

Demographics

Gender		N	%	Class Level		N	%
Female		897	71.93%	Freshman		249	19.92%
Male		350	28.07%	Sophomore		251	20.08%
Total		1247	100.00%	Junior		286	22.88%
No Response		141		Senior		437	34.96%
				Special student		3	0.24%
				Graduate/Professional		2	0.16%
				Other class level		22	1.76%
				Total		1250	100.00%
				No Response		138	
Age		N	%	Current GPA		N	%
18 and under		75	5.97%	No credits earned		7	0.57%
19 to 24		989	78.74%	1.99 or below		9	0.73%
25 to 34		126	10.03%	2.0 - 2.49		64	5.20%
35 to 44		45	3.58%	2.5 - 2.99		193	15.69%
45 and over		21	1.67%	3.0 - 3.49		445	36.18%
Total		1256	100.00%	3.5 or above		512	41.63%
No Response		132		Total		1230	100.00%
				No Response		158	
Ethnicity/Race		N	%	Educational Goal		N	%
African-American		18	1.44%	Associate degree		35	2.81%
American Indian or Alaskan Native		19	1.52%	Bachelor's degree		808	64.80%
Asian or Pacific Islander		31	2.47%	Master's degree		191	15.32%
Caucasian/White		1084	86.44%	Doctorate or professional degree		199	15.96%
Hispanic		32	2.55%	Certification (initial/renewal)		3	0.24%
Other race		20	1.59%	Self-improvement/pleasure		2	0.16%
Race - Prefer not to respond		50	3.99%	Job-related training		4	0.32%
Total		1254	100.00%	Other educational goal		5	0.40%
No Response		134		Total		1247	100.00%
				No Response		141	
Current Enrollment Status		N	%				
Day		1159	94.07%				
Evening		61	4.95%				
Weekend		12	0.97%				
Total		1232	100.00%				
No Response		156					
Current Class Load		N	%				
Full-time		1132	90.71%				
Part-time		116	9.29%				
Total		1248	100.00%				
No Response		140					

Demographics

Employment			Institution Question		
	N	%		N	%
Full-time off campus	181	14.69%	Campus item - Answer 1	0	0%
Part-time off campus	459	37.26%	Campus item - Answer 2	0	0%
Full-time on campus	48	3.90%	Campus item - Answer 3	0	0%
Part-time on campus	195	15.83%	Campus item - Answer 4	0	0%
Not employed	349	28.33%	Campus item - Answer 5	0	0%
Total	1232	100.00%	Campus item - Answer 6	0	0%
No Response	156		Total	0	100.00%
			No Response	1388	
Current Residence			Institution Question 2		
	N	%		N	%
Residence hall	421	33.98%	Campus item 2 - Answer 1	0	0%
Fraternity / Sorority	86	6.94%	Campus item 2 - Answer 2	0	0%
Own house	194	15.66%	Campus item 2 - Answer 3	0	0%
Rent room or apt off campus	417	33.66%	Campus item 2 - Answer 4	0	0%
Parent's home	83	6.70%	Campus item 2 - Answer 5	0	0%
Other residence	38	3.07%	Campus item 2 - Answer 6	0	0%
Total	1239	100.00%	Total	0	100.00%
No Response	149		No Response	1388	
Residence Classification			Group Code		
	N	%		N	%
In-state	836	67.75%	1001: Accounting	54	4.44%
Out-of-state	377	30.55%	1002: Alcohol and Drug Studies/Addiction Studies	15	1.23%
International (not U.S. citizen)	21	1.70%	1004: Anthropology/Sociology	12	0.99%
Total	1234	100.00%	1005: Art/Art Education	20	1.65%
No Response	154		1006: Biology	62	5.10%
			1007: Business	53	4.36%
			1008: C&I(Elem Ed, Sec Ed, Math Ed, etc.)	83	6.83%
			1009: Chemistry	9	0.74%
			1010: Clinical/Medical Lab Sci	3	0.25%
			1011: Communication Sci & Disorders	25	2.06%
			1012: Computer Science	17	1.40%
			1013: Cont Media & Journalism	35	2.88%
			1014: Criminal Justice/Political Science	61	5.02%
			1015: Dental Hygiene	33	2.72%
			1016: Earth Sciences/Physics	2	0.16%
			1017: Economics	13	1.07%
			1018: English	33	2.72%
			1019: Finance	12	0.99%
Disabilities					
	N	%			
Yes - Disability	47	3.81%			
No - Disability	1188	96.19%			
Total	1235	100.00%			
No Response	153				
Institution Was My					
	N	%			
1st choice	825	66.86%			
2nd choice	333	26.99%			
3rd choice or lower	76	6.16%			
Total	1234	100.00%			
No Response	154				

Demographics

1020: General Studies	10	0.82%
1021: Health Sciences	84	6.91%
1022: Health Services Admin	10	0.82%
1023: History	21	1.73%
1024: Human Resource Management	2	0.16%
1025: International Studies	5	0.41%
1026: Kinesiology & Sport Science	65	5.35%
1027: Liberal Studies	1	0.08%
1028: Management	5	0.41%
1029: Marketing	13	1.07%
1030: Mathematics	5	0.41%
1031: Medical Biology	49	4.03%
1032: Mistic/Music Edu/Performance	25	2.06%
1033: Modern Languages (French, German, Spanish, etc.)	2	0.16%
1035: Nursing/Pre-Nursing	188	15.47%
1036: Other	33	2.72%
1037: Philosophy	4	0.33%
1038: Physical Education	1	0.08%
1041: Pre-Law	8	0.66%
1042: Pre-Medicine	7	0.58%
1043: Pre-Occupal Therapy	3	0.25%
1045: Pre-Physical Therapy	8	0.66%
1046: Pre-Physicians Assistant	3	0.25%
1048: Psychology	59	4.86%
1049: Recreation	1	0.08%
1050: Social Work	29	2.39%
1051: Speech Communication	7	0.58%
1052: Sustainability	5	0.41%
1053: Theatre	6	0.49%
1054: Undeclared	14	1.15%
Total	1215	100.00%
No Response	173	

Strategic Planning Overview

Strengths and Challenges

Strengths

- 8. The content of the courses within my major is valuable.
- 16. The instruction in my major field is excellent.
- 33. My academic advisor is knowledgeable about requirements in my major.
- 6. My academic advisor is approachable.
- 68. Nearly all of the faculty are knowledgeable in their field.
- 14. My academic advisor is concerned about my success as an individual.
- 7. The campus is safe and secure for all students.
- 39. I am able to experience intellectual growth here.
- 69. There is a good variety of courses provided on this campus.
- 65. Faculty are usually available after class and during office hours.
- 72. On the whole, the campus is well-maintained.
- 77. Campus item: Faculty members show tolerance and respect for diversity in the classroom.
- 67. Freedom of expression is protected on campus.
- 61. Adjunct faculty are competent as classroom instructors.
- 79. Campus item: Students with disabilities have access to support services.

