

Demographics

Gender	N	%	Class Level	N	%
Female	456	73.31%	Freshman	166	26.14%
Male	166	26.69%	Sophomore	91	14.33%
Total	622	100.00%	Junior	104	16.38%
No Response	124		Senior	94	14.80%
			Special student	3	0.47%
			Graduate/Professional	170	26.77%
			Other class level	7	1.10%
			Total	635	100.00%
			No Response	111	
Age	N	%	Current GPA	N	%
18 and under	54	8.49%	No credits earned	7	1.03%
19 to 24	437	68.71%	1.99 or below	3	0.44%
25 to 34	106	16.67%	2.0 - 2.49	24	3.52%
35 to 44	19	2.99%	2.5 - 2.99	90	13.20%
45 and over	20	3.14%	3.0 - 3.49	185	27.13%
Total	636	100.00%	3.5 or above	373	54.69%
No Response	110		Total	682	100.00%
			No Response	64	
Ethnicity/Race	N	%	Educational Goal	N	%
African-American	20	2.89%	Associate degree	11	1.62%
American Indian or Alaskan Native	12	1.74%	Bachelor's degree	332	48.97%
Asian or Pacific Islander	31	4.49%	Master's degree	159	23.45%
Caucasian/White	571	82.63%	Doctorate or professional degree	168	24.78%
Hispanic	18	2.60%	Certification (initial/renewal)	0	0.00%
Other race	14	2.03%	Self-improvement/pleasure	2	0.29%
Race - Prefer not to respond	25	3.62%	Job-related training	1	0.15%
Total	691	100.00%	Other educational goal	5	0.74%
No Response	55		Total	678	100.00%
			No Response	68	
Current Enrollment Status	N	%			
Day	640	94.12%			
Evening	35	5.15%			
Weekend	5	0.74%			
Total	680	100.00%			
No Response	66				
Current Class Load	N	%			
Full-time	607	91.97%			
Part-time	53	8.03%			
Total	660	100.00%			
No Response	86				

Demographics

Employment			Institution Question		
	N	%		N	%
Full-time off campus	59	8.24%	Campus item - Answer 1	0	0%
Part-time off campus	216	30.17%	Campus item - Answer 2	0	0%
Full-time on campus	63	8.80%	Campus item - Answer 3	0	0%
Part-time on campus	160	22.35%	Campus item - Answer 4	0	0%
Not employed	218	30.45%	Campus item - Answer 5	0	0%
Total	716	100.00%	Campus item - Answer 6	0	0%
No Response	30		Total	0	100.00%
			No Response	746	
Current Residence			Institution Question 2		
	N	%		N	%
Residence hall	287	41.29%	Campus item 2 - Answer 1	0	0%
Fraternity / Sorority	23	3.31%	Campus item 2 - Answer 2	0	0%
Own house	78	11.22%	Campus item 2 - Answer 3	0	0%
Rent room or apt off campus	260	37.41%	Campus item 2 - Answer 4	0	0%
Parent's home	32	4.60%	Campus item 2 - Answer 5	0	0%
Other residence	15	2.16%	Campus item 2 - Answer 6	0	0%
Total	695	100.00%	Total	0	100.00%
No Response	51		No Response	746	
Residence Classification			Group Code		
	N	%		N	%
In-state	440	65.97%	1001: Accounting	24	3.31%
Out-of-state	186	27.89%	1002: Addiction Studies	7	0.97%
International (not U.S. citizen)	41	6.15%	1003: Administration	6	0.83%
Total	667	100.00%	1005: Anthropology/Sociology	2	0.28%
No Response	79		1006: Art/Art Education	14	1.93%
			1008: Basic Biomedical Sciences	7	0.97%
Disabilities	N	%	1010: Biological Sciences	14	1.93%
Yes - Disability	37	5.69%	1011: Biology/Biology Education	7	0.97%
No - Disability	613	94.31%	1012: Biomedical Engineering	2	0.28%
Total	650	100.00%	1013: Business Administration	27	3.72%
No Response	96		1014: Chemistry	15	2.07%
			1015: Communication Science/Disorder	17	2.34%
			1016: Communication Studies	5	0.69%
Institution Was My	N	%	1017: Computer Science	10	1.38%
1st choice	474	68.90%	1018: Counseling/Psychology in Ed	12	1.66%
2nd choice	165	23.98%	1019: Criminal Justice Studies	18	2.48%
3rd choice or lower	49	7.12%	1020: Curriculum and Instruction	7	0.97%
Total	688	100.00%	1021: Dental Hygiene	24	3.31%
No Response	58		1022: Disaster Mental Health	1	0.14%
			1025: Economics	2	0.28%

Demographics

1026: Educational Administration	12	1.66%	1079: Speech-Language Pathology	4	0.55%
1027: Elementary Education	33	4.55%	1080: Sport Marketing & Media	6	0.83%
1028: English Language Learning	1	0.14%	1082: Sustainability	1	0.14%
1029: English/English Education	13	1.79%	1084: Theatre	8	1.10%
1030: Finance	9	1.24%	1085: Undeclared	8	1.10%
1031: General Studies	3	0.41%	1087: Other	7	0.97%
1032: Graphic Design	8	1.10%	Total	725	100.00%
1033: Health Sciences	28	3.86%	No Response	21	
1034: Health Services Admin	6	0.83%			
1035: History	3	0.41%			
1036: History/History Education	3	0.41%			
1037: Human Resource Management	7	0.97%			
1039: Interdisciplinary Studies	1	0.14%			
1040: International Studies	1	0.14%			
1041: Kinesiology/Sport Management	34	4.69%			
1043: Law	13	1.79%			
1045: Management	3	0.41%			
1046: Marketing	12	1.66%			
1047: Mathematics/Mathematics Education	5	0.69%			
1048: Media & Journalism	13	1.79%			
1049: Medical Biology	35	4.83%			
1050: Medical Laboratory Science	5	0.69%			
1051: Medicine	12	1.66%			
1053: Modern Languages (French, German, Spanish, etc.)	2	0.28%			
1055: Music/Music Performance/Music Education/Musical Arts	9	1.24%			
1057: Nursing	66	9.10%			
1058: Occupational Therapy	9	1.24%			
1059: Operational Analytics	5	0.69%			
1060: Philosophy	3	0.41%			
1062: Physical Education	1	0.14%			
1063: Physical Therapy	11	1.52%			
1064: Physician Assistant Studies	6	0.83%			
1065: Physician Scientist	1	0.14%			
1066: Physics	7	0.97%			
1068: Political Science	16	2.21%			
1071: Psychology	31	4.28%			
1072: Public Administration	5	0.69%			
1074: Secondary Education	2	0.28%			
1075: Social Work	18	2.48%			
1077: Special Education	17	2.34%			
1078: Speech Education	1	0.14%			

Strategic Planning Overview

Strengths and Challenges

Strengths

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

Challenges

- 8. The content of the courses within my major is valuable.
- 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.
- 29. It is an enjoyable experience to be a student on this campus.
- 17. Adequate financial aid is available for most students.
- 66. Tuition paid is a worthwhile investment.
- 47. Faculty provide timely feedback about student progress in a course.
- 5. Financial aid counselors are helpful.
- 59. This institution shows concern for students as individuals.
- 12. Financial aid awards are announced to students in time to be helpful in college planning.
- 82. Campus item: Support services for female students are readily available.
- 23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)
- 73. Student activities fees are put to good use.

