

Institutional Summary
Scales: In Order of Importance

Scale	Alaska Pacific University			Group One			Group Two			Group Three		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
Academic Advising	6.51	5.84	0.67	6.73	5.90	0.83	6.43	5.96	0.47	6.45	5.74	0.71
Instructional Effectiveness	6.46	5.74	0.72	6.59	6.05	0.54	6.37	5.79	0.58	6.43	5.61	0.82
Concern for the Individual	6.27	5.80	0.47	6.38	6.05	0.33	6.16	5.85	0.31	6.24	5.65	0.59
Recruitment and Financial Aid	6.26	5.14	1.12	6.30	5.44	0.86	6.29	4.92	1.37	6.17	5.03	1.14
Registration Effectiveness	6.26	5.61	0.65	6.36	5.78	0.58	6.28	5.53	0.75	6.12	5.49	0.63
Safety and Security	6.26	5.80	0.46	6.45	5.74	0.71	6.13	5.88	0.25	6.18	5.70	0.48
Campus Climate	6.22	5.59	0.63	6.43	5.99	0.44	6.17	5.51	0.66	6.09	5.45	0.64
Student Centeredness	6.20	5.68	0.52	6.41	6.07	0.34	6.19	5.60	0.59	6.03	5.50	0.53
Service Excellence	6.07	5.50	0.57	6.24	5.67	0.57	6.08	5.45	0.63	5.91	5.39	0.52
Campus Support Services	6.04	5.74	0.30	6.18	5.77	0.41	6.04	5.85	0.19	5.86	5.59	0.27
Campus Life	5.67	5.33	0.34	5.56	5.51	0.05	5.88	5.36	0.52	5.38	5.18	0.20
Responsiveness to Diverse Populations		5.82			6.16			5.65			5.87	

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	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
39. I am able to experience intellectual growth here.	6.66	5.98	0.68	6.88	6.48	0.40	6.52	6.00	0.52	6.61	5.84	0.77
58. The quality of instruction I receive in most of my classes is excellent.	6.66	5.83	0.83	6.68	6.31	0.37	6.73	5.93	0.80	6.54	5.59	0.95
66. Tuition paid is a worthwhile investment.	6.65	5.34	1.31	6.84	5.65	1.19	6.45	5.09	1.36	6.72	5.28	1.44
34. I am able to register for classes I need with few conflicts.	6.62	5.73	0.89	6.83	5.80	1.03	6.58	5.49	1.09	6.52	5.88	0.64
8. The content of the courses within my major is valuable.	6.61	5.68	0.93	6.64	6.12	0.52	6.47	5.76	0.71	6.67	5.51	1.16
68. Nearly all of the faculty are knowledgeable in their field.	6.61	6.04	0.57	6.71	6.19	0.52	6.64	6.16	0.48	6.52	5.98	0.54
33. My academic advisor is knowledgeable about requirements in my major.	6.60	6.09	0.51	6.92	6.08	0.84	6.56	6.30	0.26	6.43	6.00	0.43
6. My academic advisor is approachable.	6.59	5.92	0.67	6.72	5.88	0.84	6.44	6.05	0.39	6.67	5.90	0.77
16. The instruction in my major field is excellent.	6.59	5.73	0.86	6.60	5.96	0.64	6.50	6.02	0.48	6.64	5.47	1.17
14. My academic advisor is concerned about my success as an individual.	6.55	5.95	0.60	6.64	5.88	0.76	6.50	5.98	0.52	6.55	6.02	0.53
55. Major requirements are clear and reasonable.	6.52	5.80	0.72	6.72	6.16	0.56	6.43	5.84	0.59	6.43	5.57	0.86
7. The campus is safe and secure for all students.	6.48	6.12	0.36	6.56	6.13	0.43	6.33	6.20	0.13	6.47	5.98	0.49
41. There is a commitment to academic excellence on this campus.	6.47	5.65	0.82	6.71	6.48	0.23	6.18	5.53	0.65	6.53	5.43	1.10

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	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
65. Faculty are usually available after class and during office hours.	6.47	6.09	0.38	6.42	6.08	0.34	6.50	5.93	0.57	6.48	6.22	0.26
69. There is a good variety of courses provided on this campus.	6.47	5.27	1.20	6.64	5.19	1.45	6.50	5.32	1.18	6.29	5.18	1.11
17. Adequate financial aid is available for most students.	6.45	4.96	1.49	6.39	5.09	1.30	6.69	4.81	1.88	6.27	4.83	1.44
25. Faculty are fair and unbiased in their treatment of individual students.	6.45	5.73	0.72	6.52	6.12	0.40	6.32	5.77	0.55	6.45	5.51	0.94
47. Faculty provide timely feedback about student progress in a course.	6.44	5.37	1.07	6.79	5.32	1.47	6.36	5.64	0.72	6.27	5.22	1.05
2. The campus staff are caring and helpful.	6.43	5.97	0.46	6.56	6.38	0.18	6.38	5.69	0.69	6.34	5.92	0.42
61. Adjunct faculty are competent as classroom instructors.	6.42	5.75	0.67	6.58	6.05	0.53	6.22	5.87	0.35	6.42	5.60	0.82
5. Financial aid counselors are helpful.	6.39	4.76	1.63	6.52	5.17	1.35	6.27	4.11	2.16	6.40	4.93	1.47
36. Security staff respond quickly in emergencies.	6.38	5.84	0.54	6.44	5.77	0.67	6.32	6.07	0.25	6.31	5.44	0.87
57. I seldom get the "run-around" when seeking information on this campus.	6.35	5.04	1.31	6.52	5.50	1.02	6.40	4.64	1.76	6.18	4.96	1.22
72. On the whole, the campus is well-maintained.	6.35	5.80	0.55	6.24	6.12	0.12	6.49	5.52	0.97	6.19	5.80	0.39
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.34	4.84	1.50	6.43	5.08	1.35	6.31	4.51	1.80	6.29	4.73	1.56
29. It is an enjoyable experience to be a student on this campus.	6.34	5.70	0.64	6.65	6.19	0.46	6.29	5.71	0.58	6.15	5.49	0.66

