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Demographics

Employment			Did you transfer to UMD after attending another school after high school graduation? Indicate most recent		
	N	%		N	%
Full-time off campus	53	5.69 %	Yes, transferred from a community co	125	12.44 %
Part-time off campus	359	38.52 %	Yes, transferred from a 4-year college	72	7.16 %
Full-time on campus	23	2.47 %	No	808	80.40 %
Part-time on campus	169	18.13 %	Campus item - Answer 4	0	0.00 %
Not employed	328	35.19 %	Campus item - Answer 5	0	0.00 %
Total	932	100.00 %	Campus item - Answer 6	0	0.00 %
No Answer	78		Total	1005	100.00 %
			No Answer	5	
Current Residence			Group Code		
	N	%		N	%
Residence hall	433	43.08 %	0041: Labovitz School of Business &	193	19.22 %
Fraternity / Sorority	3	0.30 %	0048: College of Education & Human	254	25.30 %
Own house	127	12.64 %	0049: College of Arts, Humanities, an	203	20.22 %
Rent room or apt off campus	382	38.01 %	0050: Swenson College of Science & I	354	35.26 %
Parent's home	39	3.88 %	Total	1004	100.00 %
Other residence	21	2.09 %			
Total	1005	100.00 %			
No Answer	5				
Residence Classification					
	N	%			
In-state	912	90.75 %			
Out-of-state	86	8.56 %			
International (not U.S. citizen)	7	0.70 %			
Total	1005	100.00 %			
No Answer	5				
Disabilities					
	N	%			
Yes - Disability	109	10.88 %			
No - Disability	893	89.12 %			
Total	1002	100.00 %			
No Answer	8				
Institution Was My					
	N	%			
1st choice	702	69.85 %			
2nd choice	244	24.28 %			
3rd choice or lower	59	5.87 %			
Total	1005	100.00 %			
No Answer	5				

Strategic Planning Overview

Strengths and Challenges

Strengths

- 7 The campus is safe and secure for all students.
- 68 Nearly all of the faculty are knowledgeable in their field.
- 33 My academic advisor is knowledgeable about requirements in my major.
- 39 I am able to experience intellectual growth here.
- 36 Security staff respond quickly in emergencies.
- 78 Campus item: I have access to the courses and guidance required to graduate in four years.
- 6 My academic advisor is approachable.
- 69 There is a good variety of courses provided on this campus.
- 65 Faculty are usually available after class and during office hours.
- 72 On the whole, the campus is well-maintained.
- 70 Graduate teaching assistants are competent as classroom instructors.
- 32 Tutoring services are readily available.

Challenges

- 8 The content of the courses within my major is valuable.
- 16 The instruction in my major field is excellent.
- 34 I am able to register for classes I need with few conflicts.
- 58 The quality of instruction I receive in most of my classes is excellent.
- 29 It is an enjoyable experience to be a student on this campus.
- 66 Tuition paid is a worthwhile investment.
- 17 Adequate financial aid is available for most students.
- 75 Campus item: Processes associated with transferring credits to UMD meet the needs of students.
- 12 Financial aid awards are announced to students in time to be helpful in college planning.
- 23 Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)
- 83 Campus item: The city of Duluth is safe and welcoming to students.
- 47 Faculty provide timely feedback about student progress in a course.
- 5 Financial aid counselors are helpful.
- 59 This institution shows concern for students as individuals.
- 53 Faculty take into consideration student differences as they teach a course.

Strategic Planning Overview

Benchmarks

Lower Satisfaction vs. National Four-Year Publics

- 32 Tutoring services are readily available.
- 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.
- 59 This institution shows concern for students as individuals.
- 62 There is a strong commitment to racial harmony on this campus.
- 5 Financial aid counselors are helpful.
- 44 Academic support services adequately meet the needs of students.
- 14 My academic advisor is concerned about my success as an individual.
- 35 The assessment and course placement procedures are reasonable.
- 22 Counseling staff care about students as individuals.
- 47 Faculty provide timely feedback about student progress in a course.
- 67 Freedom of expression is protected on campus.
- 12 Financial aid awards are announced to students in time to be helpful in college planning.
- 23 Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)
- 45 Students are made to feel welcome on this campus.
- 65 Faculty are usually available after class and during office hours.
- 72 On the whole, the campus is well-maintained.
- 4 Admissions staff are knowledgeable.
- 15 The staff in the health services area are competent.
- 2 The campus staff are caring and helpful.
- 25 Faculty are fair and unbiased in their treatment of individual students.
- 17 Adequate financial aid is available for most students.
- 29 It is an enjoyable experience to be a student on this campus.
- 66 Tuition paid is a worthwhile investment.
- 69 There is a good variety of courses provided on this campus.
- 6 My academic advisor is approachable.
- 36 Security staff respond quickly in emergencies.
- 55 Major requirements are clear and reasonable.
- 58 The quality of instruction I receive in most of my classes is excellent.

- 39 I am able to experience intellectual growth here.
- 34 I am able to register for classes I need with few conflicts.
- 16 The instruction in my major field is excellent.
- 33 My academic advisor is knowledgeable about requirements in my major.
- 8 The content of the courses within my major is valuable.
- 68 Nearly all of the faculty are knowledgeable in their field.

Institutional Summary

Scale: In Order of Importance

Scale	University of Minnesota Duluth - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Instructional Effectiveness	6.28	5.39 / 1.04	0.89	6.43	5.68 / 1.09	0.75	-0.29***
Academic Advising	6.27	5.35 / 1.38	0.92	6.45	5.76 / 1.32	0.69	-0.41***
Safety and Security	6.21	4.70 / 1.30	1.51	6.32	5.02 / 1.37	1.30	-0.32***
Student Centeredness	6.20	5.18 / 1.17	1.02	6.30	5.57 / 1.21	0.73	-0.39***
Recruitment and Financial Aid	6.19	5.12 / 1.21	1.07	6.31	5.38 / 1.28	0.93	-0.26***
Registration Effectiveness	6.13	5.16 / 1.19	0.97	6.30	5.51 / 1.22	0.79	-0.35***
Campus Climate	6.11	5.16 / 1.08	0.95	6.29	5.57 / 1.13	0.72	-0.41***
Concern for the Individual	6.09	5.09 / 1.20	1.00	6.30	5.51 / 1.22	0.79	-0.42***
Service Excellence	6.04	5.23 / 1.12	0.81	6.24	5.54 / 1.16	0.70	-0.31***
Campus Support Services	5.99	5.65 / 0.95	0.34	6.27	5.88 / 1.02	0.39	-0.23***
Campus Life	5.85	5.11 / 1.08	0.74	6.06	5.47 / 1.20	0.59	-0.36***
Responsiveness to Diverse Populations		5.18 / 1.30			5.62 / 1.40		-0.44***

