

STUDENT OPINION SURVEY RESULTS REPORT SPRING SEMESTER 2008

September 2008

ROGERS STATE UNIVERSITY
Claremore, Oklahoma

Office of Institutional Research,
Planning, and Assessment



Rogers State University

Student Opinion Survey Results Report

Spring 2008

Institutional Research, Planning, and Assessment
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Introduction

During the Spring 2008 semester, Rogers State University (RSU) conducted a Student Opinion Survey to assess both the level of importance students attach to certain academic and non-academic components of their educational experience, as well as their satisfaction with those components. The Spring 2008 administration of the Student Opinion Survey was conducted using the same data collection instrument used in Spring 2007. Although the instrument is quite lengthy, it is expected to yield richer information about student satisfaction as well as the capacity to analyze response data by demographic characteristics.

A random sample of 80 on-ground classes, stratified by campus, was selected for participation in the survey. Nearly 1400 students were enrolled in those classes, but it was necessary to avoid receiving duplicate responses from students enrolled in more than one sampled class. To avoid duplicate responses, instructors were asked to instruct students not to complete the survey if they had already completed it in another class. Of the 80 sampled classes, 51 returned packets of completed surveys. Those packets contained responses from 424 students.

The remainder of this report consists of the following sections:

- Demographic summaries of the students who responded to the survey;
- Cross-tabulations of perceived importance as well as student satisfaction for 110 multiple-choice items;
- Summaries of student comments regarding what they like most and least about RSU;
- A copy of the instructions sent to the instructors; and
- A copy of the survey instrument.

Demographic summary of student respondents

Current Class Level		
	Frequency	Percent
Freshman	139	32.8
Sophomore	103	24.3
Junior	87	20.5
Senior	82	19.3
Non-Degree Seeking	10	2.4
Missing	3	0.7
Total	424	100.0

Race/Ethnicity		
	Frequency	Percent
African American	6	1.4
American Indian or Alaskan Native	103	24.3
Asian	3	0.7
Hispanic	12	2.8
Multiracial	9	2.1
Pacific Islander	5	1.2
White Non-Hispanic	281	66.3
Missing	5	1.2
Total	424	100.0

Sex		
	Frequency	Percent
Female	277	65.3
Male	143	33.7
Missing	4	0.9
Total	424	100.0

Age		
	Frequency	Percent
Under 18	5	1.2
18-20	142	33.5
21-24	102	24.1
25-29	62	14.6
30-39	75	17.7
40 or over	33	7.8
Missing	5	1.2
Total	424	100.0

Is English your native language?		
	Frequency	Percent
Yes	414	97.6
No	9	2.1
Missing	1	0.2
Total	424	100.0

Commute Distance		
	Frequency	Percent
Live on campus	26	6.1
Less than 15 minutes	174	41.0
15-45 minutes	186	43.9
More than 45 minutes	32	7.5
Missing	6	1.4
Total	424	100.0

Campus site attended (mark all that apply)		
	Frequency	Percent
Bartlesville	72	17.0
Bartlesville & Claremore	12	2.8
Bartlesville & Claremore & Online	5	1.2
Bartlesville & Online	9	2.1
Claremore	211	49.8
Claremore & Online	27	6.3
Claremore & Pryor	18	4.2
Claremore & Pryor & Online	10	2.4
Pryor	43	10.1
Pryor & Online	7	1.7
Missing	10	2.4
Total	424	100.0

How many credit hours are you currently taking at RSU?		
	Frequency	Percent
Fewer than six	35	8.3
Six to eleven	105	24.8
Twelve or more	283	66.7
Missing	1	0.2
Total	424	100.0

Do you have any physical or learning disabilities?		
	Frequency	Percent
No	384	90.6
Yes, documented through Student Affairs	8	1.9
Yes, not documented through Student Affairs	25	5.9
Missing	7	1.7
Total	424	100.0

What is the maximum number of times you have missed one class this semester?		
	Frequency	Percent
0	49	11.6
1-5	332	78.3
6-10	34	8.0
11 or more	5	1.2
Missing	4	0.9
Total	424	100.0

What is your overall GPA?

	Frequency	Percent
A	97	22.9
B	216	50.9
C	85	20.0
Below a C	7	1.7
Missing	19	4.5
Total	424	100.0

During the current semester, I have been involved in one or more student organizations.

	Frequency	Percent
Yes	184	43.4
No	240	56.6
Total	424	100.0

During the current semester, I have attended or participated in a campus event.

	Frequency	Percent
Yes	187	44.1
No	237	55.9
Total	424	100.0

During the current semester, I have attended tutoring sessions.

	Frequency	Percent
Yes	93	21.9
No	331	78.1
Total	424	100.0

During the current semester, I have participated in a peer study group.

	Frequency	Percent
Yes	234	55.2
No	190	44.8
Total	424	100.0

During the current semester, I have visited with my professors outside of class.

	Frequency	Percent
Yes	268	63.2
No	156	36.8
Total	424	100.0

What was your highest level of education when you entered RSU?

	Frequency	Percent
GED	22	5.2
High School	200	47.2
Some college (community college)	73	17.2
Some college (four-year college or university)	65	15.3
Associate degree	47	11.1
Bachelor's degree	7	1.7
Other	10	2.4
Total	424	100.0

Do either of your parents have a college degree?

	Frequency	Percent
Yes	185	43.6
No	227	53.5
Missing	12	2.8
Total	424	100.0

What degree are you pursuing at RSU?

Bachelors

	Frequency	Percent
Applied Technology	8	1.9
Biology	55	12.9
Business Administration	46	10.8
Business Information Technology	5	1.2
Communications	16	3.8
Game Development	4	0.9
Justice Administration	27	6.4
Liberal Arts	25	5.9
Nursing	1	0.2
Social Science	72	17.0
Not applicable	165	38.9
Total	424	100.0

Associate in Arts or Sciences

	Frequency	Percent
Accounting	9	2.1
Art	9	2.1
Biology	20	4.7
Business Administration	12	2.8
Computer Science	6	1.4
Elementary Education	31	7.3
Law/Justice Careers	8	1.9
Legal Assisting	3	0.7
Liberal Arts	9	2.1
Physical Science	7	1.7
Radio-Television	3	0.7
Secondary Education	10	2.4
Social Sciences	25	5.9
Not applicable	272	64.2
Total	424	100.0

Associate in Applied Science

	Frequency	Percent
Applied Technology	3	0.7
Emergency Medical Services	6	1.4
Nursing	77	18.2
Police Science	1	0.2
Missing	337	79.5
Total	424	100.0

Cross-tabulations of multiple-choice survey items: *Non-academic support units*

1. The Admissions Office is available to potential students at convenient times.

		Satisfaction							Total
		Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied			
Importance	Not available or I don't use	Count	30	1	4	4	12	51	
		Expected Count	8.5	2.3	5.7	16.2	18.3	51.0	
		% within Importance	58.8%	2.0%	7.8%	7.8%	23.5%	100.0%	
	Not at all important	% within Satisfaction	42.3%	5.3%	8.5%	3.0%	7.9%	12.0%	
		Count	6	0	0	4	1	11	
		Expected Count	1.8	0.5	1.2	3.5	3.9	11.0	
	Somewhat important	% within Importance	54.5%	0.0%	0.0%	36.4%	9.1%	100.0%	
		% within Satisfaction	8.5%	0.0%	0.0%	3.0%	0.7%	2.6%	
		Count	9	2	10	16	10	47	
	Important	Expected Count	7.9	2.1	5.2	15.0	16.8	47.0	
% within Importance		19.1%	4.3%	21.3%	34.0%	21.3%	100.0%		
% within Satisfaction		12.7%	10.5%	21.3%	11.9%	6.6%	11.1%		
Total	Very Important	Count	15	5	11	56	30	117	
		Expected Count	19.6	5.2	13.0	37.3	41.9	117.0	
		% within Importance	12.8%	4.3%	9.4%	47.9%	25.6%	100.0%	
	Very Important	% within Satisfaction	21.1%	26.3%	23.4%	41.5%	19.7%	27.6%	
		Count	11	11	22	55	99	198	
		Expected Count	33.2	8.9	21.9	63.0	71.0	198.0	
	Total	% within Importance	5.6%	5.6%	11.1%	27.8%	50.0%	100.0%	
		% within Satisfaction	15.5%	57.9%	46.8%	40.7%	65.1%	46.7%	
		Count	71	19	47	135	152	424	
	Total	Expected Count	71.0	19.0	47.0	135.0	152.0	424.0	
% within Importance		16.7%	4.5%	11.1%	31.8%	35.8%	100.0%		
% within Satisfaction		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		

2. The Admissions Office provides answers and assistance that are accurate and appropriate.

		Satisfaction					Total
		Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Importance	Not available or I don't use	Count Expected Count % within Importance % within Satisfaction	29 7.3 56.9% 47.5%	2 3.8 3.9% 6.3%	2 6.4 3.9% 3.8%	8 16.5 15.7% 5.8%	10 17.0 19.6% 7.1%
	Not at all important	Count Expected Count % within Importance % within Satisfaction	5 1.6 45.5% 8.2%	1 0.8 9.1% 3.1%	3 1.4 27.3% 5.7%	2 3.6 18.2% 1.5%	11 3.7 0.0% 0.0%
	Somewhat important	Count Expected Count % within Importance % within Satisfaction	4 5.0 11.4% 6.6%	4 2.6 11.4% 12.5%	10 4.4 28.6% 18.9%	13 11.3 37.1% 9.5%	35 11.6 11.4% 2.8%
	Important	Count Expected Count % within Importance % within Satisfaction	12 15.7 11.0% 19.7%	8 8.2 7.3% 25.0%	11 13.6 10.1% 20.8%	51 35.2 46.8% 37.2%	27 36.2 24.8% 19.1%
	Very Important	Count Expected Count % within Importance % within Satisfaction	11 31.4 5.0% 18.0%	17 16.5 7.8% 53.1%	27 27.3 12.4% 50.9%	63 70.4 28.9% 46.0%	100 72.5 45.9% 70.9%
Total		Count Expected Count % within Importance % within Satisfaction	61 61.0 14.4% 100.0%	32 32.0 7.5% 100.0%	53 53.0 12.5% 100.0%	137 137.0 32.3% 100.0%	424 424.0 33.3% 100.0%

3. The Admissions Office assists potential students in a timely manner.

		Satisfaction					Total
		Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Importance	Not available or I don't use	Count Expected Count % within Importance % within Satisfaction	34 9.7 59.6% 47.2%	0 3.6 0.0% 0.0%	3 6.9 5.3% 5.9%	8 17.2 14.0% 6.3%	12 19.6 21.1% 8.2%
	Not at all important	Count Expected Count % within Importance % within Satisfaction	4 1.7 40.0% 5.6%	2 0.6 20.0% 7.4%	1 1.2 10.0% 2.0%	3 3.0 30.0% 2.3%	0 3.4 0.0% 0.0%
	Somewhat important	Count Expected Count % within Importance % within Satisfaction	10 6.8 25.0% 13.9%	3 2.5 7.5% 11.1%	8 4.8 20.0% 15.7%	13 12.1 32.5% 10.2%	6 13.8 15.0% 4.1%
	Important	Count Expected Count % within Importance % within Satisfaction	10 19.5 8.7% 13.9%	5 7.3 4.3% 18.5%	15 13.8 13.0% 29.4%	56 34.7 48.7% 43.8%	29 39.6 25.2% 19.9%
	Very Important	Count Expected Count % within Importance % within Satisfaction	14 34.3 6.9% 19.4%	17 12.9 8.4% 63.0%	24 24.3 11.9% 47.1%	48 61.0 23.8% 37.5%	99 69.6 49.0% 67.8%
		Count Expected Count % within Importance % within Satisfaction	72 72.0 17.0% 100.0%	27 27.0 6.4% 100.0%	51 51.0 12.0% 100.0%	128 128.0 30.2% 100.0%	146 146.0 34.4% 100.0%
Total							

4. The Admissions Office staff treats potential students with courtesy and respect.

		Satisfaction					Total
		Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Importance	Not available or I don't use	Count Expected Count % within Importance % within Satisfaction	36 9.2 64.3% 51.4%	0 2.6 0.0% 0.0%	3 6.5 5.4% 6.1%	7 17.6 12.5% 5.3%	10 20.1 17.9% 6.6%
	Not at all important	Count Expected Count % within Importance % within Satisfaction	4 1.5 44.4% 5.7%	0 0.4 0.0% 0.0%	2 1.0 22.2% 4.1%	3 2.8 33.3% 2.3%	9 3.2 0.0% 0.0%
	Somewhat important	Count Expected Count % within Importance % within Satisfaction	4 5.1 12.9% 5.7%	2 1.5 6.5% 10.0%	8 3.6 25.8% 16.3%	12 9.7 38.7% 9.0%	31 11.1 16.1% 3.3%
	Important	Count Expected Count % within Importance % within Satisfaction	12 17.8 11.1% 17.1%	6 5.1 5.6% 30.0%	10 12.5 9.3% 20.4%	52 33.9 48.1% 39.1%	28 38.7 25.9% 18.4%
	Very Important	Count Expected Count % within Importance % within Satisfaction	14 36.3 6.4% 20.0%	12 10.4 5.5% 60.0%	26 25.4 11.8% 53.1%	59 69.0 26.8% 44.4%	109 78.9 49.5% 71.7%
Total		Count Expected Count % within Importance % within Satisfaction	70 70.0 16.5% 100.0%	20 20.0 4.7% 100.0%	49 49.0 11.6% 100.0%	133 133.0 31.4% 100.0%	424 424.0 35.8% 100.0%

5. The Registrar's Office is available to students at convenient times.

		Satisfaction							Total
		Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied			
Importance	Not available or I don't use	Count	41	0	3	7	10	61	
		Expected Count	11.2	2.2	6.0	19.6	22.0	61.0	
		% within Importance	67.2%	0.0%	4.9%	11.5%	16.4%	100.0%	
		% within Satisfaction	52.6%	0.0%	7.1%	5.1%	6.5%	14.4%	
	Not at all important	Count	5	1	1	4	0	11	
		Expected Count	2.0	0.4	1.1	3.5	4.0	11.0	
		% within Importance	45.5%	9.1%	9.1%	36.4%	0.0%	100.0%	
		% within Satisfaction	6.4%	6.7%	2.4%	2.9%	0.0%	2.6%	
	Somewhat important	Count	3	3	9	12	6	33	
		Expected Count	6.1	1.2	3.3	10.6	11.9	33.0	
% within Importance		9.1%	9.1%	27.3%	36.4%	18.2%	100.0%		
% within Satisfaction		3.8%	20.0%	21.4%	8.8%	3.9%	7.8%		
Total	Important	Count	12	4	10	65	28	119	
		Expected Count	21.9	4.2	11.8	38.2	42.9	119.0	
		% within Importance	10.1%	3.4%	8.4%	54.6%	23.5%	100.0%	
		% within Satisfaction	15.4%	26.7%	23.8%	47.8%	18.3%	28.1%	
	Very Important	Count	17	7	19	48	109	200	
		Expected Count	36.8	7.1	19.8	64.2	72.2	200.0	
		% within Importance	8.5%	3.5%	9.5%	24.0%	54.5%	100.0%	
		% within Satisfaction	21.8%	46.7%	45.2%	35.3%	71.2%	47.2%	
		Count	78	15	42	136	153	424	
		Expected Count	78.0	15.0	42.0	136.0	153.0	424.0	
% within Importance		18.4%	3.5%	9.9%	32.1%	36.1%	100.0%		
% within Satisfaction		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		

6. The Registrar's Office provides answers and assistance that are accurate and appropriate.

		Satisfaction					Total
		Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Importance	Not available or I don't use	Count Expected Count % within Importance % within Satisfaction	2 3.0 2.9% 10.5%	5 6.7 7.4% 11.9%	4 20.8 5.9% 3.1%	10 23.9 14.7% 6.7%	68 68.0 100.0% 16.0%
	Not at all important	Count Expected Count % within Importance % within Satisfaction	0 0.2 0.0% 0.0%	0 0.5 0.0% 0.0%	1 1.5 20.0% 0.8%	0 1.8 0.0% 0.0%	5 5.0 100.0% 1.2%
	Somewhat important	Count Expected Count % within Importance % within Satisfaction	3 1.4 9.4% 15.8%	9 3.2 28.1% 21.4%	15 9.8 46.9% 11.5%	4 11.2 12.5% 2.7%	32 32.0 100.0% 7.5%
	Important	Count Expected Count % within Importance % within Satisfaction	6 4.6 5.8% 31.6%	6 10.2 5.8% 14.3%	55 31.6 53.4% 42.3%	25 36.2 24.3% 16.8%	103 103.0 100.0% 24.3%
	Very Important	Count Expected Count % within Importance % within Satisfaction	8 9.7 3.7% 42.1%	22 21.4 10.2% 52.4%	55 66.2 25.5% 42.3%	110 75.9 50.9% 73.8%	216 216.0 100.0% 50.9%
	Total	Count Expected Count % within Importance % within Satisfaction	19 19.0 4.5% 100.0%	42 42.0 9.9% 100.0%	130 130.0 30.7% 100.0%	149 149.0 35.1% 100.0%	424 424.0 100.0% 100.0%

7. The Registrar's Office assists potential students in a timely manner.

		Satisfaction						
		Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	Total	
Importance	Not available or I don't use	Count Expected Count % within Importance % within Satisfaction	1 3.2 1.5% 5.0%	3 7.1 4.5% 6.7%	4 18.5 6.0% 3.4%	10 24.3 14.9% 6.5%	67 67.0 100.0% 15.8%	
	Not at all important	Count Expected Count % within Importance % within Satisfaction	0 0.4 0.0% 0.0%	1 1.0 11.1% 2.2%	4 2.5 44.4% 3.4%	0 3.3 0.0% 0.0%	9 9.0 100.0% 2.1%	
	Somewhat important	Count Expected Count % within Importance % within Satisfaction	4 6 8.3 15.0% 6.8%	8 4.2 20.0% 17.8%	16 11.0 40.0% 13.7%	6 14.5 15.0% 3.9%	40 40.0 100.0% 9.4%	
	Important	Count Expected Count % within Importance % within Satisfaction	7 12 22.4 11.1% 13.6%	13 11.5 12.0% 28.9%	48 29.8 44.4% 41.0%	28 39.2 25.9% 18.2%	108 108.0 100.0% 25.5%	
	Very Important	Count Expected Count % within Importance % within Satisfaction	8 17 41.5 8.5% 19.3%	20 21.2 10.0% 44.4%	45 55.2 22.5% 38.5%	110 72.6 55.0% 71.4%	200 200.0 100.0% 47.2%	
Total		Count Expected Count % within Importance % within Satisfaction	20 88 20.8% 100.0%	45 45.0 10.6% 100.0%	117 117.0 27.6% 100.0%	154 154.0 36.3% 100.0%	424 424.0 100.0% 100.0%	

8. The Registrar's Office staff treats potential students with courtesy and respect.

		Satisfaction					Total
		Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Importance	Not available or I don't use	Count Expected Count % within Importance % within Satisfaction	1 3.3 1.5% 4.8%	2 5.0 3.0% 6.3%	5 19.3 7.6% 4.0%	11 25.4 16.7% 6.7%	66 66.0 100.0% 15.6%
	Not at all important	Count Expected Count % within Importance % within Satisfaction	1 0.4 11.1% 4.8%	1 0.7 11.1% 3.1%	2 2.6 22.2% 1.6%	0 3.5 0.0% 0.0%	9 9.0 100.0% 2.1%
	Somewhat important	Count Expected Count % within Importance % within Satisfaction	2 1.8 5.4% 9.5%	10 2.8 27.0% 31.3%	12 10.8 32.4% 9.7%	8 14.2 21.6% 4.9%	37 37.0 100.0% 8.7%
	Important	Count Expected Count % within Importance % within Satisfaction	7 5.3 6.5% 33.3%	7 8.1 6.5% 21.9%	52 31.3 48.6% 41.9%	32 41.1 29.9% 19.6%	107 107.0 100.0% 25.2%
Total	Very Important	Count Expected Count % within Importance % within Satisfaction	10 10.2 4.9% 47.6%	12 15.5 5.9% 37.5%	53 60.0 25.9% 42.7%	112 78.8 54.6% 68.7%	205 205.0 100.0% 48.3%
		Count Expected Count % within Importance % within Satisfaction	21 21.0 5.0% 100.0%	32 32.0 7.5% 100.0%	124 124.0 29.2% 100.0%	163 163.0 38.4% 100.0%	424 424.0 100.0% 100.0%

9. The Financial Aid Office is available to students at convenient times.

		Satisfaction					Total
		Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Importance	Not available or I don't use	Count Expected Count % within Importance % within Satisfaction	1 4.0 1.6% 3.7%	3 6.2 4.8% 7.1%	6 20.1 9.5% 4.4%	11 20.8 17.5% 7.9%	63 63.0 100.0% 14.9%
	Not at all important	Count Expected Count % within Importance % within Satisfaction	2 1.0 12.5% 7.4%	0 1.6 0.0% 0.0%	5 5.1 31.3% 3.7%	2 5.3 12.5% 1.4%	16 16.0 100.0% 3.8%
	Somewhat important	Count Expected Count % within Importance % within Satisfaction	1 2.0 3.2% 3.7%	7 3.1 22.6% 16.7%	16 9.9 51.6% 11.9%	4 10.2 12.9% 2.9%	31 31.0 100.0% 7.3%
	Important	Count Expected Count % within Importance % within Satisfaction	4 5.9 4.3% 14.8%	7 9.1 7.6% 16.7%	50 29.3 54.3% 37.0%	21 30.4 22.8% 15.0%	92 92.0 100.0% 21.7%
	Very Important	Count Expected Count % within Importance % within Satisfaction	19 14.1 8.6% 70.4%	25 22.0 11.3% 59.5%	58 70.7 26.1% 43.0%	102 73.3 45.9% 72.9%	222 222.0 100.0% 52.4%
	Total	Count Expected Count % within Importance % within Satisfaction	27 27.0 6.4% 100.0%	42 42.0 9.9% 100.0%	135 135.0 31.8% 100.0%	140 140.0 33.0% 100.0%	424 424.0 100.0% 100.0%

10. The Financial Aid Office provides answers and assistance that are accurate and appropriate.

			Satisfaction					Total
			Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Importance	Not available or I don't use	Count	44	1	4	4	10	63
		Expected Count	11.7	6.1	9.5	16.8	18.9	63.0
		% within Importance	69.8%	1.6%	6.3%	6.3%	15.9%	100.0%
		% within Satisfaction	55.7%	2.4%	6.3%	3.5%	7.9%	14.9%
	Not at all important	Count	5	0	1	1	2	9
		Expected Count	1.7	0.9	1.4	2.4	2.7	9.0
		% within Importance	55.6%	0.0%	11.1%	11.1%	22.2%	100.0%
		% within Satisfaction	6.3%	0.0%	1.6%	0.9%	1.6%	2.1%
	Somewhat important	Count	5	2	8	13	5	33
		Expected Count	6.1	3.2	5.0	8.8	9.9	33.0
		% within Importance	15.2%	6.1%	24.2%	39.4%	15.2%	100.0%
		% within Satisfaction	6.3%	4.9%	12.5%	11.5%	3.9%	7.8%
Important	Count	6	9	10	44	19	88	
	Expected Count	16.4	8.5	13.3	23.5	26.4	88.0	
	% within Importance	6.8%	10.2%	11.4%	50.0%	21.6%	100.0%	
	% within Satisfaction	7.6%	22.0%	15.6%	38.9%	15.0%	20.8%	
Very Important	Count	19	29	41	51	91	231	
	Expected Count	43.0	22.3	34.9	61.6	69.2	231.0	
	% within Importance	8.2%	12.6%	17.7%	22.1%	39.4%	100.0%	
	% within Satisfaction	24.1%	70.7%	64.1%	45.1%	71.7%	54.5%	
Total	Count	79	41	64	113	127	424	
	Expected Count	79.0	41.0	64.0	113.0	127.0	424.0	
	% within Importance	18.6%	9.7%	15.1%	26.7%	30.0%	100.0%	
	% within Satisfaction	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	

11. The Financial Aid Office assists students in a timely manner.

		Satisfaction					Total
		Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Importance	Not available or I don't use	Count Expected Count % within Importance % within Satisfaction	1 6.8 1.6% 2.2%	3 8.8 4.8% 5.1%	6 17.2 9.5% 5.2%	11 18.7 17.5% 8.7%	63 63.0 100.0% 14.9%
	Not at all important	Count Expected Count % within Importance % within Satisfaction	1 1.0 11.1% 2.2%	1 1.3 11.1% 1.7%	3 2.5 33.3% 2.6%	0 2.7 0.0% 0.0%	9 9.0 100.0% 2.1%
	Somewhat important	Count Expected Count % within Importance % within Satisfaction	3 4.1 7.9% 6.5%	11 5.3 28.9% 18.6%	12 10.4 31.6% 10.3%	6 11.3 15.8% 4.8%	38 38.0 100.0% 9.0%
	Important	Count Expected Count % within Importance % within Satisfaction	8 9.0 9.6% 17.4%	8 11.5 9.6% 13.6%	47 22.7 56.6% 40.5%	16 24.7 19.3% 12.7%	83 83.0 100.0% 19.6%
	Very Important	Count Expected Count % within Importance % within Satisfaction	33 25.1 14.3% 71.7%	36 32.1 15.6% 61.0%	48 63.2 20.8% 41.4%	93 68.6 40.3% 73.8%	231 231.0 100.0% 54.5%
Total		Count Expected Count % within Importance % within Satisfaction	46 46.0 10.8% 100.0%	59 59.0 13.9% 100.0%	116 116.0 27.4% 100.0%	126 126.0 29.7% 100.0%	424 424.0 100.0% 100.0%

12. The Financial Aid Office staff treats students with courtesy and respect.

		Satisfaction					Total
		Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Importance	Not available or I don't use	Count Expected Count % within Importance % within Satisfaction	44 11.4 69.8% 57.1%	0 4.9 0.0% 0.0%	2 7.9 3.2% 3.8%	7 18.7 11.1% 5.6%	10 20.1 15.9% 7.4%
	Not at all important	Count Expected Count % within Importance % within Satisfaction	4 1.3 57.1% 5.2%	1 0.5 14.3% 3.0%	1 0.9 14.3% 1.9%	1 2.1 14.3% 0.8%	7 7.0 100.0% 1.7%
	Somewhat important	Count Expected Count % within Importance % within Satisfaction	3 7.1 7.7% 3.9%	6 3.0 15.4% 18.2%	13 4.9 33.3% 24.5%	13 11.6 33.3% 10.3%	39 39.0 100.0% 9.2%
	Important	Count Expected Count % within Importance % within Satisfaction	7 15.8 8.0% 9.1%	8 6.8 9.2% 24.2%	7 10.9 8.0% 13.2%	49 25.9 56.3% 38.9%	16 27.7 18.4% 11.9%
	Very Important	Count Expected Count % within Importance % within Satisfaction	19 41.4 8.3% 24.7%	18 17.7 7.9% 54.5%	30 28.5 13.2% 56.6%	56 67.8 24.6% 44.4%	105 72.6 46.1% 77.8%
	Total	Count Expected Count % within Importance % within Satisfaction	77 77.0 18.2% 100.0%	33 33.0 7.8% 100.0%	53 53.0 12.5% 100.0%	126 126.0 29.7% 100.0%	135 135.0 31.8% 100.0%

13. The Business/Bursar's Office is available to students at convenient times.

			Satisfaction					Total
			Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Importance	Not available or I don't use	Count	43	2	3	6	12	66
		Expected Count	12.5	2.5	6.4	19.6	25.1	66.0
		% within Importance	65.2%	3.0%	4.5%	9.1%	18.2%	100.0%
		% within Satisfaction	53.8%	12.5%	7.3%	4.8%	7.5%	15.6%
	Not at all important	Count	4	0	0	2	0	6
		Expected Count	1.1	0.2	0.6	1.8	2.3	6.0
		% within Importance	66.7%	0.0%	0.0%	33.3%	0.0%	100.0%
		% within Satisfaction	5.0%	0.0%	0.0%	1.6%	0.0%	1.4%
	Somewhat important	Count	6	2	10	15	5	38
		Expected Count	7.2	1.4	3.7	11.3	14.4	38.0
% within Importance		15.8%	5.3%	26.3%	39.5%	13.2%	100.0%	
% within Satisfaction		7.5%	12.5%	24.4%	11.9%	3.1%	9.0%	
Total	Important	Count	9	6	8	57	29	109
		Expected Count	20.6	4.1	10.5	32.4	41.4	109.0
		% within Importance	8.3%	5.5%	7.3%	52.3%	26.6%	100.0%
		% within Satisfaction	11.3%	37.5%	19.5%	45.2%	18.0%	25.7%
	Very Important	Count	18	6	20	46	115	205
		Expected Count	38.7	7.7	19.8	60.9	77.8	205.0
		% within Importance	8.8%	2.9%	9.8%	22.4%	56.1%	100.0%
		% within Satisfaction	22.5%	37.5%	48.8%	36.5%	71.4%	48.3%
		Count	80	16	41	126	161	424
		Expected Count	80.0	16.0	41.0	126.0	161.0	424.0
% within Importance		18.9%	3.8%	9.7%	29.7%	38.0%	100.0%	
% within Satisfaction		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	

