

Demographics

Gender	N	%	Class Level	N	%
Female	128	66.32%	Freshman	57	29.84%
Male	65	33.68%	Sophomore	53	27.75%
Total	193	100.00%	Junior	37	19.37%
No Response	4		Senior	44	23.04%
			Special student	0	0.00%
			Graduate/Professional	0	0.00%
			Other class level	0	0.00%
			Total	191	100.00%
			No Response	6	
Age	N	%	Current GPA	N	%
18 and under	39	20.31%	No credits earned	39	20.42%
19 to 24	150	78.13%	1.99 or below	2	1.05%
25 to 34	1	0.52%	2.0 - 2.49	7	3.66%
35 to 44	0	0.00%	2.5 - 2.99	33	17.28%
45 and over	2	1.04%	3.0 - 3.49	54	28.27%
Total	192	100.00%	3.5 or above	56	29.32%
No Response	5		Total	191	100.00%
			No Response	6	
Ethnicity/Race	N	%	Educational Goal	N	%
African-American	33	17.19%	Associate degree	1	0.53%
American Indian or Alaskan Native	0	0.00%	Bachelor's degree	110	57.89%
Asian or Pacific Islander	11	5.73%	Master's degree	27	14.21%
Caucasian/White	105	54.69%	Doctorate or professional degree	46	24.21%
Hispanic	25	13.02%	Certification (initial/renewal)	0	0.00%
Other race	10	5.21%	Self-improvement/pleasure	1	0.53%
Race - Prefer not to respond	8	4.17%	Job-related training	1	0.53%
Total	192	100.00%	Other educational goal	4	2.11%
No Response	5		Total	190	100.00%
			No Response	7	
Current Enrollment Status	N	%			
Day	191	100.00%			
Evening	0	0.00%			
Weekend	0	0.00%			
Total	191	100.00%			
No Response	6				
Current Class Load	N	%			
Full-time	190	98.96%			
Part-time	2	1.04%			
Total	192	100.00%			
No Response	5				

Demographics

Employment			Institution Question		
	N	%		N	%
Full-time off campus	10	5.18%	Campus item - Answer 1	0	0%
Part-time off campus	47	24.35%	Campus item - Answer 2	0	0%
Full-time on campus	5	2.59%	Campus item - Answer 3	0	0%
Part-time on campus	33	17.10%	Campus item - Answer 4	0	0%
Not employed	98	50.78%	Campus item - Answer 5	0	0%
Total	193	100.00%	Campus item - Answer 6	0	0%
No Response	4		Total	0	100.00%
			No Response	197	
Current Residence			Group Code		
	N	%		N	%
Residence hall	112	58.33%	1001: ACCOUNTING	8	4.32%
Fraternity / Sorority	7	3.65%	1002: AMERICAN STUDIES	1	0.54%
Own house	9	4.69%	1003: ART HISTORY	3	1.62%
Rent room or apt off campus	11	5.73%	1004: ART	3	1.62%
Parent's home	48	25.00%	1006: BUSINESS AND BEHAVIORAL SCIENCE	1	0.54%
Other residence	5	2.60%	1007: BUSINESS AND HUMAN RESOURCES	1	0.54%
Total	192	100.00%	1008: BIOLOGY	18	9.73%
No Response	5		1009: BIOPSYCHOLOGY	10	5.41%
			1010: BEHAVIORAL SCIENCE AND HUMAN RESOURCES	3	1.62%
Residence Classification			1011: BUSINESS ADMINISTRATION	17	9.19%
	N	%	1012: CHEMISTRY	1	0.54%
In-state	114	60.32%	1013: COMMUNICATION AND RHETORIC STUDIES	15	8.11%
Out-of-state	58	30.69%	1015: ECONOMICS	4	2.16%
International (not U.S. citizen)	17	8.99%	1016: ENGLISH	20	10.81%
Total	189	100.00%	1017: ENGINEERING - DUAL DEGREE	10	5.41%
No Response	8		1019: FRENCH	1	0.54%
			1020: HISTORY	2	1.08%
Disabilities			1021: INTERNATIONAL STUDIES	5	2.70%
	N	%	1023: INDIVIDUALLY PLANNED MAJOR	5	2.70%
Yes - Disability	16	8.42%	1024: JAPANESE	1	0.54%
No - Disability	174	91.58%	1025: MATHEMATICS	3	1.62%
Total	190	100.00%	1027: PHILOSOPHY	6	3.24%
No Response	7		1028: PHYSICS	1	0.54%
			1029: POLITICS	8	4.32%
Institution Was My			1030: PSYCHOLOGY	23	12.43%
	N	%	1031: ART - STUDIO ART	1	0.54%
1st choice	97	50.79%	1032: SOCIOLOGY	7	3.78%
2nd choice	63	32.98%			
3rd choice or lower	31	16.23%			
Total	191	100.00%			
No Response	6				

Demographics

1034: SOCIOLOGY W/ SOCIAL WRK CONCEN	1	0.54%	
1035: THEATRE	6	3.24%	
Total	185	100.00%	
No Response	12		

Strategic Planning Overview

Strengths and Challenges

Strengths

- 68. Nearly all of the faculty are knowledgeable in their field.
- 58. The quality of instruction I receive in most of my classes is excellent.
- 39. I am able to experience intellectual growth here.
- 16. The instruction in my major field is excellent.
- 55. Major requirements are clear and reasonable.
- 33. My academic advisor is knowledgeable about requirements in my major.
- 6. My academic advisor is approachable.
- 65. Faculty are usually available after class and during office hours.
- 14. My academic advisor is concerned about my success as an individual.
- 51. This institution has a good reputation within the community.

Challenges

- 66. Tuition paid is a worthwhile investment.
- 69. There is a good variety of courses provided on this campus.
- 36. Security staff respond quickly in emergencies.
- 34. I am able to register for classes I need with few conflicts.
- 12. Financial aid awards are announced to students in time to be helpful in college planning.
- 29. It is an enjoyable experience to be a student on this campus.
- 47. Faculty provide timely feedback about student progress in a course.
- 59. This institution shows concern for students as individuals.
- 67. Freedom of expression is protected on campus.
- 73. Student activities fees are put to good use.
- 23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)
- 38. There is an adequate selection of food available in the cafeteria.
- 5. Financial aid counselors are helpful.
- 48. Admissions counselors accurately portray the campus in their recruiting practices.

Strategic Planning Overview

Benchmarks

Higher Satisfaction vs. National Four-Year Privates

- 68. Nearly all of the faculty are knowledgeable in their field.
- 33. My academic advisor is knowledgeable about requirements in my major.
- 65. Faculty are usually available after class and during office hours.
- 17. Adequate financial aid is available for most students.