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

Institutional Summary

Item: In Order of Importance

Item	University of Minnesota Duluth - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
7. The campus is safe and secure for all students.	6.58	5.70 / 1.31	0.88	6.55	5.75 / 1.39	0.80	-0.05
8. The content of the courses within my major is valuable.	6.50	5.37 / 1.40	1.13	6.57	5.71 / 1.39	0.86	-0.34***
68. Nearly all of the faculty are knowledgeable in their field.	6.50	5.83 / 1.29	0.67	6.59	6.02 / 1.24	0.57	-0.19***
16. The instruction in my major field is excellent.	6.49	5.37 / 1.36	1.12	6.57	5.73 / 1.39	0.84	-0.36***
33. My academic advisor is knowledgeable about requirements in my major.	6.49	5.71 / 1.61	0.78	6.60	5.96 / 1.52	0.64	-0.25***
34. I am able to register for classes I need with few conflicts.	6.48	5.14 / 1.68	1.34	6.54	5.47 / 1.69	1.07	-0.33***
39. I am able to experience intellectual growth here.	6.45	5.67 / 1.23	0.78	6.54	5.95 / 1.30	0.59	-0.28***
55. Major requirements are clear and reasonable.	6.43	5.46 / 1.42	0.97	6.52	5.78 / 1.41	0.74	-0.32***
58. The quality of instruction I receive in most of my classes is excellent.	6.43	5.15 / 1.40	1.28	6.54	5.60 / 1.42	0.94	-0.45***
36. Security staff respond quickly in emergencies.	6.42	5.65 / 1.35	0.77	6.54	5.83 / 1.42	0.71	-0.18**
78. Campus item: I have access to the courses and guidance required to graduate in four years.	6.41	5.61 / 1.51	0.80				
6. My academic advisor is approachable.	6.40	5.53 / 1.74	0.87	6.51	5.90 / 1.57	0.61	-0.37***

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

Institutional Summary

Item: In Order of Importance

Item	University of Minnesota Duluth - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
69. There is a good variety of courses provided on this campus.	6.37	5.7 / 1.37	0.67	6.49	5.85 / 1.40	0.64	-0.15**
29. It is an enjoyable experience to be a student on this campus.	6.35	5.27 / 1.51	1.08	6.43	5.67 / 1.51	0.76	-0.4***
66. Tuition paid is a worthwhile investment.	6.35	4.40 / 1.70	1.95	6.46	5.31 / 1.69	1.15	-0.91***
17. Adequate financial aid is available for most students.	6.33	4.66 / 1.64	1.67	6.38	5.10 / 1.72	1.28	-0.44***
25. Faculty are fair and unbiased in their treatment of individual students.	6.32	5.3 / 1.45	1.02	6.43	5.54 / 1.53	0.89	-0.24***
75. Campus item: Processes associated with transferring credits to UMD meet the needs of students.	6.30	5.22 / 1.63	1.08				
2. The campus staff are caring and helpful.	6.29	5.44 / 1.25	0.85	6.37	5.61 / 1.36	0.76	-0.17***
76. Campus item: Internships or practical experiences are provided in my degree program.	6.28	5.43 / 1.57	0.85				
4. Admissions staff are knowledgeable.	6.27	5.42 / 1.44	0.85	6.31	5.55 / 1.47	0.76	-0.13*
15. The staff in the health services area are competent.	6.27	5.49 / 1.57	0.78	6.35	5.76 / 1.43	0.59	-0.27***
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.26	5.11 / 1.54	1.15	6.34	5.23 / 1.70	1.11	-0.12*
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.26	4.72 / 1.61	1.54	6.26	5.04 / 1.71	1.22	-0.32***

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

Institutional Summary

Item: In Order of Importance

Item	University of Minnesota Duluth - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
45. Students are made to feel welcome on this campus.	6.26	5.44 / 1.42	0.82	6.41	5.82 / 1.41	0.59	-0.38***
65. Faculty are usually available after class and during office hours.	6.26	5.80 / 1.29	0.46	6.41	5.96 / 1.29	0.45	-0.16***
72. On the whole, the campus is well-maintained.	6.26	5.67 / 1.34	0.59	6.42	6.00 / 1.30	0.42	-0.33***
67. Freedom of expression is protected on campus.	6.25	5.36 / 1.57	0.89	6.37	5.84 / 1.43	0.53	-0.48***
83. Campus item: The city of Duluth is safe and welcoming to students.	6.25	5.12 / 1.56	1.13				
22. Counseling staff care about students as individuals.	6.23	5.41 / 1.50	0.82	6.33	5.63 / 1.51	0.70	-0.22***
47. Faculty provide timely feedback about student progress in a course.	6.23	5.08 / 1.38	1.15	6.40	5.32 / 1.58	1.08	-0.24***
35. The assessment and course placement procedures are reasonable.	6.21	5.37 / 1.39	0.84	6.33	5.68 / 1.42	0.65	-0.31***
14. My academic advisor is concerned about my success as an individual.	6.19	5.20 / 1.73	0.99	6.41	5.71 / 1.63	0.70	-0.51***
5. Financial aid counselors are helpful.	6.18	5.11 / 1.57	1.07	6.30	5.27 / 1.70	1.03	-0.16*
44. Academic support services adequately meet the needs of students.	6.18	5.43 / 1.33	0.75	6.34	5.72 / 1.38	0.62	-0.29***
70. Graduate teaching assistants are competent as classroom instructors.	6.18	5.57 / 1.37	0.61	6.30	5.64 / 1.49	0.66	-0.07

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

Institutional Summary

Item: In Order of Importance

Item	University of Minnesota Duluth - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
59. This institution shows concern for students as individuals.	6.17	4.84 / 1.61	1.33	6.37	5.46 / 1.60	0.91	-0.62***
62. There is a strong commitment to racial harmony on this campus.	6.17	5.33 / 1.53	0.84	6.30	5.80 / 1.45	0.50	-0.47***
53. Faculty take into consideration student differences as they teach a course.	6.16	4.95 / 1.61	1.21	6.24	5.25 / 1.64	0.99	-0.3***
27. The personnel involved in registration are helpful.	6.15	5.35 / 1.49	0.80	6.35	5.71 / 1.44	0.64	-0.36***
90. Cost as factor in decision to enroll.	6.15			6.3			
32. Tutoring services are readily available.	6.14	5.75 / 1.31	0.39	6.36	5.92 / 1.37	0.44	-0.17***
49. There are adequate services to help me decide upon a career.	6.14	5.15 / 1.47	0.99	6.33	5.54 / 1.55	0.79	-0.39***
31. Males and females have equal opportunities to participate in intercollegiate athletics.	6.12	5.63 / 1.42	0.49	6.18	5.98 / 1.35	0.2	-0.35***
74. Campus item: Resources were readily available to help in my decision to attend/transfer to UMD.	6.12	5.47 / 1.43	0.65				
50. Class change (drop/add) policies are reasonable.	6.11	5.58 / 1.48	0.53	6.31	5.82 / 1.45	0.49	-0.24***
91. Financial aid as factor in decision to enroll.	6.11			6.26			
18. Library resources and services are adequate.	6.10	5.90 / 1.11	0.20	6.33	6.06 / 1.17	0.27	-0.16***

