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2016 Student Satisfaction Inventory

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SOUTHWESTERN OKLAHOMA STATE UNIVERSITY
RUFFALO NOEL-LEVITZ STUDENT SATISFACTION INVENTORY
2016

The Ruffalo Noel-Levitz Student Satisfaction Inventory (SSI) gives Southwestern's leadership insights about the aspects of college that are important to students as well as how satisfied students are with them. The SSI was utilized as a student satisfaction survey for the second time this year. Southwestern results of the SSI are compared nationally through Noel-Levitz, Inc. with normative data based on 91,255 student records.

For Southwestern's 2016 administration of the SSI, basically all sophomores, juniors, and graduate students were invited to participate. The online survey was accessible to 2,250 students; it was completed by 276 respondents. Results have been tabulated, and for the 2016 administration, the response rate was 12.27 percent; the response rate from the last administration 16.71 percent. In general, respondents are female (72.45%), ages 19 to 24 (55.64%), and Caucasian/White (72.03%). The largest groups of respondents are Pharm.D. or Pre-Pharmacy, Education, and Business majors (26.36%, 21.72%, and 12.41% respectively).

The class levels of the respondents are divided as shown:

CLASSIFICATION	15-16	13-14	11-12	09-10	08-09	07-08
Sophomores	24%	34%	31%	19%	16%	15%
Juniors	27%	28%	33%	23%	27%	14%
Graduate/Prof. Students	45%	31%	32%	24%	11%	20%
Other	4%	7%	1%	1%	0%	4%

Summary

Students were given the opportunity to rate the importance of and satisfaction with various aspects of college. Choices for rating importance were **7 Very Important, 6 Important, 5 Somewhat Important, 4 Neutral, 3 Somewhat Unimportant, 2 Not Very Important, and 1 Not Important At All**. Satisfaction response choices were **7 Very Satisfied, 6 Satisfied, 5 Somewhat Satisfied, 4 Neutral, 3 Somewhat Dissatisfied, 2 Dissatisfied, and 1 Very Dissatisfied**. In general, Southwestern students continue to display more satisfaction than students at other four-year public colleges. Data reveals the following points of interest:

1. All but two satisfaction scores of SWOSU students were higher than the national average.
2. The highest satisfaction scores of SWOSU students (all of which are higher than the national average) apply to the following items:
 - ◆ 33. My academic advisor is knowledgeable about requirements in my major. (6.29, up from 6.17 last time)
 - ◆ 51. This institution has a good reputation within the community. (6.29, up from 6.25 last time)
 - ◆ 7. The campus is safe and secure for all students. (6.24, up from 6.17 last time)
 - ◆ 68. Nearly all of the faculty are knowledgeable in their field. (6.22, up from 6.20 last time)
 - ◆ 2. The campus staff are caring and helpful. (6.15, up from 5.91 last time)

- ◆ 16. The instruction in my major field is excellent. (6.14, up from 6.07 last time)
 - ◆ 39. I am able to experience intellectual growth here. (6.14, up from 6.07 last time)
 - ◆ 55. Major requirements are clear and reasonable. (6.13, up from 6.06 last time)
 - ◆ 72. On the whole, the campus is well-maintained. (6.13, down from 6.19 last time)
 - ◆ 89. Institution's commitment to students with disabilities. (6.11, up from 5.99 last time)
 - ◆ 27. The personnel involved in registration are helpful. (6.10, up from 5.98 last time)
 - ◆ 65. Faculty are usually available after class and during office hours. (6.07, up from 6.04 last time)
 - ◆ 34. I am able to register for classes I need with few conflicts. (6.05, up from 5.89 last time)
 - ◆ 8. The content of the courses within my major is valuable. (6.04, down from 6.06 last time)
 - ◆ 29. It is an enjoyable experience to be a student on this campus. (6.02, up from 5.90 last time)
 - ◆ 86. Institution's commitment to older, returning learners. (6.02, up from 5.94 last time)
 - ◆ 45. Students are made to feel welcome on this campus. (6.01, up from 5.96 last time)
3. For item 23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.), the satisfaction of SWOSU students was a little lower than the national average (4.63 and 4.84, respectively).
4. On item 54. Bookstore staff are helpful, the satisfaction of SWOSU students (5.41) was a little lower than the national average (5.53).

Following is complete and supporting data provided by Ruffalo Noel-Levitz.

Demographics

Gender	N	%	Class Level	N	%
Female	192	72.45%	Freshman	3	1.14%
Male	73	27.55%	Sophomore	63	23.86%
Total	265	100.00%	Junior	71	26.89%
No Response	11		Senior	6	2.27%
			Special student	1	0.38%
			Graduate/Professional	119	45.08%
			Other class level	1	0.38%
			Total	264	100.00%
			No Response	12	
Age	N	%	Current GPA	N	%
18 and under	5	1.88%	No credits earned	6	2.26%
19 to 24	148	55.64%	1.99 or below	3	1.13%
25 to 34	61	22.93%	2.0 - 2.49	12	4.53%
35 to 44	30	11.28%	2.5 - 2.99	21	7.92%
45 and over	22	8.27%	3.0 - 3.49	73	27.55%
Total	266	100.00%	3.5 or above	150	56.60%
No Response	10		Total	265	100.00%
			No Response	11	
Ethnicity/Race	N	%	Educational Goal	N	%
African-American	10	3.83%	Associate degree	9	3.41%
American Indian or Alaskan Native	17	6.51%	Bachelor's degree	82	31.06%
Asian or Pacific Islander	24	9.20%	Master's degree	80	30.30%
Caucasian/White	188	72.03%	Doctorate or professional degree	88	33.33%
Hispanic	11	4.21%	Certification (initial/renewal)	1	0.38%
Other race	5	1.92%	Self-improvement/pleasure	1	0.38%
Race - Prefer not to respond	6	2.30%	Job-related training	1	0.38%
Total	261	100.00%	Other educational goal	2	0.76%
No Response	15		Total	264	100.00%
			No Response	12	
Current Enrollment Status	N	%			
Day	203	78.38%			
Evening	52	20.08%			
Weekend	4	1.54%			
Total	259	100.00%			
No Response	17				
Current Class Load	N	%			
Full-time	217	81.89%			
Part-time	48	18.11%			
Total	265	100.00%			
No Response	11				

Demographics

Employment	N	%	If you do not plan to attend SWOSU in the fall, why not?	N	%
Full-time off campus	84	32.56%	I will be graduating soon.	67	64.42%
Part-time off campus	78	30.23%	I have financial problems.	12	11.54%
Full-time on campus	6	2.33%	I have problems with my grades.	4	3.85%
Part-time on campus	39	15.12%	I am homesick or uncomfortable at SWOSU.	0	0.00%
Not employed	51	19.77%	I have other responsibilities.	9	8.65%
Total	258	100.00%	I plan to attend a different school.	12	11.54%
No Response	18		Total	104	100.00%
			No Response	172	
Current Residence	N	%	Institution Question 2	N	%
Residence hall	48	18.46%	Campus item 2 - Answer 1	0	0%
Fraternity / Sorority	1	0.38%	Campus item 2 - Answer 2	0	0%
Own house	84	32.31%	Campus item 2 - Answer 3	0	0%
Rent room or apt off campus	95	36.54%	Campus item 2 - Answer 4	0	0%
Parent's home	17	6.54%	Campus item 2 - Answer 5	0	0%
Other residence	15	5.77%	Campus item 2 - Answer 6	0	0%
Total	260	100.00%	Total	0	100.00%
No Response	16		No Response	276	
Residence Classification	N	%	Group Code	N	%
In-state	226	88.28%	0010: General Studies (AS)	1	0.39%
Out-of-state	23	8.98%	0013: Computer Science (AS)	1	0.39%
International (not U.S. citizen)	7	2.73%	0015: General Studies with Pre-Nursing (AS)	1	0.39%
Total	256	100.00%	0020: Radiologic Technoloty (X-Ray) (AAS)	5	1.94%
No Response	20		0030: Medical Laboratory Technician (AAS)	1	0.39%
			0095: Physical Therapist Assistant (AAS)	1	0.39%
			0096: Occupational Therapy Assistant (AAS)	1	0.39%
Disabilities	N	%	0102: Graphic Design	1	0.39%
Yes - Disability	7	2.67%	0103: Biology	13	5.04%
No - Disability	255	97.33%	0104: Chemistry (BA)	1	0.39%
Total	262	100.00%	0105: Chemistry (BS)	1	0.39%
No Response	14		0107: Criminal Justice	3	1.16%
			0110: Computer Science	2	0.78%
			0112: English	2	0.78%
			0131: Engineering Technology	1	0.39%
Institution Was My	N	%			
1st choice	208	79.09%			
2nd choice	46	17.49%			
3rd choice or lower	9	3.42%			
Total	263	100.00%			
No Response	13				

Demographics

0134: Mathematics	1	0.39%	0819: Education, School Psychometry (MEd)	3	1.16%
0142: Music (Vocal Performance)	1	0.39%	0821: Education, Special Education (MEd)	5	1.94%
0153: Engineering Physics	1	0.39%	0836: Education, Social Sciences, Non-Certification Track (MEd)	2	0.78%
0156: Political Science	1	0.39%	0839: Community Counseling (MS)	1	0.39%
0160: Psychology	6	2.33%	0843: Education, Parks & Recreation, Non-Certification Track (MEd)	2	0.78%
0161: Parks & Wildlife Law Enforcement	1	0.39%	0844: Education, Sports Management, Non-Certification Track (MEd)	2	0.78%
0167: Athletic Training	2	0.78%	0845: School Psychology (MS)	4	1.55%
0168: Park & Recreation Management	2	0.78%	0847: LPC Curriculum	2	0.78%
0170: Exercise Science	4	1.55%	0859: Unclassified Graduate Education	1	0.39%
0185: Communication Arts	2	0.78%	0860: Business Administration (MBA)	9	3.49%
0190: Interdisciplinary Studies	2	0.78%	0861: Management (MS)	2	0.78%
0199: Undecided	1	0.39%	0880: Education, Music (MM)	1	0.39%
0202: Accounting (BBA)	9	3.49%	Total	258	100.00%
0206: Finance (BBA)	2	0.78%	No Response	18	
0210: Organizational Leadership	1	0.39%			
0213: Management (BBA)	5	1.94%			
0214: Marketing (BBA)	3	1.16%			
0217: Entrepreneurship (BBA)	1	0.39%			
0299: Undecided Business	1	0.39%			
0300: Pre-Pharmacy	8	3.10%			
0450: Pharm.D.	60	23.26%			
0500: Nursing (Pre-Nursing)	8	3.10%			
0502: Nursing (Pro)	2	0.78%			
0504: Nursing (RN Completion)	4	1.55%			
0550: Health Care Administration	4	1.55%			
0551: Health Information Management	6	2.33%			
0553: Health Sciences	5	1.94%			
0601: Pre-Dentistry	1	0.39%			
0604: Pre-Medicine	1	0.39%			
0700: Education, Elementary	1	0.39%			
0703: Education, Early Childhood	3	1.16%			
0707: Education, English	1	0.39%			
0709: Education, Health & Physical Education	1	0.39%			
0730: Education, History	3	1.16%			
0735: Education, Special Education	3	1.16%			
0738: Education, Music (Instrumental / General)	1	0.39%			
0804: Education, Educational Administration (MEd)	10	3.88%			
0805: Education, Elementary (MEd)	8	3.10%			
0816: Education, Reading Specialist (MEd)	4	1.55%			
0818: Education, School Counseling (MEd)	9	3.49%			

Strategic Planning Overview

Strengths and Challenges

Strengths

- 8. The content of the courses within my major is valuable.
- 33. My academic advisor is knowledgeable about requirements in my major.
- 16. The instruction in my major field is excellent.
- 7. The campus is safe and secure for all students.
- 34. I am able to register for classes I need with few conflicts.
- 68. Nearly all of the faculty are knowledgeable in their field.
- 36. Security staff respond quickly in emergencies.
- 80. Campus item: I want to continue to attend SWOSU and graduate from SWOSU.
- 2. The campus staff are caring and helpful.
- 39. I am able to experience intellectual growth here.
- 55. Major requirements are clear and reasonable.
- 65. Faculty are usually available after class and during office hours.
- 29. It is an enjoyable experience to be a student on this campus.
- 45. Students are made to feel welcome on this campus.
- 69. There is a good variety of courses provided on this campus.
- 51. This institution has a good reputation within the community.
- 27. The personnel involved in registration are helpful.
- 4. Admissions staff are knowledgeable.
- 72. On the whole, the campus is well-maintained.

Challenges

- 8. The content of the courses within my major is valuable.
- 58. The quality of instruction I receive in most of my classes is excellent.
- 6. My academic advisor is approachable.
- 66. Tuition paid is a worthwhile investment.
- 47. Faculty provide timely feedback about student progress in a course.
- 17. Adequate financial aid is available for most students.
- 12. Financial aid awards are announced to students in time to be helpful in college planning.
- 5. Financial aid counselors are helpful.
- 11. Billing policies are reasonable.
- 19. My academic advisor helps me set goals to work toward.
- 28. Parking lots are well-lighted and secure.
- 57. I seldom get the "run-around" when seeking information on this campus.
- 21. The amount of student parking space on campus is adequate.

Strategic Planning Overview

Benchmarks

Higher Satisfaction vs. National Four-Year Publics

- 8. The content of the courses within my major is valuable.
- 33. My academic advisor is knowledgeable about requirements in my major.
- 16. The instruction in my major field is excellent.
- 58. The quality of instruction I receive in most of my classes is excellent.
- 7. The campus is safe and secure for all students.
- 34. I am able to register for classes I need with few conflicts.
- 6. My academic advisor is approachable.
- 68. Nearly all of the faculty are knowledgeable in their field.
- 36. Security staff respond quickly in emergencies.
- 66. Tuition paid is a worthwhile investment.
- 2. The campus staff are caring and helpful.
- 47. Faculty provide timely feedback about student progress in a course.
- 39. I am able to experience intellectual growth here.
- 41. There is a commitment to academic excellence on this campus.
- 55. Major requirements are clear and reasonable.
- 65. Faculty are usually available after class and during office hours.
- 14. My academic advisor is concerned about my success as an individual.
- 17. Adequate financial aid is available for most students.
- 12. Financial aid awards are announced to students in time to be helpful in college planning.
- 25. Faculty are fair and unbiased in their treatment of individual students.
- 29. It is an enjoyable experience to be a student on this campus.
- 45. Students are made to feel welcome on this campus.
- 69. There is a good variety of courses provided on this campus.
- 51. This institution has a good reputation within the community.
- 5. Financial aid counselors are helpful.
- 59. This institution shows concern for students as individuals.
- 27. The personnel involved in registration are helpful.
- 35. The assessment and course placement procedures are reasonable.
- 4. Admissions staff are knowledgeable.
- 72. On the whole, the campus is well-maintained.
- 11. Billing policies are reasonable.
- 19. My academic advisor helps me set goals to work toward.
- 26. Computer labs are adequate and accessible.
- 3. Faculty care about me as an individual.
- 28. Parking lots are well-lighted and secure.

Strategic Planning Overview

- 57. I seldom get the "run-around" when seeking information on this campus.
- 49. There are adequate services to help me decide upon a career.
- 44. Academic support services adequately meet the needs of students.
- 18. Library resources and services are adequate.

Higher Importance vs. National Four-Year Publics

- 36. Security staff respond quickly in emergencies.
- 2. The campus staff are caring and helpful.
- 41. There is a commitment to academic excellence on this campus.
- 45. Students are made to feel welcome on this campus.
- 51. This institution has a good reputation within the community.
- 19. My academic advisor helps me set goals to work toward.
- 3. Faculty care about me as an individual.
- 28. Parking lots are well-lighted and secure.

Institutional Summary
Scales: In Order of Importance

Scale	Southwestern Oklahoma State University - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Academic Advising	6.48	6.00 / 1.15	0.48	6.36	5.39 / 1.39	0.97	0.61 ***
Instructional Effectiveness	6.42	5.95 / 0.98	0.47	6.34	5.40 / 1.11	0.94	0.55 ***
Safety and Security	6.39	5.46 / 1.17	0.93	6.23	4.85 / 1.31	1.38	0.61 ***
Recruitment and Financial Aid	6.32	5.77 / 1.09	0.55	6.19	5.06 / 1.30	1.13	0.71 ***
Registration Effectiveness	6.28	5.91 / 1.02	0.37	6.22	5.15 / 1.25	1.07	0.76 ***
Student Centeredness	6.28	5.95 / 0.97	0.33	6.14	5.23 / 1.25	0.91	0.72 ***
Concern for the Individual	6.27	5.85 / 1.04	0.42	6.15	5.16 / 1.25	0.99	0.69 ***
Campus Climate	6.25	5.90 / 0.95	0.35	6.15	5.24 / 1.16	0.91	0.66 ***
Service Excellence	6.15	5.81 / 0.97	0.34	6.06	5.14 / 1.18	0.92	0.67 ***
Campus Support Services	6.10	5.79 / 1.02	0.31	6.09	5.47 / 1.09	0.62	0.32 ***
Campus Life	5.79	5.44 / 1.21	0.35	5.79	5.10 / 1.17	0.69	0.34 ***
Responsiveness to Diverse Populations		5.92 / 1.21			5.32 / 1.39		0.60 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 91255 records.

Institutional Summary
Items: In Order of Importance

Item	Southwestern Oklahoma State University - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
8. The content of the courses within my major is valuable.	6.67	6.04 / 1.22	0.63	6.54	5.54 / 1.39	1.00	0.50 ***
33. My academic advisor is knowledgeable about requirements in my major.	6.62	6.29 / 1.19	0.33	6.50	5.58 / 1.64	0.92	0.71 ***
16. The instruction in my major field is excellent.	6.61	6.14 / 1.14	0.47	6.51	5.49 / 1.44	1.02	0.65 ***
7. The campus is safe and secure for all students.	6.58	6.24 / 1.00	0.34	6.46	5.49 / 1.50	0.97	0.75 ***
58. The quality of instruction I receive in most of my classes is excellent.	6.58	5.97 / 1.26	0.61	6.47	5.41 / 1.44	1.06	0.56 ***
6. My academic advisor is approachable.	6.56	5.92 / 1.49	0.64	6.41	5.51 / 1.68	0.90	0.41 ***
34. I am able to register for classes I need with few conflicts.	6.56	6.05 / 1.33	0.51	6.52	5.03 / 1.82	1.49	1.02 ***
68. Nearly all of the faculty are knowledgeable in their field.	6.55	6.22 / 1.06	0.33	6.49	5.73 / 1.35	0.76	0.49 ***
36. Security staff respond quickly in emergencies.	6.54	5.99 / 1.35	0.55	6.35	5.31 / 1.52	1.04	0.68 ***
80. Campus item: I want to continue to attend SWOSU and graduate from SWOSU.	6.54	6.48 / 1.06	0.06				
66. Tuition paid is a worthwhile investment.	6.51	5.77 / 1.38	0.74	6.43	5.22 / 1.63	1.21	0.55 ***
2. The campus staff are caring and helpful.	6.48	6.15 / 0.98	0.33	6.27	5.25 / 1.49	1.02	0.90 ***
47. Faculty provide timely feedback about student progress in a course.	6.48	5.65 / 1.45	0.83	6.33	5.11 / 1.57	1.22	0.54 ***
39. I am able to experience intellectual growth here.	6.47	6.14 / 1.14	0.33	6.41	5.60 / 1.39	0.81	0.54 ***
41. There is a commitment to academic excellence on this campus.	6.47	5.97 / 1.28	0.50	6.31	5.43 / 1.45	0.88	0.54 ***
55. Major requirements are clear and reasonable.	6.47	6.13 / 1.24	0.34	6.44	5.48 / 1.49	0.96	0.65 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 91255 records.

Institutional Summary
Items: In Order of Importance

Item	Southwestern Oklahoma State University - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
65. Faculty are usually available after class and during office hours.	6.46	6.07 / 1.18	0.39	6.32	5.66 / 1.38	0.66	0.41 ***
14. My academic advisor is concerned about my success as an individual.	6.45	5.96 / 1.40	0.49	6.31	5.30 / 1.71	1.01	0.66 ***
17. Adequate financial aid is available for most students.	6.44	5.56 / 1.44	0.88	6.34	4.97 / 1.70	1.37	0.59 ***
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.41	5.70 / 1.41	0.71	6.28	4.98 / 1.72	1.30	0.72 ***
25. Faculty are fair and unbiased in their treatment of individual students.	6.40	5.92 / 1.27	0.48	6.36	5.30 / 1.51	1.06	0.62 ***
29. It is an enjoyable experience to be a student on this campus.	6.40	6.02 / 1.27	0.38	6.31	5.33 / 1.59	0.98	0.69 ***
45. Students are made to feel welcome on this campus.	6.40	6.01 / 1.28	0.39	6.24	5.42 / 1.51	0.82	0.59 ***
69. There is a good variety of courses provided on this campus.	6.39	6.00 / 1.16	0.39	6.40	5.52 / 1.48	0.88	0.48 ***
51. This institution has a good reputation within the community.	6.36	6.29 / 1.01	0.07	6.20	5.54 / 1.49	0.66	0.75 ***
5. Financial aid counselors are helpful.	6.35	5.70 / 1.41	0.65	6.21	4.94 / 1.72	1.27	0.76 ***
90. Cost as factor in decision to enroll.	6.35			6.32			
59. This institution shows concern for students as individuals.	6.34	5.91 / 1.25	0.43	6.29	5.14 / 1.61	1.15	0.77 ***
4. Admissions staff are knowledgeable.	6.32	6.00 / 1.20	0.32	6.22	5.18 / 1.55	1.04	0.82 ***
27. The personnel involved in registration are helpful.	6.32	6.10 / 1.11	0.22	6.23	5.25 / 1.57	0.98	0.85 ***
35. The assessment and course placement procedures are reasonable.	6.32	5.98 / 1.16	0.34	6.22	5.27 / 1.52	0.95	0.71 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 91255 records.

Institutional Summary

Items: In Order of Importance

Item	Southwestern Oklahoma State University - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
72. On the whole, the campus is well-maintained.	6.32	6.13 / 1.27	0.19	6.31	5.63 / 1.47	0.68	0.50 ***
11. Billing policies are reasonable.	6.31	5.58 / 1.48	0.73	6.17	4.88 / 1.65	1.29	0.70 ***
19. My academic advisor helps me set goals to work toward.	6.31	5.72 / 1.48	0.59	6.14	5.06 / 1.77	1.08	0.66 ***
26. Computer labs are adequate and accessible.	6.29	5.94 / 1.32	0.35	6.22	5.53 / 1.48	0.69	0.41 ***
3. Faculty care about me as an individual.	6.28	5.93 / 1.15	0.35	6.09	5.08 / 1.55	1.01	0.85 ***
28. Parking lots are well-lighted and secure.	6.27	5.49 / 1.55	0.78	6.08	4.99 / 1.68	1.09	0.50 ***
57. I seldom get the "run-around" when seeking information on this campus.	6.26	5.58 / 1.59	0.68	6.14	4.73 / 1.84	1.41	0.85 ***
49. There are adequate services to help me decide upon a career.	6.25	5.67 / 1.41	0.58	6.24	5.17 / 1.60	1.07	0.50 ***
44. Academic support services adequately meet the needs of students.	6.22	5.83 / 1.29	0.39	6.16	5.26 / 1.49	0.90	0.57 ***
18. Library resources and services are adequate.	6.21	5.91 / 1.23	0.30	6.15	5.63 / 1.34	0.52	0.28 **
21. The amount of student parking space on campus is adequate.	6.18	4.17 / 2.08	2.01	6.03	3.63 / 2.04	2.40	0.54 ***
43. Admissions counselors respond to prospective students' unique needs and requests.	6.18	5.85 / 1.32	0.33	6.05	5.15 / 1.55	0.90	0.70 ***
22. Counseling staff care about students as individuals.	6.17	5.81 / 1.42	0.36	6.06	5.13 / 1.54	0.93	0.68 ***
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.17	5.81 / 1.41	0.36	6.01	5.16 / 1.55	0.85	0.65 ***
53. Faculty take into consideration student differences as they teach a course.	6.17	5.58 / 1.50	0.59	6.16	5.02 / 1.60	1.14	0.56 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 91255 records.

Institutional Summary

Items: In Order of Importance

Item	Southwestern Oklahoma State University - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
75. Campus item: I feel a connection with my SWOSU teachers.	6.17	5.86 / 1.29	0.31				
10. Administrators are approachable to students.	6.15	5.87 / 1.17	0.28	5.98	5.12 / 1.50	0.86	0.75 ***
15. The staff in the health services area are competent.	6.15	5.72 / 1.42	0.43	6.01	5.27 / 1.49	0.74	0.45 ***
61. Adjunct faculty are competent as classroom instructors.	6.14	5.90 / 1.22	0.24	6.17	5.37 / 1.45	0.80	0.53 ***
20. The business office is open during hours which are convenient for most students.	6.13	5.84 / 1.31	0.29	5.98	5.21 / 1.50	0.77	0.63 ***
92. Academic reputation as factor in decision to enroll.	6.12			6.04			
67. Freedom of expression is protected on campus.	6.10	5.89 / 1.32	0.21	6.18	5.54 / 1.44	0.64	0.35 ***
50. Class change (drop/add) policies are reasonable.	6.09	5.99 / 1.33	0.10	6.20	5.41 / 1.55	0.79	0.58 ***
73. Student activities fees are put to good use.	6.09	5.04 / 1.81	1.05	6.14	4.74 / 1.73	1.40	0.30 **
63. Student disciplinary procedures are fair.	6.08	5.84 / 1.42	0.24	6.09	5.42 / 1.45	0.67	0.42 ***
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.07	4.63 / 1.87	1.44	5.92	4.84 / 1.66	1.08	-0.21
91. Financial aid as factor in decision to enroll.	6.06			6.12			
71. Channels for expressing student complaints are readily available.	6.05	5.61 / 1.43	0.44	6.06	4.86 / 1.70	1.20	0.75 ***
38. There is an adequate selection of food available in the cafeteria.	6.04	5.16 / 1.83	0.88	5.95	4.56 / 1.84	1.39	0.60 ***
62. There is a strong commitment to racial harmony on this campus.	6.04	5.85 / 1.34	0.19	6.02	5.51 / 1.44	0.51	0.34 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 91255 records.

Institutional Summary
Items: In Order of Importance

Item	Southwestern Oklahoma State University - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
70. Graduate teaching assistants are competent as classroom instructors.	6.04	5.76 / 1.31	0.28	6.12	5.25 / 1.51	0.87	0.51 ***
32. Tutoring services are readily available.	6.00	5.89 / 1.36	0.11	6.10	5.51 / 1.48	0.59	0.38 ***
37. I feel a sense of pride about my campus.	5.96	5.82 / 1.42	0.14	5.87	5.21 / 1.64	0.66	0.61 ***
52. The student center is a comfortable place for students to spend their leisure time.	5.93	5.77 / 1.49	0.16	5.92	5.33 / 1.56	0.59	0.44 ***
1. Most students feel a sense of belonging here.	5.92	5.75 / 1.21	0.17	5.79	5.12 / 1.50	0.67	0.63 ***
54. Bookstore staff are helpful.	5.92	5.41 / 1.72	0.51	5.94	5.53 / 1.48	0.41	-0.12
46. I can easily get involved in campus organizations.	5.91	5.75 / 1.55	0.16	5.89	5.33 / 1.54	0.56	0.42 ***
60. I generally know what's happening on campus.	5.91	5.54 / 1.53	0.37	5.86	5.00 / 1.64	0.86	0.54 ***
74. Campus item: I feel a connection with other SWOSU students.	5.91	5.47 / 1.49	0.44				
64. New student orientation services help students adjust to college.	5.87	5.48 / 1.60	0.39	6.00	5.22 / 1.61	0.78	0.26 *
40. Residence hall regulations are reasonable.	5.83	5.20 / 1.77	0.63	5.76	5.05 / 1.58	0.71	0.15
13. Library staff are helpful and approachable.	5.80	5.88 / 1.21	-0.08	5.84	5.61 / 1.37	0.23	0.27 **
56. The student handbook provides helpful information about campus life.	5.79	5.75 / 1.37	0.04	5.72	5.24 / 1.50	0.48	0.51 ***
77. Campus item: There is plenty to do in town when I have free time, on the weekends, etc.	5.78	4.31 / 2.11	1.47				
30. Residence hall staff are concerned about me as an individual.	5.75	5.29 / 1.66	0.46	5.63	4.92 / 1.62	0.71	0.37 **

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 91255 records.