14. The Business/Bursar's Office provides answers and assistance that are accurate and appropriate.

			Satisfaction					Total
			Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Importance	Not available or I don't use	Count	47	0	2	5	10	64
		Expected Count	12.8	3.3	5.7	18.0	24.2	64.0
		% within Importance	73.4%	0.0%	3.1%	7.8%	15.6%	100.0%
		% within Satisfaction	55.3%	0.0%	5.3%	4.2%	6.3%	15.1%
	Not at all important	Count	5	0	0	2	1	8
		Expected Count	1.6	0.4	0.7	2.2	3.0	8.0
		% within Importance	62.5%	0.0%	0.0%	25.0%	12.5%	100.0%
		% within Satisfaction	5.9%	0.0%	0.0%	1.7%	0.6%	1.9%
	Somewhat important	Count	6	3	7	15	5	36
		Expected Count	7.2	1.9	3.2	10.1	13.6	36.0
% within Importance		16.7%	8.3%	19.4%	41.7%	13.9%	100.0%	
% within Satisfaction		7.1%	13.6%	18.4%	12.6%	3.1%	8.5%	
Total	Important	Count	10	8	8	47	23	96
		Expected Count	19.2	5.0	8.6	26.9	36.2	96.0
		% within Importance	10.4%	8.3%	8.3%	49.0%	24.0%	100.0%
		% within Satisfaction	11.8%	36.4%	21.1%	39.5%	14.4%	22.6%
	Very Important	Count	17	11	21	50	121	220
		Expected Count	44.1	11.4	19.7	61.7	83.0	220.0
		% within Importance	7.7%	5.0%	9.5%	22.7%	55.0%	100.0%
		% within Satisfaction	20.0%	50.0%	55.3%	42.0%	75.6%	51.9%
		Count	85	22	38	119	160	424
		Expected Count	85.0	22.0	38.0	119.0	160.0	424.0
% within Importance		20.0%	5.2%	9.0%	28.1%	37.7%	100.0%	
% within Satisfaction		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	

15. The Business/Bursar's Office assists students in a timely manner.

		Satisfaction						Total
		Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied		
Importance	Not available or I don't use	Count	45	0	3	7	9	64
		Expected Count	12.1	3.5	5.7	18.0	24.8	64.0
		% within Importance	70.3%	0.0%	4.7%	10.9%	14.1%	100.0%
	Not at all important	% within Satisfaction	56.3%	0.0%	7.9%	5.9%	5.5%	15.1%
		Count	4	0	0	2	1	7
Expected Count		1.3	0.4	0.6	2.0	2.7	7.0	
Somewhat important	% within Importance	% within Satisfaction	57.1%	0.0%	0.0%	28.6%	14.3%	100.0%
		% within Satisfaction	5.0%	0.0%	0.0%	1.7%	0.6%	1.7%
		Count	6	5	9	15	5	40
	Expected Count	7.5	2.2	3.6	11.2	15.5	40.0	
		% within Importance	15.0%	12.5%	22.5%	37.5%	12.5%	100.0%
% within Satisfaction		7.5%	21.7%	23.7%	12.6%	3.0%	9.4%	
Important	Count	8	6	8	51	32	105	
		Expected Count	19.8	5.7	9.4	29.5	40.6	105.0
		% within Importance	7.6%	5.7%	7.6%	48.6%	30.5%	100.0%
	% within Satisfaction	10.0%	26.1%	21.1%	42.9%	19.5%	24.8%	
		Count	17	12	18	44	117	208
Expected Count		39.2	11.3	18.6	58.4	80.5	208.0	
Very Important	% within Importance	% within Satisfaction	8.2%	5.8%	8.7%	21.2%	56.3%	100.0%
		% within Satisfaction	21.3%	52.2%	47.4%	37.0%	71.3%	49.1%
		Count	80	23	38	119	164	424
	Expected Count	80.0	23.0	38.0	119.0	164.0	424.0	
		% within Importance	18.9%	5.4%	9.0%	28.1%	38.7%	100.0%
% within Satisfaction		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
Total								

16. The Business/Bursar's Office staff treats students with courtesy and respect.

Importance	Not available or I don't use	Count Expected Count % within Importance % within Satisfaction	Satisfaction				Total
			Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied
Not at all important	Count	47	2	2	1	6	12
	Expected Count	13.5	3.4	5.5	17.7	28.8	69.0
	% within Importance	68.1%	2.9%	2.9%	8.7%	17.4%	100.0%
	% within Satisfaction	56.6%	9.5%	5.9%	5.5%	6.8%	16.3%
Somewhat important	Count	4	0	1	2	1	8
	Expected Count	1.6	0.4	0.6	2.1	3.3	8.0
	% within Importance	50.0%	0.0%	12.5%	25.0%	12.5%	100.0%
	% within Satisfaction	4.8%	0.0%	2.9%	1.8%	0.6%	1.9%
Important	Count	4	3	10	13	7	37
	Expected Count	7.2	1.8	3.0	9.5	15.4	37.0
	% within Importance	10.8%	8.1%	27.0%	35.1%	18.9%	100.0%
	% within Satisfaction	4.8%	14.3%	29.4%	11.9%	4.0%	8.7%
Very Important	Count	12	6	3	43	33	97
	Expected Count	19.0	4.8	7.8	24.9	40.5	97.0
	% within Importance	12.4%	6.2%	3.1%	44.3%	34.0%	100.0%
	% within Satisfaction	14.5%	28.6%	8.8%	39.4%	18.6%	22.9%
Total	Count	16	10	18	45	124	213
	Expected Count	41.7	10.5	17.1	54.8	88.9	213.0
	% within Importance	7.5%	4.7%	8.5%	21.1%	58.2%	100.0%
	% within Satisfaction	19.3%	47.6%	52.9%	41.3%	70.1%	50.2%
Total	Count	83	21	34	109	177	424
	Expected Count	83.0	21.0	34.0	109.0	177.0	424.0
	% within Importance	19.6%	5.0%	8.0%	25.7%	41.7%	100.0%
	% within Satisfaction	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Cross-tabulations of multiple-choice survey items: *Academic support units*

17. The Library is available to students at convenient times.

		Satisfaction					Total
		Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Importance	Count	58	1	0	9	10	78
	Expected Count	17.3	4.0	5.9	18.9	31.8	78.0
	% within Importance	74.4%	1.3%	0.0%	11.5%	12.8%	100.0%
	% within Satisfaction	61.7%	4.5%	0.0%	8.7%	5.8%	18.4%
	Count	6	1	2	0	0	9
Not at all important	Expected Count	2.0	0.5	0.7	2.2	3.7	9.0
	% within Importance	66.7%	11.1%	22.2%	0.0%	0.0%	100.0%
	% within Satisfaction	6.4%	4.5%	6.3%	0.0%	0.0%	2.1%
	Count	6	0	8	9	5	28
	Expected Count	6.2	1.5	2.1	6.8	11.4	28.0
Somewhat important	% within Importance	21.4%	0.0%	28.6%	32.1%	17.9%	100.0%
	% within Satisfaction	6.4%	0.0%	25.0%	8.7%	2.9%	6.6%
	Count	5	6	3	39	25	78
	Expected Count	17.3	4.0	5.9	18.9	31.8	78.0
	% within Importance	6.4%	7.7%	3.8%	50.0%	32.1%	100.0%
Important	% within Satisfaction	5.3%	27.3%	9.4%	37.9%	14.5%	18.4%
	Count	19	14	19	46	133	231
	Expected Count	51.2	12.0	17.4	56.1	94.3	231.0
	% within Importance	8.2%	6.1%	8.2%	19.9%	57.6%	100.0%
	% within Satisfaction	20.2%	63.6%	59.4%	44.7%	76.9%	54.5%
Very Important	Count	94	22	32	103	173	424
	Expected Count	94.0	22.0	32.0	103.0	173.0	424.0
	% within Importance	22.2%	5.2%	7.5%	24.3%	40.8%	100.0%
	% within Satisfaction	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Count	94	22	32	103	173	424
	Expected Count	94.0	22.0	32.0	103.0	173.0	424.0
	% within Importance	22.2%	5.2%	7.5%	24.3%	40.8%	100.0%
	% within Satisfaction	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total	Count	94	22	32	103	173	424
	Expected Count	94.0	22.0	32.0	103.0	173.0	424.0
	% within Importance	22.2%	5.2%	7.5%	24.3%	40.8%	100.0%
	% within Satisfaction	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

18. The Library staff provides answers and assistance that are accurate and appropriate.

		Satisfaction					Total	
		Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied		
Importance	Not available or I don't use	Count	59	2	0	11	10	82
		Expected Count	19.1	3.3	4.3	21.1	34.2	82.0
		% within Importance	72.0%	2.4%	0.0%	13.4%	12.2%	100.0%
		% within Satisfaction	59.6%	11.8%	0.0%	10.1%	5.6%	19.3%
	Not at all important	Count	5	3	1	1	0	10
		Expected Count	2.3	0.4	0.5	2.6	4.2	10.0
		% within Importance	50.0%	30.0%	10.0%	10.0%	0.0%	100.0%
		% within Satisfaction	5.1%	17.6%	4.5%	0.9%	0.0%	2.4%
	Somewhat important	Count	5	0	6	12	3	26
		Expected Count	6.1	1.0	1.3	6.7	10.9	26.0
% within Importance		19.2%	0.0%	23.1%	46.2%	11.5%	100.0%	
% within Satisfaction		5.1%	0.0%	27.3%	11.0%	1.7%	6.1%	
Total	Important	Count	6	4	9	43	28	90
		Expected Count	21.0	3.6	4.7	23.1	37.6	90.0
		% within Importance	6.7%	4.4%	10.0%	47.8%	31.1%	100.0%
		% within Satisfaction	6.1%	23.5%	40.9%	39.4%	15.8%	21.2%
	Very Important	Count	24	8	6	42	136	216
		Expected Count	50.4	8.7	11.2	55.5	90.2	216.0
		% within Importance	11.1%	3.7%	2.8%	19.4%	63.0%	100.0%
		% within Satisfaction	24.2%	47.1%	27.3%	38.5%	76.8%	50.9%
		Count	99	17	22	109	177	424
		Expected Count	99.0	17.0	22.0	109.0	177.0	424.0
% within Importance		23.3%	4.0%	5.2%	25.7%	41.7%	100.0%	
% within Satisfaction		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	

19. The Library staff assists students in a timely manner.

		Satisfaction						Total
		Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied		
Importance	Not available or I don't use	Count	59	2	0	9	10	80
		Expected Count	20.2	3.0	5.1	20.2	31.5	80.0
		% within Importance	73.8%	2.5%	0.0%	11.3%	12.5%	100.0%
	Not at all important	% within Satisfaction	55.1%	12.5%	0.0%	8.4%	6.0%	18.9%
		Count	9	1	1	0	1	12
Expected Count		3.0	0.5	0.8	3.0	4.7	12.0	
Total	Somewhat important	% within Importance	75.0%	8.3%	8.3%	0.0%	8.3%	100.0%
		% within Satisfaction	8.4%	6.3%	3.7%	0.0%	0.6%	2.8%
		Count	8	2	8	12	2	32
	Important	Expected Count	8.1	1.2	2.0	8.1	12.6	32.0
		% within Importance	25.0%	6.3%	25.0%	37.5%	6.3%	100.0%
% within Satisfaction		7.5%	12.5%	29.6%	11.2%	1.2%	7.5%	
Very Important	Important	Count	6	3	7	45	27	88
		Expected Count	22.2	3.3	5.6	22.2	34.7	88.0
		% within Importance	6.8%	3.4%	8.0%	51.1%	30.7%	100.0%
	Very Important	% within Satisfaction	5.6%	18.8%	25.9%	42.1%	16.2%	20.8%
		Count	25	8	11	41	127	212
Expected Count		53.5	8.0	13.5	53.5	83.5	212.0	
Total	Very Important	% within Importance	11.8%	3.8%	5.2%	19.3%	59.9%	100.0%
		% within Satisfaction	23.4%	50.0%	40.7%	38.3%	76.0%	50.0%
		Count	107	16	27	107	167	424
	Total	Expected Count	107.0	16.0	27.0	107.0	167.0	424.0
		% within Importance	25.2%	3.8%	6.4%	25.2%	39.4%	100.0%
% within Satisfaction		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	

20. The Library staff treats students with courtesy and respect.

		Satisfaction					Total
		Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Importance	Not available or I don't use	Count Expected Count % within Importance % within Satisfaction	58 18.1 72.5% 60.4%	0 2.6 0.0% 0.0%	2 5.3 2.5% 7.1%	9 21.9 11.3% 7.8%	11 32.1 13.8% 6.5%
	Not at all important	Count Expected Count % within Importance % within Satisfaction	5 2.7 41.7% 5.2%	1 0.4 8.3% 7.1%	1 0.8 8.3% 3.6%	4 3.3 33.3% 3.4%	12 12.0 100.0% 2.8%
	Somewhat important	Count Expected Count % within Importance % within Satisfaction	6 6.3 21.4% 6.3%	1 0.9 3.6% 7.1%	6 1.8 21.4% 21.4%	13 7.7 46.4% 11.2%	28 28.0 100.0% 6.6%
	Important	Count Expected Count % within Importance % within Satisfaction	7 20.6 7.7% 7.3%	5 3.0 5.5% 35.7%	5 6.0 5.5% 17.9%	51 24.9 56.0% 44.0%	91 91.0 100.0% 21.5%
	Very Important	Count Expected Count % within Importance % within Satisfaction	20 48.2 9.4% 20.8%	7 7.0 3.3% 50.0%	14 14.1 6.6% 50.0%	39 58.3 18.3% 33.6%	213 213.0 100.0% 50.2%
Total		Count Expected Count % within Importance % within Satisfaction	96 96.0 22.6% 100.0%	14 14.0 3.3% 100.0%	28 28.0 6.6% 100.0%	116 116.0 27.4% 100.0%	424 424.0 100.0% 100.0%

21. The computer labs are available to students at convenient times.

		Satisfaction					Total
		Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Importance	Not available or I don't use	Count Expected Count % within Importance % within Satisfaction	26 7.9 42.6% 47.3%	0 5.6 0.0% 0.0%	5 6.9 8.2% 10.4%	17 17.3 27.9% 14.2%	13 23.3 21.3% 8.0% 61 61.0 100.0% 14.4%
	Not at all important	Count Expected Count % within Importance % within Satisfaction	5 1.4 45.5% 9.1%	1 1.0 9.1% 2.6%	1 1.2 9.1% 2.1%	3 3.1 27.3% 2.5%	11 4.2 9.1% 0.6% 11 11.0 100.0% 2.6%
	Somewhat important	Count Expected Count % within Importance % within Satisfaction	3 2.6 15.0% 5.5%	0 1.8 0.0% 0.0%	5 2.3 25.0% 10.4%	7 5.7 35.0% 5.8%	20 7.6 25.0% 3.1% 20 20.0 100.0% 4.7%
	Important	Count Expected Count % within Importance % within Satisfaction	5 11.3 5.7% 9.1%	6 8.0 6.9% 15.4%	14 9.8 16.1% 29.2%	42 24.6 48.3% 35.0%	87 33.2 23.0% 12.3% 87 87.0 100.0% 20.5%
	Very Important	Count Expected Count % within Importance % within Satisfaction	16 31.8 6.5% 29.1%	32 22.5 13.1% 82.1%	23 27.7 9.4% 47.9%	51 69.3 20.8% 42.5%	123 93.6 50.2% 75.9% 245 245.0 100.0% 57.8%
Total		Count Expected Count % within Importance % within Satisfaction	55 55.0 13.0% 100.0%	39 39.0 9.2% 100.0%	48 48.0 11.3% 100.0%	120 120.0 28.3% 100.0%	162 162.0 38.2% 100.0% 424 424.0 100.0% 100.0%

22. The number of stations in computer labs is adequate.

			Satisfaction					Total
			Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Importance	Not available or I don't use	Count	34	0	2	11	11	58
		Expected Count	9.4	7.7	10.1	14.5	16.3	58.0
		% within Importance	58.6%	0.0%	3.4%	19.0%	19.0%	100.0%
	Not at all important	% within Satisfaction	49.3%	0.0%	2.7%	10.4%	9.2%	13.7%
		Count	4	1	1	1	2	9
	Somewhat important	Expected Count	1.5	1.2	1.6	2.3	2.5	9.0
		% within Importance	44.4%	11.1%	11.1%	11.1%	22.2%	100.0%
		% within Satisfaction	5.8%	1.8%	1.4%	0.9%	1.7%	2.1%
	Important	Count	8	0	8	12	2	30
		Expected Count	4.9	4.0	5.2	7.5	8.4	30.0
Total	Very Important	% within Importance	26.7%	0.0%	26.7%	40.0%	6.7%	100.0%
		% within Satisfaction	11.6%	0.0%	10.8%	11.3%	1.7%	7.1%
		Count	6	10	14	42	15	87
	Very Important	Expected Count	14.2	11.5	15.2	21.8	24.4	87.0
		% within Importance	6.9%	11.5%	16.1%	48.3%	17.2%	100.0%
	Very Important	% within Satisfaction	8.7%	17.9%	18.9%	39.6%	12.6%	20.5%
		Count	17	45	49	40	89	240
		Expected Count	39.1	31.7	41.9	60.0	67.4	240.0
	Very Important	% within Importance	7.1%	18.8%	20.4%	16.7%	37.1%	100.0%
		% within Satisfaction	24.6%	80.4%	66.2%	37.7%	74.8%	56.6%
	Total	Count	69	56	74	106	119	424
		Expected Count	69.0	56.0	74.0	106.0	119.0	424.0
		% within Importance	16.3%	13.2%	17.5%	25.0%	28.1%	100.0%
	Total	% within Satisfaction	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

23. The hardware and software in the computer labs is adequate for my needs.

		Satisfaction					Total
		Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Importance	Not available or I don't use	Count Expected Count % within Importance % within Satisfaction	2 11.0 3.2% 2.7%	5 6.9 8.1% 10.6%	10 15.4 16.1% 9.5%	10 17.8 16.1% 8.2%	62 62.0 100.0% 14.6%
	Not at all important	Count Expected Count % within Importance % within Satisfaction	2 1.6 22.2% 2.7%	0 1.0 0.0% 0.0%	0 2.2 0.0% 0.0%	2 2.6 22.2% 1.6%	9 9.0 100.0% 2.1%
	Somewhat important	Count Expected Count % within Importance % within Satisfaction	1 4.4 4.0% 1.3%	7 2.8 28.0% 14.9%	8 6.2 32.0% 7.6%	3 7.2 12.0% 2.5%	25 25.0 100.0% 5.9%
	Important	Count Expected Count % within Importance % within Satisfaction	8 13.4 10.5% 10.7%	6 8.4 7.9% 12.8%	37 18.8 48.7% 35.2%	16 21.9 21.1% 13.1%	76 76.0 100.0% 17.9%
	Very Important	Count Expected Count % within Importance % within Satisfaction	62 44.6 24.6% 82.7%	29 27.9 11.5% 61.7%	50 62.4 19.8% 47.6%	91 72.5 36.1% 74.6%	252 252.0 100.0% 59.4%
Total		Count Expected Count % within Importance % within Satisfaction	75 75.0 17.7% 100.0%	47 47.0 11.1% 100.0%	105 105.0 24.8% 100.0%	122 122.0 28.8% 100.0%	424 424.0 100.0% 100.0%

24. The computer lab staff treats students with courtesy and respect.

		Satisfaction					Total
		Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Importance	Not available or I don't use	Count Expected Count % within Importance % within Satisfaction	1 4.2 1.5% 3.8%	1 4.2 1.5% 3.8%	11 21.2 16.2% 8.3%	10 23.6 14.7% 6.8%	68 68.0 100.0% 16.0%
	Not at all important	Count Expected Count % within Importance % within Satisfaction	2 0.7 16.7% 7.7%	2 0.7 16.7% 7.7%	1 3.7 8.3% 0.8%	0 4.2 0.0% 0.0%	12 12.0 100.0% 2.8%
	Somewhat important	Count Expected Count % within Importance % within Satisfaction	0 1.5 0.0% 0.0%	4 1.5 16.0% 15.4%	10 7.8 40.0% 7.6%	5 8.7 20.0% 3.4%	25 25.0 100.0% 5.9%
	Important	Count Expected Count % within Importance % within Satisfaction	3 5.7 3.2% 11.5%	10 5.7 10.8% 38.5%	51 29.0 54.8% 38.6%	19 32.2 20.4% 12.9%	93 93.0 100.0% 21.9%
	Very Important	Count Expected Count % within Importance % within Satisfaction	20 13.9 8.8% 76.9%	9 13.9 4.0% 34.6%	59 70.4 26.1% 44.7%	113 78.4 50.0% 76.9%	226 226.0 100.0% 53.3%
Total		Count Expected Count % within Importance % within Satisfaction	26 26.0 6.1% 100.0%	26 26.0 6.1% 100.0%	132 132.0 31.1% 100.0%	147 147.0 34.7% 100.0%	424 424.0 100.0% 100.0%

25. The Testing Center is open at convenient times.

		Satisfaction						
		Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	Total	
Importance	Not available or I don't use	Count Expected Count % within Importance % within Satisfaction	1 4.8 0.9% 5.3%	1 8.9 0.9% 2.9%	8 24.2 7.4% 8.4%	10 31.3 9.3% 8.1%	108 108.0 100.0% 25.5%	
	Not at all important	Count Expected Count % within Importance % within Satisfaction	2 0.6 14.3% 10.5%	3 1.2 21.4% 8.6%	1 3.1 7.1% 1.1%	2 4.1 14.3% 1.6%	14 14.0 100.0% 3.3%	
	Somewhat important	Count Expected Count % within Importance % within Satisfaction	0 1.2 0.0% 0.0%	4 2.1 15.4% 11.4%	9 5.8 34.6% 9.5%	2 7.5 7.7% 1.6%	26 26.0 100.0% 6.1%	
	Important	Count Expected Count % within Importance % within Satisfaction	4 3.1 5.8% 21.1%	5 5.7 7.2% 14.3%	36 15.5 52.2% 37.9%	15 20.0 21.7% 12.2%	69 69.0 100.0% 16.3%	
	Very Important	Count Expected Count % within Importance % within Satisfaction	12 9.3 5.8% 63.2%	22 17.1 10.6% 62.9%	41 46.4 19.8% 43.2%	94 60.0 45.4% 76.4%	207 207.0 100.0% 48.8%	
Total		Count Expected Count % within Importance % within Satisfaction	19 19.0 4.5% 100.0%	35 35.0 8.3% 100.0%	95 95.0 22.4% 100.0%	123 123.0 29.0% 100.0%	424 424.0 100.0% 100.0%	

26. The atmosphere in the Testing Center is helpful for students who are taking tests.

		Satisfied					Total
		Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Not available or I don't use	Count Expected Count % within Important % within Satisfied	3 5.4 2.7% 14.3%	3 7.8 2.7% 10.0%	11 27.0 10.0% 10.6%	10 31.7 9.1% 8.2%	110 110.0 100.0% 25.9%
	Not at all important	Count Expected Count % within Important % within Satisfied	2 0.5 18.2% 9.5%	0 0.8 0.0% 0.0%	2 2.7 18.2% 1.9%	1 3.2 9.1% 0.8%	11 11.0 100.0% 2.6%
	Somewhat important	Count Expected Count % within Important % within Satisfied	8 1.1 0.0% 0.0%	4 1.6 17.4% 13.3%	10 5.6 43.5% 9.6%	1 6.6 4.3% 0.8%	23 23.0 100.0% 5.4%
	Important	Count Expected Count % within Important % within Satisfied	3 3.6 4.1% 14.3%	8 5.2 11.0% 26.7%	38 17.9 52.1% 36.5%	14 21.0 19.2% 11.5%	73 73.0 100.0% 17.2%
Very important	Very important	Count Expected Count % within Important % within Satisfied	13 10.3 6.3% 61.9%	15 14.6 7.2% 50.0%	43 50.8 20.8% 41.3%	96 59.6 46.4% 78.7%	207 207.0 100.0% 48.8%
	Total	Count Expected Count % within Important % within Satisfied	21 21.0 5.0% 100.0%	30 30.0 7.1% 100.0%	104 104.0 24.5% 100.0%	122 122.0 28.8% 100.0%	424 424.0 100.0% 100.0%

Cross-tabulations of multiple-choice survey items: *Student Services*

27. The Student Health Center is available to students at convenient times.

Important	Not available or I don't use	Count	Not available or I don't use	Satisfied				Total
				Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Not at all important	Count	133	1	6	7	11	158
		Expected Count	73.4	3.0	10.1	30.2	41.4	158.0
		% within Important	84.2%	0.6%	3.8%	4.4%	7.0%	100.0%
		% within Satisfied	67.5%	12.5%	22.2%	8.6%	9.9%	37.3%
	Somewhat important	Count	9	0	1	0	1	11
		Expected Count	5.1	0.2	0.7	2.1	2.9	11.0
		% within Important	81.8%	0.0%	9.1%	0.0%	9.1%	100.0%
		% within Satisfied	4.6%	0.0%	3.7%	0.0%	0.9%	2.6%
	Important	Count	6	0	3	9	6	24
		Expected Count	11.2	0.5	1.5	4.6	6.3	24.0
		% within Important	25.0%	0.0%	12.5%	37.5%	25.0%	100.0%
		% within Satisfied	3.0%	0.0%	11.1%	11.1%	5.4%	5.7%
Total	Very important	Count	17	1	7	39	18	82
		Expected Count	38.1	1.5	5.2	15.7	21.5	82.0
		% within Important	20.7%	1.2%	8.5%	47.6%	22.0%	100.0%
		% within Satisfied	8.6%	12.5%	25.9%	48.1%	16.2%	19.3%
	Somewhat important	Count	32	6	10	26	75	149
		Expected Count	69.2	2.8	9.5	28.5	39.0	149.0
		% within Important	21.5%	4.0%	6.7%	17.4%	50.3%	100.0%
		% within Satisfied	16.2%	75.0%	37.0%	32.1%	67.6%	35.1%
	Not at all important	Count	197	8	27	81	111	424
		Expected Count	197.0	8.0	27.0	81.0	111.0	424.0
		% within Important	46.5%	1.9%	6.4%	19.1%	26.2%	100.0%
		% within Satisfied	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

28. The Student Health Center provides answers and assistance that are accurate and appropriate.

		Satisfied					Total
		Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Not available or I don't use	Count Expected Count % within Important % within Satisfied	3 6.2 1.9% 17.6%	3 5.8 1.9% 18.8%	9 31.8 5.8% 10.3%	9 41.3 5.8% 8.0%	155 155.0 100.0% 36.6%
	Not at all important	Count Expected Count % within Important % within Satisfied	2 0.5 16.7% 11.8%	0 0.5 0.0% 0.0%	2 2.5 16.7% 2.3%	1 3.2 8.3% 0.9%	12 12.0 100.0% 2.8%
	Somewhat important	Count Expected Count % within Important % within Satisfied	2 1.0 8.0% 11.8%	2 0.9 8.0% 12.5%	11 5.1 44.0% 12.6%	5 6.7 20.0% 4.4%	25 25.0 100.0% 5.9%
	Important	Count Expected Count % within Important % within Satisfied	1 3.1 1.3% 5.9%	5 2.9 6.4% 31.3%	37 16.0 47.4% 42.5%	18 20.8 23.1% 15.9%	78 78.0 100.0% 18.4%
Total	Very important	Count Expected Count % within Important % within Satisfied	9 6.2 5.8% 52.9%	6 5.8 3.9% 37.5%	28 31.6 18.2% 32.2%	80 41.0 51.9% 70.8%	154 154.0 100.0% 36.3%
		Count Expected Count % within Important % within Satisfied	17 17.0 4.0% 100.0%	16 16.0 3.8% 100.0%	87 87.0 20.5% 100.0%	113 113.0 26.7% 100.0%	424 424.0 100.0% 100.0%