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	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
27. The personnel involved in registration are helpful.	6.32	5.87	0.45	6.68	5.92	0.76	6.30	5.93	0.37	6.07	5.71	0.36
59. This institution shows concern for students as individuals.	6.32	5.74	0.58	6.54	6.28	0.26	6.29	5.78	0.51	6.13	5.39	0.74
19. My academic advisor helps me set goals to work toward.	6.31	5.41	0.90	6.64	5.50	1.14	6.23	5.65	0.58	6.15	5.17	0.98
51. This institution has a good reputation within the community.	6.30	5.67	0.63	6.40	6.15	0.25	6.09	5.58	0.51	6.38	5.56	0.82
45. Students are made to feel welcome on this campus.	6.28	5.80	0.48	6.42	6.00	0.42	6.42	5.95	0.47	5.98	5.57	0.41
76. Campus: APU classes provide "active learning" experiences.	6.28	5.91	0.37	6.35	6.00	0.35	6.39	6.12	0.27	6.09	5.92	0.17
3. Faculty care about me as an individual.	6.26	5.87	0.39	6.56	6.35	0.21	6.07	5.89	0.18	6.22	5.67	0.55
67. Freedom of expression is protected on campus.	6.25	5.80	0.45	6.55	6.35	0.20	6.43	5.66	0.77	5.88	5.75	0.13
18. Library resources and services are adequate.	6.24	6.12	0.12	6.17	6.08	0.09	6.15	6.15	0.00	6.33	6.07	0.26
11. Billing policies are reasonable.	6.23	5.04	1.19	6.44	5.46	0.98	6.05	4.74	1.31	6.21	4.83	1.38
4. Admissions staff are knowledgeable.	6.22	5.49	0.73	6.40	5.88	0.52	6.18	5.33	0.85	6.15	5.33	0.82
80. Campus: The University website serves as an effective communication medium for information about APU.	6.22	4.94	1.28	6.48	5.46	1.02	6.25	4.53	1.72	5.96	4.83	1.13
26. Computer labs are adequate and accessible.	6.21	5.91	0.30	6.26	5.94	0.32	6.27	6.21	0.06	6.07	5.63	0.44

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	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
74. Campus: My health insurance is adequate to meet my needs.	6.21	5.01	1.20	5.93	5.45	0.48	6.21	5.20	1.01	6.33	4.50	1.83
44. Academic support services adequately meet the needs of students.	6.20	5.67	0.53	6.41	6.05	0.36	6.20	5.79	0.41	5.98	5.38	0.60
28. Parking lots are well-lighted and secure.	6.18	5.53	0.65	6.52	5.81	0.71	5.98	5.64	0.34	6.09	5.28	0.81
35. The assessment and course placement procedures are reasonable.	6.17	5.82	0.35	6.13	5.79	0.34	6.12	5.90	0.22	6.16	5.71	0.45
62. There is a strong commitment to racial harmony on this campus.	6.17	5.80	0.37	6.43	6.00	0.43	6.03	5.74	0.29	6.22	5.74	0.48
70. Graduate teaching assistants are competent as classroom instructors.	6.17	5.62	0.55	6.00	6.00	0.00	6.05	5.54	0.51	6.29	5.74	0.55
79. Campus: The university is environmentally friendly.	6.16	5.25	0.91	6.20	5.84	0.36	6.26	4.67	1.59	6.04	5.47	0.57
50. Class change (drop/add) policies are reasonable.	6.13	5.84	0.29	6.09	5.96	0.13	6.24	6.02	0.22	5.93	5.55	0.38
53. Faculty take into consideration student differences as they teach a course.	6.13	5.72	0.41	6.29	6.13	0.16	6.02	5.64	0.38	6.02	5.68	0.34
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.10	5.29	0.81	6.10	5.65	0.45	6.28	5.30	0.98	5.82	5.03	0.79
82. Campus: APU leaders listen to the concerns of students and make changes based on student needs.	6.10	4.70	1.40	6.18	5.47	0.71	6.26	4.44	1.82	5.69	4.46	1.23
63. Student disciplinary procedures are fair.	6.07	5.47	0.60	5.89	5.82	0.07	6.05	5.71	0.34	6.16	5.10	1.06

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91. Financial aid as factor in decision to enroll.	6.07			6.42			6.17			5.86		
71. Channels for expressing student complaints are readily available.	6.05	4.76	1.29	6.25	4.89	1.36	6.09	4.79	1.30	5.88	4.55	1.33
31. Males and females have equal opportunities to participate in intercollegiate athletics.	6.04	5.46	0.58	6.00	6.17	-0.17	6.13	5.30	0.83	6.00	5.33	0.67
43. Admissions counselors respond to prospective students' unique needs and requests.	6.04	5.53	0.51	5.96	5.78	0.18	5.98	5.58	0.40	5.98	5.32	0.66
21. The amount of student parking space on campus is adequate.	6.02	5.72	0.30	6.28	5.29	0.99	5.88	5.64	0.24	5.89	5.91	-0.02
10. Administrators are approachable to students.	5.98	5.54	0.44	6.20	5.92	0.28	5.73	5.27	0.46	5.98	5.37	0.61
92. Academic reputation as factor in decision to enroll.	5.98			6.35			5.67			6.06		
20. The business office is open during hours which are convenient for most students.	5.97	5.60	0.37	5.70	5.79	-0.09	6.22	5.47	0.75	5.82	5.45	0.37
22. Counseling staff care about students as individuals.	5.97	5.78	0.19	6.23	5.72	0.51	5.86	6.03	-0.17	5.86	5.57	0.29
40. Residence hall regulations are reasonable.	5.97	5.43	0.54	5.00	4.83	0.17	6.41	5.46	0.95	5.58	5.57	0.01
49. There are adequate services to help me decide upon a career.	5.97	5.15	0.82	5.80	5.41	0.39	6.24	5.28	0.96	5.69	4.81	0.88
32. Tutoring services are readily available.	5.95	5.35	0.60	6.10	5.07	1.03	5.95	5.38	0.57	5.74	5.29	0.45

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	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
83. Campus: Recreation rentals and facilities meet my needs.	5.95	5.88	0.07	6.19	6.17	0.02	6.17	6.24	-0.07	5.50	5.47	0.03
77. Campus: Student Activities, Recreation Programs and Outdoor Programs offer a good variety of activities and programs.	5.94	5.96	-0.02	5.58	6.00	-0.42	6.21	6.12	0.09	5.69	5.75	-0.06
64. New student orientation services help students adjust to college.	5.92	5.33	0.59	6.05	5.00	1.05	6.11	5.57	0.54	5.62	5.16	0.46
78. Campus: Most students who want jobs on campus can find student employment.	5.88	5.38	0.50	5.47	4.90	0.57	6.22	5.64	0.58	5.48	5.09	0.39
15. The staff in the health services area are competent.	5.86	5.05	0.81	5.57	5.60	-0.03	5.94	5.20	0.74	5.83	4.62	1.21
73. Student activities fees are put to good use.	5.86	5.15	0.71	5.72	5.07	0.65	6.25	5.32	0.93	5.42	4.97	0.45
1. Most students feel a sense of belonging here.	5.85	5.31	0.54	6.12	5.69	0.43	6.02	5.18	0.84	5.59	5.24	0.35
37. I feel a sense of pride about my campus.	5.84	5.24	0.60	6.24	5.96	0.28	5.84	5.18	0.66	5.53	5.00	0.53
13. Library staff are helpful and approachable.	5.83	5.65	0.18	6.09	5.41	0.68	5.64	5.68	-0.04	5.77	5.72	0.05
90. Cost as factor in decision to enroll.	5.83			5.88			5.98			5.63		
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	5.81	5.32	0.49	5.36	5.75	-0.39	6.14	5.29	0.85	5.28	5.27	0.01
54. Bookstore staff are helpful.	5.81	6.23	-0.42	6.39	6.09	0.30	5.83	6.45	-0.62	5.32	6.06	-0.74

