditions in the residence halls are comfortable.	469	60.1%	171	21.9%	55	7.0%	53	6.7%	11	1.4%	5	.7%	17	2.1%	781	100.0%
	The intercollegiate athletic programs contribute to a strong sense of school spirit.	242	28.9%	182	21.7%	147	17.6%	166	19.8%	28	3.3%	30	3.6%	44	5.2%	839	100.0%
	Males and females have equal opportunities to participate in intercollegiate athletics.	240	31.3%	137	17.9%	123	16.0%	178	23.2%	18	2.3%	22	2.8%	49	6.4%	765	100.0%
	There is an adequate selection of food available in the cafeteria.	505	54.7%	232	25.1%	115	12.4%	59	6.4%	4	.4%	4	.5%	5	.5%	924	100.0%
	Residence hall regulations are reasonable.	278	37.1%	205	27.4%	118	15.7%	105	14.1%	13	1.7%	2	.3%	27	3.7%	749	100.0%
	There are a sufficient number of weekend activities for students.	271	31.0%	221	25.2%	175	20.0%	134	15.3%	21	2.4%	15	1.8%	38	4.4%	875	100.0%
	I can easily get involved in campus organizations.	398	42.6%	274	29.4%	156	16.7%	74	7.9%	8	.8%	8	.8%	15	1.6%	933	100.0%
	The student center is a comfortable place for students to spend their leisure time.	337	37.2%	219	24.2%	148	16.4%	131	14.5%	39	4.3%	16	1.7%	16	1.7%	906	100.0%
	The student handbook provides helpful information about campus life.	264	29.4%	214	23.8%	167	18.6%	152	16.9%	41	4.5%	30	3.4%	31	3.5%	898	100.0%
	Student disciplinary procedures are fair.	372	44.4%	229	27.3%	102	12.1%	109	13.0%	10	1.2%	4	.5%	12	1.4%	838	100.0%
	New student orientation services help students adjust to college.	403	46.8%	205	23.9%	101	11.7%	111	12.9%	12	1.4%	12	1.4%	16	1.8%	859	100.0%
	Student activities fees are put to good use.	451	50.8%	231	26.0%	105	11.8%	73	8.3%	16	1.8%	5	.6%	8	.9%	889	100.0%
PC	A variety of intramural activities are offered.	77	14.8%	128	24.7%	152	29.3%	103	19.9%	19	3.7%	20	3.9%	19	3.7%	519	100.0%
	Living conditions in the residence halls are comfortable.	232	51.5%	122	27.2%	34	7.5%	37	8.2%	10	2.2%	3	.7%	12	2.7%	450	100.0%
	The intercollegiate athletic programs contribute to a strong sense of school spirit.	88	18.2%	113	23.4%	110	22.8%	96	19.9%	20	4.1%	25	5.1%	31	6.4%	483	100.0%
	Males and females have equal opportunities to participate in intercollegiate athletics.	118	24.9%	103	21.7%	76	16.1%	118	24.8%	20	4.3%	13	2.8%	26	5.4%	475	100.0%
	There is an adequate selection of food available in the cafeteria.	211	44.1%	154	32.2%	46	9.5%	48	10.0%	5	1.0%	6	1.3%	9	1.9%	479	100.0%
	Residence hall regulations are reasonable.	112	25.5%	174	39.5%	58	13.2%	72	16.5%	5	1.0%	6	1.5%	12	2.8%	439	100.0%
	There are a sufficient number of weekend activities for students.	129	25.2%	157	30.6%	108	21.2%	75	14.7%	19	3.7%	10	1.9%	14	2.7%	512	100.0%
	I can easily get involved in campus organizations.	161	30.5%	167	31.7%	118	22.3%	52	9.9%	17	3.1%	6	1.2%	7	1.3%	528	100.0%
	The student center is a comfortable place for students to spend their leisure time.	164	31.5%	167	32.0%	103	19.8%	66	12.6%	8	1.5%	7	1.3%	7	1.3%	523	100.0%
	The student handbook provides helpful information about campus life.	94	19.1%	120	24.4%	113	22.9%	107	21.7%	18	3.7%	17	3.4%	24	4.9%	493	100.0%
	Student disciplinary procedures are fair.	143	29.9%	162	33.8%	71	14.9%	82	17.0%	10	2.1%	4	.8%	7	1.5%	480	100.0%
	New student orientation services help students adjust to college.	150	30.7%	147	30.0%	81	16.7%	77	15.7%	21	4.3%	4	.9%	9	1.8%	489	100.0%
	Student activities fees are put to good use.	186	36.7%	163	32.1%	74	14.7%	67	13.1%	7	1.3%	5	1.1%	5	1.0%	507	100.0%
Total	A variety of intramural activities are offered.	284	19.8%	339	23.6%	388	27.0%	240	16.7%	59	4.1%	53	3.7%	71	5.0%	1434	100.0%
	Living conditions in the residence halls are comfortable.	701	57.0%	293	23.8%	89	7.2%	89	7.3%	21	1.7%	8	.7%	29	2.4%	1230	100.0%
	The intercollegiate athletic programs contribute to a strong sense of school spirit.	330	25.0%	295	22.3%	258	19.5%	263	19.9%	47	3.6%	55	4.2%	74	5.6%	1322	100.0%
	Males and females have equal opportunities to participate in intercollegiate athletics.	358	28.9%	240	19.4%	199	16.0%	295	23.8%	38	3.1%	35	2.8%	75	6.0%	1240	100.0%
	There is an adequate selection of food available in the cafeteria.	717	51.1%	386	27.5%	160	11.4%	107	7.6%	9	.6%	10	.7%	14	1.0%	1404	100.0%
	Residence hall regulations are reasonable.	390	32.8%	379	31.9%	176	14.8%	178	14.9%	18	1.5%	9	.7%	40	3.3%	1189	100.0%
	There are a sufficient number of weekend activities for students.	400	28.8%	377	27.2%	284	20.4%	209	15.1%	40	2.9%	25	1.8%	52	3.7%	1387	100.0%
	I can easily get involved in campus organizations.	559	38.3%	442	30.2%	274	18.7%	126	8.6%	24	1.7%	14	1.0%	22	1.5%	1461	100.0%
	The student center is a comfortable place for students to spend their leisure time.	501	35.1%	386	27.0%	252	17.6%	197	13.8%	47	3.3%	22	1.6%	23	1.6%	1428	100.0%
	The student handbook provides helpful information about campus life.	358	25.7%	334	24.0%	280	20.1%	259	18.6%	59	4.2%	47	3.4%	56	4.0%	1391	100.0%
	Student disciplinary procedures are fair.	515	39.1%	391	29.7%	173	13.1%	191	14.5%	20	1.5%	8	.6%	19	1.4%	1319	100.0%
	New student orientation services help students adjust to college.	553	41.0%	352	26.1%	182	13.5%	188	13.9%	33	2.5%	17	1.2%	24	1.8%	1348	100.0%
	Student activities fees are put to good use.	637	45.7%	394	28.2%	179	12.8%	140	10.0%	22	1.6%	10	.7%	13	.9%	1396	100.0%

