

Demographics

Gender		N	%	Current Class Load		N	%
Female		251	72.75%	Full-time		290	82.15%
Male		94	27.25%	Part-time		63	17.85%
Total		345	100.00%	Total		353	100.00%
No Response		13		No Response		5	
Age				Class Level			
		N	%			N	%
18 and under		17	4.86%	Freshman		62	17.61%
19 to 24		163	46.57%	Sophomore		64	18.18%
25 to 34		68	19.43%	Junior		69	19.60%
35 to 44		64	18.29%	Senior		152	43.18%
45 and over		38	10.86%	Special student		0	0.00%
Total		350	100.00%	Graduate/Professional		2	0.57%
No Response		8		Other class level		3	0.85%
Ethnicity/Race				Current GPA			
		N	%			N	%
Alaskan Native		1	0.29%	No credits earned		9	2.57%
American Indian		11	3.14%	1.99 or below		3	0.86%
Asian		0	0.00%	2.0 - 2.49		35	10.00%
Black/African-American		91	26.00%	2.5 - 2.99		84	24.00%
Hispanic or Latino (and Puerto Rican)		7	2.00%	3.0 - 3.49		119	34.00%
Native Hawaiian or Pacific Islander		0	0.00%	3.5 or above		100	28.57%
White/Caucasian		228	65.14%	Total		350	100.00%
Multi-racial		4	1.14%	No Response		8	
Other race		8	2.29%	Educational Goal			
Total		350	100.00%			N	%
No Response		8		Associate degree		37	10.60%
Current Enrollment Status				Bachelor's degree		280	80.23%
		N	%	Master's degree		18	5.16%
Day		285	82.13%	Doctorate or professional degree		10	2.87%
Evening		52	14.99%	Certification (initial/renewal)		0	0.00%
Weekend		10	2.88%	Self-improvement/pleasure		2	0.57%
Total		347	100.00%	Job-related training		0	0.00%
No Response		11		Other educational goal		2	0.57%
				Total		349	100.00%
				No Response		9	

Demographics

Employment			Plan to Transfer		
	N	%		N	%
Full-time off campus	114	32.76%	Yes I plan to transfer	43	12.18%
Part-time off campus	61	17.53%	No I do not plan to transfer	310	87.82%
Full-time on campus	5	1.44%	Total	353	100.00%
Part-time on campus	40	11.49%	No Response	5	
Not employed	128	36.78%			
Total	348	100.00%			
No Response	10				
Current Residence			Organization Memberships		
	N	%		N	%
Residence hall	62	17.77%	No organization memberships	221	62.78%
Fraternity/Sorority	0	0.00%	One or two organization memberships	95	26.99%
Own house	147	42.12%	Three or four organization memberships	29	8.24%
Rent room or apt off campus	82	23.50%	Five or more organization memberships	7	1.99%
Parent's home	39	11.17%	Total	352	100.00%
Other residence	19	5.44%	No Response	6	
Total	349	100.00%			
No Response	9				
Residence Classification			Tuition Source		
	N	%		N	%
In-state	315	90.52%	Scholarships	71	20.00%
Out-of-state	28	8.05%	Financial aid	182	51.27%
International (not U.S. citizen)	5	1.44%	Family contributions	22	6.20%
Total	348	100.00%	Self support	61	17.18%
No Response	10		Other tuition source	19	5.35%
			Total	355	100.00%
			No Response	3	
Institution Was My			Institution Question		
	N	%		N	%
1st choice	248	70.45%	Campus item - Answer 1	0	0%
2nd choice	82	23.30%	Campus item - Answer 2	0	0%
3rd choice or lower	22	6.25%	Campus item - Answer 3	0	0%
Total	352	100.00%	Campus item - Answer 4	0	0%
No Response	6		Campus item - Answer 5	0	0%
			Campus item - Answer 6	0	0%
			Total	0	100.00%
			No Response	358	
Did Transfer Here					
	N	%			
Yes transferred here	150	42.98%			
No did not transfer here	199	57.02%			
Total	349	100.00%			
No Response	9				

Strategic Planning Overview

Strengths and Challenges

Strengths

- 36. The quality of instruction I receive in most of my classes is excellent.
- 4. The content of the courses within my major is valuable.
- 21. My academic advisor is knowledgeable about requirements in my major.
- 22. This campus provides online access to services I need.
- 24. I receive the help I need to apply my academic major to my career goals.
- 40. Faculty are usually available to students outside of class (during office hours, by phone or by e-mail).
- 15. Computer labs are adequate and accessible.
- 31. Students are made to feel welcome here.

Challenges

- 32. Faculty provide timely feedback about my academic progress.
- 35. I seldom get the "run-around" when seeking information on this campus.
- 38. I receive ongoing feedback about progress toward my academic goals.
- 27. This institution helps me identify resources to finance my education.
- 8. Financial aid awards are announced in time to be helpful in college planning.

