

Demographics

Gender		N	%	Class Level		N	%
Female		144	71.64%	Freshman		25	12.32%
Male		57	28.36%	Sophomore		21	10.34%
Total		201	100.00%	Junior		41	20.20%
No Response		4		Senior		31	15.27%
				Special student		3	1.48%
				Graduate/Professional		71	34.98%
				Other class level		11	5.42%
				Total		203	100.00%
				No Response		2	
Age		N	%	Current GPA		N	%
18 and under		20	9.85%	No credits earned		7	3.50%
19 to 24		68	33.50%	1.99 or below		1	0.50%
25 to 34		56	27.59%	2.0 - 2.49		8	4.00%
35 to 44		33	16.26%	2.5 - 2.99		17	8.50%
45 and over		26	12.81%	3.0 - 3.49		68	34.00%
Total		203	100.00%	3.5 or above		99	49.50%
No Response		2		Total		200	100.00%
				No Response		5	
Ethnicity/Race		N	%	Educational Goal		N	%
African-American		5	2.49%	Associate degree		5	2.48%
American Indian or Alaskan Native		31	15.42%	Bachelor's degree		82	40.59%
Asian or Pacific Islander		8	3.98%	Master's degree		77	38.12%
Caucasian/White		136	67.66%	Doctorate or professional degree		28	13.86%
Hispanic		8	3.98%	Certification (initial/renewal)		3	1.49%
Other race		4	1.99%	Self-improvement/pleasure		0	0.00%
Race - Prefer not to respond		9	4.48%	Job-related training		1	0.50%
Total		201	100.00%	Other educational goal		6	2.97%
No Response		4		Total		202	100.00%
				No Response		3	
Current Enrollment Status		N	%				
Day		106	52.48%				
Evening		92	45.54%				
Weekend		4	1.98%				
Total		202	100.00%				
No Response		3					
Current Class Load		N	%				
Full-time		148	73.27%				
Part-time		54	26.73%				
Total		202	100.00%				
No Response		3					

Demographics

Employment	N	%	Choose one response that best describes your plans at APU:	N	%
Full-time off campus	74	36.82%	To attend for 1 or 2 years.	10	4.95%
Part-time off campus	36	17.91%	To graduate.	175	86.63%
Full-time on campus	10	4.98%	Changed mind, transferring.	5	2.48%
Part-time on campus	32	15.92%	Changed mind, staying.	2	0.99%
Not employed	49	24.38%	None of the above.	10	4.95%
Total	201	100.00%	Campus item - Answer 6	0	0.00%
No Response	4		Total	202	100.00%
			No Response	3	
Current Residence	N	%	Group Code	N	%
Residence hall	51	25.25%	0001: AA Accounting	2	1.08%
Fraternity / Sorority	0	0.00%	0002: BA Accounting	5	2.69%
Own house	67	33.17%	0003: AAS Business Administration	2	1.08%
Rent room or apt off campus	56	27.72%	0004: BA Business Administration and Management	23	12.37%
Parent's home	17	8.42%	0005: Master of Business Administration	15	8.06%
Other residence	11	5.45%	0008: Executive MBA in Information and Communication Technology	1	0.54%
Total	202	100.00%	0009: Executive MBA in Strategic Leadership	2	1.08%
No Response	3		0010: AA Human Services	1	0.54%
			0011: BA Human Services	6	3.23%
Residence Classification	N	%	0012: BA Counseling Psychology	12	6.45%
In-state	154	77.00%	0013: MS Counseling Psychology	15	8.06%
Out-of-state	45	22.50%	0014: Psy D. Counseling Psychology	3	1.61%
International (not U.S. citizen)	1	0.50%	0015: AA Education	1	0.54%
Total	200	100.00%	0016: BA Education (K-8)	7	3.76%
No Response	5		0017: Master of Arts in Teaching	5	2.69%
			0018: Certification Education (CO-OP)	4	2.15%
Disabilities	N	%	0019: BS Earth Science	6	3.23%
Yes - Disability	8	4.00%	0020: BS Marine Biology	23	12.37%
No - Disability	192	96.00%	0021: Master of Arts in Environmental Science	12	6.45%
Total	200	100.00%	0022: Liberal Studies	9	4.84%
No Response	5		0023: Sustainability Studies	3	1.61%
			0024: Master of Arts	2	1.08%
Institution Was My	N	%	0025: Outdoor Studies	11	5.91%
1st choice	149	74.13%	0026: MS Outdoor and Environmental Education	10	5.38%
2nd choice	38	18.91%	0028: BA Environmental Science	4	2.15%
3rd choice or lower	14	6.97%			
Total	201	100.00%			
No Response	4				

Demographics

0030: BA Marine Biology	2	1.08%
Total	186	100.00%
No Response	19	

Strategic Planning Overview

Strengths and Challenges

Strengths

- 58. The quality of instruction I receive in most of my classes is excellent.
- 68. Nearly all of the faculty are knowledgeable in their field.
- 33. My academic advisor is knowledgeable about requirements in my major.
- 39. I am able to experience intellectual growth here.
- 6. My academic advisor is approachable.
- 55. Major requirements are clear and reasonable.
- 14. My academic advisor is concerned about my success as an individual.
- 7. The campus is safe and secure for all students.
- 59. This institution shows concern for students as individuals.
- 45. Students are made to feel welcome on this campus.
- 61. Adjunct faculty are competent as classroom instructors.
- 2. The campus staff are caring and helpful.
- 65. Faculty are usually available after class and during office hours.
- 3. Faculty care about me as an individual.
- 76. Campus item: APU classes provide "active learning" experiences.
- 27. The personnel involved in registration are helpful.
- 26. Computer labs are adequate and accessible.
- 35. The assessment and course placement procedures are reasonable.
- 18. Library resources and services are adequate.

Challenges

- 8. The content of the courses within my major is valuable.
- 16. The instruction in my major field is excellent.
- 34. I am able to register for classes I need with few conflicts.
- 66. Tuition paid is a worthwhile investment.
- 69. There is a good variety of courses provided on this campus.
- 41. There is a commitment to academic excellence on this campus.
- 47. Faculty provide timely feedback about student progress in a course.
- 17. Adequate financial aid is available for most students.
- 57. I seldom get the "run-around" when seeking information on this campus.
- 12. Financial aid awards are announced to students in time to be helpful in college planning.
- 5. Financial aid counselors are helpful.
- 11. Billing policies are reasonable.
- 49. There are adequate services to help me decide upon a career.
- 82. Campus item: APU leaders listen to the concerns of students and make changes based on student needs.

