CUW and National Scale Results on the ASPS

<table>
<thead>
<tr>
<th>Scale / Item</th>
<th>Importance</th>
<th>Satisfaction</th>
<th>SD</th>
<th>Gap</th>
<th>Importance</th>
<th>National Adult Students</th>
<th>Satisfaction</th>
<th>SD</th>
<th>Gap</th>
</tr>
</thead>
<tbody>
<tr>
<td>Instructional Effectiveness</td>
<td>6.57</td>
<td>0.80</td>
<td>0.57</td>
<td>6.54</td>
<td>5.81</td>
<td>0.10</td>
<td>0.68</td>
<td>0.14</td>
<td>0.56</td>
</tr>
<tr>
<td>Safety and Security</td>
<td>5.90</td>
<td>0.30</td>
<td>0.40</td>
<td>6.32</td>
<td>5.81</td>
<td>0.10</td>
<td>0.68</td>
<td>0.14</td>
<td>0.56</td>
</tr>
<tr>
<td>Academic Advising</td>
<td>6.31</td>
<td>0.50</td>
<td>0.30</td>
<td>6.32</td>
<td>5.81</td>
<td>0.10</td>
<td>0.68</td>
<td>0.14</td>
<td>0.56</td>
</tr>
<tr>
<td>Admissions and Financial Aid</td>
<td>6.37</td>
<td>0.60</td>
<td>0.10</td>
<td>6.32</td>
<td>5.81</td>
<td>0.10</td>
<td>0.68</td>
<td>0.14</td>
<td>0.56</td>
</tr>
<tr>
<td>Academic Services</td>
<td>6.21</td>
<td>0.40</td>
<td>0.30</td>
<td>6.32</td>
<td>5.81</td>
<td>0.10</td>
<td>0.68</td>
<td>0.14</td>
<td>0.56</td>
</tr>
<tr>
<td>Registration Effectiveness</td>
<td>6.32</td>
<td>0.40</td>
<td>0.30</td>
<td>6.32</td>
<td>5.81</td>
<td>0.10</td>
<td>0.68</td>
<td>0.14</td>
<td>0.56</td>
</tr>
<tr>
<td>Service Excellence</td>
<td>6.23</td>
<td>0.40</td>
<td>0.30</td>
<td>6.32</td>
<td>5.81</td>
<td>0.10</td>
<td>0.68</td>
<td>0.14</td>
<td>0.56</td>
</tr>
</tbody>
</table>

CUW: Concordia University Wisconsin - ASPS
National: National Scale - Effect Size (U3)^

Effect Size

- * Statistically significant
- ** Effect size
- *** Large effect size
- **** Very large effect size

Effect Size U3^: 0.01 - 0.20 (small) 0.21 - 0.40 (medium) 0.41 - 0.60 (large) 0.61 - 0.80 (very large) 0.81 - 1.00 (effect size)

** Source:**
- 02. Faculty care about me as an individual.
- 03. The content of the courses within my major is valuable.
- 04. Faculty are fair and unbiased in their treatment of individual students.
- 05. There is a commitment to academic excellence at this institution.
- 06. Career services are helpful to all students.
- 07. College campus locations are safe and secure for all students.
- 08. My academic advisor is available at times that are convenient for me.
- 09. My academic advisor is concerned about my success as an individual.
- 10. My academic advisor is knowledgeable about requirements in my major.
- 11. Office hours are convenient for all faculty.
- 12. Library resources and services are adequate for adults.
- 13. Academic support services adequately meet the needs of adult students.
- 14. Career services are adequate for all students.
- 15. Office hours are convenient for students.
- 16. Registration processes are convenient for all students.
- 17. Business office hours are convenient for adult students.
- 18. Office hours are convenient for all students.
- 19. Registration processes are convenient for adult students.

- **CUW Scale Scores:**
  - Instructional Effectiveness: 6.57
  - Safety and Security: 5.90
  - Academic Advising: 6.31
  - Admissions and Financial Aid: 6.37
  - Academic Services: 6.21
  - Registration Effectiveness: 6.32
  - Service Excellence: 6.23

- **National Scale Scores:**
  - Instructional Effectiveness: 5.81
  - Safety and Security: 5.81
  - Academic Advising: 5.81
  - Admissions and Financial Aid: 5.81
  - Academic Services: 5.81
  - Registration Effectiveness: 5.81
  - Service Excellence: 5.81

- **Effect Size Scores:**
  - Instructional Effectiveness: 0.14
  - Safety and Security: 0.14
  - Academic Advising: 0.14
  - Admissions and Financial Aid: 0.14
  - Academic Services: 0.14
  - Registration Effectiveness: 0.14
  - Service Excellence: 0.14