Strategic Planning Overview Benchmarks

Higher Satisfaction vs. National Four-Year Publics

- 7. The campus is safe and secure for all students.
- 16. The instruction in my major field is excellent.
- 6. My academic advisor is approachable.
- 33. My academic advisor is knowledgeable about requirements in my major.
- 68. Nearly all of the faculty are knowledgeable in their field.
- 34. I am able to register for classes I need with few conflicts.
- 39. I am able to experience intellectual growth here.
- 58. The quality of instruction I receive in most of my classes is excellent.
- 36. Security staff respond quickly in emergencies.
- 14. My academic advisor is concerned about my success as an individual.
- 55. Major requirements are clear and reasonable.
- 69. There is a good variety of courses provided on this campus.
- 25. Faculty are fair and unbiased in their treatment of individual students.
- 2. The campus staff are caring and helpful.
- 4. Admissions staff are knowledgeable.
- 72. On the whole, the campus is well-maintained.
- 5. Financial aid counselors are helpful.
- 65. Faculty are usually available after class and during office hours.
- 51. This institution has a good reputation within the community.
- 22. Counseling staff care about students as individuals.
- 27. The personnel involved in registration are helpful.
- 35. The assessment and course placement procedures are reasonable.
- 18. Library resources and services are adequate.

Lower Satisfaction vs. National Four-Year Publics

- 17. Adequate financial aid is available for most students.
- 66. Tuition paid is a worthwhile investment.
- 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	6.41	5.83 / 1.29	0.58	6.38	5.57 / 1.36	0.81	0.26 ***
Instructional Effectiveness	6.37	5.62 / 1.03	0.75	6.36	5.51 / 1.09	0.85	0.11 **
Safety and Security	6.29	4.83 / 1.27	1.46	6.30	4.86 / 1.28	1.44	-0.03
Student Centeredness	6.28	5.46 / 1.17	0.82	6.20	5.40 / 1.21	0.80	0.06
Recruitment and Financial Aid	6.26	5.28 / 1.26	0.98	6.21	5.18 / 1.28	1.03	0.10 *
Campus Climate	6.23	5.47 / 1.10	0.76	6.19	5.38 / 1.13	0.81	0.09 *
Concern for the Individual	6.23	5.47 / 1.15	0.76	6.20	5.33 / 1.22	0.87	0.14 **
Registration Effectiveness	6.21	5.51 / 1.15	0.70	6.22	5.30 / 1.20	0.92	0.21 ***
Service Excellence	6.13	5.47 / 1.07	0.66	6.11	5.32 / 1.14	0.79	0.15 ***
Campus Support Services	6.07	5.67 / 1.06	0.40	6.13	5.64 / 1.05	0.49	0.03
Campus Life	5.97	5.31 / 1.12	0.66	5.90	5.22 / 1.16	0.68	0.09 *
Responsiveness to Diverse Populations		5.46 / 1.38			5.40 / 1.40		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 64377 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	
7. The campus is safe and secure for all students.	6.60	5.81 / 1.31	0.79	6.49	5.62 / 1.43	0.87	0.19 ***
8. The content of the courses within my major is valuable.	6.59	5.65 / 1.35	0.94	6.55	5.62 / 1.38	0.93	0.03
16. The instruction in my major field is excellent.	6.58	5.76 / 1.31	0.82	6.53	5.61 / 1.41	0.92	0.15 **
6. My academic advisor is approachable.	6.55	6.03 / 1.51	0.52	6.45	5.71 / 1.64	0.74	0.32 ***
33. My academic advisor is knowledgeable about requirements in my major.	6.51	5.97 / 1.54	0.54	6.54	5.78 / 1.59	0.76	0.19 **
68. Nearly all of the faculty are knowledgeable in their field.	6.51	5.98 / 1.17	0.53	6.51	5.85 / 1.30	0.66	0.13 **
34. I am able to register for classes I need with few conflicts.	6.49	5.62 / 1.58	0.87	6.50	5.23 / 1.75	1.27	0.39 ***
39. I am able to experience intellectual growth here.	6.49	5.91 / 1.26	0.58	6.45	5.76 / 1.35	0.69	0.15 **
58. The quality of instruction I receive in most of my classes is excellent.	6.49	5.60 / 1.38	0.89	6.47	5.48 / 1.43	0.99	0.12 *
36. Security staff respond quickly in emergencies.	6.47	5.74 / 1.37	0.73	6.42	5.56 / 1.47	0.86	0.18 **
14. My academic advisor is concerned about my success as an individual.	6.45	5.89 / 1.52	0.56	6.34	5.51 / 1.67	0.83	0.38 ***
29. It is an enjoyable experience to be a student on this campus.	6.44	5.57 / 1.51	0.87	6.35	5.47 / 1.55	0.88	0.10
55. Major requirements are clear and reasonable.	6.42	5.77 / 1.42	0.65	6.45	5.63 / 1.44	0.82	0.14 *
69. There is a good variety of courses provided on this campus.	6.39	5.85 / 1.34	0.54	6.41	5.66 / 1.44	0.75	0.19 ***
17. Adequate financial aid is available for most students.	6.38	4.82 / 1.72	1.56	6.33	4.97 / 1.71	1.36	-0.15 *
66. Tuition paid is a worthwhile investment.	6.38	5.08 / 1.73	1.30	6.42	5.21 / 1.66	1.21	-0.13 *