Strategic Planning Overview

Benchmarks

Higher Satisfaction vs. National Four-Year Publics Form B

- 36. The quality of instruction I receive in most of my classes is excellent.
- 4. The content of the courses within my major is valuable.
- 21. My academic advisor is knowledgeable about requirements in my major.
- 23. I am able to register for classes I need with few conflicts.
- 22. This campus provides online access to services I need.
- 17. There are sufficient courses within my program of study available each term.
- 24. I receive the help I need to apply my academic major to my career goals.
- 14. Faculty are fair and unbiased in their treatment of individual students.
- 16. My academic advisor is available when I need help.
- 41. Tuition paid is a worthwhile investment.
- 32. Faculty provide timely feedback about my academic progress.
- 25. I am able to take care of college-related business at times that are convenient for me.
- 40. Faculty are usually available to students outside of class (during office hours, by phone or by e-mail).
- 1. The campus staff are caring and helpful.
- 15. Computer labs are adequate and accessible.
- 31. Students are made to feel welcome here.
- 35. I seldom get the "run-around" when seeking information on this campus.
- 2. Registration processes and procedures are convenient.
- 38. I receive ongoing feedback about progress toward my academic goals.
- 5. Administrators are available to hear students' concerns.
- 10. My academic advisor helps me set goals to work toward.

Higher Importance vs. National Four-Year Publics Form B

- 36. The quality of instruction I receive in most of my classes is excellent.
- 4. The content of the courses within my major is valuable.
- 21. My academic advisor is knowledgeable about requirements in my major.
- 23. I am able to register for classes I need with few conflicts.
- 22. This campus provides online access to services I need.
- 17. There are sufficient courses within my program of study available each term.
- 24. I receive the help I need to apply my academic major to my career goals.
- 14. Faculty are fair and unbiased in their treatment of individual students.
- 16. My academic advisor is available when I need help.
- 32. Faculty provide timely feedback about my academic progress.
- 25. I am able to take care of college-related business at times that are convenient for me.
- 1. The campus staff are caring and helpful.

Strategic Planning Overview

- 15. Computer labs are adequate and accessible.
- 31. Students are made to feel welcome here.
- 35. I seldom get the "run-around" when seeking information on this campus.
- 2. Registration processes and procedures are convenient.
- 38. I receive ongoing feedback about progress toward my academic goals.
- 5. Administrators are available to hear students' concerns.

Institutional Summary
Scales: In Order of Importance

Scale	Northwestern State University - SSI			National Four-Year Publics Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Instructional Effectiveness	6.61	5.89 / 1.01	0.72	6.42	5.38 / 1.09	1.04	0.51 ***
Academic Advising Effectiveness	6.59	5.77 / 1.29	0.82	6.39	5.30 / 1.36	1.09	0.47 ***
Registration Effectiveness	6.56	5.63 / 1.15	0.93	6.38	5.07 / 1.27	1.31	0.56 ***
Student Centeredness	6.55	5.68 / 1.19	0.87	6.29	5.15 / 1.27	1.14	0.53 ***
Campus Climate	6.49	5.73 / 1.12	0.76	6.27	5.34 / 1.12	0.93	0.39 ***
Campus Services	6.42	5.89 / 1.02	0.53	6.23	5.41 / 1.08	0.82	0.48 ***
Safety and Security	6.38	5.31 / 1.30	1.07	6.29	4.90 / 1.25	1.39	0.41 ***
Recruitment and Financial Aid Effectiveness	6.35	5.29 / 1.42	1.06	6.09	5.05 / 1.28	1.04	0.24 ***
Campus Life	6.24	5.16 / 1.50	1.08	6.05	4.77 / 1.44	1.28	0.39 ***

* 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 28723 records.

