

**POINT PARK**  
UNIVERSITY

Noel-Levitz  
2014 Student Satisfaction  
Inventory:  
A Summary of Results

Prepared by the Office of Institutional Research and Planning  
Fall 2014

# Point Park University

## 2014 Student Satisfaction Inventory

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#### Survey instrument

## 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 2014, 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 (2002-2012). Response rates for all nine 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%
Spring 2014	1,625	3,531	46%

## 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 (2014)

<u>Current enrollment status</u>	<u>N</u>	<u>%</u>	<u>% est. actual*</u>
Day student	1101	71.2	na
Evening	325	21.0	na
Weekend	121	7.8	na
Total valid responses	1547	100	
No Answer	78		

<u>Age</u>	<u>N</u>	<u>%</u>	<u>% est. actual*</u>
Traditional aged (18 to 24)	1165	71.7	66.9
Non-traditional aged (> 25)	413	25.4	32.4
Total valid responses	1625	100	
No Answer	47		

<u>Current class load</u>	<u>N</u>	<u>%</u>	<u>% est. actual*</u>
Full-time	1346	85.3	72.9
Part-time	232	14.7	27.1
Total valid responses	1578	100	
No Answer	47		

<u>Gender</u>	<u>N</u>	<u>%</u>	<u>% est. actual*</u>
Female	949	60.0	56.9
Male	632	40.0	43.1
Total valid responses	1581	100	
No Answer	44		

<u>Ethnicity/race</u>	<u>N</u>	<u>%</u>	<u>% est. actual*</u>
African-American	234	14.9	16.1
Am. Indian/Alaskan Native	11	0.7	.1
Asian/Pacific Islander	49	3.1	1.2
Caucasian/White	1070	68.3	71.7
Hispanic	53	3.4	3.0
Other race	70	4.5	7.1
Race – prefer not to respond	79	5.0	.7
Total valid responses	1566	100	
No Answer	59		

\* Note: % est. actual based on Fall 2013 census

<u>Class Level</u>	<u>N</u>	<u>%</u>	<u>% est. actual*</u>
Freshman	337	21.3	17.9
Sophomore	283	17.9	14.0
Junior	365	23.0	21.5
Senior	373	23.5	30.6
Graduate	199	12.6	16.0
Other class level	27	1.7	0
Total valid responses	1584	100	
No Answer	41		

<u>Current Residence</u>	<u>N</u>	<u>%</u>	<u>% est. actual*</u>
Residence hall	504	31.8	24.9
Commuter	1080	68.2	75.1
Total valid responses	1584	100	
No Answer	41		

<u>Residence classification</u>	<u>N</u>	<u>%</u>	<u>% est. actual*</u>
In-state	1139	72.2	78.7
Out-of-state	360	22.8	17.7
International	79	5.0	3.6
Total valid responses	1578	100	
No Answer	47		

<u>Employment</u>	<u>N</u>	<u>%</u>	<u>% est. actual*</u>
Full-time off campus	397	25.4	na
Part-time off campus	494	31.5	na
Full-time on campus	63	4.0	na
Part-time on campus	215	13.7	na
Not employed	397	25.4	na
Total	1566	100	
No Answer	59		

<u>Institution was my....</u>	<u>N</u>	<u>%</u>	<u>% est. actual*</u>
1 <sup>st</sup> choice	905	57.4	na
2 <sup>nd</sup> choice	476	30.2	na
3 <sup>rd</sup> choice or lower	197	12.5	na
Total valid responses	1578	100	
No Answer	47		

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	2014
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				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	S
7	Campus is safe and secure for all students	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
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
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	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									C
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	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	2014
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
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	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			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
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

Table 1. Strengths and Challenges by Year

Q#		1999	2000	2002	2004	2006	2008	2010	2012	2014	
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	
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										
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	S	
73	Student activities fees are put to good use										
74	Point Park & nbrhood provide adequate social space for stud.(custom)										Added Spring 2008
75	Instructors post course materials & learning opportunities on Blackboard. (custom)										Added Spring 2014
76	My instructors post grades on Blackboard. (custom)										Added Spring 2014
77	Internship/practicum opportunities are readily available.(custom)									C	Added Spring 2014
78	Career Development Center helps me with internship opportunities. (custom)										Added Spring 2014
79	Svcs from acad.schools or grad progs help w/ intern and practicum opportunities. (custom)										Added Spring 2014
80	I am able to engage in applicable research in several of my courses.(custom)										Added Spring 2014
81	Help desk personnel are knowledgeable and resolve my comp. problems (custom)									S	Added Spring 2008
82	Ctr for Student Success Coordinators are knowledgeable and helpful. (custom)										Added Spring 2014
83	My acad prog is meeting goals outlined in the Mission Stmt.(custom)							S	S	S	

Table 2. Satisfaction Ratings Summary

	A	B	C	D	E	F	G	H	I	J	K
1	Q#	Question	2014 SAT Rate	2012 SAT Rate	SAT +/-	2014 SAT Rank	2014 IMP Rate	2014 IMP Rank	2010 SAT Rate	2008 SAT Rate	2006 SAT Rate
2	13	Library staff are helpful and approachable	5.64	5.59	0.05	1	5.63	71	5.53	5.61	5.41
3	7	Campus is safe and secure for all students	5.59	5.52	0.07	2	6.40	8	5.50	5.31	5.48
4	16	Instruction in my major field is excellent	5.57	5.48	0.09	3	6.58	2	5.55	5.48	5.32
5	68	Nearly all of the faculty are knowledgeable in their field	5.56	5.50	0.06	4	6.46	5	5.60	5.55	5.36
6	33	My academic advisor is knowledgeable about my major requirements	5.50	5.29	0.22	5	6.47	3	5.42	5.51	5.37
7	8	Content of major courses are valuable	5.49	5.43	0.06	6	6.61	1	5.52	5.38	5.22
8	18	Library resources and services are adequate	5.49	5.35	0.14	7	5.99	44	5.33	5.26	4.91
9	61	Adjunct faculty are competent as classroom instructors	5.43	5.22	0.21	8	6.24	20	5.32	5.19	5.04
10	6	My academic advisor is approachable	5.42	5.20	0.22	9	6.42	6	5.35	5.41	5.42
11	65	Fac. are usually available after class and during office hours	5.39	5.29	0.10	10	6.22	21	5.45	5.32	5.32
12	62	There is a strong commit. to racial harmony on this campus	5.38	5.33	0.04	11	5.82	51	5.34	5.17	5.03
13	51	Point Park has a good reputation within the community.	5.37	5.29	0.08	12	6.07	39	5.37	5.24	5.06
14	67	Freedom of expression is protected on campus	5.34	5.30	0.04	13	6.07	37	5.34	5.31	5.11
15	83	My acad prog is meeting goals outlined in the Mission Stmt .(custom)	5.31	5.28	0.02	14	6.17	27	5.40	5.22	4.82
16	26	Computer labs are adequate and accessible	5.30	5.52	-0.22	15	6.26	17	5.22	4.95	4.9
17	2	Staff are caring and helpful	5.29	5.21	0.08	16	6.28	16	5.33	5.15	5.01
18	80	I am able to engage in applicable research in several of my courses.(custom)	5.28	new	new	17	5.70	66	new	new	new
19	72	On the whole, the campus is well-maintained	5.28	5.42	-0.14	18	6.16	29	5.44	5.24	5.1
20	81	Help desk personnel are knowledgeable and resolve my comp. problems (custom)	5.26	5.12	0.14	19	6.07	38	5.02	4.96	new
21	3	Faculty care about me as an individual	5.25	5.13	0.12	20	6.17	28	5.24	5.12	5.04
22	58	The quality of instruction I receive in most of my classes is excellent	5.23	5.18	0.05	21	6.41	7	5.31	5.23	5.1
23	39	I am able to experience intellectual growth here	5.22	5.15	0.07	22	6.31	14	5.27	5.06	4.92
24	55	Major requirements are clear and reasonable	5.21	5.23	-0.02	23	6.34	11	5.33	5.19	5.11
25	14	My academic advisor is concerned about my success	5.21	5.01	0.20	24	6.31	13	5.09	5.16	5.06
26	45	Students are made to feel welcome on this campus	5.21	5.16	0.05	25	6.10	35	5.17	5.03	4.95
27	36	Security staff respond quickly in emergencies	5.20	5.10	0.10	26	6.26	18	4.92	4.99	4.82
28	69	There is a good variety of courses provided on this campus	5.20	5.10	0.10	27	6.29	15	5.21	4.95	4.73
29	50	Class change (drop/add) policies are reasonable	5.17	5.17	0.00	28	6.07	36	5.36	5.00	4.96
30	4	Admissions staff are knowledgeable	5.15	4.98	0.17	29	6.22	22	5.18	4.86	4.65
31	54	Bookstore staff are helpful	5.09	5.20	-0.11	30	5.64	68	5.30	5.16	5.17
32	31	Males and females have equal opportunities to participate in athletics	5.07	5.03	0.04	31	5.18	80	5.00	4.85	4.7
33	52	The student ctr is a comfortable place for students to spend their leisure time	5.07	5.14	-0.07	32	5.60	73	4.65	4.43	4.58
34	27	Personnel involved in registration are helpful	5.06	5.07	-0.01	33	6.11	33	5.14	4.79	4.72
35	29	It is an enjoyable experience to be a Point Park student	5.05	5.04	0.02	34	6.20	24	5.09	4.80	4.79
36	35	The assessment and course placement procedures are reasonable	5.05	4.95	0.10	35	6.11	34	5.06	4.79	4.77
37	46	I can easily get involved in campus organizations	5.05	4.95	0.10	36	5.51	76	4.89	4.77	4.52



Table 2. Satisfaction Ratings Summary

	A	B	C	D	E	F	G	H	I	J	K
1	Q#	Question	2014 SAT Rate	2012 SAT Rate	SAT +/-	2014 SAT Rank	2014 IMP Rate	2014 IMP Rank	2010 SAT Rate	2008 SAT Rate	2006 SAT Rate
38	63	Student disciplinary procedures are fair	5.03	4.97	0.06	37	5.79	55	4.96	4.86	4.71
39	82	Ctr for Student Success Coordinators are knowledgeable and helpful. (custom)	5.01	new	new	38	5.78	56	new	new	new
40	74	Point Park & nbrhood provide adequate social space for stud.(custom)	5.00	4.96	0.04	39	5.75	61	4.67	4.31	new
41	12	Fin Aid awards are announced in timely fashion	4.99	4.86	0.13	40	6.21	23	4.95	4.79	4.64
42	32	Tutoring services are readily available	4.99	5.04	-0.05	41	5.64	69	4.96	5.02	4.88
43	64	New student orient. services help students adjust to college	4.98	5.00	-0.02	42	5.72	64	4.90	4.56	4.59
44	5	Fin Aid counselors are helpful	4.98	4.88	0.10	43	6.17	26	5.00	4.69	4.57
45	41	There is a commit. to acad. excellence on this campus	4.98	4.88	0.09	44	6.14	30	5.04	4.84	4.69
46	1	Students feel sense of belonging	4.97	4.90	0.07	45	5.72	65	4.94	4.81	4.74
47	44	Acad. support services adequately meet the needs of students	4.96	4.89	0.07	46	5.91	46	4.96	4.80	4.75
48	53	Fac. consider student differences as they teach a course	4.95	4.90	0.05	47	6.06	40	4.98	4.86	4.78
49	10	Administrators are approachable to students	4.95	4.96	-0.01	48	5.86	49	4.99	4.78	4.61
50	59	Point Park shows concern for students as individuals	4.93	4.94	-0.01	49	6.19	25	5.08	4.88	4.73
51	43	Adm. counselors respond to prospective students' unique needs	4.93	4.90	0.03	50	5.77	58	4.98	4.76	4.63
52	75	Instructors post course materials & learning opportunities on Blackboard. (custom)	4.92	new	new	51	5.80	54	new	new	new
53	34	I am able to register for classes I need with few conflicts	4.92	4.84	0.09	52	6.46	4	4.94	4.69	4.61
54	56	Student handbook provides helpful information about campus life	4.91	4.99	-0.08	53	5.32	78	5.01	4.89	4.77
55	47	Fac. provide timely feedback about student progress in a course.	4.91	4.76	0.15	54	6.24	19	5.00	4.88	4.84
56	25	Faculty are fair and unbiased in their treatment of students	4.88	4.84	0.03	55	6.32	12	5.02	4.77	4.67
57	49	There are adequate services to help me decide upon a career	4.88	4.85	0.03	56	6.11	32	4.90	4.67	4.49
58	40	Residence hall regulations are reasonable	4.88	4.79	0.09	57	5.43	77	4.73	4.64	4.3
59	48	Adm. counselors accurately portray the campus in their recruiting practices.	4.78	4.81	-0.03	58	5.77	57	4.87	4.69	4.55
60	20	Business office is open during hours convenient for students	4.77	4.77	0.00	59	5.70	67	4.83	4.66	4.68
61	60	I generally know what's happening on campus	4.76	4.73	0.03	60	5.58	75	4.76	4.66	4.37
62	37	I feel a sense of pride about my campus	4.76	4.72	0.04	61	5.58	74	4.74	4.54	4.47
63	17	Adequate fin aid is available for most students	4.76	4.70	0.06	62	6.35	10	4.84	4.61	4.55
64	70	Graduate teaching assist. are competent as instructors	4.75	4.87	-0.11	63	5.64	70	4.79	4.72	4.66
65	19	My academic advisor helps me set goals	4.75	4.61	0.14	64	6.03	42	4.69	4.73	4.58
66	77	Internship/practicum opportunities are readily available.(custom)	4.72	new	new	65	6.12	31	new	new	new
67	30	Residence hall staff are concerned about me	4.68	4.64	0.04	66	5.24	79	4.49	4.27	4.21
68	9	Variety of intramural activities are offered	4.66	4.77	-0.11	67	4.43	83	4.53	4.43	4.27
69	15	Health services staff are competent	4.66	4.45	0.21	68	5.76	60	4.31	4.32	4.74
70	22	Counseling staff care about students	4.63	4.58	0.05	69	5.74	63	4.63	4.46	4.44
71	79	Svcs from acad.schools or grad progs help w/ intern and practicum opporties. (custom)	4.61	new	new	70	5.87	47	new	new	new
72	78	Career Development Center helps me with internship opportunities. (custom)	4.56	new	new	71	5.81	52	new	new	new
73	11	Billing policies are reasonable	4.47	4.47	0.01	72	6.03	41	4.60	4.37	4.26
74	71	Channels for expressing student complaints are readily available	4.47	4.57	-0.10	73	5.86	48	4.57	4.42	4.28

Table 2. Satisfaction Ratings Summary

	A	B	C	D	E	F	G	H	I	J	K
1	Q#	Question	2014 SAT Rate	2012 SAT Rate	SAT +/-	2014 SAT Rank	2014 IMP Rate	2014 IMP Rank	2010 SAT Rate	2008 SAT Rate	2006 SAT Rate
75	66	Tuition paid is a worthwhile investment	4.42	4.48	-0.06	74	6.37	9	4.71	4.43	4.36
76	57	I seldom get the 'run-around' when seeking info. on this campus.	4.40	4.42	-0.02	75	5.98	45	4.47	4.21	4.11
77	76	My instructors post grades on Blackboard. (custom)	4.35	new	new	76	5.99	43	new	new	new
78	42	There are a sufficient number of weekend activities	4.33	4.40	-0.07	77	5.08	81	4.32	4.08	4.03
79	73	Student activities fees are put to good use	4.29	4.21	0.08	78	5.86	50	4.31	4.06	3.87
80	23	Living conditions in residence halls are comfortable	4.11	4.13	-0.02	79	5.61	72	4.20	4.02	3.92
81	24	The athletic programs contribute to school spirit	4.05	3.93	0.12	80	4.53	82	3.63	3.71	3.65
82	28	Parking lots are well-lighted and secure	3.87	3.75	0.11	81	5.80	53	3.92	3.71	3.77
83	38	There is an adequate selection of food avail. in the cafeteria	3.54	3.88	-0.34	82	5.76	59	3.98	3.89	3.85
84	21	Amount of student parking space is adequate	2.49	2.46	0.03	83	5.74	62	2.63	2.42	2.36
85											
86											
87	<b>Note:</b>										
88	<b>Satisfaction ratings increased for 54 out of 76 items (71%) from 2012 to 2014.</b>										
89	<b>Satisfaction ratings decreased for 20 out of 76 items (26%) from 2012 to 2014.</b>										