Challenges

- 8. The content of the courses within my major is valuable.
- 16. The instruction in my major field is excellent.
- 34. I am able to register for classes I need with few conflicts.
- 58. The quality of instruction I receive in most of my classes is excellent.
- 66. Tuition paid is a worthwhile investment.
- 25. Faculty are fair and unbiased in their treatment of individual students.
- 17. Adequate financial aid is available for most students.
- 47. Faculty provide timely feedback about student progress in a course.
- 59. This institution shows concern for students as individuals.
- 2. The campus staff are caring and helpful.
- 12. Financial aid awards are announced to students in time to be helpful in college planning.
- 49. There are adequate services to help me decide upon a career.
- 23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)
- 4. Admissions staff are knowledgeable.
- 5. Financial aid counselors are helpful.
- 73. Student activities fees are put to good use.
- 21. The amount of student parking space on campus is adequate.
- 11. Billing policies are reasonable.

Strategic Planning Overview

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.
- 68. Nearly all of the faculty are knowledgeable in their field.
- 14. My academic advisor is concerned about my success as an individual.
- 7. The campus is safe and secure for all students.
- 69. There is a good variety of courses provided on this campus.
- 36. Security staff respond quickly in emergencies.
- 65. Faculty are usually available after class and during office hours.
- 12. Financial aid awards are announced to students in time to be helpful in college planning.
- 72. On the whole, the campus is well-maintained.
- 19. My academic advisor helps me set goals to work toward.
- 35. The assessment and course placement procedures are reasonable.
- 3. Faculty care about me as an individual.
- 27. The personnel involved in registration are helpful.
- 61. Adjunct faculty are competent as classroom instructors.
- 44. Academic support services adequately meet the needs of students.

Lower Satisfaction vs. National Four-Year Publics

- 66. Tuition paid is a worthwhile investment.
- 23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)
- 73. Student activities fees are put to good use.
- 21. The amount of student parking space on campus is adequate.

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	6.43	5.61 / 1.25	0.82	6.36	5.44 / 1.35	0.92	0.17 ***
Instructional Effectiveness	6.35	5.49 / 1.02	0.86	6.34	5.41 / 1.07	0.93	0.08 **
Safety and Security	6.23	4.90 / 1.21	1.33	6.24	4.84 / 1.28	1.40	0.06
Concern for the Individual	6.22	5.30 / 1.13	0.92	6.15	5.19 / 1.21	0.96	0.11 ***
Student Centeredness	6.21	5.30 / 1.20	0.91	6.15	5.27 / 1.21	0.88	0.03
Recruitment and Financial Aid	6.19	5.12 / 1.21	1.07	6.19	5.09 / 1.26	1.10	0.03
Campus Climate	6.17	5.29 / 1.11	0.88	6.14	5.26 / 1.12	0.88	0.03
Registration Effectiveness	6.17	5.35 / 1.10	0.82	6.22	5.17 / 1.21	1.05	0.18 ***
Service Excellence	6.05	5.22 / 1.10	0.83	6.05	5.16 / 1.14	0.89	0.06
Campus Support Services	5.95	5.39 / 1.06	0.56	6.07	5.49 / 1.06	0.58	-0.10 ***
Campus Life	5.83	5.06 / 1.16	0.77	5.79	5.12 / 1.12	0.67	-0.06
Responsiveness to Diverse Populations		5.35 / 1.34			5.33 / 1.36		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 93921 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	
8. The content of the courses within my major is valuable.	6.57	5.53 / 1.34	1.04	6.54	5.56 / 1.36	0.98	-0.03
16. The instruction in my major field is excellent.	6.56	5.58 / 1.31	0.98	6.51	5.52 / 1.41	0.99	0.06
33. My academic advisor is knowledgeable about requirements in my major.	6.55	5.70 / 1.55	0.85	6.51	5.64 / 1.61	0.87	0.06
34. I am able to register for classes I need with few conflicts.	6.51	5.42 / 1.52	1.09	6.52	5.04 / 1.80	1.48	0.38 ***
6. My academic advisor is approachable.	6.49	5.85 / 1.46	0.64	6.43	5.58 / 1.65	0.85	0.27 ***
68. Nearly all of the faculty are knowledgeable in their field.	6.49	5.83 / 1.18	0.66	6.49	5.75 / 1.32	0.74	0.08 *
14. My academic advisor is concerned about my success as an individual.	6.46	5.64 / 1.52	0.82	6.32	5.35 / 1.68	0.97	0.29 ***
58. The quality of instruction I receive in most of my classes is excellent.	6.46	5.47 / 1.33	0.99	6.47	5.42 / 1.41	1.05	0.05
7. The campus is safe and secure for all students.	6.44	5.73 / 1.23	0.71	6.45	5.49 / 1.51	0.96	0.24 ***
39. I am able to experience intellectual growth here.	6.43	5.68 / 1.28	0.75	6.40	5.62 / 1.36	0.78	0.06
55. Major requirements are clear and reasonable.	6.42	5.48 / 1.42	0.94	6.43	5.51 / 1.46	0.92	-0.03
66. Tuition paid is a worthwhile investment.	6.42	5.11 / 1.63	1.31	6.44	5.21 / 1.61	1.23	-0.10 *
29. It is an enjoyable experience to be a student on this campus.	6.41	5.44 / 1.48	0.97	6.32	5.39 / 1.54	0.93	0.05
25. Faculty are fair and unbiased in their treatment of individual students.	6.38	5.37 / 1.40	1.01	6.36	5.31 / 1.50	1.05	0.06
17. Adequate financial aid is available for most students.	6.37	4.93 / 1.61	1.44	6.35	4.98 / 1.69	1.37	-0.05