29. The Student Health Center assists students in a timely manner.

		Satisfied					Total
		Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Count	134	5	2	7	10	158
	Expected Count	73.4	5.2	6.7	29.4	43.2	158.0
	% within Important	84.8%	3.2%	1.3%	4.4%	6.3%	100.0%
	% within Satisfied	68.0%	35.7%	11.1%	8.9%	8.6%	37.3%
Not at all important	Count	6	1	0	0	2	9
	Expected Count	4.2	0.3	0.4	1.7	2.5	9.0
	% within Important	66.7%	11.1%	0.0%	0.0%	22.2%	100.0%
	% within Satisfied	3.0%	7.1%	0.0%	0.0%	1.7%	2.1%
Somewhat important	Count	5	2	5	11	6	29
	Expected Count	13.5	1.0	1.2	5.4	7.9	29.0
	% within Important	17.2%	6.9%	17.2%	37.9%	20.7%	100.0%
	% within Satisfied	2.5%	14.3%	27.8%	13.9%	5.2%	6.8%
Important	Count	19	1	6	34	16	76
	Expected Count	35.3	2.5	3.2	14.2	20.8	76.0
	% within Important	25.0%	1.3%	7.9%	44.7%	21.1%	100.0%
	% within Satisfied	9.6%	7.1%	33.3%	43.0%	13.8%	17.9%
Very important	Count	33	5	5	27	82	152
	Expected Count	70.6	5.0	6.5	28.3	41.6	152.0
	% within Important	21.7%	3.3%	3.3%	17.8%	53.9%	100.0%
	% within Satisfied	16.8%	35.7%	27.8%	34.2%	70.7%	35.8%
Total	Count	197	14	18	79	116	424
	Expected Count	197.0	14.0	18.0	79.0	116.0	424.0
	% within Important	46.5%	3.3%	4.2%	18.6%	27.4%	100.0%
	% within Satisfied	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

30. The Student Health Center staff demonstrates care and concern for students.

		Satisfied					Total
		Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Count	134	1	4	9	8	156
	Expected Count	71.7	2.6	6.6	32.4	42.7	156.0
	% within Important	85.9%	0.6%	2.6%	5.8%	5.1%	100.0%
	% within Satisfied	68.7%	14.3%	22.2%	10.2%	6.9%	36.8%
Not at all important	Count	8	0	0	3	1	12
	Expected Count	5.5	0.2	0.5	2.5	3.3	12.0
	% within Important	66.7%	0.0%	0.0%	25.0%	8.3%	100.0%
	% within Satisfied	4.1%	0.0%	0.0%	3.4%	0.9%	2.8%
Somewhat important	Count	4	0	4	11	6	25
	Expected Count	11.5	0.4	1.1	5.2	6.8	25.0
	% within Important	16.0%	0.0%	16.0%	44.0%	24.0%	100.0%
	% within Satisfied	2.1%	0.0%	22.2%	12.5%	5.2%	5.9%
Important	Count	15	2	4	36	15	72
	Expected Count	33.1	1.2	3.1	14.9	19.7	72.0
	% within Important	20.8%	2.8%	5.6%	50.0%	20.8%	100.0%
	% within Satisfied	7.7%	28.6%	22.2%	40.9%	12.9%	17.0%
Very important	Count	34	4	6	29	86	159
	Expected Count	73.1	2.6	6.8	33.0	43.5	159.0
	% within Important	21.4%	2.5%	3.8%	18.2%	54.1%	100.0%
	% within Satisfied	17.4%	57.1%	33.3%	33.0%	74.1%	37.5%
Total	Count	195	7	18	88	116	424
	Expected Count	195.0	7.0	18.0	88.0	116.0	424.0
	% within Important	46.0%	1.7%	4.2%	20.8%	27.4%	100.0%
	% within Satisfied	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

31. The Career Services Office is available to students at convenient times.

		Satisfied					Total
		Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Count	150	1	4	7	13	175
	Expected Count	94.9	3.7	8.7	29.3	38.4	175.0
	% within Important	85.7%	0.6%	2.3%	4.0%	7.4%	100.0%
	% within Satisfied	65.2%	11.1%	19.0%	9.9%	14.0%	41.3%
Not at all important	Count	8	0	0	1	0	9
	Expected Count	4.9	0.2	0.4	1.5	2.0	9.0
	% within Important	88.9%	0.0%	0.0%	11.1%	0.0%	100.0%
	% within Satisfied	3.5%	0.0%	0.0%	1.4%	0.0%	2.1%
Somewhat important	Count	6	1	5	14	5	31
	Expected Count	16.8	0.7	1.5	5.2	6.8	31.0
	% within Important	19.4%	3.2%	16.1%	45.2%	16.1%	100.0%
	% within Satisfied	2.6%	11.1%	23.8%	19.7%	5.4%	7.3%
Important	Count	26	1	4	32	14	77
	Expected Count	41.8	1.6	3.8	12.9	16.9	77.0
	% within Important	33.8%	1.3%	5.2%	41.6%	18.2%	100.0%
	% within Satisfied	11.3%	11.1%	19.0%	45.1%	15.1%	18.2%
Very important	Count	40	6	8	17	61	132
	Expected Count	71.6	2.8	6.5	22.1	29.0	132.0
	% within Important	30.3%	4.5%	6.1%	12.9%	46.2%	100.0%
	% within Satisfied	17.4%	66.7%	38.1%	23.9%	65.6%	31.1%
Total	Count	230	9	21	71	93	424
	Expected Count	230.0	9.0	21.0	71.0	93.0	424.0
	% within Important	54.2%	2.1%	5.0%	16.7%	21.9%	100.0%
	% within Satisfied	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

32. The Career Services Office provides answers and assistance that are accurate and appropriate.

		Satisfied					Total
		Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Count	154	0	2	7	11	174
	Expected Count	97.3	2.9	7.0	30.0	36.9	174.0
	% within Important	88.5%	0.0%	1.1%	4.0%	6.3%	100.0%
	% within Satisfied	65.0%	0.0%	11.8%	9.6%	12.2%	41.0%
Not at all important	Count	11	0	1	1	0	13
	Expected Count	7.3	0.2	0.5	2.2	2.8	13.0
	% within Important	84.6%	0.0%	7.7%	7.7%	0.0%	100.0%
	% within Satisfied	4.6%	0.0%	5.9%	1.4%	0.0%	3.1%
Somewhat important	Count	8	1	9	11	5	34
	Expected Count	19.0	0.6	1.4	5.9	7.2	34.0
	% within Important	23.5%	2.9%	26.5%	32.4%	14.7%	100.0%
	% within Satisfied	3.4%	14.3%	52.9%	15.1%	5.6%	8.0%
Important	Count	24	1	1	37	12	75
	Expected Count	41.9	1.2	3.0	12.9	15.9	75.0
	% within Important	32.0%	1.3%	1.3%	49.3%	16.0%	100.0%
	% within Satisfied	10.1%	14.3%	5.9%	50.7%	13.3%	17.7%
Very important	Count	40	5	4	17	62	128
	Expected Count	71.5	2.1	5.1	22.0	27.2	128.0
	% within Important	31.3%	3.9%	3.1%	13.3%	48.4%	100.0%
	% within Satisfied	16.9%	71.4%	23.5%	23.3%	68.9%	30.2%
Total	Count	237	7	17	73	90	424
	Expected Count	237.0	7.0	17.0	73.0	90.0	424.0
	% within Important	55.9%	1.7%	4.0%	17.2%	21.2%	100.0%
	% within Satisfied	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

33. The Career Services Office assists students in a timely manner.

		Satisfied					Total
		Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Count	151	0	5	8	11	175
	Expected Count	96.2	3.3	7.8	31.8	35.9	175.0
	% within Important	86.3%	0.0%	2.9%	4.6%	6.3%	100.0%
	% within Satisfied	64.8%	0.0%	26.3%	10.4%	12.6%	41.3%
Not at all important	Count	9	0	1	1	0	11
	Expected Count	6.0	0.2	0.5	2.0	2.3	11.0
	% within Important	81.8%	0.0%	9.1%	9.1%	0.0%	100.0%
	% within Satisfied	3.9%	0.0%	5.3%	1.3%	0.0%	2.6%
Somewhat important	Count	6	1	7	12	5	31
	Expected Count	17.0	0.6	1.4	5.6	6.4	31.0
	% within Important	19.4%	3.2%	22.6%	38.7%	16.1%	100.0%
	% within Satisfied	2.6%	12.5%	36.8%	15.6%	5.7%	7.3%
Important	Count	28	4	1	35	10	78
	Expected Count	42.9	1.5	3.5	14.2	16.0	78.0
	% within Important	35.9%	5.1%	1.3%	44.9%	12.8%	100.0%
	% within Satisfied	12.0%	50.0%	5.3%	45.5%	11.5%	18.4%
Very important	Count	39	3	5	21	61	129
	Expected Count	70.9	2.4	5.8	23.4	26.5	129.0
	% within Important	30.2%	2.3%	3.9%	16.3%	47.3%	100.0%
	% within Satisfied	16.7%	37.5%	26.3%	27.3%	70.1%	30.4%
Total	Count	233	8	19	77	87	424
	Expected Count	233.0	8.0	19.0	77.0	87.0	424.0
	% within Important	55.0%	1.9%	4.5%	18.2%	20.5%	100.0%
	% within Satisfied	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

34. The Career Services Office treats students with courtesy and respect.

		Satisfied					Total
		Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Count	153	1	3	9	11	177
	Expected Count	97.7	2.1	9.2	29.6	38.4	177.0
	% within Important	86.4%	0.6%	1.7%	5.1%	6.2%	100.0%
	% within Satisfied	65.4%	20.0%	13.6%	12.7%	12.0%	41.7%
Not at all important	Count	8	0	1	1	0	10
	Expected Count	5.5	0.1	0.5	1.7	2.2	10.0
	% within Important	80.0%	0.0%	10.0%	10.0%	0.0%	100.0%
	% within Satisfied	3.4%	0.0%	4.5%	1.4%	0.0%	2.4%
Somewhat important	Count	6	1	6	10	5	28
	Expected Count	15.5	0.3	1.5	4.7	6.1	28.0
	% within Important	21.4%	3.6%	21.4%	35.7%	17.9%	100.0%
	% within Satisfied	2.6%	20.0%	27.3%	14.1%	5.4%	6.6%
Important	Count	24	1	7	31	14	77
	Expected Count	42.5	0.9	4.0	12.9	16.7	77.0
	% within Important	31.2%	1.3%	9.1%	40.3%	18.2%	100.0%
	% within Satisfied	10.3%	20.0%	31.8%	43.7%	15.2%	18.2%
Very important	Count	43	2	5	20	62	132
	Expected Count	72.8	1.6	6.8	22.1	28.6	132.0
	% within Important	32.6%	1.5%	3.8%	15.2%	47.0%	100.0%
	% within Satisfied	18.4%	40.0%	22.7%	28.2%	67.4%	31.1%
Total	Count	234	5	22	71	92	424
	Expected Count	234.0	5.0	22.0	71.0	92.0	424.0
	% within Important	55.2%	1.2%	5.2%	16.7%	21.7%	100.0%
	% within Satisfied	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

35. The Student Disability Services Office is available to students at convenient times.

		Satisfied					Total
		Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Count	164	2	5	7	9	187
	Expected Count	110.3	4.4	7.9	26.5	37.9	187.0
	% within Important	87.7%	1.1%	2.7%	3.7%	4.8%	100.0%
	% within Satisfied	65.6%	20.0%	27.8%	11.7%	10.5%	44.1%
Not at all important	Count	10	0	0	1	0	11
	Expected Count	6.5	0.3	0.5	1.6	2.2	11.0
	% within Important	90.9%	0.0%	0.0%	9.1%	0.0%	100.0%
	% within Satisfied	4.0%	0.0%	0.0%	1.7%	0.0%	2.6%
Somewhat important	Count	5	1	6	10	6	28
	Expected Count	16.5	0.7	1.2	4.0	5.7	28.0
	% within Important	17.9%	3.6%	21.4%	35.7%	21.4%	100.0%
	% within Satisfied	2.0%	10.0%	33.3%	16.7%	7.0%	6.6%
Important	Count	20	1	1	28	15	65
	Expected Count	38.3	1.5	2.8	9.2	13.2	65.0
	% within Important	30.8%	1.5%	1.5%	43.1%	23.1%	100.0%
	% within Satisfied	8.0%	10.0%	5.6%	46.7%	17.4%	15.3%
Very important	Count	51	6	6	14	56	133
	Expected Count	78.4	3.1	5.6	18.8	27.0	133.0
	% within Important	38.3%	4.5%	4.5%	10.5%	42.1%	100.0%
	% within Satisfied	20.4%	60.0%	33.3%	23.3%	65.1%	31.4%
Total	Count	250	10	18	60	86	424
	Expected Count	250.0	10.0	18.0	60.0	86.0	424.0
	% within Important	59.0%	2.4%	4.2%	14.2%	20.3%	100.0%
	% within Satisfied	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

36. The Student Disability Services Office provides answers and assistance that are accurate and appropriate.

		Satisfied					Total
		Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Not available or I don't use	Count Expected Count % within Important % within Satisfied	1 4.0 0.5% 11.1%	4 5.3 2.1% 33.3%	11 32.2 5.9% 15.1%	10 37.5 5.3% 11.8%	187 187.0 100.0% 44.1%
	Not at all important	Count Expected Count % within Important % within Satisfied	1 0.2 9.1% 11.1%	0 0.3 0.0% 0.0%	2 1.9 18.2% 2.7%	0 2.2 0.0% 0.0%	11 11.0 100.0% 2.6%
	Somewhat important	Count Expected Count % within Important % within Satisfied	2 0.6 6.9% 22.2%	6 0.8 20.7% 50.0%	10 5.0 34.5% 13.7%	6 5.8 20.7% 7.1%	29 29.0 100.0% 6.8%
	Important	Count Expected Count % within Important % within Satisfied	2 1.4 3.0% 22.2%	1 1.9 1.5% 8.3%	28 11.5 41.8% 38.4%	14 13.4 20.9% 16.5%	67 67.0 100.0% 15.8%
Total	Very important	Count Expected Count % within Important % within Satisfied	3 2.8 2.3% 33.3%	1 3.7 0.8% 8.3%	22 22.4 16.9% 30.1%	55 26.1 42.3% 64.7%	130 130.0 100.0% 30.7%
		Count Expected Count % within Important % within Satisfied	9 9.0 2.1% 100.0%	12 12.0 2.8% 100.0%	73 73.0 17.2% 100.0%	85 85.0 20.0% 100.0%	424 424.0 100.0% 100.0%

37. The Student Disability Services Office assists students in a timely manner.

		Satisfied					Total
		Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Count	163	1	6	7	10	187
	Expected Count	110.7	4.0	6.6	27.8	37.9	187.0
	% within Important	87.2%	0.5%	3.2%	3.7%	5.3%	100.0%
	% within Satisfied	64.9%	11.1%	40.0%	11.1%	11.6%	44.1%
Not at all important	Count	8	0	0	0	0	8
	Expected Count	4.7	0.2	0.3	1.2	1.6	8.0
	% within Important	100.0%	0.0%	0.0%	0.0%	0.0%	100.0%
	% within Satisfied	3.2%	0.0%	0.0%	0.0%	0.0%	1.9%
Somewhat important	Count	8	1	5	9	8	31
	Expected Count	18.4	0.7	1.1	4.6	6.3	31.0
	% within Important	25.8%	3.2%	16.1%	29.0%	25.8%	100.0%
	% within Satisfied	3.2%	11.1%	33.3%	14.3%	9.3%	7.3%
Important	Count	22	1	3	30	12	68
	Expected Count	40.3	1.4	2.4	10.1	13.8	68.0
	% within Important	32.4%	1.5%	4.4%	44.1%	17.6%	100.0%
	% within Satisfied	8.8%	11.1%	20.0%	47.6%	14.0%	16.0%
Very important	Count	50	6	1	17	56	130
	Expected Count	77.0	2.8	4.6	19.3	26.4	130.0
	% within Important	38.5%	4.6%	0.8%	13.1%	43.1%	100.0%
	% within Satisfied	19.9%	66.7%	6.7%	27.0%	65.1%	30.7%
Total	Count	251	9	15	63	86	424
	Expected Count	251.0	9.0	15.0	63.0	86.0	424.0
	% within Important	59.2%	2.1%	3.5%	14.9%	20.3%	100.0%
	% within Satisfied	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

38. The Student Disability Services Office staff treats students with courtesy and respect.

		Not available or I don't use	Very dissatisfied	Satisfied			Total
				Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Not available or I don't use	Count Expected Count % within Important % within Satisfied	2 3.5 1.1% 25.0%	5 6.2 2.7% 35.7%	10 30.4 5.3% 14.5%	8 37.0 4.3% 9.5%	187 187.0 100.0% 44.1%
	Not at all important	Count Expected Count % within Important % within Satisfied	0 0.2 0.0% 0.0%	0 0.3 0.0% 0.0%	1 1.5 11.1% 1.4%	0 1.8 0.0% 0.0%	9 9.0 100.0% 2.1%
	Somewhat important	Count Expected Count % within Important % within Satisfied	0 0.6 0.0% 0.0%	6 1.0 19.4% 42.9%	11 5.0 35.5% 15.9%	8 6.1 25.8% 9.5%	31 31.0 100.0% 7.3%
	Important	Count Expected Count % within Important % within Satisfied	1 1.2 1.5% 12.5%	3 2.1 4.6% 21.4%	26 10.6 40.0% 37.7%	12 12.9 18.5% 14.3%	65 65.0 100.0% 15.3%
Total	Very important	Count Expected Count % within Important % within Satisfied	5 2.5 3.8% 62.5%	0 4.4 0.0% 0.0%	21 21.5 15.9% 30.4%	56 26.2 42.4% 66.7%	132 132.0 100.0% 31.1%
		Count Expected Count % within Important % within Satisfied	8 8.0 1.9% 100.0%	14 14.0 3.3% 100.0%	69 69.0 16.3% 100.0%	84 84.0 19.8% 100.0%	424 424.0 100.0% 100.0%

39. The Wellness Center is available to students at convenient times.

		Satisfied					Total
		Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Count	141	1	2	15	9	168
	Expected Count	83.6	7.1	5.9	34.1	37.2	168.0
	% within Important	83.9%	0.6%	1.2%	8.9%	5.4%	100.0%
	% within Satisfied	66.8%	5.6%	13.3%	17.4%	9.6%	39.6%
Not at all important	Count	4	2	0	1	2	9
	Expected Count	4.5	0.4	0.3	1.8	2.0	9.0
	% within Important	44.4%	22.2%	0.0%	11.1%	22.2%	100.0%
	% within Satisfied	1.9%	11.1%	0.0%	1.2%	2.1%	2.1%
Somewhat important	Count	6	1	6	12	5	30
	Expected Count	14.9	1.3	1.1	6.1	6.7	30.0
	% within Important	20.0%	3.3%	20.0%	40.0%	16.7%	100.0%
	% within Satisfied	2.8%	5.6%	40.0%	14.0%	5.3%	7.1%
Important	Count	23	5	3	35	14	80
	Expected Count	39.8	3.4	2.8	16.2	17.7	80.0
	% within Important	28.8%	6.3%	3.8%	43.8%	17.5%	100.0%
	% within Satisfied	10.9%	27.8%	20.0%	40.7%	14.9%	18.9%
Very important	Count	37	9	4	23	64	137
	Expected Count	68.2	5.8	4.8	27.8	30.4	137.0
	% within Important	27.0%	6.6%	2.9%	16.8%	46.7%	100.0%
	% within Satisfied	17.5%	50.0%	26.7%	26.7%	68.1%	32.3%
Total	Count	211	18	15	86	94	424
	Expected Count	211.0	18.0	15.0	86.0	94.0	424.0
	% within Important	49.8%	4.2%	3.5%	20.3%	22.2%	100.0%
	% within Satisfied	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

40. The Wellness Center has adequate equipment, programs and resources.

		Satisfied					Total
		Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Not available or I don't use	Count Expected Count % within Important % within Satisfied	1 6.4 0.6% 6.3%	2 7.6 1.2% 10.5%	12 32.7 7.1% 14.6%	9 37.9 5.3% 9.5%	169 169.0 100.0% 39.9%
	Not at all important	Count Expected Count % within Important % within Satisfied	3 0.4 30.0% 18.8%	1 0.4 10.0% 5.3%	0 1.9 0.0% 0.0%	2 2.2 20.0% 2.1%	10 10.0 100.0% 2.4%
	Somewhat important	Count Expected Count % within Important % within Satisfied	1 1.2 3.2% 6.3%	7 1.4 22.6% 36.8%	13 6.0 41.9% 15.9%	5 6.9 16.1% 5.3%	31 31.0 100.0% 7.3%
	Important	Count Expected Count % within Important % within Satisfied	3 3.1 3.7% 18.8%	4 3.7 4.9% 21.1%	37 15.9 45.1% 45.1%	15 18.4 18.3% 15.8%	82 82.0 100.0% 19.3%
Very important	Count Expected Count % within Important % within Satisfied	Count Expected Count % within Important % within Satisfied	8 5.0 6.1% 50.0%	5 5.9 3.8% 26.3%	20 25.5 15.2% 24.4%	64 29.6 48.5% 67.4%	132 132.0 100.0% 31.1%
	Count Expected Count % within Important % within Satisfied	Count Expected Count % within Important % within Satisfied	16 16.0 3.8% 100.0%	19 19.0 4.5% 100.0%	82 82.0 19.3% 100.0%	95 95.0 22.4% 100.0%	424 424.0 100.0% 100.0%
	Count Expected Count % within Important % within Satisfied	Count Expected Count % within Important % within Satisfied	16 16.0 3.8% 100.0%	19 19.0 4.5% 100.0%	82 82.0 19.3% 100.0%	95 95.0 22.4% 100.0%	424 424.0 100.0% 100.0%
	Count Expected Count % within Important % within Satisfied	Count Expected Count % within Important % within Satisfied	16 16.0 3.8% 100.0%	19 19.0 4.5% 100.0%	82 82.0 19.3% 100.0%	95 95.0 22.4% 100.0%	424 424.0 100.0% 100.0%
Total							

41. The Wellness Center staff demonstrates care and concern for students.

		Satisfied					Total
		Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Not available or I don't use	Count Expected Count % within Important % within Satisfied	1 6.3 0.6 6.3%	2 5.2 1.2 15.4%	9 31.3 5.4 11.4%	8 37.6 4.8 8.4%	168 168.0 100.0 39.6%
	Not at all important	Count Expected Count % within Important % within Satisfied	1 0.3 14.3 6.3%	1 0.2 14.3 7.7%	0 1.3 0.0 0.0%	1 1.6 14.3 1.1%	7 7.0 100.0 1.7%
	Somewhat important	Count Expected Count % within Important % within Satisfied	4 1.4 10.5 25.0%	7 1.2 18.4 53.8%	14 7.1 36.8 17.7%	5 8.5 13.2 5.3%	38 38.0 100.0 9.0%
	Important	Count Expected Count % within Important % within Satisfied	2 2.9 2.6 12.5%	2 2.4 2.6 15.4%	33 14.5 42.3 41.8%	17 17.5 21.8 17.9%	78 78.0 100.0 18.4%
Total	Very important	Count Expected Count % within Important % within Satisfied	8 5.0 6.0 50.0%	1 4.1 0.8 7.7%	23 24.8 17.3 29.1%	64 29.8 48.1 67.4%	133 133.0 100.0 31.4%
		Count Expected Count % within Important % within Satisfied	16 16.0 3.8 100.0%	13 13.0 3.1 100.0%	79 79.0 18.6 100.0%	95 95.0 22.4 100.0%	424 424.0 100.0 100.0%

42. The Computing Services Helpdesk is available to students at convenient times.

		Satisfied					Total
		Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Count	148	1	1	9	11	170
	Expected Count	88.2	6.0	6.0	32.9	36.9	170.0
	% within Important	87.1%	0.6%	0.6%	5.3%	6.5%	100.0%
	% within Satisfied	67.3%	6.7%	6.7%	11.0%	12.0%	40.1%
Not at all important	Count	6	1	0	2	0	9
	Expected Count	4.7	0.3	0.3	1.7	2.0	9.0
	% within Important	66.7%	11.1%	0.0%	22.2%	0.0%	100.0%
	% within Satisfied	2.7%	6.7%	0.0%	2.4%	0.0%	2.1%
Somewhat important	Count	13	1	6	9	5	34
	Expected Count	17.6	1.2	1.2	6.6	7.4	34.0
	% within Important	38.2%	2.9%	17.6%	26.5%	14.7%	100.0%
	% within Satisfied	5.9%	6.7%	40.0%	11.0%	5.4%	8.0%
Important	Count	15	4	4	35	14	72
	Expected Count	37.4	2.5	2.5	13.9	15.6	72.0
	% within Important	20.8%	5.6%	5.6%	48.6%	19.4%	100.0%
	% within Satisfied	6.8%	26.7%	26.7%	42.7%	15.2%	17.0%
Very important	Count	38	8	4	27	62	139
	Expected Count	72.1	4.9	4.9	26.9	30.2	139.0
	% within Important	27.3%	5.8%	2.9%	19.4%	44.6%	100.0%
	% within Satisfied	17.3%	53.3%	26.7%	32.9%	67.4%	32.8%
Total	Count	220	15	15	82	92	424
	Expected Count	220.0	15.0	15.0	82.0	92.0	424.0
	% within Important	51.9%	3.5%	3.5%	19.3%	21.7%	100.0%
	% within Satisfied	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

43. The Computing Services Helpdesk provides answers and assistance that are accurate and appropriate.

		Satisfied					Total
		Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Not available or I don't use	Count Expected Count % within Important % within Satisfied	1 5.2 0.6 7.7%	2 8.0 1.2 10.0%	5 28.7 3.0 6.9%	12 38.3 7.1 12.5%	169 169.0 100.0 39.9%
	Not at all important	Count Expected Count % within Important % within Satisfied	0 0.3 0.0 0.0%	0 0.5 0.0 0.0%	2 1.7 20.0 2.8%	0 2.3 0.0 0.0%	10 10.0 100.0 2.4%
	Somewhat important	Count Expected Count % within Important % within Satisfied	1 0.9 3.3 7.7%	8 1.4 26.7 40.0%	8 5.1 26.7 11.1%	7 6.8 23.3 7.3%	30 30.0 100.0 7.1%
	Important	Count Expected Count % within Important % within Satisfied	2 2.2 2.7 15.4%	5 3.4 6.8 25.0%	31 12.4 42.5 43.1%	16 16.5 21.9 16.7%	73 73.0 100.0 17.2%
Total	Very important	Count Expected Count % within Important % within Satisfied	9 4.4 6.3 69.2%	5 6.7 3.5 25.0%	26 24.1 18.3 36.1%	61 32.2 43.0 63.5%	142 142.0 100.0 33.5%
		Count Expected Count % within Important % within Satisfied	13 13.0 3.1 100.0%	20 20.0 4.7 100.0%	72 72.0 17.0 100.0%	96 96.0 22.6 100.0%	424 424.0 100.0 100.0%

44. The Computing Services Helpdesk assists students in a timely manner.

		Satisfied					Total
		Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Count	147	0	2	8	11	168
	Expected Count	87.2	4.8	7.5	32.9	35.7	168.0
	% within Important	87.5%	0.0%	1.2%	4.8%	6.5%	100.0%
	% within Satisfied	66.8%	0.0%	10.5%	9.6%	12.2%	39.6%
Not at all important	Count	7	1	0	2	0	10
	Expected Count	5.2	0.3	0.4	2.0	2.1	10.0
	% within Important	70.0%	10.0%	0.0%	20.0%	0.0%	100.0%
	% within Satisfied	3.2%	8.3%	0.0%	2.4%	0.0%	2.4%
Somewhat important	Count	11	1	7	8	5	32
	Expected Count	16.6	0.9	1.4	6.3	6.8	32.0
	% within Important	34.4%	3.1%	21.9%	25.0%	15.6%	100.0%
	% within Satisfied	5.0%	8.3%	36.8%	9.6%	5.6%	7.5%
Important	Count	17	2	5	36	15	75
	Expected Count	38.9	2.1	3.4	14.7	15.9	75.0
	% within Important	22.7%	2.7%	6.7%	48.0%	20.0%	100.0%
	% within Satisfied	7.7%	16.7%	26.3%	43.4%	16.7%	17.7%
Very important	Count	38	8	5	29	59	139
	Expected Count	72.1	3.9	6.2	27.2	29.5	139.0
	% within Important	27.3%	5.8%	3.6%	20.9%	42.4%	100.0%
	% within Satisfied	17.3%	66.7%	26.3%	34.9%	65.6%	32.8%
Total	Count	220	12	19	83	90	424
	Expected Count	220.0	12.0	19.0	83.0	90.0	424.0
	% within Important	51.9%	2.8%	4.5%	19.6%	21.2%	100.0%
	% within Satisfied	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