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

Institutional Summary

Item: In Order of Importance

Item	University of Minnesota Duluth - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
11. Billing policies are reasonable.	6.09	4.57 / 1.62	1.52	6.15	4.99 / 1.70	1.16	-0.42***
41. There is a commitment to academic excellence on this campus.	6.09	5.39 / 1.35	0.70	6.43	5.80 / 1.35	0.63	-0.41***
1. Most students feel a sense of belonging here.	6.08	4.99 / 1.35	1.09	6.1	5.42 / 1.40	0.68	-0.43***
51. This institution has a good reputation within the community.	6.08	5.81 / 1.25	0.27	6.34	5.97 / 1.35	0.37	-0.16***
63. Student disciplinary procedures are fair.	6.08	5.34 / 1.51	0.74	6.34	5.82 / 1.42	0.52	-0.48***
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.06	5.14 / 1.49	0.92	6.24	5.56 / 1.51	0.68	-0.42***
43. Admissions counselors respond to prospective students' unique needs and requests.	6.04	5.31 / 1.46	0.73	6.25	5.63 / 1.47	0.62	-0.32***
10. Administrators are approachable to students.	6.03	5.12 / 1.40	0.91	6.15	5.43 / 1.49	0.72	-0.31***
71. Channels for expressing student complaints are readily available.	6.00	4.59 / 1.71	1.41	6.22	5.19 / 1.75	1.03	-0.6***
38. There is an adequate selection of food available in the cafeteria.	5.99	3.81 / 1.91	2.18	6.11	4.84 / 1.87	1.27	-1.03***
61. Adjunct faculty are competent as classroom instructors.	5.98	5.34 / 1.36	0.64	6.31	5.69 / 1.41	0.62	-0.35***
73. Student activities fees are put to good use.	5.98	4.39 / 1.74	1.59	6.22	4.96 / 1.83	1.26	-0.57***

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

Institutional Summary

Item: In Order of Importance

Item	University of Minnesota Duluth - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
79. Campus item: There are sufficient informal opportunities to meet other students.	5.98	5.26 / 1.49	0.72				
28. Parking lots are well-lighted and secure.	5.96	5.00 / 1.62	0.96	6.22	5.20 / 1.67	1.02	-0.2***
82. Campus item: I would describe UMD as a fun place to attend college.	5.96	5.27 / 1.56	0.69				
21. The amount of student parking space on campus is adequate.	5.95	3.00 / 1.79	2.95	6.01	3.61 / 2.08	2.4	-0.61***
3. Faculty care about me as an individual.	5.94	5.02 / 1.44	0.92	6.15	5.40 / 1.49	0.75	-0.38***
46. I can easily get involved in campus organizations.	5.93	5.62 / 1.40	0.31	6.13	5.73 / 1.50	0.4	-0.11*
64. New student orientation services help students adjust to college.	5.93	4.97 / 1.66	0.96	6.18	5.49 / 1.65	0.69	-0.52***
80. Campus item: I would describe the public spaces on the UMD campus as promoting a fun, vibrant, and inviting environment.	5.92	5.34 / 1.46	0.58				
52. The student center is a comfortable place for students to spend their leisure time.	5.87	5.72 / 1.37	0.15	6.11	5.79 / 1.43	0.32	-0.07
40. Residence hall regulations are reasonable.	5.86	5.15 / 1.55	0.71	6.13	5.48 / 1.58	0.65	-0.33***
54. Bookstore staff are helpful.	5.84	5.85 / 1.27	-0.01	6.08	5.89 / 1.38	0.19	-0.04
19. My academic advisor helps me set goals to work toward.	5.83	4.79 / 1.88	1.04	6.21	5.43 / 1.76	0.78	-0.64***

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

Institutional Summary

Item: In Order of Importance

Item	University of Minnesota Duluth - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
57. I seldom get the "run-around" when seeking information on this campus.	5.83	4.95 / 1.65	0.88	6.18	5.19 / 1.76	0.99	-0.24***
13. Library staff are helpful and approachable.	5.82	5.90 / 1.14	-0.08	6.11	6.03 / 1.24	0.08	-0.13**
96. Geographic setting as factor in decision to enroll.	5.79			5.64			
20. The business office is open during hours which are convenient for most students.	5.75	5.30 / 1.40	0.45	6.14	5.61 / 1.43	0.53	-0.31***
77. Campus item: My academic program offers sufficient opportunities to enroll in online courses.	5.74	5.02 / 1.66	0.72				
92. Academic reputation as factor in decision to enroll.	5.74			6.06			
60. I generally know what's happening on campus.	5.69	4.80 / 1.62	0.89	5.97	5.26 / 1.65	0.71	-0.46***
26. Computer labs are adequate and accessible.	5.68	5.50 / 1.40	0.18	6.33	5.98 / 1.32	0.35	-0.48***
30. Residence hall staff are concerned about me as an individual.	5.65	4.79 / 1.74	0.86	6	5.26 / 1.70	0.74	-0.47***
93. Size of institution as factor in decision to enroll.	5.62			5.45			
37. I feel a sense of pride about my campus.	5.59	5.09 / 1.56	0.50	6.05	5.61 / 1.58	0.44	-0.52***
56. The student handbook provides helpful information about campus life.	5.49	5.15 / 1.56	0.34	5.93	5.63 / 1.50	0.3	-0.48***

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

Institutional Summary

Item: In Order of Importance

Item	University of Minnesota Duluth - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
9. A variety of intramural activities are offered.	5.45	5.82 / 1.21	-0.37	5.58	5.67 / 1.41	-0.09	0.15**
97. Campus appearance as factor in decision to enroll.	5.44			5.49			
42. There are a sufficient number of weekend activities for students.	5.41	4.74 / 1.67	0.67	5.7	5.02 / 1.77	0.68	-0.28***
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.39	5.32 / 1.47	0.07	5.59	5.26 / 1.71	0.33	0.06
98. Personalized attention prior to enrollment as factor in decision to enroll.	5.13			5.49			
81. Campus item: UMD's social media is engaging to students.	5.02	5.11 / 1.55	-0.09				
95. Recommendations from family/friends as factor in decision to enroll.	4.82			5.07			
94. Opportunity to play sports as factor in decision to enroll.	3.93			3.99			
84. Institution's commitment to part-time students?		5.23 / 1.47			5.65 / 1.48		-0.42***
85. Institution's commitment to evening students?		5.15 / 1.42			5.54 / 1.54		-0.39***
86. Institution's commitment to older, returning learners?		5.32 / 1.43			5.72 / 1.50		-0.4***
87. Institution's commitment to under-represented populations?		5.17 / 1.49			5.66 / 1.50		-0.49***
88. Institution's commitment to commuters?		4.96 / 1.59			5.35 / 1.69		-0.39***
89. Institution's commitment to students with disabilities?		5.33 / 1.50			5.84 / 1.42		-0.51***

