

Demographics

Gender		N	%	Class Level		N	%
Female		639	72.95%	Freshman		264	30.31%
Male		237	27.05%	Sophomore		190	21.81%
Total		876	100.00%	Junior		183	21.01%
No Response		14		Senior		220	25.26%
				Special student		3	0.34%
				Graduate/Professional		2	0.23%
				Other class level		9	1.03%
				Total		871	100.00%
				No Response		19	
Age		N	%	Current GPA		N	%
18 and under		72	8.22%	No credits earned		3	0.35%
19 to 24		734	83.79%	1.99 or below		4	0.46%
25 to 34		56	6.39%	2.0 - 2.49		46	5.30%
35 to 44		8	0.91%	2.5 - 2.99		141	16.24%
45 and over		6	0.68%	3.0 - 3.49		277	31.91%
Total		876	100.00%	3.5 or above		397	45.74%
No Response		14		Total		868	100.00%
				No Response		22	
Ethnicity/Race		N	%	Educational Goal		N	%
African-American		7	0.80%	Associate degree		21	2.40%
American Indian or Alaskan Native		20	2.28%	Bachelor's degree		552	63.16%
Asian or Pacific Islander		15	1.71%	Master's degree		160	18.31%
Caucasian/White		785	89.41%	Doctorate or professional degree		138	15.79%
Hispanic		13	1.48%	Certification (initial/renewal)		0	0.00%
Other race		10	1.14%	Self-improvement/pleasure		1	0.11%
Race - Prefer not to respond		28	3.19%	Job-related training		2	0.23%
Total		878	100.00%	Other educational goal		0	0.00%
No Response		12		Total		874	100.00%
				No Response		16	
Current Enrollment Status		N	%				
Day		875	99.66%				
Evening		3	0.34%				
Weekend		0	0.00%				
Total		878	100.00%				
No Response		12					
Current Class Load		N	%				
Full-time		840	96.22%				
Part-time		33	3.78%				
Total		873	100.00%				
No Response		17					

Demographics

1029: Marketing	11	1.27%
1030: Mathematics	12	1.39%
1031: Medical Biology	27	3.13%
1032: Music/Music Edu/Performance	22	2.55%
1033: Modern Languages (French, German, Spanish, etc.)	3	0.35%
1035: Nursing/Pre-Nursing	68	7.88%
1036: Other	17	1.97%
1037: Philosophy	3	0.35%
1038: Physical Education	2	0.23%
1039: Pre-Chiropractic	1	0.12%
1041: Pre-Law	2	0.23%
1042: Pre-Medicine	12	1.39%
1043: Pre-Occupational Therapy	5	0.58%
1045: Pre-Physical Therapy	5	0.58%
1046: Pre-Physicians Assistant	3	0.35%
1047: Pre-Veterinary Med	1	0.12%
1048: Psychology	57	6.60%
1050: Social Work	28	3.24%
1051: Speech Communication	2	0.23%
1052: Sustainability	2	0.23%
1053: Theatre	6	0.70%
1054: Undeclared	10	1.16%
Total	863	100.00%
No Response	27	

Strategic Planning Overview

Strengths and Challenges

Strengths

- 33. My academic advisor is knowledgeable about requirements in my major.
- 8. The content of the courses within my major is valuable.
- 16. The instruction in my major field is excellent.
- 68. Nearly all of the faculty are knowledgeable in their field.
- 6. My academic advisor is approachable.
- 39. I am able to experience intellectual growth here.
- 7. The campus is safe and secure for all students.
- 69. There is a good variety of courses provided on this campus.
- 14. My academic advisor is concerned about my success as an individual.
- 65. Faculty are usually available after class and during office hours.
- 72. On the whole, the campus is well-maintained.
- 67. Freedom of expression is protected on campus.

Challenges

- 34. I am able to register for classes I need with few conflicts.
- 66. Tuition paid is a worthwhile investment.
- 29. It is an enjoyable experience to be a student on this campus.
- 47. Faculty provide timely feedback about student progress in a course.
- 17. Adequate financial aid is available for most students.
- 59. This institution shows concern for students as individuals.
- 23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)
- 73. Student activities fees are put to good use.
- 5. Financial aid counselors are helpful.
- 12. Financial aid awards are announced to students in time to be helpful in college planning.
- 53. Faculty take into consideration student differences as they teach a course.

Strategic Planning Overview

Benchmarks

Higher Satisfaction vs. National Four-Year Publics

- 34. I am able to register for classes I need with few conflicts.
- 6. My academic advisor is approachable.
- 7. The campus is safe and secure for all students.
- 69. There is a good variety of courses provided on this campus.
- 14. My academic advisor is concerned about my success as an individual.
- 36. Security staff respond quickly in emergencies.

Lower Satisfaction vs. National Four-Year Publics

- 66. Tuition paid is a worthwhile investment.
- 29. It is an enjoyable experience to be a student on this campus.
- 55. Major requirements are clear and reasonable.
- 47. Faculty provide timely feedback about student progress in a course.
- 17. Adequate financial aid is available for most students.
- 41. There is a commitment to academic excellence on this campus.
- 45. Students are made to feel welcome on this campus.
- 23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)
- 73. Student activities fees are put to good use.
- 53. Faculty take into consideration student differences as they teach a course.

Higher Importance vs. National Four-Year Publics

- 23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)

Institutional Summary
Scales: In Order of Importance

Scale	The University of South Dakota - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Academic Advising	6.39	5.58 / 1.24	0.81	6.39	5.40 / 1.35	0.99	0.18 ***
Instructional Effectiveness	6.35	5.35 / 0.99	1.00	6.36	5.39 / 1.05	0.97	-0.04
Student Centeredness	6.18	5.11 / 1.16	1.07	6.14	5.23 / 1.18	0.91	-0.12 **
Safety and Security	6.18	4.87 / 1.10	1.31	6.30	4.76 / 1.24	1.54	0.11 **
Concern for the Individual	6.15	5.20 / 1.07	0.95	6.17	5.14 / 1.18	1.03	0.06
Campus Climate	6.14	5.12 / 1.05	1.02	6.15	5.23 / 1.10	0.92	-0.11 **
Registration Effectiveness	6.14	5.21 / 1.05	0.93	6.24	5.14 / 1.18	1.10	0.07
Recruitment and Financial Aid	6.13	4.95 / 1.16	1.18	6.21	5.02 / 1.25	1.19	-0.07
Service Excellence	5.99	5.08 / 1.04	0.91	6.07	5.11 / 1.11	0.96	-0.03
Campus Support Services	5.88	5.30 / 1.00	0.58	6.09	5.45 / 1.03	0.64	-0.15 ***
Campus Life	5.79	4.88 / 1.02	0.91	5.77	5.07 / 1.10	0.70	-0.19 ***
Responsiveness to Diverse Populations		5.13 / 1.35			5.29 / 1.35		-0.16 **

* 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 97084 records.