Institutional Summary
Items: In Order of Importance

Item	Northwestern State University - SSI			National Four-Year Publics Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
4. The content of the courses within my major is valuable.	6.73	6.04 / 1.17	0.69	6.53	5.44 / 1.43	1.09	0.60 ***
36. The quality of instruction I receive in most of my classes is excellent.	6.73	5.99 / 1.25	0.74	6.57	5.46 / 1.43	1.11	0.53 ***
21. My academic advisor is knowledgeable about requirements in my major.	6.72	6.10 / 1.42	0.62	6.54	5.61 / 1.61	0.93	0.49 ***
23. I am able to register for classes I need with few conflicts.	6.72	5.88 / 1.43	0.84	6.56	5.00 / 1.76	1.56	0.88 ***
22. This campus provides online access to services I need.	6.69	6.16 / 1.21	0.53	6.45	5.78 / 1.36	0.67	0.38 ***
17. There are sufficient courses within my program of study available each term.	6.68	5.71 / 1.54	0.97	6.50	4.96 / 1.73	1.54	0.75 ***
24. I receive the help I need to apply my academic major to my career goals.	6.68	5.97 / 1.42	0.71	6.47	5.33 / 1.55	1.14	0.64 ***
14. Faculty are fair and unbiased in their treatment of individual students.	6.65	5.88 / 1.38	0.77	6.46	5.25 / 1.56	1.21	0.63 ***
16. My academic advisor is available when I need help.	6.64	5.78 / 1.59	0.86	6.43	5.40 / 1.65	1.03	0.38 ***
41. Tuition paid is a worthwhile investment.	6.64	5.69 / 1.55	0.95	6.53	5.26 / 1.63	1.27	0.43 ***
32. Faculty provide timely feedback about my academic progress.	6.63	5.63 / 1.50	1.00	6.45	5.24 / 1.54	1.21	0.39 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
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National Group Means are based on 28723 records.

Institutional Summary

Items: In Order of Importance

Item	Northwestern State University - SSI			National Four-Year Publics Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
25. I am able to take care of college-related business at times that are convenient for me.	6.60	5.73 / 1.51	0.87	6.33	5.27 / 1.50	1.06	0.46 ***
40. Faculty are usually available to students outside of class (during office hours, by phone or by e-mail).	6.60	6.06 / 1.24	0.54	6.45	5.74 / 1.41	0.71	0.32 ***
1. The campus staff are caring and helpful.	6.59	5.90 / 1.19	0.69	6.36	5.39 / 1.42	0.97	0.51 ***
3. The campus is safe and secure for all students.	6.58	5.85 / 1.30	0.73	6.52	5.70 / 1.40	0.82	0.15
15. Computer labs are adequate and accessible.	6.55	5.97 / 1.34	0.58	6.26	5.52 / 1.51	0.74	0.45 ***
31. Students are made to feel welcome here.	6.55	5.91 / 1.38	0.64	6.32	5.45 / 1.52	0.87	0.46 ***
35. I seldom get the "run-around" when seeking information on this campus.	6.55	5.16 / 1.88	1.39	6.23	4.74 / 1.81	1.49	0.42 ***
2. Registration processes and procedures are convenient.	6.53	5.64 / 1.41	0.89	6.36	5.05 / 1.65	1.31	0.59 ***
5. Administrators are available to hear students' concerns.	6.51	5.74 / 1.30	0.77	6.26	5.00 / 1.60	1.26	0.74 ***
38. I receive ongoing feedback about progress toward my academic goals.	6.51	5.40 / 1.61	1.11	6.25	4.93 / 1.60	1.32	0.47 ***
10. My academic advisor helps me set goals to work toward.	6.49	5.78 / 1.61	0.71	6.34	5.25 / 1.75	1.09	0.53 ***
8. Financial aid awards are announced in time to be helpful in college planning.	6.47	5.01 / 1.91	1.46	6.13	5.03 / 1.66	1.10	-0.02

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National Group Means are based on 28723 records.

Institutional Summary
Items: In Order of Importance

Item	Northwestern State University - SSI			National Four-Year Publics Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
27. This institution helps me identify resources to finance my education.	6.47	5.24 / 1.80	1.23	6.14	4.93 / 1.65	1.21	0.31 **
39. Student disciplinary procedures are fair.	6.46	5.81 / 1.44	0.65	6.13	5.16 / 1.61	0.97	0.65 ***
42. Students are free to express their ideas on this campus.	6.45	5.81 / 1.45	0.64	6.26	5.47 / 1.52	0.79	0.34 ***
59. Future career opportunities as factor in decision to enroll.	6.45			6.32			
34. There are adequate services to help me decide upon a career.	6.44	5.67 / 1.45	0.77	6.27	5.12 / 1.58	1.15	0.55 ***
28. Security staff respond quickly to calls for assistance.	6.42	5.59 / 1.54	0.83	6.32	5.30 / 1.57	1.02	0.29 *
44. On the whole, the campus is well-maintained.	6.42	5.89 / 1.29	0.53	6.34	5.71 / 1.46	0.63	0.18 *
57. Financial assistance as factor in decision to enroll.	6.39			6.09			
58. Academic reputation as factor in decision to enroll.	6.39			6.13			
6. Billing policies are reasonable.	6.38	5.26 / 1.63	1.12	6.24	4.93 / 1.64	1.31	0.33 ***
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.37	5.61 / 1.48	0.76	6.08	5.20 / 1.55	0.88	0.41 ***
45. Student activity fees are put to good use.	6.33	5.00 / 1.84	1.33	6.19	4.70 / 1.79	1.49	0.30 **
9. Library resources and services are adequate.	6.32	5.92 / 1.42	0.40	6.24	5.61 / 1.45	0.63	0.31 ***

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 *** Difference statistically significant at the .001 level

National Group Means are based on 28723 records.