Institutional Summary
Items: In Order of Importance

Item	Southwestern Oklahoma State University - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.69	5.92 / 1.26	-0.23	5.70	5.48 / 1.43	0.22	0.44 ***
93. Size of institution as factor in decision to enroll.	5.64			5.35			
79. Campus item: I participate in SWOSU activities (campus organizations, sports events, Panorama events, etc.).	5.60	5.42 / 1.60	0.18				
76. Campus item: I feel a connection with the community of Weatherford/Sayre.	5.53	5.17 / 1.78	0.36				
98. Personalized attention prior to enrollment as factor in decision to enroll.	5.47			5.42			
42. There are a sufficient number of weekend activities for students.	5.46	4.74 / 1.95	0.72	5.46	4.62 / 1.72	0.84	0.12
78. Campus item: I usually stay in town rather than drive out of town on the weekends.	5.38	5.01 / 2.02	0.37				
95. Recommendations from family/friends as factor in decision to enroll.	5.24			4.95			
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.21	5.07 / 1.67	0.14	5.34	4.83 / 1.69	0.51	0.24
96. Geographic setting as factor in decision to enroll.	5.18			5.61			
9. A variety of intramural activities are offered.	5.04	5.63 / 1.36	-0.59	5.13	5.22 / 1.47	-0.09	0.41 ***
97. Campus appearance as factor in decision to enroll.	4.89			5.41			
94. Opportunity to play sports as factor in decision to enroll.	3.37			3.71			
81. Campus item 8							
82. Campus item 9							

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 91255 records.

Institutional Summary
Items: In Order of Importance

Item	Southwestern Oklahoma State University - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
83. Campus item 10							
84. Institution's commitment to part-time students?		5.96 / 1.25			5.28 / 1.50		0.68 ***
85. Institution's commitment to evening students?		5.74 / 1.47			5.26 / 1.53		0.48 ***
86. Institution's commitment to older, returning learners?		6.02 / 1.27			5.38 / 1.50		0.64 ***
87. Institution's commitment to under-represented populations?		5.90 / 1.34			5.32 / 1.49		0.58 ***
88. Institution's commitment to commuters?		5.81 / 1.35			5.15 / 1.65		0.66 ***
89. Institution's commitment to students with disabilities?		6.11 / 1.20			5.54 / 1.46		0.57 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 91255 records.

Institutional Summary

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

Scale/Item	Southwestern Oklahoma State University - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC ADVISING	6.48	6.00 / 1.15	0.48	6.36	5.39 / 1.39	0.97	0.61 ***
6. My academic advisor is approachable.	6.56	5.92 / 1.49	0.64	6.41	5.51 / 1.68	0.90	0.41 ***
14. My academic advisor is concerned about my success as an individual.	6.45	5.96 / 1.40	0.49	6.31	5.30 / 1.71	1.01	0.66 ***
19. My academic advisor helps me set goals to work toward.	6.31	5.72 / 1.48	0.59	6.14	5.06 / 1.77	1.08	0.66 ***
33. My academic advisor is knowledgeable about requirements in my major.	6.62	6.29 / 1.19	0.33	6.50	5.58 / 1.64	0.92	0.71 ***
55. Major requirements are clear and reasonable.	6.47	6.13 / 1.24	0.34	6.44	5.48 / 1.49	0.96	0.65 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 91255 records.

Institutional Summary

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

Scale/Item	Southwestern Oklahoma State University - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS CLIMATE	6.25	5.90 / 0.95	0.35	6.15	5.24 / 1.16	0.91	0.66 ***
1. Most students feel a sense of belonging here.	5.92	5.75 / 1.21	0.17	5.79	5.12 / 1.50	0.67	0.63 ***
2. The campus staff are caring and helpful.	6.48	6.15 / 0.98	0.33	6.27	5.25 / 1.49	1.02	0.90 ***
3. Faculty care about me as an individual.	6.28	5.93 / 1.15	0.35	6.09	5.08 / 1.55	1.01	0.85 ***
7. The campus is safe and secure for all students.	6.58	6.24 / 1.00	0.34	6.46	5.49 / 1.50	0.97	0.75 ***
10. Administrators are approachable to students.	6.15	5.87 / 1.17	0.28	5.98	5.12 / 1.50	0.86	0.75 ***
29. It is an enjoyable experience to be a student on this campus.	6.40	6.02 / 1.27	0.38	6.31	5.33 / 1.59	0.98	0.69 ***
37. I feel a sense of pride about my campus.	5.96	5.82 / 1.42	0.14	5.87	5.21 / 1.64	0.66	0.61 ***
41. There is a commitment to academic excellence on this campus.	6.47	5.97 / 1.28	0.50	6.31	5.43 / 1.45	0.88	0.54 ***
45. Students are made to feel welcome on this campus.	6.40	6.01 / 1.28	0.39	6.24	5.42 / 1.51	0.82	0.59 ***
51. This institution has a good reputation within the community.	6.36	6.29 / 1.01	0.07	6.20	5.54 / 1.49	0.66	0.75 ***
57. I seldom get the "run-around" when seeking information on this campus.	6.26	5.58 / 1.59	0.68	6.14	4.73 / 1.84	1.41	0.85 ***
59. This institution shows concern for students as individuals.	6.34	5.91 / 1.25	0.43	6.29	5.14 / 1.61	1.15	0.77 ***
60. I generally know what's happening on campus.	5.91	5.54 / 1.53	0.37	5.86	5.00 / 1.64	0.86	0.54 ***
62. There is a strong commitment to racial harmony on this campus.	6.04	5.85 / 1.34	0.19	6.02	5.51 / 1.44	0.51	0.34 ***
66. Tuition paid is a worthwhile investment.	6.51	5.77 / 1.38	0.74	6.43	5.22 / 1.63	1.21	0.55 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 91255 records.

Institutional Summary

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

Scale/Item	Southwestern Oklahoma State University - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
67. Freedom of expression is protected on campus.	6.10	5.89 / 1.32	0.21	6.18	5.54 / 1.44	0.64	0.35 ***
71. Channels for expressing student complaints are readily available.	6.05	5.61 / 1.43	0.44	6.06	4.86 / 1.70	1.20	0.75 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 91255 records.

Institutional Summary

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

Scale/Item	Southwestern Oklahoma State University - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS LIFE	5.79	5.44 / 1.21	0.35	5.79	5.10 / 1.17	0.69	0.34 ***
9. A variety of intramural activities are offered.	5.04	5.63 / 1.36	-0.59	5.13	5.22 / 1.47	-0.09	0.41 ***
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.07	4.63 / 1.87	1.44	5.92	4.84 / 1.66	1.08	-0.21
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.21	5.07 / 1.67	0.14	5.34	4.83 / 1.69	0.51	0.24
30. Residence hall staff are concerned about me as an individual.	5.75	5.29 / 1.66	0.46	5.63	4.92 / 1.62	0.71	0.37 **
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.69	5.92 / 1.26	-0.23	5.70	5.48 / 1.43	0.22	0.44 ***
38. There is an adequate selection of food available in the cafeteria.	6.04	5.16 / 1.83	0.88	5.95	4.56 / 1.84	1.39	0.60 ***
40. Residence hall regulations are reasonable.	5.83	5.20 / 1.77	0.63	5.76	5.05 / 1.58	0.71	0.15
42. There are a sufficient number of weekend activities for students.	5.46	4.74 / 1.95	0.72	5.46	4.62 / 1.72	0.84	0.12
46. I can easily get involved in campus organizations.	5.91	5.75 / 1.55	0.16	5.89	5.33 / 1.54	0.56	0.42 ***
52. The student center is a comfortable place for students to spend their leisure time.	5.93	5.77 / 1.49	0.16	5.92	5.33 / 1.56	0.59	0.44 ***
56. The student handbook provides helpful information about campus life.	5.79	5.75 / 1.37	0.04	5.72	5.24 / 1.50	0.48	0.51 ***
63. Student disciplinary procedures are fair.	6.08	5.84 / 1.42	0.24	6.09	5.42 / 1.45	0.67	0.42 ***
64. New student orientation services help students adjust to college.	5.87	5.48 / 1.60	0.39	6.00	5.22 / 1.61	0.78	0.26 *

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 91255 records.

Institutional Summary

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

Scale/Item	Southwestern Oklahoma State University - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
67. Freedom of expression is protected on campus.	6.10	5.89 / 1.32	0.21	6.18	5.54 / 1.44	0.64	0.35 ***
73. Student activities fees are put to good use.	6.09	5.04 / 1.81	1.05	6.14	4.74 / 1.73	1.40	0.30 **

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 91255 records.

Institutional Summary

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

Scale/Item	Southwestern Oklahoma State University - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS SUPPORT SERVICES	6.10	5.79 / 1.02	0.31	6.09	5.47 / 1.09	0.62	0.32 ***
13. Library staff are helpful and approachable.	5.80	5.88 / 1.21	-0.08	5.84	5.61 / 1.37	0.23	0.27 **
18. Library resources and services are adequate.	6.21	5.91 / 1.23	0.30	6.15	5.63 / 1.34	0.52	0.28 **
26. Computer labs are adequate and accessible.	6.29	5.94 / 1.32	0.35	6.22	5.53 / 1.48	0.69	0.41 ***
32. Tutoring services are readily available.	6.00	5.89 / 1.36	0.11	6.10	5.51 / 1.48	0.59	0.38 ***
44. Academic support services adequately meet the needs of students.	6.22	5.83 / 1.29	0.39	6.16	5.26 / 1.49	0.90	0.57 ***
49. There are adequate services to help me decide upon a career.	6.25	5.67 / 1.41	0.58	6.24	5.17 / 1.60	1.07	0.50 ***
54. Bookstore staff are helpful.	5.92	5.41 / 1.72	0.51	5.94	5.53 / 1.48	0.41	-0.12

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 91255 records.

Institutional Summary

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

Scale/Item	Southwestern Oklahoma State University - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CONCERN FOR THE INDIVIDUAL	6.27	5.85 / 1.04	0.42	6.15	5.16 / 1.25	0.99	0.69 ***
3. Faculty care about me as an individual.	6.28	5.93 / 1.15	0.35	6.09	5.08 / 1.55	1.01	0.85 ***
14. My academic advisor is concerned about my success as an individual.	6.45	5.96 / 1.40	0.49	6.31	5.30 / 1.71	1.01	0.66 ***
22. Counseling staff care about students as individuals.	6.17	5.81 / 1.42	0.36	6.06	5.13 / 1.54	0.93	0.68 ***
25. Faculty are fair and unbiased in their treatment of individual students.	6.40	5.92 / 1.27	0.48	6.36	5.30 / 1.51	1.06	0.62 ***
30. Residence hall staff are concerned about me as an individual.	5.75	5.29 / 1.66	0.46	5.63	4.92 / 1.62	0.71	0.37 **
59. This institution shows concern for students as individuals.	6.34	5.91 / 1.25	0.43	6.29	5.14 / 1.61	1.15	0.77 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 91255 records.

Institutional Summary

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

Scale/Item	Southwestern Oklahoma State University - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTRUCTIONAL EFFECTIVENESS	6.42	5.95 / 0.98	0.47	6.34	5.40 / 1.11	0.94	0.55 ***
3. Faculty care about me as an individual.	6.28	5.93 / 1.15	0.35	6.09	5.08 / 1.55	1.01	0.85 ***
8. The content of the courses within my major is valuable.	6.67	6.04 / 1.22	0.63	6.54	5.54 / 1.39	1.00	0.50 ***
16. The instruction in my major field is excellent.	6.61	6.14 / 1.14	0.47	6.51	5.49 / 1.44	1.02	0.65 ***
25. Faculty are fair and unbiased in their treatment of individual students.	6.40	5.92 / 1.27	0.48	6.36	5.30 / 1.51	1.06	0.62 ***
39. I am able to experience intellectual growth here.	6.47	6.14 / 1.14	0.33	6.41	5.60 / 1.39	0.81	0.54 ***
41. There is a commitment to academic excellence on this campus.	6.47	5.97 / 1.28	0.50	6.31	5.43 / 1.45	0.88	0.54 ***
47. Faculty provide timely feedback about student progress in a course.	6.48	5.65 / 1.45	0.83	6.33	5.11 / 1.57	1.22	0.54 ***
53. Faculty take into consideration student differences as they teach a course.	6.17	5.58 / 1.50	0.59	6.16	5.02 / 1.60	1.14	0.56 ***
58. The quality of instruction I receive in most of my classes is excellent.	6.58	5.97 / 1.26	0.61	6.47	5.41 / 1.44	1.06	0.56 ***
61. Adjunct faculty are competent as classroom instructors.	6.14	5.90 / 1.22	0.24	6.17	5.37 / 1.45	0.80	0.53 ***
65. Faculty are usually available after class and during office hours.	6.46	6.07 / 1.18	0.39	6.32	5.66 / 1.38	0.66	0.41 ***
68. Nearly all of the faculty are knowledgeable in their field.	6.55	6.22 / 1.06	0.33	6.49	5.73 / 1.35	0.76	0.49 ***
69. There is a good variety of courses provided on this campus.	6.39	6.00 / 1.16	0.39	6.40	5.52 / 1.48	0.88	0.48 ***
70. Graduate teaching assistants are competent as classroom instructors.	6.04	5.76 / 1.31	0.28	6.12	5.25 / 1.51	0.87	0.51 ***

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 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 91255 records.

Institutional Summary

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

Scale/Item	Southwestern Oklahoma State University - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
RECRUITMENT AND FINANCIAL AID	6.32	5.77 / 1.09	0.55	6.19	5.06 / 1.30	1.13	0.71 ***
4. Admissions staff are knowledgeable.	6.32	6.00 / 1.20	0.32	6.22	5.18 / 1.55	1.04	0.82 ***
5. Financial aid counselors are helpful.	6.35	5.70 / 1.41	0.65	6.21	4.94 / 1.72	1.27	0.76 ***
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.41	5.70 / 1.41	0.71	6.28	4.98 / 1.72	1.30	0.72 ***
17. Adequate financial aid is available for most students.	6.44	5.56 / 1.44	0.88	6.34	4.97 / 1.70	1.37	0.59 ***
43. Admissions counselors respond to prospective students' unique needs and requests.	6.18	5.85 / 1.32	0.33	6.05	5.15 / 1.55	0.90	0.70 ***
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.17	5.81 / 1.41	0.36	6.01	5.16 / 1.55	0.85	0.65 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 91255 records.

Institutional Summary

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

Scale/Item	Southwestern Oklahoma State University - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
REGISTRATION EFFECTIVENESS	6.28	5.91 / 1.02	0.37	6.22	5.15 / 1.25	1.07	0.76 ***
11. Billing policies are reasonable.	6.31	5.58 / 1.48	0.73	6.17	4.88 / 1.65	1.29	0.70 ***
20. The business office is open during hours which are convenient for most students.	6.13	5.84 / 1.31	0.29	5.98	5.21 / 1.50	0.77	0.63 ***
27. The personnel involved in registration are helpful.	6.32	6.10 / 1.11	0.22	6.23	5.25 / 1.57	0.98	0.85 ***
34. I am able to register for classes I need with few conflicts.	6.56	6.05 / 1.33	0.51	6.52	5.03 / 1.82	1.49	1.02 ***
50. Class change (drop/add) policies are reasonable.	6.09	5.99 / 1.33	0.10	6.20	5.41 / 1.55	0.79	0.58 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 91255 records.

Institutional Summary

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

Scale/Item	Southwestern Oklahoma State University - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
RESPONSIVENESS TO DIVERSE POPULATIONS		5.92 / 1.21			5.32 / 1.39		0.60 ***
84. Institution's commitment to part-time students?		5.96 / 1.25			5.28 / 1.50		0.68 ***
85. Institution's commitment to evening students?		5.74 / 1.47			5.26 / 1.53		0.48 ***
86. Institution's commitment to older, returning learners?		6.02 / 1.27			5.38 / 1.50		0.64 ***
87. Institution's commitment to under-represented populations?		5.90 / 1.34			5.32 / 1.49		0.58 ***
88. Institution's commitment to commuters?		5.81 / 1.35			5.15 / 1.65		0.66 ***
89. Institution's commitment to students with disabilities?		6.11 / 1.20			5.54 / 1.46		0.57 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 91255 records.

Institutional Summary

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

Scale/Item	Southwestern Oklahoma State University - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SAFETY AND SECURITY	6.39	5.46 / 1.17	0.93	6.23	4.85 / 1.31	1.38	0.61 ***
7. The campus is safe and secure for all students.	6.58	6.24 / 1.00	0.34	6.46	5.49 / 1.50	0.97	0.75 ***
21. The amount of student parking space on campus is adequate.	6.18	4.17 / 2.08	2.01	6.03	3.63 / 2.04	2.40	0.54 ***
28. Parking lots are well-lighted and secure.	6.27	5.49 / 1.55	0.78	6.08	4.99 / 1.68	1.09	0.50 ***
36. Security staff respond quickly in emergencies.	6.54	5.99 / 1.35	0.55	6.35	5.31 / 1.52	1.04	0.68 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 91255 records.

Institutional Summary

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

Scale/Item	Southwestern Oklahoma State University - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SERVICE EXCELLENCE	6.15	5.81 / 0.97	0.34	6.06	5.14 / 1.18	0.92	0.67 ***
2. The campus staff are caring and helpful.	6.48	6.15 / 0.98	0.33	6.27	5.25 / 1.49	1.02	0.90 ***
13. Library staff are helpful and approachable.	5.80	5.88 / 1.21	-0.08	5.84	5.61 / 1.37	0.23	0.27 **
15. The staff in the health services area are competent.	6.15	5.72 / 1.42	0.43	6.01	5.27 / 1.49	0.74	0.45 ***
22. Counseling staff care about students as individuals.	6.17	5.81 / 1.42	0.36	6.06	5.13 / 1.54	0.93	0.68 ***
27. The personnel involved in registration are helpful.	6.32	6.10 / 1.11	0.22	6.23	5.25 / 1.57	0.98	0.85 ***
57. I seldom get the "run-around" when seeking information on this campus.	6.26	5.58 / 1.59	0.68	6.14	4.73 / 1.84	1.41	0.85 ***
60. I generally know what's happening on campus.	5.91	5.54 / 1.53	0.37	5.86	5.00 / 1.64	0.86	0.54 ***
71. Channels for expressing student complaints are readily available.	6.05	5.61 / 1.43	0.44	6.06	4.86 / 1.70	1.20	0.75 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 91255 records.

Institutional Summary

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

Scale/Item	Southwestern Oklahoma State University - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
STUDENT CENTEREDNESS	6.28	5.95 / 0.97	0.33	6.14	5.23 / 1.25	0.91	0.72 ***
1. Most students feel a sense of belonging here.	5.92	5.75 / 1.21	0.17	5.79	5.12 / 1.50	0.67	0.63 ***
2. The campus staff are caring and helpful.	6.48	6.15 / 0.98	0.33	6.27	5.25 / 1.49	1.02	0.90 ***
10. Administrators are approachable to students.	6.15	5.87 / 1.17	0.28	5.98	5.12 / 1.50	0.86	0.75 ***
29. It is an enjoyable experience to be a student on this campus.	6.40	6.02 / 1.27	0.38	6.31	5.33 / 1.59	0.98	0.69 ***
45. Students are made to feel welcome on this campus.	6.40	6.01 / 1.28	0.39	6.24	5.42 / 1.51	0.82	0.59 ***
59. This institution shows concern for students as individuals.	6.34	5.91 / 1.25	0.43	6.29	5.14 / 1.61	1.15	0.77 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 91255 records.

Institutional Summary

Items: In Sequential Order

Item	Southwestern Oklahoma State University - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. Most students feel a sense of belonging here.	5.92	5.75 / 1.21	0.17	5.79	5.12 / 1.50	0.67	0.63 ***
2. The campus staff are caring and helpful.	6.48	6.15 / 0.98	0.33	6.27	5.25 / 1.49	1.02	0.90 ***
3. Faculty care about me as an individual.	6.28	5.93 / 1.15	0.35	6.09	5.08 / 1.55	1.01	0.85 ***
4. Admissions staff are knowledgeable.	6.32	6.00 / 1.20	0.32	6.22	5.18 / 1.55	1.04	0.82 ***
5. Financial aid counselors are helpful.	6.35	5.70 / 1.41	0.65	6.21	4.94 / 1.72	1.27	0.76 ***
6. My academic advisor is approachable.	6.56	5.92 / 1.49	0.64	6.41	5.51 / 1.68	0.90	0.41 ***
7. The campus is safe and secure for all students.	6.58	6.24 / 1.00	0.34	6.46	5.49 / 1.50	0.97	0.75 ***
8. The content of the courses within my major is valuable.	6.67	6.04 / 1.22	0.63	6.54	5.54 / 1.39	1.00	0.50 ***
9. A variety of intramural activities are offered.	5.04	5.63 / 1.36	-0.59	5.13	5.22 / 1.47	-0.09	0.41 ***
10. Administrators are approachable to students.	6.15	5.87 / 1.17	0.28	5.98	5.12 / 1.50	0.86	0.75 ***
11. Billing policies are reasonable.	6.31	5.58 / 1.48	0.73	6.17	4.88 / 1.65	1.29	0.70 ***
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.41	5.70 / 1.41	0.71	6.28	4.98 / 1.72	1.30	0.72 ***
13. Library staff are helpful and approachable.	5.80	5.88 / 1.21	-0.08	5.84	5.61 / 1.37	0.23	0.27 **
14. My academic advisor is concerned about my success as an individual.	6.45	5.96 / 1.40	0.49	6.31	5.30 / 1.71	1.01	0.66 ***
15. The staff in the health services area are competent.	6.15	5.72 / 1.42	0.43	6.01	5.27 / 1.49	0.74	0.45 ***
16. The instruction in my major field is excellent.	6.61	6.14 / 1.14	0.47	6.51	5.49 / 1.44	1.02	0.65 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 91255 records.

Institutional Summary

Items: In Sequential Order

Item	Southwestern Oklahoma State University - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
17. Adequate financial aid is available for most students.	6.44	5.56 / 1.44	0.88	6.34	4.97 / 1.70	1.37	0.59 ***
18. Library resources and services are adequate.	6.21	5.91 / 1.23	0.30	6.15	5.63 / 1.34	0.52	0.28 **
19. My academic advisor helps me set goals to work toward.	6.31	5.72 / 1.48	0.59	6.14	5.06 / 1.77	1.08	0.66 ***
20. The business office is open during hours which are convenient for most students.	6.13	5.84 / 1.31	0.29	5.98	5.21 / 1.50	0.77	0.63 ***
21. The amount of student parking space on campus is adequate.	6.18	4.17 / 2.08	2.01	6.03	3.63 / 2.04	2.40	0.54 ***
22. Counseling staff care about students as individuals.	6.17	5.81 / 1.42	0.36	6.06	5.13 / 1.54	0.93	0.68 ***
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.07	4.63 / 1.87	1.44	5.92	4.84 / 1.66	1.08	-0.21
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.21	5.07 / 1.67	0.14	5.34	4.83 / 1.69	0.51	0.24
25. Faculty are fair and unbiased in their treatment of individual students.	6.40	5.92 / 1.27	0.48	6.36	5.30 / 1.51	1.06	0.62 ***
26. Computer labs are adequate and accessible.	6.29	5.94 / 1.32	0.35	6.22	5.53 / 1.48	0.69	0.41 ***
27. The personnel involved in registration are helpful.	6.32	6.10 / 1.11	0.22	6.23	5.25 / 1.57	0.98	0.85 ***
28. Parking lots are well-lighted and secure.	6.27	5.49 / 1.55	0.78	6.08	4.99 / 1.68	1.09	0.50 ***
29. It is an enjoyable experience to be a student on this campus.	6.40	6.02 / 1.27	0.38	6.31	5.33 / 1.59	0.98	0.69 ***
30. Residence hall staff are concerned about me as an individual.	5.75	5.29 / 1.66	0.46	5.63	4.92 / 1.62	0.71	0.37 **
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.69	5.92 / 1.26	-0.23	5.70	5.48 / 1.43	0.22	0.44 ***

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 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 91255 records.

Institutional Summary

Items: In Sequential Order

Item	Southwestern Oklahoma State University - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
32. Tutoring services are readily available.	6.00	5.89 / 1.36	0.11	6.10	5.51 / 1.48	0.59	0.38 ***
33. My academic advisor is knowledgeable about requirements in my major.	6.62	6.29 / 1.19	0.33	6.50	5.58 / 1.64	0.92	0.71 ***
34. I am able to register for classes I need with few conflicts.	6.56	6.05 / 1.33	0.51	6.52	5.03 / 1.82	1.49	1.02 ***
35. The assessment and course placement procedures are reasonable.	6.32	5.98 / 1.16	0.34	6.22	5.27 / 1.52	0.95	0.71 ***
36. Security staff respond quickly in emergencies.	6.54	5.99 / 1.35	0.55	6.35	5.31 / 1.52	1.04	0.68 ***
37. I feel a sense of pride about my campus.	5.96	5.82 / 1.42	0.14	5.87	5.21 / 1.64	0.66	0.61 ***
38. There is an adequate selection of food available in the cafeteria.	6.04	5.16 / 1.83	0.88	5.95	4.56 / 1.84	1.39	0.60 ***
39. I am able to experience intellectual growth here.	6.47	6.14 / 1.14	0.33	6.41	5.60 / 1.39	0.81	0.54 ***
40. Residence hall regulations are reasonable.	5.83	5.20 / 1.77	0.63	5.76	5.05 / 1.58	0.71	0.15
41. There is a commitment to academic excellence on this campus.	6.47	5.97 / 1.28	0.50	6.31	5.43 / 1.45	0.88	0.54 ***
42. There are a sufficient number of weekend activities for students.	5.46	4.74 / 1.95	0.72	5.46	4.62 / 1.72	0.84	0.12
43. Admissions counselors respond to prospective students' unique needs and requests.	6.18	5.85 / 1.32	0.33	6.05	5.15 / 1.55	0.90	0.70 ***
44. Academic support services adequately meet the needs of students.	6.22	5.83 / 1.29	0.39	6.16	5.26 / 1.49	0.90	0.57 ***
45. Students are made to feel welcome on this campus.	6.40	6.01 / 1.28	0.39	6.24	5.42 / 1.51	0.82	0.59 ***
46. I can easily get involved in campus organizations.	5.91	5.75 / 1.55	0.16	5.89	5.33 / 1.54	0.56	0.42 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 91255 records.

Institutional Summary

Items: In Sequential Order

Item	Southwestern Oklahoma State University - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
47. Faculty provide timely feedback about student progress in a course.	6.48	5.65 / 1.45	0.83	6.33	5.11 / 1.57	1.22	0.54 ***
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.17	5.81 / 1.41	0.36	6.01	5.16 / 1.55	0.85	0.65 ***
49. There are adequate services to help me decide upon a career.	6.25	5.67 / 1.41	0.58	6.24	5.17 / 1.60	1.07	0.50 ***
50. Class change (drop/add) policies are reasonable.	6.09	5.99 / 1.33	0.10	6.20	5.41 / 1.55	0.79	0.58 ***
51. This institution has a good reputation within the community.	6.36	6.29 / 1.01	0.07	6.20	5.54 / 1.49	0.66	0.75 ***
52. The student center is a comfortable place for students to spend their leisure time.	5.93	5.77 / 1.49	0.16	5.92	5.33 / 1.56	0.59	0.44 ***
53. Faculty take into consideration student differences as they teach a course.	6.17	5.58 / 1.50	0.59	6.16	5.02 / 1.60	1.14	0.56 ***
54. Bookstore staff are helpful.	5.92	5.41 / 1.72	0.51	5.94	5.53 / 1.48	0.41	-0.12
55. Major requirements are clear and reasonable.	6.47	6.13 / 1.24	0.34	6.44	5.48 / 1.49	0.96	0.65 ***
56. The student handbook provides helpful information about campus life.	5.79	5.75 / 1.37	0.04	5.72	5.24 / 1.50	0.48	0.51 ***
57. I seldom get the "run-around" when seeking information on this campus.	6.26	5.58 / 1.59	0.68	6.14	4.73 / 1.84	1.41	0.85 ***
58. The quality of instruction I receive in most of my classes is excellent.	6.58	5.97 / 1.26	0.61	6.47	5.41 / 1.44	1.06	0.56 ***
59. This institution shows concern for students as individuals.	6.34	5.91 / 1.25	0.43	6.29	5.14 / 1.61	1.15	0.77 ***
60. I generally know what's happening on campus.	5.91	5.54 / 1.53	0.37	5.86	5.00 / 1.64	0.86	0.54 ***
61. Adjunct faculty are competent as classroom instructors.	6.14	5.90 / 1.22	0.24	6.17	5.37 / 1.45	0.80	0.53 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 91255 records.