Strategic Planning Overview

Strategic Planning Overview Benchmarks

Higher Satisfaction vs. National Four-Year Privates

- 58. The quality of instruction I receive in most of my classes is excellent.
- 68. Nearly all of the faculty are knowledgeable in their field.
- 33. My academic advisor is knowledgeable about requirements in my major.
- 34. I am able to register for classes I need with few conflicts.
- 39. I am able to experience intellectual growth here.
- 6. My academic advisor is approachable.
- 55. Major requirements are clear and reasonable.
- 14. My academic advisor is concerned about my success as an individual.
- 17. Adequate financial aid is available for most students.
- 7. The campus is safe and secure for all students.
- 59. This institution shows concern for students as individuals.
- 57. I seldom get the "run-around" when seeking information on this campus.
- 12. Financial aid awards are announced to students in time to be helpful in college planning.
- 61. Adjunct faculty are competent as classroom instructors.
- 2. The campus staff are caring and helpful.
- 65. Faculty are usually available after class and during office hours.
- 3. Faculty care about me as an individual.
- 67. Freedom of expression is protected on campus.
- 53. Faculty take into consideration student differences as they teach a course.
- 11. Billing policies are reasonable.
- 19. My academic advisor helps me set goals to work toward.
- 27. The personnel involved in registration are helpful.
- 26. Computer labs are adequate and accessible.
- 35. The assessment and course placement procedures are reasonable.

Lower Satisfaction vs. National Four-Year Privates

- 49. There are adequate services to help me decide upon a career.

Higher Importance vs. National Four-Year Privates

- 57. I seldom get the "run-around" when seeking information on this campus.

Institutional Summary
Scales: In Order of Importance

Scale	Alaska Pacific University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Instructional Effectiveness	6.45	5.69 / 0.95	0.76	6.38	5.49 / 1.04	0.89	0.20 **
Academic Advising	6.43	5.79 / 1.27	0.64	6.34	5.52 / 1.25	0.82	0.27 **
Concern for the Individual	6.19	5.62 / 1.12	0.57	6.20	5.34 / 1.16	0.86	0.28 ***
Student Centeredness	6.19	5.62 / 1.13	0.57	6.24	5.43 / 1.16	0.81	0.19 *
Recruitment and Financial Aid	6.17	5.40 / 1.18	0.77	6.22	5.12 / 1.22	1.10	0.28 **
Campus Climate	6.16	5.53 / 1.04	0.63	6.21	5.35 / 1.09	0.86	0.18 *
Registration Effectiveness	6.14	5.53 / 0.97	0.61	6.20	5.18 / 1.16	1.02	0.35 ***
Safety and Security	6.01	5.68 / 1.08	0.33	6.20	5.00 / 1.26	1.20	0.68 ***
Campus Support Services	5.95	5.68 / 0.88	0.27	6.06	5.46 / 1.02	0.60	0.22 **
Service Excellence	5.94	5.45 / 1.00	0.49	6.06	5.22 / 1.08	0.84	0.23 **
Campus Life	5.58	5.19 / 1.14	0.39	5.80	4.99 / 1.13	0.81	0.20 *
Responsiveness to Diverse Populations		5.58 / 1.26			5.26 / 1.36		0.32 **

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

National Group Means are based on 259740 records.

Institutional Summary

Items: In Order of Importance

Item	Alaska Pacific University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
8. The content of the courses within my major is valuable.	6.74	5.67 / 1.29	1.07	6.61	5.65 / 1.32	0.96	0.02
16. The instruction in my major field is excellent.	6.70	5.68 / 1.35	1.02	6.59	5.63 / 1.36	0.96	0.05
58. The quality of instruction I receive in most of my classes is excellent.	6.67	5.75 / 1.36	0.92	6.52	5.54 / 1.37	0.98	0.21 *
68. Nearly all of the faculty are knowledgeable in their field.	6.65	6.22 / 1.03	0.43	6.55	5.84 / 1.29	0.71	0.38 ***
33. My academic advisor is knowledgeable about requirements in my major.	6.56	6.03 / 1.46	0.53	6.50	5.72 / 1.52	0.78	0.31 **
34. I am able to register for classes I need with few conflicts.	6.55	5.56 / 1.57	0.99	6.51	5.14 / 1.72	1.37	0.42 ***
39. I am able to experience intellectual growth here.	6.55	5.96 / 1.20	0.59	6.47	5.67 / 1.36	0.80	0.29 **
66. Tuition paid is a worthwhile investment.	6.55	5.03 / 1.67	1.52	6.48	4.90 / 1.72	1.58	0.13
6. My academic advisor is approachable.	6.53	5.96 / 1.57	0.57	6.42	5.72 / 1.52	0.70	0.24 *
69. There is a good variety of courses provided on this campus.	6.51	5.34 / 1.54	1.17	6.43	5.43 / 1.50	1.00	-0.09
55. Major requirements are clear and reasonable.	6.46	5.79 / 1.40	0.67	6.42	5.59 / 1.38	0.83	0.20 *
29. It is an enjoyable experience to be a student on this campus.	6.45	5.66 / 1.44	0.79	6.44	5.46 / 1.53	0.98	0.20
41. There is a commitment to academic excellence on this campus.	6.43	5.42 / 1.47	1.01	6.37	5.54 / 1.40	0.83	-0.12

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

National Group Means are based on 259740 records.