SOURCE: Office of Institutional Research

Student Satisfaction Survey
Fall 2010 Administration – Data Tables by Campus

**Campus Life
Satisfaction**

		Very satisfied		Satisfied		Somewhat satisfied		Neutral		Somewhat dissatisfied		Not very satisfied		Not satisfied at all		Total	
		#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
DB	A variety of intramural activities are offered.	189	21.5%	265	30.2%	155	17.6%	203	23.1%	40	4.6%	19	2.2%	8	.9%	880	100.0%
	Living conditions in the residence halls are comfortable.	90	11.7%	185	24.1%	166	21.6%	141	18.3%	92	12.0%	58	7.5%	38	4.9%	770	100.0%
	The intercollegiate athletic programs contribute to a strong sense of school spirit.	78	9.5%	119	14.6%	159	19.4%	252	30.8%	88	10.8%	59	7.2%	63	7.7%	817	100.0%
	Males and females have equal opportunities to participate in intercollegiate athletics.	173	23.6%	192	26.1%	90	12.2%	233	31.7%	21	2.9%	11	1.6%	15	2.0%	735	100.0%
	There is an adequate selection of food available in the cafeteria.	72	7.8%	130	14.1%	206	22.3%	133	14.4%	150	16.2%	107	11.5%	126	13.6%	924	100.0%
	Residence hall regulations are reasonable.	124	16.8%	177	24.0%	139	18.9%	152	20.6%	84	11.4%	36	4.9%	25	3.4%	738	100.0%
	There are a sufficient number of weekend activities for students.	101	11.8%	169	19.8%	171	20.0%	210	24.6%	112	13.1%	45	5.2%	47	5.6%	856	100.0%
	I can easily get involved in campus organizations.	272	29.4%	323	34.8%	161	17.3%	112	12.1%	31	3.4%	11	1.2%	17	1.9%	928	100.0%
	The student center is a comfortable place for students to spend their leisure time.	133	15.1%	227	25.7%	192	21.8%	156	17.7%	110	12.5%	37	4.2%	27	3.1%	883	100.0%
	The student handbook provides helpful information about campus life.	138	15.7%	267	30.4%	170	19.3%	223	25.3%	58	6.6%	11	1.3%	12	1.4%	879	100.0%
	Student disciplinary procedures are fair.	119	15.2%	239	30.4%	122	15.6%	203	25.9%	55	7.0%	23	2.9%	23	3.0%	784	100.0%
	New student orientation services help students adjust to college.	173	20.4%	231	27.2%	146	17.2%	179	21.1%	57	6.7%	27	3.2%	36	4.2%	849	100.0%
	Student activities fees are put to good use.	110	12.5%	171	19.5%	177	20.2%	192	21.9%	103	11.8%	60	6.8%	64	7.3%	876	100.0%
PC	A variety of intramural activities are offered.	80	15.8%	117	23.1%	100	19.8%	135	26.7%	50	9.9%	15	2.9%	9	1.7%	506	100.0%
	Living conditions in the residence halls are comfortable.	43	10.0%	112	26.0%	103	23.8%	78	18.0%	45	10.4%	29	6.8%	21	4.9%	431	100.0%
	The intercollegiate athletic programs contribute to a strong sense of school spirit.	37	7.8%	52	11.0%	81	17.1%	145	30.6%	62	13.1%	37	7.7%	61	12.8%	474	100.0%
	Males and females have equal opportunities to participate in intercollegiate athletics.	76	17.0%	129	29.0%	63	14.0%	146	32.6%	20	4.5%	3	.7%	10	2.2%	446	100.0%
	There is an adequate selection of food available in the cafeteria.	22	4.8%	51	10.9%	67	14.2%	91	19.3%	78	16.5%	71	15.1%	91	19.3%	472	100.0%
	Residence hall regulations are reasonable.	50	11.5%	134	31.2%	65	15.2%	97	22.6%	42	9.7%	20	4.7%	22	5.2%	430	100.0%
	There are a sufficient number of weekend activities for students.	52	10.5%	101	20.3%	103	20.8%	127	25.5%	63	12.8%	22	4.4%	28	5.7%	496	100.0%
	I can easily get involved in campus organizations.	137	26.1%	198	37.7%	84	16.0%	70	13.4%	22	4.2%	9	1.7%	5	.9%	525	100.0%
	The student center is a comfortable place for students to spend their leisure time.	164	32.2%	178	34.8%	77	15.1%	66	13.0%	14	2.8%	7	1.4%	3	.6%	510	100.0%
	The student handbook provides helpful information about campus life.	60	12.7%	139	29.5%	96	20.5%	134	28.5%	24	5.2%	7	1.5%	10	2.2%	471	100.0%
	Student disciplinary procedures are fair.	66	15.1%	147	33.7%	66	15.0%	123	28.2%	15	3.5%	14	3.3%	5	1.2%	436	100.0%
	New student orientation services help students adjust to college.	82	17.0%	146	30.4%	98	20.4%	105	21.9%	29	6.0%	7	1.5%	13	2.8%	481	100.0%
	Student activities fees are put to good use.	52	10.4%	132	26.2%	108	21.5%	117	23.3%	41	8.2%	21	4.3%	31	6.1%	502	100.0%
Total	A variety of intramural activities are offered.	269	19.4%	382	27.6%	255	18.4%	338	24.4%	90	6.5%	34	2.4%	17	1.2%	1386	100.0%
	Living conditions in the residence halls are comfortable.	134	11.1%	297	24.8%	269	22.4%	218	18.2%	137	11.4%	87	7.3%	59	4.9%	1201	100.0%
	The intercollegiate athletic programs contribute to a strong sense of school spirit.	115	8.9%	171	13.2%	240	18.6%	397	30.7%	150	11.6%	96	7.4%	123	9.5%	1292	100.0%
	Males and females have equal opportunities to participate in intercollegiate athletics.	249	21.1%	321	27.2%	153	12.9%	378	32.0%	41	3.5%	15	1.2%	24	2.0%	1181	100.0%
	There is an adequate selection of food available in the cafeteria.	94	6.8%	181	13.0%	273	19.6%	225	16.1%	228	16.3%	178	12.7%	217	15.5%	1396	100.0%
	Residence hall regulations are reasonable.	173	14.8%	311	26.7%	205	17.5%	249	21.3%	126	10.8%	57	4.8%	47	4.0%	1168	100.0%
	There are a sufficient number of weekend activities for students.	153	11.3%	270	20.0%	274	20.3%	337	24.9%	175	13.0%	67	4.9%	76	5.6%	1352	100.0%
	I can easily get involved in campus organizations.	409	28.2%	521	35.9%	245	16.8%	183	12.6%	53	3.7%	20	1.4%	22	1.5%	1452	100.0%
	The student center is a comfortable place for students to spend their leisure time.	297	21.3%	405	29.1%	269	19.3%	223	16.0%	125	8.9%	44	3.2%	30	2.2%	1393	100.0%
	The student handbook provides helpful information about campus life.	198	14.7%	406	30.1%	266	19.7%	357	26.4%	82	6.1%	18	1.4%	23	1.7%	1351	100.0%
	Student disciplinary procedures are fair.	185	15.2%	386	31.6%	188	15.4%	326	26.7%	70	5.7%	37	3.1%	29	2.3%	1221	100.0%
	New student orientation services help students adjust to college.	255	19.2%	377	28.3%	245	18.4%	284	21.4%	85	6.4%	34	2.6%	49	3.7%	1330	100.0%
	Student activities fees are put to good use.	162	11.7%	302	21.9%	285	20.7%	309	22.4%	144	10.5%	81	5.9%	95	6.9%	1378	100.0%

SOURCE: Office of Institutional Research

Student Satisfaction Survey
Fall 2010 Administration – Data Tables by Campus

Campus Support Services

**Campus Support Services
Importance**

		Campus Support Services Importance															
		Very important		Important		Somewhat important		Neutral		Somewhat unimportant		Not very important		Not important at all		Total	
#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
DB	Library staff are helpful and approachable.	323	35.3%	237	25.8%	207	22.6%	102	11.1%	18	2.0%	17	1.8%	13	1.4%	916	100.0%
	Library resources and services are adequate.	432	46.7%	290	31.3%	112	12.1%	69	7.5%	6	.7%	12	1.3%	4	.4%	925	100.0%
	Computer labs are adequate and accessible.	591	62.8%	209	22.2%	77	8.2%	45	4.8%	11	1.2%	7	.7%	2	.2%	942	100.0%
	Tutoring services are readily available.	475	54.0%	212	24.1%	91	10.3%	71	8.1%	6	.7%	9	1.0%	15	1.7%	878	100.0%
	Academic support services adequately meet the needs of students.	366	42.5%	271	31.4%	121	14.0%	88	10.3%	3	.4%	3	.4%	9	1.1%	861	100.0%
	There are adequate services to help me decide upon a career.	519	57.8%	247	27.5%	61	6.8%	53	5.8%	8	.9%	3	.4%	7	.8%	898	100.0%
	Bookstore staff are helpful.	346	36.9%	259	27.6%	174	18.6%	103	11.0%	27	2.9%	18	2.0%	10	1.1%	937	100.0%
PC	Library staff are helpful and approachable.	125	23.5%	163	30.6%	137	25.7%	80	15.1%	9	1.7%	8	1.5%	10	1.9%	532	100.0%
	Library resources and services are adequate.	197	36.9%	215	40.3%	74	13.8%	36	6.8%	5	.9%	5	.9%	2	.4%	534	100.0%
	Computer labs are adequate and accessible.	247	46.4%	201	37.8%	61	11.4%	15	2.8%	6	1.1%	0	.0%	3	.5%	532	100.0%
	Tutoring services are readily available.	185	36.3%	158	31.1%	74	14.5%	69	13.6%	7	1.3%	9	1.8%	7	1.3%	508	100.0%
	Academic support services adequately meet the needs of students.	168	33.5%	188	37.5%	75	14.9%	58	11.7%	5	1.0%	2	.5%	5	1.0%	500	100.0%
	There are adequate services to help me decide upon a career.	261	50.6%	168	32.6%	43	8.3%	30	5.7%	4	.7%	3	.7%	7	1.3%	516	100.0%
	Bookstore staff are helpful.	150	28.2%	158	29.6%	125	23.5%	60	11.3%	21	3.9%	13	2.5%	6	1.1%	534	100.0%
Total	Library staff are helpful and approachable.	448	31.0%	399	27.6%	344	23.7%	182	12.6%	27	1.9%	25	1.7%	22	1.5%	1448	100.0%
	Library resources and services are adequate.	629	43.1%	505	34.6%	185	12.7%	106	7.2%	11	.8%	17	1.2%	6	.4%	1459	100.0%
	Computer labs are adequate and accessible.	838	56.8%	410	27.8%	138	9.3%	60	4.1%	17	1.1%	7	.4%	4	.3%	1474	100.0%
	Tutoring services are readily available.	659	47.6%	370	26.7%	164	11.8%	140	10.1%	13	.9%	18	1.3%	22	1.6%	1387	100.0%
	Academic support services adequately meet the needs of students.	533	39.2%	458	33.7%	195	14.4%	147	10.8%	8	.6%	5	.4%	14	1.0%	1361	100.0%
	There are adequate services to help me decide upon a career.	780	55.2%	415	29.3%	104	7.4%	82	5.8%	12	.8%	7	.5%	14	1.0%	1414	100.0%
	Bookstore staff are helpful.	496	33.7%	417	28.4%	300	20.4%	163	11.1%	47	3.2%	32	2.2%	16	1.1%	1471	100.0%

SOURCE: Office of Institutional Research

Student Satisfaction Survey
Fall 2010 Administration – Data Tables by Campus

**Campus Support Services
Satisfaction**

		Very satisfied		Satisfied		Somewhat satisfied		Neutral		Somewhat dissatisfied		Not very satisfied		Not satisfied at all		Total	
		#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
DB	Library staff are helpful and approachable.	374	41.7%	288	32.1%	117	13.0%	93	10.4%	16	1.7%	7	.8%	2	.2%	897	100.0%
	Library resources and services are adequate.	241	26.3%	351	38.4%	176	19.3%	103	11.2%	26	2.8%	12	1.3%	6	.7%	914	100.0%
	Computer labs are adequate and accessible.	266	28.4%	299	31.9%	165	17.7%	91	9.8%	63	6.8%	35	3.7%	16	1.7%	936	100.0%
	Tutoring services are readily available.	253	29.8%	277	32.5%	146	17.2%	99	11.7%	52	6.1%	13	1.5%	11	1.3%	850	100.0%
	Academic support services adequately meet the needs of students.	110	13.4%	250	30.5%	193	23.5%	188	22.9%	51	6.2%	17	2.1%	11	1.3%	821	100.0%
	There are adequate services to help me decide upon a career.	172	19.9%	287	33.2%	176	20.4%	125	14.5%	63	7.2%	21	2.4%	20	2.3%	863	100.0%
	Bookstore staff are helpful.	358	38.3%	300	32.0%	127	13.6%	101	10.7%	21	2.2%	19	2.0%	11	1.2%	936	100.0%
PC	Library staff are helpful and approachable.	152	29.1%	198	37.9%	80	15.3%	75	14.3%	13	2.4%	4	.8%	1	.2%	523	100.0%
	Library resources and services are adequate.	146	27.8%	218	41.4%	95	18.0%	49	9.4%	14	2.6%	4	.7%	0	.0%	527	100.0%
	Computer labs are adequate and accessible.	142	27.0%	199	37.9%	108	20.6%	39	7.5%	27	5.1%	6	1.2%	4	.8%	526	100.0%
	Tutoring services are readily available.	97	21.1%	148	32.3%	92	19.9%	92	20.0%	15	3.3%	9	2.0%	7	1.4%	459	100.0%
	Academic support services adequately meet the needs of students.	57	12.0%	182	38.0%	105	22.1%	117	24.4%	8	1.7%	5	1.0%	4	.8%	478	100.0%
	There are adequate services to help me decide upon a career.	116	23.3%	165	33.1%	100	20.1%	68	13.6%	24	4.8%	17	3.4%	9	1.8%	500	100.0%
	Bookstore staff are helpful.	157	29.6%	193	36.4%	77	14.5%	66	12.5%	24	4.5%	8	1.6%	5	1.0%	531	100.0%
Total	Library staff are helpful and approachable.	527	37.1%	486	34.2%	197	13.9%	168	11.8%	28	2.0%	12	.8%	3	.2%	1421	100.0%
	Library resources and services are adequate.	387	26.9%	569	39.5%	271	18.8%	152	10.6%	40	2.8%	16	1.1%	6	.4%	1441	100.0%
	Computer labs are adequate and accessible.	408	27.9%	498	34.1%	274	18.7%	131	8.9%	90	6.2%	41	2.8%	20	1.4%	1462	100.0%
	Tutoring services are readily available.	350	26.7%	425	32.5%	238	18.1%	191	14.6%	67	5.1%	22	1.6%	18	1.3%	1310	100.0%
	Academic support services adequately meet the needs of students.	167	12.9%	432	33.3%	298	23.0%	305	23.5%	59	4.6%	22	1.7%	15	1.1%	1299	100.0%
	There are adequate services to help me decide upon a career.	288	21.2%	452	33.2%	276	20.3%	193	14.2%	86	6.3%	38	2.8%	29	2.1%	1363	100.0%
	Bookstore staff are helpful.	515	35.1%	493	33.6%	204	13.9%	167	11.4%	45	3.1%	27	1.8%	16	1.1%	1467	100.0%