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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	
25. Faculty are fair and unbiased in their treatment of individual students.	6.36	5.53 / 1.46	0.83	6.36	5.36 / 1.53	1.00	0.17 **
45. Students are made to feel welcome on this campus.	6.36	5.70 / 1.37	0.66	6.30	5.62 / 1.45	0.68	0.08
2. The campus staff are caring and helpful.	6.34	5.57 / 1.29	0.77	6.30	5.44 / 1.40	0.86	0.13 *
79. Campus item: Students with disabilities have access to support services.	6.33	5.85 / 1.34	0.48				
41. There is a commitment to academic excellence on this campus.	6.32	5.62 / 1.39	0.70	6.35	5.60 / 1.40	0.75	0.02
4. Admissions staff are knowledgeable.	6.30	5.50 / 1.44	0.80	6.24	5.37 / 1.49	0.87	0.13 *
72. On the whole, the campus is well-maintained.	6.30	5.96 / 1.19	0.34	6.32	5.77 / 1.39	0.55	0.19 ***
5. Financial aid counselors are helpful.	6.29	5.20 / 1.62	1.09	6.20	5.02 / 1.72	1.18	0.18 **
47. Faculty provide timely feedback about student progress in a course.	6.29	5.26 / 1.56	1.03	6.34	5.17 / 1.57	1.17	0.09
67. Freedom of expression is protected on campus.	6.29	5.72 / 1.47	0.57	6.24	5.64 / 1.44	0.60	0.08
59. This institution shows concern for students as individuals.	6.28	5.30 / 1.61	0.98	6.30	5.31 / 1.59	0.99	-0.01
65. Faculty are usually available after class and during office hours.	6.28	5.91 / 1.28	0.37	6.35	5.79 / 1.34	0.56	0.12 *
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.27	5.14 / 1.64	1.13	6.28	5.06 / 1.71	1.22	0.08
82. Campus item: Support services for female students are readily available.	6.27	5.35 / 1.59	0.92				
83. Campus item: USD adequately supports online learners.	6.27	5.72 / 1.38	0.55				

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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.	6.26	5.44 / 1.51	0.82				
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.25	4.43 / 1.78	1.82	6.10	4.85 / 1.70	1.25	-0.42 ***
51. This institution has a good reputation within the community.	6.25	5.85 / 1.35	0.40	6.25	5.72 / 1.44	0.53	0.13 *
90. Cost as factor in decision to enroll.	6.25			6.28			
22. Counseling staff care about students as individuals.	6.24	5.79 / 1.33	0.45	6.18	5.37 / 1.51	0.81	0.42 ***
27. The personnel involved in registration are helpful.	6.24	5.65 / 1.39	0.59	6.23	5.46 / 1.49	0.77	0.19 ***
35. The assessment and course placement procedures are reasonable.	6.24	5.75 / 1.26	0.49	6.25	5.46 / 1.45	0.79	0.29 ***
76. Campus item: Faculty members show tolerance and respect for diversity in the classroom.	6.24	5.92 / 1.34	0.32				
18. Library resources and services are adequate.	6.23	5.92 / 1.13	0.31	6.17	5.79 / 1.27	0.38	0.13 **
49. There are adequate services to help me decide upon a career.	6.23	5.41 / 1.51	0.82	6.26	5.36 / 1.54	0.90	0.05
73. Student activities fees are put to good use.	6.23	4.70 / 1.86	1.53	6.14	4.81 / 1.77	1.33	-0.11
44. Academic support services adequately meet the needs of students.	6.21	5.66 / 1.31	0.55	6.21	5.47 / 1.43	0.74	0.19 **
63. Student disciplinary procedures are fair.	6.21	5.67 / 1.43	0.54	6.18	5.54 / 1.48	0.64	0.13 *
70. Graduate teaching assistants are competent as classroom instructors.	6.21	5.50 / 1.52	0.71	6.19	5.41 / 1.51	0.78	0.09
15. The staff in the health services area are competent.	6.20	5.49 / 1.42	0.71	6.16	5.48 / 1.47	0.68	0.01

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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	
61. Adjunct faculty are competent as classroom instructors.	6.20	5.55 / 1.42	0.65	6.20	5.50 / 1.43	0.70	0.05
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.19	5.51 / 1.47	0.68	6.10	5.32 / 1.53	0.78	0.19 **
62. There is a strong commitment to racial harmony on this campus.	6.19	5.75 / 1.39	0.44	6.13	5.59 / 1.47	0.54	0.16 **
71. Channels for expressing student complaints are readily available.	6.19	5.08 / 1.72	1.11	6.10	5.00 / 1.71	1.10	0.08
81. Campus item: There is a strong commitment to training and education regarding sexual assault.	6.19	5.47 / 1.53	0.72				
1. Most students feel a sense of belonging here.	6.18	5.26 / 1.36	0.92	5.94	5.27 / 1.43	0.67	-0.01
3. Faculty care about me as an individual.	6.18	5.33 / 1.47	0.85	6.10	5.25 / 1.50	0.85	0.08
53. Faculty take into consideration student differences as they teach a course.	6.18	5.25 / 1.56	0.93	6.16	5.10 / 1.62	1.06	0.15 *
91. Financial aid as factor in decision to enroll.	6.17			6.15			
11. Billing policies are reasonable.	6.15	4.94 / 1.72	1.21	6.15	4.90 / 1.67	1.25	0.04
50. Class change (drop/add) policies are reasonable.	6.15	5.74 / 1.44	0.41	6.21	5.60 / 1.50	0.61	0.14 *
19. My academic advisor helps me set goals to work toward.	6.14	5.46 / 1.67	0.68	6.14	5.21 / 1.77	0.93	0.25 ***
32. Tutoring services are readily available.	6.14	5.66 / 1.40	0.48	6.22	5.71 / 1.42	0.51	-0.05
64. New student orientation services help students adjust to college.	6.14	5.44 / 1.56	0.70	6.06	5.32 / 1.62	0.74	0.12
43. Admissions counselors respond to prospective students' unique needs and requests.	6.13	5.57 / 1.41	0.56	6.10	5.34 / 1.51	0.76	0.23 ***

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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	
38. There is an adequate selection of food available in the cafeteria.	6.11	4.83 / 1.72	1.28	6.03	4.51 / 1.88	1.52	0.32 ***
21. The amount of student parking space on campus is adequate.	6.10	3.00 / 1.96	3.10	6.12	3.35 / 2.04	2.77	-0.35 ***
46. I can easily get involved in campus organizations.	6.10	5.68 / 1.44	0.42	6.01	5.53 / 1.52	0.48	0.15 *
10. Administrators are approachable to students.	6.07	5.35 / 1.44	0.72	6.04	5.27 / 1.47	0.77	0.08
52. The student center is a comfortable place for students to spend their leisure time.	6.05	5.79 / 1.35	0.26	5.97	5.56 / 1.47	0.41	0.23 ***
57. I seldom get the "run-around" when seeking information on this campus.	6.04	5.11 / 1.66	0.93	6.10	4.93 / 1.78	1.17	0.18 *
20. The business office is open during hours which are convenient for most students.	6.03	5.63 / 1.35	0.40	6.01	5.38 / 1.45	0.63	0.25 ***
31. Males and females have equal opportunities to participate in intercollegiate athletics.	6.01	5.91 / 1.33	0.10	5.94	5.69 / 1.42	0.25	0.22 ***
28. Parking lots are well-lighted and secure.	6.00	5.04 / 1.67	0.96	6.16	5.07 / 1.66	1.09	-0.03
40. Residence hall regulations are reasonable.	6.00	5.47 / 1.39	0.53	5.93	5.18 / 1.61	0.75	0.29 ***
13. Library staff are helpful and approachable.	5.97	5.81 / 1.28	0.16	5.89	5.76 / 1.32	0.13	0.05
92. Academic reputation as factor in decision to enroll.	5.96			6.03			
37. I feel a sense of pride about my campus.	5.94	5.51 / 1.56	0.43	5.94	5.40 / 1.61	0.54	0.11
77. Campus item: Courses include multi-cultural and diversity topics (e.g. topics, books, assignments).	5.94	5.54 / 1.44	0.40				
75. Campus item: Learning how to talk about diversity with other students is promoted.	5.93	5.35 / 1.58	0.58				

