

Demographics

Gender		N	%	Class Level		N	%
Female		550	69.44%	Freshman		162	20.35%
Male		242	30.56%	Sophomore		127	15.95%
Total		792	100.00%	Junior		145	18.22%
No Response		12		Senior		172	21.61%
				Special student		3	0.38%
				Graduate/Professional		184	23.12%
				Other class level		3	0.38%
				Total		796	100.00%
				No Response		8	
Age		N	%	Current GPA		N	%
18 and under		45	5.67%	No credits earned		11	1.39%
19 to 24		586	73.80%	1.99 or below		7	0.88%
25 to 34		114	14.36%	2.0 - 2.49		20	2.53%
35 to 44		23	2.90%	2.5 - 2.99		90	11.36%
45 and over		26	3.27%	3.0 - 3.49		223	28.16%
Total		794	100.00%	3.5 or above		441	55.68%
No Response		10		Total		792	100.00%
				No Response		12	
Ethnicity/Race		N	%	Educational Goal		N	%
African-American		16	2.01%	Associate degree		8	1.01%
American Indian or Alaskan Native		17	2.14%	Bachelor's degree		418	52.51%
Asian or Pacific Islander		44	5.53%	Master's degree		169	21.23%
Caucasian/White		662	83.27%	Doctorate or professional degree		193	24.25%
Hispanic		9	1.13%	Certification (initial/renewal)		1	0.13%
Other race		22	2.77%	Self-improvement/pleasure		1	0.13%
Race - Prefer not to respond		25	3.14%	Job-related training		2	0.25%
Total		795	100.00%	Other educational goal		4	0.50%
No Response		9		Total		796	100.00%
				No Response		8	
Current Enrollment Status		N	%				
Day		758	95.47%				
Evening		30	3.78%				
Weekend		6	0.76%				
Total		794	100.00%				
No Response		10					
Current Class Load		N	%				
Full-time		747	94.08%				
Part-time		47	5.92%				
Total		794	100.00%				
No Response		10					

Demographics

Employment			Institution Question		
	N	%		N	%
Full-time off campus	70	8.81%	Campus item - Answer 1	0	0%
Part-time off campus	245	30.82%	Campus item - Answer 2	0	0%
Full-time on campus	61	7.67%	Campus item - Answer 3	0	0%
Part-time on campus	177	22.26%	Campus item - Answer 4	0	0%
Not employed	242	30.44%	Campus item - Answer 5	0	0%
Total	795	100.00%	Campus item - Answer 6	0	0%
No Response	9		Total	0	100.00%
			No Response	804	

Current Residence			Institution Question 2		
	N	%		N	%
Residence hall	267	33.58%	Campus item 2 - Answer 1	0	0%
Fraternity / Sorority	47	5.91%	Campus item 2 - Answer 2	0	0%
Own house	98	12.33%	Campus item 2 - Answer 3	0	0%
Rent room or apt off campus	336	42.26%	Campus item 2 - Answer 4	0	0%
Parent's home	33	4.15%	Campus item 2 - Answer 5	0	0%
Other residence	14	1.76%	Campus item 2 - Answer 6	0	0%
Total	795	100.00%	Total	0	100.00%
No Response	9		No Response	804	

Residence Classification			Group Code		
	N	%		N	%
In-state	494	62.30%	1001: Accounting	32	4.18%
Out-of-state	251	31.65%	1002: Addiction Studies	8	1.04%
International (not U.S. citizen)	48	6.05%	1003: Administration	6	0.78%
Total	793	100.00%	1004: American Indian Education/Native American Studies	1	0.13%
No Response	11		1005: Anthropology/Sociology	4	0.52%

Disabilities			Group Code		
	N	%		N	%
Yes - Disability	43	5.41%	1006: Art/Art Education	11	1.44%
No - Disability	752	94.59%	1007: Audiology	4	0.52%
Total	795	100.00%	1008: Basic Biomedical Sciences	7	0.91%
No Response	9		1010: Biological Sciences	18	2.35%

Institution Was My			Group Code		
	N	%		N	%
1st choice	548	71.08%	1011: Biology/Biology Education	13	1.70%
2nd choice	170	22.05%	1013: Business Administration	21	2.74%
3rd choice or lower	53	6.87%	1014: Chemistry	7	0.91%
Total	771	100.00%	1015: Communication Science/Disorder	17	2.22%
No Response	33		1016: Communication Studies	9	1.17%
			1017: Computer Science	20	2.61%
			1018: Counseling/Psychology in Ed	14	1.83%
			1019: Criminal Justice Studies	11	1.44%
			1021: Dental Hygiene	23	3.00%
			1024: Earth Sciences	1	0.13%

Demographics

1025: Economics	5	0.65%	1079: Speech-Language Pathology	1	0.13%
1026: Educational Administration	4	0.52%	1080: Sport Marketing & Media	5	0.65%
1027: Elementary Education	48	6.27%	1082: Sustainability	6	0.78%
1028: English Language Learning	1	0.13%	1083: Technology: Education/Training	1	0.13%
1029: English/English Education	16	2.09%	1084: Theatre	9	1.17%
1030: Finance	13	1.70%	1085: Undeclared	7	0.91%
1031: General Studies	2	0.26%	Total	766	100.00%
1032: Graphic Design	2	0.26%	No Response	38	
1033: Health Sciences	26	3.39%			
1034: Health Services Admin	7	0.91%			
1035: History	6	0.78%			
1036: History/History Education	7	0.91%			
1037: Human Resource Management	5	0.65%			
1039: Interdisciplinary Studies	3	0.39%			
1040: International Studies	4	0.52%			
1041: Kinesiology/Sport Management	29	3.79%			
1043: Law	18	2.35%			
1045: Management	2	0.26%			
1046: Marketing	17	2.22%			
1047: Mathematics/Mathematics Education	12	1.57%			
1048: Media & Journalism	19	2.48%			
1049: Medical Biology	40	5.22%			
1050: Medical Laboratory Science	3	0.39%			
1051: Medicine	12	1.57%			
1052: Mental Health Counseling	1	0.13%			
1053: Modern Languages (French, German, Spanish, etc.)	1	0.13%			
1055: Music/Music Performance/Music Education/Musical Arts	16	2.09%			
1057: Nursing	49	6.40%			
1058: Occupational Therapy	12	1.57%			
1059: Operational Analytics	2	0.26%			
1062: Physical Education	5	0.65%			
1063: Physical Therapy	11	1.44%			
1064: Physician Assistant Studies	6	0.78%			
1066: Physics	5	0.65%			
1068: Political Science	17	2.22%			
1070: Professional Accountancy	1	0.13%			
1071: Psychology	46	6.01%			
1072: Public Administration	3	0.39%			
1074: Secondary Education	4	0.52%			
1075: Social Work	22	2.87%			
1077: Special Education	8	1.04%			

Strategic Planning Overview

Strengths and Challenges

Strengths

- 33. My academic advisor is knowledgeable about requirements in my major.
- 68. Nearly all of the faculty are knowledgeable in their field.
- 7. The campus is safe and secure for all students.
- 6. My academic advisor is approachable.
- 39. I am able to experience intellectual growth here.
- 69. There is a good variety of courses provided on this campus.
- 55. Major requirements are clear and reasonable.
- 36. Security staff respond quickly in emergencies.
- 14. My academic advisor is concerned about my success as an individual.
- 65. Faculty are usually available after class and during office hours.
- 79. Campus item: Students with disabilities have access to support services.
- 72. On the whole, the campus is well-maintained.
- 51. This institution has a good reputation within the community.
- 76. Campus item: Faculty members show tolerance and respect for diversity in the classroom.
- 22. Counseling staff care about students as individuals.