Institutional Summary

Items: In Order of Importance

Item	Northwestern State University - SSI			National Four-Year Publics Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
18. Parking lots are well-lighted and secure.	6.32	5.33 / 1.64	0.99	6.14	4.99 / 1.71	1.15	0.34 **
56. Cost as factor in decision to enroll.	6.31			6.29			
11. Financial aid counseling is available if I need it.	6.28	5.23 / 1.81	1.05	6.10	5.16 / 1.60	0.94	0.07
26. Counseling services are available if I need them.	6.26	5.91 / 1.35	0.35	6.01	5.39 / 1.44	0.62	0.52 ***
43. Mentors are available to guide my life and career goals.	6.24	5.48 / 1.61	0.76	6.09	5.08 / 1.58	1.01	0.40 ***
7. Admissions staff provide personalized attention prior to enrollment.	6.20	5.42 / 1.51	0.78	6.02	4.98 / 1.60	1.04	0.44 ***
30. There is an adequate selection of food available on campus.	6.20	4.69 / 2.08	1.51	6.05	4.42 / 1.95	1.63	0.27 *
12. The amount of student parking space on campus is adequate.	6.19	4.54 / 2.06	1.65	6.20	3.67 / 2.10	2.53	0.87 ***
37. There is a strong commitment to diversity on this campus.	6.19	5.82 / 1.38	0.37	5.77	5.31 / 1.50	0.46	0.51 ***
13. Living conditions in the residence halls are comfortable.	6.17	5.25 / 1.50	0.92	6.02	4.76 / 1.70	1.26	0.49 ***
29. Faculty use a variety of technology and media in the classroom.	6.16	5.95 / 1.23	0.21	5.98	5.56 / 1.39	0.42	0.39 ***
20. Tutoring services are readily available.	6.13	5.97 / 1.37	0.16	6.02	5.41 / 1.50	0.61	0.56 ***
60. Personal recommendations as factor in decision to enroll.	6.11			5.76			

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** Difference statistically significant at the .01 level

*** Difference statistically significant at the .001 level

National Group Means are based on 28723 records.

Institutional Summary
Items: In Order of Importance

Item	Northwestern State University - SSI			National Four-Year Publics Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
62. Information on the campus Web site as factor in decision to enroll.	5.99			5.60			
61. Distance from campus as factor in decision to enroll.	5.86			5.89			
19. Residence hall staff are concerned about me as an individual.	5.84	4.86 / 1.90	0.98	5.74	4.91 / 1.66	0.83	-0.05
63. Campus visits as factor in decision to enroll.	5.60			5.41			
46. Campus item 1							
47. Campus item 2							
48. Campus item 3							
49. Campus item 4							
50. Campus item 5							
51. Campus item 6							
52. Campus item 7							
53. Campus item 8							
54. Campus item 9							
55. Campus item 10							

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National Group Means are based on 28723 records.

Institutional Summary

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

Scale/Item	Northwestern State University - SSI			National Four-Year Publics Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC ADVISING EFFECTIVENESS	6.59	5.77 / 1.29	0.82	6.39	5.30 / 1.36	1.09	0.47 ***
10. My academic advisor helps me set goals to work toward.	6.49	5.78 / 1.61	0.71	6.34	5.25 / 1.75	1.09	0.53 ***
16. My academic advisor is available when I need help.	6.64	5.78 / 1.59	0.86	6.43	5.40 / 1.65	1.03	0.38 ***
21. My academic advisor is knowledgeable about requirements in my major.	6.72	6.10 / 1.42	0.62	6.54	5.61 / 1.61	0.93	0.49 ***
38. I receive ongoing feedback about progress toward my academic goals.	6.51	5.40 / 1.61	1.11	6.25	4.93 / 1.60	1.32	0.47 ***

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

National Group Means are based on 28723 records.

Institutional Summary

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

Scale/Item	Northwestern State University - SSI			National Four-Year Publics Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS CLIMATE	6.49	5.73 / 1.12	0.76	6.27	5.34 / 1.12	0.93	0.39 ***
3. The campus is safe and secure for all students.	6.58	5.85 / 1.30	0.73	6.52	5.70 / 1.40	0.82	0.15
5. Administrators are available to hear students' concerns.	6.51	5.74 / 1.30	0.77	6.26	5.00 / 1.60	1.26	0.74 ***
31. Students are made to feel welcome here.	6.55	5.91 / 1.38	0.64	6.32	5.45 / 1.52	0.87	0.46 ***
35. I seldom get the "run-around" when seeking information on this campus.	6.55	5.16 / 1.88	1.39	6.23	4.74 / 1.81	1.49	0.42 ***
37. There is a strong commitment to diversity on this campus.	6.19	5.82 / 1.38	0.37	5.77	5.31 / 1.50	0.46	0.51 ***
41. Tuition paid is a worthwhile investment.	6.64	5.69 / 1.55	0.95	6.53	5.26 / 1.63	1.27	0.43 ***
42. Students are free to express their ideas on this campus.	6.45	5.81 / 1.45	0.64	6.26	5.47 / 1.52	0.79	0.34 ***
44. On the whole, the campus is well-maintained.	6.42	5.89 / 1.29	0.53	6.34	5.71 / 1.46	0.63	0.18 *

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

National Group Means are based on 28723 records.