SOURCE: Office of Institutional Research

Student Satisfaction Survey
Fall 2010 Administration – Data Tables by Campus

Concern for the Individual

Concern for the Individual Importance

		Very important		Important		Somewhat important		Neutral		Somewhat unimportant		Not very important		Not important at all		Total	
		#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
DB	Faculty care about me as an individual.	459	48.8%	290	30.8%	118	12.5%	58	6.2%	8	.9%	5	.5%	3	.4%	942	100.0%
	Counseling staff care about students as individuals.	310	39.4%	224	28.5%	109	13.8%	109	13.9%	15	1.9%	4	.5%	15	1.9%	787	100.0%
	Residence hall staff are concerned about me as an individual.	232	31.2%	185	24.9%	146	19.6%	127	17.0%	19	2.6%	7	.9%	29	3.9%	745	100.0%
	This institution shows concern for students as individuals.	505	53.9%	272	29.0%	99	10.6%	40	4.3%	8	.8%	7	.8%	6	.7%	938	100.0%
PC	Faculty care about me as an individual.	222	42.2%	189	35.8%	78	14.8%	27	5.1%	5	.9%	5	1.0%	1	.2%	527	100.0%
	Counseling staff care about students as individuals.	136	28.6%	142	29.8%	87	18.3%	96	20.2%	5	1.0%	5	1.1%	5	1.0%	475	100.0%
	Residence hall staff are concerned about me as an individual.	107	24.1%	134	30.2%	85	19.3%	88	19.8%	6	1.3%	7	1.5%	16	3.6%	443	100.0%
	This institution shows concern for students as individuals.	237	44.3%	187	35.1%	78	14.5%	26	4.9%	3	.6%	1	.1%	2	.4%	534	100.0%
Total	Faculty care about me as an individual.	681	46.4%	479	32.6%	195	13.3%	85	5.8%	13	.9%	10	.7%	5	.3%	1468	100.0%
	Counseling staff care about students as individuals.	446	35.3%	366	29.0%	196	15.5%	205	16.3%	20	1.6%	9	.7%	20	1.6%	1262	100.0%
	Residence hall staff are concerned about me as an individual.	339	28.5%	319	26.9%	231	19.5%	215	18.1%	25	2.1%	14	1.1%	45	3.8%	1188	100.0%
	This institution shows concern for students as individuals.	742	50.4%	460	31.2%	177	12.0%	66	4.5%	11	.8%	8	.5%	9	.6%	1472	100.0%

Concern for the Individual Satisfaction

		Very satisfied		Satisfied		Somewhat satisfied		Neutral		Somewhat dissatisfied		Not very satisfied		Not satisfied at all		Total	
		#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
DB	Faculty care about me as an individual.	118	12.6%	326	34.7%	262	27.9%	125	13.2%	57	6.1%	39	4.2%	13	1.3%	940	100.0%
	Counseling staff care about students as individuals.	73	10.7%	158	23.2%	135	19.7%	247	36.1%	43	6.4%	14	2.1%	12	1.8%	683	100.0%
	Residence hall staff are concerned about me as an individual.	111	15.2%	169	23.3%	135	18.6%	196	27.0%	58	7.9%	25	3.5%	33	4.5%	728	100.0%
	This institution shows concern for students as individuals.	122	13.0%	286	30.4%	238	25.3%	139	14.8%	86	9.1%	34	3.6%	35	3.7%	939	100.0%
PC	Faculty care about me as an individual.	116	21.9%	214	40.1%	125	23.5%	52	9.8%	16	3.0%	7	1.2%	3	.5%	533	100.0%
	Counseling staff care about students as individuals.	57	13.4%	135	32.0%	68	16.1%	144	34.1%	10	2.3%	4	1.0%	5	1.2%	423	100.0%
	Residence hall staff are concerned about me as an individual.	58	13.6%	95	22.4%	84	19.9%	112	26.5%	35	8.2%	18	4.2%	22	5.1%	424	100.0%
	This institution shows concern for students as individuals.	101	19.0%	195	36.5%	121	22.6%	66	12.3%	33	6.2%	8	1.4%	10	1.9%	534	100.0%
Total	Faculty care about me as an individual.	235	15.9%	540	36.6%	388	26.3%	177	12.0%	73	5.0%	46	3.1%	15	1.0%	1473	100.0%
	Counseling staff care about students as individuals.	130	11.7%	293	26.5%	203	18.3%	391	35.4%	53	4.8%	18	1.7%	17	1.6%	1105	100.0%
	Residence hall staff are concerned about me as an individual.	168	14.6%	264	23.0%	220	19.1%	309	26.8%	92	8.0%	43	3.8%	55	4.7%	1152	100.0%
	This institution shows concern for students as individuals.	223	15.1%	480	32.6%	358	24.3%	205	13.9%	119	8.1%	42	2.8%	45	3.0%	1472	100.0%

Student Satisfaction Survey
Fall 2010 Administration – Data Tables by Campus

Decision to Enroll

**Decision to Enroll
Importance**

		Decision to Enroll Importance															
		Very important		Important		Somewhat important		Neutral		Somewhat unimportant		Not very important		Not important at all		Total	
#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
DB	Importance of financial aid in decision to enroll	491	53.7%	155	17.0%	87	9.6%	63	6.9%	43	4.8%	25	2.7%	49	5.4%	914	100.0%
	Importance of academic reputation in decision to enroll	723	76.0%	161	16.9%	39	4.1%	18	1.8%	1	.1%	3	.3%	7	.8%	952	100.0%
	Importance of size of institution in decision to enroll	239	25.4%	165	17.5%	193	20.5%	152	16.1%	56	5.9%	52	5.5%	85	9.0%	942	100.0%
	Importance of opportunity to play sports in decision to enroll	119	13.1%	65	7.1%	126	13.9%	186	20.6%	68	7.5%	68	7.5%	274	30.3%	905	100.0%
	Importance of recommendations from family/friends in decision to enroll	164	18.2%	153	16.9%	189	21.0%	174	19.3%	47	5.2%	42	4.7%	134	14.8%	903	100.0%
	Importance of geographic setting in decision to enroll	213	22.7%	209	22.2%	218	23.1%	115	12.2%	40	4.3%	50	5.3%	95	10.1%	940	100.0%
	Importance of campus appearance in decision to enroll	241	25.7%	260	27.7%	204	21.7%	101	10.7%	55	5.8%	17	1.8%	62	6.6%	940	100.0%
	Importance of personalized attention prior to enrollment in decision to enroll	258	27.9%	215	23.3%	172	18.6%	142	15.4%	62	6.7%	24	2.6%	51	5.5%	924	100.0%
PC	Importance of financial aid in decision to enroll	272	54.0%	112	22.3%	52	10.2%	31	6.1%	11	2.3%	9	1.8%	17	3.3%	504	100.0%
	Importance of academic reputation in decision to enroll	385	73.1%	103	19.6%	19	3.6%	12	2.3%	2	.4%	1	.1%	4	.8%	527	100.0%
	Importance of size of institution in decision to enroll	149	28.7%	111	21.4%	122	23.4%	67	12.9%	21	4.0%	20	3.9%	30	5.8%	520	100.0%
	Importance of opportunity to play sports in decision to enroll	51	10.3%	47	9.3%	77	15.3%	87	17.5%	54	10.8%	46	9.2%	138	27.5%	500	100.0%
	Importance of recommendations from family/friends in decision to enroll	79	15.7%	98	19.5%	85	16.9%	130	26.0%	24	4.8%	22	4.5%	63	12.6%	501	100.0%
	Importance of geographic setting in decision to enroll	82	15.8%	132	25.5%	140	26.9%	79	15.2%	25	4.8%	21	4.1%	40	7.7%	519	100.0%
	Importance of campus appearance in decision to enroll	87	16.7%	145	28.0%	126	24.4%	87	16.9%	28	5.5%	11	2.1%	33	6.4%	518	100.0%
	Importance of personalized attention prior to enrollment in decision to enroll	116	22.4%	124	24.0%	109	21.1%	94	18.2%	11	2.2%	23	4.5%	39	7.5%	517	100.0%
Total	Importance of financial aid in decision to enroll	763	53.8%	267	18.9%	139	9.8%	93	6.6%	55	3.9%	34	2.4%	66	4.6%	1417	100.0%
	Importance of academic reputation in decision to enroll	1108	75.0%	264	17.9%	58	3.9%	30	2.0%	3	.2%	4	.3%	12	.8%	1479	100.0%
	Importance of size of institution in decision to enroll	388	26.5%	277	18.9%	315	21.5%	219	15.0%	76	5.2%	72	4.9%	115	7.9%	1462	100.0%
	Importance of opportunity to play sports in decision to enroll	170	12.1%	111	7.9%	203	14.4%	274	19.5%	122	8.7%	114	8.1%	412	29.3%	1405	100.0%
	Importance of recommendations from family/friends in decision to enroll	243	17.3%	250	17.8%	274	19.5%	305	21.7%	71	5.1%	65	4.6%	197	14.0%	1404	100.0%
	Importance of geographic setting in decision to enroll	295	20.2%	341	23.4%	357	24.5%	194	13.3%	65	4.5%	71	4.9%	135	9.3%	1459	100.0%
	Importance of campus appearance in decision to enroll	328	22.5%	405	27.8%	330	22.6%	188	12.9%	83	5.7%	28	1.9%	95	6.5%	1458	100.0%
	Importance of personalized attention prior to enrollment in decision to enroll	374	25.9%	339	23.5%	281	19.5%	236	16.4%	73	5.1%	47	3.3%	90	6.2%	1441	100.0%

