

INTRODUCTION:

The Noel-Levitz Student Satisfaction Inventory (SSI) is a nationally benchmarked survey that measures student satisfaction within the context of what students feel is most important. With high indicators of reliability and validity, seventy items were created to statistically and conceptually span twelve scales that have proven to influence college completion rates and strengthen the quality of student life and learning.

- ◆ **Academic Advising Effectiveness** assesses the academic advising program, evaluating advisors and counselors on their knowledge, competence, approachability, and personal concern for students.
- ◆ **Campus Climate** evaluates how the institution promotes a sense of campus pride and belonging.
- ◆ **Campus Life** assesses the effectiveness of a variety of student life programs as well as campus policies and procedures to determine students' perceptions of their rights and responsibilities.
- ◆ **Campus Support Services** assesses the quality of support programs and services.
- ◆ **Concern for the Individual** assesses commitment to treating each student as an individual, including groups who deal personally with students (e.g., faculty, advisors, counselors, and staff).
- ◆ **Instructional Effectiveness** measures students' academic experiences, the curriculum, and the campus's commitment to academic excellence.
- ◆ **Recruitment and Financial Aid Effectiveness** measures the competence of admissions counselors, along with students' perceptions of the financial aid programs.
- ◆ **Registration Effectiveness** assesses registration and billing, including how smooth the registration process is.
- ◆ **Responsiveness to Diverse Populations** assesses the institution's commitment to specific groups of students enrolled at the institution (e.g., under-represented populations, students with disabilities, commuters, part-time students, and adult learners).
- ◆ **Safety and Security** measures the campus's responsiveness to students' personal safety and security.
- ◆ **Service Excellence** measures quality of service and personal concern for students in various areas of campus.
- ◆ **Student Centeredness** measures the institution's attitude toward students and the extent to which they feel welcome and valued.

In the spring of 2013, the SSI was administered to all 4,528 enrolled Longwood students via email. A total of 792 students completed the survey yielding an 18% response rate. A complete report of all findings can be found on the Student Affairs: Assessment and Evaluation website (<http://www.longwood.edu/studentaffairs/12395.htm>).

COMPARATIVE GROUP REPORTS:

Aspiring to better understand the expectations and experiences of Longwood students from multiple perspectives, comparative group reports have been prepared on the following sub-groups: **Varsity Athletes; Those indicating a Disability; Men, Women, and Non-White Students; Those with varying Class Level and College Affiliation; Those who indicated LU as a First Choice Institution and Not-First Choice Institution, and High Achieving Students.** These Comparative Group Reports provide an internal comparison of the SSI results from the sub-group of Longwood respondents to those of all 792 Longwood respondents. Each report summarizes results across the twelve scales in order of importance; then by item in the order that they comprise each scale; again in sequential order; and, lastly, across the three summary overall satisfaction measures.

IMPORTANT DEFINITIONS:

- Performance Gap (PGap)** - the PGap is the difference between the importance and satisfaction ratings; the larger the PGap, the greater the discrepancy between what students expect and their current level of satisfaction
- Standard Deviation (SD)** - the SD represents the variability in the satisfaction scores; the larger the SD, the greater the variability in the students' responses
- Mean Difference** - the difference in the LU (or subset of LU students) and the comparison group satisfaction means; a positive mean difference is preferred and at levels that are statistically significant as indicated by asterisks

Institutional Summary
Scales: In Order of Importance

Scale	Longwood University - SSI			Yes - Disability		
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
Academic Advising	6.60	5.78 / 1.21	0.82	6.65	5.52 / 1.39	1.13
Instructional Effectiveness	6.57	5.76 / 0.86	0.81	6.57	5.61 / 1.06	0.96
Safety and Security	6.52	4.90 / 1.11	1.62	6.53	4.79 / 1.13	1.74
Student Centeredness	6.51	5.76 / 1.02	0.75	6.60	5.48 / 1.25	1.12
Campus Climate	6.44	5.63 / 0.93	0.81	6.47	5.41 / 1.10	1.06
Concern for the Individual	6.43	5.63 / 0.95	0.80	6.44	5.29 / 1.14	1.15
Registration Effectiveness	6.37	5.32 / 1.06	1.05	6.43	5.03 / 1.16	1.40
Recruitment and Financial Aid	6.34	5.38 / 1.09	0.96	6.30	5.21 / 1.22	1.09
Service Excellence	6.30	5.40 / 0.99	0.90	6.35	5.22 / 1.12	1.13
Campus Support Services	6.20	5.67 / 0.91	0.53	6.33	5.55 / 0.98	0.78
Campus Life	6.08	5.27 / 0.95	0.81	6.08	5.14 / 1.16	0.94
Responsiveness to Diverse Populations		5.57 / 1.27			5.31 / 1.40	

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

Institutional Summary

Items: In Order of Importance

Item	Longwood University - SSI			Yes - Disability		
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
8. The content of the courses within my major is valuable.	6.75	5.96 / 1.14	0.79	6.76	5.73 / 1.29	1.03
16. The instruction in my major field is excellent.	6.74	5.95 / 1.14	0.79	6.69	5.92 / 1.13	0.77
68. Nearly all of the faculty are knowledgeable in their field.	6.73	6.09 / 1.06	0.64	6.71	6.12 / 1.17	0.59
33. My academic advisor is knowledgeable about requirements in my major.	6.73	5.95 / 1.46	0.78	6.86	6.04 / 1.41	0.82
58. The quality of instruction I receive in most of my classes is excellent.	6.72	5.80 / 1.18	0.92	6.82	5.78 / 1.45	1.04
34. I am able to register for classes I need with few conflicts.	6.71	5.17 / 1.67	1.54	6.84	4.98 / 1.68	1.86
7. The campus is safe and secure for all students.	6.68	5.89 / 1.12	0.79	6.70	5.75 / 1.16	0.95
55. Major requirements are clear and reasonable.	6.68	5.70 / 1.36	0.98	6.67	5.31 / 1.53	1.36
66. Tuition paid is a worthwhile investment.	6.66	5.21 / 1.51	1.45	6.67	5.04 / 1.64	1.63
29. It is an enjoyable experience to be a student on this campus.	6.66	5.91 / 1.33	0.75	6.76	5.49 / 1.77	1.27
36. Security staff respond quickly in emergencies.	6.65	5.84 / 1.28	0.81	6.63	5.80 / 1.35	0.83
6. My academic advisor is approachable.	6.64	5.93 / 1.49	0.71	6.62	5.59 / 1.76	1.03
39. I am able to experience intellectual growth here.	6.64	5.99 / 1.16	0.65	6.73	6.02 / 1.20	0.71

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Institutional Summary

Items: In Order of Importance

Item	Longwood University - SSI			Yes - Disability		
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
80. Campus item: This university has helped me meet the goals I came here to achieve.	6.64	5.82 / 1.27	0.82	6.82	5.57 / 1.66	1.25
45. Students are made to feel welcome on this campus.	6.61	5.95 / 1.31	0.66	6.76	5.88 / 1.49	0.88
59. This institution shows concern for students as individuals.	6.60	5.76 / 1.32	0.84	6.61	5.51 / 1.54	1.10
14. My academic advisor is concerned about my success as an individual.	6.60	5.87 / 1.46	0.73	6.68	5.53 / 1.83	1.15
69. There is a good variety of courses provided on this campus.	6.59	5.76 / 1.30	0.83	6.58	5.71 / 1.58	0.87
25. Faculty are fair and unbiased in their treatment of individual students.	6.58	5.53 / 1.32	1.05	6.60	5.29 / 1.53	1.31
47. Faculty provide timely feedback about student progress in a course.	6.57	5.25 / 1.45	1.32	6.76	5.18 / 1.65	1.58
2. The campus staff are caring and helpful.	6.56	5.79 / 1.16	0.77	6.72	5.53 / 1.38	1.19
65. Faculty are usually available after class and during office hours.	6.55	5.97 / 1.20	0.58	6.53	5.73 / 1.53	0.80
41. There is a commitment to academic excellence on this campus.	6.55	5.94 / 1.19	0.61	6.55	5.82 / 1.45	0.73
74. Campus item: The academic buildings adequately support a productive learning environment.	6.53	6.03 / 1.03	0.50	6.69	5.96 / 1.21	0.73
72. On the whole, the campus is well-maintained.	6.52	6.21 / 1.00	0.31	6.49	6.13 / 1.02	0.36