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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.	6.36	5.18 / 1.43	1.18	6.33	5.12 / 1.55	1.21	0.06
69. There is a good variety of courses provided on this campus.	6.36	5.73 / 1.27	0.63	6.39	5.53 / 1.46	0.86	0.20 ***
59. This institution shows concern for students as individuals.	6.33	5.19 / 1.58	1.14	6.28	5.17 / 1.57	1.11	0.02
41. There is a commitment to academic excellence on this campus.	6.32	5.47 / 1.37	0.85	6.31	5.44 / 1.42	0.87	0.03
2. The campus staff are caring and helpful.	6.30	5.32 / 1.36	0.98	6.27	5.29 / 1.45	0.98	0.03
36. Security staff respond quickly in emergencies.	6.30	5.45 / 1.41	0.85	6.34	5.30 / 1.52	1.04	0.15 **
45. Students are made to feel welcome on this campus.	6.30	5.48 / 1.45	0.82	6.24	5.47 / 1.47	0.77	0.01
65. Faculty are usually available after class and during office hours.	6.28	5.80 / 1.24	0.48	6.32	5.67 / 1.36	0.65	0.13 **
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.26	5.12 / 1.51	1.14	6.29	5.01 / 1.69	1.28	0.11 *
49. There are adequate services to help me decide upon a career.	6.24	5.26 / 1.45	0.98	6.23	5.20 / 1.57	1.03	0.06
72. On the whole, the campus is well-maintained.	6.24	5.82 / 1.21	0.42	6.30	5.67 / 1.42	0.63	0.15 ***
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.22	4.53 / 1.67	1.69	5.94	4.80 / 1.66	1.14	-0.27 ***
4. Admissions staff are knowledgeable.	6.21	5.16 / 1.49	1.05	6.22	5.21 / 1.52	1.01	-0.05
19. My academic advisor helps me set goals to work toward.	6.20	5.36 / 1.58	0.84	6.13	5.10 / 1.74	1.03	0.26 ***
35. The assessment and course placement procedures are reasonable.	6.20	5.46 / 1.31	0.74	6.21	5.30 / 1.47	0.91	0.16 ***

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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	
3. Faculty care about me as an individual.	6.19	5.22 / 1.43	0.97	6.10	5.11 / 1.52	0.99	0.11 **
77. Campus item: Faculty members show tolerance and respect for diversity in the classroom.	6.19	5.78 / 1.25	0.41				
90. Cost as factor in decision to enroll.	6.19			6.30			
27. The personnel involved in registration are helpful.	6.18	5.43 / 1.38	0.75	6.22	5.28 / 1.53	0.94	0.15 ***
67. Freedom of expression is protected on campus.	6.17	5.55 / 1.41	0.62	6.15	5.54 / 1.43	0.61	0.01
5. Financial aid counselors are helpful.	6.16	4.92 / 1.61	1.24	6.21	4.99 / 1.69	1.22	-0.07
61. Adjunct faculty are competent as classroom instructors.	6.16	5.49 / 1.30	0.67	6.16	5.37 / 1.42	0.79	0.12 **
73. Student activities fees are put to good use.	6.16	4.46 / 1.83	1.70	6.14	4.74 / 1.72	1.40	-0.28 ***
21. The amount of student parking space on campus is adequate.	6.15	3.45 / 1.98	2.70	6.08	3.61 / 2.02	2.47	-0.16 **
44. Academic support services adequately meet the needs of students.	6.15	5.43 / 1.34	0.72	6.15	5.29 / 1.44	0.86	0.14 **
70. Graduate teaching assistants are competent as classroom instructors.	6.15	5.29 / 1.48	0.86	6.12	5.25 / 1.50	0.87	0.04
11. Billing policies are reasonable.	6.14	4.95 / 1.57	1.19	6.17	4.88 / 1.64	1.29	0.07
79. Campus item: Students with disabilities have access to support services.	6.14	5.72 / 1.26	0.42				
51. This institution has a good reputation within the community.	6.13	5.54 / 1.41	0.59	6.19	5.56 / 1.48	0.63	-0.02
53. Faculty take into consideration student differences as they teach a course.	6.12	5.15 / 1.49	0.97	6.15	5.03 / 1.58	1.12	0.12 **

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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	
74. Campus item: Students from different backgrounds feel accepted here.	6.12	5.29 / 1.45	0.83				
22. Counseling staff care about students as individuals.	6.10	5.47 / 1.33	0.63	6.04	5.14 / 1.51	0.90	0.33 ***
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.10	5.25 / 1.53	0.85	6.00	5.18 / 1.52	0.82	0.07
50. Class change (drop/add) policies are reasonable.	6.10	5.60 / 1.34	0.50	6.19	5.42 / 1.54	0.77	0.18 ***
15. The staff in the health services area are competent.	6.08	5.13 / 1.51	0.95	6.01	5.29 / 1.47	0.72	-0.16 ***
57. I seldom get the "run-around" when seeking information on this campus.	6.08	4.89 / 1.70	1.19	6.15	4.74 / 1.82	1.41	0.15 **
63. Student disciplinary procedures are fair.	6.08	5.40 / 1.46	0.68	6.08	5.41 / 1.44	0.67	-0.01
75. Campus item: The lighting on campus for safety is adequate.	6.07	5.28 / 1.49	0.79				
18. Library resources and services are adequate.	6.06	5.63 / 1.22	0.43	6.13	5.64 / 1.31	0.49	-0.01
46. I can easily get involved in campus organizations.	6.06	5.41 / 1.54	0.65	5.88	5.39 / 1.50	0.49	0.02
28. Parking lots are well-lighted and secure.	6.05	5.11 / 1.55	0.94	6.09	5.05 / 1.64	1.04	0.06
38. There is an adequate selection of food available in the cafeteria.	6.04	4.61 / 1.78	1.43	5.95	4.59 / 1.82	1.36	0.02
43. Admissions counselors respond to prospective students' unique needs and requests.	6.03	5.38 / 1.36	0.65	6.04	5.17 / 1.51	0.87	0.21 ***
71. Channels for expressing student complaints are readily available.	6.03	4.80 / 1.66	1.23	6.05	4.87 / 1.67	1.18	-0.07
91. Financial aid as factor in decision to enroll.	6.03			6.12			

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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	
62. There is a strong commitment to racial harmony on this campus.	6.00	5.39 / 1.43	0.61	5.98	5.50 / 1.43	0.48	-0.11 *
1. Most students feel a sense of belonging here.	5.98	5.15 / 1.44	0.83	5.80	5.16 / 1.46	0.64	-0.01
10. Administrators are approachable to students.	5.98	5.25 / 1.38	0.73	5.97	5.15 / 1.46	0.82	0.10 *
52. The student center is a comfortable place for students to spend their leisure time.	5.97	5.71 / 1.32	0.26	5.90	5.40 / 1.49	0.50	0.31 ***
64. New student orientation services help students adjust to college.	5.95	5.19 / 1.52	0.76	5.98	5.24 / 1.58	0.74	-0.05
60. I generally know what's happening on campus.	5.94	5.12 / 1.55	0.82	5.86	5.05 / 1.60	0.81	0.07
92. Academic reputation as factor in decision to enroll.	5.94			6.03			
40. Residence hall regulations are reasonable.	5.93	5.22 / 1.49	0.71	5.76	5.03 / 1.58	0.73	0.19 ***
80. Campus item: There is a strong commitment to training and education regarding sexual assault.	5.93	5.22 / 1.59	0.71				
20. The business office is open during hours which are convenient for most students.	5.92	5.40 / 1.33	0.52	5.97	5.24 / 1.47	0.73	0.16 ***
37. I feel a sense of pride about my campus.	5.90	5.26 / 1.57	0.64	5.88	5.26 / 1.60	0.62	0.00
54. Bookstore staff are helpful.	5.88	5.15 / 1.68	0.73	5.93	5.56 / 1.44	0.37	-0.41 ***
32. Tutoring services are readily available.	5.86	5.24 / 1.52	0.62	6.07	5.52 / 1.45	0.55	-0.28 ***
82. Campus item: Support services for female students.	5.82	5.08 / 1.54	0.74				
26. Computer labs are adequate and accessible.	5.80	5.44 / 1.36	0.36	6.20	5.55 / 1.46	0.65	-0.11 *