Lower Satisfaction vs. National Four-Year Privates

- 69. There is a good variety of courses provided on this campus.
- 36. Security staff respond quickly in emergencies.
- 7. The campus is safe and secure for all students.
- 29. It is an enjoyable experience to be a student on this campus.
- 59. This institution shows concern for students as individuals.
- 67. Freedom of expression is protected on campus.
- 61. Adjunct faculty are competent as classroom instructors.
- 72. On the whole, the campus is well-maintained.
- 5. Financial aid counselors are helpful.

Higher Importance vs. National Four-Year Privates

- 58. The quality of instruction I receive in most of my classes is excellent.
- 39. I am able to experience intellectual growth here.
- 36. Security staff respond quickly in emergencies.
- 12. Financial aid awards are announced to students in time to be helpful in college planning.
- 67. Freedom of expression is protected on campus.
- 73. Student activities fees are put to good use.
- 23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)
- 61. Adjunct faculty are competent as classroom instructors.
- 63. Student disciplinary procedures are fair.
- 38. There is an adequate selection of food available in the cafeteria.

Institutional Summary
Scales: In Order of Importance

	Oglethorpe University - SSI			National Four-Year Privates			Mean Difference
Scale	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Instructional Effectiveness	6.50	5.53 / 0.99	0.97	6.39	5.51 / 1.06	0.88	0.02
Academic Advising	6.39	5.70 / 1.20	0.69	6.36	5.52 / 1.28	0.84	0.18 *
Recruitment and Financial Aid	6.29	5.14 / 1.36	1.15	6.23	5.13 / 1.25	1.10	0.01
Campus Climate	6.28	5.21 / 1.09	1.07	6.23	5.35 / 1.11	0.88	-0.14
Student Centeredness	6.27	5.22 / 1.20	1.05	6.26	5.43 / 1.19	0.83	-0.21 *
Concern for the Individual	6.25	5.31 / 1.11	0.94	6.22	5.34 / 1.18	0.88	-0.03
Registration Effectiveness	6.25	5.30 / 1.16	0.95	6.22	5.19 / 1.18	1.03	0.11
Safety and Security	6.25	4.59 / 1.31	1.66	6.21	5.04 / 1.28	1.17	-0.45 ***
Service Excellence	6.11	5.08 / 1.09	1.03	6.08	5.24 / 1.11	0.84	-0.16 *
Campus Support Services	5.97	5.51 / 0.99	0.46	6.08	5.48 / 1.04	0.60	0.03
Campus Life	5.91	5.10 / 1.01	0.81	5.82	5.01 / 1.16	0.81	0.09
Responsiveness to Diverse Populations		5.08 / 1.29			5.29 / 1.38		-0.21

National Group Means are based on 249985 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

	Oglethorpe University - SSI			National Four-Year Privates			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
68. Nearly all of the faculty are knowledgeable in their field.	6.71	6.12 / 1.07	0.59	6.56	5.86 / 1.29	0.70	0.26 **
58. The quality of instruction I receive in most of my classes is excellent.	6.70	5.70 / 1.34	1.00	6.52	5.55 / 1.38	0.97	0.15
39. I am able to experience intellectual growth here.	6.68	5.73 / 1.48	0.95	6.48	5.68 / 1.37	0.80	0.05
8. The content of the courses within my major is valuable.	6.67	5.61 / 1.44	1.06	6.61	5.67 / 1.33	0.94	-0.06
16. The instruction in my major field is excellent.	6.66	5.64 / 1.47	1.02	6.59	5.65 / 1.36	0.94	-0.01
66. Tuition paid is a worthwhile investment.	6.61	4.97 / 1.70	1.64	6.49	4.90 / 1.75	1.59	0.07
55. Major requirements are clear and reasonable.	6.59	5.74 / 1.34	0.85	6.44	5.60 / 1.40	0.84	0.14
69. There is a good variety of courses provided on this campus.	6.57	5.19 / 1.57	1.38	6.43	5.45 / 1.51	0.98	-0.26 *
36. Security staff respond quickly in emergencies.	6.56	4.11 / 1.89	2.45	6.34	5.24 / 1.59	1.10	-1.13 ***
34. I am able to register for classes I need with few conflicts.	6.55	4.97 / 1.76	1.58	6.52	5.15 / 1.74	1.37	-0.18
91. Financial aid as factor in decision to enroll.	6.54			6.25			
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.53	5.08 / 1.79	1.45	6.27	5.01 / 1.67	1.26	0.07
7. The campus is safe and secure for all students.	6.51	5.39 / 1.45	1.12	6.45	5.73 / 1.38	0.72	-0.34 ***

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Institutional Summary
Items: In Order of Importance

	Oglethorpe University - SSI			National Four-Year Privates			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
33. My academic advisor is knowledgeable about requirements in my major.	6.49	5.98 / 1.39	0.51	6.51	5.71 / 1.55	0.80	0.27 *
41. There is a commitment to academic excellence on this campus.	6.49	5.49 / 1.62	1.00	6.38	5.54 / 1.43	0.84	-0.05
6. My academic advisor is approachable.	6.48	5.92 / 1.44	0.56	6.43	5.72 / 1.55	0.71	0.20
29. It is an enjoyable experience to be a student on this campus.	6.48	5.18 / 1.63	1.30	6.44	5.44 / 1.55	1.00	-0.26 *
47. Faculty provide timely feedback about student progress in a course.	6.47	5.17 / 1.57	1.30	6.35	5.21 / 1.52	1.14	-0.04
65. Faculty are usually available after class and during office hours.	6.47	6.08 / 1.17	0.39	6.34	5.70 / 1.35	0.64	0.38 ***
59. This institution shows concern for students as individuals.	6.45	5.10 / 1.67	1.35	6.37	5.36 / 1.56	1.01	-0.26 *
17. Adequate financial aid is available for most students.	6.44	5.21 / 1.56	1.23	6.41	4.93 / 1.68	1.48	0.28 *
67. Freedom of expression is protected on campus.	6.42	5.08 / 2.00	1.34	6.25	5.44 / 1.53	0.81	-0.36 **
73. Student activities fees are put to good use.	6.41	4.82 / 1.77	1.59	6.12	4.76 / 1.72	1.36	0.06
25. Faculty are fair and unbiased in their treatment of individual students.	6.39	5.43 / 1.45	0.96	6.40	5.34 / 1.51	1.06	0.09
2. The campus staff are caring and helpful.	6.36	5.43 / 1.40	0.93	6.37	5.56 / 1.36	0.81	-0.13

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National Group Means are based on 249985 records.