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	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
38. There is an adequate selection of food available in the cafeteria.	5.79	5.28	0.51	5.10	4.50	0.60	6.08	5.45	0.63	5.42	5.30	0.12
30. Residence hall staff are concerned about me as an individual.	5.75	5.64	0.11	5.29	5.56	-0.27	5.76	5.64	0.12	5.88	5.80	0.08
52. The student center is a comfortable place for students to spend their leisure time.	5.73	5.60	0.13	5.19	6.00	-0.81	6.03	5.60	0.43	5.44	5.36	0.08
75. Campus: Most students feel the alcohol policy works well at APU.	5.73	4.35	1.38	5.62	4.71	0.91	5.76	3.73	2.03	5.58	5.09	0.49
81. Campus: The Associated Students of Alaska Pacific University (ASAPU) does a good job representing my interests.	5.73	4.93	0.80	5.79	5.53	0.26	5.93	5.11	0.82	5.35	4.34	1.01
60. I generally know what's happening on campus.	5.60	5.58	0.02	5.67	5.62	0.05	5.89	5.62	0.27	5.17	5.45	-0.28
96. Geographic setting as factor in decision to enroll.	5.60			5.76			5.79			5.23		
98. Personalized attention prior to enrollment as factor in decision to enroll.	5.54			6.13			5.56			5.15		
93. Size of institution as factor in decision to enroll.	5.42			5.46			5.98			4.76		
46. I can easily get involved in campus organizations.	5.40	5.53	-0.13	5.53	5.33	0.20	5.71	5.72	-0.01	4.91	5.30	-0.39
56. The student handbook provides helpful information about campus life.	5.38	5.60	-0.22	5.29	5.74	-0.45	5.33	5.72	-0.39	5.32	5.32	0.00
42. There are a sufficient number of weekend activities for students.	5.32	5.58	-0.26	5.38	5.80	-0.42	5.31	5.70	-0.39	5.22	5.48	-0.26

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	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.13	3.84	1.29	5.35	4.92	0.43	5.23	3.34	1.89	4.69	3.78	0.91
9. A variety of intramural activities are offered.	4.93	4.89	0.04	4.95	5.00	-0.05	5.37	4.93	0.44	4.39	4.68	-0.29
97. Campus appearance as factor in decision to enroll.	4.76			4.75			5.19			4.28		
95. Recommendations from family/friends as factor in decision to enroll.	4.51			5.05			4.13			4.65		
94. Opportunity to play sports as factor in decision to enroll.	2.87			2.94			3.21			2.56		
84. Institution's commitment to part-time students?		5.91			6.42			5.62			5.98	
85. Institution's commitment to evening students?		5.92			6.35			5.63			5.95	
86. Institution's commitment to older, returning learners?		6.02			6.25			6.00			6.02	
87. Institution's commitment to under-represented populations?		5.58			5.74			5.43			5.71	
88. Institution's commitment to commuters?		5.80			6.11			5.64			5.83	
89. Institution's commitment to students with disabilities?		5.57			5.73			5.52			5.66	

Institutional Summary

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

Scale/Item	Alaska Pacific University			Group One			Group Two			Group Three		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
ACADEMIC ADVISING	6.51	5.84	0.67	6.73	5.90	0.83	6.43	5.96	0.47	6.45	5.74	0.71
6. My academic advisor is approachable.	6.59	5.92	0.67	6.72	5.88	0.84	6.44	6.05	0.39	6.67	5.90	0.77
14. My academic advisor is concerned about my success as an individual.	6.55	5.95	0.60	6.64	5.88	0.76	6.50	5.98	0.52	6.55	6.02	0.53
19. My academic advisor helps me set goals to work toward.	6.31	5.41	0.90	6.64	5.50	1.14	6.23	5.65	0.58	6.15	5.17	0.98
33. My academic advisor is knowledgeable about requirements in my major.	6.60	6.09	0.51	6.92	6.08	0.84	6.56	6.30	0.26	6.43	6.00	0.43
55. Major requirements are clear and reasonable.	6.52	5.80	0.72	6.72	6.16	0.56	6.43	5.84	0.59	6.43	5.57	0.86

Institutional Summary

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

Scale/Item	Alaska Pacific University			Group One			Group Two			Group Three		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
CAMPUS CLIMATE	6.22	5.59	0.63	6.43	5.99	0.44	6.17	5.51	0.66	6.09	5.45	0.64
1. Most students feel a sense of belonging here.	5.85	5.31	0.54	6.12	5.69	0.43	6.02	5.18	0.84	5.59	5.24	0.35
2. The campus staff are caring and helpful.	6.43	5.97	0.46	6.56	6.38	0.18	6.38	5.69	0.69	6.34	5.92	0.42
3. Faculty care about me as an individual.	6.26	5.87	0.39	6.56	6.35	0.21	6.07	5.89	0.18	6.22	5.67	0.55
7. The campus is safe and secure for all students.	6.48	6.12	0.36	6.56	6.13	0.43	6.33	6.20	0.13	6.47	5.98	0.49
10. Administrators are approachable to students.	5.98	5.54	0.44	6.20	5.92	0.28	5.73	5.27	0.46	5.98	5.37	0.61
29. It is an enjoyable experience to be a student on this campus.	6.34	5.70	0.64	6.65	6.19	0.46	6.29	5.71	0.58	6.15	5.49	0.66
37. I feel a sense of pride about my campus.	5.84	5.24	0.60	6.24	5.96	0.28	5.84	5.18	0.66	5.53	5.00	0.53
41. There is a commitment to academic excellence on this campus.	6.47	5.65	0.82	6.71	6.48	0.23	6.18	5.53	0.65	6.53	5.43	1.10
45. Students are made to feel welcome on this campus.	6.28	5.80	0.48	6.42	6.00	0.42	6.42	5.95	0.47	5.98	5.57	0.41
51. This institution has a good reputation within the community.	6.30	5.67	0.63	6.40	6.15	0.25	6.09	5.58	0.51	6.38	5.56	0.82
57. I seldom get the "run-around" when seeking information on this campus.	6.35	5.04	1.31	6.52	5.50	1.02	6.40	4.64	1.76	6.18	4.96	1.22
59. This institution shows concern for students as individuals.	6.32	5.74	0.58	6.54	6.28	0.26	6.29	5.78	0.51	6.13	5.39	0.74

