

POINT PARK
UNIVERSITY

Noel-Levitz
2012 Student Satisfaction
Inventory:
A Summary of Results

Prepared by the Office of Institutional Research and Planning
Fall 2012

Point Park University

2012 Student Satisfaction Inventory

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Survey instrument



SSI 2012

Background and Respondent Profile

Survey Background

The Student Satisfaction Inventory (SSI), a standardized survey instrument from Noel-Levitz, is designed to measure students' satisfaction with a wide range of college experiences, programs, and services. It allows institutions to set priorities that are closely aligned with those of the students, pinpoint institutional strengths, and identify challenges in need of improvement.

The survey consists of 73 standard items and 10 additional ones supplied by Point Park University. Each item is expressed as a statement of expectation. For each item, students are asked to rate both the level of importance (a scale of 1 to 7, with 1 as "not important at all" and 7 as "very important") and level of satisfaction (a scale of 1 to 7, with 1 as "not satisfied at all" and 7 as "very satisfied"). Differences in importance and satisfaction ratings are referred to as performance gaps.

Sample and Response Rates

In spring 2012, stratified random samples of classes were invited to participate. The sampling methodology ensured adequate representation from the various student populations (i.e., undergraduate/graduate, day/evening/weekend, school/dept.). Subsequent demographic comparisons between survey respondents and non-respondents did not reveal major differences in key demographic and background areas (ethnicity, gender, class, etc.). We consider this sample and our results to be representative of the overall Point Park University student population. See the following page for a complete respondent profile. Similar studies were conducted in 1999 and 2000 and every other year after that (2002-2010). Response rates for all eight years can be found below.

| <u>Year Admin.</u> | <u># of resp</u> | <u>Census</u> | <u>% of census</u> |
|--------------------|------------------|---------------|--------------------|
| Spring 1999 | 490 | 2,464 | 20% |
| Spring 2000 | 590 | 2,565 | 23% |
| Spring 2002 | 590 | 2,883 | 20% |
| Spring 2004 | 860 | 3,100 | 28% |
| Spring 2006 | 1,286 | 3,240 | 40% |
| Spring 2008 | 1,517 | 3,444 | 44% |
| Spring 2010 | 1,680 | 3,815 | 44% |
| Spring 2012 | 1,732 | 3,662 | 47% |

Data Analysis and Interpretation

The recommended approach to analyzing the data is to say that any question item with a mean rating that falls in the top half of importance and in the top quartile of satisfaction will be defined as a "**strength**". Any question item with a mean rating that falls in the top half of importance and in the bottom quartile of satisfaction will be defined as a "**challenge**". The size of the performance gaps for each of these items can then be used to measure how well the institution is meeting students' expectations.

Applying this methodology will assist Point Park with identifying the areas that the students indicate matter most to them and they are most satisfied with, as well as the areas that students indicate as their greatest needs for improvement.

Respondent Profile (2012)

| <u>Current enrollment status</u> | <u>N</u> | <u>%</u> | <u>% est. actual*</u> |
|----------------------------------|----------|----------|-----------------------|
| Day student | 1121 | 69.41 | na |
| Evening | 281 | 17.40 | na |
| Weekend | 213 | 13.19 | na |
| Total valid responses | 1615 | 100 | |
| No Answer | 110 | | |

| <u>Age</u> | <u>N</u> | <u>%</u> | <u>% est. actual*</u> |
|-----------------------------|----------|----------|-----------------------|
| Traditional aged (18 to 24) | 1166 | 70.11 | 64.5 |
| Non-traditional aged (> 25) | 497 | 29.88 | 34.2 |
| Total valid responses | 1663 | 100 | |
| No Answer | 62 | | |

| <u>Current class load</u> | <u>N</u> | <u>%</u> | <u>% est. actual*</u> |
|---------------------------|----------|----------|-----------------------|
| Full-time | 1389 | 84.03 | 72.4 |
| Part-time | 264 | 15.97 | 27.6 |
| Total valid responses | 1653 | 100 | |
| No Answer | 72 | | |

| <u>Gender</u> | <u>N</u> | <u>%</u> | <u>% est. actual*</u> |
|-----------------------|----------|----------|-----------------------|
| Female | 980 | 58.97 | 58.4 |
| Male | 682 | 41.03 | 41.6 |
| Total valid responses | 1662 | 100 | |
| No Answer | 63 | | |

| <u>Ethnicity/race</u> | <u>N</u> | <u>%</u> | <u>% est. actual*</u> |
|------------------------------|----------|----------|-----------------------|
| African-American | 256 | 15.52 | 18.3 |
| Am. Indian/Alaskan Native | 7 | 0.42 | .2 |
| Asian/Pacific Islander | 41 | 2.49 | .8 |
| Caucasian/White | 1145 | 69.44 | 72 |
| Hispanic | 43 | 2.61 | 3.1 |
| Other race | 57 | 3.46 | 5.2 |
| Race – prefer not to respond | 100 | 6.06 | .5 |
| Total valid responses | 1649 | 100 | |
| No Answer | 76 | | |

* Note: % est. actual based on Fall 2011 census

| <u>Class Level</u> | <u>N</u> | <u>%</u> | <u>% est. actual*</u> |
|-----------------------|----------|----------|-----------------------|
| Freshman | 305 | 18.41 | 16.3 |
| Sophomore | 372 | 22.45 | 16.6 |
| Junior | 409 | 24.68 | 22.2 |
| Senior | 370 | 22.33 | 31.2 |
| Graduate | 168 | 10.14 | 13.7 |
| Other class level | 33 | 1.99 | 0 |
| Total valid responses | 1657 | 100 | |
| No Answer | 68 | | |

| <u>Current Residence</u> | <u>N</u> | <u>%</u> | <u>% est. actual*</u> |
|--------------------------|----------|----------|-----------------------|
| Residence hall | 520 | 31.38 | 24.6 |
| Commuter | 1137 | 68.61 | 75.4 |
| Total valid responses | 1657 | 100 | |
| No Answer | 68 | | |

| <u>Residence classification</u> | <u>N</u> | <u>%</u> | <u>% est. actual*</u> |
|---------------------------------|----------|----------|-----------------------|
| In-state | 1247 | 75.39 | 80.7 |
| Out-of-state | 351 | 21.22 | 17.3 |
| International | 56 | 3.39 | 2 |
| Total valid responses | 1654 | 100 | |
| No Answer | 71 | | |

| <u>Employment</u> | <u>N</u> | <u>%</u> | <u>% est. actual*</u> |
|----------------------|----------|----------|-----------------------|
| Full-time off campus | 464 | 28.33 | na |
| Part-time off campus | 519 | 31.68 | na |
| Full-time on campus | 62 | 3.79 | na |
| Part-time on campus | 201 | 12.27 | na |
| Not employed | 392 | 23.93 | na |
| Total | 1638 | 100 | |
| No Answer | 87 | | |

| <u>Institution was my....</u> | <u>N</u> | <u>%</u> | <u>% est. actual*</u> |
|---------------------------------|----------|----------|-----------------------|
| 1 st choice | 951 | 57.64 | na |
| 2 nd choice | 509 | 30.85 | na |
| 3 rd choice or lower | 190 | 11.52 | na |
| Total valid responses | 1650 | 100 | |
| No Answer | 75 | | |



SSI 2012

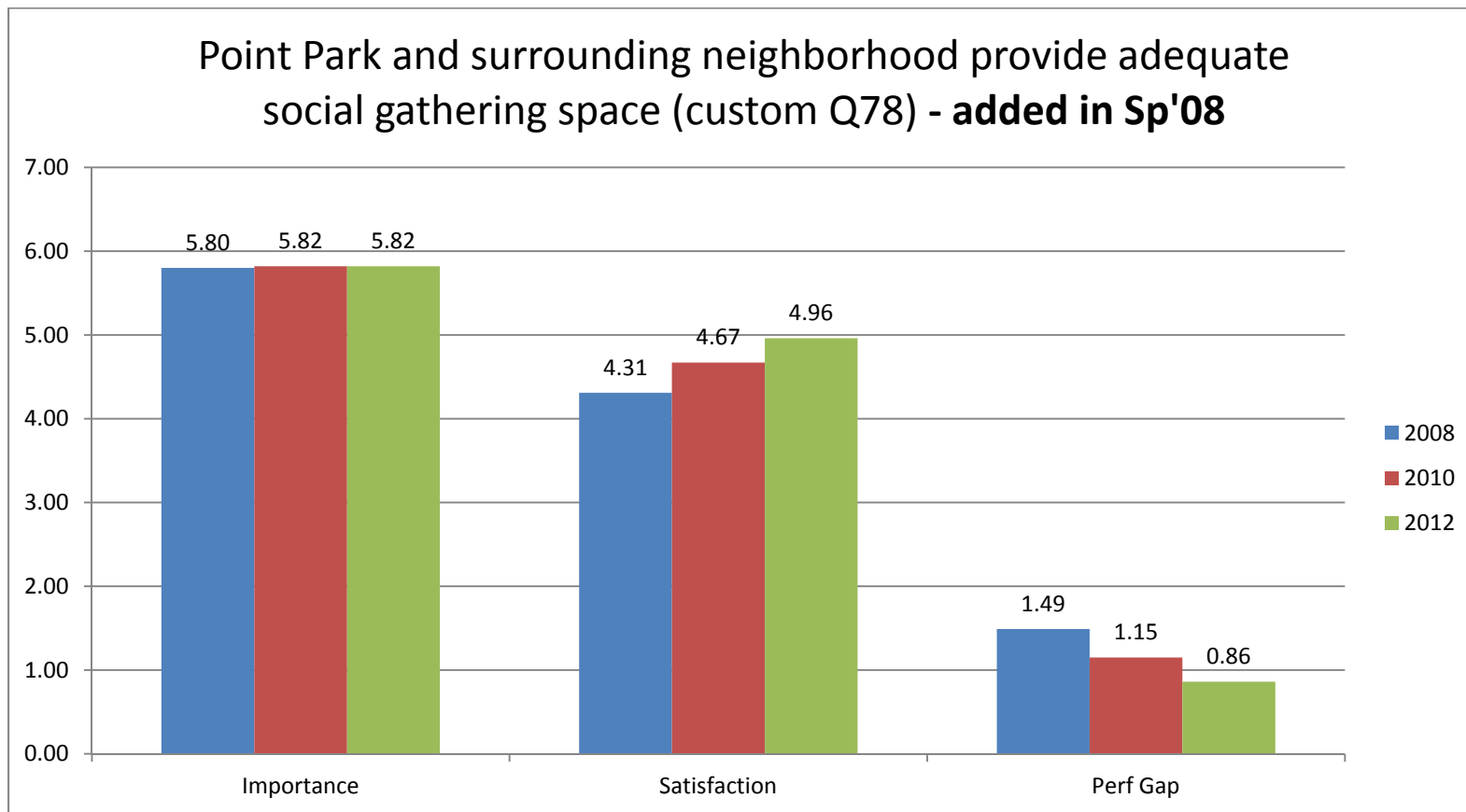
Highlights and Summaries

A. Highlights

1. Assessing strategies targeted to improve social gathering space for Point Park University students

In recent years, the University committed substantial resources to improving the social gathering space for students. Among these improvements include significant upgrades to the Student Center, 4th Floor Commuter Lounge, and the University Village Park. Prior to that commitment, a custom SSI question was added in Spring 2008 to establish a baseline measure of students' perceptions regarding this issue. This newly added question, along with another SSI question pertaining to the Student Center (see page 4) , allow the University to determine whether the increased commitment led to increased student satisfaction.

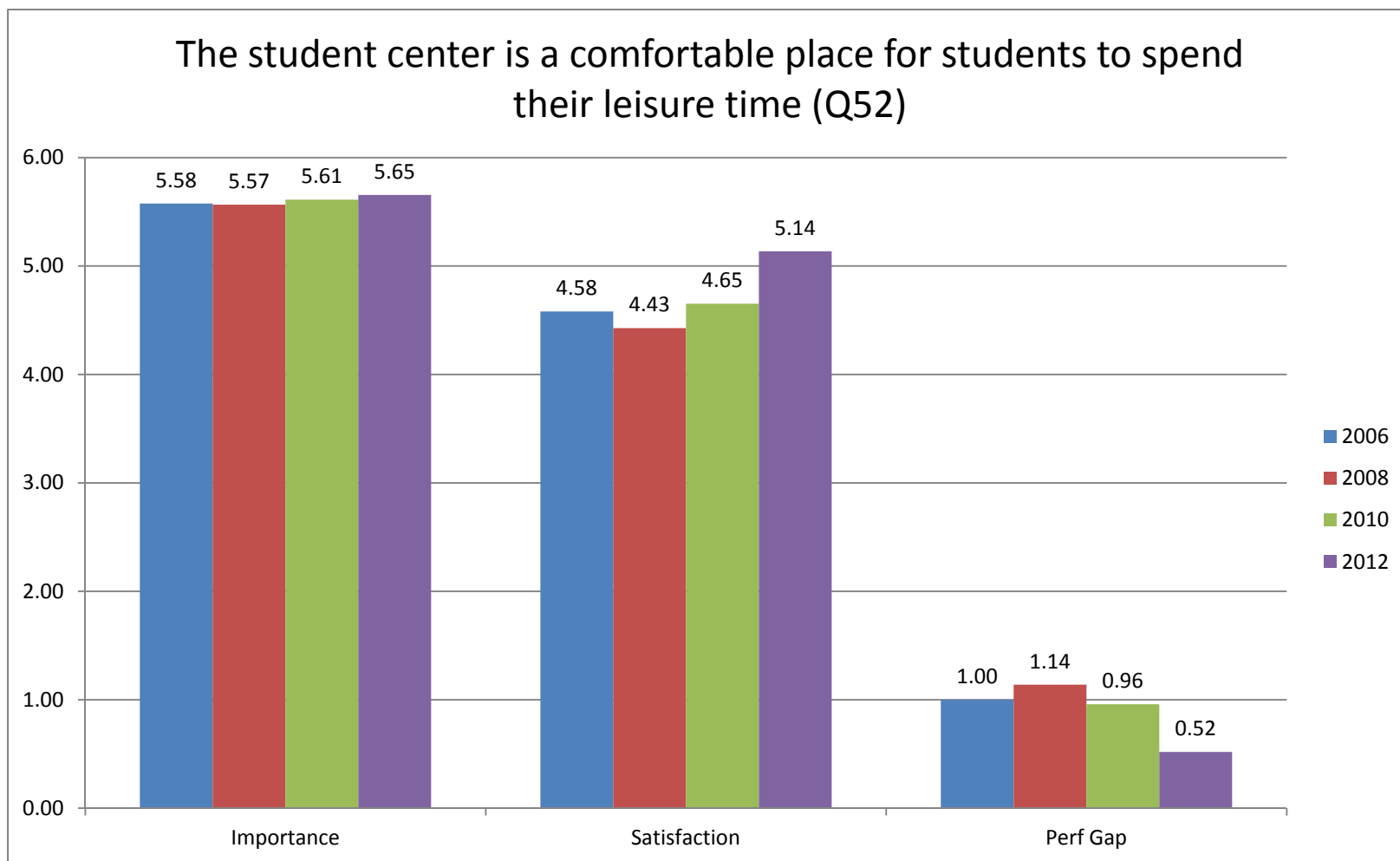
As the data below suggest, the strategies appear to have increased student satisfaction and have enabled the University to better meet student expectations as indicated by the shrinking performance gap.



1b. Assessing improvements to the Student Center

SSI question item #52 may also help to determine whether the University's increased focus on social gathering space has had a positive impact on student perceptions and expectations.

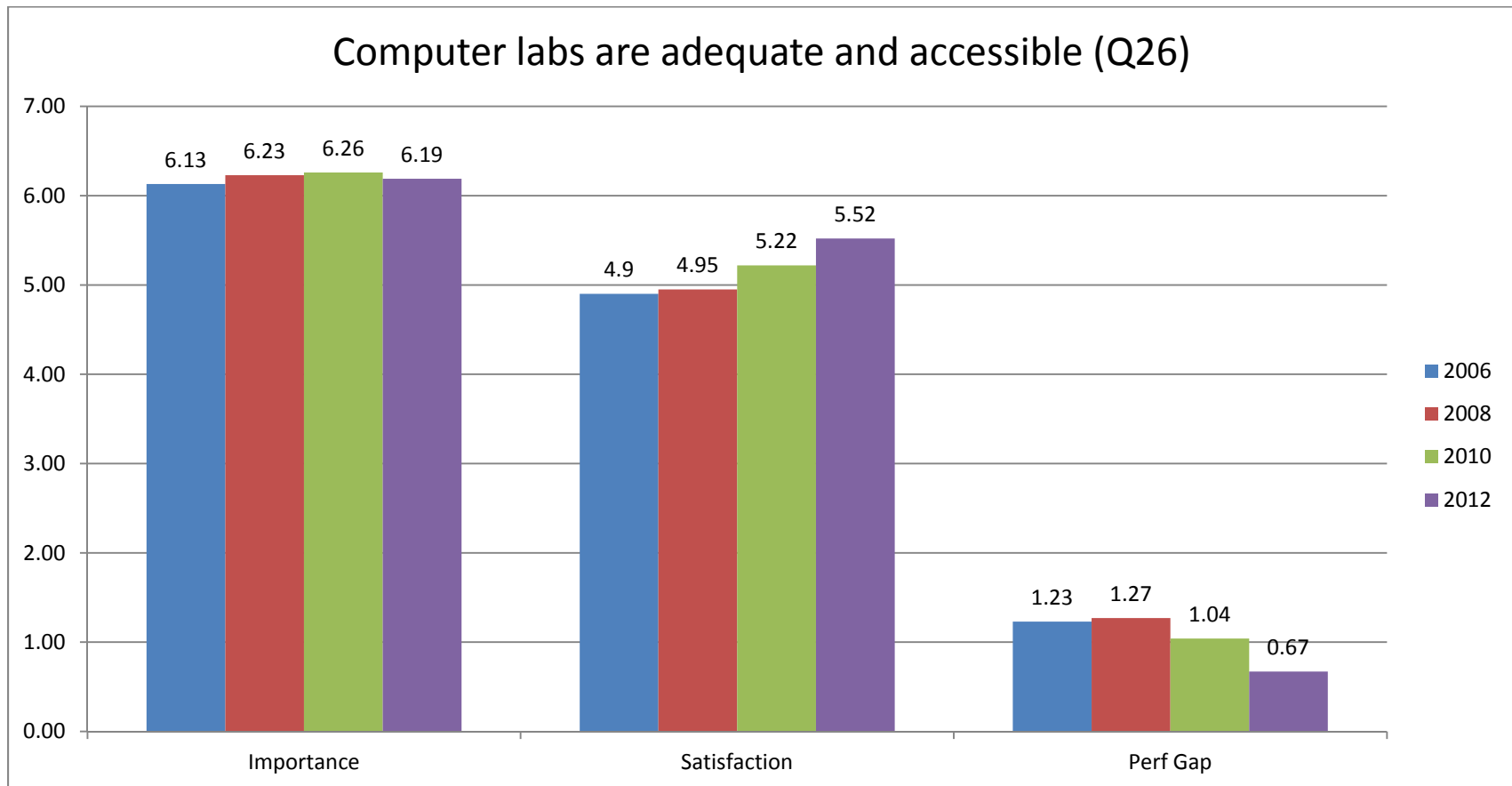
Again, the graph below further supports the University's direction to improve student gathering space as has been shown by the increases in student satisfaction, as well as the shrinking performance gaps.



2. Assessing the adequacy and accessibility of the student computer labs

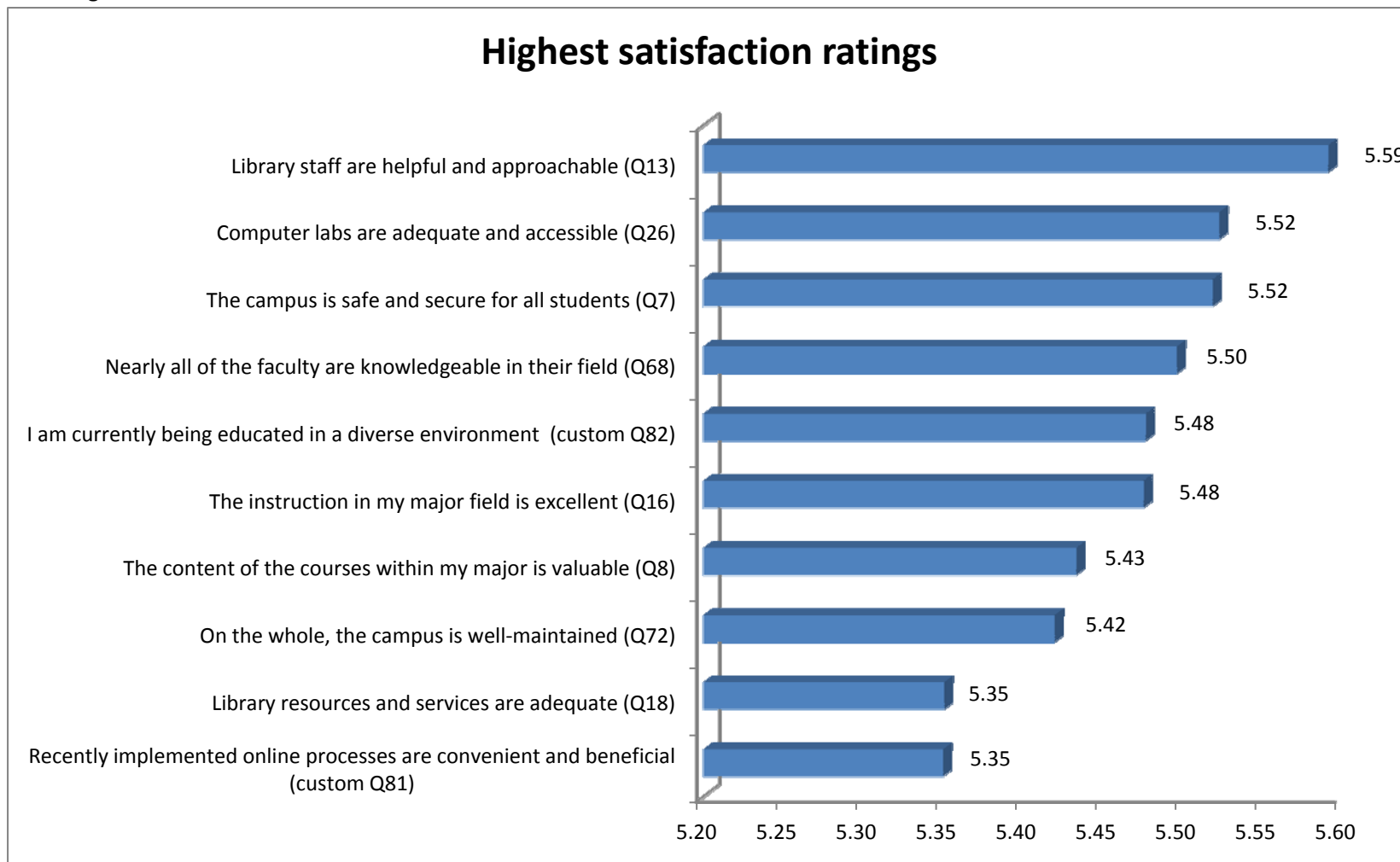
In the latter part of 2010, the University made a purposeful decision to create computer lab space that was more accessible and informal. This was done by creating substantially more open space, doubling the number of computers and adding several wall mounted televisions. Further, the Office of University Technology has implemented an equipment replacement plan in order to better meet students' changing technological needs.

As a result of these strategies, The SSI question item "computer labs are adequate and accessible" has been identified as a "Strength" for the first time. In 2010, the satisfaction rating for this particular question item was ranked 26th out of 83. In 2012, the satisfaction rating now ranks 2nd out of 83. As the graph below indicates, satisfaction continues to increase while performance gaps decrease.

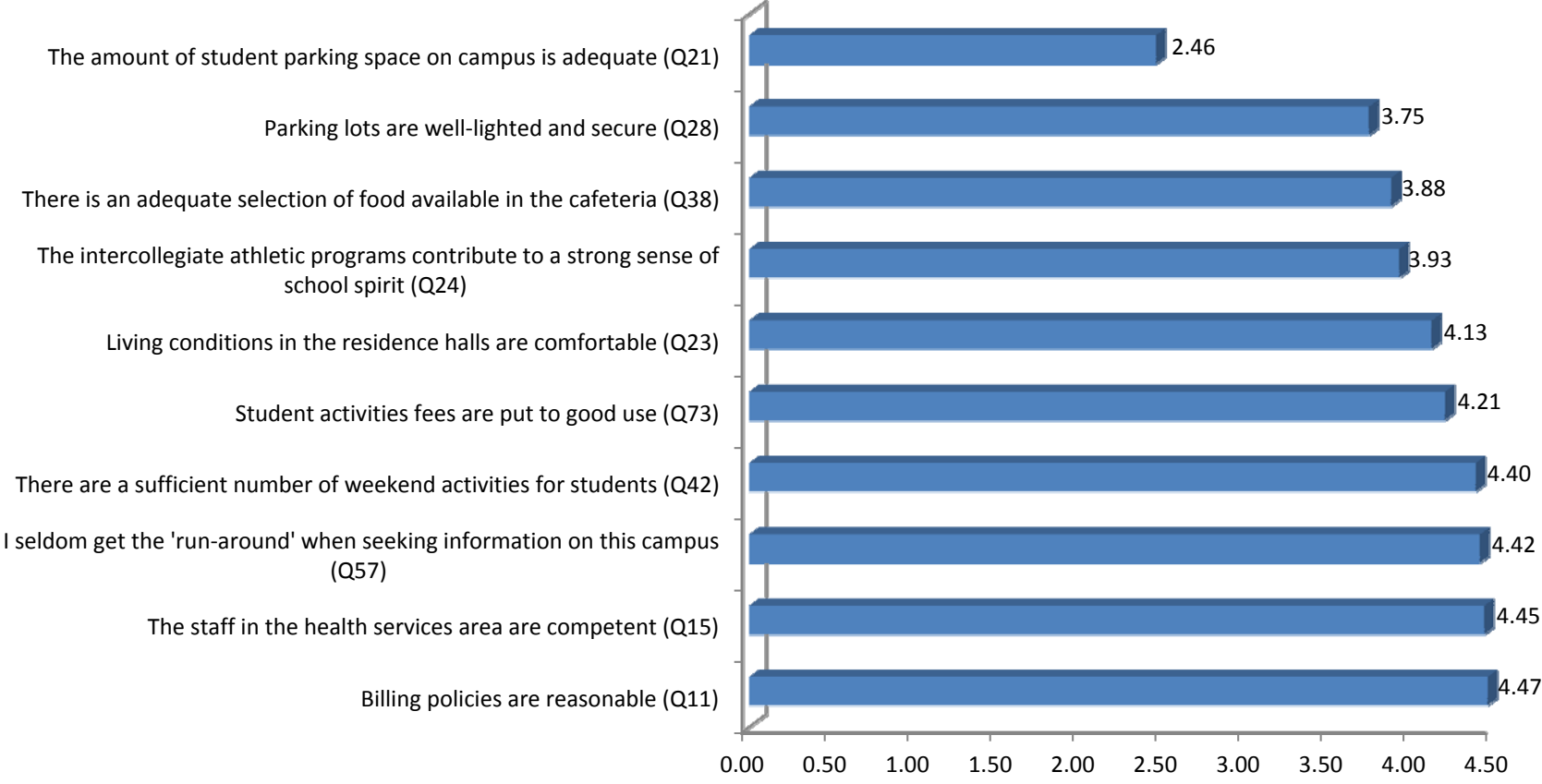


B. Satisfaction ratings

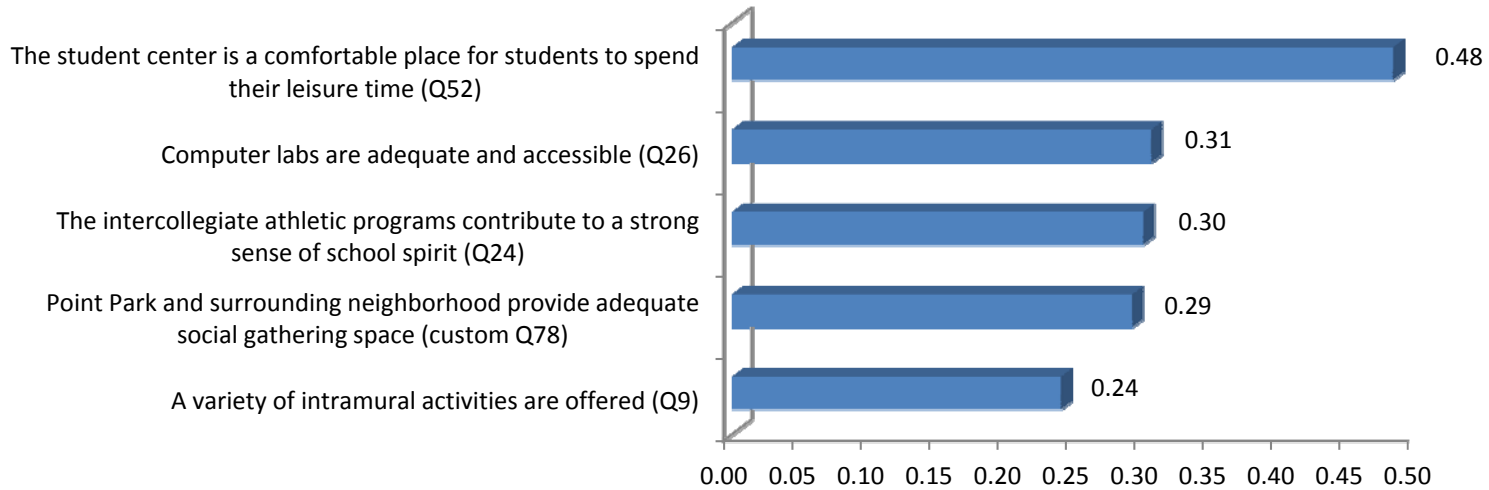
1. Satisfaction ratings decreased for nearly three-fourths (73%) of the 83 question items from 2010 to 2012.
2. Seven of the ten highest satisfaction ratings in 2012 were calculated “strengths” since they fell in the top half of the importance rankings. Questions 13, 18, and 82 fell in the bottom half of “importance”.
3. Of the ten lowest satisfaction ratings, only the question pertaining to billing policies (Q11) was important enough to be calculated as a “challenge”.



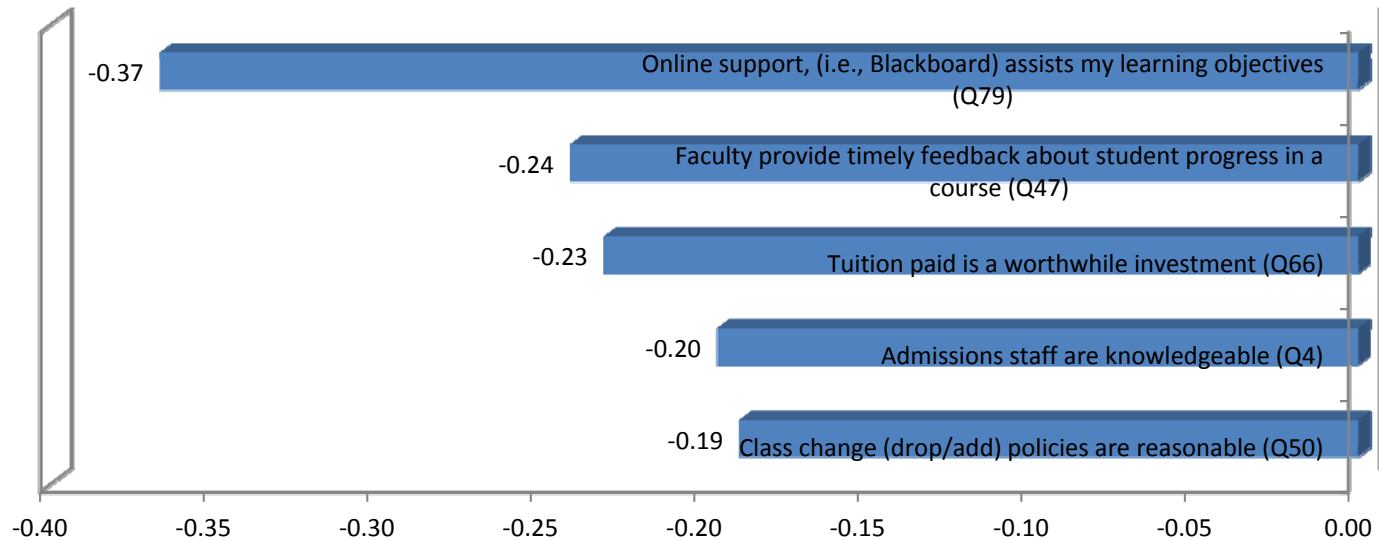
Lowest satisfaction ratings



Top 5 increases in satisfaction from 2010 to 2012

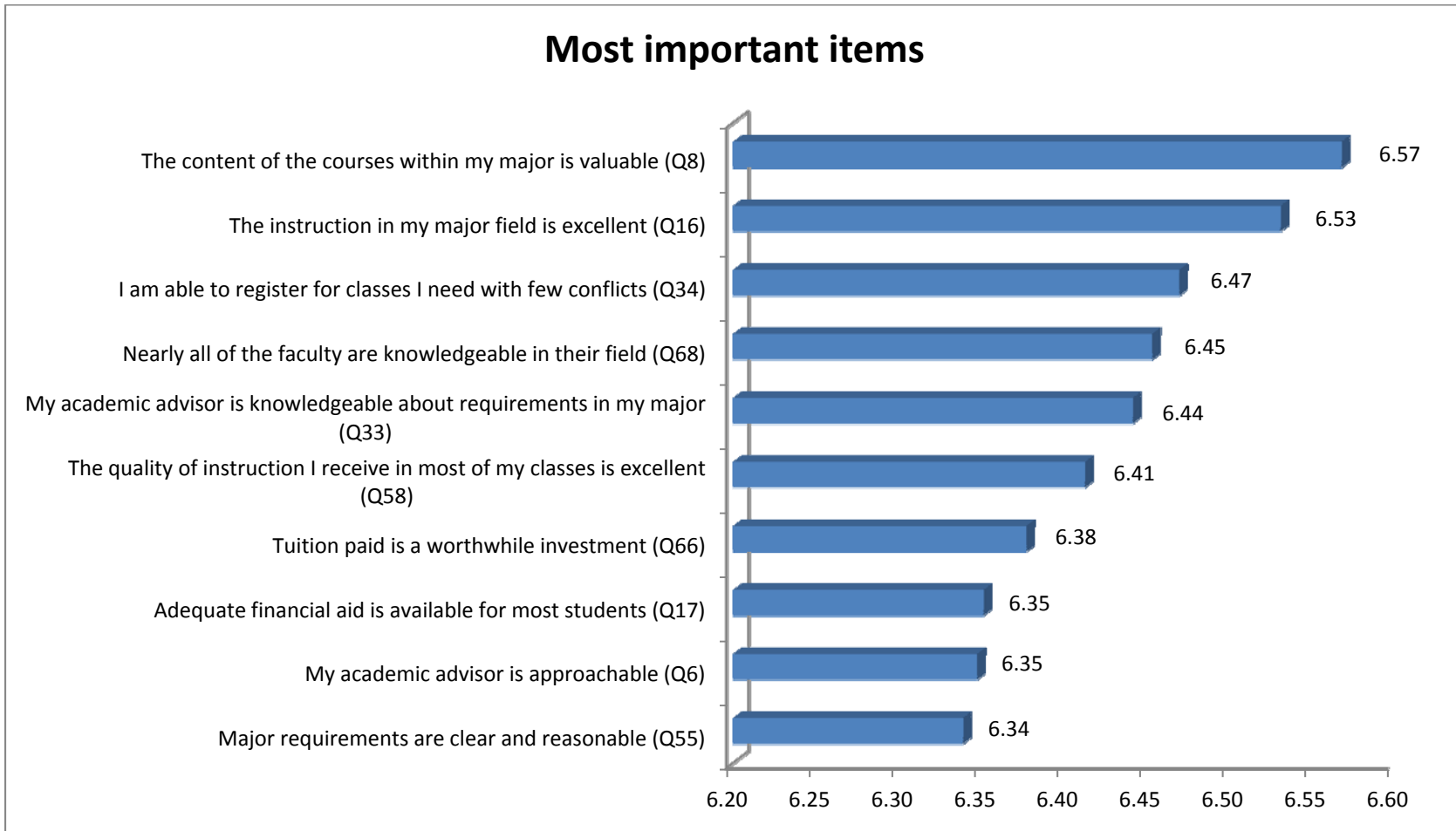


Top 5 decreases in satisfaction from 2010 to 2012

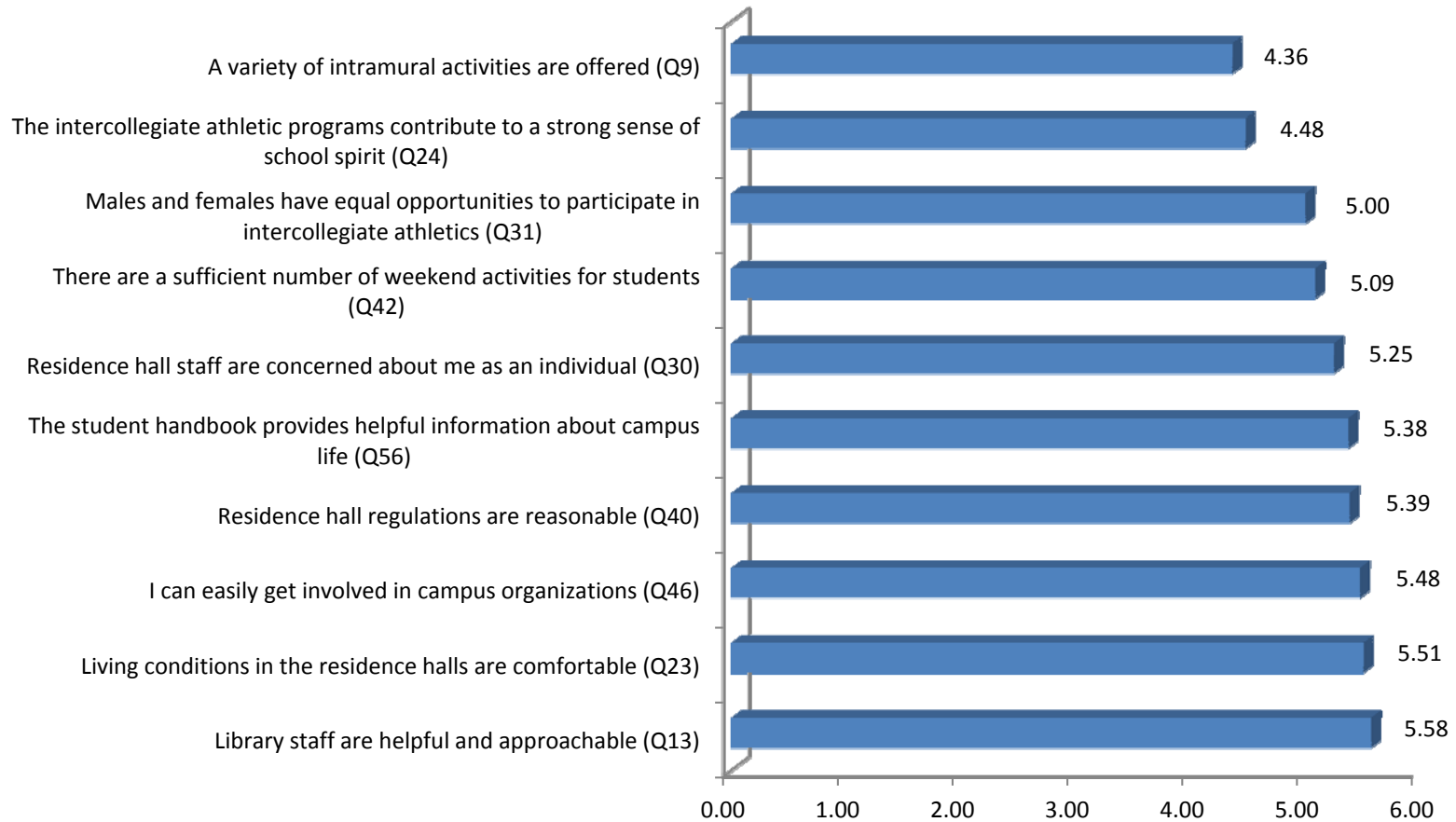


C. Importance ratings

1. Satisfaction ratings decreased for two-thirds (66%) of the 83 question items from 2010 to 2012.
2. Six items (Questions 6, 8, 16, 33, 55, and 68) were calculated “strengths” while questions 17 and 66 were calculated “challenges”.
3. Interestingly, question 13 is in the top ten most “satisfied”, as well as in the top ten “least” important.