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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	
26. Computer labs are adequate and accessible.	5.89	5.63 / 1.43	0.26	6.21	5.72 / 1.39	0.49	-0.09
74. Campus item: USD has a large number of students from diverse backgrounds.	5.88	5.37 / 1.58	0.51				
54. Bookstore staff are helpful.	5.86	5.51 / 1.58	0.35	5.95	5.65 / 1.44	0.30	-0.14 *
60. I generally know what's happening on campus.	5.84	5.24 / 1.57	0.60	5.90	5.12 / 1.63	0.78	0.12
42. There are a sufficient number of weekend activities for students.	5.78	4.71 / 1.75	1.07	5.60	4.72 / 1.76	0.88	-0.01
30. Residence hall staff are concerned about me as an individual.	5.77	4.90 / 1.68	0.87	5.81	5.08 / 1.65	0.73	-0.18 *
56. The student handbook provides helpful information about campus life.	5.70	5.46 / 1.53	0.24	5.75	5.37 / 1.50	0.38	0.09
78. Campus item: There is a strong commitment to training and education regarding sexual orientation.	5.67	5.04 / 1.70	0.63				
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.56	5.15 / 1.67	0.41	5.47	4.98 / 1.70	0.49	0.17 *
98. Personalized attention prior to enrollment as factor in decision to enroll.	5.50			5.43			
97. Campus appearance as factor in decision to enroll.	5.41			5.46			
93. Size of institution as factor in decision to enroll.	5.37			5.44			
96. Geographic setting as factor in decision to enroll.	5.37			5.55			
9. A variety of intramural activities are offered.	5.32	5.84 / 1.28	-0.52	5.31	5.42 / 1.45	-0.11	0.42 ***
95. Recommendations from family/friends as factor in decision to enroll.	4.86			4.97			

* 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 64377 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	
94. Opportunity to play sports as factor in decision to enroll.	3.77			3.86			
84. Institution's commitment to part-time students?		5.51 / 1.40			5.38 / 1.50		0.13
85. Institution's commitment to evening students?		5.42 / 1.47			5.32 / 1.54		0.10
86. Institution's commitment to older, returning learners?		5.48 / 1.48			5.47 / 1.51		0.01
87. Institution's commitment to under-represented populations?		5.46 / 1.42			5.44 / 1.50		0.02
88. Institution's commitment to commuters?		5.23 / 1.66			5.19 / 1.68		0.04
89. Institution's commitment to students with disabilities?		5.72 / 1.42			5.65 / 1.45		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 64377 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	6.41	5.83 / 1.29	0.58	6.38	5.57 / 1.36	0.81	0.26 ***
6. My academic advisor is approachable.	6.55	6.03 / 1.51	0.52	6.45	5.71 / 1.64	0.74	0.32 ***
14. My academic advisor is concerned about my success as an individual.	6.45	5.89 / 1.52	0.56	6.34	5.51 / 1.67	0.83	0.38 ***
19. My academic advisor helps me set goals to work toward.	6.14	5.46 / 1.67	0.68	6.14	5.21 / 1.77	0.93	0.25 ***
33. My academic advisor is knowledgeable about requirements in my major.	6.51	5.97 / 1.54	0.54	6.54	5.78 / 1.59	0.76	0.19 **
55. Major requirements are clear and reasonable.	6.42	5.77 / 1.42	0.65	6.45	5.63 / 1.44	0.82	0.14 *