Institutional Summary

Items: In Order of Importance

Item	Alaska Pacific University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
14. My academic advisor is concerned about my success as an individual.	6.41	5.77 / 1.52	0.64	6.32	5.48 / 1.57	0.84	0.29 **
47. Faculty provide timely feedback about student progress in a course.	6.40	5.40 / 1.46	1.00	6.33	5.20 / 1.50	1.13	0.20
7. The campus is safe and secure for all students.	6.39	5.92 / 1.27	0.47	6.44	5.72 / 1.37	0.72	0.20 *
25. Faculty are fair and unbiased in their treatment of individual students.	6.39	5.52 / 1.52	0.87	6.39	5.32 / 1.49	1.07	0.20
17. Adequate financial aid is available for most students.	6.39	5.18 / 1.67	1.21	6.41	4.90 / 1.67	1.51	0.28 *
59. This institution shows concern for students as individuals.	6.37	5.76 / 1.33	0.61	6.36	5.37 / 1.52	0.99	0.39 ***
57. I seldom get the "run-around" when seeking information on this campus.	6.34	5.30 / 1.78	1.04	6.15	4.83 / 1.76	1.32	0.47 ***
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.33	5.23 / 1.71	1.10	6.26	4.98 / 1.65	1.28	0.25 *
45. Students are made to feel welcome on this campus.	6.32	5.77 / 1.44	0.55	6.33	5.60 / 1.42	0.73	0.17
61. Adjunct faculty are competent as classroom instructors.	6.32	5.80 / 1.22	0.52	6.18	5.38 / 1.43	0.80	0.42 ***
65. Faculty are usually available after class and during office hours.	6.30	5.94 / 1.23	0.36	6.33	5.67 / 1.35	0.66	0.27 **
2. The campus staff are caring and helpful.	6.30	5.75 / 1.25	0.55	6.35	5.55 / 1.34	0.80	0.20 *

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

National Group Means are based on 259740 records.

Institutional Summary

Items: In Order of Importance

Item	Alaska Pacific University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
3. Faculty care about me as an individual.	6.28	5.79 / 1.36	0.49	6.23	5.48 / 1.38	0.75	0.31 **
67. Freedom of expression is protected on campus.	6.28	5.70 / 1.45	0.58	6.22	5.41 / 1.52	0.81	0.29 *
76. Campus item: APU classes provide "active learning" experiences.	6.28	5.96 / 1.11	0.32				
51. This institution has a good reputation within the community.	6.27	5.73 / 1.41	0.54	6.25	5.63 / 1.45	0.62	0.10
80. Campus item: The University website serves as an effective communication medium for information about APU.	6.24	5.35 / 1.58	0.89				
5. Financial aid counselors are helpful.	6.24	5.14 / 1.80	1.10	6.28	5.10 / 1.65	1.18	0.04
72. On the whole, the campus is well-maintained.	6.23	5.74 / 1.35	0.49	6.30	5.76 / 1.37	0.54	-0.02
53. Faculty take into consideration student differences as they teach a course.	6.21	5.57 / 1.37	0.64	6.19	5.16 / 1.51	1.03	0.41 ***
36. Security staff respond quickly in emergencies.	6.20	5.34 / 1.71	0.86	6.31	5.20 / 1.57	1.11	0.14
11. Billing policies are reasonable.	6.20	5.09 / 1.55	1.11	6.15	4.70 / 1.65	1.45	0.39 ***
49. There are adequate services to help me decide upon a career.	6.19	4.90 / 1.57	1.29	6.26	5.26 / 1.52	1.00	-0.36 **
82. Campus item: APU leaders listen to the concerns of students and make changes based on student needs.	6.17	5.04 / 1.71	1.13				
19. My academic advisor helps me set goals to work toward.	6.17	5.39 / 1.76	0.78	6.06	5.07 / 1.67	0.99	0.32 **

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

National Group Means are based on 259740 records.

Institutional Summary

Items: In Order of Importance

Item	Alaska Pacific University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
27. The personnel involved in registration are helpful.	6.16	5.80 / 1.27	0.36	6.23	5.43 / 1.44	0.80	0.37 ***
26. Computer labs are adequate and accessible.	6.14	5.92 / 1.24	0.22	6.28	5.42 / 1.54	0.86	0.50 ***
35. The assessment and course placement procedures are reasonable.	6.13	5.75 / 1.21	0.38	6.20	5.34 / 1.42	0.86	0.41 ***
18. Library resources and services are adequate.	6.11	5.95 / 1.27	0.16	6.13	5.54 / 1.33	0.59	0.41 ***
44. Academic support services adequately meet the needs of students.	6.09	5.66 / 1.20	0.43	6.13	5.33 / 1.40	0.80	0.33 **
50. Class change (drop/add) policies are reasonable.	6.07	5.57 / 1.35	0.50	6.13	5.39 / 1.53	0.74	0.18
70. Graduate teaching assistants are competent as classroom instructors.	6.05	5.50 / 1.35	0.55	5.99	5.22 / 1.44	0.77	0.28 *
78. Campus item: Most students who want jobs on campus can find student employment.	6.04	4.83 / 1.70	1.21				
92. Academic reputation as factor in decision to enroll.	6.03			6.17			
4. Admissions staff are knowledgeable.	6.03	5.76 / 1.23	0.27	6.21	5.38 / 1.45	0.83	0.38 ***
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.02	5.32 / 1.53	0.70	6.12	5.10 / 1.63	1.02	0.22
79. Campus item: The university is environmentally friendly.	6.01	5.41 / 1.55	0.60				
74. Campus item: My health insurance is adequate to meet my needs.	6.00	4.68 / 2.03	1.32				

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

National Group Means are based on 259740 records.

Institutional Summary

Items: In Order of Importance

Item	Alaska Pacific University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
71. Channels for expressing student complaints are readily available.	5.99	5.02 / 1.60	0.97	6.06	4.83 / 1.66	1.23	0.19
63. Student disciplinary procedures are fair.	5.97	5.25 / 1.59	0.72	6.09	5.26 / 1.54	0.83	-0.01
83. Campus item: Recreation rentals and facilities meet my needs.	5.97	5.71 / 1.35	0.26				
91. Financial aid as factor in decision to enroll.	5.97			6.25			
43. Admissions counselors respond to prospective students' unique needs and requests.	5.96	5.80 / 1.30	0.16	6.03	5.27 / 1.47	0.76	0.53 ***
73. Student activities fees are put to good use.	5.96	4.75 / 1.75	1.21	6.11	4.76 / 1.69	1.35	-0.01
77. Campus item: Student Activities, Recreation Programs and Outdoor Programs offer a good variety of activities and programs.	5.89	5.96 / 1.16	-0.07				
90. Cost as factor in decision to enroll.	5.88			6.06			
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	5.88	5.22 / 1.44	0.66	6.08	4.74 / 1.71	1.34	0.48 **
10. Administrators are approachable to students.	5.85	5.40 / 1.46	0.45	6.00	5.30 / 1.39	0.70	0.10
62. There is a strong commitment to racial harmony on this campus.	5.85	5.63 / 1.36	0.22	6.01	5.53 / 1.43	0.48	0.10
96. Geographic setting as factor in decision to enroll.	5.84			5.45			
1. Most students feel a sense of belonging here.	5.82	5.36 / 1.39	0.46	5.96	5.28 / 1.44	0.68	0.08

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

National Group Means are based on 259740 records.