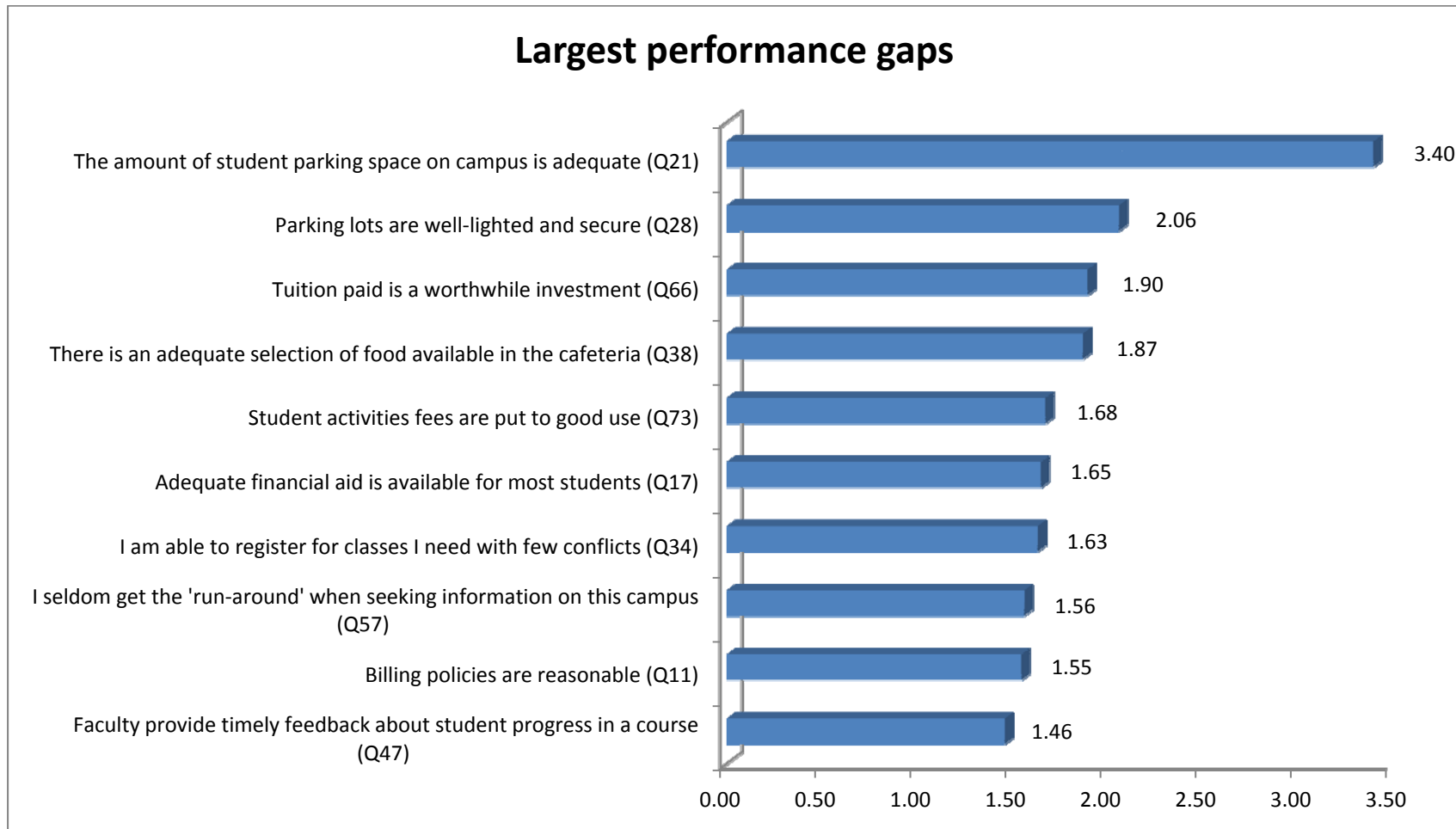


Least important items

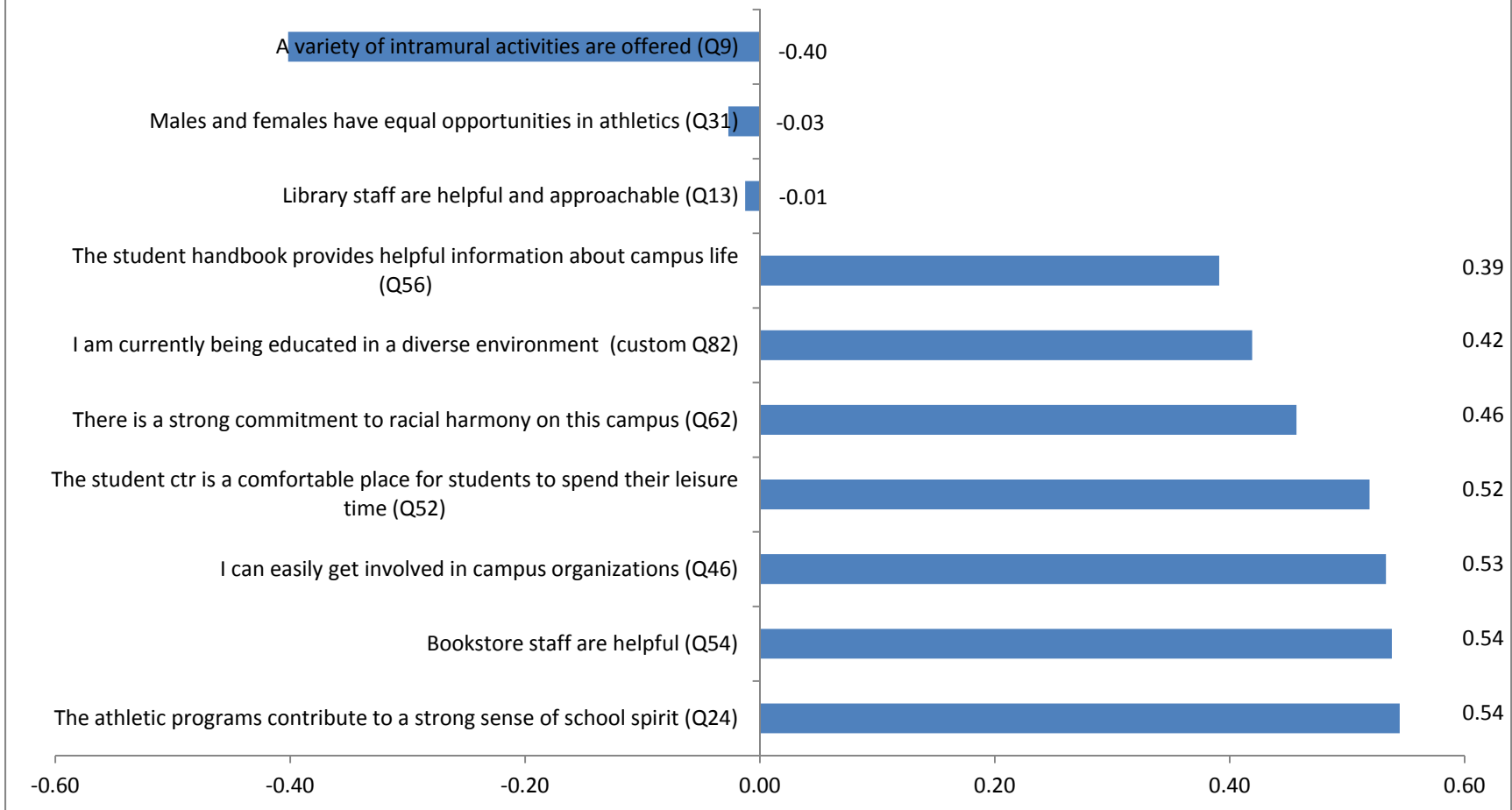


D. Performance Gaps

1. Performance gaps (i.e., the difference between importance and satisfaction ratings) have decreased for 29% of the items from 2010 to 2012.
2. The number of items with significantly large performance gaps (i.e., greater than 1.49) has roughly stayed the same as 2010 (9 items in 2012).
3. Similarly, the number of items with performance gaps less than 1.00 has stayed about the same compared to 2010 (44 in 2012).



Smallest performance gaps



E. Enrollment factors

1. The top three reasons for enrolling at Point Park as rated by students are the same top three reasons given in 2010.
2. The top three reasons given by Point Park students are the same top three reasons expressed by students at other four-year private institutions (Comp1), as well as students from other “Masters Large Universities” (Comp2).

Importance of Enrollment Factors
(1=not imp at all to 7=very imp)

| | 2012 | 2010 | Diff | Comp1 | | Comp2 | |
|--|------|------|-------|-------|-------|-------|-------|
| | | | | 2012 | Diff | 2012 | Diff |
| Financial Aid | 6.22 | 6.15 | 0.07 | 6.23 | -0.01 | 6.24 | -0.02 |
| Cost as a factor in decision to enroll | 6.08 | 5.97 | 0.11 | 6.04 | 0.04 | 6.08 | 0 |
| Academic reputation | 5.71 | 5.77 | -0.06 | 6.17 | -0.46 | 6.11 | -0.4 |
| Geographic setting | 5.51 | 5.46 | 0.05 | 5.43 | 0.08 | 5.54 | -0.03 |
| Personalized attention prior to enrollment | 5.33 | 5.35 | -0.02 | 5.7 | -0.37 | 5.67 | -0.34 |
| Campus appearance | 5.32 | 5.27 | 0.05 | 5.48 | -0.16 | 5.56 | -0.24 |
| Size of institution | 5.22 | 5.31 | -0.09 | 5.43 | -0.21 | 5.72 | -0.5 |
| Recommendations from family/friends | 4.44 | 4.36 | 0.08 | 4.8 | -0.36 | 4.93 | -0.49 |
| Opportunities to play sports | 2.89 | 2.99 | -0.1 | 3.56 | -0.67 | 3.78 | -0.89 |

F. Additional Summary Tables

1. Student expectations

How has your college experience met your expectations?

| | % 2012 | % 2010 | Diff | % Comp1 | Diff | Comp2 | Diff |
|-----------------------|-----------|-----------|------|------------|------|-------|------|
| Worse than expected | 17 | 15 | 2 | 16 | 1 | 15 | 2 |
| About what I expected | 36 | 40 | -4 | 33 | 3 | 34 | 2 |
| Better than expected | 42 | 38 | 4 | 48 | -6 | 46 | -4 |

2. Overall satisfaction

Rate your overall satisfaction with your experience here thus far.

| | % 2012 | % 2010 | Diff | % Comp1 | Diff | Comp2 | Diff |
|--------------|-----------|-----------|------|------------|------|-------|------|
| Dissatisfied | 17 | 13 | 4 | 13 | 4 | 13 | 4 |
| Neutral | 10 | 12 | -2 | 10 | 0 | 9 | 1 |
| Satisfied | 68 | 71 | -3 | 73 | -5 | 74 | -6 |

G. Strengths and Challenges

Definitions:

Strength = items with a mean rating in top half of importance and top quartile of satisfaction

Challenge = items with a mean rating in top half of importance and bottom quartile of satisfaction

1. Strengths at PPU

(Items in the top half of importance and top quartile in satisfaction)

a. Newer strengths:

- ❖ Computer labs are adequate and accessible (Q26)* - NEW strength in 2012 and was a challenge in 1999 and 2000.
- ❖ Campus staff are caring and helpful (Q2)* - Strength in 2010 and 2012.
- ❖ Freedom of expression is protected on campus (Q67)* - Strength in 2010 and 2012.
- ❖ Clear understanding of what learning outcomes are expected in my major (Custom Q76)* - Strength in 2010 and 2012.
- ❖ My academic program is meeting the goals outlined in Mission Statement (Custom Q83)* - Strength in 2010 and 2012.

b. Other consistent strengths:

- ❖ My academic advisor is approachable (Q6)** - 1999 to 2012
- ❖ Campus is safe and secure for all students (Q7)* - 1999 to 2012
- ❖ Content of major courses is valuable (Q8)** - 1999 to 2012
- ❖ Instruction in my major field is excellent (Q16)** - 1999 to 2012
- ❖ Academic advisor is knowledgeable about major requirements (Q33)** - 1999 to 2012
- ❖ Major requirements are clear and reasonable (Q55)** - 1999 to 2012
- ❖ Faculty are available after class and during office hours (Q65)* - 1999 to 2012
- ❖ Nearly all of the faculty are knowledgeable in their field (Q68)* – 1999 to 2012
- ❖ PPU has a good reputation within the community (Q51)* – 2006 to 2012
- ❖ Adjunct faculty are competent as classroom instructors (Q61)* – 2004 to 2012
- ❖ On the whole, the campus is well-maintained (Q72)* – 2006 to 2012 (was a challenge from 1999 to 2002)
- ❖ Online processes at PPU are convenient and beneficial (Custom Q81)* – 2008 to 2012

G. Strengths and Challenges (continued)

2. Challenges at PPU

(Items in the top half of importance and bottom quartile in satisfaction)

a. Newer challenges:

- ❖ Faculty provide timely feedback about student progress in a course (Q47)** - NEW challenge in 2012.
- ❖ Adequate financial aid is available for most students (Q17)*** - NEW challenge in 2012. Was also a challenge in 2008.

b. Other consistent challenges:

- ❖ Billing policies are reasonable (Q11)*** - 2002 to 2012.
- ❖ Tuition paid is a worthwhile investment (Q66)*** - 2002 to 2012.

Notes:

- * represents items with performance gaps less than 1.00
- ** represents items with performance gaps between 1.00 and 1.50
- *** represents items with performance gaps over 1.50

G. Strengths and Challenges (continued)

3. Comparison Group 1 (Other four-year private colleges/universities) n= ~ 250,000 responses from ~ 350 institutions

a. Items that were identified as strengths at other colleges/univ, but NOT strengths at Point Park

- ❖ I am able to experience intellectual growth here (Q39).
- ❖ There is a commitment to academic excellence on this campus (Q41).
- ❖ Students are made to feel welcome on this campus (Q45).
- ❖ The quality of instruction I receive in most of my classes is excellent (Q58).

b. Items that were identified as challenges at other colleges/univ, but NOT challenges at Point Park

- ❖ Financial aid awards are announced in time to be helpful in college planning (Q12).
- ❖ I seldom get the 'run around' when seeking information on this campus (Q57).

c. Items that were identified as strengths at Point Park, but not at other 4-yr colleges/univ

- ❖ Computer labs are adequate and accessible (Q26).
- ❖ Adjunct faculty are competent as classroom instructors (Q61).
- ❖ Freedom of expression is protected on campus (Q67).

d. Items that were identified as challenges at Point Park, but NOT challenges at other 4-yr colleges/univ

- ❖ Billing policies are reasonable (Q11).
- ❖ Faculty provide timely feedback about student progress in a course (Q47).

G. Strengths and Challenges (continued)

4. Comparison Group 2 (Other Mid States Masters Large) n= ~7,700 responses from 10 institutions -- NEW

a. Items that were identified as strengths at other selected colleges/univ, but NOT strengths at Point Park

- ❖ Faculty care about me as an individual (Q3).
- ❖ My academic advisor is concerned about my success (Q14).
- ❖ I am able to experience intellectual growth here (Q39).
- ❖ There is a commitment to academic excellence on this campus (Q41).
- ❖ Students are made to feel welcome on this campus (Q45).

b. Items that were identified as challenges at other selected colleges/univ, but NOT challenges at Point Park

- ❖ Financial Aid counselors are helpful (Q5).
- ❖ Financial aid awards are announced in time to be helpful in college planning (Q12).
- ❖ Living conditions in residence halls are comfortable (Q23).
- ❖ Security staff respond quickly in emergencies (Q36).
- ❖ I seldom get the 'run around' when seeking information on this campus (Q57).

c. Items that were identified as strengths at Point Park, but not at other selected 4-yr colleges/univ

- ❖ Computer labs are adequate and accessible (Q26).
- ❖ Adjunct faculty are competent as classroom instructors (Q61).
- ❖ Freedom of expression is protected on campus (Q67).

d. Items that were identified as challenges at Point Park, but NOT challenges at other selected 4-yr colleges/univ

- ❖ Billing policies are reasonable (Q11).
 - ❖ Faculty provide timely feedback about student progress in a course (Q47).
-



SSI 2012

Summary Tables

Table 1. Strengths and Challenges by Year

KEY:

C = Challenges: Items in the top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)

S = Strengths: Items in the top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)

Note: Sorted by question number in ascending order

| Q# | | 1999 | 2000 | 2002 | 2004 | 2006 | 2008 | 2010 | 2012 |
|----|--|------|------|------|------|------|------|------|------|
| 1 | Students feel sense of belonging | | | | | | | | |
| 2 | Staff are caring and helpful | S | S | S | | | | S | S |
| 3 | Faculty care about me as an individual | S | S | | | S | | | |
| 4 | Admissions staff are knowledgeable | | | | | | | | |
| 5 | Fin Aid counselors are helpful | C | C | | | | | | |
| 6 | My academic advisor is approachable | S | S | S | S | S | S | S | S |
| 7 | Campus is safe and secure for all students | S | S | S | S | S | S | S | S |
| 8 | Content of major courses are valuable | S | S | S | S | S | S | S | S |
| 9 | Variety of intramural activities are offered | | | | | | | | |
| 10 | Administrators are approachable to students | | | | | | | | |
| 11 | Billing policies are reasonable | | | C | C | C | C | C | C |
| 12 | Fin Aid awards are announced in timely fashion | | | | | | | | |
| 13 | Library staff are helpful and approachable | | | | | | | | |
| 14 | My academic advisor is concerned about my success | S | | | S | S | | | |
| 15 | Health services staff are competent | | | | | | | | |
| 16 | Instruction in my major field is excellent | S | S | S | S | S | S | S | S |
| 17 | Adequate fin aid is available for most students | | | | | | C | | C |
| 18 | Library resources and services are adequate | | S | S | | | | | |
| 19 | My academic advisor helps me set goals | | | | | | | | |
| 20 | Business office is open during hours convenient for students | | | | | | | | |
| 21 | Amount of student parking space is adequate | | | C | C | | | | |
| 22 | Counseling staff care about students | | | | | | | | |
| 23 | Living conditions in residence halls are comfortable | | | | | | | | |
| 24 | The athletic programs contribute to school spirit | | | | | | | | |
| 25 | Faculty are fair and unbiased in their treatment of students | | | | | | | | |
| 26 | Computer labs are adequate and accessible | C | C | | | | | | S |
| 27 | Personnel involved in registration are helpful | S | | S | | | | | |
| 28 | Parking lots are well-lighted and secure | | | | | | | | |
| 29 | It is an enjoyable experience to be a Point Park student | | | | | | | | |
| 30 | Residence hall staff are concerned about me | | | | | | | | |
| 31 | Males and females have equal opportunities to participate in athletics | | | | | | | | |

Table 1. Strengths and Challenges by Year

| Q# | | 1999 | 2000 | 2002 | 2004 | 2006 | 2008 | 2010 | 2012 |
|----|---|------|------|------|------|------|------|------|------|
| 32 | Tutoring services are readily available | | | | | | | | |
| 33 | My academic advisor is knowledgeable about my major requirements | S | S | S | S | S | S | S | S |
| 34 | I am able to register for classes I need with few conflicts | | | S | | | | | |
| 35 | The assessment and course placement procedures are reasonable | | | | | | | | |
| 36 | Security staff respond quickly in emergencies | C | | | | | | | |
| 37 | I feel a sense of pride about my campus | | | | | | | | |
| 38 | There is an adequate selection of food avail. in the cafeteria | | | | | | | | |
| 39 | I am able to experience intellectual growth here | | | | | | | | |
| 40 | Residence hall regulations are reasonable | | | | | | | | |
| 41 | There is a commit. to acad. excellence on this campus | | | | | | | | |
| 42 | There are a sufficient number of weekend activities | | | | | | | | |
| 43 | Adm. counselors respond to prospective students' unique needs | | | | | | | | |
| 44 | Acad. support services adequately meet the needs of students | | | | | | | | |
| 45 | Students are made to feel welcome on this campus | | | | | | | | |
| 46 | I can easily get involved in campus organizations | | | | | | | | |
| 47 | Fac. provide timely feedback about student progress in a course. | | | | | | | | C |
| 48 | Adm. counselors accurately portray the campus in their recruiting practices. | | | | | | | | |
| 49 | There are adequate services to help me decide upon a career | | | | | C | | | |
| 50 | Class change (drop/add) policies are reasonable | | | | | | | S | |
| 51 | Point Park has a good reputation within the community. | | | | | S | S | S | S |
| 52 | The student ctr is a comfortable place for students to spend their leisure time | | | | | | | | |
| 53 | Fac. consider student differences as they teach a course | | | | | | | | |
| 54 | Bookstore staff are helpful | | | | | | | | |
| 55 | Major requirements are clear and reasonable | S | S | S | S | S | S | S | S |
| 56 | Student handbook provides helpful information about campus life | | | | | | | | |
| 57 | I seldom get the 'run-around' when seeking info. on this campus. | C | C | C | C | C | C | | |
| 58 | The quality of instruction I receive in most of my classes is excellent | S | S | S | S | S | S | | |
| 59 | Point Park shows concern for students as individuals | | | | | | | | |
| 60 | I generally know what's happening on campus | | | | | | | | |
| 61 | Adjunct faculty are competent as classroom instructors | S | | | S | S | S | S | S |
| 62 | There is a strong commit. to racial harmony on this campus | | | | | | | | |
| 63 | Student disciplinary procedures are fair | | | | | | | | |
| 64 | New student orient. services help students adjust to college | | | | | | | | |
| 65 | Fac. are usually available after class and during office hours | S | S | S | S | S | S | S | S |

Table 1. Strengths and Challenges by Year

| Q# | | 1999 | 2000 | 2002 | 2004 | 2006 | 2008 | 2010 | 2012 | |
|----|--|------|------|------|------|------|------|------|------|-------------------|
| 66 | Tuition paid is a worthwhile investment | | | C | C | C | C | C | C | |
| 67 | Freedom of expression is protected on campus | | | | | | | S | S | |
| 68 | Nearly all of the faculty are knowledgeable in their field | S | S | S | S | S | S | S | S | |
| 69 | There is a good variety of courses provided on this campus | | | | | | | | | |
| 70 | Graduate teaching assist. are competent as instructors | | | | | | | | | |
| 71 | Channels for expressing student complaints are readily available | | | | | | | | | |
| 72 | On the whole, the campus is well-maintained | C | C | C | | S | S | S | S | |
| 73 | Student activities fees are put to good use | | | | | | | | | |
| 74 | Billing and collecting procedures are customer friendly and efficient (custom) | | | | C | C | C | | | |
| 75 | The core curriculum is challenging (custom) | C | C | | | | | | | |
| 76 | I have a clear understanding of learning outcomes expected in my academic major (custom) | | | | | | | S | S | Added Spring 2010 |
| 77 | STARS Program: The overall service I experience from the staff on campus is excellent(custom) | | | | | | | | | Added Spring 2010 |
| 78 | Point Park and surrounding neighborhood provide adequate social gathering space (custom) | | | | | | | | | Added Spring 2008 |
| 79 | Online support assists my learning objectives and is available for most of my courses (custom) | | | | | | | | | Added Spring 2010 |
| 80 | Computer help desk personnel are knowledgeable and resolve my computer problems (custom) | | | | | | | | | Added Spring 2008 |
| 81 | Recently implemented online processes are convenient and beneficial (custom). | | | | | | S | S | S | Added Spring 2008 |
| 82 | I am currently being educated in a diverse environment (custom) | | | | | | | | | Added Spring 2010 |
| 83 | My acad. program has met the goals outlined in the Mission (custom) | | | | | | | S | S | |

Table 2. Satisfaction Ratings Summary

| | A | B | C | D | E | F | G | H | I | J |
|----|----|--|---------------|---------------|---------|---------------|---------------|---------------|---------------|---------------|
| 1 | | | | | | | | | | |
| 2 | Q# | Question | 2012 SAT Rate | 2010 SAT Rate | SAT +/- | 2012 SAT Rank | 2012 IMP Rate | 2012 IMP Rank | 2008 SAT Rate | 2006 SAT Rate |
| 3 | 13 | Library staff are helpful and approachable. | 5.59 | 5.53 | 0.06 | 1 | 5.58 | 74 | 5.61 | 5.41 |
| 4 | 26 | Computer labs are adequate and accessible. | 5.52 | 5.22 | 0.31 | 2 | 6.19 | 21 | 4.95 | 4.9 |
| 5 | 7 | The campus is safe and secure for all students. | 5.52 | 5.50 | 0.02 | 3 | 6.28 | 11 | 5.31 | 5.48 |
| 6 | 68 | Nearly all of the faculty are knowledgeable in their field. | 5.50 | 5.60 | -0.11 | 4 | 6.45 | 4 | 5.55 | 5.36 |
| 7 | 82 | I am currently being educated in a diverse environment (custom) | 5.48 | 5.57 | -0.09 | 5 | 5.90 | 48 | new | new |
| 8 | 16 | The instruction in my major field is excellent. | 5.48 | 5.55 | -0.07 | 6 | 6.53 | 2 | 5.48 | 5.32 |
| 9 | 8 | The content of the courses within my major is valuable. | 5.43 | 5.52 | -0.09 | 7 | 6.57 | 1 | 5.38 | 5.22 |
| 10 | 72 | On the whole, the campus is well-maintained. | 5.42 | 5.44 | -0.02 | 8 | 6.16 | 27 | 5.24 | 5.1 |
| 11 | 18 | Library resources and services are adequate. | 5.35 | 5.33 | 0.02 | 9 | 5.92 | 46 | 5.26 | 4.91 |
| 12 | 81 | Recently implemented online processes are convenient and beneficial (custom). | 5.35 | 5.53 | -0.18 | 10 | 6.22 | 17 | 5.63 | new |
| 13 | 62 | There is a strong commitment to racial harmony on this campus. | 5.33 | 5.34 | -0.01 | 11 | 5.79 | 58 | 5.17 | 5.03 |
| 14 | 67 | Freedom of expression is protected on campus. | 5.30 | 5.34 | -0.03 | 12 | 6.05 | 40 | 5.31 | 5.11 |
| 15 | 65 | Faculty are usually available after class and during office hours. | 5.29 | 5.45 | -0.16 | 13 | 6.18 | 24 | 5.32 | 5.32 |
| 16 | 51 | This institution has a good reputation within the community. | 5.29 | 5.37 | -0.08 | 14 | 6.12 | 30 | 5.24 | 5.06 |
| 17 | 33 | My academic advisor is knowledgeable about requirements in my major. | 5.29 | 5.42 | -0.13 | 15 | 6.44 | 5 | 5.51 | 5.37 |
| 18 | 83 | My academic program is meeting the goals outlined in the Mission Statement (custom). | 5.28 | 5.40 | -0.12 | 16 | 6.07 | 35 | 5.22 | 4.82 |
| 19 | 76 | I have a clear understanding of learning outcomes expected in my academic major (custom) | 5.28 | 5.37 | -0.09 | 17 | 6.21 | 19 | new | new |
| 20 | 55 | Major requirements are clear and reasonable. | 5.23 | 5.33 | -0.10 | 18 | 6.34 | 10 | 5.19 | 5.11 |
| 21 | 61 | Adjunct faculty are competent as classroom instructors. | 5.22 | 5.32 | -0.09 | 19 | 6.15 | 28 | 5.19 | 5.04 |
| 22 | 2 | The campus staff are caring and helpful. | 5.21 | 5.33 | -0.11 | 20 | 6.17 | 25 | 5.15 | 5.01 |
| 23 | 6 | My academic advisor is approachable. | 5.20 | 5.35 | -0.15 | 21 | 6.35 | 9 | 5.41 | 5.42 |
| 24 | 54 | Bookstore staff are helpful. | 5.20 | 5.30 | -0.10 | 22 | 5.73 | 63 | 5.16 | 5.17 |
| 25 | 58 | The quality of instruction I receive in most of my classes is excellent. | 5.18 | 5.31 | -0.13 | 23 | 6.41 | 6 | 5.23 | 5.1 |
| 26 | 50 | Class change (drop/add) policies are reasonable. | 5.17 | 5.36 | -0.19 | 24 | 6.05 | 39 | 5.00 | 4.96 |
| 27 | 45 | Students are made to feel welcome on this campus. | 5.16 | 5.17 | -0.01 | 25 | 6.07 | 36 | 5.03 | 4.95 |
| 28 | 39 | I am able to experience intellectual growth here. | 5.15 | 5.27 | -0.12 | 26 | 6.28 | 12 | 5.06 | 4.92 |
| 29 | 52 | The student center is a comfortable place for students to spend their leisure time. | 5.14 | 4.65 | 0.48 | 27 | 5.65 | 67 | 4.43 | 4.58 |
| 30 | 3 | Faculty care about me as an individual. | 5.13 | 5.24 | -0.11 | 28 | 6.12 | 31 | 5.12 | 5.04 |
| 31 | 80 | Computer help desk personnel are knowledgeable and resolve my computer problems (custom) | 5.12 | 5.02 | 0.11 | 29 | 5.91 | 47 | 4.96 | new |
| 32 | 36 | Security staff respond quickly in emergencies. | 5.10 | 4.92 | 0.18 | 30 | 6.19 | 22 | 4.99 | 4.82 |
| 33 | 69 | There is a good variety of courses provided on this campus. | 5.10 | 5.21 | -0.11 | 31 | 6.27 | 13 | 4.95 | 4.73 |
| 34 | 27 | The personnel involved in registration are helpful. | 5.07 | 5.14 | -0.07 | 32 | 6.10 | 33 | 4.79 | 4.72 |
| 35 | 32 | Tutoring services are readily available. | 5.04 | 4.96 | 0.08 | 33 | 5.65 | 68 | 5.02 | 4.88 |
| 36 | 29 | It is an enjoyable experience to be a student on this campus. | 5.04 | 5.09 | -0.05 | 34 | 6.18 | 23 | 4.80 | 4.79 |
| 37 | 31 | Males and females have equal opportunities in intercollegiate athletics. | 5.03 | 5.00 | 0.03 | 35 | 5.00 | 81 | 4.85 | 4.7 |
| 38 | 14 | My academic advisor is concerned about my success as an individual. | 5.01 | 5.09 | -0.07 | 36 | 6.23 | 14 | 5.16 | 5.06 |

Table 2. Satisfaction Ratings Summary

| | A | B | C | D | E | F | G | H | I | J |
|----|----|--|---------------|---------------|---------|---------------|---------------|---------------|---------------|---------------|
| 2 | Q# | Question | 2012 SAT Rate | 2010 SAT Rate | SAT +/- | 2012 SAT Rank | 2012 IMP Rate | 2012 IMP Rank | 2008 SAT Rate | 2006 SAT Rate |
| 39 | 64 | New student orientation services help students adjust to college. | 5.00 | 4.90 | 0.11 | 37 | 5.71 | 65 | 4.56 | 4.59 |
| 40 | 56 | The student handbook provides helpful information about campus life. | 4.99 | 5.01 | -0.02 | 38 | 5.38 | 78 | 4.89 | 4.77 |
| 41 | 4 | Admissions staff are knowledgeable. | 4.98 | 5.18 | -0.20 | 39 | 6.13 | 29 | 4.86 | 4.65 |
| 42 | 63 | Student disciplinary procedures are fair. | 4.97 | 4.96 | 0.01 | 40 | 5.76 | 60 | 4.86 | 4.71 |
| 43 | 10 | Administrators are approachable to students. | 4.96 | 4.99 | -0.03 | 41 | 5.74 | 62 | 4.78 | 4.61 |
| 44 | 78 | Point Park and surrounding neighborhood provide adequate social gathering space (custom) | 4.96 | 4.67 | 0.29 | 42 | 5.82 | 53 | 4.31 | new |
| 45 | 46 | I can easily get involved in campus organizations. | 4.95 | 4.89 | 0.05 | 43 | 5.48 | 76 | 4.77 | 4.52 |
| 46 | 35 | The assessment and course placement procedures are reasonable. | 4.95 | 5.06 | -0.11 | 44 | 6.08 | 34 | 4.79 | 4.77 |
| 47 | 77 | STARS Program: The overall service I experience from the staff on campus is excellent(custom) | 4.95 | 4.90 | 0.05 | 45 | 5.76 | 59 | new | new |
| 48 | 59 | This institution shows concern for students as individuals. | 4.94 | 5.08 | -0.14 | 46 | 6.22 | 15 | 4.88 | 4.73 |
| 49 | 53 | Faculty take into consideration student differences as they teach a course. | 4.90 | 4.98 | -0.08 | 47 | 6.06 | 38 | 4.86 | 4.78 |
| 50 | 43 | Admissions counselors respond to prospective students' unique needs and requests. | 4.90 | 4.98 | -0.08 | 48 | 5.82 | 54 | 4.76 | 4.63 |
| 51 | 1 | Most students feel a sense of belonging here. | 4.90 | 4.94 | -0.04 | 49 | 5.59 | 72 | 4.81 | 4.74 |
| 52 | 44 | Academic support services adequately meet the needs of students. | 4.89 | 4.96 | -0.07 | 50 | 5.86 | 51 | 4.80 | 4.75 |
| 53 | 41 | There is a commitment to academic excellence on this campus. | 4.88 | 5.04 | -0.16 | 51 | 6.11 | 32 | 4.84 | 4.69 |
| 54 | 5 | Financial aid counselors are helpful. | 4.88 | 5.00 | -0.11 | 52 | 6.19 | 20 | 4.69 | 4.57 |
| 55 | 70 | Graduate teaching assistants are competent as classroom instructors. | 4.87 | 4.79 | 0.08 | 53 | 5.65 | 69 | 4.72 | 4.66 |
| 56 | 12 | Financial aid awards are announced in time to be helpful in college planning. | 4.86 | 4.95 | -0.09 | 54 | 6.17 | 26 | 4.79 | 4.64 |
| 57 | 49 | There are adequate services to help me decide upon a career. | 4.85 | 4.90 | -0.05 | 55 | 6.07 | 37 | 4.67 | 4.49 |
| 58 | 25 | Faculty are fair and unbiased in their treatment of individual students. | 4.84 | 5.02 | -0.18 | 56 | 6.22 | 18 | 4.77 | 4.67 |
| 59 | 75 | Core curriculum is challenging (custom). | 4.84 | 5.02 | -0.18 | 57 | 5.94 | 45 | 4.90 | 4.71 |
| 60 | 34 | I am able to register for classes I need with few conflicts. | 4.84 | 4.94 | -0.11 | 58 | 6.47 | 3 | 4.69 | 4.61 |
| 61 | 48 | Admissions counselors accurately portray the campus in their recruiting practices. | 4.81 | 4.87 | -0.06 | 59 | 5.80 | 57 | 4.69 | 4.55 |
| 62 | 40 | Residence hall regulations are reasonable. | 4.79 | 4.73 | 0.06 | 60 | 5.39 | 77 | 4.64 | 4.3 |
| 63 | 74 | Billing and collecting procedures are customer friendly and efficient (custom). | 4.78 | 4.88 | -0.10 | 61 | 6.00 | 42 | 4.60 | 4.43 |
| 64 | 9 | A variety of intramural activities are offered. | 4.77 | 4.53 | 0.24 | 62 | 4.36 | 83 | 4.43 | 4.27 |
| 65 | 20 | The business office is open during hours which are convenient for most students. | 4.77 | 4.83 | -0.07 | 63 | 5.66 | 66 | 4.66 | 4.68 |
| 66 | 47 | Faculty provide timely feedback about student progress in a course. | 4.76 | 5.00 | -0.24 | 64 | 6.22 | 16 | 4.88 | 4.84 |
| 67 | 60 | I generally know what's happening on campus. | 4.73 | 4.76 | -0.03 | 65 | 5.62 | 71 | 4.66 | 4.37 |
| 68 | 37 | I feel a sense of pride about my campus. | 4.72 | 4.74 | -0.02 | 66 | 5.58 | 73 | 4.54 | 4.47 |
| 69 | 17 | Adequate financial aid is available for most students. | 4.70 | 4.84 | -0.14 | 67 | 6.35 | 8 | 4.61 | 4.55 |
| 70 | 79 | Online support assists my learning objectives and is available for most of my courses (custom) | 4.68 | 5.05 | -0.37 | 68 | 5.82 | 55 | new | new |
| 71 | 30 | Residence hall staff are concerned about me as an individual. | 4.64 | 4.49 | 0.15 | 69 | 5.25 | 79 | 4.27 | 4.21 |
| 72 | 19 | My academic advisor helps me set goals to work toward. | 4.61 | 4.69 | -0.08 | 70 | 5.99 | 43 | 4.73 | 4.58 |
| 73 | 22 | Counseling staff care about students as individuals. | 4.58 | 4.63 | -0.05 | 71 | 5.71 | 64 | 4.46 | 4.44 |
| 74 | 71 | Channels for expressing student complaints are readily available. | 4.57 | 4.57 | 0.00 | 72 | 5.83 | 52 | 4.42 | 4.28 |
| 75 | 66 | Tuition paid is a worthwhile investment. | 4.48 | 4.71 | -0.23 | 73 | 6.38 | 7 | 4.43 | 4.36 |

