

**Institutional Summary**  
**Scales: In Order of Importance**

Scale	Southern Arkansas			Freshman			Sophomore			Junior			Senior		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
Academic Advising	6.36	5.64	0.72	6.25	5.46	0.79	6.25	5.52	0.73	6.49	5.74	0.75	6.51	5.97	0.54
Safety and Security	6.36	4.91	1.45	6.33	5.04	1.29	6.25	4.70	1.55	6.45	4.79	1.66	6.42	4.94	1.48
Instructional Effectiveness	6.32	5.49	0.83	6.26	5.54	0.72	6.25	5.38	0.87	6.43	5.48	0.95	6.38	5.51	0.87
Student Centeredness	6.25	5.54	0.71	6.20	5.56	0.64	6.19	5.49	0.70	6.45	5.52	0.93	6.24	5.55	0.69
Registration Effectiveness	6.24	5.36	0.88	6.22	5.51	0.71	6.19	5.34	0.85	6.24	5.19	1.05	6.33	5.27	1.06
Recruitment and Financial Aid	6.22	5.10	1.12	6.28	5.41	0.87	6.12	5.07	1.05	6.23	4.83	1.40	6.15	4.82	1.33
Campus Climate	6.20	5.45	0.75	6.16	5.49	0.67	6.17	5.42	0.75	6.35	5.45	0.90	6.20	5.43	0.77
Concern for the Individual	6.19	5.33	0.86	6.13	5.36	0.77	6.19	5.20	0.99	6.35	5.38	0.97	6.18	5.34	0.84
Service Excellence	6.10	5.27	0.83	6.13	5.40	0.73	6.09	5.31	0.78	6.12	5.22	0.90	6.04	5.06	0.98
Campus Support Services	6.08	5.54	0.54	6.12	5.66	0.46	6.13	5.57	0.56	6.01	5.44	0.57	6.06	5.39	0.67
Campus Life	5.88	5.10	0.78	5.92	5.29	0.63	5.94	5.07	0.87	5.93	5.08	0.85	5.71	4.81	0.90
Responsiveness to Diverse Populations		5.43			5.57			5.39			5.41			5.28	

**Institutional Summary**  
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Item	Southern Arkansas			Freshman			Sophomore			Junior			Senior		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
16. The instruction in my major field is excellent.	6.56	5.58	0.98	6.50	5.62	0.88	6.46	5.25	1.21	6.67	5.53	1.14	6.67	5.78	0.89
8. The content of the courses within my major is valuable.	6.52	5.64	0.88	6.44	5.68	0.76	6.40	5.44	0.96	6.68	5.55	1.13	6.62	5.78	0.84
90. Cost as factor in decision to enroll.	6.52			6.59			6.27			6.65			6.46		
7. The campus is safe and secure for all students.	6.51	5.61	0.90	6.47	5.55	0.92	6.42	5.52	0.90	6.65	5.58	1.07	6.53	5.80	0.73
34. I am able to register for classes I need with few conflicts.	6.49	5.52	0.97	6.42	5.60	0.82	6.34	5.65	0.69	6.60	5.25	1.35	6.65	5.54	1.11
68. Nearly all of the faculty are knowledgeable in their field.	6.49	5.94	0.55	6.41	5.91	0.50	6.47	5.69	0.78	6.55	6.07	0.48	6.58	6.06	0.52
55. Major requirements are clear and reasonable.	6.46	5.78	0.68	6.49	5.77	0.72	6.26	5.69	0.57	6.49	5.76	0.73	6.51	5.86	0.65
58. The quality of instruction I receive in most of my classes is excellent.	6.45	5.52	0.93	6.42	5.56	0.86	6.24	5.33	0.91	6.60	5.53	1.07	6.55	5.56	0.99
2. The campus staff are caring and helpful.	6.43	5.61	0.82	6.43	5.72	0.71	6.31	5.54	0.77	6.63	5.47	1.16	6.37	5.58	0.79
33. My academic advisor is knowledgeable about requirements in my major.	6.43	5.81	0.62	6.21	5.57	0.64	6.43	5.64	0.79	6.64	5.95	0.69	6.61	6.17	0.44
65. Faculty are usually available after class and during office hours.	6.41	5.73	0.68	6.32	5.65	0.67	6.30	5.67	0.63	6.51	5.95	0.56	6.55	5.76	0.79
14. My academic advisor is concerned about my success as an individual.	6.40	5.61	0.79	6.31	5.41	0.90	6.24	5.30	0.94	6.50	5.78	0.72	6.59	6.06	0.53
29. It is an enjoyable experience to be a student on this campus.	6.40	5.53	0.87	6.30	5.44	0.86	6.43	5.42	1.01	6.62	5.67	0.95	6.40	5.65	0.75

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Item	Southern Arkansas			Freshman			Sophomore			Junior			Senior		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
74. Campus item 1	6.40	5.48	0.92	6.31	5.62	0.69	6.26	5.43	0.83	6.66	5.49	1.17	6.45	5.28	1.17
83. Campus item 10	6.40	5.35	1.05	6.38	5.57	0.81	6.25	5.37	0.88	6.66	5.57	1.09	6.33	4.76	1.57
6. My academic advisor is approachable.	6.39	5.76	0.63	6.20	5.47	0.73	6.31	5.76	0.55	6.59	5.85	0.74	6.59	6.14	0.45
66. Tuition paid is a worthwhile investment.	6.39	5.54	0.85	6.35	5.57	0.78	6.27	5.33	0.94	6.47	5.73	0.74	6.48	5.49	0.99
25. Faculty are fair and unbiased in their treatment of individual students.	6.37	5.24	1.13	6.29	5.50	0.79	6.27	5.08	1.19	6.48	5.07	1.41	6.49	5.03	1.46
5. Financial aid counselors are helpful.	6.36	4.89	1.47	6.44	5.33	1.11	6.27	4.73	1.54	6.28	4.54	1.74	6.35	4.54	1.81
49. There are adequate services to help me decide upon a career.	6.36	5.17	1.19	6.32	5.21	1.11	6.31	5.27	1.04	6.28	5.28	1.00	6.51	5.00	1.51
69. There is a good variety of courses provided on this campus.	6.36	5.77	0.59	6.29	5.78	0.51	6.33	5.63	0.70	6.40	5.89	0.51	6.45	5.76	0.69
17. Adequate financial aid is available for most students.	6.35	5.13	1.22	6.39	5.32	1.07	6.25	4.82	1.43	6.30	4.87	1.43	6.40	5.26	1.14
36. Security staff respond quickly in emergencies.	6.34	5.42	0.92	6.46	5.62	0.84	6.18	5.41	0.77	6.36	5.34	1.02	6.23	5.16	1.07
39. I am able to experience intellectual growth here.	6.34	5.67	0.67	6.39	5.66	0.73	6.10	5.52	0.58	6.38	5.76	0.62	6.38	5.72	0.66
72. On the whole, the campus is well-maintained.	6.33	5.68	0.65	6.34	5.84	0.50	6.18	5.58	0.60	6.47	5.56	0.91	6.32	5.56	0.76
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.32	4.48	1.84	6.44	5.02	1.42	6.42	4.43	1.99	6.32	4.27	2.05	6.10	3.66	2.44