Institutional Summary
Items: In Sequential Order

Item	Southwestern Oklahoma State University - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
62. There is a strong commitment to racial harmony on this campus.	6.04	5.85 / 1.34	0.19	6.02	5.51 / 1.44	0.51	0.34 ***
63. Student disciplinary procedures are fair.	6.08	5.84 / 1.42	0.24	6.09	5.42 / 1.45	0.67	0.42 ***
64. New student orientation services help students adjust to college.	5.87	5.48 / 1.60	0.39	6.00	5.22 / 1.61	0.78	0.26 *
65. Faculty are usually available after class and during office hours.	6.46	6.07 / 1.18	0.39	6.32	5.66 / 1.38	0.66	0.41 ***
66. Tuition paid is a worthwhile investment.	6.51	5.77 / 1.38	0.74	6.43	5.22 / 1.63	1.21	0.55 ***
67. Freedom of expression is protected on campus.	6.10	5.89 / 1.32	0.21	6.18	5.54 / 1.44	0.64	0.35 ***
68. Nearly all of the faculty are knowledgeable in their field.	6.55	6.22 / 1.06	0.33	6.49	5.73 / 1.35	0.76	0.49 ***
69. There is a good variety of courses provided on this campus.	6.39	6.00 / 1.16	0.39	6.40	5.52 / 1.48	0.88	0.48 ***
70. Graduate teaching assistants are competent as classroom instructors.	6.04	5.76 / 1.31	0.28	6.12	5.25 / 1.51	0.87	0.51 ***
71. Channels for expressing student complaints are readily available.	6.05	5.61 / 1.43	0.44	6.06	4.86 / 1.70	1.20	0.75 ***
72. On the whole, the campus is well-maintained.	6.32	6.13 / 1.27	0.19	6.31	5.63 / 1.47	0.68	0.50 ***
73. Student activities fees are put to good use.	6.09	5.04 / 1.81	1.05	6.14	4.74 / 1.73	1.40	0.30 **
74. Campus item: I feel a connection with other SWOSU students.	5.91	5.47 / 1.49	0.44				
75. Campus item: I feel a connection with my SWOSU teachers.	6.17	5.86 / 1.29	0.31				
76. Campus item: I feel a connection with the community of Weatherford/Sayre.	5.53	5.17 / 1.78	0.36				

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 91255 records.

Institutional Summary
Items: In Sequential Order

Item	Southwestern Oklahoma State University - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
77. Campus item: There is plenty to do in town when I have free time, on the weekends, etc.	5.78	4.31 / 2.11	1.47				
78. Campus item: I usually stay in town rather than drive out of town on the weekends.	5.38	5.01 / 2.02	0.37				
79. Campus item: I participate in SWOSU activities (campus organizations, sports events, Panorama events, etc.).	5.60	5.42 / 1.60	0.18				
80. Campus item: I want to continue to attend SWOSU and graduate from SWOSU.	6.54	6.48 / 1.06	0.06				
81. Campus item 8							
82. Campus item 9							
83. Campus item 10							
84. Institution's commitment to part-time students?		5.96 / 1.25			5.28 / 1.50		0.68 ***
85. Institution's commitment to evening students?		5.74 / 1.47			5.26 / 1.53		0.48 ***
86. Institution's commitment to older, returning learners?		6.02 / 1.27			5.38 / 1.50		0.64 ***
87. Institution's commitment to under-represented populations?		5.90 / 1.34			5.32 / 1.49		0.58 ***
88. Institution's commitment to commuters?		5.81 / 1.35			5.15 / 1.65		0.66 ***
89. Institution's commitment to students with disabilities?		6.11 / 1.20			5.54 / 1.46		0.57 ***
90. Cost as factor in decision to enroll.	6.35			6.32			
91. Financial aid as factor in decision to enroll.	6.06			6.12			
92. Academic reputation as factor in decision to enroll.	6.12			6.04			

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 91255 records.

Institutional Summary
Items: In Sequential Order

Item	Southwestern Oklahoma State University - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
93. Size of institution as factor in decision to enroll.	5.64			5.35			
94. Opportunity to play sports as factor in decision to enroll.	3.37			3.71			
95. Recommendations from family/friends as factor in decision to enroll.	5.24			4.95			
96. Geographic setting as factor in decision to enroll.	5.18			5.61			
97. Campus appearance as factor in decision to enroll.	4.89			5.41			
98. Personalized attention prior to enrollment as factor in decision to enroll.	5.47			5.42			

National Group Means are based on 91255 records.

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

Institutional Summary

Summary Items

Summary Item	Southwestern Oklahoma State University - SSI	National Four-Year Publics	Mean Difference
So far, how has your college experience met your expectations?	Average: 5.01	Average: 4.58	0.43
1=Much worse than expected	1%	2%	
2=Quite a bit worse than I expected	0%	2%	
3=Worse than I expected	5%	10%	
4=About what I expected	30%	36%	
5=Better than I expected	31%	23%	
6=Quite a bit better than I expected	11%	12%	
7=Much better than expected	19%	11%	
Rate your overall satisfaction with your experience here thus far.	Average: 5.93	Average: 5.23	0.70
1=Not satisfied at all	0%	2%	
2=Not very satisfied	1%	4%	
3=Somewhat dissatisfied	3%	7%	
4=Neutral	5%	11%	
5=Somewhat satisfied	8%	19%	
6=Satisfied	46%	38%	
7=Very satisfied	33%	16%	
All in all, if you had to do it over, would you enroll here again?	Average: 6.06	Average: 5.30	0.76
1=Definitely not	2%	4%	
2=Probably not	2%	7%	
3=Maybe not	1%	6%	
4=I don't know	4%	9%	
5=Maybe yes	9%	12%	
6=Probably yes	28%	28%	
7=Definitely yes	51%	31%	

Demographics

Gender	N	%	Class Level	N	%
Female	192	72.45%	Freshman	3	1.14%
Male	73	27.55%	Sophomore	63	23.86%
Total	265	100.00%	Junior	71	26.89%
No Response	11		Senior	6	2.27%
			Special student	1	0.38%
			Graduate/Professional	119	45.08%
			Other class level	1	0.38%
			Total	264	100.00%
			No Response	12	
Age	N	%	Current GPA	N	%
18 and under	5	1.88%	No credits earned	6	2.26%
19 to 24	148	55.64%	1.99 or below	3	1.13%
25 to 34	61	22.93%	2.0 - 2.49	12	4.53%
35 to 44	30	11.28%	2.5 - 2.99	21	7.92%
45 and over	22	8.27%	3.0 - 3.49	73	27.55%
Total	266	100.00%	3.5 or above	150	56.60%
No Response	10		Total	265	100.00%
			No Response	11	
Ethnicity/Race	N	%	Educational Goal	N	%
African-American	10	3.83%	Associate degree	9	3.41%
American Indian or Alaskan Native	17	6.51%	Bachelor's degree	82	31.06%
Asian or Pacific Islander	24	9.20%	Master's degree	80	30.30%
Caucasian/White	188	72.03%	Doctorate or professional degree	88	33.33%
Hispanic	11	4.21%	Certification (initial/renewal)	1	0.38%
Other race	5	1.92%	Self-improvement/pleasure	1	0.38%
Race - Prefer not to respond	6	2.30%	Job-related training	1	0.38%
Total	261	100.00%	Other educational goal	2	0.76%
No Response	15		Total	264	100.00%
			No Response	12	
Current Enrollment Status	N	%			
Day	203	78.38%			
Evening	52	20.08%			
Weekend	4	1.54%			
Total	259	100.00%			
No Response	17				
Current Class Load	N	%			
Full-time	217	81.89%			
Part-time	48	18.11%			
Total	265	100.00%			
No Response	11				

Demographics

0134: Mathematics	1	0.39%	0819: Education, School Psychometry (MEd)	3	1.16%
0142: Music (Vocal Performance)	1	0.39%	0821: Education, Special Education (MEd)	5	1.94%
0153: Engineering Physics	1	0.39%	0836: Education, Social Sciences, Non-Certification Track (MEd)	2	0.78%
0156: Political Science	1	0.39%	0839: Community Counseling (MS)	1	0.39%
0160: Psychology	6	2.33%	0843: Education, Parks & Recreation, Non-Certification Track (MEd)	2	0.78%
0161: Parks & Wildlife Law Enforcement	1	0.39%	0844: Education, Sports Management, Non-Certification Track (MEd)	2	0.78%
0167: Athletic Training	2	0.78%	0845: School Psychology (MS)	4	1.55%
0168: Park & Recreation Management	2	0.78%	0847: LPC Curriculum	2	0.78%
0170: Exercise Science	4	1.55%	0859: Unclassified Graduate Education	1	0.39%
0185: Communication Arts	2	0.78%	0860: Business Administration (MBA)	9	3.49%
0190: Interdisciplinary Studies	2	0.78%	0861: Management (MS)	2	0.78%
0199: Undecided	1	0.39%	0880: Education, Music (MM)	1	0.39%
0202: Accounting (BBA)	9	3.49%	Total	258	100.00%
0206: Finance (BBA)	2	0.78%	No Response	18	
0210: Organizational Leadership	1	0.39%			
0213: Management (BBA)	5	1.94%			
0214: Marketing (BBA)	3	1.16%			
0217: Entrepreneurship (BBA)	1	0.39%			
0299: Undecided Business	1	0.39%			
0300: Pre-Pharmacy	8	3.10%			
0450: Pharm.D.	60	23.26%			
0500: Nursing (Pre-Nursing)	8	3.10%			
0502: Nursing (Pro)	2	0.78%			
0504: Nursing (RN Completion)	4	1.55%			
0550: Health Care Administration	4	1.55%			
0551: Health Information Management	6	2.33%			
0553: Health Sciences	5	1.94%			
0601: Pre-Dentistry	1	0.39%			
0604: Pre-Medicine	1	0.39%			
0700: Education, Elementary	1	0.39%			
0703: Education, Early Childhood	3	1.16%			
0707: Education, English	1	0.39%			
0709: Education, Health & Physical Education	1	0.39%			
0730: Education, History	3	1.16%			
0735: Education, Special Education	3	1.16%			
0738: Education, Music (Instrumental / General)	1	0.39%			
0804: Education, Educational Administration (MEd)	10	3.88%			
0805: Education, Elementary (MEd)	8	3.10%			
0816: Education, Reading Specialist (MEd)	4	1.55%			
0818: Education, School Counseling (MEd)	9	3.49%			

Strategic Planning Overview

Strengths and Challenges

Strengths

- 8. The content of the courses within my major is valuable.
- 33. My academic advisor is knowledgeable about requirements in my major.
- 16. The instruction in my major field is excellent.
- 7. The campus is safe and secure for all students.
- 34. I am able to register for classes I need with few conflicts.
- 68. Nearly all of the faculty are knowledgeable in their field.
- 36. Security staff respond quickly in emergencies.
- 80. Campus item: I want to continue to attend SWOSU and graduate from SWOSU.
- 2. The campus staff are caring and helpful.
- 39. I am able to experience intellectual growth here.
- 55. Major requirements are clear and reasonable.
- 65. Faculty are usually available after class and during office hours.
- 29. It is an enjoyable experience to be a student on this campus.
- 45. Students are made to feel welcome on this campus.
- 69. There is a good variety of courses provided on this campus.
- 51. This institution has a good reputation within the community.
- 27. The personnel involved in registration are helpful.
- 4. Admissions staff are knowledgeable.
- 72. On the whole, the campus is well-maintained.

Challenges

- 8. The content of the courses within my major is valuable.
- 58. The quality of instruction I receive in most of my classes is excellent.
- 6. My academic advisor is approachable.
- 66. Tuition paid is a worthwhile investment.
- 47. Faculty provide timely feedback about student progress in a course.
- 17. Adequate financial aid is available for most students.
- 12. Financial aid awards are announced to students in time to be helpful in college planning.
- 5. Financial aid counselors are helpful.
- 11. Billing policies are reasonable.
- 19. My academic advisor helps me set goals to work toward.
- 28. Parking lots are well-lighted and secure.
- 57. I seldom get the "run-around" when seeking information on this campus.
- 21. The amount of student parking space on campus is adequate.

Strategic Planning Overview Benchmarks

Higher Satisfaction vs. National Four-Year Publics - Southern

- 8. The content of the courses within my major is valuable.
- 33. My academic advisor is knowledgeable about requirements in my major.
- 16. The instruction in my major field is excellent.
- 58. The quality of instruction I receive in most of my classes is excellent.
- 7. The campus is safe and secure for all students.
- 34. I am able to register for classes I need with few conflicts.
- 68. Nearly all of the faculty are knowledgeable in their field.
- 36. Security staff respond quickly in emergencies.
- 66. Tuition paid is a worthwhile investment.
- 2. The campus staff are caring and helpful.
- 47. Faculty provide timely feedback about student progress in a course.
- 39. I am able to experience intellectual growth here.
- 41. There is a commitment to academic excellence on this campus.
- 55. Major requirements are clear and reasonable.
- 65. Faculty are usually available after class and during office hours.
- 14. My academic advisor is concerned about my success as an individual.
- 17. Adequate financial aid is available for most students.
- 12. Financial aid awards are announced to students in time to be helpful in college planning.
- 25. Faculty are fair and unbiased in their treatment of individual students.
- 29. It is an enjoyable experience to be a student on this campus.
- 45. Students are made to feel welcome on this campus.
- 69. There is a good variety of courses provided on this campus.
- 51. This institution has a good reputation within the community.
- 5. Financial aid counselors are helpful.
- 59. This institution shows concern for students as individuals.
- 27. The personnel involved in registration are helpful.
- 35. The assessment and course placement procedures are reasonable.
- 4. Admissions staff are knowledgeable.
- 72. On the whole, the campus is well-maintained.
- 11. Billing policies are reasonable.
- 19. My academic advisor helps me set goals to work toward.
- 26. Computer labs are adequate and accessible.
- 3. Faculty care about me as an individual.
- 28. Parking lots are well-lighted and secure.
- 57. I seldom get the "run-around" when seeking information on this campus.

Strategic Planning Overview

- 49. There are adequate services to help me decide upon a career.
- 44. Academic support services adequately meet the needs of students.

Institutional Summary
Scales: In Order of Importance

Scale	Southwestern Oklahoma State University - SSI			National Four-Year Publics - Southern			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Academic Advising	6.48	6.00 / 1.15	0.48	6.46	5.62 / 1.32	0.84	0.38 ***
Instructional Effectiveness	6.42	5.95 / 0.98	0.47	6.44	5.60 / 1.06	0.84	0.35 ***
Safety and Security	6.39	5.46 / 1.17	0.93	6.39	4.90 / 1.34	1.49	0.56 ***
Recruitment and Financial Aid	6.32	5.77 / 1.09	0.55	6.31	5.28 / 1.26	1.03	0.49 ***
Registration Effectiveness	6.28	5.91 / 1.02	0.37	6.32	5.39 / 1.18	0.93	0.52 ***
Student Centeredness	6.28	5.95 / 0.97	0.33	6.27	5.47 / 1.18	0.80	0.48 ***
Concern for the Individual	6.27	5.85 / 1.04	0.42	6.29	5.41 / 1.19	0.88	0.44 ***
Campus Climate	6.25	5.90 / 0.95	0.35	6.28	5.45 / 1.11	0.83	0.45 ***
Service Excellence	6.15	5.81 / 0.97	0.34	6.20	5.39 / 1.11	0.81	0.42 ***
Campus Support Services	6.10	5.79 / 1.02	0.31	6.19	5.67 / 1.03	0.52	0.12
Campus Life	5.79	5.44 / 1.21	0.35	5.95	5.31 / 1.14	0.64	0.13
Responsiveness to Diverse Populations		5.92 / 1.21			5.52 / 1.37		0.40 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 32234 records.

Institutional Summary
Items: In Order of Importance

Item	Southwestern Oklahoma State University - SSI			National Four-Year Publics - Southern			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
8. The content of the courses within my major is valuable.	6.67	6.04 / 1.22	0.63	6.60	5.70 / 1.35	0.90	0.34 ***
33. My academic advisor is knowledgeable about requirements in my major.	6.62	6.29 / 1.19	0.33	6.59	5.81 / 1.54	0.78	0.48 ***
16. The instruction in my major field is excellent.	6.61	6.14 / 1.14	0.47	6.58	5.69 / 1.37	0.89	0.45 ***
7. The campus is safe and secure for all students.	6.58	6.24 / 1.00	0.34	6.53	5.39 / 1.62	1.14	0.85 ***
58. The quality of instruction I receive in most of my classes is excellent.	6.58	5.97 / 1.26	0.61	6.57	5.61 / 1.39	0.96	0.36 ***
6. My academic advisor is approachable.	6.56	5.92 / 1.49	0.64	6.51	5.74 / 1.60	0.77	0.18
34. I am able to register for classes I need with few conflicts.	6.56	6.05 / 1.33	0.51	6.59	5.32 / 1.72	1.27	0.73 ***
68. Nearly all of the faculty are knowledgeable in their field.	6.55	6.22 / 1.06	0.33	6.58	5.93 / 1.25	0.65	0.29 ***
36. Security staff respond quickly in emergencies.	6.54	5.99 / 1.35	0.55	6.50	5.53 / 1.51	0.97	0.46 ***
80. Campus item: I want to continue to attend SWOSU and graduate from SWOSU.	6.54	6.48 / 1.06	0.06				
66. Tuition paid is a worthwhile investment.	6.51	5.77 / 1.38	0.74	6.52	5.39 / 1.60	1.13	0.38 ***
2. The campus staff are caring and helpful.	6.48	6.15 / 0.98	0.33	6.37	5.48 / 1.39	0.89	0.67 ***
47. Faculty provide timely feedback about student progress in a course.	6.48	5.65 / 1.45	0.83	6.46	5.30 / 1.55	1.16	0.35 ***
39. I am able to experience intellectual growth here.	6.47	6.14 / 1.14	0.33	6.52	5.82 / 1.31	0.70	0.32 ***
41. There is a commitment to academic excellence on this campus.	6.47	5.97 / 1.28	0.50	6.44	5.66 / 1.38	0.78	0.31 ***
55. Major requirements are clear and reasonable.	6.47	6.13 / 1.24	0.34	6.52	5.69 / 1.41	0.83	0.44 ***

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 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 32234 records.

Institutional Summary
Items: In Order of Importance

Item	Southwestern Oklahoma State University - SSI			National Four-Year Publics - Southern			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
65. Faculty are usually available after class and during office hours.	6.46	6.07 / 1.18	0.39	6.40	5.84 / 1.31	0.56	0.23 **
14. My academic advisor is concerned about my success as an individual.	6.45	5.96 / 1.40	0.49	6.42	5.56 / 1.62	0.86	0.40 ***
17. Adequate financial aid is available for most students.	6.44	5.56 / 1.44	0.88	6.42	5.15 / 1.69	1.27	0.41 ***
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.41	5.70 / 1.41	0.71	6.40	5.18 / 1.69	1.22	0.52 ***
25. Faculty are fair and unbiased in their treatment of individual students.	6.40	5.92 / 1.27	0.48	6.45	5.50 / 1.47	0.95	0.42 ***
29. It is an enjoyable experience to be a student on this campus.	6.40	6.02 / 1.27	0.38	6.43	5.61 / 1.48	0.82	0.41 ***
45. Students are made to feel welcome on this campus.	6.40	6.01 / 1.28	0.39	6.37	5.69 / 1.41	0.68	0.32 ***
69. There is a good variety of courses provided on this campus.	6.39	6.00 / 1.16	0.39	6.48	5.71 / 1.42	0.77	0.29 **
51. This institution has a good reputation within the community.	6.36	6.29 / 1.01	0.07	6.32	5.71 / 1.45	0.61	0.58 ***
5. Financial aid counselors are helpful.	6.35	5.70 / 1.41	0.65	6.32	5.14 / 1.70	1.18	0.56 ***
90. Cost as factor in decision to enroll.	6.35			6.28			
59. This institution shows concern for students as individuals.	6.34	5.91 / 1.25	0.43	6.41	5.39 / 1.55	1.02	0.52 ***
4. Admissions staff are knowledgeable.	6.32	6.00 / 1.20	0.32	6.31	5.41 / 1.48	0.90	0.59 ***
27. The personnel involved in registration are helpful.	6.32	6.10 / 1.11	0.22	6.32	5.52 / 1.46	0.80	0.58 ***
35. The assessment and course placement procedures are reasonable.	6.32	5.98 / 1.16	0.34	6.33	5.56 / 1.41	0.77	0.42 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 32234 records.

Institutional Summary
Items: In Order of Importance

Item	Southwestern Oklahoma State University - SSI			National Four-Year Publics - Southern			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
72. On the whole, the campus is well-maintained.	6.32	6.13 / 1.27	0.19	6.41	5.89 / 1.32	0.52	0.24 **
11. Billing policies are reasonable.	6.31	5.58 / 1.48	0.73	6.26	5.04 / 1.64	1.22	0.54 ***
19. My academic advisor helps me set goals to work toward.	6.31	5.72 / 1.48	0.59	6.24	5.31 / 1.71	0.93	0.41 ***
26. Computer labs are adequate and accessible.	6.29	5.94 / 1.32	0.35	6.29	5.69 / 1.43	0.60	0.25 **
3. Faculty care about me as an individual.	6.28	5.93 / 1.15	0.35	6.22	5.32 / 1.49	0.90	0.61 ***
28. Parking lots are well-lighted and secure.	6.27	5.49 / 1.55	0.78	6.30	5.15 / 1.64	1.15	0.34 **
57. I seldom get the "run-around" when seeking information on this campus.	6.26	5.58 / 1.59	0.68	6.29	4.99 / 1.80	1.30	0.59 ***
49. There are adequate services to help me decide upon a career.	6.25	5.67 / 1.41	0.58	6.33	5.42 / 1.52	0.91	0.25 *
44. Academic support services adequately meet the needs of students.	6.22	5.83 / 1.29	0.39	6.28	5.54 / 1.39	0.74	0.29 **
18. Library resources and services are adequate.	6.21	5.91 / 1.23	0.30	6.25	5.81 / 1.28	0.44	0.10
21. The amount of student parking space on campus is adequate.	6.18	4.17 / 2.08	2.01	6.24	3.67 / 2.10	2.57	0.50 ***
43. Admissions counselors respond to prospective students' unique needs and requests.	6.18	5.85 / 1.32	0.33	6.20	5.43 / 1.48	0.77	0.42 ***
22. Counseling staff care about students as individuals.	6.17	5.81 / 1.42	0.36	6.20	5.43 / 1.46	0.77	0.38 ***
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.17	5.81 / 1.41	0.36	6.18	5.42 / 1.51	0.76	0.39 ***
53. Faculty take into consideration student differences as they teach a course.	6.17	5.58 / 1.50	0.59	6.27	5.20 / 1.59	1.07	0.38 ***

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 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 32234 records.

Institutional Summary
Items: In Order of Importance

Item	Southwestern Oklahoma State University - SSI			National Four-Year Publics - Southern			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
75. Campus item: I feel a connection with my SWOSU teachers.	6.17	5.86 / 1.29	0.31				
10. Administrators are approachable to students.	6.15	5.87 / 1.17	0.28	6.11	5.33 / 1.47	0.78	0.54 ***
15. The staff in the health services area are competent.	6.15	5.72 / 1.42	0.43	6.20	5.52 / 1.46	0.68	0.20
61. Adjunct faculty are competent as classroom instructors.	6.14	5.90 / 1.22	0.24	6.31	5.57 / 1.42	0.74	0.33 ***
20. The business office is open during hours which are convenient for most students.	6.13	5.84 / 1.31	0.29	6.10	5.46 / 1.43	0.64	0.38 ***
92. Academic reputation as factor in decision to enroll.	6.12			6.13			
67. Freedom of expression is protected on campus.	6.10	5.89 / 1.32	0.21	6.28	5.74 / 1.39	0.54	0.15
50. Class change (drop/add) policies are reasonable.	6.09	5.99 / 1.33	0.10	6.30	5.61 / 1.49	0.69	0.38 ***
73. Student activities fees are put to good use.	6.09	5.04 / 1.81	1.05	6.23	4.97 / 1.70	1.26	0.07
63. Student disciplinary procedures are fair.	6.08	5.84 / 1.42	0.24	6.25	5.64 / 1.41	0.61	0.20 *
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.07	4.63 / 1.87	1.44	6.14	4.97 / 1.68	1.17	-0.34 *
91. Financial aid as factor in decision to enroll.	6.06			6.19			
71. Channels for expressing student complaints are readily available.	6.05	5.61 / 1.43	0.44	6.20	5.09 / 1.69	1.11	0.52 ***
38. There is an adequate selection of food available in the cafeteria.	6.04	5.16 / 1.83	0.88	6.09	4.69 / 1.85	1.40	0.47 ***
62. There is a strong commitment to racial harmony on this campus.	6.04	5.85 / 1.34	0.19	6.16	5.68 / 1.41	0.48	0.17

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 32234 records.

Institutional Summary
Items: In Order of Importance

Item	Southwestern Oklahoma State University - SSI			National Four-Year Publics - Southern			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
70. Graduate teaching assistants are competent as classroom instructors.	6.04	5.76 / 1.31	0.28	6.27	5.45 / 1.50	0.82	0.31 **
32. Tutoring services are readily available.	6.00	5.89 / 1.36	0.11	6.19	5.69 / 1.42	0.50	0.20
37. I feel a sense of pride about my campus.	5.96	5.82 / 1.42	0.14	6.08	5.54 / 1.53	0.54	0.28 **
52. The student center is a comfortable place for students to spend their leisure time.	5.93	5.77 / 1.49	0.16	6.02	5.50 / 1.52	0.52	0.27 *
1. Most students feel a sense of belonging here.	5.92	5.75 / 1.21	0.17	5.94	5.34 / 1.44	0.60	0.41 ***
54. Bookstore staff are helpful.	5.92	5.41 / 1.72	0.51	6.07	5.69 / 1.43	0.38	-0.28 **
46. I can easily get involved in campus organizations.	5.91	5.75 / 1.55	0.16	6.03	5.55 / 1.50	0.48	0.20 *
60. I generally know what's happening on campus.	5.91	5.54 / 1.53	0.37	6.03	5.28 / 1.57	0.75	0.26 *
74. Campus item: I feel a connection with other SWOSU students.	5.91	5.47 / 1.49	0.44				
64. New student orientation services help students adjust to college.	5.87	5.48 / 1.60	0.39	6.13	5.45 / 1.56	0.68	0.03
40. Residence hall regulations are reasonable.	5.83	5.20 / 1.77	0.63	5.99	5.20 / 1.62	0.79	0.00
13. Library staff are helpful and approachable.	5.80	5.88 / 1.21	-0.08	5.94	5.80 / 1.29	0.14	0.08
56. The student handbook provides helpful information about campus life.	5.79	5.75 / 1.37	0.04	5.89	5.51 / 1.43	0.38	0.24 *
77. Campus item: There is plenty to do in town when I have free time, on the weekends, etc.	5.78	4.31 / 2.11	1.47				
30. Residence hall staff are concerned about me as an individual.	5.75	5.29 / 1.66	0.46	5.87	5.17 / 1.62	0.70	0.12

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 32234 records.

Institutional Summary
Items: In Order of Importance

Item	Southwestern Oklahoma State University - SSI			National Four-Year Publics - Southern			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.69	5.92 / 1.26	-0.23	5.83	5.66 / 1.40	0.17	0.26 *
93. Size of institution as factor in decision to enroll.	5.64			5.42			
79. Campus item: I participate in SWOSU activities (campus organizations, sports events, Panorama events, etc.).	5.60	5.42 / 1.60	0.18				
76. Campus item: I feel a connection with the community of Weatherford/Sayre.	5.53	5.17 / 1.78	0.36				
98. Personalized attention prior to enrollment as factor in decision to enroll.	5.47			5.57			
42. There are a sufficient number of weekend activities for students.	5.46	4.74 / 1.95	0.72	5.68	4.85 / 1.73	0.83	-0.11
78. Campus item: I usually stay in town rather than drive out of town on the weekends.	5.38	5.01 / 2.02	0.37				
95. Recommendations from family/friends as factor in decision to enroll.	5.24			5.04			
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.21	5.07 / 1.67	0.14	5.58	5.13 / 1.68	0.45	-0.06
96. Geographic setting as factor in decision to enroll.	5.18			5.70			
9. A variety of intramural activities are offered.	5.04	5.63 / 1.36	-0.59	5.17	5.48 / 1.41	-0.31	0.15
97. Campus appearance as factor in decision to enroll.	4.89			5.55			
94. Opportunity to play sports as factor in decision to enroll.	3.37			3.69			
81. Campus item 8							
82. Campus item 9							

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 32234 records.

Institutional Summary
Items: In Order of Importance

Item	Southwestern Oklahoma State University - SSI			National Four-Year Publics - Southern			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
83. Campus item 10							
84. Institution's commitment to part-time students?		5.96 / 1.25			5.50 / 1.47		0.46 ***
85. Institution's commitment to evening students?		5.74 / 1.47			5.46 / 1.50		0.28 *
86. Institution's commitment to older, returning learners?		6.02 / 1.27			5.59 / 1.49		0.43 ***
87. Institution's commitment to under-represented populations?		5.90 / 1.34			5.54 / 1.47		0.36 **
88. Institution's commitment to commuters?		5.81 / 1.35			5.31 / 1.65		0.50 ***
89. Institution's commitment to students with disabilities?		6.11 / 1.20			5.76 / 1.41		0.35 **

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 32234 records.

