

Demographics

Gender	N	%	Class Level	N	%
Female	253	67.29%	Freshman	79	21.18%
Male	123	32.71%	Sophomore	100	26.81%
Total	376	100.00%	Junior	85	22.79%
No Response	3		Senior	106	28.42%
			Special student	0	0.00%
			Graduate/Professional	2	0.54%
			Other class level	1	0.27%
			Total	373	100.00%
			No Response	6	
Age	N	%	Current GPA	N	%
18 and under	44	11.70%	No credits earned	1	0.27%
19 to 24	309	82.18%	1.99 or below	2	0.53%
25 to 34	17	4.52%	2.0 - 2.49	21	5.61%
35 to 44	4	1.06%	2.5 - 2.99	59	15.78%
45 and over	2	0.53%	3.0 - 3.49	129	34.49%
Total	376	100.00%	3.5 or above	162	43.32%
No Response	3		Total	374	100.00%
			No Response	5	
Ethnicity/Race	N	%	Educational Goal	N	%
African-American	23	6.18%	Associate degree	2	0.53%
American Indian or Alaskan Native	1	0.27%	Bachelor's degree	242	64.71%
Asian or Pacific Islander	5	1.34%	Master's degree	70	18.72%
Caucasian/White	230	61.83%	Doctorate or professional degree	56	14.97%
Hispanic	95	25.54%	Certification (initial/renewal)	1	0.27%
Other race	3	0.81%	Self-improvement/pleasure	0	0.00%
Race - Prefer not to respond	15	4.03%	Job-related training	0	0.00%
Total	372	100.00%	Other educational goal	3	0.80%
No Response	7		Total	374	100.00%
			No Response	5	
Current Enrollment Status	N	%			
Day	372	99.47%			
Evening	2	0.53%			
Weekend	0	0.00%			
Total	374	100.00%			
No Response	5				
Current Class Load	N	%			
Full-time	373	100.00%			
Part-time	0	0.00%			
Total	373	100.00%			
No Response	6				

Demographics

Employment			Institution Question		
	N	%		N	%
Full-time off campus	12	3.20%	Campus item - Answer 1	0	0%
Part-time off campus	109	29.07%	Campus item - Answer 2	0	0%
Full-time on campus	15	4.00%	Campus item - Answer 3	0	0%
Part-time on campus	93	24.80%	Campus item - Answer 4	0	0%
Not employed	146	38.93%	Campus item - Answer 5	0	0%
Total	375	100.00%	Campus item - Answer 6	0	0%
No Response	4		Total	0	100.00%
			No Response	379	
Current Residence			Group Code		
	N	%		N	%
Residence hall	199	53.21%	1107: Computer Science	8	2.15%
Fraternity / Sorority	1	0.27%	1312: Multidisciplinary studies	19	5.11%
Own house	24	6.42%	1412: Applied Science	3	0.81%
Rent room or apt off campus	75	20.05%	2301: English Language and Literature	10	2.69%
Parent's home	59	15.78%	2601: Biology	58	15.59%
Other residence	16	4.28%	2701: Mathematics	18	4.84%
Total	374	100.00%	3020: International/Global Studies	3	0.81%
No Response	5		3105: Kinesiology	46	12.37%
			3801: Philosophy	2	0.54%
			3906: Theology	8	2.15%
			4005: Chemistry	10	2.69%
			4008: Physics	4	1.08%
			4201: Psychology	30	8.06%
			4506: Economics	2	0.54%
			4510: Political Science	3	0.81%
			4511: Sociology	20	5.38%
			5005: Dramatic Media	7	1.88%
			5007: Visual Arts	8	2.15%
			5009: Music	21	5.65%
			5109: Athletic Training	10	2.69%
			5202: Business Administration and Management	35	9.41%
			5203: Accounting	23	6.18%
			5208: Finance	4	1.08%
			5212: Management Information Systems and Services	3	0.81%
			5401: History	7	1.88%
			9010: Communication Studies	10	2.69%
			Total	372	100.00%
			No Response	7	
Residence Classification					
	N	%			
In-state	363	97.84%			
Out-of-state	7	1.89%			
International (not U.S. citizen)	1	0.27%			
Total	371	100.00%			
No Response	8				
Disabilities					
	N	%			
Yes - Disability	18	4.81%			
No - Disability	356	95.19%			
Total	374	100.00%			
No Response	5				
Institution Was My					
	N	%			
1st choice	228	61.13%			
2nd choice	107	28.69%			
3rd choice or lower	38	10.19%			
Total	373	100.00%			
No Response	6				

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.
- 16. The instruction in my major field is excellent.
- 58. The quality of instruction I receive in most of my classes is excellent.
- 8. The content of the courses within my major is valuable.
- 6. My academic advisor is approachable.
- 74. Campus item: My academic advisor is available when I need help.
- 39. I am able to experience intellectual growth here.
- 55. Major requirements are clear and reasonable.
- 14. My academic advisor is concerned about my success as an individual.
- 59. This institution shows concern for students as individuals.
- 65. Faculty are usually available after class and during office hours.
- 41. There is a commitment to academic excellence on this campus.
- 2. The campus staff are caring and helpful.
- 45. Students are made to feel welcome on this campus.
- 3. Faculty care about me as an individual.
- 72. On the whole, the campus is well-maintained.
- 4. Admissions staff are knowledgeable.
- 5. Financial aid counselors are helpful.
- 51. This institution has a good reputation within the community.

Challenges

- 34. I am able to register for classes I need with few conflicts.
- 66. Tuition paid is a worthwhile investment.
- 76. Campus item: I receive the help I need to apply my academic major to my career goals.
- 17. Adequate financial aid is available for most students.
- 69. There is a good variety of courses provided on this campus.
- 82. Campus item: There are an adequate number of internships available in my major.
- 25. Faculty are fair and unbiased in their treatment of individual students.
- 47. Faculty provide timely feedback about student progress in a course.
- 75. Campus item: I receive on-going feedback about progress towards my academic goals.
- 26. Computer labs are adequate and accessible.
- 53. Faculty take into consideration student differences as they teach a course.
- 23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)

Strategic Planning Overview

Benchmarks

Higher Satisfaction vs. National Four-Year Privates

- 34. I am able to register for classes I need with few conflicts.
- 33. My academic advisor is knowledgeable about requirements in my major.
- 68. Nearly all of the faculty are knowledgeable in their field.
- 16. The instruction in my major field is excellent.
- 58. The quality of instruction I receive in most of my classes is excellent.
- 8. The content of the courses within my major is valuable.
- 6. My academic advisor is approachable.
- 66. Tuition paid is a worthwhile investment.
- 39. I am able to experience intellectual growth here.
- 55. Major requirements are clear and reasonable.
- 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.
- 59. This institution shows concern for students as individuals.
- 65. Faculty are usually available after class and during office hours.
- 17. Adequate financial aid is available for most students.
- 69. There is a good variety of courses provided on this campus.
- 41. There is a commitment to academic excellence on this campus.
- 25. Faculty are fair and unbiased in their treatment of individual students.
- 2. The campus staff are caring and helpful.
- 7. The campus is safe and secure for all students.
- 36. Security staff respond quickly in emergencies.
- 45. Students are made to feel welcome on this campus.
- 3. Faculty care about me as an individual.
- 72. On the whole, the campus is well-maintained.
- 12. Financial aid awards are announced to students in time to be helpful in college planning.
- 4. Admissions staff are knowledgeable.
- 47. Faculty provide timely feedback about student progress in a course.
- 67. Freedom of expression is protected on campus.
- 49. There are adequate services to help me decide upon a career.
- 26. Computer labs are adequate and accessible.
- 5. Financial aid counselors are helpful.
- 27. The personnel involved in registration are helpful.
- 51. This institution has a good reputation within the community.
- 53. Faculty take into consideration student differences as they teach a course.