Institutional Summary
Items: In Order of Importance

	Oglethorpe University - SSI			National Four-Year Privates			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.36	4.57 / 1.73	1.79	6.09	4.74 / 1.73	1.35	-0.17
61. Adjunct faculty are competent as classroom instructors.	6.36	5.10 / 1.78	1.26	6.20	5.41 / 1.44	0.79	-0.31 **
63. Student disciplinary procedures are fair.	6.36	5.38 / 1.70	0.98	6.12	5.28 / 1.56	0.84	0.10
90. Cost as factor in decision to enroll.	6.35			6.09			
45. Students are made to feel welcome on this campus.	6.34	5.51 / 1.47	0.83	6.34	5.60 / 1.44	0.74	-0.09
72. On the whole, the campus is well-maintained.	6.34	5.55 / 1.48	0.79	6.32	5.75 / 1.38	0.57	-0.20 *
14. My academic advisor is concerned about my success as an individual.	6.32	5.65 / 1.49	0.67	6.33	5.49 / 1.59	0.84	0.16
51. This institution has a good reputation within the community.	6.31	5.77 / 1.30	0.54	6.26	5.60 / 1.49	0.66	0.17
5. Financial aid counselors are helpful.	6.30	4.84 / 1.77	1.46	6.29	5.12 / 1.66	1.17	-0.28 *
38. There is an adequate selection of food available in the cafeteria.	6.30	4.27 / 1.69	2.03	6.03	4.26 / 1.93	1.77	0.01
92. Academic reputation as factor in decision to enroll.	6.30			6.17			
27. The personnel involved in registration are helpful.	6.29	5.53 / 1.53	0.76	6.25	5.44 / 1.46	0.81	0.09
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.29	4.89 / 1.79	1.40	6.14	5.10 / 1.66	1.04	-0.21

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Institutional Summary
Items: In Order of Importance

	Oglethorpe University - SSI			National Four-Year Privates			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
35. The assessment and course placement procedures are reasonable.	6.28	5.35 / 1.48	0.93	6.23	5.36 / 1.44	0.87	-0.01
3. Faculty care about me as an individual.	6.27	5.52 / 1.48	0.75	6.25	5.49 / 1.40	0.76	0.03
49. There are adequate services to help me decide upon a career.	6.26	5.27 / 1.52	0.99	6.28	5.27 / 1.54	1.01	0.00
71. Channels for expressing student complaints are readily available.	6.25	4.24 / 1.85	2.01	6.09	4.86 / 1.69	1.23	-0.62 ***
44. Academic support services adequately meet the needs of students.	6.23	5.38 / 1.42	0.85	6.15	5.35 / 1.42	0.80	0.03
50. Class change (drop/add) policies are reasonable.	6.23	5.76 / 1.41	0.47	6.15	5.40 / 1.54	0.75	0.36 **
53. Faculty take into consideration student differences as they teach a course.	6.23	5.21 / 1.46	1.02	6.21	5.19 / 1.52	1.02	0.02
52. The student center is a comfortable place for students to spend their leisure time.	6.21	6.06 / 1.33	0.15	5.92	5.13 / 1.67	0.79	0.93 ***
4. Admissions staff are knowledgeable.	6.17	5.44 / 1.56	0.73	6.22	5.38 / 1.48	0.84	0.06
57. I seldom get the "run-around" when seeking information on this campus.	6.16	4.55 / 1.87	1.61	6.16	4.85 / 1.78	1.31	-0.30 *
62. There is a strong commitment to racial harmony on this campus.	6.16	5.66 / 1.45	0.50	6.04	5.57 / 1.44	0.47	0.09
11. Billing policies are reasonable.	6.15	4.77 / 1.65	1.38	6.16	4.71 / 1.68	1.45	0.06

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*** Difference statistically significant at the .001 level

Institutional Summary
Items: In Order of Importance

	Oglethorpe University - SSI			National Four-Year Privates			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
70. Graduate teaching assistants are competent as classroom instructors.	6.14	4.90 / 1.64	1.24	6.03	5.28 / 1.45	0.75	-0.38 *
46. I can easily get involved in campus organizations.	6.08	5.77 / 1.42	0.31	5.90	5.38 / 1.51	0.52	0.39 ***
22. Counseling staff care about students as individuals.	6.07	5.25 / 1.56	0.82	6.06	5.24 / 1.49	0.82	0.01
10. Administrators are approachable to students.	6.06	4.99 / 1.76	1.07	6.04	5.32 / 1.42	0.72	-0.33 **
26. Computer labs are adequate and accessible.	6.05	4.99 / 1.65	1.06	6.28	5.41 / 1.56	0.87	-0.42 ***
15. The staff in the health services area are competent.	6.04	3.76 / 1.99	2.28	5.97	5.06 / 1.62	0.91	-1.30 ***
19. My academic advisor helps me set goals to work toward.	6.04	5.22 / 1.63	0.82	6.08	5.09 / 1.69	0.99	0.13
60. I generally know what's happening on campus.	6.04	5.32 / 1.60	0.72	5.96	5.18 / 1.57	0.78	0.14
40. Residence hall regulations are reasonable.	6.03	5.52 / 1.40	0.51	5.91	4.91 / 1.71	1.00	0.61 ***
64. New student orientation services help students adjust to college.	6.03	5.40 / 1.58	0.63	6.02	5.30 / 1.57	0.72	0.10
20. The business office is open during hours which are convenient for most students.	6.01	5.52 / 1.39	0.49	5.99	5.28 / 1.45	0.71	0.24 *
28. Parking lots are well-lighted and secure.	6.01	5.05 / 1.50	0.96	6.07	5.13 / 1.64	0.94	-0.08
18. Library resources and services are adequate.	5.99	5.78 / 1.14	0.21	6.14	5.57 / 1.34	0.57	0.21 *
1. Most students feel a sense of belonging here.	5.95	5.10 / 1.38	0.85	5.98	5.28 / 1.45	0.70	-0.18

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National Group Means are based on 249985 records.