Table 3. Importance Ratings Survey

	A	B	C	D	E	F	G	H	I	J	K
1	Q#	Question	2014 IMP Rate	2012 IMP Rate	IMP +/-	2014 IMP Rank	2014 SAT Rate	2014 SAT Rank	2010 IMP Rate	2008 IMP Rate	2006 IMP Rate
2	8	Content of major courses are valuable	6.61	6.57	0.04	1	5.49	6	6.59	6.61	6.59
3	16	Instruction in my major field is excellent	6.58	6.53	0.05	2	5.57	3	6.55	6.59	6.56
4	33	My academic advisor is knowledgeable about my major requirements	6.47	6.44	0.03	3	5.50	5	6.46	6.50	6.46
5	34	I am able to register for classes I need with few conflicts	6.46	6.47	-0.01	4	4.92	52	6.47	6.48	6.48
6	68	Nearly all of the faculty are knowledgeable in their field	6.46	6.45	0.01	5	5.56	4	6.46	6.45	6.44
7	6	My academic advisor is approachable	6.42	6.35	0.07	6	5.42	9	6.41	6.42	6.40
8	58	The quality of instruction I receive in most of my classes is excellent	6.41	6.41	0.00	7	5.23	21	6.43	6.43	6.43
9	7	Campus is safe and secure for all students	6.40	6.28	0.12	8	5.59	2	6.34	6.37	6.29
10	66	Tuition paid is a worthwhile investment	6.37	6.38	-0.01	9	4.42	74	6.37	6.42	6.35
11	17	Adequate fin aid is available for most students	6.35	6.35	0.00	10	4.76	62	6.35	6.35	6.31
12	55	Major requirements are clear and reasonable	6.34	6.34	0.01	11	5.21	23	6.31	6.34	6.33
13	25	Faculty are fair and unbiased in their treatment of students	6.32	6.22	0.10	12	4.88	55	6.28	6.32	6.27
14	14	My academic advisor is concerned about my success	6.31	6.23	0.08	13	5.21	24	6.25	6.28	6.20
15	39	I am able to experience intellectual growth here	6.31	6.28	0.03	14	5.22	22	6.29	6.25	6.18
16	69	There is a good variety of courses provided on this campus	6.29	6.27	0.03	15	5.20	27	6.33	6.34	6.32
17	2	Staff are caring and helpful	6.28	6.17	0.11	16	5.29	16	6.20	6.19	6.15
18	26	Computer labs are adequate and accessible	6.26	6.19	0.07	17	5.30	15	6.26	6.23	6.13
19	36	Security staff respond quickly in emergencies	6.26	6.19	0.07	18	5.20	26	6.08	6.14	6.05
20	47	Fac. provide timely feedback about student progress in a course.	6.24	6.22	0.03	19	4.91	54	6.20	6.25	6.14
21	61	Adjunct faculty are competent as classroom instructors	6.24	6.15	0.09	20	5.43	8	6.14	6.15	6.13
22	65	Fac. are usually available after class and during office hours	6.22	6.18	0.05	21	5.39	10	6.20	6.22	6.21
23	4	Admissions staff are knowledgeable	6.22	6.13	0.09	22	5.15	29	6.18	6.17	6.14
24	12	Fin Aid awards are announced in timely fashion	6.21	6.17	0.04	23	4.99	40	6.18	6.15	6.11
25	29	It is an enjoyable experience to be a Point Park student	6.20	6.18	0.02	24	5.05	34	6.21	6.18	6.14
26	59	Point Park shows concern for students as individuals	6.19	6.22	-0.03	25	4.93	49	6.18	6.18	6.13
27	5	Fin Aid counselors are helpful	6.17	6.19	-0.02	26	4.98	43	6.27	6.14	6.10
28	83	My acad prog is meeting goals outlined in the Mission Stmt .(custom)	6.17	6.07	0.10	27	5.31	14	6.11	5.90	5.72
29	3	Faculty care about me as an individual	6.17	6.12	0.05	28	5.25	20	6.13	6.17	6.06
30	72	On the whole, the campus is well-maintained	6.16	6.16	0.00	29	5.28	18	6.18	6.12	6.14
31	41	There is a commit. to acad. excellence on this campus	6.14	6.11	0.03	30	4.98	44	6.15	6.16	6.09
32	77	Internship/practicum opportunities are readily available.(custom)	6.12	new	new	31	4.72	65	new	new	new
33	49	There are adequate services to help me decide upon a career	6.11	6.07	0.05	32	4.88	56	6.07	6.05	6.01
34	27	Personnel involved in registration are helpful	6.11	6.10	0.01	33	5.06	33	6.17	6.18	6.14
35	35	The assessment and course placement procedures are reasonable	6.11	6.08	0.03	34	5.05	35	6.09	6.09	6.03
36	45	Students are made to feel welcome on this campus	6.10	6.07	0.03	35	5.21	25	6.09	6.03	6.03
37	50	Class change (drop/add) policies are reasonable	6.07	6.05	0.02	36	5.17	28	6.09	6.02	5.97

Table 3. Importance Ratings Survey

	A	B	C	D	E	F	G	H	I	J	K
1	Q#	Question	2014 IMP Rate	2012 IMP Rate	IMP +/-	2014 IMP Rank	2014 SAT Rate	2014 SAT Rank	2010 IMP Rate	2008 IMP Rate	2006 IMP Rate
38	67	Freedom of expression is protected on campus	6.07	6.05	0.02	37	5.34	13	6.07	6.02	5.94
39	81	Help desk personnel are knowledgeable and resolve my comp. problems (custom)	6.07	5.91	0.16	38	5.26	19	5.88	5.88	new
40	51	Point Park has a good reputation within the community.	6.07	6.12	-0.06	39	5.37	12	6.14	6.06	6.00
41	53	Fac. consider student differences as they teach a course	6.06	6.06	-0.01	40	4.95	47	6.08	6.07	6.03
42	11	Billing policies are reasonable	6.03	6.02	0.02	41	4.47	72	6.07	6.06	6.00
43	19	My academic advisor helps me set goals	6.03	5.99	0.04	42	4.75	64	5.99	6.04	5.95
44	76	My instructors post grades on Blackboard. (custom)	5.99	new	new	43	4.35	76	new	new	new
45	18	Library resources and services are adequate	5.99	5.92	0.07	44	5.49	7	5.97	5.98	5.89
46	57	I seldom get the 'run-around' when seeking info. on this campus.	5.98	5.99	-0.01	45	4.40	75	6.00	6.04	6.09
47	44	Acad. support services adequately meet the needs of students	5.91	5.86	0.05	46	4.96	46	5.88	5.81	5.77
48	79	Svcs from acad.schools or grad progs help w/ intern and practicum opportunities. (custom)	5.87	new	new	47	4.61	70	new	new	new
49	71	Channels for expressing student complaints are readily available	5.86	5.83	0.03	48	4.47	73	5.79	5.80	5.80
50	10	Administrators are approachable to students	5.86	5.74	0.12	49	4.95	48	5.76	5.67	5.70
51	73	Student activities fees are put to good use	5.86	5.89	-0.03	50	4.29	78	5.85	5.83	5.82
52	62	There is a strong commit. to racial harmony on this campus	5.82	5.79	0.03	51	5.38	11	5.77	5.76	5.75
53	78	Career Development Center helps me with internship opportunities. (custom)	5.81	new	new	52	4.56	71	new	new	new
54	28	Parking lots are well-lighted and secure	5.80	5.81	-0.01	53	3.87	81	5.81	5.94	5.85
55	75	Instructors post course materials & learning opportunities on Blackboard. (custom)	5.80	new	new	54	4.92	51	new	new	new
56	63	Student disciplinary procedures are fair	5.79	5.76	0.03	55	5.03	37	5.74	5.74	5.66
57	82	Ctr for Student Success Coordinators are knowledgeable and helpful. (custom)	5.78	new	new	56	5.01	38	new	new	new
58	48	Adm. counselors accurately portray the campus in their recruiting practices.	5.77	5.80	-0.03	57	4.78	58	5.77	5.82	5.70
59	43	Adm. counselors respond to prospective students' unique needs	5.77	5.82	-0.05	58	4.93	50	5.86	5.81	5.76
60	38	There is an adequate selection of food avail. in the cafeteria	5.76	5.76	0.01	59	3.54	82	5.69	5.73	5.66
61	15	Health services staff are competent	5.76	5.63	0.12	60	4.66	68	5.67	5.62	5.56
62	74	Point Park & nbrhood provide adequate social space for stud.(custom)	5.75	5.82	-0.07	61	5.00	39	5.82	5.80	new
63	21	Amount of student parking space is adequate	5.74	5.86	-0.12	62	2.49	83	5.85	5.98	5.92
64	22	Counseling staff care about students	5.74	5.71	0.03	63	4.63	69	5.75	5.72	5.68
65	64	New student orient. services help students adjust to college	5.72	5.71	0.02	64	4.98	42	5.58	5.53	5.55
66	1	Students feel sense of belonging	5.72	5.59	0.13	65	4.97	45	5.66	5.49	5.34
67	80	I am able to engage in applicable research in several of my courses.(custom)	5.70	new	new	66	5.28	17	new	new	new
68	20	Business office is open during hours convenient for students	5.70	5.66	0.04	67	4.77	59	5.81	5.81	5.82
69	54	Bookstore staff are helpful	5.64	5.73	-0.09	68	5.09	30	5.77	5.76	5.71
70	32	Tutoring services are readily available	5.64	5.65	-0.01	69	4.99	41	5.60	5.63	5.58
71	70	Graduate teaching assist. are competent as instructors	5.64	5.65	-0.01	70	4.75	63	5.63	5.59	5.62
72	13	Library staff are helpful and approachable	5.63	5.58	0.05	71	5.64	1	5.62	5.55	5.49
73	23	Living conditions in residence halls are comfortable	5.61	5.51	0.10	72	4.11	79	5.48	5.42	5.27
74	52	The student ctr is a comfortable place for students to spend their leisure time	5.60	5.65	-0.06	73	5.07	32	5.61	5.57	5.58

Table 3. Importance Ratings Survey

	A	B	C	D	E	F	G	H	I	J	K
1	Q#	Question	2014 IMP Rate	2012 IMP Rate	IMP +/-	2014 IMP Rank	2014 SAT Rate	2014 SAT Rank	2010 IMP Rate	2008 IMP Rate	2006 IMP Rate
75	37	I feel a sense of pride about my campus	5.58	5.58	-0.01	74	4.76	61	5.59	5.51	5.45
76	60	I generally know what's happening on campus	5.58	5.62	-0.05	75	4.76	60	5.56	5.54	5.43
77	46	I can easily get involved in campus organizations	5.51	5.48	0.03	76	5.05	36	5.50	5.43	5.33
78	40	Residence hall regulations are reasonable	5.43	5.39	0.04	77	4.88	57	5.38	5.27	5.23
79	56	Student handbook provides helpful information about campus life	5.32	5.38	-0.06	78	4.91	53	5.49	5.46	5.43
80	30	Residence hall staff are concerned about me	5.24	5.25	-0.01	79	4.68	66	5.22	5.14	5.12
81	31	Males and females have equal opportunities to participate in athletics	5.18	5.00	0.18	80	5.07	31	5.15	4.89	4.97
82	42	There are a sufficient number of weekend activities	5.08	5.09	-0.01	81	4.33	77	5.14	4.92	4.86
83	24	The athletic programs contribute to school spirit	4.53	4.48	0.05	82	4.05	80	4.56	4.35	4.32
84	9	Variety of intramural activities are offered	4.43	4.36	0.07	83	4.66	67	4.52	4.35	4.23
85											
86											
87											
88	<b>Other notes:</b>										
89	<b>Importance ratings increased for 51 out of 76 items (67%) from 2012 to 2014.</b>										
90	<b>Importance ratings decreased for 22 out of 776 items (29%) from 2012 to 2014.</b>										

Table 4. Performance Gap Summary

	A	B	C	D	E	F	G	H	I	J	K	L
1	Q#	Question	2014 PG	2012 PG	PG +/-	2014 IMP Rate	2014 IMP Rank	2014 SAT Rate	2014 SAT Rank	2010 PG	2008 PG	2006 PG
2	21	Amount of student parking space is adequate	3.25	3.40	-0.15	5.74	62	2.49	83	3.22	3.57	3.56
3	38	There is an adequate selection of food avail. in the cafeteria	2.22	1.87	0.35	5.76	59	3.54	82	1.71	1.84	1.81
4	66	Tuition paid is a worthwhile investment	1.95	1.90	0.05	6.37	9	4.42	74	1.66	1.99	1.99
5	28	Parking lots are well-lighted and secure	1.94	2.06	-0.12	5.80	53	3.87	81	1.89	2.23	2.08
6	76	My instructors post grades on Blackboard. (custom)	1.64	new	new	5.99	43	4.35	76	new	new	new
7	17	Adequate fin aid is available for most students	1.60	1.65	-0.06	6.35	10	4.76	62	1.52	1.74	1.76
8	57	I seldom get the 'run-around' when seeking info. on this campus.	1.57	1.56	0.01	5.98	45	4.40	75	1.53	1.83	1.98
9	73	Student activities fees are put to good use	1.57	1.68	-0.11	5.86	50	4.29	78	1.54	1.76	1.95
10	11	Billing policies are reasonable	1.56	1.55	0.01	6.03	41	4.47	72	1.47	1.69	1.74
11	34	I am able to register for classes I need with few conflicts	1.54	1.63	-0.09	6.46	4	4.92	52	1.53	1.80	1.87
12	23	Living conditions in residence halls are comfortable	1.50	1.38	0.12	5.61	72	4.11	79	1.28	1.40	1.35
13	25	Faculty are fair and unbiased in their treatment of students	1.44	1.37	0.07	6.32	12	4.88	55	1.26	1.55	1.60
14	77	Internship/practicum opportunities are readily available.(custom)	1.40	new	new	6.12	31	4.72	65	new	new	new
15	71	Channels for expressing student complaints are readily available	1.39	1.26	0.13	5.86	48	4.47	73	1.23	1.39	1.52
16	47	Fac. provide timely feedback about student progress in a course.	1.34	1.46	-0.12	6.24	19	4.91	54	1.20	1.37	1.30
17	19	My academic advisor helps me set goals	1.28	1.38	-0.10	6.03	42	4.75	64	1.30	1.30	1.37
18	59	Point Park shows concern for students as individuals	1.26	1.28	-0.01	6.19	25	4.93	49	1.10	1.30	1.40
19	79	Svcs from acad.schools or grad progs help w/ intern and practicum opportunities. (custom)	1.26	new	new	5.87	47	4.61	70	new	new	new
20	78	Career Development Center helps me with internship opportunities. (custom)	1.26	new	new	5.81	52	4.56	71	new	new	new
21	49	There are adequate services to help me decide upon a career	1.23	1.22	0.01	6.11	32	4.88	56	1.17	1.38	1.52
22	12	Fin Aid awards are announced in timely fashion	1.22	1.31	-0.09	6.21	23	4.99	40	1.23	1.37	1.47
23	5	Fin Aid counselors are helpful	1.19	1.31	-0.12	6.17	26	4.98	43	1.27	1.45	1.53
24	58	The quality of instruction I receive in most of my classes is excellent	1.18	1.23	-0.05	6.41	7	5.23	21	1.13	1.21	1.33
25	41	There is a commit. to acad. excellence on this campus	1.16	1.23	-0.07	6.14	30	4.98	44	1.10	1.32	1.40
26	29	It is an enjoyable experience to be a Point Park student	1.15	1.14	0.00	6.20	24	5.05	34	1.12	1.38	1.35
27	55	Major requirements are clear and reasonable	1.13	1.11	0.03	6.34	11	5.21	23	0.98	1.15	1.22
28	8	Content of major courses are valuable	1.12	1.13	-0.01	6.61	1	5.49	6	1.07	1.22	1.37
29	22	Counseling staff care about students	1.11	1.13	-0.02	5.74	63	4.63	69	1.12	1.27	1.24
30	53	Fac. consider student differences as they teach a course	1.10	1.16	-0.06	6.06	40	4.95	47	1.09	1.21	1.25
31	14	My academic advisor is concerned about my success	1.10	1.22	-0.12	6.31	13	5.21	24	1.16	1.12	1.14
32	15	Health services staff are competent	1.10	1.18	-0.09	5.76	60	4.66	68	1.36	1.29	0.82
33	69	There is a good variety of courses provided on this campus	1.09	1.17	-0.07	6.29	15	5.20	27	1.12	1.39	1.59
34	39	I am able to experience intellectual growth here	1.09	1.14	-0.04	6.31	14	5.22	22	1.03	1.19	1.26
35	4	Admissions staff are knowledgeable	1.06	1.14	-0.08	6.22	22	5.15	29	1.00	1.31	1.49
36	35	The assessment and course placement procedures are reasonable	1.06	1.13	-0.07	6.11	34	5.05	35	1.03	1.29	1.26
37	36	Security staff respond quickly in emergencies	1.06	1.08	-0.03	6.26	18	5.20	26	1.16	1.15	1.23
38	27	Personnel involved in registration are helpful	1.05	1.03	0.03	6.11	33	5.06	33	1.03	1.39	1.42
39	16	Instruction in my major field is excellent	1.01	1.06	-0.04	6.58	2	5.57	3	1.01	1.11	1.24
40	48	Adm. counselors accurately portray the campus in their recruiting practices.	0.99	0.99	0.00	5.77	57	4.78	58	0.90	1.13	1.15
41	6	My academic advisor is approachable	0.99	1.15	-0.15	6.42	6	5.42	9	1.05	1.01	0.98
42	2	Staff are caring and helpful	0.99	0.95	0.04	6.28	16	5.29	16	0.88	1.04	1.14
43	33	My academic advisor is knowledgeable about my major requirements	0.97	1.16	-0.19	6.47	3	5.50	5	1.05	0.99	1.09
44	26	Computer labs are adequate and accessible	0.96	0.67	0.30	6.26	17	5.30	15	1.04	1.27	1.23
45	44	Acad. support services adequately meet the needs of students	0.95	0.97	-0.02	5.91	46	4.96	46	0.92	1.01	1.02