Challenges

- 8. The content of the courses within my major is valuable.
- 58. The quality of instruction I receive in most of my classes is excellent.
- 66. Tuition paid is a worthwhile investment.
- 25. Faculty are fair and unbiased in their treatment of individual students.
- 47. Faculty provide timely feedback about student progress in a course.
- 59. This institution shows concern for students as individuals.
- 17. Adequate financial aid is available for most students.
- 23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)
- 12. Financial aid awards are announced to students in time to be helpful in college planning.
- 73. Student activities fees are put to good use.
- 5. Financial aid counselors are helpful.

Strategic Planning Overview

Benchmarks

Higher Satisfaction vs. National Four-Year Publics

- 33. My academic advisor is knowledgeable about requirements in my major.
- 68. Nearly all of the faculty are knowledgeable in their field.
- 7. The campus is safe and secure for all students.
- 16. The instruction in my major field is excellent.
- 58. The quality of instruction I receive in most of my classes is excellent.
- 6. My academic advisor is approachable.
- 39. I am able to experience intellectual growth here.
- 34. I am able to register for classes I need with few conflicts.
- 69. There is a good variety of courses provided on this campus.
- 55. Major requirements are clear and reasonable.
- 36. Security staff respond quickly in emergencies.
- 14. My academic advisor is concerned about my success as an individual.
- 29. It is an enjoyable experience to be a student on this campus.
- 65. Faculty are usually available after class and during office hours.
- 47. Faculty provide timely feedback about student progress in a course.
- 72. On the whole, the campus is well-maintained.
- 2. The campus staff are caring and helpful.
- 49. There are adequate services to help me decide upon a career.
- 61. Adjunct faculty are competent as classroom instructors.
- 4. Admissions staff are knowledgeable.
- 12. Financial aid awards are announced to students in time to be helpful in college planning.
- 35. The assessment and course placement procedures are reasonable.
- 51. This institution has a good reputation within the community.

Lower Satisfaction vs. National Four-Year Publics

- 17. Adequate financial aid is available for most students.
- 23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)
- 73. Student activities fees are put to good use.

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	5.72 / 1.27	0.71	6.37	5.48 / 1.37	0.89	0.24 ***
Instructional Effectiveness	6.42	5.59 / 0.95	0.83	6.35	5.46 / 1.09	0.89	0.13 ***
Safety and Security	6.29	4.94 / 1.19	1.35	6.27	4.90 / 1.28	1.37	0.04
Student Centeredness	6.28	5.41 / 1.10	0.87	6.17	5.32 / 1.22	0.85	0.09 *
Concern for the Individual	6.27	5.44 / 1.07	0.83	6.17	5.25 / 1.22	0.92	0.19 ***
Campus Climate	6.26	5.40 / 1.03	0.86	6.16	5.32 / 1.13	0.84	0.08 *
Recruitment and Financial Aid	6.24	5.22 / 1.15	1.02	6.20	5.13 / 1.28	1.07	0.09 *
Registration Effectiveness	6.20	5.50 / 1.01	0.70	6.22	5.24 / 1.21	0.98	0.26 ***
Service Excellence	6.12	5.39 / 1.02	0.73	6.07	5.23 / 1.15	0.84	0.16 ***
Campus Support Services	6.04	5.55 / 0.96	0.49	6.08	5.54 / 1.06	0.54	0.01
Campus Life	5.95	5.22 / 1.05	0.73	5.82	5.16 / 1.15	0.66	0.06
Responsiveness to Diverse Populations		5.48 / 1.33			5.36 / 1.38		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 88882 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.	6.62	5.61 / 1.35	1.01	6.54	5.59 / 1.37	0.95	0.02
33. My academic advisor is knowledgeable about requirements in my major.	6.59	5.88 / 1.55	0.71	6.51	5.67 / 1.60	0.84	0.21 ***
7. The campus is safe and secure for all students.	6.58	5.74 / 1.30	0.84	6.46	5.59 / 1.42	0.87	0.15 **
68. Nearly all of the faculty are knowledgeable in their field.	6.58	5.98 / 1.12	0.60	6.50	5.79 / 1.31	0.71	0.19 ***
16. The instruction in my major field is excellent.	6.57	5.67 / 1.29	0.90	6.51	5.55 / 1.41	0.96	0.12 *
6. My academic advisor is approachable.	6.56	5.93 / 1.57	0.63	6.43	5.61 / 1.65	0.82	0.32 ***
58. The quality of instruction I receive in most of my classes is excellent.	6.56	5.60 / 1.28	0.96	6.48	5.45 / 1.42	1.03	0.15 **
39. I am able to experience intellectual growth here.	6.53	5.88 / 1.24	0.65	6.42	5.66 / 1.35	0.76	0.22 ***
34. I am able to register for classes I need with few conflicts.	6.49	5.65 / 1.43	0.84	6.52	5.14 / 1.77	1.38	0.51 ***
66. Tuition paid is a worthwhile investment.	6.49	5.14 / 1.61	1.35	6.44	5.24 / 1.62	1.20	-0.10
69. There is a good variety of courses provided on this campus.	6.49	5.85 / 1.31	0.64	6.39	5.59 / 1.44	0.80	0.26 ***
55. Major requirements are clear and reasonable.	6.47	5.69 / 1.33	0.78	6.44	5.54 / 1.46	0.90	0.15 **
36. Security staff respond quickly in emergencies.	6.46	5.75 / 1.27	0.71	6.37	5.43 / 1.48	0.94	0.32 ***
14. My academic advisor is concerned about my success as an individual.	6.44	5.75 / 1.54	0.69	6.32	5.41 / 1.67	0.91	0.34 ***
29. It is an enjoyable experience to be a student on this campus.	6.44	5.58 / 1.45	0.86	6.33	5.41 / 1.55	0.92	0.17 **
25. Faculty are fair and unbiased in their treatment of individual students.	6.42	5.44 / 1.47	0.98	6.36	5.35 / 1.49	1.01	0.09