Strategic Planning Overview

Higher Importance vs. National Four-Year Privates

- 34. I am able to register for classes I need with few conflicts.
- 33. My academic advisor is knowledgeable about requirements in my major.
- 6. My academic advisor is approachable.
- 55. Major requirements are clear and reasonable.
- 14. My academic advisor is concerned about my success as an individual.
- 59. This institution shows concern for students as individuals.
- 65. Faculty are usually available after class and during office hours.
- 41. There is a commitment to academic excellence on this campus.
- 2. The campus staff are caring and helpful.
- 36. Security staff respond quickly in emergencies.
- 45. Students are made to feel welcome on this campus.
- 3. Faculty care about me as an individual.
- 72. On the whole, the campus is well-maintained.
- 12. Financial aid awards are announced to students in time to be helpful in college planning.
- 4. Admissions staff are knowledgeable.
- 67. Freedom of expression is protected on campus.
- 49. There are adequate services to help me decide upon a career.
- 27. The personnel involved in registration are helpful.
- 53. Faculty take into consideration student differences as they teach a course.

Institutional Summary
Scales: In Order of Importance

	Texas Lutheran University - SSI			National Four-Year Privates			Mean Difference
Scale	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Academic Advising	6.56	6.32 / 0.80	0.24	6.34	5.52 / 1.25	0.82	0.80 ***
Instructional Effectiveness	6.53	6.06 / 0.81	0.47	6.38	5.49 / 1.04	0.89	0.57 ***
Student Centeredness	6.44	6.15 / 0.86	0.29	6.24	5.43 / 1.16	0.81	0.72 ***
Concern for the Individual	6.43	6.07 / 0.86	0.36	6.20	5.34 / 1.16	0.86	0.73 ***
Recruitment and Financial Aid	6.43	6.02 / 0.84	0.41	6.22	5.12 / 1.22	1.10	0.90 ***
Campus Climate	6.41	6.06 / 0.81	0.35	6.21	5.35 / 1.09	0.86	0.71 ***
Safety and Security	6.34	5.54 / 1.11	0.80	6.20	5.00 / 1.26	1.20	0.54 ***
Registration Effectiveness	6.34	5.93 / 0.85	0.41	6.20	5.18 / 1.16	1.02	0.75 ***
Service Excellence	6.27	5.85 / 0.87	0.42	6.06	5.22 / 1.08	0.84	0.63 ***
Campus Support Services	6.22	5.91 / 0.86	0.31	6.06	5.46 / 1.02	0.60	0.45 ***
Campus Life	6.09	5.65 / 0.93	0.44	5.80	4.99 / 1.13	0.81	0.66 ***
Responsiveness to Diverse Populations		5.91 / 1.07			5.26 / 1.36		0.65 ***

National Group Means are based on 259740 records.

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

Institutional Summary
Items: In Order of Importance

	Texas Lutheran University - SSI			National Four-Year Privates			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
34. I am able to register for classes I need with few conflicts.	6.69	5.92 / 1.29	0.77	6.51	5.14 / 1.72	1.37	0.78 ***
33. My academic advisor is knowledgeable about requirements in my major.	6.68	6.43 / 0.96	0.25	6.50	5.72 / 1.52	0.78	0.71 ***
68. Nearly all of the faculty are knowledgeable in their field.	6.68	6.38 / 0.92	0.30	6.55	5.84 / 1.29	0.71	0.54 ***
16. The instruction in my major field is excellent.	6.66	6.24 / 1.01	0.42	6.59	5.63 / 1.36	0.96	0.61 ***
58. The quality of instruction I receive in most of my classes is excellent.	6.65	6.21 / 1.00	0.44	6.52	5.54 / 1.37	0.98	0.67 ***
8. The content of the courses within my major is valuable.	6.65	6.25 / 0.97	0.40	6.61	5.65 / 1.32	0.96	0.60 ***
6. My academic advisor is approachable.	6.62	6.50 / 0.94	0.12	6.42	5.72 / 1.52	0.70	0.78 ***
74. Campus item: My academic advisor is available when I need help.	6.61	6.31 / 1.02	0.30				
66. Tuition paid is a worthwhile investment.	6.60	5.75 / 1.34	0.85	6.48	4.90 / 1.72	1.58	0.85 ***
91. Financial aid as factor in decision to enroll.	6.59			6.25			
39. I am able to experience intellectual growth here.	6.58	6.26 / 0.99	0.32	6.47	5.67 / 1.36	0.80	0.59 ***
55. Major requirements are clear and reasonable.	6.58	6.18 / 1.01	0.40	6.42	5.59 / 1.38	0.83	0.59 ***
29. It is an enjoyable experience to be a student on this campus.	6.57	6.12 / 1.20	0.45	6.44	5.46 / 1.53	0.98	0.66 ***

* 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 259740 records.

Institutional Summary
Items: In Order of Importance

	Texas Lutheran University - SSI			National Four-Year Privates			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
76. Campus item: I receive the help I need to apply my academic major to my career goals.	6.57	6.00 / 1.25	0.57				
14. My academic advisor is concerned about my success as an individual.	6.57	6.41 / 0.98	0.16	6.32	5.48 / 1.57	0.84	0.93 ***
59. This institution shows concern for students as individuals.	6.56	6.26 / 1.00	0.30	6.36	5.37 / 1.52	0.99	0.89 ***
65. Faculty are usually available after class and during office hours.	6.56	6.20 / 1.04	0.36	6.33	5.67 / 1.35	0.66	0.53 ***
69. There is a good variety of courses provided on this campus.	6.55	5.81 / 1.28	0.74	6.43	5.43 / 1.50	1.00	0.38 ***
17. Adequate financial aid is available for most students.	6.55	5.83 / 1.29	0.72	6.41	4.90 / 1.67	1.51	0.93 ***
82. Campus item: There are an adequate number of internships available in my major.	6.54	5.40 / 1.59	1.14				
41. There is a commitment to academic excellence on this campus.	6.54	6.26 / 0.96	0.28	6.37	5.54 / 1.40	0.83	0.72 ***
25. Faculty are fair and unbiased in their treatment of individual students.	6.52	5.81 / 1.30	0.71	6.39	5.32 / 1.49	1.07	0.49 ***
7. The campus is safe and secure for all students.	6.51	6.13 / 1.10	0.38	6.44	5.72 / 1.37	0.72	0.41 ***
2. The campus staff are caring and helpful.	6.51	6.27 / 0.95	0.24	6.35	5.55 / 1.34	0.80	0.72 ***
45. Students are made to feel welcome on this campus.	6.50	6.27 / 1.01	0.23	6.33	5.60 / 1.42	0.73	0.67 ***

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

National Group Means are based on 259740 records.