45. The Computing Services Helpdesk staff treats students with courtesy and respect.

		Satisfied					Total
		Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Count	134	0	3	10	10	157
	Expected Count	71.8	3.7	8.5	31.8	41.1	157.0
	% within Important	85.4%	0.0%	1.9%	6.4%	6.4%	100.0%
	% within Satisfied	69.1%	0.0%	13.0%	11.6%	9.0%	37.0%
Not at all important	Count	5	0	2	2	0	9
	Expected Count	4.1	0.2	0.5	1.8	2.4	9.0
	% within Important	55.6%	0.0%	22.2%	22.2%	0.0%	100.0%
	% within Satisfied	2.6%	0.0%	8.7%	2.3%	0.0%	2.1%
Somewhat important	Count	5	3	4	8	5	25
	Expected Count	11.4	0.6	1.4	5.1	6.5	25.0
	% within Important	20.0%	12.0%	16.0%	32.0%	20.0%	100.0%
	% within Satisfied	2.6%	30.0%	17.4%	9.3%	4.5%	5.9%
Important	Count	13	3	6	34	18	74
	Expected Count	33.9	1.7	4.0	15.0	19.4	74.0
	% within Important	17.6%	4.1%	8.1%	45.9%	24.3%	100.0%
	% within Satisfied	6.7%	30.0%	26.1%	39.5%	16.2%	17.5%
Very important	Count	37	4	8	32	78	159
	Expected Count	72.8	3.8	8.6	32.3	41.6	159.0
	% within Important	23.3%	2.5%	5.0%	20.1%	49.1%	100.0%
	% within Satisfied	19.1%	40.0%	34.8%	37.2%	70.3%	37.5%
Total	Count	194	10	23	86	111	424
	Expected Count	194.0	10.0	23.0	86.0	111.0	424.0
	% within Important	45.8%	2.4%	5.4%	20.3%	26.2%	100.0%
	% within Satisfied	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

46. The Bookstore is available to students at convenient times.

		Satisfied					Total
		Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Not available or I don't use	Count Expected Count % within Important % within Satisfied	1 4.8 1.5% 3.2%	2 5.2 3.1% 5.9%	8 21.6 12.3% 5.7%	7 21.6 10.8% 5.0%	65 65.0 100.0% 15.3%
	Not at all important	Count Expected Count % within Important % within Satisfied	3 0.8 27.3% 9.7%	2 0.9 18.2% 5.9%	3 3.7 27.3% 2.1%	1 3.7 9.1% 0.7%	11 11.0 100.0% 2.6%
	Somewhat important	Count Expected Count % within Important % within Satisfied	1 1.8 4.0% 3.2%	6 2.0 24.0% 17.6%	9 8.3 36.0% 6.4%	2 8.3 8.0% 1.4%	25 25.0 100.0% 5.9%
	Important	Count Expected Count % within Important % within Satisfied	7 4.5 28.0% 9.1%	1 1.8 4.0% 3.2%	6 2.0 24.0% 17.6%	9 8.3 36.0% 6.4%	89 89.0 100.0% 21.0%
Very important	Very important	Count Expected Count % within Important % within Satisfied	19 17.1 8.1% 61.3%	18 18.8 7.7% 52.9%	70 77.8 29.9% 49.6%	114 77.8 48.7% 80.9%	234 234.0 100.0% 55.2%
	Total	Count Expected Count % within Important % within Satisfied	31 31.0 7.3% 100.0%	34 34.0 8.0% 100.0%	141 141.0 33.3% 100.0%	141 141.0 33.3% 100.0%	424 424.0 100.0% 100.0%

47. The Bookstore provides answers and assistance that are accurate and appropriate.

		Satisfied					Total
		Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Not available or I don't use	Count Expected Count % within Important % within Satisfied	0 3.5 0.0% 0.0%	1 8.0 1.6% 1.9%	7 19.6 10.9% 5.4%	7 20.8 10.9% 5.1%	64 64.0 100.0% 15.1%
	Not at all important	Count Expected Count % within Important % within Satisfied	0 0.3 0.0% 0.0%	2 0.8 33.3% 3.8%	2 1.8 33.3% 1.5%	0 2.0 0.0% 0.0%	6 6.0 100.0% 1.4%
	Somewhat important	Count Expected Count % within Important % within Satisfied	1 1.7 3.1% 4.3%	10 4.0 31.3% 18.9%	9 9.8 28.1% 6.9%	5 10.4 15.6% 3.6%	32 32.0 100.0% 7.5%
	Important	Count Expected Count % within Important % within Satisfied	4 4.6 4.8% 17.4%	11 10.5 13.1% 20.8%	45 25.8 53.6% 34.6%	15 27.3 17.9% 10.9%	84 84.0 100.0% 19.8%
Total	Very important	Count Expected Count % within Important % within Satisfied	18 12.9 7.6% 78.3%	29 29.8 12.2% 54.7%	67 73.0 28.2% 51.5%	111 77.5 46.6% 80.4%	238 238.0 100.0% 56.1%
		Count Expected Count % within Important % within Satisfied	23 23.0 5.4% 100.0%	53 53.0 12.5% 100.0%	130 130.0 30.7% 100.0%	138 138.0 32.5% 100.0%	424 424.0 100.0% 100.0%

48. The Bookstore assists students in a timely manner.

		Satisfied					Total
		Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Not available or I don't use	Count Expected Count % within Important % within Satisfied	1 4.4 1.6% 3.4%	1 7.7 1.6% 2.0%	8 20.5 12.5% 5.9%	8 20.4 12.5% 5.9%	64 64.0 100.0% 15.1%
	Not at all important	Count Expected Count % within Important % within Satisfied	0 0.5 0.0% 0.0%	2 0.8 28.6% 3.9%	1 2.2 14.3% 0.7%	1 2.2 14.3% 0.7%	7 7.0 100.0% 1.7%
	Somewhat important	Count Expected Count % within Important % within Satisfied	6 4.5 23.1% 8.2%	1 1.8 3.8% 3.4%	5 3.1 19.2% 9.8%	10 8.3 38.5% 7.4%	26 26.0 100.0% 6.1%
	Important	Count Expected Count % within Important % within Satisfied	7 16.4 7.4% 9.6%	4 6.5 4.2% 13.8%	16 11.4 16.8% 31.4%	54 30.5 56.8% 39.7%	95 95.0 100.0% 22.4%
Total	Very important	Count Expected Count % within Important % within Satisfied	11 39.9 4.7% 15.1%	23 15.9 9.9% 79.3%	27 27.9 11.6% 52.9%	63 74.4 27.2% 46.3%	232 232.0 100.0% 54.7%
		Count Expected Count % within Important % within Satisfied	73 73.0 17.2% 100.0%	29 29.0 6.8% 100.0%	51 51.0 12.0% 100.0%	136 136.0 32.1% 100.0%	424 424.0 100.0% 100.0%

49. The Bookstore staff treats students with courtesy and respect.

		Satisfied					Total
		Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Not available or I don't use	Count Expected Count % within Important % within Satisfied	47 11.0 73.4% 64.4%	0 3.5 0.0% 0.0%	1 6.9 1.6% 2.2%	8 21.3 12.5% 5.7%	64 64.0 100.0% 15.1%
	Not at all important	Count Expected Count % within Important % within Satisfied	2 1.0 33.3% 2.7%	0 0.3 0.0% 0.0%	2 0.7 33.3% 4.3%	0 2.0 0.0% 0.0%	6 6.0 100.0% 1.4%
	Somewhat important	Count Expected Count % within Important % within Satisfied	6 5.0 20.7% 8.2%	1 1.6 3.4% 4.3%	10 3.1 34.5% 21.7%	9 9.6 31.0% 6.4%	29 29.0 100.0% 6.8%
	Important	Count Expected Count % within Important % within Satisfied	7 14.6 8.2% 9.6%	8 4.6 9.4% 34.8%	5 9.2 5.9% 10.9%	52 28.3 61.2% 36.9%	85 85.0 100.0% 20.0%
Total	Very important	Count Expected Count % within Important % within Satisfied	11 41.3 4.6% 15.1%	14 13.0 5.8% 60.9%	28 26.0 11.7% 60.9%	70 79.8 29.2% 49.6%	240 240.0 100.0% 56.6%
		Count Expected Count % within Important % within Satisfied	73 73.0 17.2% 100.0%	23 23.0 5.4% 100.0%	46 46.0 10.8% 100.0%	141 141.0 33.3% 100.0%	424 424.0 100.0% 100.0%

50. The Bookstore stocks the books and materials that students need for class.

		Satisfied					Total
		Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Not available or I don't use	Count Expected Count % within Important % within Satisfied	48 13.8 69.6% 56.5%	0 4.7 0.0% 0.0%	1 8.5 1.4% 1.9%	12 22.0 17.4% 8.9%	8 20.0 11.6% 6.5%
	Not at all important	Count Expected Count % within Important % within Satisfied	2 1.8 22.2% 2.4%	0 0.6 0.0% 0.0%	3 1.1 33.3% 5.8%	3 2.9 33.3% 2.2%	1 2.6 11.1% 0.8%
	Somewhat important	Count Expected Count % within Important % within Satisfied	7 4.0 35.0% 8.2%	2 1.4 10.0% 6.9%	5 2.5 25.0% 9.6%	5 6.4 25.0% 3.7%	1 5.8 5.0% 0.8%
	Important	Count Expected Count % within Important % within Satisfied	10 17.4 11.5% 11.8%	6 6.0 6.9% 20.7%	8 10.7 9.2% 15.4%	48 27.7 55.2% 35.6%	15 25.2 17.2% 12.2%
Total	Very important	Count Expected Count % within Important % within Satisfied	18 47.9 7.5% 21.2%	21 16.3 8.8% 72.4%	35 29.3 14.6% 67.3%	67 76.1 28.0% 49.6%	98 69.3 41.0% 79.7%
		Count Expected Count % within Important % within Satisfied	85 85.0 20.0% 100.0%	29 29.0 6.8% 100.0%	52 52.0 12.3% 100.0%	135 135.0 31.8% 100.0%	123 123.0 29.0% 100.0%

51. Hill Camp provides a useful orientation for new students at RSU.

		Satisfied					Total
		Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Count	149	2	3	11	11	176
	Expected Count	88.8	3.3	6.6	36.9	40.3	176.0
	% within Important	84.7%	1.1%	1.7%	6.3%	6.3%	100.0%
	% within Satisfied	69.6%	25.0%	18.8%	12.4%	11.3%	41.5%
Not at all important	Count	4	1	1	0	2	8
	Expected Count	4.0	0.2	0.3	1.7	1.8	8.0
	% within Important	50.0%	12.5%	12.5%	0.0%	25.0%	100.0%
	% within Satisfied	1.9%	12.5%	6.3%	0.0%	2.1%	1.9%
Somewhat important	Count	10	0	5	14	3	32
	Expected Count	16.2	0.6	1.2	6.7	7.3	32.0
	% within Important	31.3%	0.0%	15.6%	43.8%	9.4%	100.0%
	% within Satisfied	4.7%	0.0%	31.3%	15.7%	3.1%	7.5%
Important	Count	14	2	4	35	14	69
	Expected Count	34.8	1.3	2.6	14.5	15.8	69.0
	% within Important	20.3%	2.9%	5.8%	50.7%	20.3%	100.0%
	% within Satisfied	6.5%	25.0%	25.0%	39.3%	14.4%	16.3%
Very important	Count	37	3	3	29	67	139
	Expected Count	70.2	2.6	5.2	29.2	31.8	139.0
	% within Important	26.6%	2.2%	2.2%	20.9%	48.2%	100.0%
	% within Satisfied	17.3%	37.5%	18.8%	32.6%	69.1%	32.8%
Total	Count	214	8	16	89	97	424
	Expected Count	214.0	8.0	16.0	89.0	97.0	424.0
	% within Important	50.5%	1.9%	3.8%	21.0%	22.9%	100.0%
	% within Satisfied	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

52. At RSU, there are adequate opportunities for students to develop leadership skills.

		Satisfied					Total
		Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Not available or I don't use	Count Expected Count % within Important % within Satisfied	1 4.4 0.9% 6.3%	1 7.7 0.9% 3.6%	10 32.8 8.5% 8.4%	10 32.0 8.5% 8.6%	117 117.0 100.0% 27.6%
	Not at all important	Count Expected Count % within Important % within Satisfied	1 0.5 7.7% 6.3%	7 0.9 53.8% 25.0%	1 3.6 7.7% 0.8%	0 3.6 0.0% 0.0%	13 13.0 100.0% 3.1%
	Somewhat important	Count Expected Count % within Important % within Satisfied	2 1.3 5.9% 12.5%	6 2.2 17.6% 21.4%	15 9.5 44.1% 12.6%	2 9.3 5.9% 1.7%	34 34.0 100.0% 8.0%
	Important	Count Expected Count % within Important % within Satisfied	4 3.2 4.7% 25.0%	5 5.6 5.9% 17.9%	48 23.9 56.5% 40.3%	14 23.3 16.5% 12.1%	85 85.0 100.0% 20.0%
Total	Very important	Count Expected Count % within Important % within Satisfied	8 6.6 4.6% 50.0%	9 11.6 5.1% 32.1%	45 49.1 25.7% 37.8%	90 47.9 51.4% 77.6%	175 175.0 100.0% 41.3%
		Count Expected Count % within Important % within Satisfied	16 16.0 3.8% 100.0%	28 28.0 6.6% 100.0%	119 119.0 28.1% 100.0%	116 116.0 27.4% 100.0%	424 424.0 100.0% 100.0%

53. The programming of extracurricular activities and events is adequate.

		Satisfied					Total
		Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Not available or I don't use	Count Expected Count % within Important % within Satisfied	0 6.0 0.0% 0.0%	5 11.1 4.1% 12.8%	8 31.1 6.6% 7.3%	6 27.7 5.0% 6.2%	121 121.0 100.0% 28.5%
	Not at all important	Count Expected Count % within Important % within Satisfied	1 0.7 6.7% 4.8%	5 1.4 33.3% 12.8%	3 3.9 20.0% 2.8%	1 3.4 6.7% 1.0%	15 15.0 100.0% 3.5%
	Somewhat important	Count Expected Count % within Important % within Satisfied	0 1.3 0.0% 0.0%	7 2.5 25.9% 17.9%	10 6.9 37.0% 9.2%	2 6.2 7.4% 2.1%	27 27.0 100.0% 6.4%
	Important	Count Expected Count % within Important % within Satisfied	9 4.9 9.2% 42.9%	12 9.0 12.2% 30.8%	45 25.2 45.9% 41.3%	12 22.4 12.2% 12.4%	98 98.0 100.0% 23.1%
Total	Very important	Count Expected Count % within Important % within Satisfied	11 8.1 6.7% 52.4%	10 15.0 6.1% 25.6%	43 41.9 26.4% 39.4%	76 37.3 46.6% 78.4%	163 163.0 100.0% 38.4%
		Count Expected Count % within Important % within Satisfied	21 21.0 5.0% 100.0%	39 39.0 9.2% 100.0%	109 109.0 25.7% 100.0%	97 97.0 22.9% 100.0%	424 424.0 100.0% 100.0%

54. The Student Government Association adequately serves the needs of RSU students.

		Satisfied					Total
		Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Not available or I don't use	Count Expected Count % within Important % within Satisfied	128 65.6 86.5% 68.1%	0 5.6 0.0% 0.0%	3 11.2 2.0% 9.4%	7 33.2 4.7% 7.4%	10 32.5 6.8% 10.8%
	Not at all important	Count Expected Count % within Important % within Satisfied	5 6.2 35.7% 2.7%	3 0.5 21.4% 18.8%	2 1.1 14.3% 6.3%	3 3.1 21.4% 3.2%	1 3.1 7.1% 1.1%
	Somewhat important	Count Expected Count % within Important % within Satisfied	8 12.0 29.6% 4.3%	2 1.0 7.4% 12.5%	4 2.0 14.8% 12.5%	9 6.0 33.3% 9.5%	4 5.9 14.8% 4.3%
	Important	Count Expected Count % within Important % within Satisfied	14 35.9 17.3% 7.4%	5 3.1 6.2% 31.3%	6 6.1 7.4% 18.8%	46 18.1 56.8% 48.4%	10 17.8 12.3% 10.8%
Total	Very important	Count Expected Count % within Important % within Satisfied	33 68.3 21.4% 17.6%	6 5.8 3.9% 37.5%	17 11.6 11.0% 53.1%	30 34.5 19.5% 31.6%	68 33.8 44.2% 73.1%
		Count Expected Count % within Important % within Satisfied	188 188.0 44.3% 100.0%	16 16.0 3.8% 100.0%	32 32.0 7.5% 100.0%	95 95.0 22.4% 100.0%	93 93.0 21.9% 100.0%

55. There is adequate campus housing available.

		Satisfied					Total
		Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Count	143	2	3	10	8	166
	Expected Count	85.0	10.6	14.1	27.0	29.4	166.0
	% within Important	86.1%	1.2%	1.8%	6.0%	4.8%	100.0%
	% within Satisfied	65.9%	7.4%	8.3%	14.5%	10.7%	39.2%
Not at all important	Count	7	2	2	3	0	14
	Expected Count	7.2	0.9	1.2	2.3	2.5	14.0
	% within Important	50.0%	14.3%	14.3%	21.4%	0.0%	100.0%
	% within Satisfied	3.2%	7.4%	5.6%	4.3%	0.0%	3.3%
Somewhat important	Count	7	2	9	6	5	29
	Expected Count	14.8	1.8	2.5	4.7	5.1	29.0
	% within Important	24.1%	6.9%	31.0%	20.7%	17.2%	100.0%
	% within Satisfied	3.2%	7.4%	25.0%	8.7%	6.7%	6.8%
Important	Count	16	7	6	32	6	67
	Expected Count	34.3	4.3	5.7	10.9	11.9	67.0
	% within Important	23.9%	10.4%	9.0%	47.8%	9.0%	100.0%
	% within Satisfied	7.4%	25.9%	16.7%	46.4%	8.0%	15.8%
Very important	Count	44	14	16	18	56	148
	Expected Count	75.7	9.4	12.6	24.1	26.2	148.0
	% within Important	29.7%	9.5%	10.8%	12.2%	37.8%	100.0%
	% within Satisfied	20.3%	51.9%	44.4%	26.1%	74.7%	34.9%
Total	Count	217	27	36	69	75	424
	Expected Count	217.0	27.0	36.0	69.0	75.0	424.0
	% within Important	51.2%	6.4%	8.5%	16.3%	17.7%	100.0%
	% within Satisfied	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

56. The price of campus housing is reasonable.

		Satisfied					Total
		Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Not available or I don't use	Count Expected Count % within Important % within Satisfied	137 80.6 83.0% 66.2%	5 21.4 3.0% 9.1%	3 7.8 1.8% 15.0%	9 27.6 5.5% 12.7%	11 27.6 6.7% 15.5%
	Not at all important	Count Expected Count % within Important % within Satisfied	8 7.3 53.3% 3.9%	2 1.9 13.3% 3.6%	2 0.7 13.3% 10.0%	2 2.5 13.3% 2.8%	1 2.5 6.7% 1.4%
	Somewhat important	Count Expected Count % within Important % within Satisfied	7 11.2 30.4% 3.4%	4 3.0 17.4% 7.3%	5 1.1 21.7% 25.0%	4 3.9 17.4% 5.6%	3 3.9 13.0% 4.2%
	Important	Count Expected Count % within Important % within Satisfied	15 35.2 20.8% 7.2%	9 9.3 12.5% 16.4%	3 3.4 4.2% 15.0%	39 12.1 54.2% 54.9%	6 12.1 8.3% 8.5%
Total	Very important	Count Expected Count % within Important % within Satisfied	40 72.7 26.8% 19.3%	35 19.3 23.5% 63.6%	7 7.0 4.7% 35.0%	17 25.0 11.4% 23.9%	50 25.0 33.6% 70.4%
		Count Expected Count % within Important % within Satisfied	207 207.0 48.8% 100.0%	55 55.0 13.0% 100.0%	20 20.0 4.7% 100.0%	71 71.0 16.7% 100.0%	149 149.0 100.0% 35.1%
		Count Expected Count % within Important % within Satisfied	207 207.0 48.8% 100.0%	55 55.0 13.0% 100.0%	20 20.0 4.7% 100.0%	71 71.0 16.7% 100.0%	149 149.0 100.0% 35.1%
		Count Expected Count % within Important % within Satisfied	207 207.0 48.8% 100.0%	55 55.0 13.0% 100.0%	20 20.0 4.7% 100.0%	71 71.0 16.7% 100.0%	149 149.0 100.0% 35.1%

57. There are adequate tutoring services for developmental (zero-level) courses at RSU.

		Satisfied					Total
		Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Count	146	1	0	11	8	166
	Expected Count	85.0	6.3	8.6	34.1	32.1	166.0
	% within Important	88.0%	0.6%	0.0%	6.6%	4.8%	100.0%
	% within Satisfied	67.3%	6.3%	0.0%	12.6%	9.8%	39.2%
Not at all important	Count	4	1	2	1	0	8
	Expected Count	4.1	0.3	0.4	1.6	1.5	8.0
	% within Important	50.0%	12.5%	25.0%	12.5%	0.0%	100.0%
	% within Satisfied	1.8%	6.3%	9.1%	1.1%	0.0%	1.9%
Somewhat important	Count	6	0	8	5	2	21
	Expected Count	10.7	0.8	1.1	4.3	4.1	21.0
	% within Important	28.6%	0.0%	38.1%	23.8%	9.5%	100.0%
	% within Satisfied	2.8%	0.0%	36.4%	5.7%	2.4%	5.0%
Important	Count	16	5	3	38	8	70
	Expected Count	35.8	2.6	3.6	14.4	13.5	70.0
	% within Important	22.9%	7.1%	4.3%	54.3%	11.4%	100.0%
	% within Satisfied	7.4%	31.3%	13.6%	43.7%	9.8%	16.5%
Very important	Count	45	9	9	32	64	159
	Expected Count	81.4	6.0	8.3	32.6	30.8	159.0
	% within Important	28.3%	5.7%	5.7%	20.1%	40.3%	100.0%
	% within Satisfied	20.7%	56.3%	40.9%	36.8%	78.0%	37.5%
Total	Count	217	16	22	87	82	424
	Expected Count	217.0	16.0	22.0	87.0	82.0	424.0
	% within Important	51.2%	3.8%	5.2%	20.5%	19.3%	100.0%
	% within Satisfied	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

58. The quality of tutoring services for developmental (zero-level) courses is adequate at RSU.

		Satisfied					Total
		Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Not available or I don't use	Count Expected Count % within Important % within Satisfied	1 5.8 0.6% 6.7%	2 5.4 1.2% 14.3%	11 35.4 6.7% 12.0%	7 33.4 4.3% 8.0%	163 163.0 100.0% 38.4%
	Not at all important	Count Expected Count % within Important % within Satisfied	1 0.4 10.0% 6.7%	2 0.3 20.0% 14.3%	1 2.2 10.0% 1.1%	0 2.1 0.0% 0.0%	10 10.0 100.0% 2.4%
	Somewhat important	Count Expected Count % within Important % within Satisfied	2 0.7 9.5% 13.3%	4 0.7 19.0% 28.6%	6 4.6 28.6% 6.5%	3 4.3 14.3% 3.4%	21 21.0 100.0% 5.0%
	Important	Count Expected Count % within Important % within Satisfied	5 2.6 6.8% 33.3%	2 2.4 2.7% 14.3%	42 16.1 56.8% 45.7%	9 15.2 12.2% 10.3%	74 74.0 100.0% 17.5%
Total	Very important	Count Expected Count % within Important % within Satisfied	6 5.5 3.8% 40.0%	4 5.2 2.6% 28.6%	32 33.8 20.5% 34.8%	68 32.0 43.6% 78.2%	156 156.0 100.0% 36.8%
		Count Expected Count % within Important % within Satisfied	15 15.0 3.5% 100.0%	14 14.0 3.3% 100.0%	92 92.0 21.7% 100.0%	87 87.0 20.5% 100.0%	424 424.0 100.0% 100.0%

59. There are adequate tutoring services for college-level (and above) courses at RSU.

		Satisfied					Total
		Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Not available or I don't use	Count Expected Count % within Important % within Satisfied	1 6.1 0.7% 5.9%	3 9.3 2.0% 11.5%	6 33.7 3.9% 6.4%	8 31.9 5.3% 9.0%	152 152.0 100.0% 35.8%
	Not at all important	Count Expected Count % within Important % within Satisfied	1 0.4 10.0% 5.9%	2 0.6 20.0% 7.7%	2 2.2 20.0% 2.1%	1 2.1 10.0% 1.1%	10 10.0 100.0% 2.4%
	Somewhat important	Count Expected Count % within Important % within Satisfied	2 1.0 8.3% 11.8%	5 1.5 20.8% 19.2%	8 5.3 33.3% 8.5%	2 5.0 8.3% 2.2%	24 24.0 100.0% 5.7%
	Important	Count Expected Count % within Important % within Satisfied	3 2.8 4.3% 17.6%	5 4.3 7.1% 19.2%	40 15.5 57.1% 42.6%	8 14.7 11.4% 9.0%	70 70.0 100.0% 16.5%
Very important	Very important	Count Expected Count % within Important % within Satisfied	10 6.7 6.0% 58.8%	11 10.3 6.5% 42.3%	38 37.2 22.6% 40.4%	70 35.3 41.7% 78.7%	168 168.0 100.0% 39.6%
	Total	Count Expected Count % within Important % within Satisfied	17 17.0 4.0% 100.0%	26 26.0 6.1% 100.0%	94 94.0 22.2% 100.0%	89 89.0 21.0% 100.0%	424 424.0 100.0% 100.0%

60. The quality of tutoring services for college-level (and above) courses is adequate at RSU.

		Satisfied					Total
		Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Not available or I don't use	Count Expected Count % within Important % within Satisfied	1 5.1 0.7% 7.1%	5 8.3 3.3% 21.7%	8 33.9 5.2% 8.5%	7 33.6 4.6% 7.5%	153 153.0 100.0% 36.1%
	Not at all important	Count Expected Count % within Important % within Satisfied	3 0.4 27.3% 21.4%	1 0.6 9.1% 4.3%	1 2.4 9.1% 1.1%	1 2.4 9.1% 1.1%	11 11.0 100.0% 2.6%
	Somewhat important	Count Expected Count % within Important % within Satisfied	7 0.7 33.3% 7.1%	4 1.1 19.0% 17.4%	8 4.7 38.1% 8.5%	1 4.6 4.8% 1.1%	21 21.0 100.0% 5.0%
	Important	Count Expected Count % within Important % within Satisfied	4 2.2 20.6% 28.6%	3 3.7 4.4% 13.0%	39 15.1 57.4% 41.5%	8 14.9 11.8% 8.6%	68 68.0 100.0% 16.0%
Total	Very important	Count Expected Count % within Important % within Satisfied	5 5.6 2.9% 35.7%	10 9.3 5.8% 43.5%	38 37.9 22.2% 40.4%	76 37.5 44.4% 81.7%	171 171.0 100.0% 40.3%
		Count Expected Count % within Important % within Satisfied	14 14.0 3.3% 100.0%	23 23.0 5.4% 100.0%	94 94.0 22.2% 100.0%	93 93.0 21.9% 100.0%	424 424.0 100.0% 100.0%