Institutional Summary

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

Scale/Item	Southwestern Oklahoma State University - SSI			National Four-Year Publics - Southern			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC ADVISING	6.48	6.00 / 1.15	0.48	6.46	5.62 / 1.32	0.84	0.38 ***
6. My academic advisor is approachable.	6.56	5.92 / 1.49	0.64	6.51	5.74 / 1.60	0.77	0.18
14. My academic advisor is concerned about my success as an individual.	6.45	5.96 / 1.40	0.49	6.42	5.56 / 1.62	0.86	0.40 ***
19. My academic advisor helps me set goals to work toward.	6.31	5.72 / 1.48	0.59	6.24	5.31 / 1.71	0.93	0.41 ***
33. My academic advisor is knowledgeable about requirements in my major.	6.62	6.29 / 1.19	0.33	6.59	5.81 / 1.54	0.78	0.48 ***
55. Major requirements are clear and reasonable.	6.47	6.13 / 1.24	0.34	6.52	5.69 / 1.41	0.83	0.44 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 32234 records.

Institutional Summary

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

Scale/Item	Southwestern Oklahoma State University - SSI			National Four-Year Publics - Southern			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS CLIMATE	6.25	5.90 / 0.95	0.35	6.28	5.45 / 1.11	0.83	0.45 ***
1. Most students feel a sense of belonging here.	5.92	5.75 / 1.21	0.17	5.94	5.34 / 1.44	0.60	0.41 ***
2. The campus staff are caring and helpful.	6.48	6.15 / 0.98	0.33	6.37	5.48 / 1.39	0.89	0.67 ***
3. Faculty care about me as an individual.	6.28	5.93 / 1.15	0.35	6.22	5.32 / 1.49	0.90	0.61 ***
7. The campus is safe and secure for all students.	6.58	6.24 / 1.00	0.34	6.53	5.39 / 1.62	1.14	0.85 ***
10. Administrators are approachable to students.	6.15	5.87 / 1.17	0.28	6.11	5.33 / 1.47	0.78	0.54 ***
29. It is an enjoyable experience to be a student on this campus.	6.40	6.02 / 1.27	0.38	6.43	5.61 / 1.48	0.82	0.41 ***
37. I feel a sense of pride about my campus.	5.96	5.82 / 1.42	0.14	6.08	5.54 / 1.53	0.54	0.28 **
41. There is a commitment to academic excellence on this campus.	6.47	5.97 / 1.28	0.50	6.44	5.66 / 1.38	0.78	0.31 ***
45. Students are made to feel welcome on this campus.	6.40	6.01 / 1.28	0.39	6.37	5.69 / 1.41	0.68	0.32 ***
51. This institution has a good reputation within the community.	6.36	6.29 / 1.01	0.07	6.32	5.71 / 1.45	0.61	0.58 ***
57. I seldom get the "run-around" when seeking information on this campus.	6.26	5.58 / 1.59	0.68	6.29	4.99 / 1.80	1.30	0.59 ***
59. This institution shows concern for students as individuals.	6.34	5.91 / 1.25	0.43	6.41	5.39 / 1.55	1.02	0.52 ***
60. I generally know what's happening on campus.	5.91	5.54 / 1.53	0.37	6.03	5.28 / 1.57	0.75	0.26 *
62. There is a strong commitment to racial harmony on this campus.	6.04	5.85 / 1.34	0.19	6.16	5.68 / 1.41	0.48	0.17
66. Tuition paid is a worthwhile investment.	6.51	5.77 / 1.38	0.74	6.52	5.39 / 1.60	1.13	0.38 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 32234 records.

Institutional Summary

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

Scale/Item	Southwestern Oklahoma State University - SSI			National Four-Year Publics - Southern			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
67. Freedom of expression is protected on campus.	6.10	5.89 / 1.32	0.21	6.28	5.74 / 1.39	0.54	0.15
71. Channels for expressing student complaints are readily available.	6.05	5.61 / 1.43	0.44	6.20	5.09 / 1.69	1.11	0.52 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 32234 records.

Institutional Summary

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

Scale/Item	Southwestern Oklahoma State University - SSI			National Four-Year Publics - Southern			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS LIFE	5.79	5.44 / 1.21	0.35	5.95	5.31 / 1.14	0.64	0.13
9. A variety of intramural activities are offered.	5.04	5.63 / 1.36	-0.59	5.17	5.48 / 1.41	-0.31	0.15
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.07	4.63 / 1.87	1.44	6.14	4.97 / 1.68	1.17	-0.34 *
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.21	5.07 / 1.67	0.14	5.58	5.13 / 1.68	0.45	-0.06
30. Residence hall staff are concerned about me as an individual.	5.75	5.29 / 1.66	0.46	5.87	5.17 / 1.62	0.70	0.12
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.69	5.92 / 1.26	-0.23	5.83	5.66 / 1.40	0.17	0.26 *
38. There is an adequate selection of food available in the cafeteria.	6.04	5.16 / 1.83	0.88	6.09	4.69 / 1.85	1.40	0.47 ***
40. Residence hall regulations are reasonable.	5.83	5.20 / 1.77	0.63	5.99	5.20 / 1.62	0.79	0.00
42. There are a sufficient number of weekend activities for students.	5.46	4.74 / 1.95	0.72	5.68	4.85 / 1.73	0.83	-0.11
46. I can easily get involved in campus organizations.	5.91	5.75 / 1.55	0.16	6.03	5.55 / 1.50	0.48	0.20 *
52. The student center is a comfortable place for students to spend their leisure time.	5.93	5.77 / 1.49	0.16	6.02	5.50 / 1.52	0.52	0.27 *
56. The student handbook provides helpful information about campus life.	5.79	5.75 / 1.37	0.04	5.89	5.51 / 1.43	0.38	0.24 *
63. Student disciplinary procedures are fair.	6.08	5.84 / 1.42	0.24	6.25	5.64 / 1.41	0.61	0.20 *
64. New student orientation services help students adjust to college.	5.87	5.48 / 1.60	0.39	6.13	5.45 / 1.56	0.68	0.03

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 32234 records.

Institutional Summary

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

Scale/Item	Southwestern Oklahoma State University - SSI			National Four-Year Publics - Southern			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
67. Freedom of expression is protected on campus.	6.10	5.89 / 1.32	0.21	6.28	5.74 / 1.39	0.54	0.15
73. Student activities fees are put to good use.	6.09	5.04 / 1.81	1.05	6.23	4.97 / 1.70	1.26	0.07

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 32234 records.

Institutional Summary

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

Scale/Item	Southwestern Oklahoma State University - SSI			National Four-Year Publics - Southern			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS SUPPORT SERVICES	6.10	5.79 / 1.02	0.31	6.19	5.67 / 1.03	0.52	0.12
13. Library staff are helpful and approachable.	5.80	5.88 / 1.21	-0.08	5.94	5.80 / 1.29	0.14	0.08
18. Library resources and services are adequate.	6.21	5.91 / 1.23	0.30	6.25	5.81 / 1.28	0.44	0.10
26. Computer labs are adequate and accessible.	6.29	5.94 / 1.32	0.35	6.29	5.69 / 1.43	0.60	0.25 **
32. Tutoring services are readily available.	6.00	5.89 / 1.36	0.11	6.19	5.69 / 1.42	0.50	0.20
44. Academic support services adequately meet the needs of students.	6.22	5.83 / 1.29	0.39	6.28	5.54 / 1.39	0.74	0.29 **
49. There are adequate services to help me decide upon a career.	6.25	5.67 / 1.41	0.58	6.33	5.42 / 1.52	0.91	0.25 *
54. Bookstore staff are helpful.	5.92	5.41 / 1.72	0.51	6.07	5.69 / 1.43	0.38	-0.28 **

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 32234 records.

Institutional Summary

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

Scale/Item	Southwestern Oklahoma State University - SSI			National Four-Year Publics - Southern			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CONCERN FOR THE INDIVIDUAL	6.27	5.85 / 1.04	0.42	6.29	5.41 / 1.19	0.88	0.44 ***
3. Faculty care about me as an individual.	6.28	5.93 / 1.15	0.35	6.22	5.32 / 1.49	0.90	0.61 ***
14. My academic advisor is concerned about my success as an individual.	6.45	5.96 / 1.40	0.49	6.42	5.56 / 1.62	0.86	0.40 ***
22. Counseling staff care about students as individuals.	6.17	5.81 / 1.42	0.36	6.20	5.43 / 1.46	0.77	0.38 ***
25. Faculty are fair and unbiased in their treatment of individual students.	6.40	5.92 / 1.27	0.48	6.45	5.50 / 1.47	0.95	0.42 ***
30. Residence hall staff are concerned about me as an individual.	5.75	5.29 / 1.66	0.46	5.87	5.17 / 1.62	0.70	0.12
59. This institution shows concern for students as individuals.	6.34	5.91 / 1.25	0.43	6.41	5.39 / 1.55	1.02	0.52 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 32234 records.

Institutional Summary

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

Scale/Item	Southwestern Oklahoma State University - SSI			National Four-Year Publics - Southern			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTRUCTIONAL EFFECTIVENESS	6.42	5.95 / 0.98	0.47	6.44	5.60 / 1.06	0.84	0.35 ***
3. Faculty care about me as an individual.	6.28	5.93 / 1.15	0.35	6.22	5.32 / 1.49	0.90	0.61 ***
8. The content of the courses within my major is valuable.	6.67	6.04 / 1.22	0.63	6.60	5.70 / 1.35	0.90	0.34 ***
16. The instruction in my major field is excellent.	6.61	6.14 / 1.14	0.47	6.58	5.69 / 1.37	0.89	0.45 ***
25. Faculty are fair and unbiased in their treatment of individual students.	6.40	5.92 / 1.27	0.48	6.45	5.50 / 1.47	0.95	0.42 ***
39. I am able to experience intellectual growth here.	6.47	6.14 / 1.14	0.33	6.52	5.82 / 1.31	0.70	0.32 ***
41. There is a commitment to academic excellence on this campus.	6.47	5.97 / 1.28	0.50	6.44	5.66 / 1.38	0.78	0.31 ***
47. Faculty provide timely feedback about student progress in a course.	6.48	5.65 / 1.45	0.83	6.46	5.30 / 1.55	1.16	0.35 ***
53. Faculty take into consideration student differences as they teach a course.	6.17	5.58 / 1.50	0.59	6.27	5.20 / 1.59	1.07	0.38 ***
58. The quality of instruction I receive in most of my classes is excellent.	6.58	5.97 / 1.26	0.61	6.57	5.61 / 1.39	0.96	0.36 ***
61. Adjunct faculty are competent as classroom instructors.	6.14	5.90 / 1.22	0.24	6.31	5.57 / 1.42	0.74	0.33 ***
65. Faculty are usually available after class and during office hours.	6.46	6.07 / 1.18	0.39	6.40	5.84 / 1.31	0.56	0.23 **
68. Nearly all of the faculty are knowledgeable in their field.	6.55	6.22 / 1.06	0.33	6.58	5.93 / 1.25	0.65	0.29 ***
69. There is a good variety of courses provided on this campus.	6.39	6.00 / 1.16	0.39	6.48	5.71 / 1.42	0.77	0.29 **
70. Graduate teaching assistants are competent as classroom instructors.	6.04	5.76 / 1.31	0.28	6.27	5.45 / 1.50	0.82	0.31 **

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 32234 records.

Institutional Summary

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

Scale/Item	Southwestern Oklahoma State University - SSI			National Four-Year Publics - Southern			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
RECRUITMENT AND FINANCIAL AID	6.32	5.77 / 1.09	0.55	6.31	5.28 / 1.26	1.03	0.49 ***
4. Admissions staff are knowledgeable.	6.32	6.00 / 1.20	0.32	6.31	5.41 / 1.48	0.90	0.59 ***
5. Financial aid counselors are helpful.	6.35	5.70 / 1.41	0.65	6.32	5.14 / 1.70	1.18	0.56 ***
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.41	5.70 / 1.41	0.71	6.40	5.18 / 1.69	1.22	0.52 ***
17. Adequate financial aid is available for most students.	6.44	5.56 / 1.44	0.88	6.42	5.15 / 1.69	1.27	0.41 ***
43. Admissions counselors respond to prospective students' unique needs and requests.	6.18	5.85 / 1.32	0.33	6.20	5.43 / 1.48	0.77	0.42 ***
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.17	5.81 / 1.41	0.36	6.18	5.42 / 1.51	0.76	0.39 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 32234 records.

Institutional Summary

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

Scale/Item	Southwestern Oklahoma State University - SSI			National Four-Year Publics - Southern			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
REGISTRATION EFFECTIVENESS	6.28	5.91 / 1.02	0.37	6.32	5.39 / 1.18	0.93	0.52 ***
11. Billing policies are reasonable.	6.31	5.58 / 1.48	0.73	6.26	5.04 / 1.64	1.22	0.54 ***
20. The business office is open during hours which are convenient for most students.	6.13	5.84 / 1.31	0.29	6.10	5.46 / 1.43	0.64	0.38 ***
27. The personnel involved in registration are helpful.	6.32	6.10 / 1.11	0.22	6.32	5.52 / 1.46	0.80	0.58 ***
34. I am able to register for classes I need with few conflicts.	6.56	6.05 / 1.33	0.51	6.59	5.32 / 1.72	1.27	0.73 ***
50. Class change (drop/add) policies are reasonable.	6.09	5.99 / 1.33	0.10	6.30	5.61 / 1.49	0.69	0.38 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 32234 records.

Institutional Summary

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

Scale/Item	Southwestern Oklahoma State University - SSI			National Four-Year Publics - Southern			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
RESPONSIVENESS TO DIVERSE POPULATIONS		5.92 / 1.21			5.52 / 1.37		0.40 ***
84. Institution's commitment to part-time students?		5.96 / 1.25			5.50 / 1.47		0.46 ***
85. Institution's commitment to evening students?		5.74 / 1.47			5.46 / 1.50		0.28 *
86. Institution's commitment to older, returning learners?		6.02 / 1.27			5.59 / 1.49		0.43 ***
87. Institution's commitment to under-represented populations?		5.90 / 1.34			5.54 / 1.47		0.36 **
88. Institution's commitment to commuters?		5.81 / 1.35			5.31 / 1.65		0.50 ***
89. Institution's commitment to students with disabilities?		6.11 / 1.20			5.76 / 1.41		0.35 **

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 32234 records.

Institutional Summary

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

Scale/Item	Southwestern Oklahoma State University - SSI			National Four-Year Publics - Southern			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SAFETY AND SECURITY	6.39	5.46 / 1.17	0.93	6.39	4.90 / 1.34	1.49	0.56 ***
7. The campus is safe and secure for all students.	6.58	6.24 / 1.00	0.34	6.53	5.39 / 1.62	1.14	0.85 ***
21. The amount of student parking space on campus is adequate.	6.18	4.17 / 2.08	2.01	6.24	3.67 / 2.10	2.57	0.50 ***
28. Parking lots are well-lighted and secure.	6.27	5.49 / 1.55	0.78	6.30	5.15 / 1.64	1.15	0.34 **
36. Security staff respond quickly in emergencies.	6.54	5.99 / 1.35	0.55	6.50	5.53 / 1.51	0.97	0.46 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 32234 records.

Institutional Summary

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

Scale/Item	Southwestern Oklahoma State University - SSI			National Four-Year Publics - Southern			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SERVICE EXCELLENCE	6.15	5.81 / 0.97	0.34	6.20	5.39 / 1.11	0.81	0.42 ***
2. The campus staff are caring and helpful.	6.48	6.15 / 0.98	0.33	6.37	5.48 / 1.39	0.89	0.67 ***
13. Library staff are helpful and approachable.	5.80	5.88 / 1.21	-0.08	5.94	5.80 / 1.29	0.14	0.08
15. The staff in the health services area are competent.	6.15	5.72 / 1.42	0.43	6.20	5.52 / 1.46	0.68	0.20
22. Counseling staff care about students as individuals.	6.17	5.81 / 1.42	0.36	6.20	5.43 / 1.46	0.77	0.38 ***
27. The personnel involved in registration are helpful.	6.32	6.10 / 1.11	0.22	6.32	5.52 / 1.46	0.80	0.58 ***
57. I seldom get the "run-around" when seeking information on this campus.	6.26	5.58 / 1.59	0.68	6.29	4.99 / 1.80	1.30	0.59 ***
60. I generally know what's happening on campus.	5.91	5.54 / 1.53	0.37	6.03	5.28 / 1.57	0.75	0.26 *
71. Channels for expressing student complaints are readily available.	6.05	5.61 / 1.43	0.44	6.20	5.09 / 1.69	1.11	0.52 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 32234 records.

Institutional Summary

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

Scale/Item	Southwestern Oklahoma State University - SSI			National Four-Year Publics - Southern			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
STUDENT CENTEREDNESS	6.28	5.95 / 0.97	0.33	6.27	5.47 / 1.18	0.80	0.48 ***
1. Most students feel a sense of belonging here.	5.92	5.75 / 1.21	0.17	5.94	5.34 / 1.44	0.60	0.41 ***
2. The campus staff are caring and helpful.	6.48	6.15 / 0.98	0.33	6.37	5.48 / 1.39	0.89	0.67 ***
10. Administrators are approachable to students.	6.15	5.87 / 1.17	0.28	6.11	5.33 / 1.47	0.78	0.54 ***
29. It is an enjoyable experience to be a student on this campus.	6.40	6.02 / 1.27	0.38	6.43	5.61 / 1.48	0.82	0.41 ***
45. Students are made to feel welcome on this campus.	6.40	6.01 / 1.28	0.39	6.37	5.69 / 1.41	0.68	0.32 ***
59. This institution shows concern for students as individuals.	6.34	5.91 / 1.25	0.43	6.41	5.39 / 1.55	1.02	0.52 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 32234 records.

Institutional Summary

Items: In Sequential Order

Item	Southwestern Oklahoma State University - SSI			National Four-Year Publics - Southern			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. Most students feel a sense of belonging here.	5.92	5.75 / 1.21	0.17	5.94	5.34 / 1.44	0.60	0.41 ***
2. The campus staff are caring and helpful.	6.48	6.15 / 0.98	0.33	6.37	5.48 / 1.39	0.89	0.67 ***
3. Faculty care about me as an individual.	6.28	5.93 / 1.15	0.35	6.22	5.32 / 1.49	0.90	0.61 ***
4. Admissions staff are knowledgeable.	6.32	6.00 / 1.20	0.32	6.31	5.41 / 1.48	0.90	0.59 ***
5. Financial aid counselors are helpful.	6.35	5.70 / 1.41	0.65	6.32	5.14 / 1.70	1.18	0.56 ***
6. My academic advisor is approachable.	6.56	5.92 / 1.49	0.64	6.51	5.74 / 1.60	0.77	0.18
7. The campus is safe and secure for all students.	6.58	6.24 / 1.00	0.34	6.53	5.39 / 1.62	1.14	0.85 ***
8. The content of the courses within my major is valuable.	6.67	6.04 / 1.22	0.63	6.60	5.70 / 1.35	0.90	0.34 ***
9. A variety of intramural activities are offered.	5.04	5.63 / 1.36	-0.59	5.17	5.48 / 1.41	-0.31	0.15
10. Administrators are approachable to students.	6.15	5.87 / 1.17	0.28	6.11	5.33 / 1.47	0.78	0.54 ***
11. Billing policies are reasonable.	6.31	5.58 / 1.48	0.73	6.26	5.04 / 1.64	1.22	0.54 ***
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.41	5.70 / 1.41	0.71	6.40	5.18 / 1.69	1.22	0.52 ***
13. Library staff are helpful and approachable.	5.80	5.88 / 1.21	-0.08	5.94	5.80 / 1.29	0.14	0.08
14. My academic advisor is concerned about my success as an individual.	6.45	5.96 / 1.40	0.49	6.42	5.56 / 1.62	0.86	0.40 ***
15. The staff in the health services area are competent.	6.15	5.72 / 1.42	0.43	6.20	5.52 / 1.46	0.68	0.20
16. The instruction in my major field is excellent.	6.61	6.14 / 1.14	0.47	6.58	5.69 / 1.37	0.89	0.45 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 32234 records.

Institutional Summary

Items: In Sequential Order

Item	Southwestern Oklahoma State University - SSI			National Four-Year Publics - Southern			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
17. Adequate financial aid is available for most students.	6.44	5.56 / 1.44	0.88	6.42	5.15 / 1.69	1.27	0.41 ***
18. Library resources and services are adequate.	6.21	5.91 / 1.23	0.30	6.25	5.81 / 1.28	0.44	0.10
19. My academic advisor helps me set goals to work toward.	6.31	5.72 / 1.48	0.59	6.24	5.31 / 1.71	0.93	0.41 ***
20. The business office is open during hours which are convenient for most students.	6.13	5.84 / 1.31	0.29	6.10	5.46 / 1.43	0.64	0.38 ***
21. The amount of student parking space on campus is adequate.	6.18	4.17 / 2.08	2.01	6.24	3.67 / 2.10	2.57	0.50 ***
22. Counseling staff care about students as individuals.	6.17	5.81 / 1.42	0.36	6.20	5.43 / 1.46	0.77	0.38 ***
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.07	4.63 / 1.87	1.44	6.14	4.97 / 1.68	1.17	-0.34 *
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.21	5.07 / 1.67	0.14	5.58	5.13 / 1.68	0.45	-0.06
25. Faculty are fair and unbiased in their treatment of individual students.	6.40	5.92 / 1.27	0.48	6.45	5.50 / 1.47	0.95	0.42 ***
26. Computer labs are adequate and accessible.	6.29	5.94 / 1.32	0.35	6.29	5.69 / 1.43	0.60	0.25 **
27. The personnel involved in registration are helpful.	6.32	6.10 / 1.11	0.22	6.32	5.52 / 1.46	0.80	0.58 ***
28. Parking lots are well-lighted and secure.	6.27	5.49 / 1.55	0.78	6.30	5.15 / 1.64	1.15	0.34 **
29. It is an enjoyable experience to be a student on this campus.	6.40	6.02 / 1.27	0.38	6.43	5.61 / 1.48	0.82	0.41 ***
30. Residence hall staff are concerned about me as an individual.	5.75	5.29 / 1.66	0.46	5.87	5.17 / 1.62	0.70	0.12
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.69	5.92 / 1.26	-0.23	5.83	5.66 / 1.40	0.17	0.26 *

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 32234 records.

Institutional Summary

Items: In Sequential Order

Item	Southwestern Oklahoma State University - SSI			National Four-Year Publics - Southern			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
32. Tutoring services are readily available.	6.00	5.89 / 1.36	0.11	6.19	5.69 / 1.42	0.50	0.20
33. My academic advisor is knowledgeable about requirements in my major.	6.62	6.29 / 1.19	0.33	6.59	5.81 / 1.54	0.78	0.48 ***
34. I am able to register for classes I need with few conflicts.	6.56	6.05 / 1.33	0.51	6.59	5.32 / 1.72	1.27	0.73 ***
35. The assessment and course placement procedures are reasonable.	6.32	5.98 / 1.16	0.34	6.33	5.56 / 1.41	0.77	0.42 ***
36. Security staff respond quickly in emergencies.	6.54	5.99 / 1.35	0.55	6.50	5.53 / 1.51	0.97	0.46 ***
37. I feel a sense of pride about my campus.	5.96	5.82 / 1.42	0.14	6.08	5.54 / 1.53	0.54	0.28 **
38. There is an adequate selection of food available in the cafeteria.	6.04	5.16 / 1.83	0.88	6.09	4.69 / 1.85	1.40	0.47 ***
39. I am able to experience intellectual growth here.	6.47	6.14 / 1.14	0.33	6.52	5.82 / 1.31	0.70	0.32 ***
40. Residence hall regulations are reasonable.	5.83	5.20 / 1.77	0.63	5.99	5.20 / 1.62	0.79	0.00
41. There is a commitment to academic excellence on this campus.	6.47	5.97 / 1.28	0.50	6.44	5.66 / 1.38	0.78	0.31 ***
42. There are a sufficient number of weekend activities for students.	5.46	4.74 / 1.95	0.72	5.68	4.85 / 1.73	0.83	-0.11
43. Admissions counselors respond to prospective students' unique needs and requests.	6.18	5.85 / 1.32	0.33	6.20	5.43 / 1.48	0.77	0.42 ***
44. Academic support services adequately meet the needs of students.	6.22	5.83 / 1.29	0.39	6.28	5.54 / 1.39	0.74	0.29 **
45. Students are made to feel welcome on this campus.	6.40	6.01 / 1.28	0.39	6.37	5.69 / 1.41	0.68	0.32 ***
46. I can easily get involved in campus organizations.	5.91	5.75 / 1.55	0.16	6.03	5.55 / 1.50	0.48	0.20 *

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 32234 records.

Institutional Summary
Items: In Sequential Order

Item	Southwestern Oklahoma State University - SSI			National Four-Year Publics - Southern			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
47. Faculty provide timely feedback about student progress in a course.	6.48	5.65 / 1.45	0.83	6.46	5.30 / 1.55	1.16	0.35 ***
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.17	5.81 / 1.41	0.36	6.18	5.42 / 1.51	0.76	0.39 ***
49. There are adequate services to help me decide upon a career.	6.25	5.67 / 1.41	0.58	6.33	5.42 / 1.52	0.91	0.25 *
50. Class change (drop/add) policies are reasonable.	6.09	5.99 / 1.33	0.10	6.30	5.61 / 1.49	0.69	0.38 ***
51. This institution has a good reputation within the community.	6.36	6.29 / 1.01	0.07	6.32	5.71 / 1.45	0.61	0.58 ***
52. The student center is a comfortable place for students to spend their leisure time.	5.93	5.77 / 1.49	0.16	6.02	5.50 / 1.52	0.52	0.27 *
53. Faculty take into consideration student differences as they teach a course.	6.17	5.58 / 1.50	0.59	6.27	5.20 / 1.59	1.07	0.38 ***
54. Bookstore staff are helpful.	5.92	5.41 / 1.72	0.51	6.07	5.69 / 1.43	0.38	-0.28 **
55. Major requirements are clear and reasonable.	6.47	6.13 / 1.24	0.34	6.52	5.69 / 1.41	0.83	0.44 ***
56. The student handbook provides helpful information about campus life.	5.79	5.75 / 1.37	0.04	5.89	5.51 / 1.43	0.38	0.24 *
57. I seldom get the "run-around" when seeking information on this campus.	6.26	5.58 / 1.59	0.68	6.29	4.99 / 1.80	1.30	0.59 ***
58. The quality of instruction I receive in most of my classes is excellent.	6.58	5.97 / 1.26	0.61	6.57	5.61 / 1.39	0.96	0.36 ***
59. This institution shows concern for students as individuals.	6.34	5.91 / 1.25	0.43	6.41	5.39 / 1.55	1.02	0.52 ***
60. I generally know what's happening on campus.	5.91	5.54 / 1.53	0.37	6.03	5.28 / 1.57	0.75	0.26 *
61. Adjunct faculty are competent as classroom instructors.	6.14	5.90 / 1.22	0.24	6.31	5.57 / 1.42	0.74	0.33 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 32234 records.

Institutional Summary

Items: In Sequential Order

Item	Southwestern Oklahoma State University - SSI			National Four-Year Publics - Southern			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
62. There is a strong commitment to racial harmony on this campus.	6.04	5.85 / 1.34	0.19	6.16	5.68 / 1.41	0.48	0.17
63. Student disciplinary procedures are fair.	6.08	5.84 / 1.42	0.24	6.25	5.64 / 1.41	0.61	0.20 *
64. New student orientation services help students adjust to college.	5.87	5.48 / 1.60	0.39	6.13	5.45 / 1.56	0.68	0.03
65. Faculty are usually available after class and during office hours.	6.46	6.07 / 1.18	0.39	6.40	5.84 / 1.31	0.56	0.23 **
66. Tuition paid is a worthwhile investment.	6.51	5.77 / 1.38	0.74	6.52	5.39 / 1.60	1.13	0.38 ***
67. Freedom of expression is protected on campus.	6.10	5.89 / 1.32	0.21	6.28	5.74 / 1.39	0.54	0.15
68. Nearly all of the faculty are knowledgeable in their field.	6.55	6.22 / 1.06	0.33	6.58	5.93 / 1.25	0.65	0.29 ***
69. There is a good variety of courses provided on this campus.	6.39	6.00 / 1.16	0.39	6.48	5.71 / 1.42	0.77	0.29 **
70. Graduate teaching assistants are competent as classroom instructors.	6.04	5.76 / 1.31	0.28	6.27	5.45 / 1.50	0.82	0.31 **
71. Channels for expressing student complaints are readily available.	6.05	5.61 / 1.43	0.44	6.20	5.09 / 1.69	1.11	0.52 ***
72. On the whole, the campus is well-maintained.	6.32	6.13 / 1.27	0.19	6.41	5.89 / 1.32	0.52	0.24 **
73. Student activities fees are put to good use.	6.09	5.04 / 1.81	1.05	6.23	4.97 / 1.70	1.26	0.07
74. Campus item: I feel a connection with other SWOSU students.	5.91	5.47 / 1.49	0.44				
75. Campus item: I feel a connection with my SWOSU teachers.	6.17	5.86 / 1.29	0.31				
76. Campus item: I feel a connection with the community of Weatherford/Sayre.	5.53	5.17 / 1.78	0.36				

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 32234 records.