Institutional Summary

Items: In Order of Importance

Item	The University of South Dakota - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
33. My academic advisor is knowledgeable about requirements in my major.	6.55	5.70 / 1.55	0.85	6.54	5.61 / 1.62	0.93	0.09
8. The content of the courses within my major is valuable.	6.54	5.49 / 1.32	1.05	6.57	5.54 / 1.36	1.03	-0.05
34. I am able to register for classes I need with few conflicts.	6.53	5.17 / 1.62	1.36	6.55	5.02 / 1.79	1.53	0.15 *
16. The instruction in my major field is excellent.	6.53	5.53 / 1.33	1.00	6.55	5.51 / 1.40	1.04	0.02
68. Nearly all of the faculty are knowledgeable in their field.	6.53	5.75 / 1.25	0.78	6.53	5.74 / 1.30	0.79	0.01
58. The quality of instruction I receive in most of my classes is excellent.	6.48	5.36 / 1.35	1.12	6.51	5.40 / 1.41	1.11	-0.04
66. Tuition paid is a worthwhile investment.	6.47	4.95 / 1.59	1.52	6.47	5.19 / 1.61	1.28	-0.24 ***
6. My academic advisor is approachable.	6.46	5.86 / 1.44	0.60	6.46	5.54 / 1.67	0.92	0.32 ***
55. Major requirements are clear and reasonable.	6.44	5.35 / 1.48	1.09	6.46	5.47 / 1.46	0.99	-0.12 *
39. I am able to experience intellectual growth here.	6.44	5.55 / 1.25	0.89	6.42	5.60 / 1.34	0.82	-0.05
29. It is an enjoyable experience to be a student on this campus.	6.44	5.25 / 1.53	1.19	6.34	5.37 / 1.51	0.97	-0.12 *
7. The campus is safe and secure for all students.	6.43	5.81 / 1.20	0.62	6.46	5.50 / 1.43	0.96	0.31 ***
69. There is a good variety of courses provided on this campus.	6.42	5.60 / 1.34	0.82	6.43	5.48 / 1.48	0.95	0.12 *

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** Difference statistically significant at the .01 level

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Institutional Summary

Items: In Order of Importance

Item	The University of South Dakota - 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.	6.39	4.98 / 1.49	1.41	6.36	5.11 / 1.53	1.25	-0.13 *
14. My academic advisor is concerned about my success as an individual.	6.38	5.67 / 1.51	0.71	6.33	5.31 / 1.68	1.02	0.36 ***
25. Faculty are fair and unbiased in their treatment of individual students.	6.37	5.25 / 1.39	1.12	6.39	5.28 / 1.48	1.11	-0.03
17. Adequate financial aid is available for most students.	6.34	4.73 / 1.61	1.61	6.37	4.93 / 1.69	1.44	-0.20 ***
36. Security staff respond quickly in emergencies.	6.31	5.37 / 1.30	0.94	6.36	5.23 / 1.51	1.13	0.14 *
59. This institution shows concern for students as individuals.	6.30	5.05 / 1.54	1.25	6.29	5.12 / 1.55	1.17	-0.07
41. There is a commitment to academic excellence on this campus.	6.29	5.27 / 1.40	1.02	6.34	5.40 / 1.42	0.94	-0.13 **
65. Faculty are usually available after class and during office hours.	6.27	5.67 / 1.29	0.60	6.34	5.65 / 1.35	0.69	0.02
45. Students are made to feel welcome on this campus.	6.27	5.26 / 1.48	1.01	6.24	5.44 / 1.44	0.80	-0.18 ***
90. Cost as factor in decision to enroll.	6.25			6.24			
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.23	4.40 / 1.62	1.83	5.94	4.70 / 1.64	1.24	-0.30 ***
72. On the whole, the campus is well-maintained.	6.22	5.72 / 1.26	0.50	6.31	5.70 / 1.35	0.61	0.02

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National Group Means are based on 97084 records.

Institutional Summary

Items: In Order of Importance

Item	The University of South Dakota - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
2. The campus staff are caring and helpful.	6.22	5.22 / 1.28	1.00	6.29	5.25 / 1.44	1.04	-0.03
73. Student activities fees are put to good use.	6.21	4.26 / 1.71	1.95	6.16	4.64 / 1.72	1.52	-0.38 ***
49. There are adequate services to help me decide upon a career.	6.20	5.13 / 1.52	1.07	6.21	5.15 / 1.54	1.06	-0.02
70. Graduate teaching assistants are competent as classroom instructors.	6.17	5.09 / 1.57	1.08	6.16	5.19 / 1.50	0.97	-0.10
3. Faculty care about me as an individual.	6.17	5.11 / 1.41	1.06	6.12	5.10 / 1.50	1.02	0.01
5. Financial aid counselors are helpful.	6.16	4.78 / 1.64	1.38	6.23	4.90 / 1.70	1.33	-0.12
27. The personnel involved in registration are helpful.	6.16	5.32 / 1.39	0.84	6.24	5.24 / 1.52	1.00	0.08
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.15	4.91 / 1.51	1.24	6.31	4.93 / 1.70	1.38	-0.02
35. The assessment and course placement procedures are reasonable.	6.14	5.26 / 1.37	0.88	6.22	5.28 / 1.45	0.94	-0.02
53. Faculty take into consideration student differences as they teach a course.	6.14	4.90 / 1.50	1.24	6.16	5.01 / 1.56	1.15	-0.11 *
67. Freedom of expression is protected on campus.	6.12	5.39 / 1.39	0.73	6.15	5.50 / 1.41	0.65	-0.11 *
4. Admissions staff are knowledgeable.	6.12	5.04 / 1.50	1.08	6.24	5.14 / 1.53	1.10	-0.10
61. Adjunct faculty are competent as classroom instructors.	6.12	5.31 / 1.33	0.81	6.19	5.34 / 1.42	0.85	-0.03