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 ** Difference statistically significant at the .01 level
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National Group Means are based on 93921 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	
78. Campus item: Courses include multi-cultural and diversity topics (e.g. topics, books, assignments)	5.80	5.49 / 1.32	0.31				
30. Residence hall staff are concerned about me as an individual.	5.75	4.78 / 1.64	0.97	5.63	4.93 / 1.61	0.70	-0.15 **
81. Campus item: Learning how to talk about diversity to other students.	5.69	5.13 / 1.47	0.56				
13. Library staff are helpful and approachable.	5.68	5.53 / 1.26	0.15	5.81	5.61 / 1.35	0.20	-0.08
42. There are a sufficient number of weekend activities for students.	5.67	4.50 / 1.76	1.17	5.47	4.67 / 1.69	0.80	-0.17 **
56. The student handbook provides helpful information about campus life.	5.67	5.19 / 1.39	0.48	5.71	5.26 / 1.46	0.45	-0.07
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.65	5.47 / 1.43	0.18	5.65	5.50 / 1.40	0.15	-0.03
76. Campus item: The number of USD students from diverse backgrounds.	5.56	5.11 / 1.49	0.45				
83. Campus item: There is a strong commitment to training and education regarding sexual orientation.	5.55	4.87 / 1.66	0.68				
98. Personalized attention prior to enrollment as factor in decision to enroll.	5.52			5.42			
93. Size of institution as factor in decision to enroll.	5.38			5.39			
96. Geographic setting as factor in decision to enroll.	5.38			5.59			
97. Campus appearance as factor in decision to enroll.	5.31			5.42			
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.30	4.41 / 1.73	0.89	5.36	4.93 / 1.64	0.43	-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 93921 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	
9. A variety of intramural activities are offered.	4.99	5.46 / 1.37	-0.47	5.12	5.26 / 1.45	-0.14	0.20 ***
95. Recommendations from family/friends as factor in decision to enroll.	4.89			4.98			
94. Opportunity to play sports as factor in decision to enroll.	3.31			3.73			
84. Institution's commitment to part-time students?		5.33 / 1.34			5.30 / 1.47		0.03
85. Institution's commitment to evening students?		5.29 / 1.38			5.28 / 1.49		0.01
86. Institution's commitment to older, returning learners?		5.41 / 1.41			5.39 / 1.47		0.02
87. Institution's commitment to under-represented populations?		5.30 / 1.45			5.34 / 1.46		-0.04
88. Institution's commitment to commuters?		5.21 / 1.56			5.18 / 1.62		0.03
89. Institution's commitment to students with disabilities?		5.60 / 1.29			5.55 / 1.44		0.05

* 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 93921 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	6.43	5.61 / 1.25	0.82	6.36	5.44 / 1.35	0.92	0.17 ***
6. My academic advisor is approachable.	6.49	5.85 / 1.46	0.64	6.43	5.58 / 1.65	0.85	0.27 ***
14. My academic advisor is concerned about my success as an individual.	6.46	5.64 / 1.52	0.82	6.32	5.35 / 1.68	0.97	0.29 ***
19. My academic advisor helps me set goals to work toward.	6.20	5.36 / 1.58	0.84	6.13	5.10 / 1.74	1.03	0.26 ***
33. My academic advisor is knowledgeable about requirements in my major.	6.55	5.70 / 1.55	0.85	6.51	5.64 / 1.61	0.87	0.06
55. Major requirements are clear and reasonable.	6.42	5.48 / 1.42	0.94	6.43	5.51 / 1.46	0.92	-0.03

National Group Means are based on 93921 records.