Table 4. Performance Gap Summary

	A	B	C	D	E	F	G	H	I	J	K	L
1	Q#	Question	2014 PG	2012 PG	PG +/-	2014 IMP Rate	2014 IMP Rank	2014 SAT Rate	2014 SAT Rank	2010 PG	2008 PG	2006 PG
46	20	Business office is open during hours convenient for students	0.93	0.89	0.04	5.70	67	4.77	59	0.98	1.15	1.14
47	3	Faculty care about me as an individual	0.92	0.99	-0.07	6.17	28	5.25	20	0.89	1.05	1.02
48	10	Administrators are approachable to students	0.91	0.77	0.13	5.86	49	4.95	48	0.77	0.90	1.09
49	50	Class change (drop/add) policies are reasonable	0.91	0.88	0.03	6.07	36	5.17	28	0.73	1.02	1.01
50	68	Nearly all of the faculty are knowledgeable in their field	0.90	0.96	-0.06	6.46	5	5.56	4	0.86	0.90	1.08
51	45	Students are made to feel welcome on this campus	0.89	0.91	-0.01	6.10	35	5.21	25	0.92	1.00	1.08
52	70	Graduate teaching assist. are competent as instructors	0.89	0.78	0.10	5.64	70	4.75	63	0.85	0.87	0.96
53	72	On the whole, the campus is well-maintained	0.88	0.74	0.14	6.16	29	5.28	18	0.74	0.88	1.04
54	75	Instructors post course materials & learning opportunities on Blackboard. (custom)	0.87	new	new	5.80	54	4.92	51	new	new	new
55	83	My acad prog is meeting goals outlined in the Mission Stmt (custom)	0.86	0.79	0.08	6.17	27	5.31	14	0.71	0.68	0.90
56	43	Adm. counselors respond to prospective students' unique needs	0.84	0.92	-0.08	5.77	58	4.93	50	0.88	1.05	1.13
57	65	Fac. are usually available after class and during office hours	0.83	0.88	-0.06	6.22	21	5.39	10	0.75	0.90	0.89
58	7	Campus is safe and secure for all students	0.82	0.76	0.05	6.40	8	5.59	2	0.84	1.06	0.81
59	37	I feel a sense of pride about my campus	0.82	0.86	-0.05	5.58	74	4.76	61	0.85	0.97	0.98
60	60	I generally know what's happening on campus	0.81	0.89	-0.08	5.58	75	4.76	60	0.80	0.88	1.06
61	61	Adjunct faculty are competent as classroom instructors	0.81	0.92	-0.11	6.24	20	5.43	8	0.82	0.96	1.09
62	81	Help desk personnel are knowledgeable and resolve my comp. problems (custom)	0.81	0.78	0.02	6.07	38	5.26	19	0.86	0.92	new
63	82	Ctr for Student Success Coordinators are knowledgeable and helpful. (custom)	0.77	new	new	5.78	56	5.01	38	new	new	new
64	63	Student disciplinary procedures are fair	0.77	0.79	-0.03	5.79	55	5.03	37	0.78	0.88	0.95
65	42	There are a sufficient number of weekend activities	0.76	0.69	0.06	5.08	81	4.33	77	0.81	0.84	0.83
66	74	Point Park & nbrhood provide adequate social space for stud.(custom)	0.75	0.86	-0.11	5.75	61	5.00	39	1.15	1.49	new
67	1	Students feel sense of belonging	0.74	0.69	0.06	5.72	65	4.97	45	0.71	0.69	0.60
68	64	New student orient. services help students adjust to college	0.74	0.70	0.04	5.72	64	4.98	42	0.69	0.97	0.96
69	67	Freedom of expression is protected on campus	0.74	0.75	-0.01	6.07	37	5.34	13	0.73	0.71	0.83
70	51	Point Park has a good reputation within the community.	0.69	0.83	-0.14	6.07	39	5.37	12	0.77	0.82	0.94
71	32	Tutoring services are readily available	0.65	0.61	0.04	5.64	69	4.99	41	0.64	0.61	0.70
72	30	Residence hall staff are concerned about me	0.56	0.61	-0.05	5.24	79	4.68	66	0.73	0.87	0.91
73	54	Bookstore staff are helpful	0.55	0.54	0.02	5.64	68	5.09	30	0.48	0.60	0.54
74	40	Residence hall regulations are reasonable	0.55	0.60	-0.05	5.43	77	4.88	57	0.64	0.63	0.93
75	52	The student ctr is a comfortable place for students to spend their leisure time	0.53	0.52	0.01	5.60	73	5.07	32	0.96	1.14	1.00
76	18	Library resources and services are adequate	0.50	0.56	-0.06	5.99	44	5.49	7	0.64	0.71	0.98
77	24	The athletic programs contribute to school spirit	0.48	0.54	-0.06	4.53	82	4.05	80	0.93	0.64	0.67
78	46	I can easily get involved in campus organizations	0.47	0.53	-0.07	5.51	76	5.05	36	0.61	0.66	0.81
79	62	There is a strong commit. to racial harmony on this campus	0.45	0.46	-0.01	5.82	51	5.38	11	0.43	0.59	0.72
80	80	I am able to engage in applicable research in several of my courses.(custom)	0.42	new	new	5.70	66	5.28	17	new	new	new
81	56	Student handbook provides helpful information about campus life	0.41	0.39	0.02	5.32	78	4.91	53	0.48	0.57	0.66
82	31	Males and females have equal opportunities to participate in athletics	0.11	-0.03	0.14	5.18	80	5.07	31	0.16	0.03	0.27
83	13	Library staff are helpful and approachable	-0.01	-0.01	0.00	5.63	71	5.64	1	0.09	-0.06	0.08
84	9	Variety of intramural activities are offered	-0.23	-0.40	0.17	4.43	83	4.66	67	-0.01	-0.09	-0.04
86	<b>Notes:</b>											
87	<b>1. Performance Gaps decreased for 44 out of 76 items (58%) from 2012 to 2014.</b>											
88	<b>2. In 2004, there were 27 items with PG's greater than 1.49, 15 in 2006, 10 in 2008, 8 in 2010, 9 in 2012 and 11 in 2014.</b>											
89	<b>3. Additionally, there were 15 items with PG's less than 1.00 in 2004, 28 in 2006, 32 in 2008, 45 in 2010, 44 in 2012 and 45 in 2014.</b>											



Table 5. Strengths and Challenges by Demographic Variable (2012 and 2014)

#	Question	Day		Eve		Wkend		Trad		Non-Trad		Full-time		Part-time	
		2012	2014	2012	2014	2012	2014	2012	2014	2012	2014	2012	2014	2012	2014
1	Students feel sense of belonging														
2	Staff are caring and helpful	S	S	S	S		S		S	S	S	S	S	S	S
3	Faculty care about me as an individual		S		S				S				S		
4	Admissions staff are knowledgeable														
5	Fin Aid counselors are helpful														
6	My academic advisor is approachable	S	S		S	C	S	S	S		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	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			C			S	C			S		
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	S	S
17	Adequate fin aid is available for most students	C	C					C	C			C	C		
18	Library resources and services are adequate				S					S					
19	My academic advisor helps me set goals	C			C	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
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	C		S			C				C		S	S
26	Computer labs are adequate and accessible	S	S	S		S	S	S	S	S		S	S	S	
27	Personnel involved in registration are helpful														
28	Parking lots are well-lighted and secure				C		C								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	S	S	S	S



Table 5. Strengths and Challenges by Demographic Variable (2012 and 2014)

#	Question	Day		Eve		Wkend		Trad		Non-Trad		Full-time		Part-time	
		2012	2014	2012	2014	2012	2014	2012	2014	2012	2014	2012	2014	2012	2014
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		S				S		S				S	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			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										
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										
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	
56	Student handbook provides helpful information about campus life														

Table 5. Strengths and Challenges by Demographic Variable (2012 and 2014)

#	Question	Day		Eve		Wkend		Trad		Non-Trad		Full-time		Part-time	
		2012	2014	2012	2014	2012	2014	2012	2014	2012	2014	2012	2014	2012	2014
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
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	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	S
66	Tuition paid is a worthwhile investment	C	C	C	C	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									
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
73	Student activities fees are put to good use														
74	Point Park & nbrhood provide adequate social space for stud.(custom)														
75	Instructors post course materials & learning						S								
76	My instructors post grades on Blackboard. (custom)														
77	Internship/practicum opportunities are readily available.(custom)												C		
78	Career Development Center helps me with internship opportunities. (custom)														
79	Svcs from acad.schools or grad progs help w/ intern and practicum opportunities. (custom)														

Table 5. Strengths and Challenges by Demographic Variable (2012 and 2014)

#	Question	Day		Eve		Wkend		Trad		Non-Trad		Full-time		Part-time	
		2012	2014	2012	2014	2012	2014	2012	2014	2012	2014	2012	2014	2012	2014
80	I am able to engage in applicable research in several of my courses.(custom)														
81	Help desk personnel are knowledgeable and resolve my comp. problems (custom)			S	S		S			S	S			S	S
82	Ctr for Student Success Coordinators are knowledgeable and helpful. (custom)														
83	My acad prog is meeting goals outlined in the Mission Stmt .(custom)	S	S	S	S	S		S	S	S	S	S	S	S	S
*Custom questions 75,76,77,78,79,80,82 are new questions for 2014															

Table 5. Strengths and Challenges by Demographic Variable (2012 and 2014)

#	Question	Copa		Non-Copa		Res		Commuter		UG		Grad	
		2012	2014	2012	2014	2012	2014	2012	2014	2012	2014	2012	2014
1	Students feel sense of belonging		S										
2	Staff are caring and helpful			S	S			S	S	S	S		S
3	Faculty care about me as an individual	S	S				S				S		S
4	Admissions staff are knowledgeable												S
5	Fin Aid counselors are helpful	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	S	S	S	S
8	Content of major courses are valuable	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
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				C						
16	Instruction in my major field is excellent	S	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	C		
18	Library resources and services are adequate												
19	My academic advisor helps me set goals				C			C			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	C					S	
26	Computer labs are adequate and accessible	S	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												
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	S	S

Table 5. Strengths and Challenges by Demographic Variable (2012 and 2014)

#	Question	Copa		Non-Copa		Res		Commuter		UG		Grad	
		2012	2014	2012	2014	2012	2014	2012	2014	2012	2014	2012	2014
34	I am able to register for classes I need with few conflicts							C				S	S
35	The assessment and course placement procedures are reasonable												
36	Security staff respond quickly in emergencies				S	S	S				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				S				S
40	Residence hall regulations are reasonable												
41	There is a commit. to acad. excellence on this campus		C										
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				C			
48	Adm. counselors accurately portray the campus in recruiting practices.												
49	There are adequate services to help me decide upon a career												C
50	Class change (drop/add) policies are reasonable			S			S						
51	Point Park has a good reputation within the community.	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											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 (2012 and 2014)

#	Question	Copa		Non-Copa		Res		Commuter		UG		Grad	
		2012	2014	2012	2014	2012	2014	2012	2014	2012	2014	2012	2014
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	
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		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
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	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
69	There is a good variety of courses provided on this campus		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
73	Student activities fees are put to good use	C				C							
74	Point Park & nbrhood provide adequate social space for stud.(custom)												
75	Instructors post course materials & learning												
76	My instructors post grades on Blackboard. (custom)				C								
77	Internship/practicum opportunities are readily available.(custom)		C						C		C		
78	Career Development Center helps me with internship opportunities. (custom)												
79	Svcs from acad.schools or grad progs help w/ intern and practicum opportunities. (custom)												

Table 5. Strengths and Challenges by Demographic Variable (2012 and 2014)

#	Question	Copa		Non-Copa		Res		Commuter		UG		Grad	
		2012	2014	2012	2014	2012	2014	2012	2014	2012	2014	2012	2014
80	I am able to engage in applicable research in several of my courses.(custom)												
81	Help desk personnel are knowledgeable and resolve my comp. problems (custom)				S				S		S		S
82	Ctr for Student Success Coordinators are knowledgeable and helpful. (custom)												
83	My acad prog is meeting goals outlined in the Mission Stmt .(custom)			S	S	S	S	S	S	S	S	S	S
*Custom questions 75,76,77,78,79,80,82 are new questions fo													

Table 6. Respondents by School, Academic Department and Major 2014

**School of Business (n=326)**

<i>Acct, Econ-Finance, InfoTech</i>	<b># of resp</b>
Accounting	37
Economics and Finance	8
Information Technology	9
Info Tech and Mgmt	1
<b>Total</b>	<b>55</b>

<i>Management</i>	<b># of resp</b>
Business Management	49
Management Services	1
Emergency Medical Services	1
Organization Leadership (BA)	8
Human Resources Mgmt	8
Public Administration	5
Business (Saturday Fast)	7
<b>Total</b>	<b>79</b>

	<b># of resp</b>
<i>Sport, Arts &amp; Entertainment Mgmt</i>	
Sport, Arts & Entertainment Mgmt	112
<b>Total</b>	<b>112</b>

<i>Global Mgt &amp; Organization</i>	<b># of resp</b>
MBA	44
MBA Global Mgmt & Admin	12
MA Organizational Leadership	24
<b>Total</b>	<b>80</b>

**School of Communication (n=236)**

	<b># of resp</b>
Photojournalism	19
Photography	35
Journalism	17
Broadcasting	11
Broadcasting Production & Prog.	10
Broadcast Reporting	20
Broadcasting - On Camera	12
PR and Advertising	41

**School of Arts & Sciences (n=515)**

<i>Crim Justice and Intell Studies</i>	<b># of resp</b>
Criminal Justice (non-accel)	45
Accel Criminal Justice	55
Intelligence and Nat'l Security	38
Forensic Science	13
MA Intelligence & Nat'l Security	1
MS Crim Justice Administration	12
<b>Total</b>	<b>164</b>

<i>Education</i>	<b># of resp</b>
Adult Educ & Administration	2
Secondary Ed (Citiz/English)	3
Education-PreK-4th Grade	32
Educ-7-12 (Eng/Math/Citiz)	10
Instructional Studies	7
School Principal K-12	2
MA Educational Admin.	5
MED Secondary Educ 7-12	3
MA Curriculum and Instruction	7
MED Teaching and Leadership	6
<b>Total</b>	<b>77</b>

<i>Humanities and Human Sciences</i>	<b># of resp</b>
History	5
Political Science	6
Psychology	42
Behavioral Sciences	15
English	6
Legal Studies	6
Liberal Studies	3
Global Cultural Studies	1
Interdisciplinary Design	2
English/Creative Writing	14
MA Clinical Community Psych	18
<b>Total</b>	<b>118</b>