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	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
45. Students are made to feel welcome on this campus.	6.32	5.66	0.66	6.29	5.71	0.58	6.22	5.46	0.76	6.57	5.65	0.92	6.25	5.71	0.54
21. The amount of student parking space on campus is adequate.	6.31	3.50	2.81	6.13	3.86	2.27	6.28	2.82	3.46	6.43	3.41	3.02	6.54	3.47	3.07
41. There is a commitment to academic excellence on this campus.	6.31	5.63	0.68	6.16	5.63	0.53	6.22	5.52	0.70	6.66	5.65	1.01	6.35	5.70	0.65
59. This institution shows concern for students as individuals.	6.31	5.44	0.87	6.21	5.52	0.69	6.24	5.35	0.89	6.57	5.49	1.08	6.33	5.36	0.97
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.29	4.96	1.33	6.38	5.43	0.95	6.04	5.00	1.04	6.45	4.54	1.91	6.20	4.44	1.76
26. Computer labs are adequate and accessible.	6.29	5.74	0.55	6.23	5.78	0.45	6.22	5.75	0.47	6.37	5.64	0.73	6.42	5.71	0.71
28. Parking lots are well-lighted and secure.	6.29	5.14	1.15	6.28	5.21	1.07	6.14	5.04	1.10	6.38	4.84	1.54	6.38	5.34	1.04
4. Admissions staff are knowledgeable.	6.27	5.38	0.89	6.34	5.65	0.69	6.18	5.35	0.83	6.28	5.36	0.92	6.19	4.93	1.26
47. Faculty provide timely feedback about student progress in a course.	6.27	5.06	1.21	6.14	5.14	1.00	6.24	5.10	1.14	6.30	4.85	1.45	6.46	5.04	1.42
51. This institution has a good reputation within the community.	6.27	5.90	0.37	6.25	5.94	0.31	6.18	5.81	0.37	6.40	5.87	0.53	6.31	5.94	0.37
67. Freedom of expression is protected on campus.	6.26	5.61	0.65	6.26	5.79	0.47	6.16	5.54	0.62	6.32	5.56	0.76	6.25	5.41	0.84
75. Campus item 2	6.24	5.53	0.71	6.17	5.67	0.50	6.25	5.50	0.75	6.39	5.56	0.83	6.22	5.31	0.91
27. The personnel involved in registration are helpful.	6.23	5.40	0.83	6.16	5.63	0.53	6.24	5.25	0.99	6.28	5.29	0.99	6.32	5.24	1.08

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	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
73. Student activities fees are put to good use.	6.22	5.03	1.19	6.19	5.50	0.69	6.16	5.15	1.01	6.11	4.85	1.26	6.38	4.31	2.07
77. Campus item 4	6.22	5.57	0.65	6.24	5.68	0.56	6.16	5.51	0.65	6.45	5.68	0.77	6.08	5.37	0.71
20. The business office is open during hours which are convenient for most students.	6.20	5.36	0.84	6.19	5.47	0.72	6.04	5.10	0.94	6.24	5.22	1.02	6.29	5.48	0.81
91. Financial aid as factor in decision to enroll.	6.20			6.44			5.86			6.09			6.12		
53. Faculty take into consideration student differences as they teach a course.	6.19	5.00	1.19	6.26	5.07	1.19	6.00	5.22	0.78	6.34	4.89	1.45	6.12	4.81	1.31
15. The staff in the health services area are competent.	6.18	5.28	0.90	6.27	5.47	0.80	6.12	5.24	0.88	6.28	5.33	0.95	6.00	4.94	1.06
3. Faculty care about me as an individual.	6.17	5.40	0.77	5.95	5.19	0.76	6.26	5.33	0.93	6.39	5.45	0.94	6.29	5.76	0.53
50. Class change (drop/add) policies are reasonable.	6.16	5.52	0.64	6.15	5.59	0.56	6.20	5.65	0.55	6.04	5.44	0.60	6.25	5.35	0.90
44. Academic support services adequately meet the needs of students.	6.14	5.30	0.84	6.14	5.48	0.66	6.24	5.31	0.93	6.19	5.13	1.06	6.02	5.10	0.92
63. Student disciplinary procedures are fair.	6.13	5.43	0.70	6.13	5.66	0.47	6.16	5.29	0.87	6.25	5.26	0.99	6.06	5.28	0.78
11. Billing policies are reasonable.	6.12	5.00	1.12	6.16	5.28	0.88	6.12	5.08	1.04	6.04	4.72	1.32	6.10	4.73	1.37
19. My academic advisor helps me set goals to work toward.	6.12	5.26	0.86	6.04	5.07	0.97	6.02	5.20	0.82	6.24	5.33	0.91	6.22	5.61	0.61
22. Counseling staff care about students as individuals.	6.11	5.21	0.90	6.16	5.30	0.86	6.14	5.08	1.06	6.20	5.29	0.91	5.94	5.13	0.81

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35. The assessment and course placement procedures are reasonable.	6.10	5.46	0.64	6.16	5.58	0.58	6.16	5.53	0.63	6.06	5.37	0.69	5.97	5.27	0.70
38. There is an adequate selection of food available in the cafeteria.	6.09	4.04	2.05	6.08	4.41	1.67	6.26	3.67	2.59	6.12	4.09	2.03	5.91	3.56	2.35
57. I seldom get the "run-around" when seeking information on this campus.	6.09	4.69	1.40	6.05	4.88	1.17	6.04	5.08	0.96	6.12	4.49	1.63	6.17	4.27	1.90
10. Administrators are approachable to students.	6.08	5.53	0.55	6.03	5.51	0.52	6.16	5.65	0.51	6.13	5.51	0.62	6.04	5.49	0.55
32. Tutoring services are readily available.	6.06	5.74	0.32	6.10	6.04	0.06	6.20	5.75	0.45	6.08	5.78	0.30	5.85	5.15	0.70
61. Adjunct faculty are competent as classroom instructors.	6.05	5.47	0.58	6.03	5.61	0.42	6.22	5.30	0.92	6.04	5.43	0.61	5.94	5.37	0.57
18. Library resources and services are adequate.	6.01	5.60	0.41	6.08	5.63	0.45	5.94	5.67	0.27	5.76	5.36	0.40	6.22	5.71	0.51
43. Admissions counselors respond to prospective students' unique needs and requests.	6.01	5.06	0.95	6.03	5.34	0.69	6.10	5.04	1.06	6.17	4.83	1.34	5.78	4.76	1.02
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.00	5.19	0.81	6.11	5.37	0.74	5.90	5.47	0.43	5.88	4.81	1.07	5.98	4.95	1.03
60. I generally know what's happening on campus.	6.00	5.36	0.64	5.97	5.25	0.72	6.06	5.43	0.63	6.08	5.56	0.52	5.97	5.36	0.61
62. There is a strong commitment to racial harmony on this campus.	6.00	5.43	0.57	6.08	5.57	0.51	6.08	5.29	0.79	6.02	5.30	0.72	5.79	5.36	0.43
1. Most students feel a sense of belonging here.	5.99	5.44	0.55	5.97	5.44	0.53	5.76	5.50	0.26	6.19	5.33	0.86	6.06	5.51	0.55

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	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
54. Bookstore staff are helpful.	5.99	5.65	0.34	6.03	5.81	0.22	6.12	5.64	0.48	6.00	5.53	0.47	5.78	5.45	0.33
71. Channels for expressing student complaints are readily available.	5.99	5.00	0.99	6.07	5.30	0.77	5.98	5.22	0.76	5.98	4.94	1.04	5.91	4.38	1.53
64. New student orientation services help students adjust to college.	5.98	5.41	0.57	6.08	5.54	0.54	5.86	5.47	0.39	5.98	5.46	0.52	5.88	5.09	0.79
78. Campus item 5	5.98	5.12	0.86	6.09	5.59	0.50	6.04	5.13	0.91	5.89	5.13	0.76	5.80	4.23	1.57
92. Academic reputation as factor in decision to enroll.	5.98			6.02			6.10			6.07			5.78		
37. I feel a sense of pride about my campus.	5.96	5.30	0.66	5.95	5.27	0.68	6.02	5.12	0.90	6.09	5.31	0.78	5.84	5.51	0.33
46. I can easily get involved in campus organizations.	5.96	5.65	0.31	5.96	5.58	0.38	5.88	5.54	0.34	6.17	5.80	0.37	5.84	5.74	0.10
70. Graduate teaching assistants are competent as classroom instructors.	5.96	5.25	0.71	5.96	5.54	0.42	6.04	5.22	0.82	6.04	5.00	1.04	5.84	4.97	0.87
76. Campus item 3	5.93	5.34	0.59	6.02	5.62	0.40	6.00	5.32	0.68	6.15	5.23	0.92	5.60	4.95	0.65
80. Campus item 7	5.93	5.41	0.52	5.98	5.66	0.32	6.10	5.67	0.43	6.23	5.17	1.06	5.47	4.90	0.57
82. Campus item 9	5.90	5.00	0.90	5.73	5.14	0.59	6.06	5.48	0.58	5.89	5.29	0.60	5.98	4.24	1.74
79. Campus item 6	5.89	5.26	0.63	5.96	5.47	0.49	5.96	5.16	0.80	5.92	5.06	0.86	5.70	5.15	0.55
40. Residence hall regulations are reasonable.	5.87	5.07	0.80	5.96	5.28	0.68	6.00	5.20	0.80	6.02	5.02	1.00	5.47	4.60	0.87
52. The student center is a comfortable place for students to spend their leisure time.	5.77	5.23	0.54	5.81	5.53	0.28	5.80	5.25	0.55	5.69	5.06	0.63	5.77	4.80	0.97