Institutional Summary
Items: In Order of Importance

	Oglethorpe University - SSI			National Four-Year Privates			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
37. I feel a sense of pride about my campus.	5.95	5.08 / 1.71	0.87	5.95	5.22 / 1.63	0.73	-0.14
43. Admissions counselors respond to prospective students' unique needs and requests.	5.95	5.38 / 1.52	0.57	6.05	5.29 / 1.49	0.76	0.09
30. Residence hall staff are concerned about me as an individual.	5.92	4.76 / 1.80	1.16	5.78	5.02 / 1.66	0.76	-0.26
32. Tutoring services are readily available.	5.90	5.73 / 1.31	0.17	6.02	5.57 / 1.43	0.45	0.16
93. Size of institution as factor in decision to enroll.	5.90			5.49			
21. The amount of student parking space on campus is adequate.	5.89	3.67 / 2.06	2.22	5.98	3.99 / 2.06	1.99	-0.32 *
96. Geographic setting as factor in decision to enroll.	5.84			5.50			
54. Bookstore staff are helpful.	5.73	5.43 / 1.49	0.30	5.89	5.51 / 1.48	0.38	-0.08
97. Campus appearance as factor in decision to enroll.	5.71			5.53			
98. Personalized attention prior to enrollment as factor in decision to enroll.	5.70			5.72			
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.68	5.71 / 1.34	-0.03	5.58	5.39 / 1.58	0.19	0.32 *
56. The student handbook provides helpful information about campus life.	5.68	5.25 / 1.53	0.43	5.69	5.24 / 1.49	0.45	0.01
13. Library staff are helpful and approachable.	5.65	5.95 / 1.13	-0.30	5.80	5.69 / 1.32	0.11	0.26 **

* 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 249985 records.

Institutional Summary
Items: In Order of Importance

	Oglethorpe 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.	5.38	4.78 / 1.71	0.60	5.50	4.61 / 1.74	0.89	0.17
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	4.93	4.12 / 1.65	0.81	5.25	4.47 / 1.82	0.78	-0.35 *
9. A variety of intramural activities are offered.	4.79	4.94 / 1.42	-0.15	5.09	4.98 / 1.57	0.11	-0.04
95. Recommendations from family/friends as factor in decision to enroll.	4.46			4.89			
94. Opportunity to play sports as factor in decision to enroll.	3.44			3.68			
74. Campus item 1							
75. Campus item 2							
76. Campus item 3							
77. Campus item 4							
78. Campus item 5							
79. Campus item 6							
80. Campus item 7							
81. Campus item 8							
82. Campus item 9							
83. Campus item 10							

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

Institutional Summary
Items: In Order of Importance

	Oglethorpe University - SSI			National Four-Year Privates			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
84. Institution's commitment to part-time students?		4.99 / 1.39			5.24 / 1.48		-0.25
85. Institution's commitment to evening students?		5.11 / 1.36			5.26 / 1.51		-0.15
86. Institution's commitment to older, returning learners?		5.22 / 1.44			5.39 / 1.46		-0.17
87. Institution's commitment to under-represented populations?		5.38 / 1.45			5.30 / 1.47		0.08
88. Institution's commitment to commuters?		4.86 / 1.58			5.11 / 1.65		-0.25
89. Institution's commitment to students with disabilities?		4.96 / 1.56			5.44 / 1.48		-0.48 ***

National Group Means are based on 249985 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

	Oglethorpe University - SSI			National Four-Year Privates			Mean Difference
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC ADVISING	6.39	5.70 / 1.20	0.69	6.36	5.52 / 1.28	0.84	0.18 *
6. My academic advisor is approachable.	6.48	5.92 / 1.44	0.56	6.43	5.72 / 1.55	0.71	0.20
14. My academic advisor is concerned about my success as an individual.	6.32	5.65 / 1.49	0.67	6.33	5.49 / 1.59	0.84	0.16
19. My academic advisor helps me set goals to work toward.	6.04	5.22 / 1.63	0.82	6.08	5.09 / 1.69	0.99	0.13
33. My academic advisor is knowledgeable about requirements in my major.	6.49	5.98 / 1.39	0.51	6.51	5.71 / 1.55	0.80	0.27 *
55. Major requirements are clear and reasonable.	6.59	5.74 / 1.34	0.85	6.44	5.60 / 1.40	0.84	0.14

National Group Means are based on 249985 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	Oglethorpe University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS CLIMATE	6.28	5.21 / 1.09	1.07	6.23	5.35 / 1.11	0.88	-0.14
1. Most students feel a sense of belonging here.	5.95	5.10 / 1.38	0.85	5.98	5.28 / 1.45	0.70	-0.18
2. The campus staff are caring and helpful.	6.36	5.43 / 1.40	0.93	6.37	5.56 / 1.36	0.81	-0.13
3. Faculty care about me as an individual.	6.27	5.52 / 1.48	0.75	6.25	5.49 / 1.40	0.76	0.03
7. The campus is safe and secure for all students.	6.51	5.39 / 1.45	1.12	6.45	5.73 / 1.38	0.72	-0.34 ***
10. Administrators are approachable to students.	6.06	4.99 / 1.76	1.07	6.04	5.32 / 1.42	0.72	-0.33 **
29. It is an enjoyable experience to be a student on this campus.	6.48	5.18 / 1.63	1.30	6.44	5.44 / 1.55	1.00	-0.26 *
37. I feel a sense of pride about my campus.	5.95	5.08 / 1.71	0.87	5.95	5.22 / 1.63	0.73	-0.14
41. There is a commitment to academic excellence on this campus.	6.49	5.49 / 1.62	1.00	6.38	5.54 / 1.43	0.84	-0.05
45. Students are made to feel welcome on this campus.	6.34	5.51 / 1.47	0.83	6.34	5.60 / 1.44	0.74	-0.09
51. This institution has a good reputation within the community.	6.31	5.77 / 1.30	0.54	6.26	5.60 / 1.49	0.66	0.17
57. I seldom get the "run-around" when seeking information on this campus.	6.16	4.55 / 1.87	1.61	6.16	4.85 / 1.78	1.31	-0.30 *
59. This institution shows concern for students as individuals.	6.45	5.10 / 1.67	1.35	6.37	5.36 / 1.56	1.01	-0.26 *
60. I generally know what's happening on campus.	6.04	5.32 / 1.60	0.72	5.96	5.18 / 1.57	0.78	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 249985 records.