<i>Natural Sciences and Eng Tech</i>	<b># of resp</b>
Biological Sciences	17
Biotechnology	3
Health Services	7
Civil Eng Technology	25
Mechanical Eng Tech	18
Electrical Eng Tech	42
Funeral Service	8
Premed & Preprof. Studies	11
MS Environmenatl Studies	12
MS Engineering Mgmt	13
<b>Total</b>	<b>156</b>

**Conservatory of Performing Arts (n=388)**

<i>Dance</i>	<b># of resp</b>
Dance	150
Dance Pedagogy	5
<b>Total</b>	<b>155</b>

<i>Theatre</i>	<b># of resp</b>
Theatre Arts	139
<b>Total</b>	<b>139</b>

<i>Cinema and Digital Arts</i>	<b># of resp</b>
Cinema Production	41
Animation & Visual Effects	6
Cinema and Digital Arts	35
Screenwriting	12
<b>Total</b>	<b>94</b>

<i>Miscellaneous</i>	<b># of resp</b>
High School	1
Major not specified	147
Cross Registration	1
Other	1
Undecided	10
<b>Total</b>	<b>160</b>

**All Respondents (n= 1,732)**



Table 7. Strengths and Challenges by School (2012 and 2014)

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=515)		Business (n=326)		Conserv. (n=388)		Comm. (n=236)	
		2012	2014	2012	2014	2012	2014	2012	2014
1	Most students feel a sense of belonging here.						S		
2	The campus staff are caring and helpful.	S	S	S	S			S	
3	Faculty care about me as an individual.					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	
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
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	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		C
18	Library resources and services are adequate.								
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					
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.					C	C		
26	Computer labs are adequate and accessible.	S	S	S	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.		S						S

Table 7. Strengths and Challenges by School (2012 and 2014)

#	Question	A&S (n=515)		Business (n=326)		Conserv. (n=388)		Comm. (n=236)	
		2012	2014	2012	2014	2012	2014	2012	2014
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
40	Residence hall regulations are reasonable.								
41	There is a commitment to academic excellence on this campus.						C		
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				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
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.								
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	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
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	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		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	
73	Student activities fees are put to good use.					C		C	
74	Point Park & nbrhood provide adequate social space for stud.(custom)								
75	Instructors post course materials & learning opportunities on Blackboard. (custom)								

Table 7. Strengths and Challenges by School (2012 and 2014)

#	Question	A&S (n=515)		Business (n=326)		Conserv. (n=388)		Comm. (n=236)	
		2012	2014	2012	2014	2012	2014	2012	2014
76	My instructors post grades on Blackboard. (custom)		C		C				C
77	Internship/practicum opportunities are readily available.(custom)		C				C		S
78	Career Development Center helps me with internship opportunities. (custom)								
79	Svcs from acad.schools or grad progs help w/ intern and practicum opportunities. (custom)								
80	I am able to engage in applicable research in several of my courses.(custom)								
81	Help desk personnel are knowledgeable and resolve my comp. problems (custom)		S		S				
82	Ctr for Student Success Coordinators are knowledgeable and helpful. (custom)								
83	My acad prog is meeting goals outlined in the Mission Stmt .(custom)	S	S	S	S				S

\*Custom questions 75,76,77,78,79,80,82 are new questions for 2014

Table 8. Strengths and Challenges for Arts and Sciences by Department (2012 and 2014)

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=515)		Education (n=77)		Humanities & Human Sciences (n=118)		Natural Sciences & Eng Tech (n=156)		Criminal Just & Intel (n=164)	
		2012	2014	2012	2014	2012	2014	2012	2014	2012	2014
1	Most students feel a sense of belonging here.										
2	The campus staff are caring and helpful.	S	S	S	S		S	S	S		S
3	Faculty care about me as an individual.			S	S			S			
4	Admissions staff are knowledgeable.			S	S						
5	Financial aid counselors are helpful.				S	C					
6	My academic advisor is approachable.		S		S		S	S	S	C	S
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		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	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					C	S
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			C
18	Library resources and services are adequate.						S				S
19	My academic advisor helps me set goals to work toward.				S					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.										
26	Computer labs are adequate and accessible.	S	S	S	S	S		S	S	S	S
27	The personnel involved in registration are helpful.				S				S		
28	Parking lots are well-lighted and secure.			C	C			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	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.				S						
36	Security staff respond quickly in emergencies.		S						S		S

Table 8. Strengths and Challenges for Arts and Sciences by Department (2012 and 2014)

#	Question	A&S (n=515)		Education (n=77)		Humanities & Human Sciences (n=118)		Natural Sciences & Eng Tech (n=156)		Criminal Just & Intel (n=164)	
		2012	2014	2012	2014	2012	2014	2012	2014	2012	2014
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	
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.										
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	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
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	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	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
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				
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	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	Point Park & nrhood provide adequate social space for stud.(custom)										

Table 8. Strengths and Challenges for Arts and Sciences by Department (2012 and 2014)

#	Question	A&S (n=515)		Education (n=77)		Humanities & Human Sciences (n=118)		Natural Sciences & Eng Tech (n=156)		Criminal Just & Intel (n=164)	
		2012	2014	2012	2014	2012	2014	2012	2014	2012	2014
75	Instructors post course materials & learning opportunities on Blackboard. (custom)				S						
76	My instructors post grades on Blackboard. (custom)		C								
77	Internship/practicum opportunities are readily available.(custom)		C				C				C
78	Career Development Center helps me with internship opportunities. (custom)										
79	Svcs from acad.schools or grad progs help w/ intern and practicum opportunities. (custom)										
80	I am able to engage in applicable research in several of my courses.(custom)										
81	Help desk personnel are knowledgeable and resolve my comp. problems (custom)		S		S		S	S	S		S
82	Ctr for Student Success Coordinators are knowledgeable and helpful. (custom)				S						
83	My acad prog is meeting goals outlined in the Mission Stmt .(custom)	S	S	S	S	S	S	S	S	S	

\*Custom questions 75,76,77,78,79,80,82 are new questions for 2014

Table 9. Strengths and Challenges for the Conservatory by Department (2012 and 2014)

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=388)		Cinema and Digital Arts (n=94)		Dance (n=155)		Theatre (n=139)	
		2012	2014	2012	2014	2012	2014	2012	2014
1	Most students feel a sense of belonging here.		S				S		S
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	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	C
18	Library resources and services are adequate.			S	S				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
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	S			S	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	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 (2012 and 2014)

#	Question	Conservatory (n=388)		Cinema and Digital Arts (n=94)		Dance (n=155)		Theatre (n=139)	
		2012	2014	2012	2014	2012	2014	2012	2014
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
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.		C						C
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	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			
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.			C					
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	
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	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
66	Tuition paid is a worthwhile investment.	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
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.							C	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
74	Point Park & nrbhood provide adequate social space for stud.(custom)								
75	Instructors post course materials & learning opportunities on Blackboard. (custom)								



Table 9. Strengths and Challenges for the Conservatory by Department (2012 and 2014)

#	Question	Conservatory (n=388)		Cinema and Digital Arts (n=94)		Dance (n=155)		Theatre (n=139)	
		2012	2014	2012	2014	2012	2014	2012	2014
76	My instructors post grades on Blackboard. (custom)								
77	Internship/practicum opportunities are readily available.(custom)		C						
78	Career Development Center helps me with internship opportunities. (custom)								
79	Svcs from acad.schools or grad progs help w/ intern and practicum opportunities. (custom)								
80	I am able to engage in applicable research in several of my courses.(custom)								
81	Help desk personnel are knowledgeable and resolve my comp. problems (custom)								
82	Ctr for Student Success Coordinators are knowledgeable and helpful. (custom)								
83	My acad prog is meeting goals outlined in the Mission Stmt .(custom)			S					

\*Custom questions 75,76,77,78,79,80,82 are new questions for 2014

Table 10. Strengths and Challenges for Business by Department (2012 and 2014)

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=326)		Acct, Econ-Fin, InTech (n=55)		Management (n=79)		Global Mgmt and Org (n=80)		Sport, Arts and Ent Mgmt(n=112)
		2012	2014	2012	2014	2012	2014	2012	2014	2014
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		S	
5	Financial aid counselors are helpful.				S					
6	My academic advisor is approachable.			C						S
7	The campus is safe and secure for all students.	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	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.			S						
13	Library staff are helpful and approachable.									
14	My academic advisor is concerned about my success as an individual.	C				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		S	S	S
17	Adequate financial aid is available for most students.					C				
18	Library resources and services are adequate.				S	S			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	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		
26	Computer labs are adequate and accessible.	S	S	S		S	S	S		S
27	The personnel involved in registration are helpful.			C					S	
28	Parking lots are well-lighted and secure.				C					
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	S	S
34	I am able to register for classes I need with few conflicts.				S			S	S	
35	The assessment and course placement procedures are reasonable.									
36	Security staff respond quickly in emergencies.					S				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					S	S

Table 10. Strengths and Challenges for Business by Department (2012 and 2014)

#	Question	Business (n=326)		Acct, Econ-Fin, InTech (n=55)		Management (n=79)		Global Mgmt and Org (n=80)		Sport, Arts and Ent Mgmt(n=112)
		2012	2014	2012	2014	2012	2014	2012	2014	2014
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	C		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.				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		C		S		
54	Bookstore staff are helpful.									
55	Major requirements are clear and reasonable.	S	S	S	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.				C		C		S	
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 commitment to racial harmony on this campus.									
63	Student disciplinary procedures are fair.						S			
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	S	
66	Tuition paid is a worthwhile investment.	C	C	C	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	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	S	S	S
73	Student activities fees are put to good use.									C
74	Point Park & nbrhood provide adequate social space for stud.(custom)									
75	Instructors post course materials & learning opportunities on Blackboard. (custom)									
76	My instructors post grades on Blackboard. (custom)		C				C			C
77	Internship/practicum opportunities are readily available.(custom)				C					S
78	Career Development Center helps me with internship opportunities. (custom)									
79	Svcs from acad.schools or grad progs help w/ intern and practicum opportunities. (custom)									
80	I am able to engage in applicable research in several of my courses.(custom)								S	

Table 10. Strengths and Challenges for Business by Department (2012 and 2014)

#	Question	Business (n=326)		Acct, Econ-Fin, InTech (n=55)		Management (n=79)		Global Mgmt and Org (n=80)		Sport, Arts and Ent Mgmt(n=112)
		2012	2014	2012	2014	2012	2014	2012	2014	2014
81	Help desk personnel are knowledgeable and resolve my comp. problems (custom)		S	S	S		S	S		
82	Ctr for Student Success Coordinators are knowledgeable and helpful. (custom)				S					
83	My acad prog is meeting goals outlined in the Mission Stmt .(custom)	S	S		S	S	S	S	S	S

\*Custom questions 75,76,77,78,79,80,82 are new questions for 2014

Table 11. Strengths and Challenges for Communication (2012 and 2014)

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=236)	
		2012	2014
1	Most students feel a sense of belonging here.		
2	The campus staff are caring and helpful.	S	
3	Faculty care about me as an individual.		
4	Admissions staff are knowledgeable.		
5	Financial aid counselors are helpful.		
6	My academic advisor is approachable.	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	
9	A variety of intramural activities are offered.		
10	Administrators are approachable to students.		
11	Billing policies are reasonable.		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.		
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.		C
18	Library resources and services are adequate.		
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	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.		S

Table 11. Strengths and Challenges for Communication (2012 and 2014)

#	Question	Communication (n=236)	
		2012	2014
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	
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	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.		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	
73	Student activities fees are put to good use.	C	
74	Point Park & nbrhood provide adequate social space for stud.(custom)		
75	Instructors post course materials & learning opportunities on Blackboard. (custom)		

Table 11. Strengths and Challenges for Communication (2012 and 2014)

#	Question	Communication (n=236)	
		2012	2014
76	My instructors post grades on Blackboard. (custom)		C
77	Internship/practicum opportunities are readily available.(custom)		S
78	Career Development Center helps me with internship opportunities. (custom)		
79	Svcs from acad.schools or grad progs help w/ intern and practicum opportunities. (custom)		
80	I am able to engage in applicable research in several of my courses.(custom)		
81	Help desk personnel are knowledgeable and resolve my comp. problems (custom)		
82	Ctr for Student Success Coordinators are knowledgeable and helpful. (custom)		
83	My acad prog is meeting goals outlined in the Mission Stmt .(custom)		S

\*Custom questions 75,76,77,78,79,80,82 are new questions for 2014

Appendix A. Overall Strengths and Challenges (2014)

	A	B	C	D	E	F	G	H	I
1	<b>Overall Institution</b>								
2									
3	<b>Strengths</b>								
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	2	Staff are caring and helpful	6.28	16	5.29	16	0.99		S
8	3	Faculty care about me as an individual	6.17	28	5.25	20	0.92		
9	6	My academic advisor is approachable	6.42	6	5.42	9	0.99		S
10	7	Campus is safe and secure for all students	6.40	8	5.59	2	0.82		S
11	8	Content of major courses are valuable	6.61	1	5.49	6	1.12		S
12	16	Instruction in my major field is excellent	6.58	2	5.57	3	1.01		S
13	26	Computer labs are adequate and accessible	6.26	17	5.30	15	0.96		
14	33	My academic advisor is knowledgeable about my major requirements	6.47	3	5.50	5	0.97		S
15	51	Point Park has a good reputation within the community.	6.07	39	5.37	12	0.69	X	S
16	58	The quality of instruction I receive in most of my classes is excellent	6.41	7	5.23	21	1.18		S
17	61	Adjunct faculty are competent as classroom instructors	6.24	20	5.43	8	0.81		
18	65	Fac. are usually available after class and during office hours	6.22	21	5.39	10	0.83		S
19	67	Freedom of expression is protected on campus	6.07	37	5.34	13	0.74	X	
20	68	Nearly all of the faculty are knowledgeable in their field	6.46	5	5.56	4	0.90		S
21	72	On the whole, the campus is well-maintained	6.16	29	5.28	18	0.88		S
22	81	Help desk personnel are knowledgeable and resolve my comp. problems (custom)	6.07	38	5.26	19	0.81		
23	83	My acad prog is meeting goals outlined in the Mission Stmt .(custom)	6.17	27	5.31	14	0.86		
24									
25									
26	<b>Challenges</b>								
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	11	Billing policies are reasonable	6.03	41	4.47	72	1.56	X	C
31	19	My academic advisor helps me set goals	6.03	42	4.75	64	1.28	X	
32	66	Tuition paid is a worthwhile investment	6.37	9	4.42	74	1.95	X	C
33	77	Internship/practicum opportunities are readily available.(custom)	6.12	31	4.72	65	1.40	X	
34									
35									



Appendix B. Strengths and Challenges - Other Four-Year Private Institutions (2014)

	A	B	C	D	E	F	G	H
1	<b>Other Four-year Private Institutions</b>							
2								
3	<b>Strengths</b>							
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	2	Staff are caring and helpful	6.37	17	5.56	17	0.81	
8	6	My academic advisor is approachable	6.43	12	5.72	4	0.71	X
9	7	Campus is safe and secure for all students	6.45	9	5.73	3	0.72	X
10	8	Content of major courses are valuable	6.61	1	5.67	9	0.94	
11	16	Instruction in my major field is excellent	6.59	2	5.65	10	0.94	
12	33	My academic advisor is knowledgeable about my major requirements	6.51	6	5.71	5	0.8	
13	39	I am able to experience intellectual growth here	6.48	8	5.68	8	0.8	
14	41	There is a commit. to acad. excellence on this campus	6.38	16	5.54	19	0.84	
15	45	Students are made to feel welcome on this campus	6.34	21	5.6	12	0.74	
16	51	Point Park has a good reputation within the community.	6.26	29	5.6	13	0.66	X
17	55	Major requirements are clear and reasonable	6.44	11	5.6	11	0.84	
18	58	The quality of instruction I receive in most of my classes is excellent	6.52	5	5.55	18	0.97	
19	65	Fac. are usually available after class and during office hours	6.34	22	5.7	6	0.64	X
20	68	Nearly all of the faculty are knowledgeable in their field	6.56	3	5.86	1	0.7	X
21	72	On the whole, the campus is well-maintained	6.32	24	5.75	2	0.57	X
22								
23								
24	<b>Challenges</b>							
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	5	Fin Aid counselors are helpful	6.29	25	5.12	55	1.17	X
29	11	Billing policies are reasonable	6.16	37	4.71	69	1.45	X
30	12	Fin Aid awards are announced in timely fashion	6.27	28	5.01	60	1.26	X
31	17	Adequate fin aid is available for most students	6.41	14	4.93	62	1.48	X
32	57	I seldom get the 'run-around' when seeking info. on this campus.	6.16	38	4.85	66	1.31	X
33	66	Tuition paid is a worthwhile investment	6.49	7	4.9	64	1.59	X

