

### Class Year, College Affiliation, Institutional Preference, and High Achievers

FR (N=136); SO (N=167); JR (N=215); SR (N=200); Grad/Prof (N=57);

CCCAS (N=435); CBE (N=88); CEHS (N=190); CGPS (N=36);

LU First Choice (N=536); LU Not-First Choice (N=254);

GPA 3.0+ (N=459)

### 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 |              |      | Freshman   |              |      | Sophomore  |              |      | Junior     |              |      | Senior     |              |      |
|---------------------------------------|---------------------------|--------------|------|------------|--------------|------|------------|--------------|------|------------|--------------|------|------------|--------------|------|
|                                       | Importance                | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  |
| Academic Advising                     | 6.60                      | 5.78         | 0.82 | 6.57       | 5.85         | 0.72 | 6.65       | 5.75         | 0.90 | 6.63       | 5.85         | 0.78 | 6.55       | 5.69         | 0.86 |
| Instructional Effectiveness           | 6.57                      | 5.76         | 0.81 | 6.50       | 5.76         | 0.74 | 6.60       | 5.76         | 0.84 | 6.62       | 5.84         | 0.78 | 6.53       | 5.67         | 0.86 |
| Safety and Security                   | 6.52                      | 4.90         | 1.62 | 6.42       | 5.07         | 1.35 | 6.57       | 4.99         | 1.58 | 6.58       | 4.87         | 1.71 | 6.48       | 4.73         | 1.75 |
| Student Centeredness                  | 6.51                      | 5.76         | 0.75 | 6.50       | 5.78         | 0.72 | 6.59       | 5.81         | 0.78 | 6.57       | 5.83         | 0.74 | 6.43       | 5.64         | 0.79 |
| Campus Climate                        | 6.44                      | 5.63         | 0.81 | 6.42       | 5.70         | 0.72 | 6.50       | 5.65         | 0.85 | 6.50       | 5.72         | 0.78 | 6.38       | 5.49         | 0.89 |
| Concern for the Individual            | 6.43                      | 5.63         | 0.80 | 6.37       | 5.62         | 0.75 | 6.48       | 5.60         | 0.88 | 6.50       | 5.76         | 0.74 | 6.38       | 5.51         | 0.87 |
| Registration Effectiveness            | 6.37                      | 5.32         | 1.05 | 6.32       | 5.45         | 0.87 | 6.49       | 5.36         | 1.13 | 6.43       | 5.39         | 1.04 | 6.28       | 5.10         | 1.18 |
| Recruitment and Financial Aid         | 6.34                      | 5.38         | 0.96 | 6.24       | 5.52         | 0.72 | 6.44       | 5.37         | 1.07 | 6.36       | 5.37         | 0.99 | 6.31       | 5.26         | 1.05 |
| Service Excellence                    | 6.30                      | 5.40         | 0.90 | 6.25       | 5.52         | 0.73 | 6.40       | 5.40         | 1.00 | 6.34       | 5.45         | 0.89 | 6.24       | 5.23         | 1.01 |
| Campus Support Services               | 6.20                      | 5.67         | 0.53 | 6.15       | 5.74         | 0.41 | 6.32       | 5.73         | 0.59 | 6.23       | 5.75         | 0.48 | 6.13       | 5.52         | 0.61 |
| Campus Life                           | 6.08                      | 5.27         | 0.81 | 6.14       | 5.33         | 0.81 | 6.24       | 5.31         | 0.93 | 6.11       | 5.36         | 0.75 | 5.95       | 5.10         | 0.85 |
| Responsiveness to Diverse Populations |                           | 5.57         |      |            | 5.69         |      |            | 5.65         |      |            | 5.70         |      |            | 5.39         |      |

**Institutional Summary**  
**Items: In Order of Importance**

| Item   | Longwood University - SSI |              |      | Freshman   |              |      | Sophomore  |              |      | Junior     |              |      | Senior     |              |      |
|--|---------------------------|--------------|------|------------|--------------|------|------------|--------------|------|------------|--------------|------|------------|--------------|------|
|  | Importance                | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  |
| 8. The content of the courses within my major is valuable.                   | 6.75                      | 5.96         | 0.79 | 6.69       | 5.96         | 0.73 | 6.79       | 6.16         | 0.63 | 6.78       | 5.99         | 0.79 | 6.69       | 5.79         | 0.90 |
| 16. The instruction in my major field is excellent.                          | 6.74                      | 5.95         | 0.79 | 6.72       | 6.02         | 0.70 | 6.76       | 6.06         | 0.70 | 6.75       | 5.96         | 0.79 | 6.71       | 5.87         | 0.84 |
| 68. Nearly all of the faculty are knowledgeable in their field.              | 6.73                      | 6.09         | 0.64 | 6.67       | 6.07         | 0.60 | 6.74       | 5.96         | 0.78 | 6.77       | 6.23         | 0.54 | 6.71       | 6.09         | 0.62 |
| 33. My academic advisor is knowledgeable about requirements in my major.     | 6.73                      | 5.95         | 0.78 | 6.80       | 5.96         | 0.84 | 6.74       | 5.91         | 0.83 | 6.71       | 6.05         | 0.66 | 6.70       | 5.82         | 0.88 |
| 58. The quality of instruction I receive in most of my classes is excellent. | 6.72                      | 5.80         | 0.92 | 6.66       | 5.75         | 0.91 | 6.74       | 5.77         | 0.97 | 6.77       | 5.90         | 0.87 | 6.68       | 5.81         | 0.87 |
| 34. I am able to register for classes I need with few conflicts.             | 6.71                      | 5.17         | 1.54 | 6.65       | 5.17         | 1.48 | 6.77       | 5.31         | 1.46 | 6.78       | 5.30         | 1.48 | 6.65       | 4.84         | 1.81 |
| 7. The campus is safe and secure for all students.                           | 6.68                      | 5.89         | 0.79 | 6.64       | 5.94         | 0.70 | 6.71       | 6.05         | 0.66 | 6.71       | 5.83         | 0.88 | 6.66       | 5.77         | 0.89 |
| 55. Major requirements are clear and reasonable.                             | 6.68                      | 5.70         | 0.98 | 6.64       | 5.62         | 1.02 | 6.70       | 5.82         | 0.88 | 6.74       | 5.63         | 1.11 | 6.63       | 5.69         | 0.94 |
| 66. Tuition paid is a worthwhile investment.                                 | 6.66                      | 5.21         | 1.45 | 6.65       | 5.31         | 1.34 | 6.65       | 5.16         | 1.49 | 6.70       | 5.28         | 1.42 | 6.65       | 5.04         | 1.61 |
| 29. It is an enjoyable experience to be a student on this campus.            | 6.66                      | 5.91         | 0.75 | 6.73       | 5.84         | 0.89 | 6.71       | 6.01         | 0.70 | 6.65       | 6.01         | 0.64 | 6.60       | 5.77         | 0.83 |

**Institutional Summary**  
**Items: In Order of Importance**

| Item   | Longwood University - SSI |              |      | Freshman   |              |      | Sophomore  |              |      | Junior     |              |      | Senior     |              |      |
|--|---------------------------|--------------|------|------------|--------------|------|------------|--------------|------|------------|--------------|------|------------|--------------|------|
|  | Importance                | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  |
| 36. Security staff respond quickly in emergencies.                               | 6.65                      | 5.84         | 0.81 | 6.68       | 5.94         | 0.74 | 6.71       | 5.90         | 0.81 | 6.64       | 5.88         | 0.76 | 6.63       | 5.68         | 0.95 |
| 6. My academic advisor is approachable.  | 6.64                      | 5.93         | 0.71 | 6.58       | 6.10         | 0.48 | 6.73       | 5.88         | 0.85 | 6.68       | 5.98         | 0.70 | 6.61       | 5.83         | 0.78 |
| 39. I am able to experience intellectual growth here.                            | 6.64                      | 5.99         | 0.65 | 6.56       | 5.88         | 0.68 | 6.66       | 6.10         | 0.56 | 6.69       | 6.07         | 0.62 | 6.62       | 5.90         | 0.72 |
| 80. Campus: This university has helped me meet the goals I came here to achieve. | 6.64                      | 5.82         | 0.82 | 6.61       | 5.80         | 0.81 | 6.65       | 5.73         | 0.92 | 6.74       | 5.95         | 0.79 | 6.57       | 5.75         | 0.82 |
| 45. Students are made to feel welcome on this campus.                            | 6.61                      | 5.95         | 0.66 | 6.66       | 5.95         | 0.71 | 6.61       | 5.98         | 0.63 | 6.68       | 6.13         | 0.55 | 6.53       | 5.77         | 0.76 |
| 59. This institution shows concern for students as individuals.                  | 6.60                      | 5.76         | 0.84 | 6.53       | 5.83         | 0.70 | 6.67       | 5.77         | 0.90 | 6.64       | 5.86         | 0.78 | 6.57       | 5.61         | 0.96 |
| 14. My academic advisor is concerned about my success as an individual.          | 6.60                      | 5.87         | 0.73 | 6.54       | 5.89         | 0.65 | 6.63       | 5.79         | 0.84 | 6.64       | 5.97         | 0.67 | 6.56       | 5.83         | 0.73 |
| 69. There is a good variety of courses provided on this campus.                  | 6.59                      | 5.76         | 0.83 | 6.53       | 5.88         | 0.65 | 6.70       | 5.89         | 0.81 | 6.63       | 5.76         | 0.87 | 6.53       | 5.58         | 0.95 |
| 25. Faculty are fair and unbiased in their treatment of individual students.     | 6.58                      | 5.53         | 1.05 | 6.55       | 5.57         | 0.98 | 6.59       | 5.51         | 1.08 | 6.62       | 5.64         | 0.98 | 6.53       | 5.28         | 1.25 |

**Institutional Summary**  
**Items: In Order of Importance**

| Item   | Longwood University - SSI |              |      | Freshman   |              |      | Sophomore  |              |      | Junior     |              |      | Senior     |              |      |
|--|---------------------------|--------------|------|------------|--------------|------|------------|--------------|------|------------|--------------|------|------------|--------------|------|
|  | Importance                | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  |
| 47. Faculty provide timely feedback about student progress in a course.                                  | 6.57                      | 5.25         | 1.32 | 6.55       | 5.14         | 1.41 | 6.55       | 5.10         | 1.45 | 6.65       | 5.44         | 1.21 | 6.52       | 5.17         | 1.35 |
| 2. The campus staff are caring and helpful.  | 6.56                      | 5.79         | 0.77 | 6.57       | 5.91         | 0.66 | 6.65       | 5.86         | 0.79 | 6.64       | 5.81         | 0.83 | 6.47       | 5.67         | 0.80 |
| 65. Faculty are usually available after class and during office hours.                                   | 6.55                      | 5.97         | 0.58 | 6.50       | 6.08         | 0.42 | 6.59       | 5.96         | 0.63 | 6.62       | 6.00         | 0.62 | 6.53       | 5.91         | 0.62 |
| 41. There is a commitment to academic excellence on this campus.   | 6.55                      | 5.94         | 0.61 | 6.50       | 5.92         | 0.58 | 6.60       | 6.01         | 0.59 | 6.59       | 5.99         | 0.60 | 6.49       | 5.91         | 0.58 |
| 74. Campus: The academic buildings adequately support a productive learning environment.                 | 6.53                      | 6.03         | 0.50 | 6.48       | 6.01         | 0.47 | 6.60       | 6.07         | 0.53 | 6.59       | 6.04         | 0.55 | 6.51       | 5.99         | 0.52 |
| 72. On the whole, the campus is well-maintained.   | 6.52                      | 6.21         | 0.31 | 6.52       | 6.17         | 0.35 | 6.64       | 6.23         | 0.41 | 6.54       | 6.27         | 0.27 | 6.44       | 6.14         | 0.30 |
| 23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.) | 6.52                      | 4.94         | 1.58 | 6.52       | 5.02         | 1.50 | 6.61       | 4.82         | 1.79 | 6.52       | 4.97         | 1.55 | 6.51       | 4.95         | 1.56 |
| 78. Campus: There are adequate and accessible quiet places for students to study.                        | 6.50                      | 5.75         | 0.75 | 6.47       | 6.11         | 0.36 | 6.63       | 5.97         | 0.66 | 6.56       | 5.70         | 0.86 | 6.45       | 5.42         | 1.03 |
| 83. Campus: My experiences have helped me become a more  | 6.49                      | 6.09         | 0.40 | 6.46       | 5.95         | 0.51 | 6.46       | 6.05         | 0.41 | 6.60       | 6.12         | 0.48 | 6.45       | 6.19         | 0.26 |

**Institutional Summary**  
**Items: In Order of Importance**

| Item  | Longwood University - SSI |              |      | Freshman   |              |      | Sophomore  |              |      | Junior     |              |      | Senior     |              |      |
|---|---------------------------|--------------|------|------------|--------------|------|------------|--------------|------|------------|--------------|------|------------|--------------|------|
|   | Importance                | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  |
| independent and self-directed learner.  |                           |              |      |            |              |      |            |              |      |            |              |      |            |              |      |
| 3. Faculty care about me as an individual.  | 6.47                      | 5.80         | 0.67 | 6.27       | 5.72         | 0.55 | 6.42       | 5.66         | 0.76 | 6.64       | 5.92         | 0.72 | 6.46       | 5.86         | 0.60 |
| 49. There are adequate services to help me decide upon a career.                                | 6.47                      | 5.65         | 0.82 | 6.45       | 5.91         | 0.54 | 6.58       | 5.80         | 0.78 | 6.53       | 5.70         | 0.83 | 6.40       | 5.36         | 1.04 |
| 17. Adequate financial aid is available for most students.                                      | 6.45                      | 4.95         | 1.50 | 6.37       | 5.09         | 1.28 | 6.49       | 4.95         | 1.54 | 6.42       | 4.94         | 1.48 | 6.48       | 4.83         | 1.65 |
| 76. Campus: Faculty willingly provide appropriate accommodations to students with disabilities. | 6.43                      | 6.14         | 0.29 | 6.35       | 6.18         | 0.17 | 6.49       | 6.26         | 0.23 | 6.43       | 6.15         | 0.28 | 6.42       | 6.04         | 0.38 |
| 79. Campus: Longwood provides an adequate variety of housing options.                           | 6.42                      | 5.39         | 1.03 | 6.39       | 5.61         | 0.78 | 6.54       | 5.24         | 1.30 | 6.57       | 5.38         | 1.19 | 6.31       | 5.34         | 0.97 |
| 38. There is an adequate selection of food available in the cafeteria.                          | 6.42                      | 4.02         | 2.40 | 6.43       | 3.95         | 2.48 | 6.50       | 3.88         | 2.62 | 6.54       | 4.10         | 2.44 | 6.28       | 4.03         | 2.25 |
| 57. I seldom get the "run-around" when seeking information on this campus.                      | 6.41                      | 4.93         | 1.48 | 6.22       | 5.37         | 0.85 | 6.41       | 4.92         | 1.49 | 6.53       | 4.89         | 1.64 | 6.38       | 4.59         | 1.79 |
| 1. Most students feel a sense of belonging here.  | 6.41                      | 5.57         | 0.84 | 6.35       | 5.64         | 0.71 | 6.55       | 5.59         | 0.96 | 6.46       | 5.59         | 0.87 | 6.34       | 5.53         | 0.81 |

**Institutional Summary**  
**Items: In Order of Importance**

| Item   | Longwood University - SSI |              |      | Freshman   |              |      | Sophomore  |              |      | Junior     |              |      | Senior     |              |      |
|--|---------------------------|--------------|------|------------|--------------|------|------------|--------------|------|------------|--------------|------|------------|--------------|------|
|  | Importance                | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  |
| 44. Academic support services adequately meet the needs of students.                   | 6.39                      | 5.63         | 0.76 | 6.32       | 5.73         | 0.59 | 6.44       | 5.58         | 0.86 | 6.48       | 5.82         | 0.66 | 6.31       | 5.41         | 0.90 |
| 53. Faculty take into consideration student differences as they teach a course.        | 6.39                      | 5.31         | 1.08 | 6.38       | 5.42         | 0.96 | 6.47       | 5.27         | 1.20 | 6.52       | 5.40         | 1.12 | 6.26       | 5.11         | 1.15 |
| 63. Student disciplinary procedures are fair.  | 6.38                      | 5.55         | 0.83 | 6.35       | 5.69         | 0.66 | 6.47       | 5.40         | 1.07 | 6.43       | 5.63         | 0.80 | 6.33       | 5.42         | 0.91 |
| 67. Freedom of expression is protected on campus.                                      | 6.38                      | 5.61         | 0.77 | 6.42       | 5.86         | 0.56 | 6.48       | 5.66         | 0.82 | 6.42       | 5.63         | 0.79 | 6.31       | 5.38         | 0.93 |
| 35. The assessment and course placement procedures are reasonable.                     | 6.38                      | 5.54         | 0.84 | 6.33       | 5.49         | 0.84 | 6.43       | 5.70         | 0.73 | 6.42       | 5.51         | 0.91 | 6.35       | 5.36         | 0.99 |
| 48. Admissions counselors accurately portray the campus in their recruiting practices. | 6.37                      | 5.56         | 0.81 | 6.33       | 5.63         | 0.70 | 6.52       | 5.61         | 0.91 | 6.39       | 5.58         | 0.81 | 6.26       | 5.33         | 0.93 |
| 21. The amount of student parking space on campus is adequate.                         | 6.37                      | 3.26         | 3.11 | 6.16       | 3.39         | 2.77 | 6.51       | 3.29         | 3.22 | 6.47       | 3.17         | 3.30 | 6.33       | 3.08         | 3.25 |
| 75. Campus: The campus is physically accessible to individuals of all abilities.       | 6.36                      | 6.03         | 0.33 | 6.24       | 6.17         | 0.07 | 6.44       | 6.11         | 0.33 | 6.38       | 6.14         | 0.24 | 6.38       | 5.75         | 0.63 |
| 28. Parking lots are well-lighted and secure.  | 6.36                      | 4.76         | 1.60 | 6.19       | 4.97         | 1.22 | 6.35       | 4.85         | 1.50 | 6.50       | 4.76         | 1.74 | 6.31       | 4.53         | 1.78 |

**Institutional Summary**  
**Items: In Order of Importance**

| Item  | Longwood University - SSI |              |      | Freshman   |              |      | Sophomore  |              |      | Junior     |              |      | Senior     |              |      |
|---|---------------------------|--------------|------|------------|--------------|------|------------|--------------|------|------------|--------------|------|------------|--------------|------|
|   | Importance                | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  |
| 73. Student activities fees are put to good use.  | 6.35                      | 4.85         | 1.50 | 6.38       | 5.07         | 1.31 | 6.48       | 4.92         | 1.56 | 6.41       | 5.02         | 1.39 | 6.30       | 4.54         | 1.76 |
| 18. Library resources and services are adequate.  | 6.35                      | 5.87         | 0.48 | 6.19       | 5.79         | 0.40 | 6.44       | 6.00         | 0.44 | 6.34       | 5.88         | 0.46 | 6.36       | 5.83         | 0.53 |
| 11. Billing policies are reasonable.  | 6.35                      | 5.04         | 1.31 | 6.21       | 5.29         | 0.92 | 6.52       | 5.05         | 1.47 | 6.41       | 5.02         | 1.39 | 6.26       | 4.81         | 1.45 |
| 12. Financial aid awards are announced to students in time to be helpful in college planning. | 6.35                      | 5.23         | 1.12 | 6.23       | 5.46         | 0.77 | 6.50       | 5.05         | 1.45 | 6.34       | 5.17         | 1.17 | 6.34       | 5.19         | 1.15 |
| 27. The personnel involved in registration are helpful.                                       | 6.35                      | 5.44         | 0.91 | 6.33       | 5.63         | 0.70 | 6.52       | 5.43         | 1.09 | 6.35       | 5.51         | 0.84 | 6.24       | 5.20         | 1.04 |
| 50. Class change (drop/add) policies are reasonable.  | 6.34                      | 5.65         | 0.69 | 6.31       | 5.73         | 0.58 | 6.47       | 5.64         | 0.83 | 6.43       | 5.74         | 0.69 | 6.22       | 5.52         | 0.70 |
| 51. This institution has a good reputation within the community.                              | 6.34                      | 5.79         | 0.55 | 6.40       | 5.81         | 0.59 | 6.45       | 5.83         | 0.62 | 6.39       | 6.05         | 0.34 | 6.25       | 5.47         | 0.78 |
| 61. Adjunct faculty are competent as classroom instructors.                                   | 6.34                      | 5.65         | 0.69 | 6.20       | 5.72         | 0.48 | 6.40       | 5.56         | 0.84 | 6.37       | 5.73         | 0.64 | 6.33       | 5.61         | 0.72 |
| 15. The staff in the health services area are competent.                                      | 6.33                      | 5.00         | 1.33 | 6.25       | 5.33         | 0.92 | 6.44       | 5.05         | 1.39 | 6.37       | 4.89         | 1.48 | 6.31       | 4.79         | 1.52 |
| 19. My academic advisor helps me set goals to work toward.                                    | 6.33                      | 5.47         | 0.86 | 6.26       | 5.67         | 0.59 | 6.45       | 5.32         | 1.13 | 6.39       | 5.63         | 0.76 | 6.23       | 5.28         | 0.95 |



**Institutional Summary**  
**Items: In Order of Importance**

| Item  | Longwood University - SSI |              |      | Freshman   |              |      | Sophomore  |              |      | Junior     |              |      | Senior     |              |      |
|---|---------------------------|--------------|------|------------|--------------|------|------------|--------------|------|------------|--------------|------|------------|--------------|------|
|   | Importance                | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  |
| 64. New student orientation services help students adjust to college.   | 6.32                      | 5.48         | 0.84 | 6.35       | 5.36         | 0.99 | 6.36       | 5.66         | 0.70 | 6.37       | 5.41         | 0.96 | 6.21       | 5.44         | 0.77 |
| 37. I feel a sense of pride about my campus.  | 6.31                      | 5.86         | 0.45 | 6.38       | 5.85         | 0.53 | 6.37       | 5.89         | 0.48 | 6.36       | 6.01         | 0.35 | 6.21       | 5.71         | 0.50 |
| 4. Admissions staff are knowledgeable.  | 6.31                      | 5.57         | 0.74 | 6.23       | 5.65         | 0.58 | 6.32       | 5.71         | 0.61 | 6.37       | 5.57         | 0.80 | 6.23       | 5.36         | 0.87 |
| 43. Admissions counselors respond to prospective students' unique needs and requests.   | 6.30                      | 5.64         | 0.66 | 6.17       | 5.75         | 0.42 | 6.41       | 5.55         | 0.86 | 6.33       | 5.69         | 0.64 | 6.22       | 5.59         | 0.63 |
| 81. Campus: The extracurricular opportunities with which I am involved have contributed significantly to my learning at Longwood. | 6.29                      | 5.88         | 0.41 | 6.24       | 5.72         | 0.52 | 6.39       | 5.86         | 0.53 | 6.34       | 6.02         | 0.32 | 6.26       | 5.91         | 0.35 |
| 82. Campus: This university has helped prepare me as a citizen leader.  | 6.28                      | 5.79         | 0.49 | 6.24       | 5.64         | 0.60 | 6.36       | 5.81         | 0.55 | 6.40       | 5.85         | 0.55 | 6.21       | 5.81         | 0.40 |
| 5. Financial aid counselors are helpful.  | 6.28                      | 5.32         | 0.96 | 6.08       | 5.53         | 0.55 | 6.37       | 5.28         | 1.09 | 6.28       | 5.24         | 1.04 | 6.34       | 5.33         | 1.01 |
| 71. Channels for expressing student complaints are readily available.   | 6.27                      | 5.06         | 1.21 | 6.18       | 5.25         | 0.93 | 6.43       | 5.12         | 1.31 | 6.26       | 5.23         | 1.03 | 6.25       | 4.76         | 1.49 |

**Institutional Summary**  
**Items: In Order of Importance**

| Item   | Longwood University - SSI |              |      | Freshman   |              |      | Sophomore  |              |      | Junior     |              |      | Senior     |              |      |
|--|---------------------------|--------------|------|------------|--------------|------|------------|--------------|------|------------|--------------|------|------------|--------------|------|
|  | Importance                | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  |
| 22. Counseling staff care about students as individuals.                                     | 6.26                      | 5.54         | 0.72 | 6.24       | 5.43         | 0.81 | 6.35       | 5.60         | 0.75 | 6.32       | 5.73         | 0.59 | 6.18       | 5.35         | 0.83 |
| 77. Campus: Campus Recreation provides comprehensive opportunities for my physical wellness. | 6.25                      | 6.19         | 0.06 | 6.31       | 6.30         | 0.01 | 6.34       | 6.25         | 0.09 | 6.26       | 6.21         | 0.05 | 6.13       | 6.04         | 0.09 |
| 60. I generally know what's happening on campus.   | 6.24                      | 5.53         | 0.71 | 6.36       | 5.52         | 0.84 | 6.34       | 5.40         | 0.94 | 6.33       | 5.59         | 0.74 | 6.11       | 5.60         | 0.51 |
| 10. Administrators are approachable to students.   | 6.23                      | 5.56         | 0.67 | 6.20       | 5.54         | 0.66 | 6.33       | 5.63         | 0.70 | 6.35       | 5.59         | 0.76 | 6.10       | 5.50         | 0.60 |
| 46. I can easily get involved in campus organizations.                                       | 6.23                      | 5.80         | 0.43 | 6.42       | 5.83         | 0.59 | 6.41       | 5.83         | 0.58 | 6.28       | 5.84         | 0.44 | 6.04       | 5.76         | 0.28 |
| 92. Academic reputation as factor in decision to enroll.                                     | 6.21                      |              |      | 6.14       |              |      | 6.22       |              |      | 6.26       |              |      | 6.20       |              |      |
| 40. Residence hall regulations are reasonable.   | 6.20                      | 5.51         | 0.69 | 6.20       | 5.67         | 0.53 | 6.41       | 5.57         | 0.84 | 6.18       | 5.56         | 0.62 | 6.07       | 5.25         | 0.82 |
| 32. Tutoring services are readily available.   | 6.16                      | 5.60         | 0.56 | 6.35       | 5.87         | 0.48 | 6.30       | 5.73         | 0.57 | 6.18       | 5.67         | 0.51 | 6.01       | 5.28         | 0.73 |
| 90. Cost as factor in decision to enroll.  | 6.16                      |              |      | 6.05       |              |      | 6.23       |              |      | 6.19       |              |      | 6.14       |              |      |
| 70. Graduate teaching assistants are competent as classroom instructors.                     | 6.15                      | 5.39         | 0.76 | 6.03       | 5.23         | 0.80 | 6.29       | 5.52         | 0.77 | 6.14       | 5.51         | 0.63 | 6.12       | 5.16         | 0.96 |

**Institutional Summary**  
**Items: In Order of Importance**

| Item  | Longwood University - SSI |              |      | Freshman   |              |      | Sophomore  |              |      | Junior     |              |      | Senior     |              |      |
|---|---------------------------|--------------|------|------------|--------------|------|------------|--------------|------|------------|--------------|------|------------|--------------|------|
|   | Importance                | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  |
| 93. Size of institution as factor in decision to enroll.                                | 6.12                      |              |      | 6.22       |              |      | 6.26       |              |      | 6.01       |              |      | 6.21       |              |      |
| 62. There is a strong commitment to racial harmony on this campus.                      | 6.12                      | 5.50         | 0.62 | 6.01       | 5.45         | 0.56 | 6.15       | 5.47         | 0.68 | 6.14       | 5.67         | 0.47 | 6.14       | 5.34         | 0.80 |
| 26. Computer labs are adequate and accessible.  | 6.11                      | 5.78         | 0.33 | 6.06       | 5.88         | 0.18 | 6.21       | 5.77         | 0.44 | 6.11       | 5.83         | 0.28 | 6.11       | 5.74         | 0.37 |
| 20. The business office is open during hours which are convenient for most students.    | 6.09                      | 5.29         | 0.80 | 6.06       | 5.44         | 0.62 | 6.14       | 5.34         | 0.80 | 6.13       | 5.41         | 0.72 | 5.98       | 5.11         | 0.87 |
| 52. The student center is a comfortable place for students to spend their leisure time. | 6.05                      | 5.35         | 0.70 | 6.02       | 5.43         | 0.59 | 6.28       | 5.54         | 0.74 | 6.10       | 5.51         | 0.59 | 5.96       | 5.10         | 0.86 |
| 91. Financial aid as factor in decision to enroll.                                      | 6.02                      |              |      | 5.94       |              |      | 6.01       |              |      | 6.04       |              |      | 6.12       |              |      |
| 30. Residence hall staff are concerned about me as an individual.                       | 6.01                      | 5.19         | 0.82 | 6.05       | 5.22         | 0.83 | 6.18       | 5.22         | 0.96 | 6.01       | 5.35         | 0.66 | 5.84       | 4.97         | 0.87 |
| 54. Bookstore staff are helpful.  | 5.99                      | 5.35         | 0.64 | 5.89       | 5.39         | 0.50 | 6.18       | 5.39         | 0.79 | 6.07       | 5.40         | 0.67 | 5.80       | 5.21         | 0.59 |
| 13. Library staff are helpful and approachable.   | 5.97                      | 5.82         | 0.15 | 5.84       | 5.64         | 0.20 | 6.08       | 5.83         | 0.25 | 5.96       | 5.95         | 0.01 | 5.96       | 5.77         | 0.19 |

**Institutional Summary**  
**Items: In Order of Importance**

| Item  | Longwood University - SSI |              |       | Freshman   |              |       | Sophomore  |              |       | Junior     |              |       | Senior     |              |       |
|---|---------------------------|--------------|-------|------------|--------------|-------|------------|--------------|-------|------------|--------------|-------|------------|--------------|-------|
|   | Importance                | Satisfaction | Gap   | Importance | Satisfaction | Gap   | Importance | Satisfaction | Gap   | Importance | Satisfaction | Gap   | Importance | Satisfaction | Gap   |
| 42. There are a sufficient number of weekend activities for students.                       | 5.96                      | 4.88         | 1.08  | 6.07       | 4.81         | 1.26  | 6.07       | 4.89         | 1.18  | 6.01       | 5.11         | 0.90  | 5.75       | 4.74         | 1.01  |
| 56. The student handbook provides helpful information about campus life.                    | 5.95                      | 5.43         | 0.52  | 5.86       | 5.58         | 0.28  | 6.01       | 5.51         | 0.50  | 6.02       | 5.45         | 0.57  | 5.90       | 5.25         | 0.65  |
| 97. Campus appearance as factor in decision to enroll.                                      | 5.93                      |              |       | 6.10       |              |       | 6.00       |              |       | 5.92       |              |       | 6.03       |              |       |
| 31. Males and females have equal opportunities to participate in intercollegiate athletics. | 5.77                      | 5.80         | -0.03 | 5.87       | 5.80         | 0.07  | 6.02       | 5.79         | 0.23  | 5.70       | 5.98         | -0.28 | 5.55       | 5.62         | -0.07 |
| 98. Personalized attention prior to enrollment as factor in decision to enroll.             | 5.74                      |              |       | 5.89       |              |       | 5.85       |              |       | 5.85       |              |       | 5.68       |              |       |
| 24. The intercollegiate athletic programs contribute to a strong sense of school spirit.    | 5.50                      | 5.08         | 0.42  | 5.88       | 5.28         | 0.60  | 5.82       | 5.19         | 0.63  | 5.41       | 5.24         | 0.17  | 5.16       | 4.66         | 0.50  |
| 96. Geographic setting as factor in decision to enroll.                                     | 5.38                      |              |       | 5.58       |              |       | 5.32       |              |       | 5.23       |              |       | 5.49       |              |       |
| 9. A variety of intramural activities are offered.  | 5.17                      | 5.61         | -0.44 | 5.25       | 5.54         | -0.29 | 5.46       | 5.85         | -0.39 | 5.25       | 5.66         | -0.41 | 5.01       | 5.46         | -0.45 |
| 95. Recommendations from family/friends as factor in decision to enroll.                    | 5.14                      |              |       | 5.30       |              |       | 4.93       |              |       | 5.26       |              |       | 5.21       |              |       |

**Institutional Summary**  
**Items: In Order of Importance**

| Item  | Longwood University - SSI |              |     | Freshman   |              |     | Sophomore  |              |     | Junior     |              |     | Senior     |              |     |
|---|---------------------------|--------------|-----|------------|--------------|-----|------------|--------------|-----|------------|--------------|-----|------------|--------------|-----|
|   | Importance                | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap |
| 94. Opportunity to play sports as factor in decision to enroll. | 3.36                      |              |     | 3.83       |              |     | 3.52       |              |     | 3.41       |              |     | 3.02       |              |     |
| 85. Institution's commitment to evening students?               |                           | 5.46         |     |            | 5.57         |     |            | 5.56         |     |            | 5.53         |     |            | 5.26         |     |
| 86. Institution's commitment to older, returning learners?      |                           | 5.61         |     |            | 5.77         |     |            | 5.61         |     |            | 5.77         |     |            | 5.44         |     |
| 87. Institution's commitment to under-represented populations?  |                           | 5.29         |     |            | 5.38         |     |            | 5.26         |     |            | 5.39         |     |            | 5.19         |     |
| 88. Institution's commitment to commuters?                      |                           | 5.57         |     |            | 5.80         |     |            | 5.78         |     |            | 5.78         |     |            | 5.26         |     |
| 89. Institution's commitment to students with disabilities?     |                           | 5.97         |     |            | 6.08         |     |            | 5.96         |     |            | 6.04         |     |            | 5.89         |     |
| 84. Institution's commitment to part-time students?             |                           | 5.52         |     |            | 5.50         |     |            | 5.74         |     |            | 5.63         |     |            | 5.32         |     |

### Institutional Summary

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

| Scale/Item   | Longwood University - SSI |              |      | Freshman   |              |      | Sophomore  |              |      | Junior     |              |      | Senior     |              |      |
|--|---------------------------|--------------|------|------------|--------------|------|------------|--------------|------|------------|--------------|------|------------|--------------|------|
|  | Importance                | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  |
| <b>ACADEMIC ADVISING</b>   | 6.60                      | 5.78         | 0.82 | 6.57       | 5.85         | 0.72 | 6.65       | 5.75         | 0.90 | 6.63       | 5.85         | 0.78 | 6.55       | 5.69         | 0.86 |
| 6. My academic advisor is approachable.                                  | 6.64                      | 5.93         | 0.71 | 6.58       | 6.10         | 0.48 | 6.73       | 5.88         | 0.85 | 6.68       | 5.98         | 0.70 | 6.61       | 5.83         | 0.78 |
| 14. My academic advisor is concerned about my success as an individual.  | 6.60                      | 5.87         | 0.73 | 6.54       | 5.89         | 0.65 | 6.63       | 5.79         | 0.84 | 6.64       | 5.97         | 0.67 | 6.56       | 5.83         | 0.73 |
| 19. My academic advisor helps me set goals to work toward.               | 6.33                      | 5.47         | 0.86 | 6.26       | 5.67         | 0.59 | 6.45       | 5.32         | 1.13 | 6.39       | 5.63         | 0.76 | 6.23       | 5.28         | 0.95 |
| 33. My academic advisor is knowledgeable about requirements in my major. | 6.73                      | 5.95         | 0.78 | 6.80       | 5.96         | 0.84 | 6.74       | 5.91         | 0.83 | 6.71       | 6.05         | 0.66 | 6.70       | 5.82         | 0.88 |
| 55. Major requirements are clear and reasonable.                         | 6.68                      | 5.70         | 0.98 | 6.64       | 5.62         | 1.02 | 6.70       | 5.82         | 0.88 | 6.74       | 5.63         | 1.11 | 6.63       | 5.69         | 0.94 |

### Institutional Summary

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

| Scale/Item  | Longwood University - SSI |              |      | Freshman   |              |      | Sophomore  |              |      | Junior     |              |      | Senior     |              |      |
|---|---------------------------|--------------|------|------------|--------------|------|------------|--------------|------|------------|--------------|------|------------|--------------|------|
|   | Importance                | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  |
| <b>CAMPUS CLIMATE</b>   | 6.44                      | 5.63         | 0.81 | 6.42       | 5.70         | 0.72 | 6.50       | 5.65         | 0.85 | 6.50       | 5.72         | 0.78 | 6.38       | 5.49         | 0.89 |
| 1. Most students feel a sense of belonging here.                  | 6.41                      | 5.57         | 0.84 | 6.35       | 5.64         | 0.71 | 6.55       | 5.59         | 0.96 | 6.46       | 5.59         | 0.87 | 6.34       | 5.53         | 0.81 |
| 2. The campus staff are caring and helpful.                       | 6.56                      | 5.79         | 0.77 | 6.57       | 5.91         | 0.66 | 6.65       | 5.86         | 0.79 | 6.64       | 5.81         | 0.83 | 6.47       | 5.67         | 0.80 |
| 3. Faculty care about me as an individual.                        | 6.47                      | 5.80         | 0.67 | 6.27       | 5.72         | 0.55 | 6.42       | 5.66         | 0.76 | 6.64       | 5.92         | 0.72 | 6.46       | 5.86         | 0.60 |
| 7. The campus is safe and secure for all students.                | 6.68                      | 5.89         | 0.79 | 6.64       | 5.94         | 0.70 | 6.71       | 6.05         | 0.66 | 6.71       | 5.83         | 0.88 | 6.66       | 5.77         | 0.89 |
| 10. Administrators are approachable to students.                  | 6.23                      | 5.56         | 0.67 | 6.20       | 5.54         | 0.66 | 6.33       | 5.63         | 0.70 | 6.35       | 5.59         | 0.76 | 6.10       | 5.50         | 0.60 |
| 29. It is an enjoyable experience to be a student on this campus. | 6.66                      | 5.91         | 0.75 | 6.73       | 5.84         | 0.89 | 6.71       | 6.01         | 0.70 | 6.65       | 6.01         | 0.64 | 6.60       | 5.77         | 0.83 |
| 37. I feel a sense of pride about my campus.                      | 6.31                      | 5.86         | 0.45 | 6.38       | 5.85         | 0.53 | 6.37       | 5.89         | 0.48 | 6.36       | 6.01         | 0.35 | 6.21       | 5.71         | 0.50 |
| 41. There is a commitment to academic excellence on this campus.  | 6.55                      | 5.94         | 0.61 | 6.50       | 5.92         | 0.58 | 6.60       | 6.01         | 0.59 | 6.59       | 5.99         | 0.60 | 6.49       | 5.91         | 0.58 |
| 45. Students are made to feel welcome on this campus.             | 6.61                      | 5.95         | 0.66 | 6.66       | 5.95         | 0.71 | 6.61       | 5.98         | 0.63 | 6.68       | 6.13         | 0.55 | 6.53       | 5.77         | 0.76 |
| 51. This institution has a good reputation within the community.  | 6.34                      | 5.79         | 0.55 | 6.40       | 5.81         | 0.59 | 6.45       | 5.83         | 0.62 | 6.39       | 6.05         | 0.34 | 6.25       | 5.47         | 0.78 |

## Institutional Summary

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

| Scale/Item   | Longwood University - SSI |              |      | Freshman   |              |      | Sophomore  |              |      | Junior     |              |      | Senior     |              |      |
|--|---------------------------|--------------|------|------------|--------------|------|------------|--------------|------|------------|--------------|------|------------|--------------|------|
|  | Importance                | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  |
| 57. I seldom get the "run-around" when seeking information on this campus. | 6.41                      | 4.93         | 1.48 | 6.22       | 5.37         | 0.85 | 6.41       | 4.92         | 1.49 | 6.53       | 4.89         | 1.64 | 6.38       | 4.59         | 1.79 |
| 59. This institution shows concern for students as individuals.            | 6.60                      | 5.76         | 0.84 | 6.53       | 5.83         | 0.70 | 6.67       | 5.77         | 0.90 | 6.64       | 5.86         | 0.78 | 6.57       | 5.61         | 0.96 |
| 60. I generally know what's happening on campus.                           | 6.24                      | 5.53         | 0.71 | 6.36       | 5.52         | 0.84 | 6.34       | 5.40         | 0.94 | 6.33       | 5.59         | 0.74 | 6.11       | 5.60         | 0.51 |
| 62. There is a strong commitment to racial harmony on this campus.         | 6.12                      | 5.50         | 0.62 | 6.01       | 5.45         | 0.56 | 6.15       | 5.47         | 0.68 | 6.14       | 5.67         | 0.47 | 6.14       | 5.34         | 0.80 |
| 66. Tuition paid is a worthwhile investment.                               | 6.66                      | 5.21         | 1.45 | 6.65       | 5.31         | 1.34 | 6.65       | 5.16         | 1.49 | 6.70       | 5.28         | 1.42 | 6.65       | 5.04         | 1.61 |
| 67. Freedom of expression is protected on campus.                          | 6.38                      | 5.61         | 0.77 | 6.42       | 5.86         | 0.56 | 6.48       | 5.66         | 0.82 | 6.42       | 5.63         | 0.79 | 6.31       | 5.38         | 0.93 |
| 71. Channels for expressing student complaints are readily available.      | 6.27                      | 5.06         | 1.21 | 6.18       | 5.25         | 0.93 | 6.43       | 5.12         | 1.31 | 6.26       | 5.23         | 1.03 | 6.25       | 4.76         | 1.49 |



### Institutional Summary

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

| Scale/Item   | Longwood University - SSI |              |       | Freshman   |              |       | Sophomore  |              |       | Junior     |              |       | Senior     |              |       |
|--|---------------------------|--------------|-------|------------|--------------|-------|------------|--------------|-------|------------|--------------|-------|------------|--------------|-------|
|  | Importance                | Satisfaction | Gap   | Importance | Satisfaction | Gap   | Importance | Satisfaction | Gap   | Importance | Satisfaction | Gap   | Importance | Satisfaction | Gap   |
| <b>CAMPUS LIFE</b>   | 6.08                      | 5.27         | 0.81  | 6.14       | 5.33         | 0.81  | 6.24       | 5.31         | 0.93  | 6.11       | 5.36         | 0.75  | 5.95       | 5.10         | 0.85  |
| 9. A variety of intramural activities are offered.   | 5.17                      | 5.61         | -0.44 | 5.25       | 5.54         | -0.29 | 5.46       | 5.85         | -0.39 | 5.25       | 5.66         | -0.41 | 5.01       | 5.46         | -0.45 |
| 23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.) | 6.52                      | 4.94         | 1.58  | 6.52       | 5.02         | 1.50  | 6.61       | 4.82         | 1.79  | 6.52       | 4.97         | 1.55  | 6.51       | 4.95         | 1.56  |
| 24. The intercollegiate athletic programs contribute to a strong sense of school spirit.                 | 5.50                      | 5.08         | 0.42  | 5.88       | 5.28         | 0.60  | 5.82       | 5.19         | 0.63  | 5.41       | 5.24         | 0.17  | 5.16       | 4.66         | 0.50  |
| 30. Residence hall staff are concerned about me as an individual.  | 6.01                      | 5.19         | 0.82  | 6.05       | 5.22         | 0.83  | 6.18       | 5.22         | 0.96  | 6.01       | 5.35         | 0.66  | 5.84       | 4.97         | 0.87  |
| 31. Males and females have equal opportunities to participate in intercollegiate athletics.              | 5.77                      | 5.80         | -0.03 | 5.87       | 5.80         | 0.07  | 6.02       | 5.79         | 0.23  | 5.70       | 5.98         | -0.28 | 5.55       | 5.62         | -0.07 |
| 38. There is an adequate selection of food available in the cafeteria.                                   | 6.42                      | 4.02         | 2.40  | 6.43       | 3.95         | 2.48  | 6.50       | 3.88         | 2.62  | 6.54       | 4.10         | 2.44  | 6.28       | 4.03         | 2.25  |
| 40. Residence hall regulations are reasonable.   | 6.20                      | 5.51         | 0.69  | 6.20       | 5.67         | 0.53  | 6.41       | 5.57         | 0.84  | 6.18       | 5.56         | 0.62  | 6.07       | 5.25         | 0.82  |
| 42. There are a sufficient number of weekend activities for students.                                    | 5.96                      | 4.88         | 1.08  | 6.07       | 4.81         | 1.26  | 6.07       | 4.89         | 1.18  | 6.01       | 5.11         | 0.90  | 5.75       | 4.74         | 1.01  |

### Institutional Summary

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

| Scale/Item  | Longwood University - SSI |              |      | Freshman   |              |      | Sophomore  |              |      | Junior     |              |      | Senior     |              |      |
|---|---------------------------|--------------|------|------------|--------------|------|------------|--------------|------|------------|--------------|------|------------|--------------|------|
|   | Importance                | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  |
| 46. I can easily get involved in campus organizations.                                  | 6.23                      | 5.80         | 0.43 | 6.42       | 5.83         | 0.59 | 6.41       | 5.83         | 0.58 | 6.28       | 5.84         | 0.44 | 6.04       | 5.76         | 0.28 |
| 52. The student center is a comfortable place for students to spend their leisure time. | 6.05                      | 5.35         | 0.70 | 6.02       | 5.43         | 0.59 | 6.28       | 5.54         | 0.74 | 6.10       | 5.51         | 0.59 | 5.96       | 5.10         | 0.86 |
| 56. The student handbook provides helpful information about campus life.                | 5.95                      | 5.43         | 0.52 | 5.86       | 5.58         | 0.28 | 6.01       | 5.51         | 0.50 | 6.02       | 5.45         | 0.57 | 5.90       | 5.25         | 0.65 |
| 63. Student disciplinary procedures are fair.   | 6.38                      | 5.55         | 0.83 | 6.35       | 5.69         | 0.66 | 6.47       | 5.40         | 1.07 | 6.43       | 5.63         | 0.80 | 6.33       | 5.42         | 0.91 |
| 64. New student orientation services help students adjust to college.                   | 6.32                      | 5.48         | 0.84 | 6.35       | 5.36         | 0.99 | 6.36       | 5.66         | 0.70 | 6.37       | 5.41         | 0.96 | 6.21       | 5.44         | 0.77 |
| 67. Freedom of expression is protected on campus.                                       | 6.38                      | 5.61         | 0.77 | 6.42       | 5.86         | 0.56 | 6.48       | 5.66         | 0.82 | 6.42       | 5.63         | 0.79 | 6.31       | 5.38         | 0.93 |
| 73. Student activities fees are put to good use.  | 6.35                      | 4.85         | 1.50 | 6.38       | 5.07         | 1.31 | 6.48       | 4.92         | 1.56 | 6.41       | 5.02         | 1.39 | 6.30       | 4.54         | 1.76 |

### Institutional Summary

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

| Scale/Item   | Longwood University - SSI |              |      | Freshman   |              |      | Sophomore  |              |      | Junior     |              |      | Senior     |              |      |
|--|---------------------------|--------------|------|------------|--------------|------|------------|--------------|------|------------|--------------|------|------------|--------------|------|
|  | Importance                | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  |
| <b>CAMPUS SUPPORT SERVICES</b>                                       | 6.20                      | 5.67         | 0.53 | 6.15       | 5.74         | 0.41 | 6.32       | 5.73         | 0.59 | 6.23       | 5.75         | 0.48 | 6.13       | 5.52         | 0.61 |
| 13. Library staff are helpful and approachable.                      | 5.97                      | 5.82         | 0.15 | 5.84       | 5.64         | 0.20 | 6.08       | 5.83         | 0.25 | 5.96       | 5.95         | 0.01 | 5.96       | 5.77         | 0.19 |
| 18. Library resources and services are adequate.                     | 6.35                      | 5.87         | 0.48 | 6.19       | 5.79         | 0.40 | 6.44       | 6.00         | 0.44 | 6.34       | 5.88         | 0.46 | 6.36       | 5.83         | 0.53 |
| 26. Computer labs are adequate and accessible.                       | 6.11                      | 5.78         | 0.33 | 6.06       | 5.88         | 0.18 | 6.21       | 5.77         | 0.44 | 6.11       | 5.83         | 0.28 | 6.11       | 5.74         | 0.37 |
| 32. Tutoring services are readily available.                         | 6.16                      | 5.60         | 0.56 | 6.35       | 5.87         | 0.48 | 6.30       | 5.73         | 0.57 | 6.18       | 5.67         | 0.51 | 6.01       | 5.28         | 0.73 |
| 44. Academic support services adequately meet the needs of students. | 6.39                      | 5.63         | 0.76 | 6.32       | 5.73         | 0.59 | 6.44       | 5.58         | 0.86 | 6.48       | 5.82         | 0.66 | 6.31       | 5.41         | 0.90 |
| 49. There are adequate services to help me decide upon a career.     | 6.47                      | 5.65         | 0.82 | 6.45       | 5.91         | 0.54 | 6.58       | 5.80         | 0.78 | 6.53       | 5.70         | 0.83 | 6.40       | 5.36         | 1.04 |
| 54. Bookstore staff are helpful.                                     | 5.99                      | 5.35         | 0.64 | 5.89       | 5.39         | 0.50 | 6.18       | 5.39         | 0.79 | 6.07       | 5.40         | 0.67 | 5.80       | 5.21         | 0.59 |

### Institutional Summary

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

| Scale/Item   | Longwood University - SSI |              |      | Freshman   |              |      | Sophomore  |              |      | Junior     |              |      | Senior     |              |      |
|--|---------------------------|--------------|------|------------|--------------|------|------------|--------------|------|------------|--------------|------|------------|--------------|------|
|  | Importance                | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  |
| <b>CONCERN FOR THE INDIVIDUAL</b>  | 6.43                      | 5.63         | 0.80 | 6.37       | 5.62         | 0.75 | 6.48       | 5.60         | 0.88 | 6.50       | 5.76         | 0.74 | 6.38       | 5.51         | 0.87 |
| 3. Faculty care about me as an individual.                                   | 6.47                      | 5.80         | 0.67 | 6.27       | 5.72         | 0.55 | 6.42       | 5.66         | 0.76 | 6.64       | 5.92         | 0.72 | 6.46       | 5.86         | 0.60 |
| 14. My academic advisor is concerned about my success as an individual.      | 6.60                      | 5.87         | 0.73 | 6.54       | 5.89         | 0.65 | 6.63       | 5.79         | 0.84 | 6.64       | 5.97         | 0.67 | 6.56       | 5.83         | 0.73 |
| 22. Counseling staff care about students as individuals.                     | 6.26                      | 5.54         | 0.72 | 6.24       | 5.43         | 0.81 | 6.35       | 5.60         | 0.75 | 6.32       | 5.73         | 0.59 | 6.18       | 5.35         | 0.83 |
| 25. Faculty are fair and unbiased in their treatment of individual students. | 6.58                      | 5.53         | 1.05 | 6.55       | 5.57         | 0.98 | 6.59       | 5.51         | 1.08 | 6.62       | 5.64         | 0.98 | 6.53       | 5.28         | 1.25 |
| 30. Residence hall staff are concerned about me as an individual.            | 6.01                      | 5.19         | 0.82 | 6.05       | 5.22         | 0.83 | 6.18       | 5.22         | 0.96 | 6.01       | 5.35         | 0.66 | 5.84       | 4.97         | 0.87 |
| 59. This institution shows concern for students as individuals.              | 6.60                      | 5.76         | 0.84 | 6.53       | 5.83         | 0.70 | 6.67       | 5.77         | 0.90 | 6.64       | 5.86         | 0.78 | 6.57       | 5.61         | 0.96 |

### Institutional Summary

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

| Scale/Item  | Longwood University - SSI |              |      | Freshman   |              |      | Sophomore  |              |      | Junior     |              |      | Senior     |              |      |
|---|---------------------------|--------------|------|------------|--------------|------|------------|--------------|------|------------|--------------|------|------------|--------------|------|
|   | Importance                | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  |
| <b>INSTRUCTIONAL EFFECTIVENESS</b>  | 6.57                      | 5.76         | 0.81 | 6.50       | 5.76         | 0.74 | 6.60       | 5.76         | 0.84 | 6.62       | 5.84         | 0.78 | 6.53       | 5.67         | 0.86 |
| 3. Faculty care about me as an individual.                                      | 6.47                      | 5.80         | 0.67 | 6.27       | 5.72         | 0.55 | 6.42       | 5.66         | 0.76 | 6.64       | 5.92         | 0.72 | 6.46       | 5.86         | 0.60 |
| 8. The content of the courses within my major is valuable.                      | 6.75                      | 5.96         | 0.79 | 6.69       | 5.96         | 0.73 | 6.79       | 6.16         | 0.63 | 6.78       | 5.99         | 0.79 | 6.69       | 5.79         | 0.90 |
| 16. The instruction in my major field is excellent.                             | 6.74                      | 5.95         | 0.79 | 6.72       | 6.02         | 0.70 | 6.76       | 6.06         | 0.70 | 6.75       | 5.96         | 0.79 | 6.71       | 5.87         | 0.84 |
| 25. Faculty are fair and unbiased in their treatment of individual students.    | 6.58                      | 5.53         | 1.05 | 6.55       | 5.57         | 0.98 | 6.59       | 5.51         | 1.08 | 6.62       | 5.64         | 0.98 | 6.53       | 5.28         | 1.25 |
| 39. I am able to experience intellectual growth here.                           | 6.64                      | 5.99         | 0.65 | 6.56       | 5.88         | 0.68 | 6.66       | 6.10         | 0.56 | 6.69       | 6.07         | 0.62 | 6.62       | 5.90         | 0.72 |
| 41. There is a commitment to academic excellence on this campus.                | 6.55                      | 5.94         | 0.61 | 6.50       | 5.92         | 0.58 | 6.60       | 6.01         | 0.59 | 6.59       | 5.99         | 0.60 | 6.49       | 5.91         | 0.58 |
| 47. Faculty provide timely feedback about student progress in a course.         | 6.57                      | 5.25         | 1.32 | 6.55       | 5.14         | 1.41 | 6.55       | 5.10         | 1.45 | 6.65       | 5.44         | 1.21 | 6.52       | 5.17         | 1.35 |
| 53. Faculty take into consideration student differences as they teach a course. | 6.39                      | 5.31         | 1.08 | 6.38       | 5.42         | 0.96 | 6.47       | 5.27         | 1.20 | 6.52       | 5.40         | 1.12 | 6.26       | 5.11         | 1.15 |

### Institutional Summary

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

| Scale/Item   | Longwood University - SSI |              |      | Freshman   |              |      | Sophomore  |              |      | Junior     |              |      | Senior     |              |      |
|--|---------------------------|--------------|------|------------|--------------|------|------------|--------------|------|------------|--------------|------|------------|--------------|------|
|  | Importance                | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  |
| 58. The quality of instruction I receive in most of my classes is excellent. | 6.72                      | 5.80         | 0.92 | 6.66       | 5.75         | 0.91 | 6.74       | 5.77         | 0.97 | 6.77       | 5.90         | 0.87 | 6.68       | 5.81         | 0.87 |
| 61. Adjunct faculty are competent as classroom instructors.                  | 6.34                      | 5.65         | 0.69 | 6.20       | 5.72         | 0.48 | 6.40       | 5.56         | 0.84 | 6.37       | 5.73         | 0.64 | 6.33       | 5.61         | 0.72 |
| 65. Faculty are usually available after class and during office hours.       | 6.55                      | 5.97         | 0.58 | 6.50       | 6.08         | 0.42 | 6.59       | 5.96         | 0.63 | 6.62       | 6.00         | 0.62 | 6.53       | 5.91         | 0.62 |
| 68. Nearly all of the faculty are knowledgeable in their field.              | 6.73                      | 6.09         | 0.64 | 6.67       | 6.07         | 0.60 | 6.74       | 5.96         | 0.78 | 6.77       | 6.23         | 0.54 | 6.71       | 6.09         | 0.62 |
| 69. There is a good variety of courses provided on this campus.              | 6.59                      | 5.76         | 0.83 | 6.53       | 5.88         | 0.65 | 6.70       | 5.89         | 0.81 | 6.63       | 5.76         | 0.87 | 6.53       | 5.58         | 0.95 |
| 70. Graduate teaching assistants are competent as classroom instructors.     | 6.15                      | 5.39         | 0.76 | 6.03       | 5.23         | 0.80 | 6.29       | 5.52         | 0.77 | 6.14       | 5.51         | 0.63 | 6.12       | 5.16         | 0.96 |

### Institutional Summary

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

| Scale/Item  | Longwood University - SSI |              |      | Freshman   |              |      | Sophomore  |              |      | Junior     |              |      | Senior     |              |      |
|---|---------------------------|--------------|------|------------|--------------|------|------------|--------------|------|------------|--------------|------|------------|--------------|------|
|   | Importance                | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  |
| <b>RECRUITMENT AND FINANCIAL AID</b>  | 6.34                      | 5.38         | 0.96 | 6.24       | 5.52         | 0.72 | 6.44       | 5.37         | 1.07 | 6.36       | 5.37         | 0.99 | 6.31       | 5.26         | 1.05 |
| 4. Admissions staff are knowledgeable.  | 6.31                      | 5.57         | 0.74 | 6.23       | 5.65         | 0.58 | 6.32       | 5.71         | 0.61 | 6.37       | 5.57         | 0.80 | 6.23       | 5.36         | 0.87 |
| 5. Financial aid counselors are helpful.  | 6.28                      | 5.32         | 0.96 | 6.08       | 5.53         | 0.55 | 6.37       | 5.28         | 1.09 | 6.28       | 5.24         | 1.04 | 6.34       | 5.33         | 1.01 |
| 12. Financial aid awards are announced to students in time to be helpful in college planning. | 6.35                      | 5.23         | 1.12 | 6.23       | 5.46         | 0.77 | 6.50       | 5.05         | 1.45 | 6.34       | 5.17         | 1.17 | 6.34       | 5.19         | 1.15 |
| 17. Adequate financial aid is available for most students.                                    | 6.45                      | 4.95         | 1.50 | 6.37       | 5.09         | 1.28 | 6.49       | 4.95         | 1.54 | 6.42       | 4.94         | 1.48 | 6.48       | 4.83         | 1.65 |
| 43. Admissions counselors respond to prospective students' unique needs and requests.         | 6.30                      | 5.64         | 0.66 | 6.17       | 5.75         | 0.42 | 6.41       | 5.55         | 0.86 | 6.33       | 5.69         | 0.64 | 6.22       | 5.59         | 0.63 |
| 48. Admissions counselors accurately portray the campus in their recruiting practices.        | 6.37                      | 5.56         | 0.81 | 6.33       | 5.63         | 0.70 | 6.52       | 5.61         | 0.91 | 6.39       | 5.58         | 0.81 | 6.26       | 5.33         | 0.93 |