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Institutional Summary
Items: In Order of Importance

Item	Longwood University - SSI			Yes - Disability		
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.52	4.94 / 1.57	1.58	6.45	4.65 / 1.82	1.80
78. Campus item: There are adequate and accessible quiet places for students to study.	6.50	5.75 / 1.41	0.75	6.35	5.37 / 1.45	0.98
83. Campus item: My experiences have helped me become a more independent and self-directed learner.	6.49	6.09 / 1.19	0.40	6.40	6.17 / 1.06	0.23
3. Faculty care about me as an individual.	6.47	5.80 / 1.18	0.67	6.37	5.46 / 1.46	0.91
49. There are adequate services to help me decide upon a career.	6.47	5.65 / 1.35	0.82	6.60	5.49 / 1.66	1.11
17. Adequate financial aid is available for most students.	6.45	4.95 / 1.61	1.50	6.43	4.83 / 1.91	1.60
76. Campus item: Faculty willingly provide appropriate accommodations to students with disabilities.	6.43	6.14 / 1.09	0.29	6.80	5.67 / 1.52	1.13
79. Campus item: Longwood provides an adequate variety of housing options.	6.42	5.39 / 1.55	1.03	6.47	5.30 / 1.85	1.17
38. There is an adequate selection of food available in the cafeteria.	6.42	4.02 / 1.77	2.40	6.48	4.15 / 1.98	2.33
57. I seldom get the "run-around" when seeking information on this campus.	6.41	4.93 / 1.72	1.48	6.35	4.57 / 1.85	1.78
1. Most students feel a sense of belonging here.	6.41	5.57 / 1.32	0.84	6.38	5.16 / 1.60	1.22

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Institutional Summary
Items: In Order of Importance

Item	Longwood University - SSI			Yes - Disability		
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
44. Academic support services adequately meet the needs of students.	6.39	5.63 / 1.32	0.76	6.61	5.36 / 1.70	1.25
53. Faculty take into consideration student differences as they teach a course.	6.39	5.31 / 1.43	1.08	6.54	4.94 / 1.77	1.60
63. Student disciplinary procedures are fair.	6.38	5.55 / 1.44	0.83	6.36	5.43 / 1.78	0.93
67. Freedom of expression is protected on campus.	6.38	5.61 / 1.46	0.77	6.52	5.39 / 1.65	1.13
35. The assessment and course placement procedures are reasonable.	6.38	5.54 / 1.37	0.84	6.33	5.38 / 1.53	0.95
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.37	5.56 / 1.45	0.81	6.43	5.40 / 1.64	1.03
21. The amount of student parking space on campus is adequate.	6.37	3.26 / 1.77	3.11	6.49	3.27 / 1.95	3.22
75. Campus item: The campus is physically accessible to individuals of all abilities.	6.36	6.03 / 1.20	0.33	6.60	5.40 / 1.66	1.20
28. Parking lots are well-lighted and secure.	6.36	4.76 / 1.64	1.60	6.30	4.56 / 1.73	1.74
73. Student activities fees are put to good use.	6.35	4.85 / 1.62	1.50	6.41	4.77 / 1.78	1.64
18. Library resources and services are adequate.	6.35	5.87 / 1.20	0.48	6.41	5.76 / 1.33	0.65
11. Billing policies are reasonable.	6.35	5.04 / 1.48	1.31	6.46	4.51 / 1.53	1.95
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.35	5.23 / 1.48	1.12	6.17	5.03 / 1.59	1.14

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Institutional Summary
Items: In Order of Importance

Item	Longwood University - SSI			Yes - Disability		
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
27. The personnel involved in registration are helpful.	6.35	5.44 / 1.43	0.91	6.38	5.41 / 1.59	0.97
50. Class change (drop/add) policies are reasonable.	6.34	5.65 / 1.45	0.69	6.43	5.07 / 2.03	1.36
51. This institution has a good reputation within the community.	6.34	5.79 / 1.36	0.55	6.40	5.72 / 1.36	0.68
61. Adjunct faculty are competent as classroom instructors.	6.34	5.65 / 1.28	0.69	6.04	5.50 / 1.55	0.54
15. The staff in the health services area are competent.	6.33	5.00 / 1.63	1.33	6.35	4.96 / 1.69	1.39
19. My academic advisor helps me set goals to work toward.	6.33	5.47 / 1.62	0.86	6.41	5.16 / 1.77	1.25
64. New student orientation services help students adjust to college.	6.32	5.48 / 1.55	0.84	6.42	5.29 / 1.74	1.13
37. I feel a sense of pride about my campus.	6.31	5.86 / 1.39	0.45	6.10	5.60 / 1.70	0.50
4. Admissions staff are knowledgeable.	6.31	5.57 / 1.29	0.74	6.15	5.25 / 1.57	0.90
43. Admissions counselors respond to prospective students' unique needs and requests.	6.30	5.64 / 1.30	0.66	6.33	5.56 / 1.48	0.77
81. Campus item: The extracurricular opportunities with which I am involved have contributed significantly to my learning at Longwood.	6.29	5.88 / 1.31	0.41	6.52	6.13 / 1.26	0.39
82. Campus item: This university has helped prepare me as a citizen leader.	6.28	5.79 / 1.42	0.49	6.23	5.81 / 1.38	0.42

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Institutional Summary

Items: In Order of Importance

Item	Longwood University - SSI			Yes - Disability		
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
5. Financial aid counselors are helpful.	6.28	5.32 / 1.47	0.96	6.27	5.14 / 1.72	1.13
71. Channels for expressing student complaints are readily available.	6.27	5.06 / 1.64	1.21	6.27	4.60 / 1.93	1.67
22. Counseling staff care about students as individuals.	6.26	5.54 / 1.36	0.72	6.21	5.45 / 1.62	0.76
77. Campus item: Campus Recreation provides comprehensive opportunities for my physical wellness.	6.25	6.19 / 0.98	0.06	6.23	6.02 / 1.12	0.21
60. I generally know what's happening on campus.	6.24	5.53 / 1.37	0.71	6.26	5.36 / 1.62	0.90
10. Administrators are approachable to students.	6.23	5.56 / 1.30	0.67	6.38	5.33 / 1.53	1.05
46. I can easily get involved in campus organizations.	6.23	5.80 / 1.41	0.43	6.13	5.70 / 1.76	0.43
92. Academic reputation as factor in decision to enroll.	6.21			5.90		
40. Residence hall regulations are reasonable.	6.20	5.51 / 1.35	0.69	6.24	5.66 / 1.41	0.58
32. Tutoring services are readily available.	6.16	5.60 / 1.44	0.56	6.34	5.04 / 1.95	1.30
90. Cost as factor in decision to enroll.	6.16			5.86		
70. Graduate teaching assistants are competent as classroom instructors.	6.15	5.39 / 1.47	0.76	6.07	4.95 / 2.11	1.12
93. Size of institution as factor in decision to enroll.	6.12			6.30		
62. There is a strong commitment to racial harmony on this campus.	6.12	5.50 / 1.43	0.62	6.09	5.49 / 1.56	0.60