Table 2. Satisfaction Ratings Summary

| | A | B | C | D | E | F | G | H | I | J |
|----|---|--|---------------|---------------|---------|---------------|---------------|---------------|---------------|---------------|
| 2 | Q# | Question | 2012 SAT Rate | 2010 SAT Rate | SAT +/- | 2012 SAT Rank | 2012 IMP Rate | 2012 IMP Rank | 2008 SAT Rate | 2006 SAT Rate |
| 76 | 11 | Billing policies are reasonable. | 4.47 | 4.60 | -0.13 | 74 | 6.02 | 41 | 4.37 | 4.26 |
| 77 | 15 | The staff in the health services area are competent. | 4.45 | 4.31 | 0.14 | 75 | 5.63 | 70 | 4.32 | 4.74 |
| 78 | 57 | I seldom get the 'run-around' when seeking information on this campus. | 4.42 | 4.47 | -0.05 | 76 | 5.99 | 44 | 4.21 | 4.11 |
| 79 | 42 | There are a sufficient number of weekend activities for students. | 4.40 | 4.32 | 0.07 | 77 | 5.09 | 80 | 4.08 | 4.03 |
| 80 | 73 | Student activities fees are put to good use. | 4.21 | 4.31 | -0.10 | 78 | 5.89 | 49 | 4.06 | 3.87 |
| 81 | 23 | Living conditions in the residence halls are comfortable. | 4.13 | 4.20 | -0.07 | 79 | 5.51 | 75 | 4.02 | 3.92 |
| 82 | 24 | The intercollegiate athletic programs contribute to a strong sense of school spirit. | 3.93 | 3.63 | 0.30 | 80 | 4.48 | 82 | 3.71 | 3.65 |
| 83 | 38 | There is an adequate selection of food available in the cafeteria. | 3.88 | 3.98 | -0.09 | 81 | 5.76 | 61 | 3.89 | 3.85 |
| 84 | 28 | Parking lots are well-lighted and secure. | 3.75 | 3.92 | -0.17 | 82 | 5.81 | 56 | 3.71 | 3.77 |
| 85 | 21 | The amount of student parking space on campus is adequate. | 2.46 | 2.63 | -0.17 | 83 | 5.86 | 50 | 2.42 | 2.36 |
| 86 | | | | | | | | | | |
| 87 | | | | | | | | | | |
| 88 | Note: | | | | | | | | | |
| 89 | Satisfaction ratings increased for 22 out of 83 items (27%) from 2010 to 2012. | | | | | | | | | |
| 90 | Satisfaction ratings decreased for 60 out of 83 items (72%) from 2010 to 2012. | | | | | | | | | |

Table 3. Importance Ratings Summary

| | A | B | C | D | E | F | G | H | I | J |
|----|----|---|---------------|---------------|---------|---------------|---------------|---------------|---------------|---------------|
| 1 | | | | | | | | | | |
| 2 | Q# | Question | 2012 IMP Rate | 2010 IMP Rate | IMP +/- | 2012 IMP Rank | 2012 SAT Rate | 2012 SAT Rank | 2008 IMP Rate | 2006 IMP Rate |
| 3 | 8 | The content of the courses within my major is valuable. | 6.57 | 6.59 | -0.02 | 1 | 5.43 | 7 | 6.61 | 6.59 |
| 4 | 16 | The instruction in my major field is excellent. | 6.53 | 6.55 | -0.02 | 2 | 5.48 | 6 | 6.59 | 6.56 |
| 5 | 34 | I am able to register for classes I need with few conflicts. | 6.47 | 6.47 | 0.00 | 3 | 4.84 | 58 | 6.48 | 6.48 |
| 6 | 68 | Nearly all of the faculty are knowledgeable in their field. | 6.45 | 6.46 | -0.01 | 4 | 5.50 | 4 | 6.45 | 6.44 |
| 7 | 33 | My academic advisor is knowledgeable about requirements in my major. | 6.44 | 6.46 | -0.02 | 5 | 5.29 | 15 | 6.50 | 6.46 |
| 8 | 58 | The quality of instruction I receive in most of my classes is excellent. | 6.41 | 6.43 | -0.02 | 6 | 5.18 | 23 | 6.43 | 6.43 |
| 9 | 66 | Tuition paid is a worthwhile investment. | 6.38 | 6.37 | 0.00 | 7 | 4.48 | 73 | 6.42 | 6.35 |
| 10 | 17 | Adequate financial aid is available for most students. | 6.35 | 6.35 | 0.00 | 8 | 4.70 | 67 | 6.35 | 6.31 |
| 11 | 6 | My academic advisor is approachable. | 6.35 | 6.41 | -0.06 | 9 | 5.20 | 21 | 6.42 | 6.40 |
| 12 | 55 | Major requirements are clear and reasonable. | 6.34 | 6.31 | 0.03 | 10 | 5.23 | 18 | 6.34 | 6.33 |
| 13 | 7 | The campus is safe and secure for all students. | 6.28 | 6.34 | -0.05 | 11 | 5.52 | 3 | 6.37 | 6.29 |
| 14 | 39 | I am able to experience intellectual growth here. | 6.28 | 6.29 | -0.01 | 12 | 5.15 | 26 | 6.25 | 6.18 |
| 15 | 69 | There is a good variety of courses provided on this campus. | 6.27 | 6.33 | -0.06 | 13 | 5.10 | 31 | 6.34 | 6.32 |
| 16 | 14 | My academic advisor is concerned about my success as an individual. | 6.23 | 6.25 | -0.02 | 14 | 5.01 | 36 | 6.28 | 6.20 |
| 17 | 59 | This institution shows concern for students as individuals. | 6.22 | 6.18 | 0.03 | 15 | 4.94 | 46 | 6.18 | 6.13 |
| 18 | 47 | Faculty provide timely feedback about student progress in a course. | 6.22 | 6.20 | 0.02 | 16 | 4.76 | 64 | 6.25 | 6.14 |
| 19 | 81 | Recently implemented online processes are convenient and beneficial (custom). | 6.22 | 6.31 | -0.09 | 17 | 5.35 | 10 | 6.30 | new |
| 20 | 25 | Faculty are fair and unbiased in their treatment of individual students. | 6.22 | 6.28 | -0.07 | 18 | 4.84 | 56 | 6.32 | 6.27 |
| 21 | 76 | I have a clear understanding of learning outcomes expected in my academic major (custom) | 6.21 | 6.31 | -0.10 | 19 | 5.28 | 17 | new | new |
| 22 | 5 | Financial aid counselors are helpful. | 6.19 | 6.27 | -0.08 | 20 | 4.88 | 52 | 6.14 | 6.10 |
| 23 | 26 | Computer labs are adequate and accessible. | 6.19 | 6.26 | -0.07 | 21 | 5.52 | 2 | 6.23 | 6.13 |
| 24 | 36 | Security staff respond quickly in emergencies. | 6.19 | 6.08 | 0.11 | 22 | 5.10 | 30 | 6.14 | 6.05 |
| 25 | 29 | It is an enjoyable experience to be a student on this campus. | 6.18 | 6.21 | -0.03 | 23 | 5.04 | 34 | 6.18 | 6.14 |
| 26 | 65 | Faculty are usually available after class and during office hours. | 6.18 | 6.20 | -0.02 | 24 | 5.29 | 13 | 6.22 | 6.21 |
| 27 | 2 | The campus staff are caring and helpful. | 6.17 | 6.20 | -0.03 | 25 | 5.21 | 20 | 6.19 | 6.15 |
| 28 | 12 | Financial aid awards are announced to students in time to be helpful in college planning. | 6.17 | 6.18 | -0.01 | 26 | 4.86 | 54 | 6.15 | 6.11 |
| 29 | 72 | On the whole, the campus is well-maintained. | 6.16 | 6.18 | -0.03 | 27 | 5.42 | 8 | 6.12 | 6.14 |
| 30 | 61 | Adjunct faculty are competent as classroom instructors. | 6.15 | 6.14 | 0.01 | 28 | 5.22 | 19 | 6.15 | 6.13 |
| 31 | 4 | Admissions staff are knowledgeable. | 6.13 | 6.18 | -0.06 | 29 | 4.98 | 39 | 6.17 | 6.14 |
| 32 | 51 | This institution has a good reputation within the community. | 6.12 | 6.14 | -0.02 | 30 | 5.29 | 14 | 6.06 | 6.00 |
| 33 | 3 | Faculty care about me as an individual. | 6.12 | 6.13 | -0.01 | 31 | 5.13 | 28 | 6.17 | 6.06 |
| 34 | 41 | There is a commitment to academic excellence on this campus. | 6.11 | 6.15 | -0.03 | 32 | 4.88 | 51 | 6.16 | 6.09 |
| 35 | 27 | The personnel involved in registration are helpful. | 6.10 | 6.17 | -0.08 | 33 | 5.07 | 32 | 6.18 | 6.14 |
| 36 | 35 | The assessment and course placement procedures are reasonable. | 6.08 | 6.09 | -0.01 | 34 | 4.95 | 44 | 6.09 | 6.03 |
| 37 | 83 | My acad. program has met the goals outlined in the Mission (custom) | 6.07 | 6.11 | -0.05 | 35 | 5.28 | 16 | 5.90 | 5.72 |
| 38 | 45 | Students are made to feel welcome on this campus. | 6.07 | 6.09 | -0.02 | 36 | 5.16 | 25 | 6.03 | 6.03 |

Table 3. Importance Ratings Survey

| | A | B | C | D | E | F | G | H | I | J |
|----|----|--|---------------|---------------|---------|---------------|---------------|---------------|---------------|---------------|
| 2 | Q# | Question | 2012 IMP Rate | 2010 IMP Rate | IMP +/- | 2012 IMP Rank | 2012 SAT Rate | 2012 SAT Rank | 2008 IMP Rate | 2006 IMP Rate |
| 39 | 49 | There are adequate services to help me decide upon a career. | 6.07 | 6.07 | 0.00 | 37 | 4.85 | 55 | 6.05 | 6.01 |
| 40 | 53 | Faculty take into consideration student differences as they teach a course. | 6.06 | 6.08 | -0.01 | 38 | 4.90 | 47 | 6.07 | 6.03 |
| 41 | 50 | Class change (drop/add) policies are reasonable. | 6.05 | 6.09 | -0.04 | 39 | 5.17 | 24 | 6.02 | 5.97 |
| 42 | 67 | Freedom of expression is protected on campus. | 6.05 | 6.07 | -0.02 | 40 | 5.30 | 12 | 6.02 | 5.94 |
| 43 | 11 | Billing policies are reasonable. | 6.02 | 6.07 | -0.05 | 41 | 4.47 | 74 | 6.06 | 6.00 |
| 44 | 74 | Billing and collecting procedures are customer friendly and efficient (custom) | 6.00 | 6.01 | -0.01 | 42 | 4.78 | 61 | 6.10 | 6.04 |
| 45 | 19 | My academic advisor helps me set goals to work toward. | 5.99 | 5.99 | 0.00 | 43 | 4.61 | 70 | 6.04 | 5.95 |
| 46 | 57 | I seldom get the 'run-around' when seeking information on this campus. | 5.99 | 6.00 | -0.01 | 44 | 4.42 | 76 | 6.04 | 6.09 |
| 47 | 75 | The core curriculum is challenging (custom) | 5.94 | 5.98 | -0.04 | 45 | 4.84 | 57 | 6.05 | 5.95 |
| 48 | 18 | Library resources and services are adequate. | 5.92 | 5.97 | -0.06 | 46 | 5.35 | 9 | 5.98 | 5.89 |
| 49 | 80 | Computer help desk personnel are knowledgeable and resolve my computer problems (custom) | 5.91 | 5.88 | 0.03 | 47 | 5.12 | 29 | 5.88 | new |
| 50 | 82 | I am currently being educated in a diverse environment (custom) | 5.90 | 5.93 | -0.04 | 48 | 5.48 | 5 | new | new |
| 51 | 73 | Student activities fees are put to good use. | 5.89 | 5.85 | 0.04 | 49 | 4.21 | 78 | 5.83 | 5.82 |
| 52 | 21 | The amount of student parking space on campus is adequate. | 5.86 | 5.85 | 0.01 | 50 | 2.46 | 83 | 5.98 | 5.92 |
| 53 | 44 | Academic support services adequately meet the needs of students. | 5.86 | 5.88 | -0.02 | 51 | 4.89 | 50 | 5.81 | 5.77 |
| 54 | 71 | Channels for expressing student complaints are readily available. | 5.83 | 5.79 | 0.04 | 52 | 4.57 | 72 | 5.80 | 5.80 |
| 55 | 78 | Point Park and surrounding neighborhood provide adequate social gathering space (custom) | 5.82 | 5.82 | 0.01 | 53 | 4.96 | 42 | 5.80 | new |
| 56 | 43 | Admissions counselors respond to prospective students' unique needs and requests. | 5.82 | 5.86 | -0.04 | 54 | 4.90 | 48 | 5.81 | 5.76 |
| 57 | 79 | Online support assists my learning objectives and is available for most of my courses (custom) | 5.82 | 5.90 | -0.08 | 55 | 4.68 | 68 | new | new |
| 58 | 28 | Parking lots are well-lighted and secure. | 5.81 | 5.81 | 0.00 | 56 | 3.75 | 82 | 5.94 | 5.85 |
| 59 | 48 | Admissions counselors accurately portray the campus in their recruiting practices. | 5.80 | 5.77 | 0.03 | 57 | 4.81 | 59 | 5.82 | 5.70 |
| 60 | 62 | There is a strong commitment to racial harmony on this campus. | 5.79 | 5.77 | 0.02 | 58 | 5.33 | 11 | 5.76 | 5.75 |
| 61 | 77 | STARS Program: The overall service I experience from the staff on campus is excellent(custom) | 5.76 | 5.85 | -0.09 | 59 | 4.95 | 45 | new | new |
| 62 | 63 | Student disciplinary procedures are fair. | 5.76 | 5.74 | 0.02 | 60 | 4.97 | 40 | 5.74 | 5.66 |
| 63 | 38 | There is an adequate selection of food available in the cafeteria. | 5.76 | 5.69 | 0.07 | 61 | 3.88 | 81 | 5.73 | 5.66 |
| 64 | 10 | Administrators are approachable to students. | 5.74 | 5.76 | -0.02 | 62 | 4.96 | 41 | 5.67 | 5.70 |
| 65 | 54 | Bookstore staff are helpful. | 5.73 | 5.77 | -0.04 | 63 | 5.20 | 22 | 5.76 | 5.71 |
| 66 | 22 | Counseling staff care about students as individuals. | 5.71 | 5.75 | -0.04 | 64 | 4.58 | 71 | 5.72 | 5.68 |
| 67 | 64 | New student orientation services help students adjust to college. | 5.71 | 5.58 | 0.12 | 65 | 5.00 | 37 | 5.53 | 5.55 |
| 68 | 20 | The business office is open during hours which are convenient for most students. | 5.66 | 5.81 | -0.16 | 66 | 4.77 | 63 | 5.81 | 5.82 |
| 69 | 52 | The student center is a comfortable place for students to spend their leisure time. | 5.65 | 5.61 | 0.04 | 67 | 5.14 | 27 | 5.57 | 5.58 |
| 70 | 32 | Tutoring services are readily available. | 5.65 | 5.60 | 0.05 | 68 | 5.04 | 33 | 5.63 | 5.58 |
| 71 | 70 | Graduate teaching assistants are competent as classroom instructors. | 5.65 | 5.63 | 0.02 | 69 | 4.87 | 53 | 5.59 | 5.62 |
| 72 | 15 | The staff in the health services area are competent. | 5.63 | 5.67 | -0.04 | 70 | 4.45 | 75 | 5.62 | 5.56 |
| 73 | 60 | I generally know what's happening on campus. | 5.62 | 5.56 | 0.07 | 71 | 4.73 | 65 | 5.54 | 5.43 |
| 74 | 1 | Most students feel a sense of belonging here. | 5.59 | 5.66 | -0.07 | 72 | 4.90 | 49 | 5.49 | 5.34 |
| 75 | 37 | I feel a sense of pride about my campus. | 5.58 | 5.59 | -0.01 | 73 | 4.72 | 66 | 5.51 | 5.45 |

Table 3. Importance Ratings Survey

| | A | B | C | D | E | F | G | H | I | J |
|----|---|---|---------------|---------------|---------|---------------|---------------|---------------|---------------|---------------|
| 2 | Q# | Question | 2012 IMP Rate | 2010 IMP Rate | IMP +/- | 2012 IMP Rank | 2012 SAT Rate | 2012 SAT Rank | 2008 IMP Rate | 2006 IMP Rate |
| 76 | 13 | Library staff are helpful and approachable. | 5.58 | 5.62 | -0.05 | 74 | 5.59 | 1 | 5.55 | 5.49 |
| 77 | 23 | Living conditions in the residence halls are comfortable | 5.51 | 5.48 | 0.03 | 75 | 4.13 | 79 | 5.42 | 5.27 |
| 78 | 46 | I can easily get involved in campus organizations. | 5.48 | 5.50 | -0.02 | 76 | 4.95 | 43 | 5.43 | 5.33 |
| 79 | 40 | Residence hall regulations are reasonable. | 5.39 | 5.38 | 0.01 | 77 | 4.79 | 60 | 5.27 | 5.23 |
| 80 | 56 | The student handbook provides helpful information about campus life. | 5.38 | 5.49 | -0.11 | 78 | 4.99 | 38 | 5.46 | 5.43 |
| 81 | 30 | Residence hall staff are concerned about me as an individual. | 5.25 | 5.22 | 0.03 | 79 | 4.64 | 69 | 5.14 | 5.12 |
| 82 | 42 | There are a sufficient number of weekend activities for students. | 5.09 | 5.14 | -0.05 | 80 | 4.40 | 77 | 4.92 | 4.86 |
| 83 | 31 | Males and females have equal opportunities to participate in intercollegiate athletics. | 5.00 | 5.15 | -0.15 | 81 | 5.03 | 35 | 4.89 | 4.97 |
| 84 | 24 | The intercollegiate athletic programs contribute to a strong sense of school spirit. | 4.48 | 4.56 | -0.08 | 82 | 3.93 | 80 | 4.35 | 4.32 |
| 85 | 9 | A variety of intramural activities are offered. | 4.36 | 4.52 | -0.15 | 83 | 4.77 | 62 | 4.35 | 4.23 |
| 86 | | | | | | | | | | |
| 87 | | | | | | | | | | |
| 88 | | | | | | | | | | |
| 89 | Other notes: | | | | | | | | | |
| 90 | Importance ratings increased for 22 out of 83 items (27%) from 2010 to 2012. | | | | | | | | | |
| 91 | Importance ratings decreased for 55 out of 83 items (66%) from 2010 to 2012. | | | | | | | | | |

Table 4. Performance Gap Summary

| | A | B | C | D | E | F | G | H | I | J | K |
|----|----|--|---------|---------|--------|----------|----------|----------|----------|---------|---------|
| 1 | | | | | | 2012 | 2012 | 2012 | 2012 | | |
| 2 | Q# | Question | 2012 PG | 2010 PG | PG +/- | IMP Rate | IMP Rank | SAT Rate | SAT Rank | 2008 PG | 2006 PG |
| 3 | 21 | The amount of student parking space on campus is adequate. | 3.40 | 3.22 | 0.18 | 5.86 | 50 | 2.46 | 83 | 3.57 | 3.56 |
| 4 | 28 | Parking lots are well-lighted and secure. | 2.06 | 1.89 | 0.17 | 5.81 | 56 | 3.75 | 82 | 2.23 | 2.08 |
| 5 | 66 | Tuition paid is a worthwhile investment. | 1.90 | 1.66 | 0.23 | 6.38 | 7 | 4.48 | 73 | 1.99 | 1.99 |
| 6 | 38 | There is an adequate selection of food available in the cafeteria. | 1.87 | 1.71 | 0.16 | 5.76 | 61 | 3.88 | 81 | 1.84 | 1.81 |
| 7 | 73 | Student activities fees are put to good use. | 1.68 | 1.54 | 0.14 | 5.89 | 49 | 4.21 | 78 | 1.76 | 1.95 |
| 8 | 17 | Adequate financial aid is available for most students. | 1.65 | 1.52 | 0.13 | 6.35 | 8 | 4.70 | 67 | 1.74 | 1.76 |
| 9 | 34 | I am able to register for classes I need with few conflicts. | 1.63 | 1.53 | 0.10 | 6.47 | 3 | 4.84 | 58 | 1.80 | 1.87 |
| 10 | 57 | I seldom get the 'run-around' when seeking information on this campus. | 1.56 | 1.53 | 0.04 | 5.99 | 44 | 4.42 | 76 | 1.83 | 1.98 |
| 11 | 11 | Billing policies are reasonable. | 1.55 | 1.47 | 0.08 | 6.02 | 41 | 4.47 | 74 | 1.69 | 1.74 |
| 12 | 47 | Faculty provide timely feedback about student progress in a course. | 1.46 | 1.20 | 0.26 | 6.22 | 16 | 4.76 | 64 | 1.37 | 1.30 |
| 13 | 19 | My academic advisor helps me set goals to work toward. | 1.38 | 1.30 | 0.08 | 5.99 | 43 | 4.61 | 70 | 1.30 | 1.37 |
| 14 | 23 | Living conditions in the residence halls are comfortable. | 1.38 | 1.28 | 0.10 | 5.51 | 75 | 4.13 | 79 | 1.40 | 1.35 |
| 15 | 25 | Faculty are fair and unbiased in their treatment of individual students. | 1.37 | 1.26 | 0.11 | 6.22 | 18 | 4.84 | 56 | 1.55 | 1.60 |
| 16 | 5 | Financial aid counselors are helpful. | 1.31 | 1.27 | 0.04 | 6.19 | 20 | 4.88 | 52 | 1.45 | 1.53 |
| 17 | 12 | Financial aid awards are announced in time to be helpful in college planning. | 1.31 | 1.23 | 0.08 | 6.17 | 26 | 4.86 | 54 | 1.37 | 1.47 |
| 18 | 59 | This institution shows concern for students as individuals. | 1.28 | 1.10 | 0.17 | 6.22 | 15 | 4.94 | 46 | 1.30 | 1.40 |
| 19 | 71 | Channels for expressing student complaints are readily available. | 1.26 | 1.23 | 0.04 | 5.83 | 52 | 4.57 | 72 | 1.39 | 1.52 |
| 20 | 58 | The quality of instruction I receive in most of my classes is excellent. | 1.23 | 1.13 | 0.11 | 6.41 | 6 | 5.18 | 23 | 1.21 | 1.33 |
| 21 | 41 | There is a commitment to academic excellence on this campus. | 1.23 | 1.10 | 0.13 | 6.11 | 32 | 4.88 | 51 | 1.32 | 1.40 |
| 22 | 74 | Billing and collecting procedures are customer friendly and efficient (custom). | 1.22 | 1.13 | 0.09 | 6.00 | 42 | 4.78 | 61 | 1.49 | 1.61 |
| 23 | 49 | There are adequate services to help me decide upon a career. | 1.22 | 1.17 | 0.05 | 6.07 | 37 | 4.85 | 55 | 1.38 | 1.52 |
| 24 | 14 | My academic advisor is concerned about my success as an individual. | 1.22 | 1.16 | 0.06 | 6.23 | 14 | 5.01 | 36 | 1.12 | 1.14 |
| 25 | 15 | The staff in the health services area are competent. | 1.18 | 1.36 | -0.18 | 5.63 | 70 | 4.45 | 75 | 1.29 | 0.82 |
| 26 | 69 | There is a good variety of courses provided on this campus. | 1.17 | 1.12 | 0.04 | 6.27 | 13 | 5.10 | 31 | 1.39 | 1.59 |
| 27 | 53 | Faculty take into consideration student differences as they teach a course. | 1.16 | 1.09 | 0.07 | 6.06 | 38 | 4.90 | 47 | 1.21 | 1.25 |
| 28 | 33 | My academic advisor is knowledgeable about requirements in my major. | 1.16 | 1.05 | 0.11 | 6.44 | 5 | 5.29 | 15 | 0.99 | 1.09 |
| 29 | 6 | My academic advisor is approachable. | 1.15 | 1.05 | 0.09 | 6.35 | 9 | 5.20 | 21 | 1.01 | 0.98 |
| 30 | 4 | Admissions staff are knowledgeable. | 1.14 | 1.00 | 0.14 | 6.13 | 29 | 4.98 | 39 | 1.31 | 1.49 |
| 31 | 29 | It is an enjoyable experience to be a student on this campus. | 1.14 | 1.12 | 0.02 | 6.18 | 23 | 5.04 | 34 | 1.38 | 1.35 |
| 32 | 79 | Online support assists my learning objectives and is available for most of my courses (custom) | 1.14 | 0.85 | 0.29 | 5.82 | 55 | 4.68 | 68 | new | new |
| 33 | 39 | I am able to experience intellectual growth here. | 1.14 | 1.03 | 0.11 | 6.28 | 12 | 5.15 | 26 | 1.19 | 1.26 |
| 34 | 8 | The content of the courses within my major is valuable. | 1.13 | 1.07 | 0.07 | 6.57 | 1 | 5.43 | 7 | 1.22 | 1.37 |
| 35 | 35 | The assessment and course placement procedures are reasonable. | 1.13 | 1.03 | 0.10 | 6.08 | 34 | 4.95 | 44 | 1.29 | 1.26 |
| 36 | 22 | Counseling staff care about students as individuals. | 1.13 | 1.12 | 0.01 | 5.71 | 64 | 4.58 | 71 | 1.27 | 1.24 |
| 37 | 55 | Major requirements are clear and reasonable. | 1.11 | 0.98 | 0.13 | 6.34 | 10 | 5.23 | 18 | 1.15 | 1.22 |
| 38 | 75 | Core curriculum is challenging (custom). | 1.10 | 0.96 | 0.14 | 5.94 | 45 | 4.84 | 57 | 1.14 | 1.24 |

Table 4. Performance Gap Summary

| | A | B | C | D | E | F | G | H | I | J | K |
|----|----|---|---------|---------|--------|----------|----------|----------|----------|---------|---------|
| 1 | | | | | | 2012 | 2012 | 2012 | 2012 | | |
| 2 | Q# | Question | 2012 PG | 2010 PG | PG +/- | IMP Rate | IMP Rank | SAT Rate | SAT Rank | 2008 PG | 2006 PG |
| 39 | 36 | Security staff respond quickly in emergencies. | 1.08 | 1.16 | -0.07 | 6.19 | 22 | 5.10 | 30 | 1.15 | 1.23 |
| 40 | 16 | The instruction in my major field is excellent. | 1.06 | 1.01 | 0.05 | 6.53 | 2 | 5.48 | 6 | 1.11 | 1.24 |
| 41 | 27 | The personnel involved in registration are helpful. | 1.03 | 1.03 | 0.00 | 6.10 | 33 | 5.07 | 32 | 1.39 | 1.42 |
| 42 | 48 | Admissions counselors accurately portray the campus in their recruiting practices. | 0.99 | 0.90 | 0.09 | 5.80 | 57 | 4.81 | 59 | 1.13 | 1.15 |
| 43 | 3 | Faculty care about me as an individual. | 0.99 | 0.89 | 0.10 | 6.12 | 31 | 5.13 | 28 | 1.05 | 1.02 |
| 44 | 44 | Academic support services adequately meet the needs of students. | 0.97 | 0.92 | 0.05 | 5.86 | 51 | 4.89 | 50 | 1.01 | 1.02 |
| 45 | 68 | Nearly all of the faculty are knowledgeable in their field. | 0.96 | 0.86 | 0.10 | 6.45 | 4 | 5.50 | 4 | 0.90 | 1.08 |
| 46 | 2 | The campus staff are caring and helpful. | 0.95 | 0.88 | 0.08 | 6.17 | 25 | 5.21 | 20 | 1.04 | 1.14 |
| 47 | 76 | I have a clear understanding of learning outcomes expected in my academic major (custom) | 0.93 | 0.93 | 0.00 | 6.21 | 19 | 5.28 | 17 | new | new |
| 48 | 43 | Admissions counselors respond to prospective students' unique needs and requests. | 0.92 | 0.88 | 0.05 | 5.82 | 54 | 4.90 | 48 | 1.05 | 1.13 |
| 49 | 61 | Adjunct faculty are competent as classroom instructors. | 0.92 | 0.82 | 0.10 | 6.15 | 28 | 5.22 | 19 | 0.96 | 1.09 |
| 50 | 45 | Students are made to feel welcome on this campus. | 0.91 | 0.92 | -0.01 | 6.07 | 36 | 5.16 | 25 | 1.00 | 1.08 |
| 51 | 60 | I generally know what's happening on campus. | 0.89 | 0.80 | 0.09 | 5.62 | 71 | 4.73 | 65 | 0.88 | 1.06 |
| 52 | 20 | The business office is open during hours which are convenient for most students. | 0.89 | 0.98 | -0.09 | 5.66 | 66 | 4.77 | 63 | 1.15 | 1.14 |
| 53 | 65 | Faculty are usually available after class and during office hours. | 0.88 | 0.75 | 0.13 | 6.18 | 24 | 5.29 | 13 | 0.90 | 0.89 |
| 54 | 50 | Class change (drop/add) policies are reasonable. | 0.88 | 0.73 | 0.15 | 6.05 | 39 | 5.17 | 24 | 1.02 | 1.01 |
| 55 | 81 | Recently implemented online processes are convenient and beneficial (custom). | 0.87 | 0.78 | 0.08 | 6.22 | 17 | 5.35 | 10 | 0.67 | new |
| 56 | 78 | Point Park and surrounding neighborhood provide adequate social gathering space (custom) | 0.86 | 1.15 | -0.29 | 5.82 | 53 | 4.96 | 42 | 1.49 | new |
| 57 | 37 | I feel a sense of pride about my campus. | 0.86 | 0.85 | 0.01 | 5.58 | 73 | 4.72 | 66 | 0.97 | 0.98 |
| 58 | 51 | This institution has a good reputation within the community. | 0.83 | 0.77 | 0.06 | 6.12 | 30 | 5.29 | 14 | 0.82 | 0.94 |
| 59 | 77 | STARS Program: The overall service I experience from the staff on campus is excellent(custom) | 0.82 | 0.95 | -0.14 | 5.76 | 59 | 4.95 | 45 | new | new |
| 60 | 63 | Student disciplinary procedures are fair. | 0.79 | 0.78 | 0.01 | 5.76 | 60 | 4.97 | 40 | 0.88 | 0.95 |
| 61 | 83 | My academic program is meeting the goals outlined in the Mission Statement (custom). | 0.79 | 0.71 | 0.07 | 6.07 | 35 | 5.28 | 16 | 0.68 | 0.90 |
| 62 | 70 | Graduate teaching assistants are competent as classroom instructors. | 0.78 | 0.85 | -0.06 | 5.65 | 69 | 4.87 | 53 | 0.87 | 0.96 |
| 63 | 80 | Computer help desk personnel are knowledgeable and resolve my computer problems (custom) | 0.78 | 0.86 | -0.08 | 5.91 | 47 | 5.12 | 29 | 0.92 | new |
| 64 | 10 | Administrators are approachable to students. | 0.77 | 0.77 | 0.00 | 5.74 | 62 | 4.96 | 41 | 0.90 | 1.09 |
| 65 | 7 | The campus is safe and secure for all students. | 0.76 | 0.84 | -0.07 | 6.28 | 11 | 5.52 | 3 | 1.06 | 0.81 |
| 66 | 67 | Freedom of expression is protected on campus. | 0.75 | 0.73 | 0.02 | 6.05 | 40 | 5.30 | 12 | 0.71 | 0.83 |
| 67 | 72 | On the whole, the campus is well-maintained. | 0.74 | 0.74 | -0.01 | 6.16 | 27 | 5.42 | 8 | 0.88 | 1.04 |
| 68 | 64 | New student orientation services help students adjust to college. | 0.70 | 0.69 | 0.01 | 5.71 | 65 | 5.00 | 37 | 0.97 | 0.96 |
| 69 | 42 | There are a sufficient number of weekend activities for students. | 0.69 | 0.81 | -0.12 | 5.09 | 80 | 4.40 | 77 | 0.84 | 0.83 |
| 70 | 1 | Most students feel a sense of belonging here. | 0.69 | 0.71 | -0.03 | 5.59 | 72 | 4.90 | 49 | 0.69 | 0.60 |

Table 4. Performance Gap Summary

| | A | B | C | D | E | F | G | H | I | J | K |
|----|--|--|---------|---------|--------|----------|----------|----------|----------|---------|---------|
| 1 | | | | | | 2012 | 2012 | 2012 | 2012 | | |
| 2 | Q# | Question | 2012 PG | 2010 PG | PG +/- | IMP Rate | IMP Rank | SAT Rate | SAT Rank | 2008 PG | 2006 PG |
| 71 | 26 | Computer labs are adequate and accessible. | 0.67 | 1.04 | -0.38 | 6.19 | 21 | 5.52 | 2 | 1.27 | 1.23 |
| 72 | 32 | Tutoring services are readily available. | 0.61 | 0.64 | -0.03 | 5.65 | 68 | 5.04 | 33 | 0.61 | 0.70 |
| 73 | 30 | Residence hall staff are concerned about me as an individual. | 0.61 | 0.73 | -0.12 | 5.25 | 79 | 4.64 | 69 | 0.87 | 0.91 |
| 74 | 40 | Residence hall regulations are reasonable. | 0.60 | 0.64 | -0.04 | 5.39 | 77 | 4.79 | 60 | 0.63 | 0.93 |
| 75 | 18 | Library resources and services are adequate. | 0.56 | 0.64 | -0.07 | 5.92 | 46 | 5.35 | 9 | 0.71 | 0.98 |
| 76 | 24 | The intercollegiate athletic programs contribute to a strong sense of school spirit. | 0.54 | 0.93 | -0.38 | 4.48 | 82 | 3.93 | 80 | 0.64 | 0.67 |
| 77 | 54 | Bookstore staff are helpful. | 0.54 | 0.48 | 0.06 | 5.73 | 63 | 5.20 | 22 | 0.60 | 0.54 |
| 78 | 46 | I can easily get involved in campus organizations. | 0.53 | 0.61 | -0.08 | 5.48 | 76 | 4.95 | 43 | 0.66 | 0.81 |
| 79 | 52 | The student center is a comfortable place for students to spend their leisure time. | 0.52 | 0.96 | -0.44 | 5.65 | 67 | 5.14 | 27 | 1.14 | 1.00 |
| 80 | 62 | There is a strong commitment to racial harmony on this campus. | 0.46 | 0.43 | 0.03 | 5.79 | 58 | 5.33 | 11 | 0.59 | 0.72 |
| 81 | 82 | I am currently being educated in a diverse environment (custom) | 0.42 | 0.36 | 0.06 | 5.90 | 48 | 5.48 | 5 | new | new |
| 82 | 56 | The student handbook provides helpful information about campus life. | 0.39 | 0.48 | -0.09 | 5.38 | 78 | 4.99 | 38 | 0.57 | 0.66 |
| 83 | 13 | Library staff are helpful and approachable. | -0.01 | 0.09 | -0.10 | 5.58 | 74 | 5.59 | 1 | -0.06 | 0.08 |
| 84 | 31 | Males and females have equal opportunities in intercollegiate athletics. | -0.03 | 0.16 | -0.18 | 5.00 | 81 | 5.03 | 35 | 0.03 | 0.27 |
| 85 | 9 | A variety of intramural activities are offered. | -0.40 | -0.01 | -0.40 | 4.36 | 83 | 4.77 | 62 | -0.09 | -0.04 |
| 86 | | | | | | | | | | | |
| 87 | Notes: | | | | | | | | | | |
| 88 | 1. Performance Gaps decreased for 24 out of 83 items (29%) from 2010 to 2012. | | | | | | | | | | |
| 89 | 2. In 2004, there were 27 items with PG's greater than 1.49, 15 in 2006, 10 in 2008, 8 in 2010 and 9 in 2012. | | | | | | | | | | |
| 90 | 3. Additionally, there were 15 items with PG's less than 1.00 in 2004, 28 in 2006, 32 in 2008, 45 in 2010 and 44 in 2012. | | | | | | | | | | |

SSI 2012

Selected Characteristics

Table 5. Strengths and Challenges by Demographic Variable (2010 and 2012)

| # | Question | Day | | Eve | | Wkend | | Trad | | Non-Trad | | Full-time | | Part-time | |
|----|--|------|------|------|------|-------|------|------|------|----------|------|-----------|------|-----------|------|
| | | 2010 | 2012 | 2010 | 2012 | 2010 | 2012 | 2010 | 2012 | 2010 | 2012 | 2010 | 2012 | 2010 | 2012 |
| 1 | Students feel sense of belonging | | | | | | | | | | | | | | |
| 2 | Staff are caring and helpful | S | S | S | S | | | S | | S | S | S | S | S | S |
| 3 | Faculty care about me as an individual | | | | | | | | | | | | | | |
| 4 | Admissions staff are knowledgeable | | | | | | | | | | | | | | |
| 5 | Fin Aid counselors are helpful | | | | | | | | | | | | | | |
| 6 | My academic advisor is approachable | S | S | | | | C | S | S | | | S | S | | |
| 7 | Campus is safe and secure for all students | S | S | S | S | S | S | S | S | S | S | S | S | S | S |
| 8 | Content of major courses are valuable | S | S | S | S | S | S | S | S | S | S | S | S | S | S |
| 9 | Variety of intramural activities are offered | | | | | | | | | | | | | | |
| 10 | Administrators are approachable to students | | | | | | | | | | | | | | |
| 11 | Billing policies are reasonable | C | C | C | C | | C | C | C | | C | C | C | C | C |
| 12 | Fin Aid awards are announced in timely fashion | | | | | | | | | | | | | | |
| 13 | Library staff are helpful and approachable | | | | | | | | | | | | | | |
| 14 | My acad advisor is concerned about my success | | | | | | C | | | | C | | | | |
| 15 | Health services staff are competent | | | | | | | | | | | | | | |
| 16 | Instruction in my major field is excellent | S | S | S | | S | S | S | S | | S | S | S | | S |
| 17 | Adequate fin aid is available for most students | C | C | | | | | C | C | | | | C | | |
| 18 | Library resources and services are adequate | | | | | | | | | | | | | | |
| 19 | My academic advisor helps me set goals | | C | | | | C | | | | C | | C | C | |
| 20 | Business office is open during hours convenient for students | | | | | C | | | | | | | | | |
| 21 | Amount of student parking space is adequate | | | C | C | C | C | | | C | C | | | C | C |
| 22 | Counseling staff care about students | | | | | | | | | | | | | | |
| 23 | Living conditions in res halls are comfortable | | | | | | | | | | | | | | |
| 24 | The athletic programs contribute to school spirit | | | | | | | | | | | | | | |
| 25 | Faculty are fair and unbiased in their treatment of students | | C | S | | | | | C | | | | C | S | S |
| 26 | Computer labs are adequate and accessible | | S | S | S | | S | | S | S | S | | S | S | S |
| 27 | Personnel involved in registration are helpful | | | | | S | | | | | | | | | |
| 28 | Parking lots are well-lighted and secure | | | | | | | | | | | | | C | |
| 29 | It is an enjoyable experience to be a Point Park student | | | | | | | | | | | | | | |
| 30 | Residence hall staff are concerned about me | | | | | | | | | | | | | | |
| 31 | Males and females have equal opportunities to participate in athletics | | | | | | | | | | | | | | |
| 32 | Tutoring services are readily available | | | | | | | | | | | | | | |
| 33 | My academic advisor is knowledgeable about my major requirements | S | S | S | S | | | S | S | | | S | S | | |

