

**Rogers State University**

**Student Opinion Survey Results Report**

**Spring 2008**

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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

<b>Sex</b>		
	Frequency	Percent
Female	277	65.3
Male	143	33.7
Missing	4	0.9
Total	424	100.0

<b>Age</b>		
	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

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

<b>Commute Distance</b>		
	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

<b>Campus site attended (mark all that apply)</b>		
	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

<b>How many credit hours are you currently taking at RSU?</b>		
	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

<b>Do you have any physical or learning disabilities?</b>		
	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

<b>What is the maximum number of times you have missed one class this semester?</b>		
	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 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 participated in a peer study group.**

	Frequency	Percent
Yes	234	55.2
No	190	44.8
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

**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 tutoring sessions.**

	Frequency	Percent
Yes	93	21.9
No	331	78.1
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

**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.

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

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

Importance	Not available or I don't use	Count Expected Count % within Importance % within Satisfaction	Satisfaction				Total
			Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Not at all important	29 7.3 56.9% 47.5%	Count Expected Count % within Importance % within Satisfaction	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%	51 51.0 100.0% 12.0%
Somewhat important	5 1.6 45.5% 8.2%	Count Expected Count % within Importance % within Satisfaction	1 0.8 9.1% 3.1%	3 1.4 27.3% 5.7%	2 3.6 18.2% 1.5%	0 3.7 0.0% 0.0%	11 11.0 100.0% 2.6%
Important	4 5.0 11.4% 6.6%	Count Expected Count % within Importance % within Satisfaction	4 2.6 11.4% 12.5%	10 4.4 28.6% 18.9%	13 11.3 37.1% 9.5%	4 11.6 11.4% 2.8%	35 35.0 100.0% 8.3%
Very Important	12 15.7 11.0% 19.7%	Count Expected Count % within Importance % within Satisfaction	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%	109 109.0 100.0% 25.7%
Total	11 31.4 5.0% 18.0%	Count Expected Count % within Importance % within Satisfaction	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%	218 218.0 100.0% 51.4%
	61 61.0 14.4% 100.0%	Count Expected Count % within Importance % within Satisfaction	32 32.0 7.5% 100.0%	53 53.0 12.5% 100.0%	137 137.0 32.3% 100.0%	141 141.0 33.3% 100.0%	424 424.0 100.0% 100.0%



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

Importance	Not available or I don't use	Count Expected Count % within Importance % within Satisfaction	Satisfaction				Total
			Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Not at all important	34	Count	0	3	8	12	57
	9.7	Expected Count	3.6	6.9	17.2	19.6	57.0
Somewhat important	59.6%	% within Importance	0.0%	5.3%	14.0%	21.1%	100.0%
	47.2%	% within Satisfaction	0.0%	5.9%	6.3%	8.2%	13.4%
Important	4	Count	2	1	3	0	10
	1.7	Expected Count	0.6	1.2	3.0	3.4	10.0
Very Important	40.0%	% within Importance	20.0%	10.0%	30.0%	0.0%	100.0%
	5.6%	% within Satisfaction	7.4%	2.0%	2.3%	0.0%	2.4%
Total	10	Count	3	8	13	6	40
	6.8	Expected Count	2.5	4.8	12.1	13.8	40.0
Total	25.0%	% within Importance	7.5%	20.0%	32.5%	15.0%	100.0%
	13.9%	% within Satisfaction	11.1%	15.7%	10.2%	4.1%	9.4%
Total	10	Count	5	15	56	29	115
	19.5	Expected Count	7.3	13.8	34.7	39.6	115.0
Total	8.7%	% within Importance	4.3%	13.0%	48.7%	25.2%	100.0%
	13.9%	% within Satisfaction	18.5%	29.4%	43.8%	19.9%	27.1%
Total	14	Count	17	24	48	99	202
	34.3	Expected Count	12.9	24.3	61.0	69.6	202.0
Total	6.9%	% within Importance	8.4%	11.9%	23.8%	49.0%	100.0%
	19.4%	% within Satisfaction	63.0%	47.1%	37.5%	67.8%	47.6%
Total	72	Count	27	51	128	146	424
	72.0	Expected Count	27.0	51.0	128.0	146.0	424.0
Total	17.0%	% within Importance	6.4%	12.0%	30.2%	34.4%	100.0%
	100.0%	% within Satisfaction	100.0%	100.0%	100.0%	100.0%	100.0%

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

Importance	Not available or I don't use	Count	Satisfaction				Total
			Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Not available or I don't use	Count	36	0	3	7	10	56
	Expected Count	9.2	2.6	6.5	17.6	20.1	56.0
	% within Importance	64.3%	0.0%	5.4%	12.5%	17.9%	100.0%
Not at all important	Count	4	0	2	3	0	9
	Expected Count	1.5	0.4	1.0	2.8	3.2	9.0
	% within Importance	44.4%	0.0%	22.2%	33.3%	0.0%	100.0%
Somewhat important	Count	4	2	8	12	5	31
	Expected Count	5.1	1.5	3.6	9.7	11.1	31.0
	% within Importance	12.9%	6.5%	25.8%	38.7%	16.1%	100.0%
Important	Count	12	6	10	52	28	108
	Expected Count	17.8	5.1	12.5	33.9	38.7	108.0
	% within Importance	11.1%	5.6%	9.3%	48.1%	25.9%	100.0%
Very Important	Count	14	12	26	59	109	220
	Expected Count	36.3	10.4	25.4	69.0	78.9	220.0
	% within Importance	6.4%	5.5%	11.8%	26.8%	49.5%	100.0%
Total	Count	70	20	49	133	152	424
	Expected Count	70.0	20.0	49.0	133.0	152.0	424.0
	% within Importance	16.5%	4.7%	11.6%	31.4%	35.8%	100.0%
			100.0%	100.0%	100.0%	100.0%	100.0%

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

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	
Not at all important	41 11.2 67.2% 52.6%	Count Expected Count % within Importance % within Satisfaction	0 2.2 0.0% 0.0%	3 6.0 4.9% 7.1%	7 19.6 11.5% 5.1%	10 22.0 16.4% 6.5%	61 61.0 100.0% 14.4%
Somewhat important	5 2.0 45.5% 6.4%	Count Expected Count % within Importance % within Satisfaction	1 0.4 9.1% 6.7%	1 1.1 9.1% 2.4%	4 3.5 36.4% 2.9%	0 4.0 0.0% 0.0%	11 11.0 100.0% 2.6%
Important	12 6.1 9.1% 3.8%	Count Expected Count % within Importance % within Satisfaction	3 1.2 9.1% 20.0%	9 3.3 27.3% 21.4%	12 10.6 36.4% 8.8%	6 11.9 18.2% 3.9%	33 33.0 100.0% 7.8%
Very Important	17 36.8 8.5% 21.8%	Count Expected Count % within Importance % within Satisfaction	4 4.2 3.4% 26.7%	10 11.8 8.4% 23.8%	65 38.2 54.6% 47.8%	28 42.9 23.5% 18.3%	119 119.0 100.0% 28.1%
Total	78 78.0 18.4% 100.0%	Count Expected Count % within Importance % within Satisfaction	15 15.0 3.5% 100.0%	42 42.0 9.9% 100.0%	136 136.0 32.1% 100.0%	153 153.0 36.1% 100.0%	424 424.0 100.0% 100.0%

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

Importance	Not available or I don't use	Count Expected Count % within Importance % within Satisfaction	Satisfaction				Total
			Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Not at all important	47 13.5 69.1% 56.0%	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%
Somewhat important	4 1.0 80.0% 4.8%	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%
Important	11 20.4 10.7% 13.1%	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%
Very Important	21 42.8 9.7% 25.0%	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%
Total	84 84.0 19.8% 100.0%	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%

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

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	
Not at all important	49 13.9 73.1% 55.7%	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%
Somewhat important	6 8.3 15.0% 6.8%	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%	16 11.0 40.0% 13.7%	9 9.0 100.0% 2.1%
Important	12 22.4 11.1% 13.6%	Count Expected Count % within Importance % within Satisfaction	7 5.1 6.5% 35.0%	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	17 41.5 8.5% 19.3%	Count Expected Count % within Importance % within Satisfaction	8 9.4 4.0% 40.0%	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	88 88.0 20.8% 100.0%	Count Expected Count % within Importance % within Satisfaction	20 20.0 4.7% 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.

Importance	Not available or I don't use	Count	Satisfaction				Total
			Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Not available or I don't use	47	Count	1	2	5	11	
	13.1	Expected Count	3.3	5.0	19.3	25.4	
	71.2%	% within Importance	1.5%	3.0%	7.6%	16.7%	
Not at all important	56.0%	% within Satisfaction	4.8%	6.3%	4.0%	6.7%	
	5	Count	1	1	2	0	
	1.8	Expected Count	0.4	0.7	2.6	3.5	
Somewhat important	55.6%	% within Importance	11.1%	11.1%	22.2%	0.0%	
	6.0%	% within Satisfaction	4.8%	3.1%	1.6%	0.0%	
	5	Count	2	10	12	8	
Important	7.3	Expected Count	1.8	2.8	10.8	14.2	
	13.5%	% within Importance	5.4%	27.0%	32.4%	21.6%	
	6.0%	% within Satisfaction	9.5%	31.3%	9.7%	4.9%	
Very Important	9	Count	7	7	52	32	
	21.2	Expected Count	5.3	8.1	31.3	41.1	
	8.4%	% within Importance	6.5%	6.5%	48.6%	29.9%	
Total	10.7%	% within Satisfaction	33.3%	21.9%	41.9%	19.6%	
	18	Count	10	12	53	112	
	40.6	Expected Count	10.2	15.5	60.0	78.8	
Total	8.8%	% within Importance	4.9%	5.9%	25.9%	54.6%	
	21.4%	% within Satisfaction	47.6%	37.5%	42.7%	68.7%	
	84	Count	21	32	124	163	
Total	84.0	Expected Count	21.0	32.0	124.0	163.0	
	19.8%	% within Importance	5.0%	7.5%	29.2%	38.4%	
	100.0%	% within Satisfaction	100.0%	100.0%	100.0%	100.0%	

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

Importance	Not available or I don't use	Count Expected Count % within Importance % within Satisfaction	Satisfaction				Total
			Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Not at all important	42 11.9 66.7% 52.5%	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%
	7 3.0 43.8% 8.8%	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	3 5.8 9.7% 3.8%	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%
	10 17.4 10.9% 12.5%	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%
Important	18 41.9 8.1% 22.5%	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%
	80 80.0 18.9% 100.0%	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%
Total							

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

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



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

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	
Not at all important	42	Count	1	3	6	11	63
	11.4	Expected Count	6.8	8.8	17.2	18.7	63.0
	66.7%	% within Importance	1.6%	4.8%	9.5%	17.5%	100.0%
Somewhat important	54.5%	% within Satisfaction	2.2%	5.1%	5.2%	8.7%	14.9%
	4	Count	1	1	3	0	9
	1.6	Expected Count	1.0	1.3	2.5	2.7	9.0
Important	44.4%	% within Importance	11.1%	11.1%	33.3%	0.0%	100.0%
	5.2%	% within Satisfaction	2.2%	1.7%	2.6%	0.0%	2.1%
	6	Count	3	11	12	6	38
Very Important	6.9	Expected Count	4.1	5.3	10.4	11.3	38.0
	15.8%	% within Importance	7.9%	28.9%	31.6%	15.8%	100.0%
	7.8%	% within Satisfaction	6.5%	18.6%	10.3%	4.8%	9.0%
Total	4	Count	8	8	47	16	83
	15.1	Expected Count	9.0	11.5	22.7	24.7	83.0
	4.8%	% within Importance	9.6%	9.6%	56.6%	19.3%	100.0%
Total	5.2%	% within Satisfaction	17.4%	13.6%	40.5%	12.7%	19.6%
	21	Count	33	36	48	93	231
	42.0	Expected Count	25.1	32.1	63.2	68.6	231.0
Total	9.1%	% within Importance	14.3%	15.6%	20.8%	40.3%	100.0%
	27.3%	% within Satisfaction	71.7%	61.0%	41.4%	73.8%	54.5%
	77	Count	46	59	116	126	424
Total	77.0	Expected Count	46.0	59.0	116.0	126.0	424.0
	18.2%	% within Importance	10.8%	13.9%	27.4%	29.7%	100.0%
	100.0%	% within Satisfaction	100.0%	100.0%	100.0%	100.0%	100.0%

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

Importance	Not available or I don't use	Count	Satisfaction				Total
			Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Not available or I don't use	Count	44	0	2	7	10	63
	Expected Count	11.4	4.9	7.9	18.7	20.1	63.0
	% within Importance	69.8%	0.0%	3.2%	11.1%	15.9%	100.0%
Not at all important	Count	4	1	1	1	0	7
	Expected Count	1.3	0.5	0.9	2.1	2.2	7.0
	% within Importance	57.1%	14.3%	14.3%	0.0%	0.0%	100.0%
Somewhat important	Count	3	6	13	13	4	39
	Expected Count	7.1	3.0	4.9	11.6	12.4	39.0
	% within Importance	7.7%	15.4%	33.3%	33.3%	10.3%	100.0%
Important	Count	7	8	7	49	16	87
	Expected Count	15.8	6.8	10.9	25.9	27.7	87.0
	% within Importance	8.0%	9.2%	8.0%	56.3%	18.4%	100.0%
Very Important	Count	19	18	30	56	105	228
	Expected Count	41.4	17.7	28.5	67.8	72.6	228.0
	% within Importance	8.3%	7.9%	13.2%	24.6%	46.1%	100.0%
Total	Count	77	33	53	126	135	424
	Expected Count	77.0	33.0	53.0	126.0	135.0	424.0
	% within Importance	18.2%	7.8%	12.5%	29.7%	31.8%	100.0%
			100.0%	100.0%	100.0%	100.0%	100.0%

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

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

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

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

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

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

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

Importance	Not available or I don't use	Count	Satisfaction				Total
			Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Not available or I don't use	47	Count	2	2	6	12	69
	13.5	Expected Count	3.4	5.5	17.7	28.8	69.0
	68.1%	% within Importance	2.9%	2.9%	8.7%	17.4%	100.0%
Not at all important	56.6%	% within Satisfaction	9.5%	5.9%	5.5%	6.8%	16.3%
	4	Count	0	1	2	1	8
	1.6	Expected Count	0.4	0.6	2.1	3.3	8.0
Somewhat important	50.0%	% within Importance	0.0%	12.5%	25.0%	12.5%	100.0%
	4.8%	% within Satisfaction	0.0%	2.9%	1.8%	0.6%	1.9%
	4	Count	3	10	13	7	37
Important	7.2	Expected Count	1.8	3.0	9.5	15.4	37.0
	10.8%	% within Importance	8.1%	27.0%	35.1%	18.9%	100.0%
	4.8%	% within Satisfaction	14.3%	29.4%	11.9%	4.0%	8.7%
Very Important	12	Count	6	3	43	33	97
	19.0	Expected Count	4.8	7.8	24.9	40.5	97.0
	12.4%	% within Importance	6.2%	3.1%	44.3%	34.0%	100.0%
Total	14.5%	% within Satisfaction	28.6%	8.8%	39.4%	18.6%	22.9%
	16	Count	10	18	45	124	213
	41.7	Expected Count	10.5	17.1	54.8	88.9	213.0
Total	7.5%	% within Importance	4.7%	8.5%	21.1%	58.2%	100.0%
	19.3%	% within Satisfaction	47.6%	52.9%	41.3%	70.1%	50.2%
	83	Count	21	34	109	177	424
Total	83.0	Expected Count	21.0	34.0	109.0	177.0	424.0
	19.6%	% within Importance	5.0%	8.0%	25.7%	41.7%	100.0%
	100.0%	% within Satisfaction	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.