Institutional Summary

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

Scale/Item	Alaska Pacific University			Group One			Group Two			Group Three		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
60. I generally know what's happening on campus.	5.60	5.58	0.02	5.67	5.62	0.05	5.89	5.62	0.27	5.17	5.45	-0.28
62. There is a strong commitment to racial harmony on this campus.	6.17	5.80	0.37	6.43	6.00	0.43	6.03	5.74	0.29	6.22	5.74	0.48
66. Tuition paid is a worthwhile investment.	6.65	5.34	1.31	6.84	5.65	1.19	6.45	5.09	1.36	6.72	5.28	1.44
67. Freedom of expression is protected on campus.	6.25	5.80	0.45	6.55	6.35	0.20	6.43	5.66	0.77	5.88	5.75	0.13
71. Channels for expressing student complaints are readily available.	6.05	4.76	1.29	6.25	4.89	1.36	6.09	4.79	1.30	5.88	4.55	1.33

Institutional Summary

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

Scale/Item	Alaska Pacific University			Group One			Group Two			Group Three		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
CAMPUS LIFE	5.67	5.33	0.34	5.56	5.51	0.05	5.88	5.36	0.52	5.38	5.18	0.20
9. A variety of intramural activities are offered.	4.93	4.89	0.04	4.95	5.00	-0.05	5.37	4.93	0.44	4.39	4.68	-0.29
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	5.81	5.32	0.49	5.36	5.75	-0.39	6.14	5.29	0.85	5.28	5.27	0.01
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.13	3.84	1.29	5.35	4.92	0.43	5.23	3.34	1.89	4.69	3.78	0.91
30. Residence hall staff are concerned about me as an individual.	5.75	5.64	0.11	5.29	5.56	-0.27	5.76	5.64	0.12	5.88	5.80	0.08
31. Males and females have equal opportunities to participate in intercollegiate athletics.	6.04	5.46	0.58	6.00	6.17	-0.17	6.13	5.30	0.83	6.00	5.33	0.67
38. There is an adequate selection of food available in the cafeteria.	5.79	5.28	0.51	5.10	4.50	0.60	6.08	5.45	0.63	5.42	5.30	0.12
40. Residence hall regulations are reasonable.	5.97	5.43	0.54	5.00	4.83	0.17	6.41	5.46	0.95	5.58	5.57	0.01
42. There are a sufficient number of weekend activities for students.	5.32	5.58	-0.26	5.38	5.80	-0.42	5.31	5.70	-0.39	5.22	5.48	-0.26
46. I can easily get involved in campus organizations.	5.40	5.53	-0.13	5.53	5.33	0.20	5.71	5.72	-0.01	4.91	5.30	-0.39
52. The student center is a comfortable place for students to spend their leisure time.	5.73	5.60	0.13	5.19	6.00	-0.81	6.03	5.60	0.43	5.44	5.36	0.08
56. The student handbook provides helpful information about campus life.	5.38	5.60	-0.22	5.29	5.74	-0.45	5.33	5.72	-0.39	5.32	5.32	0.00

Institutional Summary

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

Scale/Item	Alaska Pacific University			Group One			Group Two			Group Three		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
63. Student disciplinary procedures are fair.	6.07	5.47	0.60	5.89	5.82	0.07	6.05	5.71	0.34	6.16	5.10	1.06
64. New student orientation services help students adjust to college.	5.92	5.33	0.59	6.05	5.00	1.05	6.11	5.57	0.54	5.62	5.16	0.46
67. Freedom of expression is protected on campus.	6.25	5.80	0.45	6.55	6.35	0.20	6.43	5.66	0.77	5.88	5.75	0.13
73. Student activities fees are put to good use.	5.86	5.15	0.71	5.72	5.07	0.65	6.25	5.32	0.93	5.42	4.97	0.45

Institutional Summary

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

Scale/Item	Alaska Pacific University			Group One			Group Two			Group Three		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
CAMPUS SUPPORT SERVICES	6.04	5.74	0.30	6.18	5.77	0.41	6.04	5.85	0.19	5.86	5.59	0.27
13. Library staff are helpful and approachable.	5.83	5.65	0.18	6.09	5.41	0.68	5.64	5.68	-0.04	5.77	5.72	0.05
18. Library resources and services are adequate.	6.24	6.12	0.12	6.17	6.08	0.09	6.15	6.15	0.00	6.33	6.07	0.26
26. Computer labs are adequate and accessible.	6.21	5.91	0.30	6.26	5.94	0.32	6.27	6.21	0.06	6.07	5.63	0.44
32. Tutoring services are readily available.	5.95	5.35	0.60	6.10	5.07	1.03	5.95	5.38	0.57	5.74	5.29	0.45
44. Academic support services adequately meet the needs of students.	6.20	5.67	0.53	6.41	6.05	0.36	6.20	5.79	0.41	5.98	5.38	0.60
49. There are adequate services to help me decide upon a career.	5.97	5.15	0.82	5.80	5.41	0.39	6.24	5.28	0.96	5.69	4.81	0.88
54. Bookstore staff are helpful.	5.81	6.23	-0.42	6.39	6.09	0.30	5.83	6.45	-0.62	5.32	6.06	-0.74

Institutional Summary

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

Scale/Item	Alaska Pacific University			Group One			Group Two			Group Three		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
CONCERN FOR THE INDIVIDUAL	6.27	5.80	0.47	6.38	6.05	0.33	6.16	5.85	0.31	6.24	5.65	0.59
3. Faculty care about me as an individual.	6.26	5.87	0.39	6.56	6.35	0.21	6.07	5.89	0.18	6.22	5.67	0.55
14. My academic advisor is concerned about my success as an individual.	6.55	5.95	0.60	6.64	5.88	0.76	6.50	5.98	0.52	6.55	6.02	0.53
22. Counseling staff care about students as individuals.	5.97	5.78	0.19	6.23	5.72	0.51	5.86	6.03	-0.17	5.86	5.57	0.29
25. Faculty are fair and unbiased in their treatment of individual students.	6.45	5.73	0.72	6.52	6.12	0.40	6.32	5.77	0.55	6.45	5.51	0.94
30. Residence hall staff are concerned about me as an individual.	5.75	5.64	0.11	5.29	5.56	-0.27	5.76	5.64	0.12	5.88	5.80	0.08
59. This institution shows concern for students as individuals.	6.32	5.74	0.58	6.54	6.28	0.26	6.29	5.78	0.51	6.13	5.39	0.74