Institutional Summary

Items: In Order of Importance

Item	Alaska Pacific University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
38. There is an adequate selection of food available in the cafeteria.	5.80	5.11 / 1.88	0.69	6.01	4.29 / 1.90	1.72	0.82 ***
28. Parking lots are well-lighted and secure.	5.80	5.58 / 1.40	0.22	6.05	5.10 / 1.63	0.95	0.48 ***
40. Residence hall regulations are reasonable.	5.79	4.80 / 1.73	0.99	5.88	4.88 / 1.70	1.00	-0.08
81. Campus item: The Associated Students of Alaska Pacific University (ASAPU) does a good job representing my interests.	5.79	4.62 / 1.79	1.17				
54. Bookstore staff are helpful.	5.79	6.10 / 1.24	-0.31	5.87	5.51 / 1.47	0.36	0.59 ***
32. Tutoring services are readily available.	5.73	5.56 / 1.27	0.17	5.98	5.53 / 1.42	0.45	0.03
52. The student center is a comfortable place for students to spend their leisure time.	5.73	5.41 / 1.54	0.32	5.89	5.10 / 1.66	0.79	0.31 *
21. The amount of student parking space on campus is adequate.	5.70	5.74 / 1.47	-0.04	5.97	3.95 / 2.04	2.02	1.79 ***
20. The business office is open during hours which are convenient for most students.	5.68	5.61 / 1.23	0.07	5.98	5.26 / 1.44	0.72	0.35 **
22. Counseling staff care about students as individuals.	5.67	5.57 / 1.44	0.10	6.04	5.21 / 1.47	0.83	0.36 **
60. I generally know what's happening on campus.	5.64	5.47 / 1.49	0.17	5.93	5.17 / 1.55	0.76	0.30 **
64. New student orientation services help students adjust to college.	5.63	5.38 / 1.52	0.25	5.99	5.27 / 1.56	0.72	0.11
93. Size of institution as factor in decision to enroll.	5.60			5.45			

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

National Group Means are based on 259740 records.

Institutional Summary

Items: In Order of Importance

Item	Alaska Pacific University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.58	5.39 / 1.70	0.19	5.53	5.36 / 1.57	0.17	0.03
98. Personalized attention prior to enrollment as factor in decision to enroll.	5.57			5.71			
13. Library staff are helpful and approachable.	5.56	5.53 / 1.33	0.03	5.77	5.65 / 1.33	0.12	-0.12
37. I feel a sense of pride about my campus.	5.55	5.32 / 1.50	0.23	5.93	5.23 / 1.60	0.70	0.09
30. Residence hall staff are concerned about me as an individual.	5.55	4.83 / 1.73	0.72	5.76	5.02 / 1.64	0.74	-0.19
46. I can easily get involved in campus organizations.	5.54	5.62 / 1.42	-0.08	5.88	5.36 / 1.49	0.52	0.26 *
15. The staff in the health services area are competent.	5.51	4.57 / 1.72	0.94	5.94	5.02 / 1.60	0.92	-0.45 *
75. Campus item: Most students feel the alcohol policy works well at APU.	5.50	3.72 / 2.15	1.78				
56. The student handbook provides helpful information about campus life.	5.45	5.50 / 1.38	-0.05	5.67	5.23 / 1.46	0.44	0.27 *
42. There are a sufficient number of weekend activities for students.	5.35	5.43 / 1.40	-0.08	5.47	4.60 / 1.71	0.87	0.83 ***
97. Campus appearance as factor in decision to enroll.	4.84			5.49			
9. A variety of intramural activities are offered.	4.80	5.03 / 1.55	-0.23	5.04	4.96 / 1.56	0.08	0.07

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

National Group Means are based on 259740 records.

Institutional Summary

Items: In Order of Importance

Item	Alaska Pacific University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	4.36	3.75 / 2.06	0.61	5.22	4.47 / 1.79	0.75	-0.72 ***
95. Recommendations from family/friends as factor in decision to enroll.	4.20			4.86			
94. Opportunity to play sports as factor in decision to enroll.	2.66			3.62			
85. Institution's commitment to evening students?		5.79 / 1.36			5.25 / 1.49		0.54 ***
86. Institution's commitment to older, returning learners?		5.99 / 1.22			5.35 / 1.44		0.64 ***
87. Institution's commitment to under-represented populations?		5.22 / 1.49			5.27 / 1.45		-0.05
88. Institution's commitment to commuters?		5.41 / 1.50			5.10 / 1.62		0.31 *
89. Institution's commitment to students with disabilities?		5.19 / 1.60			5.39 / 1.48		-0.20
84. Institution's commitment to part-time students?		5.71 / 1.31			5.23 / 1.46		0.48 ***

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

National Group Means are based on 259740 records.

Institutional Summary

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

Scale/Item	Alaska Pacific University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC ADVISING	6.43	5.79 / 1.27	0.64	6.34	5.52 / 1.25	0.82	0.27 **
6. My academic advisor is approachable.	6.53	5.96 / 1.57	0.57	6.42	5.72 / 1.52	0.70	0.24 *
14. My academic advisor is concerned about my success as an individual.	6.41	5.77 / 1.52	0.64	6.32	5.48 / 1.57	0.84	0.29 **
19. My academic advisor helps me set goals to work toward.	6.17	5.39 / 1.76	0.78	6.06	5.07 / 1.67	0.99	0.32 **
33. My academic advisor is knowledgeable about requirements in my major.	6.56	6.03 / 1.46	0.53	6.50	5.72 / 1.52	0.78	0.31 **
55. Major requirements are clear and reasonable.	6.46	5.79 / 1.40	0.67	6.42	5.59 / 1.38	0.83	0.20 *

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

National Group Means are based on 259740 records.