Importance		Satisfaction						Total
		Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied		
Not at all important	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%	
Somewhat important	Count	6	1	2	0	0	9	
	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%	
Important	Count	6	0	8	9	5	28	
	Expected Count	6.2	1.5	2.1	6.8	11.4	28.0	
	% 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%	
Very Important	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%	
	% within Satisfaction	5.3%	27.3%	9.4%	37.9%	14.5%	18.4%	
Total	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%	
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.

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



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

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

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

Importance	Not available or I don't use	Count	Satisfaction				Total
			Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Not available or I don't use	Count	58	0	2	9	11	80
	Expected Count	18.1	2.6	5.3	21.9	32.1	80.0
	% within Importance	72.5%	0.0%	2.5%	11.3%	13.8%	100.0%
Not at all important	Count	5	1	1	4	1	12
	Expected Count	2.7	0.4	0.8	3.3	4.8	12.0
	% within Importance	41.7%	8.3%	8.3%	33.3%	8.3%	100.0%
Somewhat important	Count	6	1	6	13	2	28
	Expected Count	6.3	0.9	1.8	7.7	11.2	28.0
	% within Importance	21.4%	3.6%	21.4%	46.4%	7.1%	100.0%
Important	Count	7	5	5	51	23	91
	Expected Count	20.6	3.0	6.0	24.9	36.5	91.0
	% within Importance	7.7%	5.5%	5.5%	56.0%	25.3%	100.0%
Very Important	Count	20	7	14	39	133	213
	Expected Count	48.2	7.0	14.1	58.3	85.4	213.0
	% within Importance	9.4%	3.3%	6.6%	18.3%	62.4%	100.0%
Total	Count	96	14	28	116	170	424
	Expected Count	96.0	14.0	28.0	116.0	170.0	424.0
	% within Importance	22.6%	3.3%	6.6%	27.4%	40.1%	100.0%
			100.0%	100.0%	100.0%	100.0%	100.0%

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

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

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

Importance	Not available or I don't use	Count	Satisfaction				Total
			Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
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	Count	4	1	1	1	2	9
	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%
Somewhat important	Count	8	0	8	12	2	30
	Expected Count	4.9	4.0	5.2	7.5	8.4	30.0
	% within Importance	26.7%	0.0%	26.7%	40.0%	6.7%	100.0%
Important	Count	6	10	14	42	15	87
	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	Count	17	45	49	40	89	240
	Expected Count	39.1	31.7	41.9	60.0	67.4	240.0
	% within Importance	7.1%	18.8%	20.4%	16.7%	37.1%	100.0%
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%
			100.0%	100.0%	100.0%	100.0%	100.0%

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

Importance	Not available or I don't use	Count	Satisfaction				Total
			Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Not available or I don't use	Count	35	2	5	10	62	
	Expected Count	11.0	11.0	6.9	17.8	62.0	
Not at all important	% within Importance	56.5%	3.2%	8.1%	16.1%	100.0%	
	% within Satisfaction	46.7%	2.7%	10.6%	8.2%	14.6%	
Somewhat important	Count	5	2	0	2	9	
	Expected Count	1.6	1.6	1.0	2.2	9.0	
Important	% within Importance	55.6%	22.2%	0.0%	22.2%	100.0%	
	% within Satisfaction	6.7%	2.7%	0.0%	1.6%	2.1%	
Very Important	Count	6	1	7	8	25	
	Expected Count	4.4	4.4	2.8	6.2	25.0	
Total	% within Importance	24.0%	4.0%	28.0%	12.0%	100.0%	
	% within Satisfaction	8.0%	1.3%	14.9%	7.6%	5.9%	
Not available or I don't use	Count	9	8	6	37	76	
	Expected Count	13.4	13.4	8.4	18.8	76.0	
Somewhat important	% within Importance	11.8%	10.5%	7.9%	48.7%	100.0%	
	% within Satisfaction	12.0%	10.7%	12.8%	35.2%	17.9%	
Important	Count	20	62	29	50	252	
	Expected Count	44.6	44.6	27.9	62.4	252.0	
Very Important	% within Importance	7.9%	24.6%	11.5%	19.8%	100.0%	
	% within Satisfaction	26.7%	82.7%	61.7%	47.6%	59.4%	
Total	Count	75	75	47	105	424	
	Expected Count	75.0	75.0	47.0	105.0	424.0	
Total	% within Importance	17.7%	17.7%	11.1%	24.8%	100.0%	
	% within Satisfaction	100.0%	100.0%	100.0%	100.0%	100.0%	

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

Importance	Not available or I don't use	Count	Satisfaction				Total
			Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Not available or I don't use	Count	45	1	1	11	10	68
	Expected Count	14.9	4.2	4.2	21.2	23.6	68.0
	% within Importance	66.2%	1.5%	1.5%	16.2%	14.7%	100.0%
Not at all important	% within Satisfaction	48.4%	3.8%	3.8%	8.3%	6.8%	16.0%
	Count	7	2	2	1	0	12
	Expected Count	2.6	0.7	0.7	3.7	4.2	12.0
Somewhat important	% within Importance	58.3%	16.7%	16.7%	8.3%	0.0%	100.0%
	% within Satisfaction	7.5%	7.7%	7.7%	0.8%	0.0%	2.8%
	Count	6	0	4	10	5	25
Important	Expected Count	5.5	1.5	1.5	7.8	8.7	25.0
	% within Importance	24.0%	0.0%	16.0%	40.0%	20.0%	100.0%
	% within Satisfaction	6.5%	0.0%	15.4%	7.6%	3.4%	5.9%
Very Important	Count	10	3	10	51	19	93
	Expected Count	20.4	5.7	5.7	29.0	32.2	93.0
	% within Importance	10.8%	3.2%	10.8%	54.8%	20.4%	100.0%
Total	% within Satisfaction	10.8%	11.5%	38.5%	38.6%	12.9%	21.9%
	Count	25	20	9	59	113	226
	Expected Count	49.6	13.9	13.9	70.4	78.4	226.0
Total	% within Importance	11.1%	8.8%	4.0%	26.1%	50.0%	100.0%
	% within Satisfaction	26.9%	76.9%	34.6%	44.7%	76.9%	53.3%
	Count	93	26	26	132	147	424
Total	Expected Count	93.0	26.0	26.0	132.0	147.0	424.0
	% within Importance	21.9%	6.1%	6.1%	31.1%	34.7%	100.0%
	% within Satisfaction	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

25. The Testing Center is open at convenient times.

Importance	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 Expected Count % within Importance % within Satisfaction	88 38.7 81.5% 57.9%	1 4.8 0.9% 5.3%	3 1.2 21.4% 8.6%	1 8.9 7.4% 8.4%	10 31.3 9.3% 8.1%	108 108.0 100.0% 25.5%
Somewhat important	Count Expected Count % within Importance % within Satisfaction	6 5.0 42.9% 3.9%	2 0.6 14.3% 10.5%	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% 3.3%
Important	Count Expected Count % within Importance % within Satisfaction	9 24.7 13.0% 5.9%	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	38 74.2 18.4% 25.0%	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	152 152.0 35.8% 100.0%	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	Count	83	3	3	11	10	110
	Expected Count	38.1	5.4	7.8	27.0	31.7	110.0
	% within Important	75.5%	2.7%	2.7%	10.0%	9.1%	100.0%
	% within Satisfied	56.5%	14.3%	10.0%	10.6%	8.2%	25.9%
Not at all important	Count	6	2	0	2	1	11
	Expected Count	3.8	0.5	0.8	2.7	3.2	11.0
	% within Important	54.5%	18.2%	0.0%	18.2%	9.1%	100.0%
	% within Satisfied	4.1%	9.5%	0.0%	1.9%	0.8%	2.6%
Somewhat important	Count	8	0	4	10	1	23
	Expected Count	8.0	1.1	1.6	5.6	6.6	23.0
	% within Important	34.8%	0.0%	17.4%	43.5%	4.3%	100.0%
	% within Satisfied	5.4%	0.0%	13.3%	9.6%	0.8%	5.4%
Important	Count	10	3	8	38	14	73
	Expected Count	25.3	3.6	5.2	17.9	21.0	73.0
	% within Important	13.7%	4.1%	11.0%	52.1%	19.2%	100.0%
	% within Satisfied	6.8%	14.3%	26.7%	36.5%	11.5%	17.2%
Very important	Count	40	13	15	43	96	207
	Expected Count	71.8	10.3	14.6	50.8	59.6	207.0
	% within Important	19.3%	6.3%	7.2%	20.8%	46.4%	100.0%
	% within Satisfied	27.2%	61.9%	50.0%	41.3%	78.7%	48.8%
Total	Count	147	21	30	104	122	424
	Expected Count	147.0	21.0	30.0	104.0	122.0	424.0
	% within Important	34.7%	5.0%	7.1%	24.5%	28.8%	100.0%
	% within Satisfied	100.0%	100.0%	100.0%	100.0%	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	Expected Count	Count	Satisfied				Total
					Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	
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%	
Somewhat important	% within Satisfied	67.5%		12.5%	22.2%	8.6%	9.9%	37.3%	
	Count	9		0	1	0	1	11	
	Expected Count	5.1		0.2	0.7	2.1	2.9	11.0	
Important	% 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%	
	Count	6		0	3	9	6	24	
Very important	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	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%	
Total	% within Satisfied	8.6%		12.5%	25.9%	48.1%	16.2%	19.3%	
	Count	32		6	10	26	75	149	
	Expected Count	69.2		2.8	9.5	28.5	39.0	149.0	
Total	% 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%	
	Count	197		8	27	81	111	424	
Total	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.

Important	Not available or I don't use	Not available or I don't use	Satisfied				Total
			Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Not at all important	Count	131	3	3	9	9	155
	Expected Count	69.8	6.2	5.8	31.8	41.3	155.0
	% within Important	84.5%	1.9%	1.9%	5.8%	8.0%	100.0%
	% within Satisfied	68.6%	17.6%	18.8%	10.3%	8.0%	36.6%
Somewhat important	Count	7	2	0	2	1	12
	Expected Count	5.4	0.5	0.5	2.5	3.2	12.0
	% within Important	58.3%	16.7%	0.0%	16.7%	8.3%	100.0%
	% within Satisfied	3.7%	11.8%	0.0%	2.3%	0.9%	2.8%
Important	Count	5	2	2	11	5	25
	Expected Count	11.3	1.0	0.9	5.1	6.7	25.0
	% within Important	20.0%	8.0%	8.0%	44.0%	20.0%	100.0%
	% within Satisfied	2.6%	11.8%	12.5%	12.6%	4.4%	5.9%
Very important	Count	17	1	5	37	18	78
	Expected Count	35.1	3.1	2.9	16.0	20.8	78.0
	% within Important	21.8%	1.3%	6.4%	47.4%	23.1%	100.0%
	% within Satisfied	8.9%	5.9%	31.3%	42.5%	15.9%	18.4%
Total	Count	31	9	6	28	80	154
	Expected Count	69.4	6.2	5.8	31.6	41.0	154.0
	% within Important	20.1%	5.8%	3.9%	18.2%	51.9%	100.0%
	% within Satisfied	16.2%	52.9%	37.5%	32.2%	70.8%	36.3%
Total	Count	191	17	16	87	113	424
	Expected Count	191.0	17.0	16.0	87.0	113.0	424.0
	% within Important	45.0%	4.0%	3.8%	20.5%	26.7%	100.0%
	% within Satisfied	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

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

Important	Not available or I don't use	Not at all important	Somewhat important	Important	Very important	Satisfied					Total	
						Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied		
Count	134	6	5	19	33	5	1	6	34	27	82	152
Expected Count	73.4	4.2	13.5	35.3	70.6	5.0	0.3	1.2	14.2	28.3	41.6	152.0
% within Important	84.8%	66.7%	17.2%	25.0%	21.7%	3.3%	11.1%	0.0%	44.7%	17.8%	53.9%	100.0%
% within Satisfied	68.0%	3.0%	2.5%	9.6%	16.8%	35.7%	35.7%	0.0%	43.0%	34.2%	70.7%	37.3%
Count	6	1	2	1	5	5	1	0	3	0	2	9
Expected Count	4.2	0.3	1.0	2.5	5.0	5.0	0.3	0.4	1.7	1.7	2.5	9.0
% within Important	66.7%	11.1%	6.9%	1.3%	14.3%	6.9%	11.1%	0.0%	37.9%	0.0%	22.2%	100.0%
% within Satisfied	3.0%	7.1%	14.3%	7.1%	14.3%	27.8%	14.3%	0.0%	13.9%	0.0%	1.7%	2.1%
Count	5	2	5	6	19	5	2	5	11	6	16	29
Expected Count	13.5	1.0	13.5	19.0	35.3	13.5	1.0	1.2	5.4	7.9	20.8	29.0
% within Important	17.2%	6.9%	17.2%	25.0%	21.7%	3.3%	6.9%	17.2%	44.7%	20.7%	21.1%	100.0%
% within Satisfied	2.5%	14.3%	14.3%	9.6%	16.8%	35.7%	14.3%	27.8%	13.9%	5.2%	13.8%	6.8%
Count	19	1	1	1	33	5	1	6	34	27	82	152
Expected Count	35.3	2.5	13.5	19.0	70.6	5.0	0.3	1.2	14.2	28.3	41.6	152.0
% within Important	25.0%	1.3%	6.9%	25.0%	21.7%	3.3%	1.3%	7.9%	44.7%	17.8%	53.9%	100.0%
% within Satisfied	9.6%	7.1%	14.3%	9.6%	16.8%	35.7%	7.1%	33.3%	43.0%	34.2%	70.7%	35.8%
Count	33	14	19	19	197	14	14	18	79	116	424	424
Expected Count	197.0	14.0	197.0	197.0	197.0	14.0	14.0	18.0	79.0	116.0	424.0	424.0
% within Important	46.5%	3.3%	46.5%	46.5%	100.0%	3.3%	3.3%	4.2%	18.6%	27.4%	100.0%	100.0%
% within Satisfied	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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.

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

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



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

Important	Not available or I don't use	Not available or I don't use	Satisfied				Total
			Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Not available or I don't use	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.