Institutional Summary

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

Scale/Item	Alaska Pacific University			Group One			Group Two			Group Three		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
INSTRUCTIONAL EFFECTIVENESS	6.46	5.74	0.72	6.59	6.05	0.54	6.37	5.79	0.58	6.43	5.61	0.82
3. Faculty care about me as an individual.	6.26	5.87	0.39	6.56	6.35	0.21	6.07	5.89	0.18	6.22	5.67	0.55
8. The content of the courses within my major is valuable.	6.61	5.68	0.93	6.64	6.12	0.52	6.47	5.76	0.71	6.67	5.51	1.16
16. The instruction in my major field is excellent.	6.59	5.73	0.86	6.60	5.96	0.64	6.50	6.02	0.48	6.64	5.47	1.17
25. Faculty are fair and unbiased in their treatment of individual students.	6.45	5.73	0.72	6.52	6.12	0.40	6.32	5.77	0.55	6.45	5.51	0.94
39. I am able to experience intellectual growth here.	6.66	5.98	0.68	6.88	6.48	0.40	6.52	6.00	0.52	6.61	5.84	0.77
41. There is a commitment to academic excellence on this campus.	6.47	5.65	0.82	6.71	6.48	0.23	6.18	5.53	0.65	6.53	5.43	1.10
47. Faculty provide timely feedback about student progress in a course.	6.44	5.37	1.07	6.79	5.32	1.47	6.36	5.64	0.72	6.27	5.22	1.05
53. Faculty take into consideration student differences as they teach a course.	6.13	5.72	0.41	6.29	6.13	0.16	6.02	5.64	0.38	6.02	5.68	0.34
58. The quality of instruction I receive in most of my classes is excellent.	6.66	5.83	0.83	6.68	6.31	0.37	6.73	5.93	0.80	6.54	5.59	0.95
61. Adjunct faculty are competent as classroom instructors.	6.42	5.75	0.67	6.58	6.05	0.53	6.22	5.87	0.35	6.42	5.60	0.82
65. Faculty are usually available after class and during office hours.	6.47	6.09	0.38	6.42	6.08	0.34	6.50	5.93	0.57	6.48	6.22	0.26

Institutional Summary

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

Scale/Item	Alaska Pacific University			Group One			Group Two			Group Three		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
68. Nearly all of the faculty are knowledgeable in their field.	6.61	6.04	0.57	6.71	6.19	0.52	6.64	6.16	0.48	6.52	5.98	0.54
69. There is a good variety of courses provided on this campus.	6.47	5.27	1.20	6.64	5.19	1.45	6.50	5.32	1.18	6.29	5.18	1.11
70. Graduate teaching assistants are competent as classroom instructors.	6.17	5.62	0.55	6.00	6.00	0.00	6.05	5.54	0.51	6.29	5.74	0.55

Institutional Summary

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

Scale/Item	Alaska Pacific University			Group One			Group Two			Group Three		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
RECRUITMENT AND FINANCIAL AID	6.26	5.14	1.12	6.30	5.44	0.86	6.29	4.92	1.37	6.17	5.03	1.14
4. Admissions staff are knowledgeable.	6.22	5.49	0.73	6.40	5.88	0.52	6.18	5.33	0.85	6.15	5.33	0.82
5. Financial aid counselors are helpful.	6.39	4.76	1.63	6.52	5.17	1.35	6.27	4.11	2.16	6.40	4.93	1.47
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.34	4.84	1.50	6.43	5.08	1.35	6.31	4.51	1.80	6.29	4.73	1.56
17. Adequate financial aid is available for most students.	6.45	4.96	1.49	6.39	5.09	1.30	6.69	4.81	1.88	6.27	4.83	1.44
43. Admissions counselors respond to prospective students' unique needs and requests.	6.04	5.53	0.51	5.96	5.78	0.18	5.98	5.58	0.40	5.98	5.32	0.66
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.10	5.29	0.81	6.10	5.65	0.45	6.28	5.30	0.98	5.82	5.03	0.79

Institutional Summary

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

Scale/Item	Alaska Pacific University			Group One			Group Two			Group Three		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
REGISTRATION EFFECTIVENESS	6.26	5.61	0.65	6.36	5.78	0.58	6.28	5.53	0.75	6.12	5.49	0.63
11. Billing policies are reasonable.	6.23	5.04	1.19	6.44	5.46	0.98	6.05	4.74	1.31	6.21	4.83	1.38
20. The business office is open during hours which are convenient for most students.	5.97	5.60	0.37	5.70	5.79	-0.09	6.22	5.47	0.75	5.82	5.45	0.37
27. The personnel involved in registration are helpful.	6.32	5.87	0.45	6.68	5.92	0.76	6.30	5.93	0.37	6.07	5.71	0.36
34. I am able to register for classes I need with few conflicts.	6.62	5.73	0.89	6.83	5.80	1.03	6.58	5.49	1.09	6.52	5.88	0.64
50. Class change (drop/add) policies are reasonable.	6.13	5.84	0.29	6.09	5.96	0.13	6.24	6.02	0.22	5.93	5.55	0.38

Institutional Summary

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

Scale/Item	Alaska Pacific University			Group One			Group Two			Group Three		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
RESPONSIVENESS TO DIVERSE POPULATIONS		5.82			6.16			5.65			5.87	
84. Institution's commitment to part-time students?		5.91			6.42			5.62			5.98	
85. Institution's commitment to evening students?		5.92			6.35			5.63			5.95	
86. Institution's commitment to older, returning learners?		6.02			6.25			6.00			6.02	
87. Institution's commitment to under-represented populations?		5.58			5.74			5.43			5.71	
88. Institution's commitment to commuters?		5.80			6.11			5.64			5.83	
89. Institution's commitment to students with disabilities?		5.57			5.73			5.52			5.66	

Institutional Summary

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

Scale/Item	Alaska Pacific University			Group One			Group Two			Group Three		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
SAFETY AND SECURITY	6.26	5.80	0.46	6.45	5.74	0.71	6.13	5.88	0.25	6.18	5.70	0.48
7. The campus is safe and secure for all students.	6.48	6.12	0.36	6.56	6.13	0.43	6.33	6.20	0.13	6.47	5.98	0.49
21. The amount of student parking space on campus is adequate.	6.02	5.72	0.30	6.28	5.29	0.99	5.88	5.64	0.24	5.89	5.91	-0.02
28. Parking lots are well-lighted and secure.	6.18	5.53	0.65	6.52	5.81	0.71	5.98	5.64	0.34	6.09	5.28	0.81
36. Security staff respond quickly in emergencies.	6.38	5.84	0.54	6.44	5.77	0.67	6.32	6.07	0.25	6.31	5.44	0.87