Student Satisfaction Survey
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ERAU Specific Items

**ERAU Specific Items
Importance**

		ERAU Specific Items Importance															
		Very important		Important		Somewhat important		Neutral		Somewhat unimportant		Not very important		Not important at all			
		#	%	#	%	#	%	#	%	#	%	#	%	#	%		
DB	ERAU treatment of students is fair and unbiased regardless of race and gender.	497	60.7%	183	22.3%	67	8.1%	46	5.6%	6	.8%	4	.4%	17	2.1%	820	100.0%
	There is an adequate selection of courses I want offered at times I can take them.	555	67.4%	205	25.0%	42	5.1%	17	2.0%	1	.1%	4	.5%	0	.0%	823	100.0%
	Class sizes are appropriate relative to types of courses.	504	60.6%	217	26.1%	66	7.9%	33	3.9%	10	1.3%	1	.1%	1	.1%	832	100.0%
	The quality of instruction during summer terms is similar to that of fall and spring terms.	301	52.7%	145	25.4%	45	7.9%	70	12.2%	1	.2%	4	.6%	6	1.0%	571	100.0%
	The quality of the ERAU College catalog and admission publications is excellent.	333	42.4%	224	28.5%	116	14.8%	86	11.0%	7	.9%	5	.7%	13	1.6%	784	100.0%
	International Student Services meet the needs of international students.	175	44.8%	64	16.3%	19	4.8%	98	25.0%	2	.5%	7	1.9%	26	6.7%	391	100.0%
	The Career Services Office is helpful in preparing me to search for a job upon completion of studies at ERAU.	417	63.7%	133	20.3%	45	6.8%	58	8.8%	0	.0%	1	.1%	2	.3%	655	100.0%
	The services of the Student Employment Office adequately meets my employment needs.	308	49.8%	164	26.5%	60	9.8%	73	11.7%	8	1.3%	2	.3%	4	.6%	619	100.0%
	Flight training department policies help prepare me for the real world.	225	60.3%	73	19.5%	21	5.5%	41	10.9%	3	.7%	1	.3%	10	2.8%	373	100.0%
	Generally, flight dispatcher serve me in a timely and polite manner.	202	56.0%	88	24.4%	18	4.8%	41	11.4%	4	1.2%	0	.1%	8	2.2%	362	100.0%
PC	ERAU treatment of students is fair and unbiased regardless of race and gender.	243	49.1%	149	30.1%	45	9.0%	39	7.9%	3	.7%	3	.7%	13	2.5%	495	100.0%
	There is an adequate selection of courses I want offered at times I can take them.	278	55.5%	170	33.9%	35	6.9%	12	2.5%	0	.0%	2	.5%	4	.8%	501	100.0%
	Class sizes are appropriate relative to types of courses.	267	53.2%	174	34.6%	46	9.2%	13	2.5%	0	.0%	3	.5%	0	.0%	503	100.0%
	The quality of instruction during summer terms is similar to that of fall and spring terms.	136	42.4%	98	30.7%	30	9.4%	49	15.3%	1	.3%	1	.3%	5	1.6%	320	100.0%
	The quality of the ERAU College catalog and admission publications is excellent.	128	27.1%	159	33.7%	93	19.8%	60	12.8%	14	3.0%	8	1.6%	9	1.9%	470	100.0%
	International Student Services meet the needs of international students.	61	24.9%	48	19.6%	22	8.8%	86	35.1%	3	1.3%	8	3.1%	18	7.2%	245	100.0%
	The Career Services Office is helpful in preparing me to search for a job upon completion of studies at ERAU.	249	59.3%	106	25.3%	26	6.1%	34	8.1%	0	.0%	1	.2%	4	.9%	420	100.0%
	The services of the Student Employment Office adequately meets my employment needs.	145	38.6%	126	33.4%	40	10.7%	54	14.5%	2	.6%	0	.0%	8	2.1%	375	100.0%
	Flight training department policies help prepare me for the real world.	126	55.5%	52	22.8%	19	8.5%	20	9.0%	0	.0%	0	.2%	9	4.0%	227	100.0%
	Generally, flight dispatcher serve me in a timely and polite manner.	101	46.7%	61	28.3%	21	9.9%	23	10.4%	1	.7%	0	.2%	8	3.8%	216	100.0%
Total	ERAU treatment of students is fair and unbiased regardless of race and gender.	740	56.3%	332	25.2%	111	8.5%	85	6.5%	10	.7%	7	.5%	30	2.3%	1315	100.0%
	There is an adequate selection of courses I want offered at times I can take them.	832	62.9%	375	28.3%	76	5.8%	29	2.2%	1	.1%	6	.5%	4	.3%	1324	100.0%
	Class sizes are appropriate relative to types of courses.	772	57.8%	391	29.3%	112	8.4%	46	3.4%	10	.8%	3	.2%	1	.1%	1334	100.0%
	The quality of instruction during summer terms is similar to that of fall and spring terms.	437	49.0%	243	27.3%	75	8.4%	119	13.3%	2	.2%	4	.5%	11	1.2%	891	100.0%
	The quality of the ERAU College catalog and admission publications is excellent.	460	36.7%	382	30.5%	210	16.7%	147	11.7%	22	1.7%	13	1.0%	21	1.7%	1254	100.0%
	International Student Services meet the needs of international students.	236	37.2%	112	17.6%	40	6.3%	184	28.9%	5	.8%	15	2.3%	44	6.9%	636	100.0%
	The Career Services Office is helpful in preparing me to search for a job upon completion of studies at ERAU.	666	62.0%	239	22.2%	70	6.6%	92	8.5%	0	.0%	2	.1%	6	.6%	1075	100.0%
	The services of the Student Employment Office adequately meets my employment needs.	453	45.6%	289	29.1%	101	10.1%	127	12.8%	10	1.0%	2	.2%	12	1.2%	994	100.0%
	Flight training department policies help prepare me for the real world.	351	58.5%	125	20.8%	40	6.6%	61	10.2%	3	.4%	2	.3%	20	3.3%	600	100.0%
	Generally, flight dispatcher serve me in a timely and polite manner.	304	52.5%	149	25.8%	39	6.7%	64	11.0%	6	1.0%	1	.2%	16	2.8%	578	100.0%

Student Satisfaction Survey
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**ERAU Specific Items
Satisfaction**

		Very satisfied		Satisfied		Somewhat satisfied		Neutral		Somewhat dissatisfied		Not very satisfied		Not satisfied at all		Total	
		#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
DB	ERAU treatment of students is fair and unbiased regardless of race and gender.	288	35.0%	281	34.2%	111	13.5%	89	10.9%	25	3.0%	17	2.1%	11	1.4%	822	100.0%
	There is an adequate selection of courses I want offered at times I can take them.	98	12.0%	210	25.7%	213	26.1%	105	12.9%	108	13.2%	47	5.8%	36	4.4%	818	100.0%
	Class sizes are appropriate relative to types of courses.	316	38.2%	299	36.2%	109	13.2%	63	7.6%	28	3.3%	9	1.1%	3	.4%	828	100.0%
	The quality of instruction during summer terms is similar to that of fall and spring terms.	131	26.0%	155	30.8%	66	13.2%	113	22.4%	17	3.3%	11	2.2%	11	2.2%	505	100.0%
	The quality of the ERAU College catalog and admission publications is excellent.	150	19.4%	234	30.2%	195	25.2%	145	18.8%	30	3.9%	10	1.3%	10	1.2%	772	100.0%
	International Student Services meet the needs of international students.	49	13.7%	77	21.7%	48	13.5%	137	38.8%	17	4.8%	10	2.8%	17	4.7%	354	100.0%
	The Career Services Office is helpful in preparing me to search for a job upon completion of studies at ERAU.	99	17.1%	174	29.9%	105	18.0%	131	22.5%	28	4.7%	19	3.3%	27	4.6%	583	100.0%
	The services of the Student Employment Office adequately meets my employment needs.	114	20.1%	144	25.5%	93	16.3%	127	22.4%	44	7.7%	21	3.7%	25	4.4%	567	100.0%
	Flight training department policies help prepare me for the real world.	109	29.5%	107	29.0%	37	10.0%	59	16.0%	17	4.5%	17	4.6%	24	6.4%	370	100.0%
	Generally, flight dispatcher serve me in a timely and polite manner.	100	28.4%	105	29.8%	40	11.5%	60	17.0%	27	7.6%	9	2.5%	11	3.2%	352	100.0%
PC	ERAU treatment of students is fair and unbiased regardless of race and gender.	185	37.5%	167	33.9%	52	10.6%	51	10.3%	17	3.4%	11	2.3%	10	2.0%	494	100.0%
	There is an adequate selection of courses I want offered at times I can take them.	54	10.9%	148	29.8%	123	24.8%	65	13.1%	69	13.9%	21	4.1%	17	3.3%	498	100.0%
	Class sizes are appropriate relative to types of courses.	172	34.2%	207	41.2%	81	16.2%	30	6.0%	8	1.6%	2	.4%	2	.4%	504	100.0%
	The quality of instruction during summer terms is similar to that of fall and spring terms.	58	22.0%	77	29.4%	30	11.5%	81	30.8%	10	3.9%	3	1.0%	4	1.4%	263	100.0%
	The quality of the ERAU College catalog and admission publications is excellent.	70	15.0%	155	33.1%	100	21.2%	114	24.2%	25	5.3%	3	.6%	2	.5%	469	100.0%
	International Student Services meet the needs of international students.	25	12.8%	32	16.0%	14	7.3%	115	58.2%	5	2.7%	2	1.1%	4	1.8%	197	100.0%
	The Career Services Office is helpful in preparing me to search for a job upon completion of studies at ERAU.	93	25.0%	100	26.9%	62	16.7%	72	19.4%	25	6.8%	9	2.5%	10	2.7%	372	100.0%
	The services of the Student Employment Office adequately meets my employment needs.	53	16.0%	83	25.1%	62	18.8%	80	24.2%	30	8.9%	14	4.3%	9	2.7%	332	100.0%
	Flight training department policies help prepare me for the real world.	60	27.6%	65	30.2%	17	7.7%	40	18.4%	19	8.7%	5	2.4%	11	5.0%	217	100.0%
	Generally, flight dispatcher serve me in a timely and polite manner.	73	35.0%	73	35.1%	18	8.7%	29	13.7%	8	4.0%	3	1.5%	4	1.9%	208	100.0%
Total	ERAU treatment of students is fair and unbiased regardless of race and gender.	473	35.9%	448	34.1%	163	12.4%	140	10.7%	42	3.2%	28	2.1%	21	1.6%	1315	100.0%
	There is an adequate selection of courses I want offered at times I can take them.	152	11.6%	359	27.3%	336	25.6%	170	13.0%	177	13.5%	68	5.1%	53	4.0%	1316	100.0%
	Class sizes are appropriate relative to types of courses.	489	36.7%	507	38.1%	191	14.3%	93	7.0%	36	2.7%	11	.9%	5	.4%	1331	100.0%
	The quality of instruction during summer terms is similar to that of fall and spring terms.	189	24.6%	232	30.3%	97	12.6%	194	25.3%	27	3.5%	14	1.8%	15	1.9%	767	100.0%
	The quality of the ERAU College catalog and admission publications is excellent.	220	17.7%	389	31.3%	294	23.7%	259	20.8%	55	4.4%	13	1.0%	12	1.0%	1241	100.0%
	International Student Services meet the needs of international students.	74	13.4%	108	19.7%	62	11.3%	252	45.7%	22	4.1%	12	2.2%	20	3.7%	551	100.0%
	The Career Services Office is helpful in preparing me to search for a job upon completion of studies at ERAU.	193	20.2%	275	28.7%	167	17.5%	203	21.3%	53	5.5%	28	3.0%	37	3.8%	955	100.0%
	The services of the Student Employment Office adequately meets my employment needs.	167	18.6%	228	25.4%	155	17.2%	207	23.0%	73	8.1%	35	3.9%	34	3.8%	898	100.0%
	Flight training department policies help prepare me for the real world.	169	28.8%	172	29.4%	53	9.1%	99	16.9%	36	6.1%	22	3.8%	34	5.9%	586	100.0%
	Generally, flight dispatcher serve me in a timely and polite manner.	173	30.9%	178	31.8%	58	10.4%	88	15.8%	35	6.3%	12	2.1%	15	2.7%	561	100.0%