Institutional Summary

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

Scale/Item	Alaska Pacific University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS CLIMATE	6.16	5.53 / 1.04	0.63	6.21	5.35 / 1.09	0.86	0.18 *
1. Most students feel a sense of belonging here.	5.82	5.36 / 1.39	0.46	5.96	5.28 / 1.44	0.68	0.08
2. The campus staff are caring and helpful.	6.30	5.75 / 1.25	0.55	6.35	5.55 / 1.34	0.80	0.20 *
3. Faculty care about me as an individual.	6.28	5.79 / 1.36	0.49	6.23	5.48 / 1.38	0.75	0.31 **
7. The campus is safe and secure for all students.	6.39	5.92 / 1.27	0.47	6.44	5.72 / 1.37	0.72	0.20 *
10. Administrators are approachable to students.	5.85	5.40 / 1.46	0.45	6.00	5.30 / 1.39	0.70	0.10
29. It is an enjoyable experience to be a student on this campus.	6.45	5.66 / 1.44	0.79	6.44	5.46 / 1.53	0.98	0.20
37. I feel a sense of pride about my campus.	5.55	5.32 / 1.50	0.23	5.93	5.23 / 1.60	0.70	0.09
41. There is a commitment to academic excellence on this campus.	6.43	5.42 / 1.47	1.01	6.37	5.54 / 1.40	0.83	-0.12
45. Students are made to feel welcome on this campus.	6.32	5.77 / 1.44	0.55	6.33	5.60 / 1.42	0.73	0.17
51. This institution has a good reputation within the community.	6.27	5.73 / 1.41	0.54	6.25	5.63 / 1.45	0.62	0.10
57. I seldom get the "run-around" when seeking information on this campus.	6.34	5.30 / 1.78	1.04	6.15	4.83 / 1.76	1.32	0.47 ***
59. This institution shows concern for students as individuals.	6.37	5.76 / 1.33	0.61	6.36	5.37 / 1.52	0.99	0.39 ***
60. I generally know what's happening on campus.	5.64	5.47 / 1.49	0.17	5.93	5.17 / 1.55	0.76	0.30 **

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

National Group Means are based on 259740 records.

Institutional Summary

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

Scale/Item	Alaska Pacific University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
62. There is a strong commitment to racial harmony on this campus.	5.85	5.63 / 1.36	0.22	6.01	5.53 / 1.43	0.48	0.10
66. Tuition paid is a worthwhile investment.	6.55	5.03 / 1.67	1.52	6.48	4.90 / 1.72	1.58	0.13
67. Freedom of expression is protected on campus.	6.28	5.70 / 1.45	0.58	6.22	5.41 / 1.52	0.81	0.29 *
71. Channels for expressing student complaints are readily available.	5.99	5.02 / 1.60	0.97	6.06	4.83 / 1.66	1.23	0.19

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

National Group Means are based on 259740 records.

Institutional Summary

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

Scale/Item	Alaska Pacific University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS LIFE	5.58	5.19 / 1.14	0.39	5.80	4.99 / 1.13	0.81	0.20 *
9. A variety of intramural activities are offered.	4.80	5.03 / 1.55	-0.23	5.04	4.96 / 1.56	0.08	0.07
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	5.88	5.22 / 1.44	0.66	6.08	4.74 / 1.71	1.34	0.48 **
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	4.36	3.75 / 2.06	0.61	5.22	4.47 / 1.79	0.75	-0.72 ***
30. Residence hall staff are concerned about me as an individual.	5.55	4.83 / 1.73	0.72	5.76	5.02 / 1.64	0.74	-0.19
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.58	5.39 / 1.70	0.19	5.53	5.36 / 1.57	0.17	0.03
38. There is an adequate selection of food available in the cafeteria.	5.80	5.11 / 1.88	0.69	6.01	4.29 / 1.90	1.72	0.82 ***
40. Residence hall regulations are reasonable.	5.79	4.80 / 1.73	0.99	5.88	4.88 / 1.70	1.00	-0.08
42. There are a sufficient number of weekend activities for students.	5.35	5.43 / 1.40	-0.08	5.47	4.60 / 1.71	0.87	0.83 ***
46. I can easily get involved in campus organizations.	5.54	5.62 / 1.42	-0.08	5.88	5.36 / 1.49	0.52	0.26 *
52. The student center is a comfortable place for students to spend their leisure time.	5.73	5.41 / 1.54	0.32	5.89	5.10 / 1.66	0.79	0.31 *
56. The student handbook provides helpful information about campus life.	5.45	5.50 / 1.38	-0.05	5.67	5.23 / 1.46	0.44	0.27 *
63. Student disciplinary procedures are fair.	5.97	5.25 / 1.59	0.72	6.09	5.26 / 1.54	0.83	-0.01

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

National Group Means are based on 259740 records.

Institutional Summary

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

Scale/Item	Alaska Pacific University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
64. New student orientation services help students adjust to college.	5.63	5.38 / 1.52	0.25	5.99	5.27 / 1.56	0.72	0.11
67. Freedom of expression is protected on campus.	6.28	5.70 / 1.45	0.58	6.22	5.41 / 1.52	0.81	0.29 *
73. Student activities fees are put to good use.	5.96	4.75 / 1.75	1.21	6.11	4.76 / 1.69	1.35	-0.01

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

National Group Means are based on 259740 records.

Institutional Summary

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

Scale/Item	Alaska Pacific University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS SUPPORT SERVICES	5.95	5.68 / 0.88	0.27	6.06	5.46 / 1.02	0.60	0.22 **
13. Library staff are helpful and approachable.	5.56	5.53 / 1.33	0.03	5.77	5.65 / 1.33	0.12	-0.12
18. Library resources and services are adequate.	6.11	5.95 / 1.27	0.16	6.13	5.54 / 1.33	0.59	0.41 ***
26. Computer labs are adequate and accessible.	6.14	5.92 / 1.24	0.22	6.28	5.42 / 1.54	0.86	0.50 ***
32. Tutoring services are readily available.	5.73	5.56 / 1.27	0.17	5.98	5.53 / 1.42	0.45	0.03
44. Academic support services adequately meet the needs of students.	6.09	5.66 / 1.20	0.43	6.13	5.33 / 1.40	0.80	0.33 **
49. There are adequate services to help me decide upon a career.	6.19	4.90 / 1.57	1.29	6.26	5.26 / 1.52	1.00	-0.36 **
54. Bookstore staff are helpful.	5.79	6.10 / 1.24	-0.31	5.87	5.51 / 1.47	0.36	0.59 ***

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

National Group Means are based on 259740 records.