Important	Not available or I don't use	Not at all important	Somewhat important	Satisfied				Total
				Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Count	161	8	5	2	6	10	6	187
Expected Count	108.1	6.4	16.8	0.6	0.8	32.2	5.8	187.0
% within Important	86.1%	72.7%	17.2%	6.9%	20.7%	5.9%	20.7%	100.0%
% within Satisfied	65.7%	3.3%	2.0%	22.2%	50.0%	15.1%	7.1%	6.8%
Count	49	9	22	3	1	22	55	130
Expected Count	75.1	245.0	38.7	2.8	3.7	22.4	26.1	424.0
% within Important	37.7%	57.8%	32.8%	2.3%	0.8%	16.9%	42.3%	100.0%
% within Satisfied	20.0%	100.0%	9.0%	33.3%	8.3%	30.1%	64.7%	30.7%
Total	245	245.0	22	9	12	73	85	424
Expected Count	245.0	245.0	16.8	9.0	12.0	73.0	85.0	424.0
% within Important	57.8%	100.0%	32.8%	2.1%	2.8%	17.2%	20.0%	100.0%
% within Satisfied	20.0%	100.0%	9.0%	100.0%	100.0%	100.0%	100.0%	100.0%

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

Important	Not available or I don't use	Not at all important	Somewhat important	Satisfied					Total
				Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied		
Not available or I don't use	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.

Important	Not available or I don't use	Satisfied				Total
		Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Count	162	2	5	10	8	187
Expected Count	109.8	3.5	6.2	30.4	37.0	187.0
% within Important	86.6%	1.1%	2.7%	5.3%	4.3%	100.0%
% within Satisfied	65.1%	25.0%	35.7%	14.5%	9.5%	44.1%
Count	8	0	0	1	0	9
Expected Count	5.3	0.2	0.3	1.5	1.8	9.0
% within Important	88.9%	0.0%	0.0%	11.1%	0.0%	100.0%
% within Satisfied	3.2%	0.0%	0.0%	1.4%	0.0%	2.1%
Count	6	0	6	11	8	31
Expected Count	18.2	0.6	1.0	5.0	6.1	31.0
% within Important	19.4%	0.0%	19.4%	35.5%	25.8%	100.0%
% within Satisfied	2.4%	0.0%	42.9%	15.9%	9.5%	7.3%
Count	23	1	3	26	12	65
Expected Count	38.2	1.2	2.1	10.6	12.9	65.0
% within Important	35.4%	1.5%	4.6%	40.0%	18.5%	100.0%
% within Satisfied	9.2%	12.5%	21.4%	37.7%	14.3%	15.3%
Count	50	5	0	21	56	132
Expected Count	77.5	2.5	4.4	21.5	26.2	132.0
% within Important	37.9%	3.8%	0.0%	15.9%	42.4%	100.0%
% within Satisfied	20.1%	62.5%	0.0%	30.4%	66.7%	31.1%
Count	249	8	14	69	84	424
Expected Count	249.0	8.0	14.0	69.0	84.0	424.0
% within Important	58.7%	1.9%	3.3%	16.3%	19.8%	100.0%
% within Satisfied	100.0%	100.0%	100.0%	100.0%	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	Count	145	1	2	12	9	169
	Expected Count	84.5	6.4	7.6	32.7	37.9	169.0
	% within Important	85.8%	0.6%	1.2%	7.1%	5.3%	100.0%
	% within Satisfied	68.4%	6.3%	10.5%	14.6%	9.5%	39.9%
Not at all important	Count	4	3	1	0	2	10
	Expected Count	5.0	0.4	0.4	1.9	2.2	10.0
	% within Important	40.0%	30.0%	10.0%	0.0%	20.0%	100.0%
	% within Satisfied	1.9%	18.8%	5.3%	0.0%	2.1%	2.4%
Somewhat important	Count	5	1	7	13	5	31
	Expected Count	15.5	1.2	1.4	6.0	6.9	31.0
	% within Important	16.1%	3.2%	22.6%	41.9%	16.1%	100.0%
	% within Satisfied	2.4%	6.3%	36.8%	15.9%	5.3%	7.3%
Important	Count	23	3	4	37	15	82
	Expected Count	41.0	3.1	3.7	15.9	18.4	82.0
	% within Important	28.0%	3.7%	4.9%	45.1%	18.3%	100.0%
	% within Satisfied	10.8%	18.8%	21.1%	45.1%	15.8%	19.3%
Very important	Count	35	8	5	20	64	132
	Expected Count	66.0	5.0	5.9	25.5	29.6	132.0
	% within Important	26.5%	6.1%	3.8%	15.2%	48.5%	100.0%
	% within Satisfied	16.5%	50.0%	26.3%	24.4%	67.4%	31.1%
Total	Count	212	16	19	82	95	424
	Expected Count	212.0	16.0	19.0	82.0	95.0	424.0
	% within Important	50.0%	3.8%	4.5%	19.3%	22.4%	100.0%
	% within Satisfied	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

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

Important	Not available or I don't use	Count	Expected Count	% within Important	% within Satisfied	Satisfied				Total
						Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Not at all important	Count	148	1	2	8	168				
	Expected Count	87.6	6.3	5.2	31.3	37.6				168.0
	% within Important	88.1%	0.6%	1.2%	5.4%	4.8%				100.0%
	% within Satisfied	67.0%	6.3%	15.4%	11.4%	8.4%				39.6%
Somewhat important	Count	4	1	1	0	7				
	Expected Count	3.6	0.3	0.2	1.3	1.6				7.0
	% within Important	57.1%	14.3%	14.3%	0.0%	14.3%				100.0%
	% within Satisfied	1.8%	6.3%	7.7%	0.0%	1.1%				1.7%
Important	Count	8	4	7	14	38				
	Expected Count	19.8	1.4	1.2	7.1	8.5				38.0
	% within Important	21.1%	10.5%	18.4%	36.8%	13.2%				100.0%
	% within Satisfied	3.6%	25.0%	53.8%	17.7%	5.3%				9.0%
Very important	Count	24	2	2	33	78				
	Expected Count	40.7	2.9	2.4	14.5	17.5				78.0
	% within Important	30.8%	2.6%	2.6%	42.3%	21.8%				100.0%
	% within Satisfied	10.9%	12.5%	15.4%	41.8%	17.9%				18.4%
Total	Count	37	8	1	23	133				
	Expected Count	69.3	5.0	4.1	24.8	29.8				133.0
	% within Important	27.8%	6.0%	0.8%	17.3%	48.1%				100.0%
	% within Satisfied	16.7%	50.0%	7.7%	29.1%	67.4%				31.4%
Total	Count	221	16	13	79	424				
	Expected Count	221.0	16.0	13.0	79.0	424.0				424.0
	% within Important	52.1%	3.8%	3.1%	18.6%	22.4%				100.0%
	% within Satisfied	100.0%	100.0%	100.0%	100.0%	100.0%				100.0%

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

Important	Not available or I don't use	Not available or I don't use	Satisfied				Total
			Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Not at all 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%
Somewhat 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%
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%
Very 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%
Total	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.

Important	Not available or I don't use	Not available or I don't use	Satisfied				Total
			Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Not at all important	Count	149	1	2	5	12	169
	Expected Count	88.9	5.2	8.0	28.7	38.3	169.0
	% within Important	88.2%	0.6%	1.2%	3.0%	7.1%	100.0%
	% within Satisfied	66.8%	7.7%	10.0%	6.9%	12.5%	39.9%
Somewhat important	Count	8	0	0	2	0	10
	Expected Count	5.3	0.3	0.5	1.7	2.3	10.0
	% within Important	80.0%	0.0%	0.0%	20.0%	0.0%	100.0%
	% within Satisfied	3.6%	0.0%	0.0%	2.8%	0.0%	2.4%
Important	Count	6	1	8	8	7	30
	Expected Count	15.8	0.9	1.4	5.1	6.8	30.0
	% within Important	20.0%	3.3%	26.7%	26.7%	23.3%	100.0%
	% within Satisfied	2.7%	7.7%	40.0%	11.1%	7.3%	7.1%
Very important	Count	19	2	5	31	16	73
	Expected Count	38.4	2.2	3.4	12.4	16.5	73.0
	% within Important	26.0%	2.7%	6.8%	42.5%	21.9%	100.0%
	% within Satisfied	8.5%	15.4%	25.0%	43.1%	16.7%	17.2%
Total	Count	41	9	5	26	61	142
	Expected Count	74.7	4.4	6.7	24.1	32.2	142.0
	% within Important	28.9%	6.3%	3.5%	18.3%	43.0%	100.0%
	% within Satisfied	18.4%	69.2%	25.0%	36.1%	63.5%	33.5%
Total	Count	223	13	20	72	96	424
	Expected Count	223.0	13.0	20.0	72.0	96.0	424.0
	% within Important	52.6%	3.1%	4.7%	17.0%	22.6%	100.0%
	% within Satisfied	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

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

Important	Not available or I don't use	Count	Satisfied					Total
			Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied		
Not available or I don't use	147	Count	0	2	8	11	168	
	87.2	Expected Count	4.8	7.5	32.9	35.7	168.0	
	87.5%	% within Important	0.0%	1.2%	4.8%	6.5%	100.0%	
	66.8%	% within Satisfied	0.0%	10.5%	9.6%	12.2%	39.6%	
Not at all important	7	Count	1	0	2	0	10	
	5.2	Expected Count	0.3	0.4	2.0	2.1	10.0	
	70.0%	% within Important	10.0%	0.0%	20.0%	0.0%	100.0%	
	3.2%	% within Satisfied	8.3%	0.0%	2.4%	0.0%	2.4%	
Somewhat important	11	Count	1	7	8	5	32	
	16.6	Expected Count	0.9	1.4	6.3	6.8	32.0	
	34.4%	% within Important	3.1%	21.9%	25.0%	15.6%	100.0%	
	5.0%	% within Satisfied	8.3%	36.8%	9.6%	5.6%	7.5%	
Important	17	Count	2	5	36	15	75	
	38.9	Expected Count	2.1	3.4	14.7	15.9	75.0	
	22.7%	% within Important	2.7%	6.7%	48.0%	20.0%	100.0%	
	7.7%	% within Satisfied	16.7%	26.3%	43.4%	16.7%	17.7%	
Very important	38	Count	8	5	29	59	139	
	72.1	Expected Count	3.9	6.2	27.2	29.5	139.0	
	27.3%	% within Important	5.8%	3.6%	20.9%	42.4%	100.0%	
	17.3%	% within Satisfied	66.7%	26.3%	34.9%	65.6%	32.8%	
Total	220	Count	12	19	83	90	424	
	220.0	Expected Count	12.0	19.0	83.0	90.0	424.0	
	51.9%	% within Important	2.8%	4.5%	19.6%	21.2%	100.0%	
	100.0%	% within Satisfied	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	Count	47	1	2	8	7	65
	Expected Count	11.8	4.8	5.2	21.6	21.6	65.0
	% within Important	72.3%	1.5%	3.1%	12.3%	10.8%	100.0%
	% within Satisfied	61.0%	3.2%	5.9%	5.7%	5.0%	15.3%
Not at all important	Count	2	3	2	3	1	11
	Expected Count	2.0	0.8	0.9	3.7	3.7	11.0
	% within Important	18.2%	27.3%	18.2%	27.3%	9.1%	100.0%
	% within Satisfied	2.6%	9.7%	5.9%	2.1%	0.7%	2.6%
Somewhat important	Count	7	1	6	9	2	25
	Expected Count	4.5	1.8	2.0	8.3	8.3	25.0
	% within Important	28.0%	4.0%	24.0%	36.0%	8.0%	100.0%
	% within Satisfied	9.1%	3.2%	17.6%	6.4%	1.4%	5.9%
Important	Count	8	7	6	51	17	89
	Expected Count	16.2	6.5	7.1	29.6	29.6	89.0
	% within Important	9.0%	7.9%	6.7%	57.3%	19.1%	100.0%
	% within Satisfied	10.4%	22.6%	17.6%	36.2%	12.1%	21.0%
Very important	Count	13	19	18	70	114	234
	Expected Count	42.5	17.1	18.8	77.8	77.8	234.0
	% within Important	5.6%	8.1%	7.7%	29.9%	48.7%	100.0%
	% within Satisfied	16.9%	61.3%	52.9%	49.6%	80.9%	55.2%
Total	Count	77	31	34	141	141	424
	Expected Count	77.0	31.0	34.0	141.0	141.0	424.0
	% within Important	18.2%	7.3%	8.0%	33.3%	33.3%	100.0%
	% within Satisfied	100.0%	100.0%	100.0%	100.0%	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	Count	49	0	1	7	64	
	Expected Count	12.1	3.5	8.0	19.6	64.0	
	% within Important	76.6%	0.0%	1.6%	10.9%	100.0%	
	% within Satisfied	61.3%	0.0%	1.9%	5.4%	15.1%	
Not at all important	Count	2	0	2	2	6	
	Expected Count	1.1	0.3	0.8	1.8	6.0	
	% within Important	33.3%	0.0%	33.3%	33.3%	100.0%	
	% within Satisfied	2.5%	0.0%	3.8%	1.5%	1.4%	
Somewhat important	Count	7	1	10	9	32	
	Expected Count	6.0	1.7	4.0	9.8	32.0	
	% within Important	21.9%	3.1%	31.3%	28.1%	100.0%	
	% within Satisfied	8.8%	4.3%	18.9%	6.9%	7.5%	
Important	Count	9	4	11	45	84	
	Expected Count	15.8	4.6	10.5	25.8	84.0	
	% within Important	10.7%	4.8%	13.1%	53.6%	100.0%	
	% within Satisfied	11.3%	17.4%	20.8%	34.6%	19.8%	
Very important	Count	13	18	29	67	238	
	Expected Count	44.9	12.9	29.8	73.0	238.0	
	% within Important	5.5%	7.6%	12.2%	28.2%	100.0%	
	% within Satisfied	16.3%	78.3%	54.7%	51.5%	56.1%	
Total	Count	80	23	53	130	424	
	Expected Count	80.0	23.0	53.0	130.0	424.0	
	% within Important	18.9%	5.4%	12.5%	30.7%	100.0%	
	% within Satisfied	100.0%	100.0%	100.0%	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	Count	46	1	1	8	8	64	
	Expected Count	11.0	4.4	7.7	20.5	20.4	64.0	
	% within Important	71.9%	1.6%	1.6%	12.5%	12.5%	100.0%	
	% within Satisfied	63.0%	3.4%	2.0%	5.9%	5.9%	15.1%	
Not at all important	Count	3	0	2	1	1	7	
	Expected Count	1.2	0.5	0.8	2.2	2.2	7.0	
	% within Important	42.9%	0.0%	28.6%	14.3%	14.3%	100.0%	
	% within Satisfied	4.1%	0.0%	3.9%	0.7%	0.7%	1.7%	
Somewhat important	Count	6	1	5	10	4	26	
	Expected Count	4.5	1.8	3.1	8.3	8.3	26.0	
	% within Important	23.1%	3.8%	19.2%	38.5%	15.4%	100.0%	
	% within Satisfied	8.2%	3.4%	9.8%	7.4%	3.0%	6.1%	
Important	Count	7	4	16	54	14	95	
	Expected Count	16.4	6.5	11.4	30.5	30.2	95.0	
	% within Important	7.4%	4.2%	16.8%	56.8%	14.7%	100.0%	
	% within Satisfied	9.6%	13.8%	31.4%	39.7%	10.4%	22.4%	
Very important	Count	11	23	27	63	108	232	
	Expected Count	39.9	15.9	27.9	74.4	73.9	232.0	
	% within Important	4.7%	9.9%	11.6%	27.2%	46.6%	100.0%	
	% within Satisfied	15.1%	79.3%	52.9%	46.3%	80.0%	54.7%	
Total	Count	73	29	51	136	135	424	
	Expected Count	73.0	29.0	51.0	136.0	135.0	424.0	
	% within Important	17.2%	6.8%	12.0%	32.1%	31.8%	100.0%	
	% within Satisfied	100.0%	100.0%	100.0%	100.0%	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	Count	47	0	1	8	8	64	
	Expected Count	11.0	3.5	6.9	21.3	21.3	64.0	
	% within Important	73.4%	0.0%	1.6%	12.5%	12.5%	100.0%	
	% within Satisfied	64.4%	0.0%	2.2%	5.7%	5.7%	15.1%	
Not at all important	Count	2	0	2	2	0	6	
	Expected Count	1.0	0.3	0.7	2.0	2.0	6.0	
	% within Important	33.3%	0.0%	33.3%	33.3%	0.0%	100.0%	
	% within Satisfied	2.7%	0.0%	4.3%	1.4%	0.0%	1.4%	
Somewhat important	Count	6	1	10	9	3	29	
	Expected Count	5.0	1.6	3.1	9.6	9.6	29.0	
	% within Important	20.7%	3.4%	34.5%	31.0%	10.3%	100.0%	
	% within Satisfied	8.2%	4.3%	21.7%	6.4%	2.1%	6.8%	
Important	Count	7	8	5	52	13	85	
	Expected Count	14.6	4.6	9.2	28.3	28.3	85.0	
	% within Important	8.2%	9.4%	5.9%	61.2%	15.3%	100.0%	
	% within Satisfied	9.6%	34.8%	10.9%	36.9%	9.2%	20.0%	
Very important	Count	11	14	28	70	117	240	
	Expected Count	41.3	13.0	26.0	79.8	79.8	240.0	
	% within Important	4.6%	5.8%	11.7%	29.2%	48.8%	100.0%	
	% within Satisfied	15.1%	60.9%	60.9%	49.6%	83.0%	56.6%	
Total	Count	73	23	46	141	141	424	
	Expected Count	73.0	23.0	46.0	141.0	141.0	424.0	
	% within Important	17.2%	5.4%	10.8%	33.3%	33.3%	100.0%	
	% within Satisfied	100.0%	100.0%	100.0%	100.0%	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	Count	48	0	1	12	8	69
	Expected Count	13.8	4.7	8.5	22.0	20.0	69.0
	% within Important	69.6%	0.0%	1.4%	17.4%	11.6%	100.0%
	% within Satisfied	56.5%	0.0%	1.9%	8.9%	6.5%	16.3%
Not at all important	Count	2	0	3	3	1	9
	Expected Count	1.8	0.6	1.1	2.9	2.6	9.0
	% within Important	22.2%	0.0%	33.3%	33.3%	11.1%	100.0%
	% within Satisfied	2.4%	0.0%	5.8%	2.2%	0.8%	2.1%
Somewhat important	Count	7	2	5	5	1	20
	Expected Count	4.0	1.4	2.5	6.4	5.8	20.0
	% within Important	35.0%	10.0%	25.0%	25.0%	5.0%	100.0%
	% within Satisfied	8.2%	6.9%	9.6%	3.7%	0.8%	4.7%
Important	Count	10	6	8	48	15	87
	Expected Count	17.4	6.0	10.7	27.7	25.2	87.0
	% within Important	11.5%	6.9%	9.2%	55.2%	17.2%	100.0%
	% within Satisfied	11.8%	20.7%	15.4%	35.6%	12.2%	20.5%
Very important	Count	18	21	35	67	98	239
	Expected Count	47.9	16.3	29.3	76.1	69.3	239.0
	% within Important	7.5%	8.8%	14.6%	28.0%	41.0%	100.0%
	% within Satisfied	21.2%	72.4%	67.3%	49.6%	79.7%	56.4%
Total	Count	85	29	52	135	123	424
	Expected Count	85.0	29.0	52.0	135.0	123.0	424.0
	% within Important	20.0%	6.8%	12.3%	31.8%	29.0%	100.0%
	% within Satisfied	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%