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Institutional Summary

Items: In Order of Importance

Item	The University of South Dakota - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
19. My academic advisor helps me set goals to work toward.	6.10	5.30 / 1.58	0.80	6.14	5.05 / 1.74	1.09	0.25 ***
51. This institution has a good reputation within the community.	6.10	5.30 / 1.47	0.80	6.21	5.57 / 1.45	0.64	-0.27 ***
57. I seldom get the "run-around" when seeking information on this campus.	6.10	4.63 / 1.72	1.47	6.22	4.62 / 1.85	1.60	0.01
11. Billing policies are reasonable.	6.08	4.72 / 1.52	1.36	6.20	4.84 / 1.63	1.36	-0.12 *
50. Class change (drop/add) policies are reasonable.	6.07	5.52 / 1.36	0.55	6.20	5.41 / 1.52	0.79	0.11 *
44. Academic support services adequately meet the needs of students.	6.06	5.22 / 1.33	0.84	6.15	5.24 / 1.43	0.91	-0.02
21. The amount of student parking space on campus is adequate.	6.06	3.42 / 1.83	2.64	6.20	3.40 / 1.99	2.80	0.02
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.03	5.11 / 1.50	0.92	6.01	5.13 / 1.50	0.88	-0.02
52. The student center is a comfortable place for students to spend their leisure time.	6.03	5.50 / 1.40	0.53	5.89	5.36 / 1.48	0.53	0.14 **
91. Financial aid as factor in decision to enroll.	6.02			6.07			
63. Student disciplinary procedures are fair.	6.00	5.25 / 1.41	0.75	6.09	5.37 / 1.43	0.72	-0.12 *
46. I can easily get involved in campus organizations.	6.00	5.37 / 1.44	0.63	5.84	5.32 / 1.49	0.52	0.05
1. Most students feel a sense of belonging here.	6.00	4.89 / 1.42	1.11	5.76	5.13 / 1.45	0.63	-0.24 ***

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National Group Means are based on 97084 records.

Institutional Summary

Items: In Order of Importance

Item	The University of South Dakota - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
18. Library resources and services are adequate.	5.99	5.61 / 1.17	0.38	6.17	5.61 / 1.30	0.56	0.00
38. There is an adequate selection of food available in the cafeteria.	5.99	4.15 / 1.71	1.84	5.92	4.57 / 1.78	1.35	-0.42 ***
71. Channels for expressing student complaints are readily available.	5.98	4.70 / 1.65	1.28	6.07	4.80 / 1.66	1.27	-0.10
15. The staff in the health services area are competent.	5.97	5.01 / 1.55	0.96	6.04	5.25 / 1.46	0.79	-0.24 ***
22. Counseling staff care about students as individuals.	5.97	5.35 / 1.32	0.62	6.05	5.07 / 1.49	0.98	0.28 ***
43. Admissions counselors respond to prospective students' unique needs and requests.	5.97	5.15 / 1.42	0.82	6.05	5.09 / 1.51	0.96	0.06
64. New student orientation services help students adjust to college.	5.93	5.04 / 1.49	0.89	5.95	5.21 / 1.56	0.74	-0.17 **
28. Parking lots are well-lighted and secure.	5.93	5.04 / 1.51	0.89	6.18	5.02 / 1.60	1.16	0.02
92. Academic reputation as factor in decision to enroll.	5.89			5.98			
10. Administrators are approachable to students.	5.88	4.99 / 1.39	0.89	5.96	5.07 / 1.45	0.89	-0.08
60. I generally know what's happening on campus.	5.88	4.90 / 1.52	0.98	5.82	5.01 / 1.57	0.81	-0.11 *
26. Computer labs are adequate and accessible.	5.86	5.39 / 1.39	0.47	6.26	5.51 / 1.46	0.75	-0.12 *
40. Residence hall regulations are reasonable.	5.85	5.04 / 1.46	0.81	5.76	4.93 / 1.57	0.83	0.11

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National Group Means are based on 97084 records.

Institutional Summary

Items: In Order of Importance

Item	The University of South Dakota - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
37. I feel a sense of pride about my campus.	5.84	5.00 / 1.64	0.84	5.86	5.22 / 1.57	0.64	-0.22 ***
20. The business office is open during hours which are convenient for most students.	5.83	5.35 / 1.25	0.48	6.00	5.22 / 1.46	0.78	0.13 *
62. There is a strong commitment to racial harmony on this campus.	5.80	5.28 / 1.44	0.52	5.99	5.47 / 1.42	0.52	-0.19 ***
54. Bookstore staff are helpful.	5.75	5.23 / 1.65	0.52	5.96	5.57 / 1.43	0.39	-0.34 ***
32. Tutoring services are readily available.	5.71	4.97 / 1.52	0.74	6.05	5.48 / 1.44	0.57	-0.51 ***
30. Residence hall staff are concerned about me as an individual.	5.63	4.70 / 1.66	0.93	5.62	4.84 / 1.59	0.78	-0.14 *
13. Library staff are helpful and approachable.	5.60	5.49 / 1.28	0.11	5.82	5.60 / 1.32	0.22	-0.11 *
42. There are a sufficient number of weekend activities for students.	5.59	4.30 / 1.74	1.29	5.45	4.63 / 1.66	0.82	-0.33 ***
56. The student handbook provides helpful information about campus life.	5.53	4.94 / 1.42	0.59	5.75	5.26 / 1.44	0.49	-0.32 ***
93. Size of institution as factor in decision to enroll.	5.42			5.29			
98. Personalized attention prior to enrollment as factor in decision to enroll.	5.38			5.34			
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.34	5.38 / 1.43	-0.04	5.62	5.43 / 1.40	0.19	-0.05
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.33	4.11 / 1.72	1.22	5.35	4.87 / 1.62	0.48	-0.76 ***

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National Group Means are based on 97084 records.