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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	
41. There is a commitment to academic excellence on this campus.	6.39	5.50 / 1.38	0.89	6.32	5.51 / 1.41	0.81	-0.01
65. Faculty are usually available after class and during office hours.	6.38	5.90 / 1.25	0.48	6.32	5.72 / 1.35	0.60	0.18 ***
47. Faculty provide timely feedback about student progress in a course.	6.37	5.28 / 1.43	1.09	6.34	5.16 / 1.55	1.18	0.12 *
59. This institution shows concern for students as individuals.	6.37	5.31 / 1.56	1.06	6.30	5.23 / 1.58	1.07	0.08
17. Adequate financial aid is available for most students.	6.36	4.81 / 1.63	1.55	6.34	5.01 / 1.69	1.33	-0.20 **
45. Students are made to feel welcome on this campus.	6.36	5.55 / 1.37	0.81	6.27	5.52 / 1.47	0.75	0.03
79. Campus item: Students with disabilities have access to support services.	6.35	5.88 / 1.26	0.47				
90. Cost as factor in decision to enroll.	6.35			6.30			
72. On the whole, the campus is well-maintained.	6.34	6.00 / 1.20	0.34	6.31	5.71 / 1.41	0.60	0.29 ***
2. The campus staff are caring and helpful.	6.33	5.51 / 1.23	0.82	6.29	5.35 / 1.44	0.94	0.16 **
67. Freedom of expression is protected on campus.	6.32	5.59 / 1.46	0.73	6.18	5.59 / 1.41	0.59	0.00
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.30	4.55 / 1.71	1.75	5.99	4.89 / 1.66	1.10	-0.34 ***
49. There are adequate services to help me decide upon a career.	6.29	5.39 / 1.44	0.90	6.24	5.27 / 1.56	0.97	0.12 *
61. Adjunct faculty are competent as classroom instructors.	6.29	5.55 / 1.41	0.74	6.19	5.44 / 1.43	0.75	0.11 *
70. Graduate teaching assistants are competent as classroom instructors.	6.29	5.42 / 1.54	0.87	6.15	5.32 / 1.51	0.83	0.10

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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	
80. Campus item: There is adequate lighting on campus for purposes of personal safety.	6.28	5.38 / 1.49	0.90				
4. Admissions staff are knowledgeable.	6.27	5.37 / 1.49	0.90	6.22	5.26 / 1.52	0.96	0.11 *
63. Student disciplinary procedures are fair.	6.26	5.55 / 1.48	0.71	6.11	5.47 / 1.44	0.64	0.08
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.25	5.23 / 1.51	1.02	6.29	5.04 / 1.69	1.25	0.19 **
35. The assessment and course placement procedures are reasonable.	6.25	5.66 / 1.27	0.59	6.23	5.36 / 1.47	0.87	0.30 ***
51. This institution has a good reputation within the community.	6.25	5.79 / 1.36	0.46	6.21	5.62 / 1.45	0.59	0.17 **
73. Student activities fees are put to good use.	6.23	4.37 / 1.94	1.86	6.14	4.81 / 1.71	1.33	-0.44 ***
76. Campus item: Faculty members show tolerance and respect for diversity in the classroom.	6.23	5.87 / 1.30	0.36				
83. Campus item: USD adequately supports online learners.	6.23	5.62 / 1.40	0.61				
3. Faculty care about me as an individual.	6.22	5.38 / 1.42	0.84	6.11	5.18 / 1.52	0.93	0.20 ***
5. Financial aid counselors are helpful.	6.22	5.04 / 1.63	1.18	6.20	4.96 / 1.71	1.24	0.08
22. Counseling staff care about students as individuals.	6.22	5.73 / 1.29	0.49	6.08	5.25 / 1.51	0.83	0.48 ***
27. The personnel involved in registration are helpful.	6.22	5.67 / 1.29	0.55	6.22	5.34 / 1.51	0.88	0.33 ***
44. Academic support services adequately meet the needs of students.	6.22	5.57 / 1.26	0.65	6.17	5.36 / 1.44	0.81	0.21 ***
62. There is a strong commitment to racial harmony on this campus.	6.20	5.58 / 1.45	0.62	6.02	5.52 / 1.44	0.50	0.06

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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	
82. Campus item: Support services for female students are readily available.	6.20	5.26 / 1.55	0.94				
43. Admissions counselors respond to prospective students' unique needs and requests.	6.18	5.53 / 1.36	0.65	6.06	5.24 / 1.52	0.82	0.29 ***
53. Faculty take into consideration student differences as they teach a course.	6.18	5.17 / 1.48	1.01	6.17	5.07 / 1.59	1.10	0.10
15. The staff in the health services area are competent.	6.17	5.31 / 1.48	0.86	6.05	5.37 / 1.46	0.68	-0.06
50. Class change (drop/add) policies are reasonable.	6.17	5.76 / 1.32	0.41	6.20	5.50 / 1.50	0.70	0.26 ***
1. Most students feel a sense of belonging here.	6.16	5.20 / 1.40	0.96	5.83	5.19 / 1.46	0.64	0.01
91. Financial aid as factor in decision to enroll.	6.16			6.12			
71. Channels for expressing student complaints are readily available.	6.15	4.99 / 1.67	1.16	6.07	4.94 / 1.69	1.13	0.05
81. Campus item: There is a strong commitment to training and education regarding sexual assault.	6.15	5.21 / 1.64	0.94				
38. There is an adequate selection of food available in the cafeteria.	6.14	4.78 / 1.75	1.36	5.98	4.54 / 1.84	1.44	0.24 ***
46. I can easily get involved in campus organizations.	6.14	5.64 / 1.39	0.50	5.93	5.42 / 1.52	0.51	0.22 ***
57. I seldom get the "run-around" when seeking information on this campus.	6.14	4.95 / 1.68	1.19	6.14	4.84 / 1.80	1.30	0.11
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.13	5.38 / 1.45	0.75	6.04	5.25 / 1.53	0.79	0.13 *
11. Billing policies are reasonable.	6.12	4.89 / 1.59	1.23	6.17	4.92 / 1.63	1.25	-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	
64. New student orientation services help students adjust to college.	6.12	5.30 / 1.53	0.82	6.01	5.28 / 1.59	0.73	0.02
18. Library resources and services are adequate.	6.10	5.81 / 1.22	0.29	6.13	5.68 / 1.30	0.45	0.13 **
19. My academic advisor helps me set goals to work toward.	6.10	5.35 / 1.69	0.75	6.14	5.16 / 1.74	0.98	0.19 **
28. Parking lots are well-lighted and secure.	6.09	5.09 / 1.56	1.00	6.12	5.08 / 1.63	1.04	0.01
52. The student center is a comfortable place for students to spend their leisure time.	6.07	5.84 / 1.25	0.23	5.93	5.44 / 1.51	0.49	0.40 ***
21. The amount of student parking space on campus is adequate.	6.06	3.45 / 1.99	2.61	6.12	3.55 / 2.05	2.57	-0.10
40. Residence hall regulations are reasonable.	6.04	5.43 / 1.45	0.61	5.82	5.12 / 1.57	0.70	0.31 ***
32. Tutoring services are readily available.	6.03	5.41 / 1.49	0.62	6.11	5.59 / 1.44	0.52	-0.18 **
10. Administrators are approachable to students.	6.02	5.31 / 1.40	0.71	6.00	5.21 / 1.46	0.79	0.10
37. I feel a sense of pride about my campus.	5.98	5.40 / 1.61	0.58	5.89	5.32 / 1.60	0.57	0.08
92. Academic reputation as factor in decision to enroll.	5.98			6.03			
20. The business office is open during hours which are convenient for most students.	5.97	5.59 / 1.23	0.38	5.97	5.29 / 1.46	0.68	0.30 ***
26. Computer labs are adequate and accessible.	5.94	5.55 / 1.37	0.39	6.20	5.60 / 1.43	0.60	-0.05
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.91	5.81 / 1.36	0.10	5.73	5.54 / 1.42	0.19	0.27 ***
60. I generally know what's happening on campus.	5.91	5.15 / 1.57	0.76	5.88	5.09 / 1.61	0.79	0.06

