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Your institution is interested in systematically listening to its students. Therefore, your thoughtful and honest responses to this inventory are very important.

You are being asked to share feedback about your school experiences thus far. Your responses will give your school leadership insights about the aspects of school that are important to you as well as how satisfied you are with them.

- Use a No. 2 pencil only. Please do not use ink or ballpoint pen.
- Erase changes completely and cleanly.
- Completely darken the oval that corresponds to your response.

Each item below describes an expectation about your experiences at this school. On the *left*, tell us how important it is for your institution to meet this expectation. On the *right* tell us how satisfied you are that your institution has met this expectation.

Importance to me My level of satisfaction									
1 - not important at all 2 - not very important 3 - somewhat unimportant 4 - neutral 5 - somewhat important 6 - important 7 - very important does not apply							not available/not used very satisfied - 7 satisfied - 6 somewhat satisfied - 5 neutral - 4 somewhat dissatisfied - 3 not very satisfied - 2 not satisfied at all - 1									
1	2	3	4	5	6	7	<input type="radio"/>	1. The school staff are caring and helpful.	1	2	3	4	5	6	7	<input type="radio"/>
1	2	3	4	5	6	7	<input type="radio"/>	2. Classes are scheduled at times that are convenient for me.	1	2	3	4	5	6	7	<input type="radio"/>
1	2	3	4	5	6	7	<input type="radio"/>	3. My academic advisor is available when I need help.	1	2	3	4	5	6	7	<input type="radio"/>
1	2	3	4	5	6	7	<input type="radio"/>	4. Security staff respond quickly to calls for assistance.	1	2	3	4	5	6	7	<input type="radio"/>
1	2	3	4	5	6	7	<input type="radio"/>	5. Financial aid awards are announced in time to be helpful in planning.	1	2	3	4	5	6	7	<input type="radio"/>
1	2	3	4	5	6	7	<input type="radio"/>	6. Library resources and services are adequate.	1	2	3	4	5	6	7	<input type="radio"/>
1	2	3	4	5	6	7	<input type="radio"/>	7. Admissions staff provide personalized attention prior to enrollment.	1	2	3	4	5	6	7	<input type="radio"/>
1	2	3	4	5	6	7	<input type="radio"/>	8. The quality of instruction I receive in most of my classes is excellent.	1	2	3	4	5	6	7	<input type="radio"/>
1	2	3	4	5	6	7	<input type="radio"/>	9. I am able to register for the classes I need with few conflicts.	1	2	3	4	5	6	7	<input type="radio"/>
1	2	3	4	5	6	7	<input type="radio"/>	10. Parking lots are well-lighted and secure.	1	2	3	4	5	6	7	<input type="radio"/>
1	2	3	4	5	6	7	<input type="radio"/>	11. Counseling services are available if I need them.	1	2	3	4	5	6	7	<input type="radio"/>
1	2	3	4	5	6	7	<input type="radio"/>	12. Faculty are fair and unbiased in their treatment of individual students.	1	2	3	4	5	6	7	<input type="radio"/>
1	2	3	4	5	6	7	<input type="radio"/>	13. The school is safe and secure for all students.	1	2	3	4	5	6	7	<input type="radio"/>
1	2	3	4	5	6	7	<input type="radio"/>	14. My academic advisor is knowledgeable about my program requirements.	1	2	3	4	5	6	7	<input type="radio"/>
1	2	3	4	5	6	7	<input type="radio"/>	15. Financial aid counseling is available if I need it.	1	2	3	4	5	6	7	<input type="radio"/>
1	2	3	4	5	6	7	<input type="radio"/>	16. My advisor helps me apply my program of study to career goals.	1	2	3	4	5	6	7	<input type="radio"/>
1	2	3	4	5	6	7	<input type="radio"/>	17. Admissions counselors accurately portray program offerings in their recruiting practices.	1	2	3	4	5	6	7	<input type="radio"/>
1	2	3	4	5	6	7	<input type="radio"/>	18. Computer labs are adequate and accessible.	1	2	3	4	5	6	7	<input type="radio"/>
1	2	3	4	5	6	7	<input type="radio"/>	19. Registration processes and procedures are convenient.	1	2	3	4	5	6	7	<input type="radio"/>
1	2	3	4	5	6	7	<input type="radio"/>	20. Students are made to feel welcome here.	1	2	3	4	5	6	7	<input type="radio"/>

PLEASE DO NOT MARK IN THIS AREA

Importance to me ...