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

National Group Means are based on 64377 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	6.23	5.47 / 1.10	0.76	6.19	5.38 / 1.13	0.81	0.09 *
1. Most students feel a sense of belonging here.	6.18	5.26 / 1.36	0.92	5.94	5.27 / 1.43	0.67	-0.01
2. The campus staff are caring and helpful.	6.34	5.57 / 1.29	0.77	6.30	5.44 / 1.40	0.86	0.13 *
3. Faculty care about me as an individual.	6.18	5.33 / 1.47	0.85	6.10	5.25 / 1.50	0.85	0.08
7. The campus is safe and secure for all students.	6.60	5.81 / 1.31	0.79	6.49	5.62 / 1.43	0.87	0.19 ***
10. Administrators are approachable to students.	6.07	5.35 / 1.44	0.72	6.04	5.27 / 1.47	0.77	0.08
29. It is an enjoyable experience to be a student on this campus.	6.44	5.57 / 1.51	0.87	6.35	5.47 / 1.55	0.88	0.10
37. I feel a sense of pride about my campus.	5.94	5.51 / 1.56	0.43	5.94	5.40 / 1.61	0.54	0.11
41. There is a commitment to academic excellence on this campus.	6.32	5.62 / 1.39	0.70	6.35	5.60 / 1.40	0.75	0.02
45. Students are made to feel welcome on this campus.	6.36	5.70 / 1.37	0.66	6.30	5.62 / 1.45	0.68	0.08
51. This institution has a good reputation within the community.	6.25	5.85 / 1.35	0.40	6.25	5.72 / 1.44	0.53	0.13 *
57. I seldom get the "run-around" when seeking information on this campus.	6.04	5.11 / 1.66	0.93	6.10	4.93 / 1.78	1.17	0.18 *
59. This institution shows concern for students as individuals.	6.28	5.30 / 1.61	0.98	6.30	5.31 / 1.59	0.99	-0.01
60. I generally know what's happening on campus.	5.84	5.24 / 1.57	0.60	5.90	5.12 / 1.63	0.78	0.12
62. There is a strong commitment to racial harmony on this campus.	6.19	5.75 / 1.39	0.44	6.13	5.59 / 1.47	0.54	0.16 **
66. Tuition paid is a worthwhile investment.	6.38	5.08 / 1.73	1.30	6.42	5.21 / 1.66	1.21	-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 64377 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.	6.29	5.72 / 1.47	0.57	6.24	5.64 / 1.44	0.60	0.08
71. Channels for expressing student complaints are readily available.	6.19	5.08 / 1.72	1.11	6.10	5.00 / 1.71	1.10	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 64377 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	5.97	5.31 / 1.12	0.66	5.90	5.22 / 1.16	0.68	0.09 *
9. A variety of intramural activities are offered.	5.32	5.84 / 1.28	-0.52	5.31	5.42 / 1.45	-0.11	0.42 ***
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.25	4.43 / 1.78	1.82	6.10	4.85 / 1.70	1.25	-0.42 ***
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.56	5.15 / 1.67	0.41	5.47	4.98 / 1.70	0.49	0.17 *
30. Residence hall staff are concerned about me as an individual.	5.77	4.90 / 1.68	0.87	5.81	5.08 / 1.65	0.73	-0.18 *
31. Males and females have equal opportunities to participate in intercollegiate athletics.	6.01	5.91 / 1.33	0.10	5.94	5.69 / 1.42	0.25	0.22 ***
38. There is an adequate selection of food available in the cafeteria.	6.11	4.83 / 1.72	1.28	6.03	4.51 / 1.88	1.52	0.32 ***
40. Residence hall regulations are reasonable.	6.00	5.47 / 1.39	0.53	5.93	5.18 / 1.61	0.75	0.29 ***
42. There are a sufficient number of weekend activities for students.	5.78	4.71 / 1.75	1.07	5.60	4.72 / 1.76	0.88	-0.01
46. I can easily get involved in campus organizations.	6.10	5.68 / 1.44	0.42	6.01	5.53 / 1.52	0.48	0.15 *
52. The student center is a comfortable place for students to spend their leisure time.	6.05	5.79 / 1.35	0.26	5.97	5.56 / 1.47	0.41	0.23 ***
56. The student handbook provides helpful information about campus life.	5.70	5.46 / 1.53	0.24	5.75	5.37 / 1.50	0.38	0.09
63. Student disciplinary procedures are fair.	6.21	5.67 / 1.43	0.54	6.18	5.54 / 1.48	0.64	0.13 *
64. New student orientation services help students adjust to college.	6.14	5.44 / 1.56	0.70	6.06	5.32 / 1.62	0.74	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 64377 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.	6.29	5.72 / 1.47	0.57	6.24	5.64 / 1.44	0.60	0.08
73. Student activities fees are put to good use.	6.23	4.70 / 1.86	1.53	6.14	4.81 / 1.77	1.33	-0.11

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

National Group Means are based on 64377 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	6.07	5.67 / 1.06	0.40	6.13	5.64 / 1.05	0.49	0.03
13. Library staff are helpful and approachable.	5.97	5.81 / 1.28	0.16	5.89	5.76 / 1.32	0.13	0.05
18. Library resources and services are adequate.	6.23	5.92 / 1.13	0.31	6.17	5.79 / 1.27	0.38	0.13 **
26. Computer labs are adequate and accessible.	5.89	5.63 / 1.43	0.26	6.21	5.72 / 1.39	0.49	-0.09
32. Tutoring services are readily available.	6.14	5.66 / 1.40	0.48	6.22	5.71 / 1.42	0.51	-0.05
44. Academic support services adequately meet the needs of students.	6.21	5.66 / 1.31	0.55	6.21	5.47 / 1.43	0.74	0.19 **
49. There are adequate services to help me decide upon a career.	6.23	5.41 / 1.51	0.82	6.26	5.36 / 1.54	0.90	0.05
54. Bookstore staff are helpful.	5.86	5.51 / 1.58	0.35	5.95	5.65 / 1.44	0.30	-0.14 *

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

National Group Means are based on 64377 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	6.23	5.47 / 1.15	0.76	6.20	5.33 / 1.22	0.87	0.14 **
3. Faculty care about me as an individual.	6.18	5.33 / 1.47	0.85	6.10	5.25 / 1.50	0.85	0.08
14. My academic advisor is concerned about my success as an individual.	6.45	5.89 / 1.52	0.56	6.34	5.51 / 1.67	0.83	0.38 ***
22. Counseling staff care about students as individuals.	6.24	5.79 / 1.33	0.45	6.18	5.37 / 1.51	0.81	0.42 ***
25. Faculty are fair and unbiased in their treatment of individual students.	6.36	5.53 / 1.46	0.83	6.36	5.36 / 1.53	1.00	0.17 **
30. Residence hall staff are concerned about me as an individual.	5.77	4.90 / 1.68	0.87	5.81	5.08 / 1.65	0.73	-0.18 *
59. This institution shows concern for students as individuals.	6.28	5.30 / 1.61	0.98	6.30	5.31 / 1.59	0.99	-0.01

* 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 64377 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	6.37	5.62 / 1.03	0.75	6.36	5.51 / 1.09	0.85	0.11 **
3. Faculty care about me as an individual.	6.18	5.33 / 1.47	0.85	6.10	5.25 / 1.50	0.85	0.08
8. The content of the courses within my major is valuable.	6.59	5.65 / 1.35	0.94	6.55	5.62 / 1.38	0.93	0.03
16. The instruction in my major field is excellent.	6.58	5.76 / 1.31	0.82	6.53	5.61 / 1.41	0.92	0.15 **
25. Faculty are fair and unbiased in their treatment of individual students.	6.36	5.53 / 1.46	0.83	6.36	5.36 / 1.53	1.00	0.17 **
39. I am able to experience intellectual growth here.	6.49	5.91 / 1.26	0.58	6.45	5.76 / 1.35	0.69	0.15 **
41. There is a commitment to academic excellence on this campus.	6.32	5.62 / 1.39	0.70	6.35	5.60 / 1.40	0.75	0.02
47. Faculty provide timely feedback about student progress in a course.	6.29	5.26 / 1.56	1.03	6.34	5.17 / 1.57	1.17	0.09
53. Faculty take into consideration student differences as they teach a course.	6.18	5.25 / 1.56	0.93	6.16	5.10 / 1.62	1.06	0.15 *
58. The quality of instruction I receive in most of my classes is excellent.	6.49	5.60 / 1.38	0.89	6.47	5.48 / 1.43	0.99	0.12 *
61. Adjunct faculty are competent as classroom instructors.	6.20	5.55 / 1.42	0.65	6.20	5.50 / 1.43	0.70	0.05
65. Faculty are usually available after class and during office hours.	6.28	5.91 / 1.28	0.37	6.35	5.79 / 1.34	0.56	0.12 *
68. Nearly all of the faculty are knowledgeable in their field.	6.51	5.98 / 1.17	0.53	6.51	5.85 / 1.30	0.66	0.13 **
69. There is a good variety of courses provided on this campus.	6.39	5.85 / 1.34	0.54	6.41	5.66 / 1.44	0.75	0.19 ***
70. Graduate teaching assistants are competent as classroom instructors.	6.21	5.50 / 1.52	0.71	6.19	5.41 / 1.51	0.78	0.09