Institutional Summary
Items: In Order of Importance

	Texas Lutheran University - SSI			National Four-Year Privates			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
36. Security staff respond quickly in emergencies.	6.50	6.01 / 1.27	0.49	6.31	5.20 / 1.57	1.11	0.81 ***
3. Faculty care about me as an individual.	6.49	6.24 / 1.03	0.25	6.23	5.48 / 1.38	0.75	0.76 ***
79. Campus item: This campus provides online access to services I need.	6.48	6.10 / 1.13	0.38				
81. Campus item: Registration processes and procedures are convenient.	6.48	6.05 / 1.11	0.43				
72. On the whole, the campus is well-maintained.	6.48	6.34 / 0.96	0.14	6.30	5.76 / 1.37	0.54	0.58 ***
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.47	5.95 / 1.14	0.52	6.26	4.98 / 1.65	1.28	0.97 ***
67. Freedom of expression is protected on campus.	6.45	6.08 / 1.10	0.37	6.22	5.41 / 1.52	0.81	0.67 ***
47. Faculty provide timely feedback about student progress in a course.	6.45	5.60 / 1.40	0.85	6.33	5.20 / 1.50	1.13	0.40 ***
4. Admissions staff are knowledgeable.	6.45	6.14 / 1.00	0.31	6.21	5.38 / 1.45	0.83	0.76 ***
49. There are adequate services to help me decide upon a career.	6.44	5.88 / 1.34	0.56	6.26	5.26 / 1.52	1.00	0.62 ***
75. Campus item: I receive on-going feedback about progress towards my academic goals.	6.43	5.74 / 1.33	0.69				
5. Financial aid counselors are helpful.	6.42	6.14 / 1.04	0.28	6.28	5.10 / 1.65	1.18	1.04 ***
26. Computer labs are adequate and accessible.	6.42	5.70 / 1.37	0.72	6.28	5.42 / 1.54	0.86	0.28 ***

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*** Difference statistically significant at the .001 level

Institutional Summary
Items: In Order of Importance

	Texas Lutheran University - SSI			National Four-Year Privates			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
80. Campus item: Financial aid counseling is available if I need it.	6.40	6.12 / 1.07	0.28				
51. This institution has a good reputation within the community.	6.39	6.36 / 0.97	0.03	6.25	5.63 / 1.45	0.62	0.73 ***
53. Faculty take into consideration student differences as they teach a course.	6.39	5.63 / 1.40	0.76	6.19	5.16 / 1.51	1.03	0.47 ***
27. The personnel involved in registration are helpful.	6.39	6.03 / 1.12	0.36	6.23	5.43 / 1.44	0.80	0.60 ***
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.38	5.96 / 1.17	0.42	6.12	5.10 / 1.63	1.02	0.86 ***
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.38	5.13 / 1.64	1.25	6.08	4.74 / 1.71	1.34	0.39 ***
35. The assessment and course placement procedures are reasonable.	6.37	5.99 / 1.09	0.38	6.20	5.34 / 1.42	0.86	0.65 ***
61. Adjunct faculty are competent as classroom instructors.	6.37	6.01 / 1.11	0.36	6.18	5.38 / 1.43	0.80	0.63 ***
73. Student activities fees are put to good use.	6.36	5.38 / 1.48	0.98	6.11	4.76 / 1.69	1.35	0.62 ***
19. My academic advisor helps me set goals to work toward.	6.36	6.07 / 1.21	0.29	6.06	5.07 / 1.67	0.99	1.00 ***
92. Academic reputation as factor in decision to enroll.	6.36			6.17			
44. Academic support services adequately meet the needs of students.	6.36	6.00 / 1.10	0.36	6.13	5.33 / 1.40	0.80	0.67 ***

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*** Difference statistically significant at the .001 level

National Group Means are based on 259740 records.

Institutional Summary
Items: In Order of Importance

	Texas Lutheran University - SSI			National Four-Year Privates			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
57. I seldom get the "run-around" when seeking information on this campus.	6.35	5.82 / 1.36	0.53	6.15	4.83 / 1.76	1.32	0.99 ***
63. Student disciplinary procedures are fair.	6.34	5.96 / 1.27	0.38	6.09	5.26 / 1.54	0.83	0.70 ***
90. Cost as factor in decision to enroll.	6.34			6.06			
22. Counseling staff care about students as individuals.	6.34	6.05 / 1.17	0.29	6.04	5.21 / 1.47	0.83	0.84 ***
1. Most students feel a sense of belonging here.	6.30	5.96 / 1.17	0.34	5.96	5.28 / 1.44	0.68	0.68 ***
52. The student center is a comfortable place for students to spend their leisure time.	6.30	6.06 / 1.13	0.24	5.89	5.10 / 1.66	0.79	0.96 ***
77. Campus item: Counseling services are available if I need them.	6.28	6.19 / 1.02	0.09				
50. Class change (drop/add) policies are reasonable.	6.28	6.08 / 1.13	0.20	6.13	5.39 / 1.53	0.74	0.69 ***
43. Admissions counselors respond to prospective students' unique needs and requests.	6.27	6.09 / 1.06	0.18	6.03	5.27 / 1.47	0.76	0.82 ***
62. There is a strong commitment to racial harmony on this campus.	6.27	6.10 / 1.08	0.17	6.01	5.53 / 1.43	0.48	0.57 ***
32. Tutoring services are readily available.	6.26	6.00 / 1.16	0.26	5.98	5.53 / 1.42	0.45	0.47 ***
71. Channels for expressing student complaints are readily available.	6.26	5.54 / 1.44	0.72	6.06	4.83 / 1.66	1.23	0.71 ***
64. New student orientation services help students adjust to college.	6.25	5.93 / 1.26	0.32	5.99	5.27 / 1.56	0.72	0.66 ***

* 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 259740 records.

Institutional Summary
Items: In Order of Importance

	Texas Lutheran University - SSI			National Four-Year Privates			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
46. I can easily get involved in campus organizations.	6.25	6.13 / 1.14	0.12	5.88	5.36 / 1.49	0.52	0.77 ***
60. I generally know what's happening on campus.	6.25	5.82 / 1.36	0.43	5.93	5.17 / 1.55	0.76	0.65 ***
70. Graduate teaching assistants are competent as classroom instructors.	6.24	5.93 / 1.14	0.31	5.99	5.22 / 1.44	0.77	0.71 ***
38. There is an adequate selection of food available in the cafeteria.	6.24	4.82 / 1.75	1.42	6.01	4.29 / 1.90	1.72	0.53 ***
40. Residence hall regulations are reasonable.	6.22	5.54 / 1.45	0.68	5.88	4.88 / 1.70	1.00	0.66 ***
15. The staff in the health services area are competent.	6.21	5.29 / 1.68	0.92	5.94	5.02 / 1.60	0.92	0.27 **
10. Administrators are approachable to students.	6.20	6.02 / 1.10	0.18	6.00	5.30 / 1.39	0.70	0.72 ***
20. The business office is open during hours which are convenient for most students.	6.19	6.08 / 1.09	0.11	5.98	5.26 / 1.44	0.72	0.82 ***
21. The amount of student parking space on campus is adequate.	6.19	4.73 / 1.90	1.46	5.97	3.95 / 2.04	2.02	0.78 ***
28. Parking lots are well-lighted and secure.	6.18	5.39 / 1.52	0.79	6.05	5.10 / 1.63	0.95	0.29 ***
18. Library resources and services are adequate.	6.17	5.84 / 1.18	0.33	6.13	5.54 / 1.33	0.59	0.30 ***
11. Billing policies are reasonable.	6.17	5.52 / 1.41	0.65	6.15	4.70 / 1.65	1.45	0.82 ***
98. Personalized attention prior to enrollment as factor in decision to enroll.	6.14			5.71			
37. I feel a sense of pride about my campus.	6.12	5.90 / 1.30	0.22	5.93	5.23 / 1.60	0.70	0.67 ***

* 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 259740 records.