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30. Residence hall staff are concerned about me as an individual.	5.76	5.05	0.71	5.87	5.25	0.62	6.00	5.06	0.94	5.87	5.17	0.70	5.25	4.53	0.72
13. Library staff are helpful and approachable.	5.73	5.57	0.16	5.92	5.65	0.27	5.86	5.62	0.24	5.38	5.39	-0.01	5.65	5.55	0.10
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.72	5.47	0.25	5.79	5.56	0.23	5.73	5.42	0.31	5.92	5.61	0.31	5.44	5.25	0.19
56. The student handbook provides helpful information about campus life.	5.69	5.44	0.25	5.73	5.46	0.27	5.90	5.44	0.46	5.58	5.60	-0.02	5.58	5.28	0.30
42. There are a sufficient number of weekend activities for students.	5.66	3.99	1.67	5.61	4.19	1.42	5.84	3.98	1.86	5.98	3.82	2.16	5.35	3.80	1.55
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.58	5.09	0.49	5.69	5.13	0.56	5.73	5.18	0.55	5.47	4.92	0.55	5.37	5.08	0.29
97. Campus appearance as factor in decision to enroll.	5.58			5.52			5.92			6.00			5.09		
81. Campus item 8	5.44	5.01	0.43	5.69	5.23	0.46	5.57	5.07	0.50	5.40	5.10	0.30	4.91	4.46	0.45
98. Personalized attention prior to enrollment as factor in decision to enroll.	5.44			5.55			5.76			5.64			4.90		
93. Size of institution as factor in decision to enroll.	5.29			5.43			5.56			5.44			4.71		
96. Geographic setting as factor in decision to enroll.	5.24			5.00			5.82			5.44			5.07		
95. Recommendations from family/friends as factor in decision to enroll.	5.15			5.23			5.46			5.06			4.86		



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9. A variety of intramural activities are offered.	5.12	5.50	-0.38	5.27	5.47	-0.20	5.18	5.51	-0.33	5.13	5.58	-0.45	4.84	5.48	-0.64
94. Opportunity to play sports as factor in decision to enroll.	4.02			4.20			4.07			4.06			3.65		
84. Institution's commitment to part-time students?		5.35			5.48			5.29			5.31			5.22	
85. Institution's commitment to evening students?		5.36			5.54			5.41			5.35			5.06	
86. Institution's commitment to older, returning learners?		5.46			5.59			5.24			5.54			5.35	
87. Institution's commitment to under-represented populations?		5.47			5.50			5.50			5.33			5.52	
88. Institution's commitment to commuters?		5.38			5.56			5.56			5.35			5.00	
89. Institution's commitment to students with disabilities?		5.59			5.72			5.35			5.62			5.54	

## Institutional Summary

**Scales: In Order With Items That Make Up the Scale - Academic Advising**

Scale/Item	Southern Arkansas			Freshman			Sophomore			Junior			Senior		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
<b>ACADEMIC ADVISING</b>	6.36	5.64	0.72	6.25	5.46	0.79	6.25	5.52	0.73	6.49	5.74	0.75	6.51	5.97	0.54
6. My academic advisor is approachable.	6.39	5.76	0.63	6.20	5.47	0.73	6.31	5.76	0.55	6.59	5.85	0.74	6.59	6.14	0.45
14. My academic advisor is concerned about my success as an individual.	6.40	5.61	0.79	6.31	5.41	0.90	6.24	5.30	0.94	6.50	5.78	0.72	6.59	6.06	0.53
19. My academic advisor helps me set goals to work toward.	6.12	5.26	0.86	6.04	5.07	0.97	6.02	5.20	0.82	6.24	5.33	0.91	6.22	5.61	0.61
33. My academic advisor is knowledgeable about requirements in my major.	6.43	5.81	0.62	6.21	5.57	0.64	6.43	5.64	0.79	6.64	5.95	0.69	6.61	6.17	0.44
55. Major requirements are clear and reasonable.	6.46	5.78	0.68	6.49	5.77	0.72	6.26	5.69	0.57	6.49	5.76	0.73	6.51	5.86	0.65

## Institutional Summary

### Scales: In Order With Items That Make Up the Scale - Campus Climate

Scale/Item	Southern Arkansas			Freshman			Sophomore			Junior			Senior		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
<b>CAMPUS CLIMATE</b>	6.20	5.45	0.75	6.16	5.49	0.67	6.17	5.42	0.75	6.35	5.45	0.90	6.20	5.43	0.77
1. Most students feel a sense of belonging here.	5.99	5.44	0.55	5.97	5.44	0.53	5.76	5.50	0.26	6.19	5.33	0.86	6.06	5.51	0.55
2. The campus staff are caring and helpful.	6.43	5.61	0.82	6.43	5.72	0.71	6.31	5.54	0.77	6.63	5.47	1.16	6.37	5.58	0.79
3. Faculty care about me as an individual.	6.17	5.40	0.77	5.95	5.19	0.76	6.26	5.33	0.93	6.39	5.45	0.94	6.29	5.76	0.53
7. The campus is safe and secure for all students.	6.51	5.61	0.90	6.47	5.55	0.92	6.42	5.52	0.90	6.65	5.58	1.07	6.53	5.80	0.73
10. Administrators are approachable to students.	6.08	5.53	0.55	6.03	5.51	0.52	6.16	5.65	0.51	6.13	5.51	0.62	6.04	5.49	0.55
29. It is an enjoyable experience to be a student on this campus.	6.40	5.53	0.87	6.30	5.44	0.86	6.43	5.42	1.01	6.62	5.67	0.95	6.40	5.65	0.75
37. I feel a sense of pride about my campus.	5.96	5.30	0.66	5.95	5.27	0.68	6.02	5.12	0.90	6.09	5.31	0.78	5.84	5.51	0.33
41. There is a commitment to academic excellence on this campus.	6.31	5.63	0.68	6.16	5.63	0.53	6.22	5.52	0.70	6.66	5.65	1.01	6.35	5.70	0.65
45. Students are made to feel welcome on this campus.	6.32	5.66	0.66	6.29	5.71	0.58	6.22	5.46	0.76	6.57	5.65	0.92	6.25	5.71	0.54
51. This institution has a good reputation within the community.	6.27	5.90	0.37	6.25	5.94	0.31	6.18	5.81	0.37	6.40	5.87	0.53	6.31	5.94	0.37
57. I seldom get the "run-around" when seeking information on this campus.	6.09	4.69	1.40	6.05	4.88	1.17	6.04	5.08	0.96	6.12	4.49	1.63	6.17	4.27	1.90
59. This institution shows concern for students as individuals.	6.31	5.44	0.87	6.21	5.52	0.69	6.24	5.35	0.89	6.57	5.49	1.08	6.33	5.36	0.97