* 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	The University of South Dakota - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS CLIMATE	6.17	5.29 / 1.11	0.88	6.14	5.26 / 1.12	0.88	0.03
1. Most students feel a sense of belonging here.	5.98	5.15 / 1.44	0.83	5.80	5.16 / 1.46	0.64	-0.01
2. The campus staff are caring and helpful.	6.30	5.32 / 1.36	0.98	6.27	5.29 / 1.45	0.98	0.03
3. Faculty care about me as an individual.	6.19	5.22 / 1.43	0.97	6.10	5.11 / 1.52	0.99	0.11 **
7. The campus is safe and secure for all students.	6.44	5.73 / 1.23	0.71	6.45	5.49 / 1.51	0.96	0.24 ***
10. Administrators are approachable to students.	5.98	5.25 / 1.38	0.73	5.97	5.15 / 1.46	0.82	0.10 *
29. It is an enjoyable experience to be a student on this campus.	6.41	5.44 / 1.48	0.97	6.32	5.39 / 1.54	0.93	0.05
37. I feel a sense of pride about my campus.	5.90	5.26 / 1.57	0.64	5.88	5.26 / 1.60	0.62	0.00
41. There is a commitment to academic excellence on this campus.	6.32	5.47 / 1.37	0.85	6.31	5.44 / 1.42	0.87	0.03
45. Students are made to feel welcome on this campus.	6.30	5.48 / 1.45	0.82	6.24	5.47 / 1.47	0.77	0.01
51. This institution has a good reputation within the community.	6.13	5.54 / 1.41	0.59	6.19	5.56 / 1.48	0.63	-0.02
57. I seldom get the "run-around" when seeking information on this campus.	6.08	4.89 / 1.70	1.19	6.15	4.74 / 1.82	1.41	0.15 **
59. This institution shows concern for students as individuals.	6.33	5.19 / 1.58	1.14	6.28	5.17 / 1.57	1.11	0.02
60. I generally know what's happening on campus.	5.94	5.12 / 1.55	0.82	5.86	5.05 / 1.60	0.81	0.07
62. There is a strong commitment to racial harmony on this campus.	6.00	5.39 / 1.43	0.61	5.98	5.50 / 1.43	0.48	-0.11 *
66. Tuition paid is a worthwhile investment.	6.42	5.11 / 1.63	1.31	6.44	5.21 / 1.61	1.23	-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 93921 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	
67. Freedom of expression is protected on campus.	6.17	5.55 / 1.41	0.62	6.15	5.54 / 1.43	0.61	0.01
71. Channels for expressing student complaints are readily available.	6.03	4.80 / 1.66	1.23	6.05	4.87 / 1.67	1.18	-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 93921 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	5.83	5.06 / 1.16	0.77	5.79	5.12 / 1.12	0.67	-0.06
9. A variety of intramural activities are offered.	4.99	5.46 / 1.37	-0.47	5.12	5.26 / 1.45	-0.14	0.20 ***
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.22	4.53 / 1.67	1.69	5.94	4.80 / 1.66	1.14	-0.27 ***
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.30	4.41 / 1.73	0.89	5.36	4.93 / 1.64	0.43	-0.52 ***
30. Residence hall staff are concerned about me as an individual.	5.75	4.78 / 1.64	0.97	5.63	4.93 / 1.61	0.70	-0.15 **
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.65	5.47 / 1.43	0.18	5.65	5.50 / 1.40	0.15	-0.03
38. There is an adequate selection of food available in the cafeteria.	6.04	4.61 / 1.78	1.43	5.95	4.59 / 1.82	1.36	0.02
40. Residence hall regulations are reasonable.	5.93	5.22 / 1.49	0.71	5.76	5.03 / 1.58	0.73	0.19 ***
42. There are a sufficient number of weekend activities for students.	5.67	4.50 / 1.76	1.17	5.47	4.67 / 1.69	0.80	-0.17 **
46. I can easily get involved in campus organizations.	6.06	5.41 / 1.54	0.65	5.88	5.39 / 1.50	0.49	0.02
52. The student center is a comfortable place for students to spend their leisure time.	5.97	5.71 / 1.32	0.26	5.90	5.40 / 1.49	0.50	0.31 ***
56. The student handbook provides helpful information about campus life.	5.67	5.19 / 1.39	0.48	5.71	5.26 / 1.46	0.45	-0.07
63. Student disciplinary procedures are fair.	6.08	5.40 / 1.46	0.68	6.08	5.41 / 1.44	0.67	-0.01
64. New student orientation services help students adjust to college.	5.95	5.19 / 1.52	0.76	5.98	5.24 / 1.58	0.74	-0.05

* 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 93921 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	
67. Freedom of expression is protected on campus.	6.17	5.55 / 1.41	0.62	6.15	5.54 / 1.43	0.61	0.01
73. Student activities fees are put to good use.	6.16	4.46 / 1.83	1.70	6.14	4.74 / 1.72	1.40	-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 93921 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	5.95	5.39 / 1.06	0.56	6.07	5.49 / 1.06	0.58	-0.10 ***
13. Library staff are helpful and approachable.	5.68	5.53 / 1.26	0.15	5.81	5.61 / 1.35	0.20	-0.08
18. Library resources and services are adequate.	6.06	5.63 / 1.22	0.43	6.13	5.64 / 1.31	0.49	-0.01
26. Computer labs are adequate and accessible.	5.80	5.44 / 1.36	0.36	6.20	5.55 / 1.46	0.65	-0.11 *
32. Tutoring services are readily available.	5.86	5.24 / 1.52	0.62	6.07	5.52 / 1.45	0.55	-0.28 ***
44. Academic support services adequately meet the needs of students.	6.15	5.43 / 1.34	0.72	6.15	5.29 / 1.44	0.86	0.14 **
49. There are adequate services to help me decide upon a career.	6.24	5.26 / 1.45	0.98	6.23	5.20 / 1.57	1.03	0.06
54. Bookstore staff are helpful.	5.88	5.15 / 1.68	0.73	5.93	5.56 / 1.44	0.37	-0.41 ***

* 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 93921 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	6.22	5.30 / 1.13	0.92	6.15	5.19 / 1.21	0.96	0.11 ***
3. Faculty care about me as an individual.	6.19	5.22 / 1.43	0.97	6.10	5.11 / 1.52	0.99	0.11 **
14. My academic advisor is concerned about my success as an individual.	6.46	5.64 / 1.52	0.82	6.32	5.35 / 1.68	0.97	0.29 ***
22. Counseling staff care about students as individuals.	6.10	5.47 / 1.33	0.63	6.04	5.14 / 1.51	0.90	0.33 ***
25. Faculty are fair and unbiased in their treatment of individual students.	6.38	5.37 / 1.40	1.01	6.36	5.31 / 1.50	1.05	0.06
30. Residence hall staff are concerned about me as an individual.	5.75	4.78 / 1.64	0.97	5.63	4.93 / 1.61	0.70	-0.15 **
59. This institution shows concern for students as individuals.	6.33	5.19 / 1.58	1.14	6.28	5.17 / 1.57	1.11	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 93921 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	5.49 / 1.02	0.86	6.34	5.41 / 1.07	0.93	0.08 **
3. Faculty care about me as an individual.	6.19	5.22 / 1.43	0.97	6.10	5.11 / 1.52	0.99	0.11 **
8. The content of the courses within my major is valuable.	6.57	5.53 / 1.34	1.04	6.54	5.56 / 1.36	0.98	-0.03
16. The instruction in my major field is excellent.	6.56	5.58 / 1.31	0.98	6.51	5.52 / 1.41	0.99	0.06
25. Faculty are fair and unbiased in their treatment of individual students.	6.38	5.37 / 1.40	1.01	6.36	5.31 / 1.50	1.05	0.06
39. I am able to experience intellectual growth here.	6.43	5.68 / 1.28	0.75	6.40	5.62 / 1.36	0.78	0.06
41. There is a commitment to academic excellence on this campus.	6.32	5.47 / 1.37	0.85	6.31	5.44 / 1.42	0.87	0.03
47. Faculty provide timely feedback about student progress in a course.	6.36	5.18 / 1.43	1.18	6.33	5.12 / 1.55	1.21	0.06
53. Faculty take into consideration student differences as they teach a course.	6.12	5.15 / 1.49	0.97	6.15	5.03 / 1.58	1.12	0.12 **
58. The quality of instruction I receive in most of my classes is excellent.	6.46	5.47 / 1.33	0.99	6.47	5.42 / 1.41	1.05	0.05
61. Adjunct faculty are competent as classroom instructors.	6.16	5.49 / 1.30	0.67	6.16	5.37 / 1.42	0.79	0.12 **
65. Faculty are usually available after class and during office hours.	6.28	5.80 / 1.24	0.48	6.32	5.67 / 1.36	0.65	0.13 **
68. Nearly all of the faculty are knowledgeable in their field.	6.49	5.83 / 1.18	0.66	6.49	5.75 / 1.32	0.74	0.08 *
69. There is a good variety of courses provided on this campus.	6.36	5.73 / 1.27	0.63	6.39	5.53 / 1.46	0.86	0.20 ***
70. Graduate teaching assistants are competent as classroom instructors.	6.15	5.29 / 1.48	0.86	6.12	5.25 / 1.50	0.87	0.04