Institutional Summary

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

Scale/Item	Northwestern State University - SSI			National Four-Year Publics Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS LIFE	6.24	5.16 / 1.50	1.08	6.05	4.77 / 1.44	1.28	0.39 ***
13. Living conditions in the residence halls are comfortable.	6.17	5.25 / 1.50	0.92	6.02	4.76 / 1.70	1.26	0.49 ***
19. Residence hall staff are concerned about me as an individual.	5.84	4.86 / 1.90	0.98	5.74	4.91 / 1.66	0.83	-0.05
30. There is an adequate selection of food available on campus.	6.20	4.69 / 2.08	1.51	6.05	4.42 / 1.95	1.63	0.27 *
39. Student disciplinary procedures are fair.	6.46	5.81 / 1.44	0.65	6.13	5.16 / 1.61	0.97	0.65 ***
45. Student activity fees are put to good use.	6.33	5.00 / 1.84	1.33	6.19	4.70 / 1.79	1.49	0.30 **

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

National Group Means are based on 28723 records.

Institutional Summary

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

Scale/Item	Northwestern State University - SSI			National Four-Year Publics Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS SERVICES	6.42	5.89 / 1.02	0.53	6.23	5.41 / 1.08	0.82	0.48 ***
9. Library resources and services are adequate.	6.32	5.92 / 1.42	0.40	6.24	5.61 / 1.45	0.63	0.31 ***
15. Computer labs are adequate and accessible.	6.55	5.97 / 1.34	0.58	6.26	5.52 / 1.51	0.74	0.45 ***
20. Tutoring services are readily available.	6.13	5.97 / 1.37	0.16	6.02	5.41 / 1.50	0.61	0.56 ***
22. This campus provides online access to services I need.	6.69	6.16 / 1.21	0.53	6.45	5.78 / 1.36	0.67	0.38 ***
24. I receive the help I need to apply my academic major to my career goals.	6.68	5.97 / 1.42	0.71	6.47	5.33 / 1.55	1.14	0.64 ***
26. Counseling services are available if I need them.	6.26	5.91 / 1.35	0.35	6.01	5.39 / 1.44	0.62	0.52 ***
34. There are adequate services to help me decide upon a career.	6.44	5.67 / 1.45	0.77	6.27	5.12 / 1.58	1.15	0.55 ***
43. Mentors are available to guide my life and career goals.	6.24	5.48 / 1.61	0.76	6.09	5.08 / 1.58	1.01	0.40 ***

* 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 28723 records.

Institutional Summary

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

Scale/Item	Northwestern State University - SSI			National Four-Year Publics Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTRUCTIONAL EFFECTIVENESS	6.61	5.89 / 1.01	0.72	6.42	5.38 / 1.09	1.04	0.51 ***
4. The content of the courses within my major is valuable.	6.73	6.04 / 1.17	0.69	6.53	5.44 / 1.43	1.09	0.60 ***
14. Faculty are fair and unbiased in their treatment of individual students.	6.65	5.88 / 1.38	0.77	6.46	5.25 / 1.56	1.21	0.63 ***
17. There are sufficient courses within my program of study available each term.	6.68	5.71 / 1.54	0.97	6.50	4.96 / 1.73	1.54	0.75 ***
29. Faculty use a variety of technology and media in the classroom.	6.16	5.95 / 1.23	0.21	5.98	5.56 / 1.39	0.42	0.39 ***
32. Faculty provide timely feedback about my academic progress.	6.63	5.63 / 1.50	1.00	6.45	5.24 / 1.54	1.21	0.39 ***
36. The quality of instruction I receive in most of my classes is excellent.	6.73	5.99 / 1.25	0.74	6.57	5.46 / 1.43	1.11	0.53 ***
40. Faculty are usually available to students outside of class (during office hours, by phone or by e-mail).	6.60	6.06 / 1.24	0.54	6.45	5.74 / 1.41	0.71	0.32 ***

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

National Group Means are based on 28723 records.