Institutional Summary
Items: In Order of Importance

Item	The University of South Dakota - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
96. Geographic setting as factor in decision to enroll.	5.30			5.57			
97. Campus appearance as factor in decision to enroll.	5.29			5.31			
9. A variety of intramural activities are offered.	5.01	5.38 / 1.34	-0.37	5.03	5.20 / 1.43	-0.17	0.18 ***
95. Recommendations from family/friends as factor in decision to enroll.	4.79			4.90			
94. Opportunity to play sports as factor in decision to enroll.	3.30			3.57			
75. Campus item 2							
76. Campus item 3							
77. Campus item 4							
79. Campus item 6							
80. Campus item 7							
81. Campus item 8							
82. Campus item 9							
83. Campus item 10							
84. Institution's commitment to part-time students?		5.23 / 1.29			5.26 / 1.46		-0.03
85. Institution's commitment to evening students?		5.04 / 1.40			5.25 / 1.49		-0.21 **
78. Campus item 5							

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Institutional Summary
Items: In Order of Importance

Item	The University of South Dakota - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
86. Institution's commitment to older, returning learners?		5.20 / 1.45			5.36 / 1.48		-0.16 *
87. Institution's commitment to under-represented populations?		5.09 / 1.46			5.31 / 1.45		-0.22 ***
88. Institution's commitment to commuters?		4.89 / 1.60			5.11 / 1.63		-0.22 **
89. Institution's commitment to students with disabilities?		5.34 / 1.40			5.48 / 1.44		-0.14 *
74. Campus item 1							

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

National Group Means are based on 97084 records.

Institutional Summary

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

Scale/Item	The University of South Dakota - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC ADVISING	6.39	5.58 / 1.24	0.81	6.39	5.40 / 1.35	0.99	0.18 ***
6. My academic advisor is approachable.	6.46	5.86 / 1.44	0.60	6.46	5.54 / 1.67	0.92	0.32 ***
14. My academic advisor is concerned about my success as an individual.	6.38	5.67 / 1.51	0.71	6.33	5.31 / 1.68	1.02	0.36 ***
19. My academic advisor helps me set goals to work toward.	6.10	5.30 / 1.58	0.80	6.14	5.05 / 1.74	1.09	0.25 ***
33. My academic advisor is knowledgeable about requirements in my major.	6.55	5.70 / 1.55	0.85	6.54	5.61 / 1.62	0.93	0.09
55. Major requirements are clear and reasonable.	6.44	5.35 / 1.48	1.09	6.46	5.47 / 1.46	0.99	-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 97084 records.

Institutional Summary

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

Scale/Item	The University of South Dakota - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS CLIMATE	6.14	5.12 / 1.05	1.02	6.15	5.23 / 1.10	0.92	-0.11 **
1. Most students feel a sense of belonging here.	6.00	4.89 / 1.42	1.11	5.76	5.13 / 1.45	0.63	-0.24 ***
2. The campus staff are caring and helpful.	6.22	5.22 / 1.28	1.00	6.29	5.25 / 1.44	1.04	-0.03
3. Faculty care about me as an individual.	6.17	5.11 / 1.41	1.06	6.12	5.10 / 1.50	1.02	0.01
7. The campus is safe and secure for all students.	6.43	5.81 / 1.20	0.62	6.46	5.50 / 1.43	0.96	0.31 ***
10. Administrators are approachable to students.	5.88	4.99 / 1.39	0.89	5.96	5.07 / 1.45	0.89	-0.08
29. It is an enjoyable experience to be a student on this campus.	6.44	5.25 / 1.53	1.19	6.34	5.37 / 1.51	0.97	-0.12 *
37. I feel a sense of pride about my campus.	5.84	5.00 / 1.64	0.84	5.86	5.22 / 1.57	0.64	-0.22 ***
41. There is a commitment to academic excellence on this campus.	6.29	5.27 / 1.40	1.02	6.34	5.40 / 1.42	0.94	-0.13 **
45. Students are made to feel welcome on this campus.	6.27	5.26 / 1.48	1.01	6.24	5.44 / 1.44	0.80	-0.18 ***
51. This institution has a good reputation within the community.	6.10	5.30 / 1.47	0.80	6.21	5.57 / 1.45	0.64	-0.27 ***
57. I seldom get the "run-around" when seeking information on this campus.	6.10	4.63 / 1.72	1.47	6.22	4.62 / 1.85	1.60	0.01
59. This institution shows concern for students as individuals.	6.30	5.05 / 1.54	1.25	6.29	5.12 / 1.55	1.17	-0.07
60. I generally know what's happening on campus.	5.88	4.90 / 1.52	0.98	5.82	5.01 / 1.57	0.81	-0.11 *

* 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 97084 records.

Institutional Summary

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

Scale/Item	The University of South Dakota - 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.	5.80	5.28 / 1.44	0.52	5.99	5.47 / 1.42	0.52	-0.19 ***
66. Tuition paid is a worthwhile investment.	6.47	4.95 / 1.59	1.52	6.47	5.19 / 1.61	1.28	-0.24 ***
67. Freedom of expression is protected on campus.	6.12	5.39 / 1.39	0.73	6.15	5.50 / 1.41	0.65	-0.11 *
71. Channels for expressing student complaints are readily available.	5.98	4.70 / 1.65	1.28	6.07	4.80 / 1.66	1.27	-0.10

* 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 97084 records.

Institutional Summary

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

Scale/Item	The University of South Dakota - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS LIFE	5.79	4.88 / 1.02	0.91	5.77	5.07 / 1.10	0.70	-0.19 ***
9. A variety of intramural activities are offered.	5.01	5.38 / 1.34	-0.37	5.03	5.20 / 1.43	-0.17	0.18 ***
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.23	4.40 / 1.62	1.83	5.94	4.70 / 1.64	1.24	-0.30 ***
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.33	4.11 / 1.72	1.22	5.35	4.87 / 1.62	0.48	-0.76 ***
30. Residence hall staff are concerned about me as an individual.	5.63	4.70 / 1.66	0.93	5.62	4.84 / 1.59	0.78	-0.14 *
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.34	5.38 / 1.43	-0.04	5.62	5.43 / 1.40	0.19	-0.05
38. There is an adequate selection of food available in the cafeteria.	5.99	4.15 / 1.71	1.84	5.92	4.57 / 1.78	1.35	-0.42 ***
40. Residence hall regulations are reasonable.	5.85	5.04 / 1.46	0.81	5.76	4.93 / 1.57	0.83	0.11
42. There are a sufficient number of weekend activities for students.	5.59	4.30 / 1.74	1.29	5.45	4.63 / 1.66	0.82	-0.33 ***
46. I can easily get involved in campus organizations.	6.00	5.37 / 1.44	0.63	5.84	5.32 / 1.49	0.52	0.05
52. The student center is a comfortable place for students to spend their leisure time.	6.03	5.50 / 1.40	0.53	5.89	5.36 / 1.48	0.53	0.14 **
56. The student handbook provides helpful information about campus life.	5.53	4.94 / 1.42	0.59	5.75	5.26 / 1.44	0.49	-0.32 ***
63. Student disciplinary procedures are fair.	6.00	5.25 / 1.41	0.75	6.09	5.37 / 1.43	0.72	-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 97084 records.