* 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 93921 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	6.19	5.12 / 1.21	1.07	6.19	5.09 / 1.26	1.10	0.03
4. Admissions staff are knowledgeable.	6.21	5.16 / 1.49	1.05	6.22	5.21 / 1.52	1.01	-0.05
5. Financial aid counselors are helpful.	6.16	4.92 / 1.61	1.24	6.21	4.99 / 1.69	1.22	-0.07
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.26	5.12 / 1.51	1.14	6.29	5.01 / 1.69	1.28	0.11 *
17. Adequate financial aid is available for most students.	6.37	4.93 / 1.61	1.44	6.35	4.98 / 1.69	1.37	-0.05
43. Admissions counselors respond to prospective students' unique needs and requests.	6.03	5.38 / 1.36	0.65	6.04	5.17 / 1.51	0.87	0.21 ***
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.10	5.25 / 1.53	0.85	6.00	5.18 / 1.52	0.82	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 93921 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	6.17	5.35 / 1.10	0.82	6.22	5.17 / 1.21	1.05	0.18 ***
11. Billing policies are reasonable.	6.14	4.95 / 1.57	1.19	6.17	4.88 / 1.64	1.29	0.07
20. The business office is open during hours which are convenient for most students.	5.92	5.40 / 1.33	0.52	5.97	5.24 / 1.47	0.73	0.16 ***
27. The personnel involved in registration are helpful.	6.18	5.43 / 1.38	0.75	6.22	5.28 / 1.53	0.94	0.15 ***
34. I am able to register for classes I need with few conflicts.	6.51	5.42 / 1.52	1.09	6.52	5.04 / 1.80	1.48	0.38 ***
50. Class change (drop/add) policies are reasonable.	6.10	5.60 / 1.34	0.50	6.19	5.42 / 1.54	0.77	0.18 ***

* 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 93921 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		5.35 / 1.34			5.33 / 1.36		0.02
84. Institution's commitment to part-time students?		5.33 / 1.34			5.30 / 1.47		0.03
85. Institution's commitment to evening students?		5.29 / 1.38			5.28 / 1.49		0.01
86. Institution's commitment to older, returning learners?		5.41 / 1.41			5.39 / 1.47		0.02
87. Institution's commitment to under-represented populations?		5.30 / 1.45			5.34 / 1.46		-0.04
88. Institution's commitment to commuters?		5.21 / 1.56			5.18 / 1.62		0.03
89. Institution's commitment to students with disabilities?		5.60 / 1.29			5.55 / 1.44		0.05

National Group Means are based on 93921 records.

* 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	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	6.23	4.90 / 1.21	1.33	6.24	4.84 / 1.28	1.40	0.06
7. The campus is safe and secure for all students.	6.44	5.73 / 1.23	0.71	6.45	5.49 / 1.51	0.96	0.24 ***
21. The amount of student parking space on campus is adequate.	6.15	3.45 / 1.98	2.70	6.08	3.61 / 2.02	2.47	-0.16 **
28. Parking lots are well-lighted and secure.	6.05	5.11 / 1.55	0.94	6.09	5.05 / 1.64	1.04	0.06
36. Security staff respond quickly in emergencies.	6.30	5.45 / 1.41	0.85	6.34	5.30 / 1.52	1.04	0.15 **

* 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 93921 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	6.05	5.22 / 1.10	0.83	6.05	5.16 / 1.14	0.89	0.06
2. The campus staff are caring and helpful.	6.30	5.32 / 1.36	0.98	6.27	5.29 / 1.45	0.98	0.03
13. Library staff are helpful and approachable.	5.68	5.53 / 1.26	0.15	5.81	5.61 / 1.35	0.20	-0.08
15. The staff in the health services area are competent.	6.08	5.13 / 1.51	0.95	6.01	5.29 / 1.47	0.72	-0.16 ***
22. Counseling staff care about students as individuals.	6.10	5.47 / 1.33	0.63	6.04	5.14 / 1.51	0.90	0.33 ***
27. The personnel involved in registration are helpful.	6.18	5.43 / 1.38	0.75	6.22	5.28 / 1.53	0.94	0.15 ***
57. I seldom get the "run-around" when seeking information on this campus.	6.08	4.89 / 1.70	1.19	6.15	4.74 / 1.82	1.41	0.15 **
60. I generally know what's happening on campus.	5.94	5.12 / 1.55	0.82	5.86	5.05 / 1.60	0.81	0.07
71. Channels for expressing student complaints are readily available.	6.03	4.80 / 1.66	1.23	6.05	4.87 / 1.67	1.18	-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 93921 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	6.21	5.30 / 1.20	0.91	6.15	5.27 / 1.21	0.88	0.03
1. Most students feel a sense of belonging here.	5.98	5.15 / 1.44	0.83	5.80	5.16 / 1.46	0.64	-0.01
2. The campus staff are caring and helpful.	6.30	5.32 / 1.36	0.98	6.27	5.29 / 1.45	0.98	0.03
10. Administrators are approachable to students.	5.98	5.25 / 1.38	0.73	5.97	5.15 / 1.46	0.82	0.10 *
29. It is an enjoyable experience to be a student on this campus.	6.41	5.44 / 1.48	0.97	6.32	5.39 / 1.54	0.93	0.05
45. Students are made to feel welcome on this campus.	6.30	5.48 / 1.45	0.82	6.24	5.47 / 1.47	0.77	0.01
59. This institution shows concern for students as individuals.	6.33	5.19 / 1.58	1.14	6.28	5.17 / 1.57	1.11	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 93921 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.	5.98	5.15 / 1.44	0.83	5.80	5.16 / 1.46	0.64	-0.01
2. The campus staff are caring and helpful.	6.30	5.32 / 1.36	0.98	6.27	5.29 / 1.45	0.98	0.03
3. Faculty care about me as an individual.	6.19	5.22 / 1.43	0.97	6.10	5.11 / 1.52	0.99	0.11 **
4. Admissions staff are knowledgeable.	6.21	5.16 / 1.49	1.05	6.22	5.21 / 1.52	1.01	-0.05
5. Financial aid counselors are helpful.	6.16	4.92 / 1.61	1.24	6.21	4.99 / 1.69	1.22	-0.07
6. My academic advisor is approachable.	6.49	5.85 / 1.46	0.64	6.43	5.58 / 1.65	0.85	0.27 ***
7. The campus is safe and secure for all students.	6.44	5.73 / 1.23	0.71	6.45	5.49 / 1.51	0.96	0.24 ***
8. The content of the courses within my major is valuable.	6.57	5.53 / 1.34	1.04	6.54	5.56 / 1.36	0.98	-0.03
9. A variety of intramural activities are offered.	4.99	5.46 / 1.37	-0.47	5.12	5.26 / 1.45	-0.14	0.20 ***
10. Administrators are approachable to students.	5.98	5.25 / 1.38	0.73	5.97	5.15 / 1.46	0.82	0.10 *
11. Billing policies are reasonable.	6.14	4.95 / 1.57	1.19	6.17	4.88 / 1.64	1.29	0.07
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.26	5.12 / 1.51	1.14	6.29	5.01 / 1.69	1.28	0.11 *
13. Library staff are helpful and approachable.	5.68	5.53 / 1.26	0.15	5.81	5.61 / 1.35	0.20	-0.08
14. My academic advisor is concerned about my success as an individual.	6.46	5.64 / 1.52	0.82	6.32	5.35 / 1.68	0.97	0.29 ***
15. The staff in the health services area are competent.	6.08	5.13 / 1.51	0.95	6.01	5.29 / 1.47	0.72	-0.16 ***
16. The instruction in my major field is excellent.	6.56	5.58 / 1.31	0.98	6.51	5.52 / 1.41	0.99	0.06

