



\* - Statistically estimated percent of CUW students rating the item or scale value higher than the national average (mean).

N=478

Scale / Item	Concordia University Wisconsin - ASPS				National Adult Students				Effect Size	
	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	d	U3*
<b>Instructional Effectiveness</b>	<b>6.57</b>	<b>6.00</b>	<b>0.85</b>	<b>0.57</b>	<b>6.54</b>	<b>5.86</b>	<b>1.01</b>	<b>0.68</b>	<b>0.14</b>	<b>56%</b>
02. Faculty care about me as an individual.	6.46	5.87	1.28	0.59	6.44	5.82	1.35	0.62	0.04	51%
04. The content of the courses within my major is valuable.	6.78	5.95	1.19	0.83	6.70	5.97	1.21	0.73	-0.02	49%
14. Faculty are fair and unbiased in their treatment of individual students.	6.56	6.15	1.15	0.41	6.57	5.86	1.38	0.71	0.21	58%
24. There is a commitment to academic excellence at this institution.	6.70	6.20	1.04	0.50	6.66	5.93	1.34	0.73	0.20	58%
26. Faculty provide timely feedback about my progress.	6.64	5.65	1.36	0.99	6.56	5.65	1.44	0.91	0.00	50%
32. My classes provide opportunities to improve my technology skills.	5.89	5.83	1.31	0.06	6.04	5.70	1.39	0.34	0.09	54%
35. The quality of instruction I receive in my program is excellent.	6.74	5.96	1.21	0.78	6.71	5.87	1.34	0.84	0.07	53%
37. Part-time faculty are competent as classroom instructors.	6.60	6.02	1.14	0.58	6.50	5.80	1.37	0.70	0.16	56%
40. Faculty are usually available for adult students outside the classroom by phone, by e-mail or in-person.	6.52	6.18	1.05	0.34	6.51	6.06	1.23	0.45	0.10	54%
41. Major requirements are clear and reasonable.	6.70	6.10	1.12	0.60	6.64	5.93	1.33	0.71	0.13	55%
42. Nearly all faculty are knowledgeable in their field.	6.77	6.34	0.89	0.43	6.70	6.16	1.16	0.54	0.16	56%
49. There are sufficient options within my program of study.	6.48	5.79	1.32	0.69	6.48	5.58	1.48	0.90	0.14	56%
<b>Safety and Security</b>	<b>6.14</b>	<b>6.08</b>	<b>0.99</b>	<b>0.06</b>	<b>6.30</b>	<b>5.76</b>	<b>1.11</b>	<b>0.54</b>	<b>0.29</b>	<b>61%</b>
05. Classroom locations are safe and secure for all students.	6.33	6.36	0.98	-0.03	6.47	6.32	1.03	0.15	0.04	52%
13. The amount of student parking is adequate.	5.77	6.10	1.25	-0.33	6.07	5.33	1.80	0.74	0.43	67%
18. Parking lots are well-lighted and secure.	6.12	5.84	1.34	0.28	6.27	5.71	1.45	0.56	0.09	54%
22. Security staff respond quickly in emergencies.	6.36	5.81	1.48	0.55	6.38	5.57	1.44	0.81	0.17	57%
<b>Academic Advising</b>	<b>6.51</b>	<b>5.94</b>	<b>1.12</b>	<b>0.57</b>	<b>6.50</b>	<b>5.81</b>	<b>1.20</b>	<b>0.69</b>	<b>0.11</b>	<b>54%</b>
08. My academic advisor is available at times that are convenient for me.	6.39	5.92	1.45	0.47	6.37	5.75	1.52	0.62	0.11	54%
11. My academic advisor is concerned about my success as an individual.	6.44	5.69	1.60	0.75	6.44	5.70	1.59	0.74	-0.01	50%
19. My academic advisor is knowledgeable about requirements in my major.	6.63	6.13	1.25	0.50	6.60	5.97	1.41	0.63	0.11	55%
28. My academic advisor is accessible by telephone and e-mail.	6.54	6.18	1.27	0.36	6.50	6.02	1.38	0.48	0.12	55%
41. Major requirements are clear and reasonable.	6.70	6.10	1.12	0.60	6.64	5.93	1.33	0.71	0.13	55%
44. When students enroll at this institution, they develop a plan to complete their degree.	6.53	6.02	1.34	0.51	6.53	5.85	1.43	0.68	0.12	55%
50. My advisor helps me apply my academic major to specific career goals.	6.31	5.48	1.65	0.83	6.41	5.43	1.71	0.98	0.03	51%
<b>Admissions and Financial Aid</b>	<b>6.45</b>	<b>5.93</b>	<b>1.05</b>	<b>0.52</b>	<b>6.41</b>	<b>5.61</b>	<b>1.25</b>	<b>0.80</b>	<b>0.26</b>	<b>60%</b>
06. Financial aid counselors are helpful to adult students.	6.48	5.85	1.42	0.63	6.35	5.51	1.62	0.84	0.21	58%
10. Admissions representatives are knowledgeable.	6.38	6.21	1.00	0.17	6.38	5.85	1.37	0.53	0.26	60%
23. Adequate financial aid is available for most adult students.	6.57	5.76	1.54	0.81	6.54	5.45	1.67	1.09	0.19	57%
25. Admissions representatives respond to adult students' unique needs.	6.37	6.08	1.18	0.29	6.36	5.81	1.35	0.55	0.20	58%
34. I receive complete information on the availability of financial aid.	6.46	5.69	1.59	0.77	6.44	5.40	1.70	1.04	0.17	57%
<b>Academic Services</b>	<b>6.22</b>	<b>5.90</b>	<b>1.10</b>	<b>0.32</b>	<b>6.25</b>	<b>5.64</b>	<b>1.17</b>	<b>0.61</b>	<b>0.22</b>	<b>59%</b>
12. Computer labs are adequate and accessible for adult students.	5.87	5.91	1.53	-0.04	6.12	5.70	1.52	0.42	0.14	55%
15. Library resources and services are adequate for adults.	6.30	5.95	1.22	0.35	6.34	5.79	1.39	0.55	0.12	55%
30. Academic support services adequately meet the needs of adult students.	6.48	6.13	1.08	0.35	6.42	5.77	1.40	0.65	0.26	60%
38. Career services are adequate and accessible for adult students.	6.13	5.61	1.44	0.52	6.26	5.46	1.54	0.80	0.10	54%
47. Bookstore hours are convenient for adult students.	6.09	5.69	1.53	0.40	6.07	5.38	1.64	0.69	0.19	57%
<b>Registration Effectiveness</b>	<b>6.49</b>	<b>6.13</b>	<b>0.84</b>	<b>0.36</b>	<b>6.46</b>	<b>5.83</b>	<b>1.02</b>	<b>0.63</b>	<b>0.29</b>	<b>62%</b>
03. Classes are scheduled at times that are convenient for me.	6.72	6.28	1.15	0.44	6.59	5.77	1.44	0.82	0.35	64%
09. Billing policies are reasonable for adult students.	6.38	5.91	1.27	0.47	6.35	5.51	1.51	0.84	0.26	60%
16. I am able to register for classes I need with few conflicts.	6.63	6.14	1.13	0.49	6.60	5.79	1.49	0.81	0.23	59%
17. Business office hours are convenient for adult students.	6.21	5.98	1.21	0.23	6.27	5.70	1.38	0.57	0.20	58%
20. Registration processes are reasonable and convenient for adults.	6.56	6.24	1.05	0.32	6.52	6.00	1.30	0.52	0.18	57%
31. I am able to register for classes by personal computer, fax, or telephone.	6.50	6.43	0.94	0.07	6.45	6.08	1.35	0.37	0.26	60%
43. This institution offers a variety of payment plans for adult students.	6.29	5.64	1.44	0.65	6.35	5.55	1.53	0.80	0.06	52%
45. I am able to complete most of my enrollment tasks in one location.	6.58	6.33	0.99	0.25	6.51	6.17	1.19	0.34	0.13	55%
<b>Service Excellence</b>	<b>6.45</b>	<b>5.90</b>	<b>1.05</b>	<b>0.55</b>	<b>6.42</b>	<b>5.59</b>	<b>1.28</b>	<b>0.83</b>	<b>0.24</b>	<b>60%</b>
07. The staff at this institution are caring and helpful.	6.55	6.13	1.11	0.42	6.52	5.93	1.28	0.59	0.16	56%
29. I seldom get the "run-around" when seeking information at this institution.	6.57	5.90	1.39	0.67	6.49	5.54	1.66	0.95	0.22	59%
33. Channels are readily available for adult students to express complaints.	6.10	5.45	1.59	0.65	6.19	5.20	1.74	0.99	0.14	56%
39. This institution responds quickly to my requests for information.	6.56	6.11	1.10	0.45	6.49	5.74	1.42	0.75	0.26	60%
46. This institution provides timely responses to student complaints.	6.40	5.66	1.48	0.74	6.38	5.37	1.67	1.01	0.17	57%
48. I am aware of whom to contact for questions about programs and services.	6.51	6.01	1.30	0.50	6.43	5.64	1.54	0.79	0.24	59%