Institutional Summary

Items: In Sequential Order

Item	Southwestern Oklahoma State University - SSI			National Four-Year Publics - Southern			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
77. Campus item: There is plenty to do in town when I have free time, on the weekends, etc.	5.78	4.31 / 2.11	1.47				
78. Campus item: I usually stay in town rather than drive out of town on the weekends.	5.38	5.01 / 2.02	0.37				
79. Campus item: I participate in SWOSU activities (campus organizations, sports events, Panorama events, etc.).	5.60	5.42 / 1.60	0.18				
80. Campus item: I want to continue to attend SWOSU and graduate from SWOSU.	6.54	6.48 / 1.06	0.06				
81. Campus item 8							
82. Campus item 9							
83. Campus item 10							
84. Institution's commitment to part-time students?		5.96 / 1.25			5.50 / 1.47		0.46 ***
85. Institution's commitment to evening students?		5.74 / 1.47			5.46 / 1.50		0.28 *
86. Institution's commitment to older, returning learners?		6.02 / 1.27			5.59 / 1.49		0.43 ***
87. Institution's commitment to under-represented populations?		5.90 / 1.34			5.54 / 1.47		0.36 **
88. Institution's commitment to commuters?		5.81 / 1.35			5.31 / 1.65		0.50 ***
89. Institution's commitment to students with disabilities?		6.11 / 1.20			5.76 / 1.41		0.35 **
90. Cost as factor in decision to enroll.	6.35			6.28			
91. Financial aid as factor in decision to enroll.	6.06			6.19			
92. Academic reputation as factor in decision to enroll.	6.12			6.13			

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 32234 records.

Institutional Summary
Items: In Sequential Order

Item	Southwestern Oklahoma State University - SSI			National Four-Year Publics - Southern			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
93. Size of institution as factor in decision to enroll.	5.64			5.42			
94. Opportunity to play sports as factor in decision to enroll.	3.37			3.69			
95. Recommendations from family/friends as factor in decision to enroll.	5.24			5.04			
96. Geographic setting as factor in decision to enroll.	5.18			5.70			
97. Campus appearance as factor in decision to enroll.	4.89			5.55			
98. Personalized attention prior to enrollment as factor in decision to enroll.	5.47			5.57			

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 32234 records.

Institutional Summary

Summary Items

Summary Item	Southwestern Oklahoma State University - SSI	National Four-Year Publics - Southern	Mean Difference
So far, how has your college experience met your expectations? 1=Much worse than expected 2=Quite a bit worse than I expected 3=Worse than I expected 4=About what I expected 5=Better than I expected 6=Quite a bit better than I expected 7=Much better than expected	Average: 5.01 1% 0% 5% 30% 31% 11% 19%	Average: 4.74 2% 2% 9% 33% 25% 13% 14%	0.27
Rate your overall satisfaction with your experience here thus far. 1=Not satisfied at all 2=Not very satisfied 3=Somewhat dissatisfied 4=Neutral 5=Somewhat satisfied 6=Satisfied 7=Very satisfied	Average: 5.93 0% 1% 3% 5% 8% 46% 33%	Average: 5.45 1% 3% 6% 9% 17% 39% 21%	0.48
All in all, if you had to do it over, would you enroll here again? 1=Definitely not 2=Probably not 3=Maybe not 4=I don't know 5=Maybe yes 6=Probably yes 7=Definitely yes	Average: 6.06 2% 2% 1% 4% 9% 28% 51%	Average: 5.54 3% 6% 5% 8% 10% 27% 38%	0.52

Institutional Summary
Scales: In Order of Importance

Scale	Southwestern Oklahoma State			Sophomore			Junior			Graduate/Professional		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
Academic Advising	6.48	6.00	0.48	6.63	6.20	0.43	6.56	5.93	0.63	6.39	6.04	0.35
Instructional Effectiveness	6.42	5.95	0.47	6.51	5.91	0.60	6.47	5.89	0.58	6.38	6.07	0.31
Safety and Security	6.39	5.46	0.93	6.48	5.31	1.17	6.43	5.36	1.07	6.35	5.63	0.72
Recruitment and Financial Aid	6.32	5.77	0.55	6.38	5.67	0.71	6.46	5.82	0.64	6.20	5.77	0.43
Registration Effectiveness	6.28	5.91	0.37	6.44	5.88	0.56	6.40	5.77	0.63	6.16	6.03	0.13
Student Centeredness	6.28	5.95	0.33	6.42	5.95	0.47	6.32	5.95	0.37	6.21	6.02	0.19
Concern for the Individual	6.27	5.85	0.42	6.35	5.89	0.46	6.32	5.77	0.55	6.23	5.94	0.29
Campus Climate	6.25	5.90	0.35	6.36	5.89	0.47	6.27	5.88	0.39	6.21	5.99	0.22
Service Excellence	6.15	5.81	0.34	6.28	5.89	0.39	6.16	5.69	0.47	6.09	5.89	0.20
Campus Support Services	6.10	5.79	0.31	6.20	5.86	0.34	6.17	5.71	0.46	6.01	5.83	0.18
Campus Life	5.79	5.44	0.35	5.84	5.45	0.39	5.83	5.29	0.54	5.75	5.59	0.16
Responsiveness to Diverse Populations		5.92			5.96			5.88			6.07	

Institutional Summary
Items: In Order of Importance

Item	Southwestern Oklahoma State			Sophomore			Junior			Graduate/Professional		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
8. The content of the courses within my major is valuable.	6.67	6.04	0.63	6.81	6.11	0.70	6.64	5.90	0.74	6.67	6.16	0.51
33. My academic advisor is knowledgeable about requirements in my major.	6.62	6.29	0.33	6.77	6.55	0.22	6.67	6.11	0.56	6.57	6.40	0.17
16. The instruction in my major field is excellent.	6.61	6.14	0.47	6.70	6.21	0.49	6.69	6.00	0.69	6.59	6.21	0.38
7. The campus is safe and secure for all students.	6.58	6.24	0.34	6.66	6.24	0.42	6.62	6.27	0.35	6.50	6.28	0.22
58. The quality of instruction I receive in most of my classes is excellent.	6.58	5.97	0.61	6.71	5.87	0.84	6.71	5.87	0.84	6.50	6.12	0.38
6. My academic advisor is approachable.	6.56	5.92	0.64	6.81	6.22	0.59	6.69	6.03	0.66	6.38	5.85	0.53
34. I am able to register for classes I need with few conflicts.	6.56	6.05	0.51	6.73	6.03	0.70	6.57	5.79	0.78	6.50	6.29	0.21
68. Nearly all of the faculty are knowledgeable in their field.	6.55	6.22	0.33	6.63	6.34	0.29	6.56	6.19	0.37	6.55	6.21	0.34
36. Security staff respond quickly in emergencies.	6.54	5.99	0.55	6.71	6.08	0.63	6.56	5.84	0.72	6.49	6.06	0.43
80. Campus: I want to continue to attend SWOSU and graduate from SWOSU.	6.54	6.48	0.06	6.57	6.55	0.02	6.60	6.51	0.09	6.54	6.53	0.01
66. Tuition paid is a worthwhile investment.	6.51	5.77	0.74	6.63	5.85	0.78	6.49	5.70	0.79	6.50	5.81	0.69
2. The campus staff are caring and helpful.	6.48	6.15	0.33	6.55	6.13	0.42	6.61	6.13	0.48	6.38	6.21	0.17
47. Faculty provide timely feedback about student progress in a course.	6.48	5.65	0.83	6.64	5.53	1.11	6.52	5.67	0.85	6.43	5.78	0.65

Institutional Summary
Items: In Order of Importance

Item	Southwestern Oklahoma State			Sophomore			Junior			Graduate/Professional		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
39. I am able to experience intellectual growth here.	6.47	6.14	0.33	6.57	6.16	0.41	6.57	6.06	0.51	6.44	6.25	0.19
41. There is a commitment to academic excellence on this campus.	6.47	5.97	0.50	6.39	5.95	0.44	6.67	5.97	0.70	6.45	6.07	0.38
55. Major requirements are clear and reasonable.	6.47	6.13	0.34	6.59	6.06	0.53	6.52	5.91	0.61	6.41	6.32	0.09
65. Faculty are usually available after class and during office hours.	6.46	6.07	0.39	6.58	6.13	0.45	6.49	6.09	0.40	6.41	6.06	0.35
14. My academic advisor is concerned about my success as an individual.	6.45	5.96	0.49	6.61	6.21	0.40	6.50	5.96	0.54	6.37	5.90	0.47
17. Adequate financial aid is available for most students.	6.44	5.56	0.88	6.67	5.51	1.16	6.59	5.67	0.92	6.26	5.49	0.77
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.41	5.70	0.71	6.61	5.59	1.02	6.50	5.65	0.85	6.22	5.74	0.48
25. Faculty are fair and unbiased in their treatment of individual students.	6.40	5.92	0.48	6.48	5.93	0.55	6.47	5.89	0.58	6.36	5.99	0.37
29. It is an enjoyable experience to be a student on this campus.	6.40	6.02	0.38	6.62	6.05	0.57	6.31	6.14	0.17	6.36	6.08	0.28
45. Students are made to feel welcome on this campus.	6.40	6.01	0.39	6.47	5.89	0.58	6.51	6.12	0.39	6.36	6.04	0.32
69. There is a good variety of courses provided on this campus.	6.39	6.00	0.39	6.58	6.00	0.58	6.56	5.94	0.62	6.22	6.06	0.16
51. This institution has a good reputation within the community.	6.36	6.29	0.07	6.39	6.24	0.15	6.33	6.24	0.09	6.43	6.39	0.04
5. Financial aid counselors are helpful.	6.35	5.70	0.65	6.36	5.76	0.60	6.54	5.81	0.73	6.19	5.54	0.65

Institutional Summary
Items: In Order of Importance

Item	Southwestern Oklahoma State			Sophomore			Junior			Graduate/Professional		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
90. Cost as factor in decision to enroll.	6.35			6.16			6.58			6.36		
59. This institution shows concern for students as individuals.	6.34	5.91	0.43	6.44	5.89	0.55	6.35	5.72	0.63	6.31	6.08	0.23
4. Admissions staff are knowledgeable.	6.32	6.00	0.32	6.28	5.97	0.31	6.46	6.14	0.32	6.27	5.95	0.32
27. The personnel involved in registration are helpful.	6.32	6.10	0.22	6.40	6.17	0.23	6.36	5.94	0.42	6.28	6.18	0.10
35. The assessment and course placement procedures are reasonable.	6.32	5.98	0.34	6.37	5.89	0.48	6.31	5.88	0.43	6.33	6.12	0.21
72. On the whole, the campus is well-maintained.	6.32	6.13	0.19	6.34	6.18	0.16	6.39	5.96	0.43	6.32	6.29	0.03
11. Billing policies are reasonable.	6.31	5.58	0.73	6.44	5.51	0.93	6.51	5.42	1.09	6.14	5.72	0.42
19. My academic advisor helps me set goals to work toward.	6.31	5.72	0.59	6.39	5.97	0.42	6.40	5.65	0.75	6.24	5.72	0.52
26. Computer labs are adequate and accessible.	6.29	5.94	0.35	6.52	6.27	0.25	6.31	5.90	0.41	6.14	5.78	0.36
3. Faculty care about me as an individual.	6.28	5.93	0.35	6.26	5.86	0.40	6.44	5.99	0.45	6.26	6.04	0.22
28. Parking lots are well-lighted and secure.	6.27	5.49	0.78	6.31	5.41	0.90	6.31	5.38	0.93	6.29	5.67	0.62
57. I seldom get the "run-around" when seeking information on this campus.	6.26	5.58	0.68	6.35	5.56	0.79	6.27	5.48	0.79	6.27	5.73	0.54
49. There are adequate services to help me decide upon a career.	6.25	5.67	0.58	6.37	5.56	0.81	6.29	5.58	0.71	6.21	5.94	0.27

Institutional Summary
Items: In Order of Importance

Item	Southwestern Oklahoma State			Sophomore			Junior			Graduate/Professional		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
44. Academic support services adequately meet the needs of students.	6.22	5.83	0.39	6.17	5.61	0.56	6.36	5.79	0.57	6.20	5.94	0.26
18. Library resources and services are adequate.	6.21	5.91	0.30	6.21	6.05	0.16	6.44	5.77	0.67	6.09	5.91	0.18
21. The amount of student parking space on campus is adequate.	6.18	4.17	2.01	6.25	3.72	2.53	6.24	4.06	2.18	6.14	4.53	1.61
43. Admissions counselors respond to prospective students' unique needs and requests.	6.18	5.85	0.33	6.16	5.45	0.71	6.35	5.88	0.47	6.12	6.05	0.07
22. Counseling staff care about students as individuals.	6.17	5.81	0.36	6.37	5.93	0.44	6.17	5.64	0.53	6.08	5.86	0.22
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.17	5.81	0.36	6.20	5.72	0.48	6.30	5.78	0.52	6.08	5.93	0.15
53. Faculty take into consideration student differences as they teach a course.	6.17	5.58	0.59	6.31	5.24	1.07	6.19	5.49	0.70	6.10	5.89	0.21
75. Campus: I feel a connection with my SWOSU teachers.	6.17	5.86	0.31	6.10	5.82	0.28	6.24	5.71	0.53	6.18	5.99	0.19
10. Administrators are approachable to students.	6.15	5.87	0.28	6.37	5.87	0.50	6.16	5.78	0.38	6.02	5.93	0.09
15. The staff in the health services area are competent.	6.15	5.72	0.43	6.26	6.13	0.13	6.20	5.54	0.66	6.11	5.71	0.40
61. Adjunct faculty are competent as classroom instructors.	6.14	5.90	0.24	6.14	5.70	0.44	6.15	5.75	0.40	6.18	6.12	0.06
20. The business office is open during hours which are convenient for most students.	6.13	5.84	0.29	6.35	5.95	0.40	6.25	5.88	0.37	5.97	5.76	0.21

Institutional Summary
Items: In Order of Importance

Item	Southwestern Oklahoma State			Sophomore			Junior			Graduate/Professional		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
92. Academic reputation as factor in decision to enroll.	6.12			6.18			6.17			6.13		
67. Freedom of expression is protected on campus.	6.10	5.89	0.21	6.30	5.83	0.47	6.11	5.78	0.33	5.97	6.02	-0.05
50. Class change (drop/add) policies are reasonable.	6.09	5.99	0.10	6.29	5.77	0.52	6.32	5.87	0.45	5.87	6.19	-0.32
73. Student activities fees are put to good use.	6.09	5.04	1.05	6.15	5.24	0.91	6.30	4.93	1.37	5.94	4.99	0.95
63. Student disciplinary procedures are fair.	6.08	5.84	0.24	6.07	5.89	0.18	6.21	5.78	0.43	5.99	5.83	0.16
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.07	4.63	1.44	6.34	4.60	1.74	6.13	4.26	1.87	5.89	4.94	0.95
91. Financial aid as factor in decision to enroll.	6.06			6.10			6.20			6.02		
71. Channels for expressing student complaints are readily available.	6.05	5.61	0.44	6.29	5.88	0.41	6.03	5.43	0.60	5.95	5.65	0.30
38. There is an adequate selection of food available in the cafeteria.	6.04	5.16	0.88	6.23	5.22	1.01	6.11	4.73	1.38	5.88	5.38	0.50
62. There is a strong commitment to racial harmony on this campus.	6.04	5.85	0.19	6.20	5.78	0.42	6.02	5.87	0.15	5.95	5.95	0.00
70. Graduate teaching assistants are competent as classroom instructors.	6.04	5.76	0.28	6.31	5.64	0.67	5.86	5.63	0.23	5.99	5.85	0.14
32. Tutoring services are readily available.	6.00	5.89	0.11	6.07	6.04	0.03	6.10	5.80	0.30	5.82	5.91	-0.09

Institutional Summary
Items: In Order of Importance

Item	Southwestern Oklahoma State			Sophomore			Junior			Graduate/Professional		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
37. I feel a sense of pride about my campus.	5.96	5.82	0.14	6.07	5.71	0.36	5.81	5.99	-0.18	6.02	5.83	0.19
52. The student center is a comfortable place for students to spend their leisure time.	5.93	5.77	0.16	6.07	5.91	0.16	5.70	5.51	0.19	5.99	5.92	0.07
1. Most students feel a sense of belonging here.	5.92	5.75	0.17	6.08	5.89	0.19	6.00	5.81	0.19	5.81	5.79	0.02
54. Bookstore staff are helpful.	5.92	5.41	0.51	6.08	5.51	0.57	5.89	5.25	0.64	5.91	5.55	0.36
46. I can easily get involved in campus organizations.	5.91	5.75	0.16	5.85	5.71	0.14	6.05	5.81	0.24	5.87	5.96	-0.09
60. I generally know what's happening on campus.	5.91	5.54	0.37	6.06	5.43	0.63	5.81	5.38	0.43	5.85	5.78	0.07
74. Campus: I feel a connection with other SWOSU students.	5.91	5.47	0.44	5.75	5.30	0.45	5.95	5.41	0.54	6.00	5.66	0.34
64. New student orientation services help students adjust to college.	5.87	5.48	0.39	6.14	5.67	0.47	5.90	5.31	0.59	5.65	5.61	0.04
40. Residence hall regulations are reasonable.	5.83	5.20	0.63	5.92	5.29	0.63	6.08	5.00	1.08	5.59	5.22	0.37
13. Library staff are helpful and approachable.	5.80	5.88	-0.08	5.95	5.96	-0.01	5.79	5.86	-0.07	5.66	5.80	-0.14
56. The student handbook provides helpful information about campus life.	5.79	5.75	0.04	5.69	5.61	0.08	5.81	5.52	0.29	5.85	6.02	-0.17
77. Campus: There is plenty to do in town when I have free time, on the weekends, etc.	5.78	4.31	1.47	5.88	4.21	1.67	5.77	4.02	1.75	5.76	4.62	1.14

Institutional Summary
Items: In Order of Importance

Item	Southwestern Oklahoma State			Sophomore			Junior			Graduate/Professional		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
30. Residence hall staff are concerned about me as an individual.	5.75	5.29	0.46	5.81	5.30	0.51	5.74	5.12	0.62	5.75	5.48	0.27
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.69	5.92	-0.23	5.55	5.81	-0.26	5.51	5.91	-0.40	5.89	6.04	-0.15
93. Size of institution as factor in decision to enroll.	5.64			5.82			5.63			5.62		
79. Campus: I participate in SWOSU activities (campus organizations, sports events, Panorama events, etc.).	5.60	5.42	0.18	5.78	5.50	0.28	5.70	5.27	0.43	5.43	5.62	-0.19
76. Campus: I feel a connection with the community of Weatherford/Sayre.	5.53	5.17	0.36	5.73	5.17	0.56	5.52	4.88	0.64	5.39	5.44	-0.05
98. Personalized attention prior to enrollment as factor in decision to enroll.	5.47			5.26			5.67			5.55		
42. There are a sufficient number of weekend activities for students.	5.46	4.74	0.72	5.31	4.48	0.83	5.43	4.68	0.75	5.54	5.06	0.48
78. Campus: I usually stay in town rather than drive out of town on the weekends.	5.38	5.01	0.37	5.80	5.13	0.67	5.02	4.69	0.33	5.35	5.30	0.05
95. Recommendations from family/friends as factor in decision to enroll.	5.24			5.21			5.47			5.11		
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.21	5.07	0.14	5.25	5.02	0.23	4.87	4.98	-0.11	5.40	5.14	0.26
96. Geographic setting as factor in decision to enroll.	5.18			5.00			4.91			5.46		

Institutional Summary
Items: In Order of Importance

Item	Southwestern Oklahoma State			Sophomore			Junior			Graduate/Professional		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
9. A variety of intramural activities are offered.	5.04	5.63	-0.59	4.87	5.74	-0.87	5.41	5.54	-0.13	4.88	5.79	-0.91
97. Campus appearance as factor in decision to enroll.	4.89			4.93			4.87			4.89		
94. Opportunity to play sports as factor in decision to enroll.	3.37			3.37			3.16			3.37		
81. Campus item 8												
82. Campus item 9												
83. Campus item 10												
84. Institution's commitment to part-time students?		5.96			5.97			5.96			6.08	
85. Institution's commitment to evening students?		5.74			5.69			5.48			5.99	
86. Institution's commitment to older, returning learners?		6.02			6.20			5.96			6.10	
87. Institution's commitment to under-represented populations?		5.90			5.84			6.06			6.04	
88. Institution's commitment to commuters?		5.81			5.80			5.77			6.01	
89. Institution's commitment to students with disabilities?		6.11			6.21			6.07			6.22	

Institutional Summary

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

Scale/Item	Southwestern Oklahoma State			Sophomore			Junior			Graduate/Professional		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
ACADEMIC ADVISING	6.48	6.00	0.48	6.63	6.20	0.43	6.56	5.93	0.63	6.39	6.04	0.35
6. My academic advisor is approachable.	6.56	5.92	0.64	6.81	6.22	0.59	6.69	6.03	0.66	6.38	5.85	0.53
14. My academic advisor is concerned about my success as an individual.	6.45	5.96	0.49	6.61	6.21	0.40	6.50	5.96	0.54	6.37	5.90	0.47
19. My academic advisor helps me set goals to work toward.	6.31	5.72	0.59	6.39	5.97	0.42	6.40	5.65	0.75	6.24	5.72	0.52
33. My academic advisor is knowledgeable about requirements in my major.	6.62	6.29	0.33	6.77	6.55	0.22	6.67	6.11	0.56	6.57	6.40	0.17
55. Major requirements are clear and reasonable.	6.47	6.13	0.34	6.59	6.06	0.53	6.52	5.91	0.61	6.41	6.32	0.09

Institutional Summary

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

Scale/Item	Southwestern Oklahoma State			Sophomore			Junior			Graduate/Professional		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
CAMPUS CLIMATE	6.25	5.90	0.35	6.36	5.89	0.47	6.27	5.88	0.39	6.21	5.99	0.22
1. Most students feel a sense of belonging here.	5.92	5.75	0.17	6.08	5.89	0.19	6.00	5.81	0.19	5.81	5.79	0.02
2. The campus staff are caring and helpful.	6.48	6.15	0.33	6.55	6.13	0.42	6.61	6.13	0.48	6.38	6.21	0.17
3. Faculty care about me as an individual.	6.28	5.93	0.35	6.26	5.86	0.40	6.44	5.99	0.45	6.26	6.04	0.22
7. The campus is safe and secure for all students.	6.58	6.24	0.34	6.66	6.24	0.42	6.62	6.27	0.35	6.50	6.28	0.22
10. Administrators are approachable to students.	6.15	5.87	0.28	6.37	5.87	0.50	6.16	5.78	0.38	6.02	5.93	0.09
29. It is an enjoyable experience to be a student on this campus.	6.40	6.02	0.38	6.62	6.05	0.57	6.31	6.14	0.17	6.36	6.08	0.28
37. I feel a sense of pride about my campus.	5.96	5.82	0.14	6.07	5.71	0.36	5.81	5.99	-0.18	6.02	5.83	0.19
41. There is a commitment to academic excellence on this campus.	6.47	5.97	0.50	6.39	5.95	0.44	6.67	5.97	0.70	6.45	6.07	0.38
45. Students are made to feel welcome on this campus.	6.40	6.01	0.39	6.47	5.89	0.58	6.51	6.12	0.39	6.36	6.04	0.32
51. This institution has a good reputation within the community.	6.36	6.29	0.07	6.39	6.24	0.15	6.33	6.24	0.09	6.43	6.39	0.04
57. I seldom get the "run-around" when seeking information on this campus.	6.26	5.58	0.68	6.35	5.56	0.79	6.27	5.48	0.79	6.27	5.73	0.54
59. This institution shows concern for students as individuals.	6.34	5.91	0.43	6.44	5.89	0.55	6.35	5.72	0.63	6.31	6.08	0.23

Institutional Summary

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

Scale/Item	Southwestern Oklahoma State			Sophomore			Junior			Graduate/Professional		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
60. I generally know what's happening on campus.	5.91	5.54	0.37	6.06	5.43	0.63	5.81	5.38	0.43	5.85	5.78	0.07
62. There is a strong commitment to racial harmony on this campus.	6.04	5.85	0.19	6.20	5.78	0.42	6.02	5.87	0.15	5.95	5.95	0.00
66. Tuition paid is a worthwhile investment.	6.51	5.77	0.74	6.63	5.85	0.78	6.49	5.70	0.79	6.50	5.81	0.69
67. Freedom of expression is protected on campus.	6.10	5.89	0.21	6.30	5.83	0.47	6.11	5.78	0.33	5.97	6.02	-0.05
71. Channels for expressing student complaints are readily available.	6.05	5.61	0.44	6.29	5.88	0.41	6.03	5.43	0.60	5.95	5.65	0.30

Institutional Summary

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

Scale/Item	Southwestern Oklahoma State			Sophomore			Junior			Graduate/Professional		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
CAMPUS LIFE	5.79	5.44	0.35	5.84	5.45	0.39	5.83	5.29	0.54	5.75	5.59	0.16
9. A variety of intramural activities are offered.	5.04	5.63	-0.59	4.87	5.74	-0.87	5.41	5.54	-0.13	4.88	5.79	-0.91
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.07	4.63	1.44	6.34	4.60	1.74	6.13	4.26	1.87	5.89	4.94	0.95
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.21	5.07	0.14	5.25	5.02	0.23	4.87	4.98	-0.11	5.40	5.14	0.26
30. Residence hall staff are concerned about me as an individual.	5.75	5.29	0.46	5.81	5.30	0.51	5.74	5.12	0.62	5.75	5.48	0.27
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.69	5.92	-0.23	5.55	5.81	-0.26	5.51	5.91	-0.40	5.89	6.04	-0.15
38. There is an adequate selection of food available in the cafeteria.	6.04	5.16	0.88	6.23	5.22	1.01	6.11	4.73	1.38	5.88	5.38	0.50
40. Residence hall regulations are reasonable.	5.83	5.20	0.63	5.92	5.29	0.63	6.08	5.00	1.08	5.59	5.22	0.37
42. There are a sufficient number of weekend activities for students.	5.46	4.74	0.72	5.31	4.48	0.83	5.43	4.68	0.75	5.54	5.06	0.48
46. I can easily get involved in campus organizations.	5.91	5.75	0.16	5.85	5.71	0.14	6.05	5.81	0.24	5.87	5.96	-0.09
52. The student center is a comfortable place for students to spend their leisure time.	5.93	5.77	0.16	6.07	5.91	0.16	5.70	5.51	0.19	5.99	5.92	0.07
56. The student handbook provides helpful information about campus life.	5.79	5.75	0.04	5.69	5.61	0.08	5.81	5.52	0.29	5.85	6.02	-0.17

Institutional Summary

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

Scale/Item	Southwestern Oklahoma State			Sophomore			Junior			Graduate/Professional		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
63. Student disciplinary procedures are fair.	6.08	5.84	0.24	6.07	5.89	0.18	6.21	5.78	0.43	5.99	5.83	0.16
64. New student orientation services help students adjust to college.	5.87	5.48	0.39	6.14	5.67	0.47	5.90	5.31	0.59	5.65	5.61	0.04
67. Freedom of expression is protected on campus.	6.10	5.89	0.21	6.30	5.83	0.47	6.11	5.78	0.33	5.97	6.02	-0.05
73. Student activities fees are put to good use.	6.09	5.04	1.05	6.15	5.24	0.91	6.30	4.93	1.37	5.94	4.99	0.95

Institutional Summary

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

Scale/Item	Southwestern Oklahoma State			Sophomore			Junior			Graduate/Professional		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
CAMPUS SUPPORT SERVICES	6.10	5.79	0.31	6.20	5.86	0.34	6.17	5.71	0.46	6.01	5.83	0.18
13. Library staff are helpful and approachable.	5.80	5.88	-0.08	5.95	5.96	-0.01	5.79	5.86	-0.07	5.66	5.80	-0.14
18. Library resources and services are adequate.	6.21	5.91	0.30	6.21	6.05	0.16	6.44	5.77	0.67	6.09	5.91	0.18
26. Computer labs are adequate and accessible.	6.29	5.94	0.35	6.52	6.27	0.25	6.31	5.90	0.41	6.14	5.78	0.36
32. Tutoring services are readily available.	6.00	5.89	0.11	6.07	6.04	0.03	6.10	5.80	0.30	5.82	5.91	-0.09
44. Academic support services adequately meet the needs of students.	6.22	5.83	0.39	6.17	5.61	0.56	6.36	5.79	0.57	6.20	5.94	0.26
49. There are adequate services to help me decide upon a career.	6.25	5.67	0.58	6.37	5.56	0.81	6.29	5.58	0.71	6.21	5.94	0.27
54. Bookstore staff are helpful.	5.92	5.41	0.51	6.08	5.51	0.57	5.89	5.25	0.64	5.91	5.55	0.36