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

	Not available or I don't use	Satisfied				Total
		Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Count	149	2	3	11	176
	Expected Count	88.8	3.3	6.6	36.9	176.0
	% within Important	84.7%	1.1%	1.7%	6.3%	100.0%
	% within Satisfied	69.6%	25.0%	18.8%	11.3%	41.5%
Not at all important	Count	4	1	0	2	8
	Expected Count	4.0	0.2	0.3	1.7	8.0
	% within Important	50.0%	12.5%	0.0%	25.0%	100.0%
	% within Satisfied	1.9%	12.5%	6.3%	2.1%	1.9%
Somewhat important	Count	10	0	5	14	32
	Expected Count	16.2	0.6	1.2	6.7	32.0
	% within Important	31.3%	0.0%	15.6%	43.8%	100.0%
	% within Satisfied	4.7%	0.0%	31.3%	15.7%	7.5%
Important	Count	14	2	4	35	69
	Expected Count	34.8	1.3	2.6	14.5	69.0
	% within Important	20.3%	2.9%	5.8%	50.7%	100.0%
	% within Satisfied	6.5%	25.0%	25.0%	39.3%	16.3%
Very important	Count	37	3	3	29	139
	Expected Count	70.2	2.6	5.2	29.2	139.0
	% within Important	26.6%	2.2%	2.2%	20.9%	100.0%
	% within Satisfied	17.3%	37.5%	18.8%	32.6%	32.8%
Total	Count	214	8	16	89	424
	Expected Count	214.0	8.0	16.0	89.0	424.0
	% within Important	50.5%	1.9%	3.8%	21.0%	100.0%
	% within Satisfied	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	Count	95	1	1	10	10	117
	Expected Count	40.0	4.4	7.7	32.8	32.0	117.0
	% within Important	81.2%	0.9%	0.9%	8.5%	8.5%	100.0%
	% within Satisfied	65.5%	6.3%	3.6%	8.4%	8.6%	27.6%
Not at all important	Count	4	1	7	1	0	13
	Expected Count	4.4	0.5	0.9	3.6	3.6	13.0
	% within Important	30.8%	7.7%	53.8%	7.7%	0.0%	100.0%
	% within Satisfied	2.8%	6.3%	25.0%	0.8%	0.0%	3.1%
Somewhat important	Count	9	2	6	15	2	34
	Expected Count	11.6	1.3	2.2	9.5	9.3	34.0
	% within Important	26.5%	5.9%	17.6%	44.1%	5.9%	100.0%
	% within Satisfied	6.2%	12.5%	21.4%	12.6%	1.7%	8.0%
Important	Count	14	4	5	48	14	85
	Expected Count	29.1	3.2	5.6	23.9	23.3	85.0
	% within Important	16.5%	4.7%	5.9%	56.5%	16.5%	100.0%
	% within Satisfied	9.7%	25.0%	17.9%	40.3%	12.1%	20.0%
Very important	Count	23	8	9	45	90	175
	Expected Count	59.8	6.6	11.6	49.1	47.9	175.0
	% within Important	13.1%	4.6%	5.1%	25.7%	51.4%	100.0%
	% within Satisfied	15.9%	50.0%	32.1%	37.8%	77.6%	41.3%
Total	Count	145	16	28	119	116	424
	Expected Count	145.0	16.0	28.0	119.0	116.0	424.0
	% within Important	34.2%	3.8%	6.6%	28.1%	27.4%	100.0%
	% within Satisfied	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

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

Important	Not available or I don't use	Not available or I don't use	Satisfied				Total
			Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Not at all important	Count	102	0	5	8	6	121
	Expected Count	45.1	6.0	11.1	31.1	27.7	121.0
	% within Important	84.3%	0.0%	4.1%	6.6%	5.0%	100.0%
	% within Satisfied	64.6%	0.0%	12.8%	7.3%	6.2%	28.5%
Somewhat important	Count	5	1	5	3	1	15
	Expected Count	5.6	0.7	1.4	3.9	3.4	15.0
	% within Important	33.3%	6.7%	33.3%	20.0%	6.7%	100.0%
	% within Satisfied	3.2%	4.8%	12.8%	2.8%	1.0%	3.5%
Important	Count	8	0	7	10	2	27
	Expected Count	10.1	1.3	2.5	6.9	6.2	27.0
	% within Important	29.6%	0.0%	25.9%	37.0%	7.4%	100.0%
	% within Satisfied	5.1%	0.0%	17.9%	9.2%	2.1%	6.4%
Very important	Count	20	9	12	45	12	98
	Expected Count	36.5	4.9	9.0	25.2	22.4	98.0
	% within Important	20.4%	9.2%	12.2%	45.9%	12.2%	100.0%
	% within Satisfied	12.7%	42.9%	30.8%	41.3%	12.4%	23.1%
Total	Count	23	11	10	43	76	163
	Expected Count	60.7	8.1	15.0	41.9	37.3	163.0
	% within Important	14.1%	6.7%	6.1%	26.4%	46.6%	100.0%
	% within Satisfied	14.6%	52.4%	25.6%	39.4%	78.4%	38.4%
Total	Count	158	21	39	109	97	424
	Expected Count	158.0	21.0	39.0	109.0	97.0	424.0
	% within Important	37.3%	5.0%	9.2%	25.7%	22.9%	100.0%
	% within Satisfied	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

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

Important	Not available or I don't use	Satisfied				Total
		Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Not available or I don't use	Count	128	0	3	7	148
	Expected Count	65.6	5.6	11.2	33.2	148.0
	% within Important	86.5%	0.0%	2.0%	4.7%	100.0%
	% within Satisfied	68.1%	0.0%	9.4%	7.4%	34.9%
Not at all important	Count	5	3	2	3	14
	Expected Count	6.2	0.5	1.1	3.1	14.0
	% within Important	35.7%	21.4%	14.3%	21.4%	100.0%
	% within Satisfied	2.7%	18.8%	6.3%	3.2%	3.3%
Somewhat important	Count	8	2	4	9	27
	Expected Count	12.0	1.0	2.0	6.0	27.0
	% within Important	29.6%	7.4%	14.8%	33.3%	100.0%
	% within Satisfied	4.3%	12.5%	12.5%	9.5%	6.4%
Important	Count	14	5	6	46	81
	Expected Count	35.9	3.1	6.1	18.1	81.0
	% within Important	17.3%	6.2%	7.4%	56.8%	100.0%
	% within Satisfied	7.4%	31.3%	18.8%	48.4%	19.1%
Very important	Count	33	6	17	30	154
	Expected Count	68.3	5.8	11.6	34.5	154.0
	% within Important	21.4%	3.9%	11.0%	19.5%	100.0%
	% within Satisfied	17.6%	37.5%	53.1%	31.6%	36.3%
Total	Count	188	16	32	95	424
	Expected Count	188.0	16.0	32.0	95.0	424.0
	% within Important	44.3%	3.8%	7.5%	22.4%	100.0%
	% within Satisfied	100.0%	100.0%	100.0%	100.0%	100.0%

55. There is adequate campus housing available.

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

**56. The price of campus housing is reasonable.**

	Not available or I don't use	Satisfied				Total
		Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Count	137	5	3	9	11
	Expected Count	80.6	21.4	7.8	27.6	165.0
	% within Important	83.0%	3.0%	1.8%	5.5%	100.0%
	% within Satisfied	66.2%	9.1%	15.0%	12.7%	38.9%
Not at all important	Count	8	2	2	2	15
	Expected Count	7.3	1.9	0.7	2.5	15.0
	% within Important	53.3%	13.3%	13.3%	6.7%	100.0%
	% within Satisfied	3.9%	3.6%	10.0%	2.8%	3.5%
Somewhat important	Count	7	4	5	4	23
	Expected Count	11.2	3.0	1.1	3.9	23.0
	% within Important	30.4%	17.4%	21.7%	17.4%	100.0%
	% within Satisfied	3.4%	7.3%	25.0%	5.6%	5.4%
Important	Count	15	9	3	39	72
	Expected Count	35.2	9.3	3.4	12.1	72.0
	% within Important	20.8%	12.5%	4.2%	54.2%	100.0%
	% within Satisfied	7.2%	16.4%	15.0%	54.9%	17.0%
Very important	Count	40	35	7	17	149
	Expected Count	72.7	19.3	7.0	25.0	149.0
	% within Important	26.8%	23.5%	4.7%	11.4%	100.0%
	% within Satisfied	19.3%	63.6%	35.0%	23.9%	35.1%
Total	Count	207	55	20	71	424
	Expected Count	207.0	55.0	20.0	71.0	424.0
	% within Important	48.8%	13.0%	4.7%	16.7%	100.0%
	% within Satisfied	100.0%	100.0%	100.0%	100.0%	100.0%

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	Count	142	1	2	11	7	163
	Expected Count	83.0	5.8	5.4	35.4	33.4	163.0
	% within Important	87.1%	0.6%	1.2%	6.7%	4.3%	100.0%
	% within Satisfied	65.7%	6.7%	14.3%	12.0%	8.0%	38.4%
Not at all important	Count	6	1	2	1	0	10
	Expected Count	5.1	0.4	0.3	2.2	2.1	10.0
	% within Important	60.0%	10.0%	20.0%	10.0%	0.0%	100.0%
	% within Satisfied	2.8%	6.7%	14.3%	1.1%	0.0%	2.4%
Somewhat important	Count	6	2	4	6	3	21
	Expected Count	10.7	0.7	0.7	4.6	4.3	21.0
	% within Important	28.6%	9.5%	19.0%	28.6%	14.3%	100.0%
	% within Satisfied	2.8%	13.3%	28.6%	6.5%	3.4%	5.0%
Important	Count	16	5	2	42	9	74
	Expected Count	37.7	2.6	2.4	16.1	15.2	74.0
	% within Important	21.6%	6.8%	2.7%	56.8%	12.2%	100.0%
	% within Satisfied	7.4%	33.3%	14.3%	45.7%	10.3%	17.5%
Very important	Count	46	6	4	32	68	156
	Expected Count	79.5	5.5	5.2	33.8	32.0	156.0
	% within Important	29.5%	3.8%	2.6%	20.5%	43.6%	100.0%
	% within Satisfied	21.3%	40.0%	28.6%	34.8%	78.2%	36.8%
Total	Count	216	15	14	92	87	424
	Expected Count	216.0	15.0	14.0	92.0	87.0	424.0
	% within Important	50.9%	3.5%	3.3%	21.7%	20.5%	100.0%
	% within Satisfied	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%