Table 5. Strengths and Challenges by Demographic Variable (2010 and 2012)

| # | Question | Day | | Eve | | Wkend | | Trad | | Non-Trad | | Full-time | | Part-time | |
|----|--|------|------|------|------|-------|------|------|------|----------|------|-----------|------|-----------|------|
| | | 2010 | 2012 | 2010 | 2012 | 2010 | 2012 | 2010 | 2012 | 2010 | 2012 | 2010 | 2012 | 2010 | 2012 |
| 34 | I am able to register for classes I need with few conflicts | | | | | | | | | | | | | | |
| 35 | The assessment and course placement procedures are reasonable | | | | | | | | | | | | | | |
| 36 | Security staff respond quickly in emergencies | | | | | | | | | | | | | | |
| 37 | I feel a sense of pride about my campus | | | | | | | | | | | | | | |
| 38 | There is an adequate selection of food avail. in the cafeteria | | | | | | | | | | | | | | C |
| 39 | I am able to experience intellectual growth here | | | S | S | S | S | | | S | S | | | S | S |
| 40 | Residence hall regulations are reasonable | | | | | | | | | | | | | | |
| 41 | There is a commit. to acad. excellence on this campus | | | | | | | | | | | | | S | |
| 42 | There are a sufficient number of weekend activities | | | | | | | | | | | | | | |
| 43 | Adm. counselors respond to prospective students' unique needs | | | | | | | | | | | | | | |
| 44 | Acad. support services adequately meet the needs of students | | | | | | | | | | | | | | |
| 45 | Students are made to feel welcome on this campus | | | | | S | | | | S | | | | | |
| 46 | I can easily get involved in campus organizations | | | | | | | | | | | | | | |
| 47 | Fac. provide timely feedback about student progress in a course. | | | | | | | | C | | | | C | | |
| 48 | Adm. counselors accurately portray the campus in recruiting practices. | | | | | | | | | | | | | | |
| 49 | There are adequate services to help me decide upon a career | | | | | | | | | | | | | | |
| 50 | Class change (drop/add) policies are reasonable | S | | | | S | | S | | | | S | | | |
| 51 | Point Park has a good reputation within the community. | S | S | | S | S | S | S | S | S | S | S | S | S | S |
| 52 | Student ctr is a comfortable place for students to spend leisure time | | | | | | | | | | | | | | |
| 53 | Fac. consider student differences as they teach a course | | | | | | | | | | | | | | |
| 54 | Bookstore staff are helpful | | | | | | | | | | | | | | |
| 55 | Major requirements are clear and reasonable | S | S | S | S | S | | S | S | S | S | S | | S | S |
| 56 | Student handbook provides helpful information about campus life | | | | | | | | | | | | | | |

Table 5. Strengths and Challenges by Demographic Variable (2010 and 2012)

| # | Question | Day | | Eve | | Wkend | | Trad | | Non-Trad | | Full-time | | Part-time | |
|----|---|------|------|------|------|-------|------|------|------|----------|------|-----------|------|-----------|------|
| | | 2010 | 2012 | 2010 | 2012 | 2010 | 2012 | 2010 | 2012 | 2010 | 2012 | 2010 | 2012 | 2010 | 2012 |
| 57 | I seldom get the 'run-around' when seeking info. on this campus. | | | | | | C | | | | | | | | C |
| 58 | The quality of instruction I receive in most of my classes is excellent | S | | S | | | S | S | | S | S | | | S | |
| 59 | Point Park shows concern for students as individuals | | | | | | | | | | | | | | |
| 60 | I generally know what's happening on campus | | | | | | | | | | | | | | |
| 61 | Adjunct faculty are competent as classroom instructors | S | S | | | | S | S | S | | | S | S | S | |
| 62 | There is a strong commit. to racial harmony on this campus | | | | | | | | | | | | | | |
| 63 | Student disciplinary procedures are fair | | | | | | | | | | | | | | |
| 64 | New student orient. services help students adjust to college | | | | | | | | | | | | | | |
| 65 | Fac. are usually available after class and during office hours | S | S | S | S | | | S | S | S | S | S | S | S | S |
| 66 | Tuition paid is a worthwhile investment | C | C | | C | | C | C | C | | | C | C | | |
| 67 | Freedom of expression is protected on campus | S | S | | | | | S | S | | | S | S | | |
| 68 | Nearly all of the faculty are knowledgeable in their field | S | S | S | S | S | S | S | S | S | S | S | S | S | S |
| 69 | There is a good variety of courses provided on this campus | | | | | S | S | | | S | | | | | |
| 70 | Graduate teaching assist. are competent as instructors | | | | | | | | | | | | | | |
| 71 | Channels for expressing student complaints are readily available | | | | | | | | | | | | | | |
| 72 | On the whole, the campus is well-maintained | S | S | S | S | S | S | S | S | S | S | S | S | S | S |
| 73 | Student activities fees are put to good use | | | | | | | | | | | | | | |
| 74 | Billing and collecting procedures are customer friendly and efficient | | | | | | | | | | | | | | |
| 75 | The core curriculum is challenging | | | S | | | | | | S | S | | | S | S |
| 76 | I have a clear understanding of learning outcomes expected in my academic major | S | S | | S | S | S | S | S | | S | S | S | | S |
| 77 | STARS Program: The overall service I experience from the staff on campus is excellent | | | | | C | | | | | | | | | |
| 78 | Point Park and surrounding neighborhood provide adequate social gathering space | C | | | | | | | | | | | | | |
| 79 | Online support assists my learning objectives and is available for most of my courses | | | | S | | | | | | | | | | |

Table 5. Strengths and Challenges by Demographic Variable (2010 and 2012)

| # | Question | Day | | Eve | | Wkend | | Trad | | Non-Trad | | Full-time | | Part-time | |
|----|---|------|------|------|------|-------|------|------|------|----------|------|-----------|------|-----------|------|
| | | 2010 | 2012 | 2010 | 2012 | 2010 | 2012 | 2010 | 2012 | 2010 | 2012 | 2010 | 2012 | 2010 | 2012 |
| 80 | Computer help desk personnel are knowledgeable and resolve my computer problems | | | | S | | | | | | S | | | | S |
| 81 | Recently implemented online processes are convenient and beneficial . | S | S | S | S | S | S | S | S | S | S | S | S | S | S |
| 82 | I am currently being educated in a diverse environment | | | | | | | | | | | | | | |
| 83 | My acad. program has met the goals outlined in the Mission | S | S | S | S | | S | S | S | S | S | S | S | S | S |

Table 5. Strengths and Challenges by Demographic Variable (2010 and 2012)

| # | Question | Copa | | Non-Copa | | Res | | Commuter | | UG | | Grad | |
|----|--|------|------|----------|------|------|------|----------|------|------|------|------|------|
| | | 2010 | 2012 | 2010 | 2012 | 2010 | 2012 | 2010 | 2012 | 2010 | 2012 | 2010 | 2012 |
| 1 | Students feel sense of belonging | | | | | | | | | | | | |
| 2 | Staff are caring and helpful | | | S | S | S | | S | S | | S | | |
| 3 | Faculty care about me as an individual | S | S | | | S | | | | | | | |
| 4 | Admissions staff are knowledgeable | | | | | | | | | | | | |
| 5 | Fin Aid counselors are helpful | | C | | | | | | | | | | |
| 6 | My academic advisor is approachable | S | S | | | S | S | S | | | | | |
| 7 | Campus is safe and secure for all students | S | S | S | S | S | S | S | S | | S | | S |
| 8 | Content of major courses are valuable | S | S | S | S | S | S | S | S | | S | | S |
| 9 | Variety of intramural activities are offered | | | | | | | | | | | | |
| 10 | Administrators are approachable to students | | | | | | | | | | | | |
| 11 | Billing policies are reasonable | | C | C | C | | | C | C | | C | | |
| 12 | Fin Aid awards are announced in timely fashion | | | | | | | | | | | | |
| 13 | Library staff are helpful and approachable | | | | | | | | | | | | |
| 14 | My acad advisor is concerned about my success | S | S | | | | | | | | | | |
| 15 | Health services staff are competent | C | C | | | | | | | | | | |
| 16 | Instruction in my major field is excellent | S | S | S | S | S | S | S | S | | S | | S |
| 17 | Adequate fin aid is available for most students | C | C | | | C | C | | C | | C | | |
| 18 | Library resources and services are adequate | | | | | | | | | | | | |
| 19 | My academic advisor helps me set goals | | | | | | | | C | | | | C |
| 20 | Business office is open during hours convenient for students | | | | | | | | | | | | |
| 21 | Amount of student parking space is adequate | | | | | | | C | C | | | | C |
| 22 | Counseling staff care about students | | | | | | | | | | | | |
| 23 | Living conditions in res halls are comfortable | C | C | | | C | C | | | | | | |
| 24 | The athletic programs contribute to school spirit | | | | | | | | | | | | |
| 25 | Faculty are fair and unbiased in their treatment of students | C | C | | | | | C | | | | | S |
| 26 | Computer labs are adequate and accessible | | S | | S | | S | | S | | S | | S |
| 27 | Personnel involved in registration are helpful | | | | | | | | | | | | |
| 28 | Parking lots are well-lighted and secure | | | | | | | | | | | | |
| 29 | It is an enjoyable experience to be a Point Park student | | | | | | | | | | | | |
| 30 | Residence hall staff are concerned about me | | | | | | | | | | | | |
| 31 | Males and females have equal opportunities to participate in athletics | | | | | | | | | | | | |
| 32 | Tutoring services are readily available | | | | | | | | | | | | |
| 33 | My academic advisor is knowledgeable about my major requirements | S | S | S | S | S | S | S | S | | S | | S |

Table 5. Strengths and Challenges by Demographic Variable (2010 and 2012)

| # | Question | Copa | | Non-Copa | | Res | | Commuter | | UG | | Grad | |
|----|--|------|------|----------|------|------|------|----------|------|------|------|------|------|
| | | 2010 | 2012 | 2010 | 2012 | 2010 | 2012 | 2010 | 2012 | 2010 | 2012 | 2010 | 2012 |
| 34 | I am able to register for classes I need with few conflicts | | | | | | | | C | | | | S |
| 35 | The assessment and course placement procedures are reasonable | | | | | | | | | | | | |
| 36 | Security staff respond quickly in emergencies | | | | | | S | | | | | | |
| 37 | I feel a sense of pride about my campus | | | | | | | | | | | | |
| 38 | There is an adequate selection of food avail. in the cafeteria | C | C | | | C | C | | | | | | |
| 39 | I am able to experience intellectual growth here | | | S | | | | | | | | | |
| 40 | Residence hall regulations are reasonable | | | | | | | | | | | | |
| 41 | There is a commit. to acad. excellence on this campus | | | | | | | | | | | | |
| 42 | There are a sufficient number of weekend activities | | | | | | | | | | | | |
| 43 | Adm. counselors respond to prospective students' unique needs | | | | | | | | | | | | |
| 44 | Acad. support services adequately meet the needs of students | | | | | | | | | | | | |
| 45 | Students are made to feel welcome on this campus | | S | | | | | | | | | | |
| 46 | I can easily get involved in campus organizations | | | | | | | | | | | | |
| 47 | Fac. provide timely feedback about student progress in a course. | | | | C | | C | | | | C | | |
| 48 | Adm. counselors accurately portray the campus in recruiting practices. | | | | | | | | | | | | |
| 49 | There are adequate services to help me decide upon a career | | | | | | | | | | | | |
| 50 | Class change (drop/add) policies are reasonable | S | | S | S | | | S | | | | | |
| 51 | Point Park has a good reputation within the community. | S | S | S | S | S | S | S | S | S | | | |
| 52 | Student ctr is a comfortable place for students to spend leisure time | | | | | | | | | | | | |
| 53 | Fac. consider student differences as they teach a course | | | | | | | | | | | | S |
| 54 | Bookstore staff are helpful | | | | | | | | | | | | |
| 55 | Major requirements are clear and reasonable | S | | S | S | S | S | | S | | S | | S |
| 56 | Student handbook provides helpful information about campus life | | | | | | | | | | | | |

Table 5. Strengths and Challenges by Demographic Variable (2010 and 2012)

| # | Question | Copa | | Non-Copa | | Res | | Commuter | | UG | | Grad | |
|----|---|------|------|----------|------|------|------|----------|------|------|------|------|------|
| | | 2010 | 2012 | 2010 | 2012 | 2010 | 2012 | 2010 | 2012 | 2010 | 2012 | 2010 | 2012 |
| 57 | I seldom get the 'run-around' when seeking info. on this campus. | | | C | C | | | | C | | | | |
| 58 | The quality of instruction I receive in most of my classes is excellent | S | S | | | S | | S | S | | | | S |
| 59 | Point Park shows concern for students as individuals | | | | | | | | | | | | |
| 60 | I generally know what's happening on campus | | | | | | | | | | | | |
| 61 | Adjunct faculty are competent as classroom instructors | S | S | | | S | S | | | | S | | |
| 62 | There is a strong commit. to racial harmony on this campus | | | | | | | | | | | | |
| 63 | Student disciplinary procedures are fair | | | | | | | | | | | | |
| 64 | New student orient. services help students adjust to college | | | | | | | | | | | | |
| 65 | Fac. are usually available after class and during office hours | S | | S | S | S | S | S | S | | S | | S |
| 66 | Tuition paid is a worthwhile investment | | C | C | C | C | C | C | C | | C | | |
| 67 | Freedom of expression is protected on campus | S | S | S | | S | S | S | | | S | | |
| 68 | Nearly all of the faculty are knowledgeable in their field | S | S | S | S | S | S | S | S | | S | | S |
| 69 | There is a good variety of courses provided on this campus | | | | | | | | | | | | |
| 70 | Graduate teaching assist. are competent as instructors | | | | | | | | | | | | |
| 71 | Channels for expressing student complaints are readily available | | | | | | | | | | | | |
| 72 | On the whole, the campus is well-maintained | | S | S | S | | S | S | S | | S | | S |
| 73 | Student activities fees are put to good use | C | C | | | C | C | | | | | | |
| 74 | Billing and collecting procedures are customer friendly and efficient | | | | | | | | | | C | | |
| 75 | The core curriculum is challenging | | | | | | | | | | | | S |
| 76 | I have a clear understanding of learning outcomes expected in my academic major | S | S | S | S | S | | S | S | | S | | S |
| 77 | STARS Program: The overall service I experience from the staff on campus is excellent | | | | | | | | | | | | |
| 78 | Point Park and surrounding neighborhood provide adequate social gathering space | | | | | C | | | | | | | |
| 79 | Online support assists my learning objectives and is available for most of my courses | | | | | | | | | | | | |

Table 5. Strengths and Challenges by Demographic Variable (2010 and 2012)

| # | Question | Copa | | Non-Copa | | Res | | Commuter | | UG | | Grad | |
|-----------|---|------|------|----------|------|------|------|----------|------|------|------|------|------|
| | | 2010 | 2012 | 2010 | 2012 | 2010 | 2012 | 2010 | 2012 | 2010 | 2012 | 2010 | 2012 |
| | Computer help desk personnel are knowledgeable | | | | | | | | | | | | |
| 80 | and resolve my computer problems | | | | | | | | | | | | |
| 81 | Recently implemented online processes are convenient and beneficial . | S | | S | S | S | | S | S | | S | | S |
| 82 | I am currently being educated in a diverse environment | | | | | | | | | | | | S |
| 83 | My acad. program has met the goals outlined in the Mission | S | | S | S | S | S | S | S | | S | | S |



SSI 2012

School and Department

Table 6. Respondents by School, Academic Department and Major 2012

School of Business (n=386)

| <i>Acct, Econ-Finance, InfoTech</i> | # of resp |
|-------------------------------------|-----------|
| Accounting | 33 |
| Economics and Finance | 7 |
| Information Technology | 19 |
| Info Tech and Mgmt | 16 |
| Total | 75 |

| <i>Management</i> | # of resp |
|---------------------------------|------------|
| Business Management | 69 |
| Management Services | 2 |
| Sport, Arts & Entertainment Mgt | 85 |
| Organization Leadership (BA) | 21 |
| Human Resources Mgmt | 3 |
| Public Administration | 3 |
| Leadership and Public Service | 4 |
| Business (Saturday Fast) | 34 |
| Total | 221 |

| <i>Global Mgt & Organization</i> | # of resp |
|--------------------------------------|-----------|
| MBA | 68 |
| MA Organizational Leadership | 22 |
| Total | 90 |

School of Communication (n=224)

| | # of resp |
|---------------------------------|------------|
| Photojournalism | 19 |
| Photography | 20 |
| Journalism | 27 |
| Broadcasting | 25 |
| Broadcasting Production & Prog. | 7 |
| Broadcasting - On Camera | 24 |
| Advertising and PR | 42 |
| Mass Communication | 8 |
| Integrated Marketing Comm. | 3 |
| Journalism and Mass Comm. | 18 |
| Multimedia | 15 |
| MA Journalism and Mass Comm. | 16 |
| Total | 224 |

School of Arts & Sciences (n=514)

| <i>Crim Justice and Intell Studies</i> | # of resp |
|--|------------|
| Criminal Justice (non-accel) | 48 |
| Accel Criminal Justice | 71 |
| Intelligence and Natl Security | 44 |
| Forensic Science | 17 |
| MS Crim Justice Administration | 19 |
| Total | 199 |

| <i>Education</i> | # of resp |
|----------------------------------|-----------|
| Adult Educ & Administration | 4 |
| Citizenship/Secondary Ed | 3 |
| English/Secondary Ed | 6 |
| Math/Secondary Ed | 2 |
| Biology/Secondary Ed | 1 |
| Early Childhood Ed | 10 |
| Education-PreK-4th Grade | 34 |
| Education-4th-8th (English/Math) | 3 |
| Elementary Ed | 13 |
| School Principal K-12 | 1 |
| Instructional Studies | 3 |
| MED Secondary Certification | 4 |
| MED Special Educ PreK-8th | 1 |
| MA Curriculum and Instruction | 3 |
| MED Teaching and Leadership | 3 |
| Total | 91 |

| <i>Humanities and Human Sciences</i> | # of resp |
|--------------------------------------|------------|
| Applied History | 5 |
| Political Science | 5 |
| Psychology | 37 |
| Behavioral Sciences | 11 |
| English | 14 |
| Legal Studies | 7 |
| Liberal Studies | 8 |
| Global Cultural Studies | 6 |
| Interdisciplinary Design | 1 |
| English/Creative Writing | 10 |
| Total | 104 |

| <i>Natural Sciences and Eng Tech</i> | # of resp |
|--------------------------------------|------------|
| Biological Sciences | 11 |
| Biotechnology | 3 |
| Health Services | 4 |
| Civil Eng Technology | 36 |
| Mechanical Eng Tech | 19 |
| Electrical Eng Tech | 26 |
| Funeral Service | 7 |
| MS Engineering Mgmt | 14 |
| Total | 120 |

Conservatory of Performing Arts (n=434)

| <i>Dance</i> | # of resp |
|--------------|------------|
| Dance | 150 |
| Total | 150 |

| <i>Theatre</i> | # of resp |
|----------------|------------|
| Theatre Arts | 173 |
| MFA Acting | 1 |
| Total | 174 |

| <i>Cinema and Digital Arts</i> | # of resp |
|--------------------------------|------------|
| Cinema Production | 12 |
| Digital Arts | 5 |
| Film and Video Production | 3 |
| Cinema and Digital Arts | 81 |
| Screenwriting | 9 |
| Total | 110 |

| <i>Miscellaneous</i> | # of resp |
|--------------------------|------------|
| High School | 3 |
| Major not specified | 150 |
| NonDegree & ProfDevel-UG | 2 |
| Other | 2 |
| Undecided/Pathways | 1 |
| Undecided | 16 |
| Total | 174 |

All Respondents (n= 1,732)

Table 7. Strengths and Challenges by School (2010 and 2012)

C = **Challenges:** Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)

S = **Strengths:** Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)

| # | Question | A&S (n=514) | | Business (n=386) | | Conserv. (n=434) | | Comm. (n=224) | |
|----|--|-------------|------|------------------|------|------------------|------|---------------|------|
| | | 2010 | 2012 | 2010 | 2012 | 2010 | 2012 | 2010 | 2012 |
| 1 | Most students feel a sense of belonging here. | | | | | | | | |
| 2 | The campus staff are caring and helpful. | S | S | S | S | | | S | S |
| 3 | Faculty care about me as an individual. | | | | | S | S | S | |
| 4 | Admissions staff are knowledgeable. | | | | | | | | |
| 5 | Financial aid counselors are helpful. | | | | | | C | | |
| 6 | My academic advisor is approachable. | | | | | S | S | S | S |
| 7 | The campus is safe and secure for all students. | S | S | S | S | S | S | S | S |
| 8 | The content of the courses within my major is valuable. | S | S | S | S | S | S | S | S |
| 9 | A variety of intramural activities are offered. | | | | | | | | |
| 10 | Administrators are approachable to students. | | | | | | | | |
| 11 | Billing policies are reasonable. | C | C | | C | | C | | |
| 12 | Fin aid awards announced in time to be helpful in college planning. | C | | | | | | | |
| 13 | Library staff are helpful and approachable. | | | | | | | | |
| 14 | My academic advisor is concerned about my success as an individual. | | | | C | S | S | | |
| 15 | The staff in the health services area are competent. | | | | | C | C | | |
| 16 | The instruction in my major field is excellent. | S | S | S | S | S | S | S | S |
| 17 | Adequate financial aid is available for most students. | | | | | C | C | | |
| 18 | Library resources and services are adequate. | | | | | | | S | |
| 19 | My academic advisor helps me set goals to work toward. | C | | | C | | | C | C |
| 20 | The business office is open during convenient hours for most students. | | | | | | | | |
| 21 | The amount of student parking space on campus is adequate. | | C | | C | | | | |
| 22 | Counseling staff care about students as individuals. | | | | | | | | |
| 23 | Living conditions in the residence halls are comfortable | | | | | C | C | | |
| 24 | The athletic programs contribute to a strong sense of school spirit. | | | | | | | | |
| 25 | Faculty are fair and unbiased in their treatment of individual students. | | | S | | C | C | | |
| 26 | Computer labs are adequate and accessible. | S | S | | S | | S | | S |
| 27 | The personnel involved in registration are helpful. | | | | | | | | |
| 28 | Parking lots are well-lighted and secure. | | | | | | | | |
| 29 | It is an enjoyable experience to be a student on this campus. | | | | | | | | |
| 30 | Residence hall staff are concerned about me as an individual. | | | | | | | | |
| 31 | Males and females have equal opportunities to participate in athletics. | | | | | | | | |
| 32 | Tutoring services are readily available. | | | | | | | | |
| 33 | My academic advisor is knowledgeable about requirements in my major. | S | S | S | | S | S | S | S |
| 34 | I am able to register for classes I need with few conflicts. | | C | | | | | | C |
| 35 | The assessment and course placement procedures are reasonable. | | | | | | | | |
| 36 | Security staff respond quickly in emergencies. | | | | | | | | |

Table 7. Strengths and Challenges by School (2010 and 2012)

| # | Question | A&S (n=514) | | Business (n=386) | | Conserv. (n=434) | | Comm. (n=224) | |
|----|---|-------------|------|------------------|------|------------------|------|---------------|------|
| | | 2010 | 2012 | 2010 | 2012 | 2010 | 2012 | 2010 | 2012 |
| 37 | I feel a sense of pride about my campus. | | | | | | | | |
| 38 | There is an adequate selection of food available in the cafeteria. | | | | | C | C | | |
| 39 | I am able to experience intellectual growth here. | S | S | S | S | | | S | |
| 40 | Residence hall regulations are reasonable. | | | | | | | | |
| 41 | There is a commitment to academic excellence on this campus. | | | | | | | | |
| 42 | There are a sufficient number of weekend activities for students. | | | | | | | | |
| 43 | Admissions counselors respond to prospective students' unique needs and requests. | | | | | | | | |
| 44 | Academic support services adequately meet the needs of students. | | | | | | | | |
| 45 | Students are made to feel welcome on this campus. | | | S | | | S | | |
| 46 | I can easily get involved in campus organizations. | | | | | | | | |
| 47 | Faculty provide timely feedback about student progress in a course. | | | | | | | | C |
| 48 | Admissions counselors accurately portray the campus in their recruiting practices. | | | | | | | | |
| 49 | There are adequate services to help me decide upon a career. | | C | C | | | | | |
| 50 | Class change (drop/add) policies are reasonable. | S | S | | | S | | S | S |
| 51 | This institution has a good reputation within the community. | S | | S | S | S | S | S | S |
| 52 | The student center is a comfortable place for students to spend their leisure time. | | | | | | | | |
| 53 | Faculty take into consideration student differences as they teach a course. | | | | | | | | |
| 54 | Bookstore staff are helpful. | | | | | | | | |
| 55 | Major requirements are clear and reasonable. | | S | S | S | S | | | |
| 56 | The student handbook provides helpful information about campus life. | | | | | | | | |
| 57 | I seldom get the 'run-around' when seeking information on this campus. | C | | | C | | | | C |
| 58 | The quality of instruction I receive in most of my classes is excellent. | | | | | S | S | | |
| 59 | This institution shows concern for students as individuals. | | | | | | | | |
| 60 | I generally know what's happening on campus. | | | | | | | | |
| 61 | Adjunct faculty are competent as classroom instructors. | | | | | S | S | S | |
| 62 | There is a strong commitment to racial harmony on this campus. | | | | | | | | |
| 63 | Student disciplinary procedures are fair. | | | | | | | | |
| 64 | New student orientation services help students adjust to college. | | | | | | | | |
| 65 | Faculty are usually available after class and during office hours. | S | S | S | S | S | | S | S |
| 66 | Tuition paid is a worthwhile investment. | C | C | C | C | | C | C | C |
| 67 | Freedom of expression is protected on campus. | | | | | S | S | S | S |
| 68 | Nearly all of the faculty are knowledgeable in their field. | S | S | S | S | S | S | S | S |
| 69 | There is a good variety of courses provided on this campus. | | | S | S | | | | |
| 70 | Graduate teaching assistants are competent as classroom instructors. | | | | | | | | |
| 71 | Channels for expressing student complaints are readily available. | | | | | | | | |
| 72 | On the whole, the campus is well-maintained. | S | S | S | S | | S | S | S |
| 73 | Student activities fees are put to good use. | | | | | C | C | | C |
| 74 | Billing and collecting procedures are customer-friendly and efficient. | | | | | | | | |
| 75 | The core curriculum is challenging. | | | | | | | | |

Table 7. Strengths and Challenges by School (2010 and 2012)

| # | Question | A&S (n=514) | | Business (n=386) | | Conserv. (n=434) | | Comm. (n=224) | |
|----|---|-------------|------|------------------|------|------------------|------|---------------|------|
| | | 2010 | 2012 | 2010 | 2012 | 2010 | 2012 | 2010 | 2012 |
| 76 | I have a clear understanding of learning outcomes expected in my academic major | S | S | | S | S | S | | |
| 77 | STARS: Overall service I experience from staff on campus is excellent | | | | | | | | |
| 78 | Point Park and surrounding neighborhood provide adequate social gathering space | | | | | | | | |
| 79 | Online support assists learning objectives and is avail.for most of courses | | | S | | | | | |
| 80 | Computer help desk personnel are knowledgeable and resolve problems | | | | | | | | |
| 81 | Recently implemented online processes are convenient and beneficial . | S | S | S | S | S | | S | S |
| 82 | I am currently being educated in a diverse environment | | | | | | | S | |
| 83 | My academic program has met the goals outlined in the Mission Statement. | S | S | S | S | S | | S | |

Table 8. Strengths and Challenges for Arts and Sciences by Department (2010 and 2012)

C = **Challenges:** Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)

S = **Strengths:** Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)

| # | Question | A&S (n=514) | | Education (n=91) | | Humanities (n=104) | | Natural Sciences & Eng Tech (n=120) | | Criminal Just & Intel (n=199) | |
|----|--|-------------|------|------------------|------|--------------------|------|-------------------------------------|------|-------------------------------|------|
| | | 2010 | 2012 | 2010 | 2012 | 2010 | 2012 | 2010 | 2012 | 2010 | 2012 |
| 1 | Most students feel a sense of belonging here. | | | | | | | | | | |
| 2 | The campus staff are caring and helpful. | S | S | S | S | | | S | S | | |
| 3 | Faculty care about me as an individual. | | | | S | S | | | S | | |
| 4 | Admissions staff are knowledgeable. | | | | S | | | | | | |
| 5 | Financial aid counselors are helpful. | | | | | | C | | | | |
| 6 | My academic advisor is approachable. | | | S | | S | | S | S | | C |
| 7 | The campus is safe and secure for all students. | S | S | S | S | S | S | S | S | S | S |
| 8 | The content of the courses within my major is valuable. | S | S | | S | | S | | | S | S |
| 9 | A variety of intramural activities are offered. | | | | | | | | | | |
| 10 | Administrators are approachable to students. | | | | | | | | | | |
| 11 | Billing policies are reasonable. | C | C | C | | | | C | C | C | C |
| 12 | Fin aid awards announced in time to be helpful in college planning. | C | | C | | | | | | C | |
| 13 | Library staff are helpful and approachable. | | | | | | | | | | |
| 14 | My academic advisor is concerned about my success as an individual. | | | | | | | | | | C |
| 15 | The staff in the health services area are competent. | | | | | | | | | | |
| 16 | The instruction in my major field is excellent. | S | S | S | S | S | S | | | S | S |
| 17 | Adequate financial aid is available for most students. | | | | | | C | | C | | |
| 18 | Library resources and services are adequate. | | | | | | | | | S | |
| 19 | My academic advisor helps me set goals to work toward. | C | | | | C | | | | C | C |
| 20 | The business office is open during convenient hours for most students. | | | | | | | | | | |
| 21 | The amount of student parking space on campus is adequate. | | C | | C | | | C | C | C | C |
| 22 | Counseling staff care about students as individuals. | | | | | | | | | | |
| 23 | Living conditions in the residence halls are comfortable | | | | | | | | | | |
| 24 | The athletic programs contribute to a strong sense of school spirit. | | | | | | | | | | |
| 25 | Faculty are fair and unbiased in their treatment of individual students. | | | | | S | | S | | | |
| 26 | Computer labs are adequate and accessible. | S | S | | S | | S | S | S | | S |
| 27 | The personnel involved in registration are helpful. | | | | | | | S | | | |
| 28 | Parking lots are well-lighted and secure. | | | | C | | | | C | | C |
| 29 | It is an enjoyable experience to be a student on this campus. | | | S | | | | | | | |
| 30 | Residence hall staff are concerned about me as an individual. | | | | | | | | | | |
| 31 | Males and females have equal opportunities to participate in athletics. | | | | | | | | | | |
| 32 | Tutoring services are readily available. | | | | | | | | | | |
| 33 | My academic advisor is knowledgeable about requirements in my major. | S | S | S | S | | S | S | S | | |
| 34 | I am able to register for classes I need with few conflicts. | | C | | C | | C | | | | |
| 35 | The assessment and course placement procedures are reasonable. | | | | | | | | | | |
| 36 | Security staff respond quickly in emergencies. | | | | | | | | | | |

Table 8. Strengths and Challenges for Arts and Sciences by Department (2010 and 2012)

| # | Question | A&S (n=514) | | Education (n=91) | | Humanities (n=104) | | Natural Sciences & Eng Tech (n=120) | | Criminal Just & Intel (n=199) | |
|----|---|-------------|------|------------------|------|--------------------|------|-------------------------------------|------|-------------------------------|------|
| | | 2010 | 2012 | 2010 | 2012 | 2010 | 2012 | 2010 | 2012 | 2010 | 2012 |
| 37 | I feel a sense of pride about my campus. | | | | | | | | | | |
| 38 | There is an adequate selection of food available in the cafeteria. | | | | | | | | | | |
| 39 | I am able to experience intellectual growth here. | S | S | S | S | S | S | | | | S |
| 40 | Residence hall regulations are reasonable. | | | | | | | | | | |
| 41 | There is a commitment to academic excellence on this campus. | | | S | S | | | | | | |
| 42 | There are a sufficient number of weekend activities for students. | | | | | | | | | | |
| 43 | Admissions counselors respond to prospective students' unique needs and requests. | | | | | | | | | | |
| 44 | Academic support services adequately meet the needs of students. | | | | | | | | | | |
| 45 | Students are made to feel welcome on this campus. | | | S | | | | | | | |
| 46 | I can easily get involved in campus organizations. | | | | | | | | | | |
| 47 | Faculty provide timely feedback about student progress in a course. | | | | | | | | C | | |
| 48 | Admissions counselors accurately portray the campus in their recruiting practices. | | | | | | | | | | |
| 49 | There are adequate services to help me decide upon a career. | | C | | | C | C | | | | |
| 50 | Class change (drop/add) policies are reasonable. | S | S | | | S | S | S | S | S | |
| 51 | This institution has a good reputation within the community. | S | | S | | S | | | | S | S |
| 52 | The student center is a comfortable place for students to spend their leisure time. | | | | | | | | | | |
| 53 | Faculty take into consideration student differences as they teach a course. | | | | | | | | | | |
| 54 | Bookstore staff are helpful. | | | | | | | | | | |
| 55 | Major requirements are clear and reasonable. | | S | | | | S | | S | S | |
| 56 | The student handbook provides helpful information about campus life. | | | | | | | | | | |
| 57 | I seldom get the 'run-around' when seeking information on this campus. | C | | C | | | | | C | C | C |
| 58 | The quality of instruction I receive in most of my classes is excellent. | | | S | | S | S | | | | S |
| 59 | This institution shows concern for students as individuals. | | | | | | | | | | |
| 60 | I generally know what's happening on campus. | | | | | | | | | | |
| 61 | Adjunct faculty are competent as classroom instructors. | | | | | S | | | | | S |
| 62 | There is a strong commitment to racial harmony on this campus. | | | | S | | | | | | |
| 63 | Student disciplinary procedures are fair. | | | | | | | | | | |
| 64 | New student orientation services help students adjust to college. | | | | | | | | | | |
| 65 | Faculty are usually available after class and during office hours. | S | S | | | S | S | S | S | S | |
| 66 | Tuition paid is a worthwhile investment. | C | C | C | C | C | C | C | C | C | C |
| 67 | Freedom of expression is protected on campus. | | | S | | S | S | | | | |
| 68 | Nearly all of the faculty are knowledgeable in their field. | S | S | S | | S | S | S | S | S | S |
| 69 | There is a good variety of courses provided on this campus. | | | | | | | | | S | S |
| 70 | Graduate teaching assistants are competent as classroom instructors. | | | | | | | | | | |
| 71 | Channels for expressing student complaints are readily available. | | | | | | | | | | |
| 72 | On the whole, the campus is well-maintained. | S | S | S | S | S | S | S | S | S | S |
| 73 | Student activities fees are put to good use. | | | | | | | | | | |
| 74 | Billing and collecting procedures are customer-friendly and efficient. | | | | | | | | | | C |

Table 8. Strengths and Challenges for Arts and Sciences by Department (2010 and 2012)

| # | Question | A&S (n=514) | | Education (n=91) | | Humanities (n=104) | | Natural Sciences & Eng Tech (n=120) | | Criminal Just & Intel (n=199) | |
|----|---|-------------|------|------------------|------|--------------------|------|-------------------------------------|------|-------------------------------|------|
| | | 2010 | 2012 | 2010 | 2012 | 2010 | 2012 | 2010 | 2012 | 2010 | 2012 |
| 75 | The core curriculum is challenging. | | | | | | | S | | S | |
| 76 | I have a clear understanding of learning outcomes expected in my academic major | S | S | S | S | | | S | S | S | S |
| 77 | STARS: Overall service I experience from staff on campus is excellent | | | | | | | | | | |
| 78 | Point Park and surrounding neighborhood provide adequate social gathering space | | | | | | | | | | |
| 79 | Online support assists learning objectives and is avail.for most of courses | | | | | | | S | S | | |
| 80 | Computer help desk personnel are knowledgeable and resolve problems | | | | | | | | S | S | |
| 81 | Recently implemented online processes are convenient and beneficial . | S | S | S | S | S | S | S | S | S | S |
| 82 | I am currently being educated in a diverse environment | | | | | S | S | | | | |
| 83 | My academic program has met the goals outlined in the Mission Statement. | S | S | S | S | S | S | S | S | S | S |

Table 9. Strengths and Challenges for the Conservatory by Department (2010 and 2012)

C = **Challenges:** Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)

S = **Strengths:** Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)

| # | Question | Conservatory (n=434) | | Cinema and Digital Arts (n=110) | | Dance (n=150) | | Theatre (n=174) | |
|----|--|----------------------|------|---------------------------------|------|---------------|------|-----------------|------|
| | | 2010 | 2012 | 2010 | 2012 | 2010 | 2012 | 2010 | 2012 |
| 1 | Most students feel a sense of belonging here. | | | | | | | | |
| 2 | The campus staff are caring and helpful. | | | | S | | | S | |
| 3 | Faculty care about me as an individual. | S | S | S | S | S | | S | S |
| 4 | Admissions staff are knowledgeable. | | | | | | | | |
| 5 | Financial aid counselors are helpful. | | C | | | | | | C |
| 6 | My academic advisor is approachable. | S | S | S | S | S | | S | S |
| 7 | The campus is safe and secure for all students. | S | S | S | S | S | S | S | S |
| 8 | The content of the courses within my major is valuable. | S | S | S | S | S | S | S | S |
| 9 | A variety of intramural activities are offered. | | | | | | | | |
| 10 | Administrators are approachable to students. | | | | | | | | |
| 11 | Billing policies are reasonable. | | C | C | C | | C | | C |
| 12 | Fin aid awards announced in time to be helpful in college planning. | | | | | | | | |
| 13 | Library staff are helpful and approachable. | | | | | | | | |
| 14 | My academic advisor is concerned about my success as an individual. | S | S | | S | | | S | S |
| 15 | The staff in the health services area are competent. | C | C | | | C | C | C | C |
| 16 | The instruction in my major field is excellent. | S | S | S | S | S | S | S | S |
| 17 | Adequate financial aid is available for most students. | C | C | C | C | | C | C | C |
| 18 | Library resources and services are adequate. | | | | S | | | | |
| 19 | My academic advisor helps me set goals to work toward. | | | | | | C | | |
| 20 | The business office is open during convenient hours for most students. | | | | | | | | |
| 21 | The amount of student parking space on campus is adequate. | | | | | | | | |
| 22 | Counseling staff care about students as individuals. | | | | | | | | |
| 23 | Living conditions in the residence halls are comfortable | C | C | C | | C | C | C | C |
| 24 | The athletic programs contribute to a strong sense of school spirit. | | | | | | | | |
| 25 | Faculty are fair and unbiased in their treatment of individual students. | C | C | | C | C | C | C | C |
| 26 | Computer labs are adequate and accessible. | | S | C | | | S | | S |
| 27 | The personnel involved in registration are helpful. | | | | | | S | | |
| 28 | Parking lots are well-lighted and secure. | | | | | | | | |
| 29 | It is an enjoyable experience to be a student on this campus. | | | | | | | | S |
| 30 | Residence hall staff are concerned about me as an individual. | | | | | | | | |
| 31 | Males and females have equal opportunities to participate in athletics. | | | | | | | | |
| 32 | Tutoring services are readily available. | | | | | | | | |
| 33 | My academic advisor is knowledgeable about requirements in my major. | S | S | S | S | S | | S | S |
| 34 | I am able to register for classes I need with few conflicts. | | | | | | C | | |
| 35 | The assessment and course placement procedures are reasonable. | | | | | | | | |
| 36 | Security staff respond quickly in emergencies. | | | | | | S | | |