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

Institutional Summary

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

Scale/Item	University of Minnesota Duluth - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTRUCTIONAL EFFECTIVENESS	6.28	5.39 / 1.04	0.89	6.43	5.68 / 1.09	0.75	-0.29***
3. Faculty care about me as an individual.	5.94	5.02 / 1.44	0.92	6.15	5.40 / 1.49	0.75	-0.38***
8. The content of the courses within my major is valuable.	6.50	5.37 / 1.40	1.13	6.57	5.71 / 1.39	0.86	-0.34***
16. The instruction in my major field is excellent.	6.49	5.37 / 1.36	1.12	6.57	5.73 / 1.39	0.84	-0.36***
25. Faculty are fair and unbiased in their treatment of individual students.	6.32	5.30 / 1.45	1.02	6.43	5.54 / 1.53	0.89	-0.24***
39. I am able to experience intellectual growth here.	6.45	5.67 / 1.23	0.78	6.54	5.95 / 1.30	0.59	-0.28***
41. There is a commitment to academic excellence on this campus.	6.09	5.39 / 1.35	0.70	6.43	5.80 / 1.35	0.63	-0.41***
47. Faculty provide timely feedback about student progress in a course.	6.23	5.08 / 1.38	1.15	6.40	5.32 / 1.58	1.08	-0.24***
53. Faculty take into consideration student differences as they teach a course.	6.16	4.95 / 1.61	1.21	6.24	5.25 / 1.64	0.99	-0.3***
58. The quality of instruction I receive in most of my classes is excellent.	6.43	5.15 / 1.40	1.28	6.54	5.60 / 1.42	0.94	-0.45***
61. Adjunct faculty are competent as classroom instructors.	5.98	5.34 / 1.36	0.64	6.31	5.69 / 1.41	0.62	-0.35***
65. Faculty are usually available after class and during office hours.	6.26	5.80 / 1.29	0.46	6.41	5.96 / 1.29	0.45	-0.16***
68. Nearly all of the faculty are knowledgeable in their field.	6.50	5.83 / 1.29	0.67	6.59	6.02 / 1.24	0.57	-0.19***
69. There is a good variety of courses provided on this campus.	6.37	5.70 / 1.37	0.67	6.49	5.85 / 1.40	0.64	-0.15**
70. Graduate teaching assistants are competent as classroom instructors.	6.18	5.57 / 1.37	0.61	6.30	5.64 / 1.49	0.66	-0.07

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

Institutional Summary

Scale: In Order with Items That Make Up the Scale - Academic Advising

Scale/Item	University of Minnesota Duluth - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC ADVISING	6.27	5.35 / 1.38	0.92	6.45	5.76 / 1.32	0.69	-0.41***
6. My academic advisor is approachable.	6.40	5.53 / 1.74	0.87	6.51	5.90 / 1.57	0.61	-0.37***
14. My academic advisor is concerned about my success as an individual.	6.19	5.20 / 1.73	0.99	6.41	5.71 / 1.63	0.70	-0.51***
19. My academic advisor helps me set goals to work toward.	5.83	4.79 / 1.88	1.04	6.21	5.43 / 1.76	0.78	-0.64***
33. My academic advisor is knowledgeable about requirements in my major.	6.49	5.71 / 1.61	0.78	6.60	5.96 / 1.52	0.64	-0.25***
55. Major requirements are clear and reasonable.	6.43	5.46 / 1.42	0.97	6.52	5.78 / 1.41	0.74	-0.32***

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

Institutional Summary

Scale: In Order with Items That Make Up the Scale – Safety and Security

Scale/Item	University of Minnesota Duluth - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SAFETY AND SECURITY	6.21	4.70 / 1.30	1.51	6.32	5.02 / 1.37	1.30	-0.32***
7. The campus is safe and secure for all students.	6.58	5.70 / 1.31	0.88	6.55	5.75 / 1.39	0.80	-0.05
21. The amount of student parking space on campus is adequate.	5.95	3.00 / 1.79	2.95	6.01	3.61 / 2.08	2.40	-0.61***
28. Parking lots are well-lighted and secure.	5.96	5.00 / 1.62	0.96	6.22	5.20 / 1.67	1.02	-0.2***
36. Security staff respond quickly in emergencies.	6.42	5.65 / 1.35	0.77	6.54	5.83 / 1.42	0.71	-0.18**

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

Institutional Summary

Scale: In Order with Items That Make Up the Scale – Student Centeredness

Scale/Item	University of Minnesota Duluth - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
STUDENT CENTEREDNESS	6.20	5.18 / 1.17	1.02	6.30	5.57 / 1.21	0.73	-0.39***
1. Most students feel a sense of belonging here.	6.08	4.99 / 1.35	1.09	6.10	5.42 / 1.40	0.68	-0.43***
2. The campus staff are caring and helpful.	6.29	5.44 / 1.25	0.85	6.37	5.61 / 1.36	0.76	-0.17***
10. Administrators are approachable to students.	6.03	5.12 / 1.40	0.91	6.15	5.43 / 1.49	0.72	-0.31***
29. It is an enjoyable experience to be a student on this campus.	6.35	5.27 / 1.51	1.08	6.43	5.67 / 1.51	0.76	-0.4***
45. Students are made to feel welcome on this campus.	6.26	5.44 / 1.42	0.82	6.41	5.82 / 1.41	0.59	-0.38***
59. This institution shows concern for students as individuals.	6.17	4.84 / 1.61	1.33	6.37	5.46 / 1.60	0.91	-0.62***

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

Institutional Summary

Scale: In Order with Items That Make Up the Scale – Recruitment and Financial Aid

Scale/Item	University of Minnesota Duluth - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
RECRUITMENT AND FINANCIAL AID	6.19	5.12 / 1.21	1.07	6.31	5.38 / 1.28	0.93	-0.26***
4. Admissions staff are knowledgeable.	6.27	5.42 / 1.44	0.85	6.31	5.55 / 1.47	0.76	-0.13*
5. Financial aid counselors are helpful.	6.18	5.11 / 1.57	1.07	6.30	5.27 / 1.70	1.03	-0.16*
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.26	5.11 / 1.54	1.15	6.34	5.23 / 1.70	1.11	-0.12*
17. Adequate financial aid is available for most students.	6.33	4.66 / 1.64	1.67	6.38	5.10 / 1.72	1.28	-0.44***
43. Admissions counselors respond to prospective students' unique needs and requests.	6.04	5.31 / 1.46	0.73	6.25	5.63 / 1.47	0.62	-0.32***
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.06	5.14 / 1.49	0.92	6.24	5.56 / 1.51	0.68	-0.42***