61. Counseling services for personal concerns are available to students at convenient times.

		Satisfied					Total
		Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Not available or I don't use	Count Expected Count % within Important % within Satisfied	0 3.9 0.0% 0.0%	2 6.6 1.2% 11.8%	9 34.4 5.5% 10.1%	9 36.4 5.5% 9.6%	164 164.0 100.0% 38.7%
	Not at all important	Count Expected Count % within Important % within Satisfied	1 0.3 9.1% 10.0%	3 0.4 27.3% 17.6%	1 2.3 9.1% 1.1%	0 2.4 0.0% 0.0%	11 11.0 100.0% 2.6%
	Somewhat important	Count Expected Count % within Important % within Satisfied	2 0.6 8.0% 20.0%	5 1.0 20.0% 29.4%	6 5.2 24.0% 6.7%	3 5.5 12.0% 3.2%	25 25.0 100.0% 5.9%
	Important	Count Expected Count % within Important % within Satisfied	2 1.7 2.7% 20.0%	4 2.9 5.5% 23.5%	42 15.3 57.5% 47.2%	10 16.2 13.7% 10.6%	73 73.0 100.0% 17.2%
Total	Very important	Count Expected Count % within Important % within Satisfied	5 3.6 3.3% 50.0%	3 6.1 2.0% 17.6%	31 31.7 20.5% 34.8%	72 33.5 47.7% 76.6%	151 151.0 100.0% 35.6%
		Count Expected Count % within Important % within Satisfied	10 10.0 2.4% 100.0%	17 17.0 4.0% 100.0%	89 89.0 21.0% 100.0%	94 94.0 22.2% 100.0%	424 424.0 100.0% 100.0%

62. Counseling services for personal concerns are adequate and address any appropriate needs.

		Satisfied					Total
		Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Not available or I don't use	Count Expected Count % within Important % within Satisfied	1 5.0 0.6% 7.7%	1 6.1 0.6% 6.3%	7 33.6 4.3% 8.0%	9 36.7 5.6% 9.4%	162 162.0 100.0% 38.2%
	Not at all important	Count Expected Count % within Important % within Satisfied	2 0.4 15.4% 15.4%	2 0.5 15.4% 12.5%	3 2.7 23.1% 3.4%	0 2.9 0.0% 0.0%	13 13.0 100.0% 3.1%
	Somewhat important	Count Expected Count % within Important % within Satisfied	2 0.8 7.4% 15.4%	5 1.0 18.5% 31.3%	8 5.6 29.6% 9.1%	2 6.1 7.4% 2.1%	27 27.0 100.0% 6.4%
	Important	Count Expected Count % within Important % within Satisfied	4 2.4 5.1% 30.8%	5 2.9 6.4% 31.3%	41 16.2 52.6% 46.6%	12 17.7 15.4% 12.5%	78 78.0 100.0% 18.4%
Very important	Very important	Count Expected Count % within Important % within Satisfied	4 4.4 2.8% 30.8%	3 5.4 2.1% 18.8%	29 29.9 20.1% 33.0%	73 32.6 50.7% 76.0%	144 144.0 100.0% 34.0%
	Total	Count Expected Count % within Important % within Satisfied	13 13.0 3.1% 100.0%	16 16.0 3.8% 100.0%	88 88.0 20.8% 100.0%	96 96.0 22.6% 100.0%	424 424.0 100.0% 100.0%

63. Counseling services staff members demonstrate care and concern for students.

		Satisfied					Total
		Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Count	140	0	1	9	9	159
	Expected Count	79.9	2.6	7.5	30.4	38.6	159.0
	% within Important	88.1%	0.0%	0.6%	5.7%	5.7%	100.0%
	% within Satisfied	65.7%	0.0%	5.0%	11.1%	8.7%	37.5%
Not at all important	Count	7	1	2	1	0	11
	Expected Count	5.5	0.2	0.5	2.1	2.7	11.0
	% within Important	63.6%	9.1%	18.2%	9.1%	0.0%	100.0%
	% within Satisfied	3.3%	14.3%	10.0%	1.2%	0.0%	2.6%
Somewhat important	Count	9	2	7	6	5	29
	Expected Count	14.6	0.5	1.4	5.5	7.0	29.0
	% within Important	31.0%	6.9%	24.1%	20.7%	17.2%	100.0%
	% within Satisfied	4.2%	28.6%	35.0%	7.4%	4.9%	6.8%
Important	Count	18	2	6	38	11	75
	Expected Count	37.7	1.2	3.5	14.3	18.2	75.0
	% within Important	24.0%	2.7%	8.0%	50.7%	14.7%	100.0%
	% within Satisfied	8.5%	28.6%	30.0%	46.9%	10.7%	17.7%
Very important	Count	39	2	4	27	78	150
	Expected Count	75.4	2.5	7.1	28.7	36.4	150.0
	% within Important	26.0%	1.3%	2.7%	18.0%	52.0%	100.0%
	% within Satisfied	18.3%	28.6%	20.0%	33.3%	75.7%	35.4%
Total	Count	213	7	20	81	103	424
	Expected Count	213.0	7.0	20.0	81.0	103.0	424.0
	% within Important	50.2%	1.7%	4.7%	19.1%	24.3%	100.0%
	% within Satisfied	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Cross-tabulations of multiple-choice survey items: *Cultural sensitivity*

64. RSU students get to know students from other social, racial, or ethnic backgrounds.

		Satisfied					Total	
		Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied		
Important	Not available or I don't use	Count	41	0	4	4	13	62
		Expected Count	10.5	1.6	6.6	20.8	22.5	62.0
		% within Important	66.1%	0.0%	6.5%	6.5%	21.0%	100.0%
		% within Satisfied	56.9%	0.0%	8.9%	2.8%	8.4%	14.6%
	Not at all important	Count	10	2	3	6	3	24
		Expected Count	4.1	0.6	2.5	8.0	8.7	24.0
		% within Important	41.7%	8.3%	12.5%	25.0%	12.5%	100.0%
		% within Satisfied	13.9%	18.2%	6.7%	4.2%	1.9%	5.7%
	Somewhat important	Count	8	1	14	17	7	47
		Expected Count	8.0	1.2	5.0	15.7	17.1	47.0
		% within Important	17.0%	2.1%	29.8%	36.2%	14.9%	100.0%
		% within Satisfied	11.1%	9.1%	31.1%	12.0%	4.5%	11.1%
	Important	Count	6	4	10	67	23	110
		Expected Count	18.7	2.9	11.7	36.8	40.0	110.0
		% within Important	5.5%	3.6%	9.1%	60.9%	20.9%	100.0%
		% within Satisfied	8.3%	36.4%	22.2%	47.2%	14.9%	25.9%
	Very important	Count	7	4	14	48	108	181
		Expected Count	30.7	4.7	19.2	60.6	65.7	181.0
		% within Important	3.9%	2.2%	7.7%	26.5%	59.7%	100.0%
		% within Satisfied	9.7%	36.4%	31.1%	33.8%	70.1%	42.7%
Total		Count	72	11	45	142	154	424
		Expected Count	72.0	11.0	45.0	142.0	154.0	424.0
		% within Important	17.0%	2.6%	10.6%	33.5%	36.3%	100.0%
		% within Satisfied	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

65. Students of all social, racial, or ethnic backgrounds are treated the same by RSU faculty and staff.

		Not available or I don't use	Satisfied				Total
			Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Not available or I don't use	Count Expected Count % within Important % within Satisfied	0 1.1 0.0% 0.0%	1 4.9 1.8% 2.7%	4 16.1 7.1% 3.3%	12 24.2 21.4% 6.6%	56 56.0 100.0% 13.2%
	Not at all important	Count Expected Count % within Important % within Satisfied	1 0.3 6.7% 12.5%	1 1.3 6.7% 2.7%	4 4.3 26.7% 3.3%	1 6.5 6.7% 0.5%	15 15.0 100.0% 3.5%
	Somewhat important	Count Expected Count % within Important % within Satisfied	0 0.5 0.0% 0.0%	9 2.1 37.5% 24.3%	9 6.9 37.5% 7.4%	1 10.4 4.2% 0.5%	24 24.0 100.0% 5.7%
	Important	Count Expected Count % within Important % within Satisfied	4 1.6 4.7% 50.0%	9 7.5 10.5% 24.3%	52 24.7 60.5% 42.6%	14 37.1 16.3% 7.7%	86 86.0 100.0% 20.3%
Total	Very important	Count Expected Count % within Important % within Satisfied	3 4.6 1.2% 37.5%	17 21.2 7.0% 45.9%	53 69.9 21.8% 43.4%	155 104.9 63.8% 84.7%	243 243.0 100.0% 57.3%
		Count Expected Count % within Important % within Satisfied	8 8.0 1.9% 100.0%	37 37.0 8.7% 100.0%	122 122.0 28.8% 100.0%	183 183.0 43.2% 100.0%	424 424.0 100.0% 100.0%

66. At RSU, there are adequate opportunities for diversity education and cultural awareness.

		Satisfied					Total
		Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Not available or I don't use	Count Expected Count % within Important % within Satisfied	0 2.1 0.0% 0.0%	4 7.6 5.8% 8.5%	2 21.2 2.9% 1.5%	13 24.7 18.8% 8.6%	69 69.0 100.0% 16.3%
	Not at all important	Count Expected Count % within Important % within Satisfied	2 0.4 14.3% 15.4%	1 1.6 7.1% 2.1%	3 4.3 21.4% 2.3%	1 5.0 7.1% 0.7%	14 14.0 100.0% 3.3%
	Somewhat important	Count Expected Count % within Important % within Satisfied	0 1.0 0.0% 0.0%	12 3.8 35.3% 25.5%	12 10.4 35.3% 9.2%	5 12.2 14.7% 3.3%	34 34.0 100.0% 8.0%
	Important	Count Expected Count % within Important % within Satisfied	4 3.3 3.7% 30.8%	11 12.0 10.2% 23.4%	59 33.1 54.6% 45.4%	27 38.7 25.0% 17.8%	108 108.0 100.0% 25.5%
Very important	Very important	Count Expected Count % within Important % within Satisfied	7 20.9 6.5% 8.5%	19 22.1 9.5% 40.4%	54 61.0 27.1% 41.5%	106 71.3 53.3% 69.7%	199 199.0 100.0% 46.9%
	Total	Count Expected Count % within Important % within Satisfied	13 82 82.0 19.3% 100.0%	47 47.0 11.1% 100.0%	130 130.0 30.7% 100.0%	152 152.0 35.8% 100.0%	424 424.0 100.0% 100.0%

67. People at RSU are considerate of others who are different from themselves.

		Satisfied					Total
		Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Not available or I don't use	Count Expected Count % within Important % within Satisfied	0 1.7 0.0% 0.0%	2 5.2 3.6% 5.0%	4 18.2 7.3% 2.9%	10 21.0 18.2% 6.2%	55 55.0 100.0% 13.0%
	Not at all important	Count Expected Count % within Important % within Satisfied	2 0.4 15.4% 15.4%	1 1.2 7.7% 2.5%	3 4.3 23.1% 2.1%	2 5.0 15.4% 1.2%	13 13.0 100.0% 3.1%
	Somewhat important	Count Expected Count % within Important % within Satisfied	1 0.8 3.7% 7.7%	11 2.5 40.7% 27.5%	8 8.9 29.6% 5.7%	1 10.3 3.7% 0.6%	27 27.0 100.0% 6.4%
	Important	Count Expected Count % within Important % within Satisfied	2 3.3 1.9% 15.4%	12 10.0 11.3% 30.0%	60 35.0 56.6% 42.9%	23 40.5 21.7% 14.2%	106 106.0 100.0% 25.0%
Total	Very important	Count Expected Count % within Important % within Satisfied	8 6.8 3.6% 61.5%	14 21.0 6.3% 35.0%	65 73.6 29.1% 46.4%	126 85.2 56.5% 77.8%	223 223.0 100.0% 52.6%
		Count Expected Count % within Important % within Satisfied	13 13.0 3.1% 100.0%	40 40.0 9.4% 100.0%	140 140.0 33.0% 100.0%	162 162.0 38.2% 100.0%	424 424.0 100.0% 100.0%

68. RSU faculty are knowledgeable about their subject area.

		Satisfied					Total
		Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Count	31	0	1	4	11	47
	Expected Count	6.0	1.8	4.0	13.7	21.5	47.0
	% within Important	66.0%	0.0%	2.1%	8.5%	23.4%	100.0%
	% within Satisfied	57.4%	0.0%	2.8%	3.2%	5.7%	11.1%
Not at all important	Count	3	5	2	2	0	12
	Expected Count	1.5	0.5	1.0	3.5	5.5	12.0
	% within Important	25.0%	41.7%	16.7%	16.7%	0.0%	100.0%
	% within Satisfied	5.6%	31.3%	5.6%	1.6%	0.0%	2.8%
Somewhat important	Count	3	0	8	5	1	17
	Expected Count	2.2	0.6	1.4	5.0	7.8	17.0
	% within Important	17.6%	0.0%	47.1%	29.4%	5.9%	100.0%
	% within Satisfied	5.6%	0.0%	22.2%	4.0%	0.5%	4.0%
Important	Count	5	2	5	51	14	77
	Expected Count	9.8	2.9	6.5	22.5	35.2	77.0
	% within Important	6.5%	2.6%	6.5%	66.2%	18.2%	100.0%
	% within Satisfied	9.3%	12.5%	13.9%	41.1%	7.2%	18.2%
Very important	Count	12	9	20	62	168	271
	Expected Count	34.5	10.2	23.0	79.3	124.0	271.0
	% within Important	4.4%	3.3%	7.4%	22.9%	62.0%	100.0%
	% within Satisfied	22.2%	56.3%	55.6%	50.0%	86.6%	63.9%
Total	Count	54	16	36	124	194	424
	Expected Count	54.0	16.0	36.0	124.0	194.0	424.0
	% within Important	12.7%	3.8%	8.5%	29.2%	45.8%	100.0%
	% within Satisfied	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

69. RSU faculty are enthusiastic about teaching.

		Satisfied					Total
		Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Not available or I don't use	Count Expected Count % within Important % within Satisfied	0 1.2 0.0% 0.0%	3 3.7 6.1% 9.4%	5 15.9 10.2% 3.6%	10 22.0 20.4% 5.3%	49 49.0 100.0% 11.6%
	Not at all important	Count Expected Count % within Important % within Satisfied	1 0.2 12.5% 10.0%	1 0.6 12.5% 3.1%	2 2.6 25.0% 1.4%	0 3.6 0.0% 0.0%	8 8.0 100.0% 1.9%
	Somewhat important	Count Expected Count % within Important % within Satisfied	2 0.4 11.1% 20.0%	6 1.4 33.3% 18.8%	6 5.9 33.3% 4.3%	1 8.1 5.6% 0.5%	18 18.0 100.0% 4.2%
	Important	Count Expected Count % within Important % within Satisfied	3 10.7 3.6% 5.6%	3 2.0 3.6% 30.0%	3 6.3 3.6% 9.4%	55 27.3 65.5% 39.9%	84 84.0 100.0% 19.8%
Total	Very important	Count Expected Count % within Important % within Satisfied	4 6.3 1.5% 40.0%	19 20.0 7.2% 59.4%	70 86.3 26.4% 50.7%	159 118.8 60.0% 83.7%	265 265.0 100.0% 62.5%
		Count Expected Count % within Important % within Satisfied	10 10.0 2.4% 100.0%	32 32.0 7.5% 100.0%	138 138.0 32.5% 100.0%	190 190.0 44.8% 100.0%	424 424.0 100.0% 100.0%

70. RSU faculty challenge students to think.

		Not available or I don't use	Very dissatisfied	Satisfied			Total
				Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	
Important	Not available or I don't use	Count Expected Count % within Important % within Satisfied	33 6.1 70.2% 60.0%	0 1.1 0.0% 0.0%	2 3.8 4.3% 5.9%	4 14.0 8.5% 3.2%	8 22.1 17.0% 4.0% 11.1%
	Not at all important	Count Expected Count % within Important % within Satisfied	2 1.8 14.3% 3.6%	2 0.3 14.3% 20.0%	2 1.1 14.3% 5.9%	6 4.2 42.9% 4.8%	14 6.6 14.3% 1.0% 3.3%
	Somewhat important	Count Expected Count % within Important % within Satisfied	4 1.9 26.7% 7.3%	0 0.4 0.0% 0.0%	6 1.2 40.0% 17.6%	4 4.5 26.7% 3.2%	15 7.0 6.7% 0.5% 3.5%
	Important	Count Expected Count % within Important % within Satisfied	4 10.8 4.8% 7.3%	2 2.0 2.4% 20.0%	5 6.7 6.0% 14.7%	51 24.7 61.4% 40.5%	21 39.0 25.3% 10.6% 19.6%
Very important	Very important	Count Expected Count % within Important % within Satisfied	12 34.4 4.5% 21.8%	6 6.3 2.3% 60.0%	19 21.3 7.2% 55.9%	61 78.8 23.0% 48.4%	167 124.4 63.0% 83.9% 62.5%
	Total	Count Expected Count % within Important % within Satisfied	55 55.0 13.0% 100.0%	10 10.0 2.4% 100.0%	34 34.0 8.0% 100.0%	126 126.0 29.7% 100.0%	199 199.0 46.9% 100.0% 100.0%

71. RSU faculty respect students as individuals.

		Satisfied					Total
		Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Not available or I don't use	Count Expected Count % within Important % within Satisfied	0 1.3 0.0% 0.0%	1 3.4 2.2% 3.2%	4 14.5 8.7% 3.0%	11 21.0 23.9% 5.7%	46 46.0 100.0% 10.8%
	Not at all important	Count Expected Count % within Important % within Satisfied	0 0.3 0.0% 0.0%	1 0.7 11.1% 3.2%	4 2.8 44.4% 3.0%	0 4.1 0.0% 0.0%	9 9.0 100.0% 2.1%
	Somewhat important	Count Expected Count % within Important % within Satisfied	1 0.5 6.3% 8.3%	6 1.2 37.5% 19.4%	3 5.1 18.8% 2.2%	3 7.3 18.8% 1.5%	16 16.0 100.0% 3.8%
	Important	Count Expected Count % within Important % within Satisfied	3 2.0 18.8% 5.7%	5 5.7 6.4% 16.1%	51 24.7 65.4% 38.1%	15 35.7 19.2% 7.7%	78 78.0 100.0% 18.4%
Very important	Very important	Count Expected Count % within Important % within Satisfied	8 7.8 2.9% 66.7%	18 20.1 6.5% 58.1%	72 86.9 26.2% 53.7%	165 125.8 60.0% 85.1%	275 275.0 100.0% 64.9%
	Total	Count Expected Count % within Important % within Satisfied	12 53 53.0 12.5% 100.0%	31 31.0 7.3% 100.0%	134 134.0 31.6% 100.0%	194 194.0 45.8% 100.0%	424 424.0 100.0% 100.0%

72. RSU faculty are available to students.

		Satisfied					Total
		Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Not available or I don't use	Count Expected Count % within Important % within Satisfied	32 6.0 66.7% 60.4%	1 1.2 2.1% 9.1%	2 4.5 4.2% 5.0%	3 15.2 6.3% 2.2%	10 21.1 20.8% 5.4% 48 48.0 100.0% 11.3%
	Not at all important	Count Expected Count % within Important % within Satisfied	3 0.8 50.0% 5.7%	0 0.2 0.0% 0.0%	1 0.6 16.7% 2.5%	2 1.9 33.3% 1.5%	6 6.0 100.0% 1.4%
	Somewhat important	Count Expected Count % within Important % within Satisfied	3 2.3 16.7% 5.7%	0 0.5 0.0% 0.0%	7 1.7 38.9% 17.5%	5 5.7 27.8% 3.7%	18 18.0 100.0% 4.2%
	Important	Count Expected Count % within Important % within Satisfied	3 9.6 3.9% 5.7%	4 2.0 5.2% 36.4%	5 7.3 6.5% 12.5%	53 24.3 68.8% 39.6%	12 33.8 15.6% 6.5% 77 77.0 100.0% 18.2%
Total	Very important	Count Expected Count % within Important % within Satisfied	12 34.4 4.4% 22.6%	6 7.1 2.2% 54.5%	25 25.9 9.1% 62.5%	71 86.9 25.8% 53.0%	161 275.0 100.0% 64.9%
		Count Expected Count % within Important % within Satisfied	53 53.0 12.5% 100.0%	11 11.0 2.6% 100.0%	40 40.0 9.4% 100.0%	134 134.0 31.6% 100.0%	424 424.0 100.0% 100.0%

73. RSU faculty are interested in students' success.

			Satisfied					Total
			Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Not available or I don't use	Count	31	0	1	5	9	46
		Expected Count	5.8	1.4	4.3	14.1	20.4	46.0
		% within Important	67.4%	0.0%	2.2%	10.9%	19.6%	100.0%
		% within Satisfied	58.5%	0.0%	2.5%	3.8%	4.8%	10.8%
	Not at all important	Count	2	1	3	1	0	7
		Expected Count	0.9	0.2	0.7	2.1	3.1	7.0
		% within Important	28.6%	14.3%	42.9%	14.3%	0.0%	100.0%
		% within Satisfied	3.8%	7.7%	7.5%	0.8%	0.0%	1.7%
	Somewhat important	Count	5	1	7	6	1	20
		Expected Count	2.5	0.6	1.9	6.1	8.9	20.0
		% within Important	25.0%	5.0%	35.0%	30.0%	5.0%	100.0%
		% within Satisfied	9.4%	7.7%	17.5%	4.6%	0.5%	4.7%
	Important	Count	3	3	5	49	15	75
		Expected Count	9.4	2.3	7.1	23.0	33.3	75.0
		% within Important	4.0%	4.0%	6.7%	65.3%	20.0%	100.0%
		% within Satisfied	5.7%	23.1%	12.5%	37.7%	8.0%	17.7%
	Very important	Count	12	8	24	69	163	276
		Expected Count	34.5	8.5	26.0	84.6	122.4	276.0
		% within Important	4.3%	2.9%	8.7%	25.0%	59.1%	100.0%
		% within Satisfied	22.6%	61.5%	60.0%	53.1%	86.7%	65.1%
Total		Count	53	13	40	130	188	424
		Expected Count	53.0	13.0	40.0	130.0	188.0	424.0
		% within Important	12.5%	3.1%	9.4%	30.7%	44.3%	100.0%
		% within Satisfied	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

74. RSU faculty have high expectations for students.

		Satisfied					Total
		Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Not available or I don't use	Count Expected Count % within Important % within Satisfied	0 1.5 0.0% 0.0%	4 4.2 8.3% 10.8%	2 13.9 4.2% 1.6%	10 22.5 20.8% 5.0%	48 48.0 100.0% 11.3%
	Not at all important	Count Expected Count % within Important % within Satisfied	0 0.2 0.0% 0.0%	3 0.6 42.9% 8.1%	1 2.0 14.3% 0.8%	0 3.3 0.0% 0.0%	7 7.0 100.0% 1.7%
	Somewhat important	Count Expected Count % within Important % within Satisfied	1 0.6 5.0% 7.7%	7 1.7 35.0% 18.9%	7 5.8 35.0% 5.7%	2 9.4 10.0% 1.0%	20 20.0 100.0% 4.7%
	Important	Count Expected Count % within Important % within Satisfied	8 2.8 8.9% 61.5%	4 7.9 4.4% 10.8%	53 26.1 58.9% 43.1%	21 42.2 23.3% 10.6%	90 90.0 100.0% 21.2%
Total	Very important	Count Expected Count % within Important % within Satisfied	4 11.0 4.4% 7.7%	19 22.6 7.3% 51.4%	60 75.1 23.2% 48.8%	166 121.6 64.1% 83.4%	259 259.0 100.0% 61.1%
		Count Expected Count % within Important % within Satisfied	13 13.0 3.1% 100.0%	37 37.0 8.7% 100.0%	123 123.0 29.0% 100.0%	199 199.0 46.9% 100.0%	424 424.0 100.0% 100.0%

75. Students at RSU have to work hard to earn good grades.

			Satisfied					Total
			Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Not available or I don't use	Count	29	0	3	5	8	45
		Expected Count	5.6	1.0	4.0	12.6	21.8	45.0
		% within Important	64.4%	0.0%	6.7%	11.1%	17.8%	100.0%
		% within Satisfied	54.7%	0.0%	7.9%	4.2%	3.9%	10.6%
	Not at all important	Count	4	1	2	1	1	9
		Expected Count	1.1	0.2	0.8	2.5	4.4	9.0
		% within Important	44.4%	11.1%	22.2%	11.1%	11.1%	100.0%
		% within Satisfied	7.5%	11.1%	5.3%	0.8%	0.5%	2.1%
	Somewhat important	Count	6	0	9	9	4	28
		Expected Count	3.5	0.6	2.5	7.9	13.5	28.0
		% within Important	21.4%	0.0%	32.1%	32.1%	14.3%	100.0%
		% within Satisfied	11.3%	0.0%	23.7%	7.6%	2.0%	6.6%
	Important	Count	5	3	11	51	28	98
		Expected Count	12.3	2.1	8.8	27.5	47.4	98.0
		% within Important	5.1%	3.1%	11.2%	52.0%	28.6%	100.0%
		% within Satisfied	9.4%	33.3%	28.9%	42.9%	13.7%	23.1%
	Very important	Count	9	5	13	53	164	244
		Expected Count	30.5	5.2	21.9	68.5	118.0	244.0
		% within Important	3.7%	2.0%	5.3%	21.7%	67.2%	100.0%
		% within Satisfied	17.0%	55.6%	34.2%	44.5%	80.0%	57.5%
Total		Count	53	9	38	119	205	424
		Expected Count	53.0	9.0	38.0	119.0	205.0	424.0
		% within Important	12.5%	2.1%	9.0%	28.1%	48.3%	100.0%
		% within Satisfied	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

76. RSU faculty give timely feedback to students.

		Satisfied					Total
		Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Not available or I don't use	Count Expected Count % within Important % within Satisfied	32 6.5 0.0% 0.0%	0 2.5 0.0% 0.0%	3 6.5 5.9% 5.6%	5 15.5 9.8% 3.9%	11 20.0 21.6% 6.6%
	Not at all important	Count Expected Count % within Important % within Satisfied	4 1.4 36.4% 7.4%	2 0.5 18.2% 9.5%	2 1.4 18.2% 3.7%	3 3.3 27.3% 2.3%	0 4.3 0.0% 0.0%
	Somewhat important	Count Expected Count % within Important % within Satisfied	3 2.4 15.8% 5.6%	1 0.9 5.3% 4.8%	9 2.4 47.4% 16.7%	5 5.8 26.3% 3.9%	1 7.4 5.3% 0.6%
	Important	Count Expected Count % within Important % within Satisfied	4 10.8 4.7% 7.4%	7 4.2 8.2% 33.3%	8 10.8 9.4% 14.8%	48 25.9 56.5% 37.2%	18 33.3 21.2% 10.8%
Total	Very important	Count Expected Count % within Important % within Satisfied	11 32.9 4.3% 20.4%	11 12.8 4.3% 52.4%	32 32.9 12.4% 59.3%	68 78.5 26.4% 52.7%	136 101.0 52.7% 81.9%
		Count Expected Count % within Important % within Satisfied	54 54.0 12.7% 100.0%	21 21.0 5.0% 100.0%	54 54.0 12.7% 100.0%	129 129.0 30.4% 100.0%	166 166.0 39.2% 100.0%

Cross-tabulations of multiple-choice survey items: *Academic advising*

77. My academic advisor understands the requirements for my major.

Important	Not available or I don't use	Count	Satisfied					Total
			Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Not at all important	Count	Expected Count	50	1	4	4	5	64
	% within Important		10.4	4.4	5.3	15.4	28.5	64.0
	% within Satisfied		78.1%	1.6%	6.3%	6.3%	7.8%	100.0%
			72.5%	3.4%	11.4%	3.9%	2.6%	15.1%
Somewhat important	Count	Expected Count	1	1	2	0	0	4
	% within Important		0.7	0.3	0.3	1.0	1.8	4.0
	% within Satisfied		25.0%	25.0%	50.0%	0.0%	0.0%	100.0%
			1.4%	3.4%	5.7%	0.0%	0.0%	0.9%
Important	Count	Expected Count	3	2	10	4	1	20
	% within Important		3.3	1.4	1.7	4.8	8.9	20.0
	% within Satisfied		15.0%	10.0%	50.0%	20.0%	5.0%	100.0%
			4.3%	6.9%	28.6%	3.9%	0.5%	4.7%
Very important	Count	Expected Count	3	4	4	38	11	60
	% within Important		9.8	4.1	5.0	14.4	26.7	60.0
	% within Satisfied		5.0%	6.7%	6.7%	63.3%	18.3%	100.0%
			4.3%	13.8%	11.4%	37.3%	5.8%	14.2%
Total	Count	Expected Count	12	21	15	56	172	276
	% within Important		44.9	18.9	22.8	66.4	123.0	276.0
	% within Satisfied		4.3%	7.6%	5.4%	20.3%	62.3%	100.0%
			17.4%	72.4%	42.9%	54.9%	91.0%	65.1%
Total	Count	Expected Count	69	29	35	102	189	424
	% within Important		69.0	29.0	35.0	102.0	189.0	424.0
	% within Satisfied		16.3%	6.8%	8.3%	24.1%	44.6%	100.0%
			100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