### Institutional Summary

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

| Scale/Item   | Longwood University - SSI |              |      | Freshman   |              |      | Sophomore  |              |      | Junior     |              |      | Senior     |              |      |
|--|---------------------------|--------------|------|------------|--------------|------|------------|--------------|------|------------|--------------|------|------------|--------------|------|
|  | Importance                | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  |
| <b>REGISTRATION EFFECTIVENESS</b>  | 6.37                      | 5.32         | 1.05 | 6.32       | 5.45         | 0.87 | 6.49       | 5.36         | 1.13 | 6.43       | 5.39         | 1.04 | 6.28       | 5.10         | 1.18 |
| 11. Billing policies are reasonable.   | 6.35                      | 5.04         | 1.31 | 6.21       | 5.29         | 0.92 | 6.52       | 5.05         | 1.47 | 6.41       | 5.02         | 1.39 | 6.26       | 4.81         | 1.45 |
| 20. The business office is open during hours which are convenient for most students. | 6.09                      | 5.29         | 0.80 | 6.06       | 5.44         | 0.62 | 6.14       | 5.34         | 0.80 | 6.13       | 5.41         | 0.72 | 5.98       | 5.11         | 0.87 |
| 27. The personnel involved in registration are helpful.                              | 6.35                      | 5.44         | 0.91 | 6.33       | 5.63         | 0.70 | 6.52       | 5.43         | 1.09 | 6.35       | 5.51         | 0.84 | 6.24       | 5.20         | 1.04 |
| 34. I am able to register for classes I need with few conflicts.                     | 6.71                      | 5.17         | 1.54 | 6.65       | 5.17         | 1.48 | 6.77       | 5.31         | 1.46 | 6.78       | 5.30         | 1.48 | 6.65       | 4.84         | 1.81 |
| 50. Class change (drop/add) policies are reasonable.                                 | 6.34                      | 5.65         | 0.69 | 6.31       | 5.73         | 0.58 | 6.47       | 5.64         | 0.83 | 6.43       | 5.74         | 0.69 | 6.22       | 5.52         | 0.70 |



**Institutional Summary**

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

| Scale/Item   | Longwood University - SSI |              |     | Freshman   |              |     | Sophomore  |              |     | Junior     |              |     | Senior     |              |     |
|--|---------------------------|--------------|-----|------------|--------------|-----|------------|--------------|-----|------------|--------------|-----|------------|--------------|-----|
|  | Importance                | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap |
| <b>RESPONSIVENESS TO DIVERSE POPULATIONS</b>                   |                           | 5.57         |     |            | 5.69         |     |            | 5.65         |     |            | 5.70         |     |            | 5.39         |     |
| 84. Institution's commitment to part-time students?            |                           | 5.52         |     |            | 5.50         |     |            | 5.74         |     |            | 5.63         |     |            | 5.32         |     |
| 85. Institution's commitment to evening students?              |                           | 5.46         |     |            | 5.57         |     |            | 5.56         |     |            | 5.53         |     |            | 5.26         |     |
| 86. Institution's commitment to older, returning learners?     |                           | 5.61         |     |            | 5.77         |     |            | 5.61         |     |            | 5.77         |     |            | 5.44         |     |
| 87. Institution's commitment to under-represented populations? |                           | 5.29         |     |            | 5.38         |     |            | 5.26         |     |            | 5.39         |     |            | 5.19         |     |
| 88. Institution's commitment to commuters?                     |                           | 5.57         |     |            | 5.80         |     |            | 5.78         |     |            | 5.78         |     |            | 5.26         |     |
| 89. Institution's commitment to students with disabilities?    |                           | 5.97         |     |            | 6.08         |     |            | 5.96         |     |            | 6.04         |     |            | 5.89         |     |

### Institutional Summary

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

| Scale/Item   | Longwood University - SSI |              |      | Freshman   |              |      | Sophomore  |              |      | Junior     |              |      | Senior     |              |      |
|--|---------------------------|--------------|------|------------|--------------|------|------------|--------------|------|------------|--------------|------|------------|--------------|------|
|  | Importance                | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  |
| <b>SAFETY AND SECURITY</b>                                     | 6.52                      | 4.90         | 1.62 | 6.42       | 5.07         | 1.35 | 6.57       | 4.99         | 1.58 | 6.58       | 4.87         | 1.71 | 6.48       | 4.73         | 1.75 |
| 7. The campus is safe and secure for all students.             | 6.68                      | 5.89         | 0.79 | 6.64       | 5.94         | 0.70 | 6.71       | 6.05         | 0.66 | 6.71       | 5.83         | 0.88 | 6.66       | 5.77         | 0.89 |
| 21. The amount of student parking space on campus is adequate. | 6.37                      | 3.26         | 3.11 | 6.16       | 3.39         | 2.77 | 6.51       | 3.29         | 3.22 | 6.47       | 3.17         | 3.30 | 6.33       | 3.08         | 3.25 |
| 28. Parking lots are well-lighted and secure.                  | 6.36                      | 4.76         | 1.60 | 6.19       | 4.97         | 1.22 | 6.35       | 4.85         | 1.50 | 6.50       | 4.76         | 1.74 | 6.31       | 4.53         | 1.78 |
| 36. Security staff respond quickly in emergencies.             | 6.65                      | 5.84         | 0.81 | 6.68       | 5.94         | 0.74 | 6.71       | 5.90         | 0.81 | 6.64       | 5.88         | 0.76 | 6.63       | 5.68         | 0.95 |

### Institutional Summary

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

| Scale/Item   | Longwood University - SSI |              |      | Freshman   |              |      | Sophomore  |              |      | Junior     |              |      | Senior     |              |      |
|--|---------------------------|--------------|------|------------|--------------|------|------------|--------------|------|------------|--------------|------|------------|--------------|------|
|  | Importance                | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  |
| <b>SERVICE EXCELLENCE</b>  | 6.30                      | 5.40         | 0.90 | 6.25       | 5.52         | 0.73 | 6.40       | 5.40         | 1.00 | 6.34       | 5.45         | 0.89 | 6.24       | 5.23         | 1.01 |
| 2. The campus staff are caring and helpful.                                | 6.56                      | 5.79         | 0.77 | 6.57       | 5.91         | 0.66 | 6.65       | 5.86         | 0.79 | 6.64       | 5.81         | 0.83 | 6.47       | 5.67         | 0.80 |
| 13. Library staff are helpful and approachable.                            | 5.97                      | 5.82         | 0.15 | 5.84       | 5.64         | 0.20 | 6.08       | 5.83         | 0.25 | 5.96       | 5.95         | 0.01 | 5.96       | 5.77         | 0.19 |
| 15. The staff in the health services area are competent.                   | 6.33                      | 5.00         | 1.33 | 6.25       | 5.33         | 0.92 | 6.44       | 5.05         | 1.39 | 6.37       | 4.89         | 1.48 | 6.31       | 4.79         | 1.52 |
| 22. Counseling staff care about students as individuals.                   | 6.26                      | 5.54         | 0.72 | 6.24       | 5.43         | 0.81 | 6.35       | 5.60         | 0.75 | 6.32       | 5.73         | 0.59 | 6.18       | 5.35         | 0.83 |
| 27. The personnel involved in registration are helpful.                    | 6.35                      | 5.44         | 0.91 | 6.33       | 5.63         | 0.70 | 6.52       | 5.43         | 1.09 | 6.35       | 5.51         | 0.84 | 6.24       | 5.20         | 1.04 |
| 57. I seldom get the "run-around" when seeking information on this campus. | 6.41                      | 4.93         | 1.48 | 6.22       | 5.37         | 0.85 | 6.41       | 4.92         | 1.49 | 6.53       | 4.89         | 1.64 | 6.38       | 4.59         | 1.79 |
| 60. I generally know what's happening on campus.                           | 6.24                      | 5.53         | 0.71 | 6.36       | 5.52         | 0.84 | 6.34       | 5.40         | 0.94 | 6.33       | 5.59         | 0.74 | 6.11       | 5.60         | 0.51 |
| 71. Channels for expressing student complaints are readily available.      | 6.27                      | 5.06         | 1.21 | 6.18       | 5.25         | 0.93 | 6.43       | 5.12         | 1.31 | 6.26       | 5.23         | 1.03 | 6.25       | 4.76         | 1.49 |

## Institutional Summary

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

| Scale/Item  | Longwood University - SSI |              |      | Freshman   |              |      | Sophomore  |              |      | Junior     |              |      | Senior     |              |      |
|---|---------------------------|--------------|------|------------|--------------|------|------------|--------------|------|------------|--------------|------|------------|--------------|------|
|   | Importance                | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  |
| <b>STUDENT CENTEREDNESS</b>                                       | 6.51                      | 5.76         | 0.75 | 6.50       | 5.78         | 0.72 | 6.59       | 5.81         | 0.78 | 6.57       | 5.83         | 0.74 | 6.43       | 5.64         | 0.79 |
| 1. Most students feel a sense of belonging here.                  | 6.41                      | 5.57         | 0.84 | 6.35       | 5.64         | 0.71 | 6.55       | 5.59         | 0.96 | 6.46       | 5.59         | 0.87 | 6.34       | 5.53         | 0.81 |
| 2. The campus staff are caring and helpful.                       | 6.56                      | 5.79         | 0.77 | 6.57       | 5.91         | 0.66 | 6.65       | 5.86         | 0.79 | 6.64       | 5.81         | 0.83 | 6.47       | 5.67         | 0.80 |
| 10. Administrators are approachable to students.                  | 6.23                      | 5.56         | 0.67 | 6.20       | 5.54         | 0.66 | 6.33       | 5.63         | 0.70 | 6.35       | 5.59         | 0.76 | 6.10       | 5.50         | 0.60 |
| 29. It is an enjoyable experience to be a student on this campus. | 6.66                      | 5.91         | 0.75 | 6.73       | 5.84         | 0.89 | 6.71       | 6.01         | 0.70 | 6.65       | 6.01         | 0.64 | 6.60       | 5.77         | 0.83 |
| 45. Students are made to feel welcome on this campus.             | 6.61                      | 5.95         | 0.66 | 6.66       | 5.95         | 0.71 | 6.61       | 5.98         | 0.63 | 6.68       | 6.13         | 0.55 | 6.53       | 5.77         | 0.76 |
| 59. This institution shows concern for students as individuals.   | 6.60                      | 5.76         | 0.84 | 6.53       | 5.83         | 0.70 | 6.67       | 5.77         | 0.90 | 6.64       | 5.86         | 0.78 | 6.57       | 5.61         | 0.96 |

## Institutional Summary

**Items: In Sequential Order**

| Item   | Longwood University - SSI |              |       | Freshman   |              |       | Sophomore  |              |       | Junior     |              |       | Senior     |              |       |
|--|---------------------------|--------------|-------|------------|--------------|-------|------------|--------------|-------|------------|--------------|-------|------------|--------------|-------|
|  | Importance                | Satisfaction | Gap   | Importance | Satisfaction | Gap   | Importance | Satisfaction | Gap   | Importance | Satisfaction | Gap   | Importance | Satisfaction | Gap   |
| 1. Most students feel a sense of belonging here.           | 6.41                      | 5.57         | 0.84  | 6.35       | 5.64         | 0.71  | 6.55       | 5.59         | 0.96  | 6.46       | 5.59         | 0.87  | 6.34       | 5.53         | 0.81  |
| 2. The campus staff are caring and helpful.                | 6.56                      | 5.79         | 0.77  | 6.57       | 5.91         | 0.66  | 6.65       | 5.86         | 0.79  | 6.64       | 5.81         | 0.83  | 6.47       | 5.67         | 0.80  |
| 3. Faculty care about me as an individual.                 | 6.47                      | 5.80         | 0.67  | 6.27       | 5.72         | 0.55  | 6.42       | 5.66         | 0.76  | 6.64       | 5.92         | 0.72  | 6.46       | 5.86         | 0.60  |
| 4. Admissions staff are knowledgeable.                     | 6.31                      | 5.57         | 0.74  | 6.23       | 5.65         | 0.58  | 6.32       | 5.71         | 0.61  | 6.37       | 5.57         | 0.80  | 6.23       | 5.36         | 0.87  |
| 5. Financial aid counselors are helpful.                   | 6.28                      | 5.32         | 0.96  | 6.08       | 5.53         | 0.55  | 6.37       | 5.28         | 1.09  | 6.28       | 5.24         | 1.04  | 6.34       | 5.33         | 1.01  |
| 6. My academic advisor is approachable.                    | 6.64                      | 5.93         | 0.71  | 6.58       | 6.10         | 0.48  | 6.73       | 5.88         | 0.85  | 6.68       | 5.98         | 0.70  | 6.61       | 5.83         | 0.78  |
| 7. The campus is safe and secure for all students.         | 6.68                      | 5.89         | 0.79  | 6.64       | 5.94         | 0.70  | 6.71       | 6.05         | 0.66  | 6.71       | 5.83         | 0.88  | 6.66       | 5.77         | 0.89  |
| 8. The content of the courses within my major is valuable. | 6.75                      | 5.96         | 0.79  | 6.69       | 5.96         | 0.73  | 6.79       | 6.16         | 0.63  | 6.78       | 5.99         | 0.79  | 6.69       | 5.79         | 0.90  |
| 9. A variety of intramural activities are offered.         | 5.17                      | 5.61         | -0.44 | 5.25       | 5.54         | -0.29 | 5.46       | 5.85         | -0.39 | 5.25       | 5.66         | -0.41 | 5.01       | 5.46         | -0.45 |
| 10. Administrators are approachable to students.           | 6.23                      | 5.56         | 0.67  | 6.20       | 5.54         | 0.66  | 6.33       | 5.63         | 0.70  | 6.35       | 5.59         | 0.76  | 6.10       | 5.50         | 0.60  |
| 11. Billing policies are reasonable.                       | 6.35                      | 5.04         | 1.31  | 6.21       | 5.29         | 0.92  | 6.52       | 5.05         | 1.47  | 6.41       | 5.02         | 1.39  | 6.26       | 4.81         | 1.45  |

## Institutional Summary

Items: In Sequential Order

| Item  | Longwood University - SSI |              |      | Freshman   |              |      | Sophomore  |              |      | Junior     |              |      | Senior     |              |      |
|---|---------------------------|--------------|------|------------|--------------|------|------------|--------------|------|------------|--------------|------|------------|--------------|------|
|   | Importance                | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  |
| 12. Financial aid awards are announced to students in time to be helpful in college planning. | 6.35                      | 5.23         | 1.12 | 6.23       | 5.46         | 0.77 | 6.50       | 5.05         | 1.45 | 6.34       | 5.17         | 1.17 | 6.34       | 5.19         | 1.15 |
| 13. Library staff are helpful and approachable.   | 5.97                      | 5.82         | 0.15 | 5.84       | 5.64         | 0.20 | 6.08       | 5.83         | 0.25 | 5.96       | 5.95         | 0.01 | 5.96       | 5.77         | 0.19 |
| 14. My academic advisor is concerned about my success as an individual.                       | 6.60                      | 5.87         | 0.73 | 6.54       | 5.89         | 0.65 | 6.63       | 5.79         | 0.84 | 6.64       | 5.97         | 0.67 | 6.56       | 5.83         | 0.73 |
| 15. The staff in the health services area are competent.                                      | 6.33                      | 5.00         | 1.33 | 6.25       | 5.33         | 0.92 | 6.44       | 5.05         | 1.39 | 6.37       | 4.89         | 1.48 | 6.31       | 4.79         | 1.52 |
| 16. The instruction in my major field is excellent.   | 6.74                      | 5.95         | 0.79 | 6.72       | 6.02         | 0.70 | 6.76       | 6.06         | 0.70 | 6.75       | 5.96         | 0.79 | 6.71       | 5.87         | 0.84 |
| 17. Adequate financial aid is available for most students.                                    | 6.45                      | 4.95         | 1.50 | 6.37       | 5.09         | 1.28 | 6.49       | 4.95         | 1.54 | 6.42       | 4.94         | 1.48 | 6.48       | 4.83         | 1.65 |
| 18. Library resources and services are adequate.  | 6.35                      | 5.87         | 0.48 | 6.19       | 5.79         | 0.40 | 6.44       | 6.00         | 0.44 | 6.34       | 5.88         | 0.46 | 6.36       | 5.83         | 0.53 |
| 19. My academic advisor helps me set goals to work toward.                                    | 6.33                      | 5.47         | 0.86 | 6.26       | 5.67         | 0.59 | 6.45       | 5.32         | 1.13 | 6.39       | 5.63         | 0.76 | 6.23       | 5.28         | 0.95 |
| 20. The business office is open during hours which are convenient for most students.          | 6.09                      | 5.29         | 0.80 | 6.06       | 5.44         | 0.62 | 6.14       | 5.34         | 0.80 | 6.13       | 5.41         | 0.72 | 5.98       | 5.11         | 0.87 |

## Institutional Summary

Items: In Sequential Order

| Item   | Longwood University - SSI |              |      | Freshman   |              |      | Sophomore  |              |      | Junior     |              |      | Senior     |              |      |
|--|---------------------------|--------------|------|------------|--------------|------|------------|--------------|------|------------|--------------|------|------------|--------------|------|
|  | Importance                | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  |
| 21. The amount of student parking space on campus is adequate.   | 6.37                      | 3.26         | 3.11 | 6.16       | 3.39         | 2.77 | 6.51       | 3.29         | 3.22 | 6.47       | 3.17         | 3.30 | 6.33       | 3.08         | 3.25 |
| 22. Counseling staff care about students as individuals.   | 6.26                      | 5.54         | 0.72 | 6.24       | 5.43         | 0.81 | 6.35       | 5.60         | 0.75 | 6.32       | 5.73         | 0.59 | 6.18       | 5.35         | 0.83 |
| 23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.) | 6.52                      | 4.94         | 1.58 | 6.52       | 5.02         | 1.50 | 6.61       | 4.82         | 1.79 | 6.52       | 4.97         | 1.55 | 6.51       | 4.95         | 1.56 |
| 24. The intercollegiate athletic programs contribute to a strong sense of school spirit.                 | 5.50                      | 5.08         | 0.42 | 5.88       | 5.28         | 0.60 | 5.82       | 5.19         | 0.63 | 5.41       | 5.24         | 0.17 | 5.16       | 4.66         | 0.50 |
| 25. Faculty are fair and unbiased in their treatment of individual students.                             | 6.58                      | 5.53         | 1.05 | 6.55       | 5.57         | 0.98 | 6.59       | 5.51         | 1.08 | 6.62       | 5.64         | 0.98 | 6.53       | 5.28         | 1.25 |
| 26. Computer labs are adequate and accessible.   | 6.11                      | 5.78         | 0.33 | 6.06       | 5.88         | 0.18 | 6.21       | 5.77         | 0.44 | 6.11       | 5.83         | 0.28 | 6.11       | 5.74         | 0.37 |
| 27. The personnel involved in registration are helpful.  | 6.35                      | 5.44         | 0.91 | 6.33       | 5.63         | 0.70 | 6.52       | 5.43         | 1.09 | 6.35       | 5.51         | 0.84 | 6.24       | 5.20         | 1.04 |
| 28. Parking lots are well-lighted and secure.  | 6.36                      | 4.76         | 1.60 | 6.19       | 4.97         | 1.22 | 6.35       | 4.85         | 1.50 | 6.50       | 4.76         | 1.74 | 6.31       | 4.53         | 1.78 |
| 29. It is an enjoyable experience to be a student on this campus.  | 6.66                      | 5.91         | 0.75 | 6.73       | 5.84         | 0.89 | 6.71       | 6.01         | 0.70 | 6.65       | 6.01         | 0.64 | 6.60       | 5.77         | 0.83 |

## Institutional Summary

### Items: In Sequential Order

| Item  | Longwood University - SSI |              |       | Freshman   |              |      | Sophomore  |              |      | Junior     |              |       | Senior     |              |       |
|---|---------------------------|--------------|-------|------------|--------------|------|------------|--------------|------|------------|--------------|-------|------------|--------------|-------|
|   | Importance                | Satisfaction | Gap   | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap   | Importance | Satisfaction | Gap   |
| 30. Residence hall staff are concerned about me as an individual.                           | 6.01                      | 5.19         | 0.82  | 6.05       | 5.22         | 0.83 | 6.18       | 5.22         | 0.96 | 6.01       | 5.35         | 0.66  | 5.84       | 4.97         | 0.87  |
| 31. Males and females have equal opportunities to participate in intercollegiate athletics. | 5.77                      | 5.80         | -0.03 | 5.87       | 5.80         | 0.07 | 6.02       | 5.79         | 0.23 | 5.70       | 5.98         | -0.28 | 5.55       | 5.62         | -0.07 |
| 32. Tutoring services are readily available.  | 6.16                      | 5.60         | 0.56  | 6.35       | 5.87         | 0.48 | 6.30       | 5.73         | 0.57 | 6.18       | 5.67         | 0.51  | 6.01       | 5.28         | 0.73  |
| 33. My academic advisor is knowledgeable about requirements in my major.                    | 6.73                      | 5.95         | 0.78  | 6.80       | 5.96         | 0.84 | 6.74       | 5.91         | 0.83 | 6.71       | 6.05         | 0.66  | 6.70       | 5.82         | 0.88  |
| 34. I am able to register for classes I need with few conflicts.                            | 6.71                      | 5.17         | 1.54  | 6.65       | 5.17         | 1.48 | 6.77       | 5.31         | 1.46 | 6.78       | 5.30         | 1.48  | 6.65       | 4.84         | 1.81  |
| 35. The assessment and course placement procedures are reasonable.                          | 6.38                      | 5.54         | 0.84  | 6.33       | 5.49         | 0.84 | 6.43       | 5.70         | 0.73 | 6.42       | 5.51         | 0.91  | 6.35       | 5.36         | 0.99  |
| 36. Security staff respond quickly in emergencies.  | 6.65                      | 5.84         | 0.81  | 6.68       | 5.94         | 0.74 | 6.71       | 5.90         | 0.81 | 6.64       | 5.88         | 0.76  | 6.63       | 5.68         | 0.95  |
| 37. I feel a sense of pride about my campus.  | 6.31                      | 5.86         | 0.45  | 6.38       | 5.85         | 0.53 | 6.37       | 5.89         | 0.48 | 6.36       | 6.01         | 0.35  | 6.21       | 5.71         | 0.50  |
| 38. There is an adequate selection of food available in the cafeteria.                      | 6.42                      | 4.02         | 2.40  | 6.43       | 3.95         | 2.48 | 6.50       | 3.88         | 2.62 | 6.54       | 4.10         | 2.44  | 6.28       | 4.03         | 2.25  |



## Institutional Summary

### Items: In Sequential Order

| Item  | Longwood University - SSI |              |      | Freshman   |              |      | Sophomore  |              |      | Junior     |              |      | Senior     |              |      |
|---|---------------------------|--------------|------|------------|--------------|------|------------|--------------|------|------------|--------------|------|------------|--------------|------|
|   | Importance                | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  |
| 39. I am able to experience intellectual growth here.                                 | 6.64                      | 5.99         | 0.65 | 6.56       | 5.88         | 0.68 | 6.66       | 6.10         | 0.56 | 6.69       | 6.07         | 0.62 | 6.62       | 5.90         | 0.72 |
| 40. Residence hall regulations are reasonable.  | 6.20                      | 5.51         | 0.69 | 6.20       | 5.67         | 0.53 | 6.41       | 5.57         | 0.84 | 6.18       | 5.56         | 0.62 | 6.07       | 5.25         | 0.82 |
| 41. There is a commitment to academic excellence on this campus.                      | 6.55                      | 5.94         | 0.61 | 6.50       | 5.92         | 0.58 | 6.60       | 6.01         | 0.59 | 6.59       | 5.99         | 0.60 | 6.49       | 5.91         | 0.58 |
| 42. There are a sufficient number of weekend activities for students.                 | 5.96                      | 4.88         | 1.08 | 6.07       | 4.81         | 1.26 | 6.07       | 4.89         | 1.18 | 6.01       | 5.11         | 0.90 | 5.75       | 4.74         | 1.01 |
| 43. Admissions counselors respond to prospective students' unique needs and requests. | 6.30                      | 5.64         | 0.66 | 6.17       | 5.75         | 0.42 | 6.41       | 5.55         | 0.86 | 6.33       | 5.69         | 0.64 | 6.22       | 5.59         | 0.63 |
| 44. Academic support services adequately meet the needs of students.                  | 6.39                      | 5.63         | 0.76 | 6.32       | 5.73         | 0.59 | 6.44       | 5.58         | 0.86 | 6.48       | 5.82         | 0.66 | 6.31       | 5.41         | 0.90 |
| 45. Students are made to feel welcome on this campus.                                 | 6.61                      | 5.95         | 0.66 | 6.66       | 5.95         | 0.71 | 6.61       | 5.98         | 0.63 | 6.68       | 6.13         | 0.55 | 6.53       | 5.77         | 0.76 |
| 46. I can easily get involved in campus organizations.                                | 6.23                      | 5.80         | 0.43 | 6.42       | 5.83         | 0.59 | 6.41       | 5.83         | 0.58 | 6.28       | 5.84         | 0.44 | 6.04       | 5.76         | 0.28 |
| 47. Faculty provide timely feedback about student progress in a course.               | 6.57                      | 5.25         | 1.32 | 6.55       | 5.14         | 1.41 | 6.55       | 5.10         | 1.45 | 6.65       | 5.44         | 1.21 | 6.52       | 5.17         | 1.35 |

## Institutional Summary

### Items: In Sequential Order

| Item  | Longwood University - SSI |              |      | Freshman   |              |      | Sophomore  |              |      | Junior     |              |      | Senior     |              |      |
|---|---------------------------|--------------|------|------------|--------------|------|------------|--------------|------|------------|--------------|------|------------|--------------|------|
|   | Importance                | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  |
| 48. Admissions counselors accurately portray the campus in their recruiting practices.  | 6.37                      | 5.56         | 0.81 | 6.33       | 5.63         | 0.70 | 6.52       | 5.61         | 0.91 | 6.39       | 5.58         | 0.81 | 6.26       | 5.33         | 0.93 |
| 49. There are adequate services to help me decide upon a career.                        | 6.47                      | 5.65         | 0.82 | 6.45       | 5.91         | 0.54 | 6.58       | 5.80         | 0.78 | 6.53       | 5.70         | 0.83 | 6.40       | 5.36         | 1.04 |
| 50. Class change (drop/add) policies are reasonable.                                    | 6.34                      | 5.65         | 0.69 | 6.31       | 5.73         | 0.58 | 6.47       | 5.64         | 0.83 | 6.43       | 5.74         | 0.69 | 6.22       | 5.52         | 0.70 |
| 51. This institution has a good reputation within the community.                        | 6.34                      | 5.79         | 0.55 | 6.40       | 5.81         | 0.59 | 6.45       | 5.83         | 0.62 | 6.39       | 6.05         | 0.34 | 6.25       | 5.47         | 0.78 |
| 52. The student center is a comfortable place for students to spend their leisure time. | 6.05                      | 5.35         | 0.70 | 6.02       | 5.43         | 0.59 | 6.28       | 5.54         | 0.74 | 6.10       | 5.51         | 0.59 | 5.96       | 5.10         | 0.86 |
| 53. Faculty take into consideration student differences as they teach a course.         | 6.39                      | 5.31         | 1.08 | 6.38       | 5.42         | 0.96 | 6.47       | 5.27         | 1.20 | 6.52       | 5.40         | 1.12 | 6.26       | 5.11         | 1.15 |
| 54. Bookstore staff are helpful.  | 5.99                      | 5.35         | 0.64 | 5.89       | 5.39         | 0.50 | 6.18       | 5.39         | 0.79 | 6.07       | 5.40         | 0.67 | 5.80       | 5.21         | 0.59 |
| 55. Major requirements are clear and reasonable.  | 6.68                      | 5.70         | 0.98 | 6.64       | 5.62         | 1.02 | 6.70       | 5.82         | 0.88 | 6.74       | 5.63         | 1.11 | 6.63       | 5.69         | 0.94 |
| 56. The student handbook provides helpful information about campus life.                | 5.95                      | 5.43         | 0.52 | 5.86       | 5.58         | 0.28 | 6.01       | 5.51         | 0.50 | 6.02       | 5.45         | 0.57 | 5.90       | 5.25         | 0.65 |

## Institutional Summary

**Items: In Sequential Order**

| Item   | Longwood University - SSI |              |      | Freshman   |              |      | Sophomore  |              |      | Junior     |              |      | Senior     |              |      |
|--|---------------------------|--------------|------|------------|--------------|------|------------|--------------|------|------------|--------------|------|------------|--------------|------|
|  | Importance                | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  |
| 57. I seldom get the "run-around" when seeking information on this campus.   | 6.41                      | 4.93         | 1.48 | 6.22       | 5.37         | 0.85 | 6.41       | 4.92         | 1.49 | 6.53       | 4.89         | 1.64 | 6.38       | 4.59         | 1.79 |
| 58. The quality of instruction I receive in most of my classes is excellent. | 6.72                      | 5.80         | 0.92 | 6.66       | 5.75         | 0.91 | 6.74       | 5.77         | 0.97 | 6.77       | 5.90         | 0.87 | 6.68       | 5.81         | 0.87 |
| 59. This institution shows concern for students as individuals.              | 6.60                      | 5.76         | 0.84 | 6.53       | 5.83         | 0.70 | 6.67       | 5.77         | 0.90 | 6.64       | 5.86         | 0.78 | 6.57       | 5.61         | 0.96 |
| 60. I generally know what's happening on campus.                             | 6.24                      | 5.53         | 0.71 | 6.36       | 5.52         | 0.84 | 6.34       | 5.40         | 0.94 | 6.33       | 5.59         | 0.74 | 6.11       | 5.60         | 0.51 |
| 61. Adjunct faculty are competent as classroom instructors.                  | 6.34                      | 5.65         | 0.69 | 6.20       | 5.72         | 0.48 | 6.40       | 5.56         | 0.84 | 6.37       | 5.73         | 0.64 | 6.33       | 5.61         | 0.72 |
| 62. There is a strong commitment to racial harmony on this campus.           | 6.12                      | 5.50         | 0.62 | 6.01       | 5.45         | 0.56 | 6.15       | 5.47         | 0.68 | 6.14       | 5.67         | 0.47 | 6.14       | 5.34         | 0.80 |
| 63. Student disciplinary procedures are fair.                                | 6.38                      | 5.55         | 0.83 | 6.35       | 5.69         | 0.66 | 6.47       | 5.40         | 1.07 | 6.43       | 5.63         | 0.80 | 6.33       | 5.42         | 0.91 |
| 64. New student orientation services help students adjust to college.        | 6.32                      | 5.48         | 0.84 | 6.35       | 5.36         | 0.99 | 6.36       | 5.66         | 0.70 | 6.37       | 5.41         | 0.96 | 6.21       | 5.44         | 0.77 |
| 65. Faculty are usually available after class and during office hours.       | 6.55                      | 5.97         | 0.58 | 6.50       | 6.08         | 0.42 | 6.59       | 5.96         | 0.63 | 6.62       | 6.00         | 0.62 | 6.53       | 5.91         | 0.62 |

## Institutional Summary

**Items: In Sequential Order**

| Item   | Longwood University - SSI |              |      | Freshman   |              |      | Sophomore  |              |      | Junior     |              |      | Senior     |              |      |
|--|---------------------------|--------------|------|------------|--------------|------|------------|--------------|------|------------|--------------|------|------------|--------------|------|
|  | Importance                | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  |
| 66. Tuition paid is a worthwhile investment.   | 6.66                      | 5.21         | 1.45 | 6.65       | 5.31         | 1.34 | 6.65       | 5.16         | 1.49 | 6.70       | 5.28         | 1.42 | 6.65       | 5.04         | 1.61 |
| 67. Freedom of expression is protected on campus.  | 6.38                      | 5.61         | 0.77 | 6.42       | 5.86         | 0.56 | 6.48       | 5.66         | 0.82 | 6.42       | 5.63         | 0.79 | 6.31       | 5.38         | 0.93 |
| 68. Nearly all of the faculty are knowledgeable in their field.                          | 6.73                      | 6.09         | 0.64 | 6.67       | 6.07         | 0.60 | 6.74       | 5.96         | 0.78 | 6.77       | 6.23         | 0.54 | 6.71       | 6.09         | 0.62 |
| 69. There is a good variety of courses provided on this campus.                          | 6.59                      | 5.76         | 0.83 | 6.53       | 5.88         | 0.65 | 6.70       | 5.89         | 0.81 | 6.63       | 5.76         | 0.87 | 6.53       | 5.58         | 0.95 |
| 70. Graduate teaching assistants are competent as classroom instructors.                 | 6.15                      | 5.39         | 0.76 | 6.03       | 5.23         | 0.80 | 6.29       | 5.52         | 0.77 | 6.14       | 5.51         | 0.63 | 6.12       | 5.16         | 0.96 |
| 71. Channels for expressing student complaints are readily available.                    | 6.27                      | 5.06         | 1.21 | 6.18       | 5.25         | 0.93 | 6.43       | 5.12         | 1.31 | 6.26       | 5.23         | 1.03 | 6.25       | 4.76         | 1.49 |
| 72. On the whole, the campus is well-maintained.   | 6.52                      | 6.21         | 0.31 | 6.52       | 6.17         | 0.35 | 6.64       | 6.23         | 0.41 | 6.54       | 6.27         | 0.27 | 6.44       | 6.14         | 0.30 |
| 73. Student activities fees are put to good use.   | 6.35                      | 4.85         | 1.50 | 6.38       | 5.07         | 1.31 | 6.48       | 4.92         | 1.56 | 6.41       | 5.02         | 1.39 | 6.30       | 4.54         | 1.76 |
| 74. Campus: The academic buildings adequately support a productive learning environment. | 6.53                      | 6.03         | 0.50 | 6.48       | 6.01         | 0.47 | 6.60       | 6.07         | 0.53 | 6.59       | 6.04         | 0.55 | 6.51       | 5.99         | 0.52 |

## Institutional Summary

**Items: In Sequential Order**

| Item  | Longwood University - SSI |              |      | Freshman   |              |      | Sophomore  |              |      | Junior     |              |      | Senior     |              |      |
|---|---------------------------|--------------|------|------------|--------------|------|------------|--------------|------|------------|--------------|------|------------|--------------|------|
|   | Importance                | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  |
| 75. Campus: The campus is physically accessible to individuals of all abilities.  | 6.36                      | 6.03         | 0.33 | 6.24       | 6.17         | 0.07 | 6.44       | 6.11         | 0.33 | 6.38       | 6.14         | 0.24 | 6.38       | 5.75         | 0.63 |
| 76. Campus: Faculty willingly provide appropriate accommodations to students with disabilities.                                   | 6.43                      | 6.14         | 0.29 | 6.35       | 6.18         | 0.17 | 6.49       | 6.26         | 0.23 | 6.43       | 6.15         | 0.28 | 6.42       | 6.04         | 0.38 |
| 77. Campus: Campus Recreation provides comprehensive opportunities for my physical wellness.                                      | 6.25                      | 6.19         | 0.06 | 6.31       | 6.30         | 0.01 | 6.34       | 6.25         | 0.09 | 6.26       | 6.21         | 0.05 | 6.13       | 6.04         | 0.09 |
| 78. Campus: There are adequate and accessible quiet places for students to study.   | 6.50                      | 5.75         | 0.75 | 6.47       | 6.11         | 0.36 | 6.63       | 5.97         | 0.66 | 6.56       | 5.70         | 0.86 | 6.45       | 5.42         | 1.03 |
| 79. Campus: Longwood provides an adequate variety of housing options.   | 6.42                      | 5.39         | 1.03 | 6.39       | 5.61         | 0.78 | 6.54       | 5.24         | 1.30 | 6.57       | 5.38         | 1.19 | 6.31       | 5.34         | 0.97 |
| 80. Campus: This university has helped me meet the goals I came here to achieve.  | 6.64                      | 5.82         | 0.82 | 6.61       | 5.80         | 0.81 | 6.65       | 5.73         | 0.92 | 6.74       | 5.95         | 0.79 | 6.57       | 5.75         | 0.82 |
| 81. Campus: The extracurricular opportunities with which I am involved have contributed significantly to my learning at Longwood. | 6.29                      | 5.88         | 0.41 | 6.24       | 5.72         | 0.52 | 6.39       | 5.86         | 0.53 | 6.34       | 6.02         | 0.32 | 6.26       | 5.91         | 0.35 |

## Institutional Summary

Items: In Sequential Order

| Item   | Longwood University - SSI |              |      | Freshman   |              |      | Sophomore  |              |      | Junior     |              |      | Senior     |              |      |
|--|---------------------------|--------------|------|------------|--------------|------|------------|--------------|------|------------|--------------|------|------------|--------------|------|
|  | Importance                | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  | Importance | Satisfaction | Gap  |
| 82. Campus: This university has helped prepare me as a citizen leader.                         | 6.28                      | 5.79         | 0.49 | 6.24       | 5.64         | 0.60 | 6.36       | 5.81         | 0.55 | 6.40       | 5.85         | 0.55 | 6.21       | 5.81         | 0.40 |
| 83. Campus: My experiences have helped me become a more independent and self-directed learner. | 6.49                      | 6.09         | 0.40 | 6.46       | 5.95         | 0.51 | 6.46       | 6.05         | 0.41 | 6.60       | 6.12         | 0.48 | 6.45       | 6.19         | 0.26 |
| 84. Institution's commitment to part-time students?  |                           | 5.52         |      |            | 5.50         |      |            | 5.74         |      |            | 5.63         |      |            | 5.32         |      |
| 85. Institution's commitment to evening students?  |                           | 5.46         |      |            | 5.57         |      |            | 5.56         |      |            | 5.53         |      |            | 5.26         |      |
| 86. Institution's commitment to older, returning learners?                                     |                           | 5.61         |      |            | 5.77         |      |            | 5.61         |      |            | 5.77         |      |            | 5.44         |      |
| 87. Institution's commitment to under-represented populations?                                 |                           | 5.29         |      |            | 5.38         |      |            | 5.26         |      |            | 5.39         |      |            | 5.19         |      |
| 88. Institution's commitment to commuters?   |                           | 5.57         |      |            | 5.80         |      |            | 5.78         |      |            | 5.78         |      |            | 5.26         |      |
| 89. Institution's commitment to students with disabilities?                                    |                           | 5.97         |      |            | 6.08         |      |            | 5.96         |      |            | 6.04         |      |            | 5.89         |      |
| 90. Cost as factor in decision to enroll.  | 6.16                      |              |      | 6.05       |              |      | 6.23       |              |      | 6.19       |              |      | 6.14       |              |      |
| 91. Financial aid as factor in decision to enroll.   | 6.02                      |              |      | 5.94       |              |      | 6.01       |              |      | 6.04       |              |      | 6.12       |              |      |

**Institutional Summary**  
**Items: In Sequential Order**

| Item  | Longwood University - SSI |              |     | Freshman   |              |     | Sophomore  |              |     | Junior     |              |     | Senior     |              |     |
|---|---------------------------|--------------|-----|------------|--------------|-----|------------|--------------|-----|------------|--------------|-----|------------|--------------|-----|
|   | Importance                | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap |
| 92. Academic reputation as factor in decision to enroll.                        | 6.21                      |              |     | 6.14       |              |     | 6.22       |              |     | 6.26       |              |     | 6.20       |              |     |
| 93. Size of institution as factor in decision to enroll.                        | 6.12                      |              |     | 6.22       |              |     | 6.26       |              |     | 6.01       |              |     | 6.21       |              |     |
| 94. Opportunity to play sports as factor in decision to enroll.                 | 3.36                      |              |     | 3.83       |              |     | 3.52       |              |     | 3.41       |              |     | 3.02       |              |     |
| 95. Recommendations from family/friends as factor in decision to enroll.        | 5.14                      |              |     | 5.30       |              |     | 4.93       |              |     | 5.26       |              |     | 5.21       |              |     |
| 96. Geographic setting as factor in decision to enroll.                         | 5.38                      |              |     | 5.58       |              |     | 5.32       |              |     | 5.23       |              |     | 5.49       |              |     |
| 97. Campus appearance as factor in decision to enroll.                          | 5.93                      |              |     | 6.10       |              |     | 6.00       |              |     | 5.92       |              |     | 6.03       |              |     |
| 98. Personalized attention prior to enrollment as factor in decision to enroll. | 5.74                      |              |     | 5.89       |              |     | 5.85       |              |     | 5.85       |              |     | 5.68       |              |     |

## Institutional Summary

### Summary Items

| Summary Item   | Longwood University - SSI | Freshman      | Sophomore     | Junior        | Senior        |
|--|---------------------------|---------------|---------------|---------------|---------------|
| So far, how has your college experience met your expectations?     | Average: 4.98             | Average: 4.93 | Average: 5.05 | Average: 5.03 | Average: 4.93 |
| 1=Much worse than expected   | 1%                        | 0%            | 0%            | 0%            | 3%            |
| 2=Quite a bit worse than I expected                                | 2%                        | 4%            | 2%            | 0%            | 0%            |
| 3=Worse than I expected  | 8%                        | 6%            | 5%            | 8%            | 10%           |
| 4=About what I expected  | 26%                       | 26%           | 28%           | 26%           | 23%           |
| 5=Better than I expected   | 26%                       | 27%           | 27%           | 29%           | 27%           |
| 6=Quite a bit better than I expected                               | 18%                       | 19%           | 16%           | 20%           | 20%           |
| 7=Much better than expected  | 16%                       | 14%           | 19%           | 14%           | 15%           |
| Rate your overall satisfaction with your experience here thus far. | Average: 5.69             | Average: 5.55 | Average: 5.80 | Average: 5.71 | Average: 5.74 |
| 1=Not satisfied at all   | 1%                        | 2%            | 0%            | 0%            | 2%            |
| 2=Not very satisfied   | 2%                        | 2%            | 2%            | 2%            | 1%            |
| 3=Somewhat dissatisfied  | 5%                        | 5%            | 4%            | 4%            | 4%            |
| 4=Neutral  | 5%                        | 7%            | 3%            | 5%            | 4%            |
| 5=Somewhat satisfied   | 15%                       | 14%           | 14%           | 15%           | 17%           |
| 6=Satisfied  | 42%                       | 43%           | 45%           | 45%           | 40%           |
| 7=Very satisfied   | 27%                       | 23%           | 28%           | 25%           | 30%           |
| All in all, if you had to do it over, would you enroll here again? | Average: 5.79             | Average: 5.84 | Average: 5.95 | Average: 5.78 | Average: 5.66 |
| 1=Definitely not   | 2%                        | 1%            | 1%            | 1%            | 3%            |
| 2=Probably not   | 5%                        | 5%            | 4%            | 6%            | 8%            |
| 3=Maybe not  | 4%                        | 2%            | 4%            | 4%            | 5%            |
| 4=I don't know   | 6%                        | 6%            | 5%            | 6%            | 5%            |



**Institutional Summary**

**Summary Items**

| Summary Item     | Longwood University - SSI | Freshman | Sophomore | Junior | Senior |
|------------------|---------------------------|----------|-----------|--------|--------|
| 5=Maybe yes      | 7%                        | 9%       | 8%        | 8%     | 5%     |
| 6=Probably yes   | 26%                       | 30%      | 23%       | 26%    | 25%    |
| 7=Definitely yes | 46%                       | 43%      | 52%       | 46%    | 47%    |

**Institutional Summary**  
**Scales: In Order of Importance**

| Scale                                 | Longwood University - SSI |                   |                 | Graduate/Professional |                   |                 |
|---------------------------------------|---------------------------|-------------------|-----------------|-----------------------|-------------------|-----------------|
|                                       | Importance                | Satisfaction / SD | Performance Gap | Importance            | Satisfaction / SD | Performance Gap |
| Academic Advising                     | 6.60                      | 5.78 / 1.21       | 0.82            | 6.58                  | 5.83 / 1.18       | 0.75            |
| Instructional Effectiveness           | 6.57                      | 5.76 / 0.86       | 0.81            | 6.59                  | 5.90 / 0.91       | 0.69            |
| Safety and Security                   | 6.52                      | 4.90 / 1.11       | 1.62            | 6.50                  | 5.06 / 1.09       | 1.44            |
| Student Centeredness                  | 6.51                      | 5.76 / 1.02       | 0.75            | 6.37                  | 5.77 / 1.00       | 0.60            |
| Campus Climate                        | 6.44                      | 5.63 / 0.93       | 0.81            | 6.36                  | 5.73 / 0.90       | 0.63            |
| Concern for the Individual            | 6.43                      | 5.63 / 0.95       | 0.80            | 6.48                  | 5.82 / 0.98       | 0.66            |
| Registration Effectiveness            | 6.37                      | 5.32 / 1.06       | 1.05            | 6.42                  | 5.35 / 1.07       | 1.07            |
| Recruitment and Financial Aid         | 6.34                      | 5.38 / 1.09       | 0.96            | 6.35                  | 5.56 / 1.11       | 0.79            |
| Service Excellence                    | 6.30                      | 5.40 / 0.99       | 0.90            | 6.27                  | 5.52 / 1.02       | 0.75            |
| Campus Support Services               | 6.20                      | 5.67 / 0.91       | 0.53            | 6.17                  | 5.63 / 0.92       | 0.54            |
| Campus Life                           | 6.08                      | 5.27 / 0.95       | 0.81            | 5.73                  | 5.31 / 1.22       | 0.42            |
| Responsiveness to Diverse Populations |                           | 5.57 / 1.27       |                 |                       | 5.40 / 1.29       |                 |

\* 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 |                   |                 | Graduate/Professional |                   |                 |
|--|---------------------------|-------------------|-----------------|-----------------------|-------------------|-----------------|
|  | 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            | 6.75                  | 5.95 / 1.09       | 0.80            |
| 16. The instruction in my major field is excellent.                          | 6.74                      | 5.95 / 1.14       | 0.79            | 6.76                  | 5.91 / 1.20       | 0.85            |
| 68. Nearly all of the faculty are knowledgeable in their field.              | 6.73                      | 6.09 / 1.06       | 0.64            | 6.76                  | 6.25 / 0.95       | 0.51            |
| 33. My academic advisor is knowledgeable about requirements in my major.     | 6.73                      | 5.95 / 1.46       | 0.78            | 6.75                  | 6.02 / 1.30       | 0.73            |
| 58. The quality of instruction I receive in most of my classes is excellent. | 6.72                      | 5.80 / 1.18       | 0.92            | 6.69                  | 5.95 / 1.23       | 0.74            |
| 34. I am able to register for classes I need with few conflicts.             | 6.71                      | 5.17 / 1.67       | 1.54            | 6.71                  | 5.43 / 1.59       | 1.28            |
| 7. The campus is safe and secure for all students.                           | 6.68                      | 5.89 / 1.12       | 0.79            | 6.68                  | 5.91 / 1.18       | 0.77            |
| 55. Major requirements are clear and reasonable.                             | 6.68                      | 5.70 / 1.36       | 0.98            | 6.70                  | 5.85 / 1.19       | 0.85            |
| 66. Tuition paid is a worthwhile investment.                                 | 6.66                      | 5.21 / 1.51       | 1.45            | 6.67                  | 5.76 / 1.02       | 0.91            |
| 29. It is an enjoyable experience to be a student on this campus.            | 6.66                      | 5.91 / 1.33       | 0.75            | 6.58                  | 6.02 / 1.20       | 0.56            |
| 36. Security staff respond quickly in emergencies.                           | 6.65                      | 5.84 / 1.28       | 0.81            | 6.55                  | 5.83 / 1.27       | 0.72            |
| 6. My academic advisor is approachable.                                      | 6.64                      | 5.93 / 1.49       | 0.71            | 6.57                  | 5.81 / 1.57       | 0.76            |
| 39. I am able to experience intellectual growth here.                        | 6.64                      | 5.99 / 1.16       | 0.65            | 6.60                  | 6.14 / 1.10       | 0.46            |

\* 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 |                   |                 | Graduate/Professional |                   |                 |
|---|---------------------------|-------------------|-----------------|-----------------------|-------------------|-----------------|
|   | 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            | 6.65                  | 6.11 / 0.95       | 0.54            |
| 45. Students are made to feel welcome on this campus.   | 6.61                      | 5.95 / 1.31       | 0.66            | 6.45                  | 5.82 / 1.24       | 0.63            |
| 59. This institution shows concern for students as individuals.                               | 6.60                      | 5.76 / 1.32       | 0.84            | 6.64                  | 5.98 / 1.04       | 0.66            |
| 14. My academic advisor is concerned about my success as an individual.                       | 6.60                      | 5.87 / 1.46       | 0.73            | 6.59                  | 5.95 / 1.35       | 0.64            |
| 69. There is a good variety of courses provided on this campus.                               | 6.59                      | 5.76 / 1.30       | 0.83            | 6.53                  | 5.84 / 1.07       | 0.69            |
| 25. Faculty are fair and unbiased in their treatment of individual students.                  | 6.58                      | 5.53 / 1.32       | 1.05            | 6.64                  | 5.84 / 1.26       | 0.80            |
| 47. Faculty provide timely feedback about student progress in a course.                       | 6.57                      | 5.25 / 1.45       | 1.32            | 6.60                  | 5.69 / 1.23       | 0.91            |
| 2. The campus staff are caring and helpful.   | 6.56                      | 5.79 / 1.16       | 0.77            | 6.37                  | 5.72 / 1.20       | 0.65            |
| 65. Faculty are usually available after class and during office hours.                        | 6.55                      | 5.97 / 1.20       | 0.58            | 6.54                  | 5.93 / 1.29       | 0.61            |
| 41. There is a commitment to academic excellence on this campus.                              | 6.55                      | 5.94 / 1.19       | 0.61            | 6.56                  | 5.94 / 1.13       | 0.62            |
| 74. Campus item: The academic buildings adequately support a productive learning environment. | 6.53                      | 6.03 / 1.03       | 0.50            | 6.40                  | 5.96 / 1.01       | 0.44            |
| 72. On the whole, the campus is well-maintained.  | 6.52                      | 6.21 / 1.00       | 0.31            | 6.36                  | 6.31 / 0.98       | 0.05            |

\* 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 |                   |                 | Graduate/Professional |                   |                 |
|--|---------------------------|-------------------|-----------------|-----------------------|-------------------|-----------------|
|  | 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            | 6.23                  | 5.17 / 1.61       | 1.06            |
| 78. Campus item: There are adequate and accessible quiet places for students to study.                   | 6.50                      | 5.75 / 1.41       | 0.75            | 6.12                  | 5.43 / 1.30       | 0.69            |
| 83. Campus item: My experiences have helped me become a more independent and self-directed learner.      | 6.49                      | 6.09 / 1.19       | 0.40            | 6.46                  | 6.15 / 1.09       | 0.31            |
| 3. Faculty care about me as an individual.   | 6.47                      | 5.80 / 1.18       | 0.67            | 6.52                  | 5.89 / 1.08       | 0.63            |
| 49. There are adequate services to help me decide upon a career.   | 6.47                      | 5.65 / 1.35       | 0.82            | 6.11                  | 5.48 / 1.50       | 0.63            |
| 17. Adequate financial aid is available for most students.   | 6.45                      | 4.95 / 1.61       | 1.50            | 6.45                  | 5.17 / 1.55       | 1.28            |
| 76. Campus item: Faculty willingly provide appropriate accommodations to students with disabilities.     | 6.43                      | 6.14 / 1.09       | 0.29            | 6.52                  | 5.91 / 1.31       | 0.61            |
| 79. Campus item: Longwood provides an adequate variety of housing options.                               | 6.42                      | 5.39 / 1.55       | 1.03            | 5.89                  | 5.79 / 1.10       | 0.10            |
| 38. There is an adequate selection of food available in the cafeteria.                                   | 6.42                      | 4.02 / 1.77       | 2.40            | 6.13                  | 4.76 / 1.74       | 1.37            |
| 57. I seldom get the "run-around" when seeking information on this campus.                               | 6.41                      | 4.93 / 1.72       | 1.48            | 6.48                  | 5.27 / 1.66       | 1.21            |
| 1. Most students feel a sense of belonging here.   | 6.41                      | 5.57 / 1.32       | 0.84            | 6.22                  | 5.51 / 1.29       | 0.71            |

\* 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 |                   |                 | Graduate/Professional |                   |                 |
|---|---------------------------|-------------------|-----------------|-----------------------|-------------------|-----------------|
|   | 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            | 6.40                  | 5.86 / 1.17       | 0.54            |
| 53. Faculty take into consideration student differences as they teach a course.               | 6.39                      | 5.31 / 1.43       | 1.08            | 6.38                  | 5.73 / 1.24       | 0.65            |
| 63. Student disciplinary procedures are fair.   | 6.38                      | 5.55 / 1.44       | 0.83            | 6.22                  | 5.97 / 1.08       | 0.25            |
| 67. Freedom of expression is protected on campus.   | 6.38                      | 5.61 / 1.46       | 0.77            | 6.13                  | 5.68 / 1.21       | 0.45            |
| 35. The assessment and course placement procedures are reasonable.                            | 6.38                      | 5.54 / 1.37       | 0.84            | 6.23                  | 5.91 / 1.23       | 0.32            |
| 48. Admissions counselors accurately portray the campus in their recruiting practices.        | 6.37                      | 5.56 / 1.45       | 0.81            | 6.29                  | 6.00 / 1.15       | 0.29            |
| 21. The amount of student parking space on campus is adequate.                                | 6.37                      | 3.26 / 1.77       | 3.11            | 6.30                  | 3.91 / 1.75       | 2.39            |
| 75. Campus item: The campus is physically accessible to individuals of all abilities.         | 6.36                      | 6.03 / 1.20       | 0.33            | 6.49                  | 5.95 / 1.06       | 0.54            |
| 28. Parking lots are well-lighted and secure.   | 6.36                      | 4.76 / 1.64       | 1.60            | 6.49                  | 5.02 / 1.58       | 1.47            |
| 73. Student activities fees are put to good use.  | 6.35                      | 4.85 / 1.62       | 1.50            | 6.02                  | 4.64 / 1.53       | 1.38            |
| 18. Library resources and services are adequate.  | 6.35                      | 5.87 / 1.20       | 0.48            | 6.54                  | 5.88 / 1.27       | 0.66            |
| 11. Billing policies are reasonable.  | 6.35                      | 5.04 / 1.48       | 1.31            | 6.53                  | 5.30 / 1.26       | 1.23            |
| 12. Financial aid awards are announced to students in time to be helpful in college planning. | 6.35                      | 5.23 / 1.48       | 1.12            | 6.22                  | 5.55 / 1.15       | 0.67            |

\* 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 |                   |                 | Graduate/Professional |                   |                 |
|--|---------------------------|-------------------|-----------------|-----------------------|-------------------|-----------------|
|  | 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            | 6.43                  | 5.58 / 1.32       | 0.85            |
| 50. Class change (drop/add) policies are reasonable.   | 6.34                      | 5.65 / 1.45       | 0.69            | 6.22                  | 5.67 / 1.44       | 0.55            |
| 51. This institution has a good reputation within the community.   | 6.34                      | 5.79 / 1.36       | 0.55            | 6.15                  | 5.93 / 1.15       | 0.22            |
| 61. Adjunct faculty are competent as classroom instructors.  | 6.34                      | 5.65 / 1.28       | 0.69            | 6.42                  | 5.61 / 1.42       | 0.81            |
| 15. The staff in the health services area are competent.   | 6.33                      | 5.00 / 1.63       | 1.33            | 6.10                  | 5.37 / 1.36       | 0.73            |
| 19. My academic advisor helps me set goals to work toward.   | 6.33                      | 5.47 / 1.62       | 0.86            | 6.25                  | 5.51 / 1.46       | 0.74            |
| 64. New student orientation services help students adjust to college.  | 6.32                      | 5.48 / 1.55       | 0.84            | 6.38                  | 5.68 / 1.36       | 0.70            |
| 37. I feel a sense of pride about my campus.   | 6.31                      | 5.86 / 1.39       | 0.45            | 6.08                  | 5.92 / 1.15       | 0.16            |
| 4. Admissions staff are knowledgeable.   | 6.31                      | 5.57 / 1.29       | 0.74            | 6.49                  | 5.69 / 1.33       | 0.80            |
| 43. Admissions counselors respond to prospective students' unique needs and requests.  | 6.30                      | 5.64 / 1.30       | 0.66            | 6.39                  | 5.72 / 1.30       | 0.67            |
| 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            | 5.92                  | 5.39 / 1.64       | 0.53            |
| 82. Campus item: This university has helped prepare me as a citizen leader.  | 6.28                      | 5.79 / 1.42       | 0.49            | 5.94                  | 5.91 / 1.19       | 0.03            |