Institutional Summary

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

Scale/Item	Alaska Pacific University			Group One			Group Two			Group Three		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
SERVICE EXCELLENCE	6.07	5.50	0.57	6.24	5.67	0.57	6.08	5.45	0.63	5.91	5.39	0.52
2. The campus staff are caring and helpful.	6.43	5.97	0.46	6.56	6.38	0.18	6.38	5.69	0.69	6.34	5.92	0.42
13. Library staff are helpful and approachable.	5.83	5.65	0.18	6.09	5.41	0.68	5.64	5.68	-0.04	5.77	5.72	0.05
15. The staff in the health services area are competent.	5.86	5.05	0.81	5.57	5.60	-0.03	5.94	5.20	0.74	5.83	4.62	1.21
22. Counseling staff care about students as individuals.	5.97	5.78	0.19	6.23	5.72	0.51	5.86	6.03	-0.17	5.86	5.57	0.29
27. The personnel involved in registration are helpful.	6.32	5.87	0.45	6.68	5.92	0.76	6.30	5.93	0.37	6.07	5.71	0.36
57. I seldom get the "run-around" when seeking information on this campus.	6.35	5.04	1.31	6.52	5.50	1.02	6.40	4.64	1.76	6.18	4.96	1.22
60. I generally know what's happening on campus.	5.60	5.58	0.02	5.67	5.62	0.05	5.89	5.62	0.27	5.17	5.45	-0.28
71. Channels for expressing student complaints are readily available.	6.05	4.76	1.29	6.25	4.89	1.36	6.09	4.79	1.30	5.88	4.55	1.33

Institutional Summary

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

Scale/Item	Alaska Pacific University			Group One			Group Two			Group Three		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
STUDENT CENTEREDNESS	6.20	5.68	0.52	6.41	6.07	0.34	6.19	5.60	0.59	6.03	5.50	0.53
1. Most students feel a sense of belonging here.	5.85	5.31	0.54	6.12	5.69	0.43	6.02	5.18	0.84	5.59	5.24	0.35
2. The campus staff are caring and helpful.	6.43	5.97	0.46	6.56	6.38	0.18	6.38	5.69	0.69	6.34	5.92	0.42
10. Administrators are approachable to students.	5.98	5.54	0.44	6.20	5.92	0.28	5.73	5.27	0.46	5.98	5.37	0.61
29. It is an enjoyable experience to be a student on this campus.	6.34	5.70	0.64	6.65	6.19	0.46	6.29	5.71	0.58	6.15	5.49	0.66
45. Students are made to feel welcome on this campus.	6.28	5.80	0.48	6.42	6.00	0.42	6.42	5.95	0.47	5.98	5.57	0.41
59. This institution shows concern for students as individuals.	6.32	5.74	0.58	6.54	6.28	0.26	6.29	5.78	0.51	6.13	5.39	0.74

Institutional Summary
Items: In Sequential Order

Item	Alaska Pacific University			Group One			Group Two			Group Three		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
1. Most students feel a sense of belonging here.	5.85	5.31	0.54	6.12	5.69	0.43	6.02	5.18	0.84	5.59	5.24	0.35
2. The campus staff are caring and helpful.	6.43	5.97	0.46	6.56	6.38	0.18	6.38	5.69	0.69	6.34	5.92	0.42
3. Faculty care about me as an individual.	6.26	5.87	0.39	6.56	6.35	0.21	6.07	5.89	0.18	6.22	5.67	0.55
4. Admissions staff are knowledgeable.	6.22	5.49	0.73	6.40	5.88	0.52	6.18	5.33	0.85	6.15	5.33	0.82
5. Financial aid counselors are helpful.	6.39	4.76	1.63	6.52	5.17	1.35	6.27	4.11	2.16	6.40	4.93	1.47
6. My academic advisor is approachable.	6.59	5.92	0.67	6.72	5.88	0.84	6.44	6.05	0.39	6.67	5.90	0.77
7. The campus is safe and secure for all students.	6.48	6.12	0.36	6.56	6.13	0.43	6.33	6.20	0.13	6.47	5.98	0.49
8. The content of the courses within my major is valuable.	6.61	5.68	0.93	6.64	6.12	0.52	6.47	5.76	0.71	6.67	5.51	1.16
9. A variety of intramural activities are offered.	4.93	4.89	0.04	4.95	5.00	-0.05	5.37	4.93	0.44	4.39	4.68	-0.29
10. Administrators are approachable to students.	5.98	5.54	0.44	6.20	5.92	0.28	5.73	5.27	0.46	5.98	5.37	0.61
11. Billing policies are reasonable.	6.23	5.04	1.19	6.44	5.46	0.98	6.05	4.74	1.31	6.21	4.83	1.38
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.34	4.84	1.50	6.43	5.08	1.35	6.31	4.51	1.80	6.29	4.73	1.56
13. Library staff are helpful and approachable.	5.83	5.65	0.18	6.09	5.41	0.68	5.64	5.68	-0.04	5.77	5.72	0.05

Institutional Summary
Items: In Sequential Order

Item	Alaska Pacific University			Group One			Group Two			Group Three		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
14. My academic advisor is concerned about my success as an individual.	6.55	5.95	0.60	6.64	5.88	0.76	6.50	5.98	0.52	6.55	6.02	0.53
15. The staff in the health services area are competent.	5.86	5.05	0.81	5.57	5.60	-0.03	5.94	5.20	0.74	5.83	4.62	1.21
16. The instruction in my major field is excellent.	6.59	5.73	0.86	6.60	5.96	0.64	6.50	6.02	0.48	6.64	5.47	1.17
17. Adequate financial aid is available for most students.	6.45	4.96	1.49	6.39	5.09	1.30	6.69	4.81	1.88	6.27	4.83	1.44
18. Library resources and services are adequate.	6.24	6.12	0.12	6.17	6.08	0.09	6.15	6.15	0.00	6.33	6.07	0.26
19. My academic advisor helps me set goals to work toward.	6.31	5.41	0.90	6.64	5.50	1.14	6.23	5.65	0.58	6.15	5.17	0.98
20. The business office is open during hours which are convenient for most students.	5.97	5.60	0.37	5.70	5.79	-0.09	6.22	5.47	0.75	5.82	5.45	0.37
21. The amount of student parking space on campus is adequate.	6.02	5.72	0.30	6.28	5.29	0.99	5.88	5.64	0.24	5.89	5.91	-0.02
22. Counseling staff care about students as individuals.	5.97	5.78	0.19	6.23	5.72	0.51	5.86	6.03	-0.17	5.86	5.57	0.29
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	5.81	5.32	0.49	5.36	5.75	-0.39	6.14	5.29	0.85	5.28	5.27	0.01
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.13	3.84	1.29	5.35	4.92	0.43	5.23	3.34	1.89	4.69	3.78	0.91
25. Faculty are fair and unbiased in their treatment of individual students.	6.45	5.73	0.72	6.52	6.12	0.40	6.32	5.77	0.55	6.45	5.51	0.94