Institutional Summary
Items: In Order of Importance

	Texas Lutheran University - SSI			National Four-Year Privates			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
56. The student handbook provides helpful information about campus life.	6.09	5.85 / 1.24	0.24	5.67	5.23 / 1.46	0.44	0.62 ***
93. Size of institution as factor in decision to enroll.	6.08			5.45			
78. Campus item: Faculty use a variety of technology and media in the classroom.	6.05	5.88 / 1.22	0.17				
54. Bookstore staff are helpful.	6.05	6.04 / 1.15	0.01	5.87	5.51 / 1.47	0.36	0.53 ***
30. Residence hall staff are concerned about me as an individual.	5.98	5.49 / 1.41	0.49	5.76	5.02 / 1.64	0.74	0.47 ***
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.89	6.05 / 1.23	-0.16	5.53	5.36 / 1.57	0.17	0.69 ***
13. Library staff are helpful and approachable.	5.84	5.93 / 1.17	-0.09	5.77	5.65 / 1.33	0.12	0.28 ***
42. There are a sufficient number of weekend activities for students.	5.83	5.09 / 1.77	0.74	5.47	4.60 / 1.71	0.87	0.49 ***
97. Campus appearance as factor in decision to enroll.	5.66			5.49			
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.65	5.25 / 1.69	0.40	5.22	4.47 / 1.79	0.75	0.78 ***
96. Geographic setting as factor in decision to enroll.	5.50			5.45			
95. Recommendations from family/friends as factor in decision to enroll.	5.24			4.86			
9. A variety of intramural activities are offered.	5.22	5.80 / 1.23	-0.58	5.04	4.96 / 1.56	0.08	0.84 ***

* 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 259740 records.

Institutional Summary
Items: In Order of Importance

	Texas Lutheran University - SSI			National Four-Year Privates			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
94. Opportunity to play sports as factor in decision to enroll.	4.28			3.62			
84. Institution's commitment to part-time students?		5.79 / 1.23			5.23 / 1.46		0.56 ***
85. Institution's commitment to evening students?		5.58 / 1.36			5.25 / 1.49		0.33 **
86. Institution's commitment to older, returning learners?		6.05 / 1.14			5.35 / 1.44		0.70 ***
87. Institution's commitment to under-represented populations?		5.90 / 1.25			5.27 / 1.45		0.63 ***
88. Institution's commitment to commuters?		5.91 / 1.25			5.10 / 1.62		0.81 ***
89. Institution's commitment to students with disabilities?		6.16 / 1.05			5.39 / 1.48		0.77 ***
83. Campus item 10							

National Group Means are based on 259740 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 - Academic Advising

	Texas Lutheran University - SSI			National Four-Year Privates			Mean Difference
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC ADVISING	6.56	6.32 / 0.80	0.24	6.34	5.52 / 1.25	0.82	0.80 ***
6. My academic advisor is approachable.	6.62	6.50 / 0.94	0.12	6.42	5.72 / 1.52	0.70	0.78 ***
14. My academic advisor is concerned about my success as an individual.	6.57	6.41 / 0.98	0.16	6.32	5.48 / 1.57	0.84	0.93 ***
19. My academic advisor helps me set goals to work toward.	6.36	6.07 / 1.21	0.29	6.06	5.07 / 1.67	0.99	1.00 ***
33. My academic advisor is knowledgeable about requirements in my major.	6.68	6.43 / 0.96	0.25	6.50	5.72 / 1.52	0.78	0.71 ***
55. Major requirements are clear and reasonable.	6.58	6.18 / 1.01	0.40	6.42	5.59 / 1.38	0.83	0.59 ***

National Group Means are based on 259740 records.

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

Institutional Summary

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

Scale/Item	Texas Lutheran University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS CLIMATE	6.41	6.06 / 0.81	0.35	6.21	5.35 / 1.09	0.86	0.71 ***
1. Most students feel a sense of belonging here.	6.30	5.96 / 1.17	0.34	5.96	5.28 / 1.44	0.68	0.68 ***
2. The campus staff are caring and helpful.	6.51	6.27 / 0.95	0.24	6.35	5.55 / 1.34	0.80	0.72 ***
3. Faculty care about me as an individual.	6.49	6.24 / 1.03	0.25	6.23	5.48 / 1.38	0.75	0.76 ***
7. The campus is safe and secure for all students.	6.51	6.13 / 1.10	0.38	6.44	5.72 / 1.37	0.72	0.41 ***
10. Administrators are approachable to students.	6.20	6.02 / 1.10	0.18	6.00	5.30 / 1.39	0.70	0.72 ***
29. It is an enjoyable experience to be a student on this campus.	6.57	6.12 / 1.20	0.45	6.44	5.46 / 1.53	0.98	0.66 ***
37. I feel a sense of pride about my campus.	6.12	5.90 / 1.30	0.22	5.93	5.23 / 1.60	0.70	0.67 ***
41. There is a commitment to academic excellence on this campus.	6.54	6.26 / 0.96	0.28	6.37	5.54 / 1.40	0.83	0.72 ***
45. Students are made to feel welcome on this campus.	6.50	6.27 / 1.01	0.23	6.33	5.60 / 1.42	0.73	0.67 ***
51. This institution has a good reputation within the community.	6.39	6.36 / 0.97	0.03	6.25	5.63 / 1.45	0.62	0.73 ***
57. I seldom get the "run-around" when seeking information on this campus.	6.35	5.82 / 1.36	0.53	6.15	4.83 / 1.76	1.32	0.99 ***
59. This institution shows concern for students as individuals.	6.56	6.26 / 1.00	0.30	6.36	5.37 / 1.52	0.99	0.89 ***
60. I generally know what's happening on campus.	6.25	5.82 / 1.36	0.43	5.93	5.17 / 1.55	0.76	0.65 ***

* 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 259740 records.

Institutional Summary

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

	Texas Lutheran University - SSI			National Four-Year Privates			Mean Difference
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
62. There is a strong commitment to racial harmony on this campus.	6.27	6.10 / 1.08	0.17	6.01	5.53 / 1.43	0.48	0.57 ***
66. Tuition paid is a worthwhile investment.	6.60	5.75 / 1.34	0.85	6.48	4.90 / 1.72	1.58	0.85 ***
67. Freedom of expression is protected on campus.	6.45	6.08 / 1.10	0.37	6.22	5.41 / 1.52	0.81	0.67 ***
71. Channels for expressing student complaints are readily available.	6.26	5.54 / 1.44	0.72	6.06	4.83 / 1.66	1.23	0.71 ***

National Group Means are based on 259740 records.