Institutional Summary

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

Scale/Item	Alaska Pacific University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CONCERN FOR THE INDIVIDUAL	6.19	5.62 / 1.12	0.57	6.20	5.34 / 1.16	0.86	0.28 ***
3. Faculty care about me as an individual.	6.28	5.79 / 1.36	0.49	6.23	5.48 / 1.38	0.75	0.31 **
14. My academic advisor is concerned about my success as an individual.	6.41	5.77 / 1.52	0.64	6.32	5.48 / 1.57	0.84	0.29 **
22. Counseling staff care about students as individuals.	5.67	5.57 / 1.44	0.10	6.04	5.21 / 1.47	0.83	0.36 **
25. Faculty are fair and unbiased in their treatment of individual students.	6.39	5.52 / 1.52	0.87	6.39	5.32 / 1.49	1.07	0.20
30. Residence hall staff are concerned about me as an individual.	5.55	4.83 / 1.73	0.72	5.76	5.02 / 1.64	0.74	-0.19
59. This institution shows concern for students as individuals.	6.37	5.76 / 1.33	0.61	6.36	5.37 / 1.52	0.99	0.39 ***

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

National Group Means are based on 259740 records.

Institutional Summary

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

Scale/Item	Alaska Pacific University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTRUCTIONAL EFFECTIVENESS	6.45	5.69 / 0.95	0.76	6.38	5.49 / 1.04	0.89	0.20 **
3. Faculty care about me as an individual.	6.28	5.79 / 1.36	0.49	6.23	5.48 / 1.38	0.75	0.31 **
8. The content of the courses within my major is valuable.	6.74	5.67 / 1.29	1.07	6.61	5.65 / 1.32	0.96	0.02
16. The instruction in my major field is excellent.	6.70	5.68 / 1.35	1.02	6.59	5.63 / 1.36	0.96	0.05
25. Faculty are fair and unbiased in their treatment of individual students.	6.39	5.52 / 1.52	0.87	6.39	5.32 / 1.49	1.07	0.20
39. I am able to experience intellectual growth here.	6.55	5.96 / 1.20	0.59	6.47	5.67 / 1.36	0.80	0.29 **
41. There is a commitment to academic excellence on this campus.	6.43	5.42 / 1.47	1.01	6.37	5.54 / 1.40	0.83	-0.12
47. Faculty provide timely feedback about student progress in a course.	6.40	5.40 / 1.46	1.00	6.33	5.20 / 1.50	1.13	0.20
53. Faculty take into consideration student differences as they teach a course.	6.21	5.57 / 1.37	0.64	6.19	5.16 / 1.51	1.03	0.41 ***
58. The quality of instruction I receive in most of my classes is excellent.	6.67	5.75 / 1.36	0.92	6.52	5.54 / 1.37	0.98	0.21 *
61. Adjunct faculty are competent as classroom instructors.	6.32	5.80 / 1.22	0.52	6.18	5.38 / 1.43	0.80	0.42 ***
65. Faculty are usually available after class and during office hours.	6.30	5.94 / 1.23	0.36	6.33	5.67 / 1.35	0.66	0.27 **

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

National Group Means are based on 259740 records.

Institutional Summary

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

Scale/Item	Alaska Pacific University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
68. Nearly all of the faculty are knowledgeable in their field.	6.65	6.22 / 1.03	0.43	6.55	5.84 / 1.29	0.71	0.38 ***
69. There is a good variety of courses provided on this campus.	6.51	5.34 / 1.54	1.17	6.43	5.43 / 1.50	1.00	-0.09
70. Graduate teaching assistants are competent as classroom instructors.	6.05	5.50 / 1.35	0.55	5.99	5.22 / 1.44	0.77	0.28 *

National Group Means are based on 259740 records.

* 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	Alaska Pacific University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
RECRUITMENT AND FINANCIAL AID	6.17	5.40 / 1.18	0.77	6.22	5.12 / 1.22	1.10	0.28 **
4. Admissions staff are knowledgeable.	6.03	5.76 / 1.23	0.27	6.21	5.38 / 1.45	0.83	0.38 ***
5. Financial aid counselors are helpful.	6.24	5.14 / 1.80	1.10	6.28	5.10 / 1.65	1.18	0.04
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.33	5.23 / 1.71	1.10	6.26	4.98 / 1.65	1.28	0.25 *
17. Adequate financial aid is available for most students.	6.39	5.18 / 1.67	1.21	6.41	4.90 / 1.67	1.51	0.28 *
43. Admissions counselors respond to prospective students' unique needs and requests.	5.96	5.80 / 1.30	0.16	6.03	5.27 / 1.47	0.76	0.53 ***
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.02	5.32 / 1.53	0.70	6.12	5.10 / 1.63	1.02	0.22

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

National Group Means are based on 259740 records.

Institutional Summary

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

Scale/Item	Alaska Pacific University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
REGISTRATION EFFECTIVENESS	6.14	5.53 / 0.97	0.61	6.20	5.18 / 1.16	1.02	0.35 ***
11. Billing policies are reasonable.	6.20	5.09 / 1.55	1.11	6.15	4.70 / 1.65	1.45	0.39 ***
20. The business office is open during hours which are convenient for most students.	5.68	5.61 / 1.23	0.07	5.98	5.26 / 1.44	0.72	0.35 **
27. The personnel involved in registration are helpful.	6.16	5.80 / 1.27	0.36	6.23	5.43 / 1.44	0.80	0.37 ***
34. I am able to register for classes I need with few conflicts.	6.55	5.56 / 1.57	0.99	6.51	5.14 / 1.72	1.37	0.42 ***
50. Class change (drop/add) policies are reasonable.	6.07	5.57 / 1.35	0.50	6.13	5.39 / 1.53	0.74	0.18

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

National Group Means are based on 259740 records.

Institutional Summary

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

Scale/Item	Alaska Pacific University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
RESPONSIVENESS TO DIVERSE POPULATIONS		5.58 / 1.26			5.26 / 1.36		0.32 **
84. Institution's commitment to part-time students?		5.71 / 1.31			5.23 / 1.46		0.48 ***
85. Institution's commitment to evening students?		5.79 / 1.36			5.25 / 1.49		0.54 ***
86. Institution's commitment to older, returning learners?		5.99 / 1.22			5.35 / 1.44		0.64 ***
87. Institution's commitment to under-represented populations?		5.22 / 1.49			5.27 / 1.45		-0.05
88. Institution's commitment to commuters?		5.41 / 1.50			5.10 / 1.62		0.31 *
89. Institution's commitment to students with disabilities?		5.19 / 1.60			5.39 / 1.48		-0.20

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

National Group Means are based on 259740 records.