* 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 88882 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	
75. Campus item: Learning how to talk about diversity with other students is promoted.	5.91	5.23 / 1.54	0.68				
54. Bookstore staff are helpful.	5.87	5.29 / 1.59	0.58	5.93	5.59 / 1.44	0.34	-0.30 ***
77. Campus item: Courses include multi-cultural and diversity topics (e.g. topics, books, assignments).	5.87	5.45 / 1.47	0.42				
30. Residence hall staff are concerned about me as an individual.	5.85	5.00 / 1.63	0.85	5.70	5.03 / 1.61	0.67	-0.03
13. Library staff are helpful and approachable.	5.83	5.78 / 1.26	0.05	5.81	5.66 / 1.33	0.15	0.12 *
74. Campus item: USD has a large number of students from diverse backgrounds.	5.83	5.20 / 1.60	0.63				
42. There are a sufficient number of weekend activities for students.	5.77	4.63 / 1.77	1.14	5.52	4.71 / 1.72	0.81	-0.08
56. The student handbook provides helpful information about campus life.	5.73	5.27 / 1.50	0.46	5.72	5.29 / 1.47	0.43	-0.02
78. Campus item: There is a strong commitment to training and education regarding sexual orientation.	5.55	5.02 / 1.70	0.53				
98. Personalized attention prior to enrollment as factor in decision to enroll.	5.54			5.43			
97. Campus appearance as factor in decision to enroll.	5.39			5.43			
93. Size of institution as factor in decision to enroll.	5.38			5.38			
96. Geographic setting as factor in decision to enroll.	5.34			5.58			
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.26	4.84 / 1.77	0.42	5.38	4.91 / 1.68	0.47	-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 88882 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.	5.18	5.72 / 1.27	-0.54	5.13	5.30 / 1.45	-0.17	0.42 ***
95. Recommendations from family/friends as factor in decision to enroll.	4.85			4.96			
94. Opportunity to play sports as factor in decision to enroll.	3.49			3.68			
84. Institution's commitment to part-time students?		5.53 / 1.28			5.33 / 1.49		0.20 **
85. Institution's commitment to evening students?		5.43 / 1.36			5.31 / 1.51		0.12
86. Institution's commitment to older, returning learners?		5.54 / 1.45			5.42 / 1.49		0.12
87. Institution's commitment to under-represented populations?		5.44 / 1.46			5.38 / 1.48		0.06
88. Institution's commitment to commuters?		5.23 / 1.61			5.17 / 1.66		0.06
89. Institution's commitment to students with disabilities?		5.74 / 1.32			5.59 / 1.44		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 88882 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	5.72 / 1.27	0.71	6.37	5.48 / 1.37	0.89	0.24 ***
6. My academic advisor is approachable.	6.56	5.93 / 1.57	0.63	6.43	5.61 / 1.65	0.82	0.32 ***
14. My academic advisor is concerned about my success as an individual.	6.44	5.75 / 1.54	0.69	6.32	5.41 / 1.67	0.91	0.34 ***
19. My academic advisor helps me set goals to work toward.	6.10	5.35 / 1.69	0.75	6.14	5.16 / 1.74	0.98	0.19 **
33. My academic advisor is knowledgeable about requirements in my major.	6.59	5.88 / 1.55	0.71	6.51	5.67 / 1.60	0.84	0.21 ***
55. Major requirements are clear and reasonable.	6.47	5.69 / 1.33	0.78	6.44	5.54 / 1.46	0.90	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 88882 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	6.26	5.40 / 1.03	0.86	6.16	5.32 / 1.13	0.84	0.08 *
1. Most students feel a sense of belonging here.	6.16	5.20 / 1.40	0.96	5.83	5.19 / 1.46	0.64	0.01
2. The campus staff are caring and helpful.	6.33	5.51 / 1.23	0.82	6.29	5.35 / 1.44	0.94	0.16 **
3. Faculty care about me as an individual.	6.22	5.38 / 1.42	0.84	6.11	5.18 / 1.52	0.93	0.20 ***
7. The campus is safe and secure for all students.	6.58	5.74 / 1.30	0.84	6.46	5.59 / 1.42	0.87	0.15 **
10. Administrators are approachable to students.	6.02	5.31 / 1.40	0.71	6.00	5.21 / 1.46	0.79	0.10
29. It is an enjoyable experience to be a student on this campus.	6.44	5.58 / 1.45	0.86	6.33	5.41 / 1.55	0.92	0.17 **
37. I feel a sense of pride about my campus.	5.98	5.40 / 1.61	0.58	5.89	5.32 / 1.60	0.57	0.08
41. There is a commitment to academic excellence on this campus.	6.39	5.50 / 1.38	0.89	6.32	5.51 / 1.41	0.81	-0.01
45. Students are made to feel welcome on this campus.	6.36	5.55 / 1.37	0.81	6.27	5.52 / 1.47	0.75	0.03
51. This institution has a good reputation within the community.	6.25	5.79 / 1.36	0.46	6.21	5.62 / 1.45	0.59	0.17 **
57. I seldom get the "run-around" when seeking information on this campus.	6.14	4.95 / 1.68	1.19	6.14	4.84 / 1.80	1.30	0.11
59. This institution shows concern for students as individuals.	6.37	5.31 / 1.56	1.06	6.30	5.23 / 1.58	1.07	0.08
60. I generally know what's happening on campus.	5.91	5.15 / 1.57	0.76	5.88	5.09 / 1.61	0.79	0.06
62. There is a strong commitment to racial harmony on this campus.	6.20	5.58 / 1.45	0.62	6.02	5.52 / 1.44	0.50	0.06
66. Tuition paid is a worthwhile investment.	6.49	5.14 / 1.61	1.35	6.44	5.24 / 1.62	1.20	-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 88882 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.	6.32	5.59 / 1.46	0.73	6.18	5.59 / 1.41	0.59	0.00
71. Channels for expressing student complaints are readily available.	6.15	4.99 / 1.67	1.16	6.07	4.94 / 1.69	1.13	0.05