<b>Campus Climate</b>	<b>6.46</b>	<b>5.95</b>	<b>0.94</b>	<b>0.51</b>	<b>6.46</b>	<b>5.76</b>	<b>1.08</b>	<b>0.70</b>	<b>0.18</b>	<b>57%</b>
1. Adult students are made to feel welcome at this institution.	6.36	6.21	1.10	0.15	6.33	6.06	1.22	0.27	<b>0.12</b>	55%
02. Faculty care about me as an individual.	6.46	5.87	1.28	0.59	6.44	5.82	1.35	0.62	<b>0.04</b>	51%
05. Classroom locations are safe and secure for all students.	6.33	6.36	0.98	-0.03	6.47	6.32	1.03	0.15	<b>0.04</b>	52%
07. The staff at this institution are caring and helpful.	6.55	6.13	1.11	0.42	6.52	5.93	1.28	0.59	<b>0.16</b>	56%
21. Tuition paid is a worthwhile investment.	6.70	5.69	1.36	1.01	6.66	5.48	1.57	1.18	<b>0.13</b>	55%
24. There is a commitment to academic excellence at this institution.	6.70	6.20	1.04	0.50	6.66	5.93	1.34	0.73	<b>0.20</b>	58%
27. This institution has a good reputation within the community.	6.39	6.31	0.98	0.08	6.44	5.85	1.35	0.59	<b>0.34</b>	63%
29. I seldom get the "run-around" when seeking information at this institution.	6.57	5.90	1.39	0.67	6.49	5.54	1.66	0.95	<b>0.22</b>	59%
33. Channels are readily available for adult students to express complaints.	6.10	5.45	1.59	0.65	6.19	5.20	1.74	0.99	<b>0.14</b>	56%
50. My advisor helps me apply my academic major to specific career goals.	6.31	5.48	1.65	0.83	6.41	5.43	1.71	0.98	<b>0.03</b>	51%