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

	Not available or I don't use	Satisfied				Total
		Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Count	134	1	3	6	8
	Expected Count	71.0	6.1	9.3	33.7	31.9
	% within Important	88.2%	0.7%	2.0%	3.9%	5.3%
	% within Satisfied	67.7%	5.9%	11.5%	6.4%	9.0%
Not at all important	Count	4	1	2	2	1
	Expected Count	4.7	0.4	0.6	2.2	2.1
	% within Important	40.0%	10.0%	20.0%	20.0%	10.0%
	% within Satisfied	2.0%	5.9%	7.7%	2.1%	1.1%
Somewhat important	Count	7	2	5	8	2
	Expected Count	11.2	1.0	1.5	5.3	5.0
	% within Important	29.2%	8.3%	20.8%	33.3%	8.3%
	% within Satisfied	3.5%	11.8%	19.2%	8.5%	2.2%
Important	Count	14	3	5	40	8
	Expected Count	32.7	2.8	4.3	15.5	14.7
	% within Important	20.0%	4.3%	7.1%	57.1%	11.4%
	% within Satisfied	7.1%	17.6%	19.2%	42.6%	9.0%
Very important	Count	39	10	11	38	70
	Expected Count	78.5	6.7	10.3	37.2	35.3
	% within Important	23.2%	6.0%	6.5%	22.6%	41.7%
	% within Satisfied	19.7%	58.8%	42.3%	40.4%	78.7%
Total	Count	198	17	26	94	89
	Expected Count	198.0	17.0	26.0	94.0	89.0
	% within Important	46.7%	4.0%	6.1%	22.2%	21.0%
	% within Satisfied	100.0%	100.0%	100.0%	100.0%	100.0%

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

Important	Not available or I don't use	Not at all important	Somewhat important	Satisfied					Total
				Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied		
Count	132	5	7	1	4	8	7	153	
Expected Count	72.2	5.2	9.9	5.1	1.1	4.7	33.6	153.0	
% within Important	86.3%	45.5%	33.3%	0.7%	19.0%	38.1%	4.6%	100.0%	
% within Satisfied	66.0%	2.5%	3.5%	7.1%	17.4%	8.5%	7.5%	36.1%	
Count	5	3	1	3	1	1	1	11	
Expected Count	5.2	0.4	0.7	0.4	0.6	2.4	2.4	11.0	
% within Important	45.5%	27.3%	7.1%	9.1%	4.3%	9.1%	9.1%	100.0%	
% within Satisfied	2.5%	21.4%	7.1%	4.3%	1.1%	1.1%	1.1%	2.6%	
Count	14	4	14	4	3	39	8	68	
Expected Count	32.1	2.2	32.1	2.2	3.7	15.1	14.9	68.0	
% within Important	20.6%	5.9%	20.6%	5.9%	4.4%	57.4%	11.8%	100.0%	
% within Satisfied	7.0%	28.6%	7.0%	28.6%	13.0%	41.5%	8.6%	16.0%	
Count	42	5	42	5	10	38	76	171	
Expected Count	80.7	5.6	80.7	5.6	9.3	37.9	37.5	171.0	
% within Important	24.6%	2.9%	24.6%	2.9%	5.8%	22.2%	44.4%	100.0%	
% within Satisfied	21.0%	35.7%	21.0%	35.7%	43.5%	40.4%	81.7%	40.3%	
Count	200	14	200	14	23	94	93	424	
Expected Count	200.0	14.0	200.0	14.0	23.0	94.0	93.0	424.0	
% within Important	47.2%	3.3%	47.2%	3.3%	5.4%	22.2%	21.9%	100.0%	
% within Satisfied	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	

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

Important	Not available or I don't use	Not available or I don't use	Satisfied				Total
			Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Not available or I don't use	Count	144	0	2	9	9	164
	Expected Count	82.8	3.9	6.6	34.4	36.4	164.0
	% within Important	87.8%	0.0%	1.2%	5.5%	5.5%	100.0%
	% within Satisfied	67.3%	0.0%	11.8%	10.1%	9.6%	38.7%
Not at all important	Count	6	1	3	1	0	11
	Expected Count	5.6	0.3	0.4	2.3	2.4	11.0
	% within Important	54.5%	9.1%	27.3%	9.1%	0.0%	100.0%
	% within Satisfied	2.8%	10.0%	17.6%	1.1%	0.0%	2.6%
Somewhat important	Count	9	2	5	6	3	25
	Expected Count	12.6	0.6	1.0	5.2	5.5	25.0
	% within Important	36.0%	8.0%	20.0%	24.0%	12.0%	100.0%
	% within Satisfied	4.2%	20.0%	29.4%	6.7%	3.2%	5.9%
Important	Count	15	2	4	42	10	73
	Expected Count	36.8	1.7	2.9	15.3	16.2	73.0
	% within Important	20.5%	2.7%	5.5%	57.5%	13.7%	100.0%
	% within Satisfied	7.0%	20.0%	23.5%	47.2%	10.6%	17.2%
Very important	Count	40	5	3	31	72	151
	Expected Count	76.2	3.6	6.1	31.7	33.5	151.0
	% within Important	26.5%	3.3%	2.0%	20.5%	47.7%	100.0%
	% within Satisfied	18.7%	50.0%	17.6%	34.8%	76.6%	35.6%
Total	Count	214	10	17	89	94	424
	Expected Count	214.0	10.0	17.0	89.0	94.0	424.0
	% within Important	50.5%	2.4%	4.0%	21.0%	22.2%	100.0%
	% within Satisfied	100.0%	100.0%	100.0%	100.0%	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	Count	144	1	1	7	9	162
	Expected Count	80.6	5.0	6.1	33.6	36.7	162.0
	% within Important	88.9%	0.6%	0.6%	4.3%	5.6%	100.0%
	% within Satisfied	68.2%	7.7%	6.3%	8.0%	9.4%	38.2%
Not at all important	Count	6	2	2	3	0	13
	Expected Count	6.5	0.4	0.5	2.7	2.9	13.0
	% within Important	46.2%	15.4%	15.4%	23.1%	0.0%	100.0%
	% within Satisfied	2.8%	15.4%	12.5%	3.4%	0.0%	3.1%
Somewhat important	Count	10	2	5	8	2	27
	Expected Count	13.4	0.8	1.0	5.6	6.1	27.0
	% within Important	37.0%	7.4%	18.5%	29.6%	7.4%	100.0%
	% within Satisfied	4.7%	15.4%	31.3%	9.1%	2.1%	6.4%
Important	Count	16	4	5	41	12	78
	Expected Count	38.8	2.4	2.9	16.2	17.7	78.0
	% within Important	20.5%	5.1%	6.4%	52.6%	15.4%	100.0%
	% within Satisfied	7.6%	30.8%	31.3%	46.6%	12.5%	18.4%
Very important	Count	35	4	3	29	73	144
	Expected Count	71.7	4.4	5.4	29.9	32.6	144.0
	% within Important	24.3%	2.8%	2.1%	20.1%	50.7%	100.0%
	% within Satisfied	16.6%	30.8%	18.8%	33.0%	76.0%	34.0%
Total	Count	211	13	16	88	96	424
	Expected Count	211.0	13.0	16.0	88.0	96.0	424.0
	% within Important	49.8%	3.1%	3.8%	20.8%	22.6%	100.0%
	% within Satisfied	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

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

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

Important	Not available or I don't use	Count	Expected Count	Count	Satisfied				Total
					Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
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%		
Not at all important	Count	10	2	3	2.8%	8.4%	14.6%		
	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%		
Somewhat important	Count	13.9%	18.2%	6.7%	4.2%	1.9%	5.7%		
	Expected Count	8	1	14	17	7	47		
	% within Important	8.0%	1.2%	5.0%	15.7	17.1	47.0		
Important	Count	17.0%	2.1%	29.8%	36.2%	14.9%	100.0%		
	Expected Count	11.1%	9.1%	31.1%	12.0%	4.5%	11.1%		
	Count	6	4	10	67	23	110		
Very important	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%		
Total	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%		
Total	Count	9.7%	36.4%	31.1%	33.8%	70.1%	42.7%		
	Expected Count	72	11	45	142	154	424		
	% within Important	72.0	11.0	45.0	142.0	154.0	424.0		
Total	Count	17.0%	2.6%	10.6%	33.5%	36.3%	100.0%		
	Expected Count	100.0%	100.0%	100.0%	100.0%	100.0%	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.

Important	Not available or I don't use	Satisfied				Total
		Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Not available or I don't use	Count	0	1	4	12	56
	Expected Count	1.1	4.9	16.1	24.2	56.0
	% within Important	0.0%	1.8%	7.1%	21.4%	100.0%
	% within Satisfied	0.0%	2.7%	3.3%	6.6%	13.2%
Not at all important	Count	1	1	4	1	15
	Expected Count	0.3	1.3	4.3	6.5	15.0
	% within Important	6.7%	6.7%	26.7%	6.7%	100.0%
	% within Satisfied	12.5%	2.7%	3.3%	0.5%	3.5%
Somewhat important	Count	5	9	9	1	24
	Expected Count	4.2	2.1	6.9	10.4	24.0
	% within Important	20.8%	37.5%	37.5%	4.2%	100.0%
	% within Satisfied	6.8%	24.3%	7.4%	0.5%	5.7%
Important	Count	7	9	52	14	86
	Expected Count	15.0	7.5	24.7	37.1	86.0
	% within Important	8.1%	10.5%	60.5%	16.3%	100.0%
	% within Satisfied	9.5%	24.3%	42.6%	7.7%	20.3%
Very important	Count	15	17	53	155	243
	Expected Count	42.4	21.2	69.9	104.9	243.0
	% within Important	6.2%	7.0%	21.8%	63.8%	100.0%
	% within Satisfied	20.3%	45.9%	43.4%	84.7%	57.3%
Total	Count	74	37	122	183	424
	Expected Count	74.0	37.0	122.0	183.0	424.0
	% within Important	17.5%	8.7%	28.8%	43.2%	100.0%
	% within Satisfied	100.0%	100.0%	100.0%	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	Count	50	0	4	2	13	69
	Expected Count	13.3	2.1	7.6	21.2	24.7	69.0
	% within Important	72.5%	0.0%	5.8%	2.9%	18.8%	100.0%
	% within Satisfied	61.0%	0.0%	8.5%	1.5%	8.6%	16.3%
Not at all important	Count	7	2	1	3	1	14
	Expected Count	2.7	0.4	1.6	4.3	5.0	14.0
	% within Important	50.0%	14.3%	7.1%	21.4%	7.1%	100.0%
	% within Satisfied	8.5%	15.4%	2.1%	2.3%	0.7%	3.3%
Somewhat important	Count	5	0	12	12	5	34
	Expected Count	6.6	1.0	3.8	10.4	12.2	34.0
	% within Important	14.7%	0.0%	35.3%	35.3%	14.7%	100.0%
	% within Satisfied	6.1%	0.0%	25.5%	9.2%	3.3%	8.0%
Important	Count	7	4	11	59	27	108
	Expected Count	20.9	3.3	12.0	33.1	38.7	108.0
	% within Important	6.5%	3.7%	10.2%	54.6%	25.0%	100.0%
	% within Satisfied	8.5%	30.8%	23.4%	45.4%	17.8%	25.5%
Very important	Count	13	7	19	54	106	199
	Expected Count	38.5	6.1	22.1	61.0	71.3	199.0
	% within Important	6.5%	3.5%	9.5%	27.1%	53.3%	100.0%
	% within Satisfied	15.9%	53.8%	40.4%	41.5%	69.7%	46.9%
Total	Count	82	13	47	130	152	424
	Expected Count	82.0	13.0	47.0	130.0	152.0	424.0
	% within Important	19.3%	3.1%	11.1%	30.7%	35.8%	100.0%
	% within Satisfied	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%



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

Important	Not available or I don't use	Satisfied				Total
		Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Not available or I don't use	Count	39	0	2	4	10
	Expected Count	9.0	1.7	5.2	18.2	21.0
	% within Important	70.9%	0.0%	3.6%	7.3%	18.2%
	% within Satisfied	56.5%	0.0%	5.0%	2.9%	6.2%
Not at all important	Count	5	2	1	3	2
	Expected Count	2.1	0.4	1.2	4.3	5.0
	% within Important	38.5%	15.4%	7.7%	23.1%	15.4%
	% within Satisfied	7.2%	15.4%	2.5%	2.1%	1.2%
Somewhat important	Count	6	1	11	8	1
	Expected Count	4.4	0.8	2.5	8.9	10.3
	% within Important	22.2%	3.7%	40.7%	29.6%	3.7%
	% within Satisfied	8.7%	7.7%	27.5%	5.7%	0.6%
Important	Count	9	2	12	60	23
	Expected Count	17.3	3.3	10.0	35.0	40.5
	% within Important	8.5%	1.9%	11.3%	56.6%	21.7%
	% within Satisfied	13.0%	15.4%	30.0%	42.9%	14.2%
Very important	Count	10	8	14	65	126
	Expected Count	36.3	6.8	21.0	73.6	85.2
	% within Important	4.5%	3.6%	6.3%	29.1%	56.5%
	% within Satisfied	14.5%	61.5%	35.0%	46.4%	77.8%
Total	Count	69	13	40	140	162
	Expected Count	69.0	13.0	40.0	140.0	162.0
	% within Important	16.3%	3.1%	9.4%	33.0%	38.2%
	% within Satisfied	100.0%	100.0%	100.0%	100.0%	100.0%

68. RSU faculty are knowledgeable about their subject area.

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

69. RSU faculty are enthusiastic about teaching.

	Not available or I don't use	Satisfied				Total
		Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Count	31	0	3	5	10
	Expected Count	6.2	1.2	3.7	15.9	22.0
	% within Important	63.3%	0.0%	6.1%	10.2%	20.4%
	% within Satisfied	57.4%	0.0%	9.4%	3.6%	5.3%
Not at all important	Count	4	1	1	2	0
	Expected Count	1.0	0.2	0.6	2.6	3.6
	% within Important	50.0%	12.5%	12.5%	25.0%	0.0%
	% within Satisfied	7.4%	10.0%	3.1%	1.4%	0.0%
Somewhat important	Count	3	2	6	6	1
	Expected Count	2.3	0.4	1.4	5.9	8.1
	% within Important	16.7%	11.1%	33.3%	33.3%	5.6%
	% within Satisfied	5.6%	20.0%	18.8%	4.3%	0.5%
Important	Count	3	3	3	55	20
	Expected Count	10.7	2.0	6.3	27.3	37.6
	% within Important	3.6%	3.6%	3.6%	65.5%	23.8%
	% within Satisfied	5.6%	30.0%	9.4%	39.9%	10.5%
Very important	Count	13	4	19	70	159
	Expected Count	33.8	6.3	20.0	86.3	118.8
	% within Important	4.9%	1.5%	7.2%	26.4%	60.0%
	% within Satisfied	24.1%	40.0%	59.4%	50.7%	83.7%
Total	Count	54	10	32	138	190
	Expected Count	54.0	10.0	32.0	138.0	190.0
	% within Important	12.7%	2.4%	7.5%	32.5%	44.8%
	% within Satisfied	100.0%	100.0%	100.0%	100.0%	100.0%