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

National Group Means are based on 88882 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	5.95	5.22 / 1.05	0.73	5.82	5.16 / 1.15	0.66	0.06
9. A variety of intramural activities are offered.	5.18	5.72 / 1.27	-0.54	5.13	5.30 / 1.45	-0.17	0.42 ***
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.30	4.55 / 1.71	1.75	5.99	4.89 / 1.66	1.10	-0.34 ***
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.26	4.84 / 1.77	0.42	5.38	4.91 / 1.68	0.47	-0.07
30. Residence hall staff are concerned about me as an individual.	5.85	5.00 / 1.63	0.85	5.70	5.03 / 1.61	0.67	-0.03
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.91	5.81 / 1.36	0.10	5.73	5.54 / 1.42	0.19	0.27 ***
38. There is an adequate selection of food available in the cafeteria.	6.14	4.78 / 1.75	1.36	5.98	4.54 / 1.84	1.44	0.24 ***
40. Residence hall regulations are reasonable.	6.04	5.43 / 1.45	0.61	5.82	5.12 / 1.57	0.70	0.31 ***
42. There are a sufficient number of weekend activities for students.	5.77	4.63 / 1.77	1.14	5.52	4.71 / 1.72	0.81	-0.08
46. I can easily get involved in campus organizations.	6.14	5.64 / 1.39	0.50	5.93	5.42 / 1.52	0.51	0.22 ***
52. The student center is a comfortable place for students to spend their leisure time.	6.07	5.84 / 1.25	0.23	5.93	5.44 / 1.51	0.49	0.40 ***
56. The student handbook provides helpful information about campus life.	5.73	5.27 / 1.50	0.46	5.72	5.29 / 1.47	0.43	-0.02
63. Student disciplinary procedures are fair.	6.26	5.55 / 1.48	0.71	6.11	5.47 / 1.44	0.64	0.08
64. New student orientation services help students adjust to college.	6.12	5.30 / 1.53	0.82	6.01	5.28 / 1.59	0.73	0.02

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

National Group Means are based on 88882 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.	6.32	5.59 / 1.46	0.73	6.18	5.59 / 1.41	0.59	0.00
73. Student activities fees are put to good use.	6.23	4.37 / 1.94	1.86	6.14	4.81 / 1.71	1.33	-0.44 ***

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

National Group Means are based on 88882 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	6.04	5.55 / 0.96	0.49	6.08	5.54 / 1.06	0.54	0.01
13. Library staff are helpful and approachable.	5.83	5.78 / 1.26	0.05	5.81	5.66 / 1.33	0.15	0.12 *
18. Library resources and services are adequate.	6.10	5.81 / 1.22	0.29	6.13	5.68 / 1.30	0.45	0.13 **
26. Computer labs are adequate and accessible.	5.94	5.55 / 1.37	0.39	6.20	5.60 / 1.43	0.60	-0.05
32. Tutoring services are readily available.	6.03	5.41 / 1.49	0.62	6.11	5.59 / 1.44	0.52	-0.18 **
44. Academic support services adequately meet the needs of students.	6.22	5.57 / 1.26	0.65	6.17	5.36 / 1.44	0.81	0.21 ***
49. There are adequate services to help me decide upon a career.	6.29	5.39 / 1.44	0.90	6.24	5.27 / 1.56	0.97	0.12 *
54. Bookstore staff are helpful.	5.87	5.29 / 1.59	0.58	5.93	5.59 / 1.44	0.34	-0.30 ***

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 *** Difference statistically significant at the .001 level

National Group Means are based on 88882 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	6.27	5.44 / 1.07	0.83	6.17	5.25 / 1.22	0.92	0.19 ***
3. Faculty care about me as an individual.	6.22	5.38 / 1.42	0.84	6.11	5.18 / 1.52	0.93	0.20 ***
14. My academic advisor is concerned about my success as an individual.	6.44	5.75 / 1.54	0.69	6.32	5.41 / 1.67	0.91	0.34 ***
22. Counseling staff care about students as individuals.	6.22	5.73 / 1.29	0.49	6.08	5.25 / 1.51	0.83	0.48 ***
25. Faculty are fair and unbiased in their treatment of individual students.	6.42	5.44 / 1.47	0.98	6.36	5.35 / 1.49	1.01	0.09
30. Residence hall staff are concerned about me as an individual.	5.85	5.00 / 1.63	0.85	5.70	5.03 / 1.61	0.67	-0.03
59. This institution shows concern for students as individuals.	6.37	5.31 / 1.56	1.06	6.30	5.23 / 1.58	1.07	0.08

* Difference statistically significant at the .05 level
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National Group Means are based on 88882 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	6.42	5.59 / 0.95	0.83	6.35	5.46 / 1.09	0.89	0.13 ***
3. Faculty care about me as an individual.	6.22	5.38 / 1.42	0.84	6.11	5.18 / 1.52	0.93	0.20 ***
8. The content of the courses within my major is valuable.	6.62	5.61 / 1.35	1.01	6.54	5.59 / 1.37	0.95	0.02
16. The instruction in my major field is excellent.	6.57	5.67 / 1.29	0.90	6.51	5.55 / 1.41	0.96	0.12 *
25. Faculty are fair and unbiased in their treatment of individual students.	6.42	5.44 / 1.47	0.98	6.36	5.35 / 1.49	1.01	0.09
39. I am able to experience intellectual growth here.	6.53	5.88 / 1.24	0.65	6.42	5.66 / 1.35	0.76	0.22 ***
41. There is a commitment to academic excellence on this campus.	6.39	5.50 / 1.38	0.89	6.32	5.51 / 1.41	0.81	-0.01
47. Faculty provide timely feedback about student progress in a course.	6.37	5.28 / 1.43	1.09	6.34	5.16 / 1.55	1.18	0.12 *
53. Faculty take into consideration student differences as they teach a course.	6.18	5.17 / 1.48	1.01	6.17	5.07 / 1.59	1.10	0.10
58. The quality of instruction I receive in most of my classes is excellent.	6.56	5.60 / 1.28	0.96	6.48	5.45 / 1.42	1.03	0.15 **
61. Adjunct faculty are competent as classroom instructors.	6.29	5.55 / 1.41	0.74	6.19	5.44 / 1.43	0.75	0.11 *
65. Faculty are usually available after class and during office hours.	6.38	5.90 / 1.25	0.48	6.32	5.72 / 1.35	0.60	0.18 ***
68. Nearly all of the faculty are knowledgeable in their field.	6.58	5.98 / 1.12	0.60	6.50	5.79 / 1.31	0.71	0.19 ***
69. There is a good variety of courses provided on this campus.	6.49	5.85 / 1.31	0.64	6.39	5.59 / 1.44	0.80	0.26 ***
70. Graduate teaching assistants are competent as classroom instructors.	6.29	5.42 / 1.54	0.87	6.15	5.32 / 1.51	0.83	0.10