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

Institutional Summary

Scale: In Order with Items That Make Up the Scale – Registration Effectiveness

Scale/Item	University of Minnesota Duluth - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
REGISTRATION EFFECTIVENESS	6.13	5.16 / 1.19	0.97	6.30	5.51 / 1.22	0.79	-0.35***
11. Billing policies are reasonable.	6.09	4.57 / 1.62	1.52	6.15	4.99 / 1.70	1.16	-0.42***
20. The business office is open during hours which are convenient for most students.	5.75	5.30 / 1.40	0.45	6.14	5.61 / 1.43	0.53	-0.31***
27. The personnel involved in registration are helpful.	6.15	5.35 / 1.49	0.80	6.35	5.71 / 1.44	0.64	-0.36***
34. I am able to register for classes I need with few conflicts.	6.48	5.14 / 1.68	1.34	6.54	5.47 / 1.69	1.07	-0.33***
50. Class change (drop/add) policies are reasonable.	6.11	5.58 / 1.48	0.53	6.31	5.82 / 1.45	0.49	-0.24***

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

Institutional Summary

Scale: In Order with Items That Make Up the Scale – Campus Climate

Scale/Item	University of Minnesota Duluth - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS CLIMATE	6.11	5.16 / 1.08	0.95	6.29	5.57 / 1.13	0.72	-0.41***
1. Most students feel a sense of belonging here.	6.08	4.99 / 1.35	1.09	6.10	5.42 / 1.40	0.68	-0.43***
2. The campus staff are caring and helpful.	6.29	5.44 / 1.25	0.85	6.37	5.61 / 1.36	0.76	-0.17***
3. Faculty care about me as an individual.	5.94	5.02 / 1.44	0.92	6.15	5.40 / 1.49	0.75	-0.38***
7. The campus is safe and secure for all students.	6.58	5.70 / 1.31	0.88	6.55	5.75 / 1.39	0.80	-0.05
10. Administrators are approachable to students.	6.03	5.12 / 1.40	0.91	6.15	5.43 / 1.49	0.72	-0.31***
29. It is an enjoyable experience to be a student on this campus.	6.35	5.27 / 1.51	1.08	6.43	5.67 / 1.51	0.76	-0.4***
37. I feel a sense of pride about my campus.	5.59	5.09 / 1.56	0.50	6.05	5.61 / 1.58	0.44	-0.52***
41. There is a commitment to academic excellence on this campus.	6.09	5.39 / 1.35	0.70	6.43	5.80 / 1.35	0.63	-0.41***
45. Students are made to feel welcome on this campus.	6.26	5.44 / 1.42	0.82	6.41	5.82 / 1.41	0.59	-0.38***
51. This institution has a good reputation within the community.	6.08	5.81 / 1.25	0.27	6.34	5.97 / 1.35	0.37	-0.16***
57. I seldom get the "run-around" when seeking information on this campus.	5.83	4.95 / 1.65	0.88	6.18	5.19 / 1.76	0.99	-0.24***
59. This institution shows concern for students as individuals.	6.17	4.84 / 1.61	1.33	6.37	5.46 / 1.60	0.91	-0.62***

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

Institutional Summary

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

Scale/Item	University of Minnesota Duluth - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS CLIMATE	6.11	5.16 / 1.08	0.95	6.29	5.57 / 1.13	0.72	-0.41***
60. I generally know what's happening on campus.	5.69	4.80 / 1.62	0.89	5.97	5.26 / 1.65	0.71	-0.46***
62. There is a strong commitment to racial harmony on this campus.	6.17	5.33 / 1.53	0.84	6.30	5.80 / 1.45	0.50	-0.47***
66. Tuition paid is a worthwhile investment.	6.35	4.40 / 1.70	1.95	6.46	5.31 / 1.69	1.15	-0.91***
67. Freedom of expression is protected on campus.	6.25	5.36 / 1.57	0.89	6.37	5.84 / 1.43	0.53	-0.48***
71. Channels for expressing student complaints are readily available.	6.00	4.59 / 1.71	1.41	6.22	5.19 / 1.75	1.03	-0.6***

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

Institutional Summary

Scale: In Order with Items That Make Up the Scale – Concern for the Individual

Scale/Item	University of Minnesota Duluth - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CONCERN FOR THE INDIVIDUAL	6.09	5.09 / 1.20	1.00	6.30	5.51 / 1.22	0.79	-0.42***
3. Faculty care about me as an individual.	5.94	5.02 / 1.44	0.92	6.15	5.40 / 1.49	0.75	-0.38***
14. My academic advisor is concerned about my success as an individual.	6.19	5.20 / 1.73	0.99	6.41	5.71 / 1.63	0.70	-0.51***
22. Counseling staff care about students as individuals.	6.23	5.41 / 1.50	0.82	6.33	5.63 / 1.51	0.70	-0.22***
25. Faculty are fair and unbiased in their treatment of individual students.	6.32	5.30 / 1.45	1.02	6.43	5.54 / 1.53	0.89	-0.24***
30. Residence hall staff are concerned about me as an individual.	5.65	4.79 / 1.74	0.86	6.00	5.26 / 1.70	0.74	-0.47***
59. This institution shows concern for students as individuals.	6.17	4.84 / 1.61	1.33	6.37	5.46 / 1.60	0.91	-0.62***

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

Institutional Summary

Scale: In Order with Items That Make Up the Scale – Service Excellence

Scale/Item	University of Minnesota Duluth - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SERVICE EXCELLENCE	6.04	5.23 / 1.12	0.81	6.24	5.54 / 1.16	0.70	-0.31***
2. The campus staff are caring and helpful.	6.29	5.44 / 1.25	0.85	6.37	5.61 / 1.36	0.76	-0.17***
13. Library staff are helpful and approachable.	5.82	5.90 / 1.14	-0.08	6.11	6.03 / 1.24	0.08	-0.13**
15. The staff in the health services area are competent.	6.27	5.49 / 1.57	0.78	6.35	5.76 / 1.43	0.59	-0.27***
22. Counseling staff care about students as individuals.	6.23	5.41 / 1.50	0.82	6.33	5.63 / 1.51	0.70	-0.22***
27. The personnel involved in registration are helpful.	6.15	5.35 / 1.49	0.80	6.35	5.71 / 1.44	0.64	-0.36***
57. I seldom get the "run-around" when seeking information on this campus.	5.83	4.95 / 1.65	0.88	6.18	5.19 / 1.76	0.99	-0.24***
60. I generally know what's happening on campus.	5.69	4.80 / 1.62	0.89	5.97	5.26 / 1.65	0.71	-0.46***
71. Channels for expressing student complaints are readily available.	6.00	4.59 / 1.71	1.41	6.22	5.19 / 1.75	1.03	-0.6***