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Institutional Summary
Items: In Order of Importance

Item	Longwood University - SSI			Yes - Disability		
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
26. Computer labs are adequate and accessible.	6.11	5.78 / 1.23	0.33	6.07	5.82 / 1.21	0.25
20. The business office is open during hours which are convenient for most students.	6.09	5.29 / 1.39	0.80	5.98	5.21 / 1.51	0.77
52. The student center is a comfortable place for students to spend their leisure time.	6.05	5.35 / 1.52	0.70	6.00	5.00 / 1.58	1.00
91. Financial aid as factor in decision to enroll.	6.02			5.66		
30. Residence hall staff are concerned about me as an individual.	6.01	5.19 / 1.58	0.82	6.07	4.47 / 1.97	1.60
54. Bookstore staff are helpful.	5.99	5.35 / 1.47	0.64	6.08	5.54 / 1.40	0.54
13. Library staff are helpful and approachable.	5.97	5.82 / 1.24	0.15	6.18	5.80 / 1.48	0.38
42. There are a sufficient number of weekend activities for students.	5.96	4.88 / 1.63	1.08	5.85	4.80 / 1.80	1.05
56. The student handbook provides helpful information about campus life.	5.95	5.43 / 1.42	0.52	5.80	5.25 / 1.51	0.55
97. Campus appearance as factor in decision to enroll.	5.93			5.52		
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.77	5.80 / 1.26	-0.03	6.34	5.91 / 1.46	0.43
98. Personalized attention prior to enrollment as factor in decision to enroll.	5.74			5.44		

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Institutional Summary

Items: In Order of Importance

Item	Longwood University - SSI			Yes - Disability		
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.50	5.08 / 1.61	0.42	5.45	5.13 / 1.65	0.32
96. Geographic setting as factor in decision to enroll.	5.38			5.08		
9. A variety of intramural activities are offered.	5.17	5.61 / 1.24	-0.44	4.73	5.76 / 1.32	-1.03
95. Recommendations from family/friends as factor in decision to enroll.	5.14			5.18		
94. Opportunity to play sports as factor in decision to enroll.	3.36			2.93		
85. Institution's commitment to evening students?		5.46 / 1.36			5.24 / 1.84	
86. Institution's commitment to older, returning learners?		5.61 / 1.29			5.50 / 1.47	
87. Institution's commitment to under-represented populations?		5.29 / 1.57			5.07 / 1.94	
88. Institution's commitment to commuters?		5.57 / 1.37			5.39 / 1.58	
89. Institution's commitment to students with disabilities?		5.97 / 1.20			5.46 / 1.60	
84. Institution's commitment to part-time students?		5.52 / 1.28			5.06 / 1.89	

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Institutional Summary

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

Scale/Item	Longwood University - SSI			Yes - Disability		
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
ACADEMIC ADVISING	6.60	5.78 / 1.21	0.82	6.65	5.52 / 1.39	1.13
6. My academic advisor is approachable.	6.64	5.93 / 1.49	0.71	6.62	5.59 / 1.76	1.03
14. My academic advisor is concerned about my success as an individual.	6.60	5.87 / 1.46	0.73	6.68	5.53 / 1.83	1.15
19. My academic advisor helps me set goals to work toward.	6.33	5.47 / 1.62	0.86	6.41	5.16 / 1.77	1.25
33. My academic advisor is knowledgeable about requirements in my major.	6.73	5.95 / 1.46	0.78	6.86	6.04 / 1.41	0.82
55. Major requirements are clear and reasonable.	6.68	5.70 / 1.36	0.98	6.67	5.31 / 1.53	1.36

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Institutional Summary

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

Scale/Item	Longwood University - SSI			Yes - Disability		
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
CAMPUS CLIMATE	6.44	5.63 / 0.93	0.81	6.47	5.41 / 1.10	1.06
1. Most students feel a sense of belonging here.	6.41	5.57 / 1.32	0.84	6.38	5.16 / 1.60	1.22
2. The campus staff are caring and helpful.	6.56	5.79 / 1.16	0.77	6.72	5.53 / 1.38	1.19
3. Faculty care about me as an individual.	6.47	5.80 / 1.18	0.67	6.37	5.46 / 1.46	0.91
7. The campus is safe and secure for all students.	6.68	5.89 / 1.12	0.79	6.70	5.75 / 1.16	0.95
10. Administrators are approachable to students.	6.23	5.56 / 1.30	0.67	6.38	5.33 / 1.53	1.05
29. It is an enjoyable experience to be a student on this campus.	6.66	5.91 / 1.33	0.75	6.76	5.49 / 1.77	1.27
37. I feel a sense of pride about my campus.	6.31	5.86 / 1.39	0.45	6.10	5.60 / 1.70	0.50
41. There is a commitment to academic excellence on this campus.	6.55	5.94 / 1.19	0.61	6.55	5.82 / 1.45	0.73
45. Students are made to feel welcome on this campus.	6.61	5.95 / 1.31	0.66	6.76	5.88 / 1.49	0.88
51. This institution has a good reputation within the community.	6.34	5.79 / 1.36	0.55	6.40	5.72 / 1.36	0.68
57. I seldom get the "run-around" when seeking information on this campus.	6.41	4.93 / 1.72	1.48	6.35	4.57 / 1.85	1.78
59. This institution shows concern for students as individuals.	6.60	5.76 / 1.32	0.84	6.61	5.51 / 1.54	1.10
60. I generally know what's happening on campus.	6.24	5.53 / 1.37	0.71	6.26	5.36 / 1.62	0.90

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Institutional Summary

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

Scale/Item	Longwood University - SSI			Yes - Disability		
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
62. There is a strong commitment to racial harmony on this campus.	6.12	5.50 / 1.43	0.62	6.09	5.49 / 1.56	0.60
66. Tuition paid is a worthwhile investment.	6.66	5.21 / 1.51	1.45	6.67	5.04 / 1.64	1.63
67. Freedom of expression is protected on campus.	6.38	5.61 / 1.46	0.77	6.52	5.39 / 1.65	1.13
71. Channels for expressing student complaints are readily available.	6.27	5.06 / 1.64	1.21	6.27	4.60 / 1.93	1.67

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Institutional Summary

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

Scale/Item	Longwood University - SSI			Yes - Disability		
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
CAMPUS LIFE	6.08	5.27 / 0.95	0.81	6.08	5.14 / 1.16	0.94
9. A variety of intramural activities are offered.	5.17	5.61 / 1.24	-0.44	4.73	5.76 / 1.32	-1.03
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.52	4.94 / 1.57	1.58	6.45	4.65 / 1.82	1.80
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.50	5.08 / 1.61	0.42	5.45	5.13 / 1.65	0.32
30. Residence hall staff are concerned about me as an individual.	6.01	5.19 / 1.58	0.82	6.07	4.47 / 1.97	1.60
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.77	5.80 / 1.26	-0.03	6.34	5.91 / 1.46	0.43
38. There is an adequate selection of food available in the cafeteria.	6.42	4.02 / 1.77	2.40	6.48	4.15 / 1.98	2.33
40. Residence hall regulations are reasonable.	6.20	5.51 / 1.35	0.69	6.24	5.66 / 1.41	0.58
42. There are a sufficient number of weekend activities for students.	5.96	4.88 / 1.63	1.08	5.85	4.80 / 1.80	1.05
46. I can easily get involved in campus organizations.	6.23	5.80 / 1.41	0.43	6.13	5.70 / 1.76	0.43
52. The student center is a comfortable place for students to spend their leisure time.	6.05	5.35 / 1.52	0.70	6.00	5.00 / 1.58	1.00
56. The student handbook provides helpful information about campus life.	5.95	5.43 / 1.42	0.52	5.80	5.25 / 1.51	0.55
63. Student disciplinary procedures are fair.	6.38	5.55 / 1.44	0.83	6.36	5.43 / 1.78	0.93