* 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 64377 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	6.26	5.28 / 1.26	0.98	6.21	5.18 / 1.28	1.03	0.10 *
4. Admissions staff are knowledgeable.	6.30	5.50 / 1.44	0.80	6.24	5.37 / 1.49	0.87	0.13 *
5. Financial aid counselors are helpful.	6.29	5.20 / 1.62	1.09	6.20	5.02 / 1.72	1.18	0.18 **
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.27	5.14 / 1.64	1.13	6.28	5.06 / 1.71	1.22	0.08
17. Adequate financial aid is available for most students.	6.38	4.82 / 1.72	1.56	6.33	4.97 / 1.71	1.36	-0.15 *
43. Admissions counselors respond to prospective students' unique needs and requests.	6.13	5.57 / 1.41	0.56	6.10	5.34 / 1.51	0.76	0.23 ***
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.19	5.51 / 1.47	0.68	6.10	5.32 / 1.53	0.78	0.19 **

* 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 64377 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	6.21	5.51 / 1.15	0.70	6.22	5.30 / 1.20	0.92	0.21 ***
11. Billing policies are reasonable.	6.15	4.94 / 1.72	1.21	6.15	4.90 / 1.67	1.25	0.04
20. The business office is open during hours which are convenient for most students.	6.03	5.63 / 1.35	0.40	6.01	5.38 / 1.45	0.63	0.25 ***
27. The personnel involved in registration are helpful.	6.24	5.65 / 1.39	0.59	6.23	5.46 / 1.49	0.77	0.19 ***
34. I am able to register for classes I need with few conflicts.	6.49	5.62 / 1.58	0.87	6.50	5.23 / 1.75	1.27	0.39 ***
50. Class change (drop/add) policies are reasonable.	6.15	5.74 / 1.44	0.41	6.21	5.60 / 1.50	0.61	0.14 *

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

National Group Means are based on 64377 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		5.46 / 1.38			5.40 / 1.40		0.06
84. Institution's commitment to part-time students?		5.51 / 1.40			5.38 / 1.50		0.13
85. Institution's commitment to evening students?		5.42 / 1.47			5.32 / 1.54		0.10
86. Institution's commitment to older, returning learners?		5.48 / 1.48			5.47 / 1.51		0.01
87. Institution's commitment to under-represented populations?		5.46 / 1.42			5.44 / 1.50		0.02
88. Institution's commitment to commuters?		5.23 / 1.66			5.19 / 1.68		0.04
89. Institution's commitment to students with disabilities?		5.72 / 1.42			5.65 / 1.45		0.07

National Group Means are based on 64377 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	6.29	4.83 / 1.27	1.46	6.30	4.86 / 1.28	1.44	-0.03
7. The campus is safe and secure for all students.	6.60	5.81 / 1.31	0.79	6.49	5.62 / 1.43	0.87	0.19 ***
21. The amount of student parking space on campus is adequate.	6.10	3.00 / 1.96	3.10	6.12	3.35 / 2.04	2.77	-0.35 ***
28. Parking lots are well-lighted and secure.	6.00	5.04 / 1.67	0.96	6.16	5.07 / 1.66	1.09	-0.03
36. Security staff respond quickly in emergencies.	6.47	5.74 / 1.37	0.73	6.42	5.56 / 1.47	0.86	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 64377 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	6.13	5.47 / 1.07	0.66	6.11	5.32 / 1.14	0.79	0.15 ***
2. The campus staff are caring and helpful.	6.34	5.57 / 1.29	0.77	6.30	5.44 / 1.40	0.86	0.13 *
13. Library staff are helpful and approachable.	5.97	5.81 / 1.28	0.16	5.89	5.76 / 1.32	0.13	0.05
15. The staff in the health services area are competent.	6.20	5.49 / 1.42	0.71	6.16	5.48 / 1.47	0.68	0.01
22. Counseling staff care about students as individuals.	6.24	5.79 / 1.33	0.45	6.18	5.37 / 1.51	0.81	0.42 ***
27. The personnel involved in registration are helpful.	6.24	5.65 / 1.39	0.59	6.23	5.46 / 1.49	0.77	0.19 ***
57. I seldom get the "run-around" when seeking information on this campus.	6.04	5.11 / 1.66	0.93	6.10	4.93 / 1.78	1.17	0.18 *
60. I generally know what's happening on campus.	5.84	5.24 / 1.57	0.60	5.90	5.12 / 1.63	0.78	0.12
71. Channels for expressing student complaints are readily available.	6.19	5.08 / 1.72	1.11	6.10	5.00 / 1.71	1.10	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 64377 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	5.46 / 1.17	0.82	6.20	5.40 / 1.21	0.80	0.06
1. Most students feel a sense of belonging here.	6.18	5.26 / 1.36	0.92	5.94	5.27 / 1.43	0.67	-0.01
2. The campus staff are caring and helpful.	6.34	5.57 / 1.29	0.77	6.30	5.44 / 1.40	0.86	0.13 *
10. Administrators are approachable to students.	6.07	5.35 / 1.44	0.72	6.04	5.27 / 1.47	0.77	0.08
29. It is an enjoyable experience to be a student on this campus.	6.44	5.57 / 1.51	0.87	6.35	5.47 / 1.55	0.88	0.10
45. Students are made to feel welcome on this campus.	6.36	5.70 / 1.37	0.66	6.30	5.62 / 1.45	0.68	0.08
59. This institution shows concern for students as individuals.	6.28	5.30 / 1.61	0.98	6.30	5.31 / 1.59	0.99	-0.01