\* 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 |                   |                 | Graduate/Professional |                   |                 |
|---|---------------------------|-------------------|-----------------|-----------------------|-------------------|-----------------|
|   | Importance                | Satisfaction / SD | Performance Gap | Importance            | Satisfaction / SD | Performance Gap |
| 5. Financial aid counselors are helpful.  | 6.28                      | 5.32 / 1.47       | 0.96            | 6.24                  | 5.24 / 1.43       | 1.00            |
| 71. Channels for expressing student complaints are readily available.                             | 6.27                      | 5.06 / 1.64       | 1.21            | 6.32                  | 5.09 / 1.63       | 1.23            |
| 22. Counseling staff care about students as individuals.  | 6.26                      | 5.54 / 1.36       | 0.72            | 6.26                  | 5.59 / 1.45       | 0.67            |
| 77. Campus item: Campus Recreation provides comprehensive opportunities for my physical wellness. | 6.25                      | 6.19 / 0.98       | 0.06            | 6.08                  | 6.06 / 1.27       | 0.02            |
| 60. I generally know what's happening on campus.  | 6.24                      | 5.53 / 1.37       | 0.71            | 5.89                  | 5.56 / 1.28       | 0.33            |
| 10. Administrators are approachable to students.  | 6.23                      | 5.56 / 1.30       | 0.67            | 5.98                  | 5.57 / 1.15       | 0.41            |
| 46. I can easily get involved in campus organizations.  | 6.23                      | 5.80 / 1.41       | 0.43            | 5.60                  | 5.44 / 1.54       | 0.16            |
| 92. Academic reputation as factor in decision to enroll.  | 6.21                      |                   |                 | 6.23                  |                   |                 |
| 40. Residence hall regulations are reasonable.  | 6.20                      | 5.51 / 1.35       | 0.69            | 6.11                  | 5.44 / 1.29       | 0.67            |
| 32. Tutoring services are readily available.  | 6.16                      | 5.60 / 1.44       | 0.56            | 5.64                  | 5.27 / 1.22       | 0.37            |
| 90. Cost as factor in decision to enroll.   | 6.16                      |                   |                 | 6.18                  |                   |                 |
| 70. Graduate teaching assistants are competent as classroom instructors.                          | 6.15                      | 5.39 / 1.47       | 0.76            | 6.31                  | 5.58 / 1.31       | 0.73            |
| 93. Size of institution as factor in decision to enroll.  | 6.12                      |                   |                 | 5.70                  |                   |                 |
| 62. There is a strong commitment to racial harmony on this campus.                                | 6.12                      | 5.50 / 1.43       | 0.62            | 6.37                  | 5.61 / 1.20       | 0.76            |

\* 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 |                   |                 | Graduate/Professional |                   |                 |
|---|---------------------------|-------------------|-----------------|-----------------------|-------------------|-----------------|
|   | 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            | 6.09                  | 5.46 / 1.07       | 0.63            |
| 20. The business office is open during hours which are convenient for most students.        | 6.09                      | 5.29 / 1.39       | 0.80            | 6.20                  | 4.71 / 1.46       | 1.49            |
| 52. The student center is a comfortable place for students to spend their leisure time.     | 6.05                      | 5.35 / 1.52       | 0.70            | 5.54                  | 4.84 / 1.42       | 0.70            |
| 91. Financial aid as factor in decision to enroll.  | 6.02                      |                   |                 | 5.88                  |                   |                 |
| 30. Residence hall staff are concerned about me as an individual.                           | 6.01                      | 5.19 / 1.58       | 0.82            | 5.90                  | 5.17 / 1.67       | 0.73            |
| 54. Bookstore staff are helpful.  | 5.99                      | 5.35 / 1.47       | 0.64            | 6.10                  | 5.33 / 1.45       | 0.77            |
| 13. Library staff are helpful and approachable.   | 5.97                      | 5.82 / 1.24       | 0.15            | 6.19                  | 5.94 / 1.03       | 0.25            |
| 42. There are a sufficient number of weekend activities for students.                       | 5.96                      | 4.88 / 1.63       | 1.08            | 5.73                  | 5.13 / 1.51       | 0.60            |
| 56. The student handbook provides helpful information about campus life.                    | 5.95                      | 5.43 / 1.42       | 0.52            | 5.86                  | 5.61 / 1.17       | 0.25            |
| 97. Campus appearance as factor in decision to enroll.                                      | 5.93                      |                   |                 | 5.00                  |                   |                 |
| 31. Males and females have equal opportunities to participate in intercollegiate athletics. | 5.77                      | 5.80 / 1.26       | -0.03           | 5.67                  | 5.67 / 1.59       | 0.00            |
| 98. Personalized attention prior to enrollment as factor in decision to enroll.             | 5.74                      |                   |                 | 4.92                  |                   |                 |

\* 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 |                   |                 | Graduate/Professional |                   |                 |
|--|---------------------------|-------------------|-----------------|-----------------------|-------------------|-----------------|
|  | 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            | 4.85                  | 5.06 / 1.82       | -0.21           |
| 96. Geographic setting as factor in decision to enroll.                                  | 5.38                      |                   |                 | 5.48                  |                   |                 |
| 9. A variety of intramural activities are offered.                                       | 5.17                      | 5.61 / 1.24       | -0.44           | 3.98                  | 5.38 / 1.39       | -1.40           |
| 95. Recommendations from family/friends as factor in decision to enroll.                 | 5.14                      |                   |                 | 4.90                  |                   |                 |
| 94. Opportunity to play sports as factor in decision to enroll.                          | 3.36                      |                   |                 | 2.73                  |                   |                 |
| 85. Institution's commitment to evening students?  |                           | 5.46 / 1.36       |                 |                       | 5.43 / 1.42       |                 |
| 86. Institution's commitment to older, returning learners?                               |                           | 5.61 / 1.29       |                 |                       | 5.50 / 1.41       |                 |
| 87. Institution's commitment to under-represented populations?                           |                           | 5.29 / 1.57       |                 |                       | 5.26 / 1.56       |                 |
| 88. Institution's commitment to commuters?   |                           | 5.57 / 1.37       |                 |                       | 5.16 / 1.40       |                 |
| 89. Institution's commitment to students with disabilities?                              |                           | 5.97 / 1.20       |                 |                       | 5.58 / 1.23       |                 |
| 84. Institution's commitment to part-time students?                                      |                           | 5.52 / 1.28       |                 |                       | 5.51 / 1.34       |                 |

\* 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 - Academic Advising

| Scale/Item   | Longwood University - SSI |                   |                 | Graduate/Professional |                   |                 |
|--|---------------------------|-------------------|-----------------|-----------------------|-------------------|-----------------|
|  | Importance                | Satisfaction / SD | Performance Gap | Importance            | Satisfaction / SD | Performance Gap |
| <b>ACADEMIC ADVISING</b>   | 6.60                      | 5.78 / 1.21       | 0.82            | 6.58                  | 5.83 / 1.18       | 0.75            |
| 6. My academic advisor is approachable.                                  | 6.64                      | 5.93 / 1.49       | 0.71            | 6.57                  | 5.81 / 1.57       | 0.76            |
| 14. My academic advisor is concerned about my success as an individual.  | 6.60                      | 5.87 / 1.46       | 0.73            | 6.59                  | 5.95 / 1.35       | 0.64            |
| 19. My academic advisor helps me set goals to work toward.               | 6.33                      | 5.47 / 1.62       | 0.86            | 6.25                  | 5.51 / 1.46       | 0.74            |
| 33. My academic advisor is knowledgeable about requirements in my major. | 6.73                      | 5.95 / 1.46       | 0.78            | 6.75                  | 6.02 / 1.30       | 0.73            |
| 55. Major requirements are clear and reasonable.                         | 6.68                      | 5.70 / 1.36       | 0.98            | 6.70                  | 5.85 / 1.19       | 0.85            |

\* 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 Climate

| Scale/Item   | Longwood University - SSI |                   |                 | Graduate/Professional |                   |                 |
|--|---------------------------|-------------------|-----------------|-----------------------|-------------------|-----------------|
|  | Importance                | Satisfaction / SD | Performance Gap | Importance            | Satisfaction / SD | Performance Gap |
| <b>CAMPUS CLIMATE</b>  | 6.44                      | 5.63 / 0.93       | 0.81            | 6.36                  | 5.73 / 0.90       | 0.63            |
| 1. Most students feel a sense of belonging here.                           | 6.41                      | 5.57 / 1.32       | 0.84            | 6.22                  | 5.51 / 1.29       | 0.71            |
| 2. The campus staff are caring and helpful.                                | 6.56                      | 5.79 / 1.16       | 0.77            | 6.37                  | 5.72 / 1.20       | 0.65            |
| 3. Faculty care about me as an individual.                                 | 6.47                      | 5.80 / 1.18       | 0.67            | 6.52                  | 5.89 / 1.08       | 0.63            |
| 7. The campus is safe and secure for all students.                         | 6.68                      | 5.89 / 1.12       | 0.79            | 6.68                  | 5.91 / 1.18       | 0.77            |
| 10. Administrators are approachable to students.                           | 6.23                      | 5.56 / 1.30       | 0.67            | 5.98                  | 5.57 / 1.15       | 0.41            |
| 29. It is an enjoyable experience to be a student on this campus.          | 6.66                      | 5.91 / 1.33       | 0.75            | 6.58                  | 6.02 / 1.20       | 0.56            |
| 37. I feel a sense of pride about my campus.                               | 6.31                      | 5.86 / 1.39       | 0.45            | 6.08                  | 5.92 / 1.15       | 0.16            |
| 41. There is a commitment to academic excellence on this campus.           | 6.55                      | 5.94 / 1.19       | 0.61            | 6.56                  | 5.94 / 1.13       | 0.62            |
| 45. Students are made to feel welcome on this campus.                      | 6.61                      | 5.95 / 1.31       | 0.66            | 6.45                  | 5.82 / 1.24       | 0.63            |
| 51. This institution has a good reputation within the community.           | 6.34                      | 5.79 / 1.36       | 0.55            | 6.15                  | 5.93 / 1.15       | 0.22            |
| 57. I seldom get the "run-around" when seeking information on this campus. | 6.41                      | 4.93 / 1.72       | 1.48            | 6.48                  | 5.27 / 1.66       | 1.21            |
| 59. This institution shows concern for students as individuals.            | 6.60                      | 5.76 / 1.32       | 0.84            | 6.64                  | 5.98 / 1.04       | 0.66            |
| 60. I generally know what's happening on campus.                           | 6.24                      | 5.53 / 1.37       | 0.71            | 5.89                  | 5.56 / 1.28       | 0.33            |

\* 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 Climate**

| Scale/Item  | Longwood University - SSI |                   |                 | Graduate/Professional |                   |                 |
|---|---------------------------|-------------------|-----------------|-----------------------|-------------------|-----------------|
|   | 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            | 6.37                  | 5.61 / 1.20       | 0.76            |
| 66. Tuition paid is a worthwhile investment.                          | 6.66                      | 5.21 / 1.51       | 1.45            | 6.67                  | 5.76 / 1.02       | 0.91            |
| 67. Freedom of expression is protected on campus.                     | 6.38                      | 5.61 / 1.46       | 0.77            | 6.13                  | 5.68 / 1.21       | 0.45            |
| 71. Channels for expressing student complaints are readily available. | 6.27                      | 5.06 / 1.64       | 1.21            | 6.32                  | 5.09 / 1.63       | 1.23            |

\* 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 |                   |                 | Graduate/Professional |                   |                 |
|--|---------------------------|-------------------|-----------------|-----------------------|-------------------|-----------------|
|  | Importance                | Satisfaction / SD | Performance Gap | Importance            | Satisfaction / SD | Performance Gap |
| <b>CAMPUS LIFE</b>   | 6.08                      | 5.27 / 0.95       | 0.81            | 5.73                  | 5.31 / 1.22       | 0.42            |
| 9. A variety of intramural activities are offered.   | 5.17                      | 5.61 / 1.24       | -0.44           | 3.98                  | 5.38 / 1.39       | -1.40           |
| 23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.) | 6.52                      | 4.94 / 1.57       | 1.58            | 6.23                  | 5.17 / 1.61       | 1.06            |
| 24. The intercollegiate athletic programs contribute to a strong sense of school spirit.                 | 5.50                      | 5.08 / 1.61       | 0.42            | 4.85                  | 5.06 / 1.82       | -0.21           |
| 30. Residence hall staff are concerned about me as an individual.  | 6.01                      | 5.19 / 1.58       | 0.82            | 5.90                  | 5.17 / 1.67       | 0.73            |
| 31. Males and females have equal opportunities to participate in intercollegiate athletics.              | 5.77                      | 5.80 / 1.26       | -0.03           | 5.67                  | 5.67 / 1.59       | 0.00            |
| 38. There is an adequate selection of food available in the cafeteria.                                   | 6.42                      | 4.02 / 1.77       | 2.40            | 6.13                  | 4.76 / 1.74       | 1.37            |
| 40. Residence hall regulations are reasonable.   | 6.20                      | 5.51 / 1.35       | 0.69            | 6.11                  | 5.44 / 1.29       | 0.67            |
| 42. There are a sufficient number of weekend activities for students.                                    | 5.96                      | 4.88 / 1.63       | 1.08            | 5.73                  | 5.13 / 1.51       | 0.60            |
| 46. I can easily get involved in campus organizations.   | 6.23                      | 5.80 / 1.41       | 0.43            | 5.60                  | 5.44 / 1.54       | 0.16            |
| 52. The student center is a comfortable place for students to spend their leisure time.                  | 6.05                      | 5.35 / 1.52       | 0.70            | 5.54                  | 4.84 / 1.42       | 0.70            |
| 56. The student handbook provides helpful information about campus life.                                 | 5.95                      | 5.43 / 1.42       | 0.52            | 5.86                  | 5.61 / 1.17       | 0.25            |
| 63. Student disciplinary procedures are fair.  | 6.38                      | 5.55 / 1.44       | 0.83            | 6.22                  | 5.97 / 1.08       | 0.25            |

\* 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 |                   |                 | Graduate/Professional |                   |                 |
|---|---------------------------|-------------------|-----------------|-----------------------|-------------------|-----------------|
|   | 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            | 6.38                  | 5.68 / 1.36       | 0.70            |
| 67. Freedom of expression is protected on campus.                     | 6.38                      | 5.61 / 1.46       | 0.77            | 6.13                  | 5.68 / 1.21       | 0.45            |
| 73. Student activities fees are put to good use.                      | 6.35                      | 4.85 / 1.62       | 1.50            | 6.02                  | 4.64 / 1.53       | 1.38            |

\* 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 |                   |                 | Graduate/Professional |                   |                 |
|--|---------------------------|-------------------|-----------------|-----------------------|-------------------|-----------------|
|  | Importance                | Satisfaction / SD | Performance Gap | Importance            | Satisfaction / SD | Performance Gap |
| <b>CAMPUS SUPPORT SERVICES</b>                                       | 6.20                      | 5.67 / 0.91       | 0.53            | 6.17                  | 5.63 / 0.92       | 0.54            |
| 13. Library staff are helpful and approachable.                      | 5.97                      | 5.82 / 1.24       | 0.15            | 6.19                  | 5.94 / 1.03       | 0.25            |
| 18. Library resources and services are adequate.                     | 6.35                      | 5.87 / 1.20       | 0.48            | 6.54                  | 5.88 / 1.27       | 0.66            |
| 26. Computer labs are adequate and accessible.                       | 6.11                      | 5.78 / 1.23       | 0.33            | 6.09                  | 5.46 / 1.07       | 0.63            |
| 32. Tutoring services are readily available.                         | 6.16                      | 5.60 / 1.44       | 0.56            | 5.64                  | 5.27 / 1.22       | 0.37            |
| 44. Academic support services adequately meet the needs of students. | 6.39                      | 5.63 / 1.32       | 0.76            | 6.40                  | 5.86 / 1.17       | 0.54            |
| 49. There are adequate services to help me decide upon a career.     | 6.47                      | 5.65 / 1.35       | 0.82            | 6.11                  | 5.48 / 1.50       | 0.63            |
| 54. Bookstore staff are helpful.                                     | 5.99                      | 5.35 / 1.47       | 0.64            | 6.10                  | 5.33 / 1.45       | 0.77            |

\* 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 |                   |                 | Graduate/Professional |                   |                 |
|--|---------------------------|-------------------|-----------------|-----------------------|-------------------|-----------------|
|  | Importance                | Satisfaction / SD | Performance Gap | Importance            | Satisfaction / SD | Performance Gap |
| <b>CONCERN FOR THE INDIVIDUAL</b>  | 6.43                      | 5.63 / 0.95       | 0.80            | 6.48                  | 5.82 / 0.98       | 0.66            |
| 3. Faculty care about me as an individual.                                   | 6.47                      | 5.80 / 1.18       | 0.67            | 6.52                  | 5.89 / 1.08       | 0.63            |
| 14. My academic advisor is concerned about my success as an individual.      | 6.60                      | 5.87 / 1.46       | 0.73            | 6.59                  | 5.95 / 1.35       | 0.64            |
| 22. Counseling staff care about students as individuals.                     | 6.26                      | 5.54 / 1.36       | 0.72            | 6.26                  | 5.59 / 1.45       | 0.67            |
| 25. Faculty are fair and unbiased in their treatment of individual students. | 6.58                      | 5.53 / 1.32       | 1.05            | 6.64                  | 5.84 / 1.26       | 0.80            |
| 30. Residence hall staff are concerned about me as an individual.            | 6.01                      | 5.19 / 1.58       | 0.82            | 5.90                  | 5.17 / 1.67       | 0.73            |
| 59. This institution shows concern for students as individuals.              | 6.60                      | 5.76 / 1.32       | 0.84            | 6.64                  | 5.98 / 1.04       | 0.66            |

\* 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 |                   |                 | Graduate/Professional |                   |                 |
|---|---------------------------|-------------------|-----------------|-----------------------|-------------------|-----------------|
|   | Importance                | Satisfaction / SD | Performance Gap | Importance            | Satisfaction / SD | Performance Gap |
| <b>INSTRUCTIONAL EFFECTIVENESS</b>  | 6.57                      | 5.76 / 0.86       | 0.81            | 6.59                  | 5.90 / 0.91       | 0.69            |
| 3. Faculty care about me as an individual.                                      | 6.47                      | 5.80 / 1.18       | 0.67            | 6.52                  | 5.89 / 1.08       | 0.63            |
| 8. The content of the courses within my major is valuable.                      | 6.75                      | 5.96 / 1.14       | 0.79            | 6.75                  | 5.95 / 1.09       | 0.80            |
| 16. The instruction in my major field is excellent.                             | 6.74                      | 5.95 / 1.14       | 0.79            | 6.76                  | 5.91 / 1.20       | 0.85            |
| 25. Faculty are fair and unbiased in their treatment of individual students.    | 6.58                      | 5.53 / 1.32       | 1.05            | 6.64                  | 5.84 / 1.26       | 0.80            |
| 39. I am able to experience intellectual growth here.                           | 6.64                      | 5.99 / 1.16       | 0.65            | 6.60                  | 6.14 / 1.10       | 0.46            |
| 41. There is a commitment to academic excellence on this campus.                | 6.55                      | 5.94 / 1.19       | 0.61            | 6.56                  | 5.94 / 1.13       | 0.62            |
| 47. Faculty provide timely feedback about student progress in a course.         | 6.57                      | 5.25 / 1.45       | 1.32            | 6.60                  | 5.69 / 1.23       | 0.91            |
| 53. Faculty take into consideration student differences as they teach a course. | 6.39                      | 5.31 / 1.43       | 1.08            | 6.38                  | 5.73 / 1.24       | 0.65            |
| 58. The quality of instruction I receive in most of my classes is excellent.    | 6.72                      | 5.80 / 1.18       | 0.92            | 6.69                  | 5.95 / 1.23       | 0.74            |
| 61. Adjunct faculty are competent as classroom instructors.                     | 6.34                      | 5.65 / 1.28       | 0.69            | 6.42                  | 5.61 / 1.42       | 0.81            |
| 65. Faculty are usually available after class and during office hours.          | 6.55                      | 5.97 / 1.20       | 0.58            | 6.54                  | 5.93 / 1.29       | 0.61            |

\* 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 |                   |                 | Graduate/Professional |                   |                 |
|--|---------------------------|-------------------|-----------------|-----------------------|-------------------|-----------------|
|  | 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            | 6.76                  | 6.25 / 0.95       | 0.51            |
| 69. There is a good variety of courses provided on this campus.          | 6.59                      | 5.76 / 1.30       | 0.83            | 6.53                  | 5.84 / 1.07       | 0.69            |
| 70. Graduate teaching assistants are competent as classroom instructors. | 6.15                      | 5.39 / 1.47       | 0.76            | 6.31                  | 5.58 / 1.31       | 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

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

| Scale/Item  | Longwood University - SSI |                   |                 | Graduate/Professional |                   |                 |
|---|---------------------------|-------------------|-----------------|-----------------------|-------------------|-----------------|
|   | Importance                | Satisfaction / SD | Performance Gap | Importance            | Satisfaction / SD | Performance Gap |
| <b>RECRUITMENT AND FINANCIAL AID</b>  | 6.34                      | 5.38 / 1.09       | 0.96            | 6.35                  | 5.56 / 1.11       | 0.79            |
| 4. Admissions staff are knowledgeable.  | 6.31                      | 5.57 / 1.29       | 0.74            | 6.49                  | 5.69 / 1.33       | 0.80            |
| 5. Financial aid counselors are helpful.  | 6.28                      | 5.32 / 1.47       | 0.96            | 6.24                  | 5.24 / 1.43       | 1.00            |
| 12. Financial aid awards are announced to students in time to be helpful in college planning. | 6.35                      | 5.23 / 1.48       | 1.12            | 6.22                  | 5.55 / 1.15       | 0.67            |
| 17. Adequate financial aid is available for most students.                                    | 6.45                      | 4.95 / 1.61       | 1.50            | 6.45                  | 5.17 / 1.55       | 1.28            |
| 43. Admissions counselors respond to prospective students' unique needs and requests.         | 6.30                      | 5.64 / 1.30       | 0.66            | 6.39                  | 5.72 / 1.30       | 0.67            |
| 48. Admissions counselors accurately portray the campus in their recruiting practices.        | 6.37                      | 5.56 / 1.45       | 0.81            | 6.29                  | 6.00 / 1.15       | 0.29            |

\* 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 |                   |                 | Graduate/Professional |                   |                 |
|--|---------------------------|-------------------|-----------------|-----------------------|-------------------|-----------------|
|  | Importance                | Satisfaction / SD | Performance Gap | Importance            | Satisfaction / SD | Performance Gap |
| <b>REGISTRATION EFFECTIVENESS</b>  | 6.37                      | 5.32 / 1.06       | 1.05            | 6.42                  | 5.35 / 1.07       | 1.07            |
| 11. Billing policies are reasonable.   | 6.35                      | 5.04 / 1.48       | 1.31            | 6.53                  | 5.30 / 1.26       | 1.23            |
| 20. The business office is open during hours which are convenient for most students. | 6.09                      | 5.29 / 1.39       | 0.80            | 6.20                  | 4.71 / 1.46       | 1.49            |
| 27. The personnel involved in registration are helpful.                              | 6.35                      | 5.44 / 1.43       | 0.91            | 6.43                  | 5.58 / 1.32       | 0.85            |
| 34. I am able to register for classes I need with few conflicts.                     | 6.71                      | 5.17 / 1.67       | 1.54            | 6.71                  | 5.43 / 1.59       | 1.28            |
| 50. Class change (drop/add) policies are reasonable.                                 | 6.34                      | 5.65 / 1.45       | 0.69            | 6.22                  | 5.67 / 1.44       | 0.55            |

\* 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 |                   |                 | Graduate/Professional |                   |                 |
|--|---------------------------|-------------------|-----------------|-----------------------|-------------------|-----------------|
|  | Importance                | Satisfaction / SD | Performance Gap | Importance            | Satisfaction / SD | Performance Gap |
| <b>RESPONSIVENESS TO DIVERSE POPULATIONS</b>                   |                           | 5.57 / 1.27       |                 |                       | 5.40 / 1.29       |                 |
| 84. Institution's commitment to part-time students?            |                           | 5.52 / 1.28       |                 |                       | 5.51 / 1.34       |                 |
| 85. Institution's commitment to evening students?              |                           | 5.46 / 1.36       |                 |                       | 5.43 / 1.42       |                 |
| 86. Institution's commitment to older, returning learners?     |                           | 5.61 / 1.29       |                 |                       | 5.50 / 1.41       |                 |
| 87. Institution's commitment to under-represented populations? |                           | 5.29 / 1.57       |                 |                       | 5.26 / 1.56       |                 |
| 88. Institution's commitment to commuters?                     |                           | 5.57 / 1.37       |                 |                       | 5.16 / 1.40       |                 |
| 89. Institution's commitment to students with disabilities?    |                           | 5.97 / 1.20       |                 |                       | 5.58 / 1.23       |                 |

\* 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 |                   |                 | Graduate/Professional |                   |                 |
|--|---------------------------|-------------------|-----------------|-----------------------|-------------------|-----------------|
|  | Importance                | Satisfaction / SD | Performance Gap | Importance            | Satisfaction / SD | Performance Gap |
| <b>SAFETY AND SECURITY</b>                                     | 6.52                      | 4.90 / 1.11       | 1.62            | 6.50                  | 5.06 / 1.09       | 1.44            |
| 7. The campus is safe and secure for all students.             | 6.68                      | 5.89 / 1.12       | 0.79            | 6.68                  | 5.91 / 1.18       | 0.77            |
| 21. The amount of student parking space on campus is adequate. | 6.37                      | 3.26 / 1.77       | 3.11            | 6.30                  | 3.91 / 1.75       | 2.39            |
| 28. Parking lots are well-lighted and secure.                  | 6.36                      | 4.76 / 1.64       | 1.60            | 6.49                  | 5.02 / 1.58       | 1.47            |
| 36. Security staff respond quickly in emergencies.             | 6.65                      | 5.84 / 1.28       | 0.81            | 6.55                  | 5.83 / 1.27       | 0.72            |

\* 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 |                   |                 | Graduate/Professional |                   |                 |
|--|---------------------------|-------------------|-----------------|-----------------------|-------------------|-----------------|
|  | Importance                | Satisfaction / SD | Performance Gap | Importance            | Satisfaction / SD | Performance Gap |
| <b>SERVICE EXCELLENCE</b>  | 6.30                      | 5.40 / 0.99       | 0.90            | 6.27                  | 5.52 / 1.02       | 0.75            |
| 2. The campus staff are caring and helpful.                                | 6.56                      | 5.79 / 1.16       | 0.77            | 6.37                  | 5.72 / 1.20       | 0.65            |
| 13. Library staff are helpful and approachable.                            | 5.97                      | 5.82 / 1.24       | 0.15            | 6.19                  | 5.94 / 1.03       | 0.25            |
| 15. The staff in the health services area are competent.                   | 6.33                      | 5.00 / 1.63       | 1.33            | 6.10                  | 5.37 / 1.36       | 0.73            |
| 22. Counseling staff care about students as individuals.                   | 6.26                      | 5.54 / 1.36       | 0.72            | 6.26                  | 5.59 / 1.45       | 0.67            |
| 27. The personnel involved in registration are helpful.                    | 6.35                      | 5.44 / 1.43       | 0.91            | 6.43                  | 5.58 / 1.32       | 0.85            |
| 57. I seldom get the "run-around" when seeking information on this campus. | 6.41                      | 4.93 / 1.72       | 1.48            | 6.48                  | 5.27 / 1.66       | 1.21            |
| 60. I generally know what's happening on campus.                           | 6.24                      | 5.53 / 1.37       | 0.71            | 5.89                  | 5.56 / 1.28       | 0.33            |
| 71. Channels for expressing student complaints are readily available.      | 6.27                      | 5.06 / 1.64       | 1.21            | 6.32                  | 5.09 / 1.63       | 1.23            |

\* 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 |                   |                 | Graduate/Professional |                   |                 |
|---|---------------------------|-------------------|-----------------|-----------------------|-------------------|-----------------|
|   | Importance                | Satisfaction / SD | Performance Gap | Importance            | Satisfaction / SD | Performance Gap |
| <b>STUDENT CENTEREDNESS</b>                                       | 6.51                      | 5.76 / 1.02       | 0.75            | 6.37                  | 5.77 / 1.00       | 0.60            |
| 1. Most students feel a sense of belonging here.                  | 6.41                      | 5.57 / 1.32       | 0.84            | 6.22                  | 5.51 / 1.29       | 0.71            |
| 2. The campus staff are caring and helpful.                       | 6.56                      | 5.79 / 1.16       | 0.77            | 6.37                  | 5.72 / 1.20       | 0.65            |
| 10. Administrators are approachable to students.                  | 6.23                      | 5.56 / 1.30       | 0.67            | 5.98                  | 5.57 / 1.15       | 0.41            |
| 29. It is an enjoyable experience to be a student on this campus. | 6.66                      | 5.91 / 1.33       | 0.75            | 6.58                  | 6.02 / 1.20       | 0.56            |
| 45. Students are made to feel welcome on this campus.             | 6.61                      | 5.95 / 1.31       | 0.66            | 6.45                  | 5.82 / 1.24       | 0.63            |
| 59. This institution shows concern for students as individuals.   | 6.60                      | 5.76 / 1.32       | 0.84            | 6.64                  | 5.98 / 1.04       | 0.66            |

\* 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 |                   |                 | Graduate/Professional |                   |                 |
|---|---------------------------|-------------------|-----------------|-----------------------|-------------------|-----------------|
|   | 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            | 6.22                  | 5.51 / 1.29       | 0.71            |
| 2. The campus staff are caring and helpful.   | 6.56                      | 5.79 / 1.16       | 0.77            | 6.37                  | 5.72 / 1.20       | 0.65            |
| 3. Faculty care about me as an individual.  | 6.47                      | 5.80 / 1.18       | 0.67            | 6.52                  | 5.89 / 1.08       | 0.63            |
| 4. Admissions staff are knowledgeable.  | 6.31                      | 5.57 / 1.29       | 0.74            | 6.49                  | 5.69 / 1.33       | 0.80            |
| 5. Financial aid counselors are helpful.  | 6.28                      | 5.32 / 1.47       | 0.96            | 6.24                  | 5.24 / 1.43       | 1.00            |
| 6. My academic advisor is approachable.   | 6.64                      | 5.93 / 1.49       | 0.71            | 6.57                  | 5.81 / 1.57       | 0.76            |
| 7. The campus is safe and secure for all students.  | 6.68                      | 5.89 / 1.12       | 0.79            | 6.68                  | 5.91 / 1.18       | 0.77            |
| 8. The content of the courses within my major is valuable.                                    | 6.75                      | 5.96 / 1.14       | 0.79            | 6.75                  | 5.95 / 1.09       | 0.80            |
| 9. A variety of intramural activities are offered.  | 5.17                      | 5.61 / 1.24       | -0.44           | 3.98                  | 5.38 / 1.39       | -1.40           |
| 10. Administrators are approachable to students.  | 6.23                      | 5.56 / 1.30       | 0.67            | 5.98                  | 5.57 / 1.15       | 0.41            |
| 11. Billing policies are reasonable.  | 6.35                      | 5.04 / 1.48       | 1.31            | 6.53                  | 5.30 / 1.26       | 1.23            |
| 12. Financial aid awards are announced to students in time to be helpful in college planning. | 6.35                      | 5.23 / 1.48       | 1.12            | 6.22                  | 5.55 / 1.15       | 0.67            |
| 13. Library staff are helpful and approachable.   | 5.97                      | 5.82 / 1.24       | 0.15            | 6.19                  | 5.94 / 1.03       | 0.25            |
| 14. My academic advisor is concerned about my success as an individual.                       | 6.60                      | 5.87 / 1.46       | 0.73            | 6.59                  | 5.95 / 1.35       | 0.64            |
| 15. The staff in the health services area are competent.                                      | 6.33                      | 5.00 / 1.63       | 1.33            | 6.10                  | 5.37 / 1.36       | 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 |                   |                 | Graduate/Professional |                   |                 |
|--|---------------------------|-------------------|-----------------|-----------------------|-------------------|-----------------|
|  | 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            | 6.76                  | 5.91 / 1.20       | 0.85            |
| 17. Adequate financial aid is available for most students.   | 6.45                      | 4.95 / 1.61       | 1.50            | 6.45                  | 5.17 / 1.55       | 1.28            |
| 18. Library resources and services are adequate.   | 6.35                      | 5.87 / 1.20       | 0.48            | 6.54                  | 5.88 / 1.27       | 0.66            |
| 19. My academic advisor helps me set goals to work toward.   | 6.33                      | 5.47 / 1.62       | 0.86            | 6.25                  | 5.51 / 1.46       | 0.74            |
| 20. The business office is open during hours which are convenient for most students.                     | 6.09                      | 5.29 / 1.39       | 0.80            | 6.20                  | 4.71 / 1.46       | 1.49            |
| 21. The amount of student parking space on campus is adequate.   | 6.37                      | 3.26 / 1.77       | 3.11            | 6.30                  | 3.91 / 1.75       | 2.39            |
| 22. Counseling staff care about students as individuals.   | 6.26                      | 5.54 / 1.36       | 0.72            | 6.26                  | 5.59 / 1.45       | 0.67            |
| 23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.) | 6.52                      | 4.94 / 1.57       | 1.58            | 6.23                  | 5.17 / 1.61       | 1.06            |
| 24. The intercollegiate athletic programs contribute to a strong sense of school spirit.                 | 5.50                      | 5.08 / 1.61       | 0.42            | 4.85                  | 5.06 / 1.82       | -0.21           |
| 25. Faculty are fair and unbiased in their treatment of individual students.                             | 6.58                      | 5.53 / 1.32       | 1.05            | 6.64                  | 5.84 / 1.26       | 0.80            |
| 26. Computer labs are adequate and accessible.   | 6.11                      | 5.78 / 1.23       | 0.33            | 6.09                  | 5.46 / 1.07       | 0.63            |
| 27. The personnel involved in registration are helpful.  | 6.35                      | 5.44 / 1.43       | 0.91            | 6.43                  | 5.58 / 1.32       | 0.85            |
| 28. Parking lots are well-lighted and secure.  | 6.36                      | 4.76 / 1.64       | 1.60            | 6.49                  | 5.02 / 1.58       | 1.47            |

\* 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 |                   |                 | Graduate/Professional |                   |                 |
|---|---------------------------|-------------------|-----------------|-----------------------|-------------------|-----------------|
|   | 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            | 6.58                  | 6.02 / 1.20       | 0.56            |
| 30. Residence hall staff are concerned about me as an individual.                           | 6.01                      | 5.19 / 1.58       | 0.82            | 5.90                  | 5.17 / 1.67       | 0.73            |
| 31. Males and females have equal opportunities to participate in intercollegiate athletics. | 5.77                      | 5.80 / 1.26       | -0.03           | 5.67                  | 5.67 / 1.59       | 0.00            |
| 32. Tutoring services are readily available.  | 6.16                      | 5.60 / 1.44       | 0.56            | 5.64                  | 5.27 / 1.22       | 0.37            |
| 33. My academic advisor is knowledgeable about requirements in my major.                    | 6.73                      | 5.95 / 1.46       | 0.78            | 6.75                  | 6.02 / 1.30       | 0.73            |
| 34. I am able to register for classes I need with few conflicts.                            | 6.71                      | 5.17 / 1.67       | 1.54            | 6.71                  | 5.43 / 1.59       | 1.28            |
| 35. The assessment and course placement procedures are reasonable.                          | 6.38                      | 5.54 / 1.37       | 0.84            | 6.23                  | 5.91 / 1.23       | 0.32            |
| 36. Security staff respond quickly in emergencies.  | 6.65                      | 5.84 / 1.28       | 0.81            | 6.55                  | 5.83 / 1.27       | 0.72            |
| 37. I feel a sense of pride about my campus.  | 6.31                      | 5.86 / 1.39       | 0.45            | 6.08                  | 5.92 / 1.15       | 0.16            |
| 38. There is an adequate selection of food available in the cafeteria.                      | 6.42                      | 4.02 / 1.77       | 2.40            | 6.13                  | 4.76 / 1.74       | 1.37            |
| 39. I am able to experience intellectual growth here.                                       | 6.64                      | 5.99 / 1.16       | 0.65            | 6.60                  | 6.14 / 1.10       | 0.46            |
| 40. Residence hall regulations are reasonable.  | 6.20                      | 5.51 / 1.35       | 0.69            | 6.11                  | 5.44 / 1.29       | 0.67            |
| 41. There is a commitment to academic excellence on this campus.                            | 6.55                      | 5.94 / 1.19       | 0.61            | 6.56                  | 5.94 / 1.13       | 0.62            |

\* 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 |                   |                 | Graduate/Professional |                   |                 |
|---|---------------------------|-------------------|-----------------|-----------------------|-------------------|-----------------|
|   | 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            | 5.73                  | 5.13 / 1.51       | 0.60            |
| 43. Admissions counselors respond to prospective students' unique needs and requests.   | 6.30                      | 5.64 / 1.30       | 0.66            | 6.39                  | 5.72 / 1.30       | 0.67            |
| 44. Academic support services adequately meet the needs of students.                    | 6.39                      | 5.63 / 1.32       | 0.76            | 6.40                  | 5.86 / 1.17       | 0.54            |
| 45. Students are made to feel welcome on this campus.                                   | 6.61                      | 5.95 / 1.31       | 0.66            | 6.45                  | 5.82 / 1.24       | 0.63            |
| 46. I can easily get involved in campus organizations.                                  | 6.23                      | 5.80 / 1.41       | 0.43            | 5.60                  | 5.44 / 1.54       | 0.16            |
| 47. Faculty provide timely feedback about student progress in a course.                 | 6.57                      | 5.25 / 1.45       | 1.32            | 6.60                  | 5.69 / 1.23       | 0.91            |
| 48. Admissions counselors accurately portray the campus in their recruiting practices.  | 6.37                      | 5.56 / 1.45       | 0.81            | 6.29                  | 6.00 / 1.15       | 0.29            |
| 49. There are adequate services to help me decide upon a career.                        | 6.47                      | 5.65 / 1.35       | 0.82            | 6.11                  | 5.48 / 1.50       | 0.63            |
| 50. Class change (drop/add) policies are reasonable.                                    | 6.34                      | 5.65 / 1.45       | 0.69            | 6.22                  | 5.67 / 1.44       | 0.55            |
| 51. This institution has a good reputation within the community.                        | 6.34                      | 5.79 / 1.36       | 0.55            | 6.15                  | 5.93 / 1.15       | 0.22            |
| 52. The student center is a comfortable place for students to spend their leisure time. | 6.05                      | 5.35 / 1.52       | 0.70            | 5.54                  | 4.84 / 1.42       | 0.70            |
| 53. Faculty take into consideration student differences as they teach a course.         | 6.39                      | 5.31 / 1.43       | 1.08            | 6.38                  | 5.73 / 1.24       | 0.65            |

\* 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 |                   |                 | Graduate/Professional |                   |                 |
|--|---------------------------|-------------------|-----------------|-----------------------|-------------------|-----------------|
|  | Importance                | Satisfaction / SD | Performance Gap | Importance            | Satisfaction / SD | Performance Gap |
| 54. Bookstore staff are helpful.   | 5.99                      | 5.35 / 1.47       | 0.64            | 6.10                  | 5.33 / 1.45       | 0.77            |
| 55. Major requirements are clear and reasonable.                             | 6.68                      | 5.70 / 1.36       | 0.98            | 6.70                  | 5.85 / 1.19       | 0.85            |
| 56. The student handbook provides helpful information about campus life.     | 5.95                      | 5.43 / 1.42       | 0.52            | 5.86                  | 5.61 / 1.17       | 0.25            |
| 57. I seldom get the "run-around" when seeking information on this campus.   | 6.41                      | 4.93 / 1.72       | 1.48            | 6.48                  | 5.27 / 1.66       | 1.21            |
| 58. The quality of instruction I receive in most of my classes is excellent. | 6.72                      | 5.80 / 1.18       | 0.92            | 6.69                  | 5.95 / 1.23       | 0.74            |
| 59. This institution shows concern for students as individuals.              | 6.60                      | 5.76 / 1.32       | 0.84            | 6.64                  | 5.98 / 1.04       | 0.66            |
| 60. I generally know what's happening on campus.                             | 6.24                      | 5.53 / 1.37       | 0.71            | 5.89                  | 5.56 / 1.28       | 0.33            |
| 61. Adjunct faculty are competent as classroom instructors.                  | 6.34                      | 5.65 / 1.28       | 0.69            | 6.42                  | 5.61 / 1.42       | 0.81            |
| 62. There is a strong commitment to racial harmony on this campus.           | 6.12                      | 5.50 / 1.43       | 0.62            | 6.37                  | 5.61 / 1.20       | 0.76            |
| 63. Student disciplinary procedures are fair.                                | 6.38                      | 5.55 / 1.44       | 0.83            | 6.22                  | 5.97 / 1.08       | 0.25            |
| 64. New student orientation services help students adjust to college.        | 6.32                      | 5.48 / 1.55       | 0.84            | 6.38                  | 5.68 / 1.36       | 0.70            |
| 65. Faculty are usually available after class and during office hours.       | 6.55                      | 5.97 / 1.20       | 0.58            | 6.54                  | 5.93 / 1.29       | 0.61            |
| 66. Tuition paid is a worthwhile investment.                                 | 6.66                      | 5.21 / 1.51       | 1.45            | 6.67                  | 5.76 / 1.02       | 0.91            |

\* 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 |                   |                 | Graduate/Professional |                   |                 |
|--|---------------------------|-------------------|-----------------|-----------------------|-------------------|-----------------|
|  | 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            | 6.13                  | 5.68 / 1.21       | 0.45            |
| 68. Nearly all of the faculty are knowledgeable in their field.                                      | 6.73                      | 6.09 / 1.06       | 0.64            | 6.76                  | 6.25 / 0.95       | 0.51            |
| 69. There is a good variety of courses provided on this campus.                                      | 6.59                      | 5.76 / 1.30       | 0.83            | 6.53                  | 5.84 / 1.07       | 0.69            |
| 70. Graduate teaching assistants are competent as classroom instructors.                             | 6.15                      | 5.39 / 1.47       | 0.76            | 6.31                  | 5.58 / 1.31       | 0.73            |
| 71. Channels for expressing student complaints are readily available.                                | 6.27                      | 5.06 / 1.64       | 1.21            | 6.32                  | 5.09 / 1.63       | 1.23            |
| 72. On the whole, the campus is well-maintained.   | 6.52                      | 6.21 / 1.00       | 0.31            | 6.36                  | 6.31 / 0.98       | 0.05            |
| 73. Student activities fees are put to good use.   | 6.35                      | 4.85 / 1.62       | 1.50            | 6.02                  | 4.64 / 1.53       | 1.38            |
| 74. Campus item: The academic buildings adequately support a productive learning environment.        | 6.53                      | 6.03 / 1.03       | 0.50            | 6.40                  | 5.96 / 1.01       | 0.44            |
| 75. Campus item: The campus is physically accessible to individuals of all abilities.                | 6.36                      | 6.03 / 1.20       | 0.33            | 6.49                  | 5.95 / 1.06       | 0.54            |
| 76. Campus item: Faculty willingly provide appropriate accommodations to students with disabilities. | 6.43                      | 6.14 / 1.09       | 0.29            | 6.52                  | 5.91 / 1.31       | 0.61            |
| 77. Campus item: Campus Recreation provides comprehensive opportunities for my physical wellness.    | 6.25                      | 6.19 / 0.98       | 0.06            | 6.08                  | 6.06 / 1.27       | 0.02            |
| 78. Campus item: There are adequate and accessible quiet places for students to study.               | 6.50                      | 5.75 / 1.41       | 0.75            | 6.12                  | 5.43 / 1.30       | 0.69            |

\* 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 |                   |                 | Graduate/Professional |                   |                 |
|--|---------------------------|-------------------|-----------------|-----------------------|-------------------|-----------------|
|  | 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            | 5.89                  | 5.79 / 1.10       | 0.10            |
| 80. Campus item: This university has helped me meet the goals I came here to achieve.  | 6.64                      | 5.82 / 1.27       | 0.82            | 6.65                  | 6.11 / 0.95       | 0.54            |
| 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            | 5.92                  | 5.39 / 1.64       | 0.53            |
| 82. Campus item: This university has helped prepare me as a citizen leader.  | 6.28                      | 5.79 / 1.42       | 0.49            | 5.94                  | 5.91 / 1.19       | 0.03            |
| 83. Campus item: My experiences have helped me become a more independent and self-directed learner.                                    | 6.49                      | 6.09 / 1.19       | 0.40            | 6.46                  | 6.15 / 1.09       | 0.31            |
| 84. Institution's commitment to part-time students?  |                           | 5.52 / 1.28       |                 |                       | 5.51 / 1.34       |                 |
| 85. Institution's commitment to evening students?  |                           | 5.46 / 1.36       |                 |                       | 5.43 / 1.42       |                 |
| 86. Institution's commitment to older, returning learners?   |                           | 5.61 / 1.29       |                 |                       | 5.50 / 1.41       |                 |
| 87. Institution's commitment to under-represented populations?   |                           | 5.29 / 1.57       |                 |                       | 5.26 / 1.56       |                 |
| 88. Institution's commitment to commuters?   |                           | 5.57 / 1.37       |                 |                       | 5.16 / 1.40       |                 |
| 89. Institution's commitment to students with disabilities?  |                           | 5.97 / 1.20       |                 |                       | 5.58 / 1.23       |                 |
| 90. Cost as factor in decision to enroll.  | 6.16                      |                   |                 | 6.18                  |                   |                 |

\* 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 |                   |                 | Graduate/Professional |                   |                 |
|---|---------------------------|-------------------|-----------------|-----------------------|-------------------|-----------------|
|   | Importance                | Satisfaction / SD | Performance Gap | Importance            | Satisfaction / SD | Performance Gap |
| 91. Financial aid as factor in decision to enroll.                              | 6.02                      |                   |                 | 5.88                  |                   |                 |
| 92. Academic reputation as factor in decision to enroll.                        | 6.21                      |                   |                 | 6.23                  |                   |                 |
| 93. Size of institution as factor in decision to enroll.                        | 6.12                      |                   |                 | 5.70                  |                   |                 |
| 94. Opportunity to play sports as factor in decision to enroll.                 | 3.36                      |                   |                 | 2.73                  |                   |                 |
| 95. Recommendations from family/friends as factor in decision to enroll.        | 5.14                      |                   |                 | 4.90                  |                   |                 |
| 96. Geographic setting as factor in decision to enroll.                         | 5.38                      |                   |                 | 5.48                  |                   |                 |
| 97. Campus appearance as factor in decision to enroll.                          | 5.93                      |                   |                 | 5.00                  |                   |                 |
| 98. Personalized attention prior to enrollment as factor in decision to enroll. | 5.74                      |                   |                 | 4.92                  |                   |                 |

\* 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                                       | Graduate/Professional   |
|--|---|---|
| So far, how has your college experience met your expectations?<br>1=Much worse than 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 expected | Average: 4.98<br><br>1%<br>2%<br>8%<br>26%<br>26%<br>18%<br>16% | Average: 5.14<br><br>0%<br>1%<br>8%<br>29%<br>15%<br>21%<br>22% |
| Rate your overall satisfaction with your experience here thus far.<br>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  | Average: 5.69<br><br>1%<br>2%<br>5%<br>5%<br>15%<br>42%<br>27%  | Average: 5.71<br><br>0%<br>0%<br>10%<br>5%<br>14%<br>41%<br>28% |
| All in all, if you had to do it over, would you enroll here again?<br>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   | Average: 5.79<br><br>2%<br>5%<br>4%<br>6%<br>7%<br>26%<br>46%   | Average: 5.98<br><br>0%<br>1%<br>5%<br>8%<br>7%<br>31%<br>45%   |

**Institutional Summary**  
**Scales: In Order of Importance**

| Scale                                 | Longwood University - SSI |              |      | 0002: Cook-Cole College of |              |      | 0003: College of Business |              |      | 0004: College of Education |              |      | 0005: College of Graduate |              |      |
|---------------------------------------|---------------------------|--------------|------|----------------------------|--------------|------|---------------------------|--------------|------|----------------------------|--------------|------|---------------------------|--------------|------|
|                                       | Importance                | Satisfaction | Gap  | Importance                 | Satisfaction | Gap  | Importance                | Satisfaction | Gap  | Importance                 | Satisfaction | Gap  | Importance                | Satisfaction | Gap  |
| Academic Advising                     | 6.60                      | 5.78         | 0.82 | 6.59                       | 5.83         | 0.76 | 6.50                      | 5.84         | 0.66 | 6.69                       | 5.69         | 1.00 | 6.56                      | 5.67         | 0.89 |
| Instructional Effectiveness           | 6.57                      | 5.76         | 0.81 | 6.58                       | 5.73         | 0.85 | 6.41                      | 5.82         | 0.59 | 6.63                       | 5.84         | 0.79 | 6.47                      | 5.68         | 0.79 |
| Safety and Security                   | 6.52                      | 4.90         | 1.62 | 6.50                       | 4.83         | 1.67 | 6.42                      | 4.89         | 1.53 | 6.62                       | 5.04         | 1.58 | 6.47                      | 4.98         | 1.49 |
| Student Centeredness                  | 6.51                      | 5.76         | 0.75 | 6.51                       | 5.73         | 0.78 | 6.43                      | 5.87         | 0.56 | 6.59                       | 5.86         | 0.73 | 6.32                      | 5.57         | 0.75 |
| Campus Climate                        | 6.44                      | 5.63         | 0.81 | 6.44                       | 5.59         | 0.85 | 6.35                      | 5.78         | 0.57 | 6.54                       | 5.73         | 0.81 | 6.22                      | 5.54         | 0.68 |
| Concern for the Individual            | 6.43                      | 5.63         | 0.80 | 6.40                       | 5.62         | 0.78 | 6.30                      | 5.66         | 0.64 | 6.57                       | 5.68         | 0.89 | 6.43                      | 5.54         | 0.89 |
| Registration Effectiveness            | 6.37                      | 5.32         | 1.05 | 6.35                       | 5.24         | 1.11 | 6.34                      | 5.58         | 0.76 | 6.43                       | 5.37         | 1.06 | 6.44                      | 5.21         | 1.23 |
| Recruitment and Financial Aid         | 6.34                      | 5.38         | 0.96 | 6.32                       | 5.29         | 1.03 | 6.23                      | 5.59         | 0.64 | 6.45                       | 5.48         | 0.97 | 6.30                      | 5.39         | 0.91 |
| Service Excellence                    | 6.30                      | 5.40         | 0.90 | 6.28                       | 5.34         | 0.94 | 6.18                      | 5.59         | 0.59 | 6.45                       | 5.45         | 1.00 | 6.20                      | 5.39         | 0.81 |
| Campus Support Services               | 6.20                      | 5.67         | 0.53 | 6.17                       | 5.62         | 0.55 | 6.17                      | 5.83         | 0.34 | 6.31                       | 5.78         | 0.53 | 6.13                      | 5.39         | 0.74 |
| Campus Life                           | 6.08                      | 5.27         | 0.81 | 6.04                       | 5.18         | 0.86 | 6.02                      | 5.38         | 0.64 | 6.23                       | 5.46         | 0.77 | 5.76                      | 5.12         | 0.64 |
| Responsiveness to Diverse Populations |                           | 5.57         |      |                            | 5.56         |      |                           | 5.71         |      |                            | 5.55         |      |                           | 5.33         |      |

**Institutional Summary**  
**Items: In Order of Importance**

| Item   | Longwood University - SSI |              |      | 0002: Cook-Cole College of |              |      | 0003: College of Business |              |      | 0004: College of Education |              |      | 0005: College of Graduate |              |      |
|--|---------------------------|--------------|------|----------------------------|--------------|------|---------------------------|--------------|------|----------------------------|--------------|------|---------------------------|--------------|------|
|  | Importance                | Satisfaction | Gap  | Importance                 | Satisfaction | Gap  | Importance                | Satisfaction | Gap  | Importance                 | Satisfaction | Gap  | Importance                | Satisfaction | Gap  |
| 8. The content of the courses within my major is valuable.                   | 6.75                      | 5.96         | 0.79 | 6.74                       | 5.93         | 0.81 | 6.70                      | 6.06         | 0.64 | 6.81                       | 6.10         | 0.71 | 6.69                      | 5.53         | 1.16 |
| 16. The instruction in my major field is excellent.                          | 6.74                      | 5.95         | 0.79 | 6.73                       | 5.93         | 0.80 | 6.58                      | 5.78         | 0.80 | 6.84                       | 6.13         | 0.71 | 6.64                      | 5.76         | 0.88 |
| 68. Nearly all of the faculty are knowledgeable in their field.              | 6.73                      | 6.09         | 0.64 | 6.80                       | 6.14         | 0.66 | 6.47                      | 5.92         | 0.55 | 6.73                       | 6.08         | 0.65 | 6.61                      | 6.11         | 0.50 |
| 33. My academic advisor is knowledgeable about requirements in my major.     | 6.73                      | 5.95         | 0.78 | 6.75                       | 6.06         | 0.69 | 6.57                      | 5.95         | 0.62 | 6.77                       | 5.72         | 1.05 | 6.71                      | 5.89         | 0.82 |
| 58. The quality of instruction I receive in most of my classes is excellent. | 6.72                      | 5.80         | 0.92 | 6.75                       | 5.82         | 0.93 | 6.55                      | 5.65         | 0.90 | 6.76                       | 5.91         | 0.85 | 6.56                      | 5.75         | 0.81 |
| 34. I am able to register for classes I need with few conflicts.             | 6.71                      | 5.17         | 1.54 | 6.73                       | 5.13         | 1.60 | 6.56                      | 5.45         | 1.11 | 6.72                       | 5.13         | 1.59 | 6.69                      | 5.06         | 1.63 |
| 7. The campus is safe and secure for all students.                           | 6.68                      | 5.89         | 0.79 | 6.66                       | 5.84         | 0.82 | 6.60                      | 5.86         | 0.74 | 6.75                       | 6.06         | 0.69 | 6.63                      | 5.72         | 0.91 |
| 55. Major requirements are clear and reasonable.                             | 6.68                      | 5.70         | 0.98 | 6.70                       | 5.64         | 1.06 | 6.56                      | 6.01         | 0.55 | 6.74                       | 5.80         | 0.94 | 6.62                      | 5.47         | 1.15 |
| 66. Tuition paid is a worthwhile investment.                                 | 6.66                      | 5.21         | 1.45 | 6.70                       | 5.13         | 1.57 | 6.60                      | 5.34         | 1.26 | 6.62                       | 5.28         | 1.34 | 6.64                      | 5.54         | 1.10 |
| 29. It is an enjoyable experience to be a student on this campus.            | 6.66                      | 5.91         | 0.75 | 6.66                       | 5.87         | 0.79 | 6.61                      | 5.95         | 0.66 | 6.69                       | 6.15         | 0.54 | 6.53                      | 5.61         | 0.92 |

**Institutional Summary**  
**Items: In Order of Importance**

| Item   | Longwood University - SSI |              |      | 0002: Cook-Cole College of |              |      | 0003: College of Business |              |      | 0004: College of Education |              |      | 0005: College of Graduate |              |      |
|--|---------------------------|--------------|------|----------------------------|--------------|------|---------------------------|--------------|------|----------------------------|--------------|------|---------------------------|--------------|------|
|  | Importance                | Satisfaction | Gap  | Importance                 | Satisfaction | Gap  | Importance                | Satisfaction | Gap  | Importance                 | Satisfaction | Gap  | Importance                | Satisfaction | Gap  |
| 36. Security staff respond quickly in emergencies.                               | 6.65                      | 5.84         | 0.81 | 6.67                       | 5.84         | 0.83 | 6.53                      | 5.48         | 1.05 | 6.69                       | 5.98         | 0.71 | 6.58                      | 5.63         | 0.95 |
| 6. My academic advisor is approachable.  | 6.64                      | 5.93         | 0.71 | 6.64                       | 5.99         | 0.65 | 6.54                      | 5.99         | 0.55 | 6.72                       | 5.76         | 0.96 | 6.51                      | 5.74         | 0.77 |
| 39. I am able to experience intellectual growth here.                            | 6.64                      | 5.99         | 0.65 | 6.67                       | 5.97         | 0.70 | 6.46                      | 6.00         | 0.46 | 6.65                       | 6.19         | 0.46 | 6.61                      | 5.66         | 0.95 |
| 80. Campus: This university has helped me meet the goals I came here to achieve. | 6.64                      | 5.82         | 0.82 | 6.66                       | 5.78         | 0.88 | 6.54                      | 5.87         | 0.67 | 6.70                       | 5.96         | 0.74 | 6.57                      | 5.77         | 0.80 |
| 45. Students are made to feel welcome on this campus.                            | 6.61                      | 5.95         | 0.66 | 6.59                       | 5.91         | 0.68 | 6.46                      | 5.93         | 0.53 | 6.74                       | 6.16         | 0.58 | 6.35                      | 5.62         | 0.73 |
| 59. This institution shows concern for students as individuals.                  | 6.60                      | 5.76         | 0.84 | 6.59                       | 5.72         | 0.87 | 6.42                      | 5.79         | 0.63 | 6.73                       | 5.88         | 0.85 | 6.50                      | 5.69         | 0.81 |
| 14. My academic advisor is concerned about my success as an individual.          | 6.60                      | 5.87         | 0.73 | 6.56                       | 5.93         | 0.63 | 6.52                      | 5.75         | 0.77 | 6.72                       | 5.81         | 0.91 | 6.64                      | 5.79         | 0.85 |
| 69. There is a good variety of courses provided on this campus.                  | 6.59                      | 5.76         | 0.83 | 6.64                       | 5.66         | 0.98 | 6.42                      | 5.87         | 0.55 | 6.57                       | 5.96         | 0.61 | 6.47                      | 5.74         | 0.73 |
| 25. Faculty are fair and unbiased in their treatment of individual students.     | 6.58                      | 5.53         | 1.05 | 6.55                       | 5.49         | 1.06 | 6.57                      | 5.74         | 0.83 | 6.63                       | 5.49         | 1.14 | 6.63                      | 5.68         | 0.95 |