Table 9. Strengths and Challenges for the Conservatory by Department (2010 and 2012)

| # | Question | Conservatory (n=434) | | Cinema and Digital Arts (n=110) | | Dance (n=150) | | Theatre (n=174) | |
|----|---|----------------------|------|---------------------------------|------|---------------|------|-----------------|------|
| | | 2010 | 2012 | 2010 | 2012 | 2010 | 2012 | 2010 | 2012 |
| 37 | I feel a sense of pride about my campus. | | | | | | | | |
| 38 | There is an adequate selection of food available in the cafeteria. | C | C | C | | C | C | C | C |
| 39 | I am able to experience intellectual growth here. | | | S | S | | | | |
| 40 | Residence hall regulations are reasonable. | | | | | | | | |
| 41 | There is a commitment to academic excellence on this campus. | | | | | | | | |
| 42 | There are a sufficient number of weekend activities for students. | | | | | | | | |
| 43 | Admissions counselors respond to prospective students' unique needs and requests. | | | | | | | | |
| 44 | Academic support services adequately meet the needs of students. | | | | | | | | |
| 45 | Students are made to feel welcome on this campus. | | S | | | | S | | S |
| 46 | I can easily get involved in campus organizations. | | | | | | | | |
| 47 | Faculty provide timely feedback about student progress in a course. | | | | C | | C | | |
| 48 | Admissions counselors accurately portray the campus in their recruiting practices. | | | | | | | | |
| 49 | There are adequate services to help me decide upon a career. | | | | | | | | |
| 50 | Class change (drop/add) policies are reasonable. | S | | S | | S | S | | |
| 51 | This institution has a good reputation within the community. | S | S | | S | S | S | S | |
| 52 | The student center is a comfortable place for students to spend their leisure time. | | | | | | | | |
| 53 | Faculty take into consideration student differences as they teach a course. | | | | C | | | | |
| 54 | Bookstore staff are helpful. | | | | | | | | |
| 55 | Major requirements are clear and reasonable. | S | | S | | S | | S | S |
| 56 | The student handbook provides helpful information about campus life. | | | | | | | | |
| 57 | I seldom get the 'run-around' when seeking information on this campus. | | | | | | | C | C |
| 58 | The quality of instruction I receive in most of my classes is excellent. | S | S | S | S | S | S | S | S |
| 59 | This institution shows concern for students as individuals. | | | | | | | | |
| 60 | I generally know what's happening on campus. | | | | | | | | |
| 61 | Adjunct faculty are competent as classroom instructors. | S | S | | | S | S | S | S |
| 62 | There is a strong commitment to racial harmony on this campus. | | | | | | | | |
| 63 | Student disciplinary procedures are fair. | | | | | | | | |
| 64 | New student orientation services help students adjust to college. | | | | | | | | |
| 65 | Faculty are usually available after class and during office hours. | S | | S | S | | | S | |
| 66 | Tuition paid is a worthwhile investment. | | C | | C | | C | | C |
| 67 | Freedom of expression is protected on campus. | S | S | S | | S | S | S | S |
| 68 | Nearly all of the faculty are knowledgeable in their field. | S | S | S | S | S | S | S | S |
| 69 | There is a good variety of courses provided on this campus. | | | S | | | | | |
| 70 | Graduate teaching assistants are competent as classroom instructors. | | | | | | | | |
| 71 | Channels for expressing student complaints are readily available. | | | | | | | | C |
| 72 | On the whole, the campus is well-maintained. | | S | S | S | | S | | S |
| 73 | Student activities fees are put to good use. | C | C | C | C | | | C | C |
| 74 | Billing and collecting procedures are customer-friendly and efficient. | | | | | | | | |
| 75 | The core curriculum is challenging. | | | | | | C | | |

Table 9. Strengths and Challenges for the Conservatory by Department (2010 and 2012)

| # | Question | Conservatory (n=434) | | Cinema and Digital Arts (n=110) | | Dance (n=150) | | Theatre (n=174) | |
|----|---|----------------------|------|---------------------------------|------|---------------|------|-----------------|------|
| | | 2010 | 2012 | 2010 | 2012 | 2010 | 2012 | 2010 | 2012 |
| 76 | I have a clear understanding of learning outcomes expected in my academic major | S | S | S | S | S | | S | S |
| 77 | STARS: Overall service I experience from staff on campus is excellent | | | | | | | | |
| 78 | Point Park and surrounding neighborhood provide adequate social gathering space | | | | | C | | | |
| 79 | Online support assists learning objectives and is avail.for most of courses | | | | C | | | | |
| 80 | Computer help desk personnel are knowledgeable and resolve problems | | | | | | | | |
| 81 | Recently implemented online processes are convenient and beneficial . | S | | | | S | S | S | |
| 82 | I am currently being educated in a diverse environment | | | | | | | | S |
| 83 | My academic program has met the goals outlined in the Mission Statement. | S | | S | S | S | | S | |

Table 10. Strengths and Challenges for Business by Department (2010 and 2012)

C = **Challenges:** Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)

S = **Strengths:** Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)

| # | Question | Business (n=386) | | Acct, Econ- Fin, InTech (n=75) | Management (n=221) | Global Mgmt and Org (n=90) |
|----|--|------------------|------|--------------------------------------|-----------------------|----------------------------------|
| | | 2010 | 2012 | 2012 | 2012 | 2012 |
| 1 | Most students feel a sense of belonging here. | | | | | |
| 2 | The campus staff are caring and helpful. | S | S | S | S | |
| 3 | Faculty care about me as an individual. | | | S | | |
| 4 | Admissions staff are knowledgeable. | | | | | |
| 5 | Financial aid counselors are helpful. | | | | | |
| 6 | My academic advisor is approachable. | | | C | | |
| 7 | The campus is safe and secure for all students. | S | S | S | S | S |
| 8 | The content of the courses within my major is valuable. | S | S | | S | S |
| 9 | A variety of intramural activities are offered. | | | | | |
| 10 | Administrators are approachable to students. | | | | | |
| 11 | Billing policies are reasonable. | | C | | | C |
| 12 | Fin aid awards announced in time to be helpful in college planning. | | | S | | |
| 13 | Library staff are helpful and approachable. | | | | | |
| 14 | My academic advisor is concerned about my success as an individual. | | C | | C | |
| 15 | The staff in the health services area are competent. | | | | | |
| 16 | The instruction in my major field is excellent. | S | S | | S | S |
| 17 | Adequate financial aid is available for most students. | | | | C | |
| 18 | Library resources and services are adequate. | | | | S | |
| 19 | My academic advisor helps me set goals to work toward. | | C | | C | C |
| 20 | The business office is open during convenient hours for most students. | | | | | |
| 21 | The amount of student parking space on campus is adequate. | | C | C | C | |
| 22 | Counseling staff care about students as individuals. | | | | | |
| 23 | Living conditions in the residence halls are comfortable | | | | | |
| 24 | The athletic programs contribute to a strong sense of school spirit. | | | | | |
| 25 | Faculty are fair and unbiased in their treatment of individual students. | S | | | | S |
| 26 | Computer labs are adequate and accessible. | | S | S | S | S |
| 27 | The personnel involved in registration are helpful. | | | C | | |
| 28 | Parking lots are well-lighted and secure. | | | | | |
| 29 | It is an enjoyable experience to be a student on this campus. | | | | | |
| 30 | Residence hall staff are concerned about me as an individual. | | | | | |
| 31 | Males and females have equal opportunities to participate in athletics. | | | | | |
| 32 | Tutoring services are readily available. | | | | | |
| 33 | My academic advisor is knowledgeable about requirements in my major. | S | | C | | S |
| 34 | I am able to register for classes I need with few conflicts. | | | | | S |
| 35 | The assessment and course placement procedures are reasonable. | | | | | |
| 36 | Security staff respond quickly in emergencies. | | | | S | |
| 37 | I feel a sense of pride about my campus. | | | | | |
| 38 | There is an adequate selection of food available in the cafeteria. | | | | | |
| 39 | I am able to experience intellectual growth here. | S | S | S | | |

Table 10. Strengths and Challenges for Business by Department (2010 and 2012)

| # | Question | Business (n=386) | | Acct, Econ- Fin, InTech (n=75) | Management (n=221) | Global Mgmt and Org (n=90) |
|----|---|------------------|------|--------------------------------------|-----------------------|----------------------------------|
| | | 2010 | 2012 | 2012 | 2012 | 2012 |
| 40 | Residence hall regulations are reasonable. | | | | | |
| 41 | There is a commitment to academic excellence on this campus. | | | | | |
| 42 | There are a sufficient number of weekend activities for students. | | | | | |
| 43 | Admissions counselors respond to prospective students' unique needs and requests. | | | | | |
| 44 | Academic support services adequately meet the needs of students. | | | | | |
| 45 | Students are made to feel welcome on this campus. | S | | | | |
| 46 | I can easily get involved in campus organizations. | | | | | |
| 47 | Faculty provide timely feedback about student progress in a course. | | | C | C | |
| 48 | Admissions counselors accurately portray the campus in their recruiting practices. | | | | | |
| 49 | There are adequate services to help me decide upon a career. | C | | | | C |
| 50 | Class change (drop/add) policies are reasonable. | | | | | |
| 51 | This institution has a good reputation within the community. | S | S | S | S | |
| 52 | The student center is a comfortable place for students to spend their leisure time. | | | | | |
| 53 | Faculty take into consideration student differences as they teach a course. | | | C | C | S |
| 54 | Bookstore staff are helpful. | | | | | |
| 55 | Major requirements are clear and reasonable. | S | S | S | S | S |
| 56 | The student handbook provides helpful information about campus life. | | | | | |
| 57 | I seldom get the 'run-around' when seeking information on this campus. | | C | | | |
| 58 | The quality of instruction I receive in most of my classes is excellent. | | | | | S |
| 59 | This institution shows concern for students as individuals. | | | | | |
| 60 | I generally know what's happening on campus. | | | | | |
| 61 | Adjunct faculty are competent as classroom instructors. | | | | | |
| 62 | There is a strong commitment to racial harmony on this campus. | | | | | |
| 63 | Student disciplinary procedures are fair. | | | | | |
| 64 | New student orientation services help students adjust to college. | | | | | |
| 65 | Faculty are usually available after class and during office hours. | S | S | S | S | S |
| 66 | Tuition paid is a worthwhile investment. | C | C | C | C | |
| 67 | Freedom of expression is protected on campus. | | | | S | |
| 68 | Nearly all of the faculty are knowledgeable in their field. | S | S | S | S | S |
| 69 | There is a good variety of courses provided on this campus. | S | S | | S | |
| 70 | Graduate teaching assistants are competent as classroom instructors. | | | | | |
| 71 | Channels for expressing student complaints are readily available. | | | | | |
| 72 | On the whole, the campus is well-maintained. | S | S | S | S | S |
| 73 | Student activities fees are put to good use. | | | | | |
| 74 | Billing and collecting procedures are customer-friendly and efficient. | | | | | |
| 75 | The core curriculum is challenging. | | | | | S |
| 76 | I have a clear understanding of learning outcomes expected in my academic major | | S | | S | S |
| 77 | STARS: Overall service I experience from staff on campus is excellent | | | | | |
| 78 | Point Park and surrounding neighborhood provide adequate social gathering space | | | | | |
| 79 | Online support assists learning objectives and is avail.for most of courses | S | | S | | |
| 80 | Computer help desk personnel are knowledgeable and resolve problems | | | S | | S |

Table 10. Strengths and Challenges for Business by Department (2010 and 2012)

| # | Question | Business (n=386) | | Acct, Econ- Fin, InTech (n=75) | Management (n=221) | Global Mgmt and Org (n=90) |
|----|--|------------------|------|--------------------------------------|-----------------------|----------------------------------|
| | | 2010 | 2012 | 2012 | 2012 | 2012 |
| 81 | Recently implemented online processes are convenient and beneficial . | S | S | S | S | S |
| 82 | I am currently being educated in a diverse environment | | | | | S |
| 83 | My academic program has met the goals outlined in the Mission Statement. | S | S | | S | S |

Table 11. Strengths and Challenges for Communication (2010 and 2012)

C = **Challenges:** Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)

S = **Strengths:** Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)

| # | Question | Communication (n=224) | |
|----|--|-----------------------|------|
| | | 2010 | 2012 |
| 1 | Most students feel a sense of belonging here. | | |
| 2 | The campus staff are caring and helpful. | S | S |
| 3 | Faculty care about me as an individual. | S | |
| 4 | Admissions staff are knowledgeable. | | |
| 5 | Financial aid counselors are helpful. | | |
| 6 | My academic advisor is approachable. | S | S |
| 7 | The campus is safe and secure for all students. | S | S |
| 8 | The content of the courses within my major is valuable. | S | S |
| 9 | A variety of intramural activities are offered. | | |
| 10 | Administrators are approachable to students. | | |
| 11 | Billing policies are reasonable. | | |
| 12 | Fin aid awards announced in time to be helpful in college planning. | | |
| 13 | Library staff are helpful and approachable. | | |
| 14 | My academic advisor is concerned about my success as an individual. | | |
| 15 | The staff in the health services area are competent. | | |
| 16 | The instruction in my major field is excellent. | S | S |
| 17 | Adequate financial aid is available for most students. | | |
| 18 | Library resources and services are adequate. | S | |
| 19 | My academic advisor helps me set goals to work toward. | C | C |
| 20 | The business office is open during convenient hours for most students. | | |
| 21 | The amount of student parking space on campus is adequate. | | |
| 22 | Counseling staff care about students as individuals. | | |
| 23 | Living conditions in the residence halls are comfortable | | |
| 24 | The athletic programs contribute to a strong sense of school spirit. | | |
| 25 | Faculty are fair and unbiased in their treatment of individual students. | | |
| 26 | Computer labs are adequate and accessible. | | S |
| 27 | The personnel involved in registration are helpful. | | |
| 28 | Parking lots are well-lighted and secure. | | |
| 29 | It is an enjoyable experience to be a student on this campus. | | |
| 30 | Residence hall staff are concerned about me as an individual. | | |
| 31 | Males and females have equal opportunities to participate in athletics. | | |
| 32 | Tutoring services are readily available. | | |
| 33 | My academic advisor is knowledgeable about requirements in my major. | S | S |
| 34 | I am able to register for classes I need with few conflicts. | | C |
| 35 | The assessment and course placement procedures are reasonable. | | |
| 36 | Security staff respond quickly in emergencies. | | |

Table 11. Strengths and Challenges for Communication (2010 and 2012)

| # | Question | Communication (n=224) | |
|----|---|-----------------------|------|
| | | 2010 | 2012 |
| 37 | I feel a sense of pride about my campus. | | |
| 38 | There is an adequate selection of food available in the cafeteria. | | |
| 39 | I am able to experience intellectual growth here. | S | |
| 40 | Residence hall regulations are reasonable. | | |
| 41 | There is a commitment to academic excellence on this campus. | | |
| 42 | There are a sufficient number of weekend activities for students. | | |
| 43 | Admissions counselors respond to prospective students' unique needs and requests. | | |
| 44 | Academic support services adequately meet the needs of students. | | |
| 45 | Students are made to feel welcome on this campus. | | |
| 46 | I can easily get involved in campus organizations. | | |
| 47 | Faculty provide timely feedback about student progress in a course. | | C |
| 48 | Admissions counselors accurately portray the campus in their recruiting practices. | | |
| 49 | There are adequate services to help me decide upon a career. | | |
| 50 | Class change (drop/add) policies are reasonable. | S | S |
| 51 | This institution has a good reputation within the community. | S | S |
| 52 | The student center is a comfortable place for students to spend their leisure time. | | |
| 53 | Faculty take into consideration student differences as they teach a course. | | |
| 54 | Bookstore staff are helpful. | | |
| 55 | Major requirements are clear and reasonable. | | |
| 56 | The student handbook provides helpful information about campus life. | | |
| 57 | I seldom get the 'run-around' when seeking information on this campus. | | C |
| 58 | The quality of instruction I receive in most of my classes is excellent. | | |
| 59 | This institution shows concern for students as individuals. | | |
| 60 | I generally know what's happening on campus. | | |
| 61 | Adjunct faculty are competent as classroom instructors. | S | |
| 62 | There is a strong commitment to racial harmony on this campus. | | |
| 63 | Student disciplinary procedures are fair. | | |
| 64 | New student orientation services help students adjust to college. | | |
| 65 | Faculty are usually available after class and during office hours. | S | S |
| 66 | Tuition paid is a worthwhile investment. | C | C |
| 67 | Freedom of expression is protected on campus. | S | S |
| 68 | Nearly all of the faculty are knowledgeable in their field. | S | S |
| 69 | There is a good variety of courses provided on this campus. | | |
| 70 | Graduate teaching assistants are competent as classroom instructors. | | |
| 71 | Channels for expressing student complaints are readily available. | | |
| 72 | On the whole, the campus is well-maintained. | S | S |
| 73 | Student activities fees are put to good use. | | C |
| 74 | Billing and collecting procedures are customer-friendly and efficient. | | |
| 75 | The core curriculum is challenging. | | |

Table 11. Strengths and Challenges for Communication (2010 and 2012)

| # | Question | Communication (n=224) | |
|----|---|-----------------------|------|
| | | 2010 | 2012 |
| 76 | I have a clear understanding of learning outcomes expected in my academic major | | |
| 77 | STARS: Overall service I experience from staff on campus is excellent | | |
| 78 | Point Park and surrounding neighborhood provide adequate social gathering space | | |
| 79 | Online support assists learning objectives and is avail.for most of courses | | |
| 80 | Computer help desk personnel are knowledgeable and resolve problems | | |
| 81 | Recently implemented online processes are convenient and beneficial . | S | S |
| 82 | I am currently being educated in a diverse environment | S | |
| 83 | My academic program has met the goals outlined in the Mission Statement. | S | |

SSI 2012

Appendices

Appendix A. Strengths and Challenges - Point Park University - Overall

| | A | B | C | D | E | F | G | H | I |
|----|---|--|----------|----------|----------|----------|----------|------------|--------------|
| 1 | Point Park University - Overall | | | | | | | | |
| 2 | | | | | | | | | |
| 3 | Strengths | | | | | | | | |
| 4 | <i>Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)</i> | | | | | | | | |
| 5 | | | | | | | | "low" gap | |
| 6 | Q# | Question | imp rate | imp rank | sat rate | sat rank | Perf Gap | quartile | 4-yr private |
| 7 | 8 | Content of major courses are valuable | 6.57 | 1 | 5.43 | 7 | 1.13 | | S |
| 8 | 16 | Instruction in my major field is excellent | 6.53 | 2 | 5.48 | 6 | 1.06 | | S |
| 9 | 68 | Nearly all of the faculty are knowledgeable in their field | 6.45 | 4 | 5.50 | 4 | 0.96 | | S |
| 10 | 33 | My academic advisor is knowledgeable about my major requirements | 6.44 | 5 | 5.29 | 15 | 1.16 | | S |
| 11 | 6 | My academic advisor is approachable | 6.35 | 9 | 5.20 | 21 | 1.15 | | S |
| 12 | 55 | Major requirements are clear and reasonable | 6.34 | 10 | 5.23 | 18 | 1.11 | | S |
| 13 | 7 | Campus is safe and secure for all students | 6.28 | 11 | 5.52 | 3 | 0.76 | X | S |
| 14 | 81 | Recently implemented online processes are convenient and beneficial (custom). | 6.22 | 17 | 5.35 | 10 | 0.87 | | n/a |
| 15 | 76 | I have a clear understanding of learning outcomes expected in my academic major (c | 6.21 | 19 | 5.28 | 17 | 0.93 | | n/a |
| 16 | 26 | Computer labs are adequate and accessible | 6.19 | 21 | 5.52 | 2 | 0.67 | X | |
| 17 | 65 | Fac. are usually available after class and during office hours | 6.18 | 24 | 5.29 | 13 | 0.88 | | S |
| 18 | 2 | Staff are caring and helpful | 6.17 | 25 | 5.21 | 20 | 0.95 | | S |
| 19 | 72 | On the whole, the campus is well-maintained | 6.16 | 27 | 5.42 | 8 | 0.74 | X | S |
| 20 | 61 | Adjunct faculty are competent as classroom instructors | 6.15 | 28 | 5.22 | 19 | 0.92 | | |
| 21 | 51 | Point Park has a good reputation within the community. | 6.12 | 30 | 5.29 | 14 | 0.83 | | S |
| 22 | 83 | My acad. program has met the goals outlined in the Mission (custom) | 6.07 | 35 | 5.28 | 16 | 0.79 | | n/a |
| 23 | 67 | Freedom of expression is protected on campus | 6.05 | 40 | 5.30 | 12 | 0.75 | X | |
| 24 | | | | | | | | | |
| 25 | | | | | | | | | |
| 26 | Challenges | | | | | | | | |
| 27 | <i>Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)</i> | | | | | | | | |
| 28 | | | | | | | | "high" gap | |
| 29 | Q# | Question | imp rate | imp rank | sat rate | sat rank | Perf Gap | quartile | 4-yr private |
| 30 | 66 | Tuition paid is a worthwhile investment | 6.38 | 7 | 4.48 | 73 | 1.90 | X | C |
| 31 | 17 | Adequate fin aid is available for most students | 6.35 | 8 | 4.70 | 67 | 1.65 | X | C |
| 32 | 47 | Fac. provide timely feedback about student progress in a course. | 6.22 | 16 | 4.76 | 64 | 1.46 | X | |
| 33 | 11 | Billing policies are reasonable | 6.02 | 41 | 4.47 | 74 | 1.55 | X | |
| 34 | | | | | | | | | |
| 35 | | | | | | | | | |

Appendix B. Strengths and Challenges - Other Four Year Private Institutions

| | A | B | C | D | E | F | G | H |
|----|---|---|----------|----------|----------|----------|----------|------------|
| 1 | Other Four-year Private Institutions | | | | | | | |
| 2 | <i>(n= ~ 250,000 responses from ~ 350 institutions)</i> | | | | | | | |
| 3 | Strengths | | | | | | | |
| 4 | <i>Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)</i> | | | | | | | |
| 5 | | | | | | | | "low" gap |
| 6 | Q# | Question | imp rate | imp rank | sat rate | sat rank | Perf Gap | quartile |
| 7 | 8 | Content of major courses are valuable | 6.61 | 1 | 5.62 | 6 | 0.99 | |
| 8 | 16 | Instruction in my major field is excellent | 6.58 | 2 | 5.58 | 9 | 1 | |
| 9 | 68 | Nearly all of the faculty are knowledgeable in their field | 6.54 | 3 | 5.79 | 1 | 0.75 | X |
| 10 | 58 | The quality of instruction I receive in most of my classes is excellent | 6.50 | 5 | 5.49 | 15 | 1.01 | |
| 11 | 33 | My academic advisor is knowledgeable about my major requirements | 6.49 | 6 | 5.65 | 5 | 0.84 | |
| 12 | 39 | I am able to experience intellectual growth here | 6.44 | 8 | 5.6 | 8 | 0.84 | |
| 13 | 7 | Campus is safe and secure for all students | 6.43 | 9 | 5.66 | 3 | 0.77 | |
| 14 | 6 | My academic advisor is approachable | 6.41 | 10 | 5.66 | 4 | 0.75 | X |
| 15 | 55 | Major requirements are clear and reasonable | 6.40 | 14 | 5.54 | 12 | 0.86 | |
| 16 | 41 | There is a commit. to acad. excellence on this campus | 6.35 | 16 | 5.49 | 16 | 0.86 | |
| 17 | 2 | Staff are caring and helpful | 6.34 | 17 | 5.51 | 14 | 0.83 | |
| 18 | 65 | Fac. are usually available after class and during office hours | 6.32 | 19 | 5.62 | 7 | 0.7 | X |
| 19 | 45 | Students are made to feel welcome on this campus | 6.30 | 22 | 5.54 | 13 | 0.76 | X |
| 20 | 72 | On the whole, the campus is well-maintained | 6.28 | 26 | 5.69 | 2 | 0.59 | X |
| 21 | 51 | Point Park has a good reputation within the community. | 6.23 | 29 | 5.57 | 11 | 0.66 | X |
| 22 | | | | | | | | |
| 23 | | | | | | | | |
| 24 | Challenges | | | | | | | |
| 25 | <i>Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)</i> | | | | | | | |
| 26 | | | | | | | | "high" gap |
| 27 | Q# | Question | imp rate | imp rank | sat rate | sat rank | Perf Gap | quartile |
| 28 | 66 | Tuition paid is a worthwhile investment | 6.46 | 7 | 4.86 | 61 | 1.60 | X |
| 29 | 17 | Adequate fin aid is available for most students | 6.40 | 13 | 4.84 | 62 | 1.56 | X |
| 30 | 12 | Fin Aid awards are announced in timely fashion | 6.24 | 27 | 4.9 | 59 | 1.34 | X |
| 31 | 57 | I seldom get the 'run-around' when seeking info. on this campus. | 6.14 | 37 | 4.77 | 66 | 1.37 | X |

Appendix C. Strengths and Challenges - Other Peers (Middle States Large)

| | A | B | C | D | E | F | G | H |
|----|---|--|----------|----------|----------|----------|----------|------------|
| 1 | Selected Peer Institutions | | | | | | | |
| 2 | <i>(n= ~ 7,700 responses from ~ 10 institutions)</i> | | | | | | | |
| 3 | Strengths | | | | | | | |
| 4 | <i>Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)</i> | | | | | | | |
| 5 | | | | | | | | "low" gap |
| 6 | Q# | Question | imp rate | imp rank | sat rate | sat rank | Perf Gap | quartile |
| 7 | 8 | Content of major courses are valuable | 6.60 | 1 | 5.69 | 9 | 0.91 | |
| 8 | 16 | Instruction in my major field is excellent | 6.59 | 2 | 5.66 | 12 | 0.93 | |
| 9 | 33 | My academic advisor is knowledgeable about my major requirements | 6.56 | 3 | 5.87 | 1 | 0.69 | |
| 10 | 68 | Nearly all of the faculty are knowledgeable in their field | 6.54 | 5 | 5.82 | 3 | 0.72 | |
| 11 | 6 | My academic advisor is approachable | 6.47 | 8 | 5.85 | 2 | 0.62 | X |
| 12 | 7 | Campus is safe and secure for all students | 6.45 | 9 | 5.74 | 6 | 0.71 | |
| 13 | 55 | Major requirements are clear and reasonable | 6.44 | 10 | 5.68 | 10 | 0.76 | |
| 14 | 39 | I am able to experience intellectual growth here | 6.43 | 11 | 5.66 | 13 | 0.77 | |
| 15 | 14 | My academic advisor is concerned about my success | 6.39 | 16 | 5.70 | 8 | 0.69 | |
| 16 | 41 | There is a commit. to acad. excellence on this campus | 6.37 | 19 | 5.55 | 18 | 0.82 | |
| 17 | 65 | Fac. are usually available after class and during office hours | 6.35 | 20 | 5.75 | 5 | 0.60 | X |
| 18 | 2 | Staff are caring and helpful | 6.34 | 21 | 5.55 | 19 | 0.79 | |
| 19 | 45 | Students are made to feel welcome on this campus | 6.32 | 23 | 5.56 | 16 | 0.76 | |
| 20 | 72 | On the whole, the campus is well-maintained | 6.32 | 24 | 5.73 | 7 | 0.59 | X |
| 21 | 3 | Faculty care about me as an individual | 6.27 | 27 | 5.56 | 17 | 0.71 | |
| 22 | 51 | Point Park has a good reputation within the community. | 6.20 | 33 | 5.76 | 4 | 0.44 | X |
| 23 | | | | | | | | |
| 24 | | | | | | | | |
| 25 | Challenges | | | | | | | |
| 26 | <i>Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)</i> | | | | | | | |
| 27 | | | | | | | | "high" gap |
| 28 | Q# | Question | imp rate | imp rank | sat rate | sat rank | Perf Gap | quartile |
| 29 | 66 | Tuition paid is a worthwhile investment | 6.49 | 7 | 4.89 | 63 | 1.60 | X |
| 30 | 17 | Adequate fin aid is available for most students | 6.41 | 13 | 4.92 | 62 | 1.49 | X |
| 31 | 36 | Security staff respond quickly in emergencies | 6.38 | 18 | 5.12 | 56 | 1.26 | X |
| 32 | 12 | Fin Aid awards are announced in timely fashion | 6.28 | 25 | 5.04 | 59 | 1.24 | X |
| 33 | 5 | Fin Aid counselors are helpful | 6.20 | 31 | 4.96 | 61 | 1.24 | X |
| 34 | 57 | I seldom get the 'run-around' when seeking info. on this campus. | 6.18 | 35 | 4.84 | 64 | 1.34 | X |
| 35 | 23 | Living conditions in residence halls are comfortable | 6.16 | 36 | 4.66 | 70 | 1.50 | X |

Appendix D. Strengths and Challenges - Day Students

| | A | B | C | D | E | F | G | H |
|----|---|--|----------|----------|----------|----------|----------|------------|
| 1 | Day Students | | | | | | | |
| 2 | <i>n=1131</i> | | | | | | | |
| 3 | Strengths | | | | | | | |
| 4 | <i>Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)</i> | | | | | | | |
| 5 | | | | | | | | "low" gap |
| 6 | Q# | Question | imp rate | imp rank | sat rate | sat rank | Perf Gap | quartile |
| 7 | 8 | Content of major courses are valuable | 6.62 | 1 | 5.45 | 6 | 1.17 | |
| 8 | 16 | Instruction in my major field is excellent | 6.61 | 2 | 5.53 | 2 | 1.07 | |
| 9 | 33 | My academic advisor is knowledgeable about my major requirements | 6.53 | 4 | 5.33 | 10 | 1.20 | |
| 10 | 68 | Nearly all of the faculty are knowledgeable in their field | 6.52 | 5 | 5.45 | 7 | 1.07 | |
| 11 | 6 | My academic advisor is approachable | 6.42 | 9 | 5.31 | 13 | 1.11 | |
| 12 | 55 | Major requirements are clear and reasonable | 6.37 | 10 | 5.17 | 21 | 1.20 | |
| 13 | 7 | Campus is safe and secure for all students | 6.35 | 12 | 5.52 | 4 | 0.83 | X |
| 14 | 2 | Staff are caring and helpful | 6.25 | 20 | 5.19 | 20 | 1.07 | |
| 15 | 26 | Computer labs are adequate and accessible | 6.24 | 22 | 5.52 | 3 | 0.72 | X |
| 16 | 76 | I have a clear understanding of learning outcomes expected in my academic m | 6.23 | 24 | 5.23 | 19 | 1.00 | |
| 17 | 72 | On the whole, the campus is well-maintained | 6.22 | 26 | 5.36 | 9 | 0.87 | |
| 18 | 81 | Recently implemented online processes are convenient and beneficial (custom) | 6.21 | 27 | 5.25 | 17 | 0.96 | |
| 19 | 61 | Adjunct faculty are competent as classroom instructors | 6.19 | 28 | 5.23 | 18 | 0.97 | |
| 20 | 67 | Freedom of expression is protected on campus | 6.18 | 29 | 5.31 | 11 | 0.87 | |
| 21 | 65 | Fac. are usually available after class and during office hours | 6.18 | 30 | 5.27 | 15 | 0.91 | |
| 22 | 51 | Point Park has a good reputation within the community. | 6.13 | 35 | 5.28 | 14 | 0.85 | |
| 23 | 83 | My acad. program has met the goals outlined in the Mission (custom) | 6.11 | 38 | 5.26 | 16 | 0.85 | |
| 24 | | | | | | | | |
| 25 | | | | | | | | |
| 26 | Challenges | | | | | | | |
| 27 | <i>Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)</i> | | | | | | | |
| 28 | | | | | | | | "high" gap |
| 29 | Q# | Question | imp rate | imp rank | sat rate | sat rank | Perf Gap | quartile |
| 30 | 17 | Adequate fin aid is available for most students | 6.46 | 6 | 4.57 | 70 | 1.89 | X |
| 31 | 66 | Tuition paid is a worthwhile investment | 6.43 | 8 | 4.36 | 74 | 2.07 | X |
| 32 | 25 | Faculty are fair and unbiased in their treatment of students | 6.27 | 18 | 4.67 | 67 | 1.61 | X |
| 33 | 11 | Billing policies are reasonable | 6.04 | 41 | 4.42 | 73 | 1.62 | X |
| 34 | 19 | My academic advisor helps me set goals | 6.03 | 42 | 4.66 | 68 | 1.38 | X |
| 35 | | | | | | | | |

Appendix E. Strengths and Challenges - Evening Students

| | A | B | C | D | E | F | G | H |
|----|---|--|----------|----------|----------|----------|----------|------------|
| 1 | Evening Students | | | | | | | |
| 2 | <i>n=285</i> | | | | | | | |
| 3 | Strengths | | | | | | | |
| 4 | <i>Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)</i> | | | | | | | |
| 5 | | | | | | | | "low" gap |
| 6 | Q# | Question | imp rate | imp rank | sat rate | sat rank | Perf Gap | quartile |
| 7 | 8 | Content of major courses are valuable | 6.50 | 1 | 5.37 | 15 | 1.14 | |
| 8 | 68 | Nearly all of the faculty are knowledgeable in their field | 6.45 | 2 | 5.60 | 4 | 0.85 | |
| 9 | 81 | Recently implemented online processes are convenient and beneficial (custom) | 6.34 | 7 | 5.72 | 1 | 0.61 | |
| 10 | 55 | Major requirements are clear and reasonable | 6.32 | 8 | 5.48 | 11 | 0.84 | |
| 11 | 33 | My academic advisor is knowledgeable about my major requirements | 6.32 | 9 | 5.38 | 14 | 0.94 | |
| 12 | 65 | Fac. are usually available after class and during office hours | 6.20 | 12 | 5.49 | 9 | 0.71 | |
| 13 | 76 | I have a clear understanding of learning outcomes expected in my academic ma | 6.18 | 13 | 5.54 | 5 | 0.65 | |
| 14 | 39 | I am able to experience intellectual growth here | 6.16 | 14 | 5.34 | 17 | 0.81 | |
| 15 | 7 | Campus is safe and secure for all students | 6.14 | 15 | 5.53 | 8 | 0.61 | |
| 16 | 51 | Point Park has a good reputation within the community. | 6.09 | 20 | 5.33 | 21 | 0.76 | |
| 17 | 26 | Computer labs are adequate and accessible | 6.05 | 25 | 5.53 | 6 | 0.52 | |
| 18 | 72 | On the whole, the campus is well-maintained | 6.03 | 31 | 5.64 | 3 | 0.39 | X |
| 19 | 2 | Staff are caring and helpful | 6.02 | 33 | 5.34 | 19 | 0.68 | |
| 20 | 83 | My acad. program has met the goals outlined in the Mission (custom) | 6.00 | 38 | 5.48 | 12 | 0.52 | |
| 21 | 79 | Online support assists my learning objectives and is available for most of my co | 5.98 | 39 | 5.34 | 18 | 0.64 | |
| 22 | 80 | Computer help desk personnel are knowledgeable and resolve my computer pro | 5.96 | 40 | 5.53 | 7 | 0.43 | |
| 23 | | | | | | | | |
| 24 | | | | | | | | |
| 25 | Challenges | | | | | | | |
| 26 | <i>Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)</i> | | | | | | | |
| 27 | | | | | | | | "high" gap |
| 28 | Q# | Question | imp rate | imp rank | sat rate | sat rank | Perf Gap | quartile |
| 29 | 66 | Tuition paid is a worthwhile investment | 6.38 | 6 | 4.78 | 65 | 1.60 | X |
| 30 | 21 | Amount of student parking space is adequate | 6.03 | 29 | 3.03 | 83 | 3.00 | X |
| 31 | 11 | Billing policies are reasonable | 6.00 | 35 | 4.65 | 71 | 1.36 | X |
| 32 | | | | | | | | |
| 33 | | | | | | | | |
| 34 | | | | | | | | |