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

Institutional Summary

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

Scale/Item	Longwood University - SSI			Yes - Disability		
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
64. New student orientation services help students adjust to college.	6.32	5.48 / 1.55	0.84	6.42	5.29 / 1.74	1.13
67. Freedom of expression is protected on campus.	6.38	5.61 / 1.46	0.77	6.52	5.39 / 1.65	1.13
73. Student activities fees are put to good use.	6.35	4.85 / 1.62	1.50	6.41	4.77 / 1.78	1.64

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

Institutional Summary

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

Scale/Item	Longwood University - SSI			Yes - Disability		
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
CAMPUS SUPPORT SERVICES	6.20	5.67 / 0.91	0.53	6.33	5.55 / 0.98	0.78
13. Library staff are helpful and approachable.	5.97	5.82 / 1.24	0.15	6.18	5.80 / 1.48	0.38
18. Library resources and services are adequate.	6.35	5.87 / 1.20	0.48	6.41	5.76 / 1.33	0.65
26. Computer labs are adequate and accessible.	6.11	5.78 / 1.23	0.33	6.07	5.82 / 1.21	0.25
32. Tutoring services are readily available.	6.16	5.60 / 1.44	0.56	6.34	5.04 / 1.95	1.30
44. Academic support services adequately meet the needs of students.	6.39	5.63 / 1.32	0.76	6.61	5.36 / 1.70	1.25
49. There are adequate services to help me decide upon a career.	6.47	5.65 / 1.35	0.82	6.60	5.49 / 1.66	1.11
54. Bookstore staff are helpful.	5.99	5.35 / 1.47	0.64	6.08	5.54 / 1.40	0.54

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

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Concern for the Individual

Scale/Item	Longwood University - SSI			Yes - Disability		
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
CONCERN FOR THE INDIVIDUAL	6.43	5.63 / 0.95	0.80	6.44	5.29 / 1.14	1.15
3. Faculty care about me as an individual.	6.47	5.80 / 1.18	0.67	6.37	5.46 / 1.46	0.91
14. My academic advisor is concerned about my success as an individual.	6.60	5.87 / 1.46	0.73	6.68	5.53 / 1.83	1.15
22. Counseling staff care about students as individuals.	6.26	5.54 / 1.36	0.72	6.21	5.45 / 1.62	0.76
25. Faculty are fair and unbiased in their treatment of individual students.	6.58	5.53 / 1.32	1.05	6.60	5.29 / 1.53	1.31
30. Residence hall staff are concerned about me as an individual.	6.01	5.19 / 1.58	0.82	6.07	4.47 / 1.97	1.60
59. This institution shows concern for students as individuals.	6.60	5.76 / 1.32	0.84	6.61	5.51 / 1.54	1.10

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

Institutional Summary

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

Scale/Item	Longwood University - SSI			Yes - Disability		
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
INSTRUCTIONAL EFFECTIVENESS	6.57	5.76 / 0.86	0.81	6.57	5.61 / 1.06	0.96
3. Faculty care about me as an individual.	6.47	5.80 / 1.18	0.67	6.37	5.46 / 1.46	0.91
8. The content of the courses within my major is valuable.	6.75	5.96 / 1.14	0.79	6.76	5.73 / 1.29	1.03
16. The instruction in my major field is excellent.	6.74	5.95 / 1.14	0.79	6.69	5.92 / 1.13	0.77
25. Faculty are fair and unbiased in their treatment of individual students.	6.58	5.53 / 1.32	1.05	6.60	5.29 / 1.53	1.31
39. I am able to experience intellectual growth here.	6.64	5.99 / 1.16	0.65	6.73	6.02 / 1.20	0.71
41. There is a commitment to academic excellence on this campus.	6.55	5.94 / 1.19	0.61	6.55	5.82 / 1.45	0.73
47. Faculty provide timely feedback about student progress in a course.	6.57	5.25 / 1.45	1.32	6.76	5.18 / 1.65	1.58
53. Faculty take into consideration student differences as they teach a course.	6.39	5.31 / 1.43	1.08	6.54	4.94 / 1.77	1.60
58. The quality of instruction I receive in most of my classes is excellent.	6.72	5.80 / 1.18	0.92	6.82	5.78 / 1.45	1.04
61. Adjunct faculty are competent as classroom instructors.	6.34	5.65 / 1.28	0.69	6.04	5.50 / 1.55	0.54
65. Faculty are usually available after class and during office hours.	6.55	5.97 / 1.20	0.58	6.53	5.73 / 1.53	0.80

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

Institutional Summary

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

Scale/Item	Longwood University - SSI			Yes - Disability		
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
68. Nearly all of the faculty are knowledgeable in their field.	6.73	6.09 / 1.06	0.64	6.71	6.12 / 1.17	0.59
69. There is a good variety of courses provided on this campus.	6.59	5.76 / 1.30	0.83	6.58	5.71 / 1.58	0.87
70. Graduate teaching assistants are competent as classroom instructors.	6.15	5.39 / 1.47	0.76	6.07	4.95 / 2.11	1.12

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

Institutional Summary

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

Scale/Item	Longwood University - SSI			Yes - Disability		
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
RECRUITMENT AND FINANCIAL AID	6.34	5.38 / 1.09	0.96	6.30	5.21 / 1.22	1.09
4. Admissions staff are knowledgeable.	6.31	5.57 / 1.29	0.74	6.15	5.25 / 1.57	0.90
5. Financial aid counselors are helpful.	6.28	5.32 / 1.47	0.96	6.27	5.14 / 1.72	1.13
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.35	5.23 / 1.48	1.12	6.17	5.03 / 1.59	1.14
17. Adequate financial aid is available for most students.	6.45	4.95 / 1.61	1.50	6.43	4.83 / 1.91	1.60
43. Admissions counselors respond to prospective students' unique needs and requests.	6.30	5.64 / 1.30	0.66	6.33	5.56 / 1.48	0.77
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.37	5.56 / 1.45	0.81	6.43	5.40 / 1.64	1.03

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

Institutional Summary

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

Scale/Item	Longwood University - SSI			Yes - Disability		
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
REGISTRATION EFFECTIVENESS	6.37	5.32 / 1.06	1.05	6.43	5.03 / 1.16	1.40
11. Billing policies are reasonable.	6.35	5.04 / 1.48	1.31	6.46	4.51 / 1.53	1.95
20. The business office is open during hours which are convenient for most students.	6.09	5.29 / 1.39	0.80	5.98	5.21 / 1.51	0.77
27. The personnel involved in registration are helpful.	6.35	5.44 / 1.43	0.91	6.38	5.41 / 1.59	0.97
34. I am able to register for classes I need with few conflicts.	6.71	5.17 / 1.67	1.54	6.84	4.98 / 1.68	1.86
50. Class change (drop/add) policies are reasonable.	6.34	5.65 / 1.45	0.69	6.43	5.07 / 2.03	1.36

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

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Responsiveness to Diverse Populations