78. My academic advisor understands the requirements for my minor.

		Satisfied					Total
		Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Not available or I don't use	Count Expected Count % within Important % within Satisfied	1 5.3 1.2 3.7%	5 6.9 6.0 14.3%	5 19.6 6.0 5.0%	6 32.1 7.2 3.7%	83 83.0 100.0 19.6%
	Not at all important	Count Expected Count % within Important % within Satisfied	3 0.7 27.3 11.1%	2 0.9 18.2 5.7%	2 2.6 18.2 2.0%	0 4.3 0.0 0.0%	11 11.0 100.0 2.6%
	Somewhat important	Count Expected Count % within Important % within Satisfied	1 1.1 5.9 3.7%	8 1.4 47.1 22.9%	4 4.0 23.5 4.0%	0 6.6 0.0 0.0%	17 17.0 100.0 4.0%
	Important	Count Expected Count % within Important % within Satisfied	5 4.0 7.9 18.5%	4 5.2 6.3 11.4%	39 14.9 61.9 39.0%	12 24.4 19.0 7.3%	63 63.0 100.0 14.9%
Total	Very important	Count Expected Count % within Important % within Satisfied	17 15.9 6.8 63.0%	16 20.6 6.4 45.7%	50 59.0 20.0 50.0%	146 96.7 58.4 89.0%	250 250.0 100.0 59.0%
		Count Expected Count % within Important % within Satisfied	27 27.0 6.4 100.0%	35 35.0 8.3 100.0%	100 100.0 23.6 100.0%	164 164.0 38.7 100.0%	424 424.0 100.0 100.0%

79. My academic advisor provides recommendations that help me as a student.

		Satisfied					Total
		Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Not available or I don't use	Count Expected Count % within Important % within Satisfied	1 4.5 1.7% 3.1%	4 5.6 6.8% 10.0%	6 15.6 10.2% 5.4%	5 24.1 8.5% 2.9%	59 59.0 100.0% 13.9%
	Not at all important	Count Expected Count % within Important % within Satisfied	1 0.4 20.0% 3.1%	2 0.5 40.0% 5.0%	0 1.3 0.0% 0.0%	0 2.0 0.0% 0.0%	5 5.0 100.0% 1.2%
	Somewhat important	Count Expected Count % within Important % within Satisfied	2 1.6 9.5% 6.3%	10 2.0 47.6% 25.0%	6 5.5 28.6% 5.4%	2 8.6 9.5% 1.2%	21 21.0 100.0% 5.0%
	Important	Count Expected Count % within Important % within Satisfied	4 4.9 6.2% 12.5%	6 6.1 9.2% 15.0%	40 17.2 61.5% 35.7%	10 26.5 15.4% 5.8%	65 65.0 100.0% 15.3%
Total	Very important	Count Expected Count % within Important % within Satisfied	24 20.7 8.8% 75.0%	18 25.8 6.6% 45.0%	60 72.4 21.9% 53.6%	156 111.8 56.9% 90.2%	274 274.0 100.0% 64.6%
		Count Expected Count % within Important % within Satisfied	32 32.0 7.5% 100.0%	40 40.0 9.4% 100.0%	112 112.0 26.4% 100.0%	173 173.0 40.8% 100.0%	424 424.0 100.0% 100.0%

80. I can easily schedule an appointment with my advisor.

		Satisfied					Total
		Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Not available or I don't use	Count Expected Count % within Important % within Satisfied	1 3.7 1.7% 3.8%	3 6.1 5.0% 7.0%	6 14.9 10.0% 5.7%	6 25.6 10.0% 3.3%	60 60.0 100.0% 14.2%
	Not at all important	Count Expected Count % within Important % within Satisfied	1 0.3 20.0% 3.8%	1 0.5 20.0% 2.3%	0 1.2 0.0% 0.0%	0 2.1 0.0% 0.0%	5 5.0 100.0% 1.2%
	Somewhat important	Count Expected Count % within Important % within Satisfied	1 2.1 7.7% 1.4%	2 0.8 15.4% 7.7%	7 1.3 53.8% 16.3%	3 3.2 23.1% 2.9%	13 13.0 100.0% 3.1%
	Important	Count Expected Count % within Important % within Satisfied	5 11.6 7.0% 7.2%	5 4.4 7.0% 19.2%	7 7.2 9.9% 16.3%	43 17.6 60.6% 41.0%	71 71.0 100.0% 16.7%
Total	Very important	Count Expected Count % within Important % within Satisfied	16 44.8 5.8% 23.2%	17 16.9 6.2% 65.4%	25 27.9 9.1% 58.1%	53 68.1 19.3% 50.5%	275 275.0 100.0% 64.9%
		Count Expected Count % within Important % within Satisfied	69 69.0 16.3% 100.0%	26 26.0 6.1% 100.0%	43 43.0 10.1% 100.0%	105 105.0 24.8% 100.0%	424 424.0 100.0% 100.0%

Cross-tabulations of multiple-choice survey items: *Academic programs*

81. The degree programs at RSU are challenging for students.

			Satisfied					Total
			Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Not available or I don't use	Count	31	1	2	4	9	47
		Expected Count	6.1	1.2	4.5	14.7	20.4	47.0
		% within Important	66.0%	2.1%	4.3%	8.5%	19.1%	100.0%
		% within Satisfied	56.4%	9.1%	4.9%	3.0%	4.9%	11.1%
Somewhat important	Not at all important	Count	2	0	1	0	0	3
		Expected Count	0.4	0.1	0.3	0.9	1.3	3.0
		% within Important	66.7%	0.0%	33.3%	0.0%	0.0%	100.0%
		% within Satisfied	3.6%	0.0%	2.4%	0.0%	0.0%	0.7%
Important	Somewhat important	Count	4	2	7	8	3	24
		Expected Count	3.1	0.6	2.3	7.5	10.4	24.0
		% within Important	16.7%	8.3%	29.2%	33.3%	12.5%	100.0%
		% within Satisfied	7.3%	18.2%	17.1%	6.0%	1.6%	5.7%
Very important	Important	Count	3	3	13	60	25	104
		Expected Count	13.5	2.7	10.1	32.6	45.1	104.0
		% within Important	2.9%	2.9%	12.5%	57.7%	24.0%	100.0%
		% within Satisfied	5.5%	27.3%	31.7%	45.1%	13.6%	24.5%
Total	Very important	Count	15	5	18	61	147	246
		Expected Count	31.9	6.4	23.8	77.2	106.8	246.0
		% within Important	6.1%	2.0%	7.3%	24.8%	59.8%	100.0%
		% within Satisfied	27.3%	45.5%	43.9%	45.9%	79.9%	58.0%
		Count	55	11	41	133	184	424
		Expected Count	55.0	11.0	41.0	133.0	184.0	424.0
		% within Important	13.0%	2.6%	9.7%	31.4%	43.4%	100.0%
		% within Satisfied	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

82. The degree programs at RSU prepare students for their careers.

		Satisfied					Total
		Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Not available or I don't use	Count Expected Count % within Important % within Satisfied	1 2.2 2.0% 5.6%	3 4.9 5.9% 7.3%	5 15.2 9.8% 4.0%	7 21.7 13.7% 3.9%	51 51.0 100.0% 12.0%
	Not at all important	Count Expected Count % within Important % within Satisfied	0 0.2 0.0% 0.0%	2 0.5 40.0% 4.9%	0 1.5 0.0% 0.0%	1 2.1 20.0% 0.6%	5 5.0 100.0% 1.2%
	Somewhat important	Count Expected Count % within Important % within Satisfied	2 0.6 13.3% 11.1%	6 1.5 40.0% 14.6%	4 4.5 26.7% 3.2%	0 6.4 0.0% 0.0%	15 15.0 100.0% 3.5%
	Important	Count Expected Count % within Important % within Satisfied	6 3.5 7.2% 33.3%	8 8.0 9.6% 19.5%	52 24.7 62.7% 41.3%	15 35.2 18.1% 8.3%	83 83.0 100.0% 19.6%
Very important	Very important	Count Expected Count % within Important % within Satisfied	9 11.5 3.3% 50.0%	22 26.1 8.1% 53.7%	65 80.2 24.1% 51.6%	157 114.6 58.1% 87.2%	270 270.0 100.0% 63.7%
	Total	Count Expected Count % within Important % within Satisfied	18 18.0 4.2% 100.0%	41 41.0 9.7% 100.0%	126 126.0 29.7% 100.0%	180 180.0 42.5% 100.0%	424 424.0 100.0% 100.0%

83. The degree programs at RSU prepare students to pursue more advanced degrees.

		Satisfied					Total
		Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Not available or I don't use	Count Expected Count % within Important % within Satisfied	1 1.8 2.0% 6.7%	4 5.5 8.0% 8.5%	3 14.6 6.0% 2.4%	7 21.0 14.0% 3.9%	50 50.0 100.0% 11.8%
	Not at all important	Count Expected Count % within Important % within Satisfied	0 0.1 0.0% 0.0%	1 0.4 25.0% 2.1%	1 1.2 25.0% 0.8%	0 1.7 0.0% 0.0%	4 4.0 100.0% 0.9%
	Somewhat important	Count Expected Count % within Important % within Satisfied	2 3.0 19.0% 6.7%	10 2.3 47.6% 21.3%	3 6.1 14.3% 2.4%	2 8.8 9.5% 1.1%	21 21.0 100.0% 5.0%
	Important	Count Expected Count % within Important % within Satisfied	4 12.0 2.4% 3.3%	12 9.4 14.1% 25.5%	52 24.9 61.2% 41.9%	15 35.7 17.6% 8.4%	85 85.0 100.0% 20.0%
Very important	Very important	Count Expected Count % within Important % within Satisfied	8 9.3 3.0% 53.3%	20 29.3 7.6% 42.6%	65 77.2 24.6% 52.4%	154 110.8 58.3% 86.5%	264 264.0 100.0% 62.3%
	Total	Count Expected Count % within Important % within Satisfied	15 15.0 3.5% 100.0%	47 47.0 11.1% 100.0%	124 124.0 29.2% 100.0%	178 178.0 42.0% 100.0%	424 424.0 100.0% 100.0%

84. The course requirements of degree programs at RSU are appropriate.

		Satisfied					Total	
		Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied		
Important	Not available or I don't use	Count	34	1	2	3	7	47
		Expected Count	6.0	2.5	6.1	13.6	18.7	47.0
		% within Important	72.3%	2.1%	4.3%	6.4%	14.9%	100.0%
		% within Satisfied	63.0%	4.3%	3.6%	2.4%	4.1%	11.1%
	Not at all important	Count	2	2	2	2	1	9
		Expected Count	1.1	0.5	1.2	2.6	3.6	9.0
		% within Important	22.2%	22.2%	22.2%	22.2%	11.1%	100.0%
		% within Satisfied	3.7%	8.7%	3.6%	1.6%	0.6%	2.1%
	Somewhat important	Count	3	2	9	5	0	19
		Expected Count	2.4	1.0	2.5	5.5	7.6	19.0
		% within Important	15.8%	10.5%	47.4%	26.3%	0.0%	100.0%
		% within Satisfied	5.6%	8.7%	16.4%	4.1%	0.0%	4.5%
	Important	Count	2	3	13	48	15	81
		Expected Count	10.3	4.4	10.5	23.5	32.3	81.0
		% within Important	2.5%	3.7%	16.0%	59.3%	18.5%	100.0%
		% within Satisfied	3.7%	13.0%	23.6%	39.0%	8.9%	19.1%
	Very important	Count	13	15	29	65	146	268
		Expected Count	34.1	14.5	34.8	77.7	106.8	268.0
		% within Important	4.9%	5.6%	10.8%	24.3%	54.5%	100.0%
		% within Satisfied	24.1%	65.2%	52.7%	52.8%	86.4%	63.2%
Total		Count	54	23	55	123	169	424
		Expected Count	54.0	23.0	55.0	123.0	169.0	424.0
		% within Important	12.7%	5.4%	13.0%	29.0%	39.9%	100.0%
		% within Satisfied	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Cross-tabulations of multiple-choice survey items: *Institution as a whole*

85. If I had it to do over again, I would choose RSU.

			Satisfied					Total
			Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Not available or I don't use	Count	27	3	6	6	11	53
		Expected Count	6.8	4.0	4.9	15.3	22.1	53.0
		% within Important	50.9%	5.7%	11.3%	11.3%	20.8%	100.0%
		% within Satisfied	50.0%	9.4%	15.4%	4.9%	6.2%	12.5%
Not at all important		Count	2	5	2	0	0	9
		Expected Count	1.1	0.7	0.8	2.6	3.8	9.0
		% within Important	22.2%	55.6%	22.2%	0.0%	0.0%	100.0%
		% within Satisfied	3.7%	15.6%	5.1%	0.0%	0.0%	2.1%
Somewhat important		Count	3	3	11	9	0	26
		Expected Count	3.3	2.0	2.4	7.5	10.9	26.0
		% within Important	11.5%	11.5%	42.3%	34.6%	0.0%	100.0%
		% within Satisfied	5.6%	9.4%	28.2%	7.4%	0.0%	6.1%
Important		Count	11	8	8	55	13	95
		Expected Count	12.1	7.2	8.7	27.3	39.7	95.0
		% within Important	11.6%	8.4%	8.4%	57.9%	13.7%	100.0%
		% within Satisfied	20.4%	25.0%	20.5%	45.1%	7.3%	22.4%
Very important		Count	11	13	12	52	153	241
		Expected Count	30.7	18.2	22.2	69.3	100.6	241.0
		% within Important	4.6%	5.4%	5.0%	21.6%	63.5%	100.0%
		% within Satisfied	20.4%	40.6%	30.8%	42.6%	86.4%	56.8%
Total		Count	54	32	39	122	177	424
		Expected Count	54.0	32.0	39.0	122.0	177.0	424.0
		% within Important	12.7%	7.5%	9.2%	28.8%	41.7%	100.0%
		% within Satisfied	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

86. I would recommend RSU to someone else.

			Satisfied					Total
			Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Not available or I don't use	Count	24	2	5	8	10	49
		Expected Count	5.5	3.0	4.6	13.3	22.5	49.0
		% within Important	49.0%	4.1%	10.2%	16.3%	20.4%	100.0%
		% within Satisfied	50.0%	7.7%	12.5%	7.0%	5.1%	11.6%
	Not at all important	Count	2	6	1	2	1	12
		Expected Count	1.4	0.7	1.1	3.3	5.5	12.0
		% within Important	16.7%	50.0%	8.3%	16.7%	8.3%	100.0%
		% within Satisfied	4.2%	23.1%	2.5%	1.7%	0.5%	2.8%
	Somewhat important	Count	3	2	8	10	0	23
		Expected Count	2.6	1.4	2.2	6.2	10.6	23.0
		% within Important	13.0%	8.7%	34.8%	43.5%	0.0%	100.0%
		% within Satisfied	6.3%	7.7%	20.0%	8.7%	0.0%	5.4%
	Important	Count	10	8	9	48	14	89
		Expected Count	10.1	5.5	8.4	24.1	40.9	89.0
		% within Important	11.2%	9.0%	10.1%	53.9%	15.7%	100.0%
		% within Satisfied	20.8%	30.8%	22.5%	41.7%	7.2%	21.0%
	Very important	Count	9	8	17	47	170	251
		Expected Count	28.4	15.4	23.7	68.1	115.4	251.0
		% within Important	3.6%	3.2%	6.8%	18.7%	67.7%	100.0%
		% within Satisfied	18.8%	30.8%	42.5%	40.9%	87.2%	59.2%
Total		Count	48	26	40	115	195	424
		Expected Count	48.0	26.0	40.0	115.0	195.0	424.0
		% within Important	11.3%	6.1%	9.4%	27.1%	46.0%	100.0%
		% within Satisfied	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

87. I am satisfied with my educational experience at RSU.

		Satisfied					Total
		Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Count	26	0	0	5	12	43
	Expected Count	5.5	2.0	3.3	11.5	20.7	43.0
	% within Important	60.5%	0.0%	0.0%	11.6%	27.9%	100.0%
	% within Satisfied	48.1%	0.0%	0.0%	4.4%	5.9%	10.1%
Not at all important	Count	4	1	0	0	0	5
	Expected Count	0.6	0.2	0.4	1.3	2.4	5.0
	% within Important	80.0%	20.0%	0.0%	0.0%	0.0%	100.0%
	% within Satisfied	7.4%	5.0%	0.0%	0.0%	0.0%	1.2%
Somewhat important	Count	4	0	8	4	1	17
	Expected Count	2.2	0.8	1.3	4.5	8.2	17.0
	% within Important	23.5%	0.0%	47.1%	23.5%	5.9%	100.0%
	% within Satisfied	7.4%	0.0%	24.2%	3.5%	0.5%	4.0%
Important	Count	4	2	6	40	13	65
	Expected Count	8.3	3.1	5.1	17.3	31.3	65.0
	% within Important	6.2%	3.1%	9.2%	61.5%	20.0%	100.0%
	% within Satisfied	7.4%	10.0%	18.2%	35.4%	6.4%	15.3%
Very important	Count	16	17	19	64	178	294
	Expected Count	37.4	13.9	22.9	78.4	141.5	294.0
	% within Important	5.4%	5.8%	6.5%	21.8%	60.5%	100.0%
	% within Satisfied	29.6%	85.0%	57.6%	56.6%	87.3%	69.3%
Total	Count	54	20	33	113	204	424
	Expected Count	54.0	20.0	33.0	113.0	204.0	424.0
	% within Important	12.7%	4.7%	7.8%	26.7%	48.1%	100.0%
	% within Satisfied	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

88. I am proud to be an RSU student.

			Satisfied					Total
			Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Not available or I don't use	Count	28	2	0	7	9	46
		Expected Count	6.0	2.4	3.5	13.0	21.2	46.0
		% within Important	60.9%	4.3%	0.0%	15.2%	19.6%	100.0%
		% within Satisfied	50.9%	9.1%	0.0%	5.8%	4.6%	10.8%
	Not at all important	Count	3	5	3	1	0	12
		Expected Count	1.6	0.6	0.9	3.4	5.5	12.0
		% within Important	25.0%	41.7%	25.0%	8.3%	0.0%	100.0%
		% within Satisfied	5.5%	22.7%	9.4%	0.8%	0.0%	2.8%
	Somewhat important	Count	6	0	6	5	0	17
		Expected Count	2.2	0.9	1.3	4.8	7.8	17.0
		% within Important	35.3%	0.0%	35.3%	29.4%	0.0%	100.0%
		% within Satisfied	10.9%	0.0%	18.8%	4.2%	0.0%	4.0%
	Important	Count	5	6	8	55	22	96
		Expected Count	12.5	5.0	7.2	27.2	44.2	96.0
		% within Important	5.2%	6.3%	8.3%	57.3%	22.9%	100.0%
		% within Satisfied	9.1%	27.3%	25.0%	45.8%	11.3%	22.6%
	Very important	Count	13	9	15	52	164	253
		Expected Count	32.8	13.1	19.1	71.6	116.4	253.0
		% within Important	5.1%	3.6%	5.9%	20.6%	64.8%	100.0%
		% within Satisfied	23.6%	40.9%	46.9%	43.3%	84.1%	59.7%
Total		Count	55	22	32	120	195	424
		Expected Count	55.0	22.0	32.0	120.0	195.0	424.0
		% within Important	13.0%	5.2%	7.5%	28.3%	46.0%	100.0%
		% within Satisfied	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

89. When I have a problem at RSU, I can find someone who will help me find a solution.

			Satisfied					Total
			Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Not available or I don't use	Count	35	0	3	5	12	55
		Expected Count	8.0	2.9	5.7	16.9	21.5	55.0
		% within Important	63.6%	0.0%	5.5%	9.1%	21.8%	100.0%
		% within Satisfied	56.5%	0.0%	6.8%	3.8%	7.2%	13.0%
	Not at all important	Count	3	1	1	0	0	5
		Expected Count	0.7	0.3	0.5	1.5	2.0	5.0
		% within Important	60.0%	20.0%	20.0%	0.0%	0.0%	100.0%
		% within Satisfied	4.8%	4.5%	2.3%	0.0%	0.0%	1.2%
	Somewhat important	Count	5	1	8	4	0	18
		Expected Count	2.6	0.9	1.9	5.5	7.0	18.0
		% within Important	27.8%	5.6%	44.4%	22.2%	0.0%	100.0%
		% within Satisfied	8.1%	4.5%	18.2%	3.1%	0.0%	4.2%
	Important	Count	5	8	10	48	14	85
		Expected Count	12.4	4.4	8.8	26.1	33.3	85.0
		% within Important	5.9%	9.4%	11.8%	56.5%	16.5%	100.0%
		% within Satisfied	8.1%	36.4%	22.7%	36.9%	8.4%	20.0%
	Very important	Count	14	12	22	73	140	261
		Expected Count	38.2	13.5	27.1	80.0	102.2	261.0
		% within Important	5.4%	4.6%	8.4%	28.0%	53.6%	100.0%
		% within Satisfied	22.6%	54.5%	50.0%	56.2%	84.3%	61.6%
Total		Count	62	22	44	130	166	424
		Expected Count	62.0	22.0	44.0	130.0	166.0	424.0
		% within Important	14.6%	5.2%	10.4%	30.7%	39.2%	100.0%
		% within Satisfied	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

90. The Campus Police Department demonstrates concern for students who call for assistance.

		Not available or I don't use	Satisfied				Total
			Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Not available or I don't use	Count Expected Count % within Important % within Satisfied	0 4.0 0.0% 0.0%	1 8.0 0.9% 3.1%	6 20.5 5.7% 7.3%	11 33.0 10.4% 8.3%	106 106.0 100.0% 25.0%
	Not at all important	Count Expected Count % within Important % within Satisfied	1 0.3 12.5% 6.3%	1 0.6 12.5% 3.1%	1 1.5 12.5% 1.2%	1 2.5 12.5% 0.8%	8 8.0 100.0% 1.9%
	Somewhat important	Count Expected Count % within Important % within Satisfied	2 0.5 14.3% 12.5%	5 1.1 35.7% 15.6%	3 2.7 21.4% 3.7%	1 4.4 7.1% 0.8%	14 14.0 100.0% 3.3%
	Important	Count Expected Count % within Important % within Satisfied	3 2.9 3.9% 18.8%	7 5.8 9.1% 21.9%	40 14.9 51.9% 48.8%	14 24.0 18.2% 10.6%	77 77.0 100.0% 18.2%
Total	Very important	Count Expected Count % within Important % within Satisfied	10 8.3 4.6% 62.5%	18 16.5 8.2% 56.3%	32 42.4 14.6% 39.0%	105 68.2 47.9% 79.5%	219 219.0 100.0% 51.7%
		Count Expected Count % within Important % within Satisfied	16 16.0 3.8% 100.0%	32 32.0 7.5% 100.0%	82 82.0 19.3% 100.0%	132 132.0 31.1% 100.0%	424 424.0 100.0% 100.0%

91. The Campus Police Department handles calls in a professional manner.

		Satisfied					Total
		Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Count	90	1	1	6	14	112
	Expected Count	43.3	4.5	8.2	20.3	35.7	112.0
	% within Important	80.4%	0.9%	0.9%	5.4%	12.5%	100.0%
	% within Satisfied	54.9%	5.9%	3.2%	7.8%	10.4%	26.4%
Not at all important	Count	1	2	1	0	0	4
	Expected Count	1.5	0.2	0.3	0.7	1.3	4.0
	% within Important	25.0%	50.0%	25.0%	0.0%	0.0%	100.0%
	% within Satisfied	0.6%	11.8%	3.2%	0.0%	0.0%	0.9%
Somewhat important	Count	6	0	7	3	2	18
	Expected Count	7.0	0.7	1.3	3.3	5.7	18.0
	% within Important	33.3%	0.0%	38.9%	16.7%	11.1%	100.0%
	% within Satisfied	3.7%	0.0%	22.6%	3.9%	1.5%	4.2%
Important	Count	11	5	8	35	11	70
	Expected Count	27.1	2.8	5.1	12.7	22.3	70.0
	% within Important	15.7%	7.1%	11.4%	50.0%	15.7%	100.0%
	% within Satisfied	6.7%	29.4%	25.8%	45.5%	8.1%	16.5%
Very important	Count	56	9	14	33	108	220
	Expected Count	85.1	8.8	16.1	40.0	70.0	220.0
	% within Important	25.5%	4.1%	6.4%	15.0%	49.1%	100.0%
	% within Satisfied	34.1%	52.9%	45.2%	42.9%	80.0%	51.9%
Total	Count	164	17	31	77	135	424
	Expected Count	164.0	17.0	31.0	77.0	135.0	424.0
	% within Important	38.7%	4.0%	7.3%	18.2%	31.8%	100.0%
	% within Satisfied	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

92. The Campus Police Department assists students in a timely manner.

		Satisfied					Total
		Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Count	88	1	0	6	13	108
	Expected Count	42.0	5.9	7.1	19.4	33.6	108.0
	% within Important	81.5%	0.9%	0.0%	5.6%	12.0%	100.0%
	% within Satisfied	53.3%	4.3%	0.0%	7.9%	9.8%	25.5%
Not at all important	Count	1	2	1	0	0	4
	Expected Count	1.6	0.2	0.3	0.7	1.2	4.0
	% within Important	25.0%	50.0%	25.0%	0.0%	0.0%	100.0%
	% within Satisfied	0.6%	8.7%	3.6%	0.0%	0.0%	0.9%
Somewhat important	Count	4	1	8	2	1	16
	Expected Count	6.2	0.9	1.1	2.9	5.0	16.0
	% within Important	25.0%	6.3%	50.0%	12.5%	6.3%	100.0%
	% within Satisfied	2.4%	4.3%	28.6%	2.6%	0.8%	3.8%
Important	Count	11	7	7	34	15	74
	Expected Count	28.8	4.0	4.9	13.3	23.0	74.0
	% within Important	14.9%	9.5%	9.5%	45.9%	20.3%	100.0%
	% within Satisfied	6.7%	30.4%	25.0%	44.7%	11.4%	17.5%
Very important	Count	61	12	12	34	103	222
	Expected Count	86.4	12.0	14.7	39.8	69.1	222.0
	% within Important	27.5%	5.4%	5.4%	15.3%	46.4%	100.0%
	% within Satisfied	37.0%	52.2%	42.9%	44.7%	78.0%	52.4%
Total	Count	165	23	28	76	132	424
	Expected Count	165.0	23.0	28.0	76.0	132.0	424.0
	% within Important	38.9%	5.4%	6.6%	17.9%	31.1%	100.0%
	% within Satisfied	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Cross-tabulations of multiple-choice survey items: *Environmental characteristics*

93. The buildings and facilities at RSU are accessible to persons with physical limitations.

			Satisfied					Total
			Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Not available or I don't use	Count	80	0	3	10	7	100
		Expected Count	33.3	4.0	7.3	22.4	33.0	100.0
		% within Important	80.0%	0.0%	3.0%	10.0%	7.0%	100.0%
		% within Satisfied	56.7%	0.0%	9.7%	10.5%	5.0%	23.6%
	Not at all important	Count	3	1	1	0	0	5
		Expected Count	1.7	0.2	0.4	1.1	1.7	5.0
		% within Important	60.0%	20.0%	20.0%	0.0%	0.0%	100.0%
		% within Satisfied	2.1%	5.9%	3.2%	0.0%	0.0%	1.2%
	Somewhat important	Count	2	1	9	3	1	16
		Expected Count	5.3	0.6	1.2	3.6	5.3	16.0
		% within Important	12.5%	6.3%	56.3%	18.8%	6.3%	100.0%
		% within Satisfied	1.4%	5.9%	29.0%	3.2%	0.7%	3.8%
Total	Important	Count	11	4	5	38	13	71
		Expected Count	23.6	2.8	5.2	15.9	23.4	71.0
		% within Important	15.5%	5.6%	7.0%	53.5%	18.3%	100.0%
		% within Satisfied	7.8%	23.5%	16.1%	40.0%	9.3%	16.7%
	Very important	Count	45	11	13	44	119	232
		Expected Count	77.2	9.3	17.0	52.0	76.6	232.0
		% within Important	19.4%	4.7%	5.6%	19.0%	51.3%	100.0%
		% within Satisfied	31.9%	64.7%	41.9%	46.3%	85.0%	54.7%
	Total	Count	141	17	31	95	140	424
		Expected Count	141.0	17.0	31.0	95.0	140.0	424.0
		% within Important	33.3%	4.0%	7.3%	22.4%	33.0%	100.0%
		% within Satisfied	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