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

Institutional Summary

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

Scale/Item	Texas Lutheran University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS LIFE	6.09	5.65 / 0.93	0.44	5.80	4.99 / 1.13	0.81	0.66 ***
9. A variety of intramural activities are offered.	5.22	5.80 / 1.23	-0.58	5.04	4.96 / 1.56	0.08	0.84 ***
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.38	5.13 / 1.64	1.25	6.08	4.74 / 1.71	1.34	0.39 ***
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.65	5.25 / 1.69	0.40	5.22	4.47 / 1.79	0.75	0.78 ***
30. Residence hall staff are concerned about me as an individual.	5.98	5.49 / 1.41	0.49	5.76	5.02 / 1.64	0.74	0.47 ***
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.89	6.05 / 1.23	-0.16	5.53	5.36 / 1.57	0.17	0.69 ***
38. There is an adequate selection of food available in the cafeteria.	6.24	4.82 / 1.75	1.42	6.01	4.29 / 1.90	1.72	0.53 ***
40. Residence hall regulations are reasonable.	6.22	5.54 / 1.45	0.68	5.88	4.88 / 1.70	1.00	0.66 ***
42. There are a sufficient number of weekend activities for students.	5.83	5.09 / 1.77	0.74	5.47	4.60 / 1.71	0.87	0.49 ***
46. I can easily get involved in campus organizations.	6.25	6.13 / 1.14	0.12	5.88	5.36 / 1.49	0.52	0.77 ***
52. The student center is a comfortable place for students to spend their leisure time.	6.30	6.06 / 1.13	0.24	5.89	5.10 / 1.66	0.79	0.96 ***
56. The student handbook provides helpful information about campus life.	6.09	5.85 / 1.24	0.24	5.67	5.23 / 1.46	0.44	0.62 ***
63. Student disciplinary procedures are fair.	6.34	5.96 / 1.27	0.38	6.09	5.26 / 1.54	0.83	0.70 ***

* 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 259740 records.

Institutional Summary

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

	Texas Lutheran University - SSI			National Four-Year Privates			Mean Difference
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
64. New student orientation services help students adjust to college.	6.25	5.93 / 1.26	0.32	5.99	5.27 / 1.56	0.72	0.66 ***
67. Freedom of expression is protected on campus.	6.45	6.08 / 1.10	0.37	6.22	5.41 / 1.52	0.81	0.67 ***
73. Student activities fees are put to good use.	6.36	5.38 / 1.48	0.98	6.11	4.76 / 1.69	1.35	0.62 ***

National Group Means are based on 259740 records.

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

Institutional Summary

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

Scale/Item	Texas Lutheran University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS SUPPORT SERVICES	6.22	5.91 / 0.86	0.31	6.06	5.46 / 1.02	0.60	0.45 ***
13. Library staff are helpful and approachable.	5.84	5.93 / 1.17	-0.09	5.77	5.65 / 1.33	0.12	0.28 ***
18. Library resources and services are adequate.	6.17	5.84 / 1.18	0.33	6.13	5.54 / 1.33	0.59	0.30 ***
26. Computer labs are adequate and accessible.	6.42	5.70 / 1.37	0.72	6.28	5.42 / 1.54	0.86	0.28 ***
32. Tutoring services are readily available.	6.26	6.00 / 1.16	0.26	5.98	5.53 / 1.42	0.45	0.47 ***
44. Academic support services adequately meet the needs of students.	6.36	6.00 / 1.10	0.36	6.13	5.33 / 1.40	0.80	0.67 ***
49. There are adequate services to help me decide upon a career.	6.44	5.88 / 1.34	0.56	6.26	5.26 / 1.52	1.00	0.62 ***
54. Bookstore staff are helpful.	6.05	6.04 / 1.15	0.01	5.87	5.51 / 1.47	0.36	0.53 ***

National Group Means are based on 259740 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 - Concern for the Individual

	Texas Lutheran University - SSI			National Four-Year Privates			Mean Difference
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CONCERN FOR THE INDIVIDUAL	6.43	6.07 / 0.86	0.36	6.20	5.34 / 1.16	0.86	0.73 ***
3. Faculty care about me as an individual.	6.49	6.24 / 1.03	0.25	6.23	5.48 / 1.38	0.75	0.76 ***
14. My academic advisor is concerned about my success as an individual.	6.57	6.41 / 0.98	0.16	6.32	5.48 / 1.57	0.84	0.93 ***
22. Counseling staff care about students as individuals.	6.34	6.05 / 1.17	0.29	6.04	5.21 / 1.47	0.83	0.84 ***
25. Faculty are fair and unbiased in their treatment of individual students.	6.52	5.81 / 1.30	0.71	6.39	5.32 / 1.49	1.07	0.49 ***
30. Residence hall staff are concerned about me as an individual.	5.98	5.49 / 1.41	0.49	5.76	5.02 / 1.64	0.74	0.47 ***
59. This institution shows concern for students as individuals.	6.56	6.26 / 1.00	0.30	6.36	5.37 / 1.52	0.99	0.89 ***

National Group Means are based on 259740 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 - Instructional Effectiveness

Scale/Item	Texas Lutheran University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTRUCTIONAL EFFECTIVENESS	6.53	6.06 / 0.81	0.47	6.38	5.49 / 1.04	0.89	0.57 ***
3. Faculty care about me as an individual.	6.49	6.24 / 1.03	0.25	6.23	5.48 / 1.38	0.75	0.76 ***
8. The content of the courses within my major is valuable.	6.65	6.25 / 0.97	0.40	6.61	5.65 / 1.32	0.96	0.60 ***
16. The instruction in my major field is excellent.	6.66	6.24 / 1.01	0.42	6.59	5.63 / 1.36	0.96	0.61 ***
25. Faculty are fair and unbiased in their treatment of individual students.	6.52	5.81 / 1.30	0.71	6.39	5.32 / 1.49	1.07	0.49 ***
39. I am able to experience intellectual growth here.	6.58	6.26 / 0.99	0.32	6.47	5.67 / 1.36	0.80	0.59 ***
41. There is a commitment to academic excellence on this campus.	6.54	6.26 / 0.96	0.28	6.37	5.54 / 1.40	0.83	0.72 ***
47. Faculty provide timely feedback about student progress in a course.	6.45	5.60 / 1.40	0.85	6.33	5.20 / 1.50	1.13	0.40 ***
53. Faculty take into consideration student differences as they teach a course.	6.39	5.63 / 1.40	0.76	6.19	5.16 / 1.51	1.03	0.47 ***
58. The quality of instruction I receive in most of my classes is excellent.	6.65	6.21 / 1.00	0.44	6.52	5.54 / 1.37	0.98	0.67 ***
61. Adjunct faculty are competent as classroom instructors.	6.37	6.01 / 1.11	0.36	6.18	5.38 / 1.43	0.80	0.63 ***
65. Faculty are usually available after class and during office hours.	6.56	6.20 / 1.04	0.36	6.33	5.67 / 1.35	0.66	0.53 ***

* 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 259740 records.