### Institutional Summary

Scales: In Order With Items That Make Up the Scale - Campus Climate

Scale/Item	Southern Arkansas			Freshman			Sophomore			Junior			Senior		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
60. I generally know what's happening on campus.	6.00	5.36	0.64	5.97	5.25	0.72	6.06	5.43	0.63	6.08	5.56	0.52	5.97	5.36	0.61
62. There is a strong commitment to racial harmony on this campus.	6.00	5.43	0.57	6.08	5.57	0.51	6.08	5.29	0.79	6.02	5.30	0.72	5.79	5.36	0.43
66. Tuition paid is a worthwhile investment.	6.39	5.54	0.85	6.35	5.57	0.78	6.27	5.33	0.94	6.47	5.73	0.74	6.48	5.49	0.99
67. Freedom of expression is protected on campus.	6.26	5.61	0.65	6.26	5.79	0.47	6.16	5.54	0.62	6.32	5.56	0.76	6.25	5.41	0.84
71. Channels for expressing student complaints are readily available.	5.99	5.00	0.99	6.07	5.30	0.77	5.98	5.22	0.76	5.98	4.94	1.04	5.91	4.38	1.53

### Institutional Summary

#### Scales: In Order With Items That Make Up the Scale - Campus Life

Scale/Item	Southern Arkansas			Freshman			Sophomore			Junior			Senior		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
<b>CAMPUS LIFE</b>	5.88	5.10	0.78	5.92	5.29	0.63	5.94	5.07	0.87	5.93	5.08	0.85	5.71	4.81	0.90
9. A variety of intramural activities are offered.	5.12	5.50	-0.38	5.27	5.47	-0.20	5.18	5.51	-0.33	5.13	5.58	-0.45	4.84	5.48	-0.64
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.32	4.48	1.84	6.44	5.02	1.42	6.42	4.43	1.99	6.32	4.27	2.05	6.10	3.66	2.44
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.58	5.09	0.49	5.69	5.13	0.56	5.73	5.18	0.55	5.47	4.92	0.55	5.37	5.08	0.29
30. Residence hall staff are concerned about me as an individual.	5.76	5.05	0.71	5.87	5.25	0.62	6.00	5.06	0.94	5.87	5.17	0.70	5.25	4.53	0.72
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.72	5.47	0.25	5.79	5.56	0.23	5.73	5.42	0.31	5.92	5.61	0.31	5.44	5.25	0.19
38. There is an adequate selection of food available in the cafeteria.	6.09	4.04	2.05	6.08	4.41	1.67	6.26	3.67	2.59	6.12	4.09	2.03	5.91	3.56	2.35
40. Residence hall regulations are reasonable.	5.87	5.07	0.80	5.96	5.28	0.68	6.00	5.20	0.80	6.02	5.02	1.00	5.47	4.60	0.87
42. There are a sufficient number of weekend activities for students.	5.66	3.99	1.67	5.61	4.19	1.42	5.84	3.98	1.86	5.98	3.82	2.16	5.35	3.80	1.55
46. I can easily get involved in campus organizations.	5.96	5.65	0.31	5.96	5.58	0.38	5.88	5.54	0.34	6.17	5.80	0.37	5.84	5.74	0.10
52. The student center is a comfortable place for students to spend their leisure time.	5.77	5.23	0.54	5.81	5.53	0.28	5.80	5.25	0.55	5.69	5.06	0.63	5.77	4.80	0.97
56. The student handbook provides helpful information about campus life.	5.69	5.44	0.25	5.73	5.46	0.27	5.90	5.44	0.46	5.58	5.60	-0.02	5.58	5.28	0.30

## Institutional Summary

### Scales: In Order With Items That Make Up the Scale - Campus Life

Scale/Item	Southern Arkansas			Freshman			Sophomore			Junior			Senior		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
63. Student disciplinary procedures are fair.	6.13	5.43	0.70	6.13	5.66	0.47	6.16	5.29	0.87	6.25	5.26	0.99	6.06	5.28	0.78
64. New student orientation services help students adjust to college.	5.98	5.41	0.57	6.08	5.54	0.54	5.86	5.47	0.39	5.98	5.46	0.52	5.88	5.09	0.79
67. Freedom of expression is protected on campus.	6.26	5.61	0.65	6.26	5.79	0.47	6.16	5.54	0.62	6.32	5.56	0.76	6.25	5.41	0.84
73. Student activities fees are put to good use.	6.22	5.03	1.19	6.19	5.50	0.69	6.16	5.15	1.01	6.11	4.85	1.26	6.38	4.31	2.07

### Institutional Summary

#### Scales: In Order With Items That Make Up the Scale - Campus Support Services

Scale/Item	Southern Arkansas			Freshman			Sophomore			Junior			Senior		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
<b>CAMPUS SUPPORT SERVICES</b>	6.08	5.54	0.54	6.12	5.66	0.46	6.13	5.57	0.56	6.01	5.44	0.57	6.06	5.39	0.67
13. Library staff are helpful and approachable.	5.73	5.57	0.16	5.92	5.65	0.27	5.86	5.62	0.24	5.38	5.39	-0.01	5.65	5.55	0.10
18. Library resources and services are adequate.	6.01	5.60	0.41	6.08	5.63	0.45	5.94	5.67	0.27	5.76	5.36	0.40	6.22	5.71	0.51
26. Computer labs are adequate and accessible.	6.29	5.74	0.55	6.23	5.78	0.45	6.22	5.75	0.47	6.37	5.64	0.73	6.42	5.71	0.71
32. Tutoring services are readily available.	6.06	5.74	0.32	6.10	6.04	0.06	6.20	5.75	0.45	6.08	5.78	0.30	5.85	5.15	0.70
44. Academic support services adequately meet the needs of students.	6.14	5.30	0.84	6.14	5.48	0.66	6.24	5.31	0.93	6.19	5.13	1.06	6.02	5.10	0.92
49. There are adequate services to help me decide upon a career.	6.36	5.17	1.19	6.32	5.21	1.11	6.31	5.27	1.04	6.28	5.28	1.00	6.51	5.00	1.51
54. Bookstore staff are helpful.	5.99	5.65	0.34	6.03	5.81	0.22	6.12	5.64	0.48	6.00	5.53	0.47	5.78	5.45	0.33

### Institutional Summary

**Scales: In Order With Items That Make Up the Scale - Concern for the Individual**

Scale/Item	Southern Arkansas			Freshman			Sophomore			Junior			Senior		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
<b>CONCERN FOR THE INDIVIDUAL</b>	6.19	5.33	0.86	6.13	5.36	0.77	6.19	5.20	0.99	6.35	5.38	0.97	6.18	5.34	0.84
3. Faculty care about me as an individual.	6.17	5.40	0.77	5.95	5.19	0.76	6.26	5.33	0.93	6.39	5.45	0.94	6.29	5.76	0.53
14. My academic advisor is concerned about my success as an individual.	6.40	5.61	0.79	6.31	5.41	0.90	6.24	5.30	0.94	6.50	5.78	0.72	6.59	6.06	0.53
22. Counseling staff care about students as individuals.	6.11	5.21	0.90	6.16	5.30	0.86	6.14	5.08	1.06	6.20	5.29	0.91	5.94	5.13	0.81
25. Faculty are fair and unbiased in their treatment of individual students.	6.37	5.24	1.13	6.29	5.50	0.79	6.27	5.08	1.19	6.48	5.07	1.41	6.49	5.03	1.46
30. Residence hall staff are concerned about me as an individual.	5.76	5.05	0.71	5.87	5.25	0.62	6.00	5.06	0.94	5.87	5.17	0.70	5.25	4.53	0.72
59. This institution shows concern for students as individuals.	6.31	5.44	0.87	6.21	5.52	0.69	6.24	5.35	0.89	6.57	5.49	1.08	6.33	5.36	0.97



