



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

Scale / Item	Concordia University Wisconsin - SSI				National Four-Year Privates Form B				Effect Size	
	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	d	U3*
<b>Student Centeredness</b>	<b>6.19</b>	<b>5.47</b>	<b>1.01</b>	<b>0.72</b>	<b>6.37</b>	<b>5.49</b>	<b>1.21</b>	<b>0.88</b>	<b>-0.02</b>	<b>49%</b>
01. The campus staff are caring and helpful.	6.24	5.82	1.11	0.42	6.45	5.79	1.27	0.66	0.02	51%
05. Administrators are available to hear students' concerns.	6.06	5.29	1.35	0.77	6.29	5.38	1.51	0.91	-0.06	48%
31. Students are made to feel welcome here.	6.38	5.72	1.35	0.66	6.45	5.76	1.43	0.69	-0.03	49%
35. I seldom get the "run-around" when seeking information on this campus.	6.09	5.04	1.46	1.05	6.26	4.99	1.80	1.27	0.03	51%
<b>Campus Life</b>	<b>6.12</b>	<b>5.00</b>	<b>1.10</b>	<b>1.12</b>	<b>6.15</b>	<b>4.93</b>	<b>1.36</b>	<b>1.22</b>	<b>0.05</b>	<b>52%</b>
13. Living conditions in the residence halls are comfortable.	6.29	5.37	1.44	0.92	6.24	4.97	1.68	1.27	0.24	59%
19. Residence hall staff are concerned about me as an individual.	5.79	5.70	1.33	0.09	5.89	5.36	1.60	0.53	0.21	58%
30. There is an adequate selection of food available on campus.	6.30	4.07	1.79	2.23	6.17	4.31	1.97	1.86	-0.12	45%
39. Student disciplinary procedures are fair.	6.02	5.09	1.59	0.93	6.20	5.25	1.64	0.95	-0.10	46%
45. Student activity fees are put to good use.	6.17	4.83	1.60	1.34	6.20	4.90	1.74	1.30	-0.04	48%
<b>Instructional Effectiveness</b>	<b>6.34</b>	<b>5.51</b>	<b>0.97</b>	<b>0.83</b>	<b>6.42</b>	<b>5.60</b>	<b>1.04</b>	<b>0.82</b>	<b>-0.09</b>	<b>47%</b>
04. The content of the courses within my major is valuable.	6.66	5.59	1.34	1.07	6.68	5.76	1.29	0.92	-0.13	45%
14. Faculty are fair and unbiased in their treatment of individual students.	6.37	5.48	1.28	0.89	6.49	5.52	1.51	0.97	-0.03	49%
17. There are sufficient courses within my program of study available each term.	6.55	5.32	1.51	1.23	6.53	5.34	1.60	1.19	-0.01	50%
29. Faculty use a variety of technology and media in the classroom.	5.54	5.55	1.24	-0.01	5.74	5.60	1.33	0.14	-0.04	49%
32. Faculty provide timely feedback about my academic progress.	6.37	5.39	1.31	0.98	6.44	5.37	1.49	1.07	0.01	51%
36. The quality of instruction I receive in most of my classes is excellent.	6.53	5.44	1.36	1.09	6.64	5.69	1.35	0.95	-0.19	43%
40. Faculty are usually available to students outside of class (during office hours, by phone or by e-mail).	6.37	5.82	1.31	0.55	6.43	5.93	1.26	0.50	-0.09	47%
<b>Recruitment and Financial Aid Effectiveness</b>	<b>6.03</b>	<b>5.25</b>	<b>1.05</b>	<b>0.78</b>	<b>6.17</b>	<b>5.28</b>	<b>1.26</b>	<b>0.89</b>	<b>-0.02</b>	<b>49%</b>
07. Admissions staff provide personalized attention prior to enrollment.	5.77	5.44	1.37	0.33	6.01	5.42	1.51	0.59	0.01	51%
08. Financial aid awards are announced in time to be helpful in college planning.	6.32	5.29	1.48	1.03	6.33	5.26	1.62	1.07	0.02	51%
11. Financial aid counseling is available if I need it.	5.94	5.25	1.37	0.69	6.09	5.36	1.54	0.73	-0.07	47%
27. This institution helps me identify resources to finance my education.	6.08	4.90	1.52	1.18	6.25	5.03	1.68	1.22	-0.08	47%
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.06	5.36	1.41	0.70	6.16	5.34	1.57	0.82	0.01	51%
<b>Campus Services</b>	<b>6.00</b>	<b>5.59</b>	<b>0.90</b>	<b>0.41</b>	<b>6.18</b>	<b>5.57</b>	<b>1.05</b>	<b>0.61</b>	<b>0.02</b>	<b>51%</b>
09. Library resources and services are adequate.	5.77	5.74	1.20	0.03	6.15	5.75	1.34	0.40	-0.01	50%