Institutional Summary

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

Scale/Item	Southwestern Oklahoma State			Sophomore			Junior			Graduate/Professional		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
CONCERN FOR THE INDIVIDUAL	6.27	5.85	0.42	6.35	5.89	0.46	6.32	5.77	0.55	6.23	5.94	0.29
3. Faculty care about me as an individual.	6.28	5.93	0.35	6.26	5.86	0.40	6.44	5.99	0.45	6.26	6.04	0.22
14. My academic advisor is concerned about my success as an individual.	6.45	5.96	0.49	6.61	6.21	0.40	6.50	5.96	0.54	6.37	5.90	0.47
22. Counseling staff care about students as individuals.	6.17	5.81	0.36	6.37	5.93	0.44	6.17	5.64	0.53	6.08	5.86	0.22
25. Faculty are fair and unbiased in their treatment of individual students.	6.40	5.92	0.48	6.48	5.93	0.55	6.47	5.89	0.58	6.36	5.99	0.37
30. Residence hall staff are concerned about me as an individual.	5.75	5.29	0.46	5.81	5.30	0.51	5.74	5.12	0.62	5.75	5.48	0.27
59. This institution shows concern for students as individuals.	6.34	5.91	0.43	6.44	5.89	0.55	6.35	5.72	0.63	6.31	6.08	0.23

Institutional Summary

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

Scale/Item	Southwestern Oklahoma State			Sophomore			Junior			Graduate/Professional		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
INSTRUCTIONAL EFFECTIVENESS	6.42	5.95	0.47	6.51	5.91	0.60	6.47	5.89	0.58	6.38	6.07	0.31
3. Faculty care about me as an individual.	6.28	5.93	0.35	6.26	5.86	0.40	6.44	5.99	0.45	6.26	6.04	0.22
8. The content of the courses within my major is valuable.	6.67	6.04	0.63	6.81	6.11	0.70	6.64	5.90	0.74	6.67	6.16	0.51
16. The instruction in my major field is excellent.	6.61	6.14	0.47	6.70	6.21	0.49	6.69	6.00	0.69	6.59	6.21	0.38
25. Faculty are fair and unbiased in their treatment of individual students.	6.40	5.92	0.48	6.48	5.93	0.55	6.47	5.89	0.58	6.36	5.99	0.37
39. I am able to experience intellectual growth here.	6.47	6.14	0.33	6.57	6.16	0.41	6.57	6.06	0.51	6.44	6.25	0.19
41. There is a commitment to academic excellence on this campus.	6.47	5.97	0.50	6.39	5.95	0.44	6.67	5.97	0.70	6.45	6.07	0.38
47. Faculty provide timely feedback about student progress in a course.	6.48	5.65	0.83	6.64	5.53	1.11	6.52	5.67	0.85	6.43	5.78	0.65
53. Faculty take into consideration student differences as they teach a course.	6.17	5.58	0.59	6.31	5.24	1.07	6.19	5.49	0.70	6.10	5.89	0.21
58. The quality of instruction I receive in most of my classes is excellent.	6.58	5.97	0.61	6.71	5.87	0.84	6.71	5.87	0.84	6.50	6.12	0.38
61. Adjunct faculty are competent as classroom instructors.	6.14	5.90	0.24	6.14	5.70	0.44	6.15	5.75	0.40	6.18	6.12	0.06
65. Faculty are usually available after class and during office hours.	6.46	6.07	0.39	6.58	6.13	0.45	6.49	6.09	0.40	6.41	6.06	0.35

Institutional Summary

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

Scale/Item	Southwestern Oklahoma State			Sophomore			Junior			Graduate/Professional		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
68. Nearly all of the faculty are knowledgeable in their field.	6.55	6.22	0.33	6.63	6.34	0.29	6.56	6.19	0.37	6.55	6.21	0.34
69. There is a good variety of courses provided on this campus.	6.39	6.00	0.39	6.58	6.00	0.58	6.56	5.94	0.62	6.22	6.06	0.16
70. Graduate teaching assistants are competent as classroom instructors.	6.04	5.76	0.28	6.31	5.64	0.67	5.86	5.63	0.23	5.99	5.85	0.14

Institutional Summary

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

Scale/Item	Southwestern Oklahoma State			Sophomore			Junior			Graduate/Professional		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
RECRUITMENT AND FINANCIAL AID	6.32	5.77	0.55	6.38	5.67	0.71	6.46	5.82	0.64	6.20	5.77	0.43
4. Admissions staff are knowledgeable.	6.32	6.00	0.32	6.28	5.97	0.31	6.46	6.14	0.32	6.27	5.95	0.32
5. Financial aid counselors are helpful.	6.35	5.70	0.65	6.36	5.76	0.60	6.54	5.81	0.73	6.19	5.54	0.65
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.41	5.70	0.71	6.61	5.59	1.02	6.50	5.65	0.85	6.22	5.74	0.48
17. Adequate financial aid is available for most students.	6.44	5.56	0.88	6.67	5.51	1.16	6.59	5.67	0.92	6.26	5.49	0.77
43. Admissions counselors respond to prospective students' unique needs and requests.	6.18	5.85	0.33	6.16	5.45	0.71	6.35	5.88	0.47	6.12	6.05	0.07
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.17	5.81	0.36	6.20	5.72	0.48	6.30	5.78	0.52	6.08	5.93	0.15

Institutional Summary

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

Scale/Item	Southwestern Oklahoma State			Sophomore			Junior			Graduate/Professional		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
REGISTRATION EFFECTIVENESS	6.28	5.91	0.37	6.44	5.88	0.56	6.40	5.77	0.63	6.16	6.03	0.13
11. Billing policies are reasonable.	6.31	5.58	0.73	6.44	5.51	0.93	6.51	5.42	1.09	6.14	5.72	0.42
20. The business office is open during hours which are convenient for most students.	6.13	5.84	0.29	6.35	5.95	0.40	6.25	5.88	0.37	5.97	5.76	0.21
27. The personnel involved in registration are helpful.	6.32	6.10	0.22	6.40	6.17	0.23	6.36	5.94	0.42	6.28	6.18	0.10
34. I am able to register for classes I need with few conflicts.	6.56	6.05	0.51	6.73	6.03	0.70	6.57	5.79	0.78	6.50	6.29	0.21
50. Class change (drop/add) policies are reasonable.	6.09	5.99	0.10	6.29	5.77	0.52	6.32	5.87	0.45	5.87	6.19	-0.32

Institutional Summary

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

Scale/Item	Southwestern Oklahoma State			Sophomore			Junior			Graduate/Professional		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
RESPONSIVENESS TO DIVERSE POPULATIONS		5.92			5.96			5.88			6.07	
84. Institution's commitment to part-time students?		5.96			5.97			5.96			6.08	
85. Institution's commitment to evening students?		5.74			5.69			5.48			5.99	
86. Institution's commitment to older, returning learners?		6.02			6.20			5.96			6.10	
87. Institution's commitment to under-represented populations?		5.90			5.84			6.06			6.04	
88. Institution's commitment to commuters?		5.81			5.80			5.77			6.01	
89. Institution's commitment to students with disabilities?		6.11			6.21			6.07			6.22	

Institutional Summary

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

Scale/Item	Southwestern Oklahoma State			Sophomore			Junior			Graduate/Professional		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
SAFETY AND SECURITY	6.39	5.46	0.93	6.48	5.31	1.17	6.43	5.36	1.07	6.35	5.63	0.72
7. The campus is safe and secure for all students.	6.58	6.24	0.34	6.66	6.24	0.42	6.62	6.27	0.35	6.50	6.28	0.22
21. The amount of student parking space on campus is adequate.	6.18	4.17	2.01	6.25	3.72	2.53	6.24	4.06	2.18	6.14	4.53	1.61
28. Parking lots are well-lighted and secure.	6.27	5.49	0.78	6.31	5.41	0.90	6.31	5.38	0.93	6.29	5.67	0.62
36. Security staff respond quickly in emergencies.	6.54	5.99	0.55	6.71	6.08	0.63	6.56	5.84	0.72	6.49	6.06	0.43

Institutional Summary

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

Scale/Item	Southwestern Oklahoma State			Sophomore			Junior			Graduate/Professional		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
SERVICE EXCELLENCE	6.15	5.81	0.34	6.28	5.89	0.39	6.16	5.69	0.47	6.09	5.89	0.20
2. The campus staff are caring and helpful.	6.48	6.15	0.33	6.55	6.13	0.42	6.61	6.13	0.48	6.38	6.21	0.17
13. Library staff are helpful and approachable.	5.80	5.88	-0.08	5.95	5.96	-0.01	5.79	5.86	-0.07	5.66	5.80	-0.14
15. The staff in the health services area are competent.	6.15	5.72	0.43	6.26	6.13	0.13	6.20	5.54	0.66	6.11	5.71	0.40
22. Counseling staff care about students as individuals.	6.17	5.81	0.36	6.37	5.93	0.44	6.17	5.64	0.53	6.08	5.86	0.22
27. The personnel involved in registration are helpful.	6.32	6.10	0.22	6.40	6.17	0.23	6.36	5.94	0.42	6.28	6.18	0.10
57. I seldom get the "run-around" when seeking information on this campus.	6.26	5.58	0.68	6.35	5.56	0.79	6.27	5.48	0.79	6.27	5.73	0.54
60. I generally know what's happening on campus.	5.91	5.54	0.37	6.06	5.43	0.63	5.81	5.38	0.43	5.85	5.78	0.07
71. Channels for expressing student complaints are readily available.	6.05	5.61	0.44	6.29	5.88	0.41	6.03	5.43	0.60	5.95	5.65	0.30

Institutional Summary

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

Scale/Item	Southwestern Oklahoma State			Sophomore			Junior			Graduate/Professional		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
STUDENT CENTEREDNESS	6.28	5.95	0.33	6.42	5.95	0.47	6.32	5.95	0.37	6.21	6.02	0.19
1. Most students feel a sense of belonging here.	5.92	5.75	0.17	6.08	5.89	0.19	6.00	5.81	0.19	5.81	5.79	0.02
2. The campus staff are caring and helpful.	6.48	6.15	0.33	6.55	6.13	0.42	6.61	6.13	0.48	6.38	6.21	0.17
10. Administrators are approachable to students.	6.15	5.87	0.28	6.37	5.87	0.50	6.16	5.78	0.38	6.02	5.93	0.09
29. It is an enjoyable experience to be a student on this campus.	6.40	6.02	0.38	6.62	6.05	0.57	6.31	6.14	0.17	6.36	6.08	0.28
45. Students are made to feel welcome on this campus.	6.40	6.01	0.39	6.47	5.89	0.58	6.51	6.12	0.39	6.36	6.04	0.32
59. This institution shows concern for students as individuals.	6.34	5.91	0.43	6.44	5.89	0.55	6.35	5.72	0.63	6.31	6.08	0.23

Institutional Summary
Items: In Sequential Order

Item	Southwestern Oklahoma State			Sophomore			Junior			Graduate/Professional		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
1. Most students feel a sense of belonging here.	5.92	5.75	0.17	6.08	5.89	0.19	6.00	5.81	0.19	5.81	5.79	0.02
2. The campus staff are caring and helpful.	6.48	6.15	0.33	6.55	6.13	0.42	6.61	6.13	0.48	6.38	6.21	0.17
3. Faculty care about me as an individual.	6.28	5.93	0.35	6.26	5.86	0.40	6.44	5.99	0.45	6.26	6.04	0.22
4. Admissions staff are knowledgeable.	6.32	6.00	0.32	6.28	5.97	0.31	6.46	6.14	0.32	6.27	5.95	0.32
5. Financial aid counselors are helpful.	6.35	5.70	0.65	6.36	5.76	0.60	6.54	5.81	0.73	6.19	5.54	0.65
6. My academic advisor is approachable.	6.56	5.92	0.64	6.81	6.22	0.59	6.69	6.03	0.66	6.38	5.85	0.53
7. The campus is safe and secure for all students.	6.58	6.24	0.34	6.66	6.24	0.42	6.62	6.27	0.35	6.50	6.28	0.22
8. The content of the courses within my major is valuable.	6.67	6.04	0.63	6.81	6.11	0.70	6.64	5.90	0.74	6.67	6.16	0.51
9. A variety of intramural activities are offered.	5.04	5.63	-0.59	4.87	5.74	-0.87	5.41	5.54	-0.13	4.88	5.79	-0.91
10. Administrators are approachable to students.	6.15	5.87	0.28	6.37	5.87	0.50	6.16	5.78	0.38	6.02	5.93	0.09
11. Billing policies are reasonable.	6.31	5.58	0.73	6.44	5.51	0.93	6.51	5.42	1.09	6.14	5.72	0.42
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.41	5.70	0.71	6.61	5.59	1.02	6.50	5.65	0.85	6.22	5.74	0.48
13. Library staff are helpful and approachable.	5.80	5.88	-0.08	5.95	5.96	-0.01	5.79	5.86	-0.07	5.66	5.80	-0.14

Institutional Summary
Items: In Sequential Order

Item	Southwestern Oklahoma State			Sophomore			Junior			Graduate/Professional		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
14. My academic advisor is concerned about my success as an individual.	6.45	5.96	0.49	6.61	6.21	0.40	6.50	5.96	0.54	6.37	5.90	0.47
15. The staff in the health services area are competent.	6.15	5.72	0.43	6.26	6.13	0.13	6.20	5.54	0.66	6.11	5.71	0.40
16. The instruction in my major field is excellent.	6.61	6.14	0.47	6.70	6.21	0.49	6.69	6.00	0.69	6.59	6.21	0.38
17. Adequate financial aid is available for most students.	6.44	5.56	0.88	6.67	5.51	1.16	6.59	5.67	0.92	6.26	5.49	0.77
18. Library resources and services are adequate.	6.21	5.91	0.30	6.21	6.05	0.16	6.44	5.77	0.67	6.09	5.91	0.18
19. My academic advisor helps me set goals to work toward.	6.31	5.72	0.59	6.39	5.97	0.42	6.40	5.65	0.75	6.24	5.72	0.52
20. The business office is open during hours which are convenient for most students.	6.13	5.84	0.29	6.35	5.95	0.40	6.25	5.88	0.37	5.97	5.76	0.21
21. The amount of student parking space on campus is adequate.	6.18	4.17	2.01	6.25	3.72	2.53	6.24	4.06	2.18	6.14	4.53	1.61
22. Counseling staff care about students as individuals.	6.17	5.81	0.36	6.37	5.93	0.44	6.17	5.64	0.53	6.08	5.86	0.22
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.07	4.63	1.44	6.34	4.60	1.74	6.13	4.26	1.87	5.89	4.94	0.95
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.21	5.07	0.14	5.25	5.02	0.23	4.87	4.98	-0.11	5.40	5.14	0.26
25. Faculty are fair and unbiased in their treatment of individual students.	6.40	5.92	0.48	6.48	5.93	0.55	6.47	5.89	0.58	6.36	5.99	0.37

Institutional Summary
Items: In Sequential Order

Item	Southwestern Oklahoma State			Sophomore			Junior			Graduate/Professional		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
26. Computer labs are adequate and accessible.	6.29	5.94	0.35	6.52	6.27	0.25	6.31	5.90	0.41	6.14	5.78	0.36
27. The personnel involved in registration are helpful.	6.32	6.10	0.22	6.40	6.17	0.23	6.36	5.94	0.42	6.28	6.18	0.10
28. Parking lots are well-lighted and secure.	6.27	5.49	0.78	6.31	5.41	0.90	6.31	5.38	0.93	6.29	5.67	0.62
29. It is an enjoyable experience to be a student on this campus.	6.40	6.02	0.38	6.62	6.05	0.57	6.31	6.14	0.17	6.36	6.08	0.28
30. Residence hall staff are concerned about me as an individual.	5.75	5.29	0.46	5.81	5.30	0.51	5.74	5.12	0.62	5.75	5.48	0.27
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.69	5.92	-0.23	5.55	5.81	-0.26	5.51	5.91	-0.40	5.89	6.04	-0.15
32. Tutoring services are readily available.	6.00	5.89	0.11	6.07	6.04	0.03	6.10	5.80	0.30	5.82	5.91	-0.09
33. My academic advisor is knowledgeable about requirements in my major.	6.62	6.29	0.33	6.77	6.55	0.22	6.67	6.11	0.56	6.57	6.40	0.17
34. I am able to register for classes I need with few conflicts.	6.56	6.05	0.51	6.73	6.03	0.70	6.57	5.79	0.78	6.50	6.29	0.21
35. The assessment and course placement procedures are reasonable.	6.32	5.98	0.34	6.37	5.89	0.48	6.31	5.88	0.43	6.33	6.12	0.21
36. Security staff respond quickly in emergencies.	6.54	5.99	0.55	6.71	6.08	0.63	6.56	5.84	0.72	6.49	6.06	0.43
37. I feel a sense of pride about my campus.	5.96	5.82	0.14	6.07	5.71	0.36	5.81	5.99	-0.18	6.02	5.83	0.19

Institutional Summary

Items: In Sequential Order

Item	Southwestern Oklahoma State			Sophomore			Junior			Graduate/Professional		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
38. There is an adequate selection of food available in the cafeteria.	6.04	5.16	0.88	6.23	5.22	1.01	6.11	4.73	1.38	5.88	5.38	0.50
39. I am able to experience intellectual growth here.	6.47	6.14	0.33	6.57	6.16	0.41	6.57	6.06	0.51	6.44	6.25	0.19
40. Residence hall regulations are reasonable.	5.83	5.20	0.63	5.92	5.29	0.63	6.08	5.00	1.08	5.59	5.22	0.37
41. There is a commitment to academic excellence on this campus.	6.47	5.97	0.50	6.39	5.95	0.44	6.67	5.97	0.70	6.45	6.07	0.38
42. There are a sufficient number of weekend activities for students.	5.46	4.74	0.72	5.31	4.48	0.83	5.43	4.68	0.75	5.54	5.06	0.48
43. Admissions counselors respond to prospective students' unique needs and requests.	6.18	5.85	0.33	6.16	5.45	0.71	6.35	5.88	0.47	6.12	6.05	0.07
44. Academic support services adequately meet the needs of students.	6.22	5.83	0.39	6.17	5.61	0.56	6.36	5.79	0.57	6.20	5.94	0.26
45. Students are made to feel welcome on this campus.	6.40	6.01	0.39	6.47	5.89	0.58	6.51	6.12	0.39	6.36	6.04	0.32
46. I can easily get involved in campus organizations.	5.91	5.75	0.16	5.85	5.71	0.14	6.05	5.81	0.24	5.87	5.96	-0.09
47. Faculty provide timely feedback about student progress in a course.	6.48	5.65	0.83	6.64	5.53	1.11	6.52	5.67	0.85	6.43	5.78	0.65
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.17	5.81	0.36	6.20	5.72	0.48	6.30	5.78	0.52	6.08	5.93	0.15
49. There are adequate services to help me decide upon a career.	6.25	5.67	0.58	6.37	5.56	0.81	6.29	5.58	0.71	6.21	5.94	0.27

Institutional Summary
Items: In Sequential Order

Item	Southwestern Oklahoma State			Sophomore			Junior			Graduate/Professional		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
50. Class change (drop/add) policies are reasonable.	6.09	5.99	0.10	6.29	5.77	0.52	6.32	5.87	0.45	5.87	6.19	-0.32
51. This institution has a good reputation within the community.	6.36	6.29	0.07	6.39	6.24	0.15	6.33	6.24	0.09	6.43	6.39	0.04
52. The student center is a comfortable place for students to spend their leisure time.	5.93	5.77	0.16	6.07	5.91	0.16	5.70	5.51	0.19	5.99	5.92	0.07
53. Faculty take into consideration student differences as they teach a course.	6.17	5.58	0.59	6.31	5.24	1.07	6.19	5.49	0.70	6.10	5.89	0.21
54. Bookstore staff are helpful.	5.92	5.41	0.51	6.08	5.51	0.57	5.89	5.25	0.64	5.91	5.55	0.36
55. Major requirements are clear and reasonable.	6.47	6.13	0.34	6.59	6.06	0.53	6.52	5.91	0.61	6.41	6.32	0.09
56. The student handbook provides helpful information about campus life.	5.79	5.75	0.04	5.69	5.61	0.08	5.81	5.52	0.29	5.85	6.02	-0.17
57. I seldom get the "run-around" when seeking information on this campus.	6.26	5.58	0.68	6.35	5.56	0.79	6.27	5.48	0.79	6.27	5.73	0.54
58. The quality of instruction I receive in most of my classes is excellent.	6.58	5.97	0.61	6.71	5.87	0.84	6.71	5.87	0.84	6.50	6.12	0.38
59. This institution shows concern for students as individuals.	6.34	5.91	0.43	6.44	5.89	0.55	6.35	5.72	0.63	6.31	6.08	0.23
60. I generally know what's happening on campus.	5.91	5.54	0.37	6.06	5.43	0.63	5.81	5.38	0.43	5.85	5.78	0.07
61. Adjunct faculty are competent as classroom instructors.	6.14	5.90	0.24	6.14	5.70	0.44	6.15	5.75	0.40	6.18	6.12	0.06
62. There is a strong commitment to racial harmony on this campus.	6.04	5.85	0.19	6.20	5.78	0.42	6.02	5.87	0.15	5.95	5.95	0.00

Institutional Summary

Items: In Sequential Order

Item	Southwestern Oklahoma State			Sophomore			Junior			Graduate/Professional		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
63. Student disciplinary procedures are fair.	6.08	5.84	0.24	6.07	5.89	0.18	6.21	5.78	0.43	5.99	5.83	0.16
64. New student orientation services help students adjust to college.	5.87	5.48	0.39	6.14	5.67	0.47	5.90	5.31	0.59	5.65	5.61	0.04
65. Faculty are usually available after class and during office hours.	6.46	6.07	0.39	6.58	6.13	0.45	6.49	6.09	0.40	6.41	6.06	0.35
66. Tuition paid is a worthwhile investment.	6.51	5.77	0.74	6.63	5.85	0.78	6.49	5.70	0.79	6.50	5.81	0.69
67. Freedom of expression is protected on campus.	6.10	5.89	0.21	6.30	5.83	0.47	6.11	5.78	0.33	5.97	6.02	-0.05
68. Nearly all of the faculty are knowledgeable in their field.	6.55	6.22	0.33	6.63	6.34	0.29	6.56	6.19	0.37	6.55	6.21	0.34
69. There is a good variety of courses provided on this campus.	6.39	6.00	0.39	6.58	6.00	0.58	6.56	5.94	0.62	6.22	6.06	0.16
70. Graduate teaching assistants are competent as classroom instructors.	6.04	5.76	0.28	6.31	5.64	0.67	5.86	5.63	0.23	5.99	5.85	0.14
71. Channels for expressing student complaints are readily available.	6.05	5.61	0.44	6.29	5.88	0.41	6.03	5.43	0.60	5.95	5.65	0.30
72. On the whole, the campus is well-maintained.	6.32	6.13	0.19	6.34	6.18	0.16	6.39	5.96	0.43	6.32	6.29	0.03
73. Student activities fees are put to good use.	6.09	5.04	1.05	6.15	5.24	0.91	6.30	4.93	1.37	5.94	4.99	0.95
74. Campus: I feel a connection with other SWOSU students.	5.91	5.47	0.44	5.75	5.30	0.45	5.95	5.41	0.54	6.00	5.66	0.34
75. Campus: I feel a connection with my SWOSU teachers.	6.17	5.86	0.31	6.10	5.82	0.28	6.24	5.71	0.53	6.18	5.99	0.19

Institutional Summary
Items: In Sequential Order

Item	Southwestern Oklahoma State			Sophomore			Junior			Graduate/Professional		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
76. Campus: I feel a connection with the community of Weatherford/Sayre.	5.53	5.17	0.36	5.73	5.17	0.56	5.52	4.88	0.64	5.39	5.44	-0.05
77. Campus: There is plenty to do in town when I have free time, on the weekends, etc.	5.78	4.31	1.47	5.88	4.21	1.67	5.77	4.02	1.75	5.76	4.62	1.14
78. Campus: I usually stay in town rather than drive out of town on the weekends.	5.38	5.01	0.37	5.80	5.13	0.67	5.02	4.69	0.33	5.35	5.30	0.05
79. Campus: I participate in SWOSU activities (campus organizations, sports events, Panorama events, etc.).	5.60	5.42	0.18	5.78	5.50	0.28	5.70	5.27	0.43	5.43	5.62	-0.19
80. Campus: I want to continue to attend SWOSU and graduate from SWOSU.	6.54	6.48	0.06	6.57	6.55	0.02	6.60	6.51	0.09	6.54	6.53	0.01
81. Campus item 8												
82. Campus item 9												
83. Campus item 10												
84. Institution's commitment to part-time students?		5.96			5.97			5.96			6.08	
85. Institution's commitment to evening students?		5.74			5.69			5.48			5.99	
86. Institution's commitment to older, returning learners?		6.02			6.20			5.96			6.10	
87. Institution's commitment to under-represented populations?		5.90			5.84			6.06			6.04	
88. Institution's commitment to commuters?		5.81			5.80			5.77			6.01	

Institutional Summary

Items: In Sequential Order

Item	Southwestern Oklahoma State			Sophomore			Junior			Graduate/Professional		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
89. Institution's commitment to students with disabilities?		6.11			6.21			6.07			6.22	
90. Cost as factor in decision to enroll.	6.35			6.16			6.58			6.36		
91. Financial aid as factor in decision to enroll.	6.06			6.10			6.20			6.02		
92. Academic reputation as factor in decision to enroll.	6.12			6.18			6.17			6.13		
93. Size of institution as factor in decision to enroll.	5.64			5.82			5.63			5.62		
94. Opportunity to play sports as factor in decision to enroll.	3.37			3.37			3.16			3.37		
95. Recommendations from family/friends as factor in decision to enroll.	5.24			5.21			5.47			5.11		
96. Geographic setting as factor in decision to enroll.	5.18			5.00			4.91			5.46		
97. Campus appearance as factor in decision to enroll.	4.89			4.93			4.87			4.89		
98. Personalized attention prior to enrollment as factor in decision to enroll.	5.47			5.26			5.67			5.55		

Institutional Summary

Summary Items

Summary Item	Southwestern Oklahoma State	Sophomore	Junior	Graduate/Professional
So far, how has your college experience met your expectations?	Average: 5.01	Average: 4.94	Average: 5.04	Average: 5.05
1=Much worse than expected	1%	0%	0%	3%
2=Quite a bit worse than I expected	0%	0%	1%	0%
3=Worse than I expected	5%	6%	7%	2%
4=About what I expected	30%	34%	29%	29%
5=Better than I expected	31%	33%	29%	32%
6=Quite a bit better than I expected	11%	9%	12%	10%
7=Much better than expected	19%	15%	19%	21%
Rate your overall satisfaction with your experience here thus far.	Average: 5.93	Average: 5.94	Average: 5.92	Average: 6.03
1=Not satisfied at all	0%	0%	0%	0%
2=Not very satisfied	1%	0%	1%	2%
3=Somewhat dissatisfied	3%	3%	2%	1%
4=Neutral	5%	9%	7%	3%
5=Somewhat satisfied	8%	11%	9%	7%
6=Satisfied	46%	41%	49%	46%
7=Very satisfied	33%	33%	29%	37%
All in all, if you had to do it over, would you enroll here again?	Average: 6.06	Average: 6.05	Average: 6.18	Average: 6.14
1=Definitely not	2%	3%	1%	1%
2=Probably not	2%	1%	4%	1%
3=Maybe not	1%	1%	1%	0%
4=I don't know	4%	6%	1%	3%
5=Maybe yes	9%	7%	8%	12%
6=Probably yes	28%	26%	25%	28%
7=Definitely yes	51%	52%	57%	51%

June 2016 Demographics

Gender	N	%	Class Level	N	%
Female	192	72.45%	Freshman	3	1.14%
Male	73	27.55%	Sophomore	63	23.86%
Total	265	100.00%	Junior	71	26.89%
No Response	11		Senior	6	2.27%
			Special student	1	0.38%
			Graduate/Professional	119	45.08%
			Other class level	1	0.38%
			Total	264	100.00%
			No Response	12	
Age	N	%	Current GPA	N	%
18 and under	5	1.88%	No credits earned	6	2.26%
19 to 24	148	55.64%	1.99 or below	3	1.13%
25 to 34	61	22.93%	2.0 - 2.49	12	4.53%
35 to 44	30	11.28%	2.5 - 2.99	21	7.92%
45 and over	22	8.27%	3.0 - 3.49	73	27.55%
Total	266	100.00%	3.5 or above	150	56.60%
No Response	10		Total	265	100.00%
			No Response	11	
Ethnicity/Race	N	%	Educational Goal	N	%
African-American	10	3.83%	Associate degree	9	3.41%
American Indian or Alaskan Native	17	6.51%	Bachelor's degree	82	31.06%
Asian or Pacific Islander	24	9.20%	Master's degree	80	30.30%
Caucasian/White	188	72.03%	Doctorate or professional degree	88	33.33%
Hispanic	11	4.21%	Certification (initial/renewal)	1	0.38%
Other race	5	1.92%	Self-improvement/pleasure	1	0.38%
Race - Prefer not to respond	6	2.30%	Job-related training	1	0.38%
Total	261	100.00%	Other educational goal	2	0.76%
No Response	15		Total	264	100.00%
			No Response	12	
Current Enrollment Status	N	%			
Day	203	78.38%			
Evening	52	20.08%			
Weekend	4	1.54%			
Total	259	100.00%			
No Response	17				
Current Class Load	N	%			
Full-time	217	81.89%			
Part-time	48	18.11%			
Total	265	100.00%			
No Response	11				