70. RSU faculty challenge students to think.

	Not available or I don't use	Satisfied				Total
		Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Count	33	0	2	4	8
	Expected Count	6.1	1.1	3.8	14.0	22.1
	% within Important	70.2%	0.0%	4.3%	8.5%	17.0%
	% within Satisfied	60.0%	0.0%	5.9%	3.2%	4.0%
Not at all important	Count	2	2	6	2	14
	Expected Count	1.8	0.3	4.2	6.6	14.0
	% within Important	14.3%	14.3%	42.9%	14.3%	100.0%
	% within Satisfied	3.6%	20.0%	4.8%	1.0%	3.3%
Somewhat important	Count	4	0	6	4	15
	Expected Count	1.9	0.4	1.2	4.5	7.0
	% within Important	26.7%	0.0%	40.0%	26.7%	100.0%
	% within Satisfied	7.3%	0.0%	17.6%	3.2%	0.5%
Important	Count	4	2	5	51	83
	Expected Count	10.8	2.0	6.7	24.7	39.0
	% within Important	4.8%	2.4%	6.0%	61.4%	25.3%
	% within Satisfied	7.3%	20.0%	14.7%	40.5%	10.6%
Very important	Count	12	6	19	61	167
	Expected Count	34.4	6.3	21.3	78.8	124.4
	% within Important	4.5%	2.3%	7.2%	23.0%	63.0%
	% within Satisfied	21.8%	60.0%	55.9%	48.4%	83.9%
Total	Count	55	10	34	126	199
	Expected Count	55.0	10.0	34.0	126.0	199.0
	% within Important	13.0%	2.4%	8.0%	29.7%	46.9%
	% within Satisfied	100.0%	100.0%	100.0%	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	Count	30	0	1	4	11	46	
	Expected Count	5.8	1.3	3.4	14.5	21.0	46.0	
	% within Important	65.2%	0.0%	2.2%	8.7%	23.9%	100.0%	
	% within Satisfied	56.6%	0.0%	3.2%	3.0%	5.7%	10.8%	
Not at all important	Count	4	0	1	4	0	9	
	Expected Count	1.1	0.3	0.7	2.8	4.1	9.0	
	% within Important	44.4%	0.0%	11.1%	44.4%	0.0%	100.0%	
	% within Satisfied	7.5%	0.0%	3.2%	3.0%	0.0%	2.1%	
Somewhat important	Count	3	1	6	3	3	16	
	Expected Count	2.0	0.5	1.2	5.1	7.3	16.0	
	% within Important	18.8%	6.3%	37.5%	18.8%	18.8%	100.0%	
	% within Satisfied	5.7%	8.3%	19.4%	2.2%	1.5%	3.8%	
Important	Count	4	3	5	51	15	78	
	Expected Count	9.8	2.2	5.7	24.7	35.7	78.0	
	% within Important	5.1%	3.8%	6.4%	65.4%	19.2%	100.0%	
	% within Satisfied	7.5%	25.0%	16.1%	38.1%	7.7%	18.4%	
Very important	Count	12	8	18	72	165	275	
	Expected Count	34.4	7.8	20.1	86.9	125.8	275.0	
	% within Important	4.4%	2.9%	6.5%	26.2%	60.0%	100.0%	
	% within Satisfied	22.6%	66.7%	58.1%	53.7%	85.1%	64.9%	
Total	Count	53	12	31	134	194	424	
	Expected Count	53.0	12.0	31.0	134.0	194.0	424.0	
	% within Important	12.5%	2.8%	7.3%	31.6%	45.8%	100.0%	
	% within Satisfied	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	

72. RSU faculty are available to students.

	Not available or I don't use	Satisfied				Total
		Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Count	1	2	3	10	48
	Expected Count	1.2	4.5	15.2	21.1	48.0
	% within Important	2.1%	4.2%	6.3%	20.8%	100.0%
	% within Satisfied	9.1%	5.0%	2.2%	5.4%	11.3%
Not at all important	Count	0	1	2	0	6
	Expected Count	0.2	0.6	1.9	2.6	6.0
	% within Important	0.0%	16.7%	33.3%	0.0%	100.0%
	% within Satisfied	0.0%	2.5%	1.5%	0.0%	1.4%
Somewhat important	Count	0	7	5	3	18
	Expected Count	0.5	1.7	5.7	7.9	18.0
	% within Important	0.0%	38.9%	27.8%	16.7%	100.0%
	% within Satisfied	0.0%	17.5%	3.7%	1.6%	4.2%
Important	Count	4	5	53	12	77
	Expected Count	2.0	7.3	24.3	33.8	77.0
	% within Important	5.2%	6.5%	68.8%	15.6%	100.0%
	% within Satisfied	36.4%	12.5%	39.6%	6.5%	18.2%
Very important	Count	6	25	71	161	275
	Expected Count	7.1	25.9	86.9	120.6	275.0
	% within Important	2.2%	9.1%	25.8%	58.5%	100.0%
	% within Satisfied	54.5%	62.5%	53.0%	86.6%	64.9%
Total	Count	11	40	134	186	424
	Expected Count	11.0	40.0	134.0	186.0	424.0
	% within Important	2.6%	9.4%	31.6%	43.9%	100.0%
	% within Satisfied	100.0%	100.0%	100.0%	100.0%	100.0%

73. RSU faculty are interested in students' success.

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

74. RSU faculty have high expectations for students.

	Not available or I don't use	Satisfied				Total
		Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Count	32	0	4	2	10
	Expected Count	5.9	1.5	4.2	13.9	22.5
	% within Important	66.7%	0.0%	8.3%	4.2%	20.8%
	% within Satisfied	61.5%	0.0%	10.8%	1.6%	5.0%
Not at all important	Count	3	0	3	1	0
	Expected Count	0.9	0.2	0.6	2.0	3.3
	% within Important	42.9%	0.0%	42.9%	14.3%	0.0%
	% within Satisfied	5.8%	0.0%	8.1%	0.8%	0.0%
Somewhat important	Count	3	1	7	7	2
	Expected Count	2.5	0.6	1.7	5.8	9.4
	% within Important	15.0%	5.0%	35.0%	35.0%	10.0%
	% within Satisfied	5.8%	7.7%	18.9%	5.7%	1.0%
Important	Count	4	8	4	53	21
	Expected Count	11.0	2.8	7.9	26.1	42.2
	% within Important	4.4%	8.9%	4.4%	58.9%	23.3%
	% within Satisfied	7.7%	61.5%	10.8%	43.1%	10.6%
Very important	Count	10	4	19	60	166
	Expected Count	31.8	7.9	22.6	75.1	121.6
	% within Important	3.9%	1.5%	7.3%	23.2%	64.1%
	% within Satisfied	19.2%	30.8%	51.4%	48.8%	83.4%
Total	Count	52	13	37	123	199
	Expected Count	52.0	13.0	37.0	123.0	199.0
	% within Important	12.3%	3.1%	8.7%	29.0%	46.9%
	% within Satisfied	100.0%	100.0%	100.0%	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	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.

	Not available or I don't use	Satisfied				Total
		Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Count	32	0	3	5	11
	Expected Count	6.5	2.5	6.5	15.5	20.0
	% within Important	62.7%	0.0%	5.9%	9.8%	21.6%
	% within Satisfied	59.3%	0.0%	5.6%	3.9%	6.6%
Not at all important	Count	4	2	2	3	0
	Expected Count	1.4	0.5	1.4	3.3	4.3
	% within Important	36.4%	18.2%	18.2%	27.3%	0.0%
	% within Satisfied	7.4%	9.5%	3.7%	2.3%	0.0%
Somewhat important	Count	3	1	9	5	1
	Expected Count	2.4	0.9	2.4	5.8	7.4
	% within Important	15.8%	5.3%	47.4%	26.3%	5.3%
	% within Satisfied	5.6%	4.8%	16.7%	3.9%	0.6%
Important	Count	4	7	8	48	18
	Expected Count	10.8	4.2	10.8	25.9	33.3
	% within Important	4.7%	8.2%	9.4%	56.5%	21.2%
	% within Satisfied	7.4%	33.3%	14.8%	37.2%	10.8%
Very important	Count	11	11	32	68	136
	Expected Count	32.9	12.8	32.9	78.5	101.0
	% within Important	4.3%	4.3%	12.4%	26.4%	52.7%
	% within Satisfied	20.4%	52.4%	59.3%	52.7%	81.9%
Total	Count	54	21	54	129	166
	Expected Count	54.0	21.0	54.0	129.0	166.0
	% within Important	12.7%	5.0%	12.7%	30.4%	39.2%
	% within Satisfied	100.0%	100.0%	100.0%	100.0%	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	Expected Count	Count	Satisfied				Total
					Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	
Not at all important	Count	50	1	4	4	5	64		
	Expected Count	10.4	4.4	5.3	15.4	28.5	64.0		
	% within Important	78.1%	1.6%	6.3%	6.3%	7.8%	100.0%		
	% within Satisfied	72.5%	3.4%	11.4%	3.9%	2.6%	15.1%		
Somewhat important	Count	1	1	2	0	0	4		
	Expected Count	0.7	0.3	0.3	1.0	1.8	4.0		
	% within Important	25.0%	25.0%	50.0%	0.0%	0.0%	100.0%		
	% within Satisfied	1.4%	3.4%	5.7%	0.0%	0.0%	0.9%		
Important	Count	3	2	10	4	1	20		
	Expected Count	3.3	1.4	1.7	4.8	8.9	20.0		
	% within Important	15.0%	10.0%	50.0%	20.0%	5.0%	100.0%		
	% within Satisfied	4.3%	6.9%	28.6%	3.9%	0.5%	4.7%		
Very important	Count	3	4	4	38	11	60		
	Expected Count	9.8	4.1	5.0	14.4	26.7	60.0		
	% within Important	5.0%	6.7%	6.7%	63.3%	18.3%	100.0%		
	% within Satisfied	4.3%	13.8%	11.4%	37.3%	5.8%	14.2%		
Total	Count	12	21	15	56	172	276		
	Expected Count	44.9	18.9	22.8	66.4	123.0	276.0		
	% within Important	4.3%	7.6%	5.4%	20.3%	62.3%	100.0%		
	% within Satisfied	17.4%	72.4%	42.9%	54.9%	91.0%	65.1%		
Total	Count	69	29	35	102	189	424		
	Expected Count	69.0	29.0	35.0	102.0	189.0	424.0		
	% within Important	16.3%	6.8%	8.3%	24.1%	44.6%	100.0%		
	% within Satisfied	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	Count	66	1	5	5	6	83	
	Expected Count	19.2	5.3	6.9	19.6	32.1	83.0	
	% within Important	79.5%	1.2%	6.0%	6.0%	7.2%	100.0%	
	% within Satisfied	67.3%	3.7%	14.3%	5.0%	3.7%	19.6%	
Not at all important	Count	4	3	2	2	0	11	
	Expected Count	2.5	0.7	0.9	2.6	4.3	11.0	
	% within Important	36.4%	27.3%	18.2%	18.2%	0.0%	100.0%	
	% within Satisfied	4.1%	11.1%	5.7%	2.0%	0.0%	2.6%	
Somewhat important	Count	4	1	8	4	0	17	
	Expected Count	3.9	1.1	1.4	4.0	6.6	17.0	
	% within Important	23.5%	5.9%	47.1%	23.5%	0.0%	100.0%	
	% within Satisfied	4.1%	3.7%	22.9%	4.0%	0.0%	4.0%	
Important	Count	3	5	4	39	12	63	
	Expected Count	14.6	4.0	5.2	14.9	24.4	63.0	
	% within Important	4.8%	7.9%	6.3%	61.9%	19.0%	100.0%	
	% within Satisfied	3.1%	18.5%	11.4%	39.0%	7.3%	14.9%	
Very important	Count	21	17	16	50	146	250	
	Expected Count	57.8	15.9	20.6	59.0	96.7	250.0	
	% within Important	8.4%	6.8%	6.4%	20.0%	58.4%	100.0%	
	% within Satisfied	21.4%	63.0%	45.7%	50.0%	89.0%	59.0%	
Total	Count	98	27	35	100	164	424	
	Expected Count	98.0	27.0	35.0	100.0	164.0	424.0	
	% within Important	23.1%	6.4%	8.3%	23.6%	38.7%	100.0%	
	% within Satisfied	100.0%	100.0%	100.0%	100.0%	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	Count	43	1	4	6	5	59
	Expected Count	9.3	4.5	5.6	15.6	24.1	59.0
	% within Important	72.9%	1.7%	6.8%	10.2%	8.5%	100.0%
	% within Satisfied	64.2%	3.1%	10.0%	5.4%	2.9%	13.9%
Not at all important	Count	2	1	2	0	0	5
	Expected Count	0.8	0.4	0.5	1.3	2.0	5.0
	% within Important	40.0%	20.0%	40.0%	0.0%	0.0%	100.0%
	% within Satisfied	3.0%	3.1%	5.0%	0.0%	0.0%	1.2%
Somewhat important	Count	1	2	10	6	2	21
	Expected Count	3.3	1.6	2.0	5.5	8.6	21.0
	% within Important	4.8%	9.5%	47.6%	28.6%	9.5%	100.0%
	% within Satisfied	1.5%	6.3%	25.0%	5.4%	1.2%	5.0%
Important	Count	5	4	6	40	10	65
	Expected Count	10.3	4.9	6.1	17.2	26.5	65.0
	% within Important	7.7%	6.2%	9.2%	61.5%	15.4%	100.0%
	% within Satisfied	7.5%	12.5%	15.0%	35.7%	5.8%	15.3%
Very important	Count	16	24	18	60	156	274
	Expected Count	43.3	20.7	25.8	72.4	111.8	274.0
	% within Important	5.8%	8.8%	6.6%	21.9%	56.9%	100.0%
	% within Satisfied	23.9%	75.0%	45.0%	53.6%	90.2%	64.6%
Total	Count	67	32	40	112	173	424
	Expected Count	67.0	32.0	40.0	112.0	173.0	424.0
	% within Important	15.8%	7.5%	9.4%	26.4%	40.8%	100.0%
	% within Satisfied	100.0%	100.0%	100.0%	100.0%	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	Count	44	1	3	6	6	60	
	Expected Count	9.8	3.7	6.1	14.9	25.6	60.0	
	% within Important	73.3%	1.7%	5.0%	10.0%	10.0%	100.0%	
	% within Satisfied	63.8%	3.8%	7.0%	5.7%	3.3%	14.2%	
Not at all important	Count	3	1	1	0	0	5	
	Expected Count	0.8	0.3	0.5	1.2	2.1	5.0	
	% within Important	60.0%	20.0%	20.0%	0.0%	0.0%	100.0%	
	% within Satisfied	4.3%	3.8%	2.3%	0.0%	0.0%	1.2%	
Somewhat important	Count	1	2	7	3	0	13	
	Expected Count	2.1	0.8	1.3	3.2	5.5	13.0	
	% within Important	7.7%	15.4%	53.8%	23.1%	0.0%	100.0%	
	% within Satisfied	1.4%	7.7%	16.3%	2.9%	0.0%	3.1%	
Important	Count	5	5	7	43	11	71	
	Expected Count	11.6	4.4	7.2	17.6	30.3	71.0	
	% within Important	7.0%	7.0%	9.9%	60.6%	15.5%	100.0%	
	% within Satisfied	7.2%	19.2%	16.3%	41.0%	6.1%	16.7%	
Very important	Count	16	17	25	53	164	275	
	Expected Count	44.8	16.9	27.9	68.1	117.4	275.0	
	% within Important	5.8%	6.2%	9.1%	19.3%	59.6%	100.0%	
	% within Satisfied	23.2%	65.4%	58.1%	50.5%	90.6%	64.9%	
Total	Count	69	26	43	105	181	424	
	Expected Count	69.0	26.0	43.0	105.0	181.0	424.0	
	% within Important	16.3%	6.1%	10.1%	24.8%	42.7%	100.0%	
	% within Satisfied	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	