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

	A	B	C	D	E	F	G	H
1		<b>Selected Peer Insitutions</b>						
2								
3		<b>Strengths</b>						
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	2	Staff are caring and helpful	6.50	19	5.79	19	0.71	
8	3	Faculty care about me as an individual	6.43	26	5.83	15	0.6	
9	6	My academic advisor is approachable	6.56	12	5.92	7	0.64	
10	7	Campus is safe and secure for all students	6.56	11	5.9	8	0.66	
11	8	Content of major courses are valuable	6.69	1	5.86	10	0.83	
12	14	My academic advisor is concerned about my success	6.47	23	5.81	18	0.66	
13	16	Instruction in my major field is excellent	6.68	2	5.84	12	0.84	
14	33	My academic advisor is knowledgeable about my major requirements	6.63	6	5.97	4	0.66	
15	39	I am able to experience intellectual growth here	6.60	8	5.96	6	0.64	
16	41	There is a commit. to acad. excellence on this campus	6.53	15	5.82	17	0.71	
17	45	Students are made to feel welcome on this campus	6.49	21	5.89	9	0.6	
18	51	Point Park has a good reputation within the community.	6.42	28	6.14	1	0.28	X
19	55	Major requirements are clear and reasonable	6.56	10	5.83	14	0.73	X
20	65	Fac. are usually available after class and during office hours	6.48	22	5.97	5	0.51	X
21	68	Nearly all of the faculty are knowledgeable in their field	6.66	3	6.09	2	0.57	X
22	72	On the whole, the campus is well-maintained	6.42	27	6.07	3	0.35	X
23								
24								
25		<b>Challenges</b>						
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	5	Fin Aid counselors are helpful	6.38	29	5.15	62	1.23	X
30	12	Fin Aid awards are announced in timely fashion	6.45	24	5.31	60	1.14	X
31	17	Adequate fin aid is available for most students	6.51	17	5.11	64	1.40	X
32	23	Living conditions in residence halls are comfortable	6.43	25	4.95	69	1.48	X
33	34	I am able to register for classes I need with few conflicts	6.63	5	5.32	57	1.31	X
34	36	Security staff respond quickly in emergencies	6.54	13	5.32	58	1.22	X
35	53	Fac. consider student differences as they teach a course	6.30	36	5.36	56	0.94	X
36	57	I seldom get the 'run-around' when seeking info. on this campus.	6.30	35	4.98	68	1.32	X
37	66	Tuition paid is a worthwhile investment	6.62	7	5.15	61	1.47	X
38	25	Faculty are fair and unbiased in their treatment of students	6.5	18	5.52	42	0.98	X

Appendix D. Strengths and Challenges - Day Students

	A	B	C	D	E	F	G	H
1	<b>Day Students</b>							
2	<i>n=1101</i>							
3	<b>Strengths</b>							
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	2	Staff are caring and helpful	6.32	16	5.24	18	1.08	
8	3	Faculty care about me as an individual	6.21	27	5.24	19	0.97	
9	6	My academic advisor is approachable	6.43	7	5.45	9	0.99	
10	7	Campus is safe and secure for all students	6.45	6	5.59	3	0.87	
11	8	Content of major courses are valuable	6.66	1	5.50	7	1.15	
12	14	My academic advisor is concerned about my success	6.34	14	5.22	21	1.12	
13	16	Instruction in my major field is excellent	6.61	2	5.62	2	1.00	
14	26	Computer labs are adequate and accessible	6.28	19	5.30	14	0.98	
15	33	My academic advisor is knowledgeable about my major requirements	6.51	4	5.55	5	0.96	
16	36	Security staff respond quickly in emergencies	6.32	17	5.24	17	1.07	
17	51	Point Park has a good reputation within the community.	6.08	39	5.39	12	0.69	X
18	61	Adjunct faculty are competent as classroom instructors	6.27	20	5.48	8	0.80	X
19	65	Fac. are usually available after class and during office hours	6.22	26	5.35	13	0.88	
20	67	Freedom of expression is protected on campus	6.20	28	5.41	11	0.79	X
21	68	Nearly all of the faculty are knowledgeable in their field	6.47	5	5.55	4	0.92	
22	69	There is a good variety of courses provided on this campus	6.33	15	5.23	20	1.10	
23	72	On the whole, the campus is well-maintained	6.23	24	5.25	16	0.98	
24	83	My acad prog is meeting goals outlined in the Mission Stmt .(custom)	6.15	33	5.26	15	0.89	
25								
26								
27	<b>Challenges</b>							
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	11	Billing policies are reasonable	6.02	41	4.43	73	1.59	X
32	17	Adequate fin aid is available for most students	6.40	9	4.71	64	1.69	X
33	25	Faculty are fair and unbiased in their treatment of students	6.35	13	4.71	65	1.64	X
34	66	Tuition paid is a worthwhile investment	6.40	11	4.34	74	2.05	X
35								
36								

Appendix E. Strengths and Challenges - Evening Students

	A	B	C	D	E	F	G	H
1	Evening Students							
2	<i>n=325</i>							
3	<b>Strengths</b>							
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	2	Staff are caring and helpful	6.20	21	5.57	7	0.63	
8	3	Faculty care about me as an individual	6.05	35	5.42	20	0.64	
9	6	My academic advisor is approachable	6.39	6	5.43	18	0.96	
10	7	Campus is safe and secure for all students	6.35	8	5.69	2	0.66	
11	8	Content of major courses are valuable	6.55	1	5.50	11	1.05	
12	16	Instruction in my major field is excellent	6.53	2	5.55	10	0.98	
13	18	Library resources and services are adequate	5.99	40	5.55	9	0.44	
14	25	Faculty are fair and unbiased in their treatment of students	6.25	12	5.42	19	0.83	
15	33	My academic advisor is knowledgeable about my major requirements	6.42	4	5.48	12	0.93	
16	39	I am able to experience intellectual growth here	6.26	11	5.44	16	0.81	
17	45	Students are made to feel welcome on this campus	6.00	39	5.44	17	0.56	
18	50	Class change (drop/add) policies are reasonable	6.00	38	5.42	21	0.59	
19	51	Point Park has a good reputation within the community.	6.07	31	5.45	14	0.62	
20	65	Fac. are usually available after class and during office hours	6.24	14	5.66	4	0.58	
21	68	Nearly all of the faculty are knowledgeable in their field	6.50	3	5.66	3	0.84	
22	72	On the whole, the campus is well-maintained	6.06	33	5.47	13	0.60	
23	81	Help desk personnel are knowledgeable and resolve my comp. problems (custom)	6.08	28	5.72	1	0.36	X
24	83	My acad prog is meeting goals outlined in the Mission Stmt .(custom)	6.21	19	5.56	8	0.65	
25								
26								
27	<b>Challenges</b>							
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	11	Billing policies are reasonable	6.02	37	4.73	67	1.29	X
32	19	My academic advisor helps me set goals	6.07	30	4.82	63	1.25	X
33	21	Amount of student parking space is adequate	6.14	23	3.03	83	3.10	X
34	28	Parking lots are well-lighted and secure	6.03	36	4.49	77	1.54	X
35	66	Tuition paid is a worthwhile investment	6.33	9	4.68	71	1.64	X

Appendix E. Strengths and Challenges - Evening Students

	A	B	C	D	E	F	G	H
36								
37								
38								

Appendix F. Strengths and Challenges - Weekend Students

	A	B	C	D	E	F	G	H
1	<b>Weekend Students</b>							
2	<i>n=121</i>							
3	<b>Strengths</b>							
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	2	Staff are caring and helpful	6.19	24	5.21	16	0.98	
8	6	My academic advisor is approachable	6.35	8	5.21	17	1.14	
9	7	Campus is safe and secure for all students	6.23	23	5.62	2	0.60	X
10	8	Content of major courses are valuable	6.49	2	5.42	6	1.07	
11	16	Instruction in my major field is excellent	6.62	1	5.39	7	1.23	
12	26	Computer labs are adequate and accessible	6.28	15	5.21	18	1.07	
13	33	My academic advisor is knowledgeable about my major requirements	6.42	4	5.36	10	1.06	
14	36	Security staff respond quickly in emergencies	6.26	18	5.15	19	1.10	
15	39	I am able to experience intellectual growth here	6.23	22	5.15	20	1.08	
16	58	The quality of instruction I receive in most of my classes is excellent	6.47	3	5.37	9	1.10	
17	61	Adjunct faculty are competent as classroom instructors	6.31	11	5.26	13	1.05	
18	65	Fac. are usually available after class and during office hours	6.17	26	5.22	15	0.95	
19	68	Nearly all of the faculty are knowledgeable in their field	6.37	7	5.57	3	0.80	
20	75	Instructors post course materials & learning opportunities on Blackboard. (custo	6.07	33	5.34	11	0.73	
21	81	Help desk personnel are knowledgeable and resolve my comp. problems (custo	6.28	14	5.65	1	0.63	X
22								
23								
24	<b>Challenges</b>							
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	11	Billing policies are reasonable	6.33	9	4.41	70	1.92	X
29	19	My academic advisor helps me set goals	6.10	31	4.35	75	1.75	X
30	20	Business office is open during hours convenient for students	6.06	38	4.07	82	1.99	X
31	28	Parking lots are well-lighted and secure	6.02	42	4.52	63	1.50	X
32								
33								
34								

Appendix G. Strengths and Challenges - Traditional Aged Students

	A	B	C	D	E	F	G	H
1	Traditional Students							
2	<i>n=1165</i>							
3	<b>Strengths</b>							
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	2	Staff are caring and helpful	6.34	15	5.25	16	1.09	
8	3	Faculty care about me as an individual	6.22	27	5.26	15	0.97	
9	6	My academic advisor is approachable	6.46	7	5.42	9	1.04	
10	7	Campus is safe and secure for all students	6.48	6	5.58	3	0.91	
11	8	Content of major courses are valuable	6.65	1	5.49	6	1.16	
12	14	My academic advisor is concerned about my success	6.36	13	5.21	21	1.15	
13	16	Instruction in my major field is excellent	6.61	2	5.59	2	1.02	
14	26	Computer labs are adequate and accessible	6.31	18	5.30	14	1.00	
15	33	My academic advisor is knowledgeable about my major requirements	6.51	3	5.52	5	0.99	
16	36	Security staff respond quickly in emergencies	6.33	16	5.24	18	1.10	
17	51	Point Park has a good reputation within the community.	6.09	39	5.38	11	0.72	X
18	61	Adjunct faculty are competent as classroom instructors	6.27	20	5.47	8	0.81	X
19	65	Fac. are usually available after class and during office hours	6.24	24	5.36	13	0.88	X
20	67	Freedom of expression is protected on campus	6.15	34	5.38	12	0.78	X
21	68	Nearly all of the faculty are knowledgeable in their field	6.49	5	5.53	4	0.96	
22	72	On the whole, the campus is well-maintained	6.23	25	5.24	17	0.99	
23	83	My acad prog is meeting goals outlined in the Mission Stmt .(custom)	6.16	31	5.24	19	0.92	
24								
25								
26	<b>Challenges</b>							
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	11	Billing policies are reasonable	6.04	42	4.43	73	1.61	X
31	17	Adequate fin aid is available for most students	6.40	9	4.72	64	1.68	X
32	66	Tuition paid is a worthwhile investment	6.40	10	4.30	74	2.10	X
33								
34								

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

	A	B	C	D	E	F	G	H
1	<b>Non-Traditional Students</b>							
2	<i>n=413</i>							
3	<b>Strengths</b>							
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	2	Staff are caring and helpful	6.16	22	5.48	12	0.68	
8	6	My academic advisor is approachable	6.33	7	5.45	13	0.88	
9	7	Campus is safe and secure for all students	6.21	16	5.64	3	0.57	
10	8	Content of major courses are valuable	6.50	2	5.49	11	1.01	
11	16	Instruction in my major field is excellent	6.54	1	5.53	8	1.00	
12	18	Library resources and services are adequate	5.99	37	5.54	7	0.45	X
13	33	My academic advisor is knowledgeable about my major requirements	6.40	5	5.51	10	0.89	
14	39	I am able to experience intellectual growth here	6.27	9	5.44	16	0.83	
15	41	There is a commit. to acad. excellence on this campus	6.16	23	5.35	20	0.81	
16	51	Point Park has a good reputation within the community.	6.03	32	5.41	17	0.62	
17	58	The quality of instruction I receive in most of my classes is excellent	6.37	6	5.44	15	0.93	
18	61	Adjunct faculty are competent as classroom instructors	6.17	21	5.38	19	0.80	
19	65	Fac. are usually available after class and during office hours	6.19	19	5.54	6	0.64	
20	68	Nearly all of the faculty are knowledgeable in their field	6.42	3	5.69	2	0.74	
21	72	On the whole, the campus is well-maintained	6.00	35	5.44	14	0.56	
22	81	Help desk personnel are knowledgeable and resolve my comp. problems (custom)	6.14	25	5.73	1	0.41	X
23	83	My acad prog is meeting goals outlined in the Mission Stmt .(custom)	6.20	17	5.53	9	0.68	
24								
25								
26	<b>Challenges</b>							
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	11	Billing policies are reasonable	6.05	30	4.65	70	1.40	X
31	21	Amount of student parking space is adequate	5.97	40	3.18	83	2.80	X
32	66	Tuition paid is a worthwhile investment	6.30	8	4.76	66	1.54	X
33								
34								
35								



Appendix I. Strengths and Challenges - Full-Time Students

	A	B	C	D	E	F	G	H
1	<b>Full-Time Students</b>							
2	<i>n=1346</i>							
3	<b>Strengths</b>							
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	2	Staff are caring and helpful	6.31	15	5.27	15	1.05	
8	3	Faculty care about me as an individual	6.19	28	5.24	19	0.95	
9	6	My academic advisor is approachable	6.43	6	5.42	9	1.01	
10	7	Campus is safe and secure for all students	6.42	8	5.58	2	0.84	
11	8	Content of major courses are valuable	6.62	1	5.48	6	1.14	
12	14	My academic advisor is concerned about my success	6.34	12	5.23	20	1.11	
13	16	Instruction in my major field is excellent	6.60	2	5.57	3	1.03	
14	26	Computer labs are adequate and accessible	6.28	18	5.28	14	1.00	
15	33	My academic advisor is knowledgeable about my major requirements	6.49	3	5.53	5	0.97	
16	36	Security staff respond quickly in emergencies	6.29	17	5.22	21	1.07	
17	51	Point Park has a good reputation within the community.	6.09	39	5.35	12	0.73	X
18	61	Adjunct faculty are competent as classroom instructors	6.26	19	5.46	8	0.80	X
19	65	Fac. are usually available after class and during office hours	6.22	25	5.38	11	0.84	
20	67	Freedom of expression is protected on campus	6.13	34	5.34	13	0.78	X
21	68	Nearly all of the faculty are knowledgeable in their field	6.48	5	5.56	4	0.92	
22	72	On the whole, the campus is well-maintained	6.20	26	5.24	18	0.95	
23	83	My acad prog is meeting goals outlined in the Mission Stmt .(custom)	6.16	31	5.25	16	0.91	
24								
25								
26	<b>Challenges</b>							
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	11	Billing policies are reasonable	6.03	42	4.47	72	1.56	X
31	17	Adequate fin aid is available for most students	6.38	9	4.69	65	1.69	X
32	66	Tuition paid is a worthwhile investment	6.38	10	4.37	74	2.01	X
33	77	Internship/practicum opportunities are readily available.(custom)	6.19	27	4.71	63	1.48	X
34								
35								