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

National Group Means are based on 88882 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	6.24	5.22 / 1.15	1.02	6.20	5.13 / 1.28	1.07	0.09 *
4. Admissions staff are knowledgeable.	6.27	5.37 / 1.49	0.90	6.22	5.26 / 1.52	0.96	0.11 *
5. Financial aid counselors are helpful.	6.22	5.04 / 1.63	1.18	6.20	4.96 / 1.71	1.24	0.08
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.25	5.23 / 1.51	1.02	6.29	5.04 / 1.69	1.25	0.19 **
17. Adequate financial aid is available for most students.	6.36	4.81 / 1.63	1.55	6.34	5.01 / 1.69	1.33	-0.20 **
43. Admissions counselors respond to prospective students' unique needs and requests.	6.18	5.53 / 1.36	0.65	6.06	5.24 / 1.52	0.82	0.29 ***
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.13	5.38 / 1.45	0.75	6.04	5.25 / 1.53	0.79	0.13 *

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

National Group Means are based on 88882 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	6.20	5.50 / 1.01	0.70	6.22	5.24 / 1.21	0.98	0.26 ***
11. Billing policies are reasonable.	6.12	4.89 / 1.59	1.23	6.17	4.92 / 1.63	1.25	-0.03
20. The business office is open during hours which are convenient for most students.	5.97	5.59 / 1.23	0.38	5.97	5.29 / 1.46	0.68	0.30 ***
27. The personnel involved in registration are helpful.	6.22	5.67 / 1.29	0.55	6.22	5.34 / 1.51	0.88	0.33 ***
34. I am able to register for classes I need with few conflicts.	6.49	5.65 / 1.43	0.84	6.52	5.14 / 1.77	1.38	0.51 ***
50. Class change (drop/add) policies are reasonable.	6.17	5.76 / 1.32	0.41	6.20	5.50 / 1.50	0.70	0.26 ***

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

National Group Means are based on 88882 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		5.48 / 1.33			5.36 / 1.38		0.12 *
84. Institution's commitment to part-time students?		5.53 / 1.28			5.33 / 1.49		0.20 **
85. Institution's commitment to evening students?		5.43 / 1.36			5.31 / 1.51		0.12
86. Institution's commitment to older, returning learners?		5.54 / 1.45			5.42 / 1.49		0.12
87. Institution's commitment to under-represented populations?		5.44 / 1.46			5.38 / 1.48		0.06
88. Institution's commitment to commuters?		5.23 / 1.61			5.17 / 1.66		0.06
89. Institution's commitment to students with disabilities?		5.74 / 1.32			5.59 / 1.44		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 88882 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	6.29	4.94 / 1.19	1.35	6.27	4.90 / 1.28	1.37	0.04
7. The campus is safe and secure for all students.	6.58	5.74 / 1.30	0.84	6.46	5.59 / 1.42	0.87	0.15 **
21. The amount of student parking space on campus is adequate.	6.06	3.45 / 1.99	2.61	6.12	3.55 / 2.05	2.57	-0.10
28. Parking lots are well-lighted and secure.	6.09	5.09 / 1.56	1.00	6.12	5.08 / 1.63	1.04	0.01
36. Security staff respond quickly in emergencies.	6.46	5.75 / 1.27	0.71	6.37	5.43 / 1.48	0.94	0.32 ***

* 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 88882 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	6.12	5.39 / 1.02	0.73	6.07	5.23 / 1.15	0.84	0.16 ***
2. The campus staff are caring and helpful.	6.33	5.51 / 1.23	0.82	6.29	5.35 / 1.44	0.94	0.16 **
13. Library staff are helpful and approachable.	5.83	5.78 / 1.26	0.05	5.81	5.66 / 1.33	0.15	0.12 *
15. The staff in the health services area are competent.	6.17	5.31 / 1.48	0.86	6.05	5.37 / 1.46	0.68	-0.06
22. Counseling staff care about students as individuals.	6.22	5.73 / 1.29	0.49	6.08	5.25 / 1.51	0.83	0.48 ***
27. The personnel involved in registration are helpful.	6.22	5.67 / 1.29	0.55	6.22	5.34 / 1.51	0.88	0.33 ***
57. I seldom get the "run-around" when seeking information on this campus.	6.14	4.95 / 1.68	1.19	6.14	4.84 / 1.80	1.30	0.11
60. I generally know what's happening on campus.	5.91	5.15 / 1.57	0.76	5.88	5.09 / 1.61	0.79	0.06
71. Channels for expressing student complaints are readily available.	6.15	4.99 / 1.67	1.16	6.07	4.94 / 1.69	1.13	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 88882 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	6.28	5.41 / 1.10	0.87	6.17	5.32 / 1.22	0.85	0.09 *
1. Most students feel a sense of belonging here.	6.16	5.20 / 1.40	0.96	5.83	5.19 / 1.46	0.64	0.01
2. The campus staff are caring and helpful.	6.33	5.51 / 1.23	0.82	6.29	5.35 / 1.44	0.94	0.16 **
10. Administrators are approachable to students.	6.02	5.31 / 1.40	0.71	6.00	5.21 / 1.46	0.79	0.10
29. It is an enjoyable experience to be a student on this campus.	6.44	5.58 / 1.45	0.86	6.33	5.41 / 1.55	0.92	0.17 **
45. Students are made to feel welcome on this campus.	6.36	5.55 / 1.37	0.81	6.27	5.52 / 1.47	0.75	0.03
59. This institution shows concern for students as individuals.	6.37	5.31 / 1.56	1.06	6.30	5.23 / 1.58	1.07	0.08