Institutional Summary

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

	Oglethorpe 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.	6.16	5.66 / 1.45	0.50	6.04	5.57 / 1.44	0.47	0.09
66. Tuition paid is a worthwhile investment.	6.61	4.97 / 1.70	1.64	6.49	4.90 / 1.75	1.59	0.07
67. Freedom of expression is protected on campus.	6.42	5.08 / 2.00	1.34	6.25	5.44 / 1.53	0.81	-0.36 **
71. Channels for expressing student complaints are readily available.	6.25	4.24 / 1.85	2.01	6.09	4.86 / 1.69	1.23	-0.62 ***

National Group Means are based on 249985 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	Oglethorpe University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS LIFE	5.91	5.10 / 1.01	0.81	5.82	5.01 / 1.16	0.81	0.09
9. A variety of intramural activities are offered.	4.79	4.94 / 1.42	-0.15	5.09	4.98 / 1.57	0.11	-0.04
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.36	4.57 / 1.73	1.79	6.09	4.74 / 1.73	1.35	-0.17
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	4.93	4.12 / 1.65	0.81	5.25	4.47 / 1.82	0.78	-0.35 *
30. Residence hall staff are concerned about me as an individual.	5.92	4.76 / 1.80	1.16	5.78	5.02 / 1.66	0.76	-0.26
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.68	5.71 / 1.34	-0.03	5.58	5.39 / 1.58	0.19	0.32 *
38. There is an adequate selection of food available in the cafeteria.	6.30	4.27 / 1.69	2.03	6.03	4.26 / 1.93	1.77	0.01
40. Residence hall regulations are reasonable.	6.03	5.52 / 1.40	0.51	5.91	4.91 / 1.71	1.00	0.61 ***
42. There are a sufficient number of weekend activities for students.	5.38	4.78 / 1.71	0.60	5.50	4.61 / 1.74	0.89	0.17
46. I can easily get involved in campus organizations.	6.08	5.77 / 1.42	0.31	5.90	5.38 / 1.51	0.52	0.39 ***
52. The student center is a comfortable place for students to spend their leisure time.	6.21	6.06 / 1.33	0.15	5.92	5.13 / 1.67	0.79	0.93 ***
56. The student handbook provides helpful information about campus life.	5.68	5.25 / 1.53	0.43	5.69	5.24 / 1.49	0.45	0.01
63. Student disciplinary procedures are fair.	6.36	5.38 / 1.70	0.98	6.12	5.28 / 1.56	0.84	0.10

* Difference statistically significant at the .05 level

** Difference statistically significant at the .01 level

*** Difference statistically significant at the .001 level

National Group Means are based on 249985 records.

Institutional Summary

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

	Oglethorpe 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.	6.03	5.40 / 1.58	0.63	6.02	5.30 / 1.57	0.72	0.10
67. Freedom of expression is protected on campus.	6.42	5.08 / 2.00	1.34	6.25	5.44 / 1.53	0.81	-0.36 **
73. Student activities fees are put to good use.	6.41	4.82 / 1.77	1.59	6.12	4.76 / 1.72	1.36	0.06

National Group Means are based on 249985 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 Support Services

Scale/Item	Oglethorpe University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS SUPPORT SERVICES	5.97	5.51 / 0.99	0.46	6.08	5.48 / 1.04	0.60	0.03
13. Library staff are helpful and approachable.	5.65	5.95 / 1.13	-0.30	5.80	5.69 / 1.32	0.11	0.26 **
18. Library resources and services are adequate.	5.99	5.78 / 1.14	0.21	6.14	5.57 / 1.34	0.57	0.21 *
26. Computer labs are adequate and accessible.	6.05	4.99 / 1.65	1.06	6.28	5.41 / 1.56	0.87	-0.42 ***
32. Tutoring services are readily available.	5.90	5.73 / 1.31	0.17	6.02	5.57 / 1.43	0.45	0.16
44. Academic support services adequately meet the needs of students.	6.23	5.38 / 1.42	0.85	6.15	5.35 / 1.42	0.80	0.03
49. There are adequate services to help me decide upon a career.	6.26	5.27 / 1.52	0.99	6.28	5.27 / 1.54	1.01	0.00
54. Bookstore staff are helpful.	5.73	5.43 / 1.49	0.30	5.89	5.51 / 1.48	0.38	-0.08

National Group Means are based on 249985 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

Scale/Item	Oglethorpe University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CONCERN FOR THE INDIVIDUAL	6.25	5.31 / 1.11	0.94	6.22	5.34 / 1.18	0.88	-0.03
3. Faculty care about me as an individual.	6.27	5.52 / 1.48	0.75	6.25	5.49 / 1.40	0.76	0.03
14. My academic advisor is concerned about my success as an individual.	6.32	5.65 / 1.49	0.67	6.33	5.49 / 1.59	0.84	0.16
22. Counseling staff care about students as individuals.	6.07	5.25 / 1.56	0.82	6.06	5.24 / 1.49	0.82	0.01
25. Faculty are fair and unbiased in their treatment of individual students.	6.39	5.43 / 1.45	0.96	6.40	5.34 / 1.51	1.06	0.09
30. Residence hall staff are concerned about me as an individual.	5.92	4.76 / 1.80	1.16	5.78	5.02 / 1.66	0.76	-0.26
59. This institution shows concern for students as individuals.	6.45	5.10 / 1.67	1.35	6.37	5.36 / 1.56	1.01	-0.26 *

National Group Means are based on 249985 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	Oglethorpe University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTRUCTIONAL EFFECTIVENESS	6.50	5.53 / 0.99	0.97	6.39	5.51 / 1.06	0.88	0.02
3. Faculty care about me as an individual.	6.27	5.52 / 1.48	0.75	6.25	5.49 / 1.40	0.76	0.03
8. The content of the courses within my major is valuable.	6.67	5.61 / 1.44	1.06	6.61	5.67 / 1.33	0.94	-0.06
16. The instruction in my major field is excellent.	6.66	5.64 / 1.47	1.02	6.59	5.65 / 1.36	0.94	-0.01
25. Faculty are fair and unbiased in their treatment of individual students.	6.39	5.43 / 1.45	0.96	6.40	5.34 / 1.51	1.06	0.09
39. I am able to experience intellectual growth here.	6.68	5.73 / 1.48	0.95	6.48	5.68 / 1.37	0.80	0.05
41. There is a commitment to academic excellence on this campus.	6.49	5.49 / 1.62	1.00	6.38	5.54 / 1.43	0.84	-0.05
47. Faculty provide timely feedback about student progress in a course.	6.47	5.17 / 1.57	1.30	6.35	5.21 / 1.52	1.14	-0.04
53. Faculty take into consideration student differences as they teach a course.	6.23	5.21 / 1.46	1.02	6.21	5.19 / 1.52	1.02	0.02
58. The quality of instruction I receive in most of my classes is excellent.	6.70	5.70 / 1.34	1.00	6.52	5.55 / 1.38	0.97	0.15
61. Adjunct faculty are competent as classroom instructors.	6.36	5.10 / 1.78	1.26	6.20	5.41 / 1.44	0.79	-0.31 **
65. Faculty are usually available after class and during office hours.	6.47	6.08 / 1.17	0.39	6.34	5.70 / 1.35	0.64	0.38 ***

National Group Means are based on 249985 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	Oglethorpe University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
68. Nearly all of the faculty are knowledgeable in their field.	6.71	6.12 / 1.07	0.59	6.56	5.86 / 1.29	0.70	0.26 **
69. There is a good variety of courses provided on this campus.	6.57	5.19 / 1.57	1.38	6.43	5.45 / 1.51	0.98	-0.26 *
70. Graduate teaching assistants are competent as classroom instructors.	6.14	4.90 / 1.64	1.24	6.03	5.28 / 1.45	0.75	-0.38 *