June 2016 Demographics

0134: Mathematics	1	0.39%	0819: Education, School Psychometry (MEd)	3	1.16%
0142: Music (Vocal Performance)	1	0.39%	0821: Education, Special Education (MEd)	5	1.94%
0153: Engineering Physics	1	0.39%	0836: Education, Social Sciences, Non-Certification Track (MEd)	2	0.78%
0156: Political Science	1	0.39%	0839: Community Counseling (MS)	1	0.39%
0160: Psychology	6	2.33%	0843: Education, Parks & Recreation, Non-Certification Track (MEd)	2	0.78%
0161: Parks & Wildlife Law Enforcement	1	0.39%	0844: Education, Sports Management, Non-Certification Track (MEd)	2	0.78%
0167: Athletic Training	2	0.78%	0845: School Psychology (MS)	4	1.55%
0168: Park & Recreation Management	2	0.78%	0847: LPC Curriculum	2	0.78%
0170: Exercise Science	4	1.55%	0859: Unclassified Graduate Education	1	0.39%
0185: Communication Arts	2	0.78%	0860: Business Administration (MBA)	9	3.49%
0190: Interdisciplinary Studies	2	0.78%	0861: Management (MS)	2	0.78%
0199: Undecided	1	0.39%	0880: Education, Music (MM)	1	0.39%
0202: Accounting (BBA)	9	3.49%	Total	258	100.00%
0206: Finance (BBA)	2	0.78%	No Response	18	
0210: Organizational Leadership	1	0.39%			
0213: Management (BBA)	5	1.94%			
0214: Marketing (BBA)	3	1.16%			
0217: Entrepreneurship (BBA)	1	0.39%			
0299: Undecided Business	1	0.39%			
0300: Pre-Pharmacy	8	3.10%			
0450: Pharm.D.	60	23.26%			
0500: Nursing (Pre-Nursing)	8	3.10%			
0502: Nursing (Pro)	2	0.78%			
0504: Nursing (RN Completion)	4	1.55%			
0550: Health Care Administration	4	1.55%			
0551: Health Information Management	6	2.33%			
0553: Health Sciences	5	1.94%			
0601: Pre-Dentistry	1	0.39%			
0604: Pre-Medicine	1	0.39%			
0700: Education, Elementary	1	0.39%			
0703: Education, Early Childhood	3	1.16%			
0707: Education, English	1	0.39%			
0709: Education, Health & Physical Education	1	0.39%			
0730: Education, History	3	1.16%			
0735: Education, Special Education	3	1.16%			
0738: Education, Music (Instrumental / General)	1	0.39%			
0804: Education, Educational Administration (MEd)	10	3.88%			
0805: Education, Elementary (MEd)	8	3.10%			
0816: Education, Reading Specialist (MEd)	4	1.55%			
0818: Education, School Counseling (MEd)	9	3.49%			

June 2014 Demographics

Gender	N	%	Class Level	N	%
Female	250	70.62%	Freshman	8	2.27%
Male	104	29.38%	Sophomore	121	34.38%
Total	354	100.00%	Junior	97	27.56%
No Response	4		Senior	14	3.98%
			Special student	1	0.28%
			Graduate/Professional	110	31.25%
			Other class level	1	0.28%
			Total	352	100.00%
			No Response	6	
Age	N	%	Current GPA	N	%
18 and under	3	0.85%	No credits earned	2	0.57%
19 to 24	237	66.95%	1.99 or below	0	0.00%
25 to 34	73	20.62%	2.0 - 2.49	19	5.41%
35 to 44	26	7.34%	2.5 - 2.99	50	14.25%
45 and over	15	4.24%	3.0 - 3.49	110	31.34%
Total	354	100.00%	3.5 or above	170	48.43%
No Response	4		Total	351	100.00%
			No Response	7	
Ethnicity/Race	N	%	Educational Goal	N	%
African-American	7	1.98%	Associate degree	8	2.28%
American Indian or Alaskan Native	17	4.80%	Bachelor's degree	161	45.87%
Asian or Pacific Islander	18	5.08%	Master's degree	75	21.37%
Caucasian/White	279	78.81%	Doctorate or professional degree	103	29.34%
Hispanic	15	4.24%	Certification (initial/renewal)	2	0.57%
Other race	4	1.13%	Self-improvement/pleasure	1	0.28%
Race - Prefer not to respond	14	3.95%	Job-related training	0	0.00%
Total	354	100.00%	Other educational goal	1	0.28%
No Response	4		Total	351	100.00%
			No Response	7	
Current Enrollment Status	N	%			
Day	303	86.08%			
Evening	47	13.35%			
Weekend	2	0.57%			
Total	352	100.00%			
No Response	6				
Current Class Load	N	%			
Full-time	306	86.69%			
Part-time	47	13.31%			
Total	353	100.00%			
No Response	5				

June 2014 Demographics

Employment	N	%	Institution Question	N	%
Full-time off campus	82	23.43%	Campus item - Answer 1	83	66.40%
Part-time off campus	102	29.14%	Campus item - Answer 2	11	8.80%
Full-time on campus	14	4.00%	Campus item - Answer 3	2	1.60%
Part-time on campus	63	18.00%	Campus item - Answer 4	1	0.80%
Not employed	89	25.43%	Campus item - Answer 5	10	8.00%
Total	350	100.00%	Campus item - Answer 6	18	14.40%
No Response	8		Total	125	100.00%
			No Response	233	
Current Residence	N	%	Institution Question 2	N	%
Residence hall	83	23.58%	Campus item 2 - Answer 1	0	0%
Fraternity / Sorority	0	0.00%	Campus item 2 - Answer 2	0	0%
Own house	94	26.70%	Campus item 2 - Answer 3	0	0%
Rent room or apt off campus	132	37.50%	Campus item 2 - Answer 4	0	0%
Parent's home	26	7.39%	Campus item 2 - Answer 5	0	0%
Other residence	17	4.83%	Campus item 2 - Answer 6	0	0%
Total	352	100.00%	Total	0	100.00%
No Response	6		No Response	358	
Residence Classification	N	%	Group Code	N	%
In-state	316	90.80%	0010: General Studies (AS)	3	0.89%
Out-of-state	25	7.18%	0020: Radiologic Technoloty (X-Ray) (AAS)	4	1.18%
International (not U.S. citizen)	7	2.01%	0095: Physical Therapist Assistant (AAS)	1	0.30%
Total	348	100.00%	0096: Occupational Therapy Assistant (AAS)	1	0.30%
No Response	10		0102: Graphic Design	4	1.18%
Disabilities	N	%	0103: Biology	13	3.85%
Yes - Disability	10	2.86%	0106: Chemistry (Prof. Program)	2	0.59%
No - Disability	340	97.14%	0107: Criminal Justice	3	0.89%
Total	350	100.00%	0110: Computer Science	7	2.07%
No Response	8		0112: English	3	0.89%
			0120: History	2	0.59%
Institution Was My	N	%	0131: Engineering Technology	6	1.78%
1st choice	270	77.36%	0134: Mathematics	1	0.30%
2nd choice	68	19.48%	0135: Industrial Technology	1	0.30%
3rd choice or lower	11	3.15%	0143: Music (Instrumental Performance)	1	0.30%
Total	349	100.00%	0147: Music Therapy (Instrumental Emphasis)	1	0.30%
No Response	9		0148: Music Therapy (Vocal / Keyboard Emphasis)	1	0.30%

June 2014 Demographics

0156: Political Science	1	0.30%	0805: Education, Elementary (MEd)	1	0.30%
0160: Psychology	9	2.66%	0814: Education, Natural Sciences (MEd)	1	0.30%
0161: Parks & Wildlife Law Enforcement	4	1.18%	0816: Education, Reading Specialist (MEd)	2	0.59%
0167: Athletic Training	6	1.78%	0818: Education, School Counseling (MEd)	7	2.07%
0168: Park & Recreation Management	7	2.07%	0819: Education, School Psychometry (MEd)	1	0.30%
0170: Exercise Science	2	0.59%	0821: Education, Special Education (MEd)	1	0.30%
0180: Spanish	2	0.59%	0822: Education, Early Childhood (MEd)	2	0.59%
0185: Communication Arts	8	2.37%	0823: Education, Art, Non-Certification Track (MEd)	2	0.59%
0190: Interdisciplinary Studies	1	0.30%	0836: Education, Social Sciences, Non-Certification Track (MEd)	1	0.30%
0199: Undecided	4	1.18%	0838: Education, Early Childhood, Non-Certification Track (MEd)	1	0.30%
0202: Accounting (BBA)	13	3.85%	0844: Education, Sports Management, Non-Certification Track (MEd)	2	0.59%
0206: Finance (BBA)	3	0.89%	0847: LPC Curriculum	1	0.30%
0210: Organizational Leadership	1	0.30%	0860: Business Administration (MBA)	9	2.66%
0213: Management (BBA)	1	0.30%	0861: Management (MS)	5	1.48%
0214: Marketing (BBA)	4	1.18%	Total	338	100.00%
0217: Entrepreneurship (BBA)	2	0.59%	No Response	20	
0300: Pre-Pharmacy	14	4.14%			
0450: Pharm.D.	59	17.46%			
0500: Nursing (Pre-Nursing)	20	5.92%			
0502: Nursing (Pro)	5	1.48%			
0504: Nursing (RN Completion)	4	1.18%			
0550: Health Care Administration	5	1.48%			
0551: Health Information Management	2	0.59%			
0552: Medical Laboratory	1	0.30%			
0553: Health Sciences	11	3.25%			
0602: Pre-Engineering	1	0.30%			
0604: Pre-Medicine	1	0.30%			
0606: Pre-Physical Therapy	3	0.89%			
0617: Pre-Occupational Therapy & Pre-OT Assistant	1	0.30%			
0700: Education, Elementary	13	3.85%			
0703: Education, Early Childhood	7	2.07%			
0707: Education, English	2	0.59%			
0709: Education, Health & Physical Education	2	0.59%			
0730: Education, History	4	1.18%			
0735: Education, Special Education	3	0.89%			
0738: Education, Music (Instrumental / General)	2	0.59%			
0739: Education, Music (Vocal / General Music)	1	0.30%			
0804: Education, Educational Administration (MEd)	19	5.62%			

Strategic Planning Overview

Strengths and Challenges

Strengths

- 8. The content of the courses within my major is valuable.
- 33. My academic advisor is knowledgeable about requirements in my major.
- 16. The instruction in my major field is excellent.
- 7. The campus is safe and secure for all students.
- 34. I am able to register for classes I need with few conflicts.
- 68. Nearly all of the faculty are knowledgeable in their field.
- 36. Security staff respond quickly in emergencies.
- 80. Campus item: I want to continue to attend SWOSU and graduate from SWOSU.
- 2. The campus staff are caring and helpful.
- 39. I am able to experience intellectual growth here.
- 55. Major requirements are clear and reasonable.
- 65. Faculty are usually available after class and during office hours.
- 29. It is an enjoyable experience to be a student on this campus.
- 45. Students are made to feel welcome on this campus.
- 69. There is a good variety of courses provided on this campus.
- 51. This institution has a good reputation within the community.
- 27. The personnel involved in registration are helpful.
- 4. Admissions staff are knowledgeable.
- 72. On the whole, the campus is well-maintained.

Challenges

- 8. The content of the courses within my major is valuable.
- 58. The quality of instruction I receive in most of my classes is excellent.
- 6. My academic advisor is approachable.
- 66. Tuition paid is a worthwhile investment.
- 47. Faculty provide timely feedback about student progress in a course.
- 17. Adequate financial aid is available for most students.
- 12. Financial aid awards are announced to students in time to be helpful in college planning.
- 5. Financial aid counselors are helpful.
- 11. Billing policies are reasonable.
- 19. My academic advisor helps me set goals to work toward.
- 28. Parking lots are well-lighted and secure.
- 57. I seldom get the "run-around" when seeking information on this campus.
- 21. The amount of student parking space on campus is adequate.

Strategic Planning Overview Trends

Higher Satisfaction vs. June 2014

2. The campus staff are caring and helpful.

Institutional Summary
Scales: In Order of Importance

Scale	June 2016			June 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Academic Advising	6.48	6.00 / 1.15	0.48	6.53	5.92 / 1.27	0.61	0.08
Instructional Effectiveness	6.42	5.95 / 0.98	0.47	6.54	5.90 / 0.92	0.64	0.05
Safety and Security	6.39	5.46 / 1.17	0.93	6.46	5.30 / 1.13	1.16	0.16
Recruitment and Financial Aid	6.32	5.77 / 1.09	0.55	6.39	5.67 / 1.09	0.72	0.10
Registration Effectiveness	6.28	5.91 / 1.02	0.37	6.40	5.85 / 0.96	0.55	0.06
Student Centeredness	6.28	5.95 / 0.97	0.33	6.40	5.85 / 1.00	0.55	0.10
Concern for the Individual	6.27	5.85 / 1.04	0.42	6.39	5.74 / 1.07	0.65	0.11
Campus Climate	6.25	5.90 / 0.95	0.35	6.37	5.84 / 0.93	0.53	0.06
Service Excellence	6.15	5.81 / 0.97	0.34	6.27	5.76 / 0.94	0.51	0.05
Campus Support Services	6.10	5.79 / 1.02	0.31	6.26	5.84 / 0.93	0.42	-0.05
Campus Life	5.79	5.44 / 1.21	0.35	5.96	5.40 / 1.08	0.56	0.04
Responsiveness to Diverse Populations		5.92 / 1.21			5.78 / 1.37		0.14

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

Institutional Summary
Items: In Order of Importance

Item	June 2016			June 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
8. The content of the courses within my major is valuable.	6.67	6.04 / 1.22	0.63	6.70	6.06 / 1.08	0.64	-0.02
33. My academic advisor is knowledgeable about requirements in my major.	6.62	6.29 / 1.19	0.33	6.68	6.17 / 1.38	0.51	0.12
16. The instruction in my major field is excellent.	6.61	6.14 / 1.14	0.47	6.73	6.07 / 1.16	0.66	0.07
7. The campus is safe and secure for all students.	6.58	6.24 / 1.00	0.34	6.65	6.17 / 1.02	0.48	0.07
58. The quality of instruction I receive in most of my classes is excellent.	6.58	5.97 / 1.26	0.61	6.70	6.01 / 1.14	0.69	-0.04
6. My academic advisor is approachable.	6.56	5.92 / 1.49	0.64	6.55	5.92 / 1.58	0.63	0.00
34. I am able to register for classes I need with few conflicts.	6.56	6.05 / 1.33	0.51	6.68	5.89 / 1.41	0.79	0.16
68. Nearly all of the faculty are knowledgeable in their field.	6.55	6.22 / 1.06	0.33	6.67	6.20 / 1.09	0.47	0.02
36. Security staff respond quickly in emergencies.	6.54	5.99 / 1.35	0.55	6.65	6.15 / 1.14	0.50	-0.16
80. Campus item: I want to continue to attend SWOSU and graduate from SWOSU.	6.54	6.48 / 1.06	0.06	6.55	6.35 / 1.23	0.20	0.13
66. Tuition paid is a worthwhile investment.	6.51	5.77 / 1.38	0.74	6.60	5.86 / 1.33	0.74	-0.09
2. The campus staff are caring and helpful.	6.48	6.15 / 0.98	0.33	6.55	5.91 / 1.20	0.64	0.24 **
47. Faculty provide timely feedback about student progress in a course.	6.48	5.65 / 1.45	0.83	6.54	5.63 / 1.35	0.91	0.02
39. I am able to experience intellectual growth here.	6.47	6.14 / 1.14	0.33	6.56	6.07 / 1.19	0.49	0.07
41. There is a commitment to academic excellence on this campus.	6.47	5.97 / 1.28	0.50	6.55	5.98 / 1.19	0.57	-0.01
55. Major requirements are clear and reasonable.	6.47	6.13 / 1.24	0.34	6.60	6.06 / 1.19	0.54	0.07

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

Institutional Summary
Items: In Order of Importance

Item	June 2016			June 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
65. Faculty are usually available after class and during office hours.	6.46	6.07 / 1.18	0.39	6.47	6.04 / 1.20	0.43	0.03
14. My academic advisor is concerned about my success as an individual.	6.45	5.96 / 1.40	0.49	6.52	5.82 / 1.61	0.70	0.14
17. Adequate financial aid is available for most students.	6.44	5.56 / 1.44	0.88	6.59	5.50 / 1.55	1.09	0.06
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.41	5.70 / 1.41	0.71	6.41	5.68 / 1.36	0.73	0.02
25. Faculty are fair and unbiased in their treatment of individual students.	6.40	5.92 / 1.27	0.48	6.63	5.73 / 1.34	0.90	0.19
29. It is an enjoyable experience to be a student on this campus.	6.40	6.02 / 1.27	0.38	6.49	5.90 / 1.25	0.59	0.12
45. Students are made to feel welcome on this campus.	6.40	6.01 / 1.28	0.39	6.52	5.96 / 1.22	0.56	0.05
69. There is a good variety of courses provided on this campus.	6.39	6.00 / 1.16	0.39	6.50	5.91 / 1.28	0.59	0.09
51. This institution has a good reputation within the community.	6.36	6.29 / 1.01	0.07	6.42	6.25 / 1.07	0.17	0.04
5. Financial aid counselors are helpful.	6.35	5.70 / 1.41	0.65	6.37	5.50 / 1.62	0.87	0.20
90. Cost as factor in decision to enroll.	6.35			6.37			
59. This institution shows concern for students as individuals.	6.34	5.91 / 1.25	0.43	6.51	5.76 / 1.39	0.75	0.15
4. Admissions staff are knowledgeable.	6.32	6.00 / 1.20	0.32	6.39	5.88 / 1.29	0.51	0.12
27. The personnel involved in registration are helpful.	6.32	6.10 / 1.11	0.22	6.39	5.98 / 1.20	0.41	0.12
35. The assessment and course placement procedures are reasonable.	6.32	5.98 / 1.16	0.34	6.45	6.04 / 1.16	0.41	-0.06

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

Institutional Summary
Items: In Order of Importance

Item	June 2016			June 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
72. On the whole, the campus is well-maintained.	6.32	6.13 / 1.27	0.19	6.46	6.19 / 1.16	0.27	-0.06
11. Billing policies are reasonable.	6.31	5.58 / 1.48	0.73	6.37	5.55 / 1.43	0.82	0.03
19. My academic advisor helps me set goals to work toward.	6.31	5.72 / 1.48	0.59	6.31	5.60 / 1.70	0.71	0.12
26. Computer labs are adequate and accessible.	6.29	5.94 / 1.32	0.35	6.51	5.98 / 1.26	0.53	-0.04
3. Faculty care about me as an individual.	6.28	5.93 / 1.15	0.35	6.35	5.85 / 1.25	0.50	0.08
28. Parking lots are well-lighted and secure.	6.27	5.49 / 1.55	0.78	6.27	5.27 / 1.64	1.00	0.22
57. I seldom get the "run-around" when seeking information on this campus.	6.26	5.58 / 1.59	0.68	6.36	5.49 / 1.58	0.87	0.09
49. There are adequate services to help me decide upon a career.	6.25	5.67 / 1.41	0.58	6.45	5.59 / 1.48	0.86	0.08
44. Academic support services adequately meet the needs of students.	6.22	5.83 / 1.29	0.39	6.39	5.87 / 1.20	0.52	-0.04
18. Library resources and services are adequate.	6.21	5.91 / 1.23	0.30	6.36	5.98 / 1.18	0.38	-0.07
21. The amount of student parking space on campus is adequate.	6.18	4.17 / 2.08	2.01	6.27	3.74 / 2.03	2.53	0.43 *
43. Admissions counselors respond to prospective students' unique needs and requests.	6.18	5.85 / 1.32	0.33	6.29	5.74 / 1.36	0.55	0.11
22. Counseling staff care about students as individuals.	6.17	5.81 / 1.42	0.36	6.20	5.82 / 1.28	0.38	-0.01
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.17	5.81 / 1.41	0.36	6.28	5.70 / 1.31	0.58	0.11
53. Faculty take into consideration student differences as they teach a course.	6.17	5.58 / 1.50	0.59	6.38	5.50 / 1.48	0.88	0.08

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

Institutional Summary
Items: In Order of Importance

Item	June 2016			June 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
75. Campus item: I feel a connection with my SWOSU teachers.	6.17	5.86 / 1.29	0.31	6.31	5.74 / 1.34	0.57	0.12
10. Administrators are approachable to students.	6.15	5.87 / 1.17	0.28	6.28	5.82 / 1.24	0.46	0.05
15. The staff in the health services area are competent.	6.15	5.72 / 1.42	0.43	6.30	5.95 / 1.20	0.35	-0.23
61. Adjunct faculty are competent as classroom instructors.	6.14	5.90 / 1.22	0.24	6.32	5.75 / 1.33	0.57	0.15
20. The business office is open during hours which are convenient for most students.	6.13	5.84 / 1.31	0.29	6.15	5.78 / 1.33	0.37	0.06
92. Academic reputation as factor in decision to enroll.	6.12			6.17			
67. Freedom of expression is protected on campus.	6.10	5.89 / 1.32	0.21	6.35	5.95 / 1.22	0.40	-0.06
50. Class change (drop/add) policies are reasonable.	6.09	5.99 / 1.33	0.10	6.41	6.07 / 1.13	0.34	-0.08
73. Student activities fees are put to good use.	6.09	5.04 / 1.81	1.05	6.38	5.10 / 1.72	1.28	-0.06
63. Student disciplinary procedures are fair.	6.08	5.84 / 1.42	0.24	6.37	5.95 / 1.32	0.42	-0.11
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.07	4.63 / 1.87	1.44	6.12	4.35 / 1.88	1.77	0.28
91. Financial aid as factor in decision to enroll.	6.06			6.12			
71. Channels for expressing student complaints are readily available.	6.05	5.61 / 1.43	0.44	6.25	5.29 / 1.65	0.96	0.32 *
38. There is an adequate selection of food available in the cafeteria.	6.04	5.16 / 1.83	0.88	6.09	5.03 / 1.82	1.06	0.13
62. There is a strong commitment to racial harmony on this campus.	6.04	5.85 / 1.34	0.19	6.17	5.99 / 1.15	0.18	-0.14

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

Institutional Summary
Items: In Order of Importance

Item	June 2016			June 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
70. Graduate teaching assistants are competent as classroom instructors.	6.04	5.76 / 1.31	0.28	6.37	5.65 / 1.40	0.72	0.11
32. Tutoring services are readily available.	6.00	5.89 / 1.36	0.11	6.00	5.88 / 1.24	0.12	0.01
37. I feel a sense of pride about my campus.	5.96	5.82 / 1.42	0.14	6.07	5.68 / 1.40	0.39	0.14
52. The student center is a comfortable place for students to spend their leisure time.	5.93	5.77 / 1.49	0.16	6.12	5.58 / 1.46	0.54	0.19
1. Most students feel a sense of belonging here.	5.92	5.75 / 1.21	0.17	6.04	5.73 / 1.12	0.31	0.02
54. Bookstore staff are helpful.	5.92	5.41 / 1.72	0.51	6.21	5.56 / 1.57	0.65	-0.15
46. I can easily get involved in campus organizations.	5.91	5.75 / 1.55	0.16	6.05	5.83 / 1.22	0.22	-0.08
60. I generally know what's happening on campus.	5.91	5.54 / 1.53	0.37	6.17	5.66 / 1.43	0.51	-0.12
74. Campus item: I feel a connection with other SWOSU students.	5.91	5.47 / 1.49	0.44	6.19	5.70 / 1.36	0.49	-0.23
64. New student orientation services help students adjust to college.	5.87	5.48 / 1.60	0.39	6.18	5.56 / 1.49	0.62	-0.08
40. Residence hall regulations are reasonable.	5.83	5.20 / 1.77	0.63	6.01	5.37 / 1.54	0.64	-0.17
13. Library staff are helpful and approachable.	5.80	5.88 / 1.21	-0.08	5.92	5.98 / 1.16	-0.06	-0.10
56. The student handbook provides helpful information about campus life.	5.79	5.75 / 1.37	0.04	5.89	5.67 / 1.37	0.22	0.08
77. Campus item: There is plenty to do in town when I have free time, on the weekends, etc.	5.78	4.31 / 2.11	1.47	5.99	3.81 / 2.08	2.18	0.50 **
30. Residence hall staff are concerned about me as an individual.	5.75	5.29 / 1.66	0.46	5.95	5.26 / 1.61	0.69	0.03

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

Institutional Summary
Items: In Order of Importance

Item	June 2016			June 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.69	5.92 / 1.26	-0.23	5.66	5.79 / 1.34	-0.13	0.13
93. Size of institution as factor in decision to enroll.	5.64			5.51			
79. Campus item: I participate in SWOSU activities (campus organizations, sports events, Panorama events, etc.).	5.60	5.42 / 1.60	0.18	5.73	5.36 / 1.60	0.37	0.06
76. Campus item: I feel a connection with the community of Weatherford/Sayre.	5.53	5.17 / 1.78	0.36	5.74	4.96 / 1.77	0.78	0.21
98. Personalized attention prior to enrollment as factor in decision to enroll.	5.47			5.46			
42. There are a sufficient number of weekend activities for students.	5.46	4.74 / 1.95	0.72	5.73	4.49 / 1.84	1.24	0.25
78. Campus item: I usually stay in town rather than drive out of town on the weekends.	5.38	5.01 / 2.02	0.37	5.49	4.67 / 2.11	0.82	0.34
95. Recommendations from family/friends as factor in decision to enroll.	5.24			5.32			
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.21	5.07 / 1.67	0.14	5.36	5.07 / 1.65	0.29	0.00
96. Geographic setting as factor in decision to enroll.	5.18			5.22			
9. A variety of intramural activities are offered.	5.04	5.63 / 1.36	-0.59	5.03	5.55 / 1.33	-0.52	0.08
97. Campus appearance as factor in decision to enroll.	4.89			5.05			
94. Opportunity to play sports as factor in decision to enroll.	3.37			3.25			
81. Campus item 8							
82. Campus item 9							

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

Institutional Summary
Items: In Order of Importance

Item	June 2016			June 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
83. Campus item 10							
84. Institution's commitment to part-time students?		5.96 / 1.25			5.85 / 1.18		0.11
85. Institution's commitment to evening students?		5.74 / 1.47			5.67 / 1.43		0.07
86. Institution's commitment to older, returning learners?		6.02 / 1.27			5.94 / 1.31		0.08
87. Institution's commitment to under-represented populations?		5.90 / 1.34			5.80 / 1.34		0.10
88. Institution's commitment to commuters?		5.81 / 1.35			5.48 / 1.64		0.33 *
89. Institution's commitment to students with disabilities?		6.11 / 1.20			5.99 / 1.32		0.12

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

Institutional Summary

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

Scale/Item	June 2016			June 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC ADVISING	6.48	6.00 / 1.15	0.48	6.53	5.92 / 1.27	0.61	0.08
6. My academic advisor is approachable.	6.56	5.92 / 1.49	0.64	6.55	5.92 / 1.58	0.63	0.00
14. My academic advisor is concerned about my success as an individual.	6.45	5.96 / 1.40	0.49	6.52	5.82 / 1.61	0.70	0.14
19. My academic advisor helps me set goals to work toward.	6.31	5.72 / 1.48	0.59	6.31	5.60 / 1.70	0.71	0.12
33. My academic advisor is knowledgeable about requirements in my major.	6.62	6.29 / 1.19	0.33	6.68	6.17 / 1.38	0.51	0.12
55. Major requirements are clear and reasonable.	6.47	6.13 / 1.24	0.34	6.60	6.06 / 1.19	0.54	0.07