**Institutional Summary**  
**Items: In Order of Importance**

| Item   | Longwood University - SSI |              |      | 0002: Cook-Cole College of |              |      | 0003: College of Business |              |      | 0004: College of Education |              |      | 0005: College of Graduate |              |      |
|--|---------------------------|--------------|------|----------------------------|--------------|------|---------------------------|--------------|------|----------------------------|--------------|------|---------------------------|--------------|------|
|  | Importance                | Satisfaction | Gap  | Importance                 | Satisfaction | Gap  | Importance                | Satisfaction | Gap  | Importance                 | Satisfaction | Gap  | Importance                | Satisfaction | Gap  |
| 47. Faculty provide timely feedback about student progress in a course.                                  | 6.57                      | 5.25         | 1.32 | 6.57                       | 5.16         | 1.41 | 6.36                      | 5.56         | 0.80 | 6.68                       | 5.34         | 1.34 | 6.53                      | 5.59         | 0.94 |
| 2. The campus staff are caring and helpful.  | 6.56                      | 5.79         | 0.77 | 6.59                       | 5.83         | 0.76 | 6.42                      | 5.97         | 0.45 | 6.63                       | 5.71         | 0.92 | 6.29                      | 5.59         | 0.70 |
| 65. Faculty are usually available after class and during office hours.                                   | 6.55                      | 5.97         | 0.58 | 6.60                       | 6.00         | 0.60 | 6.33                      | 6.18         | 0.15 | 6.54                       | 5.86         | 0.68 | 6.46                      | 5.97         | 0.49 |
| 41. There is a commitment to academic excellence on this campus.   | 6.55                      | 5.94         | 0.61 | 6.54                       | 5.88         | 0.66 | 6.44                      | 6.01         | 0.43 | 6.68                       | 6.15         | 0.53 | 6.18                      | 5.56         | 0.62 |
| 74. Campus: The academic buildings adequately support a productive learning environment.                 | 6.53                      | 6.03         | 0.50 | 6.53                       | 6.04         | 0.49 | 6.53                      | 5.98         | 0.55 | 6.59                       | 6.06         | 0.53 | 6.38                      | 5.84         | 0.54 |
| 72. On the whole, the campus is well-maintained.   | 6.52                      | 6.21         | 0.31 | 6.51                       | 6.21         | 0.30 | 6.57                      | 6.12         | 0.45 | 6.56                       | 6.34         | 0.22 | 6.38                      | 5.91         | 0.47 |
| 23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.) | 6.52                      | 4.94         | 1.58 | 6.54                       | 4.99         | 1.55 | 6.38                      | 4.88         | 1.50 | 6.60                       | 4.98         | 1.62 | 6.14                      | 4.42         | 1.72 |
| 78. Campus: There are adequate and accessible quiet places for students to study.                        | 6.50                      | 5.75         | 0.75 | 6.53                       | 5.68         | 0.85 | 6.48                      | 5.76         | 0.72 | 6.48                       | 5.93         | 0.55 | 6.29                      | 5.33         | 0.96 |
| 83. Campus: My experiences have helped me become a more  | 6.49                      | 6.09         | 0.40 | 6.46                       | 6.05         | 0.41 | 6.52                      | 6.19         | 0.33 | 6.59                       | 6.30         | 0.29 | 6.32                      | 5.71         | 0.61 |

**Institutional Summary**  
**Items: In Order of Importance**

| Item  | Longwood University - SSI |              |      | 0002: Cook-Cole College of |              |      | 0003: College of Business |              |      | 0004: College of Education |              |      | 0005: College of Graduate |              |      |
|---|---------------------------|--------------|------|----------------------------|--------------|------|---------------------------|--------------|------|----------------------------|--------------|------|---------------------------|--------------|------|
|   | Importance                | Satisfaction | Gap  | Importance                 | Satisfaction | Gap  | Importance                | Satisfaction | Gap  | Importance                 | Satisfaction | Gap  | Importance                | Satisfaction | Gap  |
| independent and self-directed learner.  |                           |              |      |                            |              |      |                           |              |      |                            |              |      |                           |              |      |
| 3. Faculty care about me as an individual.  | 6.47                      | 5.80         | 0.67 | 6.49                       | 5.86         | 0.63 | 6.30                      | 5.92         | 0.38 | 6.54                       | 5.68         | 0.86 | 6.42                      | 5.69         | 0.73 |
| 49. There are adequate services to help me decide upon a career.                                | 6.47                      | 5.65         | 0.82 | 6.41                       | 5.57         | 0.84 | 6.52                      | 5.66         | 0.86 | 6.57                       | 6.00         | 0.57 | 6.28                      | 5.18         | 1.10 |
| 17. Adequate financial aid is available for most students.                                      | 6.45                      | 4.95         | 1.50 | 6.42                       | 4.85         | 1.57 | 6.23                      | 5.21         | 1.02 | 6.59                       | 4.97         | 1.62 | 6.38                      | 5.11         | 1.27 |
| 76. Campus: Faculty willingly provide appropriate accommodations to students with disabilities. | 6.43                      | 6.14         | 0.29 | 6.36                       | 6.17         | 0.19 | 6.41                      | 6.28         | 0.13 | 6.58                       | 6.07         | 0.51 | 6.43                      | 5.57         | 0.86 |
| 79. Campus: Longwood provides an adequate variety of housing options.                           | 6.42                      | 5.39         | 1.03 | 6.46                       | 5.35         | 1.11 | 6.28                      | 5.40         | 0.88 | 6.46                       | 5.43         | 1.03 | 6.08                      | 5.57         | 0.51 |
| 38. There is an adequate selection of food available in the cafeteria.                          | 6.42                      | 4.02         | 2.40 | 6.43                       | 4.02         | 2.41 | 6.27                      | 3.95         | 2.32 | 6.42                       | 4.06         | 2.36 | 6.26                      | 4.43         | 1.83 |
| 57. I seldom get the "run-around" when seeking information on this campus.                      | 6.41                      | 4.93         | 1.48 | 6.40                       | 4.85         | 1.55 | 6.18                      | 5.41         | 0.77 | 6.61                       | 4.84         | 1.77 | 6.24                      | 5.34         | 0.90 |
| 1. Most students feel a sense of belonging here.  | 6.41                      | 5.57         | 0.84 | 6.44                       | 5.54         | 0.90 | 6.34                      | 5.58         | 0.76 | 6.43                       | 5.74         | 0.69 | 6.17                      | 5.37         | 0.80 |

**Institutional Summary**  
**Items: In Order of Importance**

| Item   | Longwood University - SSI |              |      | 0002: Cook-Cole College of |              |      | 0003: College of Business |              |      | 0004: College of Education |              |      | 0005: College of Graduate |              |      |
|--|---------------------------|--------------|------|----------------------------|--------------|------|---------------------------|--------------|------|----------------------------|--------------|------|---------------------------|--------------|------|
|  | Importance                | Satisfaction | Gap  | Importance                 | Satisfaction | Gap  | Importance                | Satisfaction | Gap  | Importance                 | Satisfaction | Gap  | Importance                | Satisfaction | Gap  |
| 44. Academic support services adequately meet the needs of students.                   | 6.39                      | 5.63         | 0.76 | 6.39                       | 5.58         | 0.81 | 6.31                      | 5.79         | 0.52 | 6.44                       | 5.75         | 0.69 | 6.17                      | 5.44         | 0.73 |
| 53. Faculty take into consideration student differences as they teach a course.        | 6.39                      | 5.31         | 1.08 | 6.37                       | 5.22         | 1.15 | 6.27                      | 5.53         | 0.74 | 6.53                       | 5.43         | 1.10 | 6.40                      | 5.46         | 0.94 |
| 63. Student disciplinary procedures are fair.  | 6.38                      | 5.55         | 0.83 | 6.36                       | 5.48         | 0.88 | 6.36                      | 5.38         | 0.98 | 6.48                       | 5.72         | 0.76 | 6.40                      | 5.80         | 0.60 |
| 67. Freedom of expression is protected on campus.                                      | 6.38                      | 5.61         | 0.77 | 6.42                       | 5.50         | 0.92 | 6.16                      | 5.88         | 0.28 | 6.45                       | 5.79         | 0.66 | 6.00                      | 5.83         | 0.17 |
| 35. The assessment and course placement procedures are reasonable.                     | 6.38                      | 5.54         | 0.84 | 6.34                       | 5.44         | 0.90 | 6.30                      | 5.63         | 0.67 | 6.52                       | 5.75         | 0.77 | 6.20                      | 5.33         | 0.87 |
| 48. Admissions counselors accurately portray the campus in their recruiting practices. | 6.37                      | 5.56         | 0.81 | 6.32                       | 5.45         | 0.87 | 6.40                      | 5.71         | 0.69 | 6.53                       | 5.75         | 0.78 | 6.20                      | 5.62         | 0.58 |
| 21. The amount of student parking space on campus is adequate.                         | 6.37                      | 3.26         | 3.11 | 6.34                       | 3.15         | 3.19 | 6.30                      | 3.36         | 2.94 | 6.47                       | 3.34         | 3.13 | 6.41                      | 4.00         | 2.41 |
| 75. Campus: The campus is physically accessible to individuals of all abilities.       | 6.36                      | 6.03         | 0.33 | 6.28                       | 6.04         | 0.24 | 6.37                      | 6.22         | 0.15 | 6.57                       | 5.95         | 0.62 | 6.27                      | 5.83         | 0.44 |
| 28. Parking lots are well-lighted and secure.  | 6.36                      | 4.76         | 1.60 | 6.33                       | 4.65         | 1.68 | 6.22                      | 4.82         | 1.40 | 6.55                       | 4.91         | 1.64 | 6.30                      | 4.90         | 1.40 |



**Institutional Summary**  
**Items: In Order of Importance**

| Item  | Longwood University - SSI |              |      | 0002: Cook-Cole College of |              |      | 0003: College of Business |              |      | 0004: College of Education |              |      | 0005: College of Graduate |              |      |
|---|---------------------------|--------------|------|----------------------------|--------------|------|---------------------------|--------------|------|----------------------------|--------------|------|---------------------------|--------------|------|
|   | Importance                | Satisfaction | Gap  | Importance                 | Satisfaction | Gap  | Importance                | Satisfaction | Gap  | Importance                 | Satisfaction | Gap  | Importance                | Satisfaction | Gap  |
| 73. Student activities fees are put to good use.  | 6.35                      | 4.85         | 1.50 | 6.39                       | 4.73         | 1.66 | 6.19                      | 5.09         | 1.10 | 6.40                       | 5.00         | 1.40 | 6.03                      | 4.66         | 1.37 |
| 18. Library resources and services are adequate.  | 6.35                      | 5.87         | 0.48 | 6.32                       | 5.84         | 0.48 | 6.30                      | 6.08         | 0.22 | 6.43                       | 5.94         | 0.49 | 6.42                      | 5.44         | 0.98 |
| 11. Billing policies are reasonable.  | 6.35                      | 5.04         | 1.31 | 6.36                       | 4.94         | 1.42 | 6.14                      | 5.14         | 1.00 | 6.40                       | 5.19         | 1.21 | 6.56                      | 5.17         | 1.39 |
| 12. Financial aid awards are announced to students in time to be helpful in college planning. | 6.35                      | 5.23         | 1.12 | 6.40                       | 5.09         | 1.31 | 6.11                      | 5.65         | 0.46 | 6.39                       | 5.34         | 1.05 | 6.34                      | 5.56         | 0.78 |
| 27. The personnel involved in registration are helpful.                                       | 6.35                      | 5.44         | 0.91 | 6.29                       | 5.37         | 0.92 | 6.36                      | 5.65         | 0.71 | 6.44                       | 5.48         | 0.96 | 6.38                      | 5.34         | 1.04 |
| 50. Class change (drop/add) policies are reasonable.  | 6.34                      | 5.65         | 0.69 | 6.32                       | 5.59         | 0.73 | 6.35                      | 5.82         | 0.53 | 6.38                       | 5.71         | 0.67 | 6.35                      | 5.62         | 0.73 |
| 51. This institution has a good reputation within the community.                              | 6.34                      | 5.79         | 0.55 | 6.36                       | 5.73         | 0.63 | 6.25                      | 5.88         | 0.37 | 6.47                       | 5.95         | 0.52 | 5.89                      | 5.66         | 0.23 |
| 61. Adjunct faculty are competent as classroom instructors.                                   | 6.34                      | 5.65         | 0.69 | 6.34                       | 5.61         | 0.73 | 6.25                      | 5.65         | 0.60 | 6.45                       | 5.74         | 0.71 | 6.16                      | 5.52         | 0.64 |
| 15. The staff in the health services area are competent.                                      | 6.33                      | 5.00         | 1.33 | 6.32                       | 4.95         | 1.37 | 6.09                      | 5.13         | 0.96 | 6.51                       | 5.02         | 1.49 | 6.26                      | 5.43         | 0.83 |
| 19. My academic advisor helps me set goals to work toward.                                    | 6.33                      | 5.47         | 0.86 | 6.27                       | 5.51         | 0.76 | 6.29                      | 5.50         | 0.79 | 6.48                       | 5.37         | 1.11 | 6.30                      | 5.45         | 0.85 |

**Institutional Summary**  
**Items: In Order of Importance**

| Item  | Longwood University - SSI |              |      | 0002: Cook-Cole College of |              |      | 0003: College of Business |              |      | 0004: College of Education |              |      | 0005: College of Graduate |              |      |
|---|---------------------------|--------------|------|----------------------------|--------------|------|---------------------------|--------------|------|----------------------------|--------------|------|---------------------------|--------------|------|
|   | Importance                | Satisfaction | Gap  | Importance                 | Satisfaction | Gap  | Importance                | Satisfaction | Gap  | Importance                 | Satisfaction | Gap  | Importance                | Satisfaction | Gap  |
| 64. New student orientation services help students adjust to college.   | 6.32                      | 5.48         | 0.84 | 6.32                       | 5.38         | 0.94 | 6.31                      | 5.85         | 0.46 | 6.39                       | 5.67         | 0.72 | 6.07                      | 5.20         | 0.87 |
| 37. I feel a sense of pride about my campus.  | 6.31                      | 5.86         | 0.45 | 6.25                       | 5.80         | 0.45 | 6.54                      | 5.94         | 0.60 | 6.44                       | 6.05         | 0.39 | 5.75                      | 5.65         | 0.10 |
| 4. Admissions staff are knowledgeable.  | 6.31                      | 5.57         | 0.74 | 6.25                       | 5.51         | 0.74 | 6.31                      | 5.65         | 0.66 | 6.44                       | 5.67         | 0.77 | 6.33                      | 5.42         | 0.91 |
| 43. Admissions counselors respond to prospective students' unique needs and requests.   | 6.30                      | 5.64         | 0.66 | 6.25                       | 5.55         | 0.70 | 6.21                      | 5.85         | 0.36 | 6.45                       | 5.74         | 0.71 | 6.21                      | 5.39         | 0.82 |
| 81. Campus: The extracurricular opportunities with which I am involved have contributed significantly to my learning at Longwood. | 6.29                      | 5.88         | 0.41 | 6.32                       | 5.85         | 0.47 | 6.13                      | 5.92         | 0.21 | 6.36                       | 6.06         | 0.30 | 5.96                      | 5.21         | 0.75 |
| 82. Campus: This university has helped prepare me as a citizen leader.  | 6.28                      | 5.79         | 0.49 | 6.27                       | 5.73         | 0.54 | 6.36                      | 5.89         | 0.47 | 6.34                       | 6.04         | 0.30 | 6.10                      | 5.52         | 0.58 |
| 5. Financial aid counselors are helpful.  | 6.28                      | 5.32         | 0.96 | 6.29                       | 5.29         | 1.00 | 6.10                      | 5.39         | 0.71 | 6.30                       | 5.38         | 0.92 | 6.32                      | 5.23         | 1.09 |
| 71. Channels for expressing student complaints are readily available.   | 6.27                      | 5.06         | 1.21 | 6.27                       | 4.93         | 1.34 | 6.24                      | 5.27         | 0.97 | 6.40                       | 5.25         | 1.15 | 6.19                      | 5.10         | 1.09 |

**Institutional Summary**  
**Items: In Order of Importance**

| Item   | Longwood University - SSI |              |      | 0002: Cook-Cole College of |              |      | 0003: College of Business |              |      | 0004: College of Education |              |      | 0005: College of Graduate |              |      |
|--|---------------------------|--------------|------|----------------------------|--------------|------|---------------------------|--------------|------|----------------------------|--------------|------|---------------------------|--------------|------|
|  | Importance                | Satisfaction | Gap  | Importance                 | Satisfaction | Gap  | Importance                | Satisfaction | Gap  | Importance                 | Satisfaction | Gap  | Importance                | Satisfaction | Gap  |
| 22. Counseling staff care about students as individuals.                                     | 6.26                      | 5.54         | 0.72 | 6.21                       | 5.50         | 0.71 | 6.14                      | 5.46         | 0.68 | 6.38                       | 5.70         | 0.68 | 6.26                      | 5.23         | 1.03 |
| 77. Campus: Campus Recreation provides comprehensive opportunities for my physical wellness. | 6.25                      | 6.19         | 0.06 | 6.15                       | 6.15         | 0.00 | 6.39                      | 6.28         | 0.11 | 6.44                       | 6.32         | 0.12 | 6.11                      | 5.78         | 0.33 |
| 60. I generally know what's happening on campus.   | 6.24                      | 5.53         | 0.71 | 6.20                       | 5.47         | 0.73 | 6.22                      | 5.74         | 0.48 | 6.42                       | 5.65         | 0.77 | 5.81                      | 5.19         | 0.62 |
| 10. Administrators are approachable to students.   | 6.23                      | 5.56         | 0.67 | 6.18                       | 5.50         | 0.68 | 6.33                      | 5.98         | 0.35 | 6.33                       | 5.55         | 0.78 | 6.06                      | 5.52         | 0.54 |
| 46. I can easily get involved in campus organizations.                                       | 6.23                      | 5.80         | 0.43 | 6.21                       | 5.76         | 0.45 | 6.06                      | 5.81         | 0.25 | 6.42                       | 6.09         | 0.33 | 5.75                      | 5.11         | 0.64 |
| 92. Academic reputation as factor in decision to enroll.                                     | 6.21                      |              |      | 6.18                       |              |      | 6.21                      |              |      | 6.40                       |              |      | 5.89                      |              |      |
| 40. Residence hall regulations are reasonable.   | 6.20                      | 5.51         | 0.69 | 6.17                       | 5.48         | 0.69 | 6.05                      | 5.50         | 0.55 | 6.46                       | 5.57         | 0.89 | 5.95                      | 5.22         | 0.73 |
| 32. Tutoring services are readily available.   | 6.16                      | 5.60         | 0.56 | 6.14                       | 5.58         | 0.56 | 6.05                      | 5.59         | 0.46 | 6.30                       | 5.66         | 0.64 | 5.78                      | 5.33         | 0.45 |
| 90. Cost as factor in decision to enroll.  | 6.16                      |              |      | 6.15                       |              |      | 5.92                      |              |      | 6.30                       |              |      | 6.03                      |              |      |
| 70. Graduate teaching assistants are competent as classroom instructors.                     | 6.15                      | 5.39         | 0.76 | 6.10                       | 5.30         | 0.80 | 5.92                      | 5.43         | 0.49 | 6.39                       | 5.53         | 0.86 | 6.06                      | 5.00         | 1.06 |

**Institutional Summary**  
**Items: In Order of Importance**

| Item  | Longwood University - SSI |              |      | 0002: Cook-Cole College of |              |      | 0003: College of Business |              |       | 0004: College of Education |              |      | 0005: College of Graduate |              |      |
|---|---------------------------|--------------|------|----------------------------|--------------|------|---------------------------|--------------|-------|----------------------------|--------------|------|---------------------------|--------------|------|
|   | Importance                | Satisfaction | Gap  | Importance                 | Satisfaction | Gap  | Importance                | Satisfaction | Gap   | Importance                 | Satisfaction | Gap  | Importance                | Satisfaction | Gap  |
| 93. Size of institution as factor in decision to enroll.                                | 6.12                      |              |      | 6.17                       |              |      | 6.11                      |              |       | 6.10                       |              |      | 5.82                      |              |      |
| 62. There is a strong commitment to racial harmony on this campus.                      | 6.12                      | 5.50         | 0.62 | 6.14                       | 5.47         | 0.67 | 5.81                      | 5.69         | 0.12  | 6.27                       | 5.41         | 0.86 | 6.09                      | 5.50         | 0.59 |
| 26. Computer labs are adequate and accessible.  | 6.11                      | 5.78         | 0.33 | 6.06                       | 5.73         | 0.33 | 6.26                      | 6.11         | 0.15  | 6.10                       | 5.82         | 0.28 | 6.40                      | 5.33         | 1.07 |
| 20. The business office is open during hours which are convenient for most students.    | 6.09                      | 5.29         | 0.80 | 5.98                       | 5.18         | 0.80 | 6.31                      | 5.82         | 0.49  | 6.19                       | 5.36         | 0.83 | 6.17                      | 4.82         | 1.35 |
| 52. The student center is a comfortable place for students to spend their leisure time. | 6.05                      | 5.35         | 0.70 | 5.99                       | 5.25         | 0.74 | 6.14                      | 5.53         | 0.61  | 6.19                       | 5.56         | 0.63 | 5.80                      | 4.75         | 1.05 |
| 91. Financial aid as factor in decision to enroll.                                      | 6.02                      |              |      | 6.05                       |              |      | 5.76                      |              |       | 6.12                       |              |      | 5.76                      |              |      |
| 30. Residence hall staff are concerned about me as an individual.                       | 6.01                      | 5.19         | 0.82 | 5.92                       | 5.10         | 0.82 | 5.75                      | 5.18         | 0.57  | 6.35                       | 5.52         | 0.83 | 5.91                      | 4.63         | 1.28 |
| 54. Bookstore staff are helpful.  | 5.99                      | 5.35         | 0.64 | 5.94                       | 5.29         | 0.65 | 5.98                      | 5.54         | 0.44  | 6.18                       | 5.37         | 0.81 | 5.73                      | 5.15         | 0.58 |
| 13. Library staff are helpful and approachable.   | 5.97                      | 5.82         | 0.15 | 5.92                       | 5.77         | 0.15 | 5.80                      | 5.98         | -0.18 | 6.17                       | 5.93         | 0.24 | 6.15                      | 5.81         | 0.34 |

**Institutional Summary**  
**Items: In Order of Importance**

| Item  | Longwood University - SSI |              |       | 0002: Cook-Cole College of |              |       | 0003: College of Business |              |       | 0004: College of Education |              |       | 0005: College of Graduate |              |       |
|---|---------------------------|--------------|-------|----------------------------|--------------|-------|---------------------------|--------------|-------|----------------------------|--------------|-------|---------------------------|--------------|-------|
|   | Importance                | Satisfaction | Gap   | Importance                 | Satisfaction | Gap   | Importance                | Satisfaction | Gap   | Importance                 | Satisfaction | Gap   | Importance                | Satisfaction | Gap   |
| 42. There are a sufficient number of weekend activities for students.                       | 5.96                      | 4.88         | 1.08  | 5.93                       | 4.77         | 1.16  | 5.79                      | 5.27         | 0.52  | 6.17                       | 5.06         | 1.11  | 5.44                      | 5.10         | 0.34  |
| 56. The student handbook provides helpful information about campus life.                    | 5.95                      | 5.43         | 0.52  | 5.88                       | 5.27         | 0.61  | 5.89                      | 5.68         | 0.21  | 6.18                       | 5.64         | 0.54  | 5.74                      | 5.54         | 0.20  |
| 97. Campus appearance as factor in decision to enroll.                                      | 5.93                      |              |       | 5.99                       |              |       | 6.01                      |              |       | 5.89                       |              |       | 5.27                      |              |       |
| 31. Males and females have equal opportunities to participate in intercollegiate athletics. | 5.77                      | 5.80         | -0.03 | 5.68                       | 5.74         | -0.06 | 5.72                      | 5.93         | -0.21 | 5.96                       | 5.88         | 0.08  | 5.61                      | 5.25         | 0.36  |
| 98. Personalized attention prior to enrollment as factor in decision to enroll.             | 5.74                      |              |       | 5.71                       |              |       | 5.84                      |              |       | 5.86                       |              |       | 5.29                      |              |       |
| 24. The intercollegiate athletic programs contribute to a strong sense of school spirit.    | 5.50                      | 5.08         | 0.42  | 5.26                       | 4.87         | 0.39  | 5.78                      | 5.16         | 0.62  | 5.87                       | 5.47         | 0.40  | 4.92                      | 4.95         | -0.03 |
| 96. Geographic setting as factor in decision to enroll.                                     | 5.38                      |              |       | 5.32                       |              |       | 5.47                      |              |       | 5.43                       |              |       | 5.67                      |              |       |
| 9. A variety of intramural activities are offered.  | 5.17                      | 5.61         | -0.44 | 5.09                       | 5.50         | -0.41 | 5.43                      | 5.78         | -0.35 | 5.24                       | 5.88         | -0.64 | 4.45                      | 5.47         | -1.02 |
| 95. Recommendations from family/friends as factor in decision to enroll.                    | 5.14                      |              |       | 5.03                       |              |       | 5.51                      |              |       | 5.26                       |              |       | 5.09                      |              |       |

**Institutional Summary**  
**Items: In Order of Importance**

| Item  | Longwood University - SSI |              |     | 0002: Cook-Cole College of |              |     | 0003: College of Business |              |     | 0004: College of Education |              |     | 0005: College of Graduate |              |     |
|---|---------------------------|--------------|-----|----------------------------|--------------|-----|---------------------------|--------------|-----|----------------------------|--------------|-----|---------------------------|--------------|-----|
|   | Importance                | Satisfaction | Gap | Importance                 | Satisfaction | Gap | Importance                | Satisfaction | Gap | Importance                 | Satisfaction | Gap | Importance                | Satisfaction | Gap |
| 94. Opportunity to play sports as factor in decision to enroll. | 3.36                      |              |     | 3.19                       |              |     | 3.90                      |              |     | 3.42                       |              |     | 3.24                      |              |     |
| 85. Institution's commitment to evening students?               |                           | 5.46         |     |                            | 5.39         |     |                           | 5.52         |     |                            | 5.59         |     |                           | 5.27         |     |
| 86. Institution's commitment to older, returning learners?      |                           | 5.61         |     |                            | 5.63         |     |                           | 5.74         |     |                            | 5.54         |     |                           | 5.28         |     |
| 87. Institution's commitment to under-represented populations?  |                           | 5.29         |     |                            | 5.22         |     |                           | 5.48         |     |                            | 5.24         |     |                           | 5.24         |     |
| 88. Institution's commitment to commuters?                      |                           | 5.57         |     |                            | 5.56         |     |                           | 5.81         |     |                            | 5.51         |     |                           | 5.23         |     |
| 89. Institution's commitment to students with disabilities?     |                           | 5.97         |     |                            | 6.03         |     |                           | 5.96         |     |                            | 5.85         |     |                           | 5.42         |     |
| 84. Institution's commitment to part-time students?             |                           | 5.52         |     |                            | 5.48         |     |                           | 5.69         |     |                            | 5.53         |     |                           | 5.56         |     |

### Institutional Summary

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

| Scale/Item   | Longwood University - SSI |              |      | 0002: Cook-Cole College of |              |      | 0003: College of Business |              |      | 0004: College of Education |              |      | 0005: College of Graduate |              |      |
|--|---------------------------|--------------|------|----------------------------|--------------|------|---------------------------|--------------|------|----------------------------|--------------|------|---------------------------|--------------|------|
|  | Importance                | Satisfaction | Gap  | Importance                 | Satisfaction | Gap  | Importance                | Satisfaction | Gap  | Importance                 | Satisfaction | Gap  | Importance                | Satisfaction | Gap  |
| <b>ACADEMIC ADVISING</b>   | 6.60                      | 5.78         | 0.82 | 6.59                       | 5.83         | 0.76 | 6.50                      | 5.84         | 0.66 | 6.69                       | 5.69         | 1.00 | 6.56                      | 5.67         | 0.89 |
| 6. My academic advisor is approachable.                                  | 6.64                      | 5.93         | 0.71 | 6.64                       | 5.99         | 0.65 | 6.54                      | 5.99         | 0.55 | 6.72                       | 5.76         | 0.96 | 6.51                      | 5.74         | 0.77 |
| 14. My academic advisor is concerned about my success as an individual.  | 6.60                      | 5.87         | 0.73 | 6.56                       | 5.93         | 0.63 | 6.52                      | 5.75         | 0.77 | 6.72                       | 5.81         | 0.91 | 6.64                      | 5.79         | 0.85 |
| 19. My academic advisor helps me set goals to work toward.               | 6.33                      | 5.47         | 0.86 | 6.27                       | 5.51         | 0.76 | 6.29                      | 5.50         | 0.79 | 6.48                       | 5.37         | 1.11 | 6.30                      | 5.45         | 0.85 |
| 33. My academic advisor is knowledgeable about requirements in my major. | 6.73                      | 5.95         | 0.78 | 6.75                       | 6.06         | 0.69 | 6.57                      | 5.95         | 0.62 | 6.77                       | 5.72         | 1.05 | 6.71                      | 5.89         | 0.82 |
| 55. Major requirements are clear and reasonable.                         | 6.68                      | 5.70         | 0.98 | 6.70                       | 5.64         | 1.06 | 6.56                      | 6.01         | 0.55 | 6.74                       | 5.80         | 0.94 | 6.62                      | 5.47         | 1.15 |

## Institutional Summary

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

| Scale/Item  | Longwood University - SSI |              |      | 0002: Cook-Cole College of |              |      | 0003: College of Business |              |      | 0004: College of Education |              |      | 0005: College of Graduate |              |      |
|---|---------------------------|--------------|------|----------------------------|--------------|------|---------------------------|--------------|------|----------------------------|--------------|------|---------------------------|--------------|------|
|   | Importance                | Satisfaction | Gap  | Importance                 | Satisfaction | Gap  | Importance                | Satisfaction | Gap  | Importance                 | Satisfaction | Gap  | Importance                | Satisfaction | Gap  |
| <b>CAMPUS CLIMATE</b>   | 6.44                      | 5.63         | 0.81 | 6.44                       | 5.59         | 0.85 | 6.35                      | 5.78         | 0.57 | 6.54                       | 5.73         | 0.81 | 6.22                      | 5.54         | 0.68 |
| 1. Most students feel a sense of belonging here.                  | 6.41                      | 5.57         | 0.84 | 6.44                       | 5.54         | 0.90 | 6.34                      | 5.58         | 0.76 | 6.43                       | 5.74         | 0.69 | 6.17                      | 5.37         | 0.80 |
| 2. The campus staff are caring and helpful.                       | 6.56                      | 5.79         | 0.77 | 6.59                       | 5.83         | 0.76 | 6.42                      | 5.97         | 0.45 | 6.63                       | 5.71         | 0.92 | 6.29                      | 5.59         | 0.70 |
| 3. Faculty care about me as an individual.                        | 6.47                      | 5.80         | 0.67 | 6.49                       | 5.86         | 0.63 | 6.30                      | 5.92         | 0.38 | 6.54                       | 5.68         | 0.86 | 6.42                      | 5.69         | 0.73 |
| 7. The campus is safe and secure for all students.                | 6.68                      | 5.89         | 0.79 | 6.66                       | 5.84         | 0.82 | 6.60                      | 5.86         | 0.74 | 6.75                       | 6.06         | 0.69 | 6.63                      | 5.72         | 0.91 |
| 10. Administrators are approachable to students.                  | 6.23                      | 5.56         | 0.67 | 6.18                       | 5.50         | 0.68 | 6.33                      | 5.98         | 0.35 | 6.33                       | 5.55         | 0.78 | 6.06                      | 5.52         | 0.54 |
| 29. It is an enjoyable experience to be a student on this campus. | 6.66                      | 5.91         | 0.75 | 6.66                       | 5.87         | 0.79 | 6.61                      | 5.95         | 0.66 | 6.69                       | 6.15         | 0.54 | 6.53                      | 5.61         | 0.92 |
| 37. I feel a sense of pride about my campus.                      | 6.31                      | 5.86         | 0.45 | 6.25                       | 5.80         | 0.45 | 6.54                      | 5.94         | 0.60 | 6.44                       | 6.05         | 0.39 | 5.75                      | 5.65         | 0.10 |
| 41. There is a commitment to academic excellence on this campus.  | 6.55                      | 5.94         | 0.61 | 6.54                       | 5.88         | 0.66 | 6.44                      | 6.01         | 0.43 | 6.68                       | 6.15         | 0.53 | 6.18                      | 5.56         | 0.62 |
| 45. Students are made to feel welcome on this campus.             | 6.61                      | 5.95         | 0.66 | 6.59                       | 5.91         | 0.68 | 6.46                      | 5.93         | 0.53 | 6.74                       | 6.16         | 0.58 | 6.35                      | 5.62         | 0.73 |
| 51. This institution has a good reputation within the community.  | 6.34                      | 5.79         | 0.55 | 6.36                       | 5.73         | 0.63 | 6.25                      | 5.88         | 0.37 | 6.47                       | 5.95         | 0.52 | 5.89                      | 5.66         | 0.23 |



### Institutional Summary

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

| Scale/Item   | Longwood University - SSI |              |      | 0002: Cook-Cole College of |              |      | 0003: College of Business |              |      | 0004: College of Education |              |      | 0005: College of Graduate |              |      |
|--|---------------------------|--------------|------|----------------------------|--------------|------|---------------------------|--------------|------|----------------------------|--------------|------|---------------------------|--------------|------|
|  | Importance                | Satisfaction | Gap  | Importance                 | Satisfaction | Gap  | Importance                | Satisfaction | Gap  | Importance                 | Satisfaction | Gap  | Importance                | Satisfaction | Gap  |
| 57. I seldom get the "run-around" when seeking information on this campus. | 6.41                      | 4.93         | 1.48 | 6.40                       | 4.85         | 1.55 | 6.18                      | 5.41         | 0.77 | 6.61                       | 4.84         | 1.77 | 6.24                      | 5.34         | 0.90 |
| 59. This institution shows concern for students as individuals.            | 6.60                      | 5.76         | 0.84 | 6.59                       | 5.72         | 0.87 | 6.42                      | 5.79         | 0.63 | 6.73                       | 5.88         | 0.85 | 6.50                      | 5.69         | 0.81 |
| 60. I generally know what's happening on campus.                           | 6.24                      | 5.53         | 0.71 | 6.20                       | 5.47         | 0.73 | 6.22                      | 5.74         | 0.48 | 6.42                       | 5.65         | 0.77 | 5.81                      | 5.19         | 0.62 |
| 62. There is a strong commitment to racial harmony on this campus.         | 6.12                      | 5.50         | 0.62 | 6.14                       | 5.47         | 0.67 | 5.81                      | 5.69         | 0.12 | 6.27                       | 5.41         | 0.86 | 6.09                      | 5.50         | 0.59 |
| 66. Tuition paid is a worthwhile investment.                               | 6.66                      | 5.21         | 1.45 | 6.70                       | 5.13         | 1.57 | 6.60                      | 5.34         | 1.26 | 6.62                       | 5.28         | 1.34 | 6.64                      | 5.54         | 1.10 |
| 67. Freedom of expression is protected on campus.                          | 6.38                      | 5.61         | 0.77 | 6.42                       | 5.50         | 0.92 | 6.16                      | 5.88         | 0.28 | 6.45                       | 5.79         | 0.66 | 6.00                      | 5.83         | 0.17 |
| 71. Channels for expressing student complaints are readily available.      | 6.27                      | 5.06         | 1.21 | 6.27                       | 4.93         | 1.34 | 6.24                      | 5.27         | 0.97 | 6.40                       | 5.25         | 1.15 | 6.19                      | 5.10         | 1.09 |

### Institutional Summary

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

| Scale/Item   | Longwood University - SSI |              |       | 0002: Cook-Cole College of |              |       | 0003: College of Business |              |       | 0004: College of Education |              |       | 0005: College of Graduate |              |       |
|--|---------------------------|--------------|-------|----------------------------|--------------|-------|---------------------------|--------------|-------|----------------------------|--------------|-------|---------------------------|--------------|-------|
|  | Importance                | Satisfaction | Gap   | Importance                 | Satisfaction | Gap   | Importance                | Satisfaction | Gap   | Importance                 | Satisfaction | Gap   | Importance                | Satisfaction | Gap   |
| <b>CAMPUS LIFE</b>   | 6.08                      | 5.27         | 0.81  | 6.04                       | 5.18         | 0.86  | 6.02                      | 5.38         | 0.64  | 6.23                       | 5.46         | 0.77  | 5.76                      | 5.12         | 0.64  |
| 9. A variety of intramural activities are offered.   | 5.17                      | 5.61         | -0.44 | 5.09                       | 5.50         | -0.41 | 5.43                      | 5.78         | -0.35 | 5.24                       | 5.88         | -0.64 | 4.45                      | 5.47         | -1.02 |
| 23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.) | 6.52                      | 4.94         | 1.58  | 6.54                       | 4.99         | 1.55  | 6.38                      | 4.88         | 1.50  | 6.60                       | 4.98         | 1.62  | 6.14                      | 4.42         | 1.72  |
| 24. The intercollegiate athletic programs contribute to a strong sense of school spirit.                 | 5.50                      | 5.08         | 0.42  | 5.26                       | 4.87         | 0.39  | 5.78                      | 5.16         | 0.62  | 5.87                       | 5.47         | 0.40  | 4.92                      | 4.95         | -0.03 |
| 30. Residence hall staff are concerned about me as an individual.  | 6.01                      | 5.19         | 0.82  | 5.92                       | 5.10         | 0.82  | 5.75                      | 5.18         | 0.57  | 6.35                       | 5.52         | 0.83  | 5.91                      | 4.63         | 1.28  |
| 31. Males and females have equal opportunities to participate in intercollegiate athletics.              | 5.77                      | 5.80         | -0.03 | 5.68                       | 5.74         | -0.06 | 5.72                      | 5.93         | -0.21 | 5.96                       | 5.88         | 0.08  | 5.61                      | 5.25         | 0.36  |
| 38. There is an adequate selection of food available in the cafeteria.                                   | 6.42                      | 4.02         | 2.40  | 6.43                       | 4.02         | 2.41  | 6.27                      | 3.95         | 2.32  | 6.42                       | 4.06         | 2.36  | 6.26                      | 4.43         | 1.83  |
| 40. Residence hall regulations are reasonable.   | 6.20                      | 5.51         | 0.69  | 6.17                       | 5.48         | 0.69  | 6.05                      | 5.50         | 0.55  | 6.46                       | 5.57         | 0.89  | 5.95                      | 5.22         | 0.73  |
| 42. There are a sufficient number of weekend activities for students.                                    | 5.96                      | 4.88         | 1.08  | 5.93                       | 4.77         | 1.16  | 5.79                      | 5.27         | 0.52  | 6.17                       | 5.06         | 1.11  | 5.44                      | 5.10         | 0.34  |

## Institutional Summary

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

| Scale/Item  | Longwood University - SSI |              |      | 0002: Cook-Cole College of |              |      | 0003: College of Business |              |      | 0004: College of Education |              |      | 0005: College of Graduate |              |      |
|---|---------------------------|--------------|------|----------------------------|--------------|------|---------------------------|--------------|------|----------------------------|--------------|------|---------------------------|--------------|------|
|   | Importance                | Satisfaction | Gap  | Importance                 | Satisfaction | Gap  | Importance                | Satisfaction | Gap  | Importance                 | Satisfaction | Gap  | Importance                | Satisfaction | Gap  |
| 46. I can easily get involved in campus organizations.                                  | 6.23                      | 5.80         | 0.43 | 6.21                       | 5.76         | 0.45 | 6.06                      | 5.81         | 0.25 | 6.42                       | 6.09         | 0.33 | 5.75                      | 5.11         | 0.64 |
| 52. The student center is a comfortable place for students to spend their leisure time. | 6.05                      | 5.35         | 0.70 | 5.99                       | 5.25         | 0.74 | 6.14                      | 5.53         | 0.61 | 6.19                       | 5.56         | 0.63 | 5.80                      | 4.75         | 1.05 |
| 56. The student handbook provides helpful information about campus life.                | 5.95                      | 5.43         | 0.52 | 5.88                       | 5.27         | 0.61 | 5.89                      | 5.68         | 0.21 | 6.18                       | 5.64         | 0.54 | 5.74                      | 5.54         | 0.20 |
| 63. Student disciplinary procedures are fair.   | 6.38                      | 5.55         | 0.83 | 6.36                       | 5.48         | 0.88 | 6.36                      | 5.38         | 0.98 | 6.48                       | 5.72         | 0.76 | 6.40                      | 5.80         | 0.60 |
| 64. New student orientation services help students adjust to college.                   | 6.32                      | 5.48         | 0.84 | 6.32                       | 5.38         | 0.94 | 6.31                      | 5.85         | 0.46 | 6.39                       | 5.67         | 0.72 | 6.07                      | 5.20         | 0.87 |
| 67. Freedom of expression is protected on campus.                                       | 6.38                      | 5.61         | 0.77 | 6.42                       | 5.50         | 0.92 | 6.16                      | 5.88         | 0.28 | 6.45                       | 5.79         | 0.66 | 6.00                      | 5.83         | 0.17 |
| 73. Student activities fees are put to good use.  | 6.35                      | 4.85         | 1.50 | 6.39                       | 4.73         | 1.66 | 6.19                      | 5.09         | 1.10 | 6.40                       | 5.00         | 1.40 | 6.03                      | 4.66         | 1.37 |

### Institutional Summary

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

| Scale/Item   | Longwood University - SSI |              |      | 0002: Cook-Cole College of |              |      | 0003: College of Business |              |       | 0004: College of Education |              |      | 0005: College of Graduate |              |      |
|--|---------------------------|--------------|------|----------------------------|--------------|------|---------------------------|--------------|-------|----------------------------|--------------|------|---------------------------|--------------|------|
|  | Importance                | Satisfaction | Gap  | Importance                 | Satisfaction | Gap  | Importance                | Satisfaction | Gap   | Importance                 | Satisfaction | Gap  | Importance                | Satisfaction | Gap  |
| <b>CAMPUS SUPPORT SERVICES</b>                                       | 6.20                      | 5.67         | 0.53 | 6.17                       | 5.62         | 0.55 | 6.17                      | 5.83         | 0.34  | 6.31                       | 5.78         | 0.53 | 6.13                      | 5.39         | 0.74 |
| 13. Library staff are helpful and approachable.                      | 5.97                      | 5.82         | 0.15 | 5.92                       | 5.77         | 0.15 | 5.80                      | 5.98         | -0.18 | 6.17                       | 5.93         | 0.24 | 6.15                      | 5.81         | 0.34 |
| 18. Library resources and services are adequate.                     | 6.35                      | 5.87         | 0.48 | 6.32                       | 5.84         | 0.48 | 6.30                      | 6.08         | 0.22  | 6.43                       | 5.94         | 0.49 | 6.42                      | 5.44         | 0.98 |
| 26. Computer labs are adequate and accessible.                       | 6.11                      | 5.78         | 0.33 | 6.06                       | 5.73         | 0.33 | 6.26                      | 6.11         | 0.15  | 6.10                       | 5.82         | 0.28 | 6.40                      | 5.33         | 1.07 |
| 32. Tutoring services are readily available.                         | 6.16                      | 5.60         | 0.56 | 6.14                       | 5.58         | 0.56 | 6.05                      | 5.59         | 0.46  | 6.30                       | 5.66         | 0.64 | 5.78                      | 5.33         | 0.45 |
| 44. Academic support services adequately meet the needs of students. | 6.39                      | 5.63         | 0.76 | 6.39                       | 5.58         | 0.81 | 6.31                      | 5.79         | 0.52  | 6.44                       | 5.75         | 0.69 | 6.17                      | 5.44         | 0.73 |
| 49. There are adequate services to help me decide upon a career.     | 6.47                      | 5.65         | 0.82 | 6.41                       | 5.57         | 0.84 | 6.52                      | 5.66         | 0.86  | 6.57                       | 6.00         | 0.57 | 6.28                      | 5.18         | 1.10 |
| 54. Bookstore staff are helpful.                                     | 5.99                      | 5.35         | 0.64 | 5.94                       | 5.29         | 0.65 | 5.98                      | 5.54         | 0.44  | 6.18                       | 5.37         | 0.81 | 5.73                      | 5.15         | 0.58 |

### Institutional Summary

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

| Scale/Item   | Longwood University - SSI |              |      | 0002: Cook-Cole College of |              |      | 0003: College of Business |              |      | 0004: College of Education |              |      | 0005: College of Graduate |              |      |
|--|---------------------------|--------------|------|----------------------------|--------------|------|---------------------------|--------------|------|----------------------------|--------------|------|---------------------------|--------------|------|
|  | Importance                | Satisfaction | Gap  | Importance                 | Satisfaction | Gap  | Importance                | Satisfaction | Gap  | Importance                 | Satisfaction | Gap  | Importance                | Satisfaction | Gap  |
| <b>CONCERN FOR THE INDIVIDUAL</b>  | 6.43                      | 5.63         | 0.80 | 6.40                       | 5.62         | 0.78 | 6.30                      | 5.66         | 0.64 | 6.57                       | 5.68         | 0.89 | 6.43                      | 5.54         | 0.89 |
| 3. Faculty care about me as an individual.                                   | 6.47                      | 5.80         | 0.67 | 6.49                       | 5.86         | 0.63 | 6.30                      | 5.92         | 0.38 | 6.54                       | 5.68         | 0.86 | 6.42                      | 5.69         | 0.73 |
| 14. My academic advisor is concerned about my success as an individual.      | 6.60                      | 5.87         | 0.73 | 6.56                       | 5.93         | 0.63 | 6.52                      | 5.75         | 0.77 | 6.72                       | 5.81         | 0.91 | 6.64                      | 5.79         | 0.85 |
| 22. Counseling staff care about students as individuals.                     | 6.26                      | 5.54         | 0.72 | 6.21                       | 5.50         | 0.71 | 6.14                      | 5.46         | 0.68 | 6.38                       | 5.70         | 0.68 | 6.26                      | 5.23         | 1.03 |
| 25. Faculty are fair and unbiased in their treatment of individual students. | 6.58                      | 5.53         | 1.05 | 6.55                       | 5.49         | 1.06 | 6.57                      | 5.74         | 0.83 | 6.63                       | 5.49         | 1.14 | 6.63                      | 5.68         | 0.95 |
| 30. Residence hall staff are concerned about me as an individual.            | 6.01                      | 5.19         | 0.82 | 5.92                       | 5.10         | 0.82 | 5.75                      | 5.18         | 0.57 | 6.35                       | 5.52         | 0.83 | 5.91                      | 4.63         | 1.28 |
| 59. This institution shows concern for students as individuals.              | 6.60                      | 5.76         | 0.84 | 6.59                       | 5.72         | 0.87 | 6.42                      | 5.79         | 0.63 | 6.73                       | 5.88         | 0.85 | 6.50                      | 5.69         | 0.81 |

### Institutional Summary

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

| Scale/Item  | Longwood University - SSI |              |      | 0002: Cook-Cole College of |              |      | 0003: College of Business |              |      | 0004: College of Education |              |      | 0005: College of Graduate |              |      |
|---|---------------------------|--------------|------|----------------------------|--------------|------|---------------------------|--------------|------|----------------------------|--------------|------|---------------------------|--------------|------|
|   | Importance                | Satisfaction | Gap  | Importance                 | Satisfaction | Gap  | Importance                | Satisfaction | Gap  | Importance                 | Satisfaction | Gap  | Importance                | Satisfaction | Gap  |
| <b>INSTRUCTIONAL EFFECTIVENESS</b>  | 6.57                      | 5.76         | 0.81 | 6.58                       | 5.73         | 0.85 | 6.41                      | 5.82         | 0.59 | 6.63                       | 5.84         | 0.79 | 6.47                      | 5.68         | 0.79 |
| 3. Faculty care about me as an individual.                                      | 6.47                      | 5.80         | 0.67 | 6.49                       | 5.86         | 0.63 | 6.30                      | 5.92         | 0.38 | 6.54                       | 5.68         | 0.86 | 6.42                      | 5.69         | 0.73 |
| 8. The content of the courses within my major is valuable.                      | 6.75                      | 5.96         | 0.79 | 6.74                       | 5.93         | 0.81 | 6.70                      | 6.06         | 0.64 | 6.81                       | 6.10         | 0.71 | 6.69                      | 5.53         | 1.16 |
| 16. The instruction in my major field is excellent.                             | 6.74                      | 5.95         | 0.79 | 6.73                       | 5.93         | 0.80 | 6.58                      | 5.78         | 0.80 | 6.84                       | 6.13         | 0.71 | 6.64                      | 5.76         | 0.88 |
| 25. Faculty are fair and unbiased in their treatment of individual students.    | 6.58                      | 5.53         | 1.05 | 6.55                       | 5.49         | 1.06 | 6.57                      | 5.74         | 0.83 | 6.63                       | 5.49         | 1.14 | 6.63                      | 5.68         | 0.95 |
| 39. I am able to experience intellectual growth here.                           | 6.64                      | 5.99         | 0.65 | 6.67                       | 5.97         | 0.70 | 6.46                      | 6.00         | 0.46 | 6.65                       | 6.19         | 0.46 | 6.61                      | 5.66         | 0.95 |
| 41. There is a commitment to academic excellence on this campus.                | 6.55                      | 5.94         | 0.61 | 6.54                       | 5.88         | 0.66 | 6.44                      | 6.01         | 0.43 | 6.68                       | 6.15         | 0.53 | 6.18                      | 5.56         | 0.62 |
| 47. Faculty provide timely feedback about student progress in a course.         | 6.57                      | 5.25         | 1.32 | 6.57                       | 5.16         | 1.41 | 6.36                      | 5.56         | 0.80 | 6.68                       | 5.34         | 1.34 | 6.53                      | 5.59         | 0.94 |
| 53. Faculty take into consideration student differences as they teach a course. | 6.39                      | 5.31         | 1.08 | 6.37                       | 5.22         | 1.15 | 6.27                      | 5.53         | 0.74 | 6.53                       | 5.43         | 1.10 | 6.40                      | 5.46         | 0.94 |

### Institutional Summary

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

| Scale/Item   | Longwood University - SSI |              |      | 0002: Cook-Cole College of |              |      | 0003: College of Business |              |      | 0004: College of Education |              |      | 0005: College of Graduate |              |      |
|--|---------------------------|--------------|------|----------------------------|--------------|------|---------------------------|--------------|------|----------------------------|--------------|------|---------------------------|--------------|------|
|  | Importance                | Satisfaction | Gap  | Importance                 | Satisfaction | Gap  | Importance                | Satisfaction | Gap  | Importance                 | Satisfaction | Gap  | Importance                | Satisfaction | Gap  |
| 58. The quality of instruction I receive in most of my classes is excellent. | 6.72                      | 5.80         | 0.92 | 6.75                       | 5.82         | 0.93 | 6.55                      | 5.65         | 0.90 | 6.76                       | 5.91         | 0.85 | 6.56                      | 5.75         | 0.81 |
| 61. Adjunct faculty are competent as classroom instructors.                  | 6.34                      | 5.65         | 0.69 | 6.34                       | 5.61         | 0.73 | 6.25                      | 5.65         | 0.60 | 6.45                       | 5.74         | 0.71 | 6.16                      | 5.52         | 0.64 |
| 65. Faculty are usually available after class and during office hours.       | 6.55                      | 5.97         | 0.58 | 6.60                       | 6.00         | 0.60 | 6.33                      | 6.18         | 0.15 | 6.54                       | 5.86         | 0.68 | 6.46                      | 5.97         | 0.49 |
| 68. Nearly all of the faculty are knowledgeable in their field.              | 6.73                      | 6.09         | 0.64 | 6.80                       | 6.14         | 0.66 | 6.47                      | 5.92         | 0.55 | 6.73                       | 6.08         | 0.65 | 6.61                      | 6.11         | 0.50 |
| 69. There is a good variety of courses provided on this campus.              | 6.59                      | 5.76         | 0.83 | 6.64                       | 5.66         | 0.98 | 6.42                      | 5.87         | 0.55 | 6.57                       | 5.96         | 0.61 | 6.47                      | 5.74         | 0.73 |
| 70. Graduate teaching assistants are competent as classroom instructors.     | 6.15                      | 5.39         | 0.76 | 6.10                       | 5.30         | 0.80 | 5.92                      | 5.43         | 0.49 | 6.39                       | 5.53         | 0.86 | 6.06                      | 5.00         | 1.06 |

### Institutional Summary

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

| Scale/Item  | Longwood University - SSI |              |      | 0002: Cook-Cole College of |              |      | 0003: College of Business |              |      | 0004: College of Education |              |      | 0005: College of Graduate |              |      |
|---|---------------------------|--------------|------|----------------------------|--------------|------|---------------------------|--------------|------|----------------------------|--------------|------|---------------------------|--------------|------|
|   | Importance                | Satisfaction | Gap  | Importance                 | Satisfaction | Gap  | Importance                | Satisfaction | Gap  | Importance                 | Satisfaction | Gap  | Importance                | Satisfaction | Gap  |
| <b>RECRUITMENT AND FINANCIAL AID</b>  | 6.34                      | 5.38         | 0.96 | 6.32                       | 5.29         | 1.03 | 6.23                      | 5.59         | 0.64 | 6.45                       | 5.48         | 0.97 | 6.30                      | 5.39         | 0.91 |
| 4. Admissions staff are knowledgeable.  | 6.31                      | 5.57         | 0.74 | 6.25                       | 5.51         | 0.74 | 6.31                      | 5.65         | 0.66 | 6.44                       | 5.67         | 0.77 | 6.33                      | 5.42         | 0.91 |
| 5. Financial aid counselors are helpful.  | 6.28                      | 5.32         | 0.96 | 6.29                       | 5.29         | 1.00 | 6.10                      | 5.39         | 0.71 | 6.30                       | 5.38         | 0.92 | 6.32                      | 5.23         | 1.09 |
| 12. Financial aid awards are announced to students in time to be helpful in college planning. | 6.35                      | 5.23         | 1.12 | 6.40                       | 5.09         | 1.31 | 6.11                      | 5.65         | 0.46 | 6.39                       | 5.34         | 1.05 | 6.34                      | 5.56         | 0.78 |
| 17. Adequate financial aid is available for most students.                                    | 6.45                      | 4.95         | 1.50 | 6.42                       | 4.85         | 1.57 | 6.23                      | 5.21         | 1.02 | 6.59                       | 4.97         | 1.62 | 6.38                      | 5.11         | 1.27 |
| 43. Admissions counselors respond to prospective students' unique needs and requests.         | 6.30                      | 5.64         | 0.66 | 6.25                       | 5.55         | 0.70 | 6.21                      | 5.85         | 0.36 | 6.45                       | 5.74         | 0.71 | 6.21                      | 5.39         | 0.82 |
| 48. Admissions counselors accurately portray the campus in their recruiting practices.        | 6.37                      | 5.56         | 0.81 | 6.32                       | 5.45         | 0.87 | 6.40                      | 5.71         | 0.69 | 6.53                       | 5.75         | 0.78 | 6.20                      | 5.62         | 0.58 |



### Institutional Summary

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

| Scale/Item   | Longwood University - SSI |              |      | 0002: Cook-Cole College of |              |      | 0003: College of Business |              |      | 0004: College of Education |              |      | 0005: College of Graduate |              |      |
|--|---------------------------|--------------|------|----------------------------|--------------|------|---------------------------|--------------|------|----------------------------|--------------|------|---------------------------|--------------|------|
|  | Importance                | Satisfaction | Gap  | Importance                 | Satisfaction | Gap  | Importance                | Satisfaction | Gap  | Importance                 | Satisfaction | Gap  | Importance                | Satisfaction | Gap  |
| <b>REGISTRATION EFFECTIVENESS</b>  | 6.37                      | 5.32         | 1.05 | 6.35                       | 5.24         | 1.11 | 6.34                      | 5.58         | 0.76 | 6.43                       | 5.37         | 1.06 | 6.44                      | 5.21         | 1.23 |
| 11. Billing policies are reasonable.   | 6.35                      | 5.04         | 1.31 | 6.36                       | 4.94         | 1.42 | 6.14                      | 5.14         | 1.00 | 6.40                       | 5.19         | 1.21 | 6.56                      | 5.17         | 1.39 |
| 20. The business office is open during hours which are convenient for most students. | 6.09                      | 5.29         | 0.80 | 5.98                       | 5.18         | 0.80 | 6.31                      | 5.82         | 0.49 | 6.19                       | 5.36         | 0.83 | 6.17                      | 4.82         | 1.35 |
| 27. The personnel involved in registration are helpful.                              | 6.35                      | 5.44         | 0.91 | 6.29                       | 5.37         | 0.92 | 6.36                      | 5.65         | 0.71 | 6.44                       | 5.48         | 0.96 | 6.38                      | 5.34         | 1.04 |
| 34. I am able to register for classes I need with few conflicts.                     | 6.71                      | 5.17         | 1.54 | 6.73                       | 5.13         | 1.60 | 6.56                      | 5.45         | 1.11 | 6.72                       | 5.13         | 1.59 | 6.69                      | 5.06         | 1.63 |
| 50. Class change (drop/add) policies are reasonable.                                 | 6.34                      | 5.65         | 0.69 | 6.32                       | 5.59         | 0.73 | 6.35                      | 5.82         | 0.53 | 6.38                       | 5.71         | 0.67 | 6.35                      | 5.62         | 0.73 |