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Recruitment and Financial Aid Effectiveness

Scale/Item	Northwestern State University - SSI			National Four-Year Publics Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
RECRUITMENT AND FINANCIAL AID EFFECTIVENESS	6.35	5.29 / 1.42	1.06	6.09	5.05 / 1.28	1.04	0.24 ***
7. Admissions staff provide personalized attention prior to enrollment.	6.20	5.42 / 1.51	0.78	6.02	4.98 / 1.60	1.04	0.44 ***
8. Financial aid awards are announced in time to be helpful in college planning.	6.47	5.01 / 1.91	1.46	6.13	5.03 / 1.66	1.10	-0.02
11. Financial aid counseling is available if I need it.	6.28	5.23 / 1.81	1.05	6.10	5.16 / 1.60	0.94	0.07
27. This institution helps me identify resources to finance my education.	6.47	5.24 / 1.80	1.23	6.14	4.93 / 1.65	1.21	0.31 **
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.37	5.61 / 1.48	0.76	6.08	5.20 / 1.55	0.88	0.41 ***

* 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 28723 records.

Institutional Summary

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

Scale/Item	Northwestern State University - SSI			National Four-Year Publics Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
REGISTRATION EFFECTIVENESS	6.56	5.63 / 1.15	0.93	6.38	5.07 / 1.27	1.31	0.56 ***
2. Registration processes and procedures are convenient.	6.53	5.64 / 1.41	0.89	6.36	5.05 / 1.65	1.31	0.59 ***
6. Billing policies are reasonable.	6.38	5.26 / 1.63	1.12	6.24	4.93 / 1.64	1.31	0.33 ***
23. I am able to register for classes I need with few conflicts.	6.72	5.88 / 1.43	0.84	6.56	5.00 / 1.76	1.56	0.88 ***
25. I am able to take care of college-related business at times that are convenient for me.	6.60	5.73 / 1.51	0.87	6.33	5.27 / 1.50	1.06	0.46 ***

* 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 28723 records.

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Safety and Security

Scale/Item	Northwestern State University - SSI			National Four-Year Publics Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SAFETY AND SECURITY	6.38	5.31 / 1.30	1.07	6.29	4.90 / 1.25	1.39	0.41 ***
3. The campus is safe and secure for all students.	6.58	5.85 / 1.30	0.73	6.52	5.70 / 1.40	0.82	0.15
12. The amount of student parking space on campus is adequate.	6.19	4.54 / 2.06	1.65	6.20	3.67 / 2.10	2.53	0.87 ***
18. Parking lots are well-lighted and secure.	6.32	5.33 / 1.64	0.99	6.14	4.99 / 1.71	1.15	0.34 **
28. Security staff respond quickly to calls for assistance.	6.42	5.59 / 1.54	0.83	6.32	5.30 / 1.57	1.02	0.29 *

* 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 28723 records.

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Student Centeredness

Scale/Item	Northwestern State University - SSI			National Four-Year Publics Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
STUDENT CENTEREDNESS	6.55	5.68 / 1.19	0.87	6.29	5.15 / 1.27	1.14	0.53 ***
1. The campus staff are caring and helpful.	6.59	5.90 / 1.19	0.69	6.36	5.39 / 1.42	0.97	0.51 ***
5. Administrators are available to hear students' concerns.	6.51	5.74 / 1.30	0.77	6.26	5.00 / 1.60	1.26	0.74 ***
31. Students are made to feel welcome here.	6.55	5.91 / 1.38	0.64	6.32	5.45 / 1.52	0.87	0.46 ***
35. I seldom get the "run-around" when seeking information on this campus.	6.55	5.16 / 1.88	1.39	6.23	4.74 / 1.81	1.49	0.42 ***

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

National Group Means are based on 28723 records.

Institutional Summary

Items: In Sequential Order

Item	Northwestern State University - SSI			National Four-Year Publics Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. The campus staff are caring and helpful.	6.59	5.90 / 1.19	0.69	6.36	5.39 / 1.42	0.97	0.51 ***
2. Registration processes and procedures are convenient.	6.53	5.64 / 1.41	0.89	6.36	5.05 / 1.65	1.31	0.59 ***
3. The campus is safe and secure for all students.	6.58	5.85 / 1.30	0.73	6.52	5.70 / 1.40	0.82	0.15
4. The content of the courses within my major is valuable.	6.73	6.04 / 1.17	0.69	6.53	5.44 / 1.43	1.09	0.60 ***
5. Administrators are available to hear students' concerns.	6.51	5.74 / 1.30	0.77	6.26	5.00 / 1.60	1.26	0.74 ***
6. Billing policies are reasonable.	6.38	5.26 / 1.63	1.12	6.24	4.93 / 1.64	1.31	0.33 ***
7. Admissions staff provide personalized attention prior to enrollment.	6.20	5.42 / 1.51	0.78	6.02	4.98 / 1.60	1.04	0.44 ***
8. Financial aid awards are announced in time to be helpful in college planning.	6.47	5.01 / 1.91	1.46	6.13	5.03 / 1.66	1.10	-0.02
9. Library resources and services are adequate.	6.32	5.92 / 1.42	0.40	6.24	5.61 / 1.45	0.63	0.31 ***
10. My academic advisor helps me set goals to work toward.	6.49	5.78 / 1.61	0.71	6.34	5.25 / 1.75	1.09	0.53 ***
11. Financial aid counseling is available if I need it.	6.28	5.23 / 1.81	1.05	6.10	5.16 / 1.60	0.94	0.07
12. The amount of student parking space on campus is adequate.	6.19	4.54 / 2.06	1.65	6.20	3.67 / 2.10	2.53	0.87 ***
13. Living conditions in the residence halls are comfortable.	6.17	5.25 / 1.50	0.92	6.02	4.76 / 1.70	1.26	0.49 ***