Scale/Item	Longwood University - SSI			Yes - Disability		
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
RESPONSIVENESS TO DIVERSE POPULATIONS		5.57 / 1.27			5.31 / 1.40	
84. Institution's commitment to part-time students?		5.52 / 1.28			5.06 / 1.89	
85. Institution's commitment to evening students?		5.46 / 1.36			5.24 / 1.84	
86. Institution's commitment to older, returning learners?		5.61 / 1.29			5.50 / 1.47	
87. Institution's commitment to under-represented populations?		5.29 / 1.57			5.07 / 1.94	
88. Institution's commitment to commuters?		5.57 / 1.37			5.39 / 1.58	
89. Institution's commitment to students with disabilities?		5.97 / 1.20			5.46 / 1.60	

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

Institutional Summary

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

Scale/Item	Longwood University - SSI			Yes - Disability		
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
SAFETY AND SECURITY	6.52	4.90 / 1.11	1.62	6.53	4.79 / 1.13	1.74
7. The campus is safe and secure for all students.	6.68	5.89 / 1.12	0.79	6.70	5.75 / 1.16	0.95
21. The amount of student parking space on campus is adequate.	6.37	3.26 / 1.77	3.11	6.49	3.27 / 1.95	3.22
28. Parking lots are well-lighted and secure.	6.36	4.76 / 1.64	1.60	6.30	4.56 / 1.73	1.74
36. Security staff respond quickly in emergencies.	6.65	5.84 / 1.28	0.81	6.63	5.80 / 1.35	0.83

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

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Service Excellence

Scale/Item	Longwood University - SSI			Yes - Disability		
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
SERVICE EXCELLENCE	6.30	5.40 / 0.99	0.90	6.35	5.22 / 1.12	1.13
2. The campus staff are caring and helpful.	6.56	5.79 / 1.16	0.77	6.72	5.53 / 1.38	1.19
13. Library staff are helpful and approachable.	5.97	5.82 / 1.24	0.15	6.18	5.80 / 1.48	0.38
15. The staff in the health services area are competent.	6.33	5.00 / 1.63	1.33	6.35	4.96 / 1.69	1.39
22. Counseling staff care about students as individuals.	6.26	5.54 / 1.36	0.72	6.21	5.45 / 1.62	0.76
27. The personnel involved in registration are helpful.	6.35	5.44 / 1.43	0.91	6.38	5.41 / 1.59	0.97
57. I seldom get the "run-around" when seeking information on this campus.	6.41	4.93 / 1.72	1.48	6.35	4.57 / 1.85	1.78
60. I generally know what's happening on campus.	6.24	5.53 / 1.37	0.71	6.26	5.36 / 1.62	0.90
71. Channels for expressing student complaints are readily available.	6.27	5.06 / 1.64	1.21	6.27	4.60 / 1.93	1.67

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

Institutional Summary

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

Scale/Item	Longwood University - SSI			Yes - Disability		
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
STUDENT CENTEREDNESS	6.51	5.76 / 1.02	0.75	6.60	5.48 / 1.25	1.12
1. Most students feel a sense of belonging here.	6.41	5.57 / 1.32	0.84	6.38	5.16 / 1.60	1.22
2. The campus staff are caring and helpful.	6.56	5.79 / 1.16	0.77	6.72	5.53 / 1.38	1.19
10. Administrators are approachable to students.	6.23	5.56 / 1.30	0.67	6.38	5.33 / 1.53	1.05
29. It is an enjoyable experience to be a student on this campus.	6.66	5.91 / 1.33	0.75	6.76	5.49 / 1.77	1.27
45. Students are made to feel welcome on this campus.	6.61	5.95 / 1.31	0.66	6.76	5.88 / 1.49	0.88
59. This institution shows concern for students as individuals.	6.60	5.76 / 1.32	0.84	6.61	5.51 / 1.54	1.10

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

Institutional Summary

Items: In Sequential Order

Item	Longwood University - SSI			Yes - Disability		
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
1. Most students feel a sense of belonging here.	6.41	5.57 / 1.32	0.84	6.38	5.16 / 1.60	1.22
2. The campus staff are caring and helpful.	6.56	5.79 / 1.16	0.77	6.72	5.53 / 1.38	1.19
3. Faculty care about me as an individual.	6.47	5.80 / 1.18	0.67	6.37	5.46 / 1.46	0.91
4. Admissions staff are knowledgeable.	6.31	5.57 / 1.29	0.74	6.15	5.25 / 1.57	0.90
5. Financial aid counselors are helpful.	6.28	5.32 / 1.47	0.96	6.27	5.14 / 1.72	1.13
6. My academic advisor is approachable.	6.64	5.93 / 1.49	0.71	6.62	5.59 / 1.76	1.03
7. The campus is safe and secure for all students.	6.68	5.89 / 1.12	0.79	6.70	5.75 / 1.16	0.95
8. The content of the courses within my major is valuable.	6.75	5.96 / 1.14	0.79	6.76	5.73 / 1.29	1.03
9. A variety of intramural activities are offered.	5.17	5.61 / 1.24	-0.44	4.73	5.76 / 1.32	-1.03
10. Administrators are approachable to students.	6.23	5.56 / 1.30	0.67	6.38	5.33 / 1.53	1.05
11. Billing policies are reasonable.	6.35	5.04 / 1.48	1.31	6.46	4.51 / 1.53	1.95
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.35	5.23 / 1.48	1.12	6.17	5.03 / 1.59	1.14
13. Library staff are helpful and approachable.	5.97	5.82 / 1.24	0.15	6.18	5.80 / 1.48	0.38
14. My academic advisor is concerned about my success as an individual.	6.60	5.87 / 1.46	0.73	6.68	5.53 / 1.83	1.15
15. The staff in the health services area are competent.	6.33	5.00 / 1.63	1.33	6.35	4.96 / 1.69	1.39

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

Institutional Summary

Items: In Sequential Order

Item	Longwood University - SSI			Yes - Disability		
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
16. The instruction in my major field is excellent.	6.74	5.95 / 1.14	0.79	6.69	5.92 / 1.13	0.77
17. Adequate financial aid is available for most students.	6.45	4.95 / 1.61	1.50	6.43	4.83 / 1.91	1.60
18. Library resources and services are adequate.	6.35	5.87 / 1.20	0.48	6.41	5.76 / 1.33	0.65
19. My academic advisor helps me set goals to work toward.	6.33	5.47 / 1.62	0.86	6.41	5.16 / 1.77	1.25
20. The business office is open during hours which are convenient for most students.	6.09	5.29 / 1.39	0.80	5.98	5.21 / 1.51	0.77
21. The amount of student parking space on campus is adequate.	6.37	3.26 / 1.77	3.11	6.49	3.27 / 1.95	3.22
22. Counseling staff care about students as individuals.	6.26	5.54 / 1.36	0.72	6.21	5.45 / 1.62	0.76
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.52	4.94 / 1.57	1.58	6.45	4.65 / 1.82	1.80
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.50	5.08 / 1.61	0.42	5.45	5.13 / 1.65	0.32
25. Faculty are fair and unbiased in their treatment of individual students.	6.58	5.53 / 1.32	1.05	6.60	5.29 / 1.53	1.31
26. Computer labs are adequate and accessible.	6.11	5.78 / 1.23	0.33	6.07	5.82 / 1.21	0.25
27. The personnel involved in registration are helpful.	6.35	5.44 / 1.43	0.91	6.38	5.41 / 1.59	0.97
28. Parking lots are well-lighted and secure.	6.36	4.76 / 1.64	1.60	6.30	4.56 / 1.73	1.74