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

Institutional Summary

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

Scale/Item	June 2016			June 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS CLIMATE	6.25	5.90 / 0.95	0.35	6.37	5.84 / 0.93	0.53	0.06
1. Most students feel a sense of belonging here.	5.92	5.75 / 1.21	0.17	6.04	5.73 / 1.12	0.31	0.02
2. The campus staff are caring and helpful.	6.48	6.15 / 0.98	0.33	6.55	5.91 / 1.20	0.64	0.24 **
3. Faculty care about me as an individual.	6.28	5.93 / 1.15	0.35	6.35	5.85 / 1.25	0.50	0.08
7. The campus is safe and secure for all students.	6.58	6.24 / 1.00	0.34	6.65	6.17 / 1.02	0.48	0.07
10. Administrators are approachable to students.	6.15	5.87 / 1.17	0.28	6.28	5.82 / 1.24	0.46	0.05
29. It is an enjoyable experience to be a student on this campus.	6.40	6.02 / 1.27	0.38	6.49	5.90 / 1.25	0.59	0.12
37. I feel a sense of pride about my campus.	5.96	5.82 / 1.42	0.14	6.07	5.68 / 1.40	0.39	0.14
41. There is a commitment to academic excellence on this campus.	6.47	5.97 / 1.28	0.50	6.55	5.98 / 1.19	0.57	-0.01
45. Students are made to feel welcome on this campus.	6.40	6.01 / 1.28	0.39	6.52	5.96 / 1.22	0.56	0.05
51. This institution has a good reputation within the community.	6.36	6.29 / 1.01	0.07	6.42	6.25 / 1.07	0.17	0.04
57. I seldom get the "run-around" when seeking information on this campus.	6.26	5.58 / 1.59	0.68	6.36	5.49 / 1.58	0.87	0.09
59. This institution shows concern for students as individuals.	6.34	5.91 / 1.25	0.43	6.51	5.76 / 1.39	0.75	0.15
60. I generally know what's happening on campus.	5.91	5.54 / 1.53	0.37	6.17	5.66 / 1.43	0.51	-0.12
62. There is a strong commitment to racial harmony on this campus.	6.04	5.85 / 1.34	0.19	6.17	5.99 / 1.15	0.18	-0.14
66. Tuition paid is a worthwhile investment.	6.51	5.77 / 1.38	0.74	6.60	5.86 / 1.33	0.74	-0.09

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

Institutional Summary

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

Scale/Item	June 2016			June 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
67. Freedom of expression is protected on campus.	6.10	5.89 / 1.32	0.21	6.35	5.95 / 1.22	0.40	-0.06
71. Channels for expressing student complaints are readily available.	6.05	5.61 / 1.43	0.44	6.25	5.29 / 1.65	0.96	0.32 *

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

Institutional Summary

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

Scale/Item	June 2016			June 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS LIFE	5.79	5.44 / 1.21	0.35	5.96	5.40 / 1.08	0.56	0.04
9. A variety of intramural activities are offered.	5.04	5.63 / 1.36	-0.59	5.03	5.55 / 1.33	-0.52	0.08
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.07	4.63 / 1.87	1.44	6.12	4.35 / 1.88	1.77	0.28
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.21	5.07 / 1.67	0.14	5.36	5.07 / 1.65	0.29	0.00
30. Residence hall staff are concerned about me as an individual.	5.75	5.29 / 1.66	0.46	5.95	5.26 / 1.61	0.69	0.03
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.69	5.92 / 1.26	-0.23	5.66	5.79 / 1.34	-0.13	0.13
38. There is an adequate selection of food available in the cafeteria.	6.04	5.16 / 1.83	0.88	6.09	5.03 / 1.82	1.06	0.13
40. Residence hall regulations are reasonable.	5.83	5.20 / 1.77	0.63	6.01	5.37 / 1.54	0.64	-0.17
42. There are a sufficient number of weekend activities for students.	5.46	4.74 / 1.95	0.72	5.73	4.49 / 1.84	1.24	0.25
46. I can easily get involved in campus organizations.	5.91	5.75 / 1.55	0.16	6.05	5.83 / 1.22	0.22	-0.08
52. The student center is a comfortable place for students to spend their leisure time.	5.93	5.77 / 1.49	0.16	6.12	5.58 / 1.46	0.54	0.19
56. The student handbook provides helpful information about campus life.	5.79	5.75 / 1.37	0.04	5.89	5.67 / 1.37	0.22	0.08
63. Student disciplinary procedures are fair.	6.08	5.84 / 1.42	0.24	6.37	5.95 / 1.32	0.42	-0.11
64. New student orientation services help students adjust to college.	5.87	5.48 / 1.60	0.39	6.18	5.56 / 1.49	0.62	-0.08

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

Institutional Summary

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

Scale/Item	June 2016			June 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
67. Freedom of expression is protected on campus.	6.10	5.89 / 1.32	0.21	6.35	5.95 / 1.22	0.40	-0.06
73. Student activities fees are put to good use.	6.09	5.04 / 1.81	1.05	6.38	5.10 / 1.72	1.28	-0.06

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

Institutional Summary

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

Scale/Item	June 2016			June 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS SUPPORT SERVICES	6.10	5.79 / 1.02	0.31	6.26	5.84 / 0.93	0.42	-0.05
13. Library staff are helpful and approachable.	5.80	5.88 / 1.21	-0.08	5.92	5.98 / 1.16	-0.06	-0.10
18. Library resources and services are adequate.	6.21	5.91 / 1.23	0.30	6.36	5.98 / 1.18	0.38	-0.07
26. Computer labs are adequate and accessible.	6.29	5.94 / 1.32	0.35	6.51	5.98 / 1.26	0.53	-0.04
32. Tutoring services are readily available.	6.00	5.89 / 1.36	0.11	6.00	5.88 / 1.24	0.12	0.01
44. Academic support services adequately meet the needs of students.	6.22	5.83 / 1.29	0.39	6.39	5.87 / 1.20	0.52	-0.04
49. There are adequate services to help me decide upon a career.	6.25	5.67 / 1.41	0.58	6.45	5.59 / 1.48	0.86	0.08
54. Bookstore staff are helpful.	5.92	5.41 / 1.72	0.51	6.21	5.56 / 1.57	0.65	-0.15

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

Institutional Summary

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

Scale/Item	June 2016			June 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CONCERN FOR THE INDIVIDUAL	6.27	5.85 / 1.04	0.42	6.39	5.74 / 1.07	0.65	0.11
3. Faculty care about me as an individual.	6.28	5.93 / 1.15	0.35	6.35	5.85 / 1.25	0.50	0.08
14. My academic advisor is concerned about my success as an individual.	6.45	5.96 / 1.40	0.49	6.52	5.82 / 1.61	0.70	0.14
22. Counseling staff care about students as individuals.	6.17	5.81 / 1.42	0.36	6.20	5.82 / 1.28	0.38	-0.01
25. Faculty are fair and unbiased in their treatment of individual students.	6.40	5.92 / 1.27	0.48	6.63	5.73 / 1.34	0.90	0.19
30. Residence hall staff are concerned about me as an individual.	5.75	5.29 / 1.66	0.46	5.95	5.26 / 1.61	0.69	0.03
59. This institution shows concern for students as individuals.	6.34	5.91 / 1.25	0.43	6.51	5.76 / 1.39	0.75	0.15

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

Institutional Summary

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

Scale/Item	June 2016			June 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTRUCTIONAL EFFECTIVENESS	6.42	5.95 / 0.98	0.47	6.54	5.90 / 0.92	0.64	0.05
3. Faculty care about me as an individual.	6.28	5.93 / 1.15	0.35	6.35	5.85 / 1.25	0.50	0.08
8. The content of the courses within my major is valuable.	6.67	6.04 / 1.22	0.63	6.70	6.06 / 1.08	0.64	-0.02
16. The instruction in my major field is excellent.	6.61	6.14 / 1.14	0.47	6.73	6.07 / 1.16	0.66	0.07
25. Faculty are fair and unbiased in their treatment of individual students.	6.40	5.92 / 1.27	0.48	6.63	5.73 / 1.34	0.90	0.19
39. I am able to experience intellectual growth here.	6.47	6.14 / 1.14	0.33	6.56	6.07 / 1.19	0.49	0.07
41. There is a commitment to academic excellence on this campus.	6.47	5.97 / 1.28	0.50	6.55	5.98 / 1.19	0.57	-0.01
47. Faculty provide timely feedback about student progress in a course.	6.48	5.65 / 1.45	0.83	6.54	5.63 / 1.35	0.91	0.02
53. Faculty take into consideration student differences as they teach a course.	6.17	5.58 / 1.50	0.59	6.38	5.50 / 1.48	0.88	0.08
58. The quality of instruction I receive in most of my classes is excellent.	6.58	5.97 / 1.26	0.61	6.70	6.01 / 1.14	0.69	-0.04
61. Adjunct faculty are competent as classroom instructors.	6.14	5.90 / 1.22	0.24	6.32	5.75 / 1.33	0.57	0.15
65. Faculty are usually available after class and during office hours.	6.46	6.07 / 1.18	0.39	6.47	6.04 / 1.20	0.43	0.03
68. Nearly all of the faculty are knowledgeable in their field.	6.55	6.22 / 1.06	0.33	6.67	6.20 / 1.09	0.47	0.02
69. There is a good variety of courses provided on this campus.	6.39	6.00 / 1.16	0.39	6.50	5.91 / 1.28	0.59	0.09
70. Graduate teaching assistants are competent as classroom instructors.	6.04	5.76 / 1.31	0.28	6.37	5.65 / 1.40	0.72	0.11

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

Institutional Summary

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

Scale/Item	June 2016			June 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
RECRUITMENT AND FINANCIAL AID	6.32	5.77 / 1.09	0.55	6.39	5.67 / 1.09	0.72	0.10
4. Admissions staff are knowledgeable.	6.32	6.00 / 1.20	0.32	6.39	5.88 / 1.29	0.51	0.12
5. Financial aid counselors are helpful.	6.35	5.70 / 1.41	0.65	6.37	5.50 / 1.62	0.87	0.20
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.41	5.70 / 1.41	0.71	6.41	5.68 / 1.36	0.73	0.02
17. Adequate financial aid is available for most students.	6.44	5.56 / 1.44	0.88	6.59	5.50 / 1.55	1.09	0.06
43. Admissions counselors respond to prospective students' unique needs and requests.	6.18	5.85 / 1.32	0.33	6.29	5.74 / 1.36	0.55	0.11
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.17	5.81 / 1.41	0.36	6.28	5.70 / 1.31	0.58	0.11

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

Institutional Summary

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

Scale/Item	June 2016			June 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
REGISTRATION EFFECTIVENESS	6.28	5.91 / 1.02	0.37	6.40	5.85 / 0.96	0.55	0.06
11. Billing policies are reasonable.	6.31	5.58 / 1.48	0.73	6.37	5.55 / 1.43	0.82	0.03
20. The business office is open during hours which are convenient for most students.	6.13	5.84 / 1.31	0.29	6.15	5.78 / 1.33	0.37	0.06
27. The personnel involved in registration are helpful.	6.32	6.10 / 1.11	0.22	6.39	5.98 / 1.20	0.41	0.12
34. I am able to register for classes I need with few conflicts.	6.56	6.05 / 1.33	0.51	6.68	5.89 / 1.41	0.79	0.16
50. Class change (drop/add) policies are reasonable.	6.09	5.99 / 1.33	0.10	6.41	6.07 / 1.13	0.34	-0.08

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

Institutional Summary

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

Scale/Item	June 2016			June 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
RESPONSIVENESS TO DIVERSE POPULATIONS		5.92 / 1.21			5.78 / 1.37		0.14
84. Institution's commitment to part-time students?		5.96 / 1.25			5.85 / 1.18		0.11
85. Institution's commitment to evening students?		5.74 / 1.47			5.67 / 1.43		0.07
86. Institution's commitment to older, returning learners?		6.02 / 1.27			5.94 / 1.31		0.08
87. Institution's commitment to under-represented populations?		5.90 / 1.34			5.80 / 1.34		0.10
88. Institution's commitment to commuters?		5.81 / 1.35			5.48 / 1.64		0.33 *
89. Institution's commitment to students with disabilities?		6.11 / 1.20			5.99 / 1.32		0.12

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

Institutional Summary

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

Scale/Item	June 2016			June 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SAFETY AND SECURITY	6.39	5.46 / 1.17	0.93	6.46	5.30 / 1.13	1.16	0.16
7. The campus is safe and secure for all students.	6.58	6.24 / 1.00	0.34	6.65	6.17 / 1.02	0.48	0.07
21. The amount of student parking space on campus is adequate.	6.18	4.17 / 2.08	2.01	6.27	3.74 / 2.03	2.53	0.43 *
28. Parking lots are well-lighted and secure.	6.27	5.49 / 1.55	0.78	6.27	5.27 / 1.64	1.00	0.22
36. Security staff respond quickly in emergencies.	6.54	5.99 / 1.35	0.55	6.65	6.15 / 1.14	0.50	-0.16

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

Institutional Summary

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

Scale/Item	June 2016			June 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SERVICE EXCELLENCE	6.15	5.81 / 0.97	0.34	6.27	5.76 / 0.94	0.51	0.05
2. The campus staff are caring and helpful.	6.48	6.15 / 0.98	0.33	6.55	5.91 / 1.20	0.64	0.24 **
13. Library staff are helpful and approachable.	5.80	5.88 / 1.21	-0.08	5.92	5.98 / 1.16	-0.06	-0.10
15. The staff in the health services area are competent.	6.15	5.72 / 1.42	0.43	6.30	5.95 / 1.20	0.35	-0.23
22. Counseling staff care about students as individuals.	6.17	5.81 / 1.42	0.36	6.20	5.82 / 1.28	0.38	-0.01
27. The personnel involved in registration are helpful.	6.32	6.10 / 1.11	0.22	6.39	5.98 / 1.20	0.41	0.12
57. I seldom get the "run-around" when seeking information on this campus.	6.26	5.58 / 1.59	0.68	6.36	5.49 / 1.58	0.87	0.09
60. I generally know what's happening on campus.	5.91	5.54 / 1.53	0.37	6.17	5.66 / 1.43	0.51	-0.12
71. Channels for expressing student complaints are readily available.	6.05	5.61 / 1.43	0.44	6.25	5.29 / 1.65	0.96	0.32 *

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

Institutional Summary

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

Scale/Item	June 2016			June 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
STUDENT CENTEREDNESS	6.28	5.95 / 0.97	0.33	6.40	5.85 / 1.00	0.55	0.10
1. Most students feel a sense of belonging here.	5.92	5.75 / 1.21	0.17	6.04	5.73 / 1.12	0.31	0.02
2. The campus staff are caring and helpful.	6.48	6.15 / 0.98	0.33	6.55	5.91 / 1.20	0.64	0.24 **
10. Administrators are approachable to students.	6.15	5.87 / 1.17	0.28	6.28	5.82 / 1.24	0.46	0.05
29. It is an enjoyable experience to be a student on this campus.	6.40	6.02 / 1.27	0.38	6.49	5.90 / 1.25	0.59	0.12
45. Students are made to feel welcome on this campus.	6.40	6.01 / 1.28	0.39	6.52	5.96 / 1.22	0.56	0.05
59. This institution shows concern for students as individuals.	6.34	5.91 / 1.25	0.43	6.51	5.76 / 1.39	0.75	0.15

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

Institutional Summary

Items: In Sequential Order

Item	June 2016			June 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. Most students feel a sense of belonging here.	5.92	5.75 / 1.21	0.17	6.04	5.73 / 1.12	0.31	0.02
2. The campus staff are caring and helpful.	6.48	6.15 / 0.98	0.33	6.55	5.91 / 1.20	0.64	0.24 **
3. Faculty care about me as an individual.	6.28	5.93 / 1.15	0.35	6.35	5.85 / 1.25	0.50	0.08
4. Admissions staff are knowledgeable.	6.32	6.00 / 1.20	0.32	6.39	5.88 / 1.29	0.51	0.12
5. Financial aid counselors are helpful.	6.35	5.70 / 1.41	0.65	6.37	5.50 / 1.62	0.87	0.20
6. My academic advisor is approachable.	6.56	5.92 / 1.49	0.64	6.55	5.92 / 1.58	0.63	0.00
7. The campus is safe and secure for all students.	6.58	6.24 / 1.00	0.34	6.65	6.17 / 1.02	0.48	0.07
8. The content of the courses within my major is valuable.	6.67	6.04 / 1.22	0.63	6.70	6.06 / 1.08	0.64	-0.02
9. A variety of intramural activities are offered.	5.04	5.63 / 1.36	-0.59	5.03	5.55 / 1.33	-0.52	0.08
10. Administrators are approachable to students.	6.15	5.87 / 1.17	0.28	6.28	5.82 / 1.24	0.46	0.05
11. Billing policies are reasonable.	6.31	5.58 / 1.48	0.73	6.37	5.55 / 1.43	0.82	0.03
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.41	5.70 / 1.41	0.71	6.41	5.68 / 1.36	0.73	0.02
13. Library staff are helpful and approachable.	5.80	5.88 / 1.21	-0.08	5.92	5.98 / 1.16	-0.06	-0.10
14. My academic advisor is concerned about my success as an individual.	6.45	5.96 / 1.40	0.49	6.52	5.82 / 1.61	0.70	0.14
15. The staff in the health services area are competent.	6.15	5.72 / 1.42	0.43	6.30	5.95 / 1.20	0.35	-0.23
16. The instruction in my major field is excellent.	6.61	6.14 / 1.14	0.47	6.73	6.07 / 1.16	0.66	0.07

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

Institutional Summary

Items: In Sequential Order

Item	June 2016			June 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
17. Adequate financial aid is available for most students.	6.44	5.56 / 1.44	0.88	6.59	5.50 / 1.55	1.09	0.06
18. Library resources and services are adequate.	6.21	5.91 / 1.23	0.30	6.36	5.98 / 1.18	0.38	-0.07
19. My academic advisor helps me set goals to work toward.	6.31	5.72 / 1.48	0.59	6.31	5.60 / 1.70	0.71	0.12
20. The business office is open during hours which are convenient for most students.	6.13	5.84 / 1.31	0.29	6.15	5.78 / 1.33	0.37	0.06
21. The amount of student parking space on campus is adequate.	6.18	4.17 / 2.08	2.01	6.27	3.74 / 2.03	2.53	0.43 *
22. Counseling staff care about students as individuals.	6.17	5.81 / 1.42	0.36	6.20	5.82 / 1.28	0.38	-0.01
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.07	4.63 / 1.87	1.44	6.12	4.35 / 1.88	1.77	0.28
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.21	5.07 / 1.67	0.14	5.36	5.07 / 1.65	0.29	0.00
25. Faculty are fair and unbiased in their treatment of individual students.	6.40	5.92 / 1.27	0.48	6.63	5.73 / 1.34	0.90	0.19
26. Computer labs are adequate and accessible.	6.29	5.94 / 1.32	0.35	6.51	5.98 / 1.26	0.53	-0.04
27. The personnel involved in registration are helpful.	6.32	6.10 / 1.11	0.22	6.39	5.98 / 1.20	0.41	0.12
28. Parking lots are well-lighted and secure.	6.27	5.49 / 1.55	0.78	6.27	5.27 / 1.64	1.00	0.22
29. It is an enjoyable experience to be a student on this campus.	6.40	6.02 / 1.27	0.38	6.49	5.90 / 1.25	0.59	0.12
30. Residence hall staff are concerned about me as an individual.	5.75	5.29 / 1.66	0.46	5.95	5.26 / 1.61	0.69	0.03
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.69	5.92 / 1.26	-0.23	5.66	5.79 / 1.34	-0.13	0.13

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

Institutional Summary

Items: In Sequential Order

Item	June 2016			June 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
32. Tutoring services are readily available.	6.00	5.89 / 1.36	0.11	6.00	5.88 / 1.24	0.12	0.01
33. My academic advisor is knowledgeable about requirements in my major.	6.62	6.29 / 1.19	0.33	6.68	6.17 / 1.38	0.51	0.12
34. I am able to register for classes I need with few conflicts.	6.56	6.05 / 1.33	0.51	6.68	5.89 / 1.41	0.79	0.16
35. The assessment and course placement procedures are reasonable.	6.32	5.98 / 1.16	0.34	6.45	6.04 / 1.16	0.41	-0.06
36. Security staff respond quickly in emergencies.	6.54	5.99 / 1.35	0.55	6.65	6.15 / 1.14	0.50	-0.16
37. I feel a sense of pride about my campus.	5.96	5.82 / 1.42	0.14	6.07	5.68 / 1.40	0.39	0.14
38. There is an adequate selection of food available in the cafeteria.	6.04	5.16 / 1.83	0.88	6.09	5.03 / 1.82	1.06	0.13
39. I am able to experience intellectual growth here.	6.47	6.14 / 1.14	0.33	6.56	6.07 / 1.19	0.49	0.07
40. Residence hall regulations are reasonable.	5.83	5.20 / 1.77	0.63	6.01	5.37 / 1.54	0.64	-0.17
41. There is a commitment to academic excellence on this campus.	6.47	5.97 / 1.28	0.50	6.55	5.98 / 1.19	0.57	-0.01
42. There are a sufficient number of weekend activities for students.	5.46	4.74 / 1.95	0.72	5.73	4.49 / 1.84	1.24	0.25
43. Admissions counselors respond to prospective students' unique needs and requests.	6.18	5.85 / 1.32	0.33	6.29	5.74 / 1.36	0.55	0.11
44. Academic support services adequately meet the needs of students.	6.22	5.83 / 1.29	0.39	6.39	5.87 / 1.20	0.52	-0.04
45. Students are made to feel welcome on this campus.	6.40	6.01 / 1.28	0.39	6.52	5.96 / 1.22	0.56	0.05
46. I can easily get involved in campus organizations.	5.91	5.75 / 1.55	0.16	6.05	5.83 / 1.22	0.22	-0.08

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

Institutional Summary

Items: In Sequential Order

Item	June 2016			June 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
47. Faculty provide timely feedback about student progress in a course.	6.48	5.65 / 1.45	0.83	6.54	5.63 / 1.35	0.91	0.02
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.17	5.81 / 1.41	0.36	6.28	5.70 / 1.31	0.58	0.11
49. There are adequate services to help me decide upon a career.	6.25	5.67 / 1.41	0.58	6.45	5.59 / 1.48	0.86	0.08
50. Class change (drop/add) policies are reasonable.	6.09	5.99 / 1.33	0.10	6.41	6.07 / 1.13	0.34	-0.08
51. This institution has a good reputation within the community.	6.36	6.29 / 1.01	0.07	6.42	6.25 / 1.07	0.17	0.04
52. The student center is a comfortable place for students to spend their leisure time.	5.93	5.77 / 1.49	0.16	6.12	5.58 / 1.46	0.54	0.19
53. Faculty take into consideration student differences as they teach a course.	6.17	5.58 / 1.50	0.59	6.38	5.50 / 1.48	0.88	0.08
54. Bookstore staff are helpful.	5.92	5.41 / 1.72	0.51	6.21	5.56 / 1.57	0.65	-0.15
55. Major requirements are clear and reasonable.	6.47	6.13 / 1.24	0.34	6.60	6.06 / 1.19	0.54	0.07
56. The student handbook provides helpful information about campus life.	5.79	5.75 / 1.37	0.04	5.89	5.67 / 1.37	0.22	0.08
57. I seldom get the "run-around" when seeking information on this campus.	6.26	5.58 / 1.59	0.68	6.36	5.49 / 1.58	0.87	0.09
58. The quality of instruction I receive in most of my classes is excellent.	6.58	5.97 / 1.26	0.61	6.70	6.01 / 1.14	0.69	-0.04
59. This institution shows concern for students as individuals.	6.34	5.91 / 1.25	0.43	6.51	5.76 / 1.39	0.75	0.15
60. I generally know what's happening on campus.	5.91	5.54 / 1.53	0.37	6.17	5.66 / 1.43	0.51	-0.12
61. Adjunct faculty are competent as classroom instructors.	6.14	5.90 / 1.22	0.24	6.32	5.75 / 1.33	0.57	0.15

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

Institutional Summary

Items: In Sequential Order

Item	June 2016			June 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
62. There is a strong commitment to racial harmony on this campus.	6.04	5.85 / 1.34	0.19	6.17	5.99 / 1.15	0.18	-0.14
63. Student disciplinary procedures are fair.	6.08	5.84 / 1.42	0.24	6.37	5.95 / 1.32	0.42	-0.11
64. New student orientation services help students adjust to college.	5.87	5.48 / 1.60	0.39	6.18	5.56 / 1.49	0.62	-0.08
65. Faculty are usually available after class and during office hours.	6.46	6.07 / 1.18	0.39	6.47	6.04 / 1.20	0.43	0.03
66. Tuition paid is a worthwhile investment.	6.51	5.77 / 1.38	0.74	6.60	5.86 / 1.33	0.74	-0.09
67. Freedom of expression is protected on campus.	6.10	5.89 / 1.32	0.21	6.35	5.95 / 1.22	0.40	-0.06
68. Nearly all of the faculty are knowledgeable in their field.	6.55	6.22 / 1.06	0.33	6.67	6.20 / 1.09	0.47	0.02
69. There is a good variety of courses provided on this campus.	6.39	6.00 / 1.16	0.39	6.50	5.91 / 1.28	0.59	0.09
70. Graduate teaching assistants are competent as classroom instructors.	6.04	5.76 / 1.31	0.28	6.37	5.65 / 1.40	0.72	0.11
71. Channels for expressing student complaints are readily available.	6.05	5.61 / 1.43	0.44	6.25	5.29 / 1.65	0.96	0.32 *
72. On the whole, the campus is well-maintained.	6.32	6.13 / 1.27	0.19	6.46	6.19 / 1.16	0.27	-0.06
73. Student activities fees are put to good use.	6.09	5.04 / 1.81	1.05	6.38	5.10 / 1.72	1.28	-0.06
74. Campus item: I feel a connection with other SWOSU students.	5.91	5.47 / 1.49	0.44	6.19	5.70 / 1.36	0.49	-0.23
75. Campus item: I feel a connection with my SWOSU teachers.	6.17	5.86 / 1.29	0.31	6.31	5.74 / 1.34	0.57	0.12
76. Campus item: I feel a connection with the community of Weatherford/Sayre.	5.53	5.17 / 1.78	0.36	5.74	4.96 / 1.77	0.78	0.21

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

Institutional Summary

Items: In Sequential Order

Item	June 2016			June 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
77. Campus item: There is plenty to do in town when I have free time, on the weekends, etc.	5.78	4.31 / 2.11	1.47	5.99	3.81 / 2.08	2.18	0.50 **
78. Campus item: I usually stay in town rather than drive out of town on the weekends.	5.38	5.01 / 2.02	0.37	5.49	4.67 / 2.11	0.82	0.34
79. Campus item: I participate in SWOSU activities (campus organizations, sports events, Panorama events, etc.).	5.60	5.42 / 1.60	0.18	5.73	5.36 / 1.60	0.37	0.06
80. Campus item: I want to continue to attend SWOSU and graduate from SWOSU.	6.54	6.48 / 1.06	0.06	6.55	6.35 / 1.23	0.20	0.13
81. Campus item 8							
82. Campus item 9							
83. Campus item 10							
84. Institution's commitment to part-time students?		5.96 / 1.25			5.85 / 1.18		0.11
85. Institution's commitment to evening students?		5.74 / 1.47			5.67 / 1.43		0.07
86. Institution's commitment to older, returning learners?		6.02 / 1.27			5.94 / 1.31		0.08
87. Institution's commitment to under-represented populations?		5.90 / 1.34			5.80 / 1.34		0.10
88. Institution's commitment to commuters?		5.81 / 1.35			5.48 / 1.64		0.33 *
89. Institution's commitment to students with disabilities?		6.11 / 1.20			5.99 / 1.32		0.12
90. Cost as factor in decision to enroll.	6.35			6.37			
91. Financial aid as factor in decision to enroll.	6.06			6.12			
92. Academic reputation as factor in decision to enroll.	6.12			6.17			

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

Institutional Summary

Items: In Sequential Order

Item	June 2016			June 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
93. Size of institution as factor in decision to enroll.	5.64			5.51			
94. Opportunity to play sports as factor in decision to enroll.	3.37			3.25			
95. Recommendations from family/friends as factor in decision to enroll.	5.24			5.32			
96. Geographic setting as factor in decision to enroll.	5.18			5.22			
97. Campus appearance as factor in decision to enroll.	4.89			5.05			
98. Personalized attention prior to enrollment as factor in decision to enroll.	5.47			5.46			

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

Institutional Summary

Summary Items

Summary Item	June 2016	June 2014	Mean Difference
So far, how has your college experience met your expectations? 1=Much worse than expected 2=Quite a bit worse than I expected 3=Worse than I expected 4=About what I expected 5=Better than I expected 6=Quite a bit better than I expected 7=Much better than expected	Average: 5.01 1% 0% 5% 30% 31% 11% 19%	Average: 4.93 0% 0% 7% 32% 30% 14% 14%	0.08
Rate your overall satisfaction with your experience here thus far. 1=Not satisfied at all 2=Not very satisfied 3=Somewhat dissatisfied 4=Neutral 5=Somewhat satisfied 6=Satisfied 7=Very satisfied	Average: 5.93 0% 1% 3% 5% 8% 46% 33%	Average: 5.84 0% 1% 3% 3% 15% 47% 27%	0.09
All in all, if you had to do it over, would you enroll here again? 1=Definitely not 2=Probably not 3=Maybe not 4=I don't know 5=Maybe yes 6=Probably yes 7=Definitely yes	Average: 6.06 2% 2% 1% 4% 9% 28% 51%	Average: 5.97 1% 4% 3% 4% 6% 32% 46%	0.09