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National Group Means are based on 28723 records.

Institutional Summary

Items: In Sequential Order

Item	Northwestern State University - SSI			National Four-Year Publics Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
14. Faculty are fair and unbiased in their treatment of individual students.	6.65	5.88 / 1.38	0.77	6.46	5.25 / 1.56	1.21	0.63 ***
15. Computer labs are adequate and accessible.	6.55	5.97 / 1.34	0.58	6.26	5.52 / 1.51	0.74	0.45 ***
16. My academic advisor is available when I need help.	6.64	5.78 / 1.59	0.86	6.43	5.40 / 1.65	1.03	0.38 ***
17. There are sufficient courses within my program of study available each term.	6.68	5.71 / 1.54	0.97	6.50	4.96 / 1.73	1.54	0.75 ***
18. Parking lots are well-lighted and secure.	6.32	5.33 / 1.64	0.99	6.14	4.99 / 1.71	1.15	0.34 **
19. Residence hall staff are concerned about me as an individual.	5.84	4.86 / 1.90	0.98	5.74	4.91 / 1.66	0.83	-0.05
20. Tutoring services are readily available.	6.13	5.97 / 1.37	0.16	6.02	5.41 / 1.50	0.61	0.56 ***
21. My academic advisor is knowledgeable about requirements in my major.	6.72	6.10 / 1.42	0.62	6.54	5.61 / 1.61	0.93	0.49 ***
22. This campus provides online access to services I need.	6.69	6.16 / 1.21	0.53	6.45	5.78 / 1.36	0.67	0.38 ***
23. I am able to register for classes I need with few conflicts.	6.72	5.88 / 1.43	0.84	6.56	5.00 / 1.76	1.56	0.88 ***
24. I receive the help I need to apply my academic major to my career goals.	6.68	5.97 / 1.42	0.71	6.47	5.33 / 1.55	1.14	0.64 ***
25. I am able to take care of college-related business at times that are convenient for me.	6.60	5.73 / 1.51	0.87	6.33	5.27 / 1.50	1.06	0.46 ***

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

National Group Means are based on 28723 records.

Institutional Summary**Items: In Sequential Order**

Item	Northwestern State University - SSI			National Four-Year Publics Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
26. Counseling services are available if I need them.	6.26	5.91 / 1.35	0.35	6.01	5.39 / 1.44	0.62	0.52 ***
27. This institution helps me identify resources to finance my education.	6.47	5.24 / 1.80	1.23	6.14	4.93 / 1.65	1.21	0.31 **
28. Security staff respond quickly to calls for assistance.	6.42	5.59 / 1.54	0.83	6.32	5.30 / 1.57	1.02	0.29 *
29. Faculty use a variety of technology and media in the classroom.	6.16	5.95 / 1.23	0.21	5.98	5.56 / 1.39	0.42	0.39 ***
30. There is an adequate selection of food available on campus.	6.20	4.69 / 2.08	1.51	6.05	4.42 / 1.95	1.63	0.27 *
31. Students are made to feel welcome here.	6.55	5.91 / 1.38	0.64	6.32	5.45 / 1.52	0.87	0.46 ***
32. Faculty provide timely feedback about my academic progress.	6.63	5.63 / 1.50	1.00	6.45	5.24 / 1.54	1.21	0.39 ***
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.37	5.61 / 1.48	0.76	6.08	5.20 / 1.55	0.88	0.41 ***
34. There are adequate services to help me decide upon a career.	6.44	5.67 / 1.45	0.77	6.27	5.12 / 1.58	1.15	0.55 ***
35. I seldom get the "run-around" when seeking information on this campus.	6.55	5.16 / 1.88	1.39	6.23	4.74 / 1.81	1.49	0.42 ***
36. The quality of instruction I receive in most of my classes is excellent.	6.73	5.99 / 1.25	0.74	6.57	5.46 / 1.43	1.11	0.53 ***
37. There is a strong commitment to diversity on this campus.	6.19	5.82 / 1.38	0.37	5.77	5.31 / 1.50	0.46	0.51 ***

* Difference statistically significant at the .05 level

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*** Difference statistically significant at the .001 level

National Group Means are based on 28723 records.