Student Satisfaction Survey
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Instructional Effectiveness

Instructional Effectiveness Importance

		Instructional Effectiveness Importance															
		Very important		Important		Somewhat important		Neutral		Somewhat unimportant		Not very important		Not important at all		Total	
		#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
DB	The content of the courses within my major is valuable.	753	80.4%	136	14.6%	33	3.5%	12	1.2%	1	.1%	2	.2%	0	.0%	936	100.0%
	The instruction in my major field is excellent.	757	80.4%	140	14.9%	29	3.0%	15	1.6%	0	.0%	0	.0%	0	.0%	941	100.0%
	Faculty are fair and unbiased in their treatment of individual students.	571	60.1%	244	25.7%	66	7.0%	63	6.6%	4	.4%	1	.1%	1	.1%	949	100.0%
	I am able to experience intellectual growth here.	610	64.4%	235	24.8%	60	6.3%	33	3.5%	4	.5%	4	.4%	2	.2%	948	100.0%
	There is a commitment to academic excellence on this campus.	549	57.9%	291	30.7%	66	7.0%	37	3.9%	3	.3%	1	.1%	2	.2%	949	100.0%
	Faculty provide timely feedback about student progress in a course.	499	52.8%	287	30.3%	111	11.8%	37	3.9%	5	.5%	3	.3%	3	.3%	945	100.0%
	Faculty take into consideration student differences as they teach a course.	422	44.9%	291	31.0%	113	12.0%	77	8.2%	18	1.9%	15	1.6%	3	.3%	939	100.0%
	The quality of instruction I receive in most of my classes is excellent.	718	75.9%	176	18.6%	31	3.3%	17	1.8%	2	.2%	0	.0%	2	.2%	946	100.0%
	Adjunct faculty are competent as classroom instructors.	395	45.9%	228	26.4%	123	14.3%	97	11.3%	9	1.0%	3	.3%	7	.8%	862	100.0%
	Faculty are usually available after class and during office hours.	583	61.6%	249	26.4%	79	8.4%	26	2.7%	8	.9%	0	.0%	0	.0%	946	100.0%
	Nearly all of the faculty are knowledgeable in their field.	718	76.0%	170	18.0%	37	3.9%	18	1.9%	2	.2%	0	.0%	0	.0%	944	100.0%
	There is a good variety of courses provided on this campus.	585	61.9%	243	25.7%	74	7.9%	26	2.8%	9	1.0%	2	.2%	5	.6%	945	100.0%
	Graduate teaching assistants are competent as classroom instructors.	333	46.5%	200	28.0%	93	13.0%	71	9.9%	9	1.3%	4	.5%	6	.8%	716	100.0%
PC	The content of the courses within my major is valuable.	391	74.1%	104	19.8%	17	3.3%	9	1.6%	4	.8%	0	.0%	2	.4%	528	100.0%
	The instruction in my major field is excellent.	413	77.9%	79	15.0%	25	4.7%	9	1.6%	3	.6%	0	.0%	1	.2%	531	100.0%
	Faculty are fair and unbiased in their treatment of individual students.	265	49.6%	177	33.1%	65	12.1%	21	3.8%	4	.7%	1	.2%	3	.6%	535	100.0%
	I am able to experience intellectual growth here.	330	62.0%	150	28.2%	34	6.3%	16	3.0%	1	.3%	0	.0%	1	.2%	532	100.0%
	There is a commitment to academic excellence on this campus.	303	56.6%	163	30.5%	47	8.7%	17	3.2%	4	.8%	0	.0%	1	.2%	535	100.0%
	Faculty provide timely feedback about student progress in a course.	225	42.7%	204	38.7%	65	12.3%	27	5.2%	4	.7%	0	.1%	1	.2%	527	100.0%
	Faculty take into consideration student differences as they teach a course.	183	34.5%	176	33.1%	93	17.5%	54	10.2%	16	3.0%	2	.4%	7	1.4%	532	100.0%
	The quality of instruction I receive in most of my classes is excellent.	381	71.4%	116	21.7%	20	3.7%	13	2.5%	2	.5%	0	.0%	1	.2%	534	100.0%
	Adjunct faculty are competent as classroom instructors.	192	38.6%	174	34.9%	74	14.9%	52	10.4%	3	.5%	1	.2%	3	.6%	498	100.0%
	Faculty are usually available after class and during office hours.	295	55.8%	177	33.4%	35	6.6%	14	2.7%	5	1.0%	2	.4%	1	.2%	529	100.0%
	Nearly all of the faculty are knowledgeable in their field.	380	71.3%	117	21.9%	21	4.0%	10	1.8%	2	.3%	2	.4%	1	.2%	533	100.0%
	There is a good variety of courses provided on this campus.	243	45.6%	206	38.8%	51	9.7%	24	4.4%	5	.9%	1	.2%	2	.4%	532	100.0%
	Graduate teaching assistants are competent as classroom instructors.	88	38.4%	56	24.5%	33	14.6%	41	18.1%	1	.6%	4	1.9%	5	2.0%	228	100.0%
Total	The content of the courses within my major is valuable.	1144	78.1%	241	16.4%	50	3.4%	20	1.4%	5	.3%	2	.1%	2	.2%	1464	100.0%
	The instruction in my major field is excellent.	1170	79.5%	220	14.9%	54	3.6%	24	1.6%	3	.2%	0	.0%	1	.1%	1472	100.0%
	Faculty are fair and unbiased in their treatment of individual students.	836	56.3%	421	28.3%	131	8.8%	83	5.6%	8	.5%	2	.1%	4	.3%	1484	100.0%
	I am able to experience intellectual growth here.	940	63.5%	385	26.0%	94	6.3%	49	3.3%	6	.4%	4	.3%	3	.2%	1480	100.0%
	There is a commitment to academic excellence on this campus.	852	57.4%	454	30.6%	113	7.6%	54	3.6%	7	.5%	1	.0%	3	.2%	1483	100.0%
	Faculty provide timely feedback about student progress in a course.	724	49.2%	491	33.3%	176	12.0%	65	4.4%	9	.6%	3	.2%	4	.3%	1473	100.0%
	Faculty take into consideration student differences as they teach a course.	605	41.2%	467	31.8%	206	14.0%	131	8.9%	34	2.3%	17	1.2%	10	.7%	1470	100.0%
	The quality of instruction I receive in most of my classes is excellent.	1099	74.3%	292	19.7%	51	3.4%	30	2.1%	4	.3%	0	.0%	3	.2%	1480	100.0%
	Adjunct faculty are competent as classroom instructors.	588	43.2%	401	29.5%	197	14.5%	149	10.9%	11	.8%	4	.3%	10	.7%	1360	100.0%
	Faculty are usually available after class and during office hours.	878	59.5%	426	28.9%	114	7.7%	40	2.7%	14	.9%	2	.1%	1	.1%	1475	100.0%
	Nearly all of the faculty are knowledgeable in their field.	1098	74.3%	287	19.4%	58	3.9%	27	1.8%	4	.2%	2	.1%	1	.1%	1477	100.0%
	There is a good variety of courses provided on this campus.	828	56.0%	449	30.4%	126	8.5%	50	3.4%	14	1.0%	3	.2%	7	.5%	1477	100.0%
	Graduate teaching assistants are competent as classroom instructors.	421	44.6%	256	27.1%	126	13.4%	112	11.9%	10	1.1%	8	.9%	10	1.1%	944	100.0%