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National Group Means are based on 93921 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	
17. Adequate financial aid is available for most students.	6.37	4.93 / 1.61	1.44	6.35	4.98 / 1.69	1.37	-0.05
18. Library resources and services are adequate.	6.06	5.63 / 1.22	0.43	6.13	5.64 / 1.31	0.49	-0.01
19. My academic advisor helps me set goals to work toward.	6.20	5.36 / 1.58	0.84	6.13	5.10 / 1.74	1.03	0.26 ***
20. The business office is open during hours which are convenient for most students.	5.92	5.40 / 1.33	0.52	5.97	5.24 / 1.47	0.73	0.16 ***
21. The amount of student parking space on campus is adequate.	6.15	3.45 / 1.98	2.70	6.08	3.61 / 2.02	2.47	-0.16 **
22. Counseling staff care about students as individuals.	6.10	5.47 / 1.33	0.63	6.04	5.14 / 1.51	0.90	0.33 ***
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.22	4.53 / 1.67	1.69	5.94	4.80 / 1.66	1.14	-0.27 ***
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.30	4.41 / 1.73	0.89	5.36	4.93 / 1.64	0.43	-0.52 ***
25. Faculty are fair and unbiased in their treatment of individual students.	6.38	5.37 / 1.40	1.01	6.36	5.31 / 1.50	1.05	0.06
26. Computer labs are adequate and accessible.	5.80	5.44 / 1.36	0.36	6.20	5.55 / 1.46	0.65	-0.11 *
27. The personnel involved in registration are helpful.	6.18	5.43 / 1.38	0.75	6.22	5.28 / 1.53	0.94	0.15 ***
28. Parking lots are well-lighted and secure.	6.05	5.11 / 1.55	0.94	6.09	5.05 / 1.64	1.04	0.06
29. It is an enjoyable experience to be a student on this campus.	6.41	5.44 / 1.48	0.97	6.32	5.39 / 1.54	0.93	0.05
30. Residence hall staff are concerned about me as an individual.	5.75	4.78 / 1.64	0.97	5.63	4.93 / 1.61	0.70	-0.15 **
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.65	5.47 / 1.43	0.18	5.65	5.50 / 1.40	0.15	-0.03

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National Group Means are based on 93921 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	
32. Tutoring services are readily available.	5.86	5.24 / 1.52	0.62	6.07	5.52 / 1.45	0.55	-0.28 ***
33. My academic advisor is knowledgeable about requirements in my major.	6.55	5.70 / 1.55	0.85	6.51	5.64 / 1.61	0.87	0.06
34. I am able to register for classes I need with few conflicts.	6.51	5.42 / 1.52	1.09	6.52	5.04 / 1.80	1.48	0.38 ***
35. The assessment and course placement procedures are reasonable.	6.20	5.46 / 1.31	0.74	6.21	5.30 / 1.47	0.91	0.16 ***
36. Security staff respond quickly in emergencies.	6.30	5.45 / 1.41	0.85	6.34	5.30 / 1.52	1.04	0.15 **
37. I feel a sense of pride about my campus.	5.90	5.26 / 1.57	0.64	5.88	5.26 / 1.60	0.62	0.00
38. There is an adequate selection of food available in the cafeteria.	6.04	4.61 / 1.78	1.43	5.95	4.59 / 1.82	1.36	0.02
39. I am able to experience intellectual growth here.	6.43	5.68 / 1.28	0.75	6.40	5.62 / 1.36	0.78	0.06
40. Residence hall regulations are reasonable.	5.93	5.22 / 1.49	0.71	5.76	5.03 / 1.58	0.73	0.19 ***
41. There is a commitment to academic excellence on this campus.	6.32	5.47 / 1.37	0.85	6.31	5.44 / 1.42	0.87	0.03
42. There are a sufficient number of weekend activities for students.	5.67	4.50 / 1.76	1.17	5.47	4.67 / 1.69	0.80	-0.17 **
43. Admissions counselors respond to prospective students' unique needs and requests.	6.03	5.38 / 1.36	0.65	6.04	5.17 / 1.51	0.87	0.21 ***
44. Academic support services adequately meet the needs of students.	6.15	5.43 / 1.34	0.72	6.15	5.29 / 1.44	0.86	0.14 **
45. Students are made to feel welcome on this campus.	6.30	5.48 / 1.45	0.82	6.24	5.47 / 1.47	0.77	0.01
46. I can easily get involved in campus organizations.	6.06	5.41 / 1.54	0.65	5.88	5.39 / 1.50	0.49	0.02