- **CUW National Scale Results:**
  - Overall Effect Size (U3): 0.01 - 0.20 (small) 0.21 - 0.40 (medium) 0.41 - 0.60 (large) 0.61 - 0.80 (very large) 0.81 - 1.00 (effect size)

- **CUW vs. National Scale Comparison:**
  - Instructional Effectiveness: CUW 6.57 vs. National 5.81
  - Safety and Security: CUW 5.90 vs. National 5.81
  - Academic Advising: CUW 6.31 vs. National 5.81
  - Admissions and Financial Aid: CUW 6.37 vs. National 5.81
  - Academic Services: CUW 6.21 vs. National 5.81
  - Registration Effectiveness: CUW 6.32 vs. National 5.81
  - Service Excellence: CUW 6.23 vs. National 5.81
<table>
<thead>
<tr>
<th>Campus Climate</th>
<th>6.46</th>
<th>5.95</th>
<th>0.94</th>
<th>0.51</th>
<th>6.46</th>
<th>5.76</th>
<th>1.08</th>
<th>0.70</th>
<th>0.18</th>
<th>57%</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Adult students are made to feel welcome at this institution.</td>
<td>6.36</td>
<td>6.21</td>
<td>1.10</td>
<td>0.15</td>
<td>6.33</td>
<td>6.06</td>
<td>1.22</td>
<td>0.27</td>
<td>0.12</td>
<td>55%</td>
</tr>
<tr>
<td>02. Faculty care about me as an individual.</td>
<td>6.46</td>
<td>5.87</td>
<td>1.28</td>
<td>0.59</td>
<td>6.44</td>
<td>5.82</td>
<td>1.35</td>
<td>0.62</td>
<td>0.04</td>
<td>52%</td>
</tr>
<tr>
<td>05. Classroom locations are safe and secure for all students.</td>
<td>6.33</td>
<td>6.36</td>
<td>0.98</td>
<td>-0.03</td>
<td>6.47</td>
<td>6.32</td>
<td>1.03</td>
<td>0.15</td>
<td>0.04</td>
<td>52%</td>
</tr>
<tr>
<td>07. The staff at this institution are caring and helpful.</td>
<td>6.55</td>
<td>6.13</td>
<td>1.11</td>
<td>0.42</td>
<td>6.52</td>
<td>5.93</td>
<td>1.28</td>
<td>0.59</td>
<td>0.16</td>
<td>56%</td>
</tr>
<tr>
<td>21. Tuition paid is a worthwhile investment.</td>
<td>6.70</td>
<td>6.09</td>
<td>1.36</td>
<td>1.01</td>
<td>6.66</td>
<td>5.48</td>
<td>1.57</td>
<td>1.18</td>
<td>0.13</td>
<td>55%</td>
</tr>
<tr>
<td>24. There is a commitment to academic excellence at this institution.</td>
<td>6.39</td>
<td>6.31</td>
<td>0.98</td>
<td>0.08</td>
<td>6.44</td>
<td>5.85</td>
<td>1.35</td>
<td>0.59</td>
<td>0.34</td>
<td>63%</td>
</tr>
<tr>
<td>27. This institution has a good reputation within the community.</td>
<td>6.70</td>
<td>6.20</td>
<td>1.04</td>
<td>0.50</td>
<td>6.66</td>
<td>5.93</td>
<td>1.34</td>
<td>0.73</td>
<td>0.20</td>
<td>58%</td>
</tr>
<tr>
<td>29. I seldom get the “run-around” when seeking information at this institution.</td>
<td>6.57</td>
<td>5.90</td>
<td>1.39</td>
<td>0.67</td>
<td>6.49</td>
<td>5.54</td>
<td>1.66</td>
<td>0.95</td>
<td>0.22</td>
<td>59%</td>
</tr>
<tr>
<td>33. Channels are readily available for adult students to express complaints.</td>
<td>6.10</td>
<td>5.45</td>
<td>1.59</td>
<td>0.65</td>
<td>6.19</td>
<td>5.20</td>
<td>1.74</td>
<td>0.99</td>
<td>0.14</td>
<td>56%</td>
</tr>
<tr>
<td>50. My advisor helps me apply my academic major to specific career goals.</td>
<td>6.31</td>
<td>5.48</td>
<td>1.65</td>
<td>0.83</td>
<td>6.41</td>
<td>5.43</td>
<td>1.71</td>
<td>0.98</td>
<td>0.03</td>
<td>51%</td>
</tr>
</tbody>
</table>