National Group Means are based on 249985 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

	Oglethorpe University - SSI			National Four-Year Privates			Mean Difference
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
RECRUITMENT AND FINANCIAL AID	6.29	5.14 / 1.36	1.15	6.23	5.13 / 1.25	1.10	0.01
4. Admissions staff are knowledgeable.	6.17	5.44 / 1.56	0.73	6.22	5.38 / 1.48	0.84	0.06
5. Financial aid counselors are helpful.	6.30	4.84 / 1.77	1.46	6.29	5.12 / 1.66	1.17	-0.28 *
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.53	5.08 / 1.79	1.45	6.27	5.01 / 1.67	1.26	0.07
17. Adequate financial aid is available for most students.	6.44	5.21 / 1.56	1.23	6.41	4.93 / 1.68	1.48	0.28 *
43. Admissions counselors respond to prospective students' unique needs and requests.	5.95	5.38 / 1.52	0.57	6.05	5.29 / 1.49	0.76	0.09
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.29	4.89 / 1.79	1.40	6.14	5.10 / 1.66	1.04	-0.21

National Group Means are based on 249985 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

	Oglethorpe University - SSI			National Four-Year Privates			Mean Difference
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
REGISTRATION EFFECTIVENESS	6.25	5.30 / 1.16	0.95	6.22	5.19 / 1.18	1.03	0.11
11. Billing policies are reasonable.	6.15	4.77 / 1.65	1.38	6.16	4.71 / 1.68	1.45	0.06
20. The business office is open during hours which are convenient for most students.	6.01	5.52 / 1.39	0.49	5.99	5.28 / 1.45	0.71	0.24 *
27. The personnel involved in registration are helpful.	6.29	5.53 / 1.53	0.76	6.25	5.44 / 1.46	0.81	0.09
34. I am able to register for classes I need with few conflicts.	6.55	4.97 / 1.76	1.58	6.52	5.15 / 1.74	1.37	-0.18
50. Class change (drop/add) policies are reasonable.	6.23	5.76 / 1.41	0.47	6.15	5.40 / 1.54	0.75	0.36 **

National Group Means are based on 249985 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

	Oglethorpe University - SSI			National Four-Year Privates			Mean Difference
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
RESPONSIVENESS TO DIVERSE POPULATIONS		5.08 / 1.29			5.29 / 1.38		-0.21
84. Institution's commitment to part-time students?		4.99 / 1.39			5.24 / 1.48		-0.25
85. Institution's commitment to evening students?		5.11 / 1.36			5.26 / 1.51		-0.15
86. Institution's commitment to older, returning learners?		5.22 / 1.44			5.39 / 1.46		-0.17
87. Institution's commitment to under-represented populations?		5.38 / 1.45			5.30 / 1.47		0.08
88. Institution's commitment to commuters?		4.86 / 1.58			5.11 / 1.65		-0.25
89. Institution's commitment to students with disabilities?		4.96 / 1.56			5.44 / 1.48		-0.48 ***

National Group Means are based on 249985 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	Oglethorpe University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SAFETY AND SECURITY	6.25	4.59 / 1.31	1.66	6.21	5.04 / 1.28	1.17	-0.45 ***
7. The campus is safe and secure for all students.	6.51	5.39 / 1.45	1.12	6.45	5.73 / 1.38	0.72	-0.34 ***
21. The amount of student parking space on campus is adequate.	5.89	3.67 / 2.06	2.22	5.98	3.99 / 2.06	1.99	-0.32 *
28. Parking lots are well-lighted and secure.	6.01	5.05 / 1.50	0.96	6.07	5.13 / 1.64	0.94	-0.08
36. Security staff respond quickly in emergencies.	6.56	4.11 / 1.89	2.45	6.34	5.24 / 1.59	1.10	-1.13 ***

National Group Means are based on 249985 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	Oglethorpe University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SERVICE EXCELLENCE	6.11	5.08 / 1.09	1.03	6.08	5.24 / 1.11	0.84	-0.16 *
2. The campus staff are caring and helpful.	6.36	5.43 / 1.40	0.93	6.37	5.56 / 1.36	0.81	-0.13
13. Library staff are helpful and approachable.	5.65	5.95 / 1.13	-0.30	5.80	5.69 / 1.32	0.11	0.26 **
15. The staff in the health services area are competent.	6.04	3.76 / 1.99	2.28	5.97	5.06 / 1.62	0.91	-1.30 ***
22. Counseling staff care about students as individuals.	6.07	5.25 / 1.56	0.82	6.06	5.24 / 1.49	0.82	0.01
27. The personnel involved in registration are helpful.	6.29	5.53 / 1.53	0.76	6.25	5.44 / 1.46	0.81	0.09
57. I seldom get the "run-around" when seeking information on this campus.	6.16	4.55 / 1.87	1.61	6.16	4.85 / 1.78	1.31	-0.30 *
60. I generally know what's happening on campus.	6.04	5.32 / 1.60	0.72	5.96	5.18 / 1.57	0.78	0.14
71. Channels for expressing student complaints are readily available.	6.25	4.24 / 1.85	2.01	6.09	4.86 / 1.69	1.23	-0.62 ***

National Group Means are based on 249985 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	Oglethorpe University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
STUDENT CENTEREDNESS	6.27	5.22 / 1.20	1.05	6.26	5.43 / 1.19	0.83	-0.21 *
1. Most students feel a sense of belonging here.	5.95	5.10 / 1.38	0.85	5.98	5.28 / 1.45	0.70	-0.18
2. The campus staff are caring and helpful.	6.36	5.43 / 1.40	0.93	6.37	5.56 / 1.36	0.81	-0.13
10. Administrators are approachable to students.	6.06	4.99 / 1.76	1.07	6.04	5.32 / 1.42	0.72	-0.33 **
29. It is an enjoyable experience to be a student on this campus.	6.48	5.18 / 1.63	1.30	6.44	5.44 / 1.55	1.00	-0.26 *
45. Students are made to feel welcome on this campus.	6.34	5.51 / 1.47	0.83	6.34	5.60 / 1.44	0.74	-0.09
59. This institution shows concern for students as individuals.	6.45	5.10 / 1.67	1.35	6.37	5.36 / 1.56	1.01	-0.26 *

National Group Means are based on 249985 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