Appendix J. Strengths and Challenges - Part-Time Students

	A	B	C	D	E	F	G	H
1	<b>Part-Time Students</b>							
2	<i>n=232</i>							
3	<b>Strengths</b>							
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	2	Staff are caring and helpful	6.16	26	5.54	12	0.62	
8	6	My academic advisor is approachable	6.37	7	5.47	19	0.90	
9	7	Campus is safe and secure for all students	6.37	8	5.67	2	0.70	
10	8	Content of major courses are valuable	6.57	1	5.54	13	1.03	
11	16	Instruction in my major field is excellent	6.53	2	5.60	7	0.93	
12	25	Faculty are fair and unbiased in their treatment of students	6.30	11	5.46	20	0.84	
13	33	My academic advisor is knowledgeable about my major requirements	6.45	5	5.50	17	0.95	
14	39	I am able to experience intellectual growth here	6.30	12	5.51	16	0.80	
15	51	Point Park has a good reputation within the community.	6.05	34	5.54	14	0.51	
16	58	The quality of instruction I receive in most of my classes is excellent	6.40	6	5.54	15	0.86	
17	65	Fac. are usually available after class and during office hours	6.25	14	5.56	10	0.69	
18	68	Nearly all of the faculty are knowledgeable in their field	6.45	4	5.65	3	0.80	
19	72	On the whole, the campus is well-maintained	6.01	37	5.54	11	0.47	
20	81	Help desk personnel are knowledgeable and resolve my comp. problems (custom)	6.13	27	5.83	1	0.30	X
21	83	My acad prog is meeting goals outlined in the Mission Stmt .(custom)	6.24	15	5.61	4	0.63	
22								
23								
24	<b>Challenges</b>							
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	11	Billing policies are reasonable	6.08	29	4.59	74	1.49	X
29	19	My academic advisor helps me set goals	5.91	41	4.75	66	1.16	X
30	21	Amount of student parking space is adequate	5.95	38	3.31	83	2.63	X
31	28	Parking lots are well-lighted and secure	6.07	31	4.61	73	1.46	X
32	66	Tuition paid is a worthwhile investment	6.35	9	4.71	68	1.64	X
33								

Appendix K. Strengths and Challenges - COPA Students

	A	B	C	D	E	F	G	H
1	<b>COPA Students</b>							
2	<i>n</i> =388							
3	<b>Strengths</b>							
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	1	Students feel sense of belonging	6.07	41	5.29	17	0.78	X
8	3	Faculty care about me as an individual	6.39	16	5.42	13	0.98	
9	6	My academic advisor is approachable	6.45	12	5.60	6	0.84	X
10	7	Campus is safe and secure for all students	6.51	7	5.47	11	1.04	
11	8	Content of major courses are valuable	6.78	1	5.94	2	0.84	X
12	14	My academic advisor is concerned about my success	6.39	18	5.47	10	0.92	
13	16	Instruction in my major field is excellent	6.75	2	6.00	1	0.75	X
14	26	Computer labs are adequate and accessible	6.21	29	5.22	20	0.99	
15	33	My academic advisor is knowledgeable about my major requirements	6.54	5	5.66	4	0.87	
16	45	Students are made to feel welcome on this campus	6.18	31	5.24	19	0.94	
17	51	Point Park has a good reputation within the community.	6.21	30	5.41	14	0.80	X
18	55	Major requirements are clear and reasonable	6.45	11	5.22	21	1.23	
19	58	The quality of instruction I receive in most of my classes is excellent	6.54	4	5.38	15	1.16	
20	61	Adjunct faculty are competent as classroom instructors	6.46	9	5.61	5	0.85	X
21	65	Fac. are usually available after class and during office hours	6.25	25	5.33	16	0.92	
22	67	Freedom of expression is protected on campus	6.35	20	5.43	12	0.92	
23	68	Nearly all of the faculty are knowledgeable in their field	6.59	3	5.59	7	0.99	
24	69	There is a good variety of courses provided on this campus	6.34	22	5.28	18	1.06	
25								
26								
27	<b>Challenges</b>							
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	15	Health services staff are competent	6.18	32	4.40	70	1.77	X
32	17	Adequate fin aid is available for most students	6.43	13	4.50	64	1.93	X
33	23	Living conditions in residence halls are comfortable	6.22	28	3.86	80	2.36	X
34	25	Faculty are fair and unbiased in their treatment of students	6.45	10	4.18	75	2.27	X
35	38	There is an adequate selection of food avail. in the cafeteria	6.17	33	2.93	82	3.23	X
36	41	There is a commit. to acad. excellence on this campus	6.09	38	4.45	68	1.64	X

Appendix K. Strengths and Challenges - COPA Students

	A	B	C	D	E	F	G	H
37	66	Tuition paid is a worthwhile investment	6.50	8	4.49	66	2.01	X
38	77	Internship/practicum opportunities are readily available.(custom)	6.06	42	4.42	69	1.63	X

Appendix L. Strengths and Challenges - Non-COPA Students

	A	B	C	D	E	F	G	H
1	<b>Non-COPA Students</b>							
2	<i>n=1090</i>							
3	<b>Strengths</b>							
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	2	Staff are caring and helpful	6.27	17	5.37	14	0.90	
8	6	My academic advisor is approachable	6.44	6	5.37	13	1.07	
9	7	Campus is safe and secure for all students	6.40	8	5.65	1	0.75	
10	8	Content of major courses are valuable	6.59	1	5.37	15	1.23	
11	16	Instruction in my major field is excellent	6.57	2	5.44	7	1.13	
12	26	Computer labs are adequate and accessible	6.32	12	5.35	19	0.97	
13	33	My academic advisor is knowledgeable about my major requirements	6.48	4	5.50	5	0.99	
14	36	Security staff respond quickly in emergencies	6.25	19	5.28	21	0.97	
15	39	I am able to experience intellectual growth here	6.31	14	5.29	20	1.02	
16	51	Point Park has a good reputation within the community.	6.06	40	5.39	12	0.68	X
17	61	Adjunct faculty are competent as classroom instructors	6.19	26	5.41	10	0.78	
18	65	Fac. are usually available after class and during office hours	6.23	22	5.47	6	0.77	
19	68	Nearly all of the faculty are knowledgeable in their field	6.45	5	5.60	3	0.85	
20	72	On the whole, the campus is well-maintained	6.15	31	5.35	17	0.79	
21	81	Help desk personnel are knowledgeable and resolve my comp. problems (custom)	6.13	33	5.43	8	0.69	X
22	83	My acad prog is meeting goals outlined in the Mission Stmt .(custom)	6.22	24	5.35	18	0.87	
23								
24								
25	<b>Challenges</b>							
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	11	Billing policies are reasonable	6.08	39	4.55	73	1.53	X
30	19	My academic advisor helps me set goals	6.06	41	4.72	66	1.34	X
31	66	Tuition paid is a worthwhile investment	6.36	10	4.40	76	1.95	X
32	76	My instructors post grades on Blackboard. (custom)	6.10	38	4.42	75	1.68	X
33								

Appendix M. Strengths and Challenges - Residence Hall Students

	A	B	C	D	E	F	G	H
1		<b>Residence Hall Students</b>						
2	<i>n=504</i>							
3		<b>Strengths</b>						
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	3	Faculty care about me as an individual	6.29	23	5.27	20	1.02	
8	6	My academic advisor is approachable	6.54	5	5.39	14	1.15	
9	7	Campus is safe and secure for all students	6.55	3	5.70	1	0.86	X
10	8	Content of major courses are valuable	6.72	1	5.56	7	1.16	
11	16	Instruction in my major field is excellent	6.66	2	5.68	2	0.98	
12	26	Computer labs are adequate and accessible	6.29	21	5.42	10	0.87	
13	33	My academic advisor is knowledgeable about my major requirements	6.55	4	5.67	4	0.88	
14	36	Security staff respond quickly in emergencies	6.46	8	5.35	17	1.11	
15	50	Class change (drop/add) policies are reasonable	6.13	40	5.26	21	0.87	
16	51	Point Park has a good reputation within the community.	6.16	36	5.46	9	0.69	X
17	55	Major requirements are clear and reasonable	6.38	16	5.28	19	1.10	
18	61	Adjunct faculty are competent as classroom instructors	6.24	29	5.56	6	0.68	X
19	65	Fac. are usually available after class and during office hours	6.23	30	5.35	16	0.88	
20	67	Freedom of expression is protected on campus	6.23	31	5.42	11	0.82	X
21	68	Nearly all of the faculty are knowledgeable in their field	6.52	6	5.61	5	0.91	
22	69	There is a good variety of courses provided on this campus	6.35	19	5.31	18	1.04	
23	83	My acad prog is meeting goals outlined in the Mission Stmt .(custom)	6.17	35	5.37	15	0.80	X
24								
25								
26		<b>Challenges</b>						
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	15	Health services staff are competent	6.15	39	4.66	70	1.49	X
31	23	Living conditions in residence halls are comfortable	6.45	9	4.15	78	2.30	X
32	25	Faculty are fair and unbiased in their treatment of students	6.40	14	4.71	67	1.69	X
33	38	There is an adequate selection of food avail. in the cafeteria	6.28	25	2.79	82	3.49	X
34	66	Tuition paid is a worthwhile investment	6.43	13	4.30	75	2.12	X

Appendix N. Strengths and Challenges - Commuter Students

	A	B	C	D	E	F	G	H
1	<b>Commuter Students</b>							
2	<i>n=1080</i>							
3	<b>Strengths</b>							
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	2	Staff are caring and helpful	6.25	17	5.33	16	0.92	
8	6	My academic advisor is approachable	6.37	7	5.44	8	0.92	
9	7	Campus is safe and secure for all students	6.35	8	5.55	3	0.80	
10	8	Content of major courses are valuable	6.57	1	5.46	6	1.11	
11	16	Instruction in my major field is excellent	6.56	2	5.52	4	1.04	
12	26	Computer labs are adequate and accessible	6.26	16	5.25	21	1.01	
13	33	My academic advisor is knowledgeable about my major requirements	6.45	4	5.44	7	1.01	
14	39	I am able to experience intellectual growth here	6.29	13	5.26	20	1.03	
15	51	Point Park has a good reputation within the community.	6.04	40	5.35	14	0.69	X
16	58	The quality of instruction I receive in most of my classes is excellent	6.40	6	5.26	19	1.14	
17	61	Adjunct faculty are competent as classroom instructors	6.25	18	5.39	10	0.86	
18	65	Fac. are usually available after class and during office hours	6.22	20	5.43	9	0.79	
19	67	Freedom of expression is protected on campus	6.01	42	5.31	17	0.70	X
20	68	Nearly all of the faculty are knowledgeable in their field	6.44	5	5.55	2	0.90	
21	72	On the whole, the campus is well-maintained	6.11	30	5.37	12	0.74	
22	81	Help desk personnel are knowledgeable and resolve my comp. problems (custom)	6.08	33	5.36	13	0.72	X
23	83	My acad prog is meeting goals outlined in the Mission Stmt.(custom)	6.17	23	5.27	18	0.90	
24								
25								
26	<b>Challenges</b>							
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	11	Billing policies are reasonable	6.05	37	4.53	70	1.52	X
31	66	Tuition paid is a worthwhile investment	6.34	9	4.48	75	1.87	X
32	77	Internship/practicum opportunities are readily available.(custom)	6.02	41	4.66	65	1.36	

Appendix O. Strengths and Challenges - Undergraduate Students

	A	B	C	D	E	F	G	H
1	<b>Undergraduate Students</b>							
2	<i>n=1442</i>							
3	<b>Strengths</b>							
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	2	Staff are caring and helpful	6.29	16	5.25	15	1.04	
8	3	Faculty care about me as an individual	6.17	28	5.20	19	0.96	
9	6	My academic advisor is approachable	6.42	6	5.40	9	1.02	
10	7	Campus is safe and secure for all students	6.41	8	5.57	2	0.84	
11	8	Content of major courses are valuable	6.61	1	5.48	6	1.13	
12	16	Instruction in my major field is excellent	6.58	2	5.56	3	1.01	
13	26	Computer labs are adequate and accessible	6.27	17	5.28	14	0.99	
14	33	My academic advisor is knowledgeable about my major requirements	6.48	3	5.48	7	1.00	
15	36	Security staff respond quickly in emergencies	6.26	18	5.19	21	1.06	
16	51	Point Park has a good reputation within the community.	6.05	40	5.37	10	0.68	X
17	61	Adjunct faculty are competent as classroom instructors	6.24	20	5.41	8	0.83	
18	65	Fac. are usually available after class and during office hours	6.22	23	5.35	12	0.87	
19	67	Freedom of expression is protected on campus	6.08	36	5.34	13	0.74	X
20	68	Nearly all of the faculty are knowledgeable in their field	6.45	5	5.54	4	0.91	
21	72	On the whole, the campus is well-maintained	6.18	27	5.25	16	0.93	
22	81	Help desk personnel are knowledgeable and resolve my comp. problems (custom)	6.06	38	5.20	20	0.86	
23	83	My acad prog is meeting goals outlined in the Mission Stmt .(custom)	6.15	29	5.24	17	0.91	
24								
25								
26	<b>Challenges</b>							
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	11	Billing policies are reasonable	6.03	41	4.43	73	1.60	X
31	17	Adequate fin aid is available for most students	6.36	9	4.72	64	1.64	X
32	19	My academic advisor helps me set goals	6.01	42	4.72	63	1.29	X
33	66	Tuition paid is a worthwhile investment	6.36	10	4.36	74	2.00	X
34	77	Internship/practicum opportunities are readily available.(custom)	6.15	30	4.72	62	1.43	X



Appendix P. Strengths and Challenges - Graduate Students

	A	B	C	D	E	F	G	H
1		<b>Graduate Students</b>						
2		<i>n=183</i>						
3		<b>Strengths</b>						
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	2	Staff are caring and helpful	6.23	22	5.61	9	0.62	
8	3	Faculty care about me as an individual	6.15	28	5.59	12	0.57	
9	4	Admissions staff are knowledgeable	6.27	19	5.53	20	0.74	
10	6	My academic advisor is approachable	6.39	8	5.56	15	0.82	
11	7	Campus is safe and secure for all students	6.32	13	5.71	6	0.61	
12	8	Content of major courses are valuable	6.63	2	5.57	14	1.06	
13	16	Instruction in my major field is excellent	6.63	1	5.63	8	0.99	
14	27	Personnel involved in registration are helpful	6.15	29	5.55	18	0.60	
15	33	My academic advisor is knowledgeable about my major requirements	6.47	4	5.71	7	0.76	
16	34	I am able to register for classes I need with few conflicts	6.45	5	5.57	13	0.88	
17	39	I am able to experience intellectual growth here	6.44	6	5.55	17	0.89	
18	55	Major requirements are clear and reasonable	6.36	11	5.61	11	0.76	
19	61	Adjunct faculty are competent as classroom instructors	6.25	21	5.61	10	0.64	
20	65	Fac. are usually available after class and during office hours	6.27	17	5.78	1	0.49	
21	68	Nearly all of the faculty are knowledgeable in their field	6.55	3	5.73	5	0.83	
22	72	On the whole, the campus is well-maintained	6.03	39	5.54	19	0.48	
23	81	Help desk personnel are knowledgeable and resolve my comp. problems (custom)	6.11	33	5.76	3	0.35	X
24	83	My acad prog is meeting goals outlined in the Mission Stmt .(custom)	6.30	14	5.77	2	0.54	
25								
26								
27		<b>Challenges</b>						
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	11	Billing policies are reasonable	6.06	35	4.85	63	1.22	X
32	21	Amount of student parking space is adequate	6.02	42	3.38	83	2.64	X
33	49	There are adequate services to help me decide upon a career	6.03	40	4.69	70	1.34	X