* 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 88882 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.	6.16	5.20 / 1.40	0.96	5.83	5.19 / 1.46	0.64	0.01
2. The campus staff are caring and helpful.	6.33	5.51 / 1.23	0.82	6.29	5.35 / 1.44	0.94	0.16 **
3. Faculty care about me as an individual.	6.22	5.38 / 1.42	0.84	6.11	5.18 / 1.52	0.93	0.20 ***
4. Admissions staff are knowledgeable.	6.27	5.37 / 1.49	0.90	6.22	5.26 / 1.52	0.96	0.11 *
5. Financial aid counselors are helpful.	6.22	5.04 / 1.63	1.18	6.20	4.96 / 1.71	1.24	0.08
6. My academic advisor is approachable.	6.56	5.93 / 1.57	0.63	6.43	5.61 / 1.65	0.82	0.32 ***
7. The campus is safe and secure for all students.	6.58	5.74 / 1.30	0.84	6.46	5.59 / 1.42	0.87	0.15 **
8. The content of the courses within my major is valuable.	6.62	5.61 / 1.35	1.01	6.54	5.59 / 1.37	0.95	0.02
9. A variety of intramural activities are offered.	5.18	5.72 / 1.27	-0.54	5.13	5.30 / 1.45	-0.17	0.42 ***
10. Administrators are approachable to students.	6.02	5.31 / 1.40	0.71	6.00	5.21 / 1.46	0.79	0.10
11. Billing policies are reasonable.	6.12	4.89 / 1.59	1.23	6.17	4.92 / 1.63	1.25	-0.03
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.25	5.23 / 1.51	1.02	6.29	5.04 / 1.69	1.25	0.19 **
13. Library staff are helpful and approachable.	5.83	5.78 / 1.26	0.05	5.81	5.66 / 1.33	0.15	0.12 *
14. My academic advisor is concerned about my success as an individual.	6.44	5.75 / 1.54	0.69	6.32	5.41 / 1.67	0.91	0.34 ***
15. The staff in the health services area are competent.	6.17	5.31 / 1.48	0.86	6.05	5.37 / 1.46	0.68	-0.06
16. The instruction in my major field is excellent.	6.57	5.67 / 1.29	0.90	6.51	5.55 / 1.41	0.96	0.12 *

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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	
17. Adequate financial aid is available for most students.	6.36	4.81 / 1.63	1.55	6.34	5.01 / 1.69	1.33	-0.20 **
18. Library resources and services are adequate.	6.10	5.81 / 1.22	0.29	6.13	5.68 / 1.30	0.45	0.13 **
19. My academic advisor helps me set goals to work toward.	6.10	5.35 / 1.69	0.75	6.14	5.16 / 1.74	0.98	0.19 **
20. The business office is open during hours which are convenient for most students.	5.97	5.59 / 1.23	0.38	5.97	5.29 / 1.46	0.68	0.30 ***
21. The amount of student parking space on campus is adequate.	6.06	3.45 / 1.99	2.61	6.12	3.55 / 2.05	2.57	-0.10
22. Counseling staff care about students as individuals.	6.22	5.73 / 1.29	0.49	6.08	5.25 / 1.51	0.83	0.48 ***
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.30	4.55 / 1.71	1.75	5.99	4.89 / 1.66	1.10	-0.34 ***
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.26	4.84 / 1.77	0.42	5.38	4.91 / 1.68	0.47	-0.07
25. Faculty are fair and unbiased in their treatment of individual students.	6.42	5.44 / 1.47	0.98	6.36	5.35 / 1.49	1.01	0.09
26. Computer labs are adequate and accessible.	5.94	5.55 / 1.37	0.39	6.20	5.60 / 1.43	0.60	-0.05
27. The personnel involved in registration are helpful.	6.22	5.67 / 1.29	0.55	6.22	5.34 / 1.51	0.88	0.33 ***
28. Parking lots are well-lighted and secure.	6.09	5.09 / 1.56	1.00	6.12	5.08 / 1.63	1.04	0.01
29. It is an enjoyable experience to be a student on this campus.	6.44	5.58 / 1.45	0.86	6.33	5.41 / 1.55	0.92	0.17 **
30. Residence hall staff are concerned about me as an individual.	5.85	5.00 / 1.63	0.85	5.70	5.03 / 1.61	0.67	-0.03
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.91	5.81 / 1.36	0.10	5.73	5.54 / 1.42	0.19	0.27 ***

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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	
32. Tutoring services are readily available.	6.03	5.41 / 1.49	0.62	6.11	5.59 / 1.44	0.52	-0.18 **
33. My academic advisor is knowledgeable about requirements in my major.	6.59	5.88 / 1.55	0.71	6.51	5.67 / 1.60	0.84	0.21 ***
34. I am able to register for classes I need with few conflicts.	6.49	5.65 / 1.43	0.84	6.52	5.14 / 1.77	1.38	0.51 ***
35. The assessment and course placement procedures are reasonable.	6.25	5.66 / 1.27	0.59	6.23	5.36 / 1.47	0.87	0.30 ***
36. Security staff respond quickly in emergencies.	6.46	5.75 / 1.27	0.71	6.37	5.43 / 1.48	0.94	0.32 ***
37. I feel a sense of pride about my campus.	5.98	5.40 / 1.61	0.58	5.89	5.32 / 1.60	0.57	0.08
38. There is an adequate selection of food available in the cafeteria.	6.14	4.78 / 1.75	1.36	5.98	4.54 / 1.84	1.44	0.24 ***
39. I am able to experience intellectual growth here.	6.53	5.88 / 1.24	0.65	6.42	5.66 / 1.35	0.76	0.22 ***
40. Residence hall regulations are reasonable.	6.04	5.43 / 1.45	0.61	5.82	5.12 / 1.57	0.70	0.31 ***
41. There is a commitment to academic excellence on this campus.	6.39	5.50 / 1.38	0.89	6.32	5.51 / 1.41	0.81	-0.01
42. There are a sufficient number of weekend activities for students.	5.77	4.63 / 1.77	1.14	5.52	4.71 / 1.72	0.81	-0.08
43. Admissions counselors respond to prospective students' unique needs and requests.	6.18	5.53 / 1.36	0.65	6.06	5.24 / 1.52	0.82	0.29 ***
44. Academic support services adequately meet the needs of students.	6.22	5.57 / 1.26	0.65	6.17	5.36 / 1.44	0.81	0.21 ***
45. Students are made to feel welcome on this campus.	6.36	5.55 / 1.37	0.81	6.27	5.52 / 1.47	0.75	0.03
46. I can easily get involved in campus organizations.	6.14	5.64 / 1.39	0.50	5.93	5.42 / 1.52	0.51	0.22 ***