Institutional Summary
Items: In Sequential Order

Item	Alaska Pacific University			Group One			Group Two			Group Three		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
26. Computer labs are adequate and accessible.	6.21	5.91	0.30	6.26	5.94	0.32	6.27	6.21	0.06	6.07	5.63	0.44
27. The personnel involved in registration are helpful.	6.32	5.87	0.45	6.68	5.92	0.76	6.30	5.93	0.37	6.07	5.71	0.36
28. Parking lots are well-lighted and secure.	6.18	5.53	0.65	6.52	5.81	0.71	5.98	5.64	0.34	6.09	5.28	0.81
29. It is an enjoyable experience to be a student on this campus.	6.34	5.70	0.64	6.65	6.19	0.46	6.29	5.71	0.58	6.15	5.49	0.66
30. Residence hall staff are concerned about me as an individual.	5.75	5.64	0.11	5.29	5.56	-0.27	5.76	5.64	0.12	5.88	5.80	0.08
31. Males and females have equal opportunities to participate in intercollegiate athletics.	6.04	5.46	0.58	6.00	6.17	-0.17	6.13	5.30	0.83	6.00	5.33	0.67
32. Tutoring services are readily available.	5.95	5.35	0.60	6.10	5.07	1.03	5.95	5.38	0.57	5.74	5.29	0.45
33. My academic advisor is knowledgeable about requirements in my major.	6.60	6.09	0.51	6.92	6.08	0.84	6.56	6.30	0.26	6.43	6.00	0.43
34. I am able to register for classes I need with few conflicts.	6.62	5.73	0.89	6.83	5.80	1.03	6.58	5.49	1.09	6.52	5.88	0.64
35. The assessment and course placement procedures are reasonable.	6.17	5.82	0.35	6.13	5.79	0.34	6.12	5.90	0.22	6.16	5.71	0.45
36. Security staff respond quickly in emergencies.	6.38	5.84	0.54	6.44	5.77	0.67	6.32	6.07	0.25	6.31	5.44	0.87
37. I feel a sense of pride about my campus.	5.84	5.24	0.60	6.24	5.96	0.28	5.84	5.18	0.66	5.53	5.00	0.53

Institutional Summary

Items: In Sequential Order

Item	Alaska Pacific University			Group One			Group Two			Group Three		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
38. There is an adequate selection of food available in the cafeteria.	5.79	5.28	0.51	5.10	4.50	0.60	6.08	5.45	0.63	5.42	5.30	0.12
39. I am able to experience intellectual growth here.	6.66	5.98	0.68	6.88	6.48	0.40	6.52	6.00	0.52	6.61	5.84	0.77
40. Residence hall regulations are reasonable.	5.97	5.43	0.54	5.00	4.83	0.17	6.41	5.46	0.95	5.58	5.57	0.01
41. There is a commitment to academic excellence on this campus.	6.47	5.65	0.82	6.71	6.48	0.23	6.18	5.53	0.65	6.53	5.43	1.10
42. There are a sufficient number of weekend activities for students.	5.32	5.58	-0.26	5.38	5.80	-0.42	5.31	5.70	-0.39	5.22	5.48	-0.26
43. Admissions counselors respond to prospective students' unique needs and requests.	6.04	5.53	0.51	5.96	5.78	0.18	5.98	5.58	0.40	5.98	5.32	0.66
44. Academic support services adequately meet the needs of students.	6.20	5.67	0.53	6.41	6.05	0.36	6.20	5.79	0.41	5.98	5.38	0.60
45. Students are made to feel welcome on this campus.	6.28	5.80	0.48	6.42	6.00	0.42	6.42	5.95	0.47	5.98	5.57	0.41
46. I can easily get involved in campus organizations.	5.40	5.53	-0.13	5.53	5.33	0.20	5.71	5.72	-0.01	4.91	5.30	-0.39
47. Faculty provide timely feedback about student progress in a course.	6.44	5.37	1.07	6.79	5.32	1.47	6.36	5.64	0.72	6.27	5.22	1.05
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.10	5.29	0.81	6.10	5.65	0.45	6.28	5.30	0.98	5.82	5.03	0.79
49. There are adequate services to help me decide upon a career.	5.97	5.15	0.82	5.80	5.41	0.39	6.24	5.28	0.96	5.69	4.81	0.88

Institutional Summary

Items: In Sequential Order

Item	Alaska Pacific University			Group One			Group Two			Group Three		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
50. Class change (drop/add) policies are reasonable.	6.13	5.84	0.29	6.09	5.96	0.13	6.24	6.02	0.22	5.93	5.55	0.38
51. This institution has a good reputation within the community.	6.30	5.67	0.63	6.40	6.15	0.25	6.09	5.58	0.51	6.38	5.56	0.82
52. The student center is a comfortable place for students to spend their leisure time.	5.73	5.60	0.13	5.19	6.00	-0.81	6.03	5.60	0.43	5.44	5.36	0.08
53. Faculty take into consideration student differences as they teach a course.	6.13	5.72	0.41	6.29	6.13	0.16	6.02	5.64	0.38	6.02	5.68	0.34
54. Bookstore staff are helpful.	5.81	6.23	-0.42	6.39	6.09	0.30	5.83	6.45	-0.62	5.32	6.06	-0.74
55. Major requirements are clear and reasonable.	6.52	5.80	0.72	6.72	6.16	0.56	6.43	5.84	0.59	6.43	5.57	0.86
56. The student handbook provides helpful information about campus life.	5.38	5.60	-0.22	5.29	5.74	-0.45	5.33	5.72	-0.39	5.32	5.32	0.00
57. I seldom get the "run-around" when seeking information on this campus.	6.35	5.04	1.31	6.52	5.50	1.02	6.40	4.64	1.76	6.18	4.96	1.22
58. The quality of instruction I receive in most of my classes is excellent.	6.66	5.83	0.83	6.68	6.31	0.37	6.73	5.93	0.80	6.54	5.59	0.95
59. This institution shows concern for students as individuals.	6.32	5.74	0.58	6.54	6.28	0.26	6.29	5.78	0.51	6.13	5.39	0.74
60. I generally know what's happening on campus.	5.60	5.58	0.02	5.67	5.62	0.05	5.89	5.62	0.27	5.17	5.45	-0.28
61. Adjunct faculty are competent as classroom instructors.	6.42	5.75	0.67	6.58	6.05	0.53	6.22	5.87	0.35	6.42	5.60	0.82
62. There is a strong commitment to racial harmony on this campus.	6.17	5.80	0.37	6.43	6.00	0.43	6.03	5.74	0.29	6.22	5.74	0.48