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

Institutional Summary

Scale: In Order with Items That Make Up the Scale – Campus Support Services

Scale/Item	University of Minnesota Duluth - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS SUPPORT SERVICES	5.99	5.65 / 0.95	0.34	6.27	5.88 / 1.02	0.39	-0.23***
13. Library staff are helpful and approachable.	5.82	5.90 / 1.14	-0.08	6.11	6.03 / 1.24	0.08	-0.13**
18. Library resources and services are adequate.	6.10	5.90 / 1.11	0.20	6.33	6.06 / 1.17	0.27	-0.16***
26. Computer labs are adequate and accessible.	5.68	5.50 / 1.40	0.18	6.33	5.98 / 1.32	0.35	-0.48***
32. Tutoring services are readily available.	6.14	5.75 / 1.31	0.39	6.36	5.92 / 1.37	0.44	-0.17***
44. Academic support services adequately meet the needs of students.	6.18	5.43 / 1.33	0.75	6.34	5.72 / 1.38	0.62	-0.29***
49. There are adequate services to help me decide upon a career.	6.14	5.15 / 1.47	0.99	6.33	5.54 / 1.55	0.79	-0.39***
54. Bookstore staff are helpful.	5.84	5.85 / 1.27	-0.01	6.08	5.89 / 1.38	0.19	-0.04

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

Institutional Summary

Scale: In Order with Items That Make Up the Scale – Campus Life

Scale/Item	University of Minnesota Duluth - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS LIFE	5.85	5.11 / 1.08	0.74	6.06	5.47 / 1.20	0.59	-0.36***
9. A variety of intramural activities are offered.	5.45	5.82 / 1.21	-0.37	5.58	5.67 / 1.41	-0.09	0.15**
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.26	4.72 / 1.61	1.54	6.26	5.04 / 1.71	1.22	-0.32***
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.39	5.32 / 1.47	0.07	5.59	5.26 / 1.71	0.33	0.06
30. Residence hall staff are concerned about me as an individual.	5.65	4.79 / 1.74	0.86	6.00	5.26 / 1.70	0.74	-0.47***
31. Males and females have equal opportunities to participate in intercollegiate athletics.	6.12	5.63 / 1.42	0.49	6.18	5.98 / 1.35	0.20	-0.35***
38. There is an adequate selection of food available in the cafeteria.	5.99	3.81 / 1.91	2.18	6.11	4.84 / 1.87	1.27	-1.03***
40. Residence hall regulations are reasonable.	5.86	5.15 / 1.55	0.71	6.13	5.48 / 1.58	0.65	-0.33***
42. There are a sufficient number of weekend activities for students.	5.41	4.74 / 1.67	0.67	5.70	5.02 / 1.77	0.68	-0.28***
46. I can easily get involved in campus organizations.	5.93	5.62 / 1.40	0.31	6.13	5.73 / 1.50	0.40	-0.11*
52. The student center is a comfortable place for students to spend their leisure time.	5.87	5.72 / 1.37	0.15	6.11	5.79 / 1.43	0.32	-0.07
56. The student handbook provides helpful information about campus life.	5.49	5.15 / 1.56	0.34	5.93	5.63 / 1.50	0.30	-0.48***
63. Student disciplinary procedures are fair.	6.08	5.34 / 1.51	0.74	6.34	5.82 / 1.42	0.52	-0.48***
64. New student orientation services help students adjust to college.	5.93	4.97 / 1.66	0.96	6.18	5.49 / 1.65	0.69	-0.52***
67. Freedom of expression is protected on campus.	6.25	5.36 / 1.57	0.89	6.37	5.84 / 1.43	0.53	-0.48***
73. Student activities fees are put to good use.	5.98	4.39 / 1.74	1.59	6.22	4.96 / 1.83	1.26	-0.57***

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

Institutional Summary

Scale: In Order with Items That Make Up the Scale – Responsiveness to Diverse Populations

Scale/Item	University of Minnesota Duluth - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
RESPONSIVENESS TO DIVERSE POPULATIONS		5.18 / 1.30			5.62 / 1.40		-0.44***
84. Institution's commitment to part-time students?		5.23 / 1.47			5.65 / 1.48		-0.42***
85. Institution's commitment to evening students?		5.15 / 1.42			5.54 / 1.54		-0.39***
86. Institution's commitment to older, returning learners?		5.32 / 1.43			5.72 / 1.50		-0.4***
87. Institution's commitment to under-represented populations?		5.17 / 1.49			5.66 / 1.50		-0.49***
88. Institution's commitment to commuters?		4.96 / 1.59			5.35 / 1.69		-0.39***
89. Institution's commitment to students with disabilities?		5.33 / 1.50			5.84 / 1.42		-0.51***

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

Institutional Summary

Items in Sequential Order

Item	University of Minnesota Duluth - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. Most students feel a sense of belonging here.	6.08	4.99 / 1.35	1.09	6.10	5.42 / 1.40	0.68	-0.43***
2. The campus staff are caring and helpful.	6.29	5.44 / 1.25	0.85	6.37	5.61 / 1.36	0.76	-0.17***
3. Faculty care about me as an individual.	5.94	5.02 / 1.44	0.92	6.15	5.40 / 1.49	0.75	-0.38***
4. Admissions staff are knowledgeable.	6.27	5.42 / 1.44	0.85	6.31	5.55 / 1.47	0.76	-0.13*
5. Financial aid counselors are helpful.	6.18	5.11 / 1.57	1.07	6.30	5.27 / 1.70	1.03	-0.16*
6. My academic advisor is approachable.	6.40	5.53 / 1.74	0.87	6.51	5.90 / 1.57	0.61	-0.37***
7. The campus is safe and secure for all students.	6.58	5.70 / 1.31	0.88	6.55	5.75 / 1.39	0.80	-0.05
8. The content of the courses within my major is valuable.	6.50	5.37 / 1.40	1.13	6.57	5.71 / 1.39	0.86	-0.34***
9. A variety of intramural activities are offered.	5.45	5.82 / 1.21	-0.37	5.58	5.67 / 1.41	-0.09	0.15**
10. Administrators are approachable to students.	6.03	5.12 / 1.40	0.91	6.15	5.43 / 1.49	0.72	-0.31***
11. Billing policies are reasonable.	6.09	4.57 / 1.62	1.52	6.15	4.99 / 1.70	1.16	-0.42***
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.26	5.11 / 1.54	1.15	6.34	5.23 / 1.70	1.11	-0.12*