**Cross-tabulations of multiple-choice survey items: *Academic programs***  
**81. The degree programs at RSU are challenging for students.**

Important	Not available or I don't use	Count	Expected Count	Count	Satisfied				Total
					Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Not available or I don't use	Count	31	1	2	4	9	4	9	47
	Expected Count	6.1	1.2	4.5	14.7	20.4	14.7	20.4	47.0
	% within Important	66.0%	2.1%	4.3%	8.5%	19.1%	8.5%	19.1%	100.0%
	% within Satisfied	56.4%	9.1%	4.9%	3.0%	4.9%	3.0%	4.9%	11.1%
Not at all important	Count	2	0	1	0	0	0	0	3
	Expected Count	0.4	0.1	0.3	0.9	1.3	0.9	1.3	3.0
	% within Important	66.7%	0.0%	33.3%	0.0%	0.0%	0.0%	0.0%	100.0%
	% within Satisfied	3.6%	0.0%	2.4%	0.0%	0.0%	0.0%	0.0%	0.7%
Somewhat important	Count	4	2	7	8	3	8	3	24
	Expected Count	3.1	0.6	2.3	7.5	10.4	7.5	10.4	24.0
	% within Important	16.7%	8.3%	29.2%	33.3%	12.5%	33.3%	12.5%	100.0%
	% within Satisfied	7.3%	18.2%	17.1%	6.0%	1.6%	6.0%	1.6%	5.7%
Important	Count	3	3	13	60	25	60	25	104
	Expected Count	13.5	2.7	10.1	32.6	45.1	32.6	45.1	104.0
	% within Important	2.9%	2.9%	12.5%	57.7%	24.0%	57.7%	24.0%	100.0%
	% within Satisfied	5.5%	27.3%	31.7%	45.1%	13.6%	45.1%	13.6%	24.5%
Very important	Count	15	5	18	61	147	61	147	246
	Expected Count	31.9	6.4	23.8	77.2	106.8	77.2	106.8	246.0
	% within Important	6.1%	2.0%	7.3%	24.8%	59.8%	24.8%	59.8%	100.0%
	% within Satisfied	27.3%	45.5%	43.9%	45.9%	79.9%	45.9%	79.9%	58.0%
Total	Count	55	11	41	133	184	133	184	424
	Expected Count	55.0	11.0	41.0	133.0	184.0	133.0	184.0	424.0
	% within Important	13.0%	2.6%	9.7%	31.4%	43.4%	31.4%	43.4%	100.0%
	% within Satisfied	100.0%	100.0%	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	Count	35	1	3	5	7	51	
	Expected Count	7.1	2.2	4.9	15.2	21.7	51.0	
	% within Important	68.6%	2.0%	5.9%	9.8%	13.7%	100.0%	
	% within Satisfied	59.3%	5.6%	7.3%	4.0%	3.9%	12.0%	
Not at all important	Count	2	0	2	0	1	5	
	Expected Count	0.7	0.2	0.5	1.5	2.1	5.0	
	% within Important	40.0%	0.0%	40.0%	0.0%	20.0%	100.0%	
	% within Satisfied	3.4%	0.0%	4.9%	0.0%	0.6%	1.2%	
Somewhat important	Count	3	2	6	4	0	15	
	Expected Count	2.1	0.6	1.5	4.5	6.4	15.0	
	% within Important	20.0%	13.3%	40.0%	26.7%	0.0%	100.0%	
	% within Satisfied	5.1%	11.1%	14.6%	3.2%	0.0%	3.5%	
Important	Count	2	6	8	52	15	83	
	Expected Count	11.5	3.5	8.0	24.7	35.2	83.0	
	% within Important	2.4%	7.2%	9.6%	62.7%	18.1%	100.0%	
	% within Satisfied	3.4%	33.3%	19.5%	41.3%	8.3%	19.6%	
Very important	Count	17	9	22	65	157	270	
	Expected Count	37.6	11.5	26.1	80.2	114.6	270.0	
	% within Important	6.3%	3.3%	8.1%	24.1%	58.1%	100.0%	
	% within Satisfied	28.8%	50.0%	53.7%	51.6%	87.2%	63.7%	
Total	Count	59	18	41	126	180	424	
	Expected Count	59.0	18.0	41.0	126.0	180.0	424.0	
	% within Important	13.9%	4.2%	9.7%	29.7%	42.5%	100.0%	
	% within Satisfied	100.0%	100.0%	100.0%	100.0%	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	Count	35	1	4	3	7	50
	Expected Count	7.1	1.8	5.5	14.6	21.0	50.0
	% within Important	70.0%	2.0%	8.0%	6.0%	14.0%	100.0%
	% within Satisfied	58.3%	6.7%	8.5%	2.4%	3.9%	11.8%
Not at all important	Count	2	0	1	1	0	4
	Expected Count	0.6	0.1	0.4	1.2	1.7	4.0
	% within Important	50.0%	0.0%	25.0%	25.0%	0.0%	100.0%
	% within Satisfied	3.3%	0.0%	2.1%	0.8%	0.0%	0.9%
Somewhat important	Count	4	2	10	3	2	21
	Expected Count	3.0	0.7	2.3	6.1	8.8	21.0
	% within Important	19.0%	9.5%	47.6%	14.3%	9.5%	100.0%
	% within Satisfied	6.7%	13.3%	21.3%	2.4%	1.1%	5.0%
Important	Count	2	4	12	52	15	85
	Expected Count	12.0	3.0	9.4	24.9	35.7	85.0
	% within Important	2.4%	4.7%	14.1%	61.2%	17.6%	100.0%
	% within Satisfied	3.3%	26.7%	25.5%	41.9%	8.4%	20.0%
Very important	Count	17	8	20	65	154	264
	Expected Count	37.4	9.3	29.3	77.2	110.8	264.0
	% within Important	6.4%	3.0%	7.6%	24.6%	58.3%	100.0%
	% within Satisfied	28.3%	53.3%	42.6%	52.4%	86.5%	62.3%
Total	Count	60	15	47	124	178	424
	Expected Count	60.0	15.0	47.0	124.0	178.0	424.0
	% within Important	14.2%	3.5%	11.1%	29.2%	42.0%	100.0%
	% within Satisfied	100.0%	100.0%	100.0%	100.0%	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	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.**

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	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%	
Somewhat 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%	
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%	
Very 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%	
Total	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	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.**

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

88. I am proud to be an RSU student.

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

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

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

Important	Not available or I don't use	Not available or I don't use	Satisfied				Total
			Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Not available or I don't use	Count	88	0	1	6	11	106
	Expected Count	40.5	4.0	8.0	20.5	33.0	106.0
	% within Important	83.0%	0.0%	0.9%	5.7%	10.4%	100.0%
	% within Satisfied	54.3%	0.0%	3.1%	7.3%	8.3%	25.0%
Not at all important	Count	4	1	1	1	1	8
	Expected Count	3.1	0.3	0.6	1.5	2.5	8.0
	% within Important	50.0%	12.5%	12.5%	12.5%	12.5%	100.0%
	% within Satisfied	2.5%	6.3%	3.1%	1.2%	0.8%	1.9%
Somewhat important	Count	3	2	5	3	1	14
	Expected Count	5.3	0.5	1.1	2.7	4.4	14.0
	% within Important	21.4%	14.3%	35.7%	21.4%	7.1%	100.0%
	% within Satisfied	1.9%	12.5%	15.6%	3.7%	0.8%	3.3%
Important	Count	13	3	7	40	14	77
	Expected Count	29.4	2.9	5.8	14.9	24.0	77.0
	% within Important	16.9%	3.9%	9.1%	51.9%	18.2%	100.0%
	% within Satisfied	8.0%	18.8%	21.9%	48.8%	10.6%	18.2%
Very important	Count	54	10	18	32	105	219
	Expected Count	83.7	8.3	16.5	42.4	68.2	219.0
	% within Important	24.7%	4.6%	8.2%	14.6%	47.9%	100.0%
	% within Satisfied	33.3%	62.5%	56.3%	39.0%	79.5%	51.7%
Total	Count	162	16	32	82	132	424
	Expected Count	162.0	16.0	32.0	82.0	132.0	424.0
	% within Important	38.2%	3.8%	7.5%	19.3%	31.1%	100.0%
	% within Satisfied	100.0%	100.0%	100.0%	100.0%	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.

Important	Not available or I don't use	Count	Expected Count	% within Important	% within Satisfied	Satisfied					Total
						Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied		
Not at all 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%				
Somewhat 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%				
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%				
Very 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%				
Total	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.**

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	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%	
Somewhat 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%	
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%	
Very 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%	
Total	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.

	Not available or I don't use	Satisfied				Total
		Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Count	32	1	3	5	7
	Expected Count	6.3	3.5	6.9	15.7	48.0
	% within Important	66.7%	2.1%	6.3%	10.4%	100.0%
	% within Satisfied	57.1%	3.2%	4.9%	3.6%	11.3%
Not at all important	Count	1	1	1	1	5
	Expected Count	0.7	0.4	0.7	1.6	5.0
	% within Important	20.0%	20.0%	20.0%	20.0%	100.0%
	% within Satisfied	1.8%	3.2%	1.6%	0.7%	1.2%
Somewhat important	Count	5	0	9	2	17
	Expected Count	2.2	1.2	2.4	5.6	17.0
	% within Important	29.4%	0.0%	52.9%	11.8%	100.0%
	% within Satisfied	8.9%	0.0%	14.8%	1.4%	4.0%
Important	Count	5	7	12	52	92
	Expected Count	12.2	6.7	13.2	30.2	92.0
	% within Important	5.4%	7.6%	13.0%	56.5%	100.0%
	% within Satisfied	8.9%	22.6%	19.7%	37.4%	21.7%
Very important	Count	13	22	36	79	262
	Expected Count	34.6	19.2	37.7	85.9	262.0
	% within Important	5.0%	8.4%	13.7%	30.2%	100.0%
	% within Satisfied	23.2%	71.0%	59.0%	56.8%	61.8%
Total	Count	56	31	61	139	424
	Expected Count	56.0	31.0	61.0	139.0	424.0
	% within Important	13.2%	7.3%	14.4%	32.8%	100.0%
	% within Satisfied	100.0%	100.0%	100.0%	100.0%	100.0%

95. This is an attractive campus.

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

96. There is adequate parking on this campus.

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

	Not available or I don't use	Satisfied				Total
		Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Count	42	2	1	5	7
	Expected Count	9.0	1.7	3.8	18.0	24.5
	% within Important	73.7%	3.5%	1.8%	8.8%	12.3%
	% within Satisfied	62.7%	15.4%	3.6%	3.7%	3.8%
Not at all important	Count	1	0	1	2	4
	Expected Count	0.6	0.1	0.3	1.3	1.7
	% within Important	25.0%	0.0%	25.0%	50.0%	0.0%
	% within Satisfied	1.5%	0.0%	3.6%	1.5%	0.0%
Somewhat important	Count	1	2	9	6	20
	Expected Count	3.2	0.6	1.3	6.3	8.6
	% within Important	5.0%	10.0%	45.0%	30.0%	10.0%
	% within Satisfied	1.5%	15.4%	32.1%	4.5%	1.1%
Important	Count	6	4	5	52	83
	Expected Count	13.1	2.5	5.5	26.2	35.6
	% within Important	7.2%	4.8%	6.0%	62.7%	19.3%
	% within Satisfied	9.0%	30.8%	17.9%	38.8%	8.8%
Very important	Count	17	5	12	69	260
	Expected Count	41.1	8.0	17.2	82.2	111.6
	% within Important	6.5%	1.9%	4.6%	26.5%	60.4%
	% within Satisfied	25.4%	38.5%	42.9%	51.5%	86.3%
Total	Count	67	13	28	134	424
	Expected Count	67.0	13.0	28.0	134.0	424.0
	% within Important	15.8%	3.1%	6.6%	31.6%	42.9%
	% within Satisfied	100.0%	100.0%	100.0%	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	Count	28	2	1	8	5	44
	Expected Count	5.1	1.8	4.2	15.3	17.7	44.0
	% within Important	63.6%	4.5%	2.3%	18.2%	11.4%	100.0%
	% within Satisfied	57.1%	11.8%	2.5%	5.4%	2.9%	10.4%
Not at all important	Count	1	0	1	0	0	2
	Expected Count	0.2	0.1	0.2	0.7	0.8	2.0
	% within Important	50.0%	0.0%	50.0%	0.0%	0.0%	100.0%
	% within Satisfied	2.0%	0.0%	2.5%	0.0%	0.0%	0.5%
Somewhat important	Count	3	1	10	3	1	18
	Expected Count	2.1	0.7	1.7	6.2	7.3	18.0
	% within Important	16.7%	5.6%	55.6%	16.7%	5.6%	100.0%
	% within Satisfied	6.1%	5.9%	25.0%	2.0%	0.6%	4.2%
Important	Count	3	4	9	55	18	89
	Expected Count	10.3	3.6	8.4	30.9	35.9	89.0
	% within Important	3.4%	4.5%	10.1%	61.8%	20.2%	100.0%
	% within Satisfied	6.1%	23.5%	22.5%	37.4%	10.5%	21.0%
Very important	Count	14	10	19	81	147	271
	Expected Count	31.3	10.9	25.6	94.0	109.3	271.0
	% within Important	5.2%	3.7%	7.0%	29.9%	54.2%	100.0%
	% within Satisfied	28.6%	58.8%	47.5%	55.1%	86.0%	63.9%
Total	Count	49	17	40	147	171	424
	Expected Count	49.0	17.0	40.0	147.0	171.0	424.0
	% within Important	11.6%	4.0%	9.4%	34.7%	40.3%	100.0%
	% within Satisfied	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