### Institutional Summary

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

| Scale/Item   | Longwood University - SSI |              |     | 0002: Cook-Cole College of |              |     | 0003: College of Business |              |     | 0004: College of Education |              |     | 0005: College of Graduate |              |     |
|--|---------------------------|--------------|-----|----------------------------|--------------|-----|---------------------------|--------------|-----|----------------------------|--------------|-----|---------------------------|--------------|-----|
|  | Importance                | Satisfaction | Gap | Importance                 | Satisfaction | Gap | Importance                | Satisfaction | Gap | Importance                 | Satisfaction | Gap | Importance                | Satisfaction | Gap |
| <b>RESPONSIVENESS TO DIVERSE POPULATIONS</b>                   |                           | 5.57         |     |                            | 5.56         |     |                           | 5.71         |     |                            | 5.55         |     |                           | 5.33         |     |
| 84. Institution's commitment to part-time students?            |                           | 5.52         |     |                            | 5.48         |     |                           | 5.69         |     |                            | 5.53         |     |                           | 5.56         |     |
| 85. Institution's commitment to evening students?              |                           | 5.46         |     |                            | 5.39         |     |                           | 5.52         |     |                            | 5.59         |     |                           | 5.27         |     |
| 86. Institution's commitment to older, returning learners?     |                           | 5.61         |     |                            | 5.63         |     |                           | 5.74         |     |                            | 5.54         |     |                           | 5.28         |     |
| 87. Institution's commitment to under-represented populations? |                           | 5.29         |     |                            | 5.22         |     |                           | 5.48         |     |                            | 5.24         |     |                           | 5.24         |     |
| 88. Institution's commitment to commuters?                     |                           | 5.57         |     |                            | 5.56         |     |                           | 5.81         |     |                            | 5.51         |     |                           | 5.23         |     |
| 89. Institution's commitment to students with disabilities?    |                           | 5.97         |     |                            | 6.03         |     |                           | 5.96         |     |                            | 5.85         |     |                           | 5.42         |     |

### Institutional Summary

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

| Scale/Item   | Longwood University - SSI |              |      | 0002: Cook-Cole College of |              |      | 0003: College of Business |              |      | 0004: College of Education |              |      | 0005: College of Graduate |              |      |
|--|---------------------------|--------------|------|----------------------------|--------------|------|---------------------------|--------------|------|----------------------------|--------------|------|---------------------------|--------------|------|
|  | Importance                | Satisfaction | Gap  | Importance                 | Satisfaction | Gap  | Importance                | Satisfaction | Gap  | Importance                 | Satisfaction | Gap  | Importance                | Satisfaction | Gap  |
| <b>SAFETY AND SECURITY</b>                                     | 6.52                      | 4.90         | 1.62 | 6.50                       | 4.83         | 1.67 | 6.42                      | 4.89         | 1.53 | 6.62                       | 5.04         | 1.58 | 6.47                      | 4.98         | 1.49 |
| 7. The campus is safe and secure for all students.             | 6.68                      | 5.89         | 0.79 | 6.66                       | 5.84         | 0.82 | 6.60                      | 5.86         | 0.74 | 6.75                       | 6.06         | 0.69 | 6.63                      | 5.72         | 0.91 |
| 21. The amount of student parking space on campus is adequate. | 6.37                      | 3.26         | 3.11 | 6.34                       | 3.15         | 3.19 | 6.30                      | 3.36         | 2.94 | 6.47                       | 3.34         | 3.13 | 6.41                      | 4.00         | 2.41 |
| 28. Parking lots are well-lighted and secure.                  | 6.36                      | 4.76         | 1.60 | 6.33                       | 4.65         | 1.68 | 6.22                      | 4.82         | 1.40 | 6.55                       | 4.91         | 1.64 | 6.30                      | 4.90         | 1.40 |
| 36. Security staff respond quickly in emergencies.             | 6.65                      | 5.84         | 0.81 | 6.67                       | 5.84         | 0.83 | 6.53                      | 5.48         | 1.05 | 6.69                       | 5.98         | 0.71 | 6.58                      | 5.63         | 0.95 |

### Institutional Summary

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

| Scale/Item   | Longwood University - SSI |              |      | 0002: Cook-Cole College of |              |      | 0003: College of Business |              |       | 0004: College of Education |              |      | 0005: College of Graduate |              |      |
|--|---------------------------|--------------|------|----------------------------|--------------|------|---------------------------|--------------|-------|----------------------------|--------------|------|---------------------------|--------------|------|
|  | Importance                | Satisfaction | Gap  | Importance                 | Satisfaction | Gap  | Importance                | Satisfaction | Gap   | Importance                 | Satisfaction | Gap  | Importance                | Satisfaction | Gap  |
| <b>SERVICE EXCELLENCE</b>  | 6.30                      | 5.40         | 0.90 | 6.28                       | 5.34         | 0.94 | 6.18                      | 5.59         | 0.59  | 6.45                       | 5.45         | 1.00 | 6.20                      | 5.39         | 0.81 |
| 2. The campus staff are caring and helpful.                                | 6.56                      | 5.79         | 0.77 | 6.59                       | 5.83         | 0.76 | 6.42                      | 5.97         | 0.45  | 6.63                       | 5.71         | 0.92 | 6.29                      | 5.59         | 0.70 |
| 13. Library staff are helpful and approachable.                            | 5.97                      | 5.82         | 0.15 | 5.92                       | 5.77         | 0.15 | 5.80                      | 5.98         | -0.18 | 6.17                       | 5.93         | 0.24 | 6.15                      | 5.81         | 0.34 |
| 15. The staff in the health services area are competent.                   | 6.33                      | 5.00         | 1.33 | 6.32                       | 4.95         | 1.37 | 6.09                      | 5.13         | 0.96  | 6.51                       | 5.02         | 1.49 | 6.26                      | 5.43         | 0.83 |
| 22. Counseling staff care about students as individuals.                   | 6.26                      | 5.54         | 0.72 | 6.21                       | 5.50         | 0.71 | 6.14                      | 5.46         | 0.68  | 6.38                       | 5.70         | 0.68 | 6.26                      | 5.23         | 1.03 |
| 27. The personnel involved in registration are helpful.                    | 6.35                      | 5.44         | 0.91 | 6.29                       | 5.37         | 0.92 | 6.36                      | 5.65         | 0.71  | 6.44                       | 5.48         | 0.96 | 6.38                      | 5.34         | 1.04 |
| 57. I seldom get the "run-around" when seeking information on this campus. | 6.41                      | 4.93         | 1.48 | 6.40                       | 4.85         | 1.55 | 6.18                      | 5.41         | 0.77  | 6.61                       | 4.84         | 1.77 | 6.24                      | 5.34         | 0.90 |
| 60. I generally know what's happening on campus.                           | 6.24                      | 5.53         | 0.71 | 6.20                       | 5.47         | 0.73 | 6.22                      | 5.74         | 0.48  | 6.42                       | 5.65         | 0.77 | 5.81                      | 5.19         | 0.62 |
| 71. Channels for expressing student complaints are readily available.      | 6.27                      | 5.06         | 1.21 | 6.27                       | 4.93         | 1.34 | 6.24                      | 5.27         | 0.97  | 6.40                       | 5.25         | 1.15 | 6.19                      | 5.10         | 1.09 |

### Institutional Summary

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

| Scale/Item  | Longwood University - SSI |              |      | 0002: Cook-Cole College of |              |      | 0003: College of Business |              |      | 0004: College of Education |              |      | 0005: College of Graduate |              |      |
|---|---------------------------|--------------|------|----------------------------|--------------|------|---------------------------|--------------|------|----------------------------|--------------|------|---------------------------|--------------|------|
|   | Importance                | Satisfaction | Gap  | Importance                 | Satisfaction | Gap  | Importance                | Satisfaction | Gap  | Importance                 | Satisfaction | Gap  | Importance                | Satisfaction | Gap  |
| <b>STUDENT CENTEREDNESS</b>                                       | 6.51                      | 5.76         | 0.75 | 6.51                       | 5.73         | 0.78 | 6.43                      | 5.87         | 0.56 | 6.59                       | 5.86         | 0.73 | 6.32                      | 5.57         | 0.75 |
| 1. Most students feel a sense of belonging here.                  | 6.41                      | 5.57         | 0.84 | 6.44                       | 5.54         | 0.90 | 6.34                      | 5.58         | 0.76 | 6.43                       | 5.74         | 0.69 | 6.17                      | 5.37         | 0.80 |
| 2. The campus staff are caring and helpful.                       | 6.56                      | 5.79         | 0.77 | 6.59                       | 5.83         | 0.76 | 6.42                      | 5.97         | 0.45 | 6.63                       | 5.71         | 0.92 | 6.29                      | 5.59         | 0.70 |
| 10. Administrators are approachable to students.                  | 6.23                      | 5.56         | 0.67 | 6.18                       | 5.50         | 0.68 | 6.33                      | 5.98         | 0.35 | 6.33                       | 5.55         | 0.78 | 6.06                      | 5.52         | 0.54 |
| 29. It is an enjoyable experience to be a student on this campus. | 6.66                      | 5.91         | 0.75 | 6.66                       | 5.87         | 0.79 | 6.61                      | 5.95         | 0.66 | 6.69                       | 6.15         | 0.54 | 6.53                      | 5.61         | 0.92 |
| 45. Students are made to feel welcome on this campus.             | 6.61                      | 5.95         | 0.66 | 6.59                       | 5.91         | 0.68 | 6.46                      | 5.93         | 0.53 | 6.74                       | 6.16         | 0.58 | 6.35                      | 5.62         | 0.73 |
| 59. This institution shows concern for students as individuals.   | 6.60                      | 5.76         | 0.84 | 6.59                       | 5.72         | 0.87 | 6.42                      | 5.79         | 0.63 | 6.73                       | 5.88         | 0.85 | 6.50                      | 5.69         | 0.81 |

## Institutional Summary

**Items: In Sequential Order**

| Item   | Longwood University - SSI |              |       | 0002: Cook-Cole College of |              |       | 0003: College of Business |              |       | 0004: College of Education |              |       | 0005: College of Graduate |              |       |
|--|---------------------------|--------------|-------|----------------------------|--------------|-------|---------------------------|--------------|-------|----------------------------|--------------|-------|---------------------------|--------------|-------|
|  | Importance                | Satisfaction | Gap   | Importance                 | Satisfaction | Gap   | Importance                | Satisfaction | Gap   | Importance                 | Satisfaction | Gap   | Importance                | Satisfaction | Gap   |
| 1. Most students feel a sense of belonging here.           | 6.41                      | 5.57         | 0.84  | 6.44                       | 5.54         | 0.90  | 6.34                      | 5.58         | 0.76  | 6.43                       | 5.74         | 0.69  | 6.17                      | 5.37         | 0.80  |
| 2. The campus staff are caring and helpful.                | 6.56                      | 5.79         | 0.77  | 6.59                       | 5.83         | 0.76  | 6.42                      | 5.97         | 0.45  | 6.63                       | 5.71         | 0.92  | 6.29                      | 5.59         | 0.70  |
| 3. Faculty care about me as an individual.                 | 6.47                      | 5.80         | 0.67  | 6.49                       | 5.86         | 0.63  | 6.30                      | 5.92         | 0.38  | 6.54                       | 5.68         | 0.86  | 6.42                      | 5.69         | 0.73  |
| 4. Admissions staff are knowledgeable.                     | 6.31                      | 5.57         | 0.74  | 6.25                       | 5.51         | 0.74  | 6.31                      | 5.65         | 0.66  | 6.44                       | 5.67         | 0.77  | 6.33                      | 5.42         | 0.91  |
| 5. Financial aid counselors are helpful.                   | 6.28                      | 5.32         | 0.96  | 6.29                       | 5.29         | 1.00  | 6.10                      | 5.39         | 0.71  | 6.30                       | 5.38         | 0.92  | 6.32                      | 5.23         | 1.09  |
| 6. My academic advisor is approachable.                    | 6.64                      | 5.93         | 0.71  | 6.64                       | 5.99         | 0.65  | 6.54                      | 5.99         | 0.55  | 6.72                       | 5.76         | 0.96  | 6.51                      | 5.74         | 0.77  |
| 7. The campus is safe and secure for all students.         | 6.68                      | 5.89         | 0.79  | 6.66                       | 5.84         | 0.82  | 6.60                      | 5.86         | 0.74  | 6.75                       | 6.06         | 0.69  | 6.63                      | 5.72         | 0.91  |
| 8. The content of the courses within my major is valuable. | 6.75                      | 5.96         | 0.79  | 6.74                       | 5.93         | 0.81  | 6.70                      | 6.06         | 0.64  | 6.81                       | 6.10         | 0.71  | 6.69                      | 5.53         | 1.16  |
| 9. A variety of intramural activities are offered.         | 5.17                      | 5.61         | -0.44 | 5.09                       | 5.50         | -0.41 | 5.43                      | 5.78         | -0.35 | 5.24                       | 5.88         | -0.64 | 4.45                      | 5.47         | -1.02 |
| 10. Administrators are approachable to students.           | 6.23                      | 5.56         | 0.67  | 6.18                       | 5.50         | 0.68  | 6.33                      | 5.98         | 0.35  | 6.33                       | 5.55         | 0.78  | 6.06                      | 5.52         | 0.54  |
| 11. Billing policies are reasonable.                       | 6.35                      | 5.04         | 1.31  | 6.36                       | 4.94         | 1.42  | 6.14                      | 5.14         | 1.00  | 6.40                       | 5.19         | 1.21  | 6.56                      | 5.17         | 1.39  |

## Institutional Summary

Items: In Sequential Order

| Item  | Longwood University - SSI |              |      | 0002: Cook-Cole College of |              |      | 0003: College of Business |              |       | 0004: College of Education |              |      | 0005: College of Graduate |              |      |
|---|---------------------------|--------------|------|----------------------------|--------------|------|---------------------------|--------------|-------|----------------------------|--------------|------|---------------------------|--------------|------|
|   | Importance                | Satisfaction | Gap  | Importance                 | Satisfaction | Gap  | Importance                | Satisfaction | Gap   | Importance                 | Satisfaction | Gap  | Importance                | Satisfaction | Gap  |
| 12. Financial aid awards are announced to students in time to be helpful in college planning. | 6.35                      | 5.23         | 1.12 | 6.40                       | 5.09         | 1.31 | 6.11                      | 5.65         | 0.46  | 6.39                       | 5.34         | 1.05 | 6.34                      | 5.56         | 0.78 |
| 13. Library staff are helpful and approachable.   | 5.97                      | 5.82         | 0.15 | 5.92                       | 5.77         | 0.15 | 5.80                      | 5.98         | -0.18 | 6.17                       | 5.93         | 0.24 | 6.15                      | 5.81         | 0.34 |
| 14. My academic advisor is concerned about my success as an individual.                       | 6.60                      | 5.87         | 0.73 | 6.56                       | 5.93         | 0.63 | 6.52                      | 5.75         | 0.77  | 6.72                       | 5.81         | 0.91 | 6.64                      | 5.79         | 0.85 |
| 15. The staff in the health services area are competent.                                      | 6.33                      | 5.00         | 1.33 | 6.32                       | 4.95         | 1.37 | 6.09                      | 5.13         | 0.96  | 6.51                       | 5.02         | 1.49 | 6.26                      | 5.43         | 0.83 |
| 16. The instruction in my major field is excellent.   | 6.74                      | 5.95         | 0.79 | 6.73                       | 5.93         | 0.80 | 6.58                      | 5.78         | 0.80  | 6.84                       | 6.13         | 0.71 | 6.64                      | 5.76         | 0.88 |
| 17. Adequate financial aid is available for most students.                                    | 6.45                      | 4.95         | 1.50 | 6.42                       | 4.85         | 1.57 | 6.23                      | 5.21         | 1.02  | 6.59                       | 4.97         | 1.62 | 6.38                      | 5.11         | 1.27 |
| 18. Library resources and services are adequate.  | 6.35                      | 5.87         | 0.48 | 6.32                       | 5.84         | 0.48 | 6.30                      | 6.08         | 0.22  | 6.43                       | 5.94         | 0.49 | 6.42                      | 5.44         | 0.98 |
| 19. My academic advisor helps me set goals to work toward.                                    | 6.33                      | 5.47         | 0.86 | 6.27                       | 5.51         | 0.76 | 6.29                      | 5.50         | 0.79  | 6.48                       | 5.37         | 1.11 | 6.30                      | 5.45         | 0.85 |
| 20. The business office is open during hours which are convenient for most students.          | 6.09                      | 5.29         | 0.80 | 5.98                       | 5.18         | 0.80 | 6.31                      | 5.82         | 0.49  | 6.19                       | 5.36         | 0.83 | 6.17                      | 4.82         | 1.35 |

### Institutional Summary

#### Items: In Sequential Order

| Item   | Longwood University - SSI |              |      | 0002: Cook-Cole College of |              |      | 0003: College of Business |              |      | 0004: College of Education |              |      | 0005: College of Graduate |              |       |
|--|---------------------------|--------------|------|----------------------------|--------------|------|---------------------------|--------------|------|----------------------------|--------------|------|---------------------------|--------------|-------|
|  | Importance                | Satisfaction | Gap  | Importance                 | Satisfaction | Gap  | Importance                | Satisfaction | Gap  | Importance                 | Satisfaction | Gap  | Importance                | Satisfaction | Gap   |
| 21. The amount of student parking space on campus is adequate.   | 6.37                      | 3.26         | 3.11 | 6.34                       | 3.15         | 3.19 | 6.30                      | 3.36         | 2.94 | 6.47                       | 3.34         | 3.13 | 6.41                      | 4.00         | 2.41  |
| 22. Counseling staff care about students as individuals.   | 6.26                      | 5.54         | 0.72 | 6.21                       | 5.50         | 0.71 | 6.14                      | 5.46         | 0.68 | 6.38                       | 5.70         | 0.68 | 6.26                      | 5.23         | 1.03  |
| 23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.) | 6.52                      | 4.94         | 1.58 | 6.54                       | 4.99         | 1.55 | 6.38                      | 4.88         | 1.50 | 6.60                       | 4.98         | 1.62 | 6.14                      | 4.42         | 1.72  |
| 24. The intercollegiate athletic programs contribute to a strong sense of school spirit.                 | 5.50                      | 5.08         | 0.42 | 5.26                       | 4.87         | 0.39 | 5.78                      | 5.16         | 0.62 | 5.87                       | 5.47         | 0.40 | 4.92                      | 4.95         | -0.03 |
| 25. Faculty are fair and unbiased in their treatment of individual students.                             | 6.58                      | 5.53         | 1.05 | 6.55                       | 5.49         | 1.06 | 6.57                      | 5.74         | 0.83 | 6.63                       | 5.49         | 1.14 | 6.63                      | 5.68         | 0.95  |
| 26. Computer labs are adequate and accessible.   | 6.11                      | 5.78         | 0.33 | 6.06                       | 5.73         | 0.33 | 6.26                      | 6.11         | 0.15 | 6.10                       | 5.82         | 0.28 | 6.40                      | 5.33         | 1.07  |
| 27. The personnel involved in registration are helpful.  | 6.35                      | 5.44         | 0.91 | 6.29                       | 5.37         | 0.92 | 6.36                      | 5.65         | 0.71 | 6.44                       | 5.48         | 0.96 | 6.38                      | 5.34         | 1.04  |
| 28. Parking lots are well-lighted and secure.  | 6.36                      | 4.76         | 1.60 | 6.33                       | 4.65         | 1.68 | 6.22                      | 4.82         | 1.40 | 6.55                       | 4.91         | 1.64 | 6.30                      | 4.90         | 1.40  |
| 29. It is an enjoyable experience to be a student on this campus.  | 6.66                      | 5.91         | 0.75 | 6.66                       | 5.87         | 0.79 | 6.61                      | 5.95         | 0.66 | 6.69                       | 6.15         | 0.54 | 6.53                      | 5.61         | 0.92  |



## Institutional Summary

Items: In Sequential Order

| Item  | Longwood University - SSI |              |       | 0002: Cook-Cole College of |              |       | 0003: College of Business |              |       | 0004: College of Education |              |      | 0005: College of Graduate |              |      |
|---|---------------------------|--------------|-------|----------------------------|--------------|-------|---------------------------|--------------|-------|----------------------------|--------------|------|---------------------------|--------------|------|
|   | Importance                | Satisfaction | Gap   | Importance                 | Satisfaction | Gap   | Importance                | Satisfaction | Gap   | Importance                 | Satisfaction | Gap  | Importance                | Satisfaction | Gap  |
| 30. Residence hall staff are concerned about me as an individual.                           | 6.01                      | 5.19         | 0.82  | 5.92                       | 5.10         | 0.82  | 5.75                      | 5.18         | 0.57  | 6.35                       | 5.52         | 0.83 | 5.91                      | 4.63         | 1.28 |
| 31. Males and females have equal opportunities to participate in intercollegiate athletics. | 5.77                      | 5.80         | -0.03 | 5.68                       | 5.74         | -0.06 | 5.72                      | 5.93         | -0.21 | 5.96                       | 5.88         | 0.08 | 5.61                      | 5.25         | 0.36 |
| 32. Tutoring services are readily available.  | 6.16                      | 5.60         | 0.56  | 6.14                       | 5.58         | 0.56  | 6.05                      | 5.59         | 0.46  | 6.30                       | 5.66         | 0.64 | 5.78                      | 5.33         | 0.45 |
| 33. My academic advisor is knowledgeable about requirements in my major.                    | 6.73                      | 5.95         | 0.78  | 6.75                       | 6.06         | 0.69  | 6.57                      | 5.95         | 0.62  | 6.77                       | 5.72         | 1.05 | 6.71                      | 5.89         | 0.82 |
| 34. I am able to register for classes I need with few conflicts.                            | 6.71                      | 5.17         | 1.54  | 6.73                       | 5.13         | 1.60  | 6.56                      | 5.45         | 1.11  | 6.72                       | 5.13         | 1.59 | 6.69                      | 5.06         | 1.63 |
| 35. The assessment and course placement procedures are reasonable.                          | 6.38                      | 5.54         | 0.84  | 6.34                       | 5.44         | 0.90  | 6.30                      | 5.63         | 0.67  | 6.52                       | 5.75         | 0.77 | 6.20                      | 5.33         | 0.87 |
| 36. Security staff respond quickly in emergencies.  | 6.65                      | 5.84         | 0.81  | 6.67                       | 5.84         | 0.83  | 6.53                      | 5.48         | 1.05  | 6.69                       | 5.98         | 0.71 | 6.58                      | 5.63         | 0.95 |
| 37. I feel a sense of pride about my campus.  | 6.31                      | 5.86         | 0.45  | 6.25                       | 5.80         | 0.45  | 6.54                      | 5.94         | 0.60  | 6.44                       | 6.05         | 0.39 | 5.75                      | 5.65         | 0.10 |
| 38. There is an adequate selection of food available in the cafeteria.                      | 6.42                      | 4.02         | 2.40  | 6.43                       | 4.02         | 2.41  | 6.27                      | 3.95         | 2.32  | 6.42                       | 4.06         | 2.36 | 6.26                      | 4.43         | 1.83 |

### Institutional Summary

Items: In Sequential Order

| Item  | Longwood University - SSI |              |      | 0002: Cook-Cole College of |              |      | 0003: College of Business |              |      | 0004: College of Education |              |      | 0005: College of Graduate |              |      |
|---|---------------------------|--------------|------|----------------------------|--------------|------|---------------------------|--------------|------|----------------------------|--------------|------|---------------------------|--------------|------|
|   | Importance                | Satisfaction | Gap  | Importance                 | Satisfaction | Gap  | Importance                | Satisfaction | Gap  | Importance                 | Satisfaction | Gap  | Importance                | Satisfaction | Gap  |
| 39. I am able to experience intellectual growth here.                                 | 6.64                      | 5.99         | 0.65 | 6.67                       | 5.97         | 0.70 | 6.46                      | 6.00         | 0.46 | 6.65                       | 6.19         | 0.46 | 6.61                      | 5.66         | 0.95 |
| 40. Residence hall regulations are reasonable.  | 6.20                      | 5.51         | 0.69 | 6.17                       | 5.48         | 0.69 | 6.05                      | 5.50         | 0.55 | 6.46                       | 5.57         | 0.89 | 5.95                      | 5.22         | 0.73 |
| 41. There is a commitment to academic excellence on this campus.                      | 6.55                      | 5.94         | 0.61 | 6.54                       | 5.88         | 0.66 | 6.44                      | 6.01         | 0.43 | 6.68                       | 6.15         | 0.53 | 6.18                      | 5.56         | 0.62 |
| 42. There are a sufficient number of weekend activities for students.                 | 5.96                      | 4.88         | 1.08 | 5.93                       | 4.77         | 1.16 | 5.79                      | 5.27         | 0.52 | 6.17                       | 5.06         | 1.11 | 5.44                      | 5.10         | 0.34 |
| 43. Admissions counselors respond to prospective students' unique needs and requests. | 6.30                      | 5.64         | 0.66 | 6.25                       | 5.55         | 0.70 | 6.21                      | 5.85         | 0.36 | 6.45                       | 5.74         | 0.71 | 6.21                      | 5.39         | 0.82 |
| 44. Academic support services adequately meet the needs of students.                  | 6.39                      | 5.63         | 0.76 | 6.39                       | 5.58         | 0.81 | 6.31                      | 5.79         | 0.52 | 6.44                       | 5.75         | 0.69 | 6.17                      | 5.44         | 0.73 |
| 45. Students are made to feel welcome on this campus.                                 | 6.61                      | 5.95         | 0.66 | 6.59                       | 5.91         | 0.68 | 6.46                      | 5.93         | 0.53 | 6.74                       | 6.16         | 0.58 | 6.35                      | 5.62         | 0.73 |
| 46. I can easily get involved in campus organizations.                                | 6.23                      | 5.80         | 0.43 | 6.21                       | 5.76         | 0.45 | 6.06                      | 5.81         | 0.25 | 6.42                       | 6.09         | 0.33 | 5.75                      | 5.11         | 0.64 |
| 47. Faculty provide timely feedback about student progress in a course.               | 6.57                      | 5.25         | 1.32 | 6.57                       | 5.16         | 1.41 | 6.36                      | 5.56         | 0.80 | 6.68                       | 5.34         | 1.34 | 6.53                      | 5.59         | 0.94 |

## Institutional Summary

### Items: In Sequential Order

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|---|---------------------------|--------------|------|----------------------------|--------------|------|---------------------------|--------------|------|----------------------------|--------------|------|---------------------------|--------------|------|
|   | Importance                | Satisfaction | Gap  | Importance                 | Satisfaction | Gap  | Importance                | Satisfaction | Gap  | Importance                 | Satisfaction | Gap  | Importance                | Satisfaction | Gap  |
| 48. Admissions counselors accurately portray the campus in their recruiting practices.  | 6.37                      | 5.56         | 0.81 | 6.32                       | 5.45         | 0.87 | 6.40                      | 5.71         | 0.69 | 6.53                       | 5.75         | 0.78 | 6.20                      | 5.62         | 0.58 |
| 49. There are adequate services to help me decide upon a career.                        | 6.47                      | 5.65         | 0.82 | 6.41                       | 5.57         | 0.84 | 6.52                      | 5.66         | 0.86 | 6.57                       | 6.00         | 0.57 | 6.28                      | 5.18         | 1.10 |
| 50. Class change (drop/add) policies are reasonable.                                    | 6.34                      | 5.65         | 0.69 | 6.32                       | 5.59         | 0.73 | 6.35                      | 5.82         | 0.53 | 6.38                       | 5.71         | 0.67 | 6.35                      | 5.62         | 0.73 |
| 51. This institution has a good reputation within the community.                        | 6.34                      | 5.79         | 0.55 | 6.36                       | 5.73         | 0.63 | 6.25                      | 5.88         | 0.37 | 6.47                       | 5.95         | 0.52 | 5.89                      | 5.66         | 0.23 |
| 52. The student center is a comfortable place for students to spend their leisure time. | 6.05                      | 5.35         | 0.70 | 5.99                       | 5.25         | 0.74 | 6.14                      | 5.53         | 0.61 | 6.19                       | 5.56         | 0.63 | 5.80                      | 4.75         | 1.05 |
| 53. Faculty take into consideration student differences as they teach a course.         | 6.39                      | 5.31         | 1.08 | 6.37                       | 5.22         | 1.15 | 6.27                      | 5.53         | 0.74 | 6.53                       | 5.43         | 1.10 | 6.40                      | 5.46         | 0.94 |
| 54. Bookstore staff are helpful.  | 5.99                      | 5.35         | 0.64 | 5.94                       | 5.29         | 0.65 | 5.98                      | 5.54         | 0.44 | 6.18                       | 5.37         | 0.81 | 5.73                      | 5.15         | 0.58 |
| 55. Major requirements are clear and reasonable.  | 6.68                      | 5.70         | 0.98 | 6.70                       | 5.64         | 1.06 | 6.56                      | 6.01         | 0.55 | 6.74                       | 5.80         | 0.94 | 6.62                      | 5.47         | 1.15 |
| 56. The student handbook provides helpful information about campus life.                | 5.95                      | 5.43         | 0.52 | 5.88                       | 5.27         | 0.61 | 5.89                      | 5.68         | 0.21 | 6.18                       | 5.64         | 0.54 | 5.74                      | 5.54         | 0.20 |

## Institutional Summary

### Items: In Sequential Order

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|--|---------------------------|--------------|------|----------------------------|--------------|------|---------------------------|--------------|------|----------------------------|--------------|------|---------------------------|--------------|------|
|  | Importance                | Satisfaction | Gap  | Importance                 | Satisfaction | Gap  | Importance                | Satisfaction | Gap  | Importance                 | Satisfaction | Gap  | Importance                | Satisfaction | Gap  |
| 57. I seldom get the "run-around" when seeking information on this campus.   | 6.41                      | 4.93         | 1.48 | 6.40                       | 4.85         | 1.55 | 6.18                      | 5.41         | 0.77 | 6.61                       | 4.84         | 1.77 | 6.24                      | 5.34         | 0.90 |
| 58. The quality of instruction I receive in most of my classes is excellent. | 6.72                      | 5.80         | 0.92 | 6.75                       | 5.82         | 0.93 | 6.55                      | 5.65         | 0.90 | 6.76                       | 5.91         | 0.85 | 6.56                      | 5.75         | 0.81 |
| 59. This institution shows concern for students as individuals.              | 6.60                      | 5.76         | 0.84 | 6.59                       | 5.72         | 0.87 | 6.42                      | 5.79         | 0.63 | 6.73                       | 5.88         | 0.85 | 6.50                      | 5.69         | 0.81 |
| 60. I generally know what's happening on campus.                             | 6.24                      | 5.53         | 0.71 | 6.20                       | 5.47         | 0.73 | 6.22                      | 5.74         | 0.48 | 6.42                       | 5.65         | 0.77 | 5.81                      | 5.19         | 0.62 |
| 61. Adjunct faculty are competent as classroom instructors.                  | 6.34                      | 5.65         | 0.69 | 6.34                       | 5.61         | 0.73 | 6.25                      | 5.65         | 0.60 | 6.45                       | 5.74         | 0.71 | 6.16                      | 5.52         | 0.64 |
| 62. There is a strong commitment to racial harmony on this campus.           | 6.12                      | 5.50         | 0.62 | 6.14                       | 5.47         | 0.67 | 5.81                      | 5.69         | 0.12 | 6.27                       | 5.41         | 0.86 | 6.09                      | 5.50         | 0.59 |
| 63. Student disciplinary procedures are fair.                                | 6.38                      | 5.55         | 0.83 | 6.36                       | 5.48         | 0.88 | 6.36                      | 5.38         | 0.98 | 6.48                       | 5.72         | 0.76 | 6.40                      | 5.80         | 0.60 |
| 64. New student orientation services help students adjust to college.        | 6.32                      | 5.48         | 0.84 | 6.32                       | 5.38         | 0.94 | 6.31                      | 5.85         | 0.46 | 6.39                       | 5.67         | 0.72 | 6.07                      | 5.20         | 0.87 |
| 65. Faculty are usually available after class and during office hours.       | 6.55                      | 5.97         | 0.58 | 6.60                       | 6.00         | 0.60 | 6.33                      | 6.18         | 0.15 | 6.54                       | 5.86         | 0.68 | 6.46                      | 5.97         | 0.49 |

## Institutional Summary

**Items: In Sequential Order**

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|--|---------------------------|--------------|------|----------------------------|--------------|------|---------------------------|--------------|------|----------------------------|--------------|------|---------------------------|--------------|------|
|  | Importance                | Satisfaction | Gap  | Importance                 | Satisfaction | Gap  | Importance                | Satisfaction | Gap  | Importance                 | Satisfaction | Gap  | Importance                | Satisfaction | Gap  |
| 66. Tuition paid is a worthwhile investment.   | 6.66                      | 5.21         | 1.45 | 6.70                       | 5.13         | 1.57 | 6.60                      | 5.34         | 1.26 | 6.62                       | 5.28         | 1.34 | 6.64                      | 5.54         | 1.10 |
| 67. Freedom of expression is protected on campus.  | 6.38                      | 5.61         | 0.77 | 6.42                       | 5.50         | 0.92 | 6.16                      | 5.88         | 0.28 | 6.45                       | 5.79         | 0.66 | 6.00                      | 5.83         | 0.17 |
| 68. Nearly all of the faculty are knowledgeable in their field.                          | 6.73                      | 6.09         | 0.64 | 6.80                       | 6.14         | 0.66 | 6.47                      | 5.92         | 0.55 | 6.73                       | 6.08         | 0.65 | 6.61                      | 6.11         | 0.50 |
| 69. There is a good variety of courses provided on this campus.                          | 6.59                      | 5.76         | 0.83 | 6.64                       | 5.66         | 0.98 | 6.42                      | 5.87         | 0.55 | 6.57                       | 5.96         | 0.61 | 6.47                      | 5.74         | 0.73 |
| 70. Graduate teaching assistants are competent as classroom instructors.                 | 6.15                      | 5.39         | 0.76 | 6.10                       | 5.30         | 0.80 | 5.92                      | 5.43         | 0.49 | 6.39                       | 5.53         | 0.86 | 6.06                      | 5.00         | 1.06 |
| 71. Channels for expressing student complaints are readily available.                    | 6.27                      | 5.06         | 1.21 | 6.27                       | 4.93         | 1.34 | 6.24                      | 5.27         | 0.97 | 6.40                       | 5.25         | 1.15 | 6.19                      | 5.10         | 1.09 |
| 72. On the whole, the campus is well-maintained.   | 6.52                      | 6.21         | 0.31 | 6.51                       | 6.21         | 0.30 | 6.57                      | 6.12         | 0.45 | 6.56                       | 6.34         | 0.22 | 6.38                      | 5.91         | 0.47 |
| 73. Student activities fees are put to good use.   | 6.35                      | 4.85         | 1.50 | 6.39                       | 4.73         | 1.66 | 6.19                      | 5.09         | 1.10 | 6.40                       | 5.00         | 1.40 | 6.03                      | 4.66         | 1.37 |
| 74. Campus: The academic buildings adequately support a productive learning environment. | 6.53                      | 6.03         | 0.50 | 6.53                       | 6.04         | 0.49 | 6.53                      | 5.98         | 0.55 | 6.59                       | 6.06         | 0.53 | 6.38                      | 5.84         | 0.54 |

## Institutional Summary

**Items: In Sequential Order**

| Item  | Longwood University - SSI |              |      | 0002: Cook-Cole College of |              |      | 0003: College of Business |              |      | 0004: College of Education |              |      | 0005: College of Graduate |              |      |
|---|---------------------------|--------------|------|----------------------------|--------------|------|---------------------------|--------------|------|----------------------------|--------------|------|---------------------------|--------------|------|
|   | Importance                | Satisfaction | Gap  | Importance                 | Satisfaction | Gap  | Importance                | Satisfaction | Gap  | Importance                 | Satisfaction | Gap  | Importance                | Satisfaction | Gap  |
| 75. Campus: The campus is physically accessible to individuals of all abilities.  | 6.36                      | 6.03         | 0.33 | 6.28                       | 6.04         | 0.24 | 6.37                      | 6.22         | 0.15 | 6.57                       | 5.95         | 0.62 | 6.27                      | 5.83         | 0.44 |
| 76. Campus: Faculty willingly provide appropriate accommodations to students with disabilities.                                   | 6.43                      | 6.14         | 0.29 | 6.36                       | 6.17         | 0.19 | 6.41                      | 6.28         | 0.13 | 6.58                       | 6.07         | 0.51 | 6.43                      | 5.57         | 0.86 |
| 77. Campus: Campus Recreation provides comprehensive opportunities for my physical wellness.                                      | 6.25                      | 6.19         | 0.06 | 6.15                       | 6.15         | 0.00 | 6.39                      | 6.28         | 0.11 | 6.44                       | 6.32         | 0.12 | 6.11                      | 5.78         | 0.33 |
| 78. Campus: There are adequate and accessible quiet places for students to study.   | 6.50                      | 5.75         | 0.75 | 6.53                       | 5.68         | 0.85 | 6.48                      | 5.76         | 0.72 | 6.48                       | 5.93         | 0.55 | 6.29                      | 5.33         | 0.96 |
| 79. Campus: Longwood provides an adequate variety of housing options.   | 6.42                      | 5.39         | 1.03 | 6.46                       | 5.35         | 1.11 | 6.28                      | 5.40         | 0.88 | 6.46                       | 5.43         | 1.03 | 6.08                      | 5.57         | 0.51 |
| 80. Campus: This university has helped me meet the goals I came here to achieve.  | 6.64                      | 5.82         | 0.82 | 6.66                       | 5.78         | 0.88 | 6.54                      | 5.87         | 0.67 | 6.70                       | 5.96         | 0.74 | 6.57                      | 5.77         | 0.80 |
| 81. Campus: The extracurricular opportunities with which I am involved have contributed significantly to my learning at Longwood. | 6.29                      | 5.88         | 0.41 | 6.32                       | 5.85         | 0.47 | 6.13                      | 5.92         | 0.21 | 6.36                       | 6.06         | 0.30 | 5.96                      | 5.21         | 0.75 |

## Institutional Summary

Items: In Sequential Order

| Item   | Longwood University - SSI |              |      | 0002: Cook-Cole College of |              |      | 0003: College of Business |              |      | 0004: College of Education |              |      | 0005: College of Graduate |              |      |
|--|---------------------------|--------------|------|----------------------------|--------------|------|---------------------------|--------------|------|----------------------------|--------------|------|---------------------------|--------------|------|
|  | Importance                | Satisfaction | Gap  | Importance                 | Satisfaction | Gap  | Importance                | Satisfaction | Gap  | Importance                 | Satisfaction | Gap  | Importance                | Satisfaction | Gap  |
| 82. Campus: This university has helped prepare me as a citizen leader.                         | 6.28                      | 5.79         | 0.49 | 6.27                       | 5.73         | 0.54 | 6.36                      | 5.89         | 0.47 | 6.34                       | 6.04         | 0.30 | 6.10                      | 5.52         | 0.58 |
| 83. Campus: My experiences have helped me become a more independent and self-directed learner. | 6.49                      | 6.09         | 0.40 | 6.46                       | 6.05         | 0.41 | 6.52                      | 6.19         | 0.33 | 6.59                       | 6.30         | 0.29 | 6.32                      | 5.71         | 0.61 |
| 84. Institution's commitment to part-time students?  |                           | 5.52         |      |                            | 5.48         |      |                           | 5.69         |      |                            | 5.53         |      |                           | 5.56         |      |
| 85. Institution's commitment to evening students?  |                           | 5.46         |      |                            | 5.39         |      |                           | 5.52         |      |                            | 5.59         |      |                           | 5.27         |      |
| 86. Institution's commitment to older, returning learners?                                     |                           | 5.61         |      |                            | 5.63         |      |                           | 5.74         |      |                            | 5.54         |      |                           | 5.28         |      |
| 87. Institution's commitment to under-represented populations?                                 |                           | 5.29         |      |                            | 5.22         |      |                           | 5.48         |      |                            | 5.24         |      |                           | 5.24         |      |
| 88. Institution's commitment to commuters?   |                           | 5.57         |      |                            | 5.56         |      |                           | 5.81         |      |                            | 5.51         |      |                           | 5.23         |      |
| 89. Institution's commitment to students with disabilities?                                    |                           | 5.97         |      |                            | 6.03         |      |                           | 5.96         |      |                            | 5.85         |      |                           | 5.42         |      |
| 90. Cost as factor in decision to enroll.  | 6.16                      |              |      | 6.15                       |              |      | 5.92                      |              |      | 6.30                       |              |      | 6.03                      |              |      |
| 91. Financial aid as factor in decision to enroll.   | 6.02                      |              |      | 6.05                       |              |      | 5.76                      |              |      | 6.12                       |              |      | 5.76                      |              |      |

## Institutional Summary

**Items: In Sequential Order**

| Item  | Longwood University - SSI |              |     | 0002: Cook-Cole College of |              |     | 0003: College of Business |              |     | 0004: College of Education |              |     | 0005: College of Graduate |              |     |
|---|---------------------------|--------------|-----|----------------------------|--------------|-----|---------------------------|--------------|-----|----------------------------|--------------|-----|---------------------------|--------------|-----|
|   | Importance                | Satisfaction | Gap | Importance                 | Satisfaction | Gap | Importance                | Satisfaction | Gap | Importance                 | Satisfaction | Gap | Importance                | Satisfaction | Gap |
| 92. Academic reputation as factor in decision to enroll.                        | 6.21                      |              |     | 6.18                       |              |     | 6.21                      |              |     | 6.40                       |              |     | 5.89                      |              |     |
| 93. Size of institution as factor in decision to enroll.                        | 6.12                      |              |     | 6.17                       |              |     | 6.11                      |              |     | 6.10                       |              |     | 5.82                      |              |     |
| 94. Opportunity to play sports as factor in decision to enroll.                 | 3.36                      |              |     | 3.19                       |              |     | 3.90                      |              |     | 3.42                       |              |     | 3.24                      |              |     |
| 95. Recommendations from family/friends as factor in decision to enroll.        | 5.14                      |              |     | 5.03                       |              |     | 5.51                      |              |     | 5.26                       |              |     | 5.09                      |              |     |
| 96. Geographic setting as factor in decision to enroll.                         | 5.38                      |              |     | 5.32                       |              |     | 5.47                      |              |     | 5.43                       |              |     | 5.67                      |              |     |
| 97. Campus appearance as factor in decision to enroll.                          | 5.93                      |              |     | 5.99                       |              |     | 6.01                      |              |     | 5.89                       |              |     | 5.27                      |              |     |
| 98. Personalized attention prior to enrollment as factor in decision to enroll. | 5.74                      |              |     | 5.71                       |              |     | 5.84                      |              |     | 5.86                       |              |     | 5.29                      |              |     |



## Institutional Summary

### Summary Items

| Summary Item   | Longwood University - SSI | 0002: Cook-Cole College of | 0003: College of Business | 0004: College of Education | 0005: College of Graduate |
|--|---------------------------|----------------------------|---------------------------|----------------------------|---------------------------|
| So far, how has your college experience met your expectations?     | Average: 4.98             | Average: 5.07              | Average: 4.82             | Average: 4.95              | Average: 4.64             |
| 1=Much worse than expected   | 1%                        | 0%                         | 2%                        | 1%                         | 0%                        |
| 2=Quite a bit worse than I expected                                | 2%                        | 1%                         | 2%                        | 2%                         | 8%                        |
| 3=Worse than I expected  | 8%                        | 9%                         | 5%                        | 6%                         | 11%                       |
| 4=About what I expected  | 26%                       | 23%                        | 34%                       | 27%                        | 33%                       |
| 5=Better than I expected   | 26%                       | 25%                        | 27%                       | 30%                        | 19%                       |
| 6=Quite a bit better than I expected                               | 18%                       | 22%                        | 13%                       | 16%                        | 11%                       |
| 7=Much better than expected  | 16%                       | 17%                        | 14%                       | 15%                        | 16%                       |
| Rate your overall satisfaction with your experience here thus far. | Average: 5.69             | Average: 5.73              | Average: 5.53             | Average: 5.82              | Average: 5.33             |
| 1=Not satisfied at all   | 1%                        | 1%                         | 2%                        | 0%                         | 0%                        |
| 2=Not very satisfied   | 2%                        | 1%                         | 2%                        | 3%                         | 2%                        |
| 3=Somewhat dissatisfied  | 5%                        | 5%                         | 5%                        | 2%                         | 16%                       |
| 4=Neutral  | 5%                        | 5%                         | 9%                        | 2%                         | 8%                        |
| 5=Somewhat satisfied   | 15%                       | 16%                        | 13%                       | 17%                        | 8%                        |
| 6=Satisfied  | 42%                       | 39%                        | 44%                       | 49%                        | 44%                       |
| 7=Very satisfied   | 27%                       | 30%                        | 22%                       | 25%                        | 19%                       |
| All in all, if you had to do it over, would you enroll here again? | Average: 5.79             | Average: 5.79              | Average: 5.46             | Average: 6.05              | Average: 5.69             |
| 1=Definitely not   | 2%                        | 2%                         | 4%                        | 1%                         | 0%                        |
| 2=Probably not   | 5%                        | 6%                         | 4%                        | 3%                         | 2%                        |
| 3=Maybe not  | 4%                        | 4%                         | 6%                        | 3%                         | 8%                        |
| 4=I don't know   | 6%                        | 5%                         | 11%                       | 5%                         | 11%                       |

**Institutional Summary**  
**Summary Items**

| <b>Summary Item</b> | Longwood University - SSI | 0002: Cook-Cole College of | 0003: College of Business | 0004: College of Education | 0005: College of Graduate |
|---------------------|---------------------------|----------------------------|---------------------------|----------------------------|---------------------------|
| 5=Maybe yes         | 7%                        | 7%                         | 9%                        | 8%                         | 5%                        |
| 6=Probably yes      | 26%                       | 26%                        | 22%                       | 25%                        | 38%                       |
| 7=Definitely yes    | 46%                       | 47%                        | 40%                       | 52%                        | 33%                       |

**Institutional Summary**  
**Scales: In Order of Importance**

| Scale                                 | Longwood University - SSI |                   |                 | 1st choice |                   |                 |
|---------------------------------------|---------------------------|-------------------|-----------------|------------|-------------------|-----------------|
|                                       | Importance                | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap |
| Academic Advising                     | 6.60                      | 5.78 / 1.21       | 0.82            | 6.62       | 5.80 / 1.22       | 0.82            |
| Instructional Effectiveness           | 6.57                      | 5.76 / 0.86       | 0.81            | 6.60       | 5.84 / 0.80       | 0.76            |
| Safety and Security                   | 6.52                      | 4.90 / 1.11       | 1.62            | 6.55       | 4.98 / 1.08       | 1.57            |
| Student Centeredness                  | 6.51                      | 5.76 / 1.02       | 0.75            | 6.55       | 5.87 / 0.94       | 0.68            |
| Campus Climate                        | 6.44                      | 5.63 / 0.93       | 0.81            | 6.48       | 5.73 / 0.88       | 0.75            |
| Concern for the Individual            | 6.43                      | 5.63 / 0.95       | 0.80            | 6.48       | 5.70 / 0.89       | 0.78            |
| Registration Effectiveness            | 6.37                      | 5.32 / 1.06       | 1.05            | 6.40       | 5.38 / 1.02       | 1.02            |
| Recruitment and Financial Aid         | 6.34                      | 5.38 / 1.09       | 0.96            | 6.38       | 5.46 / 1.05       | 0.92            |
| Service Excellence                    | 6.30                      | 5.40 / 0.99       | 0.90            | 6.33       | 5.46 / 0.98       | 0.87            |
| Campus Support Services               | 6.20                      | 5.67 / 0.91       | 0.53            | 6.24       | 5.75 / 0.86       | 0.49            |
| Campus Life                           | 6.08                      | 5.27 / 0.95       | 0.81            | 6.11       | 5.36 / 0.92       | 0.75            |
| Responsiveness to Diverse Populations |                           | 5.57 / 1.27       |                 |            | 5.64 / 1.23       |                 |

\* 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 |                   |                 | 1st choice |                   |                 |
|--|---------------------------|-------------------|-----------------|------------|-------------------|-----------------|
|  | 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            | 6.77       | 6.02 / 1.07       | 0.75            |
| 16. The instruction in my major field is excellent.                          | 6.74                      | 5.95 / 1.14       | 0.79            | 6.76       | 6.02 / 1.08       | 0.74            |
| 68. Nearly all of the faculty are knowledgeable in their field.              | 6.73                      | 6.09 / 1.06       | 0.64            | 6.74       | 6.16 / 1.00       | 0.58            |
| 33. My academic advisor is knowledgeable about requirements in my major.     | 6.73                      | 5.95 / 1.46       | 0.78            | 6.74       | 5.95 / 1.47       | 0.79            |
| 58. The quality of instruction I receive in most of my classes is excellent. | 6.72                      | 5.80 / 1.18       | 0.92            | 6.75       | 5.88 / 1.13       | 0.87            |
| 34. I am able to register for classes I need with few conflicts.             | 6.71                      | 5.17 / 1.67       | 1.54            | 6.72       | 5.28 / 1.64       | 1.44            |
| 7. The campus is safe and secure for all students.                           | 6.68                      | 5.89 / 1.12       | 0.79            | 6.73       | 5.96 / 1.06       | 0.77            |
| 55. Major requirements are clear and reasonable.                             | 6.68                      | 5.70 / 1.36       | 0.98            | 6.69       | 5.78 / 1.31       | 0.91            |
| 66. Tuition paid is a worthwhile investment.                                 | 6.66                      | 5.21 / 1.51       | 1.45            | 6.66       | 5.28 / 1.46       | 1.38            |
| 29. It is an enjoyable experience to be a student on this campus.            | 6.66                      | 5.91 / 1.33       | 0.75            | 6.68       | 6.09 / 1.18       | 0.59            |
| 36. Security staff respond quickly in emergencies.                           | 6.65                      | 5.84 / 1.28       | 0.81            | 6.70       | 5.92 / 1.22       | 0.78            |
| 6. My academic advisor is approachable.                                      | 6.64                      | 5.93 / 1.49       | 0.71            | 6.66       | 5.92 / 1.52       | 0.74            |
| 39. I am able to experience intellectual growth here.                        | 6.64                      | 5.99 / 1.16       | 0.65            | 6.66       | 6.11 / 1.03       | 0.55            |

\* 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 |                   |                 | 1st choice |                   |                 |
|---|---------------------------|-------------------|-----------------|------------|-------------------|-----------------|
|   | 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            | 6.66       | 5.89 / 1.22       | 0.77            |
| 45. Students are made to feel welcome on this campus.   | 6.61                      | 5.95 / 1.31       | 0.66            | 6.65       | 6.07 / 1.22       | 0.58            |
| 59. This institution shows concern for students as individuals.                               | 6.60                      | 5.76 / 1.32       | 0.84            | 6.64       | 5.88 / 1.21       | 0.76            |
| 14. My academic advisor is concerned about my success as an individual.                       | 6.60                      | 5.87 / 1.46       | 0.73            | 6.63       | 5.86 / 1.52       | 0.77            |
| 69. There is a good variety of courses provided on this campus.                               | 6.59                      | 5.76 / 1.30       | 0.83            | 6.62       | 5.86 / 1.27       | 0.76            |
| 25. Faculty are fair and unbiased in their treatment of individual students.                  | 6.58                      | 5.53 / 1.32       | 1.05            | 6.59       | 5.59 / 1.28       | 1.00            |
| 47. Faculty provide timely feedback about student progress in a course.                       | 6.57                      | 5.25 / 1.45       | 1.32            | 6.62       | 5.35 / 1.41       | 1.27            |
| 2. The campus staff are caring and helpful.   | 6.56                      | 5.79 / 1.16       | 0.77            | 6.60       | 5.86 / 1.11       | 0.74            |
| 65. Faculty are usually available after class and during office hours.                        | 6.55                      | 5.97 / 1.20       | 0.58            | 6.59       | 6.03 / 1.18       | 0.56            |
| 41. There is a commitment to academic excellence on this campus.                              | 6.55                      | 5.94 / 1.19       | 0.61            | 6.58       | 6.03 / 1.13       | 0.55            |
| 74. Campus item: The academic buildings adequately support a productive learning environment. | 6.53                      | 6.03 / 1.03       | 0.50            | 6.56       | 6.11 / 0.98       | 0.45            |
| 72. On the whole, the campus is well-maintained.  | 6.52                      | 6.21 / 1.00       | 0.31            | 6.53       | 6.31 / 0.91       | 0.22            |

\* 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 |                   |                 | 1st choice |                   |                 |
|--|---------------------------|-------------------|-----------------|------------|-------------------|-----------------|
|  | 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            | 6.57       | 5.04 / 1.53       | 1.53            |
| 78. Campus item: There are adequate and accessible quiet places for students to study.                   | 6.50                      | 5.75 / 1.41       | 0.75            | 6.48       | 5.86 / 1.32       | 0.62            |
| 83. Campus item: My experiences have helped me become a more independent and self-directed learner.      | 6.49                      | 6.09 / 1.19       | 0.40            | 6.54       | 6.19 / 1.11       | 0.35            |
| 3. Faculty care about me as an individual.   | 6.47                      | 5.80 / 1.18       | 0.67            | 6.54       | 5.86 / 1.11       | 0.68            |
| 49. There are adequate services to help me decide upon a career.   | 6.47                      | 5.65 / 1.35       | 0.82            | 6.49       | 5.77 / 1.28       | 0.72            |
| 17. Adequate financial aid is available for most students.   | 6.45                      | 4.95 / 1.61       | 1.50            | 6.51       | 5.00 / 1.60       | 1.51            |
| 76. Campus item: Faculty willingly provide appropriate accommodations to students with disabilities.     | 6.43                      | 6.14 / 1.09       | 0.29            | 6.46       | 6.18 / 1.05       | 0.28            |
| 79. Campus item: Longwood provides an adequate variety of housing options.                               | 6.42                      | 5.39 / 1.55       | 1.03            | 6.43       | 5.46 / 1.55       | 0.97            |
| 38. There is an adequate selection of food available in the cafeteria.                                   | 6.42                      | 4.02 / 1.77       | 2.40            | 6.44       | 4.16 / 1.74       | 2.28            |
| 57. I seldom get the "run-around" when seeking information on this campus.                               | 6.41                      | 4.93 / 1.72       | 1.48            | 6.45       | 5.01 / 1.71       | 1.44            |
| 1. Most students feel a sense of belonging here.   | 6.41                      | 5.57 / 1.32       | 0.84            | 6.45       | 5.71 / 1.24       | 0.74            |

\* 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 Order of Importance**

| Item  | Longwood University - SSI |                   |                 | 1st choice |                   |                 |
|---|---------------------------|-------------------|-----------------|------------|-------------------|-----------------|
|   | 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            | 6.43       | 5.69 / 1.25       | 0.74            |
| 53. Faculty take into consideration student differences as they teach a course.               | 6.39                      | 5.31 / 1.43       | 1.08            | 6.46       | 5.39 / 1.41       | 1.07            |
| 63. Student disciplinary procedures are fair.   | 6.38                      | 5.55 / 1.44       | 0.83            | 6.41       | 5.61 / 1.42       | 0.80            |
| 67. Freedom of expression is protected on campus.   | 6.38                      | 5.61 / 1.46       | 0.77            | 6.40       | 5.69 / 1.40       | 0.71            |
| 35. The assessment and course placement procedures are reasonable.                            | 6.38                      | 5.54 / 1.37       | 0.84            | 6.40       | 5.65 / 1.31       | 0.75            |
| 48. Admissions counselors accurately portray the campus in their recruiting practices.        | 6.37                      | 5.56 / 1.45       | 0.81            | 6.43       | 5.68 / 1.38       | 0.75            |
| 21. The amount of student parking space on campus is adequate.                                | 6.37                      | 3.26 / 1.77       | 3.11            | 6.40       | 3.30 / 1.76       | 3.10            |
| 75. Campus item: The campus is physically accessible to individuals of all abilities.         | 6.36                      | 6.03 / 1.20       | 0.33            | 6.38       | 6.08 / 1.16       | 0.30            |
| 28. Parking lots are well-lighted and secure.   | 6.36                      | 4.76 / 1.64       | 1.60            | 6.39       | 4.86 / 1.62       | 1.53            |
| 73. Student activities fees are put to good use.  | 6.35                      | 4.85 / 1.62       | 1.50            | 6.36       | 4.89 / 1.60       | 1.47            |
| 18. Library resources and services are adequate.  | 6.35                      | 5.87 / 1.20       | 0.48            | 6.37       | 5.95 / 1.15       | 0.42            |
| 11. Billing policies are reasonable.  | 6.35                      | 5.04 / 1.48       | 1.31            | 6.39       | 5.08 / 1.46       | 1.31            |
| 12. Financial aid awards are announced to students in time to be helpful in college planning. | 6.35                      | 5.23 / 1.48       | 1.12            | 6.37       | 5.31 / 1.45       | 1.06            |

\* 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 |                   |                 | 1st choice |                   |                 |
|--|---------------------------|-------------------|-----------------|------------|-------------------|-----------------|
|  | 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            | 6.39       | 5.52 / 1.39       | 0.87            |
| 50. Class change (drop/add) policies are reasonable.   | 6.34                      | 5.65 / 1.45       | 0.69            | 6.36       | 5.69 / 1.46       | 0.67            |
| 51. This institution has a good reputation within the community.   | 6.34                      | 5.79 / 1.36       | 0.55            | 6.38       | 5.90 / 1.32       | 0.48            |
| 61. Adjunct faculty are competent as classroom instructors.  | 6.34                      | 5.65 / 1.28       | 0.69            | 6.33       | 5.72 / 1.26       | 0.61            |
| 15. The staff in the health services area are competent.   | 6.33                      | 5.00 / 1.63       | 1.33            | 6.36       | 5.06 / 1.63       | 1.30            |
| 19. My academic advisor helps me set goals to work toward.   | 6.33                      | 5.47 / 1.62       | 0.86            | 6.38       | 5.47 / 1.66       | 0.91            |
| 64. New student orientation services help students adjust to college.  | 6.32                      | 5.48 / 1.55       | 0.84            | 6.33       | 5.56 / 1.52       | 0.77            |
| 37. I feel a sense of pride about my campus.   | 6.31                      | 5.86 / 1.39       | 0.45            | 6.36       | 6.03 / 1.25       | 0.33            |
| 4. Admissions staff are knowledgeable.   | 6.31                      | 5.57 / 1.29       | 0.74            | 6.34       | 5.65 / 1.21       | 0.69            |
| 43. Admissions counselors respond to prospective students' unique needs and requests.  | 6.30                      | 5.64 / 1.30       | 0.66            | 6.32       | 5.69 / 1.25       | 0.63            |
| 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            | 6.32       | 5.93 / 1.28       | 0.39            |
| 82. Campus item: This university has helped prepare me as a citizen leader.  | 6.28                      | 5.79 / 1.42       | 0.49            | 6.29       | 5.90 / 1.35       | 0.39            |