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

Institutional Summary

Items: In Sequential Order

Item	Longwood University - SSI			Yes - Disability		
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
29. It is an enjoyable experience to be a student on this campus.	6.66	5.91 / 1.33	0.75	6.76	5.49 / 1.77	1.27
30. Residence hall staff are concerned about me as an individual.	6.01	5.19 / 1.58	0.82	6.07	4.47 / 1.97	1.60
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.77	5.80 / 1.26	-0.03	6.34	5.91 / 1.46	0.43
32. Tutoring services are readily available.	6.16	5.60 / 1.44	0.56	6.34	5.04 / 1.95	1.30
33. My academic advisor is knowledgeable about requirements in my major.	6.73	5.95 / 1.46	0.78	6.86	6.04 / 1.41	0.82
34. I am able to register for classes I need with few conflicts.	6.71	5.17 / 1.67	1.54	6.84	4.98 / 1.68	1.86
35. The assessment and course placement procedures are reasonable.	6.38	5.54 / 1.37	0.84	6.33	5.38 / 1.53	0.95
36. Security staff respond quickly in emergencies.	6.65	5.84 / 1.28	0.81	6.63	5.80 / 1.35	0.83
37. I feel a sense of pride about my campus.	6.31	5.86 / 1.39	0.45	6.10	5.60 / 1.70	0.50
38. There is an adequate selection of food available in the cafeteria.	6.42	4.02 / 1.77	2.40	6.48	4.15 / 1.98	2.33
39. I am able to experience intellectual growth here.	6.64	5.99 / 1.16	0.65	6.73	6.02 / 1.20	0.71
40. Residence hall regulations are reasonable.	6.20	5.51 / 1.35	0.69	6.24	5.66 / 1.41	0.58
41. There is a commitment to academic excellence on this campus.	6.55	5.94 / 1.19	0.61	6.55	5.82 / 1.45	0.73

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

Institutional Summary

Items: In Sequential Order

Item	Longwood University - SSI			Yes - Disability		
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
42. There are a sufficient number of weekend activities for students.	5.96	4.88 / 1.63	1.08	5.85	4.80 / 1.80	1.05
43. Admissions counselors respond to prospective students' unique needs and requests.	6.30	5.64 / 1.30	0.66	6.33	5.56 / 1.48	0.77
44. Academic support services adequately meet the needs of students.	6.39	5.63 / 1.32	0.76	6.61	5.36 / 1.70	1.25
45. Students are made to feel welcome on this campus.	6.61	5.95 / 1.31	0.66	6.76	5.88 / 1.49	0.88
46. I can easily get involved in campus organizations.	6.23	5.80 / 1.41	0.43	6.13	5.70 / 1.76	0.43
47. Faculty provide timely feedback about student progress in a course.	6.57	5.25 / 1.45	1.32	6.76	5.18 / 1.65	1.58
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.37	5.56 / 1.45	0.81	6.43	5.40 / 1.64	1.03
49. There are adequate services to help me decide upon a career.	6.47	5.65 / 1.35	0.82	6.60	5.49 / 1.66	1.11
50. Class change (drop/add) policies are reasonable.	6.34	5.65 / 1.45	0.69	6.43	5.07 / 2.03	1.36
51. This institution has a good reputation within the community.	6.34	5.79 / 1.36	0.55	6.40	5.72 / 1.36	0.68
52. The student center is a comfortable place for students to spend their leisure time.	6.05	5.35 / 1.52	0.70	6.00	5.00 / 1.58	1.00
53. Faculty take into consideration student differences as they teach a course.	6.39	5.31 / 1.43	1.08	6.54	4.94 / 1.77	1.60

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

Institutional Summary

Items: In Sequential Order

Item	Longwood University - SSI			Yes - Disability		
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
54. Bookstore staff are helpful.	5.99	5.35 / 1.47	0.64	6.08	5.54 / 1.40	0.54
55. Major requirements are clear and reasonable.	6.68	5.70 / 1.36	0.98	6.67	5.31 / 1.53	1.36
56. The student handbook provides helpful information about campus life.	5.95	5.43 / 1.42	0.52	5.80	5.25 / 1.51	0.55
57. I seldom get the "run-around" when seeking information on this campus.	6.41	4.93 / 1.72	1.48	6.35	4.57 / 1.85	1.78
58. The quality of instruction I receive in most of my classes is excellent.	6.72	5.80 / 1.18	0.92	6.82	5.78 / 1.45	1.04
59. This institution shows concern for students as individuals.	6.60	5.76 / 1.32	0.84	6.61	5.51 / 1.54	1.10
60. I generally know what's happening on campus.	6.24	5.53 / 1.37	0.71	6.26	5.36 / 1.62	0.90
61. Adjunct faculty are competent as classroom instructors.	6.34	5.65 / 1.28	0.69	6.04	5.50 / 1.55	0.54
62. There is a strong commitment to racial harmony on this campus.	6.12	5.50 / 1.43	0.62	6.09	5.49 / 1.56	0.60
63. Student disciplinary procedures are fair.	6.38	5.55 / 1.44	0.83	6.36	5.43 / 1.78	0.93
64. New student orientation services help students adjust to college.	6.32	5.48 / 1.55	0.84	6.42	5.29 / 1.74	1.13
65. Faculty are usually available after class and during office hours.	6.55	5.97 / 1.20	0.58	6.53	5.73 / 1.53	0.80
66. Tuition paid is a worthwhile investment.	6.66	5.21 / 1.51	1.45	6.67	5.04 / 1.64	1.63

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

Institutional Summary

Items: In Sequential Order

Item	Longwood University - SSI			Yes - Disability		
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
67. Freedom of expression is protected on campus.	6.38	5.61 / 1.46	0.77	6.52	5.39 / 1.65	1.13
68. Nearly all of the faculty are knowledgeable in their field.	6.73	6.09 / 1.06	0.64	6.71	6.12 / 1.17	0.59
69. There is a good variety of courses provided on this campus.	6.59	5.76 / 1.30	0.83	6.58	5.71 / 1.58	0.87
70. Graduate teaching assistants are competent as classroom instructors.	6.15	5.39 / 1.47	0.76	6.07	4.95 / 2.11	1.12
71. Channels for expressing student complaints are readily available.	6.27	5.06 / 1.64	1.21	6.27	4.60 / 1.93	1.67
72. On the whole, the campus is well-maintained.	6.52	6.21 / 1.00	0.31	6.49	6.13 / 1.02	0.36
73. Student activities fees are put to good use.	6.35	4.85 / 1.62	1.50	6.41	4.77 / 1.78	1.64
74. Campus item: The academic buildings adequately support a productive learning environment.	6.53	6.03 / 1.03	0.50	6.69	5.96 / 1.21	0.73
75. Campus item: The campus is physically accessible to individuals of all abilities.	6.36	6.03 / 1.20	0.33	6.60	5.40 / 1.66	1.20
76. Campus item: Faculty willingly provide appropriate accommodations to students with disabilities.	6.43	6.14 / 1.09	0.29	6.80	5.67 / 1.52	1.13
77. Campus item: Campus Recreation provides comprehensive opportunities for my physical wellness.	6.25	6.19 / 0.98	0.06	6.23	6.02 / 1.12	0.21
78. Campus item: There are adequate and accessible quiet places for students to study.	6.50	5.75 / 1.41	0.75	6.35	5.37 / 1.45	0.98