Institutional Summary

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

Scale/Item	Alaska Pacific University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SAFETY AND SECURITY	6.01	5.68 / 1.08	0.33	6.20	5.00 / 1.26	1.20	0.68 ***
7. The campus is safe and secure for all students.	6.39	5.92 / 1.27	0.47	6.44	5.72 / 1.37	0.72	0.20 *
21. The amount of student parking space on campus is adequate.	5.70	5.74 / 1.47	-0.04	5.97	3.95 / 2.04	2.02	1.79 ***
28. Parking lots are well-lighted and secure.	5.80	5.58 / 1.40	0.22	6.05	5.10 / 1.63	0.95	0.48 ***
36. Security staff respond quickly in emergencies.	6.20	5.34 / 1.71	0.86	6.31	5.20 / 1.57	1.11	0.14

National Group Means are based on 259740 records.

* 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	Alaska Pacific University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SERVICE EXCELLENCE	5.94	5.45 / 1.00	0.49	6.06	5.22 / 1.08	0.84	0.23 **
2. The campus staff are caring and helpful.	6.30	5.75 / 1.25	0.55	6.35	5.55 / 1.34	0.80	0.20 *
13. Library staff are helpful and approachable.	5.56	5.53 / 1.33	0.03	5.77	5.65 / 1.33	0.12	-0.12
15. The staff in the health services area are competent.	5.51	4.57 / 1.72	0.94	5.94	5.02 / 1.60	0.92	-0.45 *
22. Counseling staff care about students as individuals.	5.67	5.57 / 1.44	0.10	6.04	5.21 / 1.47	0.83	0.36 **
27. The personnel involved in registration are helpful.	6.16	5.80 / 1.27	0.36	6.23	5.43 / 1.44	0.80	0.37 ***
57. I seldom get the "run-around" when seeking information on this campus.	6.34	5.30 / 1.78	1.04	6.15	4.83 / 1.76	1.32	0.47 ***
60. I generally know what's happening on campus.	5.64	5.47 / 1.49	0.17	5.93	5.17 / 1.55	0.76	0.30 **
71. Channels for expressing student complaints are readily available.	5.99	5.02 / 1.60	0.97	6.06	4.83 / 1.66	1.23	0.19

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

National Group Means are based on 259740 records.

Institutional Summary

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

Scale/Item	Alaska Pacific University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
STUDENT CENTEREDNESS	6.19	5.62 / 1.13	0.57	6.24	5.43 / 1.16	0.81	0.19 *
1. Most students feel a sense of belonging here.	5.82	5.36 / 1.39	0.46	5.96	5.28 / 1.44	0.68	0.08
2. The campus staff are caring and helpful.	6.30	5.75 / 1.25	0.55	6.35	5.55 / 1.34	0.80	0.20 *
10. Administrators are approachable to students.	5.85	5.40 / 1.46	0.45	6.00	5.30 / 1.39	0.70	0.10
29. It is an enjoyable experience to be a student on this campus.	6.45	5.66 / 1.44	0.79	6.44	5.46 / 1.53	0.98	0.20
45. Students are made to feel welcome on this campus.	6.32	5.77 / 1.44	0.55	6.33	5.60 / 1.42	0.73	0.17
59. This institution shows concern for students as individuals.	6.37	5.76 / 1.33	0.61	6.36	5.37 / 1.52	0.99	0.39 ***

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

National Group Means are based on 259740 records.

Institutional Summary**Items: In Sequential Order**

Item	Alaska Pacific University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. Most students feel a sense of belonging here.	5.82	5.36 / 1.39	0.46	5.96	5.28 / 1.44	0.68	0.08
2. The campus staff are caring and helpful.	6.30	5.75 / 1.25	0.55	6.35	5.55 / 1.34	0.80	0.20 *
3. Faculty care about me as an individual.	6.28	5.79 / 1.36	0.49	6.23	5.48 / 1.38	0.75	0.31 **
4. Admissions staff are knowledgeable.	6.03	5.76 / 1.23	0.27	6.21	5.38 / 1.45	0.83	0.38 ***
5. Financial aid counselors are helpful.	6.24	5.14 / 1.80	1.10	6.28	5.10 / 1.65	1.18	0.04
6. My academic advisor is approachable.	6.53	5.96 / 1.57	0.57	6.42	5.72 / 1.52	0.70	0.24 *
7. The campus is safe and secure for all students.	6.39	5.92 / 1.27	0.47	6.44	5.72 / 1.37	0.72	0.20 *
8. The content of the courses within my major is valuable.	6.74	5.67 / 1.29	1.07	6.61	5.65 / 1.32	0.96	0.02
9. A variety of intramural activities are offered.	4.80	5.03 / 1.55	-0.23	5.04	4.96 / 1.56	0.08	0.07
10. Administrators are approachable to students.	5.85	5.40 / 1.46	0.45	6.00	5.30 / 1.39	0.70	0.10
11. Billing policies are reasonable.	6.20	5.09 / 1.55	1.11	6.15	4.70 / 1.65	1.45	0.39 ***
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.33	5.23 / 1.71	1.10	6.26	4.98 / 1.65	1.28	0.25 *
13. Library staff are helpful and approachable.	5.56	5.53 / 1.33	0.03	5.77	5.65 / 1.33	0.12	-0.12
14. My academic advisor is concerned about my success as an individual.	6.41	5.77 / 1.52	0.64	6.32	5.48 / 1.57	0.84	0.29 **
15. The staff in the health services area are competent.	5.51	4.57 / 1.72	0.94	5.94	5.02 / 1.60	0.92	-0.45 *

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

National Group Means are based on 259740 records.