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

	Not available or I don't use	Satisfied				Total
		Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Count	30	4	2	5	8
	Expected Count	6.0	4.0	5.4	15.6	49.0
	% within Important	61.2%	8.2%	4.1%	10.2%	100.0%
	% within Satisfied	57.7%	11.4%	4.3%	3.7%	11.6%
Not at all important	Count	3	0	1	1	5
	Expected Count	0.6	0.4	0.6	1.6	5.0
	% within Important	60.0%	0.0%	20.0%	20.0%	100.0%
	% within Satisfied	5.8%	0.0%	2.1%	0.7%	1.2%
Somewhat important	Count	2	1	10	3	16
	Expected Count	2.0	1.3	1.8	5.1	16.0
	% within Important	12.5%	6.3%	62.5%	18.8%	100.0%
	% within Satisfied	3.8%	2.9%	21.3%	2.2%	3.8%
Important	Count	3	6	10	53	88
	Expected Count	10.8	7.3	9.8	28.0	88.0
	% within Important	3.4%	6.8%	11.4%	60.2%	100.0%
	% within Satisfied	5.8%	17.1%	21.3%	39.3%	20.8%
Very important	Count	14	24	24	73	266
	Expected Count	32.6	22.0	29.5	84.7	266.0
	% within Important	5.3%	9.0%	9.0%	27.4%	100.0%
	% within Satisfied	26.9%	68.6%	51.1%	54.1%	62.7%
Total	Count	52	35	47	135	424
	Expected Count	52.0	35.0	47.0	135.0	424.0
	% within Important	12.3%	8.3%	11.1%	31.8%	100.0%
	% within Satisfied	100.0%	100.0%	100.0%	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	Count	35	2	1	6	10	54	
	Expected Count	8.4	2.0	5.0	17.4	21.1	54.0	
	% within Important	64.8%	3.7%	1.9%	11.1%	18.5%	100.0%	
	% within Satisfied	53.0%	12.5%	2.6%	4.4%	6.0%	12.7%	
Not at all important	Count	4	1	0	2	0	7	
	Expected Count	1.1	0.3	0.6	2.3	2.7	7.0	
	% within Important	57.1%	14.3%	0.0%	28.6%	0.0%	100.0%	
	% within Satisfied	6.1%	6.3%	0.0%	1.5%	0.0%	1.7%	
Somewhat important	Count	4	1	10	4	0	19	
	Expected Count	3.0	0.7	1.7	6.1	7.4	19.0	
	% within Important	21.1%	5.3%	52.6%	21.1%	0.0%	100.0%	
	% within Satisfied	6.1%	6.3%	25.6%	2.9%	0.0%	4.5%	
Important	Count	4	4	5	53	16	82	
	Expected Count	12.8	3.1	7.5	26.5	32.1	82.0	
	% within Important	4.9%	4.9%	6.1%	64.6%	19.5%	100.0%	
	% within Satisfied	6.1%	25.0%	12.8%	38.7%	9.6%	19.3%	
Very important	Count	19	8	23	72	140	262	
	Expected Count	40.8	9.9	24.1	84.7	102.6	262.0	
	% within Important	7.3%	3.1%	8.8%	27.5%	53.4%	100.0%	
	% within Satisfied	28.8%	50.0%	59.0%	52.6%	84.3%	61.8%	
Total	Count	66	16	39	137	166	424	
	Expected Count	66.0	16.0	39.0	137.0	166.0	424.0	
	% within Important	15.6%	3.8%	9.2%	32.3%	39.2%	100.0%	
	% within Satisfied	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	

103. The grievance 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	62	0	2	5	11	80
	Expected Count	22.1	2.6	6.2	21.5	27.5	80.0
	% within Important	77.5%	0.0%	2.5%	6.3%	13.8%	100.0%
	% within Satisfied	53.0%	0.0%	6.1%	4.4%	7.5%	18.9%
Not at all important	Count	2	1	1	0	1	5
	Expected Count	1.4	0.2	0.4	1.3	1.7	5.0
	% within Important	40.0%	20.0%	20.0%	0.0%	20.0%	100.0%
	% within Satisfied	1.7%	7.1%	3.0%	0.0%	0.7%	1.2%
Somewhat important	Count	5	0	8	6	0	19
	Expected Count	5.2	0.6	1.5	5.1	6.5	19.0
	% within Important	26.3%	0.0%	42.1%	31.6%	0.0%	100.0%
	% within Satisfied	4.3%	0.0%	24.2%	5.3%	0.0%	4.5%
Important	Count	8	5	9	43	13	78
	Expected Count	21.5	2.6	6.1	21.0	26.9	78.0
	% within Important	10.3%	6.4%	11.5%	55.1%	16.7%	100.0%
	% within Satisfied	6.8%	35.7%	27.3%	37.7%	8.9%	18.4%
Very important	Count	40	8	13	60	121	242
	Expected Count	66.8	8.0	18.8	65.1	83.3	242.0
	% within Important	16.5%	3.3%	5.4%	24.8%	50.0%	100.0%
	% within Satisfied	34.2%	57.1%	39.4%	52.6%	82.9%	57.1%
Total	Count	117	14	33	114	146	424
	Expected Count	117.0	14.0	33.0	114.0	146.0	424.0
	% within Important	27.6%	3.3%	7.8%	26.9%	34.4%	100.0%
	% within Satisfied	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

104. The grievance policy at RSU is fair.

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

	Not available or I don't use	Satisfied				Total
		Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Count	41	0	3	8	17
	Expected Count	11.9	2.3	4.2	21.3	29.3
	% within Important	59.4%	0.0%	4.3%	11.6%	24.6%
	% within Satisfied	56.2%	0.0%	11.5%	6.1%	9.4%
Not at all important	Count	2	0	0	3	5
	Expected Count	0.9	0.2	0.3	1.5	2.1
	% within Important	40.0%	0.0%	0.0%	60.0%	0.0%
	% within Satisfied	2.7%	0.0%	0.0%	2.3%	0.0%
Somewhat important	Count	3	1	9	7	20
	Expected Count	3.4	0.7	1.2	6.2	8.5
	% within Important	15.0%	5.0%	45.0%	35.0%	0.0%
	% within Satisfied	4.1%	7.1%	34.6%	5.3%	0.0%
Important	Count	4	4	2	50	78
	Expected Count	13.4	2.6	4.8	24.1	33.1
	% within Important	5.1%	5.1%	2.6%	64.1%	23.1%
	% within Satisfied	5.5%	28.6%	7.7%	38.2%	10.0%
Very important	Count	23	9	12	63	145
	Expected Count	43.4	8.3	15.5	77.9	107.0
	% within Important	9.1%	3.6%	4.8%	25.0%	57.5%
	% within Satisfied	31.5%	64.3%	46.2%	48.1%	80.6%
Total	Count	73	14	26	131	180
	Expected Count	73.0	14.0	26.0	131.0	180.0
	% within Important	17.2%	3.3%	6.1%	30.9%	42.5%
	% within Satisfied	100.0%	100.0%	100.0%	100.0%	100.0%



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

Important	Not available or I don't use	Count	Expected Count	Count	Satisfied				Total
					Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Not at all important	Not available or I don't use	76	0	1	3	12	92		
	Count	25.8	2.6	5.0	21.7	36.9	92.0		
	Expected Count	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%		
Somewhat important	Not available or I don't use	4	1	0	1	2	8		
	Count	2.2	0.2	0.4	1.9	3.2	8.0		
	Expected Count	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%		
Important	Not available or I don't use	2	0	7	5	0	14		
	Count	3.9	0.4	0.8	3.3	5.6	14.0		
	Expected Count	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%		
Very important	Not available or I don't use	8	3	2	38	13	64		
	Count	18.0	1.8	3.5	15.1	25.7	64.0		
	Expected Count	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%		
Total	Not available or I don't use	29	8	13	53	143	246		
	Count	69.0	7.0	13.3	58.0	98.6	246.0		
	Expected Count	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	Not available or I don't use	119	12	23	100	170	424		
	Count	119.0	12.0	23.0	100.0	170.0	424.0		
	Expected Count	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.

	Not available or I don't use	Satisfied				Total
		Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Count	1	2	7	11	96
	Expected Count	4.1	6.1	23.1	34.6	96.0
	% within Important	1.0%	2.1%	7.3%	11.5%	100.0%
	% within Satisfied	5.6%	7.4%	6.9%	7.2%	22.6%
Not at all important	Count	3	0	1	0	7
	Expected Count	2.0	0.4	1.7	2.5	7.0
	% within Important	42.9%	0.0%	14.3%	0.0%	100.0%
	% within Satisfied	2.4%	0.0%	1.0%	0.0%	1.7%
Somewhat important	Count	5	7	5	0	17
	Expected Count	5.0	1.1	4.1	6.1	17.0
	% within Important	29.4%	41.2%	29.4%	0.0%	100.0%
	% within Satisfied	4.0%	25.9%	4.9%	0.0%	4.0%
Important	Count	7	9	37	19	76
	Expected Count	22.2	4.8	18.3	27.4	76.0
	% within Important	9.2%	11.8%	48.7%	25.0%	100.0%
	% within Satisfied	5.6%	33.3%	36.3%	12.4%	17.9%
Very important	Count	34	9	52	123	228
	Expected Count	66.7	14.5	54.8	82.3	228.0
	% within Important	14.9%	3.9%	22.8%	53.9%	100.0%
	% within Satisfied	27.4%	33.3%	51.0%	80.4%	53.8%
Total	Count	124	27	102	153	424
	Expected Count	124.0	27.0	102.0	153.0	424.0
	% within Important	29.2%	6.4%	24.1%	36.1%	100.0%
	% within Satisfied	100.0%	100.0%	100.0%	100.0%	100.0%

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

Important	Not available or I don't use	Not at all important	Somewhat important	Important	Very important	Satisfied					Total
						Not available or I don't use	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Count	54	2	2	9	16	82					
Expected Count	15.0	3.4	6.4	17.7	31.9	82.0					
% within Important	74.0%	2.7%	2.7%	11.0%	19.5%	100.0%					
% within Satisfied	62.1%	10.0%	5.4%	40.5%	83.6%	57.3%					
Count	1	2	2	37	115	165					
Expected Count	1.2	0.3	0.5	37.0	115.0	165.0					
% within Important	16.7%	33.3%	33.3%	8.7%	27.1%	38.9%					
% within Satisfied	1.1%	10.0%	5.4%	100.0%	100.0%	100.0%					
Count	3	2	9	48	138	243					
Expected Count	4.1	0.9	1.7	17.7	31.9	82.0					
% within Important	15.0%	10.0%	45.0%	20.0%	19.5%	100.0%					
% within Satisfied	3.4%	10.0%	24.3%	3.5%	9.7%	19.3%					
Count	6	3	9	48	138	243					
Expected Count	16.8	3.9	7.2	22.2	31.9	82.0					
% within Important	7.3%	3.7%	11.0%	58.5%	19.5%	100.0%					
% within Satisfied	6.9%	15.0%	24.3%	41.7%	9.7%	19.3%					
Count	23	11	15	56	138	243					
Expected Count	49.9	11.5	21.2	65.9	94.6	243.0					
% within Important	9.5%	4.5%	6.2%	23.0%	56.8%	100.0%					
% within Satisfied	26.4%	55.0%	40.5%	48.7%	83.6%	57.3%					
Count	87	20	37	115	165	424					
Expected Count	87.0	20.0	37.0	115.0	165.0	424.0					
% within Important	20.5%	4.7%	8.7%	27.1%	38.9%	100.0%					
% within Satisfied	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%					

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

	Not available or I don't use	Satisfied				Total
		Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	
Important	Count	66	0	2	7	83
	Expected Count	21.1	3.3	6.7	23.7	83.0
	% within Important	79.5%	0.0%	2.4%	8.4%	100.0%
	% within Satisfied	61.1%	0.0%	5.9%	5.6%	19.6%
Not at all important	Count	3	2	2	4	11
	Expected Count	2.8	0.4	0.9	3.1	11.0
	% within Important	27.3%	18.2%	18.2%	36.4%	100.0%
	% within Satisfied	2.8%	11.8%	5.9%	3.3%	2.6%
Somewhat important	Count	4	1	7	7	22
	Expected Count	5.6	0.9	1.8	6.3	22.0
	% within Important	18.2%	4.5%	31.8%	31.8%	100.0%
	% within Satisfied	3.7%	5.9%	20.6%	5.8%	5.2%
Important	Count	6	3	10	47	82
	Expected Count	20.9	3.3	6.6	23.4	82.0
	% within Important	7.3%	3.7%	12.2%	57.3%	100.0%
	% within Satisfied	5.6%	17.6%	29.4%	38.8%	19.3%
Very important	Count	29	11	13	56	226
	Expected Count	57.6	9.1	18.1	64.5	226.0
	% within Important	12.8%	4.9%	5.8%	24.8%	100.0%
	% within Satisfied	26.9%	64.7%	38.2%	46.3%	53.3%
Total	Count	108	17	34	121	424
	Expected Count	108.0	17.0	34.0	121.0	424.0
	% within Important	25.5%	4.0%	8.0%	28.5%	100.0%
	% within Satisfied	100.0%	100.0%	100.0%	100.0%	100.0%

**Student Comments: *Most Liked***

<b>Comment</b>	<b>Frequency</b>	<b>Percent</b>
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***

<b>Comment</b>	<b>Frequency</b>	<b>Percent</b>
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](mailto: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

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)

- |                       |                       |                       |                       |                       |     |   |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 87. | I am satisfied with my educational experience at RSU.                                   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 88. | I am proud to be an RSU student.  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 89. | When I have a problem at RSU, I can find someone who will help me find a solution.      | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 90. | The Campus Police Department demonstrates concern for students who call for assistance. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 91. | The Campus Police Department handles calls in a professional manner.                    | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 92. | The Campus Police Department assists students in a timely manner.                       | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

**Environmental characteristics**

- |                       |                       |                       |                       |                       |     |  |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 93. | The buildings and facilities at RSU are accessible to persons with physical limitations. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 94. | The facilities on this campus are clean and in good repair.                              | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 95. | This is an attractive campus.  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 96. | There is adequate parking on this campus.  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

**University policies**

- |                       |                       |                       |                       |                       |      |   |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|------|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 97.  | The drop/add policy at RSU is clear and easy to understand.         | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 98.  | The drop/add policy at RSU is fair.                                 | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 99.  | The tuition and fees policy at RSU is clear and easy to understand. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 100. | The tuition and fees policy at RSU is fair.                         | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 101. | The bill payment policy at RSU is clear and easy to understand.     | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 102. | The bill payment policy at RSU is fair.                             | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 103. | The grievance policy at RSU is clear and easy to understand.        | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 104. | The grievance policy at RSU is fair.                                | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 105. | The Student Code of Conduct at RSU is clear and easy to understand. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 106. | The Student Code of Conduct at RSU is fair.                         | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

**General Education Courses**

- |                       |                       |                       |                       |                       |      |   |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|------|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 107. | The English composition courses help my writing ability.                                    | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 108. | The Speech course helped my oral presentation skills.                                       | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 109. | The mathematics and science courses helped me to critically examine ways to solve problems. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 110. | The history and government courses helped improve my reading comprehension.                 | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

NA NI SI I VI

NA VD SD SS VS

The one thing I like MOST about RSU is \_\_\_\_\_

The one thing I like LEAST about RSU is \_\_\_\_\_