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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	
47. Faculty provide timely feedback about student progress in a course.	6.37	5.28 / 1.43	1.09	6.34	5.16 / 1.55	1.18	0.12 *
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.13	5.38 / 1.45	0.75	6.04	5.25 / 1.53	0.79	0.13 *
49. There are adequate services to help me decide upon a career.	6.29	5.39 / 1.44	0.90	6.24	5.27 / 1.56	0.97	0.12 *
50. Class change (drop/add) policies are reasonable.	6.17	5.76 / 1.32	0.41	6.20	5.50 / 1.50	0.70	0.26 ***
51. This institution has a good reputation within the community.	6.25	5.79 / 1.36	0.46	6.21	5.62 / 1.45	0.59	0.17 **
52. The student center is a comfortable place for students to spend their leisure time.	6.07	5.84 / 1.25	0.23	5.93	5.44 / 1.51	0.49	0.40 ***
53. Faculty take into consideration student differences as they teach a course.	6.18	5.17 / 1.48	1.01	6.17	5.07 / 1.59	1.10	0.10
54. Bookstore staff are helpful.	5.87	5.29 / 1.59	0.58	5.93	5.59 / 1.44	0.34	-0.30 ***
55. Major requirements are clear and reasonable.	6.47	5.69 / 1.33	0.78	6.44	5.54 / 1.46	0.90	0.15 **
56. The student handbook provides helpful information about campus life.	5.73	5.27 / 1.50	0.46	5.72	5.29 / 1.47	0.43	-0.02
57. I seldom get the "run-around" when seeking information on this campus.	6.14	4.95 / 1.68	1.19	6.14	4.84 / 1.80	1.30	0.11
58. The quality of instruction I receive in most of my classes is excellent.	6.56	5.60 / 1.28	0.96	6.48	5.45 / 1.42	1.03	0.15 **
59. This institution shows concern for students as individuals.	6.37	5.31 / 1.56	1.06	6.30	5.23 / 1.58	1.07	0.08
60. I generally know what's happening on campus.	5.91	5.15 / 1.57	0.76	5.88	5.09 / 1.61	0.79	0.06
61. Adjunct faculty are competent as classroom instructors.	6.29	5.55 / 1.41	0.74	6.19	5.44 / 1.43	0.75	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	
62. There is a strong commitment to racial harmony on this campus.	6.20	5.58 / 1.45	0.62	6.02	5.52 / 1.44	0.50	0.06
63. Student disciplinary procedures are fair.	6.26	5.55 / 1.48	0.71	6.11	5.47 / 1.44	0.64	0.08
64. New student orientation services help students adjust to college.	6.12	5.30 / 1.53	0.82	6.01	5.28 / 1.59	0.73	0.02
65. Faculty are usually available after class and during office hours.	6.38	5.90 / 1.25	0.48	6.32	5.72 / 1.35	0.60	0.18 ***
66. Tuition paid is a worthwhile investment.	6.49	5.14 / 1.61	1.35	6.44	5.24 / 1.62	1.20	-0.10
67. Freedom of expression is protected on campus.	6.32	5.59 / 1.46	0.73	6.18	5.59 / 1.41	0.59	0.00
68. Nearly all of the faculty are knowledgeable in their field.	6.58	5.98 / 1.12	0.60	6.50	5.79 / 1.31	0.71	0.19 ***
69. There is a good variety of courses provided on this campus.	6.49	5.85 / 1.31	0.64	6.39	5.59 / 1.44	0.80	0.26 ***
70. Graduate teaching assistants are competent as classroom instructors.	6.29	5.42 / 1.54	0.87	6.15	5.32 / 1.51	0.83	0.10
71. Channels for expressing student complaints are readily available.	6.15	4.99 / 1.67	1.16	6.07	4.94 / 1.69	1.13	0.05
72. On the whole, the campus is well-maintained.	6.34	6.00 / 1.20	0.34	6.31	5.71 / 1.41	0.60	0.29 ***
73. Student activities fees are put to good use.	6.23	4.37 / 1.94	1.86	6.14	4.81 / 1.71	1.33	-0.44 ***
74. Campus item: USD has a large number of students from diverse backgrounds.	5.83	5.20 / 1.60	0.63				
75. Campus item: Learning how to talk about diversity with other students is promoted.	5.91	5.23 / 1.54	0.68				

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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	
76. Campus item: Faculty members show tolerance and respect for diversity in the classroom.	6.23	5.87 / 1.30	0.36				
77. Campus item: Courses include multi-cultural and diversity topics (e.g. topics, books, assignments).	5.87	5.45 / 1.47	0.42				
78. Campus item: There is a strong commitment to training and education regarding sexual orientation.	5.55	5.02 / 1.70	0.53				
79. Campus item: Students with disabilities have access to support services.	6.35	5.88 / 1.26	0.47				
80. Campus item: There is adequate lighting on campus for purposes of personal safety.	6.28	5.38 / 1.49	0.90				
81. Campus item: There is a strong commitment to training and education regarding sexual assault.	6.15	5.21 / 1.64	0.94				
82. Campus item: Support services for female students are readily available.	6.20	5.26 / 1.55	0.94				
83. Campus item: USD adequately supports online learners.	6.23	5.62 / 1.40	0.61				
84. Institution's commitment to part-time students?		5.53 / 1.28			5.33 / 1.49		0.20 **
85. Institution's commitment to evening students?		5.43 / 1.36			5.31 / 1.51		0.12
86. Institution's commitment to older, returning learners?		5.54 / 1.45			5.42 / 1.49		0.12
87. Institution's commitment to under-represented populations?		5.44 / 1.46			5.38 / 1.48		0.06
88. Institution's commitment to commuters?		5.23 / 1.61			5.17 / 1.66		0.06
89. Institution's commitment to students with disabilities?		5.74 / 1.32			5.59 / 1.44		0.15 *
90. Cost as factor in decision to enroll.	6.35			6.30			

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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	
91. Financial aid as factor in decision to enroll.	6.16			6.12			
92. Academic reputation as factor in decision to enroll.	5.98			6.03			
93. Size of institution as factor in decision to enroll.	5.38			5.38			
94. Opportunity to play sports as factor in decision to enroll.	3.49			3.68			
95. Recommendations from family/friends as factor in decision to enroll.	4.85			4.96			
96. Geographic setting as factor in decision to enroll.	5.34			5.58			
97. Campus appearance as factor in decision to enroll.	5.39			5.43			
98. Personalized attention prior to enrollment as factor in decision to enroll.	5.54			5.43			

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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: 4.70 2% 2% 8% 33% 27% 13% 11%	Average: 4.62 2% 2% 10% 35% 24% 12% 11%	0.08
Rate your overall satisfaction with your experience here thus far. 1=Not satisfied at all 2=Not very satisfied 3=Somewhat dissatisfied 4=Neutral 5=Somewhat satisfied 6=Satisfied 7=Very satisfied	Average: 5.45 1% 3% 6% 7% 17% 45% 17%	Average: 5.30 2% 3% 7% 11% 18% 39% 18%	0.15
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: 5.44 4% 6% 5% 6% 12% 31% 32%	Average: 5.38 3% 6% 5% 9% 12% 29% 32%	0.06