Appendix F. Strengths and Challenges - Weekend Students

| | A | B | C | D | E | F | G | H |
|----|---|--|----------|----------|----------|----------|----------|------------|
| 1 | Weekend Students | | | | | | | |
| 2 | <i>n=222</i> | | | | | | | |
| 3 | Strengths | | | | | | | |
| 4 | <i>Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)</i> | | | | | | | |
| 5 | | | | | | | | "low" gap |
| 6 | Q# | Question | imp rate | imp rank | sat rate | sat rank | Perf Gap | quartile |
| 7 | 8 | Content of major courses are valuable | 6.42 | 1 | 5.42 | 7 | 1.00 | |
| 8 | 16 | Instruction in my major field is excellent | 6.33 | 2 | 5.31 | 10 | 1.01 | |
| 9 | 58 | The quality of instruction I receive in most of my classes is excellent | 6.24 | 4 | 5.26 | 16 | 0.98 | |
| 10 | 68 | Nearly all of the faculty are knowledgeable in their field | 6.21 | 7 | 5.55 | 1 | 0.66 | |
| 11 | 7 | Campus is safe and secure for all students | 6.20 | 9 | 5.50 | 4 | 0.70 | |
| 12 | 39 | I am able to experience intellectual growth here | 6.15 | 13 | 5.25 | 17 | 0.89 | |
| 13 | 51 | Point Park has a good reputation within the community. | 6.14 | 15 | 5.31 | 11 | 0.84 | |
| 14 | 81 | Recently implemented online processes are convenient and beneficial (custom) | 6.11 | 20 | 5.53 | 3 | 0.58 | X |
| 15 | 76 | I have a clear understanding of learning outcomes expected in my academic m | 6.10 | 22 | 5.24 | 18 | 0.86 | |
| 16 | 26 | Computer labs are adequate and accessible | 6.09 | 23 | 5.53 | 2 | 0.56 | X |
| 17 | 69 | There is a good variety of courses provided on this campus | 6.09 | 25 | 5.22 | 20 | 0.87 | |
| 18 | 72 | On the whole, the campus is well-maintained | 6.03 | 30 | 5.45 | 5 | 0.58 | X |
| 19 | 61 | Adjunct faculty are competent as classroom instructors | 6.03 | 31 | 5.29 | 13 | 0.75 | |
| 20 | 83 | My acad. program has met the goals outlined in the Mission (custom) | 5.95 | 38 | 5.29 | 12 | 0.66 | |
| 21 | | | | | | | | |
| 22 | | | | | | | | |
| 23 | Challenges | | | | | | | |
| 24 | <i>Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)</i> | | | | | | | |
| 25 | | | | | | | | "high" gap |
| 26 | Q# | Question | imp rate | imp rank | sat rate | sat rank | Perf Gap | quartile |
| 27 | 66 | Tuition paid is a worthwhile investment | 6.19 | 10 | 4.71 | 65 | 1.47 | X |
| 28 | 6 | My academic advisor is approachable | 6.15 | 14 | 4.68 | 67 | 1.47 | X |
| 29 | 14 | My academic advisor is concerned about my success | 6.10 | 21 | 4.56 | 73 | 1.54 | X |
| 30 | 11 | Billing policies are reasonable | 6.02 | 32 | 4.55 | 74 | 1.47 | X |
| 31 | 57 | I seldom get the 'run-around' when seeking info. on this campus. | 6.00 | 33 | 4.72 | 64 | 1.29 | X |
| 32 | 21 | Amount of student parking space is adequate | 5.95 | 37 | 4.14 | 83 | 1.82 | X |
| 33 | 19 | My academic advisor helps me set goals | 5.93 | 42 | 4.20 | 82 | 1.73 | X |

Appendix G. Strengths and Challenges - Traditional-Aged Students

| | A | B | C | D | E | F | G | H |
|----|---|--|----------|----------|----------|----------|----------|------------|
| 1 | Traditional Students | | | | | | | |
| 2 | <i>n=1169</i> | | | | | | | |
| 3 | Strengths | | | | | | | |
| 4 | <i>Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)</i> | | | | | | | |
| 5 | | | | | | | | "low" gap |
| 6 | Q# | Question | imp rate | imp rank | sat rate | sat rank | Perf Gap | quartile |
| 7 | 8 | Content of major courses are valuable | 6.61 | 1 | 5.44 | 7 | 1.17 | |
| 8 | 16 | Instruction in my major field is excellent | 6.59 | 2 | 5.54 | 2 | 1.05 | |
| 9 | 68 | Nearly all of the faculty are knowledgeable in their field | 6.51 | 4 | 5.45 | 6 | 1.06 | |
| 10 | 33 | My academic advisor is knowledgeable about my major requirements | 6.51 | 5 | 5.34 | 10 | 1.18 | |
| 11 | 6 | My academic advisor is approachable | 6.39 | 9 | 5.28 | 14 | 1.11 | |
| 12 | 55 | Major requirements are clear and reasonable | 6.38 | 10 | 5.20 | 20 | 1.18 | |
| 13 | 7 | Campus is safe and secure for all students | 6.34 | 11 | 5.49 | 4 | 0.85 | X |
| 14 | 26 | Computer labs are adequate and accessible | 6.25 | 21 | 5.53 | 3 | 0.72 | X |
| 15 | 81 | Recently implemented online processes are convenient and beneficial (custom) | 6.23 | 23 | 5.25 | 17 | 0.98 | |
| 16 | 76 | I have a clear understanding of learning outcomes expected in my academic m | 6.22 | 24 | 5.22 | 19 | 1.00 | |
| 17 | 72 | On the whole, the campus is well-maintained | 6.22 | 25 | 5.36 | 9 | 0.86 | |
| 18 | 67 | Freedom of expression is protected on campus | 6.20 | 28 | 5.30 | 13 | 0.89 | |
| 19 | 61 | Adjunct faculty are competent as classroom instructors | 6.19 | 29 | 5.24 | 18 | 0.95 | |
| 20 | 65 | Fac. are usually available after class and during office hours | 6.19 | 30 | 5.27 | 15 | 0.91 | |
| 21 | 51 | Point Park has a good reputation within the community. | 6.16 | 32 | 5.31 | 12 | 0.85 | X |
| 22 | 83 | My acad. program has met the goals outlined in the Mission (custom) | 6.12 | 37 | 5.26 | 16 | 0.86 | |
| 23 | | | | | | | | |
| 24 | | | | | | | | |
| 25 | Challenges | | | | | | | |
| 26 | <i>Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)</i> | | | | | | | |
| 27 | | | | | | | | "high" gap |
| 28 | Q# | Question | imp rate | imp rank | sat rate | sat rank | Perf Gap | quartile |
| 29 | 17 | Adequate fin aid is available for most students | 6.43 | 7 | 4.56 | 70 | 1.87 | X |
| 30 | 66 | Tuition paid is a worthwhile investment | 6.41 | 8 | 4.35 | 74 | 2.07 | X |
| 31 | 25 | Faculty are fair and unbiased in their treatment of students | 6.27 | 18 | 4.70 | 64 | 1.57 | X |
| 32 | 47 | Fac. provide timely feedback about student progress in a course. | 6.26 | 19 | 4.70 | 65 | 1.56 | X |
| 33 | 11 | Billing policies are reasonable | 6.05 | 41 | 4.41 | 73 | 1.63 | X |

Appendix H. Strengths and Challenges - Non-traditional Aged Students

| | A | B | C | D | E | F | G | H |
|----|---|--|----------|----------|----------|----------|----------|------------|
| 1 | Non-Traditional Students | | | | | | | |
| 2 | <i>n=502</i> | | | | | | | |
| 3 | Strengths | | | | | | | |
| 4 | <i>Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)</i> | | | | | | | |
| 5 | | | | | | | | "low" gap |
| 6 | Q# | Question | imp rate | imp rank | sat rate | sat rank | Perf Gap | quartile |
| 7 | 8 | Content of major courses are valuable | 6.47 | 1 | 5.40 | 10 | 1.07 | 20 |
| 8 | 16 | Instruction in my major field is excellent | 6.40 | 2 | 5.28 | 18 | 1.12 | 14 |
| 9 | 58 | The quality of instruction I receive in most of my classes is excellent | 6.33 | 4 | 5.24 | 21 | 1.10 | 18 |
| 10 | 68 | Nearly all of the faculty are knowledgeable in their field | 6.33 | 5 | 5.59 | 2 | 0.74 | 46 |
| 11 | 55 | Major requirements are clear and reasonable | 6.26 | 8 | 5.27 | 19 | 0.99 | 26 |
| 12 | 81 | Recently implemented online processes are convenient and beneficial (custom) | 6.21 | 10 | 5.63 | 1 | 0.58 | 59 |
| 13 | 39 | I am able to experience intellectual growth here | 6.18 | 12 | 5.37 | 12 | 0.81 | 40 |
| 14 | 65 | Fac. are usually available after class and during office hours | 6.18 | 13 | 5.36 | 14 | 0.82 | 38 |
| 15 | 76 | I have a clear understanding of learning outcomes expected in my academic m | 6.17 | 14 | 5.41 | 9 | 0.76 | 45 |
| 16 | 7 | Campus is safe and secure for all students | 6.15 | 16 | 5.56 | 4 | 0.59 | 56 |
| 17 | 75 | The core curriculum is challenging (custom) | 6.09 | 24 | 5.32 | 15 | 0.76 | 44 |
| 18 | 26 | Computer labs are adequate and accessible | 6.06 | 27 | 5.52 | 6 | 0.54 | 61 |
| 19 | 51 | Point Park has a good reputation within the community. | 6.05 | 29 | 5.25 | 20 | 0.80 | 41 |
| 20 | 72 | On the whole, the campus is well-maintained | 6.03 | 30 | 5.57 | 3 | 0.47 | X |
| 21 | 2 | Staff are caring and helpful | 5.99 | 34 | 5.28 | 17 | 0.70 | 50 |
| 22 | 83 | My acad. program has met the goals outlined in the Mission (custom) | 5.96 | 36 | 5.38 | 11 | 0.58 | 58 |
| 23 | 80 | Computer help desk personnel are knowledgeable and resolve my computer pro | 5.95 | 40 | 5.37 | 13 | 0.59 | 57 |
| 24 | | | | | | | | |
| 25 | | | | | | | | |
| 26 | Challenges | | | | | | | |
| 27 | <i>Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)</i> | | | | | | | |
| 28 | | | | | | | | "high" gap |
| 29 | Q# | Question | imp rate | imp rank | sat rate | sat rank | Perf Gap | quartile |
| 30 | 14 | My academic advisor is concerned about my success | 6.10 | 22 | 4.77 | 66 | 1.33 | X |
| 31 | 21 | Amount of student parking space is adequate | 6.00 | 32 | 3.34 | 83 | 2.66 | X |
| 32 | 11 | Billing policies are reasonable | 5.98 | 35 | 4.60 | 71 | 1.38 | X |
| 33 | 19 | My academic advisor helps me set goals | 5.91 | 42 | 4.48 | 76 | 1.44 | X |
| 34 | | | | | | | | |
| 35 | | | | | | | | |

Appendix I. Strengths and Challenges - Full-time Students

| | A | B | C | D | E | F | G | H |
|----|---|--|----------|----------|----------|----------|----------|------------|
| 1 | Full-Time Students | | | | | | | |
| 2 | <i>n=1396</i> | | | | | | | |
| 3 | Strengths | | | | | | | |
| 4 | <i>Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)</i> | | | | | | | |
| 5 | | | | | | | | "low" gap |
| 6 | Q# | Question | imp rate | imp rank | sat rate | sat rank | Perf Gap | quartile |
| 7 | 8 | Content of major courses are valuable | 6.57 | 1 | 5.42 | 7 | 1.16 | |
| 8 | 16 | Instruction in my major field is excellent | 6.54 | 2 | 5.46 | 5 | 1.07 | |
| 9 | 33 | My academic advisor is knowledgeable about my major requirements | 6.47 | 4 | 5.29 | 12 | 1.18 | |
| 10 | 68 | Nearly all of the faculty are knowledgeable in their field | 6.46 | 5 | 5.47 | 4 | 0.99 | |
| 11 | 6 | My academic advisor is approachable | 6.35 | 9 | 5.20 | 19 | 1.15 | |
| 12 | 7 | Campus is safe and secure for all students | 6.30 | 12 | 5.52 | 2 | 0.78 | X |
| 13 | 26 | Computer labs are adequate and accessible | 6.21 | 20 | 5.51 | 3 | 0.70 | X |
| 14 | 2 | Staff are caring and helpful | 6.18 | 23 | 5.18 | 21 | 1.01 | |
| 15 | 76 | I have a clear understanding of learning outcomes expected in my academic m | 6.18 | 24 | 5.22 | 17 | 0.96 | |
| 16 | 81 | Recently implemented online processes are convenient and beneficial (custom) | 6.18 | 25 | 5.28 | 15 | 0.90 | |
| 17 | 65 | Fac. are usually available after class and during office hours | 6.17 | 26 | 5.28 | 14 | 0.89 | |
| 18 | 72 | On the whole, the campus is well-maintained | 6.17 | 27 | 5.39 | 8 | 0.78 | X |
| 19 | 61 | Adjunct faculty are competent as classroom instructors | 6.15 | 29 | 5.21 | 18 | 0.94 | |
| 20 | 51 | Point Park has a good reputation within the community. | 6.13 | 30 | 5.29 | 13 | 0.84 | |
| 21 | 67 | Freedom of expression is protected on campus | 6.09 | 36 | 5.30 | 11 | 0.79 | X |
| 22 | 83 | My acad. program has met the goals outlined in the Mission (custom) | 6.06 | 39 | 5.24 | 16 | 0.82 | |
| 23 | | | | | | | | |
| 24 | | | | | | | | |
| 25 | Challenges | | | | | | | |
| 26 | <i>Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)</i> | | | | | | | |
| 27 | | | | | | | | "high" gap |
| 28 | Q# | Question | imp rate | imp rank | sat rate | sat rank | Perf Gap | quartile |
| 29 | 17 | Adequate fin aid is available for most students | 6.40 | 7 | 4.64 | 68 | 1.76 | X |
| 30 | 66 | Tuition paid is a worthwhile investment | 6.38 | 8 | 4.39 | 75 | 1.99 | X |
| 31 | 25 | Faculty are fair and unbiased in their treatment of students | 6.24 | 15 | 4.73 | 64 | 1.52 | X |
| 32 | 47 | Fac. provide timely feedback about student progress in a course. | 6.22 | 18 | 4.71 | 65 | 1.51 | X |
| 33 | 11 | Billing policies are reasonable | 6.02 | 41 | 4.43 | 73 | 1.59 | X |
| 34 | 19 | My academic advisor helps me set goals | 6.00 | 42 | 4.60 | 69 | 1.40 | X |

Appendix J. Strengths and Challenges - Part-time Students

| | A | B | C | D | E | F | G | H |
|----|---|--|----------|----------|----------|----------|----------|------------|
| 1 | Part-Time Students | | | | | | | |
| 2 | <i>n=265</i> | | | | | | | |
| 3 | Strengths | | | | | | | |
| 4 | <i>Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)</i> | | | | | | | |
| 5 | | | | | | | | "low" gap |
| 6 | Q# | Question | imp rate | imp rank | sat rate | sat rank | Perf Gap | quartile |
| 7 | 8 | Content of major courses are valuable | 6.57 | 1 | 5.51 | 9 | 1.06 | |
| 8 | 16 | Instruction in my major field is excellent | 6.51 | 2 | 5.49 | 11 | 1.03 | |
| 9 | 68 | Nearly all of the faculty are knowledgeable in their field | 6.49 | 3 | 5.61 | 4 | 0.87 | |
| 10 | 81 | Recently implemented online processes are convenient and beneficial (custom) | 6.45 | 5 | 5.80 | 1 | 0.65 | |
| 11 | 55 | Major requirements are clear and reasonable | 6.36 | 9 | 5.45 | 13 | 0.91 | |
| 12 | 76 | I have a clear understanding of learning outcomes expected in my academic m | 6.33 | 10 | 5.55 | 7 | 0.78 | |
| 13 | 65 | Fac. are usually available after class and during office hours | 6.28 | 12 | 5.41 | 16 | 0.88 | |
| 14 | 7 | Campus is safe and secure for all students | 6.24 | 14 | 5.50 | 10 | 0.74 | |
| 15 | 39 | I am able to experience intellectual growth here | 6.19 | 19 | 5.46 | 12 | 0.73 | |
| 16 | 80 | Computer help desk personnel are knowledgeable and resolve my computer pro | 6.18 | 20 | 5.53 | 8 | 0.65 | |
| 17 | 72 | On the whole, the campus is well-maintained | 6.17 | 22 | 5.60 | 5 | 0.56 | |
| 18 | 75 | The core curriculum is challenging (custom) | 6.16 | 24 | 5.38 | 18 | 0.78 | |
| 19 | 25 | Faculty are fair and unbiased in their treatment of students | 6.13 | 28 | 5.39 | 17 | 0.74 | |
| 20 | 2 | Staff are caring and helpful | 6.12 | 29 | 5.41 | 15 | 0.71 | |
| 21 | 83 | My acad. program has met the goals outlined in the Mission (custom) | 6.12 | 30 | 5.56 | 6 | 0.56 | |
| 22 | 51 | Point Park has a good reputation within the community. | 6.12 | 31 | 5.35 | 21 | 0.77 | |
| 23 | 26 | Computer labs are adequate and accessible | 6.09 | 35 | 5.62 | 3 | 0.46 | X |
| 24 | | | | | | | | |
| 25 | | | | | | | | |
| 26 | Challenges | | | | | | | |
| 27 | <i>Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)</i> | | | | | | | |
| 28 | | | | | | | | "high" gap |
| 29 | Q# | Question | imp rate | imp rank | sat rate | sat rank | Perf Gap | quartile |
| 30 | 57 | I seldom get the 'run-around' when seeking info. on this campus. | 6.14 | 27 | 4.81 | 64 | 1.33 | X |
| 31 | 11 | Billing policies are reasonable | 6.09 | 34 | 4.66 | 71 | 1.43 | X |
| 32 | 21 | Amount of student parking space is adequate | 6.05 | 38 | 3.36 | 83 | 2.69 | X |
| 33 | 36 | Security staff respond quickly in emergencies | 6.05 | 40 | 4.79 | 65 | 1.25 | X |
| 34 | | | | | | | | |

Appendix K. Strengths and Challenges - Conservatory Students

| | A | B | C | D | E | F | G | H |
|----|---|---|----------|----------|----------|----------|----------|------------|
| 1 | COPA Students | | | | | | | |
| 2 | <i>n=434</i> | | | | | | | |
| 3 | Strengths | | | | | | | |
| 4 | <i>Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)</i> | | | | | | | |
| 5 | | | | | | | | "low" gap |
| 6 | Q# | Question | imp rate | imp rank | sat rate | sat rank | Perf Gap | quartile |
| 7 | 8 | Content of major courses are valuable | 6.73 | 1 | 5.69 | 2 | 1.04 | |
| 8 | 16 | Instruction in my major field is excellent | 6.73 | 2 | 5.75 | 1 | 0.98 | |
| 9 | 68 | Nearly all of the faculty are knowledgeable in their field | 6.58 | 3 | 5.45 | 4 | 1.12 | |
| 10 | 33 | My academic advisor is knowledgeable about my major requirements | 6.56 | 4 | 5.34 | 10 | 1.22 | |
| 11 | 58 | The quality of instruction I receive in most of my classes is excellent | 6.54 | 7 | 5.22 | 14 | 1.32 | |
| 12 | 7 | Campus is safe and secure for all students | 6.41 | 9 | 5.32 | 11 | 1.09 | |
| 13 | 6 | My academic advisor is approachable | 6.40 | 11 | 5.35 | 9 | 1.05 | |
| 14 | 3 | Faculty care about me as an individual | 6.36 | 14 | 5.11 | 21 | 1.25 | |
| 15 | 14 | My academic advisor is concerned about my success | 6.35 | 15 | 5.14 | 19 | 1.21 | |
| 16 | 61 | Adjunct faculty are competent as classroom instructors | 6.34 | 18 | 5.41 | 6 | 0.93 | X |
| 17 | 67 | Freedom of expression is protected on campus | 6.27 | 23 | 5.16 | 17 | 1.11 | |
| 18 | 72 | On the whole, the campus is well-maintained | 6.24 | 24 | 5.21 | 15 | 1.03 | |
| 19 | 26 | Computer labs are adequate and accessible | 6.24 | 25 | 5.44 | 5 | 0.80 | X |
| 20 | 76 | I have a clear understanding of learning outcomes expected in my academic m | 6.23 | 27 | 5.30 | 12 | 0.93 | X |
| 21 | 45 | Students are made to feel welcome on this campus | 6.22 | 28 | 5.20 | 16 | 1.02 | |
| 22 | 51 | Point Park has a good reputation within the community. | 6.17 | 31 | 5.24 | 13 | 0.94 | X |
| 23 | | | | | | | | |
| 24 | | | | | | | | |
| 25 | Challenges | | | | | | | |
| 26 | <i>Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)</i> | | | | | | | |
| 27 | | | | | | | | "high" gap |
| 28 | Q# | Question | imp rate | imp rank | sat rate | sat rank | Perf Gap | quartile |
| 29 | 17 | Adequate fin aid is available for most students | 6.55 | 5 | 4.19 | 73 | 2.36 | X |
| 30 | 66 | Tuition paid is a worthwhile investment | 6.50 | 8 | 4.23 | 72 | 2.28 | X |
| 31 | 25 | Faculty are fair and unbiased in their treatment of students | 6.37 | 13 | 4.08 | 75 | 2.30 | X |
| 32 | 5 | Fin Aid counselors are helpful | 6.21 | 29 | 4.49 | 63 | 1.72 | X |
| 33 | 15 | Health services staff are competent | 6.16 | 32 | 3.84 | 79 | 2.32 | X |
| 34 | 23 | Living conditions in residence halls are comfortable | 6.15 | 34 | 3.94 | 78 | 2.21 | X |
| 35 | 11 | Billing policies are reasonable | 6.15 | 35 | 4.12 | 74 | 2.03 | X |
| 36 | 38 | There is an adequate selection of food avail. in the cafeteria | 6.14 | 37 | 3.09 | 82 | 3.05 | X |
| 37 | 73 | Student activities fees are put to good use | 6.07 | 42 | 4.02 | 77 | 3.00 | X |

Appendix L. Strengths and Challenges - Non-conservatory Students

| | A | B | C | D | E | F | G | H |
|----|---|--|----------|----------|----------|----------|----------|------------|
| 1 | Non-COPA Students | | | | | | | |
| 2 | <i>n=1148</i> | | | | | | | |
| 3 | Strengths | | | | | | | |
| 4 | <i>Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)</i> | | | | | | | |
| 5 | | | | | | | | "low" gap |
| 6 | Q# | Question | imp rate | imp rank | sat rate | sat rank | Perf Gap | quartile |
| 7 | 8 | The content of the courses within my major is valuable. | 6.58 | 1 | 5.44 | 11 | 1.14 | |
| 8 | 16 | The instruction in my major field is excellent. | 6.52 | 2 | 5.46 | 8 | 1.06 | |
| 9 | 33 | My academic advisor is knowledgeable about requirements in my major. | 6.49 | 4 | 5.42 | 14 | 1.07 | |
| 10 | 68 | Nearly all of the faculty are knowledgeable in their field. | 6.47 | 5 | 5.65 | 2 | 0.82 | |
| 11 | 81 | Point Park's online processes that allow students to view grades and financial s | 6.37 | 9 | 5.63 | 3 | 0.74 | |
| 12 | 7 | The campus is safe and secure for all students. | 6.35 | 11 | 5.54 | 5 | 0.81 | |
| 13 | 55 | Major requirements are clear and reasonable. | 6.35 | 12 | 5.34 | 21 | 1.01 | |
| 14 | 76 | I have a clear understanding of what learning outcomes are expected in my acad | 6.34 | 13 | 5.34 | 20 | 0.99 | |
| 15 | 39 | I am able to experience intellectual growth here. | 6.28 | 18 | 5.41 | 15 | 0.87 | |
| 16 | 65 | Faculty are usually available after class and during office hours. | 6.26 | 19 | 5.52 | 7 | 0.74 | |
| 17 | 2 | The campus staff are caring and helpful. | 6.22 | 24 | 5.41 | 16 | 0.81 | |
| 18 | 72 | On the whole, the campus is well-maintained. | 6.20 | 26 | 5.56 | 4 | 0.64 | X |
| 19 | 51 | This institution has a good reputation within the community. | 6.19 | 29 | 5.45 | 9 | 0.74 | |
| 20 | 83 | My academic program is meeting the goals outlined in the Mission Statement | 6.15 | 32 | 5.43 | 13 | 0.72 | X |
| 21 | 50 | Class change (drop/add) policies are reasonable. | 6.11 | 33 | 5.44 | 10 | 0.67 | X |
| 22 | 67 | Freedom of expression is protected on campus. | 6.03 | 42 | 5.37 | 18 | 0.66 | X |
| 23 | | | | | | | | |
| 24 | | | | | | | | |
| 25 | Challenges | | | | | | | |
| 26 | <i>Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)</i> | | | | | | | |
| 27 | | | | | | | | "high" gap |
| 28 | Q# | Question | imp rate | imp rank | sat rate | sat rank | Perf Gap | quartile |
| 29 | 66 | Tuition paid is a worthwhile investment. | 6.39 | 8 | 4.74 | 66 | 1.65 | X |
| 30 | 11 | Billing policies are reasonable. | 6.10 | 37 | 4.65 | 71 | 1.45 | X |
| 31 | 57 | I seldom get the 'run-around' when seeking information on this campus. | 6.03 | 43 | 4.63 | 72 | 1.40 | X |
| 32 | | | | | | | | |

Appendix M. Strengths and Challenges - Residence Hall Students

| | A | B | C | D | E | F | G | H |
|----|---|---|----------|----------|----------|----------|----------|------------|
| 1 | Residence Hall Students | | | | | | | |
| 2 | <i>n=520</i> | | | | | | | |
| 3 | Strengths | | | | | | | |
| 4 | <i>Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)</i> | | | | | | | |
| 5 | | | | | | | | "low" gap |
| 6 | Q# | Question | imp rate | imp rank | sat rate | sat rank | Perf Gap | quartile |
| 7 | 8 | Content of major courses are valuable | 6.72 | 1 | 5.52 | 7 | 1.19 | |
| 8 | 16 | Instruction in my major field is excellent | 6.67 | 2 | 5.55 | 4 | 1.11 | |
| 9 | 68 | Nearly all of the faculty are knowledgeable in their field | 6.58 | 3 | 5.54 | 5 | 1.04 | |
| 10 | 33 | My academic advisor is knowledgeable about my major requirements | 6.57 | 4 | 5.46 | 9 | 1.11 | |
| 11 | 7 | Campus is safe and secure for all students | 6.47 | 11 | 5.63 | 3 | 0.84 | X |
| 12 | 6 | My academic advisor is approachable | 6.46 | 12 | 5.32 | 14 | 1.13 | |
| 13 | 36 | Security staff respond quickly in emergencies | 6.43 | 13 | 5.30 | 15 | 1.13 | |
| 14 | 55 | Major requirements are clear and reasonable | 6.41 | 14 | 5.27 | 21 | 1.15 | |
| 15 | 72 | On the whole, the campus is well-maintained | 6.31 | 23 | 5.29 | 16 | 1.02 | |
| 16 | 67 | Freedom of expression is protected on campus | 6.28 | 26 | 5.35 | 12 | 0.93 | |
| 17 | 61 | Adjunct faculty are competent as classroom instructors | 6.25 | 29 | 5.34 | 13 | 0.91 | X |
| 18 | 65 | Fac. are usually available after class and during office hours | 6.24 | 32 | 5.27 | 20 | 0.97 | |
| 19 | 26 | Computer labs are adequate and accessible | 6.24 | 34 | 5.72 | 1 | 0.52 | X |
| 20 | 51 | Point Park has a good reputation within the community. | 6.22 | 35 | 5.38 | 11 | 0.84 | X |
| 21 | 83 | My acad. program has met the goals outlined in the Mission (custom) | 6.14 | 42 | 5.28 | 17 | 0.86 | X |
| 22 | | | | | | | | |
| 23 | | | | | | | | |
| 24 | Challenges | | | | | | | |
| 25 | <i>Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)</i> | | | | | | | |
| 26 | | | | | | | | "high" gap |
| 27 | Q# | Question | imp rate | imp rank | sat rate | sat rank | Perf Gap | quartile |
| 28 | 17 | Adequate fin aid is available for most students | 6.53 | 7 | 4.56 | 71 | 1.97 | X |
| 29 | 23 | Living conditions in residence halls are comfortable | 6.53 | 8 | 4.13 | 79 | 2.40 | X |
| 30 | 66 | Tuition paid is a worthwhile investment | 6.49 | 10 | 4.30 | 75 | 2.19 | X |
| 31 | 25 | Faculty are fair and unbiased in their treatment of students | 6.35 | 19 | 4.61 | 70 | 1.74 | X |
| 32 | 47 | Fac. provide timely feedback about student progress in a course. | 6.33 | 22 | 4.66 | 64 | 1.67 | X |
| 33 | 38 | There is an adequate selection of food avail. in the cafeteria | 6.30 | 24 | 3.26 | 82 | 3.04 | X |
| 34 | 73 | Student activities fees are put to good use | 6.17 | 39 | 4.25 | 76 | 1.92 | X |

Appendix N. Strengths and Challenges - Commuter Students

| | A | B | C | D | E | F | G | H |
|----|---|--|----------|----------|----------|----------|----------|------------|
| 1 | Commuter Students | | | | | | | |
| 2 | <i>n=1212</i> | | | | | | | |
| 3 | Strengths | | | | | | | |
| 4 | <i>Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)</i> | | | | | | | |
| 5 | | | | | | | | "low" gap |
| 6 | Q# | Question | imp rate | imp rank | sat rate | sat rank | Perf Gap | quartile |
| 7 | 8 | Content of major courses are valuable | 6.50 | 1 | 5.39 | 9 | 1.11 | |
| 8 | 16 | Instruction in my major field is excellent | 6.47 | 2 | 5.44 | 7 | 1.03 | |
| 9 | 68 | Nearly all of the faculty are knowledgeable in their field | 6.40 | 4 | 5.48 | 3 | 0.92 | |
| 10 | 33 | My academic advisor is knowledgeable about my major requirements | 6.38 | 5 | 5.21 | 19 | 1.18 | |
| 11 | 58 | The quality of instruction I receive in most of my classes is excellent | 6.36 | 6 | 5.19 | 21 | 1.16 | |
| 12 | 55 | Major requirements are clear and reasonable | 6.31 | 8 | 5.22 | 18 | 1.09 | |
| 13 | 81 | Recently implemented online processes are convenient and beneficial (custom) | 6.21 | 13 | 5.45 | 6 | 0.76 | |
| 14 | 7 | Campus is safe and secure for all students | 6.20 | 14 | 5.47 | 4 | 0.73 | |
| 15 | 76 | I have a clear understanding of learning outcomes expected in my academic m | 6.19 | 15 | 5.32 | 11 | 0.86 | |
| 16 | 26 | Computer labs are adequate and accessible | 6.17 | 17 | 5.44 | 8 | 0.73 | |
| 17 | 65 | Fac. are usually available after class and during office hours | 6.15 | 22 | 5.31 | 12 | 0.84 | |
| 18 | 2 | Staff are caring and helpful | 6.12 | 23 | 5.24 | 17 | 0.88 | |
| 19 | 72 | On the whole, the campus is well-maintained | 6.09 | 27 | 5.48 | 2 | 0.61 | X |
| 20 | 51 | Point Park has a good reputation within the community. | 6.08 | 28 | 5.25 | 16 | 0.83 | |
| 21 | 83 | My acad. program has met the goals outlined in the Mission (custom) | 6.03 | 33 | 5.29 | 13 | 0.75 | |
| 22 | | | | | | | | |
| 23 | | | | | | | | |
| 24 | Challenges | | | | | | | |
| 25 | <i>Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)</i> | | | | | | | |
| 26 | | | | | | | | "high" gap |
| 27 | Q# | Question | imp rate | imp rank | sat rate | sat rank | Perf Gap | quartile |
| 28 | 66 | Tuition paid is a worthwhile investment | 6.33 | 7 | 4.56 | 69 | 1.77 | X |
| 29 | 17 | Adequate fin aid is available for most students | 6.27 | 10 | 4.76 | 64 | 1.51 | X |
| 30 | 11 | Billing policies are reasonable | 5.99 | 38 | 4.52 | 73 | 1.47 | X |
| 31 | 57 | I seldom get the 'run-around' when seeking info. on this campus. | 5.98 | 40 | 4.51 | 74 | 1.47 | X |
| 32 | 19 | My academic advisor helps me set goals | 5.99 | 41 | 4.58 | 68 | 1.40 | X |
| 33 | 21 | Amount of student parking space is adequate | 5.98 | 42 | 2.64 | 83 | 3.34 | X |
| 34 | 34 | I am able to register for classes I need with few conflicts | 6.45 | 3 | 4.76 | 63 | 1.68 | X |

Appendix O. Strengths and Challenges - Undergraduate Students

| | A | B | C | D | E | F | G | H |
|----|---|--|----------|----------|----------|----------|----------|------------|
| 1 | Undergraduate Students | | | | | | | |
| 2 | <i>n=1581</i> | | | | | | | |
| 3 | Strengths | | | | | | | |
| 4 | <i>Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)</i> | | | | | | | |
| 5 | | | | | | | | "low" gap |
| 6 | Q# | Question | imp rate | imp rank | sat rate | sat rank | Perf Gap | quartile |
| 7 | 8 | Content of major courses are valuable | 6.59 | 1 | 5.44 | 7 | 1.15 | |
| 8 | 16 | Instruction in my major field is excellent | 6.54 | 2 | 5.49 | 4 | 1.06 | |
| 9 | 33 | My academic advisor is knowledgeable about my major requirements | 6.48 | 4 | 5.27 | 15 | 1.21 | |
| 10 | 68 | Nearly all of the faculty are knowledgeable in their field | 6.46 | 5 | 5.47 | 5 | 0.99 | |
| 11 | 55 | Major requirements are clear and reasonable | 6.36 | 10 | 5.20 | 21 | 1.16 | |
| 12 | 7 | Campus is safe and secure for all students | 6.31 | 11 | 5.53 | 2 | 0.79 | X |
| 13 | 81 | Recently implemented online processes are convenient and beneficial (custom). | 6.23 | 19 | 5.33 | 11 | 0.90 | |
| 14 | 26 | Computer labs are adequate and accessible | 6.22 | 22 | 5.51 | 3 | 0.70 | X |
| 15 | 76 | I have a clear understanding of learning outcomes expected in my academic major (custom) | 6.21 | 24 | 5.25 | 17 | 0.96 | |
| 16 | 2 | Staff are caring and helpful | 6.20 | 25 | 5.21 | 20 | 0.99 | |
| 17 | 65 | Fac. are usually available after class and during office hours | 6.19 | 26 | 5.28 | 14 | 0.91 | |
| 18 | 72 | On the whole, the campus is well-maintained | 6.18 | 27 | 5.39 | 8 | 0.79 | X |
| 19 | 61 | Adjunct faculty are competent as classroom instructors | 6.15 | 28 | 5.22 | 18 | 0.94 | |
| 20 | 51 | Point Park has a good reputation within the community. | 6.13 | 31 | 5.30 | 12 | 0.83 | |
| 21 | 83 | My acad. program has met the goals outlined in the Mission (custom) | 6.09 | 36 | 5.27 | 16 | 0.82 | |
| 22 | 67 | Freedom of expression is protected on campus | 6.08 | 38 | 5.30 | 13 | 0.79 | X |
| 23 | | | | | | | | |
| 24 | | | | | | | | |
| 25 | Challenges | | | | | | | |
| 26 | <i>Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)</i> | | | | | | | |
| 27 | | | | | | | | "high" gap |
| 28 | Q# | Question | imp rate | imp rank | sat rate | sat rank | Perf Gap | quartile |
| 29 | 17 | Adequate fin aid is available for most students | 6.40 | 7 | 4.64 | 68 | 1.76 | X |
| 30 | 66 | Tuition paid is a worthwhile investment | 6.40 | 8 | 4.43 | 73 | 1.96 | X |
| 31 | 47 | Fac. provide timely feedback about student progress in a course. | 6.22 | 21 | 4.72 | 65 | 1.50 | X |
| 32 | 11 | Billing policies are reasonable | 6.04 | 41 | 4.43 | 74 | 1.61 | X |
| 33 | 74 | Billing and collecting procedures are customer friendly and efficient (custom) | 6.01 | 42 | 4.74 | 63 | 1.27 | X |

Appendix P. Strengths and Challenges - Graduate Students

| | A | B | C | D | E | F | G | H |
|----|---|--|----------|----------|----------|----------|----------|------------|
| 1 | Graduate Students | | | | | | | |
| 2 | <i>n=151</i> | | | | | | | |
| 3 | Strengths | | | | | | | |
| 4 | <i>Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)</i> | | | | | | | |
| 5 | | | | | | | | "low" gap |
| 6 | Q# | Question | imp rate | imp rank | sat rate | sat rank | Perf Gap | quartile |
| 7 | 16 | Instruction in my major field is excellent | 6.40 | 1 | 5.37 | 19 | 1.03 | |
| 8 | 8 | Content of major courses are valuable | 6.35 | 2 | 5.40 | 17 | 0.95 | |
| 9 | 68 | Nearly all of the faculty are knowledgeable in their field | 6.33 | 3 | 5.72 | 2 | 0.61 | |
| 10 | 58 | The quality of instruction I receive in most of my classes is excellent | 6.30 | 4 | 5.38 | 18 | 0.92 | |
| 11 | 34 | I am able to register for classes I need with few conflicts | 6.29 | 5 | 5.42 | 13 | 0.87 | |
| 12 | 76 | I have a clear understanding of learning outcomes expected in my academic major (custom) | 6.19 | 7 | 5.68 | 4 | 0.51 | |
| 13 | 55 | Major requirements are clear and reasonable | 6.16 | 9 | 5.57 | 7 | 0.60 | |
| 14 | 81 | Recently implemented online processes are convenient and beneficial (custom). | 6.11 | 10 | 5.58 | 6 | 0.53 | |
| 15 | 65 | Fac. are usually available after class and during office hours | 6.09 | 13 | 5.44 | 12 | 0.65 | |
| 16 | 33 | My academic advisor is knowledgeable about my major requirements | 6.04 | 16 | 5.42 | 14 | 0.62 | |
| 17 | 25 | Faculty are fair and unbiased in their treatment of students | 6.01 | 19 | 5.41 | 15 | 0.60 | |
| 18 | 75 | The core curriculum is challenging (custom) | 6.00 | 20 | 5.40 | 16 | 0.60 | |
| 19 | 53 | Fac. consider student differences as they teach a course | 5.95 | 23 | 5.36 | 20 | 0.58 | |
| 20 | 7 | Campus is safe and secure for all students | 5.94 | 24 | 5.45 | 10 | 0.50 | |
| 21 | 26 | Computer labs are adequate and accessible | 5.89 | 27 | 5.63 | 5 | 0.25 | X |
| 22 | 72 | On the whole, the campus is well-maintained | 5.87 | 29 | 5.72 | 3 | 0.15 | X |
| 23 | 83 | My acad. program has met the goals outlined in the Mission (custom) | 5.83 | 35 | 5.50 | 8 | 0.33 | X |
| 24 | 82 | I am currently being educated in a diverse environment (custom) | 5.81 | 38 | 5.73 | 1 | 0.08 | X |
| 25 | | | | | | | | |
| 26 | | | | | | | | |
| 27 | Challenges | | | | | | | |
| 28 | <i>Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)</i> | | | | | | | |
| 29 | | | | | | | | "high" gap |
| 30 | Q# | Question | imp rate | imp rank | sat rate | sat rank | Perf Gap | quartile |
| 31 | 21 | Amount of student parking space is adequate | 5.85 | 31 | 3.43 | 83 | 2.41 | X |
| 32 | 19 | My academic advisor helps me set goals | 5.82 | 36 | 4.81 | 66 | 1.01 | X |