\* 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 Order of Importance**

| Item  | Longwood University - SSI |                   |                 | 1st choice |                   |                 |
|---|---------------------------|-------------------|-----------------|------------|-------------------|-----------------|
|   | Importance                | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap |
| 5. Financial aid counselors are helpful.  | 6.28                      | 5.32 / 1.47       | 0.96            | 6.30       | 5.38 / 1.44       | 0.92            |
| 71. Channels for expressing student complaints are readily available.                             | 6.27                      | 5.06 / 1.64       | 1.21            | 6.32       | 5.12 / 1.62       | 1.20            |
| 22. Counseling staff care about students as individuals.  | 6.26                      | 5.54 / 1.36       | 0.72            | 6.27       | 5.61 / 1.33       | 0.66            |
| 77. Campus item: Campus Recreation provides comprehensive opportunities for my physical wellness. | 6.25                      | 6.19 / 0.98       | 0.06            | 6.26       | 6.24 / 0.96       | 0.02            |
| 60. I generally know what's happening on campus.  | 6.24                      | 5.53 / 1.37       | 0.71            | 6.26       | 5.58 / 1.36       | 0.68            |
| 10. Administrators are approachable to students.  | 6.23                      | 5.56 / 1.30       | 0.67            | 6.27       | 5.64 / 1.24       | 0.63            |
| 46. I can easily get involved in campus organizations.  | 6.23                      | 5.80 / 1.41       | 0.43            | 6.24       | 5.89 / 1.35       | 0.35            |
| 92. Academic reputation as factor in decision to enroll.  | 6.21                      |                   |                 | 6.27       |                   |                 |
| 40. Residence hall regulations are reasonable.  | 6.20                      | 5.51 / 1.35       | 0.69            | 6.26       | 5.61 / 1.31       | 0.65            |
| 32. Tutoring services are readily available.  | 6.16                      | 5.60 / 1.44       | 0.56            | 6.21       | 5.68 / 1.39       | 0.53            |
| 90. Cost as factor in decision to enroll.   | 6.16                      |                   |                 | 6.25       |                   |                 |
| 70. Graduate teaching assistants are competent as classroom instructors.                          | 6.15                      | 5.39 / 1.47       | 0.76            | 6.20       | 5.51 / 1.45       | 0.69            |
| 93. Size of institution as factor in decision to enroll.  | 6.12                      |                   |                 | 6.23       |                   |                 |
| 62. There is a strong commitment to racial harmony on this campus.                                | 6.12                      | 5.50 / 1.43       | 0.62            | 6.15       | 5.53 / 1.42       | 0.62            |

\* 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 |                   |                 | 1st choice |                   |                 |
|---|---------------------------|-------------------|-----------------|------------|-------------------|-----------------|
|   | 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            | 6.14       | 5.82 / 1.22       | 0.32            |
| 20. The business office is open during hours which are convenient for most students.        | 6.09                      | 5.29 / 1.39       | 0.80            | 6.10       | 5.34 / 1.32       | 0.76            |
| 52. The student center is a comfortable place for students to spend their leisure time.     | 6.05                      | 5.35 / 1.52       | 0.70            | 6.09       | 5.49 / 1.45       | 0.60            |
| 91. Financial aid as factor in decision to enroll.  | 6.02                      |                   |                 | 6.09       |                   |                 |
| 30. Residence hall staff are concerned about me as an individual.                           | 6.01                      | 5.19 / 1.58       | 0.82            | 6.10       | 5.28 / 1.55       | 0.82            |
| 54. Bookstore staff are helpful.  | 5.99                      | 5.35 / 1.47       | 0.64            | 6.07       | 5.44 / 1.44       | 0.63            |
| 13. Library staff are helpful and approachable.   | 5.97                      | 5.82 / 1.24       | 0.15            | 6.01       | 5.87 / 1.20       | 0.14            |
| 42. There are a sufficient number of weekend activities for students.                       | 5.96                      | 4.88 / 1.63       | 1.08            | 5.97       | 4.99 / 1.61       | 0.98            |
| 56. The student handbook provides helpful information about campus life.                    | 5.95                      | 5.43 / 1.42       | 0.52            | 5.98       | 5.51 / 1.37       | 0.47            |
| 97. Campus appearance as factor in decision to enroll.                                      | 5.93                      |                   |                 | 5.93       |                   |                 |
| 31. Males and females have equal opportunities to participate in intercollegiate athletics. | 5.77                      | 5.80 / 1.26       | -0.03           | 5.87       | 5.85 / 1.28       | 0.02            |
| 98. Personalized attention prior to enrollment as factor in decision to enroll.             | 5.74                      |                   |                 | 5.76       |                   |                 |

\* 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 |                   |                 | 1st choice |                   |                 |
|--|---------------------------|-------------------|-----------------|------------|-------------------|-----------------|
|  | 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            | 5.51       | 5.24 / 1.53       | 0.27            |
| 96. Geographic setting as factor in decision to enroll.                                  | 5.38                      |                   |                 | 5.57       |                   |                 |
| 9. A variety of intramural activities are offered.                                       | 5.17                      | 5.61 / 1.24       | -0.44           | 5.07       | 5.64 / 1.25       | -0.57           |
| 95. Recommendations from family/friends as factor in decision to enroll.                 | 5.14                      |                   |                 | 5.20       |                   |                 |
| 94. Opportunity to play sports as factor in decision to enroll.                          | 3.36                      |                   |                 | 3.22       |                   |                 |
| 85. Institution's commitment to evening students?  |                           | 5.46 / 1.36       |                 |            | 5.58 / 1.24       |                 |
| 86. Institution's commitment to older, returning learners?                               |                           | 5.61 / 1.29       |                 |            | 5.68 / 1.28       |                 |
| 87. Institution's commitment to under-represented populations?                           |                           | 5.29 / 1.57       |                 |            | 5.35 / 1.57       |                 |
| 88. Institution's commitment to commuters?   |                           | 5.57 / 1.37       |                 |            | 5.66 / 1.34       |                 |
| 89. Institution's commitment to students with disabilities?                              |                           | 5.97 / 1.20       |                 |            | 6.01 / 1.18       |                 |
| 84. Institution's commitment to part-time students?                                      |                           | 5.52 / 1.28       |                 |            | 5.54 / 1.30       |                 |

\* 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 - Academic Advising

| Scale/Item   | Longwood University - SSI |                   |                 | 1st choice |                   |                 |
|--|---------------------------|-------------------|-----------------|------------|-------------------|-----------------|
|  | Importance                | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap |
| <b>ACADEMIC ADVISING</b>   | 6.60                      | 5.78 / 1.21       | 0.82            | 6.62       | 5.80 / 1.22       | 0.82            |
| 6. My academic advisor is approachable.                                  | 6.64                      | 5.93 / 1.49       | 0.71            | 6.66       | 5.92 / 1.52       | 0.74            |
| 14. My academic advisor is concerned about my success as an individual.  | 6.60                      | 5.87 / 1.46       | 0.73            | 6.63       | 5.86 / 1.52       | 0.77            |
| 19. My academic advisor helps me set goals to work toward.               | 6.33                      | 5.47 / 1.62       | 0.86            | 6.38       | 5.47 / 1.66       | 0.91            |
| 33. My academic advisor is knowledgeable about requirements in my major. | 6.73                      | 5.95 / 1.46       | 0.78            | 6.74       | 5.95 / 1.47       | 0.79            |
| 55. Major requirements are clear and reasonable.                         | 6.68                      | 5.70 / 1.36       | 0.98            | 6.69       | 5.78 / 1.31       | 0.91            |

\* 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 Climate

| Scale/Item   | Longwood University - SSI |                   |                 | 1st choice |                   |                 |
|--|---------------------------|-------------------|-----------------|------------|-------------------|-----------------|
|  | Importance                | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap |
| <b>CAMPUS CLIMATE</b>  | 6.44                      | 5.63 / 0.93       | 0.81            | 6.48       | 5.73 / 0.88       | 0.75            |
| 1. Most students feel a sense of belonging here.                           | 6.41                      | 5.57 / 1.32       | 0.84            | 6.45       | 5.71 / 1.24       | 0.74            |
| 2. The campus staff are caring and helpful.                                | 6.56                      | 5.79 / 1.16       | 0.77            | 6.60       | 5.86 / 1.11       | 0.74            |
| 3. Faculty care about me as an individual.                                 | 6.47                      | 5.80 / 1.18       | 0.67            | 6.54       | 5.86 / 1.11       | 0.68            |
| 7. The campus is safe and secure for all students.                         | 6.68                      | 5.89 / 1.12       | 0.79            | 6.73       | 5.96 / 1.06       | 0.77            |
| 10. Administrators are approachable to students.                           | 6.23                      | 5.56 / 1.30       | 0.67            | 6.27       | 5.64 / 1.24       | 0.63            |
| 29. It is an enjoyable experience to be a student on this campus.          | 6.66                      | 5.91 / 1.33       | 0.75            | 6.68       | 6.09 / 1.18       | 0.59            |
| 37. I feel a sense of pride about my campus.                               | 6.31                      | 5.86 / 1.39       | 0.45            | 6.36       | 6.03 / 1.25       | 0.33            |
| 41. There is a commitment to academic excellence on this campus.           | 6.55                      | 5.94 / 1.19       | 0.61            | 6.58       | 6.03 / 1.13       | 0.55            |
| 45. Students are made to feel welcome on this campus.                      | 6.61                      | 5.95 / 1.31       | 0.66            | 6.65       | 6.07 / 1.22       | 0.58            |
| 51. This institution has a good reputation within the community.           | 6.34                      | 5.79 / 1.36       | 0.55            | 6.38       | 5.90 / 1.32       | 0.48            |
| 57. I seldom get the "run-around" when seeking information on this campus. | 6.41                      | 4.93 / 1.72       | 1.48            | 6.45       | 5.01 / 1.71       | 1.44            |
| 59. This institution shows concern for students as individuals.            | 6.60                      | 5.76 / 1.32       | 0.84            | 6.64       | 5.88 / 1.21       | 0.76            |
| 60. I generally know what's happening on campus.                           | 6.24                      | 5.53 / 1.37       | 0.71            | 6.26       | 5.58 / 1.36       | 0.68            |

\* 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 Climate

| Scale/Item  | Longwood University - SSI |                   |                 | 1st choice |                   |                 |
|---|---------------------------|-------------------|-----------------|------------|-------------------|-----------------|
|   | 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            | 6.15       | 5.53 / 1.42       | 0.62            |
| 66. Tuition paid is a worthwhile investment.                          | 6.66                      | 5.21 / 1.51       | 1.45            | 6.66       | 5.28 / 1.46       | 1.38            |
| 67. Freedom of expression is protected on campus.                     | 6.38                      | 5.61 / 1.46       | 0.77            | 6.40       | 5.69 / 1.40       | 0.71            |
| 71. Channels for expressing student complaints are readily available. | 6.27                      | 5.06 / 1.64       | 1.21            | 6.32       | 5.12 / 1.62       | 1.20            |

\* 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 |                   |                 | 1st choice |                   |                 |
|--|---------------------------|-------------------|-----------------|------------|-------------------|-----------------|
|  | Importance                | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap |
| <b>CAMPUS LIFE</b>   | 6.08                      | 5.27 / 0.95       | 0.81            | 6.11       | 5.36 / 0.92       | 0.75            |
| 9. A variety of intramural activities are offered.   | 5.17                      | 5.61 / 1.24       | -0.44           | 5.07       | 5.64 / 1.25       | -0.57           |
| 23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.) | 6.52                      | 4.94 / 1.57       | 1.58            | 6.57       | 5.04 / 1.53       | 1.53            |
| 24. The intercollegiate athletic programs contribute to a strong sense of school spirit.                 | 5.50                      | 5.08 / 1.61       | 0.42            | 5.51       | 5.24 / 1.53       | 0.27            |
| 30. Residence hall staff are concerned about me as an individual.  | 6.01                      | 5.19 / 1.58       | 0.82            | 6.10       | 5.28 / 1.55       | 0.82            |
| 31. Males and females have equal opportunities to participate in intercollegiate athletics.              | 5.77                      | 5.80 / 1.26       | -0.03           | 5.87       | 5.85 / 1.28       | 0.02            |
| 38. There is an adequate selection of food available in the cafeteria.                                   | 6.42                      | 4.02 / 1.77       | 2.40            | 6.44       | 4.16 / 1.74       | 2.28            |
| 40. Residence hall regulations are reasonable.   | 6.20                      | 5.51 / 1.35       | 0.69            | 6.26       | 5.61 / 1.31       | 0.65            |
| 42. There are a sufficient number of weekend activities for students.                                    | 5.96                      | 4.88 / 1.63       | 1.08            | 5.97       | 4.99 / 1.61       | 0.98            |
| 46. I can easily get involved in campus organizations.   | 6.23                      | 5.80 / 1.41       | 0.43            | 6.24       | 5.89 / 1.35       | 0.35            |
| 52. The student center is a comfortable place for students to spend their leisure time.                  | 6.05                      | 5.35 / 1.52       | 0.70            | 6.09       | 5.49 / 1.45       | 0.60            |
| 56. The student handbook provides helpful information about campus life.                                 | 5.95                      | 5.43 / 1.42       | 0.52            | 5.98       | 5.51 / 1.37       | 0.47            |
| 63. Student disciplinary procedures are fair.  | 6.38                      | 5.55 / 1.44       | 0.83            | 6.41       | 5.61 / 1.42       | 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 - Campus Life**

| Scale/Item  | Longwood University - SSI |                   |                 | 1st choice |                   |                 |
|---|---------------------------|-------------------|-----------------|------------|-------------------|-----------------|
|   | 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            | 6.33       | 5.56 / 1.52       | 0.77            |
| 67. Freedom of expression is protected on campus.                     | 6.38                      | 5.61 / 1.46       | 0.77            | 6.40       | 5.69 / 1.40       | 0.71            |
| 73. Student activities fees are put to good use.                      | 6.35                      | 4.85 / 1.62       | 1.50            | 6.36       | 4.89 / 1.60       | 1.47            |

\* 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 |                   |                 | 1st choice |                   |                 |
|--|---------------------------|-------------------|-----------------|------------|-------------------|-----------------|
|  | Importance                | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap |
| <b>CAMPUS SUPPORT SERVICES</b>                                       | 6.20                      | 5.67 / 0.91       | 0.53            | 6.24       | 5.75 / 0.86       | 0.49            |
| 13. Library staff are helpful and approachable.                      | 5.97                      | 5.82 / 1.24       | 0.15            | 6.01       | 5.87 / 1.20       | 0.14            |
| 18. Library resources and services are adequate.                     | 6.35                      | 5.87 / 1.20       | 0.48            | 6.37       | 5.95 / 1.15       | 0.42            |
| 26. Computer labs are adequate and accessible.                       | 6.11                      | 5.78 / 1.23       | 0.33            | 6.14       | 5.82 / 1.22       | 0.32            |
| 32. Tutoring services are readily available.                         | 6.16                      | 5.60 / 1.44       | 0.56            | 6.21       | 5.68 / 1.39       | 0.53            |
| 44. Academic support services adequately meet the needs of students. | 6.39                      | 5.63 / 1.32       | 0.76            | 6.43       | 5.69 / 1.25       | 0.74            |
| 49. There are adequate services to help me decide upon a career.     | 6.47                      | 5.65 / 1.35       | 0.82            | 6.49       | 5.77 / 1.28       | 0.72            |
| 54. Bookstore staff are helpful.                                     | 5.99                      | 5.35 / 1.47       | 0.64            | 6.07       | 5.44 / 1.44       | 0.63            |

\* 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 |                   |                 | 1st choice |                   |                 |
|--|---------------------------|-------------------|-----------------|------------|-------------------|-----------------|
|  | Importance                | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap |
| <b>CONCERN FOR THE INDIVIDUAL</b>  | 6.43                      | 5.63 / 0.95       | 0.80            | 6.48       | 5.70 / 0.89       | 0.78            |
| 3. Faculty care about me as an individual.                                   | 6.47                      | 5.80 / 1.18       | 0.67            | 6.54       | 5.86 / 1.11       | 0.68            |
| 14. My academic advisor is concerned about my success as an individual.      | 6.60                      | 5.87 / 1.46       | 0.73            | 6.63       | 5.86 / 1.52       | 0.77            |
| 22. Counseling staff care about students as individuals.                     | 6.26                      | 5.54 / 1.36       | 0.72            | 6.27       | 5.61 / 1.33       | 0.66            |
| 25. Faculty are fair and unbiased in their treatment of individual students. | 6.58                      | 5.53 / 1.32       | 1.05            | 6.59       | 5.59 / 1.28       | 1.00            |
| 30. Residence hall staff are concerned about me as an individual.            | 6.01                      | 5.19 / 1.58       | 0.82            | 6.10       | 5.28 / 1.55       | 0.82            |
| 59. This institution shows concern for students as individuals.              | 6.60                      | 5.76 / 1.32       | 0.84            | 6.64       | 5.88 / 1.21       | 0.76            |

\* 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 |                   |                 | 1st choice |                   |                 |
|---|---------------------------|-------------------|-----------------|------------|-------------------|-----------------|
|   | Importance                | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap |
| <b>INSTRUCTIONAL EFFECTIVENESS</b>  | 6.57                      | 5.76 / 0.86       | 0.81            | 6.60       | 5.84 / 0.80       | 0.76            |
| 3. Faculty care about me as an individual.                                      | 6.47                      | 5.80 / 1.18       | 0.67            | 6.54       | 5.86 / 1.11       | 0.68            |
| 8. The content of the courses within my major is valuable.                      | 6.75                      | 5.96 / 1.14       | 0.79            | 6.77       | 6.02 / 1.07       | 0.75            |
| 16. The instruction in my major field is excellent.                             | 6.74                      | 5.95 / 1.14       | 0.79            | 6.76       | 6.02 / 1.08       | 0.74            |
| 25. Faculty are fair and unbiased in their treatment of individual students.    | 6.58                      | 5.53 / 1.32       | 1.05            | 6.59       | 5.59 / 1.28       | 1.00            |
| 39. I am able to experience intellectual growth here.                           | 6.64                      | 5.99 / 1.16       | 0.65            | 6.66       | 6.11 / 1.03       | 0.55            |
| 41. There is a commitment to academic excellence on this campus.                | 6.55                      | 5.94 / 1.19       | 0.61            | 6.58       | 6.03 / 1.13       | 0.55            |
| 47. Faculty provide timely feedback about student progress in a course.         | 6.57                      | 5.25 / 1.45       | 1.32            | 6.62       | 5.35 / 1.41       | 1.27            |
| 53. Faculty take into consideration student differences as they teach a course. | 6.39                      | 5.31 / 1.43       | 1.08            | 6.46       | 5.39 / 1.41       | 1.07            |
| 58. The quality of instruction I receive in most of my classes is excellent.    | 6.72                      | 5.80 / 1.18       | 0.92            | 6.75       | 5.88 / 1.13       | 0.87            |
| 61. Adjunct faculty are competent as classroom instructors.                     | 6.34                      | 5.65 / 1.28       | 0.69            | 6.33       | 5.72 / 1.26       | 0.61            |
| 65. Faculty are usually available after class and during office hours.          | 6.55                      | 5.97 / 1.20       | 0.58            | 6.59       | 6.03 / 1.18       | 0.56            |

\* 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 |                   |                 | 1st choice |                   |                 |
|--|---------------------------|-------------------|-----------------|------------|-------------------|-----------------|
|  | 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            | 6.74       | 6.16 / 1.00       | 0.58            |
| 69. There is a good variety of courses provided on this campus.          | 6.59                      | 5.76 / 1.30       | 0.83            | 6.62       | 5.86 / 1.27       | 0.76            |
| 70. Graduate teaching assistants are competent as classroom instructors. | 6.15                      | 5.39 / 1.47       | 0.76            | 6.20       | 5.51 / 1.45       | 0.69            |

\* 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 |                   |                 | 1st choice |                   |                 |
|---|---------------------------|-------------------|-----------------|------------|-------------------|-----------------|
|   | Importance                | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap |
| <b>RECRUITMENT AND FINANCIAL AID</b>  | 6.34                      | 5.38 / 1.09       | 0.96            | 6.38       | 5.46 / 1.05       | 0.92            |
| 4. Admissions staff are knowledgeable.  | 6.31                      | 5.57 / 1.29       | 0.74            | 6.34       | 5.65 / 1.21       | 0.69            |
| 5. Financial aid counselors are helpful.  | 6.28                      | 5.32 / 1.47       | 0.96            | 6.30       | 5.38 / 1.44       | 0.92            |
| 12. Financial aid awards are announced to students in time to be helpful in college planning. | 6.35                      | 5.23 / 1.48       | 1.12            | 6.37       | 5.31 / 1.45       | 1.06            |
| 17. Adequate financial aid is available for most students.                                    | 6.45                      | 4.95 / 1.61       | 1.50            | 6.51       | 5.00 / 1.60       | 1.51            |
| 43. Admissions counselors respond to prospective students' unique needs and requests.         | 6.30                      | 5.64 / 1.30       | 0.66            | 6.32       | 5.69 / 1.25       | 0.63            |
| 48. Admissions counselors accurately portray the campus in their recruiting practices.        | 6.37                      | 5.56 / 1.45       | 0.81            | 6.43       | 5.68 / 1.38       | 0.75            |

\* 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 |                   |                 | 1st choice |                   |                 |
|--|---------------------------|-------------------|-----------------|------------|-------------------|-----------------|
|  | Importance                | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap |
| <b>REGISTRATION EFFECTIVENESS</b>  | 6.37                      | 5.32 / 1.06       | 1.05            | 6.40       | 5.38 / 1.02       | 1.02            |
| 11. Billing policies are reasonable.   | 6.35                      | 5.04 / 1.48       | 1.31            | 6.39       | 5.08 / 1.46       | 1.31            |
| 20. The business office is open during hours which are convenient for most students. | 6.09                      | 5.29 / 1.39       | 0.80            | 6.10       | 5.34 / 1.32       | 0.76            |
| 27. The personnel involved in registration are helpful.                              | 6.35                      | 5.44 / 1.43       | 0.91            | 6.39       | 5.52 / 1.39       | 0.87            |
| 34. I am able to register for classes I need with few conflicts.                     | 6.71                      | 5.17 / 1.67       | 1.54            | 6.72       | 5.28 / 1.64       | 1.44            |
| 50. Class change (drop/add) policies are reasonable.                                 | 6.34                      | 5.65 / 1.45       | 0.69            | 6.36       | 5.69 / 1.46       | 0.67            |

\* 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 - Responsiveness to Diverse Populations**

| Scale/Item   | Longwood University - SSI |                   |                 | 1st choice |                   |                 |
|--|---------------------------|-------------------|-----------------|------------|-------------------|-----------------|
|  | Importance                | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap |
| <b>RESPONSIVENESS TO DIVERSE POPULATIONS</b>                   |                           | 5.57 / 1.27       |                 |            | 5.64 / 1.23       |                 |
| 84. Institution's commitment to part-time students?            |                           | 5.52 / 1.28       |                 |            | 5.54 / 1.30       |                 |
| 85. Institution's commitment to evening students?              |                           | 5.46 / 1.36       |                 |            | 5.58 / 1.24       |                 |
| 86. Institution's commitment to older, returning learners?     |                           | 5.61 / 1.29       |                 |            | 5.68 / 1.28       |                 |
| 87. Institution's commitment to under-represented populations? |                           | 5.29 / 1.57       |                 |            | 5.35 / 1.57       |                 |
| 88. Institution's commitment to commuters?                     |                           | 5.57 / 1.37       |                 |            | 5.66 / 1.34       |                 |
| 89. Institution's commitment to students with disabilities?    |                           | 5.97 / 1.20       |                 |            | 6.01 / 1.18       |                 |

\* 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 |                   |                 | 1st choice |                   |                 |
|--|---------------------------|-------------------|-----------------|------------|-------------------|-----------------|
|  | Importance                | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap |
| <b>SAFETY AND SECURITY</b>                                     | 6.52                      | 4.90 / 1.11       | 1.62            | 6.55       | 4.98 / 1.08       | 1.57            |
| 7. The campus is safe and secure for all students.             | 6.68                      | 5.89 / 1.12       | 0.79            | 6.73       | 5.96 / 1.06       | 0.77            |
| 21. The amount of student parking space on campus is adequate. | 6.37                      | 3.26 / 1.77       | 3.11            | 6.40       | 3.30 / 1.76       | 3.10            |
| 28. Parking lots are well-lighted and secure.                  | 6.36                      | 4.76 / 1.64       | 1.60            | 6.39       | 4.86 / 1.62       | 1.53            |
| 36. Security staff respond quickly in emergencies.             | 6.65                      | 5.84 / 1.28       | 0.81            | 6.70       | 5.92 / 1.22       | 0.78            |

\* 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 |                   |                 | 1st choice |                   |                 |
|--|---------------------------|-------------------|-----------------|------------|-------------------|-----------------|
|  | Importance                | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap |
| <b>SERVICE EXCELLENCE</b>  | 6.30                      | 5.40 / 0.99       | 0.90            | 6.33       | 5.46 / 0.98       | 0.87            |
| 2. The campus staff are caring and helpful.                                | 6.56                      | 5.79 / 1.16       | 0.77            | 6.60       | 5.86 / 1.11       | 0.74            |
| 13. Library staff are helpful and approachable.                            | 5.97                      | 5.82 / 1.24       | 0.15            | 6.01       | 5.87 / 1.20       | 0.14            |
| 15. The staff in the health services area are competent.                   | 6.33                      | 5.00 / 1.63       | 1.33            | 6.36       | 5.06 / 1.63       | 1.30            |
| 22. Counseling staff care about students as individuals.                   | 6.26                      | 5.54 / 1.36       | 0.72            | 6.27       | 5.61 / 1.33       | 0.66            |
| 27. The personnel involved in registration are helpful.                    | 6.35                      | 5.44 / 1.43       | 0.91            | 6.39       | 5.52 / 1.39       | 0.87            |
| 57. I seldom get the "run-around" when seeking information on this campus. | 6.41                      | 4.93 / 1.72       | 1.48            | 6.45       | 5.01 / 1.71       | 1.44            |
| 60. I generally know what's happening on campus.                           | 6.24                      | 5.53 / 1.37       | 0.71            | 6.26       | 5.58 / 1.36       | 0.68            |
| 71. Channels for expressing student complaints are readily available.      | 6.27                      | 5.06 / 1.64       | 1.21            | 6.32       | 5.12 / 1.62       | 1.20            |

\* 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 |                   |                 | 1st choice |                   |                 |
|---|---------------------------|-------------------|-----------------|------------|-------------------|-----------------|
|   | Importance                | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap |
| <b>STUDENT CENTEREDNESS</b>                                       | 6.51                      | 5.76 / 1.02       | 0.75            | 6.55       | 5.87 / 0.94       | 0.68            |
| 1. Most students feel a sense of belonging here.                  | 6.41                      | 5.57 / 1.32       | 0.84            | 6.45       | 5.71 / 1.24       | 0.74            |
| 2. The campus staff are caring and helpful.                       | 6.56                      | 5.79 / 1.16       | 0.77            | 6.60       | 5.86 / 1.11       | 0.74            |
| 10. Administrators are approachable to students.                  | 6.23                      | 5.56 / 1.30       | 0.67            | 6.27       | 5.64 / 1.24       | 0.63            |
| 29. It is an enjoyable experience to be a student on this campus. | 6.66                      | 5.91 / 1.33       | 0.75            | 6.68       | 6.09 / 1.18       | 0.59            |
| 45. Students are made to feel welcome on this campus.             | 6.61                      | 5.95 / 1.31       | 0.66            | 6.65       | 6.07 / 1.22       | 0.58            |
| 59. This institution shows concern for students as individuals.   | 6.60                      | 5.76 / 1.32       | 0.84            | 6.64       | 5.88 / 1.21       | 0.76            |

\* 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 |                   |                 | 1st choice |                   |                 |
|---|---------------------------|-------------------|-----------------|------------|-------------------|-----------------|
|   | 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            | 6.45       | 5.71 / 1.24       | 0.74            |
| 2. The campus staff are caring and helpful.   | 6.56                      | 5.79 / 1.16       | 0.77            | 6.60       | 5.86 / 1.11       | 0.74            |
| 3. Faculty care about me as an individual.  | 6.47                      | 5.80 / 1.18       | 0.67            | 6.54       | 5.86 / 1.11       | 0.68            |
| 4. Admissions staff are knowledgeable.  | 6.31                      | 5.57 / 1.29       | 0.74            | 6.34       | 5.65 / 1.21       | 0.69            |
| 5. Financial aid counselors are helpful.  | 6.28                      | 5.32 / 1.47       | 0.96            | 6.30       | 5.38 / 1.44       | 0.92            |
| 6. My academic advisor is approachable.   | 6.64                      | 5.93 / 1.49       | 0.71            | 6.66       | 5.92 / 1.52       | 0.74            |
| 7. The campus is safe and secure for all students.  | 6.68                      | 5.89 / 1.12       | 0.79            | 6.73       | 5.96 / 1.06       | 0.77            |
| 8. The content of the courses within my major is valuable.                                    | 6.75                      | 5.96 / 1.14       | 0.79            | 6.77       | 6.02 / 1.07       | 0.75            |
| 9. A variety of intramural activities are offered.  | 5.17                      | 5.61 / 1.24       | -0.44           | 5.07       | 5.64 / 1.25       | -0.57           |
| 10. Administrators are approachable to students.  | 6.23                      | 5.56 / 1.30       | 0.67            | 6.27       | 5.64 / 1.24       | 0.63            |
| 11. Billing policies are reasonable.  | 6.35                      | 5.04 / 1.48       | 1.31            | 6.39       | 5.08 / 1.46       | 1.31            |
| 12. Financial aid awards are announced to students in time to be helpful in college planning. | 6.35                      | 5.23 / 1.48       | 1.12            | 6.37       | 5.31 / 1.45       | 1.06            |
| 13. Library staff are helpful and approachable.   | 5.97                      | 5.82 / 1.24       | 0.15            | 6.01       | 5.87 / 1.20       | 0.14            |
| 14. My academic advisor is concerned about my success as an individual.                       | 6.60                      | 5.87 / 1.46       | 0.73            | 6.63       | 5.86 / 1.52       | 0.77            |
| 15. The staff in the health services area are competent.                                      | 6.33                      | 5.00 / 1.63       | 1.33            | 6.36       | 5.06 / 1.63       | 1.30            |

\* 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 |                   |                 | 1st choice |                   |                 |
|--|---------------------------|-------------------|-----------------|------------|-------------------|-----------------|
|  | 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            | 6.76       | 6.02 / 1.08       | 0.74            |
| 17. Adequate financial aid is available for most students.   | 6.45                      | 4.95 / 1.61       | 1.50            | 6.51       | 5.00 / 1.60       | 1.51            |
| 18. Library resources and services are adequate.   | 6.35                      | 5.87 / 1.20       | 0.48            | 6.37       | 5.95 / 1.15       | 0.42            |
| 19. My academic advisor helps me set goals to work toward.   | 6.33                      | 5.47 / 1.62       | 0.86            | 6.38       | 5.47 / 1.66       | 0.91            |
| 20. The business office is open during hours which are convenient for most students.                     | 6.09                      | 5.29 / 1.39       | 0.80            | 6.10       | 5.34 / 1.32       | 0.76            |
| 21. The amount of student parking space on campus is adequate.   | 6.37                      | 3.26 / 1.77       | 3.11            | 6.40       | 3.30 / 1.76       | 3.10            |
| 22. Counseling staff care about students as individuals.   | 6.26                      | 5.54 / 1.36       | 0.72            | 6.27       | 5.61 / 1.33       | 0.66            |
| 23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.) | 6.52                      | 4.94 / 1.57       | 1.58            | 6.57       | 5.04 / 1.53       | 1.53            |
| 24. The intercollegiate athletic programs contribute to a strong sense of school spirit.                 | 5.50                      | 5.08 / 1.61       | 0.42            | 5.51       | 5.24 / 1.53       | 0.27            |
| 25. Faculty are fair and unbiased in their treatment of individual students.                             | 6.58                      | 5.53 / 1.32       | 1.05            | 6.59       | 5.59 / 1.28       | 1.00            |
| 26. Computer labs are adequate and accessible.   | 6.11                      | 5.78 / 1.23       | 0.33            | 6.14       | 5.82 / 1.22       | 0.32            |
| 27. The personnel involved in registration are helpful.  | 6.35                      | 5.44 / 1.43       | 0.91            | 6.39       | 5.52 / 1.39       | 0.87            |
| 28. Parking lots are well-lighted and secure.  | 6.36                      | 4.76 / 1.64       | 1.60            | 6.39       | 4.86 / 1.62       | 1.53            |

\* 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 |                   |                 | 1st choice |                   |                 |
|---|---------------------------|-------------------|-----------------|------------|-------------------|-----------------|
|   | 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            | 6.68       | 6.09 / 1.18       | 0.59            |
| 30. Residence hall staff are concerned about me as an individual.                           | 6.01                      | 5.19 / 1.58       | 0.82            | 6.10       | 5.28 / 1.55       | 0.82            |
| 31. Males and females have equal opportunities to participate in intercollegiate athletics. | 5.77                      | 5.80 / 1.26       | -0.03           | 5.87       | 5.85 / 1.28       | 0.02            |
| 32. Tutoring services are readily available.  | 6.16                      | 5.60 / 1.44       | 0.56            | 6.21       | 5.68 / 1.39       | 0.53            |
| 33. My academic advisor is knowledgeable about requirements in my major.                    | 6.73                      | 5.95 / 1.46       | 0.78            | 6.74       | 5.95 / 1.47       | 0.79            |
| 34. I am able to register for classes I need with few conflicts.                            | 6.71                      | 5.17 / 1.67       | 1.54            | 6.72       | 5.28 / 1.64       | 1.44            |
| 35. The assessment and course placement procedures are reasonable.                          | 6.38                      | 5.54 / 1.37       | 0.84            | 6.40       | 5.65 / 1.31       | 0.75            |
| 36. Security staff respond quickly in emergencies.  | 6.65                      | 5.84 / 1.28       | 0.81            | 6.70       | 5.92 / 1.22       | 0.78            |
| 37. I feel a sense of pride about my campus.  | 6.31                      | 5.86 / 1.39       | 0.45            | 6.36       | 6.03 / 1.25       | 0.33            |
| 38. There is an adequate selection of food available in the cafeteria.                      | 6.42                      | 4.02 / 1.77       | 2.40            | 6.44       | 4.16 / 1.74       | 2.28            |
| 39. I am able to experience intellectual growth here.                                       | 6.64                      | 5.99 / 1.16       | 0.65            | 6.66       | 6.11 / 1.03       | 0.55            |
| 40. Residence hall regulations are reasonable.  | 6.20                      | 5.51 / 1.35       | 0.69            | 6.26       | 5.61 / 1.31       | 0.65            |
| 41. There is a commitment to academic excellence on this campus.                            | 6.55                      | 5.94 / 1.19       | 0.61            | 6.58       | 6.03 / 1.13       | 0.55            |

\* 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 |                   |                 | 1st choice |                   |                 |
|---|---------------------------|-------------------|-----------------|------------|-------------------|-----------------|
|   | 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            | 5.97       | 4.99 / 1.61       | 0.98            |
| 43. Admissions counselors respond to prospective students' unique needs and requests.   | 6.30                      | 5.64 / 1.30       | 0.66            | 6.32       | 5.69 / 1.25       | 0.63            |
| 44. Academic support services adequately meet the needs of students.                    | 6.39                      | 5.63 / 1.32       | 0.76            | 6.43       | 5.69 / 1.25       | 0.74            |
| 45. Students are made to feel welcome on this campus.                                   | 6.61                      | 5.95 / 1.31       | 0.66            | 6.65       | 6.07 / 1.22       | 0.58            |
| 46. I can easily get involved in campus organizations.                                  | 6.23                      | 5.80 / 1.41       | 0.43            | 6.24       | 5.89 / 1.35       | 0.35            |
| 47. Faculty provide timely feedback about student progress in a course.                 | 6.57                      | 5.25 / 1.45       | 1.32            | 6.62       | 5.35 / 1.41       | 1.27            |
| 48. Admissions counselors accurately portray the campus in their recruiting practices.  | 6.37                      | 5.56 / 1.45       | 0.81            | 6.43       | 5.68 / 1.38       | 0.75            |
| 49. There are adequate services to help me decide upon a career.                        | 6.47                      | 5.65 / 1.35       | 0.82            | 6.49       | 5.77 / 1.28       | 0.72            |
| 50. Class change (drop/add) policies are reasonable.                                    | 6.34                      | 5.65 / 1.45       | 0.69            | 6.36       | 5.69 / 1.46       | 0.67            |
| 51. This institution has a good reputation within the community.                        | 6.34                      | 5.79 / 1.36       | 0.55            | 6.38       | 5.90 / 1.32       | 0.48            |
| 52. The student center is a comfortable place for students to spend their leisure time. | 6.05                      | 5.35 / 1.52       | 0.70            | 6.09       | 5.49 / 1.45       | 0.60            |
| 53. Faculty take into consideration student differences as they teach a course.         | 6.39                      | 5.31 / 1.43       | 1.08            | 6.46       | 5.39 / 1.41       | 1.07            |

\* 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 |                   |                 | 1st choice |                   |                 |
|--|---------------------------|-------------------|-----------------|------------|-------------------|-----------------|
|  | Importance                | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap |
| 54. Bookstore staff are helpful.   | 5.99                      | 5.35 / 1.47       | 0.64            | 6.07       | 5.44 / 1.44       | 0.63            |
| 55. Major requirements are clear and reasonable.                             | 6.68                      | 5.70 / 1.36       | 0.98            | 6.69       | 5.78 / 1.31       | 0.91            |
| 56. The student handbook provides helpful information about campus life.     | 5.95                      | 5.43 / 1.42       | 0.52            | 5.98       | 5.51 / 1.37       | 0.47            |
| 57. I seldom get the "run-around" when seeking information on this campus.   | 6.41                      | 4.93 / 1.72       | 1.48            | 6.45       | 5.01 / 1.71       | 1.44            |
| 58. The quality of instruction I receive in most of my classes is excellent. | 6.72                      | 5.80 / 1.18       | 0.92            | 6.75       | 5.88 / 1.13       | 0.87            |
| 59. This institution shows concern for students as individuals.              | 6.60                      | 5.76 / 1.32       | 0.84            | 6.64       | 5.88 / 1.21       | 0.76            |
| 60. I generally know what's happening on campus.                             | 6.24                      | 5.53 / 1.37       | 0.71            | 6.26       | 5.58 / 1.36       | 0.68            |
| 61. Adjunct faculty are competent as classroom instructors.                  | 6.34                      | 5.65 / 1.28       | 0.69            | 6.33       | 5.72 / 1.26       | 0.61            |
| 62. There is a strong commitment to racial harmony on this campus.           | 6.12                      | 5.50 / 1.43       | 0.62            | 6.15       | 5.53 / 1.42       | 0.62            |
| 63. Student disciplinary procedures are fair.                                | 6.38                      | 5.55 / 1.44       | 0.83            | 6.41       | 5.61 / 1.42       | 0.80            |
| 64. New student orientation services help students adjust to college.        | 6.32                      | 5.48 / 1.55       | 0.84            | 6.33       | 5.56 / 1.52       | 0.77            |
| 65. Faculty are usually available after class and during office hours.       | 6.55                      | 5.97 / 1.20       | 0.58            | 6.59       | 6.03 / 1.18       | 0.56            |
| 66. Tuition paid is a worthwhile investment.                                 | 6.66                      | 5.21 / 1.51       | 1.45            | 6.66       | 5.28 / 1.46       | 1.38            |

\* 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 |                   |                 | 1st choice |                   |                 |
|--|---------------------------|-------------------|-----------------|------------|-------------------|-----------------|
|  | 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            | 6.40       | 5.69 / 1.40       | 0.71            |
| 68. Nearly all of the faculty are knowledgeable in their field.                                      | 6.73                      | 6.09 / 1.06       | 0.64            | 6.74       | 6.16 / 1.00       | 0.58            |
| 69. There is a good variety of courses provided on this campus.                                      | 6.59                      | 5.76 / 1.30       | 0.83            | 6.62       | 5.86 / 1.27       | 0.76            |
| 70. Graduate teaching assistants are competent as classroom instructors.                             | 6.15                      | 5.39 / 1.47       | 0.76            | 6.20       | 5.51 / 1.45       | 0.69            |
| 71. Channels for expressing student complaints are readily available.                                | 6.27                      | 5.06 / 1.64       | 1.21            | 6.32       | 5.12 / 1.62       | 1.20            |
| 72. On the whole, the campus is well-maintained.   | 6.52                      | 6.21 / 1.00       | 0.31            | 6.53       | 6.31 / 0.91       | 0.22            |
| 73. Student activities fees are put to good use.   | 6.35                      | 4.85 / 1.62       | 1.50            | 6.36       | 4.89 / 1.60       | 1.47            |
| 74. Campus item: The academic buildings adequately support a productive learning environment.        | 6.53                      | 6.03 / 1.03       | 0.50            | 6.56       | 6.11 / 0.98       | 0.45            |
| 75. Campus item: The campus is physically accessible to individuals of all abilities.                | 6.36                      | 6.03 / 1.20       | 0.33            | 6.38       | 6.08 / 1.16       | 0.30            |
| 76. Campus item: Faculty willingly provide appropriate accommodations to students with disabilities. | 6.43                      | 6.14 / 1.09       | 0.29            | 6.46       | 6.18 / 1.05       | 0.28            |
| 77. Campus item: Campus Recreation provides comprehensive opportunities for my physical wellness.    | 6.25                      | 6.19 / 0.98       | 0.06            | 6.26       | 6.24 / 0.96       | 0.02            |
| 78. Campus item: There are adequate and accessible quiet places for students to study.               | 6.50                      | 5.75 / 1.41       | 0.75            | 6.48       | 5.86 / 1.32       | 0.62            |

\* 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 |                   |                 | 1st choice |                   |                 |
|--|---------------------------|-------------------|-----------------|------------|-------------------|-----------------|
|  | 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            | 6.43       | 5.46 / 1.55       | 0.97            |
| 80. Campus item: This university has helped me meet the goals I came here to achieve.  | 6.64                      | 5.82 / 1.27       | 0.82            | 6.66       | 5.89 / 1.22       | 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            | 6.32       | 5.93 / 1.28       | 0.39            |
| 82. Campus item: This university has helped prepare me as a citizen leader.  | 6.28                      | 5.79 / 1.42       | 0.49            | 6.29       | 5.90 / 1.35       | 0.39            |
| 83. Campus item: My experiences have helped me become a more independent and self-directed learner.                                    | 6.49                      | 6.09 / 1.19       | 0.40            | 6.54       | 6.19 / 1.11       | 0.35            |
| 84. Institution's commitment to part-time students?  |                           | 5.52 / 1.28       |                 |            | 5.54 / 1.30       |                 |
| 85. Institution's commitment to evening students?  |                           | 5.46 / 1.36       |                 |            | 5.58 / 1.24       |                 |
| 86. Institution's commitment to older, returning learners?   |                           | 5.61 / 1.29       |                 |            | 5.68 / 1.28       |                 |
| 87. Institution's commitment to under-represented populations?   |                           | 5.29 / 1.57       |                 |            | 5.35 / 1.57       |                 |
| 88. Institution's commitment to commuters?   |                           | 5.57 / 1.37       |                 |            | 5.66 / 1.34       |                 |
| 89. Institution's commitment to students with disabilities?  |                           | 5.97 / 1.20       |                 |            | 6.01 / 1.18       |                 |
| 90. Cost as factor in decision to enroll.  | 6.16                      |                   |                 | 6.25       |                   |                 |

\* 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 |                   |                 | 1st choice |                   |                 |
|---|---------------------------|-------------------|-----------------|------------|-------------------|-----------------|
|   | Importance                | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap |
| 91. Financial aid as factor in decision to enroll.                              | 6.02                      |                   |                 | 6.09       |                   |                 |
| 92. Academic reputation as factor in decision to enroll.                        | 6.21                      |                   |                 | 6.27       |                   |                 |
| 93. Size of institution as factor in decision to enroll.                        | 6.12                      |                   |                 | 6.23       |                   |                 |
| 94. Opportunity to play sports as factor in decision to enroll.                 | 3.36                      |                   |                 | 3.22       |                   |                 |
| 95. Recommendations from family/friends as factor in decision to enroll.        | 5.14                      |                   |                 | 5.20       |                   |                 |
| 96. Geographic setting as factor in decision to enroll.                         | 5.38                      |                   |                 | 5.57       |                   |                 |
| 97. Campus appearance as factor in decision to enroll.                          | 5.93                      |                   |                 | 5.93       |                   |                 |
| 98. Personalized attention prior to enrollment as factor in decision to enroll. | 5.74                      |                   |                 | 5.76       |                   |                 |

\* 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                                       | 1st choice  |
|--|---|---|
| So far, how has your college experience met your expectations?<br>1=Much worse than 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 expected | Average: 4.98<br><br>1%<br>2%<br>8%<br>26%<br>26%<br>18%<br>16% | Average: 5.06<br><br>1%<br>1%<br>6%<br>26%<br>28%<br>19%<br>17% |
| Rate your overall satisfaction with your experience here thus far.<br>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  | Average: 5.69<br><br>1%<br>2%<br>5%<br>5%<br>15%<br>42%<br>27%  | Average: 5.82<br><br>0%<br>2%<br>4%<br>4%<br>14%<br>45%<br>29%  |
| All in all, if you had to do it over, would you enroll here again?<br>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   | Average: 5.79<br><br>2%<br>5%<br>4%<br>6%<br>7%<br>26%<br>46%   | Average: 6.02<br><br>1%<br>3%<br>3%<br>5%<br>7%<br>26%<br>52%   |

**Institutional Summary**  
**Scales: In Order of Importance**

| Scale                                 | Longwood University - SSI |                   |                 | Institution NOT 1st Choice |                   |                 |
|---------------------------------------|---------------------------|-------------------|-----------------|----------------------------|-------------------|-----------------|
|                                       | Importance                | Satisfaction / SD | Performance Gap | Importance                 | Satisfaction / SD | Performance Gap |
| Academic Advising                     | 6.60                      | 5.78 / 1.21       | 0.82            | 6.55                       | 5.77 / 1.17       | 0.78            |
| Instructional Effectiveness           | 6.57                      | 5.76 / 0.86       | 0.81            | 6.51                       | 5.61 / 0.94       | 0.90            |
| Safety and Security                   | 6.52                      | 4.90 / 1.11       | 1.62            | 6.44                       | 4.74 / 1.16       | 1.70            |
| Student Centeredness                  | 6.51                      | 5.76 / 1.02       | 0.75            | 6.44                       | 5.52 / 1.13       | 0.92            |
| Campus Climate                        | 6.44                      | 5.63 / 0.93       | 0.81            | 6.38                       | 5.45 / 1.01       | 0.93            |
| Concern for the Individual            | 6.43                      | 5.63 / 0.95       | 0.80            | 6.36                       | 5.52 / 1.05       | 0.84            |
| Registration Effectiveness            | 6.37                      | 5.32 / 1.06       | 1.05            | 6.33                       | 5.18 / 1.12       | 1.15            |
| Recruitment and Financial Aid         | 6.34                      | 5.38 / 1.09       | 0.96            | 6.27                       | 5.21 / 1.17       | 1.06            |
| Service Excellence                    | 6.30                      | 5.40 / 0.99       | 0.90            | 6.25                       | 5.27 / 0.98       | 0.98            |
| Campus Support Services               | 6.20                      | 5.67 / 0.91       | 0.53            | 6.13                       | 5.54 / 0.99       | 0.59            |
| Campus Life                           | 6.08                      | 5.27 / 0.95       | 0.81            | 6.04                       | 5.08 / 0.98       | 0.96            |
| Responsiveness to Diverse Populations |                           | 5.57 / 1.27       |                 |                            | 5.41 / 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**  
**Items: In Order of Importance**

| Item   | Longwood University - SSI |                   |                 | Institution NOT 1st Choice |                   |                 |
|--|---------------------------|-------------------|-----------------|----------------------------|-------------------|-----------------|
|  | 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            | 6.70                       | 5.86 / 1.27       | 0.84            |
| 16. The instruction in my major field is excellent.                          | 6.74                      | 5.95 / 1.14       | 0.79            | 6.68                       | 5.82 / 1.25       | 0.86            |
| 68. Nearly all of the faculty are knowledgeable in their field.              | 6.73                      | 6.09 / 1.06       | 0.64            | 6.71                       | 5.98 / 1.13       | 0.73            |
| 33. My academic advisor is knowledgeable about requirements in my major.     | 6.73                      | 5.95 / 1.46       | 0.78            | 6.71                       | 5.92 / 1.47       | 0.79            |
| 58. The quality of instruction I receive in most of my classes is excellent. | 6.72                      | 5.80 / 1.18       | 0.92            | 6.67                       | 5.68 / 1.22       | 0.99            |
| 34. I am able to register for classes I need with few conflicts.             | 6.71                      | 5.17 / 1.67       | 1.54            | 6.70                       | 4.94 / 1.72       | 1.76            |
| 7. The campus is safe and secure for all students.                           | 6.68                      | 5.89 / 1.12       | 0.79            | 6.59                       | 5.74 / 1.24       | 0.85            |
| 55. Major requirements are clear and reasonable.                             | 6.68                      | 5.70 / 1.36       | 0.98            | 6.67                       | 5.55 / 1.44       | 1.12            |
| 66. Tuition paid is a worthwhile investment.                                 | 6.66                      | 5.21 / 1.51       | 1.45            | 6.67                       | 5.10 / 1.57       | 1.57            |
| 29. It is an enjoyable experience to be a student on this campus.            | 6.66                      | 5.91 / 1.33       | 0.75            | 6.61                       | 5.55 / 1.53       | 1.06            |
| 36. Security staff respond quickly in emergencies.                           | 6.65                      | 5.84 / 1.28       | 0.81            | 6.55                       | 5.63 / 1.38       | 0.92            |
| 6. My academic advisor is approachable.                                      | 6.64                      | 5.93 / 1.49       | 0.71            | 6.63                       | 5.99 / 1.40       | 0.64            |
| 39. I am able to experience intellectual growth here.                        | 6.64                      | 5.99 / 1.16       | 0.65            | 6.60                       | 5.75 / 1.33       | 0.85            |

\* 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 |                   |                 | Institution NOT 1st Choice |                   |                 |
|---|---------------------------|-------------------|-----------------|----------------------------|-------------------|-----------------|
|   | 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            | 6.60                       | 5.71 / 1.34       | 0.89            |
| 45. Students are made to feel welcome on this campus.   | 6.61                      | 5.95 / 1.31       | 0.66            | 6.52                       | 5.70 / 1.47       | 0.82            |
| 59. This institution shows concern for students as individuals.                               | 6.60                      | 5.76 / 1.32       | 0.84            | 6.55                       | 5.54 / 1.49       | 1.01            |
| 14. My academic advisor is concerned about my success as an individual.                       | 6.60                      | 5.87 / 1.46       | 0.73            | 6.54                       | 5.92 / 1.31       | 0.62            |
| 69. There is a good variety of courses provided on this campus.                               | 6.59                      | 5.76 / 1.30       | 0.83            | 6.52                       | 5.55 / 1.36       | 0.97            |
| 25. Faculty are fair and unbiased in their treatment of individual students.                  | 6.58                      | 5.53 / 1.32       | 1.05            | 6.56                       | 5.41 / 1.42       | 1.15            |
| 47. Faculty provide timely feedback about student progress in a course.                       | 6.57                      | 5.25 / 1.45       | 1.32            | 6.47                       | 5.08 / 1.49       | 1.39            |
| 2. The campus staff are caring and helpful.   | 6.56                      | 5.79 / 1.16       | 0.77            | 6.49                       | 5.66 / 1.28       | 0.83            |
| 65. Faculty are usually available after class and during office hours.                        | 6.55                      | 5.97 / 1.20       | 0.58            | 6.49                       | 5.86 / 1.25       | 0.63            |
| 41. There is a commitment to academic excellence on this campus.                              | 6.55                      | 5.94 / 1.19       | 0.61            | 6.49                       | 5.78 / 1.27       | 0.71            |
| 74. Campus item: The academic buildings adequately support a productive learning environment. | 6.53                      | 6.03 / 1.03       | 0.50            | 6.47                       | 5.87 / 1.14       | 0.60            |
| 72. On the whole, the campus is well-maintained.  | 6.52                      | 6.21 / 1.00       | 0.31            | 6.49                       | 6.03 / 1.15       | 0.46            |

\* 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 |                   |                 | Institution NOT 1st Choice |                   |                 |
|--|---------------------------|-------------------|-----------------|----------------------------|-------------------|-----------------|
|  | 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            | 6.44                       | 4.78 / 1.63       | 1.66            |
| 78. Campus item: There are adequate and accessible quiet places for students to study.                   | 6.50                      | 5.75 / 1.41       | 0.75            | 6.53                       | 5.52 / 1.57       | 1.01            |
| 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                       | 5.92 / 1.32       | 0.48            |
| 3. Faculty care about me as an individual.   | 6.47                      | 5.80 / 1.18       | 0.67            | 6.33                       | 5.69 / 1.30       | 0.64            |
| 49. There are adequate services to help me decide upon a career.   | 6.47                      | 5.65 / 1.35       | 0.82            | 6.43                       | 5.44 / 1.47       | 0.99            |
| 17. Adequate financial aid is available for most students.   | 6.45                      | 4.95 / 1.61       | 1.50            | 6.32                       | 4.84 / 1.66       | 1.48            |
| 76. Campus item: Faculty willingly provide appropriate accommodations to students with disabilities.     | 6.43                      | 6.14 / 1.09       | 0.29            | 6.36                       | 6.06 / 1.18       | 0.30            |
| 79. Campus item: Longwood provides an adequate variety of housing options.                               | 6.42                      | 5.39 / 1.55       | 1.03            | 6.40                       | 5.26 / 1.57       | 1.14            |
| 38. There is an adequate selection of food available in the cafeteria.                                   | 6.42                      | 4.02 / 1.77       | 2.40            | 6.37                       | 3.75 / 1.81       | 2.62            |
| 57. I seldom get the "run-around" when seeking information on this campus.                               | 6.41                      | 4.93 / 1.72       | 1.48            | 6.34                       | 4.77 / 1.73       | 1.57            |
| 1. Most students feel a sense of belonging here.   | 6.41                      | 5.57 / 1.32       | 0.84            | 6.35                       | 5.28 / 1.44       | 1.07            |

\* 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 |                   |                 | Institution NOT 1st Choice |                   |                 |
|---|---------------------------|-------------------|-----------------|----------------------------|-------------------|-----------------|
|   | 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            | 6.31                       | 5.54 / 1.42       | 0.77            |
| 53. Faculty take into consideration student differences as they teach a course.               | 6.39                      | 5.31 / 1.43       | 1.08            | 6.28                       | 5.17 / 1.47       | 1.11            |
| 63. Student disciplinary procedures are fair.   | 6.38                      | 5.55 / 1.44       | 0.83            | 6.33                       | 5.42 / 1.49       | 0.91            |
| 67. Freedom of expression is protected on campus.   | 6.38                      | 5.61 / 1.46       | 0.77            | 6.36                       | 5.44 / 1.57       | 0.92            |
| 35. The assessment and course placement procedures are reasonable.                            | 6.38                      | 5.54 / 1.37       | 0.84            | 6.35                       | 5.29 / 1.46       | 1.06            |
| 48. Admissions counselors accurately portray the campus in their recruiting practices.        | 6.37                      | 5.56 / 1.45       | 0.81            | 6.25                       | 5.30 / 1.58       | 0.95            |
| 21. The amount of student parking space on campus is adequate.                                | 6.37                      | 3.26 / 1.77       | 3.11            | 6.29                       | 3.18 / 1.78       | 3.11            |
| 75. Campus item: The campus is physically accessible to individuals of all abilities.         | 6.36                      | 6.03 / 1.20       | 0.33            | 6.34                       | 5.91 / 1.28       | 0.43            |
| 28. Parking lots are well-lighted and secure.   | 6.36                      | 4.76 / 1.64       | 1.60            | 6.31                       | 4.56 / 1.69       | 1.75            |
| 73. Student activities fees are put to good use.  | 6.35                      | 4.85 / 1.62       | 1.50            | 6.36                       | 4.75 / 1.67       | 1.61            |
| 18. Library resources and services are adequate.  | 6.35                      | 5.87 / 1.20       | 0.48            | 6.31                       | 5.72 / 1.27       | 0.59            |
| 11. Billing policies are reasonable.  | 6.35                      | 5.04 / 1.48       | 1.31            | 6.29                       | 4.96 / 1.53       | 1.33            |
| 12. Financial aid awards are announced to students in time to be helpful in college planning. | 6.35                      | 5.23 / 1.48       | 1.12            | 6.32                       | 5.04 / 1.54       | 1.28            |