Institutional Summary

Items: In Sequential Order

Item	Northwestern State University - SSI			National Four-Year Publics Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
38. I receive ongoing feedback about progress toward my academic goals.	6.51	5.40 / 1.61	1.11	6.25	4.93 / 1.60	1.32	0.47 ***
39. Student disciplinary procedures are fair.	6.46	5.81 / 1.44	0.65	6.13	5.16 / 1.61	0.97	0.65 ***
40. Faculty are usually available to students outside of class (during office hours, by phone or by e-mail).	6.60	6.06 / 1.24	0.54	6.45	5.74 / 1.41	0.71	0.32 ***
41. Tuition paid is a worthwhile investment.	6.64	5.69 / 1.55	0.95	6.53	5.26 / 1.63	1.27	0.43 ***
42. Students are free to express their ideas on this campus.	6.45	5.81 / 1.45	0.64	6.26	5.47 / 1.52	0.79	0.34 ***
43. Mentors are available to guide my life and career goals.	6.24	5.48 / 1.61	0.76	6.09	5.08 / 1.58	1.01	0.40 ***
44. On the whole, the campus is well-maintained.	6.42	5.89 / 1.29	0.53	6.34	5.71 / 1.46	0.63	0.18 *
45. Student activity fees are put to good use.	6.33	5.00 / 1.84	1.33	6.19	4.70 / 1.79	1.49	0.30 **
46. Campus item 1							
47. Campus item 2							
48. Campus item 3							
49. Campus item 4							
50. Campus item 5							
51. Campus item 6							
52. Campus item 7							

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National Group Means are based on 28723 records.

Institutional Summary
Items: In Sequential Order

Item	Northwestern State University - SSI			National Four-Year Publics Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
53. Campus item 8							
54. Campus item 9							
55. Campus item 10							
56. Cost as factor in decision to enroll.	6.31			6.29			
57. Financial assistance as factor in decision to enroll.	6.39			6.09			
58. Academic reputation as factor in decision to enroll.	6.39			6.13			
59. Future career opportunities as factor in decision to enroll.	6.45			6.32			
60. Personal recommendations as factor in decision to enroll.	6.11			5.76			
61. Distance from campus as factor in decision to enroll.	5.86			5.89			
62. Information on the campus Web site as factor in decision to enroll.	5.99			5.60			
63. Campus visits as factor in decision to enroll.	5.60			5.41			

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

National Group Means are based on 28723 records.

Institutional Summary

Summary Items

Summary Item	Northwestern State University - SSI	National Four-Year Publics Form B	Mean Difference
<p>So far, how has your college experience met your expectations?</p> <p>1=Much worse than expected</p> <p>2=Quite a bit worse than I expected</p> <p>3=Worse than I expected</p> <p>4=About what I expected</p> <p>5=Better than I expected</p> <p>6=Quite a bit better than I expected</p> <p>7=Much better than expected</p>	<p>Average: 4.96</p> <p>0%</p> <p>0%</p> <p>6%</p> <p>30%</p> <p>30%</p> <p>15%</p> <p>15%</p>	<p>Average: 4.62</p> <p>2%</p> <p>3%</p> <p>10%</p> <p>34%</p> <p>24%</p> <p>13%</p> <p>11%</p>	<p>0.34</p>
<p>Rate your overall satisfaction with your experience here thus far.</p> <p>1=Not satisfied at all</p> <p>2=Not very satisfied</p> <p>3=Somewhat dissatisfied</p> <p>4=Neutral</p> <p>5=Somewhat satisfied</p> <p>6=Satisfied</p> <p>7=Very satisfied</p>	<p>Average: 5.77</p> <p>0%</p> <p>1%</p> <p>3%</p> <p>6%</p> <p>15%</p> <p>46%</p> <p>25%</p>	<p>Average: 5.19</p> <p>1%</p> <p>4%</p> <p>8%</p> <p>12%</p> <p>19%</p> <p>37%</p> <p>15%</p>	<p>0.58</p>
<p>All in all, if you had to do it over, would you enroll here again?</p> <p>1=Definitely not</p> <p>2=Probably not</p> <p>3=Maybe not</p> <p>4=I don't know</p> <p>5=Maybe yes</p> <p>6=Probably yes</p> <p>7=Definitely yes</p>	<p>Average: 5.95</p> <p>1%</p> <p>4%</p> <p>1%</p> <p>5%</p> <p>9%</p> <p>27%</p> <p>49%</p>	<p>Average: 5.26</p> <p>4%</p> <p>6%</p> <p>6%</p> <p>11%</p> <p>12%</p> <p>27%</p> <p>30%</p>	<p>0.69</p>