* 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 64377 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.	6.18	5.26 / 1.36	0.92	5.94	5.27 / 1.43	0.67	-0.01
2. The campus staff are caring and helpful.	6.34	5.57 / 1.29	0.77	6.30	5.44 / 1.40	0.86	0.13 *
3. Faculty care about me as an individual.	6.18	5.33 / 1.47	0.85	6.10	5.25 / 1.50	0.85	0.08
4. Admissions staff are knowledgeable.	6.30	5.50 / 1.44	0.80	6.24	5.37 / 1.49	0.87	0.13 *
5. Financial aid counselors are helpful.	6.29	5.20 / 1.62	1.09	6.20	5.02 / 1.72	1.18	0.18 **
6. My academic advisor is approachable.	6.55	6.03 / 1.51	0.52	6.45	5.71 / 1.64	0.74	0.32 ***
7. The campus is safe and secure for all students.	6.60	5.81 / 1.31	0.79	6.49	5.62 / 1.43	0.87	0.19 ***
8. The content of the courses within my major is valuable.	6.59	5.65 / 1.35	0.94	6.55	5.62 / 1.38	0.93	0.03
9. A variety of intramural activities are offered.	5.32	5.84 / 1.28	-0.52	5.31	5.42 / 1.45	-0.11	0.42 ***
10. Administrators are approachable to students.	6.07	5.35 / 1.44	0.72	6.04	5.27 / 1.47	0.77	0.08
11. Billing policies are reasonable.	6.15	4.94 / 1.72	1.21	6.15	4.90 / 1.67	1.25	0.04
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.27	5.14 / 1.64	1.13	6.28	5.06 / 1.71	1.22	0.08
13. Library staff are helpful and approachable.	5.97	5.81 / 1.28	0.16	5.89	5.76 / 1.32	0.13	0.05
14. My academic advisor is concerned about my success as an individual.	6.45	5.89 / 1.52	0.56	6.34	5.51 / 1.67	0.83	0.38 ***
15. The staff in the health services area are competent.	6.20	5.49 / 1.42	0.71	6.16	5.48 / 1.47	0.68	0.01
16. The instruction in my major field is excellent.	6.58	5.76 / 1.31	0.82	6.53	5.61 / 1.41	0.92	0.15 **

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National Group Means are based on 64377 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.	6.38	4.82 / 1.72	1.56	6.33	4.97 / 1.71	1.36	-0.15 *
18. Library resources and services are adequate.	6.23	5.92 / 1.13	0.31	6.17	5.79 / 1.27	0.38	0.13 **
19. My academic advisor helps me set goals to work toward.	6.14	5.46 / 1.67	0.68	6.14	5.21 / 1.77	0.93	0.25 ***
20. The business office is open during hours which are convenient for most students.	6.03	5.63 / 1.35	0.40	6.01	5.38 / 1.45	0.63	0.25 ***
21. The amount of student parking space on campus is adequate.	6.10	3.00 / 1.96	3.10	6.12	3.35 / 2.04	2.77	-0.35 ***
22. Counseling staff care about students as individuals.	6.24	5.79 / 1.33	0.45	6.18	5.37 / 1.51	0.81	0.42 ***
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.25	4.43 / 1.78	1.82	6.10	4.85 / 1.70	1.25	-0.42 ***
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.56	5.15 / 1.67	0.41	5.47	4.98 / 1.70	0.49	0.17 *
25. Faculty are fair and unbiased in their treatment of individual students.	6.36	5.53 / 1.46	0.83	6.36	5.36 / 1.53	1.00	0.17 **
26. Computer labs are adequate and accessible.	5.89	5.63 / 1.43	0.26	6.21	5.72 / 1.39	0.49	-0.09
27. The personnel involved in registration are helpful.	6.24	5.65 / 1.39	0.59	6.23	5.46 / 1.49	0.77	0.19 ***
28. Parking lots are well-lighted and secure.	6.00	5.04 / 1.67	0.96	6.16	5.07 / 1.66	1.09	-0.03
29. It is an enjoyable experience to be a student on this campus.	6.44	5.57 / 1.51	0.87	6.35	5.47 / 1.55	0.88	0.10
30. Residence hall staff are concerned about me as an individual.	5.77	4.90 / 1.68	0.87	5.81	5.08 / 1.65	0.73	-0.18 *
31. Males and females have equal opportunities to participate in intercollegiate athletics.	6.01	5.91 / 1.33	0.10	5.94	5.69 / 1.42	0.25	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	
32. Tutoring services are readily available.	6.14	5.66 / 1.40	0.48	6.22	5.71 / 1.42	0.51	-0.05
33. My academic advisor is knowledgeable about requirements in my major.	6.51	5.97 / 1.54	0.54	6.54	5.78 / 1.59	0.76	0.19 **
34. I am able to register for classes I need with few conflicts.	6.49	5.62 / 1.58	0.87	6.50	5.23 / 1.75	1.27	0.39 ***
35. The assessment and course placement procedures are reasonable.	6.24	5.75 / 1.26	0.49	6.25	5.46 / 1.45	0.79	0.29 ***
36. Security staff respond quickly in emergencies.	6.47	5.74 / 1.37	0.73	6.42	5.56 / 1.47	0.86	0.18 **
37. I feel a sense of pride about my campus.	5.94	5.51 / 1.56	0.43	5.94	5.40 / 1.61	0.54	0.11
38. There is an adequate selection of food available in the cafeteria.	6.11	4.83 / 1.72	1.28	6.03	4.51 / 1.88	1.52	0.32 ***
39. I am able to experience intellectual growth here.	6.49	5.91 / 1.26	0.58	6.45	5.76 / 1.35	0.69	0.15 **
40. Residence hall regulations are reasonable.	6.00	5.47 / 1.39	0.53	5.93	5.18 / 1.61	0.75	0.29 ***
41. There is a commitment to academic excellence on this campus.	6.32	5.62 / 1.39	0.70	6.35	5.60 / 1.40	0.75	0.02
42. There are a sufficient number of weekend activities for students.	5.78	4.71 / 1.75	1.07	5.60	4.72 / 1.76	0.88	-0.01
43. Admissions counselors respond to prospective students' unique needs and requests.	6.13	5.57 / 1.41	0.56	6.10	5.34 / 1.51	0.76	0.23 ***
44. Academic support services adequately meet the needs of students.	6.21	5.66 / 1.31	0.55	6.21	5.47 / 1.43	0.74	0.19 **
45. Students are made to feel welcome on this campus.	6.36	5.70 / 1.37	0.66	6.30	5.62 / 1.45	0.68	0.08
46. I can easily get involved in campus organizations.	6.10	5.68 / 1.44	0.42	6.01	5.53 / 1.52	0.48	0.15 *