Institutional Summary

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

Scale/Item	The University of South Dakota - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
64. New student orientation services help students adjust to college.	5.93	5.04 / 1.49	0.89	5.95	5.21 / 1.56	0.74	-0.17 **
67. Freedom of expression is protected on campus.	6.12	5.39 / 1.39	0.73	6.15	5.50 / 1.41	0.65	-0.11 *
73. Student activities fees are put to good use.	6.21	4.26 / 1.71	1.95	6.16	4.64 / 1.72	1.52	-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 97084 records.

Institutional Summary

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

Scale/Item	The University of South Dakota - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS SUPPORT SERVICES	5.88	5.30 / 1.00	0.58	6.09	5.45 / 1.03	0.64	-0.15 ***
13. Library staff are helpful and approachable.	5.60	5.49 / 1.28	0.11	5.82	5.60 / 1.32	0.22	-0.11 *
18. Library resources and services are adequate.	5.99	5.61 / 1.17	0.38	6.17	5.61 / 1.30	0.56	0.00
26. Computer labs are adequate and accessible.	5.86	5.39 / 1.39	0.47	6.26	5.51 / 1.46	0.75	-0.12 *
32. Tutoring services are readily available.	5.71	4.97 / 1.52	0.74	6.05	5.48 / 1.44	0.57	-0.51 ***
44. Academic support services adequately meet the needs of students.	6.06	5.22 / 1.33	0.84	6.15	5.24 / 1.43	0.91	-0.02
49. There are adequate services to help me decide upon a career.	6.20	5.13 / 1.52	1.07	6.21	5.15 / 1.54	1.06	-0.02
54. Bookstore staff are helpful.	5.75	5.23 / 1.65	0.52	5.96	5.57 / 1.43	0.39	-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 97084 records.

Institutional Summary

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

Scale/Item	The University of South Dakota - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CONCERN FOR THE INDIVIDUAL	6.15	5.20 / 1.07	0.95	6.17	5.14 / 1.18	1.03	0.06
3. Faculty care about me as an individual.	6.17	5.11 / 1.41	1.06	6.12	5.10 / 1.50	1.02	0.01
14. My academic advisor is concerned about my success as an individual.	6.38	5.67 / 1.51	0.71	6.33	5.31 / 1.68	1.02	0.36 ***
22. Counseling staff care about students as individuals.	5.97	5.35 / 1.32	0.62	6.05	5.07 / 1.49	0.98	0.28 ***
25. Faculty are fair and unbiased in their treatment of individual students.	6.37	5.25 / 1.39	1.12	6.39	5.28 / 1.48	1.11	-0.03
30. Residence hall staff are concerned about me as an individual.	5.63	4.70 / 1.66	0.93	5.62	4.84 / 1.59	0.78	-0.14 *
59. This institution shows concern for students as individuals.	6.30	5.05 / 1.54	1.25	6.29	5.12 / 1.55	1.17	-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 97084 records.

Institutional Summary

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

Scale/Item	The University of South Dakota - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTRUCTIONAL EFFECTIVENESS	6.35	5.35 / 0.99	1.00	6.36	5.39 / 1.05	0.97	-0.04
3. Faculty care about me as an individual.	6.17	5.11 / 1.41	1.06	6.12	5.10 / 1.50	1.02	0.01
8. The content of the courses within my major is valuable.	6.54	5.49 / 1.32	1.05	6.57	5.54 / 1.36	1.03	-0.05
16. The instruction in my major field is excellent.	6.53	5.53 / 1.33	1.00	6.55	5.51 / 1.40	1.04	0.02
25. Faculty are fair and unbiased in their treatment of individual students.	6.37	5.25 / 1.39	1.12	6.39	5.28 / 1.48	1.11	-0.03
39. I am able to experience intellectual growth here.	6.44	5.55 / 1.25	0.89	6.42	5.60 / 1.34	0.82	-0.05
41. There is a commitment to academic excellence on this campus.	6.29	5.27 / 1.40	1.02	6.34	5.40 / 1.42	0.94	-0.13 **
47. Faculty provide timely feedback about student progress in a course.	6.39	4.98 / 1.49	1.41	6.36	5.11 / 1.53	1.25	-0.13 *
53. Faculty take into consideration student differences as they teach a course.	6.14	4.90 / 1.50	1.24	6.16	5.01 / 1.56	1.15	-0.11 *
58. The quality of instruction I receive in most of my classes is excellent.	6.48	5.36 / 1.35	1.12	6.51	5.40 / 1.41	1.11	-0.04
61. Adjunct faculty are competent as classroom instructors.	6.12	5.31 / 1.33	0.81	6.19	5.34 / 1.42	0.85	-0.03
65. Faculty are usually available after class and during office hours.	6.27	5.67 / 1.29	0.60	6.34	5.65 / 1.35	0.69	0.02

* 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 97084 records.

Institutional Summary

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

Scale/Item	The University of South Dakota - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
68. Nearly all of the faculty are knowledgeable in their field.	6.53	5.75 / 1.25	0.78	6.53	5.74 / 1.30	0.79	0.01
69. There is a good variety of courses provided on this campus.	6.42	5.60 / 1.34	0.82	6.43	5.48 / 1.48	0.95	0.12 *
70. Graduate teaching assistants are competent as classroom instructors.	6.17	5.09 / 1.57	1.08	6.16	5.19 / 1.50	0.97	-0.10

* 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 97084 records.

Institutional Summary

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

Scale/Item	The University of South Dakota - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
RECRUITMENT AND FINANCIAL AID	6.13	4.95 / 1.16	1.18	6.21	5.02 / 1.25	1.19	-0.07
4. Admissions staff are knowledgeable.	6.12	5.04 / 1.50	1.08	6.24	5.14 / 1.53	1.10	-0.10
5. Financial aid counselors are helpful.	6.16	4.78 / 1.64	1.38	6.23	4.90 / 1.70	1.33	-0.12
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.15	4.91 / 1.51	1.24	6.31	4.93 / 1.70	1.38	-0.02
17. Adequate financial aid is available for most students.	6.34	4.73 / 1.61	1.61	6.37	4.93 / 1.69	1.44	-0.20 ***
43. Admissions counselors respond to prospective students' unique needs and requests.	5.97	5.15 / 1.42	0.82	6.05	5.09 / 1.51	0.96	0.06
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.03	5.11 / 1.50	0.92	6.01	5.13 / 1.50	0.88	-0.02

* 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 97084 records.