## Institutional Summary

### Scales: In Order With Items That Make Up the Scale - Instructional Effectiveness

Scale/Item	Southern Arkansas			Freshman			Sophomore			Junior			Senior		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
<b>INSTRUCTIONAL EFFECTIVENESS</b>	6.32	5.49	0.83	6.26	5.54	0.72	6.25	5.38	0.87	6.43	5.48	0.95	6.38	5.51	0.87
3. Faculty care about me as an individual.	6.17	5.40	0.77	5.95	5.19	0.76	6.26	5.33	0.93	6.39	5.45	0.94	6.29	5.76	0.53
8. The content of the courses within my major is valuable.	6.52	5.64	0.88	6.44	5.68	0.76	6.40	5.44	0.96	6.68	5.55	1.13	6.62	5.78	0.84
16. The instruction in my major field is excellent.	6.56	5.58	0.98	6.50	5.62	0.88	6.46	5.25	1.21	6.67	5.53	1.14	6.67	5.78	0.89
25. Faculty are fair and unbiased in their treatment of individual students.	6.37	5.24	1.13	6.29	5.50	0.79	6.27	5.08	1.19	6.48	5.07	1.41	6.49	5.03	1.46
39. I am able to experience intellectual growth here.	6.34	5.67	0.67	6.39	5.66	0.73	6.10	5.52	0.58	6.38	5.76	0.62	6.38	5.72	0.66
41. There is a commitment to academic excellence on this campus.	6.31	5.63	0.68	6.16	5.63	0.53	6.22	5.52	0.70	6.66	5.65	1.01	6.35	5.70	0.65
47. Faculty provide timely feedback about student progress in a course.	6.27	5.06	1.21	6.14	5.14	1.00	6.24	5.10	1.14	6.30	4.85	1.45	6.46	5.04	1.42
53. Faculty take into consideration student differences as they teach a course.	6.19	5.00	1.19	6.26	5.07	1.19	6.00	5.22	0.78	6.34	4.89	1.45	6.12	4.81	1.31
58. The quality of instruction I receive in most of my classes is excellent.	6.45	5.52	0.93	6.42	5.56	0.86	6.24	5.33	0.91	6.60	5.53	1.07	6.55	5.56	0.99
61. Adjunct faculty are competent as classroom instructors.	6.05	5.47	0.58	6.03	5.61	0.42	6.22	5.30	0.92	6.04	5.43	0.61	5.94	5.37	0.57
65. Faculty are usually available after class and during office hours.	6.41	5.73	0.68	6.32	5.65	0.67	6.30	5.67	0.63	6.51	5.95	0.56	6.55	5.76	0.79

**Institutional Summary**

**Scales: In Order With Items That Make Up the Scale - Instructional Effectiveness**

Scale/Item	Southern Arkansas			Freshman			Sophomore			Junior			Senior		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
68. Nearly all of the faculty are knowledgeable in their field.	6.49	5.94	0.55	6.41	5.91	0.50	6.47	5.69	0.78	6.55	6.07	0.48	6.58	6.06	0.52
69. There is a good variety of courses provided on this campus.	6.36	5.77	0.59	6.29	5.78	0.51	6.33	5.63	0.70	6.40	5.89	0.51	6.45	5.76	0.69
70. Graduate teaching assistants are competent as classroom instructors.	5.96	5.25	0.71	5.96	5.54	0.42	6.04	5.22	0.82	6.04	5.00	1.04	5.84	4.97	0.87

### Institutional Summary

**Scales: In Order With Items That Make Up the Scale - Recruitment and Financial Aid**

Scale/Item	Southern Arkansas			Freshman			Sophomore			Junior			Senior		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
<b>RECRUITMENT AND FINANCIAL AID</b>	6.22	5.10	1.12	6.28	5.41	0.87	6.12	5.07	1.05	6.23	4.83	1.40	6.15	4.82	1.33
4. Admissions staff are knowledgeable.	6.27	5.38	0.89	6.34	5.65	0.69	6.18	5.35	0.83	6.28	5.36	0.92	6.19	4.93	1.26
5. Financial aid counselors are helpful.	6.36	4.89	1.47	6.44	5.33	1.11	6.27	4.73	1.54	6.28	4.54	1.74	6.35	4.54	1.81
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.29	4.96	1.33	6.38	5.43	0.95	6.04	5.00	1.04	6.45	4.54	1.91	6.20	4.44	1.76
17. Adequate financial aid is available for most students.	6.35	5.13	1.22	6.39	5.32	1.07	6.25	4.82	1.43	6.30	4.87	1.43	6.40	5.26	1.14
43. Admissions counselors respond to prospective students' unique needs and requests.	6.01	5.06	0.95	6.03	5.34	0.69	6.10	5.04	1.06	6.17	4.83	1.34	5.78	4.76	1.02
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.00	5.19	0.81	6.11	5.37	0.74	5.90	5.47	0.43	5.88	4.81	1.07	5.98	4.95	1.03

### Institutional Summary

**Scales: In Order With Items That Make Up the Scale - Registration Effectiveness**

Scale/Item	Southern Arkansas			Freshman			Sophomore			Junior			Senior		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
<b>REGISTRATION EFFECTIVENESS</b>	6.24	5.36	0.88	6.22	5.51	0.71	6.19	5.34	0.85	6.24	5.19	1.05	6.33	5.27	1.06
11. Billing policies are reasonable.	6.12	5.00	1.12	6.16	5.28	0.88	6.12	5.08	1.04	6.04	4.72	1.32	6.10	4.73	1.37
20. The business office is open during hours which are convenient for most students.	6.20	5.36	0.84	6.19	5.47	0.72	6.04	5.10	0.94	6.24	5.22	1.02	6.29	5.48	0.81
27. The personnel involved in registration are helpful.	6.23	5.40	0.83	6.16	5.63	0.53	6.24	5.25	0.99	6.28	5.29	0.99	6.32	5.24	1.08
34. I am able to register for classes I need with few conflicts.	6.49	5.52	0.97	6.42	5.60	0.82	6.34	5.65	0.69	6.60	5.25	1.35	6.65	5.54	1.11
50. Class change (drop/add) policies are reasonable.	6.16	5.52	0.64	6.15	5.59	0.56	6.20	5.65	0.55	6.04	5.44	0.60	6.25	5.35	0.90

**Institutional Summary**

**Scales: In Order With Items That Make Up the Scale - Responsiveness to Diverse Populations**

Scale/Item	Southern Arkansas			Freshman			Sophomore			Junior			Senior		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
<b>RESPONSIVENESS TO DIVERSE POPULATIONS</b>		5.43			5.57			5.39			5.41			5.28	
84. Institution's commitment to part-time students?		5.35			5.48			5.29			5.31			5.22	
85. Institution's commitment to evening students?		5.36			5.54			5.41			5.35			5.06	
86. Institution's commitment to older, returning learners?		5.46			5.59			5.24			5.54			5.35	
87. Institution's commitment to under-represented populations?		5.47			5.50			5.50			5.33			5.52	
88. Institution's commitment to commuters?		5.38			5.56			5.56			5.35			5.00	
89. Institution's commitment to students with disabilities?		5.59			5.72			5.35			5.62			5.54	

## Institutional Summary

**Scales: In Order With Items That Make Up the Scale - Safety and Security**

Scale/Item	Southern Arkansas			Freshman			Sophomore			Junior			Senior		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
<b>SAFETY AND SECURITY</b>	6.36	4.91	1.45	6.33	5.04	1.29	6.25	4.70	1.55	6.45	4.79	1.66	6.42	4.94	1.48
7. The campus is safe and secure for all students.	6.51	5.61	0.90	6.47	5.55	0.92	6.42	5.52	0.90	6.65	5.58	1.07	6.53	5.80	0.73
21. The amount of student parking space on campus is adequate.	6.31	3.50	2.81	6.13	3.86	2.27	6.28	2.82	3.46	6.43	3.41	3.02	6.54	3.47	3.07
28. Parking lots are well-lighted and secure.	6.29	5.14	1.15	6.28	5.21	1.07	6.14	5.04	1.10	6.38	4.84	1.54	6.38	5.34	1.04
36. Security staff respond quickly in emergencies.	6.34	5.42	0.92	6.46	5.62	0.84	6.18	5.41	0.77	6.36	5.34	1.02	6.23	5.16	1.07