	Oglethorpe 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.	5.95	5.10 / 1.38	0.85	5.98	5.28 / 1.45	0.70	-0.18
2. The campus staff are caring and helpful.	6.36	5.43 / 1.40	0.93	6.37	5.56 / 1.36	0.81	-0.13
3. Faculty care about me as an individual.	6.27	5.52 / 1.48	0.75	6.25	5.49 / 1.40	0.76	0.03
4. Admissions staff are knowledgeable.	6.17	5.44 / 1.56	0.73	6.22	5.38 / 1.48	0.84	0.06
5. Financial aid counselors are helpful.	6.30	4.84 / 1.77	1.46	6.29	5.12 / 1.66	1.17	-0.28 *
6. My academic advisor is approachable.	6.48	5.92 / 1.44	0.56	6.43	5.72 / 1.55	0.71	0.20
7. The campus is safe and secure for all students.	6.51	5.39 / 1.45	1.12	6.45	5.73 / 1.38	0.72	-0.34 ***
8. The content of the courses within my major is valuable.	6.67	5.61 / 1.44	1.06	6.61	5.67 / 1.33	0.94	-0.06
9. A variety of intramural activities are offered.	4.79	4.94 / 1.42	-0.15	5.09	4.98 / 1.57	0.11	-0.04
10. Administrators are approachable to students.	6.06	4.99 / 1.76	1.07	6.04	5.32 / 1.42	0.72	-0.33 **
11. Billing policies are reasonable.	6.15	4.77 / 1.65	1.38	6.16	4.71 / 1.68	1.45	0.06
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.53	5.08 / 1.79	1.45	6.27	5.01 / 1.67	1.26	0.07
13. Library staff are helpful and approachable.	5.65	5.95 / 1.13	-0.30	5.80	5.69 / 1.32	0.11	0.26 **
14. My academic advisor is concerned about my success as an individual.	6.32	5.65 / 1.49	0.67	6.33	5.49 / 1.59	0.84	0.16
15. The staff in the health services area are competent.	6.04	3.76 / 1.99	2.28	5.97	5.06 / 1.62	0.91	-1.30 ***

* 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 249985 records.

Institutional Summary
Items: In Sequential Order

	Oglethorpe 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	5.64 / 1.47	1.02	6.59	5.65 / 1.36	0.94	-0.01
17. Adequate financial aid is available for most students.	6.44	5.21 / 1.56	1.23	6.41	4.93 / 1.68	1.48	0.28 *
18. Library resources and services are adequate.	5.99	5.78 / 1.14	0.21	6.14	5.57 / 1.34	0.57	0.21 *
19. My academic advisor helps me set goals to work toward.	6.04	5.22 / 1.63	0.82	6.08	5.09 / 1.69	0.99	0.13
20. The business office is open during hours which are convenient for most students.	6.01	5.52 / 1.39	0.49	5.99	5.28 / 1.45	0.71	0.24 *
21. The amount of student parking space on campus is adequate.	5.89	3.67 / 2.06	2.22	5.98	3.99 / 2.06	1.99	-0.32 *
22. Counseling staff care about students as individuals.	6.07	5.25 / 1.56	0.82	6.06	5.24 / 1.49	0.82	0.01
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.36	4.57 / 1.73	1.79	6.09	4.74 / 1.73	1.35	-0.17
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	4.93	4.12 / 1.65	0.81	5.25	4.47 / 1.82	0.78	-0.35 *
25. Faculty are fair and unbiased in their treatment of individual students.	6.39	5.43 / 1.45	0.96	6.40	5.34 / 1.51	1.06	0.09
26. Computer labs are adequate and accessible.	6.05	4.99 / 1.65	1.06	6.28	5.41 / 1.56	0.87	-0.42 ***
27. The personnel involved in registration are helpful.	6.29	5.53 / 1.53	0.76	6.25	5.44 / 1.46	0.81	0.09
28. Parking lots are well-lighted and secure.	6.01	5.05 / 1.50	0.96	6.07	5.13 / 1.64	0.94	-0.08

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Institutional Summary
Items: In Sequential Order

	Oglethorpe 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.	6.48	5.18 / 1.63	1.30	6.44	5.44 / 1.55	1.00	-0.26 *
30. Residence hall staff are concerned about me as an individual.	5.92	4.76 / 1.80	1.16	5.78	5.02 / 1.66	0.76	-0.26
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.68	5.71 / 1.34	-0.03	5.58	5.39 / 1.58	0.19	0.32 *
32. Tutoring services are readily available.	5.90	5.73 / 1.31	0.17	6.02	5.57 / 1.43	0.45	0.16
33. My academic advisor is knowledgeable about requirements in my major.	6.49	5.98 / 1.39	0.51	6.51	5.71 / 1.55	0.80	0.27 *
34. I am able to register for classes I need with few conflicts.	6.55	4.97 / 1.76	1.58	6.52	5.15 / 1.74	1.37	-0.18
35. The assessment and course placement procedures are reasonable.	6.28	5.35 / 1.48	0.93	6.23	5.36 / 1.44	0.87	-0.01
36. Security staff respond quickly in emergencies.	6.56	4.11 / 1.89	2.45	6.34	5.24 / 1.59	1.10	-1.13 ***
37. I feel a sense of pride about my campus.	5.95	5.08 / 1.71	0.87	5.95	5.22 / 1.63	0.73	-0.14
38. There is an adequate selection of food available in the cafeteria.	6.30	4.27 / 1.69	2.03	6.03	4.26 / 1.93	1.77	0.01
39. I am able to experience intellectual growth here.	6.68	5.73 / 1.48	0.95	6.48	5.68 / 1.37	0.80	0.05
40. Residence hall regulations are reasonable.	6.03	5.52 / 1.40	0.51	5.91	4.91 / 1.71	1.00	0.61 ***
41. There is a commitment to academic excellence on this campus.	6.49	5.49 / 1.62	1.00	6.38	5.54 / 1.43	0.84	-0.05

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Institutional Summary
Items: In Sequential Order