Institutional Summary

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

Scale/Item	The University of South Dakota - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
REGISTRATION EFFECTIVENESS	6.14	5.21 / 1.05	0.93	6.24	5.14 / 1.18	1.10	0.07
11. Billing policies are reasonable.	6.08	4.72 / 1.52	1.36	6.20	4.84 / 1.63	1.36	-0.12 *
20. The business office is open during hours which are convenient for most students.	5.83	5.35 / 1.25	0.48	6.00	5.22 / 1.46	0.78	0.13 *
27. The personnel involved in registration are helpful.	6.16	5.32 / 1.39	0.84	6.24	5.24 / 1.52	1.00	0.08
34. I am able to register for classes I need with few conflicts.	6.53	5.17 / 1.62	1.36	6.55	5.02 / 1.79	1.53	0.15 *
50. Class change (drop/add) policies are reasonable.	6.07	5.52 / 1.36	0.55	6.20	5.41 / 1.52	0.79	0.11 *

* 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 97084 records.

Institutional Summary

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

Scale/Item	The University of South Dakota - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
RESPONSIVENESS TO DIVERSE POPULATIONS		5.13 / 1.35			5.29 / 1.35		-0.16 **
84. Institution's commitment to part-time students?		5.23 / 1.29			5.26 / 1.46		-0.03
85. Institution's commitment to evening students?		5.04 / 1.40			5.25 / 1.49		-0.21 **
86. Institution's commitment to older, returning learners?		5.20 / 1.45			5.36 / 1.48		-0.16 *
87. Institution's commitment to under-represented populations?		5.09 / 1.46			5.31 / 1.45		-0.22 ***
88. Institution's commitment to commuters?		4.89 / 1.60			5.11 / 1.63		-0.22 **
89. Institution's commitment to students with disabilities?		5.34 / 1.40			5.48 / 1.44		-0.14 *

* 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 97084 records.

Institutional Summary

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

Scale/Item	The University of South Dakota - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SAFETY AND SECURITY	6.18	4.87 / 1.10	1.31	6.30	4.76 / 1.24	1.54	0.11 **
7. The campus is safe and secure for all students.	6.43	5.81 / 1.20	0.62	6.46	5.50 / 1.43	0.96	0.31 ***
21. The amount of student parking space on campus is adequate.	6.06	3.42 / 1.83	2.64	6.20	3.40 / 1.99	2.80	0.02
28. Parking lots are well-lighted and secure.	5.93	5.04 / 1.51	0.89	6.18	5.02 / 1.60	1.16	0.02
36. Security staff respond quickly in emergencies.	6.31	5.37 / 1.30	0.94	6.36	5.23 / 1.51	1.13	0.14 *

* 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 97084 records.

Institutional Summary

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

Scale/Item	The University of South Dakota - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SERVICE EXCELLENCE	5.99	5.08 / 1.04	0.91	6.07	5.11 / 1.11	0.96	-0.03
2. The campus staff are caring and helpful.	6.22	5.22 / 1.28	1.00	6.29	5.25 / 1.44	1.04	-0.03
13. Library staff are helpful and approachable.	5.60	5.49 / 1.28	0.11	5.82	5.60 / 1.32	0.22	-0.11 *
15. The staff in the health services area are competent.	5.97	5.01 / 1.55	0.96	6.04	5.25 / 1.46	0.79	-0.24 ***
22. Counseling staff care about students as individuals.	5.97	5.35 / 1.32	0.62	6.05	5.07 / 1.49	0.98	0.28 ***
27. The personnel involved in registration are helpful.	6.16	5.32 / 1.39	0.84	6.24	5.24 / 1.52	1.00	0.08
57. I seldom get the "run-around" when seeking information on this campus.	6.10	4.63 / 1.72	1.47	6.22	4.62 / 1.85	1.60	0.01
60. I generally know what's happening on campus.	5.88	4.90 / 1.52	0.98	5.82	5.01 / 1.57	0.81	-0.11 *
71. Channels for expressing student complaints are readily available.	5.98	4.70 / 1.65	1.28	6.07	4.80 / 1.66	1.27	-0.10

* 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 97084 records.

Institutional Summary

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

Scale/Item	The University of South Dakota - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
STUDENT CENTEREDNESS	6.18	5.11 / 1.16	1.07	6.14	5.23 / 1.18	0.91	-0.12 **
1. Most students feel a sense of belonging here.	6.00	4.89 / 1.42	1.11	5.76	5.13 / 1.45	0.63	-0.24 ***
2. The campus staff are caring and helpful.	6.22	5.22 / 1.28	1.00	6.29	5.25 / 1.44	1.04	-0.03
10. Administrators are approachable to students.	5.88	4.99 / 1.39	0.89	5.96	5.07 / 1.45	0.89	-0.08
29. It is an enjoyable experience to be a student on this campus.	6.44	5.25 / 1.53	1.19	6.34	5.37 / 1.51	0.97	-0.12 *
45. Students are made to feel welcome on this campus.	6.27	5.26 / 1.48	1.01	6.24	5.44 / 1.44	0.80	-0.18 ***
59. This institution shows concern for students as individuals.	6.30	5.05 / 1.54	1.25	6.29	5.12 / 1.55	1.17	-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 97084 records.