### Institutional Summary

Scales: In Order With Items That Make Up the Scale - Service Excellence

Scale/Item	Southern Arkansas			Freshman			Sophomore			Junior			Senior		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
<b>SERVICE EXCELLENCE</b>	6.10	5.27	0.83	6.13	5.40	0.73	6.09	5.31	0.78	6.12	5.22	0.90	6.04	5.06	0.98
2. The campus staff are caring and helpful.	6.43	5.61	0.82	6.43	5.72	0.71	6.31	5.54	0.77	6.63	5.47	1.16	6.37	5.58	0.79
13. Library staff are helpful and approachable.	5.73	5.57	0.16	5.92	5.65	0.27	5.86	5.62	0.24	5.38	5.39	-0.01	5.65	5.55	0.10
15. The staff in the health services area are competent.	6.18	5.28	0.90	6.27	5.47	0.80	6.12	5.24	0.88	6.28	5.33	0.95	6.00	4.94	1.06
22. Counseling staff care about students as individuals.	6.11	5.21	0.90	6.16	5.30	0.86	6.14	5.08	1.06	6.20	5.29	0.91	5.94	5.13	0.81
27. The personnel involved in registration are helpful.	6.23	5.40	0.83	6.16	5.63	0.53	6.24	5.25	0.99	6.28	5.29	0.99	6.32	5.24	1.08
57. I seldom get the "run-around" when seeking information on this campus.	6.09	4.69	1.40	6.05	4.88	1.17	6.04	5.08	0.96	6.12	4.49	1.63	6.17	4.27	1.90
60. I generally know what's happening on campus.	6.00	5.36	0.64	5.97	5.25	0.72	6.06	5.43	0.63	6.08	5.56	0.52	5.97	5.36	0.61
71. Channels for expressing student complaints are readily available.	5.99	5.00	0.99	6.07	5.30	0.77	5.98	5.22	0.76	5.98	4.94	1.04	5.91	4.38	1.53

## Institutional Summary

**Scales: In Order With Items That Make Up the Scale - Student Centeredness**

Scale/Item	Southern Arkansas			Freshman			Sophomore			Junior			Senior		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
<b>STUDENT CENTEREDNESS</b>	6.25	5.54	0.71	6.20	5.56	0.64	6.19	5.49	0.70	6.45	5.52	0.93	6.24	5.55	0.69
1. Most students feel a sense of belonging here.	5.99	5.44	0.55	5.97	5.44	0.53	5.76	5.50	0.26	6.19	5.33	0.86	6.06	5.51	0.55
2. The campus staff are caring and helpful.	6.43	5.61	0.82	6.43	5.72	0.71	6.31	5.54	0.77	6.63	5.47	1.16	6.37	5.58	0.79
10. Administrators are approachable to students.	6.08	5.53	0.55	6.03	5.51	0.52	6.16	5.65	0.51	6.13	5.51	0.62	6.04	5.49	0.55
29. It is an enjoyable experience to be a student on this campus.	6.40	5.53	0.87	6.30	5.44	0.86	6.43	5.42	1.01	6.62	5.67	0.95	6.40	5.65	0.75
45. Students are made to feel welcome on this campus.	6.32	5.66	0.66	6.29	5.71	0.58	6.22	5.46	0.76	6.57	5.65	0.92	6.25	5.71	0.54
59. This institution shows concern for students as individuals.	6.31	5.44	0.87	6.21	5.52	0.69	6.24	5.35	0.89	6.57	5.49	1.08	6.33	5.36	0.97



## Institutional Summary

Items: In Sequential Order

Item	Southern Arkansas			Freshman			Sophomore			Junior			Senior		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
1. Most students feel a sense of belonging here.	5.99	5.44	0.55	5.97	5.44	0.53	5.76	5.50	0.26	6.19	5.33	0.86	6.06	5.51	0.55
2. The campus staff are caring and helpful.	6.43	5.61	0.82	6.43	5.72	0.71	6.31	5.54	0.77	6.63	5.47	1.16	6.37	5.58	0.79
3. Faculty care about me as an individual.	6.17	5.40	0.77	5.95	5.19	0.76	6.26	5.33	0.93	6.39	5.45	0.94	6.29	5.76	0.53
4. Admissions staff are knowledgeable.	6.27	5.38	0.89	6.34	5.65	0.69	6.18	5.35	0.83	6.28	5.36	0.92	6.19	4.93	1.26
5. Financial aid counselors are helpful.	6.36	4.89	1.47	6.44	5.33	1.11	6.27	4.73	1.54	6.28	4.54	1.74	6.35	4.54	1.81
6. My academic advisor is approachable.	6.39	5.76	0.63	6.20	5.47	0.73	6.31	5.76	0.55	6.59	5.85	0.74	6.59	6.14	0.45
7. The campus is safe and secure for all students.	6.51	5.61	0.90	6.47	5.55	0.92	6.42	5.52	0.90	6.65	5.58	1.07	6.53	5.80	0.73
8. The content of the courses within my major is valuable.	6.52	5.64	0.88	6.44	5.68	0.76	6.40	5.44	0.96	6.68	5.55	1.13	6.62	5.78	0.84
9. A variety of intramural activities are offered.	5.12	5.50	-0.38	5.27	5.47	-0.20	5.18	5.51	-0.33	5.13	5.58	-0.45	4.84	5.48	-0.64
10. Administrators are approachable to students.	6.08	5.53	0.55	6.03	5.51	0.52	6.16	5.65	0.51	6.13	5.51	0.62	6.04	5.49	0.55
11. Billing policies are reasonable.	6.12	5.00	1.12	6.16	5.28	0.88	6.12	5.08	1.04	6.04	4.72	1.32	6.10	4.73	1.37
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.29	4.96	1.33	6.38	5.43	0.95	6.04	5.00	1.04	6.45	4.54	1.91	6.20	4.44	1.76
13. Library staff are helpful and approachable.	5.73	5.57	0.16	5.92	5.65	0.27	5.86	5.62	0.24	5.38	5.39	-0.01	5.65	5.55	0.10

## Institutional Summary

Items: In Sequential Order

Item	Southern Arkansas			Freshman			Sophomore			Junior			Senior		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
14. My academic advisor is concerned about my success as an individual.	6.40	5.61	0.79	6.31	5.41	0.90	6.24	5.30	0.94	6.50	5.78	0.72	6.59	6.06	0.53
15. The staff in the health services area are competent.	6.18	5.28	0.90	6.27	5.47	0.80	6.12	5.24	0.88	6.28	5.33	0.95	6.00	4.94	1.06
16. The instruction in my major field is excellent.	6.56	5.58	0.98	6.50	5.62	0.88	6.46	5.25	1.21	6.67	5.53	1.14	6.67	5.78	0.89
17. Adequate financial aid is available for most students.	6.35	5.13	1.22	6.39	5.32	1.07	6.25	4.82	1.43	6.30	4.87	1.43	6.40	5.26	1.14
18. Library resources and services are adequate.	6.01	5.60	0.41	6.08	5.63	0.45	5.94	5.67	0.27	5.76	5.36	0.40	6.22	5.71	0.51
19. My academic advisor helps me set goals to work toward.	6.12	5.26	0.86	6.04	5.07	0.97	6.02	5.20	0.82	6.24	5.33	0.91	6.22	5.61	0.61
20. The business office is open during hours which are convenient for most students.	6.20	5.36	0.84	6.19	5.47	0.72	6.04	5.10	0.94	6.24	5.22	1.02	6.29	5.48	0.81
21. The amount of student parking space on campus is adequate.	6.31	3.50	2.81	6.13	3.86	2.27	6.28	2.82	3.46	6.43	3.41	3.02	6.54	3.47	3.07
22. Counseling staff care about students as individuals.	6.11	5.21	0.90	6.16	5.30	0.86	6.14	5.08	1.06	6.20	5.29	0.91	5.94	5.13	0.81
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.32	4.48	1.84	6.44	5.02	1.42	6.42	4.43	1.99	6.32	4.27	2.05	6.10	3.66	2.44
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.58	5.09	0.49	5.69	5.13	0.56	5.73	5.18	0.55	5.47	4.92	0.55	5.37	5.08	0.29
25. Faculty are fair and unbiased in their treatment of individual students.	6.37	5.24	1.13	6.29	5.50	0.79	6.27	5.08	1.19	6.48	5.07	1.41	6.49	5.03	1.46