	Oglethorpe 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.	5.38	4.78 / 1.71	0.60	5.50	4.61 / 1.74	0.89	0.17
43. Admissions counselors respond to prospective students' unique needs and requests.	5.95	5.38 / 1.52	0.57	6.05	5.29 / 1.49	0.76	0.09
44. Academic support services adequately meet the needs of students.	6.23	5.38 / 1.42	0.85	6.15	5.35 / 1.42	0.80	0.03
45. Students are made to feel welcome on this campus.	6.34	5.51 / 1.47	0.83	6.34	5.60 / 1.44	0.74	-0.09
46. I can easily get involved in campus organizations.	6.08	5.77 / 1.42	0.31	5.90	5.38 / 1.51	0.52	0.39 ***
47. Faculty provide timely feedback about student progress in a course.	6.47	5.17 / 1.57	1.30	6.35	5.21 / 1.52	1.14	-0.04
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.29	4.89 / 1.79	1.40	6.14	5.10 / 1.66	1.04	-0.21
49. There are adequate services to help me decide upon a career.	6.26	5.27 / 1.52	0.99	6.28	5.27 / 1.54	1.01	0.00
50. Class change (drop/add) policies are reasonable.	6.23	5.76 / 1.41	0.47	6.15	5.40 / 1.54	0.75	0.36 **
51. This institution has a good reputation within the community.	6.31	5.77 / 1.30	0.54	6.26	5.60 / 1.49	0.66	0.17
52. The student center is a comfortable place for students to spend their leisure time.	6.21	6.06 / 1.33	0.15	5.92	5.13 / 1.67	0.79	0.93 ***
53. Faculty take into consideration student differences as they teach a course.	6.23	5.21 / 1.46	1.02	6.21	5.19 / 1.52	1.02	0.02

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Institutional Summary
Items: In Sequential Order

	Oglethorpe University - SSI			National Four-Year Privates			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
54. Bookstore staff are helpful.	5.73	5.43 / 1.49	0.30	5.89	5.51 / 1.48	0.38	-0.08
55. Major requirements are clear and reasonable.	6.59	5.74 / 1.34	0.85	6.44	5.60 / 1.40	0.84	0.14
56. The student handbook provides helpful information about campus life.	5.68	5.25 / 1.53	0.43	5.69	5.24 / 1.49	0.45	0.01
57. I seldom get the "run-around" when seeking information on this campus.	6.16	4.55 / 1.87	1.61	6.16	4.85 / 1.78	1.31	-0.30 *
58. The quality of instruction I receive in most of my classes is excellent.	6.70	5.70 / 1.34	1.00	6.52	5.55 / 1.38	0.97	0.15
59. This institution shows concern for students as individuals.	6.45	5.10 / 1.67	1.35	6.37	5.36 / 1.56	1.01	-0.26 *
60. I generally know what's happening on campus.	6.04	5.32 / 1.60	0.72	5.96	5.18 / 1.57	0.78	0.14
61. Adjunct faculty are competent as classroom instructors.	6.36	5.10 / 1.78	1.26	6.20	5.41 / 1.44	0.79	-0.31 **
62. There is a strong commitment to racial harmony on this campus.	6.16	5.66 / 1.45	0.50	6.04	5.57 / 1.44	0.47	0.09
63. Student disciplinary procedures are fair.	6.36	5.38 / 1.70	0.98	6.12	5.28 / 1.56	0.84	0.10
64. New student orientation services help students adjust to college.	6.03	5.40 / 1.58	0.63	6.02	5.30 / 1.57	0.72	0.10
65. Faculty are usually available after class and during office hours.	6.47	6.08 / 1.17	0.39	6.34	5.70 / 1.35	0.64	0.38 ***
66. Tuition paid is a worthwhile investment.	6.61	4.97 / 1.70	1.64	6.49	4.90 / 1.75	1.59	0.07

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Institutional Summary
Items: In Sequential Order

	Oglethorpe 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.	6.42	5.08 / 2.00	1.34	6.25	5.44 / 1.53	0.81	-0.36 **
68. Nearly all of the faculty are knowledgeable in their field.	6.71	6.12 / 1.07	0.59	6.56	5.86 / 1.29	0.70	0.26 **
69. There is a good variety of courses provided on this campus.	6.57	5.19 / 1.57	1.38	6.43	5.45 / 1.51	0.98	-0.26 *
70. Graduate teaching assistants are competent as classroom instructors.	6.14	4.90 / 1.64	1.24	6.03	5.28 / 1.45	0.75	-0.38 *
71. Channels for expressing student complaints are readily available.	6.25	4.24 / 1.85	2.01	6.09	4.86 / 1.69	1.23	-0.62 ***
72. On the whole, the campus is well-maintained.	6.34	5.55 / 1.48	0.79	6.32	5.75 / 1.38	0.57	-0.20 *
73. Student activities fees are put to good use.	6.41	4.82 / 1.77	1.59	6.12	4.76 / 1.72	1.36	0.06
74. Campus item 1							
75. Campus item 2							
76. Campus item 3							
77. Campus item 4							
78. Campus item 5							
79. Campus item 6							
80. Campus item 7							
81. Campus item 8							

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Institutional Summary
Items: In Sequential Order

Item	Oglethorpe University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
82. Campus item 9							
83. Campus item 10							
84. Institution's commitment to part-time students?		4.99 / 1.39			5.24 / 1.48		-0.25
85. Institution's commitment to evening students?		5.11 / 1.36			5.26 / 1.51		-0.15
86. Institution's commitment to older, returning learners?		5.22 / 1.44			5.39 / 1.46		-0.17
87. Institution's commitment to under-represented populations?		5.38 / 1.45			5.30 / 1.47		0.08
88. Institution's commitment to commuters?		4.86 / 1.58			5.11 / 1.65		-0.25
89. Institution's commitment to students with disabilities?		4.96 / 1.56			5.44 / 1.48		-0.48 ***
90. Cost as factor in decision to enroll.	6.35			6.09			
91. Financial aid as factor in decision to enroll.	6.54			6.25			
92. Academic reputation as factor in decision to enroll.	6.30			6.17			
93. Size of institution as factor in decision to enroll.	5.90			5.49			
94. Opportunity to play sports as factor in decision to enroll.	3.44			3.68			
95. Recommendations from family/friends as factor in decision to enroll.	4.46			4.89			

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Institutional Summary
Items: In Sequential Order

	Oglethorpe University - SSI			National Four-Year Privates			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
96. Geographic setting as factor in decision to enroll.	5.84			5.50			
97. Campus appearance as factor in decision to enroll.	5.71			5.53			
98. Personalized attention prior to enrollment as factor in decision to enroll.	5.70			5.72			

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Institutional Summary
Summary Items

Summary Item	Oglethorpe 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: 4.50 4% 4% 14% 29% 22% 15% 10%	Average: 4.62 2% 2% 12% 32% 24% 13% 12%	-0.12
Rate your overall satisfaction with your experience here thus far. 1=Not satisfied at all 2=Not very satisfied 3=Somewhat dissatisfied 4=Neutral 5=Somewhat satisfied 6=Satisfied 7=Very satisfied	Average: 5.17 3% 4% 7% 9% 24% 35% 15%	Average: 5.27 1% 4% 8% 10% 17% 37% 19%	-0.10
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: 5.09 4% 11% 6% 10% 13% 24% 29%	Average: 5.21 4% 8% 7% 10% 11% 26% 31%	-0.12