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 ** Difference statistically significant at the .01 level
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National Group Means are based on 93921 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	
47. Faculty provide timely feedback about student progress in a course.	6.36	5.18 / 1.43	1.18	6.33	5.12 / 1.55	1.21	0.06
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.10	5.25 / 1.53	0.85	6.00	5.18 / 1.52	0.82	0.07
49. There are adequate services to help me decide upon a career.	6.24	5.26 / 1.45	0.98	6.23	5.20 / 1.57	1.03	0.06
50. Class change (drop/add) policies are reasonable.	6.10	5.60 / 1.34	0.50	6.19	5.42 / 1.54	0.77	0.18 ***
51. This institution has a good reputation within the community.	6.13	5.54 / 1.41	0.59	6.19	5.56 / 1.48	0.63	-0.02
52. The student center is a comfortable place for students to spend their leisure time.	5.97	5.71 / 1.32	0.26	5.90	5.40 / 1.49	0.50	0.31 ***
53. Faculty take into consideration student differences as they teach a course.	6.12	5.15 / 1.49	0.97	6.15	5.03 / 1.58	1.12	0.12 **
54. Bookstore staff are helpful.	5.88	5.15 / 1.68	0.73	5.93	5.56 / 1.44	0.37	-0.41 ***
55. Major requirements are clear and reasonable.	6.42	5.48 / 1.42	0.94	6.43	5.51 / 1.46	0.92	-0.03
56. The student handbook provides helpful information about campus life.	5.67	5.19 / 1.39	0.48	5.71	5.26 / 1.46	0.45	-0.07
57. I seldom get the "run-around" when seeking information on this campus.	6.08	4.89 / 1.70	1.19	6.15	4.74 / 1.82	1.41	0.15 **
58. The quality of instruction I receive in most of my classes is excellent.	6.46	5.47 / 1.33	0.99	6.47	5.42 / 1.41	1.05	0.05
59. This institution shows concern for students as individuals.	6.33	5.19 / 1.58	1.14	6.28	5.17 / 1.57	1.11	0.02
60. I generally know what's happening on campus.	5.94	5.12 / 1.55	0.82	5.86	5.05 / 1.60	0.81	0.07
61. Adjunct faculty are competent as classroom instructors.	6.16	5.49 / 1.30	0.67	6.16	5.37 / 1.42	0.79	0.12 **

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National Group Means are based on 93921 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	
62. There is a strong commitment to racial harmony on this campus.	6.00	5.39 / 1.43	0.61	5.98	5.50 / 1.43	0.48	-0.11 *
63. Student disciplinary procedures are fair.	6.08	5.40 / 1.46	0.68	6.08	5.41 / 1.44	0.67	-0.01
64. New student orientation services help students adjust to college.	5.95	5.19 / 1.52	0.76	5.98	5.24 / 1.58	0.74	-0.05
65. Faculty are usually available after class and during office hours.	6.28	5.80 / 1.24	0.48	6.32	5.67 / 1.36	0.65	0.13 **
66. Tuition paid is a worthwhile investment.	6.42	5.11 / 1.63	1.31	6.44	5.21 / 1.61	1.23	-0.10 *
67. Freedom of expression is protected on campus.	6.17	5.55 / 1.41	0.62	6.15	5.54 / 1.43	0.61	0.01
68. Nearly all of the faculty are knowledgeable in their field.	6.49	5.83 / 1.18	0.66	6.49	5.75 / 1.32	0.74	0.08 *
69. There is a good variety of courses provided on this campus.	6.36	5.73 / 1.27	0.63	6.39	5.53 / 1.46	0.86	0.20 ***
70. Graduate teaching assistants are competent as classroom instructors.	6.15	5.29 / 1.48	0.86	6.12	5.25 / 1.50	0.87	0.04
71. Channels for expressing student complaints are readily available.	6.03	4.80 / 1.66	1.23	6.05	4.87 / 1.67	1.18	-0.07
72. On the whole, the campus is well-maintained.	6.24	5.82 / 1.21	0.42	6.30	5.67 / 1.42	0.63	0.15 ***
73. Student activities fees are put to good use.	6.16	4.46 / 1.83	1.70	6.14	4.74 / 1.72	1.40	-0.28 ***
74. Campus item: Students from different backgrounds feel accepted here.	6.12	5.29 / 1.45	0.83				
75. Campus item: The lighting on campus for safety is adequate.	6.07	5.28 / 1.49	0.79				
76. Campus item: The number of USD students from diverse backgrounds.	5.56	5.11 / 1.49	0.45				

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

National Group Means are based on 93921 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	
77. Campus item: Faculty members show tolerance and respect for diversity in the classroom.	6.19	5.78 / 1.25	0.41				
78. Campus item: Courses include multi-cultural and diversity topics (e.g. topics, books, assignments)	5.80	5.49 / 1.32	0.31				
79. Campus item: Students with disabilities have access to support services.	6.14	5.72 / 1.26	0.42				
80. Campus item: There is a strong commitment to training and education regarding sexual assault.	5.93	5.22 / 1.59	0.71				
81. Campus item: Learning how to talk about diversity to other students.	5.69	5.13 / 1.47	0.56				
82. Campus item: Support services for female students.	5.82	5.08 / 1.54	0.74				
83. Campus item: There is a strong commitment to training and education regarding sexual orientation.	5.55	4.87 / 1.66	0.68				
84. Institution's commitment to part-time students?		5.33 / 1.34			5.30 / 1.47		0.03
85. Institution's commitment to evening students?		5.29 / 1.38			5.28 / 1.49		0.01
86. Institution's commitment to older, returning learners?		5.41 / 1.41			5.39 / 1.47		0.02
87. Institution's commitment to under-represented populations?		5.30 / 1.45			5.34 / 1.46		-0.04
88. Institution's commitment to commuters?		5.21 / 1.56			5.18 / 1.62		0.03
89. Institution's commitment to students with disabilities?		5.60 / 1.29			5.55 / 1.44		0.05
90. Cost as factor in decision to enroll.	6.19			6.30			
91. Financial aid as factor in decision to enroll.	6.03			6.12			

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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	
92. Academic reputation as factor in decision to enroll.	5.94			6.03			
93. Size of institution as factor in decision to enroll.	5.38			5.39			
94. Opportunity to play sports as factor in decision to enroll.	3.31			3.73			
95. Recommendations from family/friends as factor in decision to enroll.	4.89			4.98			
96. Geographic setting as factor in decision to enroll.	5.38			5.59			
97. Campus appearance as factor in decision to enroll.	5.31			5.42			
98. Personalized attention prior to enrollment as factor in decision to enroll.	5.52			5.42			

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National Group Means are based on 93921 records.

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: 4.62 1% 3% 10% 35% 24% 12% 11%	Average: 4.60 2% 2% 10% 36% 24% 12% 11%	0.02
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: 5.28 1% 4% 8% 9% 16% 42% 16%	Average: 5.28 1% 3% 7% 11% 19% 39% 17%	0.00
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: 5.34 3% 7% 4% 9% 12% 32% 29%	Average: 5.33 4% 7% 6% 9% 12% 29% 31%	0.01