## Institutional Summary

Items: In Sequential Order

Item	Southern Arkansas			Freshman			Sophomore			Junior			Senior		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
26. Computer labs are adequate and accessible.	6.29	5.74	0.55	6.23	5.78	0.45	6.22	5.75	0.47	6.37	5.64	0.73	6.42	5.71	0.71
27. The personnel involved in registration are helpful.	6.23	5.40	0.83	6.16	5.63	0.53	6.24	5.25	0.99	6.28	5.29	0.99	6.32	5.24	1.08
28. Parking lots are well-lighted and secure.	6.29	5.14	1.15	6.28	5.21	1.07	6.14	5.04	1.10	6.38	4.84	1.54	6.38	5.34	1.04
29. It is an enjoyable experience to be a student on this campus.	6.40	5.53	0.87	6.30	5.44	0.86	6.43	5.42	1.01	6.62	5.67	0.95	6.40	5.65	0.75
30. Residence hall staff are concerned about me as an individual.	5.76	5.05	0.71	5.87	5.25	0.62	6.00	5.06	0.94	5.87	5.17	0.70	5.25	4.53	0.72
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.72	5.47	0.25	5.79	5.56	0.23	5.73	5.42	0.31	5.92	5.61	0.31	5.44	5.25	0.19
32. Tutoring services are readily available.	6.06	5.74	0.32	6.10	6.04	0.06	6.20	5.75	0.45	6.08	5.78	0.30	5.85	5.15	0.70
33. My academic advisor is knowledgeable about requirements in my major.	6.43	5.81	0.62	6.21	5.57	0.64	6.43	5.64	0.79	6.64	5.95	0.69	6.61	6.17	0.44
34. I am able to register for classes I need with few conflicts.	6.49	5.52	0.97	6.42	5.60	0.82	6.34	5.65	0.69	6.60	5.25	1.35	6.65	5.54	1.11
35. The assessment and course placement procedures are reasonable.	6.10	5.46	0.64	6.16	5.58	0.58	6.16	5.53	0.63	6.06	5.37	0.69	5.97	5.27	0.70
36. Security staff respond quickly in emergencies.	6.34	5.42	0.92	6.46	5.62	0.84	6.18	5.41	0.77	6.36	5.34	1.02	6.23	5.16	1.07
37. I feel a sense of pride about my campus.	5.96	5.30	0.66	5.95	5.27	0.68	6.02	5.12	0.90	6.09	5.31	0.78	5.84	5.51	0.33

## Institutional Summary

### Items: In Sequential Order

Item	Southern Arkansas			Freshman			Sophomore			Junior			Senior		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
38. There is an adequate selection of food available in the cafeteria.	6.09	4.04	2.05	6.08	4.41	1.67	6.26	3.67	2.59	6.12	4.09	2.03	5.91	3.56	2.35
39. I am able to experience intellectual growth here.	6.34	5.67	0.67	6.39	5.66	0.73	6.10	5.52	0.58	6.38	5.76	0.62	6.38	5.72	0.66
40. Residence hall regulations are reasonable.	5.87	5.07	0.80	5.96	5.28	0.68	6.00	5.20	0.80	6.02	5.02	1.00	5.47	4.60	0.87
41. There is a commitment to academic excellence on this campus.	6.31	5.63	0.68	6.16	5.63	0.53	6.22	5.52	0.70	6.66	5.65	1.01	6.35	5.70	0.65
42. There are a sufficient number of weekend activities for students.	5.66	3.99	1.67	5.61	4.19	1.42	5.84	3.98	1.86	5.98	3.82	2.16	5.35	3.80	1.55
43. Admissions counselors respond to prospective students' unique needs and requests.	6.01	5.06	0.95	6.03	5.34	0.69	6.10	5.04	1.06	6.17	4.83	1.34	5.78	4.76	1.02
44. Academic support services adequately meet the needs of students.	6.14	5.30	0.84	6.14	5.48	0.66	6.24	5.31	0.93	6.19	5.13	1.06	6.02	5.10	0.92
45. Students are made to feel welcome on this campus.	6.32	5.66	0.66	6.29	5.71	0.58	6.22	5.46	0.76	6.57	5.65	0.92	6.25	5.71	0.54
46. I can easily get involved in campus organizations.	5.96	5.65	0.31	5.96	5.58	0.38	5.88	5.54	0.34	6.17	5.80	0.37	5.84	5.74	0.10
47. Faculty provide timely feedback about student progress in a course.	6.27	5.06	1.21	6.14	5.14	1.00	6.24	5.10	1.14	6.30	4.85	1.45	6.46	5.04	1.42
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.00	5.19	0.81	6.11	5.37	0.74	5.90	5.47	0.43	5.88	4.81	1.07	5.98	4.95	1.03
49. There are adequate services to help me decide upon a career.	6.36	5.17	1.19	6.32	5.21	1.11	6.31	5.27	1.04	6.28	5.28	1.00	6.51	5.00	1.51

## Institutional Summary

Items: In Sequential Order

Item	Southern Arkansas			Freshman			Sophomore			Junior			Senior		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
50. Class change (drop/add) policies are reasonable.	6.16	5.52	0.64	6.15	5.59	0.56	6.20	5.65	0.55	6.04	5.44	0.60	6.25	5.35	0.90
51. This institution has a good reputation within the community.	6.27	5.90	0.37	6.25	5.94	0.31	6.18	5.81	0.37	6.40	5.87	0.53	6.31	5.94	0.37
52. The student center is a comfortable place for students to spend their leisure time.	5.77	5.23	0.54	5.81	5.53	0.28	5.80	5.25	0.55	5.69	5.06	0.63	5.77	4.80	0.97
53. Faculty take into consideration student differences as they teach a course.	6.19	5.00	1.19	6.26	5.07	1.19	6.00	5.22	0.78	6.34	4.89	1.45	6.12	4.81	1.31
54. Bookstore staff are helpful.	5.99	5.65	0.34	6.03	5.81	0.22	6.12	5.64	0.48	6.00	5.53	0.47	5.78	5.45	0.33
55. Major requirements are clear and reasonable.	6.46	5.78	0.68	6.49	5.77	0.72	6.26	5.69	0.57	6.49	5.76	0.73	6.51	5.86	0.65
56. The student handbook provides helpful information about campus life.	5.69	5.44	0.25	5.73	5.46	0.27	5.90	5.44	0.46	5.58	5.60	-0.02	5.58	5.28	0.30
57. I seldom get the "run-around" when seeking information on this campus.	6.09	4.69	1.40	6.05	4.88	1.17	6.04	5.08	0.96	6.12	4.49	1.63	6.17	4.27	1.90
58. The quality of instruction I receive in most of my classes is excellent.	6.45	5.52	0.93	6.42	5.56	0.86	6.24	5.33	0.91	6.60	5.53	1.07	6.55	5.56	0.99
59. This institution shows concern for students as individuals.	6.31	5.44	0.87	6.21	5.52	0.69	6.24	5.35	0.89	6.57	5.49	1.08	6.33	5.36	0.97
60. I generally know what's happening on campus.	6.00	5.36	0.64	5.97	5.25	0.72	6.06	5.43	0.63	6.08	5.56	0.52	5.97	5.36	0.61
61. Adjunct faculty are competent as classroom instructors.	6.05	5.47	0.58	6.03	5.61	0.42	6.22	5.30	0.92	6.04	5.43	0.61	5.94	5.37	0.57
62. There is a strong commitment to racial harmony on this campus.	6.00	5.43	0.57	6.08	5.57	0.51	6.08	5.29	0.79	6.02	5.30	0.72	5.79	5.36	0.43