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

Institutional Summary

Items: In Sequential Order

Item	University of Minnesota Duluth - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
13. Library staff are helpful and approachable.	5.82	5.90 / 1.14	-0.08	6.11	6.03 / 1.24	0.08	-0.13**
14. My academic advisor is concerned about my success as an individual.	6.19	5.20 / 1.73	0.99	6.41	5.71 / 1.63	0.70	-0.51***
15. The staff in the health services area are competent.	6.27	5.49 / 1.57	0.78	6.35	5.76 / 1.43	0.59	-0.27***
16. The instruction in my major field is excellent.	6.49	5.37 / 1.36	1.12	6.57	5.73 / 1.39	0.84	-0.36***
17. Adequate financial aid is available for most students.	6.33	4.66 / 1.64	1.67	6.38	5.10 / 1.72	1.28	-0.44***
18. Library resources and services are adequate.	6.10	5.90 / 1.11	0.20	6.33	6.06 / 1.17	0.27	-0.16***
19. My academic advisor helps me set goals to work toward.	5.83	4.79 / 1.88	1.04	6.21	5.43 / 1.76	0.78	-0.64***
20. The business office is open during hours which are convenient for most students.	5.75	5.30 / 1.40	0.45	6.14	5.61 / 1.43	0.53	-0.31***
21. The amount of student parking space on campus is adequate.	5.95	3.00 / 1.79	2.95	6.01	3.61 / 2.08	2.40	-0.61***
22. Counseling staff care about students as individuals.	6.23	5.41 / 1.50	0.82	6.33	5.63 / 1.51	0.70	-0.22***
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.26	4.72 / 1.61	1.54	6.26	5.04 / 1.71	1.22	-0.32***
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.39	5.32 / 1.47	0.07	5.59	5.26 / 1.71	0.33	0.06

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

Institutional Summary

Items: In Sequential Order

Item	University of Minnesota Duluth - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
25. Faculty are fair and unbiased in their treatment of individual students.	6.32	5.30 / 1.45	1.02	6.43	5.54 / 1.53	0.89	-0.24***
26. Computer labs are adequate and accessible.	5.68	5.50 / 1.40	0.18	6.33	5.98 / 1.32	0.35	-0.48***
27. The personnel involved in registration are helpful.	6.15	5.35 / 1.49	0.80	6.35	5.71 / 1.44	0.64	-0.36***
28. Parking lots are well-lighted and secure.	5.96	5.00 / 1.62	0.96	6.22	5.20 / 1.67	1.02	-0.2***
29. It is an enjoyable experience to be a student on this campus.	6.35	5.27 / 1.51	1.08	6.43	5.67 / 1.51	0.76	-0.4***
30. Residence hall staff are concerned about me as an individual.	5.65	4.79 / 1.74	0.86	6.00	5.26 / 1.7	0.74	-0.47***
31. Males and females have equal opportunities to participate in intercollegiate athletics.	6.12	5.63 / 1.42	0.49	6.18	5.98 / 1.35	0.20	-0.35***
32. Tutoring services are readily available.	6.14	5.75 / 1.31	0.39	6.36	5.92 / 1.37	0.44	-0.17***
33. My academic advisor is knowledgeable about requirements in my major.	6.49	5.71 / 1.61	0.78	6.60	5.96 / 1.52	0.64	-0.25***
34. I am able to register for classes I need with few conflicts.	6.48	5.14 / 1.68	1.34	6.54	5.47 / 1.69	1.07	-0.33***
35. The assessment and course placement procedures are reasonable.	6.21	5.37 / 1.39	0.84	6.33	5.68 / 1.42	0.65	-0.31***
36. Security staff respond quickly in emergencies.	6.42	5.65 / 1.35	0.77	6.54	5.83 / 1.42	0.71	-0.18**

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Institutional Summary

Items: In Sequential Order

Item	University of Minnesota Duluth - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
37. I feel a sense of pride about my campus.	5.59	5.09 / 1.56	0.50	6.05	5.61 / 1.58	0.44	-0.52***
38. There is an adequate selection of food available in the cafeteria.	5.99	3.81 / 1.91	2.18	6.11	4.84 / 1.87	1.27	-1.03***
39. I am able to experience intellectual growth here.	6.45	5.67 / 1.23	0.78	6.54	5.95 / 1.30	0.59	-0.28***
40. Residence hall regulations are reasonable.	5.86	5.15 / 1.55	0.71	6.13	5.48 / 1.58	0.65	-0.33***
41. There is a commitment to academic excellence on this campus.	6.09	5.39 / 1.35	0.70	6.43	5.80 / 1.35	0.63	-0.41***
42. There are a sufficient number of weekend activities for students.	5.41	4.74 / 1.67	0.67	5.70	5.02 / 1.77	0.68	-0.28***
43. Admissions counselors respond to prospective students' unique needs and requests.	6.04	5.31 / 1.46	0.73	6.25	5.63 / 1.47	0.62	-0.32***
44. Academic support services adequately meet the needs of students.	6.18	5.43 / 1.33	0.75	6.34	5.72 / 1.38	0.62	-0.29***
45. Students are made to feel welcome on this campus.	6.26	5.44 / 1.42	0.82	6.41	5.82 / 1.41	0.59	-0.38***
46. I can easily get involved in campus organizations.	5.93	5.62 / 1.40	0.31	6.13	5.73 / 1.50	0.40	-0.11*
47. Faculty provide timely feedback about student progress in a course.	6.23	5.08 / 1.38	1.15	6.40	5.32 / 1.58	1.08	-0.24***
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.06	5.14 / 1.49	0.92	6.24	5.56 / 1.51	0.68	-0.42***

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Institutional Summary**Items: In Sequential Order**

Item	University of Minnesota Duluth - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
49. There are adequate services to help me decide upon a career.	6.14	5.15 / 1.47	0.99	6.33	5.54 / 1.55	0.79	-0.39***
50. Class change (drop/add) policies are reasonable.	6.11	5.58 / 1.48	0.53	6.31	5.82 / 1.45	0.49	-0.24***
51. This institution has a good reputation within the community.	6.08	5.81 / 1.25	0.27	6.34	5.97 / 1.35	0.37	-0.16***
52. The student center is a comfortable place for students to spend their leisure time.	5.87	5.72 / 1.37	0.15	6.11	5.79 / 1.43	0.32	-0.07
53. Faculty take into consideration student differences as they teach a course.	6.16	4.95 / 1.61	1.21	6.24	5.25 / 1.64	0.99	-0.3***
54. Bookstore staff are helpful.	5.84	5.85 / 1.27	-0.01	6.08	5.89 / 1.38	0.19	-0.04
55. Major requirements are clear and reasonable.	6.43	5.46 / 1.42	0.97	6.52	5.78 / 1.41	0.74	-0.32***
56. The student handbook provides helpful information about campus life.	5.49	5.15 / 1.56	0.34	5.93	5.63 / 1.50	0.30	-0.48***
57. I seldom get the "run-around" when seeking information on this campus.	5.83	4.95 / 1.65	0.88	6.18	5.19 / 1.76	0.99	-0.24***
58. The quality of instruction I receive in most of my classes is excellent.	6.43	5.15 / 1.40	1.28	6.54	5.60 / 1.42	0.94	-0.45***
59. This institution shows concern for students as individuals.	6.17	4.84 / 1.61	1.33	6.37	5.46 / 1.6	0.91	-0.62***
60. I generally know what's happening on campus.	5.69	4.80 / 1.62	0.89	5.97	5.26 / 1.65	0.71	-0.46***