Appendix Q. Strengths and Challenges - School of Business Students

| | A | B | C | D | E | F | G | H |
|----|----|---|----------|----------|----------|----------|----------|------------|
| 1 | | School of Business | | | | | | |
| 2 | | <i>n=386</i> | | | | | | |
| 3 | | Strengths | | | | | | |
| 4 | | <i>Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)</i> | | | | | | |
| 5 | | | | | | | | "low" gap |
| 6 | Q# | Question | imp rate | imp rank | sat rate | sat rank | Perf Gap | quartile |
| 7 | 8 | Content of major courses are valuable | 6.43 | 1 | 5.29 | 16 | 1.14 | |
| 8 | 16 | Instruction in my major field is excellent | 6.38 | 2 | 5.31 | 13 | 1.07 | |
| 9 | 68 | Nearly all of the faculty are knowledgeable in their field | 6.36 | 3 | 5.45 | 8 | 0.91 | |
| 10 | 55 | Major requirements are clear and reasonable | 6.30 | 6 | 5.33 | 11 | 0.97 | |
| 11 | 7 | Campus is safe and secure for all students | 6.20 | 10 | 5.46 | 7 | 0.75 | |
| 12 | 39 | I am able to experience intellectual growth here | 6.19 | 12 | 5.19 | 20 | 1.00 | |
| 13 | 69 | There is a good variety of courses provided on this campus | 6.18 | 14 | 5.19 | 21 | 1.00 | |
| 14 | 81 | Recently implemented online processes are convenient and beneficial (custom). | 6.18 | 15 | 5.59 | 1 | 0.59 | X |
| 15 | 65 | Fac. are usually available after class and during office hours | 6.15 | 17 | 5.32 | 12 | 0.83 | |
| 16 | 51 | Point Park has a good reputation within the community. | 6.10 | 22 | 5.31 | 14 | 0.79 | |
| 17 | 26 | Computer labs are adequate and accessible | 6.08 | 24 | 5.49 | 5 | 0.59 | X |
| 18 | 76 | I have a clear understanding of learning outcomes expected in my academic major (cu | 6.06 | 28 | 5.31 | 15 | 0.75 | |
| 19 | 72 | On the whole, the campus is well-maintained | 6.03 | 33 | 5.47 | 6 | 0.56 | X |
| 20 | 83 | My acad. program has met the goals outlined in the Mission (custom) | 5.98 | 35 | 5.33 | 10 | 0.65 | |
| 21 | 2 | Staff are caring and helpful | 5.98 | 36 | 5.25 | 18 | 0.73 | |
| 22 | | | | | | | | |
| 23 | | | | | | | | |
| 24 | | Challenges | | | | | | |
| 25 | | <i>Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)</i> | | | | | | |
| 26 | | | | | | | | "high" gap |
| 27 | Q# | Question | imp rate | imp rank | sat rate | sat rank | Perf Gap | quartile |
| 28 | 66 | Tuition paid is a worthwhile investment | 6.27 | 8 | 4.59 | 75 | 1.68 | X |
| 29 | 14 | My academic advisor is concerned about my success | 6.04 | 30 | 4.81 | 64 | 1.23 | X |
| 30 | 21 | Amount of student parking space is adequate | 5.95 | 37 | 2.82 | 83 | 3.13 | X |
| 31 | 11 | Billing policies are reasonable | 5.94 | 39 | 4.69 | 70 | 1.25 | X |
| 32 | 19 | My academic advisor helps me set goals | 5.94 | 40 | 4.41 | 77 | 1.53 | X |
| 33 | 57 | I seldom get the 'run-around' when seeking info. on this campus. | 5.92 | 42 | 4.65 | 72 | 1.27 | X |

Appendix R. Strengths and Challenges - School of Arts and Sciences Students

| | A | B | C | D | E | F | G | H |
|----|---|---|----------|----------|----------|----------|----------|------------|
| 1 | School of Arts and Sciences | | | | | | | |
| 2 | <i>n=514</i> | | | | | | | |
| 3 | Strengths | | | | | | | |
| 4 | <i>Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)</i> | | | | | | | |
| 5 | | | | | | | | "low" gap |
| 6 | Q# | Question | imp rate | imp rank | sat rate | sat rank | Perf Gap | quartile |
| 7 | 8 | Content of major courses are valuable | 6.55 | 1 | 5.43 | 9 | 1.12 | |
| 8 | 16 | Instruction in my major field is excellent | 6.51 | 3 | 5.43 | 10 | 1.08 | |
| 9 | 33 | My academic advisor is knowledgeable about my major requirements | 6.49 | 4 | 5.38 | 13 | 1.12 | |
| 10 | 68 | Nearly all of the faculty are knowledgeable in their field | 6.46 | 5 | 5.63 | 2 | 0.82 | |
| 11 | 55 | Major requirements are clear and reasonable | 6.36 | 9 | 5.33 | 20 | 1.03 | |
| 12 | 76 | I have a clear understanding of learning outcomes expected in my academic major (cu | 6.35 | 10 | 5.39 | 12 | 0.97 | |
| 13 | 81 | Recently implemented online processes are convenient and beneficial (custom). | 6.33 | 11 | 5.48 | 8 | 0.85 | |
| 14 | 39 | I am able to experience intellectual growth here | 6.28 | 15 | 5.33 | 19 | 0.95 | |
| 15 | 65 | Fac. are usually available after class and during office hours | 6.26 | 17 | 5.42 | 11 | 0.84 | |
| 16 | 7 | Campus is safe and secure for all students | 6.24 | 19 | 5.65 | 1 | 0.59 | X |
| 17 | 72 | On the whole, the campus is well-maintained | 6.23 | 21 | 5.59 | 5 | 0.63 | X |
| 18 | 2 | Staff are caring and helpful | 6.22 | 22 | 5.34 | 18 | 0.88 | |
| 19 | 26 | Computer labs are adequate and accessible | 6.21 | 23 | 5.61 | 4 | 0.60 | X |
| 20 | 83 | My acad. program has met the goals outlined in the Mission (custom) | 6.16 | 29 | 5.49 | 7 | 0.67 | |
| 21 | 50 | Class change (drop/add) policies are reasonable | 6.14 | 31 | 5.32 | 21 | 0.82 | |
| 22 | | | | | | | | |
| 23 | | | | | | | | |
| 24 | Challenges | | | | | | | |
| 25 | <i>Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)</i> | | | | | | | |
| 26 | | | | | | | | "high" gap |
| 27 | Q# | Question | imp rate | imp rank | sat rate | sat rank | Perf Gap | quartile |
| 28 | 34 | I am able to register for classes I need with few conflicts | 6.53 | 2 | 4.81 | 65 | 1.71 | X |
| 29 | 66 | Tuition paid is a worthwhile investment | 6.39 | 8 | 4.55 | 75 | 1.84 | X |
| 30 | 21 | Amount of student parking space is adequate | 6.08 | 37 | 2.67 | 83 | 3.41 | X |
| 31 | 49 | There are adequate services to help me decide upon a career | 6.07 | 38 | 4.83 | 63 | 1.25 | X |
| 32 | 11 | Billing policies are reasonable | 6.05 | 41 | 4.58 | 73 | 1.47 | X |

Appendix S. Strengths and Challenges - Conservatory Students

| | A | B | C | D | E | F | G | H |
|----|---|---|----------|----------|----------|----------|----------|------------|
| 1 | COPA Students | | | | | | | |
| 2 | <i>n=434</i> | | | | | | | |
| 3 | Strengths | | | | | | | |
| 4 | <i>Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)</i> | | | | | | | |
| 5 | | | | | | | | "low" gap |
| 6 | Q# | Question | imp rate | imp rank | sat rate | sat rank | Perf Gap | quartile |
| 7 | 8 | Content of major courses are valuable | 6.73 | 1 | 5.69 | 2 | 1.04 | |
| 8 | 16 | Instruction in my major field is excellent | 6.73 | 2 | 5.75 | 1 | 0.98 | |
| 9 | 68 | Nearly all of the faculty are knowledgeable in their field | 6.58 | 3 | 5.45 | 4 | 1.12 | |
| 10 | 33 | My academic advisor is knowledgeable about my major requirements | 6.56 | 4 | 5.34 | 10 | 1.22 | |
| 11 | 58 | The quality of instruction I receive in most of my classes is excellent | 6.54 | 7 | 5.22 | 14 | 1.32 | |
| 12 | 7 | Campus is safe and secure for all students | 6.41 | 9 | 5.32 | 11 | 1.09 | |
| 13 | 6 | My academic advisor is approachable | 6.40 | 11 | 5.35 | 9 | 1.05 | |
| 14 | 3 | Faculty care about me as an individual | 6.36 | 14 | 5.11 | 21 | 1.25 | |
| 15 | 14 | My academic advisor is concerned about my success | 6.35 | 15 | 5.14 | 19 | 1.21 | |
| 16 | 61 | Adjunct faculty are competent as classroom instructors | 6.34 | 18 | 5.41 | 6 | 0.93 | X |
| 17 | 67 | Freedom of expression is protected on campus | 6.27 | 23 | 5.16 | 17 | 1.11 | |
| 18 | 72 | On the whole, the campus is well-maintained | 6.24 | 24 | 5.21 | 15 | 1.03 | |
| 19 | 26 | Computer labs are adequate and accessible | 6.24 | 25 | 5.44 | 5 | 0.80 | X |
| 20 | 76 | I have a clear understanding of learning outcomes expected in my academic m | 6.23 | 27 | 5.30 | 12 | 0.93 | X |
| 21 | 45 | Students are made to feel welcome on this campus | 6.22 | 28 | 5.20 | 16 | 1.02 | |
| 22 | 51 | Point Park has a good reputation within the community. | 6.17 | 31 | 5.24 | 13 | 0.94 | X |
| 23 | | | | | | | | |
| 24 | | | | | | | | |
| 25 | Challenges | | | | | | | |
| 26 | <i>Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)</i> | | | | | | | |
| 27 | | | | | | | | "high" gap |
| 28 | Q# | Question | imp rate | imp rank | sat rate | sat rank | Perf Gap | quartile |
| 29 | 17 | Adequate fin aid is available for most students | 6.55 | 5 | 4.19 | 73 | 2.36 | X |
| 30 | 66 | Tuition paid is a worthwhile investment | 6.50 | 8 | 4.23 | 72 | 2.28 | X |
| 31 | 25 | Faculty are fair and unbiased in their treatment of students | 6.37 | 13 | 4.08 | 75 | 2.30 | X |
| 32 | 5 | Fin Aid counselors are helpful | 6.21 | 29 | 4.49 | 63 | 1.72 | X |
| 33 | 15 | Health services staff are competent | 6.16 | 32 | 3.84 | 79 | 2.32 | X |
| 34 | 23 | Living conditions in residence halls are comfortable | 6.15 | 34 | 3.94 | 78 | 2.21 | X |
| 35 | 11 | Billing policies are reasonable | 6.15 | 35 | 4.12 | 74 | 2.03 | X |
| 36 | 38 | There is an adequate selection of food avail. in the cafeteria | 6.14 | 37 | 3.09 | 82 | 3.05 | X |
| 37 | 73 | Student activities fees are put to good use | 6.07 | 42 | 4.02 | 77 | 3.00 | X |

Appendix T. Strengths and Challenges - School of Communication Students

| | A | B | C | D | E | F | G | H |
|----|----|---|----------|----------|----------|----------|----------|------------|
| 1 | | School of Communication | | | | | | |
| 2 | | <i>n=224</i> | | | | | | |
| 3 | | Strengths | | | | | | |
| 4 | | <i>Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)</i> | | | | | | |
| 5 | | | | | | | | "low" gap |
| 6 | Q# | Question | imp rate | imp rank | sat rate | sat rank | Perf Gap | quartile |
| 7 | 8 | Content of major courses are valuable | 6.72 | 1 | 5.21 | 21 | 1.51 | |
| 8 | 16 | Instruction in my major field is excellent | 6.71 | 2 | 5.35 | 15 | 1.36 | |
| 9 | 68 | Nearly all of the faculty are knowledgeable in their field | 6.63 | 3 | 5.41 | 12 | 1.22 | |
| 10 | 6 | My academic advisor is approachable | 6.56 | 5 | 5.36 | 13 | 1.20 | |
| 11 | 33 | My academic advisor is knowledgeable about my major requirements | 6.53 | 6 | 5.35 | 16 | 1.18 | |
| 12 | 7 | Campus is safe and secure for all students | 6.36 | 16 | 5.62 | 2 | 0.74 | X |
| 13 | 26 | Computer labs are adequate and accessible | 6.35 | 17 | 5.58 | 3 | 0.77 | X |
| 14 | 81 | Recently implemented online processes are convenient and beneficial (custom). | 6.33 | 19 | 5.42 | 9 | 0.91 | |
| 15 | 2 | Staff are caring and helpful | 6.29 | 24 | 5.28 | 18 | 1.01 | |
| 16 | 72 | On the whole, the campus is well-maintained | 6.28 | 25 | 5.41 | 11 | 0.87 | |
| 17 | 51 | Point Park has a good reputation within the community. | 6.25 | 28 | 5.47 | 6 | 0.78 | X |
| 18 | 67 | Freedom of expression is protected on campus | 6.23 | 31 | 5.43 | 8 | 0.80 | X |
| 19 | 65 | Fac. are usually available after class and during office hours | 6.20 | 34 | 5.48 | 5 | 0.72 | X |
| 20 | 50 | Class change (drop/add) policies are reasonable | 6.17 | 39 | 5.32 | 17 | 0.85 | |
| 21 | | | | | | | | |
| 22 | | | | | | | | |
| 23 | | Challenges | | | | | | |
| 24 | | <i>Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)</i> | | | | | | |
| 25 | | | | | | | | "high" gap |
| 26 | Q# | Question | imp rate | imp rank | sat rate | sat rank | Perf Gap | quartile |
| 27 | 34 | I am able to register for classes I need with few conflicts | 6.60 | 4 | 4.78 | 63 | 1.82 | X |
| 28 | 66 | Tuition paid is a worthwhile investment | 6.53 | 7 | 4.44 | 74 | 2.08 | X |
| 29 | 47 | Fac. provide timely feedback about student progress in a course. | 6.39 | 15 | 4.72 | 66 | 1.67 | X |
| 30 | 57 | I seldom get the 'run-around' when seeking info. on this campus. | 6.17 | 38 | 4.32 | 76 | 1.85 | X |
| 31 | 73 | Student activities fees are put to good use | 6.15 | 41 | 3.99 | 79 | 2.16 | X |
| 32 | 19 | My academic advisor helps me set goals | 6.13 | 42 | 4.58 | 70 | 1.55 | X |

Appendix U. Strengths and Challenges - Acct, Econ/Finance, Info Tech

| | A | B | C | D | E | F | G | H |
|----|---|--|----------|----------|----------|----------|----------|------------|
| 1 | Accounting, Econ-Finance and Infotech Department | | | | | | | |
| 2 | <i>n=75</i> | | | | | | | |
| 3 | Strengths | | | | | | | |
| 4 | <i>Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)</i> | | | | | | | |
| 5 | | | | | | | | "low" gap |
| 6 | Q# | Question | imp rate | imp rank | sat rate | sat rank | Perf Gap | quartile |
| 7 | 81 | Recently implemented online processes are convenient and beneficial (custom). | 6.30 | 4 | 5.68 | 1 | 0.62 | |
| 8 | 55 | Major requirements are clear and reasonable | 6.30 | 5 | 5.14 | 21 | 1.16 | |
| 9 | 68 | Nearly all of the faculty are knowledgeable in their field | 6.26 | 7 | 5.24 | 16 | 1.02 | |
| 10 | 51 | Point Park has a good reputation within the community. | 6.19 | 11 | 5.41 | 6 | 0.78 | |
| 11 | 26 | Computer labs are adequate and accessible | 6.17 | 15 | 5.49 | 2 | 0.68 | |
| 12 | 39 | I am able to experience intellectual growth here | 6.10 | 17 | 5.15 | 20 | 0.95 | |
| 13 | 80 | Computer help desk personnel are knowledgeable and resolve my computer problems (custom) | 6.09 | 19 | 5.31 | 11 | 0.78 | |
| 14 | 7 | Campus is safe and secure for all students | 6.07 | 21 | 5.37 | 9 | 0.70 | |
| 15 | 3 | Faculty care about me as an individual | 6.06 | 22 | 5.19 | 19 | 0.87 | |
| 16 | 12 | Fin Aid awards are announced in timely fashion | 6.04 | 25 | 5.22 | 17 | 0.82 | |
| 17 | 79 | Online support assists my learning objectives and is available for most of my courses (custom) | 6.04 | 26 | 5.28 | 12 | 0.76 | |
| 18 | 72 | On the whole, the campus is well-maintained | 5.97 | 33 | 5.43 | 4 | 0.54 | |
| 19 | 65 | Fac. are usually available after class and during office hours | 5.97 | 34 | 5.38 | 7 | 0.59 | |
| 20 | 2 | Staff are caring and helpful | 5.86 | 42 | 5.38 | 8 | 0.49 | X |
| 21 | | | | | | | | |
| 22 | | | | | | | | |
| 23 | Challenges | | | | | | | |
| 24 | <i>Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)</i> | | | | | | | |
| 25 | | | | | | | | "high" gap |
| 26 | Q# | Question | imp rate | imp rank | sat rate | sat rank | Perf Gap | quartile |
| 27 | 33 | My academic advisor is knowledgeable about my major requirements | 6.24 | 8 | 4.53 | 76 | 1.71 | X |
| 28 | 6 | My academic advisor is approachable | 6.19 | 10 | 4.66 | 65 | 1.54 | X |
| 29 | 66 | Tuition paid is a worthwhile investment | 6.19 | 13 | 4.60 | 71 | 1.59 | X |
| 30 | 47 | Fac. provide timely feedback about student progress in a course. | 6.04 | 24 | 4.66 | 66 | 1.39 | X |
| 31 | 53 | Fac. consider student differences as they teach a course | 6.03 | 27 | 4.65 | 67 | 1.38 | X |
| 32 | 27 | Personnel involved in registration are helpful | 6.00 | 29 | 4.59 | 72 | 1.41 | X |
| 33 | 21 | Amount of student parking space is adequate | 5.91 | 37 | 2.88 | 83 | 3.03 | X |

Appendix V. Strengths and Challenges - Management

| | A | B | C | D | E | F | G | H |
|----|---|--|----------|----------|----------|----------|----------|------------|
| 1 | Management Department | | | | | | | |
| 2 | <i>n=221</i> | | | | | | | |
| 3 | Strengths | | | | | | | |
| 4 | <i>Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)</i> | | | | | | | |
| 5 | | | | | | | | "low" gap |
| 6 | Q# | Question | imp rate | imp rank | sat rate | sat rank | Perf Gap | quartile |
| 7 | 8 | Content of major courses are valuable | 6.50 | 1 | 5.30 | 13 | 1.20 | |
| 8 | 16 | Instruction in my major field is excellent | 6.42 | 3 | 5.37 | 11 | 1.05 | |
| 9 | 68 | Nearly all of the faculty are knowledgeable in their field | 6.40 | 5 | 5.40 | 7 | 1.00 | |
| 10 | 7 | Campus is safe and secure for all students | 6.37 | 6 | 5.54 | 4 | 0.82 | |
| 11 | 55 | Major requirements are clear and reasonable | 6.36 | 7 | 5.31 | 12 | 1.05 | |
| 12 | 69 | There is a good variety of courses provided on this campus | 6.29 | 12 | 5.25 | 19 | 1.04 | |
| 13 | 36 | Security staff respond quickly in emergencies | 6.25 | 14 | 5.26 | 18 | 0.99 | |
| 14 | 65 | Fac. are usually available after class and during office hours | 6.23 | 17 | 5.29 | 16 | 0.94 | |
| 15 | 81 | Recently implemented online processes are convenient and beneficial (custom). | 6.20 | 20 | 5.55 | 3 | 0.65 | X |
| 16 | 72 | On the whole, the campus is well-maintained | 6.14 | 27 | 5.40 | 9 | 0.74 | X |
| 17 | 2 | Staff are caring and helpful | 6.12 | 29 | 5.26 | 17 | 0.87 | |
| 18 | 76 | I have a clear understanding of learning outcomes expected in my academic major (custom) | 6.11 | 32 | 5.24 | 20 | 0.87 | |
| 19 | 26 | Computer labs are adequate and accessible | 6.11 | 33 | 5.48 | 5 | 0.63 | X |
| 20 | 51 | Point Park has a good reputation within the community. | 6.08 | 34 | 5.30 | 14 | 0.78 | |
| 21 | 83 | My acad. program has met the goals outlined in the Mission (custom) | 6.05 | 38 | 5.29 | 15 | 0.76 | |
| 22 | 18 | Library resources and services are adequate | 6.02 | 40 | 5.56 | 2 | 0.47 | X |
| 23 | 67 | Freedom of expression is protected on campus | 6.01 | 42 | 5.37 | 10 | 0.64 | X |
| 24 | | | | | | | | |
| 25 | | | | | | | | |
| 26 | Challenges | | | | | | | |
| 27 | <i>Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)</i> | | | | | | | |
| 28 | | | | | | | | "high" gap |
| 29 | Q# | Question | imp rate | imp rank | sat rate | sat rank | Perf Gap | quartile |
| 30 | 66 | Tuition paid is a worthwhile investment | 6.35 | 8 | 4.43 | 75 | 1.91 | X |
| 31 | 17 | Adequate fin aid is available for most students | 6.31 | 9 | 4.80 | 64 | 1.51 | X |
| 32 | 47 | Fac. provide timely feedback about student progress in a course. | 6.23 | 16 | 4.76 | 68 | 1.47 | X |
| 33 | 14 | My academic advisor is concerned about my success | 6.19 | 23 | 4.75 | 69 | 1.44 | X |
| 34 | 53 | Fac. consider student differences as they teach a course | 6.08 | 35 | 4.82 | 63 | 1.27 | X |
| 35 | 19 | My academic advisor helps me set goals | 6.06 | 37 | 4.32 | 79 | 1.73 | X |
| 36 | 21 | Amount of student parking space is adequate | 6.04 | 39 | 2.57 | 83 | 3.47 | X |

Appendix W. Strengths and Challenges - Global Mgmt and Org

| | A | B | C | D | E | F | G | H |
|----|---|--|----------|----------|----------|----------|----------|------------|
| 1 | Global Management and Organization Department | | | | | | | |
| 2 | <i>n=90</i> | | | | | | | |
| 3 | Strengths | | | | | | | |
| 4 | <i>Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)</i> | | | | | | | |
| 5 | | | | | | | | "low" gap |
| 6 | Q# | Question | imp rate | imp rank | sat rate | sat rank | Perf Gap | quartile |
| 7 | 34 | I am able to register for classes I need with few conflicts | 6.34 | 1 | 5.44 | 16 | 0.90 | |
| 8 | 68 | Nearly all of the faculty are knowledgeable in their field | 6.34 | 2 | 5.73 | 2 | 0.61 | |
| 9 | 16 | Instruction in my major field is excellent | 6.34 | 3 | 5.46 | 15 | 0.88 | |
| 10 | 8 | Content of major courses are valuable | 6.29 | 4 | 5.39 | 18 | 0.89 | |
| 11 | 58 | The quality of instruction I receive in most of my classes is excellent | 6.23 | 5 | 5.49 | 12 | 0.74 | |
| 12 | 55 | Major requirements are clear and reasonable | 6.15 | 7 | 5.55 | 8 | 0.60 | |
| 13 | 65 | Fac. are usually available after class and during office hours | 6.08 | 10 | 5.36 | 19 | 0.71 | |
| 14 | 25 | Faculty are fair and unbiased in their treatment of students | 6.06 | 11 | 5.52 | 9 | 0.54 | |
| 15 | 76 | I have a clear understanding of learning outcomes expected in my academic major (custom) | 6.04 | 14 | 5.70 | 3 | 0.34 | |
| 16 | 53 | Fac. consider student differences as they teach a course | 6.03 | 15 | 5.43 | 17 | 0.60 | |
| 17 | 81 | Recently implemented online processes are convenient and beneficial (custom). | 6.02 | 16 | 5.65 | 5 | 0.37 | |
| 18 | 75 | The core curriculum is challenging (custom) | 5.94 | 21 | 5.51 | 10 | 0.43 | |
| 19 | 26 | Computer labs are adequate and accessible | 5.92 | 22 | 5.51 | 11 | 0.42 | |
| 20 | 7 | Campus is safe and secure for all students | 5.91 | 24 | 5.32 | 21 | 0.58 | |
| 21 | 33 | My academic advisor is knowledgeable about my major requirements | 5.89 | 26 | 5.46 | 14 | 0.43 | |
| 22 | 83 | My acad. program has met the goals outlined in the Mission (custom) | 5.89 | 27 | 5.60 | 6 | 0.29 | X |
| 23 | 82 | I am currently being educated in a diverse environment (custom) | 5.88 | 28 | 5.79 | 1 | 0.10 | X |
| 24 | 80 | Computer help desk personnel are knowledgeable and resolve my computer problems (custom) | 5.79 | 38 | 5.33 | 20 | 0.46 | |
| 25 | 72 | On the whole, the campus is well-maintained | 5.79 | 39 | 5.68 | 4 | 0.11 | X |
| 26 | | | | | | | | |
| 27 | | | | | | | | |
| 28 | Challenges | | | | | | | |
| 29 | <i>Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)</i> | | | | | | | |
| 30 | | | | | | | | "high" gap |
| 31 | Q# | Question | imp rate | imp rank | sat rate | sat rank | Perf Gap | quartile |
| 32 | 11 | Billing policies are reasonable | 5.80 | 36 | 4.75 | 69 | 1.05 | X |
| 33 | 19 | My academic advisor helps me set goals | 5.78 | 40 | 4.75 | 68 | 1.03 | X |
| 34 | 49 | There are adequate services to help me decide upon a career | 5.76 | 41 | 4.65 | 71 | 1.11 | X |
| 35 | | | | | | | | |

Appendix X. Strengths and Challenges - Education

| | A | B | C | D | E | F | G | H |
|----|---|--|----------|----------|----------|----------|----------|------------|
| 1 | Education Department | | | | | | | |
| 2 | <i>n=91</i> | | | | | | | |
| 3 | Strengths | | | | | | | |
| 4 | <i>Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)</i> | | | | | | | |
| 5 | | | | | | | | "low" gap |
| 6 | Q# | Question | imp rate | imp rank | sat rate | sat rank | Perf Gap | quartile |
| 7 | 8 | Content of major courses are valuable | 6.67 | 1 | 5.65 | 18 | 1.01 | |
| 8 | 16 | Instruction in my major field is excellent | 6.67 | 2 | 5.76 | 7 | 0.91 | |
| 9 | 33 | My academic advisor is knowledgeable about my major requirements | 6.63 | 3 | 5.67 | 17 | 0.96 | |
| 10 | 7 | Campus is safe and secure for all students | 6.56 | 4 | 5.72 | 10 | 0.84 | |
| 11 | 76 | I have a clear understanding of learning outcomes expected in my acad major (custom) | 6.52 | 7 | 5.68 | 15 | 0.84 | |
| 12 | 2 | Staff are caring and helpful | 6.50 | 8 | 5.72 | 11 | 0.78 | |
| 13 | 26 | Computer labs are adequate and accessible | 6.48 | 12 | 5.80 | 5 | 0.67 | |
| 14 | 4 | Admissions staff are knowledgeable | 6.43 | 18 | 5.73 | 9 | 0.71 | |
| 15 | 81 | Recently implemented online processes are convenient and beneficial (custom). | 6.42 | 19 | 5.88 | 3 | 0.54 | X |
| 16 | 72 | On the whole, the campus is well-maintained | 6.38 | 24 | 5.83 | 4 | 0.55 | X |
| 17 | 3 | Faculty care about me as an individual | 6.36 | 26 | 5.68 | 14 | 0.68 | |
| 18 | 41 | There is a commit. to acad. excellence on this campus | 6.34 | 29 | 5.62 | 20 | 0.72 | |
| 19 | 39 | I am able to experience intellectual growth here | 6.33 | 30 | 5.69 | 13 | 0.64 | |
| 20 | 62 | There is a strong commit. to racial harmony on this campus | 6.30 | 35 | 5.77 | 6 | 0.53 | X |
| 21 | 83 | My acad. program has met the goals outlined in the Mission (custom) | 6.26 | 37 | 5.93 | 2 | 0.34 | X |
| 22 | | | | | | | | |
| 23 | | | | | | | | |
| 24 | Challenges | | | | | | | |
| 25 | <i>Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)</i> | | | | | | | |
| 26 | | | | | | | | "high" gap |
| 27 | Q# | Question | imp rate | imp rank | sat rate | sat rank | Perf Gap | quartile |
| 28 | 66 | Tuition paid is a worthwhile investment | 6.50 | 9 | 4.72 | 74 | 1.78 | X |
| 29 | 34 | I am able to register for classes I need with few conflicts | 6.49 | 11 | 4.86 | 71 | 1.63 | X |
| 30 | 21 | Amount of student parking space is adequate | 6.30 | 34 | 2.54 | 83 | 3.76 | X |
| 31 | 28 | Parking lots are well-lighted and secure | 6.26 | 38 | 4.07 | 81 | 2.19 | X |

Appendix Y. Strengths and Challenges - Humanities

| | A | B | C | D | E | F | G | H |
|----|---|---|----------|----------|----------|----------|----------|------------|
| 1 | Humanities and Human Sciences Department | | | | | | | |
| 2 | <i>n=104</i> | | | | | | | |
| 3 | Strengths | | | | | | | |
| 4 | <i>Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)</i> | | | | | | | |
| 5 | | | | | | | | "low" gap |
| 6 | Q# | Question | imp rate | imp rank | sat rate | sat rank | Perf Gap | quartile |
| 7 | 16 | Instruction in my major field is excellent | 6.68 | 1 | 5.49 | 6 | 1.19 | |
| 8 | 8 | Content of major courses are valuable | 6.65 | 3 | 5.37 | 11 | 1.28 | |
| 9 | 39 | I am able to experience intellectual growth here | 6.52 | 5 | 5.36 | 13 | 1.16 | |
| 10 | 33 | My academic advisor is knowledgeable about my major requirements | 6.52 | 6 | 5.29 | 18 | 1.23 | |
| 11 | 68 | Nearly all of the faculty are knowledgeable in their field | 6.51 | 8 | 5.65 | 2 | 0.86 | |
| 12 | 58 | The quality of instruction I receive in most of my classes is excellent | 6.47 | 10 | 5.34 | 14 | 1.14 | |
| 13 | 55 | Major requirements are clear and reasonable | 6.41 | 15 | 5.27 | 19 | 1.15 | |
| 14 | 50 | Class change (drop/add) policies are reasonable | 6.41 | 16 | 5.21 | 21 | 1.19 | |
| 15 | 81 | Recently implemented online processes are convenient and beneficial (custom). | 6.35 | 19 | 5.33 | 15 | 1.01 | |
| 16 | 72 | On the whole, the campus is well-maintained | 6.30 | 24 | 5.48 | 7 | 0.82 | |
| 17 | 65 | Fac. are usually available after class and during office hours | 6.30 | 25 | 5.63 | 3 | 0.67 | X |
| 18 | 7 | Campus is safe and secure for all students | 6.27 | 28 | 5.56 | 5 | 0.71 | X |
| 19 | 82 | I am currently being educated in a diverse environment (custom) | 6.26 | 31 | 5.58 | 4 | 0.69 | X |
| 20 | 67 | Freedom of expression is protected on campus | 6.24 | 32 | 5.44 | 8 | 0.80 | |
| 21 | 83 | My acad. program has met the goals outlined in the Mission (custom) | 6.23 | 33 | 5.37 | 12 | 0.86 | |
| 22 | 26 | Computer labs are adequate and accessible | 6.20 | 35 | 5.42 | 9 | 0.78 | X |
| 23 | | | | | | | | |
| 24 | | | | | | | | |
| 25 | Challenges | | | | | | | |
| 26 | <i>Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)</i> | | | | | | | |
| 27 | | | | | | | | "high" gap |
| 28 | Q# | Question | imp rate | imp rank | sat rate | sat rank | Perf Gap | quartile |
| 29 | 34 | I am able to register for classes I need with few conflicts | 6.63 | 4 | 4.56 | 66 | 2.07 | X |
| 30 | 17 | Adequate fin aid is available for most students | 6.52 | 7 | 4.50 | 70 | 2.02 | X |
| 31 | 66 | Tuition paid is a worthwhile investment | 6.51 | 9 | 4.25 | 76 | 2.26 | X |
| 32 | 5 | Fin Aid counselors are helpful | 6.44 | 13 | 4.62 | 65 | 1.82 | X |
| 33 | 49 | There are adequate services to help me decide upon a career | 6.26 | 30 | 4.36 | 74 | 1.90 | X |

Appendix Z. Strengths and Challenges - Nat Sciences and Eng Tech

| | A | B | C | D | E | F | G | H |
|----|---|--|----------|----------|----------|----------|----------|------------|
| 1 | Natural Sciences and Engineering Technology Department | | | | | | | |
| 2 | <i>n=120</i> | | | | | | | |
| 3 | Strengths | | | | | | | |
| 4 | <i>Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)</i> | | | | | | | |
| 5 | | | | | | | | "low" gap |
| 6 | Q# | Question | imp rate | imp rank | sat rate | sat rank | Perf Gap | quartile |
| 7 | 68 | Nearly all of the faculty are knowledgeable in their field | 6.42 | 4 | 5.31 | 17 | 1.11 | |
| 8 | 33 | My academic advisor is knowledgeable about my major requirements | 6.38 | 6 | 5.57 | 2 | 0.81 | |
| 9 | 81 | Recently implemented online processes are convenient and beneficial (custom). | 6.26 | 8 | 5.38 | 10 | 0.88 | |
| 10 | 65 | Fac. are usually available after class and during office hours | 6.22 | 10 | 5.52 | 4 | 0.70 | |
| 11 | 76 | I have a clear understanding of learning outcomes expected in my academic major (custom) | 6.22 | 11 | 5.48 | 5 | 0.74 | |
| 12 | 6 | My academic advisor is approachable | 6.19 | 12 | 5.47 | 6 | 0.72 | |
| 13 | 55 | Major requirements are clear and reasonable | 6.18 | 13 | 5.38 | 11 | 0.80 | |
| 14 | 2 | Staff are caring and helpful | 5.97 | 23 | 5.37 | 13 | 0.61 | |
| 15 | 3 | Faculty care about me as an individual | 5.95 | 28 | 5.29 | 19 | 0.66 | |
| 16 | 72 | On the whole, the campus is well-maintained | 5.94 | 29 | 5.43 | 9 | 0.51 | |
| 17 | 7 | Campus is safe and secure for all students | 5.94 | 31 | 5.66 | 1 | 0.28 | X |
| 18 | 83 | My acad. program has met the goals outlined in the Mission (custom) | 5.93 | 32 | 5.33 | 16 | 0.61 | |
| 19 | 26 | Computer labs are adequate and accessible | 5.92 | 33 | 5.37 | 12 | 0.55 | |
| 20 | 80 | Computer help desk personnel are knowledgeable and resolve my computer problems (custom) | 5.89 | 36 | 5.34 | 14 | 0.56 | |
| 21 | 79 | Online support assists my learning objectives and is available for most of my courses (custom) | 5.89 | 38 | 5.25 | 20 | 0.64 | |
| 22 | 50 | Class change (drop/add) policies are reasonable | 5.89 | 39 | 5.33 | 15 | 0.56 | |
| 23 | | | | | | | | |
| 24 | | | | | | | | |
| 25 | Challenges | | | | | | | |
| 26 | <i>Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)</i> | | | | | | | |
| 27 | | | | | | | | "high" gap |
| 28 | Q# | Question | imp rate | imp rank | sat rate | sat rank | Perf Gap | quartile |
| 29 | 66 | Tuition paid is a worthwhile investment | 6.31 | 7 | 4.48 | 74 | 1.83 | X |
| 30 | 21 | Amount of student parking space is adequate | 6.23 | 9 | 2.66 | 83 | 3.57 | X |
| 31 | 47 | Fac. provide timely feedback about student progress in a course. | 6.13 | 15 | 4.62 | 69 | 1.51 | X |
| 32 | 17 | Adequate fin aid is available for most students | 6.04 | 20 | 4.65 | 66 | 1.38 | X |
| 33 | 11 | Billing policies are reasonable | 5.97 | 27 | 4.29 | 78 | 1.67 | X |
| 34 | 57 | I seldom get the 'run-around' when seeking info. on this campus. | 5.90 | 35 | 4.69 | 63 | 1.21 | X |
| 35 | 28 | Parking lots are well-lighted and secure | 5.87 | 40 | 4.14 | 82 | 1.73 | X |

Appendix AA. Strengths and Challenges - Crim Justice and Intell Studies

| | A | B | C | D | E | F | G | H |
|----|----|---|----------|----------|----------|----------|----------|------------|
| 1 | | Department of Criminal Justice and Intelligence Studies | | | | | | |
| 2 | | <i>n=199</i> | | | | | | |
| 3 | | Strengths | | | | | | |
| 4 | | <i>Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)</i> | | | | | | |
| 5 | | | | | | | | "low" gap |
| 6 | Q# | Question | imp rate | imp rank | sat rate | sat rank | Perf Gap | quartile |
| 7 | 8 | The content of the courses within my major is valuable. | 6.66 | 1 | 5.73 | 1 | 0.93 | |
| 8 | 16 | The instruction in my major field is excellent. | 6.54 | 2 | 5.64 | 4 | 0.90 | |
| 9 | 68 | Nearly all of the faculty are knowledgeable in their field. | 6.43 | 9 | 5.64 | 3 | 0.78 | |
| 10 | 81 | Point Park's online processes are convenient and beneficial | 6.43 | 10 | 5.72 | 2 | 0.71 | X |
| 11 | 69 | There is a good variety of courses provided on this campus. | 6.35 | 14 | 5.46 | 10 | 0.89 | |
| 12 | 50 | Class change (drop/add) policies are reasonable. | 6.33 | 16 | 5.49 | 9 | 0.84 | |
| 13 | 65 | Faculty are usually available after class and during office hours. | 6.29 | 18 | 5.28 | 21 | 1.01 | |
| 14 | 55 | Major requirements are clear and reasonable. | 6.28 | 19 | 5.34 | 15 | 0.93 | |
| 15 | 76 | I have a clear understanding of what learning outcomes are expected in my academic major. | 6.28 | 20 | 5.34 | 17 | 0.94 | |
| 16 | 7 | The campus is safe and secure for all students. | 6.28 | 21 | 5.41 | 11 | 0.86 | |
| 17 | 51 | This institution has a good reputation within the community. | 6.21 | 27 | 5.30 | 19 | 0.92 | |
| 18 | 83 | My academic program is meeting the goals outlined in the Mission Statement | 6.20 | 28 | 5.39 | 14 | 0.82 | |
| 19 | 18 | Library resources and services are adequate. | 6.13 | 36 | 5.54 | 8 | 0.59 | X |
| 20 | 72 | On the whole, the campus is well-maintained. | 6.10 | 38 | 5.55 | 7 | 0.55 | X |
| 21 | 80 | The computer help desk personnel are knowledgeable and resolve my computer problems | 6.07 | 40 | 5.39 | 13 | 0.68 | X |
| 22 | 75 | The core curriculum is challenging | 6.04 | 42 | 5.39 | 12 | 0.65 | X |
| 23 | | | | | | | | |
| 24 | | | | | | | | |
| 25 | | Challenges | | | | | | |
| 26 | | <i>Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)</i> | | | | | | |
| 27 | | | | | | | | "high" gap |
| 28 | Q# | Question | imp rate | imp rank | sat rate | sat rank | Perf Gap | quartile |
| 29 | 12 | Financial aid awards are announced to students in time to be helpful in college planning. | 6.41 | 11 | 4.58 | 69 | 1.83 | X |
| 30 | 66 | Tuition paid is a worthwhile investment. | 6.23 | 25 | 4.41 | 75 | 1.82 | X |
| 31 | 11 | Billing policies are reasonable. | 6.22 | 26 | 4.33 | 77 | 1.89 | X |
| 32 | 19 | My academic advisor helps me set goals to work toward. | 6.18 | 32 | 4.53 | 72 | 1.65 | X |
| 33 | 21 | The amount of student parking space on campus is adequate. | 6.16 | 34 | 2.61 | 83 | 3.55 | X |
| 34 | 57 | I seldom get the 'run-around' when seeking information on this campus. | 6.05 | 41 | 4.29 | 79 | 1.76 | X |