## Institutional Summary

### Items: In Sequential Order

Item	Southern Arkansas			Freshman			Sophomore			Junior			Senior		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
63. Student disciplinary procedures are fair.	6.13	5.43	0.70	6.13	5.66	0.47	6.16	5.29	0.87	6.25	5.26	0.99	6.06	5.28	0.78
64. New student orientation services help students adjust to college.	5.98	5.41	0.57	6.08	5.54	0.54	5.86	5.47	0.39	5.98	5.46	0.52	5.88	5.09	0.79
65. Faculty are usually available after class and during office hours.	6.41	5.73	0.68	6.32	5.65	0.67	6.30	5.67	0.63	6.51	5.95	0.56	6.55	5.76	0.79
66. Tuition paid is a worthwhile investment.	6.39	5.54	0.85	6.35	5.57	0.78	6.27	5.33	0.94	6.47	5.73	0.74	6.48	5.49	0.99
67. Freedom of expression is protected on campus.	6.26	5.61	0.65	6.26	5.79	0.47	6.16	5.54	0.62	6.32	5.56	0.76	6.25	5.41	0.84
68. Nearly all of the faculty are knowledgeable in their field.	6.49	5.94	0.55	6.41	5.91	0.50	6.47	5.69	0.78	6.55	6.07	0.48	6.58	6.06	0.52
69. There is a good variety of courses provided on this campus.	6.36	5.77	0.59	6.29	5.78	0.51	6.33	5.63	0.70	6.40	5.89	0.51	6.45	5.76	0.69
70. Graduate teaching assistants are competent as classroom instructors.	5.96	5.25	0.71	5.96	5.54	0.42	6.04	5.22	0.82	6.04	5.00	1.04	5.84	4.97	0.87
71. Channels for expressing student complaints are readily available.	5.99	5.00	0.99	6.07	5.30	0.77	5.98	5.22	0.76	5.98	4.94	1.04	5.91	4.38	1.53
72. On the whole, the campus is well-maintained.	6.33	5.68	0.65	6.34	5.84	0.50	6.18	5.58	0.60	6.47	5.56	0.91	6.32	5.56	0.76
73. Student activities fees are put to good use.	6.22	5.03	1.19	6.19	5.50	0.69	6.16	5.15	1.01	6.11	4.85	1.26	6.38	4.31	2.07
74. Campus item 1	6.40	5.48	0.92	6.31	5.62	0.69	6.26	5.43	0.83	6.66	5.49	1.17	6.45	5.28	1.17
75. Campus item 2	6.24	5.53	0.71	6.17	5.67	0.50	6.25	5.50	0.75	6.39	5.56	0.83	6.22	5.31	0.91

## Institutional Summary

Items: In Sequential Order

Item	Southern Arkansas			Freshman			Sophomore			Junior			Senior		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
76. Campus item 3	5.93	5.34	0.59	6.02	5.62	0.40	6.00	5.32	0.68	6.15	5.23	0.92	5.60	4.95	0.65
77. Campus item 4	6.22	5.57	0.65	6.24	5.68	0.56	6.16	5.51	0.65	6.45	5.68	0.77	6.08	5.37	0.71
78. Campus item 5	5.98	5.12	0.86	6.09	5.59	0.50	6.04	5.13	0.91	5.89	5.13	0.76	5.80	4.23	1.57
79. Campus item 6	5.89	5.26	0.63	5.96	5.47	0.49	5.96	5.16	0.80	5.92	5.06	0.86	5.70	5.15	0.55
80. Campus item 7	5.93	5.41	0.52	5.98	5.66	0.32	6.10	5.67	0.43	6.23	5.17	1.06	5.47	4.90	0.57
81. Campus item 8	5.44	5.01	0.43	5.69	5.23	0.46	5.57	5.07	0.50	5.40	5.10	0.30	4.91	4.46	0.45
82. Campus item 9	5.90	5.00	0.90	5.73	5.14	0.59	6.06	5.48	0.58	5.89	5.29	0.60	5.98	4.24	1.74
83. Campus item 10	6.40	5.35	1.05	6.38	5.57	0.81	6.25	5.37	0.88	6.66	5.57	1.09	6.33	4.76	1.57
84. Institution's commitment to part-time students?		5.35			5.48			5.29			5.31			5.22	
85. Institution's commitment to evening students?		5.36			5.54			5.41			5.35			5.06	
86. Institution's commitment to older, returning learners?		5.46			5.59			5.24			5.54			5.35	
87. Institution's commitment to under-represented populations?		5.47			5.50			5.50			5.33			5.52	
88. Institution's commitment to commuters?		5.38			5.56			5.56			5.35			5.00	
89. Institution's commitment to students with disabilities?		5.59			5.72			5.35			5.62			5.54	
90. Cost as factor in decision to enroll.	6.52			6.59			6.27			6.65			6.46		

## Institutional Summary

**Items: In Sequential Order**

Item	Southern Arkansas			Freshman			Sophomore			Junior			Senior		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
91. Financial aid as factor in decision to enroll.	6.20			6.44			5.86			6.09			6.12		
92. Academic reputation as factor in decision to enroll.	5.98			6.02			6.10			6.07			5.78		
93. Size of institution as factor in decision to enroll.	5.29			5.43			5.56			5.44			4.71		
94. Opportunity to play sports as factor in decision to enroll.	4.02			4.20			4.07			4.06			3.65		
95. Recommendations from family/friends as factor in decision to enroll.	5.15			5.23			5.46			5.06			4.86		
96. Geographic setting as factor in decision to enroll.	5.24			5.00			5.82			5.44			5.07		
97. Campus appearance as factor in decision to enroll.	5.58			5.52			5.92			6.00			5.09		
98. Personalized attention prior to enrollment as factor in decision to enroll.	5.44			5.55			5.76			5.64			4.90		



## Institutional Summary

### Summary Items

Summary Item	Southern Arkansas	Freshman	Sophomore	Junior	Senior
So far, how has your college experience met your expectations?	Average: 4.87	Average: 4.71	Average: 4.94	Average: 5.24	Average: 4.81
1=Much worse than expected	2%	1%	5%	1%	0%
2=Quite a bit worse than I expected	1%	2%	0%	1%	1%
3=Worse than I expected	9%	13%	7%	5%	7%
4=About what I expected	30%	25%	28%	30%	38%
5=Better than I expected	22%	27%	15%	14%	27%
6=Quite a bit better than I expected	17%	19%	23%	12%	12%
7=Much better than expected	16%	9%	19%	32%	12%
Rate your overall satisfaction with your experience here thus far.	Average: 5.35	Average: 5.32	Average: 5.19	Average: 5.67	Average: 5.29
1=Not satisfied at all	1%	0%	3%	1%	0%
2=Not very satisfied	4%	5%	7%	3%	1%
3=Somewhat dissatisfied	6%	5%	3%	3%	12%
4=Neutral	9%	12%	11%	3%	8%
5=Somewhat satisfied	19%	19%	17%	18%	20%
6=Satisfied	39%	37%	34%	41%	47%
7=Very satisfied	18%	18%	21%	27%	10%
All in all, if you had to do it over, would you enroll here again?	Average: 5.37	Average: 5.25	Average: 5.23	Average: 5.51	Average: 5.59
1=Definitely not	3%	3%	5%	1%	2%
2=Probably not	7%	5%	7%	10%	8%
3=Maybe not	3%	5%	5%	3%	0%
4=I don't know	10%	17%	5%	7%	5%
5=Maybe yes	14%	13%	21%	9%	12%
6=Probably yes	28%	24%	21%	29%	38%
7=Definitely yes	32%	29%	32%	38%	31%