\* 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 |                   |                 | Institution NOT 1st Choice |                   |                 |
|--|---------------------------|-------------------|-----------------|----------------------------|-------------------|-----------------|
|  | 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            | 6.25                       | 5.25 / 1.50       | 1.00            |
| 50. Class change (drop/add) policies are reasonable.   | 6.34                      | 5.65 / 1.45       | 0.69            | 6.31                       | 5.57 / 1.42       | 0.74            |
| 51. This institution has a good reputation within the community.   | 6.34                      | 5.79 / 1.36       | 0.55            | 6.26                       | 5.58 / 1.41       | 0.68            |
| 61. Adjunct faculty are competent as classroom instructors.  | 6.34                      | 5.65 / 1.28       | 0.69            | 6.35                       | 5.48 / 1.27       | 0.87            |
| 15. The staff in the health services area are competent.   | 6.33                      | 5.00 / 1.63       | 1.33            | 6.27                       | 4.90 / 1.59       | 1.37            |
| 19. My academic advisor helps me set goals to work toward.   | 6.33                      | 5.47 / 1.62       | 0.86            | 6.22                       | 5.47 / 1.55       | 0.75            |
| 64. New student orientation services help students adjust to college.  | 6.32                      | 5.48 / 1.55       | 0.84            | 6.28                       | 5.30 / 1.63       | 0.98            |
| 37. I feel a sense of pride about my campus.   | 6.31                      | 5.86 / 1.39       | 0.45            | 6.19                       | 5.51 / 1.58       | 0.68            |
| 4. Admissions staff are knowledgeable.   | 6.31                      | 5.57 / 1.29       | 0.74            | 6.28                       | 5.40 / 1.43       | 0.88            |
| 43. Admissions counselors respond to prospective students' unique needs and requests.  | 6.30                      | 5.64 / 1.30       | 0.66            | 6.24                       | 5.52 / 1.39       | 0.72            |
| 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            | 6.23                       | 5.77 / 1.38       | 0.46            |
| 82. Campus item: This university has helped prepare me as a citizen leader.  | 6.28                      | 5.79 / 1.42       | 0.49            | 6.25                       | 5.59 / 1.52       | 0.66            |

\* 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 |                   |                 | Institution NOT 1st Choice |                   |                 |
|---|---------------------------|-------------------|-----------------|----------------------------|-------------------|-----------------|
|   | Importance                | Satisfaction / SD | Performance Gap | Importance                 | Satisfaction / SD | Performance Gap |
| 5. Financial aid counselors are helpful.  | 6.28                      | 5.32 / 1.47       | 0.96            | 6.24                       | 5.18 / 1.53       | 1.06            |
| 71. Channels for expressing student complaints are readily available.                             | 6.27                      | 5.06 / 1.64       | 1.21            | 6.18                       | 4.94 / 1.68       | 1.24            |
| 22. Counseling staff care about students as individuals.  | 6.26                      | 5.54 / 1.36       | 0.72            | 6.27                       | 5.42 / 1.42       | 0.85            |
| 77. Campus item: Campus Recreation provides comprehensive opportunities for my physical wellness. | 6.25                      | 6.19 / 0.98       | 0.06            | 6.23                       | 6.10 / 1.03       | 0.13            |
| 60. I generally know what's happening on campus.  | 6.24                      | 5.53 / 1.37       | 0.71            | 6.25                       | 5.44 / 1.38       | 0.81            |
| 10. Administrators are approachable to students.  | 6.23                      | 5.56 / 1.30       | 0.67            | 6.14                       | 5.39 / 1.41       | 0.75            |
| 46. I can easily get involved in campus organizations.  | 6.23                      | 5.80 / 1.41       | 0.43            | 6.22                       | 5.61 / 1.52       | 0.61            |
| 92. Academic reputation as factor in decision to enroll.  | 6.21                      |                   |                 | 6.11                       |                   |                 |
| 40. Residence hall regulations are reasonable.  | 6.20                      | 5.51 / 1.35       | 0.69            | 6.13                       | 5.30 / 1.42       | 0.83            |
| 32. Tutoring services are readily available.  | 6.16                      | 5.60 / 1.44       | 0.56            | 6.06                       | 5.45 / 1.50       | 0.61            |
| 90. Cost as factor in decision to enroll.   | 6.16                      |                   |                 | 5.98                       |                   |                 |
| 70. Graduate teaching assistants are competent as classroom instructors.                          | 6.15                      | 5.39 / 1.47       | 0.76            | 6.05                       | 5.14 / 1.51       | 0.91            |
| 93. Size of institution as factor in decision to enroll.  | 6.12                      |                   |                 | 5.91                       |                   |                 |
| 62. There is a strong commitment to racial harmony on this campus.                                | 6.12                      | 5.50 / 1.43       | 0.62            | 6.07                       | 5.43 / 1.44       | 0.64            |

\* 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 |                   |                 | Institution NOT 1st Choice |                   |                 |
|---|---------------------------|-------------------|-----------------|----------------------------|-------------------|-----------------|
|   | 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            | 6.08                       | 5.71 / 1.26       | 0.37            |
| 20. The business office is open during hours which are convenient for most students.        | 6.09                      | 5.29 / 1.39       | 0.80            | 6.06                       | 5.16 / 1.52       | 0.90            |
| 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                       | 5.07 / 1.64       | 0.93            |
| 91. Financial aid as factor in decision to enroll.  | 6.02                      |                   |                 | 5.87                       |                   |                 |
| 30. Residence hall staff are concerned about me as an individual.                           | 6.01                      | 5.19 / 1.58       | 0.82            | 5.81                       | 5.03 / 1.63       | 0.78            |
| 54. Bookstore staff are helpful.  | 5.99                      | 5.35 / 1.47       | 0.64            | 5.82                       | 5.16 / 1.52       | 0.66            |
| 13. Library staff are helpful and approachable.   | 5.97                      | 5.82 / 1.24       | 0.15            | 5.91                       | 5.74 / 1.31       | 0.17            |
| 42. There are a sufficient number of weekend activities for students.                       | 5.96                      | 4.88 / 1.63       | 1.08            | 5.92                       | 4.70 / 1.65       | 1.22            |
| 56. The student handbook provides helpful information about campus life.                    | 5.95                      | 5.43 / 1.42       | 0.52            | 5.88                       | 5.26 / 1.54       | 0.62            |
| 97. Campus appearance as factor in decision to enroll.                                      | 5.93                      |                   |                 | 5.92                       |                   |                 |
| 31. Males and females have equal opportunities to participate in intercollegiate athletics. | 5.77                      | 5.80 / 1.26       | -0.03           | 5.55                       | 5.68 / 1.23       | -0.13           |
| 98. Personalized attention prior to enrollment as factor in decision to enroll.             | 5.74                      |                   |                 | 5.70                       |                   |                 |

\* 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 |                   |                 | Institution NOT 1st Choice |                   |                 |
|--|---------------------------|-------------------|-----------------|----------------------------|-------------------|-----------------|
|  | 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            | 5.48                       | 4.76 / 1.73       | 0.72            |
| 96. Geographic setting as factor in decision to enroll.                                  | 5.38                      |                   |                 | 5.01                       |                   |                 |
| 9. A variety of intramural activities are offered.                                       | 5.17                      | 5.61 / 1.24       | -0.44           | 5.37                       | 5.57 / 1.21       | -0.20           |
| 95. Recommendations from family/friends as factor in decision to enroll.                 | 5.14                      |                   |                 | 5.04                       |                   |                 |
| 94. Opportunity to play sports as factor in decision to enroll.                          | 3.36                      |                   |                 | 3.65                       |                   |                 |
| 85. Institution's commitment to evening students?  |                           | 5.46 / 1.36       |                 |                            | 5.14 / 1.58       |                 |
| 86. Institution's commitment to older, returning learners?                               |                           | 5.61 / 1.29       |                 |                            | 5.47 / 1.32       |                 |
| 87. Institution's commitment to under-represented populations?                           |                           | 5.29 / 1.57       |                 |                            | 5.17 / 1.58       |                 |
| 88. Institution's commitment to commuters?   |                           | 5.57 / 1.37       |                 |                            | 5.37 / 1.42       |                 |
| 89. Institution's commitment to students with disabilities?                              |                           | 5.97 / 1.20       |                 |                            | 5.86 / 1.23       |                 |
| 84. Institution's commitment to part-time students?                                      |                           | 5.52 / 1.28       |                 |                            | 5.49 / 1.25       |                 |

\* 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 - Academic Advising

| Scale/Item   | Longwood University - SSI |                   |                 | Institution NOT 1st Choice |                   |                 |
|--|---------------------------|-------------------|-----------------|----------------------------|-------------------|-----------------|
|  | Importance                | Satisfaction / SD | Performance Gap | Importance                 | Satisfaction / SD | Performance Gap |
| <b>ACADEMIC ADVISING</b>   | 6.60                      | 5.78 / 1.21       | 0.82            | 6.55                       | 5.77 / 1.17       | 0.78            |
| 6. My academic advisor is approachable.                                  | 6.64                      | 5.93 / 1.49       | 0.71            | 6.63                       | 5.99 / 1.40       | 0.64            |
| 14. My academic advisor is concerned about my success as an individual.  | 6.60                      | 5.87 / 1.46       | 0.73            | 6.54                       | 5.92 / 1.31       | 0.62            |
| 19. My academic advisor helps me set goals to work toward.               | 6.33                      | 5.47 / 1.62       | 0.86            | 6.22                       | 5.47 / 1.55       | 0.75            |
| 33. My academic advisor is knowledgeable about requirements in my major. | 6.73                      | 5.95 / 1.46       | 0.78            | 6.71                       | 5.92 / 1.47       | 0.79            |
| 55. Major requirements are clear and reasonable.                         | 6.68                      | 5.70 / 1.36       | 0.98            | 6.67                       | 5.55 / 1.44       | 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 - Campus Climate

| Scale/Item   | Longwood University - SSI |                   |                 | Institution NOT 1st Choice |                   |                 |
|--|---------------------------|-------------------|-----------------|----------------------------|-------------------|-----------------|
|  | Importance                | Satisfaction / SD | Performance Gap | Importance                 | Satisfaction / SD | Performance Gap |
| <b>CAMPUS CLIMATE</b>  | 6.44                      | 5.63 / 0.93       | 0.81            | 6.38                       | 5.45 / 1.01       | 0.93            |
| 1. Most students feel a sense of belonging here.                           | 6.41                      | 5.57 / 1.32       | 0.84            | 6.35                       | 5.28 / 1.44       | 1.07            |
| 2. The campus staff are caring and helpful.                                | 6.56                      | 5.79 / 1.16       | 0.77            | 6.49                       | 5.66 / 1.28       | 0.83            |
| 3. Faculty care about me as an individual.                                 | 6.47                      | 5.80 / 1.18       | 0.67            | 6.33                       | 5.69 / 1.30       | 0.64            |
| 7. The campus is safe and secure for all students.                         | 6.68                      | 5.89 / 1.12       | 0.79            | 6.59                       | 5.74 / 1.24       | 0.85            |
| 10. Administrators are approachable to students.                           | 6.23                      | 5.56 / 1.30       | 0.67            | 6.14                       | 5.39 / 1.41       | 0.75            |
| 29. It is an enjoyable experience to be a student on this campus.          | 6.66                      | 5.91 / 1.33       | 0.75            | 6.61                       | 5.55 / 1.53       | 1.06            |
| 37. I feel a sense of pride about my campus.                               | 6.31                      | 5.86 / 1.39       | 0.45            | 6.19                       | 5.51 / 1.58       | 0.68            |
| 41. There is a commitment to academic excellence on this campus.           | 6.55                      | 5.94 / 1.19       | 0.61            | 6.49                       | 5.78 / 1.27       | 0.71            |
| 45. Students are made to feel welcome on this campus.                      | 6.61                      | 5.95 / 1.31       | 0.66            | 6.52                       | 5.70 / 1.47       | 0.82            |
| 51. This institution has a good reputation within the community.           | 6.34                      | 5.79 / 1.36       | 0.55            | 6.26                       | 5.58 / 1.41       | 0.68            |
| 57. I seldom get the "run-around" when seeking information on this campus. | 6.41                      | 4.93 / 1.72       | 1.48            | 6.34                       | 4.77 / 1.73       | 1.57            |
| 59. This institution shows concern for students as individuals.            | 6.60                      | 5.76 / 1.32       | 0.84            | 6.55                       | 5.54 / 1.49       | 1.01            |
| 60. I generally know what's happening on campus.                           | 6.24                      | 5.53 / 1.37       | 0.71            | 6.25                       | 5.44 / 1.38       | 0.81            |

\* 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 Climate

| Scale/Item  | Longwood University - SSI |                   |                 | Institution NOT 1st Choice |                   |                 |
|---|---------------------------|-------------------|-----------------|----------------------------|-------------------|-----------------|
|   | 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            | 6.07                       | 5.43 / 1.44       | 0.64            |
| 66. Tuition paid is a worthwhile investment.                          | 6.66                      | 5.21 / 1.51       | 1.45            | 6.67                       | 5.10 / 1.57       | 1.57            |
| 67. Freedom of expression is protected on campus.                     | 6.38                      | 5.61 / 1.46       | 0.77            | 6.36                       | 5.44 / 1.57       | 0.92            |
| 71. Channels for expressing student complaints are readily available. | 6.27                      | 5.06 / 1.64       | 1.21            | 6.18                       | 4.94 / 1.68       | 1.24            |

\* 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 |                   |                 | Institution NOT 1st Choice |                   |                 |
|--|---------------------------|-------------------|-----------------|----------------------------|-------------------|-----------------|
|  | Importance                | Satisfaction / SD | Performance Gap | Importance                 | Satisfaction / SD | Performance Gap |
| <b>CAMPUS LIFE</b>   | 6.08                      | 5.27 / 0.95       | 0.81            | 6.04                       | 5.08 / 0.98       | 0.96            |
| 9. A variety of intramural activities are offered.   | 5.17                      | 5.61 / 1.24       | -0.44           | 5.37                       | 5.57 / 1.21       | -0.20           |
| 23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.) | 6.52                      | 4.94 / 1.57       | 1.58            | 6.44                       | 4.78 / 1.63       | 1.66            |
| 24. The intercollegiate athletic programs contribute to a strong sense of school spirit.                 | 5.50                      | 5.08 / 1.61       | 0.42            | 5.48                       | 4.76 / 1.73       | 0.72            |
| 30. Residence hall staff are concerned about me as an individual.  | 6.01                      | 5.19 / 1.58       | 0.82            | 5.81                       | 5.03 / 1.63       | 0.78            |
| 31. Males and females have equal opportunities to participate in intercollegiate athletics.              | 5.77                      | 5.80 / 1.26       | -0.03           | 5.55                       | 5.68 / 1.23       | -0.13           |
| 38. There is an adequate selection of food available in the cafeteria.                                   | 6.42                      | 4.02 / 1.77       | 2.40            | 6.37                       | 3.75 / 1.81       | 2.62            |
| 40. Residence hall regulations are reasonable.   | 6.20                      | 5.51 / 1.35       | 0.69            | 6.13                       | 5.30 / 1.42       | 0.83            |
| 42. There are a sufficient number of weekend activities for students.                                    | 5.96                      | 4.88 / 1.63       | 1.08            | 5.92                       | 4.70 / 1.65       | 1.22            |
| 46. I can easily get involved in campus organizations.   | 6.23                      | 5.80 / 1.41       | 0.43            | 6.22                       | 5.61 / 1.52       | 0.61            |
| 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                       | 5.07 / 1.64       | 0.93            |
| 56. The student handbook provides helpful information about campus life.                                 | 5.95                      | 5.43 / 1.42       | 0.52            | 5.88                       | 5.26 / 1.54       | 0.62            |
| 63. Student disciplinary procedures are fair.  | 6.38                      | 5.55 / 1.44       | 0.83            | 6.33                       | 5.42 / 1.49       | 0.91            |

\* 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 |                   |                 | Institution NOT 1st Choice |                   |                 |
|---|---------------------------|-------------------|-----------------|----------------------------|-------------------|-----------------|
|   | 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            | 6.28                       | 5.30 / 1.63       | 0.98            |
| 67. Freedom of expression is protected on campus.                     | 6.38                      | 5.61 / 1.46       | 0.77            | 6.36                       | 5.44 / 1.57       | 0.92            |
| 73. Student activities fees are put to good use.                      | 6.35                      | 4.85 / 1.62       | 1.50            | 6.36                       | 4.75 / 1.67       | 1.61            |

\* 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 |                   |                 | Institution NOT 1st Choice |                   |                 |
|--|---------------------------|-------------------|-----------------|----------------------------|-------------------|-----------------|
|  | Importance                | Satisfaction / SD | Performance Gap | Importance                 | Satisfaction / SD | Performance Gap |
| <b>CAMPUS SUPPORT SERVICES</b>                                       | 6.20                      | 5.67 / 0.91       | 0.53            | 6.13                       | 5.54 / 0.99       | 0.59            |
| 13. Library staff are helpful and approachable.                      | 5.97                      | 5.82 / 1.24       | 0.15            | 5.91                       | 5.74 / 1.31       | 0.17            |
| 18. Library resources and services are adequate.                     | 6.35                      | 5.87 / 1.20       | 0.48            | 6.31                       | 5.72 / 1.27       | 0.59            |
| 26. Computer labs are adequate and accessible.                       | 6.11                      | 5.78 / 1.23       | 0.33            | 6.08                       | 5.71 / 1.26       | 0.37            |
| 32. Tutoring services are readily available.                         | 6.16                      | 5.60 / 1.44       | 0.56            | 6.06                       | 5.45 / 1.50       | 0.61            |
| 44. Academic support services adequately meet the needs of students. | 6.39                      | 5.63 / 1.32       | 0.76            | 6.31                       | 5.54 / 1.42       | 0.77            |
| 49. There are adequate services to help me decide upon a career.     | 6.47                      | 5.65 / 1.35       | 0.82            | 6.43                       | 5.44 / 1.47       | 0.99            |
| 54. Bookstore staff are helpful.                                     | 5.99                      | 5.35 / 1.47       | 0.64            | 5.82                       | 5.16 / 1.52       | 0.66            |

\* 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 |                   |                 | Institution NOT 1st Choice |                   |                 |
|--|---------------------------|-------------------|-----------------|----------------------------|-------------------|-----------------|
|  | Importance                | Satisfaction / SD | Performance Gap | Importance                 | Satisfaction / SD | Performance Gap |
| <b>CONCERN FOR THE INDIVIDUAL</b>  | 6.43                      | 5.63 / 0.95       | 0.80            | 6.36                       | 5.52 / 1.05       | 0.84            |
| 3. Faculty care about me as an individual.                                   | 6.47                      | 5.80 / 1.18       | 0.67            | 6.33                       | 5.69 / 1.30       | 0.64            |
| 14. My academic advisor is concerned about my success as an individual.      | 6.60                      | 5.87 / 1.46       | 0.73            | 6.54                       | 5.92 / 1.31       | 0.62            |
| 22. Counseling staff care about students as individuals.                     | 6.26                      | 5.54 / 1.36       | 0.72            | 6.27                       | 5.42 / 1.42       | 0.85            |
| 25. Faculty are fair and unbiased in their treatment of individual students. | 6.58                      | 5.53 / 1.32       | 1.05            | 6.56                       | 5.41 / 1.42       | 1.15            |
| 30. Residence hall staff are concerned about me as an individual.            | 6.01                      | 5.19 / 1.58       | 0.82            | 5.81                       | 5.03 / 1.63       | 0.78            |
| 59. This institution shows concern for students as individuals.              | 6.60                      | 5.76 / 1.32       | 0.84            | 6.55                       | 5.54 / 1.49       | 1.01            |

\* 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 |                   |                 | Institution NOT 1st Choice |                   |                 |
|---|---------------------------|-------------------|-----------------|----------------------------|-------------------|-----------------|
|   | Importance                | Satisfaction / SD | Performance Gap | Importance                 | Satisfaction / SD | Performance Gap |
| <b>INSTRUCTIONAL EFFECTIVENESS</b>  | 6.57                      | 5.76 / 0.86       | 0.81            | 6.51                       | 5.61 / 0.94       | 0.90            |
| 3. Faculty care about me as an individual.                                      | 6.47                      | 5.80 / 1.18       | 0.67            | 6.33                       | 5.69 / 1.30       | 0.64            |
| 8. The content of the courses within my major is valuable.                      | 6.75                      | 5.96 / 1.14       | 0.79            | 6.70                       | 5.86 / 1.27       | 0.84            |
| 16. The instruction in my major field is excellent.                             | 6.74                      | 5.95 / 1.14       | 0.79            | 6.68                       | 5.82 / 1.25       | 0.86            |
| 25. Faculty are fair and unbiased in their treatment of individual students.    | 6.58                      | 5.53 / 1.32       | 1.05            | 6.56                       | 5.41 / 1.42       | 1.15            |
| 39. I am able to experience intellectual growth here.                           | 6.64                      | 5.99 / 1.16       | 0.65            | 6.60                       | 5.75 / 1.33       | 0.85            |
| 41. There is a commitment to academic excellence on this campus.                | 6.55                      | 5.94 / 1.19       | 0.61            | 6.49                       | 5.78 / 1.27       | 0.71            |
| 47. Faculty provide timely feedback about student progress in a course.         | 6.57                      | 5.25 / 1.45       | 1.32            | 6.47                       | 5.08 / 1.49       | 1.39            |
| 53. Faculty take into consideration student differences as they teach a course. | 6.39                      | 5.31 / 1.43       | 1.08            | 6.28                       | 5.17 / 1.47       | 1.11            |
| 58. The quality of instruction I receive in most of my classes is excellent.    | 6.72                      | 5.80 / 1.18       | 0.92            | 6.67                       | 5.68 / 1.22       | 0.99            |
| 61. Adjunct faculty are competent as classroom instructors.                     | 6.34                      | 5.65 / 1.28       | 0.69            | 6.35                       | 5.48 / 1.27       | 0.87            |
| 65. Faculty are usually available after class and during office hours.          | 6.55                      | 5.97 / 1.20       | 0.58            | 6.49                       | 5.86 / 1.25       | 0.63            |

\* 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 |                   |                 | Institution NOT 1st Choice |                   |                 |
|--|---------------------------|-------------------|-----------------|----------------------------|-------------------|-----------------|
|  | 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                       | 5.98 / 1.13       | 0.73            |
| 69. There is a good variety of courses provided on this campus.          | 6.59                      | 5.76 / 1.30       | 0.83            | 6.52                       | 5.55 / 1.36       | 0.97            |
| 70. Graduate teaching assistants are competent as classroom instructors. | 6.15                      | 5.39 / 1.47       | 0.76            | 6.05                       | 5.14 / 1.51       | 0.91            |

\* 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 |                   |                 | Institution NOT 1st Choice |                   |                 |
|---|---------------------------|-------------------|-----------------|----------------------------|-------------------|-----------------|
|   | Importance                | Satisfaction / SD | Performance Gap | Importance                 | Satisfaction / SD | Performance Gap |
| <b>RECRUITMENT AND FINANCIAL AID</b>  | 6.34                      | 5.38 / 1.09       | 0.96            | 6.27                       | 5.21 / 1.17       | 1.06            |
| 4. Admissions staff are knowledgeable.  | 6.31                      | 5.57 / 1.29       | 0.74            | 6.28                       | 5.40 / 1.43       | 0.88            |
| 5. Financial aid counselors are helpful.  | 6.28                      | 5.32 / 1.47       | 0.96            | 6.24                       | 5.18 / 1.53       | 1.06            |
| 12. Financial aid awards are announced to students in time to be helpful in college planning. | 6.35                      | 5.23 / 1.48       | 1.12            | 6.32                       | 5.04 / 1.54       | 1.28            |
| 17. Adequate financial aid is available for most students.                                    | 6.45                      | 4.95 / 1.61       | 1.50            | 6.32                       | 4.84 / 1.66       | 1.48            |
| 43. Admissions counselors respond to prospective students' unique needs and requests.         | 6.30                      | 5.64 / 1.30       | 0.66            | 6.24                       | 5.52 / 1.39       | 0.72            |
| 48. Admissions counselors accurately portray the campus in their recruiting practices.        | 6.37                      | 5.56 / 1.45       | 0.81            | 6.25                       | 5.30 / 1.58       | 0.95            |

\* 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 |                   |                 | Institution NOT 1st Choice |                   |                 |
|--|---------------------------|-------------------|-----------------|----------------------------|-------------------|-----------------|
|  | Importance                | Satisfaction / SD | Performance Gap | Importance                 | Satisfaction / SD | Performance Gap |
| <b>REGISTRATION EFFECTIVENESS</b>  | 6.37                      | 5.32 / 1.06       | 1.05            | 6.33                       | 5.18 / 1.12       | 1.15            |
| 11. Billing policies are reasonable.   | 6.35                      | 5.04 / 1.48       | 1.31            | 6.29                       | 4.96 / 1.53       | 1.33            |
| 20. The business office is open during hours which are convenient for most students. | 6.09                      | 5.29 / 1.39       | 0.80            | 6.06                       | 5.16 / 1.52       | 0.90            |
| 27. The personnel involved in registration are helpful.                              | 6.35                      | 5.44 / 1.43       | 0.91            | 6.25                       | 5.25 / 1.50       | 1.00            |
| 34. I am able to register for classes I need with few conflicts.                     | 6.71                      | 5.17 / 1.67       | 1.54            | 6.70                       | 4.94 / 1.72       | 1.76            |
| 50. Class change (drop/add) policies are reasonable.                                 | 6.34                      | 5.65 / 1.45       | 0.69            | 6.31                       | 5.57 / 1.42       | 0.74            |

\* 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 |                   |                 | Institution NOT 1st Choice |                   |                 |
|--|---------------------------|-------------------|-----------------|----------------------------|-------------------|-----------------|
|  | Importance                | Satisfaction / SD | Performance Gap | Importance                 | Satisfaction / SD | Performance Gap |
| <b>RESPONSIVENESS TO DIVERSE POPULATIONS</b>                   |                           | 5.57 / 1.27       |                 |                            | 5.41 / 1.36       |                 |
| 84. Institution's commitment to part-time students?            |                           | 5.52 / 1.28       |                 |                            | 5.49 / 1.25       |                 |
| 85. Institution's commitment to evening students?              |                           | 5.46 / 1.36       |                 |                            | 5.14 / 1.58       |                 |
| 86. Institution's commitment to older, returning learners?     |                           | 5.61 / 1.29       |                 |                            | 5.47 / 1.32       |                 |
| 87. Institution's commitment to under-represented populations? |                           | 5.29 / 1.57       |                 |                            | 5.17 / 1.58       |                 |
| 88. Institution's commitment to commuters?                     |                           | 5.57 / 1.37       |                 |                            | 5.37 / 1.42       |                 |
| 89. Institution's commitment to students with disabilities?    |                           | 5.97 / 1.20       |                 |                            | 5.86 / 1.23       |                 |

\* 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 |                   |                 | Institution NOT 1st Choice |                   |                 |
|--|---------------------------|-------------------|-----------------|----------------------------|-------------------|-----------------|
|  | Importance                | Satisfaction / SD | Performance Gap | Importance                 | Satisfaction / SD | Performance Gap |
| <b>SAFETY AND SECURITY</b>                                     | 6.52                      | 4.90 / 1.11       | 1.62            | 6.44                       | 4.74 / 1.16       | 1.70            |
| 7. The campus is safe and secure for all students.             | 6.68                      | 5.89 / 1.12       | 0.79            | 6.59                       | 5.74 / 1.24       | 0.85            |
| 21. The amount of student parking space on campus is adequate. | 6.37                      | 3.26 / 1.77       | 3.11            | 6.29                       | 3.18 / 1.78       | 3.11            |
| 28. Parking lots are well-lighted and secure.                  | 6.36                      | 4.76 / 1.64       | 1.60            | 6.31                       | 4.56 / 1.69       | 1.75            |
| 36. Security staff respond quickly in emergencies.             | 6.65                      | 5.84 / 1.28       | 0.81            | 6.55                       | 5.63 / 1.38       | 0.92            |

\* 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 |                   |                 | Institution NOT 1st Choice |                   |                 |
|--|---------------------------|-------------------|-----------------|----------------------------|-------------------|-----------------|
|  | Importance                | Satisfaction / SD | Performance Gap | Importance                 | Satisfaction / SD | Performance Gap |
| <b>SERVICE EXCELLENCE</b>  | 6.30                      | 5.40 / 0.99       | 0.90            | 6.25                       | 5.27 / 0.98       | 0.98            |
| 2. The campus staff are caring and helpful.                                | 6.56                      | 5.79 / 1.16       | 0.77            | 6.49                       | 5.66 / 1.28       | 0.83            |
| 13. Library staff are helpful and approachable.                            | 5.97                      | 5.82 / 1.24       | 0.15            | 5.91                       | 5.74 / 1.31       | 0.17            |
| 15. The staff in the health services area are competent.                   | 6.33                      | 5.00 / 1.63       | 1.33            | 6.27                       | 4.90 / 1.59       | 1.37            |
| 22. Counseling staff care about students as individuals.                   | 6.26                      | 5.54 / 1.36       | 0.72            | 6.27                       | 5.42 / 1.42       | 0.85            |
| 27. The personnel involved in registration are helpful.                    | 6.35                      | 5.44 / 1.43       | 0.91            | 6.25                       | 5.25 / 1.50       | 1.00            |
| 57. I seldom get the "run-around" when seeking information on this campus. | 6.41                      | 4.93 / 1.72       | 1.48            | 6.34                       | 4.77 / 1.73       | 1.57            |
| 60. I generally know what's happening on campus.                           | 6.24                      | 5.53 / 1.37       | 0.71            | 6.25                       | 5.44 / 1.38       | 0.81            |
| 71. Channels for expressing student complaints are readily available.      | 6.27                      | 5.06 / 1.64       | 1.21            | 6.18                       | 4.94 / 1.68       | 1.24            |

\* 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 |                   |                 | Institution NOT 1st Choice |                   |                 |
|---|---------------------------|-------------------|-----------------|----------------------------|-------------------|-----------------|
|   | Importance                | Satisfaction / SD | Performance Gap | Importance                 | Satisfaction / SD | Performance Gap |
| <b>STUDENT CENTEREDNESS</b>                                       | 6.51                      | 5.76 / 1.02       | 0.75            | 6.44                       | 5.52 / 1.13       | 0.92            |
| 1. Most students feel a sense of belonging here.                  | 6.41                      | 5.57 / 1.32       | 0.84            | 6.35                       | 5.28 / 1.44       | 1.07            |
| 2. The campus staff are caring and helpful.                       | 6.56                      | 5.79 / 1.16       | 0.77            | 6.49                       | 5.66 / 1.28       | 0.83            |
| 10. Administrators are approachable to students.                  | 6.23                      | 5.56 / 1.30       | 0.67            | 6.14                       | 5.39 / 1.41       | 0.75            |
| 29. It is an enjoyable experience to be a student on this campus. | 6.66                      | 5.91 / 1.33       | 0.75            | 6.61                       | 5.55 / 1.53       | 1.06            |
| 45. Students are made to feel welcome on this campus.             | 6.61                      | 5.95 / 1.31       | 0.66            | 6.52                       | 5.70 / 1.47       | 0.82            |
| 59. This institution shows concern for students as individuals.   | 6.60                      | 5.76 / 1.32       | 0.84            | 6.55                       | 5.54 / 1.49       | 1.01            |

\* 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 |                   |                 | Institution NOT 1st Choice |                   |                 |
|---|---------------------------|-------------------|-----------------|----------------------------|-------------------|-----------------|
|   | 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            | 6.35                       | 5.28 / 1.44       | 1.07            |
| 2. The campus staff are caring and helpful.   | 6.56                      | 5.79 / 1.16       | 0.77            | 6.49                       | 5.66 / 1.28       | 0.83            |
| 3. Faculty care about me as an individual.  | 6.47                      | 5.80 / 1.18       | 0.67            | 6.33                       | 5.69 / 1.30       | 0.64            |
| 4. Admissions staff are knowledgeable.  | 6.31                      | 5.57 / 1.29       | 0.74            | 6.28                       | 5.40 / 1.43       | 0.88            |
| 5. Financial aid counselors are helpful.  | 6.28                      | 5.32 / 1.47       | 0.96            | 6.24                       | 5.18 / 1.53       | 1.06            |
| 6. My academic advisor is approachable.   | 6.64                      | 5.93 / 1.49       | 0.71            | 6.63                       | 5.99 / 1.40       | 0.64            |
| 7. The campus is safe and secure for all students.  | 6.68                      | 5.89 / 1.12       | 0.79            | 6.59                       | 5.74 / 1.24       | 0.85            |
| 8. The content of the courses within my major is valuable.                                    | 6.75                      | 5.96 / 1.14       | 0.79            | 6.70                       | 5.86 / 1.27       | 0.84            |
| 9. A variety of intramural activities are offered.  | 5.17                      | 5.61 / 1.24       | -0.44           | 5.37                       | 5.57 / 1.21       | -0.20           |
| 10. Administrators are approachable to students.  | 6.23                      | 5.56 / 1.30       | 0.67            | 6.14                       | 5.39 / 1.41       | 0.75            |
| 11. Billing policies are reasonable.  | 6.35                      | 5.04 / 1.48       | 1.31            | 6.29                       | 4.96 / 1.53       | 1.33            |
| 12. Financial aid awards are announced to students in time to be helpful in college planning. | 6.35                      | 5.23 / 1.48       | 1.12            | 6.32                       | 5.04 / 1.54       | 1.28            |
| 13. Library staff are helpful and approachable.   | 5.97                      | 5.82 / 1.24       | 0.15            | 5.91                       | 5.74 / 1.31       | 0.17            |
| 14. My academic advisor is concerned about my success as an individual.                       | 6.60                      | 5.87 / 1.46       | 0.73            | 6.54                       | 5.92 / 1.31       | 0.62            |
| 15. The staff in the health services area are competent.                                      | 6.33                      | 5.00 / 1.63       | 1.33            | 6.27                       | 4.90 / 1.59       | 1.37            |

\* 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 |                   |                 | Institution NOT 1st Choice |                   |                 |
|--|---------------------------|-------------------|-----------------|----------------------------|-------------------|-----------------|
|  | 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            | 6.68                       | 5.82 / 1.25       | 0.86            |
| 17. Adequate financial aid is available for most students.   | 6.45                      | 4.95 / 1.61       | 1.50            | 6.32                       | 4.84 / 1.66       | 1.48            |
| 18. Library resources and services are adequate.   | 6.35                      | 5.87 / 1.20       | 0.48            | 6.31                       | 5.72 / 1.27       | 0.59            |
| 19. My academic advisor helps me set goals to work toward.   | 6.33                      | 5.47 / 1.62       | 0.86            | 6.22                       | 5.47 / 1.55       | 0.75            |
| 20. The business office is open during hours which are convenient for most students.                     | 6.09                      | 5.29 / 1.39       | 0.80            | 6.06                       | 5.16 / 1.52       | 0.90            |
| 21. The amount of student parking space on campus is adequate.   | 6.37                      | 3.26 / 1.77       | 3.11            | 6.29                       | 3.18 / 1.78       | 3.11            |
| 22. Counseling staff care about students as individuals.   | 6.26                      | 5.54 / 1.36       | 0.72            | 6.27                       | 5.42 / 1.42       | 0.85            |
| 23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.) | 6.52                      | 4.94 / 1.57       | 1.58            | 6.44                       | 4.78 / 1.63       | 1.66            |
| 24. The intercollegiate athletic programs contribute to a strong sense of school spirit.                 | 5.50                      | 5.08 / 1.61       | 0.42            | 5.48                       | 4.76 / 1.73       | 0.72            |
| 25. Faculty are fair and unbiased in their treatment of individual students.                             | 6.58                      | 5.53 / 1.32       | 1.05            | 6.56                       | 5.41 / 1.42       | 1.15            |
| 26. Computer labs are adequate and accessible.   | 6.11                      | 5.78 / 1.23       | 0.33            | 6.08                       | 5.71 / 1.26       | 0.37            |
| 27. The personnel involved in registration are helpful.  | 6.35                      | 5.44 / 1.43       | 0.91            | 6.25                       | 5.25 / 1.50       | 1.00            |
| 28. Parking lots are well-lighted and secure.  | 6.36                      | 4.76 / 1.64       | 1.60            | 6.31                       | 4.56 / 1.69       | 1.75            |

\* 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 |                   |                 | Institution NOT 1st Choice |                   |                 |
|---|---------------------------|-------------------|-----------------|----------------------------|-------------------|-----------------|
|   | 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            | 6.61                       | 5.55 / 1.53       | 1.06            |
| 30. Residence hall staff are concerned about me as an individual.                           | 6.01                      | 5.19 / 1.58       | 0.82            | 5.81                       | 5.03 / 1.63       | 0.78            |
| 31. Males and females have equal opportunities to participate in intercollegiate athletics. | 5.77                      | 5.80 / 1.26       | -0.03           | 5.55                       | 5.68 / 1.23       | -0.13           |
| 32. Tutoring services are readily available.  | 6.16                      | 5.60 / 1.44       | 0.56            | 6.06                       | 5.45 / 1.50       | 0.61            |
| 33. My academic advisor is knowledgeable about requirements in my major.                    | 6.73                      | 5.95 / 1.46       | 0.78            | 6.71                       | 5.92 / 1.47       | 0.79            |
| 34. I am able to register for classes I need with few conflicts.                            | 6.71                      | 5.17 / 1.67       | 1.54            | 6.70                       | 4.94 / 1.72       | 1.76            |
| 35. The assessment and course placement procedures are reasonable.                          | 6.38                      | 5.54 / 1.37       | 0.84            | 6.35                       | 5.29 / 1.46       | 1.06            |
| 36. Security staff respond quickly in emergencies.  | 6.65                      | 5.84 / 1.28       | 0.81            | 6.55                       | 5.63 / 1.38       | 0.92            |
| 37. I feel a sense of pride about my campus.  | 6.31                      | 5.86 / 1.39       | 0.45            | 6.19                       | 5.51 / 1.58       | 0.68            |
| 38. There is an adequate selection of food available in the cafeteria.                      | 6.42                      | 4.02 / 1.77       | 2.40            | 6.37                       | 3.75 / 1.81       | 2.62            |
| 39. I am able to experience intellectual growth here.                                       | 6.64                      | 5.99 / 1.16       | 0.65            | 6.60                       | 5.75 / 1.33       | 0.85            |
| 40. Residence hall regulations are reasonable.  | 6.20                      | 5.51 / 1.35       | 0.69            | 6.13                       | 5.30 / 1.42       | 0.83            |
| 41. There is a commitment to academic excellence on this campus.                            | 6.55                      | 5.94 / 1.19       | 0.61            | 6.49                       | 5.78 / 1.27       | 0.71            |

\* 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 |                   |                 | Institution NOT 1st Choice |                   |                 |
|---|---------------------------|-------------------|-----------------|----------------------------|-------------------|-----------------|
|   | 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            | 5.92                       | 4.70 / 1.65       | 1.22            |
| 43. Admissions counselors respond to prospective students' unique needs and requests.   | 6.30                      | 5.64 / 1.30       | 0.66            | 6.24                       | 5.52 / 1.39       | 0.72            |
| 44. Academic support services adequately meet the needs of students.                    | 6.39                      | 5.63 / 1.32       | 0.76            | 6.31                       | 5.54 / 1.42       | 0.77            |
| 45. Students are made to feel welcome on this campus.                                   | 6.61                      | 5.95 / 1.31       | 0.66            | 6.52                       | 5.70 / 1.47       | 0.82            |
| 46. I can easily get involved in campus organizations.                                  | 6.23                      | 5.80 / 1.41       | 0.43            | 6.22                       | 5.61 / 1.52       | 0.61            |
| 47. Faculty provide timely feedback about student progress in a course.                 | 6.57                      | 5.25 / 1.45       | 1.32            | 6.47                       | 5.08 / 1.49       | 1.39            |
| 48. Admissions counselors accurately portray the campus in their recruiting practices.  | 6.37                      | 5.56 / 1.45       | 0.81            | 6.25                       | 5.30 / 1.58       | 0.95            |
| 49. There are adequate services to help me decide upon a career.                        | 6.47                      | 5.65 / 1.35       | 0.82            | 6.43                       | 5.44 / 1.47       | 0.99            |
| 50. Class change (drop/add) policies are reasonable.                                    | 6.34                      | 5.65 / 1.45       | 0.69            | 6.31                       | 5.57 / 1.42       | 0.74            |
| 51. This institution has a good reputation within the community.                        | 6.34                      | 5.79 / 1.36       | 0.55            | 6.26                       | 5.58 / 1.41       | 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                       | 5.07 / 1.64       | 0.93            |
| 53. Faculty take into consideration student differences as they teach a course.         | 6.39                      | 5.31 / 1.43       | 1.08            | 6.28                       | 5.17 / 1.47       | 1.11            |

\* 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 |                   |                 | Institution NOT 1st Choice |                   |                 |
|--|---------------------------|-------------------|-----------------|----------------------------|-------------------|-----------------|
|  | Importance                | Satisfaction / SD | Performance Gap | Importance                 | Satisfaction / SD | Performance Gap |
| 54. Bookstore staff are helpful.   | 5.99                      | 5.35 / 1.47       | 0.64            | 5.82                       | 5.16 / 1.52       | 0.66            |
| 55. Major requirements are clear and reasonable.                             | 6.68                      | 5.70 / 1.36       | 0.98            | 6.67                       | 5.55 / 1.44       | 1.12            |
| 56. The student handbook provides helpful information about campus life.     | 5.95                      | 5.43 / 1.42       | 0.52            | 5.88                       | 5.26 / 1.54       | 0.62            |
| 57. I seldom get the "run-around" when seeking information on this campus.   | 6.41                      | 4.93 / 1.72       | 1.48            | 6.34                       | 4.77 / 1.73       | 1.57            |
| 58. The quality of instruction I receive in most of my classes is excellent. | 6.72                      | 5.80 / 1.18       | 0.92            | 6.67                       | 5.68 / 1.22       | 0.99            |
| 59. This institution shows concern for students as individuals.              | 6.60                      | 5.76 / 1.32       | 0.84            | 6.55                       | 5.54 / 1.49       | 1.01            |
| 60. I generally know what's happening on campus.                             | 6.24                      | 5.53 / 1.37       | 0.71            | 6.25                       | 5.44 / 1.38       | 0.81            |
| 61. Adjunct faculty are competent as classroom instructors.                  | 6.34                      | 5.65 / 1.28       | 0.69            | 6.35                       | 5.48 / 1.27       | 0.87            |
| 62. There is a strong commitment to racial harmony on this campus.           | 6.12                      | 5.50 / 1.43       | 0.62            | 6.07                       | 5.43 / 1.44       | 0.64            |
| 63. Student disciplinary procedures are fair.                                | 6.38                      | 5.55 / 1.44       | 0.83            | 6.33                       | 5.42 / 1.49       | 0.91            |
| 64. New student orientation services help students adjust to college.        | 6.32                      | 5.48 / 1.55       | 0.84            | 6.28                       | 5.30 / 1.63       | 0.98            |
| 65. Faculty are usually available after class and during office hours.       | 6.55                      | 5.97 / 1.20       | 0.58            | 6.49                       | 5.86 / 1.25       | 0.63            |
| 66. Tuition paid is a worthwhile investment.                                 | 6.66                      | 5.21 / 1.51       | 1.45            | 6.67                       | 5.10 / 1.57       | 1.57            |

\* 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 |                   |                 | Institution NOT 1st Choice |                   |                 |
|--|---------------------------|-------------------|-----------------|----------------------------|-------------------|-----------------|
|  | 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            | 6.36                       | 5.44 / 1.57       | 0.92            |
| 68. Nearly all of the faculty are knowledgeable in their field.                                      | 6.73                      | 6.09 / 1.06       | 0.64            | 6.71                       | 5.98 / 1.13       | 0.73            |
| 69. There is a good variety of courses provided on this campus.                                      | 6.59                      | 5.76 / 1.30       | 0.83            | 6.52                       | 5.55 / 1.36       | 0.97            |
| 70. Graduate teaching assistants are competent as classroom instructors.                             | 6.15                      | 5.39 / 1.47       | 0.76            | 6.05                       | 5.14 / 1.51       | 0.91            |
| 71. Channels for expressing student complaints are readily available.                                | 6.27                      | 5.06 / 1.64       | 1.21            | 6.18                       | 4.94 / 1.68       | 1.24            |
| 72. On the whole, the campus is well-maintained.   | 6.52                      | 6.21 / 1.00       | 0.31            | 6.49                       | 6.03 / 1.15       | 0.46            |
| 73. Student activities fees are put to good use.   | 6.35                      | 4.85 / 1.62       | 1.50            | 6.36                       | 4.75 / 1.67       | 1.61            |
| 74. Campus item: The academic buildings adequately support a productive learning environment.        | 6.53                      | 6.03 / 1.03       | 0.50            | 6.47                       | 5.87 / 1.14       | 0.60            |
| 75. Campus item: The campus is physically accessible to individuals of all abilities.                | 6.36                      | 6.03 / 1.20       | 0.33            | 6.34                       | 5.91 / 1.28       | 0.43            |
| 76. Campus item: Faculty willingly provide appropriate accommodations to students with disabilities. | 6.43                      | 6.14 / 1.09       | 0.29            | 6.36                       | 6.06 / 1.18       | 0.30            |
| 77. Campus item: Campus Recreation provides comprehensive opportunities for my physical wellness.    | 6.25                      | 6.19 / 0.98       | 0.06            | 6.23                       | 6.10 / 1.03       | 0.13            |
| 78. Campus item: There are adequate and accessible quiet places for students to study.               | 6.50                      | 5.75 / 1.41       | 0.75            | 6.53                       | 5.52 / 1.57       | 1.01            |

\* 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 |                   |                 | Institution NOT 1st Choice |                   |                 |
|--|---------------------------|-------------------|-----------------|----------------------------|-------------------|-----------------|
|  | 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            | 6.40                       | 5.26 / 1.57       | 1.14            |
| 80. Campus item: This university has helped me meet the goals I came here to achieve.  | 6.64                      | 5.82 / 1.27       | 0.82            | 6.60                       | 5.71 / 1.34       | 0.89            |
| 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            | 6.23                       | 5.77 / 1.38       | 0.46            |
| 82. Campus item: This university has helped prepare me as a citizen leader.  | 6.28                      | 5.79 / 1.42       | 0.49            | 6.25                       | 5.59 / 1.52       | 0.66            |
| 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                       | 5.92 / 1.32       | 0.48            |
| 84. Institution's commitment to part-time students?  |                           | 5.52 / 1.28       |                 |                            | 5.49 / 1.25       |                 |
| 85. Institution's commitment to evening students?  |                           | 5.46 / 1.36       |                 |                            | 5.14 / 1.58       |                 |
| 86. Institution's commitment to older, returning learners?   |                           | 5.61 / 1.29       |                 |                            | 5.47 / 1.32       |                 |
| 87. Institution's commitment to under-represented populations?   |                           | 5.29 / 1.57       |                 |                            | 5.17 / 1.58       |                 |
| 88. Institution's commitment to commuters?   |                           | 5.57 / 1.37       |                 |                            | 5.37 / 1.42       |                 |
| 89. Institution's commitment to students with disabilities?  |                           | 5.97 / 1.20       |                 |                            | 5.86 / 1.23       |                 |
| 90. Cost as factor in decision to enroll.  | 6.16                      |                   |                 | 5.98                       |                   |                 |

\* 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 |                   |                 | Institution NOT 1st Choice |                   |                 |
|---|---------------------------|-------------------|-----------------|----------------------------|-------------------|-----------------|
|   | Importance                | Satisfaction / SD | Performance Gap | Importance                 | Satisfaction / SD | Performance Gap |
| 91. Financial aid as factor in decision to enroll.                              | 6.02                      |                   |                 | 5.87                       |                   |                 |
| 92. Academic reputation as factor in decision to enroll.                        | 6.21                      |                   |                 | 6.11                       |                   |                 |
| 93. Size of institution as factor in decision to enroll.                        | 6.12                      |                   |                 | 5.91                       |                   |                 |
| 94. Opportunity to play sports as factor in decision to enroll.                 | 3.36                      |                   |                 | 3.65                       |                   |                 |
| 95. Recommendations from family/friends as factor in decision to enroll.        | 5.14                      |                   |                 | 5.04                       |                   |                 |
| 96. Geographic setting as factor in decision to enroll.                         | 5.38                      |                   |                 | 5.01                       |                   |                 |
| 97. Campus appearance as factor in decision to enroll.                          | 5.93                      |                   |                 | 5.92                       |                   |                 |
| 98. Personalized attention prior to enrollment as factor in decision to enroll. | 5.74                      |                   |                 | 5.70                       |                   |                 |

\* 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                                       | Institution NOT 1st Choice                                       |
|--|---|--|
| So far, how has your college experience met your expectations?<br>1=Much worse than 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 expected | Average: 4.98<br><br>1%<br>2%<br>8%<br>26%<br>26%<br>18%<br>16% | Average: 4.83<br><br>1%<br>2%<br>12%<br>27%<br>24%<br>18%<br>14% |
| Rate your overall satisfaction with your experience here thus far.<br>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  | Average: 5.69<br><br>1%<br>2%<br>5%<br>5%<br>15%<br>42%<br>27%  | Average: 5.43<br><br>2%<br>3%<br>7%<br>7%<br>18%<br>37%<br>23%   |
| All in all, if you had to do it over, would you enroll here again?<br>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   | Average: 5.79<br><br>2%<br>5%<br>4%<br>6%<br>7%<br>26%<br>46%   | Average: 5.33<br><br>2%<br>10%<br>7%<br>7%<br>9%<br>28%<br>34%   |

**Institutional Summary**  
**Scales: In Order of Importance**

| Scale                                 | Longwood University - SSI |                   |                 | 3.0 and above |                   |                 |
|---------------------------------------|---------------------------|-------------------|-----------------|---------------|-------------------|-----------------|
|                                       | Importance                | Satisfaction / SD | Performance Gap | Importance    | Satisfaction / SD | Performance Gap |
| Academic Advising                     | 6.60                      | 5.78 / 1.21       | 0.82            | 6.60          | 5.79 / 1.22       | 0.81            |
| Instructional Effectiveness           | 6.57                      | 5.76 / 0.86       | 0.81            | 6.58          | 5.82 / 0.83       | 0.76            |
| Safety and Security                   | 6.52                      | 4.90 / 1.11       | 1.62            | 6.52          | 4.94 / 1.14       | 1.58            |
| Student Centeredness                  | 6.51                      | 5.76 / 1.02       | 0.75            | 6.51          | 5.85 / 0.95       | 0.66            |
| Campus Climate                        | 6.44                      | 5.63 / 0.93       | 0.81            | 6.43          | 5.70 / 0.89       | 0.73            |
| Concern for the Individual            | 6.43                      | 5.63 / 0.95       | 0.80            | 6.44          | 5.72 / 0.91       | 0.72            |
| Registration Effectiveness            | 6.37                      | 5.32 / 1.06       | 1.05            | 6.37          | 5.33 / 1.04       | 1.04            |
| Recruitment and Financial Aid         | 6.34                      | 5.38 / 1.09       | 0.96            | 6.33          | 5.39 / 1.08       | 0.94            |
| Service Excellence                    | 6.30                      | 5.40 / 0.99       | 0.90            | 6.30          | 5.43 / 0.95       | 0.87            |
| Campus Support Services               | 6.20                      | 5.67 / 0.91       | 0.53            | 6.17          | 5.70 / 0.87       | 0.47            |
| Campus Life                           | 6.08                      | 5.27 / 0.95       | 0.81            | 6.05          | 5.31 / 0.94       | 0.74            |
| Responsiveness to Diverse Populations |                           | 5.57 / 1.27       |                 |               | 5.60 / 1.27       |                 |

\* 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 |                   |                 | 3.0 and above |                   |                 |
|--|---------------------------|-------------------|-----------------|---------------|-------------------|-----------------|
|  | 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            | 6.77          | 6.00 / 1.09       | 0.77            |
| 16. The instruction in my major field is excellent.                          | 6.74                      | 5.95 / 1.14       | 0.79            | 6.76          | 6.02 / 1.08       | 0.74            |
| 68. Nearly all of the faculty are knowledgeable in their field.              | 6.73                      | 6.09 / 1.06       | 0.64            | 6.74          | 6.14 / 1.00       | 0.60            |
| 33. My academic advisor is knowledgeable about requirements in my major.     | 6.73                      | 5.95 / 1.46       | 0.78            | 6.73          | 5.91 / 1.52       | 0.82            |
| 58. The quality of instruction I receive in most of my classes is excellent. | 6.72                      | 5.80 / 1.18       | 0.92            | 6.73          | 5.88 / 1.13       | 0.85            |
| 34. I am able to register for classes I need with few conflicts.             | 6.71                      | 5.17 / 1.67       | 1.54            | 6.74          | 5.17 / 1.69       | 1.57            |
| 7. The campus is safe and secure for all students.                           | 6.68                      | 5.89 / 1.12       | 0.79            | 6.69          | 5.92 / 1.13       | 0.77            |
| 55. Major requirements are clear and reasonable.                             | 6.68                      | 5.70 / 1.36       | 0.98            | 6.71          | 5.72 / 1.35       | 0.99            |
| 66. Tuition paid is a worthwhile investment.                                 | 6.66                      | 5.21 / 1.51       | 1.45            | 6.66          | 5.28 / 1.44       | 1.38            |
| 29. It is an enjoyable experience to be a student on this campus.            | 6.66                      | 5.91 / 1.33       | 0.75            | 6.66          | 6.02 / 1.24       | 0.64            |
| 36. Security staff respond quickly in emergencies.                           | 6.65                      | 5.84 / 1.28       | 0.81            | 6.65          | 5.83 / 1.31       | 0.82            |
| 6. My academic advisor is approachable.                                      | 6.64                      | 5.93 / 1.49       | 0.71            | 6.63          | 5.97 / 1.49       | 0.66            |
| 39. I am able to experience intellectual growth here.                        | 6.64                      | 5.99 / 1.16       | 0.65            | 6.68          | 6.08 / 1.11       | 0.60            |

\* 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 Order of Importance

| Item  | Longwood University - SSI |                   |                 | 3.0 and above |                   |                 |
|---|---------------------------|-------------------|-----------------|---------------|-------------------|-----------------|
|   | 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            | 6.68          | 5.95 / 1.18       | 0.73            |
| 45. Students are made to feel welcome on this campus.   | 6.61                      | 5.95 / 1.31       | 0.66            | 6.59          | 6.02 / 1.26       | 0.57            |
| 59. This institution shows concern for students as individuals.                               | 6.60                      | 5.76 / 1.32       | 0.84            | 6.61          | 5.88 / 1.23       | 0.73            |
| 14. My academic advisor is concerned about my success as an individual.                       | 6.60                      | 5.87 / 1.46       | 0.73            | 6.62          | 5.90 / 1.46       | 0.72            |
| 69. There is a good variety of courses provided on this campus.                               | 6.59                      | 5.76 / 1.30       | 0.83            | 6.61          | 5.76 / 1.30       | 0.85            |
| 25. Faculty are fair and unbiased in their treatment of individual students.                  | 6.58                      | 5.53 / 1.32       | 1.05            | 6.58          | 5.63 / 1.27       | 0.95            |
| 47. Faculty provide timely feedback about student progress in a course.                       | 6.57                      | 5.25 / 1.45       | 1.32            | 6.59          | 5.35 / 1.38       | 1.24            |
| 2. The campus staff are caring and helpful.   | 6.56                      | 5.79 / 1.16       | 0.77            | 6.58          | 5.88 / 1.10       | 0.70            |
| 65. Faculty are usually available after class and during office hours.                        | 6.55                      | 5.97 / 1.20       | 0.58            | 6.55          | 6.00 / 1.20       | 0.55            |
| 41. There is a commitment to academic excellence on this campus.                              | 6.55                      | 5.94 / 1.19       | 0.61            | 6.60          | 6.00 / 1.18       | 0.60            |
| 74. Campus item: The academic buildings adequately support a productive learning environment. | 6.53                      | 6.03 / 1.03       | 0.50            | 6.53          | 6.08 / 0.97       | 0.45            |
| 72. On the whole, the campus is well-maintained.  | 6.52                      | 6.21 / 1.00       | 0.31            | 6.48          | 6.22 / 0.97       | 0.26            |