94. The facilities on this campus are clean and in good repair.

		Satisfied					Total
		Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Not available or I don't use	Count Expected Count % within Important % within Satisfied	1 3.5 2.1% 3.2%	3 6.9 6.3% 4.9%	5 15.7 10.4% 3.6%	7 15.5 14.6% 5.1%	48 48.0 100.0% 11.3%
	Not at all important	Count Expected Count % within Important % within Satisfied	1 0.4 20.0% 3.2%	1 0.7 20.0% 1.6%	1 1.6 20.0% 0.7%	1 1.6 20.0% 0.7%	5 5.0 100.0% 1.2%
	Somewhat important	Count Expected Count % within Important % within Satisfied	5 2.2 29.4% 8.9%	9 2.4 52.9% 14.8%	2 5.6 11.8% 1.4%	1 5.5 5.9% 0.7%	17 17.0 100.0% 4.0%
	Important	Count Expected Count % within Important % within Satisfied	7 6.7 7.6% 22.6%	12 13.2 13.0% 19.7%	52 30.2 56.5% 37.4%	16 29.7 17.4% 11.7%	92 92.0 100.0% 21.7%
Total	Very important	Count Expected Count % within Important % within Satisfied	22 19.2 8.4% 71.0%	36 37.7 13.7% 59.0%	79 85.9 30.2% 56.8%	112 84.7 42.7% 81.8%	262 262.0 100.0% 61.8%
		Count Expected Count % within Important % within Satisfied	31 31.0 7.3% 100.0%	61 61.0 14.4% 100.0%	139 139.0 32.8% 100.0%	137 137.0 32.3% 100.0%	424 424.0 100.0% 100.0%

95. This is an attractive campus.

			Satisfied					Total
			Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Not available or I don't use	Count	33	2	4	7	6	52
		Expected Count	6.7	2.5	5.5	16.7	20.6	52.0
		% within Important	63.5%	3.8%	7.7%	13.5%	11.5%	100.0%
		% within Satisfied	60.0%	10.0%	8.9%	5.1%	3.6%	12.3%
	Not at all important	Count	2	1	1	5	0	9
		Expected Count	1.2	0.4	1.0	2.9	3.6	9.0
		% within Important	22.2%	11.1%	11.1%	55.6%	0.0%	100.0%
		% within Satisfied	3.6%	5.0%	2.2%	3.7%	0.0%	2.1%
	Somewhat important	Count	4	1	8	7	4	24
		Expected Count	3.1	1.1	2.5	7.7	9.5	24.0
		% within Important	16.7%	4.2%	33.3%	29.2%	16.7%	100.0%
		% within Satisfied	7.3%	5.0%	17.8%	5.1%	2.4%	5.7%
	Important	Count	3	5	12	48	26	94
		Expected Count	12.2	4.4	10.0	30.2	37.2	94.0
		% within Important	3.2%	5.3%	12.8%	51.1%	27.7%	100.0%
		% within Satisfied	5.5%	25.0%	26.7%	35.3%	15.5%	22.2%
	Very important	Count	13	11	20	69	132	245
		Expected Count	31.8	11.6	26.0	78.6	97.1	245.0
		% within Important	5.3%	4.5%	8.2%	28.2%	53.9%	100.0%
		% within Satisfied	23.6%	55.0%	44.4%	50.7%	78.6%	57.8%
Total		Count	55	20	45	136	168	424
		Expected Count	55.0	20.0	45.0	136.0	168.0	424.0
		% within Important	13.0%	4.7%	10.6%	32.1%	39.6%	100.0%
		% within Satisfied	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

96. There is adequate parking on this campus.

		Satisfied					Total
		Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Count	33	5	4	5	6	53
	Expected Count	7.4	12.9	9.0	11.9	11.9	53.0
	% within Important	62.3%	9.4%	7.5%	9.4%	11.3%	100.0%
	% within Satisfied	55.9%	4.9%	5.6%	5.3%	6.3%	12.5%
Not at all important	Count	1	2	1	0	0	4
	Expected Count	0.6	1.0	0.7	0.9	0.9	4.0
	% within Important	25.0%	50.0%	25.0%	0.0%	0.0%	100.0%
	% within Satisfied	1.7%	1.9%	1.4%	0.0%	0.0%	0.9%
Somewhat important	Count	2	0	9	3	2	16
	Expected Count	2.2	3.9	2.7	3.6	3.6	16.0
	% within Important	12.5%	0.0%	56.3%	18.8%	12.5%	100.0%
	% within Satisfied	3.4%	0.0%	12.5%	3.2%	2.1%	3.8%
Important	Count	4	7	9	41	16	77
	Expected Count	10.7	18.7	13.1	17.3	17.3	77.0
	% within Important	5.2%	9.1%	11.7%	53.2%	20.8%	100.0%
	% within Satisfied	6.8%	6.8%	12.5%	43.2%	16.8%	18.2%
Very important	Count	19	89	49	46	71	274
	Expected Count	38.1	66.6	46.5	61.4	61.4	274.0
	% within Important	6.9%	32.5%	17.9%	16.8%	25.9%	100.0%
	% within Satisfied	32.2%	86.4%	68.1%	48.4%	74.7%	64.6%
Total	Count	59	103	72	95	95	424
	Expected Count	59.0	103.0	72.0	95.0	95.0	424.0
	% within Important	13.9%	24.3%	17.0%	22.4%	22.4%	100.0%
	% within Satisfied	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Cross-tabulations of multiple-choice survey items: *University policies*

97. The drop/add policy at RSU is clear and easy to understand.

Important	Not available or I don't use	Count Expected Count % within Important % within Satisfied	Satisfied					Total
			Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
	Not available or I don't use	Count	40	3	2	6	7	58
		Expected Count	9.2	2.6	4.1	17.8	24.3	58.0
		% within Important	69.0%	5.2%	3.4%	10.3%	12.1%	100.0%
		% within Satisfied	59.7%	15.8%	6.7%	4.6%	3.9%	13.7%
	Not at all important	Count	1	2	1	1	1	6
		Expected Count	0.9	0.3	0.4	1.8	2.5	6.0
		% within Important	16.7%	33.3%	16.7%	16.7%	16.7%	100.0%
		% within Satisfied	1.5%	10.5%	3.3%	0.8%	0.6%	1.4%
	Somewhat important	Count	2	2	8	7	0	19
		Expected Count	3.0	0.9	1.3	5.8	8.0	19.0
		% within Important	10.5%	10.5%	42.1%	36.8%	0.0%	100.0%
		% within Satisfied	3.0%	10.5%	26.7%	5.4%	0.0%	4.5%
	Important	Count	5	3	7	49	19	83
		Expected Count	13.1	3.7	5.9	25.4	34.8	83.0
		% within Important	6.0%	3.6%	8.4%	59.0%	22.9%	100.0%
		% within Satisfied	7.5%	15.8%	23.3%	37.7%	10.7%	19.6%
	Very important	Count	19	9	12	67	151	258
		Expected Count	40.8	11.6	18.3	79.1	108.3	258.0
		% within Important	7.4%	3.5%	4.7%	26.0%	58.5%	100.0%
		% within Satisfied	28.4%	47.4%	40.0%	51.5%	84.8%	60.8%
Total		Count	67	19	30	130	178	424
		Expected Count	67.0	19.0	30.0	130.0	178.0	424.0
		% within Important	15.8%	4.5%	7.1%	30.7%	42.0%	100.0%
		% within Satisfied	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

98. The drop/add policy at RSU is fair.

		Satisfied					Total
		Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Not available or I don't use	Count Expected Count % within Important % within Satisfied	2 1.7 3.5% 15.4%	1 3.8 1.8% 3.6%	5 18.0 8.8% 3.7%	7 24.5 12.3% 3.8%	57 57.0 100.0% 13.4%
	Not at all important	Count Expected Count % within Important % within Satisfied	0 0.1 0.0% 0.0%	1 0.3 25.0% 3.6%	2 1.3 50.0% 1.5%	0 1.7 0.0% 0.0%	4 4.0 100.0% 0.9%
	Somewhat important	Count Expected Count % within Important % within Satisfied	2 0.6 10.0% 15.4%	9 1.3 45.0% 32.1%	6 6.3 30.0% 4.5%	2 8.6 10.0% 1.1%	20 20.0 100.0% 4.7%
	Important	Count Expected Count % within Important % within Satisfied	4 2.5 4.8% 30.8%	5 5.5 6.0% 17.9%	52 26.2 62.7% 38.8%	16 35.6 19.3% 8.8%	83 83.0 100.0% 19.6%
Total	Very important	Count Expected Count % within Important % within Satisfied	5 8.0 1.9% 38.5%	12 17.2 4.6% 42.9%	69 82.2 26.5% 51.5%	157 111.6 60.4% 86.3%	260 260.0 100.0% 61.3%
		Count Expected Count % within Important % within Satisfied	13 13.0 3.1% 100.0%	28 28.0 6.6% 100.0%	134 134.0 31.6% 100.0%	182 182.0 42.9% 100.0%	424 424.0 100.0% 100.0%

99. The tuition and fees policy at RSU is clear and easy to understand.

		Satisfied					Total
		Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Not available or I don't use	Count Expected Count % within Important % within Satisfied	2 1.8 4.5% 11.8%	1 4.2 2.3% 2.5%	8 15.3 18.2% 5.4%	5 17.7 11.4% 2.9%	44 44.0 100.0% 10.4%
	Not at all important	Count Expected Count % within Important % within Satisfied	0 0.1 0.0% 0.0%	1 0.2 50.0% 2.5%	0 0.7 0.0% 0.0%	0 0.8 0.0% 0.0%	2 2.0 100.0% 0.5%
	Somewhat important	Count Expected Count % within Important % within Satisfied	1 0.7 5.6% 5.9%	10 1.7 55.6% 25.0%	3 6.2 16.7% 2.0%	1 7.3 5.6% 0.6%	18 18.0 100.0% 4.2%
	Important	Count Expected Count % within Important % within Satisfied	4 3.6 4.5% 23.5%	9 8.4 10.1% 22.5%	55 30.9 61.8% 37.4%	18 35.9 20.2% 10.5%	89 89.0 100.0% 21.0%
Total	Very important	Count Expected Count % within Important % within Satisfied	10 10.9 3.7% 58.8%	19 25.6 7.0% 47.5%	81 94.0 29.9% 55.1%	147 109.3 54.2% 86.0%	271 271.0 100.0% 63.9%
		Count Expected Count % within Important % within Satisfied	17 17.0 4.0% 100.0%	40 40.0 9.4% 100.0%	147 147.0 34.7% 100.0%	171 171.0 40.3% 100.0%	424 424.0 100.0% 100.0%
		Count Expected Count % within Important % within Satisfied					
		Count Expected Count % within Important % within Satisfied					

100. The tuition and fees policy at RSU is fair.

		Satisfied					Total
		Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Not available or I don't use	Count Expected Count % within Important % within Satisfied	4 4.0 8.2% 11.4%	2 5.4 4.1% 4.3%	5 15.6 10.2% 3.7%	8 17.9 16.3% 5.2%	49 49.0 100.0% 11.6%
	Not at all important	Count Expected Count % within Important % within Satisfied	0 0.4 0.0% 0.0%	1 0.6 20.0% 2.1%	1 1.6 20.0% 0.7%	0 1.8 0.0% 0.0%	5 5.0 100.0% 1.2%
	Somewhat important	Count Expected Count % within Important % within Satisfied	1 1.3 6.3% 2.9%	10 1.8 62.5% 21.3%	3 5.1 18.8% 2.2%	0 5.8 0.0% 0.0%	16 16.0 100.0% 3.8%
	Important	Count Expected Count % within Important % within Satisfied	6 7.3 6.8% 17.1%	10 9.8 11.4% 21.3%	53 28.0 60.2% 39.3%	16 32.2 18.2% 10.3%	88 88.0 100.0% 20.8%
Total	Very important	Count Expected Count % within Important % within Satisfied	24 22.0 9.0% 68.6%	24 29.5 9.0% 51.1%	73 84.7 27.4% 54.1%	131 97.2 49.2% 84.5%	266 266.0 100.0% 62.7%
		Count Expected Count % within Important % within Satisfied	35 35.0 8.3% 100.0%	47 47.0 11.1% 100.0%	135 135.0 31.8% 100.0%	155 155.0 36.6% 100.0%	424 424.0 100.0% 100.0%

101. The bill payment policy at RSU is clear and easy to understand.

		Satisfied					Total
		Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Count	38	0	3	7	8	56
	Expected Count	8.6	2.0	4.4	19.7	21.4	56.0
	% within Important	67.9%	0.0%	5.4%	12.5%	14.3%	100.0%
	% within Satisfied	58.5%	0.0%	9.1%	4.7%	4.9%	13.2%
Not at all important	Count	2	0	1	0	0	3
	Expected Count	0.5	0.1	0.2	1.1	1.1	3.0
	% within Important	66.7%	0.0%	33.3%	0.0%	0.0%	100.0%
	% within Satisfied	3.1%	0.0%	3.0%	0.0%	0.0%	0.7%
Somewhat important	Count	4	0	9	6	0	19
	Expected Count	2.9	0.7	1.5	6.7	7.3	19.0
	% within Important	21.1%	0.0%	47.4%	31.6%	0.0%	100.0%
	% within Satisfied	6.2%	0.0%	27.3%	4.0%	0.0%	4.5%
Important	Count	4	6	8	51	13	82
	Expected Count	12.6	2.9	6.4	28.8	31.3	82.0
	% within Important	4.9%	7.3%	9.8%	62.2%	15.9%	100.0%
	% within Satisfied	6.2%	40.0%	24.2%	34.2%	8.0%	19.3%
Very important	Count	17	9	12	85	141	264
	Expected Count	40.5	9.3	20.5	92.8	100.9	264.0
	% within Important	6.4%	3.4%	4.5%	32.2%	53.4%	100.0%
	% within Satisfied	26.2%	60.0%	36.4%	57.0%	87.0%	62.3%
Total	Count	65	15	33	149	162	424
	Expected Count	65.0	15.0	33.0	149.0	162.0	424.0
	% within Important	15.3%	3.5%	7.8%	35.1%	38.2%	100.0%
	% within Satisfied	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

102. The bill payment policy at RSU is fair.

		Satisfied					Total
		Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Not available or I don't use	Count Expected Count % within Important % within Satisfied	2 2.0 3.7% 12.5%	1 5.0 1.9% 2.6%	6 17.4 11.1% 4.4%	10 21.1 18.5% 6.0%	54 54.0 100.0% 12.7%
	Not at all important	Count Expected Count % within Important % within Satisfied	1 0.3 14.3% 6.3%	0 0.6 0.0% 0.0%	2 2.3 28.6% 1.5%	0 2.7 0.0% 0.0%	7 7.0 100.0% 1.7%
	Somewhat important	Count Expected Count % within Important % within Satisfied	1 0.7 5.3% 6.3%	10 1.7 52.6% 25.6%	4 6.1 21.1% 2.9%	0 7.4 0.0% 0.0%	19 19.0 100.0% 4.5%
	Important	Count Expected Count % within Important % within Satisfied	4 12.8 4.9% 6.1%	4 3.1 4.9% 25.0%	5 7.5 6.1% 12.8%	53 26.5 64.6% 38.7%	82 82.0 100.0% 19.3%
Total	Very important	Count Expected Count % within Important % within Satisfied	8 9.9 3.1% 50.0%	23 24.1 8.8% 59.0%	72 84.7 27.5% 52.6%	140 102.6 53.4% 84.3%	262 262.0 100.0% 61.8%
		Count Expected Count % within Important % within Satisfied	16 16.0 3.8% 100.0%	39 39.0 9.2% 100.0%	137 137.0 32.3% 100.0%	166 166.0 39.2% 100.0%	424 424.0 100.0% 100.0%

103. The grievance policy at RSU is clear and easy to understand.

		Not available or I don't use	Satisfied				Total
			Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Not available or I don't use	Count Expected Count % within Important % within Satisfied	0 2.6 0.0% 0.0%	2 6.2 2.5% 6.1%	5 21.5 6.3% 4.4%	11 27.5 13.8% 7.5%	80 80.0 100.0% 18.9%
	Not at all important	Count Expected Count % within Important % within Satisfied	1 0.2 20.0% 7.1%	1 0.4 20.0% 3.0%	0 1.3 0.0% 0.0%	1 1.7 20.0% 0.7%	5 5.0 100.0% 1.2%
	Somewhat important	Count Expected Count % within Important % within Satisfied	0 0.6 0.0% 0.0%	8 1.5 42.1% 24.2%	6 5.1 31.6% 5.3%	0 6.5 0.0% 0.0%	19 19.0 100.0% 4.5%
	Important	Count Expected Count % within Important % within Satisfied	5 2.6 6.4% 35.7%	9 6.1 11.5% 27.3%	43 21.0 55.1% 37.7%	13 26.9 16.7% 8.9%	78 78.0 100.0% 18.4%
Total	Very important	Count Expected Count % within Important % within Satisfied	8 21.5 10.3% 6.8%	13 18.8 5.4% 39.4%	60 65.1 24.8% 52.6%	121 83.3 50.0% 82.9%	242 242.0 100.0% 57.1%
		Count Expected Count % within Important % within Satisfied	14 14.0 3.3% 100.0%	33 33.0 7.8% 100.0%	114 114.0 26.9% 100.0%	146 146.0 34.4% 100.0%	424 424.0 100.0% 100.0%
		Count Expected Count % within Important % within Satisfied					
		Count Expected Count % within Important % within Satisfied					

104. The grievance policy at RSU is fair.

			Satisfied					Total
			Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Not available or I don't use	Count	60	2	2	5	10	79
		Expected Count	21.6	3.2	5.8	21.1	27.4	79.0
		% within Important	75.9%	2.5%	2.5%	6.3%	12.7%	100.0%
		% within Satisfied	51.7%	11.8%	6.5%	4.4%	6.8%	18.6%
	Not at all important	Count	1	1	0	0	1	3
		Expected Count	0.8	0.1	0.2	0.8	1.0	3.0
		% within Important	33.3%	33.3%	0.0%	0.0%	33.3%	100.0%
		% within Satisfied	0.9%	5.9%	0.0%	0.0%	0.7%	0.7%
	Somewhat important	Count	3	1	8	7	1	20
		Expected Count	5.5	0.8	1.5	5.3	6.9	20.0
		% within Important	15.0%	5.0%	40.0%	35.0%	5.0%	100.0%
		% within Satisfied	2.6%	5.9%	25.8%	6.2%	0.7%	4.7%
	Important	Count	12	3	9	44	14	82
		Expected Count	22.4	3.3	6.0	21.9	28.4	82.0
		% within Important	14.6%	3.7%	11.0%	53.7%	17.1%	100.0%
		% within Satisfied	10.3%	17.6%	29.0%	38.9%	9.5%	19.3%
	Very important	Count	40	10	12	57	121	240
		Expected Count	65.7	9.6	17.5	64.0	83.2	240.0
		% within Important	16.7%	4.2%	5.0%	23.8%	50.4%	100.0%
		% within Satisfied	34.5%	58.8%	38.7%	50.4%	82.3%	56.6%
Total		Count	116	17	31	113	147	424
		Expected Count	116.0	17.0	31.0	113.0	147.0	424.0
		% within Important	27.4%	4.0%	7.3%	26.7%	34.7%	100.0%
		% within Satisfied	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

105. The Student Code of Conduct at RSU is clear and easy to understand.

		Satisfied					Total
		Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Count	40	0	1	7	15	63
	Expected Count	10.5	1.8	4.2	19.3	27.2	63.0
	% within Important	63.5%	0.0%	1.6%	11.1%	23.8%	100.0%
	% within Satisfied	56.3%	0.0%	3.6%	5.4%	8.2%	14.9%
Not at all important	Count	2	0	0	2	0	4
	Expected Count	0.7	0.1	0.3	1.2	1.7	4.0
	% within Important	50.0%	0.0%	0.0%	50.0%	0.0%	100.0%
	% within Satisfied	2.8%	0.0%	0.0%	1.5%	0.0%	0.9%
Somewhat important	Count	3	2	10	6	2	23
	Expected Count	3.9	0.7	1.5	7.1	9.9	23.0
	% within Important	13.0%	8.7%	43.5%	26.1%	8.7%	100.0%
	% within Satisfied	4.2%	16.7%	35.7%	4.6%	1.1%	5.4%
Important	Count	5	3	5	51	18	82
	Expected Count	13.7	2.3	5.4	25.1	35.4	82.0
	% within Important	6.1%	3.7%	6.1%	62.2%	22.0%	100.0%
	% within Satisfied	7.0%	25.0%	17.9%	39.2%	9.8%	19.3%
Very important	Count	21	7	12	64	148	252
	Expected Count	42.2	7.1	16.6	77.3	108.8	252.0
	% within Important	8.3%	2.8%	4.8%	25.4%	58.7%	100.0%
	% within Satisfied	29.6%	58.3%	42.9%	49.2%	80.9%	59.4%
Total	Count	71	12	28	130	183	424
	Expected Count	71.0	12.0	28.0	130.0	183.0	424.0
	% within Important	16.7%	2.8%	6.6%	30.7%	43.2%	100.0%
	% within Satisfied	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

106. The Student Code of Conduct at RSU is fair.

		Satisfied					Total
		Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Not available or I don't use	Count Expected Count % within Important % within Satisfied	41 11.9 59.4% 56.2%	0 2.3 0.0% 0.0%	3 4.2 4.3% 11.5%	8 21.3 11.6% 6.1%	17 29.3 24.6% 9.4%
	Not at all important	Count Expected Count % within Important % within Satisfied	2 0.9 40.0% 2.7%	0 0.2 0.0% 0.0%	0 0.3 0.0% 0.0%	3 1.5 60.0% 2.3%	5 2.1 0.0% 0.0%
	Somewhat important	Count Expected Count % within Important % within Satisfied	3 3.4 15.0% 4.1%	1 0.7 5.0% 7.1%	9 1.2 45.0% 34.6%	7 6.2 35.0% 5.3%	20 8.5 0.0% 0.0%
	Important	Count Expected Count % within Important % within Satisfied	4 13.4 5.1% 5.5%	4 2.6 5.1% 28.6%	2 4.8 2.6% 7.7%	50 24.1 64.1% 38.2%	18 33.1 23.1% 10.0%
Total	Very important	Count Expected Count % within Important % within Satisfied	23 43.4 9.1% 31.5%	9 8.3 3.6% 64.3%	12 15.5 4.8% 46.2%	63 77.9 25.0% 48.1%	145 107.0 57.5% 80.6%
		Count Expected Count % within Important % within Satisfied	73 73.0 17.2% 100.0%	14 14.0 3.3% 100.0%	26 26.0 6.1% 100.0%	131 131.0 30.9% 100.0%	180 180.0 42.5% 100.0%

Cross-tabulations of multiple-choice survey items: *General Education courses*
107. The English composition courses help my writing ability.

			Satisfied					Total
			Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Not available or I don't use	Count	76	0	1	3	12	92
		Expected Count	25.8	2.6	5.0	21.7	36.9	92.0
		% within Important	82.6%	0.0%	1.1%	3.3%	13.0%	100.0%
		% within Satisfied	63.9%	0.0%	4.3%	3.0%	7.1%	21.7%
	Not at all important	Count	4	1	0	1	2	8
		Expected Count	2.2	0.2	0.4	1.9	3.2	8.0
		% within Important	50.0%	12.5%	0.0%	12.5%	25.0%	100.0%
		% within Satisfied	3.4%	8.3%	0.0%	1.0%	1.2%	1.9%
	Somewhat important	Count	2	0	7	5	0	14
		Expected Count	3.9	0.4	0.8	3.3	5.6	14.0
		% within Important	14.3%	0.0%	50.0%	35.7%	0.0%	100.0%
		% within Satisfied	1.7%	0.0%	30.4%	5.0%	0.0%	3.3%
	Important	Count	8	3	2	38	13	64
		Expected Count	18.0	1.8	3.5	15.1	25.7	64.0
		% within Important	12.5%	4.7%	3.1%	59.4%	20.3%	100.0%
		% within Satisfied	6.7%	25.0%	8.7%	38.0%	7.6%	15.1%
	Very important	Count	29	8	13	53	143	246
		Expected Count	69.0	7.0	13.3	58.0	98.6	246.0
		% within Important	11.8%	3.3%	5.3%	21.5%	58.1%	100.0%
		% within Satisfied	24.4%	66.7%	56.5%	53.0%	84.1%	58.0%
Total		Count	119	12	23	100	170	424
		Expected Count	119.0	12.0	23.0	100.0	170.0	424.0
		% within Important	28.1%	2.8%	5.4%	23.6%	40.1%	100.0%
		% within Satisfied	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

108. The Speech course helped my oral presentation skills.

		Satisfied					Total
		Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Not available or I don't use	Count Expected Count % within Important % within Satisfied	1 4.1 1.0% 5.6%	2 6.1 2.1% 7.4%	7 23.1 7.3% 6.9%	11 34.6 11.5% 7.2%	96 96.0 100.0% 22.6%
	Not at all important	Count Expected Count % within Important % within Satisfied	3 2.0 42.9% 2.4%	0 0.4 0.0% 0.0%	1 1.7 14.3% 1.0%	0 2.5 0.0% 0.0%	7 7.0 100.0% 1.7%
	Somewhat important	Count Expected Count % within Important % within Satisfied	5 5.0 29.4% 4.0%	7 1.1 41.2% 25.9%	5 4.1 29.4% 4.9%	0 6.1 0.0% 0.0%	17 17.0 100.0% 4.0%
	Important	Count Expected Count % within Important % within Satisfied	7 22.2 9.2% 5.6%	4 3.2 5.3% 22.2%	9 4.8 11.8% 33.3%	37 18.3 48.7% 36.3%	19 27.4 25.0% 12.4%
	Very important	Count Expected Count % within Important % within Satisfied	34 66.7 14.9% 27.4%	10 9.7 4.4% 55.6%	9 14.5 3.9% 33.3%	52 54.8 22.8% 51.0%	228 228.0 100.0% 53.8%
Total		Count Expected Count % within Important % within Satisfied	124 124.0 29.2% 100.0%	18 18.0 4.2% 100.0%	27 27.0 6.4% 100.0%	102 102.0 24.1% 100.0%	424 424.0 100.0% 100.0%

109. The mathematics and science courses helped me to critically examine ways to solve problems.

		Not available or I don't use	Satisfied				Total
			Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Not available or I don't use	Count Expected Count % within Important % within Satisfied	2 3.4 2.7% 10.0%	2 6.4 2.7% 5.4%	7 19.8 9.6% 6.1%	8 28.4 11.0% 4.8%	73 73.0 100.0% 17.2%
	Not at all important	Count Expected Count % within Important % within Satisfied	2 0.3 33.3% 10.0%	2 0.5 33.3% 5.4%	0 1.6 0.0% 0.0%	1 2.3 16.7% 0.6%	6 6.0 100.0% 1.4%
	Somewhat important	Count Expected Count % within Important % within Satisfied	2 0.9 10.0% 10.0%	9 1.7 45.0% 24.3%	4 5.4 20.0% 3.5%	2 7.8 10.0% 1.2%	20 20.0 100.0% 4.7%
	Important	Count Expected Count % within Important % within Satisfied	3 4.1 15.0% 3.4%	9 7.2 11.0% 24.3%	48 22.2 58.5% 41.7%	16 31.9 19.5% 9.7%	82 82.0 100.0% 19.3%
Very important	Very important	Count Expected Count % within Important % within Satisfied	11 11.5 4.5% 55.0%	15 21.2 6.2% 40.5%	56 65.9 23.0% 48.7%	138 94.6 56.8% 83.6%	243 243.0 100.0% 57.3%
	Total	Count Expected Count % within Important % within Satisfied	20 20.0 4.7% 100.0%	37 37.0 8.7% 100.0%	115 115.0 27.1% 100.0%	165 165.0 38.9% 100.0%	424 424.0 100.0% 100.0%