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

Institutional Summary

Items: In Sequential Order

Item	Longwood University - SSI			Yes - Disability		
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
79. Campus item: Longwood provides an adequate variety of housing options.	6.42	5.39 / 1.55	1.03	6.47	5.30 / 1.85	1.17
80. Campus item: This university has helped me meet the goals I came here to achieve.	6.64	5.82 / 1.27	0.82	6.82	5.57 / 1.66	1.25
81. Campus item: The extracurricular opportunities with which I am involved have contributed significantly to my learning at Longwood.	6.29	5.88 / 1.31	0.41	6.52	6.13 / 1.26	0.39
82. Campus item: This university has helped prepare me as a citizen leader.	6.28	5.79 / 1.42	0.49	6.23	5.81 / 1.38	0.42
83. Campus item: My experiences have helped me become a more independent and self-directed learner.	6.49	6.09 / 1.19	0.40	6.40	6.17 / 1.06	0.23
84. Institution's commitment to part-time students?		5.52 / 1.28			5.06 / 1.89	
85. Institution's commitment to evening students?		5.46 / 1.36			5.24 / 1.84	
86. Institution's commitment to older, returning learners?		5.61 / 1.29			5.50 / 1.47	
87. Institution's commitment to under-represented populations?		5.29 / 1.57			5.07 / 1.94	
88. Institution's commitment to commuters?		5.57 / 1.37			5.39 / 1.58	
89. Institution's commitment to students with disabilities?		5.97 / 1.20			5.46 / 1.60	
90. Cost as factor in decision to enroll.	6.16			5.86		

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

Institutional Summary

Items: In Sequential Order

Item	Longwood University - SSI			Yes - Disability		
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
91. Financial aid as factor in decision to enroll.	6.02			5.66		
92. Academic reputation as factor in decision to enroll.	6.21			5.90		
93. Size of institution as factor in decision to enroll.	6.12			6.30		
94. Opportunity to play sports as factor in decision to enroll.	3.36			2.93		
95. Recommendations from family/friends as factor in decision to enroll.	5.14			5.18		
96. Geographic setting as factor in decision to enroll.	5.38			5.08		
97. Campus appearance as factor in decision to enroll.	5.93			5.52		
98. Personalized attention prior to enrollment as factor in decision to enroll.	5.74			5.44		

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

Institutional Summary

Summary Items

Summary Item	Longwood University - SSI	Yes - Disability
So far, how has your college experience met your expectations? 1=Much worse than expected 2=Quite a bit worse than I expected 3=Worse than I expected 4=About what I expected 5=Better than I expected 6=Quite a bit better than I expected 7=Much better than expected	Average: 4.98 1% 2% 8% 26% 26% 18% 16%	Average: 4.77 0% 7% 11% 28% 21% 9% 21%
Rate your overall satisfaction with your experience here thus far. 1=Not satisfied at all 2=Not very satisfied 3=Somewhat dissatisfied 4=Neutral 5=Somewhat satisfied 6=Satisfied 7=Very satisfied	Average: 5.69 1% 2% 5% 5% 15% 42% 27%	Average: 5.20 0% 5% 11% 9% 25% 23% 23%
All in all, if you had to do it over, would you enroll here again? 1=Definitely not 2=Probably not 3=Maybe not 4=I don't know 5=Maybe yes 6=Probably yes 7=Definitely yes	Average: 5.79 2% 5% 4% 6% 7% 26% 46%	Average: 5.29 1% 9% 13% 7% 5% 23% 38%

Comparison Group Summary Analyses

To better understand the LU experience from multiple perspectives, several self-reported student subgroups were targeted. Complete reports are available and the following tables represent summary comparisons.



- Students indicating a disability
- Varsity Athletes
- Males/Females/Persons of Color
- Class and College Affiliation
- High Achieving Students (GPA of 3.0+)
- Institutional Preference (LU as first choice / not first choice)

Importance Rankings across Student Subgroups (1 of 3)	LU (792)	Sts with Disabil (52)	Persons of Color (105)	Athletes (33)	Males (164)	Females (628)
Academic Advising	1	1	3	1	2	1
Instructional Effectiveness	2	3	1	2	1	2
Safety & Security	3	4	6	4	4	3
Student Centeredness	4	2	1	2	3	4
Campus Climate	5	5	3	5	5	5
Concern for the Individual	6	6	5	6	5	6
Registration Effectiveness	7	7	8	7	7	7
Recruitment & Financial Aid	8	10	7	8	8	8
Service Excellence	9	8	9	8	8	9
Campus Support Services	10	9	10	10	10	10
Campus Life	11	11	11	11	11	11

Importance Rankings across Student Subgroups (2 of 3)	LU (792)	CCCAS (435)	CBE (88)	CEHS (190)	CGPS (36)	LU 1 st Choice (536)	LU Not 1 st Choice (254)
Academic Advising	1	1	1	1	1	1	1
Instructional Effectiveness	2	2	4	2	2	2	2
Safety & Security	3	4	3	3	2	3	3
Student Centeredness	4	3	2	4	6	3	3
Campus Climate	5	5	5	6	8	5	5
Concern for the Individual	6	6	7	5	5	5	6
Registration Effectiveness	7	7	6	9	4	7	7
Recruitment & Financial Aid	8	8	8	7	7	8	8
Service Excellence	9	9	9	7	9	9	9
Campus Support Services	10	10	10	10	10	10	10
Campus Life	11	11	11	11	11	11	11

Importance Rankings across Student Subgroups (3 of 3)	LU (792)	Fr (136)	So (167)	Jr (215)	Sr (200)	Grad (57)	3.0+ (459)
Academic Advising	1	1	1	1	1	2	1
Instructional Effectiveness	2	2	2	2	2	1	2
Safety & Security	3	4	4	3	3	3	3
Student Centeredness	4	2	3	4	4	6	4
Campus Climate	5	4	5	5	5	7	5
Concern for the Individual	6	6	7	5	6	4	6
Registration Effectiveness	7	7	6	7	8	5	7
Recruitment & Financial Aid	8	9	8	8	7	8	8
Service Excellence	9	8	9	9	9	9	9
Campus Support Services	10	10	10	10	10	10	10
Campus Life	11	11	11	11	11	11	11

SSI 2013 Comparison Group Summaries

Performance Gaps across Student Subgroups (1 of 3)	LU (792)	Sts with Disabil (52)	Persons of Color (105)	Athletes (33)	Males (164)	Females (628)
Academic Advising	.82	1.13	.81	.91	.58	.87
Instructional Effectiveness	.81	.96	.98	.83	.84	.79
Safety & Security	1.62	1.74	1.90	1.62	1.27	1.69
Student Centeredness	.75	1.12	1.09	.73	.88	.71
Campus Climate	.81	1.06	1.12	.77	.88	.78
Concern for the Individual	.80	1.15	1.01	.87	.71	.82
Registration Effectiveness	1.05	1.40	1.15	.92	1.00	1.06
Recruitment & Financial Aid	.96	1.09	1.20	.82	.92	.97
Service Excellence	.90	1.13	1.05	.77	.78	.93
Campus Support Services	.53	.78	.78	.52	.53	.52
Campus Life	.81	.94	1.13	1.08	.88	.79

Performance Gaps across Student Subgroups (2 of 3)	LU (792)	CCCAS (435)	CBE (88)	CEHS (190)	CGPS (36)	LU 1 st Choice (536)	LU Not 1 st Choice (254)
Academic Advising	.82	.76	.66	1.00	.89	.82	.78
Instructional Effectiveness	.81	.85	.59	.79	.79	.76	.90
Safety & Security	1.62	1.67	1.53	1.58	1.49	1.57	1.70
Student Centeredness	.75	.78	.56	.73	.75	.68	.92
Campus Climate	.81	.85	.57	.81	.68	.75	.93
Concern for the Individual	.80	.78	.64	.89	.89	.78	.84
Registration Effectiveness	1.05	1.11	.76	1.06	1.23	1.02	1.15
Recruitment & Financial Aid	.96	1.03	.64	.97	.91	.92	1.06
Service Excellence	.90	.94	.59	1.00	.81	.87	.98
Campus Support Services	.53	.55	.34	.53	.74	.49	.59
Campus Life	.81	.86	.64	.77	.64	.75	.96