Institutional Summary**Items: In Sequential Order**

Item	The University of South Dakota - 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.	6.00	4.89 / 1.42	1.11	5.76	5.13 / 1.45	0.63	-0.24 ***
2. The campus staff are caring and helpful.	6.22	5.22 / 1.28	1.00	6.29	5.25 / 1.44	1.04	-0.03
3. Faculty care about me as an individual.	6.17	5.11 / 1.41	1.06	6.12	5.10 / 1.50	1.02	0.01
4. Admissions staff are knowledgeable.	6.12	5.04 / 1.50	1.08	6.24	5.14 / 1.53	1.10	-0.10
5. Financial aid counselors are helpful.	6.16	4.78 / 1.64	1.38	6.23	4.90 / 1.70	1.33	-0.12
6. My academic advisor is approachable.	6.46	5.86 / 1.44	0.60	6.46	5.54 / 1.67	0.92	0.32 ***
7. The campus is safe and secure for all students.	6.43	5.81 / 1.20	0.62	6.46	5.50 / 1.43	0.96	0.31 ***
8. The content of the courses within my major is valuable.	6.54	5.49 / 1.32	1.05	6.57	5.54 / 1.36	1.03	-0.05
9. A variety of intramural activities are offered.	5.01	5.38 / 1.34	-0.37	5.03	5.20 / 1.43	-0.17	0.18 ***
10. Administrators are approachable to students.	5.88	4.99 / 1.39	0.89	5.96	5.07 / 1.45	0.89	-0.08
11. Billing policies are reasonable.	6.08	4.72 / 1.52	1.36	6.20	4.84 / 1.63	1.36	-0.12 *
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.15	4.91 / 1.51	1.24	6.31	4.93 / 1.70	1.38	-0.02
13. Library staff are helpful and approachable.	5.60	5.49 / 1.28	0.11	5.82	5.60 / 1.32	0.22	-0.11 *
14. My academic advisor is concerned about my success as an individual.	6.38	5.67 / 1.51	0.71	6.33	5.31 / 1.68	1.02	0.36 ***
15. The staff in the health services area are competent.	5.97	5.01 / 1.55	0.96	6.04	5.25 / 1.46	0.79	-0.24 ***

* 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 97084 records.

Institutional Summary

Items: In Sequential Order

Item	The University of South Dakota - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
16. The instruction in my major field is excellent.	6.53	5.53 / 1.33	1.00	6.55	5.51 / 1.40	1.04	0.02
17. Adequate financial aid is available for most students.	6.34	4.73 / 1.61	1.61	6.37	4.93 / 1.69	1.44	-0.20 ***
18. Library resources and services are adequate.	5.99	5.61 / 1.17	0.38	6.17	5.61 / 1.30	0.56	0.00
19. My academic advisor helps me set goals to work toward.	6.10	5.30 / 1.58	0.80	6.14	5.05 / 1.74	1.09	0.25 ***
20. The business office is open during hours which are convenient for most students.	5.83	5.35 / 1.25	0.48	6.00	5.22 / 1.46	0.78	0.13 *
21. The amount of student parking space on campus is adequate.	6.06	3.42 / 1.83	2.64	6.20	3.40 / 1.99	2.80	0.02
22. Counseling staff care about students as individuals.	5.97	5.35 / 1.32	0.62	6.05	5.07 / 1.49	0.98	0.28 ***
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.23	4.40 / 1.62	1.83	5.94	4.70 / 1.64	1.24	-0.30 ***
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.33	4.11 / 1.72	1.22	5.35	4.87 / 1.62	0.48	-0.76 ***
25. Faculty are fair and unbiased in their treatment of individual students.	6.37	5.25 / 1.39	1.12	6.39	5.28 / 1.48	1.11	-0.03
26. Computer labs are adequate and accessible.	5.86	5.39 / 1.39	0.47	6.26	5.51 / 1.46	0.75	-0.12 *
27. The personnel involved in registration are helpful.	6.16	5.32 / 1.39	0.84	6.24	5.24 / 1.52	1.00	0.08
28. Parking lots are well-lighted and secure.	5.93	5.04 / 1.51	0.89	6.18	5.02 / 1.60	1.16	0.02

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National Group Means are based on 97084 records.

Institutional Summary**Items: In Sequential Order**

Item	The University of South Dakota - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
29. It is an enjoyable experience to be a student on this campus.	6.44	5.25 / 1.53	1.19	6.34	5.37 / 1.51	0.97	-0.12 *
30. Residence hall staff are concerned about me as an individual.	5.63	4.70 / 1.66	0.93	5.62	4.84 / 1.59	0.78	-0.14 *
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.34	5.38 / 1.43	-0.04	5.62	5.43 / 1.40	0.19	-0.05
32. Tutoring services are readily available.	5.71	4.97 / 1.52	0.74	6.05	5.48 / 1.44	0.57	-0.51 ***
33. My academic advisor is knowledgeable about requirements in my major.	6.55	5.70 / 1.55	0.85	6.54	5.61 / 1.62	0.93	0.09
34. I am able to register for classes I need with few conflicts.	6.53	5.17 / 1.62	1.36	6.55	5.02 / 1.79	1.53	0.15 *
35. The assessment and course placement procedures are reasonable.	6.14	5.26 / 1.37	0.88	6.22	5.28 / 1.45	0.94	-0.02
36. Security staff respond quickly in emergencies.	6.31	5.37 / 1.30	0.94	6.36	5.23 / 1.51	1.13	0.14 *
37. I feel a sense of pride about my campus.	5.84	5.00 / 1.64	0.84	5.86	5.22 / 1.57	0.64	-0.22 ***
38. There is an adequate selection of food available in the cafeteria.	5.99	4.15 / 1.71	1.84	5.92	4.57 / 1.78	1.35	-0.42 ***
39. I am able to experience intellectual growth here.	6.44	5.55 / 1.25	0.89	6.42	5.60 / 1.34	0.82	-0.05
40. Residence hall regulations are reasonable.	5.85	5.04 / 1.46	0.81	5.76	4.93 / 1.57	0.83	0.11
41. There is a commitment to academic excellence on this campus.	6.29	5.27 / 1.40	1.02	6.34	5.40 / 1.42	0.94	-0.13 **

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Institutional Summary**Items: In Sequential Order**

Item	The University of South Dakota - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
42. There are a sufficient number of weekend activities for students.	5.59	4.30 / 1.74	1.29	5.45	4.63 / 1.66	0.82	-0.33 ***
43. Admissions counselors respond to prospective students' unique needs and requests.	5.97	5.15 / 1.42	0.82	6.05	5.09 / 1.51	0.96	0.06
44. Academic support services adequately meet the needs of students.	6.06	5.22 / 1.33	0.84	6.15	5.24 / 1.43	0.91	-0.02
45. Students are made to feel welcome on this campus.	6.27	5.26 / 1.48	1.01	6.24	5.44 / 1.44	0.80	-0.18 ***
46. I can easily get involved in campus organizations.	6.00	5.37 / 1.44	0.63	5.84	5.32 / 1.49	0.52	0.05
47. Faculty provide timely feedback about student progress in a course.	6.39	4.98 / 1.49	1.41	6.36	5.11 / 1.53	1.25	-0.13 *
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.03	5.11 / 1.50	0.92	6.01	5.13 / 1.50	0.88	-0.02
49. There are adequate services to help me decide upon a career.	6.20	5.13 / 1.52	1.07	6.21	5.15 / 1.54	1.06	-0.02
50. Class change (drop/add) policies are reasonable.	6.07	5.52 / 1.36	0.55	6.20	5.41 / 1.52	0.79	0.11 *
51. This institution has a good reputation within the community.	6.10	5.30 / 1.47	0.80	6.21	5.57 / 1.45	0.64	-0.27 ***
52. The student center is a comfortable place for students to spend their leisure time.	6.03	5.50 / 1.40	0.53	5.89	5.36 / 1.48	0.53	0.14 **
53. Faculty take into consideration student differences as they teach a course.	6.14	4.90 / 1.50	1.24	6.16	5.01 / 1.56	1.15	-0.11 *