Appendix Q. School of Business Students

	A	B	C	D	E	F	G	H
1	School of Business							
2	<i>n=326</i>							
3	<b>Strengths</b>							
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	2	Staff are caring and helpful	6.16	23	5.44	14	0.72	
8	7	Campus is safe and secure for all students	6.38	4	5.70	1	0.68	
9	8	Content of major courses are valuable	6.53	1	5.58	5	0.95	
10	16	Instruction in my major field is excellent	6.51	2	5.56	6	0.94	
11	26	Computer labs are adequate and accessible	6.20	16	5.40	18	0.81	
12	33	My academic advisor is knowledgeable about my major requirements	6.28	10	5.42	17	0.86	
13	39	I am able to experience intellectual growth here	6.21	14	5.39	20	0.83	
14	51	Point Park has a good reputation within the community.	6.06	38	5.39	19	0.66	
15	55	Major requirements are clear and reasonable	6.27	11	5.49	12	0.78	
16	61	Adjunct faculty are competent as classroom instructors	6.10	31	5.44	15	0.66	
17	65	Fac. are usually available after class and during office hours	6.13	26	5.51	10	0.62	
18	68	Nearly all of the faculty are knowledgeable in their field	6.39	3	5.59	4	0.80	
19	72	On the whole, the campus is well-maintained	6.08	35	5.43	16	0.65	
20	81	Help desk personnel are knowledgeable and resolve my comp. problems (custom)	6.05	39	5.52	9	0.53	X
21	83	My acad prog is meeting goals outlined in the Mission Stmt (custom)	6.21	15	5.53	8	0.69	
22								
23								
24	<b>Challenges</b>							
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	11	Billing policies are reasonable	6.00	42	4.77	69	1.23	X
29	47	Fac. provide timely feedback about student progress in a course.	6.19	18	4.97	63	1.22	X
30	66	Tuition paid is a worthwhile investment	6.33	6	4.61	75	1.72	X
31	76	My instructors post grades on Blackboard. (custom)	6.01	40	4.54	76	1.47	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=515</i>							
3	<b>Strengths</b>							
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	2	Staff are caring and helpful	6.28	18	5.38	8	0.90	
8	6	My academic advisor is approachable	6.49	5	5.47	6	1.02	
9	7	Campus is safe and secure for all students	6.38	8	5.59	2	0.79	
10	8	Content of major courses are valuable	6.59	1	5.34	12	1.25	
11	14	My academic advisor is concerned about my success	6.33	14	5.24	20	1.09	
12	16	Instruction in my major field is excellent	6.57	2	5.35	11	1.22	
13	26	Computer labs are adequate and accessible	6.34	10	5.32	15	1.02	
14	33	My academic advisor is knowledgeable about my major requirements	6.56	3	5.52	4	1.04	
15	36	Security staff respond quickly in emergencies	6.23	22	5.25	19	0.98	
16	51	Point Park has a good reputation within the community.	6.04	40	5.32	14	0.72	X
17	58	The quality of instruction I receive in most of my classes is excellent	6.41	7	5.27	16	1.14	
18	61	Adjunct faculty are competent as classroom instructors	6.22	24	5.27	17	0.94	
19	65	Fac. are usually available after class and during office hours	6.28	16	5.37	10	0.91	
20	68	Nearly all of the faculty are knowledgeable in their field	6.47	6	5.61	1	0.86	
21	72	On the whole, the campus is well-maintained	6.12	30	5.37	9	0.75	
22	81	Help desk personnel are knowledgeable and resolve my comp. problems (custom)	6.14	28	5.50	5	0.65	X
23	83	My acad prog is meeting goals outlined in the Mission Stmt .(custom)	6.20	25	5.24	21	0.96	
24								
25								
26	<b>Challenges</b>							
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	11	Billing policies are reasonable	6.10	33	4.45	71	1.65	X
31	49	There are adequate services to help me decide upon a career	6.05	37	4.69	63	1.35	X
32	66	Tuition paid is a worthwhile investment	6.35	9	4.36	77	1.99	X
33	76	My instructors post grades on Blackboard. (custom)	6.02	42	4.41	72	1.61	X
34	77	Internship/practicum opportunities are readily available.(custom)	6.03	41	4.30	78	1.73	X

Appendix S. Strengths and Challenges - School of Communication Students

	A	B	C	D	E	F	G	H
1		School of Communication						
2		<i>n=236</i>						
3		<b>Strengths</b>						
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	7	Campus is safe and secure for all students	6.48	9	5.75	2	0.73	X
8	16	Instruction in my major field is excellent	6.66	2	5.44	13	1.23	
9	26	Computer labs are adequate and accessible	6.43	14	5.34	16	1.09	
10	33	My academic advisor is knowledgeable about my major requirements	6.62	3	5.55	9	1.07	
11	36	Security staff respond quickly in emergencies	6.44	12	5.32	19	1.13	
12	39	I am able to experience intellectual growth here	6.42	16	5.30	20	1.13	
13	50	Class change (drop/add) policies are reasonable	6.29	29	5.47	11	0.82	
14	61	Adjunct faculty are competent as classroom instructors	6.27	31	5.67	3	0.60	X
15	65	Fac. are usually available after class and during office hours	6.25	34	5.59	6	0.66	X
16	67	Freedom of expression is protected on campus	6.20	36	5.62	4	0.58	X
17	68	Nearly all of the faculty are knowledgeable in their field	6.53	5	5.60	5	0.93	
18	69	There is a good variety of courses provided on this campus	6.44	13	5.26	21	1.18	
19	77	Internship/practicum opportunities are readily available.(custom)	6.47	10	5.40	15	1.07	
20	83	My acad prog is meeting goals outlined in the Mission Stmt .(custom)	6.26	33	5.33	18	0.93	
21								
22								
23		<b>Challenges</b>						
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	11	Billing policies are reasonable	6.16	39	4.52	72	1.64	X
28	17	Adequate fin aid is available for most students	6.52	7	4.79	64	1.73	X
29	19	My academic advisor helps me set goals	6.14	42	4.53	71	1.61	X
30	57	I seldom get the 'run-around' when seeking info. on this campus.	6.15	41	4.44	73	1.71	X
31	66	Tuition paid is a worthwhile investment	6.41	17	4.25	76	2.16	X
32	76	My instructors post grades on Blackboard. (custom)	6.38	21	4.27	75	2.12	X

Appendix T. Strengths and Challenges - Accounting, Econ-Finance and Infotech

	A	B	C	D	E	F	G	H
1	Accounting, Econ-Finance and Infotech Department							
2	n=55							
3	<b>Strengths</b>							
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	5	Fin Aid counselors are helpful	6.13	25	5.62	10	0.52	
8	7	Campus is safe and secure for all students	6.43	5	5.89	2	0.55	
9	8	Content of major courses are valuable	6.42	6	5.56	12	0.87	
10	16	Instruction in my major field is excellent	6.53	2	5.46	17	1.07	
11	18	Library resources and services are adequate	6.08	34	5.73	6	0.34	X
12	34	I am able to register for classes I need with few conflicts	6.33	9	5.44	20	0.90	
13	45	Students are made to feel welcome on this campus	6.15	22	5.45	19	0.70	
14	50	Class change (drop/add) policies are reasonable	6.15	23	5.70	9	0.45	
15	51	Point Park has a good reputation within the community.	6.09	30	5.52	16	0.58	
16	55	Major requirements are clear and reasonable	6.20	18	5.71	7	0.49	
17	61	Adjunct faculty are competent as classroom instructors	6.06	36	5.46	18	0.60	
18	65	Fac. are usually available after class and during office hours	6.17	21	5.54	14	0.63	
19	68	Nearly all of the faculty are knowledgeable in their field	6.44	4	5.43	21	1.01	
20	81	Help desk personnel are knowledgeable and resolve my comp. problems (custom)	6.29	13	5.93	1	0.37	X
21	82	Ctr for Student Success Coordinators are knowledgeable and helpful. (custom)	6.10	29	5.86	3	0.24	X
22	83	My acad prog is meeting goals outlined in the Mission Stmt .(custom)	6.30	10	5.70	8	0.60	
23								
24								
25	<b>Challenges</b>							
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	21	Amount of student parking space is adequate	6.04	39	2.63	83	3.41	X
30	28	Parking lots are well-lighted and secure	6.08	33	4.52	78	1.56	X
31	59	Point Park shows concern for students as individuals	6.19	19	5.02	64	1.17	X
32	66	Tuition paid is a worthwhile investment	6.38	7	4.69	75	1.69	X
33	77	Internship/practicum opportunities are readily available.(custom)	6.05	38	4.78	73	1.27	X

Appendix U. Strengths and Challenges - Management

	A	B	C	D	E	F	G	H
1		Management Department						
2		<i>n=79</i>						
3		<b>Strengths</b>						
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	2	Staff are caring and helpful	6.22	18	5.42	9	0.80	
8	4	Admissions staff are knowledgeable	6.30	7	5.37	13	0.93	
9	7	Campus is safe and secure for all students	6.29	8	5.58	5	0.71	
10	8	Content of major courses are valuable	6.49	1	5.38	11	1.10	
11	26	Computer labs are adequate and accessible	6.09	28	5.39	10	0.71	
12	45	Students are made to feel welcome on this campus	5.94	40	5.36	15	0.57	X
13	61	Adjunct faculty are competent as classroom instructors	6.13	23	5.27	20	0.86	
14	63	Student disciplinary procedures are fair	5.95	38	5.26	21	0.69	
15	65	Fac. are usually available after class and during office hours	6.25	13	5.59	4	0.65	
16	68	Nearly all of the faculty are knowledgeable in their field	6.30	6	5.47	6	0.84	
17	72	On the whole, the campus is well-maintained	6.06	30	5.36	14	0.70	
18	81	Help desk personnel are knowledgeable and resolve my comp. problems (custom)	6.12	25	5.42	8	0.70	
19	83	My acad prog is meeting goals outlined in the Mission Stmt .(custom)	6.19	20	5.30	19	0.89	
20								
21								
22		<b>Challenges</b>						
23		<i>Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)</i>						
24								"high" gap
25	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
26	11	Billing policies are reasonable	5.97	34	4.57	73	1.40	X
27	14	My academic advisor is concerned about my success	6.25	14	4.50	76	1.75	X
28	59	Point Park shows concern for students as individuals	6.10	27	4.82	65	1.28	X
29	66	Tuition paid is a worthwhile investment	6.36	5	4.65	70	1.71	X
30	76	My instructors post grades on Blackboard. (custom)	6.13	22	4.67	69	1.46	X

Appendix V. Strengths and Challenges Global Mgmt and Org

	A	B	C	D	E	F	G	H
1		Global Management and Organization Department						
2		<i>n=80</i>						
3		<b>Strengths</b>						
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	2	Staff are caring and helpful	6.09	27	5.59	11	0.51	
8	3	Faculty care about me as an individual	6.11	26	5.56	14	0.55	
9	4	Admissions staff are knowledgeable	6.20	14	5.49	19	0.71	
10	7	Campus is safe and secure for all students	6.32	5	5.67	6	0.66	
11	8	Content of major courses are valuable	6.61	1	5.66	8	0.95	
12	16	Instruction in my major field is excellent	6.59	2	5.76	4	0.83	
13	18	Library resources and services are adequate	5.96	41	5.59	10	0.37	X
14	27	Personnel involved in registration are helpful	5.99	36	5.51	18	0.47	
15	33	My academic advisor is knowledgeable about my major requirements	6.20	13	5.58	12	0.62	
16	34	I am able to register for classes I need with few conflicts	6.31	6	5.48	21	0.83	
17	39	I am able to experience intellectual growth here	6.38	4	5.57	13	0.81	
18	55	Major requirements are clear and reasonable	6.23	11	5.55	15	0.68	
19	59	Point Park shows concern for students as individuals	6.19	16	5.48	20	0.71	
20	61	Adjunct faculty are competent as classroom instructors	6.13	23	5.55	16	0.58	
21	65	Fac. are usually available after class and during office hours	6.06	30	5.69	5	0.37	X
22	68	Nearly all of the faculty are knowledgeable in their field	6.43	3	5.66	9	0.77	
23	72	On the whole, the campus is well-maintained	5.96	40	5.53	17	0.43	X
24	80	I am able to engage in applicable research in several of my courses.(custom)	5.98	37	5.77	2	0.21	X
25	83	My acad prog is meeting goals outlined in the Mission Stmt .(custom)	6.30	7	5.66	7	0.64	
26								
27								
28		<b>Challenges</b>						
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	21	Amount of student parking space is adequate	6.03	33	3.35	83	2.68	X
33	49	There are adequate services to help me decide upon a career	6.20	15	4.74	69	1.46	X
34								

Appendix W. Strengths and Challenges- Education

	A	B	C	D	E	F	G	H
1		Education Department						
2		<i>n=77</i>						
3		<b>Strengths</b>						
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	2	Staff are caring and helpful	6.52	18	5.63	13	0.89	
8	3	Faculty care about me as an individual	6.37	35	5.51	24	0.86	
9	4	Admissions staff are knowledgeable	6.43	29	5.59	16	0.83	
10	5	Fin Aid counselors are helpful	6.35	39	5.33	36	1.02	
11	6	My academic advisor is approachable	6.65	4	6.05	1	0.60	X
12	7	Campus is safe and secure for all students	6.52	17	5.68	8	0.84	
13	8	Content of major courses are valuable	6.67	3	5.64	12	1.03	
14	14	My academic advisor is concerned about my success	6.57	9	5.76	5	0.82	
15	16	Instruction in my major field is excellent	6.80	1	5.66	11	1.14	
16	19	My academic advisor helps me set goals	6.47	25	5.56	20	0.92	
17	26	Computer labs are adequate and accessible	6.53	14	5.47	27	1.06	
18	27	Personnel involved in registration are helpful	6.44	27	5.57	19	0.88	
19	29	It is an enjoyable experience to be a Point Park student	6.51	21	5.30	39	1.20	
20	33	My academic advisor is knowledgeable about my major requirements	6.69	2	6.00	2	0.69	X
21	35	The assessment and course placement procedures are reasonable	6.40	31	5.37	33	1.03	
22	39	I am able to experience intellectual growth here	6.51	20	5.59	18	0.92	
23	41	There is a commit. to acad. excellence on this campus	6.51	19	5.51	23	1.01	
24	55	Major requirements are clear and reasonable	6.62	6	5.72	7	0.90	
25	58	The quality of instruction I receive in most of my classes is excellent	6.55	12	5.51	22	1.05	
26	65	Fac. are usually available after class and during office hours	6.49	23	5.62	15	0.87	
27	68	Nearly all of the faculty are knowledgeable in their field	6.57	10	5.67	9	0.90	
28	69	There is a good variety of courses provided on this campus	6.45	26	5.30	40	1.15	
29	72	On the whole, the campus is well-maintained	6.41	30	5.62	14	0.79	
30	75	Instructors post course materials & learning opportunities on Blackboard. (custom)	6.36	38	5.34	35	1.02	
31	81	Help desk personnel are knowledgeable and resolve my comp. problems (custom)	6.54	13	5.67	10	0.87	
32	82	Ctr for Student Success Coordinators are knowledgeable and helpful. (custom)	6.33	41	5.45	29	0.87	
33	83	My acad prog is meeting goals outlined in the Mission Stmt .(custom)	6.58	7	5.74	6	0.85	
34								
35								
36		<b>Challenges</b>						
37		<i>Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)</i>						
38								"high" gap



Appendix W. Strengths and Challenges- Education

	A	B	C	D	E	F	G	H
39	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
40	11	Billing policies are reasonable	6.37	34	4.54	74	1.83	X
41	28	Parking lots are well-lighted and secure	6.34	40	3.78	82	2.56	X
42	66	Tuition paid is a worthwhile investment	6.49	24	4.73	70	1.76	X

Appendix X. Strengths and Challenges - Humanities

	A	B	C	D	E	F	G	H
1	<b>Humanities and Human Sciences Department</b>							
2	<i>n=118</i>							
3	<b>Strengths</b>							
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	2	Staff are caring and helpful	6.29	33	5.40	13	0.89	
8	6	My academic advisor is approachable	6.60	7	5.47	10	1.13	
9	7	Campus is safe and secure for all students	6.44	16	5.75	3	0.69	X
10	8	Content of major courses are valuable	6.62	4	5.30	21	1.32	
11	16	Instruction in my major field is excellent	6.55	12	5.51	8	1.04	
12	18	Library resources and services are adequate	6.33	26	5.63	6	0.70	X
13	33	My academic advisor is knowledgeable about my major requirements	6.67	1	5.37	17	1.30	
14	39	I am able to experience intellectual growth here	6.63	3	5.39	15	1.24	
15	50	Class change (drop/add) policies are reasonable	6.16	37	5.47	11	0.69	X
16	58	The quality of instruction I receive in most of my classes is excellent	6.57	10	5.42	12	1.14	
17	61	Adjunct faculty are competent as classroom instructors	6.42	18	5.60	7	0.83	
18	65	Fac. are usually available after class and during office hours	6.43	17	5.77	1	0.66	X
19	67	Freedom of expression is protected on campus	6.41	19	5.40	14	1.01	
20	68	Nearly all of the faculty are knowledgeable in their field	6.61	6	5.72	4	0.89	
21	72	On the whole, the campus is well-maintained	6.32	28	5.38	16	0.94	
22	81	Help desk personnel are knowledgeable and resolve my comp. problems (custom)	6.13	41	5.65	5	0.48	X
23	83	My acad prog is meeting goals outlined in the Mission Stmt .(custom)	6.28	34	5.32	20	0.96	
24								
25								
26	<b>Challenges</b>							
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	11	Billing policies are reasonable	6.11	42	4.44	70	1.66	X
31	49	There are adequate services to help me decide upon a career	6.34	25	4.67	66	1.67	X
32	57	I seldom get the 'run-around' when seeking info. on this campus.	6.16	38	4.47	69	1.69	X
33	66	Tuition paid is a worthwhile investment	6.61	5	4.21	77	2.40	X
34	77	Internship/practicum opportunities are readily available.(custom)	6.14	40	4.10	78	2.04	X