Institutional Summary

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

	Texas Lutheran University - SSI			National Four-Year Privates			Mean Difference
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
68. Nearly all of the faculty are knowledgeable in their field.	6.68	6.38 / 0.92	0.30	6.55	5.84 / 1.29	0.71	0.54 ***
69. There is a good variety of courses provided on this campus.	6.55	5.81 / 1.28	0.74	6.43	5.43 / 1.50	1.00	0.38 ***
70. Graduate teaching assistants are competent as classroom instructors.	6.24	5.93 / 1.14	0.31	5.99	5.22 / 1.44	0.77	0.71 ***

National Group Means are based on 259740 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 - Recruitment and Financial Aid

	Texas Lutheran University - SSI			National Four-Year Privates			Mean Difference
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
RECRUITMENT AND FINANCIAL AID	6.43	6.02 / 0.84	0.41	6.22	5.12 / 1.22	1.10	0.90 ***
4. Admissions staff are knowledgeable.	6.45	6.14 / 1.00	0.31	6.21	5.38 / 1.45	0.83	0.76 ***
5. Financial aid counselors are helpful.	6.42	6.14 / 1.04	0.28	6.28	5.10 / 1.65	1.18	1.04 ***
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.47	5.95 / 1.14	0.52	6.26	4.98 / 1.65	1.28	0.97 ***
17. Adequate financial aid is available for most students.	6.55	5.83 / 1.29	0.72	6.41	4.90 / 1.67	1.51	0.93 ***
43. Admissions counselors respond to prospective students' unique needs and requests.	6.27	6.09 / 1.06	0.18	6.03	5.27 / 1.47	0.76	0.82 ***
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.38	5.96 / 1.17	0.42	6.12	5.10 / 1.63	1.02	0.86 ***

National Group Means are based on 259740 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 - Registration Effectiveness

	Texas Lutheran University - SSI			National Four-Year Privates			Mean Difference
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
REGISTRATION EFFECTIVENESS	6.34	5.93 / 0.85	0.41	6.20	5.18 / 1.16	1.02	0.75 ***
11. Billing policies are reasonable.	6.17	5.52 / 1.41	0.65	6.15	4.70 / 1.65	1.45	0.82 ***
20. The business office is open during hours which are convenient for most students.	6.19	6.08 / 1.09	0.11	5.98	5.26 / 1.44	0.72	0.82 ***
27. The personnel involved in registration are helpful.	6.39	6.03 / 1.12	0.36	6.23	5.43 / 1.44	0.80	0.60 ***
34. I am able to register for classes I need with few conflicts.	6.69	5.92 / 1.29	0.77	6.51	5.14 / 1.72	1.37	0.78 ***
50. Class change (drop/add) policies are reasonable.	6.28	6.08 / 1.13	0.20	6.13	5.39 / 1.53	0.74	0.69 ***

National Group Means are based on 259740 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 - Responsiveness to Diverse Populations

	Texas Lutheran University - SSI			National Four-Year Privates			Mean Difference
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
RESPONSIVENESS TO DIVERSE POPULATIONS		5.91 / 1.07			5.26 / 1.36		0.65 ***
84. Institution's commitment to part-time students?		5.79 / 1.23			5.23 / 1.46		0.56 ***
85. Institution's commitment to evening students?		5.58 / 1.36			5.25 / 1.49		0.33 **
86. Institution's commitment to older, returning learners?		6.05 / 1.14			5.35 / 1.44		0.70 ***
87. Institution's commitment to under-represented populations?		5.90 / 1.25			5.27 / 1.45		0.63 ***
88. Institution's commitment to commuters?		5.91 / 1.25			5.10 / 1.62		0.81 ***
89. Institution's commitment to students with disabilities?		6.16 / 1.05			5.39 / 1.48		0.77 ***

National Group Means are based on 259740 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

	Texas Lutheran University - SSI			National Four-Year Privates			Mean Difference
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SAFETY AND SECURITY	6.34	5.54 / 1.11	0.80	6.20	5.00 / 1.26	1.20	0.54 ***
7. The campus is safe and secure for all students.	6.51	6.13 / 1.10	0.38	6.44	5.72 / 1.37	0.72	0.41 ***
21. The amount of student parking space on campus is adequate.	6.19	4.73 / 1.90	1.46	5.97	3.95 / 2.04	2.02	0.78 ***
28. Parking lots are well-lighted and secure.	6.18	5.39 / 1.52	0.79	6.05	5.10 / 1.63	0.95	0.29 ***
36. Security staff respond quickly in emergencies.	6.50	6.01 / 1.27	0.49	6.31	5.20 / 1.57	1.11	0.81 ***

National Group Means are based on 259740 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 - Service Excellence

Scale/Item	Texas Lutheran University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SERVICE EXCELLENCE	6.27	5.85 / 0.87	0.42	6.06	5.22 / 1.08	0.84	0.63 ***
2. The campus staff are caring and helpful.	6.51	6.27 / 0.95	0.24	6.35	5.55 / 1.34	0.80	0.72 ***
13. Library staff are helpful and approachable.	5.84	5.93 / 1.17	-0.09	5.77	5.65 / 1.33	0.12	0.28 ***
15. The staff in the health services area are competent.	6.21	5.29 / 1.68	0.92	5.94	5.02 / 1.60	0.92	0.27 **
22. Counseling staff care about students as individuals.	6.34	6.05 / 1.17	0.29	6.04	5.21 / 1.47	0.83	0.84 ***
27. The personnel involved in registration are helpful.	6.39	6.03 / 1.12	0.36	6.23	5.43 / 1.44	0.80	0.60 ***
57. I seldom get the "run-around" when seeking information on this campus.	6.35	5.82 / 1.36	0.53	6.15	4.83 / 1.76	1.32	0.99 ***
60. I generally know what's happening on campus.	6.25	5.82 / 1.36	0.43	5.93	5.17 / 1.55	0.76	0.65 ***
71. Channels for expressing student complaints are readily available.	6.26	5.54 / 1.44	0.72	6.06	4.83 / 1.66	1.23	0.71 ***

National Group Means are based on 259740 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 - Student Centeredness

Scale/Item	Texas Lutheran University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
STUDENT CENTEREDNESS	6.44	6.15 / 0.86	0.29	6.24	5.43 / 1.16	0.81	0.72 ***
1. Most students feel a sense of belonging here.	6.30	5.96 / 1.17	0.34	5.96	5.28 / 1.44	0.68	0.68 ***
2. The campus staff are caring and helpful.	6.51	6.27 / 0.95	0.24	6.35	5.55 / 1.34	0.80	0.72 ***
10. Administrators are approachable to students.	6.20	6.02 / 1.10	0.18	6.00	5.30 / 1.39	0.70	0.72 ***
29. It is an enjoyable experience to be a student on this campus.	6.57	6.12 / 1.20	0.45	6.44	5.46 / 1.53	0.98	0.66 ***
45. Students are made to feel welcome on this campus.	6.50	6.27 / 1.01	0.23	6.33	5.60 / 1.42	0.73	0.67 ***
59. This institution shows concern for students as individuals.	6.56	6.26 / 1.00	0.30	6.36	5.37 / 1.52	0.99	0.89 ***

National Group Means are based on 259740 records.