110. The history and government courses helped improve my reading comprehension.

		Satisfied					Total
		Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Not available or I don't use	Count Expected Count % within Important % within Satisfied	0 3.3 0.0% 0.0%	2 6.7 2.4% 5.9%	7 23.7 8.4% 5.8%	8 28.2 9.6% 5.6%	83 83.0 100.0% 19.6%
	Not at all important	Count Expected Count % within Important % within Satisfied	2 0.4 18.2% 11.8%	2 0.9 18.2% 5.9%	4 3.1 36.4% 3.3%	0 3.7 0.0% 0.0%	11 11.0 100.0% 2.6%
	Somewhat important	Count Expected Count % within Important % within Satisfied	1 0.9 4.5% 5.9%	7 1.8 31.8% 20.6%	7 6.3 31.8% 5.8%	3 7.5 13.6% 2.1%	22 22.0 100.0% 5.2%
	Important	Count Expected Count % within Important % within Satisfied	3 3.3 3.7% 17.6%	10 6.6 12.2% 29.4%	47 23.4 57.3% 38.8%	16 27.8 19.5% 11.1%	82 82.0 100.0% 19.3%
Total	Very important	Count Expected Count % within Important % within Satisfied	11 9.1 4.9% 64.7%	13 18.1 5.8% 38.2%	56 64.5 24.8% 46.3%	117 76.8 51.8% 81.3%	226 226.0 100.0% 53.3%
		Count Expected Count % within Important % within Satisfied	17 17.0 4.0% 100.0%	34 34.0 8.0% 100.0%	121 121.0 28.5% 100.0%	144 144.0 34.0% 100.0%	424 424.0 100.0% 100.0%

Student Comments: *Most Liked*

Comment	Frequency	Percent
Accessibility	3	0.86%
Activities	2	0.57%
Athletics	5	1.43%
Bartlesville Campus and staff	6	1.72%
Beautiful campus	4	1.15%
Bounici Brothers	1	0.29%
Campus and class sizes	66	18.91%
Challenging courses	2	0.57%
Computers	1	0.29%
Convenience	22	6.30%
Cost	13	3.72%
Dorms	2	0.57%
Ease of enrollment	1	0.29%
Environment	14	4.01%
Expanding to meet future needs	2	0.57%
Facilities/Classrooms/Labs	5	1.43%
Faculty	63	18.05%
Food	2	0.57%
Friendly and helpful staff and faculty	16	4.58%
Friends/Students/People	10	2.87%
Graduation	1	0.29%
Greek life	3	0.86%
Hillcamp	1	0.29%
It's a good school	3	0.86%
It's easy	3	0.86%
It's personal	3	0.86%
Library	4	1.15%
Location/Close to home	46	13.18%
Online courses	6	1.72%
Parking	1	0.29%
Programs and courses offered	26	7.45%
Pryor campus	3	0.86%
Radio station	1	0.29%
Rec Center access	1	0.29%
Scholarships	2	0.57%
Student disability services	1	0.29%
Student Health Center	1	0.29%
Student Support Services	1	0.29%
Surveys	1	0.29%
Tutoring	1	0.29%
Total	349	100.00%

Student Comments: *Least Liked*

Comment	Frequency	Percent
Academic advisement	2	0.59%
Acceptance of African Americans.	1	0.29%
All important stuff has to be done in Claremore and all fun stuff is in Claremore.	1	0.29%
Athletes get away with a lot more than other students.	2	0.59%
Attendance policy	2	0.59%
Bartlesville campus	1	0.29%
Bartlesville course offerings	18	5.29%
Bartlesville office staff	3	0.88%
Bartlesville parking	1	0.29%
Being treated like I'm in high school and information being repeated more than once.	1	0.29%
Books required and prices	2	0.59%
Bookstore	4	1.18%
Budget cuts	1	0.29%
Busy work	2	0.59%
Campus police	1	0.29%
Campus size	4	1.18%
Communication between Bartlesville and Claremore is not consistent in the information they convey to students.	2	0.59%
Compressed Video courses	3	0.88%
Computer lab hours	3	0.88%
Computers are extremely slow	21	6.18%
Cost	3	0.88%
Course availability	37	10.88%
Courses with pre-requisites	1	0.29%
Degree requirements changing	1	0.29%
Difficult courses	2	0.59%
Dorms	4	1.18%
Easy courses	3	0.88%
Enrollment center-student workers more helpful than the counselors.	1	0.29%
Facilities	11	3.24%
Faculty	11	3.24%
Have to drive all the way around campus to get to the other side-need shortcut.	1	0.29%
Housing availability	7	2.06%
how many creepy guys I've met on campus.	1	0.29%
I have to pay for things in Claremore that I don't even use in my fees.	1	0.29%

I haven't really enjoyed much about the campus. I should have graduated a year ago but had to retake classes from TCC because of a lack of help in enrollment. I also feel that the staff is more concerned with the "new" students and others get left behind. Much of the staff is rude and since I've come on campus I have felt excluded for my "extremely conservative" views. PLEASE have some respect for the students, and not just the Greeks, athletics, SGA or PsiChi. Thanks.	1	0.29%
I think RSU needs a weekly bulletin available around campus to let students know about all upcoming events and what's happening with sports and organizations.	2	0.59%
Juvenile restrictions on outdoor environmental biology activities. We are legal adults and fully capable of understanding risk and liability!	1	0.29%
Lack of career opportunities and internship possibilities outside of Oklahoma	1	0.29%
Lack of wireless internet all over campus	4	1.18%
Library hours	1	0.29%
Location	11	3.24%
Logic being a nursing requirement	3	0.88%
Major not offered	17	5.00%
Need more activities and participation (campus and Claremore)	8	2.35%
Need more computers and printers	2	0.59%
Need more faculty	1	0.29%
Need more labs	3	0.88%
Need more scholarships	2	0.59%
Need new chairs and/or equipment	4	1.18%
No football	2	0.59%
No workout place on campus	1	0.29%
Not being able to know my grades for each class online	1	0.29%
Not being able to pay cash for tuition.	1	0.29%
Not enough funding from State/ sources	1	0.29%
Online students DO NOT have deadlines or opportunities for graduation activities available to them. Especially, cap and gown deadlines were not published-after the fact student was told had to be "at campus" between 11-2 to meet representative. Student works full-time and lives more than 90 minutes from campus. Job fairs/Interview opportunities for online students not available. Transmission speed of computer labs TOO slow to be effective in completing any substantial research. Capstone class is currently NOT a valid expenditure of time and fees.	1	0.29%
Other students	1	0.29%
Parking	47	13.82%
Parking tickets	1	0.29%

Problems with Financial Aid office	7	2.06%
Pryor campus	1	0.29%
Pryor campus parking	2	0.59%
Pryor campus too small	2	0.59%
Pryor course offerings	1	0.29%
Required courses--Capstone, Orientation, and/or Microcomputer Apps	7	2.06%
Surveys	24	7.06%
Tests and presentations during the week before finals	1	0.29%
The amount of money taken away from students to implement an athletics program.	1	0.29%
The excessive fees on top of tuition	2	0.59%
The fact that intramural sports are kept so secretive-ADVERTISE!	1	0.29%
The geese	1	0.29%
The ignorance of so many students to the code of conduct. Students don't treat each other fairly.	1	0.29%
The main one being that to get something done in Claremore, you get sent on a wild goose chase. The ladies in B-ville actually get stuff done.	1	0.29%
The percentage requirements for grants and loans are very strict for people who work full-time jobs and are having trouble getting money.	1	0.29%
The week before finals week when you should be preparing we have the final chapter test, then the final. No more test the week before finals week. There is no where on campus that offers help with resumes. Papers, presentations, and research projects due at the end of the spring semester are almost impossible for baseball players when they are often on the road at this time.	1	0.29%
Too much homework	1	0.29%
Transfer policy	3	0.88%
Unorganized	4	1.18%
Wait time in enrollment	1	0.29%
Website research is difficult to use.	1	0.29%
Total	340	100.00%

Appendix A: Instruction Letter

April 12, 2008

Dear RSU Instructor,

Your course listed below has been randomly selected to participate in the annual Student Opinion Survey. The survey, which was redesigned by a faculty committee three years ago, includes items that were designed to help us gain a deeper understanding of our students' opinions about many facets of their educational experience at Rogers State University. This survey will eliminate the need for individual departments to survey students throughout the year.

Please take a few minutes to distribute the surveys to the entire class, ask the students to complete the surveys, and collect them. It will approximately 30 minutes for students to complete the surveys, so you may prefer to send the surveys home with students and collect them at your next class meeting. We do ask that you emphasize that it is important for students to return the survey. The responses will be analyzed and sent to key administrators, department heads, and unit directors who will use the results to make decisions about the services and programs offered at RSU.

Please ask your students to mark their responses using a **dark pen**, completely **darkening** the appropriate bubbles. Check marks and X marks should not be used. Please note that this questionnaire does not ask for any information that might be used to identify individual students; their responses will be completely anonymous. In order to avoid duplicate responses by students, please ask your students NOT to complete the survey if they have completed it in another class this semester. Any student who has already completed a Student Opinion Survey this semester should write "ALREADY COMPLETED" across the front page of the survey and return the survey to you.

Completed surveys should be returned to the envelope in which you received them and sent to the Office of Institutional Research, Planning, and Assessment. Please enclose this letter with the completed questionnaires so that we can indicate that your packet has been returned. Class identifiers will not be used to analyze data. The only use of the class identifier will be to log returned survey packets. Only aggregate results will be reported.

Please return the packets of completed surveys by Friday, May 1, 2008.

If you have any questions, please contact Michelle Canan, Project Coordinator, at extension 7668 or mcanan@rsu.edu. Thank you for your assistance with this very important project.

Linda Andrews
Interim Vice President for Academic Affairs
Assistant Vice President for Institutional Research,
Planning, and Assessment

Sampled Class: «title»
Instructor: «firstname» «lastname»
Course: «courseid»
Zap: «zap»
Days: «days»
Time: «starttime» - «endtime»
Campus: «site»
N Students: «enrolled»

Appendix B: Survey Instrument

Rogers State University Student Opinion Survey

Please answer the following questions to help us better understand student opinions about the programs and services at Rogers State University. It should take about 30 minutes to complete this survey, which should eliminate the need for individual departments to conduct surveys throughout the year. Please use a dark pencil to completely darken the circle next to the best answer. If you have already completed this survey in another class at RSU this semester, do not complete this one. Please write the words "ALREADY COMPLETED" across this page and return the survey to your instructor. Thank you!

Current Class Level

- ☐ Freshman (less than 30 hours)
- ☐ Sophomore (30-59 hours)
- ☐ Junior (60-89 hours)
- ☐ Senior (90 or more hours)
- ☐ Non-Degree Seeking

Race/Ethnicity

- ☐ American Indian or Alaskan Native
- ☐ Asian
- ☐ African American
- ☐ Hispanic
- ☐ Pacific Islander
- ☐ White, Non-Hispanic
- ☐ Multiracial

Sex

- ☐ Female
- ☐ Male

Age

- ☐ Under 18
- ☐ 18-20
- ☐ 21-24
- ☐ 25-29
- ☐ 30-39
- ☐ 40 or over

Is English your native language?

- ☐ Yes
- ☐ No

Commute Distance

- ☐ Live on campus
- ☐ Less than 15 minutes
- ☐ 15-45 minutes
- ☐ More than 45 minutes

Campus site attended

(mark all that apply)

- ☐ Bartlesville
- ☐ Claremore
- ☐ Pryor
- ☐ Online

How many credit hours are you currently taking at RSU?

- ☐ Fewer than six
- ☐ Six to eleven
- ☐ Twelve or more

Do you have any physical or learning disabilities?

- ☐ No
- ☐ Yes, documented through Student Affairs
- ☐ Yes, not documented through Student Affairs

What is the maximum number of times you have missed one class this semester?

- ☐ 0
- ☐ 1-5
- ☐ 6-10
- ☐ 11 or more

What is your overall GPA?

- ☐ About an A
- ☐ About a B
- ☐ About a C
- ☐ Below a C

During the current semester, I have (mark all that apply):

- ☐ Been involved in one or more student organizations
- ☐ Attended or participated in a campus event
- ☐ Attended tutoring sessions
- ☐ Participated in a peer study group
- ☐ Visited with my professors outside of class

What was your highest level of education when you entered RSU?

- ☐ GED
- ☐ High School
- ☐ Some college (community college)
- ☐ Some college (four-year college or university)
- ☐ Associate degree
- ☐ Bachelor's degree
- ☐ Other (please describe): _____

Do either of your parents have a college degree?

- ☐ Yes
- ☐ No

What degree are you pursuing at RSU? (If you indicated above that you are non-degree seeking, leave this section blank and go to the next page.)

Bachelor's

- ☐ Applied Technology
- ☐ Biology
- ☐ Business Administration
- ☐ Business Information Technology
- ☐ Communications
- ☐ Game Development
- ☐ Justice Administration
- ☐ Liberal Arts
- ☐ Social Science

Associate in Arts or Science

- ☐ Accounting
- ☐ Art
- ☐ Biology
- ☐ Business Administration
- ☐ Computer Science
- ☐ Early Childhood/Elementary Education
- ☐ Law/Justice Careers
- ☐ Legal Assisting
- ☐ Liberal Arts
- ☐ Physical Science
- ☐ Radio-Television
- ☐ Secondary Education
- ☐ Social Science

Associate in Applied Science

- ☐ Applied Technology
- ☐ Emergency Medical Services
- ☐ Nursing
- ☐ Police Science

For each item below, please indicate on the left side of the page how important the item is to your educational experience at Rogers State University, then indicate on the right side of the page how satisfied you are with that item at RSU.

How Important To Your Satisfaction?

Not available or I don't use (NA)

Not at all important (NI)

Somewhat important (SI)

Important (I)

Very Important (VI)

How Satisfied Are You?

Very Satisfied (VS)

Somewhat satisfied (SS)

Somewhat dissatisfied (SD)

Very dissatisfied (VD)

Not available or I don't use (NA)

Non-Academic Support Units

☐	☐	☐	☐	☐	1.	The Admissions Office is available to potential students at convenient times.	☐	☐	☐	☐	☐
☐	☐	☐	☐	☐	2.	The Admissions Office provides answers and assistance that are accurate and appropriate.	☐	☐	☐	☐	☐
☐	☐	☐	☐	☐	3.	The Admissions Office assists potential students in a timely manner.	☐	☐	☐	☐	☐
☐	☐	☐	☐	☐	4.	The Admissions Office staff treats potential students with courtesy and respect.	☐	☐	☐	☐	☐
☐	☐	☐	☐	☐	5.	The Registrar's Office is available to students at convenient times.	☐	☐	☐	☐	☐
☐	☐	☐	☐	☐	6.	The Registrar's Office provides answers and assistance that are accurate and appropriate.	☐	☐	☐	☐	☐
☐	☐	☐	☐	☐	7.	The Registrar's Office assists potential students in a timely manner.	☐	☐	☐	☐	☐
☐	☐	☐	☐	☐	8.	The Registrar's Office staff treats potential students with courtesy and respect.	☐	☐	☐	☐	☐
☐	☐	☐	☐	☐	9.	The Financial Aid Office is available to students at convenient times.	☐	☐	☐	☐	☐
☐	☐	☐	☐	☐	10.	The Financial Aid Office provides answers and assistance that are accurate and appropriate.	☐	☐	☐	☐	☐
☐	☐	☐	☐	☐	11.	The Financial Aid Office assists students in a timely manner.	☐	☐	☐	☐	☐
☐	☐	☐	☐	☐	12.	The Financial Aid Office staff treats students with courtesy and respect.	☐	☐	☐	☐	☐
☐	☐	☐	☐	☐	13.	The Business/Bursar's Office is available to students at convenient times.	☐	☐	☐	☐	☐
☐	☐	☐	☐	☐	14.	The Business/Bursar's Office provides answers and assistance that are accurate and appropriate.	☐	☐	☐	☐	☐
☐	☐	☐	☐	☐	15.	The Business/Bursar's Office assists students in a timely manner.	☐	☐	☐	☐	☐
☐	☐	☐	☐	☐	16.	The Business/Bursar's Office staff treats students with courtesy and respect.	☐	☐	☐	☐	☐

Academic support units

☐	☐	☐	☐	☐	17.	The Library is available to students at convenient times.	☐	☐	☐	☐	☐
☐	☐	☐	☐	☐	18.	The Library staff provides answers and assistance that are accurate and appropriate.	☐	☐	☐	☐	☐
☐	☐	☐	☐	☐	19.	The Library staff assists students in a timely manner.	☐	☐	☐	☐	☐
☐	☐	☐	☐	☐	20.	The Library staff treats students with courtesy and respect.	☐	☐	☐	☐	☐
☐	☐	☐	☐	☐	21.	The computer labs are available to students at convenient times.	☐	☐	☐	☐	☐
☐	☐	☐	☐	☐	22.	The number of stations in computer labs is adequate.	☐	☐	☐	☐	☐
☐	☐	☐	☐	☐	23.	The hardware and software in the computer labs is adequate for my needs.	☐	☐	☐	☐	☐
☐	☐	☐	☐	☐	24.	The computer lab staff treats students with courtesy and respect.	☐	☐	☐	☐	☐
☐	☐	☐	☐	☐	25.	The Testing Center is open at convenient times.	☐	☐	☐	☐	☐
☐	☐	☐	☐	☐	26.	The atmosphere in the Testing Center is helpful for students who are taking tests.	☐	☐	☐	☐	☐

Student Services

☐	☐	☐	☐	☐	27.	The Student Health Center is available to students at convenient times.	☐	☐	☐	☐	☐
☐	☐	☐	☐	☐	28.	The Student Health Center provides answers and assistance that are accurate and appropriate.	☐	☐	☐	☐	☐
☐	☐	☐	☐	☐	29.	The Student Health Center assists students in a timely manner.	☐	☐	☐	☐	☐
☐	☐	☐	☐	☐	30.	The Student Health Center staff demonstrates care and concern for students.	☐	☐	☐	☐	☐
☐	☐	☐	☐	☐	31.	The Career Services Office is available to students at convenient times.	☐	☐	☐	☐	☐
☐	☐	☐	☐	☐	32.	The Career Services Office provides answers and assistance that are accurate and appropriate.	☐	☐	☐	☐	☐
☐	☐	☐	☐	☐	33.	The Career Services Office assists students in a timely manner.	☐	☐	☐	☐	☐
☐	☐	☐	☐	☐	34.	The Career Services Office treats students with courtesy and respect.	☐	☐	☐	☐	☐
☐	☐	☐	☐	☐	35.	The Student Disability Services Office is available to students at convenient times.	☐	☐	☐	☐	☐
☐	☐	☐	☐	☐	36.	The Student Disability Services Office provides answers and assistance that are accurate and appropriate.	☐	☐	☐	☐	☐
☐	☐	☐	☐	☐	37.	The Student Disability Services Office assists students in a timely manner.	☐	☐	☐	☐	☐
☐	☐	☐	☐	☐	38.	The Student Disability Services Office staff treats students with courtesy and respect.	☐	☐	☐	☐	☐
☐	☐	☐	☐	☐	39.	The Wellness Center is available to students at convenient times.	☐	☐	☐	☐	☐
☐	☐	☐	☐	☐	40.	The Wellness Center has adequate equipment, programs and resources.	☐	☐	☐	☐	☐
☐	☐	☐	☐	☐	41.	The Wellness Center staff demonstrates care and concern for students.	☐	☐	☐	☐	☐
☐	☐	☐	☐	☐	42.	The Computing Services Helpdesk is available to students at convenient times.	☐	☐	☐	☐	☐
☐	☐	☐	☐	☐	43.	The Computing Services Helpdesk provides answers and assistance that are accurate and appropriate.	☐	☐	☐	☐	☐
☐	☐	☐	☐	☐	44.	The Computing Services Helpdesk assists students in a timely manner.	☐	☐	☐	☐	☐

NA NI SI I VI

NA VD SD SS VS

For each item below, please indicate on the left side of the page how important the item is to your educational experience at Rogers State University, then indicate on the right side of the page how satisfied you are with that item at RSU.

How Important To Your Satisfaction?

Not available or I don't use (NA)

Not at all important (NI)

Somewhat important (SI)

Important (I)

Very Important (VI)

How Satisfied Are You?

Very Satisfied (VS)

Somewhat satisfied (SS)

Somewhat dissatisfied (SD)

Very dissatisfied (VD)

Not available or I don't use (NA)

- | | | | | | | | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| ☐ | ☐ | ☐ | ☐ | ☐ | 45. | The Computing Services Helpdesk staff treats students with courtesy and respect. | ☐ | ☐ | ☐ | ☐ | ☐ |
| ☐ | ☐ | ☐ | ☐ | ☐ | 46. | The Bookstore is available to students at convenient times. | ☐ | ☐ | ☐ | ☐ | ☐ |
| ☐ | ☐ | ☐ | ☐ | ☐ | 47. | The Bookstore provides answers and assistance that are accurate and appropriate. | ☐ | ☐ | ☐ | ☐ | ☐ |
| ☐ | ☐ | ☐ | ☐ | ☐ | 48. | The Bookstore assists students in a timely manner. | ☐ | ☐ | ☐ | ☐ | ☐ |
| ☐ | ☐ | ☐ | ☐ | ☐ | 49. | The Bookstore staff treats students with courtesy and respect. | ☐ | ☐ | ☐ | ☐ | ☐ |
| ☐ | ☐ | ☐ | ☐ | ☐ | 50. | The Bookstore stocks the books and materials that students need for class. | ☐ | ☐ | ☐ | ☐ | ☐ |
| ☐ | ☐ | ☐ | ☐ | ☐ | 51. | Hill Camp provides a useful orientation for new students at RSU. | ☐ | ☐ | ☐ | ☐ | ☐ |
| ☐ | ☐ | ☐ | ☐ | ☐ | 52. | At RSU, there are adequate opportunities for students to develop leadership skills. | ☐ | ☐ | ☐ | ☐ | ☐ |
| ☐ | ☐ | ☐ | ☐ | ☐ | 53. | The programming of extracurricular activities and events is adequate. | ☐ | ☐ | ☐ | ☐ | ☐ |
| ☐ | ☐ | ☐ | ☐ | ☐ | 54. | The Student Government Association adequately serves the needs of RSU students. | ☐ | ☐ | ☐ | ☐ | ☐ |
| ☐ | ☐ | ☐ | ☐ | ☐ | 55. | There is adequate campus housing available. | ☐ | ☐ | ☐ | ☐ | ☐ |
| ☐ | ☐ | ☐ | ☐ | ☐ | 56. | The price of campus housing is reasonable. | ☐ | ☐ | ☐ | ☐ | ☐ |
| ☐ | ☐ | ☐ | ☐ | ☐ | 57. | There are adequate tutoring services for developmental (zero-level) courses at RSU. | ☐ | ☐ | ☐ | ☐ | ☐ |
| ☐ | ☐ | ☐ | ☐ | ☐ | 58. | The quality of tutoring services for developmental (zero-level) courses is adequate at RSU. | ☐ | ☐ | ☐ | ☐ | ☐ |
| ☐ | ☐ | ☐ | ☐ | ☐ | 59. | There are adequate tutoring services for college-level (and above) courses at RSU. | ☐ | ☐ | ☐ | ☐ | ☐ |
| ☐ | ☐ | ☐ | ☐ | ☐ | 60. | The quality of tutoring services for college-level (and above) courses is adequate at RSU. | ☐ | ☐ | ☐ | ☐ | ☐ |
| ☐ | ☐ | ☐ | ☐ | ☐ | 61. | Counseling services for personal concerns are available to students at convenient times. | ☐ | ☐ | ☐ | ☐ | ☐ |
| ☐ | ☐ | ☐ | ☐ | ☐ | 62. | Counseling services for personal concerns are adequate and address any appropriate needs. | ☐ | ☐ | ☐ | ☐ | ☐ |
| ☐ | ☐ | ☐ | ☐ | ☐ | 63. | Counseling services staff members demonstrate care and concern for students. | ☐ | ☐ | ☐ | ☐ | ☐ |

Cultural sensitivity

- | | | | | | | | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| ☐ | ☐ | ☐ | ☐ | ☐ | 64. | RSU students get to know students from other social, racial, or ethnic backgrounds. | ☐ | ☐ | ☐ | ☐ | ☐ |
| ☐ | ☐ | ☐ | ☐ | ☐ | 65. | Students of all social, racial, or ethnic backgrounds are treated the same by RSU faculty and staff. | ☐ | ☐ | ☐ | ☐ | ☐ |
| ☐ | ☐ | ☐ | ☐ | ☐ | 66. | At RSU, there are adequate opportunities for diversity education and cultural awareness. | ☐ | ☐ | ☐ | ☐ | ☐ |
| ☐ | ☐ | ☐ | ☐ | ☐ | 67. | People at RSU are considerate of others who are different from themselves. | ☐ | ☐ | ☐ | ☐ | ☐ |
| ☐ | ☐ | ☐ | ☐ | ☐ | 68. | RSU faculty are knowledgeable about their subject area. | ☐ | ☐ | ☐ | ☐ | ☐ |
| ☐ | ☐ | ☐ | ☐ | ☐ | 69. | RSU faculty are enthusiastic about teaching. | ☐ | ☐ | ☐ | ☐ | ☐ |
| ☐ | ☐ | ☐ | ☐ | ☐ | 70. | RSU faculty challenge students to think. | ☐ | ☐ | ☐ | ☐ | ☐ |
| ☐ | ☐ | ☐ | ☐ | ☐ | 71. | RSU faculty respect students as individuals. | ☐ | ☐ | ☐ | ☐ | ☐ |
| ☐ | ☐ | ☐ | ☐ | ☐ | 72. | RSU faculty are available to students. | ☐ | ☐ | ☐ | ☐ | ☐ |
| ☐ | ☐ | ☐ | ☐ | ☐ | 73. | RSU faculty are interested in students' success. | ☐ | ☐ | ☐ | ☐ | ☐ |
| ☐ | ☐ | ☐ | ☐ | ☐ | 74. | RSU faculty have high expectations for students. | ☐ | ☐ | ☐ | ☐ | ☐ |
| ☐ | ☐ | ☐ | ☐ | ☐ | 75. | Students at RSU have to work hard to earn good grades. | ☐ | ☐ | ☐ | ☐ | ☐ |
| ☐ | ☐ | ☐ | ☐ | ☐ | 76. | RSU faculty give timely feedback to students. | ☐ | ☐ | ☐ | ☐ | ☐ |

Academic advising

- | | | | | | | | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| ☐ | ☐ | ☐ | ☐ | ☐ | 77. | My academic advisor understands the requirements for my major. | ☐ | ☐ | ☐ | ☐ | ☐ |
| ☐ | ☐ | ☐ | ☐ | ☐ | 78. | My academic advisor understands the requirements for my minor. | ☐ | ☐ | ☐ | ☐ | ☐ |
| ☐ | ☐ | ☐ | ☐ | ☐ | 79. | My academic advisor provides recommendations that help me as a student. | ☐ | ☐ | ☐ | ☐ | ☐ |
| ☐ | ☐ | ☐ | ☐ | ☐ | 80. | I can easily schedule an appointment with my advisor. | ☐ | ☐ | ☐ | ☐ | ☐ |

Academic programs

- | | | | | | | | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| ☐ | ☐ | ☐ | ☐ | ☐ | 81. | The degree programs at RSU are challenging for students. | ☐ | ☐ | ☐ | ☐ | ☐ |
| ☐ | ☐ | ☐ | ☐ | ☐ | 82. | The degree programs at RSU prepare students for their careers. | ☐ | ☐ | ☐ | ☐ | ☐ |
| ☐ | ☐ | ☐ | ☐ | ☐ | 83. | The degree programs at RSU prepare students to pursue more advanced degrees. | ☐ | ☐ | ☐ | ☐ | ☐ |
| ☐ | ☐ | ☐ | ☐ | ☐ | 84. | The course requirements of degree programs at RSU are appropriate. | ☐ | ☐ | ☐ | ☐ | ☐ |

Institution as a whole

- | | | | | | | | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| ☐ | ☐ | ☐ | ☐ | ☐ | 85. | If I had it to do over again, I would choose RSU. | ☐ | ☐ | ☐ | ☐ | ☐ |
| ☐ | ☐ | ☐ | ☐ | ☐ | 86. | I would recommend RSU to someone else. | ☐ | ☐ | ☐ | ☐ | ☐ |

NA NI SI I VI

NA VD SD SS VS