15. Computer labs are adequate and accessible.	5.88	5.86	1.15	0.02	6.11	5.61	1.44	0.50	0.17	57%
20. Tutoring services are readily available.	5.79	5.67	1.29	0.12	5.89	5.61	1.42	0.28	0.04	52%
22. This campus provides online access to services I need.	6.17	5.33	1.41	0.84	6.36	5.62	1.42	0.74	-0.20	42%
24. I receive the help I need to apply my academic major to my career goals.	6.41	5.53	1.36	0.88	6.49	5.57	1.45	0.92	-0.03	49%
26. Counseling services are available if I need them.	5.86	5.87	1.14	-0.01	5.95	5.66	1.39	0.29	0.15	56%
34. There are adequate services to help me decide upon a career.	6.02	5.44	1.26	0.58	6.24	5.37	1.51	0.87	0.05	52%
43. Mentors are available to guide my life and career goals.	6.09	5.33	1.39	0.76	6.20	5.35	1.55	0.85	-0.01	49%
<b>Academic Advising Effectiveness</b>	<b>6.32</b>	<b>5.41</b>	<b>1.34</b>	<b>0.91</b>	<b>6.33</b>	<b>5.49</b>	<b>1.30</b>	<b>0.84</b>	<b>-0.06</b>	<b>48%</b>
10. My academic advisor helps me set goals to work toward.	6.21	5.13	1.78	1.08	6.22	5.35	1.68	0.87	-0.13	45%
16. My academic advisor is available when I need help.	6.35	5.53	1.67	0.82	6.36	5.62	1.54	0.74	-0.06	48%
21. My academic advisor is knowledgeable about requirements in my major.	6.57	5.75	1.57	0.82	6.53	5.84	1.49	0.69	-0.06	48%
38. I receive ongoing feedback about progress toward my academic goals.	6.13	5.21	1.39	0.92	6.20	5.16	1.54	1.04	0.03	51%
<b>Registration Effectiveness</b>	<b>6.14</b>	<b>5.09</b>	<b>1.07</b>	<b>1.05</b>	<b>6.34</b>	<b>5.21</b>	<b>1.24</b>	<b>1.13</b>	<b>-0.10</b>	<b>46%</b>
02. Registration processes and procedures are convenient.	5.95	5.23	1.43	0.72	6.27	5.18	1.57	1.09	0.03	51%
06. Billing policies are reasonable.	6.02	4.78	1.46	1.24	6.23	4.98	1.63	1.25	-0.12	45%
23. I am able to register for classes I need with few conflicts.	6.47	4.91	1.62	1.56	6.56	5.25	1.69	1.31	-0.20	42%
25. I am able to take care of college-related business at times that are convenient for me.	6.13	5.45	1.18	0.68	6.31	5.46	1.41	0.85	-0.01	50%
<b>Safety and Security</b>	<b>6.15</b>	<b>4.98</b>	<b>1.08</b>	<b>1.17</b>	<b>6.21</b>	<b>5.21</b>	<b>1.25</b>	<b>1.00</b>	<b>-0.18</b>	<b>43%</b>
3. The campus is safe and secure for all students.	6.49	6.23	1.04	0.26	6.51	5.86	1.35	0.65	0.27	61%
12. The amount of student parking space on campus is adequate.	6.13	3.06	1.86	3.07	5.98	4.27	2.06	1.71	-0.59	28%
18. Parking lots are well-lighted and secure.	5.85	5.41	1.41	0.44	6.03	5.26	1.58	0.77	0.09	54%
28. Security staff respond quickly to calls for assistance.	6.12	5.20	1.59	0.92	6.30	5.39	1.59	0.91	-0.12	45%
<b>Campus Climate</b>	<b>6.18</b>	<b>5.37</b>	<b>0.96</b>	<b>0.81</b>	<b>6.31</b>	<b>5.49</b>	<b>1.12</b>	<b>0.82</b>	<b>-0.11</b>	<b>46%</b>
03. The campus is safe and secure for all students.	6.49	6.23	1.04	0.26	6.51	5.86	1.35	0.65	0.27	61%
05. Administrators are available to hear students' concerns.	6.06	5.29	1.35	0.77	6.29	5.38	1.51	0.91	-0.06	48%
31. Students are made to feel welcome here.	6.38	5.72	1.35	0.66	6.45	5.76	1.43	0.69	-0.03	49%
35. I seldom get the "run-around" when seeking information on this campus.	6.09	5.04	1.46	1.05	6.26	4.99	1.80	1.27	0.03	51%
37. There is a strong commitment to diversity on this campus.	5.36	5.06	1.47	0.30	5.74	5.42	1.53	0.32	-0.24	41%
41. Tuition paid is a worthwhile investment.	6.59	4.77	1.59	1.82	6.58	5.20	1.70	1.38	-0.25	40%
42. Students are free to express their ideas on this campus.	6.16	5.02	1.58	1.14	6.35	5.41	1.61	0.94	-0.24	40%
44. On the whole, the campus is well-maintained.	6.31	5.85	1.24	0.46	6.31	5.81	1.37	0.50	0.03	51%