- 1 - not important at all
2 - not very important
3 - somewhat unimportant
4 - neutral
5 - somewhat important
6 - important
7 - very important

does not apply

... My level of satisfaction

not available/not used

- very satisfied - 7
satisfied - 6
somewhat satisfied - 5
neutral - 4
somewhat dissatisfied - 3
not very satisfied - 2
not satisfied at all - 1

1 2 3 4 5 6 7	21. The amount of student parking space is adequate.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	22. My academic advisor is knowledgeable about transfer requirements of other schools.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	23. This institution helps me identify resources to finance my education.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	24. The equipment in the lab facilities is kept up to date.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	25. Faculty provide timely feedback about my academic progress.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	26. There are adequate services to help me decide upon a career.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	27. Tutoring services are readily available.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	28. This school provides online access to services I need.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	29. There are convenient ways of paying my school bill.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	30. The assessment and course placement procedures are reasonable.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	31. Faculty use a variety of technology and media in the classroom.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	32. I am able to take care of school-related business at times that are convenient for me.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	33. Administrators are available to hear students' concerns.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	1 2 3 4 5 6 7
1 2 3 4 5 6 7	35. I receive ongoing feedback about progress toward my academic goals.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	36. Tuition paid is a worthwhile investment.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	37. I seldom get the "run-around" when seeking information on this campus.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	38. Most classes deal with practical experiences and applications.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	39. On the whole, the school is well-maintained.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	40. There are sufficient courses within my program of study available each term.	1 2 3 4 5 6 7

Your institution may choose to provide you with additional questions on a separate sheet. The section below numbered 41 - 50 is provided as a response area for those additional questions. Continue on to item 51 when you have completed this section.

Importance to me ...

- 1 - not important at all
2 - not very important
3 - somewhat unimportant
4 - neutral
5 - somewhat important
6 - important
7 - very important

does not apply

... My level of satisfaction

not available/not used

- very satisfied - 7
satisfied - 6
somewhat satisfied - 5
neutral - 4
somewhat dissatisfied - 3
not very satisfied - 2
not satisfied at all - 1

(If items 41-50 not available, skip to item 51.)

1 2 3 4 5 6 7	41.	41.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	42.	42.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	43.	43.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	44.	44.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	45.	45.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	46.	46.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	47.	47.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	48.	48.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	49.	49.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	50.	50.	1 2 3 4 5 6 7

74. Do you plan to transfer to another institution?

- ① Yes
② No

75. Membership(s) in campus organizations, including athletics:

- ① None
- ② One or two
- ③ Three or four
- ④ Five or more

76. My primary source for paying my tuition and fees is:

- ① Scholarships
- ② Financial aid
- ③ Family contributions
- ④ Self support
- ⑤ Other

**Student ID/SSN if requested
by your institution**

Write the requested number in the spaces of the box provided. Completely darken the corresponding oval.

0	0	0	0	0	0	0	0	0
1	1	1	1	1	1	1	1	1
2	2	2	2	2	2	2	2	2
3	3	3	3	3	3	3	3	3
4	4	4	4	4	4	4	4	4
5	5	5	5	5	5	5	5	5
6	6	6	6	6	6	6	6	6
7	7	7	7	7	7	7	7	7
8	8	8	8	8	8	8	8	8
9	9	9	9	9	9	9	9	9

78. Item requested by your institution:

- 1
- 2
- 3
- 4
- 5
- 6

0	0	0	0
1	1	1	1
2	2	2	2
3	3	3	3
4	4	4	4
5	5	5	5
6	6	6	6
7	7	7	7
8	8	8	8
9	9	9	9

PLEASE DO NOT MARK IN THIS AREA

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