Institutional Summary
Items: In Sequential Order

Item	Alaska Pacific University			Group One			Group Two			Group Three		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
63. Student disciplinary procedures are fair.	6.07	5.47	0.60	5.89	5.82	0.07	6.05	5.71	0.34	6.16	5.10	1.06
64. New student orientation services help students adjust to college.	5.92	5.33	0.59	6.05	5.00	1.05	6.11	5.57	0.54	5.62	5.16	0.46
65. Faculty are usually available after class and during office hours.	6.47	6.09	0.38	6.42	6.08	0.34	6.50	5.93	0.57	6.48	6.22	0.26
66. Tuition paid is a worthwhile investment.	6.65	5.34	1.31	6.84	5.65	1.19	6.45	5.09	1.36	6.72	5.28	1.44
67. Freedom of expression is protected on campus.	6.25	5.80	0.45	6.55	6.35	0.20	6.43	5.66	0.77	5.88	5.75	0.13
68. Nearly all of the faculty are knowledgeable in their field.	6.61	6.04	0.57	6.71	6.19	0.52	6.64	6.16	0.48	6.52	5.98	0.54
69. There is a good variety of courses provided on this campus.	6.47	5.27	1.20	6.64	5.19	1.45	6.50	5.32	1.18	6.29	5.18	1.11
70. Graduate teaching assistants are competent as classroom instructors.	6.17	5.62	0.55	6.00	6.00	0.00	6.05	5.54	0.51	6.29	5.74	0.55
71. Channels for expressing student complaints are readily available.	6.05	4.76	1.29	6.25	4.89	1.36	6.09	4.79	1.30	5.88	4.55	1.33
72. On the whole, the campus is well-maintained.	6.35	5.80	0.55	6.24	6.12	0.12	6.49	5.52	0.97	6.19	5.80	0.39
73. Student activities fees are put to good use.	5.86	5.15	0.71	5.72	5.07	0.65	6.25	5.32	0.93	5.42	4.97	0.45
74. Campus: My health insurance is adequate to meet my needs.	6.21	5.01	1.20	5.93	5.45	0.48	6.21	5.20	1.01	6.33	4.50	1.83
75. Campus: Most students feel the alcohol policy works well at APU.	5.73	4.35	1.38	5.62	4.71	0.91	5.76	3.73	2.03	5.58	5.09	0.49

Institutional Summary
Items: In Sequential Order

Item	Alaska Pacific University			Group One			Group Two			Group Three		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
76. Campus: APU classes provide "active learning" experiences.	6.28	5.91	0.37	6.35	6.00	0.35	6.39	6.12	0.27	6.09	5.92	0.17
77. Campus: Student Activities, Recreation Programs and Outdoor Programs offer a good variety of activities and programs.	5.94	5.96	-0.02	5.58	6.00	-0.42	6.21	6.12	0.09	5.69	5.75	-0.06
78. Campus: Most students who want jobs on campus can find student employment.	5.88	5.38	0.50	5.47	4.90	0.57	6.22	5.64	0.58	5.48	5.09	0.39
79. Campus: The university is environmentally friendly.	6.16	5.25	0.91	6.20	5.84	0.36	6.26	4.67	1.59	6.04	5.47	0.57
80. Campus: The University website serves as an effective communication medium for information about APU.	6.22	4.94	1.28	6.48	5.46	1.02	6.25	4.53	1.72	5.96	4.83	1.13
81. Campus: The Associated Students of Alaska Pacific University (ASAPU) does a good job representing my interests.	5.73	4.93	0.80	5.79	5.53	0.26	5.93	5.11	0.82	5.35	4.34	1.01
82. Campus: APU leaders listen to the concerns of students and make changes based on student needs.	6.10	4.70	1.40	6.18	5.47	0.71	6.26	4.44	1.82	5.69	4.46	1.23
83. Campus: Recreation rentals and facilities meet my needs.	5.95	5.88	0.07	6.19	6.17	0.02	6.17	6.24	-0.07	5.50	5.47	0.03
84. Institution's commitment to part-time students?		5.91			6.42			5.62			5.98	
85. Institution's commitment to evening students?		5.92			6.35			5.63			5.95	
86. Institution's commitment to older, returning learners?		6.02			6.25			6.00			6.02	

Institutional Summary

Items: In Sequential Order

Item	Alaska Pacific University			Group One			Group Two			Group Three		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
87. Institution's commitment to under-represented populations?		5.58			5.74			5.43			5.71	
88. Institution's commitment to commuters?		5.80			6.11			5.64			5.83	
89. Institution's commitment to students with disabilities?		5.57			5.73			5.52			5.66	
90. Cost as factor in decision to enroll.	5.83			5.88			5.98			5.63		
91. Financial aid as factor in decision to enroll.	6.07			6.42			6.17			5.86		
92. Academic reputation as factor in decision to enroll.	5.98			6.35			5.67			6.06		
93. Size of institution as factor in decision to enroll.	5.42			5.46			5.98			4.76		
94. Opportunity to play sports as factor in decision to enroll.	2.87			2.94			3.21			2.56		
95. Recommendations from family/friends as factor in decision to enroll.	4.51			5.05			4.13			4.65		
96. Geographic setting as factor in decision to enroll.	5.60			5.76			5.79			5.23		
97. Campus appearance as factor in decision to enroll.	4.76			4.75			5.19			4.28		
98. Personalized attention prior to enrollment as factor in decision to enroll.	5.54			6.13			5.56			5.15		

Institutional Summary

Summary Items

Summary Item	Alaska Pacific University	Group One	Group Two	Group Three
So far, how has your college experience met your expectations?	Average: 4.78	Average: 5.50	Average: 4.98	Average: 4.44
1=Much worse than expected	2%	0%	0%	3%
2=Quite a bit worse than I expected	2%	0%	0%	1%
3=Worse than I expected	5%	3%	4%	9%
4=About what I expected	34%	19%	28%	44%
5=Better than I expected	26%	26%	40%	19%
6=Quite a bit better than I expected	16%	23%	17%	13%
7=Much better than expected	11%	26%	8%	7%
Rate your overall satisfaction with your experience here thus far.	Average: 5.51	Average: 5.92	Average: 5.69	Average: 5.33
1=Not satisfied at all	1%	0%	0%	1%
2=Not very satisfied	4%	0%	0%	7%
3=Somewhat dissatisfied	5%	8%	6%	5%
4=Neutral	8%	4%	4%	15%
5=Somewhat satisfied	14%	12%	22%	9%
6=Satisfied	38%	40%	46%	28%
7=Very satisfied	26%	36%	20%	30%
All in all, if you had to do it over, would you enroll here again?	Average: 5.40	Average: 5.92	Average: 5.31	Average: 5.34
1=Definitely not	2%	0%	0%	3%
2=Probably not	7%	11%	4%	7%
3=Maybe not	7%	3%	6%	11%
4=I don't know	11%	3%	24%	5%
5=Maybe yes	8%	3%	11%	9%
6=Probably yes	25%	15%	24%	24%
7=Definitely yes	37%	61%	28%	37%