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Institutional Summary

Items: In Sequential Order

Scale/Item	University of Minnesota Duluth - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
61. Adjunct faculty are competent as classroom instructors.	5.98	5.34 / 1.36	0.64	6.31	5.69 / 1.41	0.62	-0.35***
62. There is a strong commitment to racial harmony on this campus.	6.17	5.33 / 1.53	0.84	6.30	5.80 / 1.45	0.50	-0.47***
63. Student disciplinary procedures are fair.	6.08	5.34 / 1.51	0.74	6.34	5.82 / 1.42	0.52	-0.48***
64. New student orientation services help students adjust to college.	5.93	4.97 / 1.66	0.96	6.18	5.49 / 1.65	0.69	-0.52***
65. Faculty are usually available after class and during office hours.	6.26	5.80 / 1.29	0.46	6.41	5.96 / 1.29	0.45	-0.16***
66. Tuition paid is a worthwhile investment.	6.35	4.40 / 1.70	1.95	6.46	5.31 / 1.69	1.15	-0.91***
67. Freedom of expression is protected on campus.	6.25	5.36 / 1.57	0.89	6.37	5.84 / 1.43	0.53	-0.48***
68. Nearly all of the faculty are knowledgeable in their field.	6.50	5.83 / 1.29	0.67	6.59	6.02 / 1.24	0.57	-0.19***
69. There is a good variety of courses provided on this campus.	6.37	5.70 / 1.37	0.67	6.49	5.85 / 1.40	0.64	-0.15**
70. Graduate teaching assistants are competent as classroom instructors.	6.18	5.57 / 1.37	0.61	6.30	5.64 / 1.49	0.66	-0.07
71. Channels for expressing student complaints are readily available.	6.00	4.59 / 1.71	1.41	6.22	5.19 / 1.75	1.03	-0.6***
72. On the whole, the campus is well-maintained.	6.26	5.67 / 1.34	0.59	6.42	6.00 / 1.30	0.42	-0.33***

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Institutional Summary

Items: In Sequential Order

Scale/Item	University of Minnesota Duluth - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
73. Student activities fees are put to good use.	5.98	4.39 / 1.74	1.59	6.22	4.96 / 1.83	1.26	-0.57***
74. Campus item: Resources were readily available to help in my decision to attend/transfer to UMD.	6.12	5.47 / 1.43	0.65				
75. Campus item: Processes associated with transferring credits to UMD meet the needs of students.	6.30	5.22 / 1.63	1.08				
76. Campus item: Internships or practical experiences are provided in my degree program.	6.28	5.43 / 1.57	0.85				
77. Campus item: My academic program offers sufficient opportunities to enroll in online courses.	5.74	5.02 / 1.66	0.72				
78. Campus item: I have access to the courses and guidance required to graduate in four years.	6.41	5.61 / 1.51	0.80				
79. Campus item: There are sufficient informal opportunities to meet other students.	5.98	5.26 / 1.49	0.72				
80. Campus item: I would describe the public spaces on the UMD campus as promoting a fun, vibrant, and inviting environment.	5.92	5.34 / 1.46	0.58				
81. Campus item: UMD's social media is engaging to students.	5.02	5.11 / 1.55	-0.09				
82. Campus item: I would describe UMD as a fun place to attend college.	5.96	5.27 / 1.56	0.69				
83. Campus item: The city of Duluth is safe and welcoming to students.	6.25	5.12 / 1.56	1.13				

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Institutional Summary

Items: In Sequential Order

Scale/Item	University of Minnesota Duluth - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
84. Institution's commitment to part-time students?		5.23 / 1.47			5.65 / 1.48		-0.42***
85. Institution's commitment to evening students?		5.15 / 1.42			5.54 / 1.54		-0.39***
86. Institution's commitment to older, returning learners?		5.32 / 1.43			5.72 / 1.50		-0.4***
87. Institution's commitment to under-represented populations?		5.17 / 1.49			5.66 / 1.50		-0.49***
88. Institution's commitment to commuters?		4.96 / 1.59			5.35 / 1.69		-0.39***
89. Institution's commitment to students with disabilities?		5.33 / 1.50			5.84 / 1.42		-0.51***
90. Cost as factor in decision to enroll.	6.15			6.30			
91. Financial aid as factor in decision to enroll.	6.11			6.26			
92. Academic reputation as factor in decision to enroll.	5.74			6.06			
93. Size of institution as factor in decision to enroll.	5.62			5.45			
94. Opportunity to play sports as factor in decision to enroll.	3.93			3.99			
95. Recommendations from family/friends as factor in decision to enroll.	4.82			5.07			
96. Geographic setting as factor in decision to enroll.	5.79			5.64			
97. Campus appearance as factor in decision to enroll.	5.44			5.49			
98. Personalized attention prior to enrollment as factor in decision to enroll.	5.13			5.49			

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Institutional Summary

Summary Items

Summary Item	University of Minnesota Duluth - SSI	National Four-Year Publics	Mean Difference
So far, how has your college experience met your expectations?	Average: 4.26	Average: 4.79	-0.53
1= Much worse than I expected	2%	2%	
2= Quite a bit worse than I expected	4%	2%	
3= Worse than I expected	15%	9%	
4= About what I expected	38%	31%	
5= Better than I expected	24%	24%	
6= Quite a bit better than I expected	10%	14%	
7= Much better than I expected	4%	15%	
Rate your overall satisfaction with your experience here thus far.	Average: 5.02	Average: 5.43	-0.41
1= Not satisfied at all	1%	1%	
2= Not very satisfied	5%	3%	
3= Somewhat dissatisfied	9%	6%	
4= Neutral	12%	10%	
5= Somewhat satisfied	23%	17%	
6= Satisfied	36%	38%	
7= Very satisfied	9%	21%	
All in all, if you had it to do over again, would you enroll here?	Average: 5.16	Average: 5.60	-0.44
1= Definitely not	3%	3%	
2= Probably not	8%	5%	
3= Maybe not	7%	4%	
4= I don't know	9%	7%	
5= Maybe yes	13%	11%	
6= Probably yes	34%	29%	
7= Definitely yes	22%	37%	