Performance Gaps across Student Subgroups (3 of 3)	LU (792)	Fr (136)	So (167)	Jr (215)	Sr (200)	Grad (57)	3.0+ (459)
Academic Advising	.82	.72	.90	.78	.86	.75	.81
Instructional Effectiveness	.81	.74	.84	.78	.86	.69	.76
Safety & Security	1.62	1.35	1.58	1.71	1.75	1.44	1.58
Student Centeredness	.75	.72	.78	.74	.79	.60	.66
Campus Climate	.81	.72	.85	.78	.89	.63	.73
Concern for the Individual	.80	.75	.88	.74	.87	.66	.72
Registration Effectiveness	1.05	.87	1.13	1.04	1.18	1.07	1.04
Recruitment & Financial Aid	.96	.72	1.07	.99	1.05	.79	.94
Service Excellence	.90	.73	1.00	.89	1.01	.75	.87
Campus Support Services	.53	.41	.59	.48	.61	.54	.47
Campus Life	.81	.81	.93	.75	.85	.42	.74

Summary Items across Student Comparison Groups

Each average based on a seven-point scale

Summary Items (1 of 3)	LU (792)	Sts with Disabil (52)	Persons of Color (105)	Athletes (33)	Males (164)	Females (628)
How college has met students' expectations	4.98	4.77	4.90	4.55	4.74	5.05
Overall satisfaction with experience	5.69	5.20	5.54	5.38	5.28	5.81
Would student enroll again	5.79	5.29	5.58	5.27	5.26	5.93

Summary Items across Student Comparison Groups

Each average based on a seven-point scale

Summary Item (2 of 3)	LU (792)	Fr (136)	So (167)	Jr (215)	Sr (200)	Grad (57)	3.0+ (459)
How college has met students' expectations	4.98	4.93	5.05	5.03	4.93	5.14	5.09
Overall satisfaction with experience	5.69	5.55	5.80	5.71	5.74	5.71	5.85
Would student enroll again	5.79	5.84	5.95	5.78	5.66	5.98	5.91

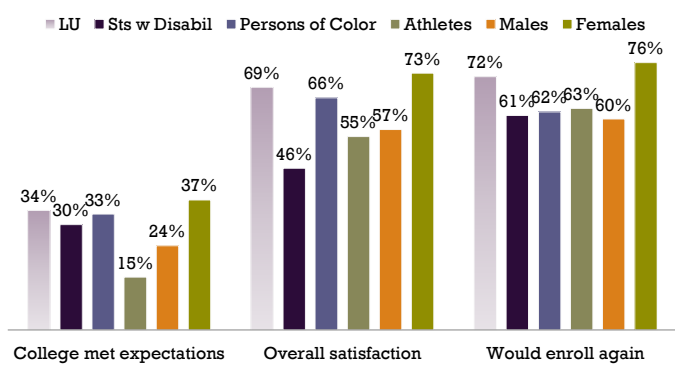
Summary Items across Student Comparison Groups

Each average based on a seven-point scale

Summary Items (3 of 3)	LU (792)	CCCAS (435)	CBE (88)	CEHS (190)	CGPS (36)	LU 1 st Choice (536)	LU Not 1 st Choice (254)
How college has met students' expectations	4.98	5.07	4.82	4.95	4.64	5.06	4.83
Overall satisfaction with experience	5.69	5.73	5.53	5.82	5.33	5.82	5.43
Would student enroll again	5.79	5.79	5.46	6.05	5.69	6.02	5.33

Summary Items

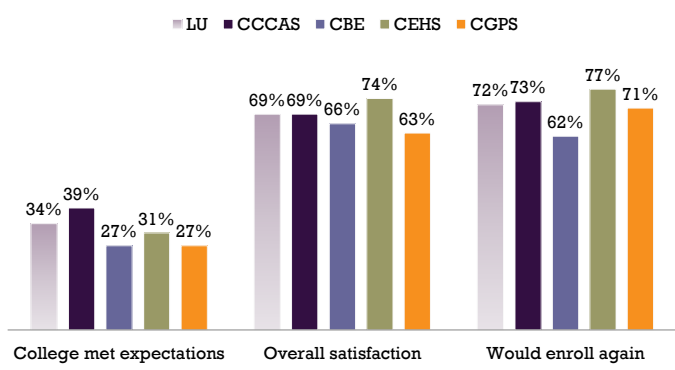
Percentage who responded with highest two response options*



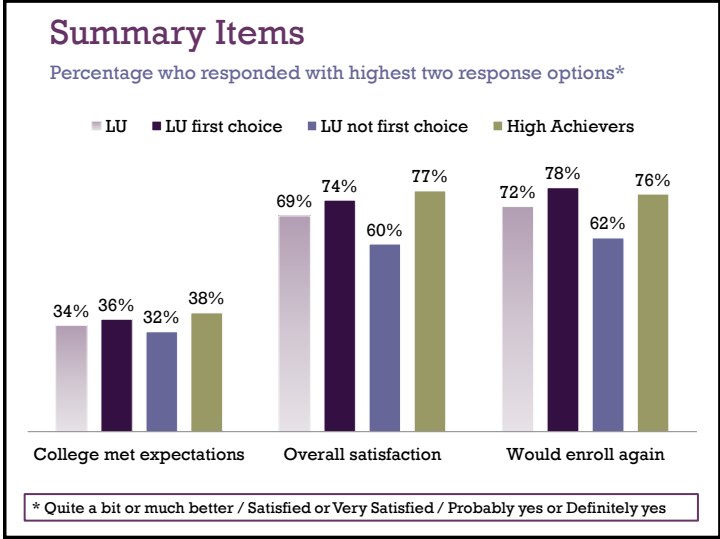
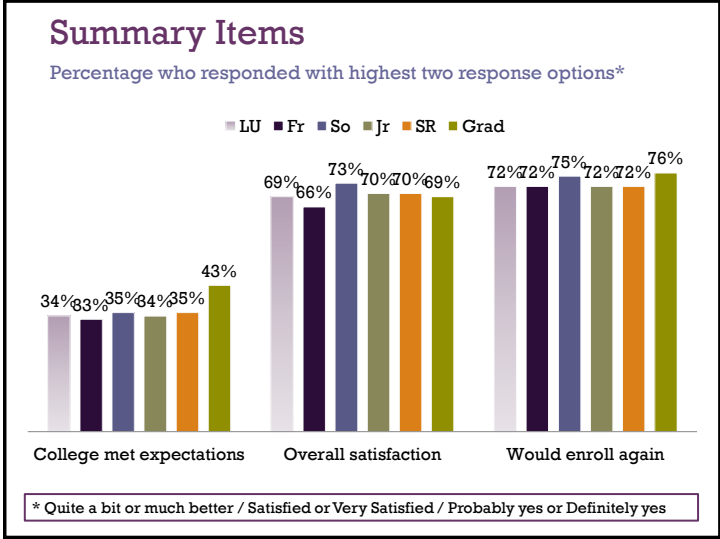
* Quite a bit or much better / Satisfied or Very Satisfied / Probably yes or Definitely yes

Summary Items

Percentage who responded with highest two response options*



* Quite a bit or much better / Satisfied or Very Satisfied / Probably yes or Definitely yes



+ For more information and additional LU SSI 2013 Reports...

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- The Student Affairs Assessment and Evaluation website:
<http://www.longwood.edu/studentaffairs/12395.htm>
- The Noel-Levitz Student Satisfaction Inventory website:
<https://www.noellelvitz.com/student-retention-solutions/satisfaction-priorities-assessments/student-satisfaction-inventory>