Appendix Y. 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=156</i>							
3	<b>Strengths</b>							
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	2	Staff are caring and helpful	6.18	13	5.46	7	0.72	
8	6	My academic advisor is approachable	6.40	5	5.53	5	0.87	
9	7	Campus is safe and secure for all students	6.29	8	5.54	4	0.75	
10	8	Content of major courses are valuable	6.54	1	5.29	11	1.25	
11	26	Computer labs are adequate and accessible	6.23	10	5.28	15	0.95	
12	27	Personnel involved in registration are helpful	5.99	26	5.29	12	0.70	
13	33	My academic advisor is knowledgeable about my major requirements	6.47	3	5.66	1	0.80	
14	36	Security staff respond quickly in emergencies	6.04	20	5.25	19	0.79	
15	50	Class change (drop/add) policies are reasonable	5.86	36	5.25	18	0.61	
16	51	Point Park has a good reputation within the community.	5.97	29	5.26	17	0.71	
17	55	Major requirements are clear and reasonable	6.16	16	5.28	14	0.88	
18	58	The quality of instruction I receive in most of my classes is excellent	6.31	7	5.24	21	1.07	
19	65	Fac. are usually available after class and during office hours	6.18	12	5.30	10	0.88	
20	68	Nearly all of the faculty are knowledgeable in their field	6.37	6	5.54	3	0.84	
21	72	On the whole, the campus is well-maintained	5.82	39	5.32	9	0.50	
22	81	Help desk personnel are knowledgeable and resolve my comp. problems (custom)	6.01	23	5.58	2	0.43	
23	83	My acad prog is meeting goals outlined in the Mission Stmt .(custom)	6.01	24	5.29	13	0.72	
24								
25								
26	<b>Challenges</b>							
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	11	Billing policies are reasonable	5.99	27	4.45	72	1.53	X
31	21	Amount of student parking space is adequate	5.99	28	2.86	83	3.12	X
32	28	Parking lots are well-lighted and secure	5.90	35	4.40	75	1.49	X
33	66	Tuition paid is a worthwhile investment	6.20	11	4.42	74	1.78	X

Appendix Z. 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=164</i>						
3		<b>Strengths</b>						
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	2	Staff are caring and helpful	6.24	16	5.17	14	1.07	
8	6	My academic advisor is approachable	6.42	5	5.14	16	1.28	
9	7	Campus is safe and secure for all students	6.35	7	5.48	3	0.87	
10	8	Content of major courses are valuable	6.58	1	5.28	8	1.30	
11	14	My academic advisor is concerned about my success	6.31	10	5.07	21	1.24	
12	16	Instruction in my major field is excellent	6.54	2	5.28	7	1.25	
13	18	Library resources and services are adequate	5.97	41	5.33	5	0.64	X
14	26	Computer labs are adequate and accessible	6.24	15	5.35	4	0.89	
15	33	My academic advisor is knowledgeable about my major requirements	6.51	3	5.28	9	1.23	
16	36	Security staff respond quickly in emergencies	6.23	18	5.27	10	0.96	
17	51	Point Park has a good reputation within the community.	5.97	40	5.17	15	0.80	X
18	58	The quality of instruction I receive in most of my classes is excellent	6.33	8	5.09	19	1.24	
19	61	Adjunct faculty are competent as classroom instructors	6.18	22	5.22	12	0.97	
20	68	Nearly all of the faculty are knowledgeable in their field	6.41	6	5.57	2	0.85	X
21	69	There is a good variety of courses provided on this campus	6.18	21	5.08	20	1.10	
22	72	On the whole, the campus is well-maintained	6.12	29	5.30	6	0.82	X
23	81	Help desk personnel are knowledgeable and resolve my comp. problems (custom)	6.09	32	5.24	11	0.85	
24								
25								
26		<b>Challenges</b>						
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	11	Billing policies are reasonable	6.07	34	4.40	72	1.66	X
31	17	Adequate fin aid is available for most students	6.32	9	4.54	63	1.78	X
32	21	Amount of student parking space is adequate	6.00	39	2.66	83	3.34	X
33	66	Tuition paid is a worthwhile investment	6.24	17	4.23	75	2.00	X
34	77	Internship/practicum opportunities are readily available.(custom)	6.04	37	4.16	79	1.88	X

Appendix AA. Strengths and Challenges - Dance

	A	B	C	D	E	F	G	H
1		Dance Department						
2		<i>n=155</i>						
3		<b>Strengths</b>						
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		<b>Challenges</b>						
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 BB. Strengths and Challenges - Theatre

	A	B	C	D	E	F	G	H
1	Theatre Department							
2	<i>n=139</i>							
3	<b>Strengths</b>							
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	1	Students feel sense of belonging	5.93	38	5.21	18	0.72	
8	3	Faculty care about me as an individual	6.35	12	5.48	8	0.87	
9	6	My academic advisor is approachable	6.38	10	5.78	5	0.60	X
10	7	Campus is safe and secure for all students	6.51	4	5.25	15	1.26	
11	8	Content of major courses are valuable	6.80	2	6.00	2	0.80	
12	14	My academic advisor is concerned about my success	6.38	9	5.81	4	0.57	X
13	16	Instruction in my major field is excellent	6.80	1	6.12	1	0.67	X
14	18	Library resources and services are adequate	6.08	30	5.38	13	0.70	X
15	33	My academic advisor is knowledgeable about my major requirements	6.37	11	5.73	6	0.64	X
16	51	Point Park has a good reputation within the community.	6.13	27	5.23	17	0.90	
17	55	Major requirements are clear and reasonable	6.33	15	5.23	16	1.10	
18	58	The quality of instruction I receive in most of my classes is excellent	6.39	8	5.39	12	1.00	
19	61	Adjunct faculty are competent as classroom instructors	6.42	6	5.44	10	0.98	
20	65	Fac. are usually available after class and during office hours	6.18	24	5.37	14	0.80	
21	67	Freedom of expression is protected on campus	6.20	22	5.45	9	0.76	
22	68	Nearly all of the faculty are knowledgeable in their field	6.54	3	5.62	7	0.92	
23								
24								
25	<b>Challenges</b>							
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	15	Health services staff are competent	6.14	26	4.11	74	2.03	X
30	17	Adequate fin aid is available for most students	6.35	13	4.28	69	2.06	X
31	23	Living conditions in residence halls are comfortable	6.02	35	3.61	79	2.41	X
32	25	Faculty are fair and unbiased in their treatment of students	6.32	16	4.40	64	1.93	X
33	38	There is an adequate selection of food avail. in the cafeteria	6.03	32	2.89	82	3.14	X
34	41	There is a commit. to acad. excellence on this campus	5.95	37	4.19	71	1.77	X
35	71	Channels for expressing student complaints are readily available	5.88	41	4.32	68	1.56	X
36	73	Student activities fees are put to good use	5.90	40	4.11	73	1.79	X

Appendix CC. Strengths and Challenges - Cinema and Digital Arts

	A	B	C	D	E	F	G	H
1	Cinema and Digital Arts Department							
2	<i>n=94</i>							
3	<b>Strengths</b>							
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	2	Staff are caring and helpful	6.36	17	5.43	19	0.93	
8	3	Faculty care about me as an individual	6.25	24	5.52	13	0.72	
9	6	My academic advisor is approachable	6.47	9	5.70	5	0.77	
10	7	Campus is safe and secure for all students	6.44	13	5.91	2	0.53	X
11	8	Content of major courses are valuable	6.74	1	5.98	1	0.76	
12	14	My academic advisor is concerned about my success	6.30	22	5.41	21	0.89	
13	16	Instruction in my major field is excellent	6.63	2	5.86	3	0.77	
14	18	Library resources and services are adequate	6.20	33	5.50	16	0.70	X
15	33	My academic advisor is knowledgeable about my major requirements	6.52	5	5.65	8	0.87	
16	39	I am able to experience intellectual growth here	6.40	15	5.66	7	0.74	
17	45	Students are made to feel welcome on this campus	6.24	26	5.43	20	0.81	
18	51	Point Park has a good reputation within the community.	6.15	40	5.59	10	0.56	X
19	55	Major requirements are clear and reasonable	6.47	10	5.49	17	0.98	
20	58	The quality of instruction I receive in most of my classes is excellent	6.56	3	5.51	14	1.05	
21	61	Adjunct faculty are competent as classroom instructors	6.37	16	5.45	18	0.91	
22	65	Fac. are usually available after class and during office hours	6.22	29	5.58	11	0.64	X
23	67	Freedom of expression is protected on campus	6.34	18	5.51	15	0.83	
24	68	Nearly all of the faculty are knowledgeable in their field	6.55	4	5.67	6	0.89	
25	69	There is a good variety of courses provided on this campus	6.47	8	5.61	9	0.86	
26								
27								
28	<b>Challenges</b>							
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	6.15	42	4.13	79	2.01	X
33	17	Adequate fin aid is available for most students	6.48	7	4.75	69	1.72	X
34	57	I seldom get the 'run-around' when seeking info. on this campus.	6.24	25	4.54	74	1.71	X
35	66	Tuition paid is a worthwhile investment	6.46	11	4.25	76	2.21	X
36	73	Student activities fees are put to good use	6.19	34	4.19	78	2.00	X

Appendix DD. Strengths and Challenges - Sport, Arts and Entertainment Management

	A	B	C	D	E	F	G	H
1		Sport, Arts and Entertainment Management Department						
2		<i>n=112</i>						
3		<b>Strengths</b>						
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	3	Faculty care about me as an individual	6.13	36	5.41	20	0.72	X
8	6	My academic advisor is approachable	6.45	5	5.55	8	0.90	
9	7	Campus is safe and secure for all students	6.45	6	5.72	1	0.72	X
10	8	Content of major courses are valuable	6.56	2	5.68	4	0.89	
11	16	Instruction in my major field is excellent	6.55	3	5.71	2	0.84	
12	26	Computer labs are adequate and accessible	6.37	10	5.43	17	0.95	
13	33	My academic advisor is knowledgeable about my major requirements	6.41	7	5.54	9	0.87	
14	36	Security staff respond quickly in emergencies	6.37	12	5.41	18	0.96	
15	39	I am able to experience intellectual growth here	6.32	18	5.45	16	0.87	
16	51	Point Park has a good reputation within the community.	6.13	35	5.49	13	0.64	X
17	55	Major requirements are clear and reasonable	6.37	13	5.54	10	0.83	
18	61	Adjunct faculty are competent as classroom instructors	6.08	42	5.47	14	0.61	X
19	68	Nearly all of the faculty are knowledgeable in their field	6.39	9	5.71	3	0.68	X
20	69	There is a good variety of courses provided on this campus	6.35	15	5.53	11	0.82	
21	72	On the whole, the campus is well-maintained	6.22	25	5.40	21	0.81	
22	77	Internship/practicum opportunities are readily available.(custom)	6.57	1	5.41	19	1.16	
23	83	My acad prog is meeting goals outlined in the Mission Stmt .(custom)	6.13	34	5.52	12	0.62	X
24								
25								
26		<b>Challenges</b>						
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	47	Fac. provide timely feedback about student progress in a course.	6.22	24	4.71	71	1.51	X
31	66	Tuition paid is a worthwhile investment	6.33	16	4.28	77	2.05	X
32	73	Student activities fees are put to good use	6.08	41	4.30	76	1.78	X
33	76	My instructors post grades on Blackboard. (custom)	6.14	31	4.15	79	1.99	X
34								
35								
36								



Appendix EE. Strengths and Challenges by School or Department

	A	B	C	D	E	F	G	H
1		Unknown Major						
2		<i>n=147</i>						
3		<b>Strengths</b>						
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	3	Faculty care about me as an individual	5.99	19	5.07	14	0.91	
8	5	Fin Aid counselors are helpful	5.82	35	5.02	19	0.81	
9	6	My academic advisor is approachable	6.12	8	5.31	4	0.81	
10	7	Campus is safe and secure for all students	6.13	6	5.38	3	0.75	X
11	8	Content of major courses are valuable	6.26	1	5.21	8	1.06	
12	14	My academic advisor is concerned about my success	6.04	15	5.12	11	0.93	
13	16	Instruction in my major field is excellent	6.18	3	5.40	2	0.78	X
14	18	Library resources and services are adequate	5.98	20	5.29	5	0.70	X
15	26	Computer labs are adequate and accessible	5.97	22	5.15	9	0.82	
16	33	My academic advisor is knowledgeable about my major requirements	6.22	2	5.11	12	1.11	
17	36	Security staff respond quickly in emergencies	5.93	29	5.04	15	0.89	
18	61	Adjunct faculty are competent as classroom instructors	5.94	28	5.01	20	0.93	
19	65	Fac. are usually available after class and during office hours	6.08	11	4.99	21	1.08	
20	68	Nearly all of the faculty are knowledgeable in their field	6.14	5	5.11	13	1.02	
21	72	On the whole, the campus is well-maintained	5.81	39	5.02	17	0.79	
22	75	Instructors post course materials & learning opportunities on Blackboard. (custom)	5.82	36	5.27	6	0.55	X
23	80	I am able to engage in applicable research in several of my courses.(custom)	5.82	38	5.03	16	0.78	X
24	83	My acad prog is meeting goals outlined in the Mission Stmt .(custom)	5.95	23	5.25	7	0.70	X
25								
26								
27		<b>Challenges</b>						
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	5.94	26	4.63	63	1.32	X
32	19	My academic advisor helps me set goals	5.95	25	4.62	64	1.33	X
33	34	I am able to register for classes I need with few conflicts	6.09	10	4.52	68	1.56	X
34	59	Point Park shows concern for students as individuals	5.85	33	4.58	67	1.27	X
35	66	Tuition paid is a worthwhile investment	6.04	16	4.29	77	1.75	X
36	71	Channels for expressing student complaints are readily available	5.79	41	4.46	70	1.33	X

Appendix EE. Strengths and Challenges by School or Department

	A	B	C	D	E	F	G	H
37								
38								
39								

# 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	
<b>(If items 74-83 not available, skip to item 84.)</b>					
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		
<b>How satisfied are you that this campus demonstrates a commitment to meeting the needs of:</b>					
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		
<b>How important is each of the following factors in your decision to enroll here?</b>					
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<br/>                 ② Quite a bit worse than I expected<br/>                 ③ Worse than I expected<br/>                 ④ About what I expected<br/>                 ⑤ Better than I expected<br/>                 ⑥ Quite a bit better than I expected<br/>                 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<br/>                 ② Not very satisfied<br/>                 ③ Somewhat dissatisfied<br/>                 ④ Neutral<br/>                 ⑤ Somewhat satisfied<br/>                 ⑥ Satisfied<br/>                 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<br/>                 ② Probably not<br/>                 ③ Maybe not<br/>                 ④ I don't know<br/>                 ⑤ Maybe yes<br/>                 ⑥ Probably yes<br/>                 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.



PLEASE DO NOT MARK IN THIS AREA

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. Point Park University and its surrounding neighborhood provide adequate social gathering space for students outside the classroom.
75. My instructors post course materials and provide learning opportunities on Blackboard.
76. My instructors post grades on Blackboard.
77. Internship and/or practicum opportunities are readily available.
78. The Career Development Center helps me with internship opportunities.
79. The services I receive from the academic schools or graduate programs help me with internship and practicum opportunities.
80. I am able to engage in applicable research (i.e., research papers and projects) in several of my courses.
81. Computer help desk personnel are knowledgeable and resolve my computer problems (i.e., Blackboard and other technical issues).
82. The Center for Student Success Coordinators are knowledgeable and helpful.
83. My academic program is meeting the goals outlined in the Mission Statement below.

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### Point Park University Mission Statement

#### Mission Statement

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

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