SOURCE: Office of Institutional Research

Student Satisfaction Survey
Fall 2010 Administration – Data Tables by Campus

**Instructional Effectiveness
Satisfaction**

		Very satisfied		Satisfied		Somewhat satisfied		Neutral		Somewhat dissatisfied		Not very satisfied		Not satisfied at all		Total	
		#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
DB	The content of the courses within my major is valuable.	263	27.9%	377	39.9%	180	19.0%	58	6.2%	48	5.1%	15	1.6%	3	.3%	944	100.0%
	The instruction in my major field is excellent.	276	29.5%	348	37.1%	187	19.9%	62	6.6%	49	5.2%	13	1.4%	3	.4%	938	100.0%
	Faculty are fair and unbiased in their treatment of individual students.	154	16.1%	352	36.8%	195	20.4%	146	15.3%	68	7.1%	22	2.3%	20	2.1%	957	100.0%
	I am able to experience intellectual growth here.	233	24.7%	372	39.3%	186	19.7%	91	9.6%	41	4.3%	15	1.6%	7	.8%	945	100.0%
	There is a commitment to academic excellence on this campus.	263	27.5%	366	38.4%	182	19.1%	82	8.6%	38	4.0%	15	1.6%	8	.9%	955	100.0%
	Faculty provide timely feedback about student progress in a course.	133	14.2%	289	30.6%	240	25.5%	119	12.7%	104	11.1%	37	4.0%	19	2.0%	942	100.0%
	Faculty take into consideration student differences as they teach a course.	96	10.3%	245	26.2%	240	25.7%	178	19.0%	87	9.3%	47	5.0%	42	4.5%	936	100.0%
	The quality of instruction I receive in most of my classes is excellent.	191	20.1%	352	37.0%	237	24.9%	80	8.4%	63	6.6%	23	2.4%	6	.6%	951	100.0%
	Adjunct faculty are competent as classroom instructors.	137	16.3%	251	29.6%	215	25.5%	158	18.7%	47	5.6%	12	1.4%	25	3.0%	846	100.0%
	Faculty are usually available after class and during office hours.	300	31.8%	312	33.0%	192	20.3%	68	7.2%	42	4.4%	14	1.4%	17	1.8%	944	100.0%
	Nearly all of the faculty are knowledgeable in their field.	365	38.5%	346	36.5%	141	14.8%	43	4.5%	38	4.0%	6	.6%	9	1.0%	947	100.0%
	There is a good variety of courses provided on this campus.	198	20.8%	321	33.7%	199	20.9%	82	8.6%	84	8.9%	44	4.6%	24	2.6%	952	100.0%
	Graduate teaching assistants are competent as classroom instructors.	86	12.5%	196	28.4%	160	23.2%	133	19.3%	63	9.1%	21	3.0%	31	4.5%	689	100.0%
PC	The content of the courses within my major is valuable.	145	27.4%	211	39.9%	110	20.8%	34	6.4%	21	3.9%	6	1.2%	2	.4%	529	100.0%
	The instruction in my major field is excellent.	167	31.7%	217	41.1%	86	16.3%	28	5.4%	22	4.1%	5	.9%	3	.5%	528	100.0%
	Faculty are fair and unbiased in their treatment of individual students.	96	18.0%	216	40.6%	108	20.3%	60	11.3%	27	5.0%	16	3.0%	9	1.7%	533	100.0%
	I am able to experience intellectual growth here.	148	27.8%	241	45.3%	77	14.5%	42	7.9%	11	2.0%	11	2.0%	2	.5%	533	100.0%
	There is a commitment to academic excellence on this campus.	181	34.0%	216	40.6%	83	15.5%	35	6.6%	12	2.2%	4	.7%	2	.4%	533	100.0%
	Faculty provide timely feedback about student progress in a course.	84	15.9%	172	32.8%	125	23.9%	66	12.6%	58	11.1%	10	2.0%	9	1.7%	524	100.0%
	Faculty take into consideration student differences as they teach a course.	49	9.4%	177	33.5%	123	23.3%	97	18.3%	55	10.4%	11	2.1%	16	3.0%	529	100.0%
	The quality of instruction I receive in most of my classes is excellent.	134	25.0%	241	45.1%	99	18.5%	29	5.4%	18	3.5%	8	1.5%	6	1.1%	535	100.0%
	Adjunct faculty are competent as classroom instructors.	69	14.2%	190	38.9%	106	21.8%	78	15.9%	22	4.5%	15	3.0%	8	1.6%	488	100.0%
	Faculty are usually available after class and during office hours.	189	35.7%	191	36.2%	101	19.2%	22	4.1%	18	3.3%	4	.8%	4	.7%	528	100.0%
	Nearly all of the faculty are knowledgeable in their field.	228	43.0%	208	39.2%	51	9.5%	20	3.8%	12	2.3%	8	1.5%	4	.7%	531	100.0%
	There is a good variety of courses provided on this campus.	76	14.4%	153	29.0%	145	27.4%	62	11.8%	61	11.6%	22	4.2%	9	1.7%	529	100.0%
	Graduate teaching assistants are competent as classroom instructors.	24	12.0%	45	22.8%	28	13.9%	83	41.9%	9	4.4%	5	2.4%	5	2.7%	197	100.0%
Total	The content of the courses within my major is valuable.	408	27.7%	588	39.9%	289	19.7%	92	6.2%	69	4.7%	22	1.5%	5	.3%	1473	100.0%
	The instruction in my major field is excellent.	444	30.3%	564	38.5%	273	18.6%	91	6.2%	70	4.8%	18	1.2%	6	.4%	1466	100.0%
	Faculty are fair and unbiased in their treatment of individual students.	250	16.8%	568	38.1%	303	20.4%	207	13.9%	95	6.4%	38	2.5%	29	2.0%	1490	100.0%
	I am able to experience intellectual growth here.	381	25.8%	613	41.5%	264	17.8%	133	9.0%	52	3.5%	26	1.7%	10	.7%	1478	100.0%
	There is a commitment to academic excellence on this campus.	444	29.8%	583	39.2%	265	17.8%	117	7.9%	50	3.3%	19	1.3%	10	.7%	1488	100.0%
	Faculty provide timely feedback about student progress in a course.	217	14.8%	460	31.4%	365	24.9%	185	12.6%	163	11.1%	48	3.2%	28	1.9%	1466	100.0%
	Faculty take into consideration student differences as they teach a course.	146	10.0%	422	28.8%	363	24.8%	275	18.8%	142	9.7%	58	4.0%	58	4.0%	1465	100.0%
	The quality of instruction I receive in most of my classes is excellent.	324	21.8%	593	39.9%	336	22.6%	109	7.3%	82	5.5%	31	2.1%	12	.8%	1486	100.0%
	Adjunct faculty are competent as classroom instructors.	207	15.5%	440	33.0%	322	24.1%	236	17.7%	69	5.2%	27	2.0%	33	2.5%	1333	100.0%
	Faculty are usually available after class and during office hours.	488	33.2%	503	34.2%	293	19.9%	90	6.1%	59	4.0%	18	1.2%	21	1.4%	1472	100.0%
	Nearly all of the faculty are knowledgeable in their field.	594	40.1%	554	37.5%	191	12.9%	63	4.3%	50	3.4%	14	.9%	13	.9%	1478	100.0%
	There is a good variety of courses provided on this campus.	274	18.5%	474	32.0%	344	23.2%	144	9.7%	146	9.8%	66	4.4%	33	2.2%	1480	100.0%
	Graduate teaching assistants are competent as classroom instructors.	110	12.4%	241	27.2%	187	21.1%	215	24.3%	71	8.1%	26	2.9%	36	4.1%	886	100.0%

Student Satisfaction Survey
Fall 2010 Administration – Data Tables by Campus

Recruitment and Financial Aid

Recruitment and Financial Aid Importance

		Recruitment and Financial Aid Importance															
		Very important		Important		Somewhat important		Neutral		Somewhat unimportant		Not very important		Not important at all			
#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%		
DB	Admissions staff are knowledgeable.	492	53.4%	236	25.6%	104	11.2%	55	6.0%	16	1.7%	9	.9%	10	1.1%	921	100.0%
	Financial aid counselors are helpful.	526	60.3%	174	19.9%	82	9.4%	71	8.1%	5	.5%	4	.4%	12	1.3%	872	100.0%
	Financial aid awards are announced to students in time to be helpful in college planning.	544	62.3%	190	21.7%	65	7.4%	59	6.7%	3	.3%	4	.5%	9	1.0%	873	100.0%
	Adequate financial aid is available for most students.	588	66.7%	159	18.1%	62	7.1%	54	6.1%	9	1.0%	3	.3%	7	.8%	883	100.0%
	Admissions counselors respond to prospective students' unique needs and requests.	331	40.1%	240	29.0%	118	14.3%	113	13.6%	7	.9%	5	.6%	13	1.6%	827	100.0%
	Admissions counselors accurately portray the campus in their recruiting practices.	361	42.2%	258	30.1%	121	14.1%	92	10.8%	9	1.1%	4	.4%	11	1.3%	856	100.0%
PC	Admissions staff are knowledgeable.	217	41.8%	165	31.9%	74	14.3%	52	10.0%	3	.6%	2	.5%	5	.9%	519	100.0%
	Financial aid counselors are helpful.	250	50.0%	135	27.2%	58	11.7%	46	9.3%	2	.3%	1	.2%	6	1.3%	499	100.0%
	Financial aid awards are announced to students in time to be helpful in college planning.	260	51.6%	147	29.2%	55	10.9%	35	6.9%	2	.4%	4	.8%	2	.4%	505	100.0%
	Adequate financial aid is available for most students.	304	59.6%	126	24.6%	36	7.0%	35	6.8%	4	.8%	0	.0%	6	1.2%	511	100.0%
	Admissions counselors respond to prospective students' unique needs and requests.	131	26.8%	167	34.1%	86	17.6%	79	16.2%	12	2.5%	7	1.5%	6	1.2%	488	100.0%
	Admissions counselors accurately portray the campus in their recruiting practices.	185	37.3%	166	33.5%	77	15.6%	56	11.3%	4	.9%	0	.0%	7	1.4%	495	100.0%
Total	Admissions staff are knowledgeable.	709	49.2%	401	27.9%	178	12.3%	107	7.4%	19	1.3%	11	.8%	15	1.0%	1440	100.0%
	Financial aid counselors are helpful.	775	56.6%	309	22.5%	140	10.2%	117	8.6%	6	.5%	5	.3%	18	1.3%	1371	100.0%
	Financial aid awards are announced to students in time to be helpful in college planning.	804	58.4%	337	24.5%	119	8.7%	93	6.8%	5	.3%	8	.6%	10	.8%	1378	100.0%
	Adequate financial aid is available for most students.	893	64.1%	285	20.5%	98	7.0%	88	6.3%	12	.9%	3	.2%	14	1.0%	1393	100.0%
	Admissions counselors respond to prospective students' unique needs and requests.	462	35.1%	406	30.9%	204	15.5%	192	14.6%	19	1.4%	13	1.0%	19	1.4%	1315	100.0%
	Admissions counselors accurately portray the campus in their recruiting practices.	546	40.4%	424	31.4%	198	14.7%	148	11.0%	14	1.0%	4	.3%	18	1.3%	1351	100.0%