\* 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 |                   |                 | 3.0 and above |                   |                 |
|--|---------------------------|-------------------|-----------------|---------------|-------------------|-----------------|
|  | 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            | 6.53          | 5.05 / 1.49       | 1.48            |
| 78. Campus item: There are adequate and accessible quiet places for students to study.                   | 6.50                      | 5.75 / 1.41       | 0.75            | 6.46          | 5.69 / 1.41       | 0.77            |
| 83. Campus item: My experiences have helped me become a more independent and self-directed learner.      | 6.49                      | 6.09 / 1.19       | 0.40            | 6.54          | 6.17 / 1.16       | 0.37            |
| 3. Faculty care about me as an individual.   | 6.47                      | 5.80 / 1.18       | 0.67            | 6.52          | 5.93 / 1.08       | 0.59            |
| 49. There are adequate services to help me decide upon a career.   | 6.47                      | 5.65 / 1.35       | 0.82            | 6.41          | 5.71 / 1.31       | 0.70            |
| 17. Adequate financial aid is available for most students.   | 6.45                      | 4.95 / 1.61       | 1.50            | 6.43          | 4.93 / 1.59       | 1.50            |
| 76. Campus item: Faculty willingly provide appropriate accommodations to students with disabilities.     | 6.43                      | 6.14 / 1.09       | 0.29            | 6.42          | 6.13 / 1.12       | 0.29            |
| 79. Campus item: Longwood provides an adequate variety of housing options.                               | 6.42                      | 5.39 / 1.55       | 1.03            | 6.40          | 5.35 / 1.59       | 1.05            |
| 38. There is an adequate selection of food available in the cafeteria.                                   | 6.42                      | 4.02 / 1.77       | 2.40            | 6.41          | 4.11 / 1.77       | 2.30            |
| 57. I seldom get the "run-around" when seeking information on this campus.                               | 6.41                      | 4.93 / 1.72       | 1.48            | 6.44          | 4.99 / 1.70       | 1.45            |
| 1. Most students feel a sense of belonging here.   | 6.41                      | 5.57 / 1.32       | 0.84            | 6.42          | 5.69 / 1.21       | 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 Order of Importance**

| Item  | Longwood University - SSI |                   |                 | 3.0 and above |                   |                 |
|---|---------------------------|-------------------|-----------------|---------------|-------------------|-----------------|
|   | 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            | 6.39          | 5.69 / 1.26       | 0.70            |
| 53. Faculty take into consideration student differences as they teach a course.               | 6.39                      | 5.31 / 1.43       | 1.08            | 6.34          | 5.40 / 1.41       | 0.94            |
| 63. Student disciplinary procedures are fair.   | 6.38                      | 5.55 / 1.44       | 0.83            | 6.34          | 5.59 / 1.38       | 0.75            |
| 67. Freedom of expression is protected on campus.   | 6.38                      | 5.61 / 1.46       | 0.77            | 6.30          | 5.68 / 1.39       | 0.62            |
| 35. The assessment and course placement procedures are reasonable.                            | 6.38                      | 5.54 / 1.37       | 0.84            | 6.35          | 5.57 / 1.40       | 0.78            |
| 48. Admissions counselors accurately portray the campus in their recruiting practices.        | 6.37                      | 5.56 / 1.45       | 0.81            | 6.36          | 5.60 / 1.43       | 0.76            |
| 21. The amount of student parking space on campus is adequate.                                | 6.37                      | 3.26 / 1.77       | 3.11            | 6.35          | 3.41 / 1.78       | 2.94            |
| 75. Campus item: The campus is physically accessible to individuals of all abilities.         | 6.36                      | 6.03 / 1.20       | 0.33            | 6.33          | 6.04 / 1.21       | 0.29            |
| 28. Parking lots are well-lighted and secure.   | 6.36                      | 4.76 / 1.64       | 1.60            | 6.37          | 4.74 / 1.66       | 1.63            |
| 73. Student activities fees are put to good use.  | 6.35                      | 4.85 / 1.62       | 1.50            | 6.34          | 4.80 / 1.62       | 1.54            |
| 18. Library resources and services are adequate.  | 6.35                      | 5.87 / 1.20       | 0.48            | 6.38          | 5.91 / 1.16       | 0.47            |
| 11. Billing policies are reasonable.  | 6.35                      | 5.04 / 1.48       | 1.31            | 6.37          | 5.15 / 1.43       | 1.22            |
| 12. Financial aid awards are announced to students in time to be helpful in college planning. | 6.35                      | 5.23 / 1.48       | 1.12            | 6.34          | 5.25 / 1.46       | 1.09            |

\* 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 |                   |                 | 3.0 and above |                   |                 |
|--|---------------------------|-------------------|-----------------|---------------|-------------------|-----------------|
|  | 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            | 6.36          | 5.43 / 1.41       | 0.93            |
| 50. Class change (drop/add) policies are reasonable.   | 6.34                      | 5.65 / 1.45       | 0.69            | 6.29          | 5.64 / 1.47       | 0.65            |
| 51. This institution has a good reputation within the community.   | 6.34                      | 5.79 / 1.36       | 0.55            | 6.31          | 5.77 / 1.38       | 0.54            |
| 61. Adjunct faculty are competent as classroom instructors.  | 6.34                      | 5.65 / 1.28       | 0.69            | 6.31          | 5.67 / 1.29       | 0.64            |
| 15. The staff in the health services area are competent.   | 6.33                      | 5.00 / 1.63       | 1.33            | 6.35          | 4.99 / 1.65       | 1.36            |
| 19. My academic advisor helps me set goals to work toward.   | 6.33                      | 5.47 / 1.62       | 0.86            | 6.31          | 5.45 / 1.63       | 0.86            |
| 64. New student orientation services help students adjust to college.  | 6.32                      | 5.48 / 1.55       | 0.84            | 6.31          | 5.53 / 1.58       | 0.78            |
| 37. I feel a sense of pride about my campus.   | 6.31                      | 5.86 / 1.39       | 0.45            | 6.24          | 5.91 / 1.29       | 0.33            |
| 4. Admissions staff are knowledgeable.   | 6.31                      | 5.57 / 1.29       | 0.74            | 6.31          | 5.62 / 1.22       | 0.69            |
| 43. Admissions counselors respond to prospective students' unique needs and requests.  | 6.30                      | 5.64 / 1.30       | 0.66            | 6.27          | 5.62 / 1.32       | 0.65            |
| 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            | 6.30          | 5.94 / 1.29       | 0.36            |
| 82. Campus item: This university has helped prepare me as a citizen leader.  | 6.28                      | 5.79 / 1.42       | 0.49            | 6.25          | 5.87 / 1.39       | 0.38            |

\* 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 |                   |                 | 3.0 and above |                   |                 |
|---|---------------------------|-------------------|-----------------|---------------|-------------------|-----------------|
|   | Importance                | Satisfaction / SD | Performance Gap | Importance    | Satisfaction / SD | Performance Gap |
| 5. Financial aid counselors are helpful.  | 6.28                      | 5.32 / 1.47       | 0.96            | 6.25          | 5.26 / 1.49       | 0.99            |
| 71. Channels for expressing student complaints are readily available.                             | 6.27                      | 5.06 / 1.64       | 1.21            | 6.27          | 5.04 / 1.61       | 1.23            |
| 22. Counseling staff care about students as individuals.  | 6.26                      | 5.54 / 1.36       | 0.72            | 6.21          | 5.57 / 1.35       | 0.64            |
| 77. Campus item: Campus Recreation provides comprehensive opportunities for my physical wellness. | 6.25                      | 6.19 / 0.98       | 0.06            | 6.22          | 6.25 / 0.96       | -0.03           |
| 60. I generally know what's happening on campus.  | 6.24                      | 5.53 / 1.37       | 0.71            | 6.20          | 5.58 / 1.36       | 0.62            |
| 10. Administrators are approachable to students.  | 6.23                      | 5.56 / 1.30       | 0.67            | 6.18          | 5.58 / 1.26       | 0.60            |
| 46. I can easily get involved in campus organizations.  | 6.23                      | 5.80 / 1.41       | 0.43            | 6.25          | 5.90 / 1.35       | 0.35            |
| 92. Academic reputation as factor in decision to enroll.  | 6.21                      |                   |                 | 6.24          |                   |                 |
| 40. Residence hall regulations are reasonable.  | 6.20                      | 5.51 / 1.35       | 0.69            | 6.14          | 5.53 / 1.32       | 0.61            |
| 32. Tutoring services are readily available.  | 6.16                      | 5.60 / 1.44       | 0.56            | 6.06          | 5.60 / 1.37       | 0.46            |
| 90. Cost as factor in decision to enroll.   | 6.16                      |                   |                 | 6.12          |                   |                 |
| 70. Graduate teaching assistants are competent as classroom instructors.                          | 6.15                      | 5.39 / 1.47       | 0.76            | 6.17          | 5.33 / 1.49       | 0.84            |
| 93. Size of institution as factor in decision to enroll.  | 6.12                      |                   |                 | 6.11          |                   |                 |
| 62. There is a strong commitment to racial harmony on this campus.                                | 6.12                      | 5.50 / 1.43       | 0.62            | 6.07          | 5.51 / 1.44       | 0.56            |

\* 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 |                   |                 | 3.0 and above |                   |                 |
|---|---------------------------|-------------------|-----------------|---------------|-------------------|-----------------|
|   | 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          | 5.78 / 1.21       | 0.29            |
| 20. The business office is open during hours which are convenient for most students.        | 6.09                      | 5.29 / 1.39       | 0.80            | 6.03          | 5.24 / 1.39       | 0.79            |
| 52. The student center is a comfortable place for students to spend their leisure time.     | 6.05                      | 5.35 / 1.52       | 0.70            | 5.98          | 5.33 / 1.53       | 0.65            |
| 91. Financial aid as factor in decision to enroll.  | 6.02                      |                   |                 | 5.96          |                   |                 |
| 30. Residence hall staff are concerned about me as an individual.                           | 6.01                      | 5.19 / 1.58       | 0.82            | 5.99          | 5.29 / 1.53       | 0.70            |
| 54. Bookstore staff are helpful.  | 5.99                      | 5.35 / 1.47       | 0.64            | 5.94          | 5.28 / 1.45       | 0.66            |
| 13. Library staff are helpful and approachable.   | 5.97                      | 5.82 / 1.24       | 0.15            | 5.96          | 5.88 / 1.18       | 0.08            |
| 42. There are a sufficient number of weekend activities for students.                       | 5.96                      | 4.88 / 1.63       | 1.08            | 5.91          | 4.97 / 1.59       | 0.94            |
| 56. The student handbook provides helpful information about campus life.                    | 5.95                      | 5.43 / 1.42       | 0.52            | 5.91          | 5.42 / 1.44       | 0.49            |
| 97. Campus appearance as factor in decision to enroll.                                      | 5.93                      |                   |                 | 5.83          |                   |                 |
| 31. Males and females have equal opportunities to participate in intercollegiate athletics. | 5.77                      | 5.80 / 1.26       | -0.03           | 5.78          | 5.83 / 1.25       | -0.05           |
| 98. Personalized attention prior to enrollment as factor in decision to enroll.             | 5.74                      |                   |                 | 5.68          |                   |                 |

\* 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 |                   |                 | 3.0 and above |                   |                 |
|--|---------------------------|-------------------|-----------------|---------------|-------------------|-----------------|
|  | 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            | 5.42          | 5.05 / 1.60       | 0.37            |
| 96. Geographic setting as factor in decision to enroll.                                  | 5.38                      |                   |                 | 5.29          |                   |                 |
| 9. A variety of intramural activities are offered.                                       | 5.17                      | 5.61 / 1.24       | -0.44           | 5.09          | 5.67 / 1.21       | -0.58           |
| 95. Recommendations from family/friends as factor in decision to enroll.                 | 5.14                      |                   |                 | 5.11          |                   |                 |
| 94. Opportunity to play sports as factor in decision to enroll.                          | 3.36                      |                   |                 | 3.15          |                   |                 |
| 85. Institution's commitment to evening students?  |                           | 5.46 / 1.36       |                 |               | 5.51 / 1.34       |                 |
| 86. Institution's commitment to older, returning learners?                               |                           | 5.61 / 1.29       |                 |               | 5.60 / 1.30       |                 |
| 87. Institution's commitment to under-represented populations?                           |                           | 5.29 / 1.57       |                 |               | 5.34 / 1.55       |                 |
| 88. Institution's commitment to commuters?   |                           | 5.57 / 1.37       |                 |               | 5.59 / 1.31       |                 |
| 89. Institution's commitment to students with disabilities?                              |                           | 5.97 / 1.20       |                 |               | 5.96 / 1.25       |                 |
| 84. Institution's commitment to part-time students?                                      |                           | 5.52 / 1.28       |                 |               | 5.55 / 1.29       |                 |

\* 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 - Academic Advising

| Scale/Item   | Longwood University - SSI |                   |                 | 3.0 and above |                   |                 |
|--|---------------------------|-------------------|-----------------|---------------|-------------------|-----------------|
|  | Importance                | Satisfaction / SD | Performance Gap | Importance    | Satisfaction / SD | Performance Gap |
| <b>ACADEMIC ADVISING</b>   | 6.60                      | 5.78 / 1.21       | 0.82            | 6.60          | 5.79 / 1.22       | 0.81            |
| 6. My academic advisor is approachable.                                  | 6.64                      | 5.93 / 1.49       | 0.71            | 6.63          | 5.97 / 1.49       | 0.66            |
| 14. My academic advisor is concerned about my success as an individual.  | 6.60                      | 5.87 / 1.46       | 0.73            | 6.62          | 5.90 / 1.46       | 0.72            |
| 19. My academic advisor helps me set goals to work toward.               | 6.33                      | 5.47 / 1.62       | 0.86            | 6.31          | 5.45 / 1.63       | 0.86            |
| 33. My academic advisor is knowledgeable about requirements in my major. | 6.73                      | 5.95 / 1.46       | 0.78            | 6.73          | 5.91 / 1.52       | 0.82            |
| 55. Major requirements are clear and reasonable.                         | 6.68                      | 5.70 / 1.36       | 0.98            | 6.71          | 5.72 / 1.35       | 0.99            |

\* 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 Climate

| Scale/Item   | Longwood University - SSI |                   |                 | 3.0 and above |                   |                 |
|--|---------------------------|-------------------|-----------------|---------------|-------------------|-----------------|
|  | Importance                | Satisfaction / SD | Performance Gap | Importance    | Satisfaction / SD | Performance Gap |
| <b>CAMPUS CLIMATE</b>  | 6.44                      | 5.63 / 0.93       | 0.81            | 6.43          | 5.70 / 0.89       | 0.73            |
| 1. Most students feel a sense of belonging here.                           | 6.41                      | 5.57 / 1.32       | 0.84            | 6.42          | 5.69 / 1.21       | 0.73            |
| 2. The campus staff are caring and helpful.                                | 6.56                      | 5.79 / 1.16       | 0.77            | 6.58          | 5.88 / 1.10       | 0.70            |
| 3. Faculty care about me as an individual.                                 | 6.47                      | 5.80 / 1.18       | 0.67            | 6.52          | 5.93 / 1.08       | 0.59            |
| 7. The campus is safe and secure for all students.                         | 6.68                      | 5.89 / 1.12       | 0.79            | 6.69          | 5.92 / 1.13       | 0.77            |
| 10. Administrators are approachable to students.                           | 6.23                      | 5.56 / 1.30       | 0.67            | 6.18          | 5.58 / 1.26       | 0.60            |
| 29. It is an enjoyable experience to be a student on this campus.          | 6.66                      | 5.91 / 1.33       | 0.75            | 6.66          | 6.02 / 1.24       | 0.64            |
| 37. I feel a sense of pride about my campus.                               | 6.31                      | 5.86 / 1.39       | 0.45            | 6.24          | 5.91 / 1.29       | 0.33            |
| 41. There is a commitment to academic excellence on this campus.           | 6.55                      | 5.94 / 1.19       | 0.61            | 6.60          | 6.00 / 1.18       | 0.60            |
| 45. Students are made to feel welcome on this campus.                      | 6.61                      | 5.95 / 1.31       | 0.66            | 6.59          | 6.02 / 1.26       | 0.57            |
| 51. This institution has a good reputation within the community.           | 6.34                      | 5.79 / 1.36       | 0.55            | 6.31          | 5.77 / 1.38       | 0.54            |
| 57. I seldom get the "run-around" when seeking information on this campus. | 6.41                      | 4.93 / 1.72       | 1.48            | 6.44          | 4.99 / 1.70       | 1.45            |
| 59. This institution shows concern for students as individuals.            | 6.60                      | 5.76 / 1.32       | 0.84            | 6.61          | 5.88 / 1.23       | 0.73            |
| 60. I generally know what's happening on campus.                           | 6.24                      | 5.53 / 1.37       | 0.71            | 6.20          | 5.58 / 1.36       | 0.62            |

\* 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 Climate**

| Scale/Item  | Longwood University - SSI |                   |                 | 3.0 and above |                   |                 |
|---|---------------------------|-------------------|-----------------|---------------|-------------------|-----------------|
|   | 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            | 6.07          | 5.51 / 1.44       | 0.56            |
| 66. Tuition paid is a worthwhile investment.                          | 6.66                      | 5.21 / 1.51       | 1.45            | 6.66          | 5.28 / 1.44       | 1.38            |
| 67. Freedom of expression is protected on campus.                     | 6.38                      | 5.61 / 1.46       | 0.77            | 6.30          | 5.68 / 1.39       | 0.62            |
| 71. Channels for expressing student complaints are readily available. | 6.27                      | 5.06 / 1.64       | 1.21            | 6.27          | 5.04 / 1.61       | 1.23            |

\* 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 |                   |                 | 3.0 and above |                   |                 |
|--|---------------------------|-------------------|-----------------|---------------|-------------------|-----------------|
|  | Importance                | Satisfaction / SD | Performance Gap | Importance    | Satisfaction / SD | Performance Gap |
| <b>CAMPUS LIFE</b>   | 6.08                      | 5.27 / 0.95       | 0.81            | 6.05          | 5.31 / 0.94       | 0.74            |
| 9. A variety of intramural activities are offered.   | 5.17                      | 5.61 / 1.24       | -0.44           | 5.09          | 5.67 / 1.21       | -0.58           |
| 23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.) | 6.52                      | 4.94 / 1.57       | 1.58            | 6.53          | 5.05 / 1.49       | 1.48            |
| 24. The intercollegiate athletic programs contribute to a strong sense of school spirit.                 | 5.50                      | 5.08 / 1.61       | 0.42            | 5.42          | 5.05 / 1.60       | 0.37            |
| 30. Residence hall staff are concerned about me as an individual.  | 6.01                      | 5.19 / 1.58       | 0.82            | 5.99          | 5.29 / 1.53       | 0.70            |
| 31. Males and females have equal opportunities to participate in intercollegiate athletics.              | 5.77                      | 5.80 / 1.26       | -0.03           | 5.78          | 5.83 / 1.25       | -0.05           |
| 38. There is an adequate selection of food available in the cafeteria.                                   | 6.42                      | 4.02 / 1.77       | 2.40            | 6.41          | 4.11 / 1.77       | 2.30            |
| 40. Residence hall regulations are reasonable.   | 6.20                      | 5.51 / 1.35       | 0.69            | 6.14          | 5.53 / 1.32       | 0.61            |
| 42. There are a sufficient number of weekend activities for students.                                    | 5.96                      | 4.88 / 1.63       | 1.08            | 5.91          | 4.97 / 1.59       | 0.94            |
| 46. I can easily get involved in campus organizations.   | 6.23                      | 5.80 / 1.41       | 0.43            | 6.25          | 5.90 / 1.35       | 0.35            |
| 52. The student center is a comfortable place for students to spend their leisure time.                  | 6.05                      | 5.35 / 1.52       | 0.70            | 5.98          | 5.33 / 1.53       | 0.65            |
| 56. The student handbook provides helpful information about campus life.                                 | 5.95                      | 5.43 / 1.42       | 0.52            | 5.91          | 5.42 / 1.44       | 0.49            |
| 63. Student disciplinary procedures are fair.  | 6.38                      | 5.55 / 1.44       | 0.83            | 6.34          | 5.59 / 1.38       | 0.75            |

\* 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 |                   |                 | 3.0 and above |                   |                 |
|---|---------------------------|-------------------|-----------------|---------------|-------------------|-----------------|
|   | 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            | 6.31          | 5.53 / 1.58       | 0.78            |
| 67. Freedom of expression is protected on campus.                     | 6.38                      | 5.61 / 1.46       | 0.77            | 6.30          | 5.68 / 1.39       | 0.62            |
| 73. Student activities fees are put to good use.                      | 6.35                      | 4.85 / 1.62       | 1.50            | 6.34          | 4.80 / 1.62       | 1.54            |

\* 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 - Campus Support Services

| Scale/Item   | Longwood University - SSI |                   |                 | 3.0 and above |                   |                 |
|--|---------------------------|-------------------|-----------------|---------------|-------------------|-----------------|
|  | Importance                | Satisfaction / SD | Performance Gap | Importance    | Satisfaction / SD | Performance Gap |
| <b>CAMPUS SUPPORT SERVICES</b>                                       | 6.20                      | 5.67 / 0.91       | 0.53            | 6.17          | 5.70 / 0.87       | 0.47            |
| 13. Library staff are helpful and approachable.                      | 5.97                      | 5.82 / 1.24       | 0.15            | 5.96          | 5.88 / 1.18       | 0.08            |
| 18. Library resources and services are adequate.                     | 6.35                      | 5.87 / 1.20       | 0.48            | 6.38          | 5.91 / 1.16       | 0.47            |
| 26. Computer labs are adequate and accessible.                       | 6.11                      | 5.78 / 1.23       | 0.33            | 6.07          | 5.78 / 1.21       | 0.29            |
| 32. Tutoring services are readily available.                         | 6.16                      | 5.60 / 1.44       | 0.56            | 6.06          | 5.60 / 1.37       | 0.46            |
| 44. Academic support services adequately meet the needs of students. | 6.39                      | 5.63 / 1.32       | 0.76            | 6.39          | 5.69 / 1.26       | 0.70            |
| 49. There are adequate services to help me decide upon a career.     | 6.47                      | 5.65 / 1.35       | 0.82            | 6.41          | 5.71 / 1.31       | 0.70            |
| 54. Bookstore staff are helpful.                                     | 5.99                      | 5.35 / 1.47       | 0.64            | 5.94          | 5.28 / 1.45       | 0.66            |

\* 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 |                   |                 | 3.0 and above |                   |                 |
|--|---------------------------|-------------------|-----------------|---------------|-------------------|-----------------|
|  | Importance                | Satisfaction / SD | Performance Gap | Importance    | Satisfaction / SD | Performance Gap |
| <b>CONCERN FOR THE INDIVIDUAL</b>  | 6.43                      | 5.63 / 0.95       | 0.80            | 6.44          | 5.72 / 0.91       | 0.72            |
| 3. Faculty care about me as an individual.                                   | 6.47                      | 5.80 / 1.18       | 0.67            | 6.52          | 5.93 / 1.08       | 0.59            |
| 14. My academic advisor is concerned about my success as an individual.      | 6.60                      | 5.87 / 1.46       | 0.73            | 6.62          | 5.90 / 1.46       | 0.72            |
| 22. Counseling staff care about students as individuals.                     | 6.26                      | 5.54 / 1.36       | 0.72            | 6.21          | 5.57 / 1.35       | 0.64            |
| 25. Faculty are fair and unbiased in their treatment of individual students. | 6.58                      | 5.53 / 1.32       | 1.05            | 6.58          | 5.63 / 1.27       | 0.95            |
| 30. Residence hall staff are concerned about me as an individual.            | 6.01                      | 5.19 / 1.58       | 0.82            | 5.99          | 5.29 / 1.53       | 0.70            |
| 59. This institution shows concern for students as individuals.              | 6.60                      | 5.76 / 1.32       | 0.84            | 6.61          | 5.88 / 1.23       | 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

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

| Scale/Item  | Longwood University - SSI |                   |                 | 3.0 and above |                   |                 |
|---|---------------------------|-------------------|-----------------|---------------|-------------------|-----------------|
|   | Importance                | Satisfaction / SD | Performance Gap | Importance    | Satisfaction / SD | Performance Gap |
| <b>INSTRUCTIONAL EFFECTIVENESS</b>  | 6.57                      | 5.76 / 0.86       | 0.81            | 6.58          | 5.82 / 0.83       | 0.76            |
| 3. Faculty care about me as an individual.                                      | 6.47                      | 5.80 / 1.18       | 0.67            | 6.52          | 5.93 / 1.08       | 0.59            |
| 8. The content of the courses within my major is valuable.                      | 6.75                      | 5.96 / 1.14       | 0.79            | 6.77          | 6.00 / 1.09       | 0.77            |
| 16. The instruction in my major field is excellent.                             | 6.74                      | 5.95 / 1.14       | 0.79            | 6.76          | 6.02 / 1.08       | 0.74            |
| 25. Faculty are fair and unbiased in their treatment of individual students.    | 6.58                      | 5.53 / 1.32       | 1.05            | 6.58          | 5.63 / 1.27       | 0.95            |
| 39. I am able to experience intellectual growth here.                           | 6.64                      | 5.99 / 1.16       | 0.65            | 6.68          | 6.08 / 1.11       | 0.60            |
| 41. There is a commitment to academic excellence on this campus.                | 6.55                      | 5.94 / 1.19       | 0.61            | 6.60          | 6.00 / 1.18       | 0.60            |
| 47. Faculty provide timely feedback about student progress in a course.         | 6.57                      | 5.25 / 1.45       | 1.32            | 6.59          | 5.35 / 1.38       | 1.24            |
| 53. Faculty take into consideration student differences as they teach a course. | 6.39                      | 5.31 / 1.43       | 1.08            | 6.34          | 5.40 / 1.41       | 0.94            |
| 58. The quality of instruction I receive in most of my classes is excellent.    | 6.72                      | 5.80 / 1.18       | 0.92            | 6.73          | 5.88 / 1.13       | 0.85            |
| 61. Adjunct faculty are competent as classroom instructors.                     | 6.34                      | 5.65 / 1.28       | 0.69            | 6.31          | 5.67 / 1.29       | 0.64            |
| 65. Faculty are usually available after class and during office hours.          | 6.55                      | 5.97 / 1.20       | 0.58            | 6.55          | 6.00 / 1.20       | 0.55            |

\* 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 |                   |                 | 3.0 and above |                   |                 |
|--|---------------------------|-------------------|-----------------|---------------|-------------------|-----------------|
|  | 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            | 6.74          | 6.14 / 1.00       | 0.60            |
| 69. There is a good variety of courses provided on this campus.          | 6.59                      | 5.76 / 1.30       | 0.83            | 6.61          | 5.76 / 1.30       | 0.85            |
| 70. Graduate teaching assistants are competent as classroom instructors. | 6.15                      | 5.39 / 1.47       | 0.76            | 6.17          | 5.33 / 1.49       | 0.84            |

\* 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 |                   |                 | 3.0 and above |                   |                 |
|---|---------------------------|-------------------|-----------------|---------------|-------------------|-----------------|
|   | Importance                | Satisfaction / SD | Performance Gap | Importance    | Satisfaction / SD | Performance Gap |
| <b>RECRUITMENT AND FINANCIAL AID</b>  | 6.34                      | 5.38 / 1.09       | 0.96            | 6.33          | 5.39 / 1.08       | 0.94            |
| 4. Admissions staff are knowledgeable.  | 6.31                      | 5.57 / 1.29       | 0.74            | 6.31          | 5.62 / 1.22       | 0.69            |
| 5. Financial aid counselors are helpful.  | 6.28                      | 5.32 / 1.47       | 0.96            | 6.25          | 5.26 / 1.49       | 0.99            |
| 12. Financial aid awards are announced to students in time to be helpful in college planning. | 6.35                      | 5.23 / 1.48       | 1.12            | 6.34          | 5.25 / 1.46       | 1.09            |
| 17. Adequate financial aid is available for most students.                                    | 6.45                      | 4.95 / 1.61       | 1.50            | 6.43          | 4.93 / 1.59       | 1.50            |
| 43. Admissions counselors respond to prospective students' unique needs and requests.         | 6.30                      | 5.64 / 1.30       | 0.66            | 6.27          | 5.62 / 1.32       | 0.65            |
| 48. Admissions counselors accurately portray the campus in their recruiting practices.        | 6.37                      | 5.56 / 1.45       | 0.81            | 6.36          | 5.60 / 1.43       | 0.76            |

\* 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 |                   |                 | 3.0 and above |                   |                 |
|--|---------------------------|-------------------|-----------------|---------------|-------------------|-----------------|
|  | Importance                | Satisfaction / SD | Performance Gap | Importance    | Satisfaction / SD | Performance Gap |
| <b>REGISTRATION EFFECTIVENESS</b>  | 6.37                      | 5.32 / 1.06       | 1.05            | 6.37          | 5.33 / 1.04       | 1.04            |
| 11. Billing policies are reasonable.   | 6.35                      | 5.04 / 1.48       | 1.31            | 6.37          | 5.15 / 1.43       | 1.22            |
| 20. The business office is open during hours which are convenient for most students. | 6.09                      | 5.29 / 1.39       | 0.80            | 6.03          | 5.24 / 1.39       | 0.79            |
| 27. The personnel involved in registration are helpful.                              | 6.35                      | 5.44 / 1.43       | 0.91            | 6.36          | 5.43 / 1.41       | 0.93            |
| 34. I am able to register for classes I need with few conflicts.                     | 6.71                      | 5.17 / 1.67       | 1.54            | 6.74          | 5.17 / 1.69       | 1.57            |
| 50. Class change (drop/add) policies are reasonable.                                 | 6.34                      | 5.65 / 1.45       | 0.69            | 6.29          | 5.64 / 1.47       | 0.65            |

\* 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 |                   |                 | 3.0 and above |                   |                 |
|--|---------------------------|-------------------|-----------------|---------------|-------------------|-----------------|
|  | Importance                | Satisfaction / SD | Performance Gap | Importance    | Satisfaction / SD | Performance Gap |
| <b>RESPONSIVENESS TO DIVERSE POPULATIONS</b>                   |                           | 5.57 / 1.27       |                 |               | 5.60 / 1.27       |                 |
| 84. Institution's commitment to part-time students?            |                           | 5.52 / 1.28       |                 |               | 5.55 / 1.29       |                 |
| 85. Institution's commitment to evening students?              |                           | 5.46 / 1.36       |                 |               | 5.51 / 1.34       |                 |
| 86. Institution's commitment to older, returning learners?     |                           | 5.61 / 1.29       |                 |               | 5.60 / 1.30       |                 |
| 87. Institution's commitment to under-represented populations? |                           | 5.29 / 1.57       |                 |               | 5.34 / 1.55       |                 |
| 88. Institution's commitment to commuters?                     |                           | 5.57 / 1.37       |                 |               | 5.59 / 1.31       |                 |
| 89. Institution's commitment to students with disabilities?    |                           | 5.97 / 1.20       |                 |               | 5.96 / 1.25       |                 |

\* 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 |                   |                 | 3.0 and above |                   |                 |
|--|---------------------------|-------------------|-----------------|---------------|-------------------|-----------------|
|  | Importance                | Satisfaction / SD | Performance Gap | Importance    | Satisfaction / SD | Performance Gap |
| <b>SAFETY AND SECURITY</b>                                     | 6.52                      | 4.90 / 1.11       | 1.62            | 6.52          | 4.94 / 1.14       | 1.58            |
| 7. The campus is safe and secure for all students.             | 6.68                      | 5.89 / 1.12       | 0.79            | 6.69          | 5.92 / 1.13       | 0.77            |
| 21. The amount of student parking space on campus is adequate. | 6.37                      | 3.26 / 1.77       | 3.11            | 6.35          | 3.41 / 1.78       | 2.94            |
| 28. Parking lots are well-lighted and secure.                  | 6.36                      | 4.76 / 1.64       | 1.60            | 6.37          | 4.74 / 1.66       | 1.63            |
| 36. Security staff respond quickly in emergencies.             | 6.65                      | 5.84 / 1.28       | 0.81            | 6.65          | 5.83 / 1.31       | 0.82            |

\* 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 |                   |                 | 3.0 and above |                   |                 |
|--|---------------------------|-------------------|-----------------|---------------|-------------------|-----------------|
|  | Importance                | Satisfaction / SD | Performance Gap | Importance    | Satisfaction / SD | Performance Gap |
| <b>SERVICE EXCELLENCE</b>  | 6.30                      | 5.40 / 0.99       | 0.90            | 6.30          | 5.43 / 0.95       | 0.87            |
| 2. The campus staff are caring and helpful.                                | 6.56                      | 5.79 / 1.16       | 0.77            | 6.58          | 5.88 / 1.10       | 0.70            |
| 13. Library staff are helpful and approachable.                            | 5.97                      | 5.82 / 1.24       | 0.15            | 5.96          | 5.88 / 1.18       | 0.08            |
| 15. The staff in the health services area are competent.                   | 6.33                      | 5.00 / 1.63       | 1.33            | 6.35          | 4.99 / 1.65       | 1.36            |
| 22. Counseling staff care about students as individuals.                   | 6.26                      | 5.54 / 1.36       | 0.72            | 6.21          | 5.57 / 1.35       | 0.64            |
| 27. The personnel involved in registration are helpful.                    | 6.35                      | 5.44 / 1.43       | 0.91            | 6.36          | 5.43 / 1.41       | 0.93            |
| 57. I seldom get the "run-around" when seeking information on this campus. | 6.41                      | 4.93 / 1.72       | 1.48            | 6.44          | 4.99 / 1.70       | 1.45            |
| 60. I generally know what's happening on campus.                           | 6.24                      | 5.53 / 1.37       | 0.71            | 6.20          | 5.58 / 1.36       | 0.62            |
| 71. Channels for expressing student complaints are readily available.      | 6.27                      | 5.06 / 1.64       | 1.21            | 6.27          | 5.04 / 1.61       | 1.23            |

\* 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 |                   |                 | 3.0 and above |                   |                 |
|---|---------------------------|-------------------|-----------------|---------------|-------------------|-----------------|
|   | Importance                | Satisfaction / SD | Performance Gap | Importance    | Satisfaction / SD | Performance Gap |
| <b>STUDENT CENTEREDNESS</b>                                       | 6.51                      | 5.76 / 1.02       | 0.75            | 6.51          | 5.85 / 0.95       | 0.66            |
| 1. Most students feel a sense of belonging here.                  | 6.41                      | 5.57 / 1.32       | 0.84            | 6.42          | 5.69 / 1.21       | 0.73            |
| 2. The campus staff are caring and helpful.                       | 6.56                      | 5.79 / 1.16       | 0.77            | 6.58          | 5.88 / 1.10       | 0.70            |
| 10. Administrators are approachable to students.                  | 6.23                      | 5.56 / 1.30       | 0.67            | 6.18          | 5.58 / 1.26       | 0.60            |
| 29. It is an enjoyable experience to be a student on this campus. | 6.66                      | 5.91 / 1.33       | 0.75            | 6.66          | 6.02 / 1.24       | 0.64            |
| 45. Students are made to feel welcome on this campus.             | 6.61                      | 5.95 / 1.31       | 0.66            | 6.59          | 6.02 / 1.26       | 0.57            |
| 59. This institution shows concern for students as individuals.   | 6.60                      | 5.76 / 1.32       | 0.84            | 6.61          | 5.88 / 1.23       | 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 |                   |                 | 3.0 and above |                   |                 |
|---|---------------------------|-------------------|-----------------|---------------|-------------------|-----------------|
|   | 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            | 6.42          | 5.69 / 1.21       | 0.73            |
| 2. The campus staff are caring and helpful.   | 6.56                      | 5.79 / 1.16       | 0.77            | 6.58          | 5.88 / 1.10       | 0.70            |
| 3. Faculty care about me as an individual.  | 6.47                      | 5.80 / 1.18       | 0.67            | 6.52          | 5.93 / 1.08       | 0.59            |
| 4. Admissions staff are knowledgeable.  | 6.31                      | 5.57 / 1.29       | 0.74            | 6.31          | 5.62 / 1.22       | 0.69            |
| 5. Financial aid counselors are helpful.  | 6.28                      | 5.32 / 1.47       | 0.96            | 6.25          | 5.26 / 1.49       | 0.99            |
| 6. My academic advisor is approachable.   | 6.64                      | 5.93 / 1.49       | 0.71            | 6.63          | 5.97 / 1.49       | 0.66            |
| 7. The campus is safe and secure for all students.  | 6.68                      | 5.89 / 1.12       | 0.79            | 6.69          | 5.92 / 1.13       | 0.77            |
| 8. The content of the courses within my major is valuable.                                    | 6.75                      | 5.96 / 1.14       | 0.79            | 6.77          | 6.00 / 1.09       | 0.77            |
| 9. A variety of intramural activities are offered.  | 5.17                      | 5.61 / 1.24       | -0.44           | 5.09          | 5.67 / 1.21       | -0.58           |
| 10. Administrators are approachable to students.  | 6.23                      | 5.56 / 1.30       | 0.67            | 6.18          | 5.58 / 1.26       | 0.60            |
| 11. Billing policies are reasonable.  | 6.35                      | 5.04 / 1.48       | 1.31            | 6.37          | 5.15 / 1.43       | 1.22            |
| 12. Financial aid awards are announced to students in time to be helpful in college planning. | 6.35                      | 5.23 / 1.48       | 1.12            | 6.34          | 5.25 / 1.46       | 1.09            |
| 13. Library staff are helpful and approachable.   | 5.97                      | 5.82 / 1.24       | 0.15            | 5.96          | 5.88 / 1.18       | 0.08            |
| 14. My academic advisor is concerned about my success as an individual.                       | 6.60                      | 5.87 / 1.46       | 0.73            | 6.62          | 5.90 / 1.46       | 0.72            |
| 15. The staff in the health services area are competent.                                      | 6.33                      | 5.00 / 1.63       | 1.33            | 6.35          | 4.99 / 1.65       | 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

### Items: In Sequential Order

| Item   | Longwood University - SSI |                   |                 | 3.0 and above |                   |                 |
|--|---------------------------|-------------------|-----------------|---------------|-------------------|-----------------|
|  | 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            | 6.76          | 6.02 / 1.08       | 0.74            |
| 17. Adequate financial aid is available for most students.   | 6.45                      | 4.95 / 1.61       | 1.50            | 6.43          | 4.93 / 1.59       | 1.50            |
| 18. Library resources and services are adequate.   | 6.35                      | 5.87 / 1.20       | 0.48            | 6.38          | 5.91 / 1.16       | 0.47            |
| 19. My academic advisor helps me set goals to work toward.   | 6.33                      | 5.47 / 1.62       | 0.86            | 6.31          | 5.45 / 1.63       | 0.86            |
| 20. The business office is open during hours which are convenient for most students.                     | 6.09                      | 5.29 / 1.39       | 0.80            | 6.03          | 5.24 / 1.39       | 0.79            |
| 21. The amount of student parking space on campus is adequate.   | 6.37                      | 3.26 / 1.77       | 3.11            | 6.35          | 3.41 / 1.78       | 2.94            |
| 22. Counseling staff care about students as individuals.   | 6.26                      | 5.54 / 1.36       | 0.72            | 6.21          | 5.57 / 1.35       | 0.64            |
| 23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.) | 6.52                      | 4.94 / 1.57       | 1.58            | 6.53          | 5.05 / 1.49       | 1.48            |
| 24. The intercollegiate athletic programs contribute to a strong sense of school spirit.                 | 5.50                      | 5.08 / 1.61       | 0.42            | 5.42          | 5.05 / 1.60       | 0.37            |
| 25. Faculty are fair and unbiased in their treatment of individual students.                             | 6.58                      | 5.53 / 1.32       | 1.05            | 6.58          | 5.63 / 1.27       | 0.95            |
| 26. Computer labs are adequate and accessible.   | 6.11                      | 5.78 / 1.23       | 0.33            | 6.07          | 5.78 / 1.21       | 0.29            |
| 27. The personnel involved in registration are helpful.  | 6.35                      | 5.44 / 1.43       | 0.91            | 6.36          | 5.43 / 1.41       | 0.93            |
| 28. Parking lots are well-lighted and secure.  | 6.36                      | 4.76 / 1.64       | 1.60            | 6.37          | 4.74 / 1.66       | 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 |                   |                 | 3.0 and above |                   |                 |
|---|---------------------------|-------------------|-----------------|---------------|-------------------|-----------------|
|   | 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            | 6.66          | 6.02 / 1.24       | 0.64            |
| 30. Residence hall staff are concerned about me as an individual.                           | 6.01                      | 5.19 / 1.58       | 0.82            | 5.99          | 5.29 / 1.53       | 0.70            |
| 31. Males and females have equal opportunities to participate in intercollegiate athletics. | 5.77                      | 5.80 / 1.26       | -0.03           | 5.78          | 5.83 / 1.25       | -0.05           |
| 32. Tutoring services are readily available.  | 6.16                      | 5.60 / 1.44       | 0.56            | 6.06          | 5.60 / 1.37       | 0.46            |
| 33. My academic advisor is knowledgeable about requirements in my major.                    | 6.73                      | 5.95 / 1.46       | 0.78            | 6.73          | 5.91 / 1.52       | 0.82            |
| 34. I am able to register for classes I need with few conflicts.                            | 6.71                      | 5.17 / 1.67       | 1.54            | 6.74          | 5.17 / 1.69       | 1.57            |
| 35. The assessment and course placement procedures are reasonable.                          | 6.38                      | 5.54 / 1.37       | 0.84            | 6.35          | 5.57 / 1.40       | 0.78            |
| 36. Security staff respond quickly in emergencies.  | 6.65                      | 5.84 / 1.28       | 0.81            | 6.65          | 5.83 / 1.31       | 0.82            |
| 37. I feel a sense of pride about my campus.  | 6.31                      | 5.86 / 1.39       | 0.45            | 6.24          | 5.91 / 1.29       | 0.33            |
| 38. There is an adequate selection of food available in the cafeteria.                      | 6.42                      | 4.02 / 1.77       | 2.40            | 6.41          | 4.11 / 1.77       | 2.30            |
| 39. I am able to experience intellectual growth here.                                       | 6.64                      | 5.99 / 1.16       | 0.65            | 6.68          | 6.08 / 1.11       | 0.60            |
| 40. Residence hall regulations are reasonable.  | 6.20                      | 5.51 / 1.35       | 0.69            | 6.14          | 5.53 / 1.32       | 0.61            |
| 41. There is a commitment to academic excellence on this campus.                            | 6.55                      | 5.94 / 1.19       | 0.61            | 6.60          | 6.00 / 1.18       | 0.60            |

\* 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 |                   |                 | 3.0 and above |                   |                 |
|---|---------------------------|-------------------|-----------------|---------------|-------------------|-----------------|
|   | 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            | 5.91          | 4.97 / 1.59       | 0.94            |
| 43. Admissions counselors respond to prospective students' unique needs and requests.   | 6.30                      | 5.64 / 1.30       | 0.66            | 6.27          | 5.62 / 1.32       | 0.65            |
| 44. Academic support services adequately meet the needs of students.                    | 6.39                      | 5.63 / 1.32       | 0.76            | 6.39          | 5.69 / 1.26       | 0.70            |
| 45. Students are made to feel welcome on this campus.                                   | 6.61                      | 5.95 / 1.31       | 0.66            | 6.59          | 6.02 / 1.26       | 0.57            |
| 46. I can easily get involved in campus organizations.                                  | 6.23                      | 5.80 / 1.41       | 0.43            | 6.25          | 5.90 / 1.35       | 0.35            |
| 47. Faculty provide timely feedback about student progress in a course.                 | 6.57                      | 5.25 / 1.45       | 1.32            | 6.59          | 5.35 / 1.38       | 1.24            |
| 48. Admissions counselors accurately portray the campus in their recruiting practices.  | 6.37                      | 5.56 / 1.45       | 0.81            | 6.36          | 5.60 / 1.43       | 0.76            |
| 49. There are adequate services to help me decide upon a career.                        | 6.47                      | 5.65 / 1.35       | 0.82            | 6.41          | 5.71 / 1.31       | 0.70            |
| 50. Class change (drop/add) policies are reasonable.                                    | 6.34                      | 5.65 / 1.45       | 0.69            | 6.29          | 5.64 / 1.47       | 0.65            |
| 51. This institution has a good reputation within the community.                        | 6.34                      | 5.79 / 1.36       | 0.55            | 6.31          | 5.77 / 1.38       | 0.54            |
| 52. The student center is a comfortable place for students to spend their leisure time. | 6.05                      | 5.35 / 1.52       | 0.70            | 5.98          | 5.33 / 1.53       | 0.65            |
| 53. Faculty take into consideration student differences as they teach a course.         | 6.39                      | 5.31 / 1.43       | 1.08            | 6.34          | 5.40 / 1.41       | 0.94            |

\* 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 |                   |                 | 3.0 and above |                   |                 |
|--|---------------------------|-------------------|-----------------|---------------|-------------------|-----------------|
|  | Importance                | Satisfaction / SD | Performance Gap | Importance    | Satisfaction / SD | Performance Gap |
| 54. Bookstore staff are helpful.   | 5.99                      | 5.35 / 1.47       | 0.64            | 5.94          | 5.28 / 1.45       | 0.66            |
| 55. Major requirements are clear and reasonable.                             | 6.68                      | 5.70 / 1.36       | 0.98            | 6.71          | 5.72 / 1.35       | 0.99            |
| 56. The student handbook provides helpful information about campus life.     | 5.95                      | 5.43 / 1.42       | 0.52            | 5.91          | 5.42 / 1.44       | 0.49            |
| 57. I seldom get the "run-around" when seeking information on this campus.   | 6.41                      | 4.93 / 1.72       | 1.48            | 6.44          | 4.99 / 1.70       | 1.45            |
| 58. The quality of instruction I receive in most of my classes is excellent. | 6.72                      | 5.80 / 1.18       | 0.92            | 6.73          | 5.88 / 1.13       | 0.85            |
| 59. This institution shows concern for students as individuals.              | 6.60                      | 5.76 / 1.32       | 0.84            | 6.61          | 5.88 / 1.23       | 0.73            |
| 60. I generally know what's happening on campus.                             | 6.24                      | 5.53 / 1.37       | 0.71            | 6.20          | 5.58 / 1.36       | 0.62            |
| 61. Adjunct faculty are competent as classroom instructors.                  | 6.34                      | 5.65 / 1.28       | 0.69            | 6.31          | 5.67 / 1.29       | 0.64            |
| 62. There is a strong commitment to racial harmony on this campus.           | 6.12                      | 5.50 / 1.43       | 0.62            | 6.07          | 5.51 / 1.44       | 0.56            |
| 63. Student disciplinary procedures are fair.                                | 6.38                      | 5.55 / 1.44       | 0.83            | 6.34          | 5.59 / 1.38       | 0.75            |
| 64. New student orientation services help students adjust to college.        | 6.32                      | 5.48 / 1.55       | 0.84            | 6.31          | 5.53 / 1.58       | 0.78            |
| 65. Faculty are usually available after class and during office hours.       | 6.55                      | 5.97 / 1.20       | 0.58            | 6.55          | 6.00 / 1.20       | 0.55            |
| 66. Tuition paid is a worthwhile investment.                                 | 6.66                      | 5.21 / 1.51       | 1.45            | 6.66          | 5.28 / 1.44       | 1.38            |

\* 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 |                   |                 | 3.0 and above |                   |                 |
|--|---------------------------|-------------------|-----------------|---------------|-------------------|-----------------|
|  | 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            | 6.30          | 5.68 / 1.39       | 0.62            |
| 68. Nearly all of the faculty are knowledgeable in their field.                                      | 6.73                      | 6.09 / 1.06       | 0.64            | 6.74          | 6.14 / 1.00       | 0.60            |
| 69. There is a good variety of courses provided on this campus.                                      | 6.59                      | 5.76 / 1.30       | 0.83            | 6.61          | 5.76 / 1.30       | 0.85            |
| 70. Graduate teaching assistants are competent as classroom instructors.                             | 6.15                      | 5.39 / 1.47       | 0.76            | 6.17          | 5.33 / 1.49       | 0.84            |
| 71. Channels for expressing student complaints are readily available.                                | 6.27                      | 5.06 / 1.64       | 1.21            | 6.27          | 5.04 / 1.61       | 1.23            |
| 72. On the whole, the campus is well-maintained.   | 6.52                      | 6.21 / 1.00       | 0.31            | 6.48          | 6.22 / 0.97       | 0.26            |
| 73. Student activities fees are put to good use.   | 6.35                      | 4.85 / 1.62       | 1.50            | 6.34          | 4.80 / 1.62       | 1.54            |
| 74. Campus item: The academic buildings adequately support a productive learning environment.        | 6.53                      | 6.03 / 1.03       | 0.50            | 6.53          | 6.08 / 0.97       | 0.45            |
| 75. Campus item: The campus is physically accessible to individuals of all abilities.                | 6.36                      | 6.03 / 1.20       | 0.33            | 6.33          | 6.04 / 1.21       | 0.29            |
| 76. Campus item: Faculty willingly provide appropriate accommodations to students with disabilities. | 6.43                      | 6.14 / 1.09       | 0.29            | 6.42          | 6.13 / 1.12       | 0.29            |
| 77. Campus item: Campus Recreation provides comprehensive opportunities for my physical wellness.    | 6.25                      | 6.19 / 0.98       | 0.06            | 6.22          | 6.25 / 0.96       | -0.03           |
| 78. Campus item: There are adequate and accessible quiet places for students to study.               | 6.50                      | 5.75 / 1.41       | 0.75            | 6.46          | 5.69 / 1.41       | 0.77            |

\* 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 |                   |                 | 3.0 and above |                   |                 |
|--|---------------------------|-------------------|-----------------|---------------|-------------------|-----------------|
|  | 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            | 6.40          | 5.35 / 1.59       | 1.05            |
| 80. Campus item: This university has helped me meet the goals I came here to achieve.  | 6.64                      | 5.82 / 1.27       | 0.82            | 6.68          | 5.95 / 1.18       | 0.73            |
| 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            | 6.30          | 5.94 / 1.29       | 0.36            |
| 82. Campus item: This university has helped prepare me as a citizen leader.  | 6.28                      | 5.79 / 1.42       | 0.49            | 6.25          | 5.87 / 1.39       | 0.38            |
| 83. Campus item: My experiences have helped me become a more independent and self-directed learner.                                    | 6.49                      | 6.09 / 1.19       | 0.40            | 6.54          | 6.17 / 1.16       | 0.37            |
| 84. Institution's commitment to part-time students?  |                           | 5.52 / 1.28       |                 |               | 5.55 / 1.29       |                 |
| 85. Institution's commitment to evening students?  |                           | 5.46 / 1.36       |                 |               | 5.51 / 1.34       |                 |
| 86. Institution's commitment to older, returning learners?   |                           | 5.61 / 1.29       |                 |               | 5.60 / 1.30       |                 |
| 87. Institution's commitment to under-represented populations?   |                           | 5.29 / 1.57       |                 |               | 5.34 / 1.55       |                 |
| 88. Institution's commitment to commuters?   |                           | 5.57 / 1.37       |                 |               | 5.59 / 1.31       |                 |
| 89. Institution's commitment to students with disabilities?  |                           | 5.97 / 1.20       |                 |               | 5.96 / 1.25       |                 |
| 90. Cost as factor in decision to enroll.  | 6.16                      |                   |                 | 6.12          |                   |                 |

\* 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 |                   |                 | 3.0 and above |                   |                 |
|---|---------------------------|-------------------|-----------------|---------------|-------------------|-----------------|
|   | Importance                | Satisfaction / SD | Performance Gap | Importance    | Satisfaction / SD | Performance Gap |
| 91. Financial aid as factor in decision to enroll.                              | 6.02                      |                   |                 | 5.96          |                   |                 |
| 92. Academic reputation as factor in decision to enroll.                        | 6.21                      |                   |                 | 6.24          |                   |                 |
| 93. Size of institution as factor in decision to enroll.                        | 6.12                      |                   |                 | 6.11          |                   |                 |
| 94. Opportunity to play sports as factor in decision to enroll.                 | 3.36                      |                   |                 | 3.15          |                   |                 |
| 95. Recommendations from family/friends as factor in decision to enroll.        | 5.14                      |                   |                 | 5.11          |                   |                 |
| 96. Geographic setting as factor in decision to enroll.                         | 5.38                      |                   |                 | 5.29          |                   |                 |
| 97. Campus appearance as factor in decision to enroll.                          | 5.93                      |                   |                 | 5.83          |                   |                 |
| 98. Personalized attention prior to enrollment as factor in decision to enroll. | 5.74                      |                   |                 | 5.68          |                   |                 |

\* 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  | 3.0 and above  |
|---|--|--|
| <p>So far, how has your college experience met your expectations?</p> <p>1=Much worse than expected</p> <p>2=Quite a bit worse than I expected</p> <p>3=Worse than I expected</p> <p>4=About what I expected</p> <p>5=Better than I expected</p> <p>6=Quite a bit better than I expected</p> <p>7=Much better than expected</p> | <p>Average: 4.98</p> <p>1%</p> <p>2%</p> <p>8%</p> <p>26%</p> <p>26%</p> <p>18%</p> <p>16%</p> | <p>Average: 5.09</p> <p>1%</p> <p>1%</p> <p>6%</p> <p>24%</p> <p>27%</p> <p>21%</p> <p>17%</p> |
| <p>Rate your overall satisfaction with your experience here thus far.</p> <p>1=Not satisfied at all</p> <p>2=Not very satisfied</p> <p>3=Somewhat dissatisfied</p> <p>4=Neutral</p> <p>5=Somewhat satisfied</p> <p>6=Satisfied</p> <p>7=Very satisfied</p>  | <p>Average: 5.69</p> <p>1%</p> <p>2%</p> <p>5%</p> <p>5%</p> <p>15%</p> <p>42%</p> <p>27%</p>  | <p>Average: 5.85</p> <p>1%</p> <p>1%</p> <p>3%</p> <p>3%</p> <p>11%</p> <p>47%</p> <p>30%</p>  |
| <p>All in all, if you had to do it over, would you enroll here again?</p> <p>1=Definitely not</p> <p>2=Probably not</p> <p>3=Maybe not</p> <p>4=I don't know</p> <p>5=Maybe yes</p> <p>6=Probably yes</p> <p>7=Definitely yes</p>   | <p>Average: 5.79</p> <p>2%</p> <p>5%</p> <p>4%</p> <p>6%</p> <p>7%</p> <p>26%</p> <p>46%</p>   | <p>Average: 5.91</p> <p>1%</p> <p>4%</p> <p>4%</p> <p>5%</p> <p>7%</p> <p>26%</p> <p>50%</p>   |

### 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 <sup>st</sup> Choice (536) | LU Not 1 <sup>st</sup> 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 <sup>st</sup> Choice (536) | LU Not 1 <sup>st</sup> 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       |

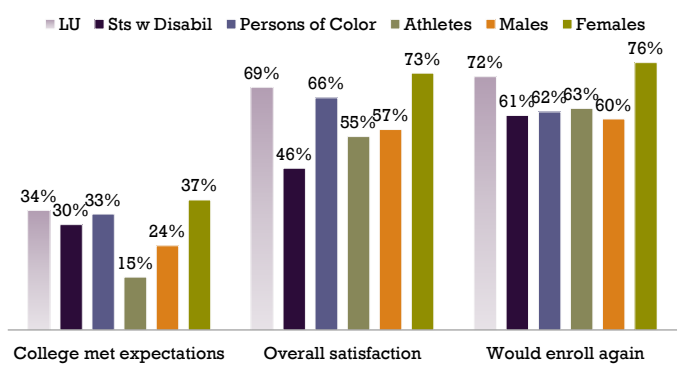
**Summary Items across Student Comparison Groups**

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 <sup>st</sup> Choice (536) | LU Not 1 <sup>st</sup> 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**

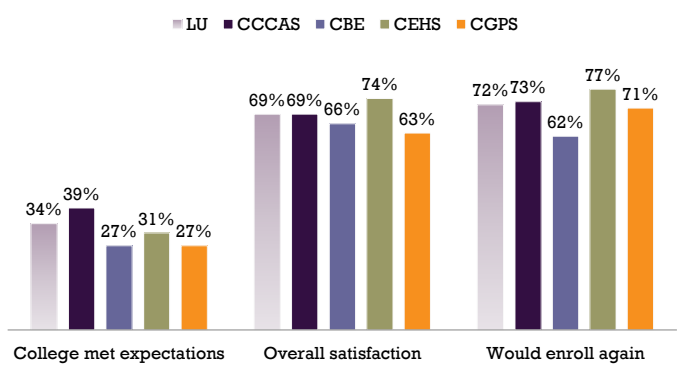
Percentage who responded with highest two response options\*



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

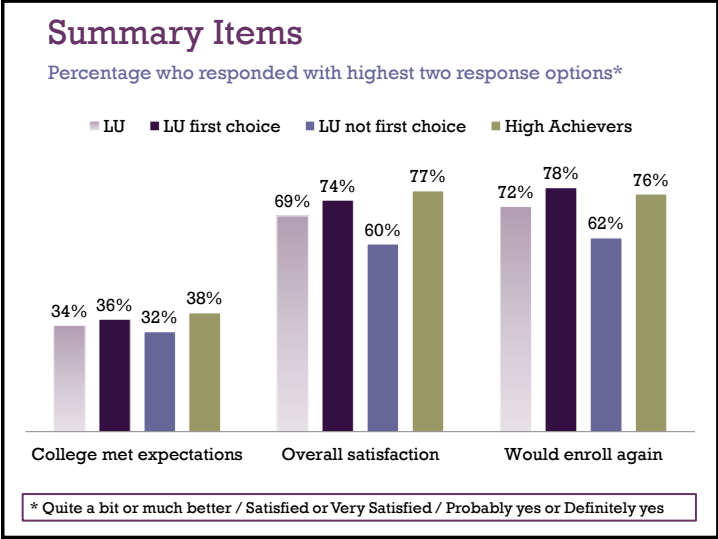
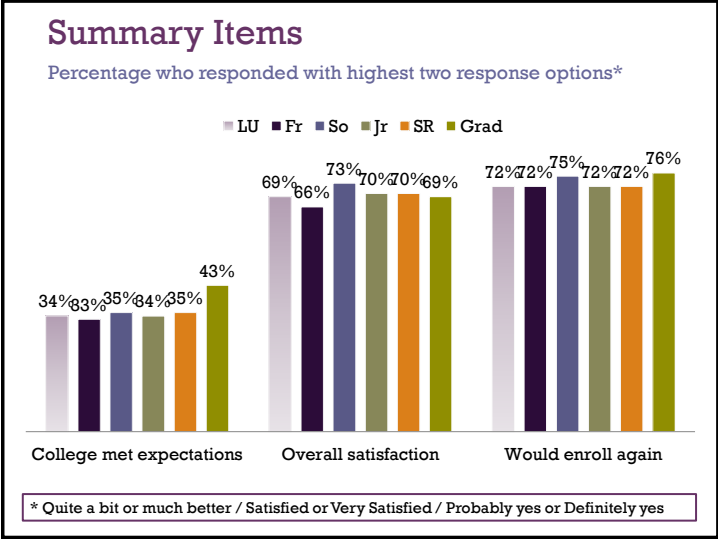
**Summary Items**

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...

Onie McKenzie  
Assistant Vice President for Student Affairs  
Longwood University  
[mckenzieil@longwood.edu](mailto:mckenzieil@longwood.edu)  
(434) 395-2487

- 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>