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Institutional Summary**Items: In Sequential Order**

Item	The University of South Dakota - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
54. Bookstore staff are helpful.	5.75	5.23 / 1.65	0.52	5.96	5.57 / 1.43	0.39	-0.34 ***
55. Major requirements are clear and reasonable.	6.44	5.35 / 1.48	1.09	6.46	5.47 / 1.46	0.99	-0.12 *
56. The student handbook provides helpful information about campus life.	5.53	4.94 / 1.42	0.59	5.75	5.26 / 1.44	0.49	-0.32 ***
57. I seldom get the "run-around" when seeking information on this campus.	6.10	4.63 / 1.72	1.47	6.22	4.62 / 1.85	1.60	0.01
58. The quality of instruction I receive in most of my classes is excellent.	6.48	5.36 / 1.35	1.12	6.51	5.40 / 1.41	1.11	-0.04
59. This institution shows concern for students as individuals.	6.30	5.05 / 1.54	1.25	6.29	5.12 / 1.55	1.17	-0.07
60. I generally know what's happening on campus.	5.88	4.90 / 1.52	0.98	5.82	5.01 / 1.57	0.81	-0.11 *
61. Adjunct faculty are competent as classroom instructors.	6.12	5.31 / 1.33	0.81	6.19	5.34 / 1.42	0.85	-0.03
62. There is a strong commitment to racial harmony on this campus.	5.80	5.28 / 1.44	0.52	5.99	5.47 / 1.42	0.52	-0.19 ***
63. Student disciplinary procedures are fair.	6.00	5.25 / 1.41	0.75	6.09	5.37 / 1.43	0.72	-0.12 *
64. New student orientation services help students adjust to college.	5.93	5.04 / 1.49	0.89	5.95	5.21 / 1.56	0.74	-0.17 **
65. Faculty are usually available after class and during office hours.	6.27	5.67 / 1.29	0.60	6.34	5.65 / 1.35	0.69	0.02
66. Tuition paid is a worthwhile investment.	6.47	4.95 / 1.59	1.52	6.47	5.19 / 1.61	1.28	-0.24 ***

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Institutional Summary

Items: In Sequential Order

Item	The University of South Dakota - 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.	6.12	5.39 / 1.39	0.73	6.15	5.50 / 1.41	0.65	-0.11 *
68. Nearly all of the faculty are knowledgeable in their field.	6.53	5.75 / 1.25	0.78	6.53	5.74 / 1.30	0.79	0.01
69. There is a good variety of courses provided on this campus.	6.42	5.60 / 1.34	0.82	6.43	5.48 / 1.48	0.95	0.12 *
70. Graduate teaching assistants are competent as classroom instructors.	6.17	5.09 / 1.57	1.08	6.16	5.19 / 1.50	0.97	-0.10
71. Channels for expressing student complaints are readily available.	5.98	4.70 / 1.65	1.28	6.07	4.80 / 1.66	1.27	-0.10
72. On the whole, the campus is well-maintained.	6.22	5.72 / 1.26	0.50	6.31	5.70 / 1.35	0.61	0.02
73. Student activities fees are put to good use.	6.21	4.26 / 1.71	1.95	6.16	4.64 / 1.72	1.52	-0.38 ***
74. Campus item 1							
75. Campus item 2							
76. Campus item 3							
77. Campus item 4							
78. Campus item 5							
79. Campus item 6							
80. Campus item 7							
81. Campus item 8							

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Institutional Summary

Items: In Sequential Order

Item	The University of South Dakota - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
82. Campus item 9							
83. Campus item 10							
84. Institution's commitment to part-time students?		5.23 / 1.29			5.26 / 1.46		-0.03
85. Institution's commitment to evening students?		5.04 / 1.40			5.25 / 1.49		-0.21 **
86. Institution's commitment to older, returning learners?		5.20 / 1.45			5.36 / 1.48		-0.16 *
87. Institution's commitment to under-represented populations?		5.09 / 1.46			5.31 / 1.45		-0.22 ***
88. Institution's commitment to commuters?		4.89 / 1.60			5.11 / 1.63		-0.22 **
89. Institution's commitment to students with disabilities?		5.34 / 1.40			5.48 / 1.44		-0.14 *
90. Cost as factor in decision to enroll.	6.25			6.24			
91. Financial aid as factor in decision to enroll.	6.02			6.07			
92. Academic reputation as factor in decision to enroll.	5.89			5.98			
93. Size of institution as factor in decision to enroll.	5.42			5.29			
94. Opportunity to play sports as factor in decision to enroll.	3.30			3.57			
95. Recommendations from family/friends as factor in decision to enroll.	4.79			4.90			

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Institutional Summary

Items: In Sequential Order

Item	The University of South Dakota - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
96. Geographic setting as factor in decision to enroll.	5.30			5.57			
97. Campus appearance as factor in decision to enroll.	5.29			5.31			
98. Personalized attention prior to enrollment as factor in decision to enroll.	5.38			5.34			

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Institutional Summary

Summary Items

Summary Item	The University of South Dakota - SSI	National Four-Year Publics	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: 4.52 2% 2% 12% 35% 24% 13% 8%	Average: 4.56 2% 2% 10% 38% 24% 11% 10%	-0.04
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: 5.24 2% 4% 8% 7% 18% 45% 13%	Average: 5.26 1% 3% 8% 10% 19% 40% 16%	-0.02
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: 5.26 4% 7% 7% 8% 10% 34% 27%	Average: 5.34 4% 7% 6% 9% 11% 30% 31%	-0.08