Recruitment and Financial Aid Satisfaction

		Recruitment and Financial Aid Satisfaction															
		Very satisfied		Satisfied		Somewhat satisfied		Neutral		Somewhat dissatisfied		Not very satisfied		Not satisfied at all			
#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	Total	
DB	Admissions staff are knowledgeable.	150	16.4%	297	32.5%	197	21.6%	137	15.0%	72	7.9%	39	4.2%	22	2.4%	914	100.0%
	Financial aid counselors are helpful.	109	12.9%	168	19.8%	191	22.6%	157	18.6%	89	10.6%	70	8.3%	61	7.3%	845	100.0%
	Financial aid awards are announced to students in time to be helpful in college planning.	80	9.3%	169	19.8%	186	21.7%	188	22.0%	99	11.6%	54	6.3%	79	9.3%	856	100.0%
	Adequate financial aid is available for most students.	53	6.1%	135	15.6%	199	23.0%	175	20.3%	129	15.0%	79	9.2%	94	10.9%	865	100.0%
	Admissions counselors respond to prospective students' unique needs and requests.	138	17.3%	186	23.4%	175	22.0%	204	25.6%	54	6.8%	27	3.4%	12	1.5%	796	100.0%
	Admissions counselors accurately portray the campus in their recruiting practices.	96	11.6%	213	25.8%	152	18.4%	197	23.8%	79	9.5%	52	6.2%	39	4.7%	828	100.0%
PC	Admissions staff are knowledgeable.	95	18.1%	219	42.0%	94	18.0%	83	15.9%	20	3.8%	5	1.0%	7	1.2%	522	100.0%
	Financial aid counselors are helpful.	75	15.4%	142	29.3%	101	20.8%	83	17.1%	41	8.5%	29	5.9%	15	3.0%	485	100.0%
	Financial aid awards are announced to students in time to be helpful in college planning.	71	14.2%	150	29.9%	97	19.5%	98	19.7%	57	11.4%	12	2.5%	14	2.9%	500	100.0%
	Adequate financial aid is available for most students.	38	7.6%	121	24.2%	108	21.5%	97	19.3%	58	11.5%	36	7.1%	45	8.9%	502	100.0%
	Admissions counselors respond to prospective students' unique needs and requests.	70	14.6%	183	38.2%	76	15.9%	122	25.6%	12	2.5%	10	2.2%	5	1.0%	478	100.0%
	Admissions counselors accurately portray the campus in their recruiting practices.	66	13.4%	136	27.7%	110	22.4%	83	16.9%	48	9.8%	25	5.0%	23	4.7%	490	100.0%
Total	Admissions staff are knowledgeable.	245	17.0%	516	35.9%	291	20.3%	219	15.3%	92	6.4%	44	3.1%	29	2.0%	1436	100.0%
	Financial aid counselors are helpful.	184	13.8%	310	23.3%	292	21.9%	240	18.0%	131	9.8%	98	7.4%	76	5.7%	1330	100.0%
	Financial aid awards are announced to students in time to be helpful in college planning.	151	11.1%	319	23.5%	283	20.9%	287	21.1%	156	11.5%	66	4.9%	94	6.9%	1355	100.0%
	Adequate financial aid is available for most students.	91	6.6%	256	18.7%	307	22.5%	272	19.9%	187	13.7%	115	8.4%	139	10.2%	1367	100.0%
	Admissions counselors respond to prospective students' unique needs and requests.	208	16.3%	369	28.9%	251	19.7%	326	25.6%	66	5.2%	37	2.9%	17	1.3%	1274	100.0%
	Admissions counselors accurately portray the campus in their recruiting practices.	162	12.3%	349	26.5%	262	19.9%	280	21.3%	127	9.6%	76	5.8%	62	4.7%	1318	100.0%

SOURCE: Office of Institutional Research

Student Satisfaction Survey
Fall 2010 Administration – Data Tables by Campus

Registration Effectiveness

**Registration Effectiveness
Importance**

		Very important		Important		Somewhat important		Neutral		Somewhat unimportant		Not very important		Not important at all		Total	
		#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
DB	Billing policies are reasonable.	490	53.7%	258	28.2%	87	9.5%	54	5.9%	10	1.1%	8	.9%	6	.7%	913	100.0%
	The business office is open during hours which are convenient for most students.	317	36.6%	253	29.3%	133	15.3%	129	14.9%	10	1.2%	19	2.2%	5	.6%	866	100.0%
	The personnel involved in registration are helpful.	420	45.3%	316	34.1%	123	13.3%	60	6.5%	7	.7%	0	.0%	1	.1%	927	100.0%
	I am able to register for classes I need with few conflicts.	641	69.9%	201	21.9%	46	5.0%	28	3.0%	1	.1%	0	.0%	0	.0%	917	100.0%
	Class change (drop/add) policies are reasonable.	444	49.0%	279	30.7%	102	11.2%	58	6.4%	14	1.5%	4	.4%	7	.7%	907	100.0%
PC	Billing policies are reasonable.	190	36.4%	186	35.6%	78	14.9%	60	11.6%	3	.6%	1	.2%	3	.6%	521	100.0%
	The business office is open during hours which are convenient for most students.	130	25.7%	148	29.3%	125	24.7%	75	14.7%	10	2.0%	4	.9%	13	2.6%	506	100.0%
	The personnel involved in registration are helpful.	158	30.1%	219	41.8%	85	16.3%	54	10.4%	5	1.0%	1	.2%	2	.4%	524	100.0%
	I am able to register for classes I need with few conflicts.	321	60.3%	149	28.0%	35	6.5%	22	4.1%	3	.7%	0	.0%	2	.4%	532	100.0%
	Class change (drop/add) policies are reasonable.	172	32.8%	197	37.6%	91	17.4%	48	9.2%	5	.9%	10	1.9%	1	.2%	524	100.0%
Total	Billing policies are reasonable.	680	47.4%	444	30.9%	164	11.4%	114	8.0%	13	.9%	9	.6%	10	.7%	1434	100.0%
	The business office is open during hours which are convenient for most students.	447	32.6%	402	29.3%	258	18.8%	203	14.8%	21	1.5%	23	1.7%	18	1.3%	1371	100.0%
	The personnel involved in registration are helpful.	577	39.8%	535	36.8%	208	14.4%	114	7.9%	12	.8%	1	.1%	3	.2%	1451	100.0%
	I am able to register for classes I need with few conflicts.	962	66.4%	350	24.2%	81	5.6%	49	3.4%	4	.3%	0	.0%	2	.2%	1449	100.0%
	Class change (drop/add) policies are reasonable.	616	43.1%	476	33.3%	193	13.5%	106	7.4%	19	1.3%	14	1.0%	8	.5%	1430	100.0%

**Registration Effectiveness
Satisfaction**

		Very satisfied		Satisfied		Somewhat satisfied		Neutral		Somewhat dissatisfied		Not very satisfied		Not satisfied at all		Total	
		#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
DB	Billing policies are reasonable.	40	4.4%	155	17.1%	172	18.8%	195	21.4%	169	18.6%	101	11.1%	79	8.6%	910	100.0%
	The business office is open during hours which are convenient for most students.	76	9.1%	193	23.3%	185	22.3%	227	27.4%	72	8.7%	47	5.6%	30	3.6%	829	100.0%
	The personnel involved in registration are helpful.	162	17.6%	295	32.0%	217	23.5%	115	12.5%	70	7.6%	34	3.7%	29	3.2%	924	100.0%
	I am able to register for classes I need with few conflicts.	154	17.1%	241	26.6%	190	21.0%	102	11.3%	108	12.0%	62	6.9%	47	5.1%	904	100.0%
	Class change (drop/add) policies are reasonable.	172	19.8%	309	35.5%	161	18.6%	108	12.4%	67	7.7%	30	3.4%	22	2.5%	869	100.0%
PC	Billing policies are reasonable.	26	4.9%	139	26.8%	124	23.9%	127	24.5%	39	7.4%	42	8.0%	23	4.4%	519	100.0%
	The business office is open during hours which are convenient for most students.	68	13.8%	165	33.3%	108	21.9%	111	22.4%	25	5.0%	12	2.3%	6	1.2%	495	100.0%
	The personnel involved in registration are helpful.	107	20.7%	204	39.6%	96	18.7%	71	13.8%	28	5.5%	6	1.1%	3	.6%	515	100.0%
	I am able to register for classes I need with few conflicts.	116	22.4%	165	31.7%	91	17.5%	67	12.9%	42	8.1%	15	2.8%	23	4.5%	519	100.0%
	Class change (drop/add) policies are reasonable.	87	17.4%	173	34.4%	110	21.9%	79	15.7%	31	6.1%	9	1.9%	13	2.6%	503	100.0%
Total	Billing policies are reasonable.	66	4.6%	295	20.6%	296	20.7%	322	22.5%	207	14.5%	142	10.0%	101	7.1%	1429	100.0%
	The business office is open during hours which are convenient for most students.	144	10.9%	357	27.0%	294	22.2%	338	25.5%	97	7.3%	58	4.4%	36	2.7%	1323	100.0%
	The personnel involved in registration are helpful.	269	18.7%	499	34.7%	313	21.8%	186	12.9%	99	6.9%	40	2.8%	33	2.3%	1439	100.0%
	I am able to register for classes I need with few conflicts.	271	19.0%	405	28.5%	281	19.7%	169	11.9%	150	10.6%	77	5.4%	70	4.9%	1422	100.0%
	Class change (drop/add) policies are reasonable.	260	18.9%	482	35.1%	271	19.8%	187	13.6%	98	7.1%	39	2.8%	35	2.6%	1372	100.0%