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

Institutional Summary
Items: In Sequential Order

	Texas Lutheran University - SSI			National Four-Year Privates			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. Most students feel a sense of belonging here.	6.30	5.96 / 1.17	0.34	5.96	5.28 / 1.44	0.68	0.68 ***
2. The campus staff are caring and helpful.	6.51	6.27 / 0.95	0.24	6.35	5.55 / 1.34	0.80	0.72 ***
3. Faculty care about me as an individual.	6.49	6.24 / 1.03	0.25	6.23	5.48 / 1.38	0.75	0.76 ***
4. Admissions staff are knowledgeable.	6.45	6.14 / 1.00	0.31	6.21	5.38 / 1.45	0.83	0.76 ***
5. Financial aid counselors are helpful.	6.42	6.14 / 1.04	0.28	6.28	5.10 / 1.65	1.18	1.04 ***
6. My academic advisor is approachable.	6.62	6.50 / 0.94	0.12	6.42	5.72 / 1.52	0.70	0.78 ***
7. The campus is safe and secure for all students.	6.51	6.13 / 1.10	0.38	6.44	5.72 / 1.37	0.72	0.41 ***
8. The content of the courses within my major is valuable.	6.65	6.25 / 0.97	0.40	6.61	5.65 / 1.32	0.96	0.60 ***
9. A variety of intramural activities are offered.	5.22	5.80 / 1.23	-0.58	5.04	4.96 / 1.56	0.08	0.84 ***
10. Administrators are approachable to students.	6.20	6.02 / 1.10	0.18	6.00	5.30 / 1.39	0.70	0.72 ***
11. Billing policies are reasonable.	6.17	5.52 / 1.41	0.65	6.15	4.70 / 1.65	1.45	0.82 ***
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.47	5.95 / 1.14	0.52	6.26	4.98 / 1.65	1.28	0.97 ***
13. Library staff are helpful and approachable.	5.84	5.93 / 1.17	-0.09	5.77	5.65 / 1.33	0.12	0.28 ***
14. My academic advisor is concerned about my success as an individual.	6.57	6.41 / 0.98	0.16	6.32	5.48 / 1.57	0.84	0.93 ***
15. The staff in the health services area are competent.	6.21	5.29 / 1.68	0.92	5.94	5.02 / 1.60	0.92	0.27 **

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National Group Means are based on 259740 records.

Institutional Summary
Items: In Sequential Order

	Texas Lutheran University - SSI			National Four-Year Privates			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
16. The instruction in my major field is excellent.	6.66	6.24 / 1.01	0.42	6.59	5.63 / 1.36	0.96	0.61 ***
17. Adequate financial aid is available for most students.	6.55	5.83 / 1.29	0.72	6.41	4.90 / 1.67	1.51	0.93 ***
18. Library resources and services are adequate.	6.17	5.84 / 1.18	0.33	6.13	5.54 / 1.33	0.59	0.30 ***
19. My academic advisor helps me set goals to work toward.	6.36	6.07 / 1.21	0.29	6.06	5.07 / 1.67	0.99	1.00 ***
20. The business office is open during hours which are convenient for most students.	6.19	6.08 / 1.09	0.11	5.98	5.26 / 1.44	0.72	0.82 ***
21. The amount of student parking space on campus is adequate.	6.19	4.73 / 1.90	1.46	5.97	3.95 / 2.04	2.02	0.78 ***
22. Counseling staff care about students as individuals.	6.34	6.05 / 1.17	0.29	6.04	5.21 / 1.47	0.83	0.84 ***
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.38	5.13 / 1.64	1.25	6.08	4.74 / 1.71	1.34	0.39 ***
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.65	5.25 / 1.69	0.40	5.22	4.47 / 1.79	0.75	0.78 ***
25. Faculty are fair and unbiased in their treatment of individual students.	6.52	5.81 / 1.30	0.71	6.39	5.32 / 1.49	1.07	0.49 ***
26. Computer labs are adequate and accessible.	6.42	5.70 / 1.37	0.72	6.28	5.42 / 1.54	0.86	0.28 ***
27. The personnel involved in registration are helpful.	6.39	6.03 / 1.12	0.36	6.23	5.43 / 1.44	0.80	0.60 ***
28. Parking lots are well-lighted and secure.	6.18	5.39 / 1.52	0.79	6.05	5.10 / 1.63	0.95	0.29 ***

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National Group Means are based on 259740 records.

Institutional Summary
Items: In Sequential Order

	Texas Lutheran University - SSI			National Four-Year Privates			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
29. It is an enjoyable experience to be a student on this campus.	6.57	6.12 / 1.20	0.45	6.44	5.46 / 1.53	0.98	0.66 ***
30. Residence hall staff are concerned about me as an individual.	5.98	5.49 / 1.41	0.49	5.76	5.02 / 1.64	0.74	0.47 ***
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.89	6.05 / 1.23	-0.16	5.53	5.36 / 1.57	0.17	0.69 ***
32. Tutoring services are readily available.	6.26	6.00 / 1.16	0.26	5.98	5.53 / 1.42	0.45	0.47 ***
33. My academic advisor is knowledgeable about requirements in my major.	6.68	6.43 / 0.96	0.25	6.50	5.72 / 1.52	0.78	0.71 ***
34. I am able to register for classes I need with few conflicts.	6.69	5.92 / 1.29	0.77	6.51	5.14 / 1.72	1.37	0.78 ***
35. The assessment and course placement procedures are reasonable.	6.37	5.99 / 1.09	0.38	6.20	5.34 / 1.42	0.86	0.65 ***
36. Security staff respond quickly in emergencies.	6.50	6.01 / 1.27	0.49	6.31	5.20 / 1.57	1.11	0.81 ***
37. I feel a sense of pride about my campus.	6.12	5.90 / 1.30	0.22	5.93	5.23 / 1.60	0.70	0.67 ***
38. There is an adequate selection of food available in the cafeteria.	6.24	4.82 / 1.75	1.42	6.01	4.29 / 1.90	1.72	0.53 ***
39. I am able to experience intellectual growth here.	6.58	6.26 / 0.99	0.32	6.47	5.67 / 1.36	0.80	0.59 ***
40. Residence hall regulations are reasonable.	6.22	5.54 / 1.45	0.68	5.88	4.88 / 1.70	1.00	0.66 ***
41. There is a commitment to academic excellence on this campus.	6.54	6.26 / 0.96	0.28	6.37	5.54 / 1.40	0.83	0.72 ***

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National Group Means are based on 259740 records.

Institutional Summary
Items: In Sequential Order

	Texas Lutheran University - SSI			National Four-Year Privates			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
42. There are a sufficient number of weekend activities for students.	5.83	5.09 / 1.77	0.74	5.47	4.60 / 1.71	0.87	0.49 ***
43. Admissions counselors respond to prospective students' unique needs and requests.	6.27	6.09 / 1.06	0.18	6.03	5.27 / 1.47	0.76	0.82 ***
44. Academic support services adequately meet the needs of students.	6.36	6.00 / 1.10	0.36	6.13	5.33 / 1.40	0.80	0.67 ***
45. Students are made to feel welcome on this campus.	6.50	6.27 / 1.01	0.23	6.33	5.60 / 1.42	0.73	0.67 ***
46. I can easily get involved in campus organizations.	6.25	6.13 / 1.14	0.12	5.88	5.36 / 1.49	0.52	0.77 ***
47. Faculty provide timely feedback about student progress in a course.	6.45	5.60 / 1.40	0.85	6.33	5.20 / 1.50	1.13	0.40 ***
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.38	5.96 / 1.17	0.42	6.12	5.10 / 1.63	1.02	0.86 ***
49. There are adequate services to help me decide upon a career.	6.44	5.88 / 1.34	0.56	6.26	5.26 / 1.52	1.00	0.62 ***
50. Class change (drop/add) policies are reasonable.	6.28	6.08 / 1.13	0.20	6.13	5.39 / 1.53	0.74	0.69 ***
51. This institution has a good reputation within the community.	6.39	6.36 / 0.97	0.03	6.25	5.63 / 1.45	0.62	0.73 ***
52. The student center is a comfortable place for students to spend their leisure time.	6.30	6.06 / 1.13	0.24	5.89	5.10 / 1.66	0.79	0.96 ***
53. Faculty take into consideration student differences as they teach a course.	6.39	5.63 / 1.40	0.76	6.19	5.16 / 1.51	1.03	0.47 ***