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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.	6.29	5.26 / 1.56	1.03	6.34	5.17 / 1.57	1.17	0.09
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.19	5.51 / 1.47	0.68	6.10	5.32 / 1.53	0.78	0.19 **
49. There are adequate services to help me decide upon a career.	6.23	5.41 / 1.51	0.82	6.26	5.36 / 1.54	0.90	0.05
50. Class change (drop/add) policies are reasonable.	6.15	5.74 / 1.44	0.41	6.21	5.60 / 1.50	0.61	0.14 *
51. This institution has a good reputation within the community.	6.25	5.85 / 1.35	0.40	6.25	5.72 / 1.44	0.53	0.13 *
52. The student center is a comfortable place for students to spend their leisure time.	6.05	5.79 / 1.35	0.26	5.97	5.56 / 1.47	0.41	0.23 ***
53. Faculty take into consideration student differences as they teach a course.	6.18	5.25 / 1.56	0.93	6.16	5.10 / 1.62	1.06	0.15 *
54. Bookstore staff are helpful.	5.86	5.51 / 1.58	0.35	5.95	5.65 / 1.44	0.30	-0.14 *
55. Major requirements are clear and reasonable.	6.42	5.77 / 1.42	0.65	6.45	5.63 / 1.44	0.82	0.14 *
56. The student handbook provides helpful information about campus life.	5.70	5.46 / 1.53	0.24	5.75	5.37 / 1.50	0.38	0.09
57. I seldom get the "run-around" when seeking information on this campus.	6.04	5.11 / 1.66	0.93	6.10	4.93 / 1.78	1.17	0.18 *
58. The quality of instruction I receive in most of my classes is excellent.	6.49	5.60 / 1.38	0.89	6.47	5.48 / 1.43	0.99	0.12 *
59. This institution shows concern for students as individuals.	6.28	5.30 / 1.61	0.98	6.30	5.31 / 1.59	0.99	-0.01
60. I generally know what's happening on campus.	5.84	5.24 / 1.57	0.60	5.90	5.12 / 1.63	0.78	0.12
61. Adjunct faculty are competent as classroom instructors.	6.20	5.55 / 1.42	0.65	6.20	5.50 / 1.43	0.70	0.05

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National Group Means are based on 64377 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.	6.19	5.75 / 1.39	0.44	6.13	5.59 / 1.47	0.54	0.16 **
63. Student disciplinary procedures are fair.	6.21	5.67 / 1.43	0.54	6.18	5.54 / 1.48	0.64	0.13 *
64. New student orientation services help students adjust to college.	6.14	5.44 / 1.56	0.70	6.06	5.32 / 1.62	0.74	0.12
65. Faculty are usually available after class and during office hours.	6.28	5.91 / 1.28	0.37	6.35	5.79 / 1.34	0.56	0.12 *
66. Tuition paid is a worthwhile investment.	6.38	5.08 / 1.73	1.30	6.42	5.21 / 1.66	1.21	-0.13 *
67. Freedom of expression is protected on campus.	6.29	5.72 / 1.47	0.57	6.24	5.64 / 1.44	0.60	0.08
68. Nearly all of the faculty are knowledgeable in their field.	6.51	5.98 / 1.17	0.53	6.51	5.85 / 1.30	0.66	0.13 **
69. There is a good variety of courses provided on this campus.	6.39	5.85 / 1.34	0.54	6.41	5.66 / 1.44	0.75	0.19 ***
70. Graduate teaching assistants are competent as classroom instructors.	6.21	5.50 / 1.52	0.71	6.19	5.41 / 1.51	0.78	0.09
71. Channels for expressing student complaints are readily available.	6.19	5.08 / 1.72	1.11	6.10	5.00 / 1.71	1.10	0.08
72. On the whole, the campus is well-maintained.	6.30	5.96 / 1.19	0.34	6.32	5.77 / 1.39	0.55	0.19 ***
73. Student activities fees are put to good use.	6.23	4.70 / 1.86	1.53	6.14	4.81 / 1.77	1.33	-0.11
74. Campus item: USD has a large number of students from diverse backgrounds.	5.88	5.37 / 1.58	0.51				
75. Campus item: Learning how to talk about diversity with other students is promoted.	5.93	5.35 / 1.58	0.58				

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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.	6.24	5.92 / 1.34	0.32				
77. Campus item: Courses include multi-cultural and diversity topics (e.g. topics, books, assignments).	5.94	5.54 / 1.44	0.40				
78. Campus item: There is a strong commitment to training and education regarding sexual orientation.	5.67	5.04 / 1.70	0.63				
79. Campus item: Students with disabilities have access to support services.	6.33	5.85 / 1.34	0.48				
80. Campus item: There is adequate lighting on campus for purposes of personal safety.	6.26	5.44 / 1.51	0.82				
81. Campus item: There is a strong commitment to training and education regarding sexual assault.	6.19	5.47 / 1.53	0.72				
82. Campus item: Support services for female students are readily available.	6.27	5.35 / 1.59	0.92				
83. Campus item: USD adequately supports online learners.	6.27	5.72 / 1.38	0.55				
84. Institution's commitment to part-time students?		5.51 / 1.40			5.38 / 1.50		0.13
85. Institution's commitment to evening students?		5.42 / 1.47			5.32 / 1.54		0.10
86. Institution's commitment to older, returning learners?		5.48 / 1.48			5.47 / 1.51		0.01
87. Institution's commitment to under-represented populations?		5.46 / 1.42			5.44 / 1.50		0.02
88. Institution's commitment to commuters?		5.23 / 1.66			5.19 / 1.68		0.04
89. Institution's commitment to students with disabilities?		5.72 / 1.42			5.65 / 1.45		0.07
90. Cost as factor in decision to enroll.	6.25			6.28			

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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.	6.17			6.15			
92. Academic reputation as factor in decision to enroll.	5.96			6.03			
93. Size of institution as factor in decision to enroll.	5.37			5.44			
94. Opportunity to play sports as factor in decision to enroll.	3.77			3.86			
95. Recommendations from family/friends as factor in decision to enroll.	4.86			4.97			
96. Geographic setting as factor in decision to enroll.	5.37			5.55			
97. Campus appearance as factor in decision to enroll.	5.41			5.46			
98. Personalized attention prior to enrollment as factor in decision to enroll.	5.50			5.43			

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Institutional Summary

Summary Items

Summary Item	The University of South Dakota - SSI	National Four-Year Publics	Mean Difference
<p>So far, how has your college experience met your expectations?</p> <p>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</p>	<p>Average: 4.69</p> <p>2% 2% 12% 32% 23% 13% 13%</p>	<p>Average: 4.65</p> <p>2% 2% 10% 33% 24% 13% 12%</p>	<p>0.04</p>
<p>Rate your overall satisfaction with your experience here thus far.</p> <p>1=Not satisfied at all 2=Not very satisfied 3=Somewhat dissatisfied 4=Neutral 5=Somewhat satisfied 6=Satisfied 7=Very satisfied</p>	<p>Average: 5.39</p> <p>0% 3% 6% 10% 19% 40% 18%</p>	<p>Average: 5.31</p> <p>1% 3% 7% 11% 18% 38% 18%</p>	<p>0.08</p>
<p>All in all, if you had to do it over, would you enroll here again?</p> <p>1=Definitely not 2=Probably not 3=Maybe not 4=I don't know 5=Maybe yes 6=Probably yes 7=Definitely yes</p>	<p>Average: 5.50</p> <p>1% 6% 6% 8% 12% 31% 33%</p>	<p>Average: 5.39</p> <p>3% 6% 5% 9% 12% 29% 32%</p>	<p>0.11</p>