Appendix BB. Strengths and Challenges - Dance

| | A | B | C | D | E | F | G | H |
|----|----|---|----------|----------|----------|----------|----------|------------|
| 1 | | Dance Department | | | | | | |
| 2 | | <i>n=150</i> | | | | | | |
| 3 | | Strengths | | | | | | |
| 4 | | <i>Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)</i> | | | | | | |
| 5 | | | | | | | | "low" gap |
| 6 | Q# | Question | imp rate | imp rank | sat rate | sat rank | Perf Gap | quartile |
| 7 | 16 | Instruction in my major field is excellent | 6.82 | 1 | 5.76 | 3 | 1.06 | |
| 8 | 8 | Content of major courses are valuable | 6.82 | 2 | 5.46 | 7 | 1.35 | |
| 9 | 68 | Nearly all of the faculty are knowledgeable in their field | 6.72 | 3 | 5.46 | 8 | 1.27 | |
| 10 | 7 | Campus is safe and secure for all students | 6.70 | 5 | 5.29 | 11 | 1.42 | |
| 11 | 58 | The quality of instruction I receive in most of my classes is excellent | 6.66 | 7 | 5.24 | 15 | 1.42 | |
| 12 | 36 | Security staff respond quickly in emergencies | 6.58 | 10 | 5.19 | 19 | 1.39 | |
| 13 | 61 | Adjunct faculty are competent as classroom instructors | 6.54 | 12 | 6.03 | 1 | 0.52 | X |
| 14 | 27 | Personnel involved in registration are helpful | 6.40 | 25 | 5.16 | 21 | 1.25 | |
| 15 | 51 | Point Park has a good reputation within the community. | 6.38 | 28 | 5.50 | 6 | 0.88 | X |
| 16 | 67 | Freedom of expression is protected on campus | 6.38 | 29 | 5.23 | 16 | 1.14 | |
| 17 | 72 | On the whole, the campus is well-maintained | 6.30 | 33 | 5.31 | 10 | 0.99 | |
| 18 | 50 | Class change (drop/add) policies are reasonable | 6.29 | 34 | 5.26 | 14 | 1.03 | |
| 19 | 45 | Students are made to feel welcome on this campus | 6.28 | 35 | 5.22 | 18 | 1.07 | |
| 20 | 81 | Recently implemented online processes are convenient and beneficial (custom). | 6.27 | 38 | 5.18 | 20 | 1.09 | |
| 21 | 26 | Computer labs are adequate and accessible | 6.24 | 40 | 5.81 | 2 | 0.43 | X |
| 22 | | | | | | | | |
| 23 | | | | | | | | |
| 24 | | Challenges | | | | | | |
| 25 | | <i>Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)</i> | | | | | | |
| 26 | | | | | | | | "high" gap |
| 27 | Q# | Question | imp rate | imp rank | sat rate | sat rank | Perf Gap | quartile |
| 28 | 34 | I am able to register for classes I need with few conflicts | 6.70 | 6 | 4.46 | 63 | 2.24 | X |
| 29 | 66 | Tuition paid is a worthwhile investment | 6.61 | 8 | 4.19 | 72 | 2.42 | X |
| 30 | 17 | Adequate fin aid is available for most students | 6.60 | 9 | 4.03 | 76 | 2.56 | X |
| 31 | 25 | Faculty are fair and unbiased in their treatment of students | 6.54 | 13 | 3.70 | 78 | 2.84 | X |
| 32 | 38 | There is an adequate selection of food avail. in the cafeteria | 6.52 | 15 | 2.66 | 82 | 3.86 | X |
| 33 | 47 | Fac. provide timely feedback about student progress in a course. | 6.41 | 23 | 4.39 | 67 | 2.02 | X |
| 34 | 23 | Living conditions in residence halls are comfortable | 6.40 | 27 | 3.84 | 77 | 2.55 | X |
| 35 | 15 | Health services staff are competent | 6.32 | 31 | 3.62 | 79 | 2.70 | X |
| 36 | 11 | Billing policies are reasonable | 6.27 | 37 | 4.06 | 74 | 2.22 | X |
| 37 | 19 | My academic advisor helps me set goals | 6.26 | 39 | 4.36 | 69 | 1.90 | X |
| 38 | 75 | The core curriculum is challenging (custom) | 6.19 | 42 | 4.39 | 68 | 1.80 | X |

Appendix CC. Strengths and Challenges - Theatre

| | A | B | C | D | E | F | G | H |
|----|---|--|----------|----------|----------|----------|----------|------------|
| 1 | Theatre Department | | | | | | | |
| 2 | <i>n=174</i> | | | | | | | |
| 3 | Strengths | | | | | | | |
| 4 | <i>Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)</i> | | | | | | | |
| 5 | | | | | | | | "low" gap |
| 6 | Q# | Question | imp rate | imp rank | sat rate | sat rank | Perf Gap | quartile |
| 7 | 16 | Instruction in my major field is excellent | 6.69 | 1 | 5.76 | 2 | 0.93 | X |
| 8 | 8 | Content of major courses are valuable | 6.65 | 2 | 5.85 | 1 | 0.80 | X |
| 9 | 33 | My academic advisor is knowledgeable about my major requirements | 6.46 | 4 | 5.27 | 7 | 1.18 | |
| 10 | 58 | The quality of instruction I receive in most of my classes is excellent | 6.44 | 6 | 5.17 | 12 | 1.27 | |
| 11 | 68 | Nearly all of the faculty are knowledgeable in their field | 6.43 | 7 | 5.36 | 6 | 1.07 | |
| 12 | 3 | Faculty care about me as an individual | 6.35 | 9 | 5.16 | 14 | 1.19 | |
| 13 | 6 | My academic advisor is approachable | 6.29 | 10 | 5.44 | 4 | 0.86 | X |
| 14 | 14 | My academic advisor is concerned about my success | 6.28 | 11 | 5.41 | 5 | 0.87 | X |
| 15 | 7 | Campus is safe and secure for all students | 6.27 | 13 | 5.25 | 9 | 1.02 | |
| 16 | 29 | It is an enjoyable experience to be a Point Park student | 6.27 | 14 | 5.02 | 21 | 1.25 | |
| 17 | 55 | Major requirements are clear and reasonable | 6.26 | 15 | 5.05 | 19 | 1.21 | |
| 18 | 76 | I have a clear understanding of learning outcomes expected in my academic major (custom) | 6.24 | 17 | 5.18 | 10 | 1.07 | |
| 19 | 72 | On the whole, the campus is well-maintained | 6.16 | 22 | 5.09 | 16 | 1.07 | |
| 20 | 67 | Freedom of expression is protected on campus | 6.16 | 23 | 5.09 | 17 | 1.06 | |
| 21 | 61 | Adjunct faculty are competent as classroom instructors | 6.14 | 25 | 5.05 | 18 | 1.09 | |
| 22 | 26 | Computer labs are adequate and accessible | 6.12 | 26 | 5.26 | 8 | 0.86 | X |
| 23 | 45 | Students are made to feel welcome on this campus | 6.09 | 29 | 5.16 | 13 | 0.93 | X |
| 24 | 82 | I am currently being educated in a diverse environment (custom) | 6.02 | 34 | 5.18 | 11 | 0.85 | X |
| 25 | | | | | | | | |
| 26 | | | | | | | | |
| 27 | Challenges | | | | | | | |
| 28 | <i>Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)</i> | | | | | | | |
| 29 | | | | | | | | "high" gap |
| 30 | Q# | Question | imp rate | imp rank | sat rate | sat rank | Perf Gap | quartile |
| 31 | 17 | Adequate fin aid is available for most students | 6.54 | 3 | 4.16 | 72 | 2.39 | X |
| 32 | 66 | Tuition paid is a worthwhile investment | 6.36 | 8 | 4.20 | 68 | 2.16 | X |
| 33 | 25 | Faculty are fair and unbiased in their treatment of students | 6.28 | 12 | 4.16 | 71 | 2.12 | X |
| 34 | 15 | Health services staff are competent | 6.19 | 21 | 3.39 | 79 | 2.80 | X |
| 35 | 5 | Fin Aid counselors are helpful | 6.10 | 28 | 4.21 | 67 | 1.89 | X |
| 36 | 71 | Channels for expressing student complaints are readily available | 6.02 | 35 | 4.18 | 69 | 1.83 | X |
| 37 | 73 | Student activities fees are put to good use | 6.01 | 36 | 4.01 | 76 | 2.01 | X |
| 38 | 23 | Living conditions in residence halls are comfortable | 6.01 | 37 | 3.81 | 78 | 2.20 | X |

Appendix CC. Strengths and Challenges - Theatre

| | A | B | C | D | E | F | G | H |
|----|----|--|------|----|------|----|------|---|
| 39 | 11 | Billing policies are reasonable | 6.00 | 38 | 4.16 | 70 | 1.84 | X |
| 40 | 57 | I seldom get the 'run-around' when seeking info. on this campus. | 5.99 | 39 | 3.84 | 77 | 2.15 | X |
| 41 | 38 | There is an adequate selection of food avail. in the cafeteria | 5.98 | 40 | 3.22 | 81 | 2.76 | X |

Appendix DD. Strengths and Challenges - Cinema and Digital Arts

| | A | B | C | D | E | F | G | H |
|----|---|--|----------|----------|----------|----------|----------|------------|
| 1 | Cinema and Digital Arts Department | | | | | | | |
| 2 | <i>n=110</i> | | | | | | | |
| 3 | Strengths | | | | | | | |
| 4 | <i>Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)</i> | | | | | | | |
| 5 | | | | | | | | "low" gap |
| 6 | Q# | Question | imp rate | imp rank | sat rate | sat rank | Perf Gap | quartile |
| 7 | 8 | Content of major courses are valuable | 6.75 | 1 | 5.76 | 3 | 0.98 | |
| 8 | 16 | Instruction in my major field is excellent | 6.65 | 2 | 5.70 | 4 | 0.95 | |
| 9 | 68 | Nearly all of the faculty are knowledgeable in their field | 6.61 | 3 | 5.60 | 8 | 1.01 | |
| 10 | 58 | The quality of instruction I receive in most of my classes is excellent | 6.56 | 5 | 5.30 | 17 | 1.26 | |
| 11 | 33 | My academic advisor is knowledgeable about my major requirements | 6.54 | 6 | 5.85 | 1 | 0.70 | X |
| 12 | 6 | My academic advisor is approachable | 6.43 | 12 | 5.66 | 6 | 0.77 | X |
| 13 | 39 | I am able to experience intellectual growth here | 6.38 | 15 | 5.42 | 11 | 0.96 | |
| 14 | 65 | Fac. are usually available after class and during office hours | 6.37 | 17 | 5.30 | 15 | 1.07 | |
| 15 | 14 | My academic advisor is concerned about my success | 6.29 | 21 | 5.33 | 13 | 0.96 | |
| 16 | 51 | Point Park has a good reputation within the community. | 6.29 | 23 | 5.31 | 14 | 0.97 | |
| 17 | 72 | On the whole, the campus is well-maintained | 6.28 | 24 | 5.26 | 21 | 1.02 | |
| 18 | 76 | I have a clear understanding of learning outcomes expected in my academic major (cu | 6.27 | 25 | 5.77 | 2 | 0.50 | X |
| 19 | 7 | Campus is safe and secure for all students | 6.25 | 28 | 5.48 | 10 | 0.78 | X |
| 20 | 3 | Faculty care about me as an individual | 6.25 | 29 | 5.29 | 18 | 0.96 | |
| 21 | 2 | Staff are caring and helpful | 6.24 | 30 | 5.28 | 19 | 0.96 | |
| 22 | 83 | My acad. program has met the goals outlined in the Mission (custom) | 6.23 | 31 | 5.52 | 9 | 0.71 | X |
| 23 | 18 | Library resources and services are adequate | 6.07 | 42 | 5.30 | 16 | 0.76 | X |
| 24 | | | | | | | | |
| 25 | | | | | | | | |
| 26 | Challenges | | | | | | | |
| 27 | <i>Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)</i> | | | | | | | |
| 28 | | | | | | | | "high" gap |
| 29 | Q# | Question | imp rate | imp rank | sat rate | sat rank | Perf Gap | quartile |
| 30 | 66 | Tuition paid is a worthwhile investment | 6.60 | 4 | 4.34 | 75 | 2.26 | X |
| 31 | 17 | Adequate fin aid is available for most students | 6.51 | 8 | 4.47 | 72 | 2.04 | X |
| 32 | 25 | Faculty are fair and unbiased in their treatment of students | 6.30 | 20 | 4.48 | 71 | 1.82 | X |
| 33 | 47 | Fac. provide timely feedback about student progress in a course. | 6.23 | 32 | 4.71 | 65 | 1.51 | X |
| 34 | 11 | Billing policies are reasonable | 6.22 | 33 | 4.14 | 78 | 2.08 | X |
| 35 | 79 | Online support assists my learning objectives and is available for most of my courses (c | 6.19 | 36 | 4.33 | 76 | 1.85 | X |
| 36 | 73 | Student activities fees are put to good use | 6.17 | 37 | 3.89 | 80 | 2.27 | X |
| 37 | 53 | Fac. consider student differences as they teach a course | 6.10 | 39 | 4.63 | 69 | 1.47 | X |

Appendix EE. Strengths and Challenges - Unknown

| | A | B | C | D | E | F | G | H |
|----|---|--|----------|----------|----------|----------|----------|------------|
| 1 | Unknown Major | | | | | | | |
| 2 | <i>n=150</i> | | | | | | | |
| 3 | Strengths | | | | | | | |
| 4 | <i>Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)</i> | | | | | | | |
| 5 | | | | | | | | "low" gap |
| 6 | Q# | Question | imp rate | imp rank | sat rate | sat rank | Perf Gap | quartile |
| 7 | 8 | Content of major courses are valuable | 6.28 | 1 | 5.38 | 6 | 0.90 | |
| 8 | 33 | My academic advisor is knowledgeable about my major requirements | 6.15 | 4 | 5.28 | 10 | 0.87 | |
| 9 | 7 | Campus is safe and secure for all students | 6.14 | 5 | 5.62 | 1 | 0.53 | X |
| 10 | 16 | Instruction in my major field is excellent | 6.11 | 6 | 5.47 | 4 | 0.63 | X |
| 11 | 39 | I am able to experience intellectual growth here | 6.08 | 7 | 5.22 | 13 | 0.86 | |
| 12 | 68 | Nearly all of the faculty are knowledgeable in their field | 6.06 | 9 | 5.41 | 5 | 0.65 | X |
| 13 | 55 | Major requirements are clear and reasonable | 6.05 | 10 | 5.13 | 19 | 0.91 | |
| 14 | 59 | Point Park shows concern for students as individuals | 6.02 | 13 | 5.14 | 18 | 0.87 | |
| 15 | 26 | Computer labs are adequate and accessible | 6.01 | 14 | 5.49 | 3 | 0.53 | X |
| 16 | 6 | My academic advisor is approachable | 5.99 | 16 | 5.27 | 11 | 0.72 | |
| 17 | 51 | Point Park has a good reputation within the community. | 5.95 | 23 | 5.22 | 14 | 0.74 | |
| 18 | 25 | Faculty are fair and unbiased in their treatment of students | 5.89 | 29 | 5.11 | 21 | 0.78 | |
| 19 | 65 | Fac. are usually available after class and during office hours | 5.89 | 30 | 5.35 | 7 | 0.54 | X |
| 20 | 67 | Freedom of expression is protected on campus | 5.85 | 34 | 5.19 | 16 | 0.67 | |
| 21 | 18 | Library resources and services are adequate | 5.82 | 36 | 5.28 | 9 | 0.55 | X |
| 22 | 72 | On the whole, the campus is well-maintained | 5.78 | 40 | 5.32 | 8 | 0.46 | X |
| 23 | 62 | There is a strong commit. to racial harmony on this campus | 5.75 | 42 | 5.13 | 20 | 0.62 | X |
| 24 | | | | | | | | |
| 25 | | | | | | | | |
| 26 | Challenges | | | | | | | |
| 27 | <i>Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)</i> | | | | | | | |
| 28 | | | | | | | | "high" gap |
| 29 | Q# | Question | imp rate | imp rank | sat rate | sat rank | Perf Gap | quartile |
| 30 | 17 | Adequate fin aid is available for most students | 6.03 | 12 | 4.65 | 72 | 1.38 | X |
| 31 | | | | | | | | |
| 32 | | | | | | | | |

SSI 2012

Survey Instrument and
Custom Questions

STUDENT SATISFACTION INVENTORY™

4-Year College and University Version

Laurie A. Schreiner, Ph.D., and Stephanie L. Juillerat, Ph.D.
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Dear Student,

Your institution is interested in systematically listening to its students. Therefore, your thoughtful and honest responses to this inventory are very important.

You are part of a sample of students carefully selected to share feedback about your college experiences thus far. Your responses will give your campus leadership insights about the aspects of college that are important to you as well as how satisfied you are with them.

To preserve confidentiality, your name is not requested.

— Thank you for your participation.



Instructions:

- Use a No. 2 pencil only. Please do not use ink or ballpoint pen.
- Erase changes completely and cleanly.
- Completely darken the oval that corresponds to your response.

Each item below describes an expectation about your experiences at this campus. On the *left*, tell us how **important** it is for your institution to meet this expectation. On the *right* tell us how **satisfied** you are that your institution has met this expectation.

| Importance to me . . . | | My level of satisfaction | |
|--------------------------|---|--------------------------|---------------------------|
| 1 - not important at all | | | not available/not used |
| 2 - not very important | | | very satisfied - 7 |
| 3 - somewhat unimportant | | | satisfied - 6 |
| 4 - neutral | | | somewhat satisfied - 5 |
| 5 - somewhat important | | | neutral - 4 |
| 6 - important | | | somewhat dissatisfied - 3 |
| 7 - very important | | | not very satisfied - 2 |
| | does not apply | | not satisfied at all - 1 |
| 1 2 3 4 5 6 7 | 1. Most students feel a sense of belonging here. | 1 2 3 4 5 6 7 | |
| 1 2 3 4 5 6 7 | 2. The campus staff are caring and helpful. | 1 2 3 4 5 6 7 | |
| 1 2 3 4 5 6 7 | 3. Faculty care about me as an individual. | 1 2 3 4 5 6 7 | |
| 1 2 3 4 5 6 7 | 4. Admissions staff are knowledgeable. | 1 2 3 4 5 6 7 | |
| 1 2 3 4 5 6 7 | 5. Financial aid counselors are helpful. | 1 2 3 4 5 6 7 | |
| 1 2 3 4 5 6 7 | 6. My academic advisor is approachable. | 1 2 3 4 5 6 7 | |
| 1 2 3 4 5 6 7 | 7. The campus is safe and secure for all students. | 1 2 3 4 5 6 7 | |
| 1 2 3 4 5 6 7 | 8. The content of the courses within my major is valuable. | 1 2 3 4 5 6 7 | |
| 1 2 3 4 5 6 7 | 9. A variety of intramural activities are offered. | 1 2 3 4 5 6 7 | |
| 1 2 3 4 5 6 7 | 10. Administrators are approachable to students. | 1 2 3 4 5 6 7 | |
| 1 2 3 4 5 6 7 | 11. Billing policies are reasonable. | 1 2 3 4 5 6 7 | |
| 1 2 3 4 5 6 7 | 12. Financial aid awards are announced to students in time to be helpful in college planning. | 1 2 3 4 5 6 7 | |
| 1 2 3 4 5 6 7 | 13. Library staff are helpful and approachable. | 1 2 3 4 5 6 7 | |
| 1 2 3 4 5 6 7 | 14. My academic advisor is concerned about my success as an individual. | 1 2 3 4 5 6 7 | |
| 1 2 3 4 5 6 7 | 15. The staff in the health services area are competent. | 1 2 3 4 5 6 7 | |
| 1 2 3 4 5 6 7 | 16. The instruction in my major field is excellent. | 1 2 3 4 5 6 7 | |
| 1 2 3 4 5 6 7 | 17. Adequate financial aid is available for most students. | 1 2 3 4 5 6 7 | |
| 1 2 3 4 5 6 7 | 18. Library resources and services are adequate. | 1 2 3 4 5 6 7 | |
| 1 2 3 4 5 6 7 | 19. My academic advisor helps me set goals to work toward. | 1 2 3 4 5 6 7 | |
| 1 2 3 4 5 6 7 | 20. The business office is open during hours which are convenient for most students. | 1 2 3 4 5 6 7 | |

PLEASE DO NOT MARK IN THIS AREA

1443863

Importance to me . . .

- 1 - not important at all
- 2 - not very important
- 3 - somewhat unimportant
- 4 - neutral
- 5 - somewhat important
- 6 - important
- 7 - very important

does not apply

. . . My level of satisfaction

not available/not used

- very satisfied - 7
- satisfied - 6
- somewhat satisfied - 5
- neutral - 4
- somewhat dissatisfied - 3
- not very satisfied - 2
- not satisfied at all - 1

| | | | |
|---------------|--|---------------|-----------------------|
| 1 2 3 4 5 6 7 | 21. The amount of student parking space on campus is adequate. | 1 2 3 4 5 6 7 | <input type="radio"/> |
| 1 2 3 4 5 6 7 | 22. Counseling staff care about students as individuals. | 1 2 3 4 5 6 7 | <input type="radio"/> |
| 1 2 3 4 5 6 7 | 23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air conditioning, telephones, etc.). | 1 2 3 4 5 6 7 | <input type="radio"/> |
| 1 2 3 4 5 6 7 | 24. The intercollegiate athletic programs contribute to a strong sense of school spirit. | 1 2 3 4 5 6 7 | <input type="radio"/> |
| 1 2 3 4 5 6 7 | 25. Faculty are fair and unbiased in their treatment of individual students. | 1 2 3 4 5 6 7 | <input type="radio"/> |
| 1 2 3 4 5 6 7 | 26. Computer labs are adequate and accessible. | 1 2 3 4 5 6 7 | <input type="radio"/> |
| 1 2 3 4 5 6 7 | 27. The personnel involved in registration are helpful. | 1 2 3 4 5 6 7 | <input type="radio"/> |
| 1 2 3 4 5 6 7 | 28. Parking lots are well-lighted and secure. | 1 2 3 4 5 6 7 | <input type="radio"/> |
| 1 2 3 4 5 6 7 | 29. It is an enjoyable experience to be a student on this campus. | 1 2 3 4 5 6 7 | <input type="radio"/> |
| 1 2 3 4 5 6 7 | 30. Residence hall staff are concerned about me as an individual. | 1 2 3 4 5 6 7 | <input type="radio"/> |
| 1 2 3 4 5 6 7 | 31. Males and females have equal opportunities to participate in intercollegiate athletics. | 1 2 3 4 5 6 7 | <input type="radio"/> |
| 1 2 3 4 5 6 7 | 32. Tutoring services are readily available. | 1 2 3 4 5 6 7 | <input type="radio"/> |
| 1 2 3 4 5 6 7 | 33. My academic advisor is knowledgeable about requirements in my major. | 1 2 3 4 5 6 7 | <input type="radio"/> |
| 1 2 3 4 5 6 7 | 34. I am able to register for classes I need with few conflicts. | 1 2 3 4 5 6 7 | <input type="radio"/> |
| 1 2 3 4 5 6 7 | 35. The assessment and course placement procedures are reasonable. | 1 2 3 4 5 6 7 | <input type="radio"/> |
| 1 2 3 4 5 6 7 | 36. Security staff respond quickly in emergencies. | 1 2 3 4 5 6 7 | <input type="radio"/> |
| 1 2 3 4 5 6 7 | 37. I feel a sense of pride about my campus. | 1 2 3 4 5 6 7 | <input type="radio"/> |
| 1 2 3 4 5 6 7 | 38. There is an adequate selection of food available in the cafeteria. | 1 2 3 4 5 6 7 | <input type="radio"/> |
| 1 2 3 4 5 6 7 | 39. I am able to experience intellectual growth here. | 1 2 3 4 5 6 7 | <input type="radio"/> |
| 1 2 3 4 5 6 7 | 40. Residence hall regulations are reasonable. | 1 2 3 4 5 6 7 | <input type="radio"/> |
| 1 2 3 4 5 6 7 | 41. There is a commitment to academic excellence on this campus. | 1 2 3 4 5 6 7 | <input type="radio"/> |
| 1 2 3 4 5 6 7 | 42. There are a sufficient number of work-study activities for students. | 1 2 3 4 5 6 7 | <input type="radio"/> |
| 1 2 3 4 5 6 7 | 43. Admissions counselors respond to respective students' unique needs and requests. | 1 2 3 4 5 6 7 | <input type="radio"/> |
| 1 2 3 4 5 6 7 | 44. Academic support services adequately meet the needs of students. | 1 2 3 4 5 6 7 | <input type="radio"/> |
| 1 2 3 4 5 6 7 | 45. Students are made to feel welcome on this campus. | 1 2 3 4 5 6 7 | <input type="radio"/> |
| 1 2 3 4 5 6 7 | 46. I can easily get involved in campus organizations. | 1 2 3 4 5 6 7 | <input type="radio"/> |
| 1 2 3 4 5 6 7 | 47. Faculty provide timely feedback about student progress in a course. | 1 2 3 4 5 6 7 | <input type="radio"/> |
| 1 2 3 4 5 6 7 | 48. Admissions counselors accurately portray the campus in their recruiting practices. | 1 2 3 4 5 6 7 | <input type="radio"/> |
| 1 2 3 4 5 6 7 | 49. There are adequate services to help me decide upon a career. | 1 2 3 4 5 6 7 | <input type="radio"/> |
| 1 2 3 4 5 6 7 | 50. Class change (drop/add) policies are reasonable. | 1 2 3 4 5 6 7 | <input type="radio"/> |
| 1 2 3 4 5 6 7 | 51. This institution has a good reputation within the community. | 1 2 3 4 5 6 7 | <input type="radio"/> |
| 1 2 3 4 5 6 7 | 52. The student center is a comfortable place for students to spend their leisure time. | 1 2 3 4 5 6 7 | <input type="radio"/> |
| 1 2 3 4 5 6 7 | 53. Faculty take into consideration student differences as they teach a course. | 1 2 3 4 5 6 7 | <input type="radio"/> |
| 1 2 3 4 5 6 7 | 54. Bookstore staff are helpful. | 1 2 3 4 5 6 7 | <input type="radio"/> |
| 1 2 3 4 5 6 7 | 55. Major requirements are clear and reasonable. | 1 2 3 4 5 6 7 | <input type="radio"/> |
| 1 2 3 4 5 6 7 | 56. The student handbook provides helpful information about campus life. | 1 2 3 4 5 6 7 | <input type="radio"/> |
| 1 2 3 4 5 6 7 | 57. I seldom get the "run-around" when seeking information on this campus. | 1 2 3 4 5 6 7 | <input type="radio"/> |
| 1 2 3 4 5 6 7 | 58. The quality of instruction I receive in most of my classes is excellent. | 1 2 3 4 5 6 7 | <input type="radio"/> |
| 1 2 3 4 5 6 7 | 59. This institution shows concern for students as individuals. | 1 2 3 4 5 6 7 | <input type="radio"/> |
| 1 2 3 4 5 6 7 | 60. I generally know what's happening on campus. | 1 2 3 4 5 6 7 | <input type="radio"/> |
| 1 2 3 4 5 6 7 | 61. Adjunct faculty are competent as classroom instructors. | 1 2 3 4 5 6 7 | <input type="radio"/> |
| 1 2 3 4 5 6 7 | 62. There is a strong commitment to racial harmony on this campus. | 1 2 3 4 5 6 7 | <input type="radio"/> |
| 1 2 3 4 5 6 7 | 63. Student disciplinary procedures are fair. | 1 2 3 4 5 6 7 | <input type="radio"/> |
| 1 2 3 4 5 6 7 | 64. New student orientation services help students adjust to college. | 1 2 3 4 5 6 7 | <input type="radio"/> |
| 1 2 3 4 5 6 7 | 65. Faculty are usually available after class and during office hours. | 1 2 3 4 5 6 7 | <input type="radio"/> |
| 1 2 3 4 5 6 7 | 66. Tuition paid is a worthwhile investment. | 1 2 3 4 5 6 7 | <input type="radio"/> |
| 1 2 3 4 5 6 7 | 67. Freedom of expression is protected on campus. | 1 2 3 4 5 6 7 | <input type="radio"/> |
| 1 2 3 4 5 6 7 | 68. Nearly all of the faculty are knowledgeable in their field. | 1 2 3 4 5 6 7 | <input type="radio"/> |
| 1 2 3 4 5 6 7 | 69. There is a good variety of courses provided on this campus. | 1 2 3 4 5 6 7 | <input type="radio"/> |
| 1 2 3 4 5 6 7 | 70. Graduate teaching assistants are competent as classroom instructors. | 1 2 3 4 5 6 7 | <input type="radio"/> |
| 1 2 3 4 5 6 7 | 71. Channels for expressing student complaints are readily available. | 1 2 3 4 5 6 7 | <input type="radio"/> |
| 1 2 3 4 5 6 7 | 72. On the whole, the campus is well-maintained. | 1 2 3 4 5 6 7 | <input type="radio"/> |
| 1 2 3 4 5 6 7 | 73. Student activities fees are put to good use. | 1 2 3 4 5 6 7 | <input type="radio"/> |

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Your institution may choose to provide you with additional questions on a separate sheet. The section below numbered 74 - 83 is provided as a response area for those additional questions. Continue on to item 84 when you have completed this section.

| Importance to me ... | | | | ... My level of satisfaction | |
|--|--|-----|---------------|---|--|
| 1 - not important at all 2 - not very important 3 - somewhat unimportant 4 - neutral 5 - somewhat important 6 - important 7 - very important does not apply | | | | not available/not used very satisfied - 7 satisfied - 6 somewhat satisfied - 5 neutral - 4 somewhat dissatisfied - 3 not very satisfied - 2 not satisfied at all - 1 | |
| (If items 74-83 not available, skip to item 84.) | | | | | |
| 1 2 3 4 5 6 7 | 74. | 74. | 1 2 3 4 5 6 7 | | |
| 1 2 3 4 5 6 7 | 75. | 75. | 1 2 3 4 5 6 7 | | |
| 1 2 3 4 5 6 7 | 76. | 76. | 1 2 3 4 5 6 7 | | |
| 1 2 3 4 5 6 7 | 77. | 77. | 1 2 3 4 5 6 7 | | |
| 1 2 3 4 5 6 7 | 78. | 78. | 1 2 3 4 5 6 7 | | |
| 1 2 3 4 5 6 7 | 79. | 79. | 1 2 3 4 5 6 7 | | |
| 1 2 3 4 5 6 7 | 80. | 80. | 1 2 3 4 5 6 7 | | |
| 1 2 3 4 5 6 7 | 81. | 81. | 1 2 3 4 5 6 7 | | |
| 1 2 3 4 5 6 7 | 82. | 82. | 1 2 3 4 5 6 7 | | |
| 1 2 3 4 5 6 7 | 83. | 83. | 1 2 3 4 5 6 7 | | |
| How satisfied are you that this campus demonstrates a commitment to meeting the needs of: | | | | | |
| 1 2 3 4 5 6 7 | 84. Part-time students? | 84. | 1 2 3 4 5 6 7 | | |
| 1 2 3 4 5 6 7 | 85. Evening students? | 85. | 1 2 3 4 5 6 7 | | |
| 1 2 3 4 5 6 7 | 86. Older, returning learners? | 86. | 1 2 3 4 5 6 7 | | |
| 1 2 3 4 5 6 7 | 87. Under-represented populations? | 87. | 1 2 3 4 5 6 7 | | |
| 1 2 3 4 5 6 7 | 88. Commuters? | 88. | 1 2 3 4 5 6 7 | | |
| 1 2 3 4 5 6 7 | 89. Students with disabilities? | 89. | 1 2 3 4 5 6 7 | | |
| How important is each of the following factors in your decision to enroll here? | | | | | |
| 1 2 3 4 5 6 7 | 90. Cost | | | | |
| 1 2 3 4 5 6 7 | 91. Financial aid | | | | |
| 1 2 3 4 5 6 7 | 92. Academic reputation | | | | |
| 1 2 3 4 5 6 7 | 93. Size of institution | | | | |
| 1 2 3 4 5 6 7 | 94. Opportunity to play sports | | | | |
| 1 2 3 4 5 6 7 | 95. Recommendations from family/friends | | | | |
| 1 2 3 4 5 6 7 | 96. Geographic setting | | | | |
| 1 2 3 4 5 6 7 | 97. Campus appearance | | | | |
| 1 2 3 4 5 6 7 | 98. Personalized attention prior to enrollment | | | | |

Choose the one response that best applies to you and darken the corresponding oval for each of the questions below.

- | | | |
|---|---|--|
| <p>99. So far, how has your college experience met your expectations?</p> <p>① Much worse than I 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 I expected</p> | <p>100. Rate your overall satisfaction with your experience here thus far.</p> <p>① Not satisfied at all ② Not very satisfied ③ Somewhat dissatisfied ④ Neutral ⑤ Somewhat satisfied ⑥ Satisfied ⑦ Very satisfied</p> | <p>101. All in all, if you had it to do over again, would you enroll here?</p> <p>① Definitely not ② Probably not ③ Maybe not ④ I don't know ⑤ Maybe yes ⑥ Probably yes ⑦ Definitely yes</p> |
|---|---|--|

CONTINUE TO THE NEXT PAGE

Choose the one response that best describes you and darken the corresponding oval for each of the items below.

102. Gender:

- ① Female
- ② Male

103. Age:

- ① 18 and under
- ② 19 to 24
- ③ 25 to 34
- ④ 35 to 44
- ⑤ 45 and over

104. Ethnicity/Race:

- ① African-American
- ② American Indian or Alaskan Native
- ③ Asian or Pacific Islander
- ④ Caucasian/White
- ⑤ Hispanic
- ⑥ Other
- ⑦ Prefer not to respond

105. Current Enrollment Status:

- ① Day
- ② Evening
- ③ Weekend

106. Current Class Load:

- ① Full-time
- ② Part-time

107. Class Level:

- ① Freshman
- ② Sophomore
- ③ Junior
- ④ Senior
- ⑤ Special Student
- ⑥ Graduate/Professional
- ⑦ Other

108. Current GPA:

- ① No credits earned
- ② 1.99 or below
- ③ 2.0 - 2.49
- ④ 2.5 - 2.99
- ⑤ 3.0 - 3.49
- ⑥ 3.5 or above

109. Educational Goal:

- ① Associate degree
- ② Bachelor's degree
- ③ Master's degree
- ④ Doctorate or professional degree
- ⑤ Certification (initial or renewal)
- ⑥ Self-improvement/pleasure
- ⑦ Job-related training
- ⑧ Other

110. Employment:

- ① Full-time off campus
- ② Part-time off campus
- ③ Full-time on campus
- ④ Part-time on campus
- ⑤ Not employed

111. Current Residence:

- ① Residence hall
- ② Fraternity / Sorority
- ③ Own house
- ④ Rent room or apartment off campus
- ⑤ Parent's home
- ⑥ Other

112. Residence Classification:

- ① In-state
- ② Out-of-state
- ③ International (not U.S. citizen)

113. Disabilities:

- Physical disability or a diagnosed learning disability?
- ① Yes
 - ② No

114. When I entered this institution, it was my:

- ① 1st choice
- ② 2nd choice
- ③ 3rd choice or lower

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Your Social Security Number is requested for research purposes and will not appear on any report.

Social Security Number:

Write your Social Security number in the nine spaces of the box provided. Completely darken the corresponding oval.

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | | | | | | | | |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 |
| 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 6 | 6 | 6 | 6 | 6 | 6 | 6 | 6 | 6 |
| 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 |
| 8 | 8 | 8 | 8 | 8 | 8 | 8 | 8 | 8 |
| 9 | 9 | 9 | 9 | 9 | 9 | 9 | 9 | 9 |

115. Major:

Fill in major code from list provided by your institution.

| | | | |
|---|---|---|---|
| | | | |
| 0 | 0 | 0 | 0 |
| 1 | 1 | 1 | 1 |
| 2 | 2 | 2 | 2 |
| 3 | 3 | 3 | 3 |
| 4 | 4 | 4 | 4 |
| 5 | 5 | 5 | 5 |
| 6 | 6 | 6 | 6 |
| 7 | 7 | 7 | 7 |
| 8 | 8 | 8 | 8 |
| 9 | 9 | 9 | 9 |

116. Item requested by your institution:

- ①
- ②
- ③
- ④
- ⑤
- ⑥

Thank you for taking the time to complete this inventory.
Please do not fold.



1443863

Additional questions for Student Satisfaction Inventory

Please respond to the following additional items and record your responses on the **actual survey** in the spaces provided next to the number indicated.

74. Billing and collecting procedures are customer friendly and efficient.

75. The core curriculum is challenging.

76. I have a clear understanding of what learning outcomes are expected in my academic major.

77. Point Park recently implemented the STARS program (Striving to Achieve Remarkable Service) that supports the University's guiding principle of creating a quality student experience. The overall service I experience from the staff on campus is excellent.

78. Point Park University and its surrounding neighborhood provide adequate social gathering space for students outside the classroom.

79. Online support, such as Blackboard, assists my learning objectives and is available for most of my courses.

80. The student computer help desk personnel are knowledgeable and resolve my computer problems.

81. Point Park's online processes that allow students to view grades and financial statements and to make tuition payments online are convenient and beneficial.

Please refer to the Mission Statement below for the following two questions.

82. I am currently being educated in a diverse environment.

83. My academic program is meeting the goals outlined in the Mission Statement

Point Park University Mission Statement

Mission Statement

Point Park University educates students in a diverse environment and prepares graduates to apply knowledge to achieve their goals, advance their professions and serve their communities.