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Institutional Summary
Items: In Sequential Order

	Texas Lutheran University - SSI			National Four-Year Privates			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
54. Bookstore staff are helpful.	6.05	6.04 / 1.15	0.01	5.87	5.51 / 1.47	0.36	0.53 ***
55. Major requirements are clear and reasonable.	6.58	6.18 / 1.01	0.40	6.42	5.59 / 1.38	0.83	0.59 ***
56. The student handbook provides helpful information about campus life.	6.09	5.85 / 1.24	0.24	5.67	5.23 / 1.46	0.44	0.62 ***
57. I seldom get the "run-around" when seeking information on this campus.	6.35	5.82 / 1.36	0.53	6.15	4.83 / 1.76	1.32	0.99 ***
58. The quality of instruction I receive in most of my classes is excellent.	6.65	6.21 / 1.00	0.44	6.52	5.54 / 1.37	0.98	0.67 ***
59. This institution shows concern for students as individuals.	6.56	6.26 / 1.00	0.30	6.36	5.37 / 1.52	0.99	0.89 ***
60. I generally know what's happening on campus.	6.25	5.82 / 1.36	0.43	5.93	5.17 / 1.55	0.76	0.65 ***
61. Adjunct faculty are competent as classroom instructors.	6.37	6.01 / 1.11	0.36	6.18	5.38 / 1.43	0.80	0.63 ***
62. There is a strong commitment to racial harmony on this campus.	6.27	6.10 / 1.08	0.17	6.01	5.53 / 1.43	0.48	0.57 ***
63. Student disciplinary procedures are fair.	6.34	5.96 / 1.27	0.38	6.09	5.26 / 1.54	0.83	0.70 ***
64. New student orientation services help students adjust to college.	6.25	5.93 / 1.26	0.32	5.99	5.27 / 1.56	0.72	0.66 ***
65. Faculty are usually available after class and during office hours.	6.56	6.20 / 1.04	0.36	6.33	5.67 / 1.35	0.66	0.53 ***
66. Tuition paid is a worthwhile investment.	6.60	5.75 / 1.34	0.85	6.48	4.90 / 1.72	1.58	0.85 ***

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Institutional Summary
Items: In Sequential Order

	Texas Lutheran University - SSI			National Four-Year Privates			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
67. Freedom of expression is protected on campus.	6.45	6.08 / 1.10	0.37	6.22	5.41 / 1.52	0.81	0.67 ***
68. Nearly all of the faculty are knowledgeable in their field.	6.68	6.38 / 0.92	0.30	6.55	5.84 / 1.29	0.71	0.54 ***
69. There is a good variety of courses provided on this campus.	6.55	5.81 / 1.28	0.74	6.43	5.43 / 1.50	1.00	0.38 ***
70. Graduate teaching assistants are competent as classroom instructors.	6.24	5.93 / 1.14	0.31	5.99	5.22 / 1.44	0.77	0.71 ***
71. Channels for expressing student complaints are readily available.	6.26	5.54 / 1.44	0.72	6.06	4.83 / 1.66	1.23	0.71 ***
72. On the whole, the campus is well-maintained.	6.48	6.34 / 0.96	0.14	6.30	5.76 / 1.37	0.54	0.58 ***
73. Student activities fees are put to good use.	6.36	5.38 / 1.48	0.98	6.11	4.76 / 1.69	1.35	0.62 ***
74. Campus item: My academic advisor is available when I need help.	6.61	6.31 / 1.02	0.30				
75. Campus item: I receive on-going feedback about progress towards my academic goals.	6.43	5.74 / 1.33	0.69				
76. Campus item: I receive the help I need to apply my academic major to my career goals.	6.57	6.00 / 1.25	0.57				
77. Campus item: Counseling services are available if I need them.	6.28	6.19 / 1.02	0.09				
78. Campus item: Faculty use a variety of technology and media in the classroom.	6.05	5.88 / 1.22	0.17				

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Institutional Summary
Items: In Sequential Order

	Texas Lutheran University - SSI			National Four-Year Privates			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
79. Campus item: This campus provides online access to services I need.	6.48	6.10 / 1.13	0.38				
80. Campus item: Financial aid counseling is available if I need it.	6.40	6.12 / 1.07	0.28				
81. Campus item: Registration processes and procedures are convenient.	6.48	6.05 / 1.11	0.43				
82. Campus item: There are an adequate number of internships available in my major.	6.54	5.40 / 1.59	1.14				
83. Campus item 10							
84. Institution's commitment to part-time students?		5.79 / 1.23			5.23 / 1.46		0.56 ***
85. Institution's commitment to evening students?		5.58 / 1.36			5.25 / 1.49		0.33 **
86. Institution's commitment to older, returning learners?		6.05 / 1.14			5.35 / 1.44		0.70 ***
87. Institution's commitment to under-represented populations?		5.90 / 1.25			5.27 / 1.45		0.63 ***
88. Institution's commitment to commuters?		5.91 / 1.25			5.10 / 1.62		0.81 ***
89. Institution's commitment to students with disabilities?		6.16 / 1.05			5.39 / 1.48		0.77 ***
90. Cost as factor in decision to enroll.	6.34			6.06			
91. Financial aid as factor in decision to enroll.	6.59			6.25			

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Institutional Summary
Items: In Sequential Order

	Texas Lutheran University - SSI			National Four-Year Privates			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
92. Academic reputation as factor in decision to enroll.	6.36			6.17			
93. Size of institution as factor in decision to enroll.	6.08			5.45			
94. Opportunity to play sports as factor in decision to enroll.	4.28			3.62			
95. Recommendations from family/friends as factor in decision to enroll.	5.24			4.86			
96. Geographic setting as factor in decision to enroll.	5.50			5.45			
97. Campus appearance as factor in decision to enroll.	5.66			5.49			
98. Personalized attention prior to enrollment as factor in decision to enroll.	6.14			5.71			

National Group Means are based on 259740 records.

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Institutional Summary
Summary Items

Summary Item	Texas Lutheran University - SSI	National Four-Year Privates	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: 5.26 0% 0% 4% 23% 32% 16% 22%	Average: 4.64 2% 2% 11% 32% 24% 13% 12%	0.62
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: 6.03 0% 1% 2% 5% 11% 37% 40%	Average: 5.31 1% 4% 8% 9% 17% 38% 19%	0.72
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: 5.94 1% 5% 3% 5% 8% 25% 50%	Average: 5.26 4% 7% 6% 10% 11% 26% 32%	0.68