Student Satisfaction Survey
Fall 2010 Administration – Data Tables by Campus

Safety and Security

Safety and Security Importance

		Very important		Important		Somewhat important		Neutral		Somewhat unimportant		Not very important		Not important at all		Total	
		#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
DB	The campus is safe and secure for all students.	611	64.6%	214	22.6%	68	7.2%	40	4.3%	4	.4%	7	.7%	3	.3%	947	100.0%
	The amount of student parking space on campus is adequate.	579	64.7%	193	21.6%	72	8.1%	30	3.3%	5	.5%	7	.8%	9	1.0%	895	100.0%
	Parking lots are well-lighted and secure.	418	45.9%	240	26.4%	148	16.3%	70	7.7%	15	1.7%	6	.7%	11	1.2%	910	100.0%
	Security staff respond quickly in emergencies.	501	62.9%	153	19.2%	56	7.0%	70	8.7%	5	.7%	3	.4%	8	1.0%	797	100.0%
PC	The campus is safe and secure for all students.	266	50.1%	148	27.8%	65	12.3%	41	7.7%	5	.9%	2	.3%	5	.9%	530	100.0%
	The amount of student parking space on campus is adequate.	177	35.0%	174	34.3%	94	18.6%	44	8.6%	7	1.4%	5	.9%	6	1.2%	506	100.0%
	Parking lots are well-lighted and secure.	153	29.6%	163	31.7%	100	19.5%	65	12.6%	17	3.3%	12	2.4%	5	.9%	515	100.0%
	Security staff respond quickly in emergencies.	217	45.2%	135	28.2%	52	10.7%	62	13.0%	6	1.2%	4	.9%	4	.8%	480	100.0%
Total	The campus is safe and secure for all students.	877	59.3%	361	24.5%	134	9.0%	81	5.5%	9	.6%	8	.5%	8	.5%	1478	100.0%
	The amount of student parking space on campus is adequate.	756	54.0%	367	26.2%	166	11.9%	73	5.2%	12	.8%	12	.8%	15	1.0%	1401	100.0%
	Parking lots are well-lighted and secure.	571	40.0%	403	28.3%	249	17.5%	135	9.5%	32	2.3%	19	1.3%	16	1.1%	1425	100.0%
	Security staff respond quickly in emergencies.	718	56.2%	289	22.6%	108	8.4%	132	10.3%	11	.9%	7	.6%	12	.9%	1277	100.0%

Safety and Security Satisfaction

		Very satisfied		Satisfied		Somewhat satisfied		Neutral		Somewhat dissatisfied		Not very satisfied		Not satisfied at all		Total	
		#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
DB	The campus is safe and secure for all students.	251	26.4%	348	36.5%	146	15.4%	93	9.8%	57	6.0%	23	2.4%	33	3.5%	952	100.0%
	The amount of student parking space on campus is adequate.	18	2.0%	46	5.2%	72	8.1%	85	9.5%	110	12.3%	197	22.0%	365	40.9%	892	100.0%
	Parking lots are well-lighted and secure.	152	16.6%	244	26.8%	195	21.4%	132	14.5%	91	9.9%	52	5.7%	47	5.2%	913	100.0%
	Security staff respond quickly in emergencies.	129	18.3%	184	26.1%	99	14.1%	174	24.7%	41	5.8%	33	4.7%	44	6.3%	704	100.0%
PC	The campus is safe and secure for all students.	183	34.4%	220	41.6%	64	12.1%	38	7.2%	13	2.5%	6	1.1%	6	1.1%	530	100.0%
	The amount of student parking space on campus is adequate.	98	19.7%	121	24.4%	82	16.4%	65	13.1%	63	12.6%	34	6.8%	35	6.9%	498	100.0%
	Parking lots are well-lighted and secure.	100	19.4%	183	35.6%	121	23.6%	65	12.7%	22	4.2%	11	2.1%	13	2.4%	514	100.0%
	Security staff respond quickly in emergencies.	48	11.5%	95	23.0%	70	16.8%	116	28.0%	41	9.9%	16	3.8%	29	7.0%	415	100.0%
Total	The campus is safe and secure for all students.	434	29.3%	568	38.3%	210	14.2%	131	8.9%	70	4.7%	29	2.0%	39	2.6%	1482	100.0%
	The amount of student parking space on campus is adequate.	116	8.3%	168	12.1%	154	11.1%	150	10.8%	173	12.4%	231	16.6%	399	28.7%	1390	100.0%
	Parking lots are well-lighted and secure.	252	17.7%	427	29.9%	316	22.1%	198	13.9%	112	7.9%	62	4.4%	60	4.2%	1427	100.0%
	Security staff respond quickly in emergencies.	176	15.8%	279	25.0%	169	15.1%	291	26.0%	82	7.3%	49	4.4%	73	6.6%	1119	100.0%

Service Excellence

Student Satisfaction Survey
Fall 2010 Administration – Data Tables by Campus

**Service Excellence
Importance**

		Very important		Important		Somewhat important		Neutral		Somewhat unimportant		Not very important		Not important at all		Total	
		#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
DB	The staff in the health services area are competent.	426	48.3%	266	30.2%	95	10.8%	62	7.0%	7	.8%	5	.6%	21	2.4%	882	100.0%
	I seldom get the 'run-around' when seeking information on this campus.	533	57.7%	222	24.1%	88	9.5%	68	7.4%	7	.8%	0	.0%	5	.5%	924	100.0%
	I generally know what's happening on campus.	339	36.4%	266	28.6%	186	19.9%	93	10.0%	17	1.8%	16	1.7%	15	1.6%	932	100.0%
PC	The staff in the health services area are competent.	194	37.6%	175	34.0%	80	15.5%	52	10.1%	5	1.1%	6	1.1%	3	.7%	516	100.0%
	I seldom get the 'run-around' when seeking information on this campus.	212	40.9%	193	37.2%	65	12.6%	41	7.8%	4	.8%	1	.3%	2	.4%	519	100.0%
	I generally know what's happening on campus.	154	29.3%	183	34.8%	107	20.4%	60	11.5%	10	1.9%	7	1.3%	4	.9%	527	100.0%
Total	The staff in the health services area are competent.	621	44.4%	442	31.6%	175	12.5%	114	8.1%	12	.9%	11	.8%	24	1.7%	1398	100.0%
	I seldom get the 'run-around' when seeking information on this campus.	746	51.7%	416	28.8%	153	10.6%	109	7.5%	12	.8%	2	.1%	7	.5%	1443	100.0%
	I generally know what's happening on campus.	493	33.8%	450	30.8%	293	20.1%	154	10.5%	27	1.9%	22	1.5%	20	1.3%	1459	100.0%

**Service Excellence
Satisfaction**

		Very satisfied		Satisfied		Somewhat satisfied		Neutral		Somewhat dissatisfied		Not very satisfied		Not satisfied at all		Total	
		#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
DB	The staff in the health services area are competent.	191	22.6%	240	28.4%	154	18.3%	177	20.9%	41	4.8%	17	2.1%	25	2.9%	844	100.0%
	I seldom get the 'run-around' when seeking information on this campus.	67	7.3%	119	12.9%	148	16.0%	130	14.1%	132	14.3%	114	12.3%	215	23.2%	925	100.0%
	I generally know what's happening on campus.	135	14.4%	271	29.0%	235	25.1%	153	16.3%	69	7.3%	50	5.4%	24	2.5%	936	100.0%
PC	The staff in the health services area are competent.	89	18.3%	178	36.6%	86	17.8%	95	19.6%	15	3.1%	12	2.5%	10	2.1%	485	100.0%
	I seldom get the 'run-around' when seeking information on this campus.	59	11.4%	126	24.4%	96	18.6%	72	13.9%	73	14.2%	30	5.8%	60	11.7%	515	100.0%
	I generally know what's happening on campus.	86	16.2%	193	36.5%	106	20.1%	80	15.2%	37	6.9%	8	1.4%	19	3.5%	528	100.0%
Total	The staff in the health services area are competent.	279	21.0%	418	31.4%	240	18.1%	272	20.4%	56	4.2%	30	2.2%	35	2.6%	1330	100.0%
	I seldom get the 'run-around' when seeking information on this campus.	126	8.8%	245	17.0%	243	16.9%	202	14.0%	205	14.2%	143	10.0%	275	19.1%	1440	100.0%
	I generally know what's happening on campus.	220	15.0%	464	31.7%	341	23.3%	233	15.9%	105	7.2%	58	4.0%	42	2.9%	1464	100.0%

Student Satisfaction Survey
Fall 2010 Administration – Data Tables by Campus

Other Items

**Other Items
Importance**

		Very important		Important		Somewhat important		Neutral		Somewhat unimportant		Not very important		Not important at all		Total	
		#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
DB	The assessment and course placement procedures are reasonable.	407	45.8%	267	30.0%	137	15.4%	67	7.5%	4	.5%	3	.4%	5	.5%	890	100.0%
	On the whole, the campus is well-maintained.	508	53.5%	266	28.0%	115	12.1%	30	3.2%	24	2.6%	4	.4%	2	.2%	950	100.0%
PC	The assessment and course placement procedures are reasonable.	165	31.9%	205	39.6%	81	15.7%	57	11.0%	4	.8%	1	.2%	4	.8%	517	100.0%
	On the whole, the campus is well-maintained.	211	39.5%	193	36.2%	98	18.4%	22	4.1%	6	1.1%	1	.2%	2	.4%	534	100.0%
Total	The assessment and course placement procedures are reasonable.	572	40.7%	472	33.5%	218	15.5%	124	8.8%	9	.6%	4	.3%	9	.6%	1407	100.0%
	On the whole, the campus is well-maintained.	719	48.5%	459	30.9%	214	14.4%	52	3.5%	30	2.0%	5	.3%	4	.3%	1483	100.0%

**Other Items
Satisfaction**

		Very satisfied		Satisfied		Somewhat satisfied		Neutral		Somewhat dissatisfied		Not very satisfied		Not satisfied at all		Total	
		#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
DB	The assessment and course placement procedures are reasonable.	111	12.7%	271	31.0%	206	23.6%	172	19.7%	68	7.8%	28	3.1%	18	2.1%	875	100.0%
	On the whole, the campus is well-maintained.	317	33.2%	382	40.1%	147	15.4%	58	6.1%	34	3.6%	10	1.0%	6	.6%	953	100.0%
PC	The assessment and course placement procedures are reasonable.	66	13.2%	197	39.0%	92	18.3%	103	20.4%	35	6.8%	10	2.0%	1	.3%	505	100.0%
	On the whole, the campus is well-maintained.	179	33.5%	231	43.3%	69	13.0%	29	5.5%	14	2.6%	3	.6%	8	1.5%	533	100.0%
Total	The assessment and course placement procedures are reasonable.	178	12.9%	468	34.0%	298	21.6%	275	20.0%	103	7.4%	38	2.7%	19	1.4%	1379	100.0%
	On the whole, the campus is well-maintained.	495	33.3%	613	41.2%	216	14.6%	87	5.9%	48	3.2%	13	.9%	14	.9%	1486	100.0%