Institutional Summary

Items: In Sequential Order

Item	Alaska Pacific University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
16. The instruction in my major field is excellent.	6.70	5.68 / 1.35	1.02	6.59	5.63 / 1.36	0.96	0.05
17. Adequate financial aid is available for most students.	6.39	5.18 / 1.67	1.21	6.41	4.90 / 1.67	1.51	0.28 *
18. Library resources and services are adequate.	6.11	5.95 / 1.27	0.16	6.13	5.54 / 1.33	0.59	0.41 ***
19. My academic advisor helps me set goals to work toward.	6.17	5.39 / 1.76	0.78	6.06	5.07 / 1.67	0.99	0.32 **
20. The business office is open during hours which are convenient for most students.	5.68	5.61 / 1.23	0.07	5.98	5.26 / 1.44	0.72	0.35 **
21. The amount of student parking space on campus is adequate.	5.70	5.74 / 1.47	-0.04	5.97	3.95 / 2.04	2.02	1.79 ***
22. Counseling staff care about students as individuals.	5.67	5.57 / 1.44	0.10	6.04	5.21 / 1.47	0.83	0.36 **
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	5.88	5.22 / 1.44	0.66	6.08	4.74 / 1.71	1.34	0.48 **
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	4.36	3.75 / 2.06	0.61	5.22	4.47 / 1.79	0.75	-0.72 ***
25. Faculty are fair and unbiased in their treatment of individual students.	6.39	5.52 / 1.52	0.87	6.39	5.32 / 1.49	1.07	0.20
26. Computer labs are adequate and accessible.	6.14	5.92 / 1.24	0.22	6.28	5.42 / 1.54	0.86	0.50 ***
27. The personnel involved in registration are helpful.	6.16	5.80 / 1.27	0.36	6.23	5.43 / 1.44	0.80	0.37 ***
28. Parking lots are well-lighted and secure.	5.80	5.58 / 1.40	0.22	6.05	5.10 / 1.63	0.95	0.48 ***

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

National Group Means are based on 259740 records.

Institutional Summary

Items: In Sequential Order

Item	Alaska Pacific University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
29. It is an enjoyable experience to be a student on this campus.	6.45	5.66 / 1.44	0.79	6.44	5.46 / 1.53	0.98	0.20
30. Residence hall staff are concerned about me as an individual.	5.55	4.83 / 1.73	0.72	5.76	5.02 / 1.64	0.74	-0.19
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.58	5.39 / 1.70	0.19	5.53	5.36 / 1.57	0.17	0.03
32. Tutoring services are readily available.	5.73	5.56 / 1.27	0.17	5.98	5.53 / 1.42	0.45	0.03
33. My academic advisor is knowledgeable about requirements in my major.	6.56	6.03 / 1.46	0.53	6.50	5.72 / 1.52	0.78	0.31 **
34. I am able to register for classes I need with few conflicts.	6.55	5.56 / 1.57	0.99	6.51	5.14 / 1.72	1.37	0.42 ***
35. The assessment and course placement procedures are reasonable.	6.13	5.75 / 1.21	0.38	6.20	5.34 / 1.42	0.86	0.41 ***
36. Security staff respond quickly in emergencies.	6.20	5.34 / 1.71	0.86	6.31	5.20 / 1.57	1.11	0.14
37. I feel a sense of pride about my campus.	5.55	5.32 / 1.50	0.23	5.93	5.23 / 1.60	0.70	0.09
38. There is an adequate selection of food available in the cafeteria.	5.80	5.11 / 1.88	0.69	6.01	4.29 / 1.90	1.72	0.82 ***
39. I am able to experience intellectual growth here.	6.55	5.96 / 1.20	0.59	6.47	5.67 / 1.36	0.80	0.29 **
40. Residence hall regulations are reasonable.	5.79	4.80 / 1.73	0.99	5.88	4.88 / 1.70	1.00	-0.08
41. There is a commitment to academic excellence on this campus.	6.43	5.42 / 1.47	1.01	6.37	5.54 / 1.40	0.83	-0.12

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

National Group Means are based on 259740 records.

Institutional Summary

Items: In Sequential Order

Item	Alaska Pacific University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
42. There are a sufficient number of weekend activities for students.	5.35	5.43 / 1.40	-0.08	5.47	4.60 / 1.71	0.87	0.83 ***
43. Admissions counselors respond to prospective students' unique needs and requests.	5.96	5.80 / 1.30	0.16	6.03	5.27 / 1.47	0.76	0.53 ***
44. Academic support services adequately meet the needs of students.	6.09	5.66 / 1.20	0.43	6.13	5.33 / 1.40	0.80	0.33 **
45. Students are made to feel welcome on this campus.	6.32	5.77 / 1.44	0.55	6.33	5.60 / 1.42	0.73	0.17
46. I can easily get involved in campus organizations.	5.54	5.62 / 1.42	-0.08	5.88	5.36 / 1.49	0.52	0.26 *
47. Faculty provide timely feedback about student progress in a course.	6.40	5.40 / 1.46	1.00	6.33	5.20 / 1.50	1.13	0.20
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.02	5.32 / 1.53	0.70	6.12	5.10 / 1.63	1.02	0.22
49. There are adequate services to help me decide upon a career.	6.19	4.90 / 1.57	1.29	6.26	5.26 / 1.52	1.00	-0.36 **
50. Class change (drop/add) policies are reasonable.	6.07	5.57 / 1.35	0.50	6.13	5.39 / 1.53	0.74	0.18
51. This institution has a good reputation within the community.	6.27	5.73 / 1.41	0.54	6.25	5.63 / 1.45	0.62	0.10
52. The student center is a comfortable place for students to spend their leisure time.	5.73	5.41 / 1.54	0.32	5.89	5.10 / 1.66	0.79	0.31 *
53. Faculty take into consideration student differences as they teach a course.	6.21	5.57 / 1.37	0.64	6.19	5.16 / 1.51	1.03	0.41 ***

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

National Group Means are based on 259740 records.

Institutional Summary

Items: In Sequential Order

Item	Alaska Pacific University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
54. Bookstore staff are helpful.	5.79	6.10 / 1.24	-0.31	5.87	5.51 / 1.47	0.36	0.59 ***
55. Major requirements are clear and reasonable.	6.46	5.79 / 1.40	0.67	6.42	5.59 / 1.38	0.83	0.20 *
56. The student handbook provides helpful information about campus life.	5.45	5.50 / 1.38	-0.05	5.67	5.23 / 1.46	0.44	0.27 *
57. I seldom get the "run-around" when seeking information on this campus.	6.34	5.30 / 1.78	1.04	6.15	4.83 / 1.76	1.32	0.47 ***
58. The quality of instruction I receive in most of my classes is excellent.	6.67	5.75 / 1.36	0.92	6.52	5.54 / 1.37	0.98	0.21 *
59. This institution shows concern for students as individuals.	6.37	5.76 / 1.33	0.61	6.36	5.37 / 1.52	0.99	0.39 ***
60. I generally know what's happening on campus.	5.64	5.47 / 1.49	0.17	5.93	5.17 / 1.55	0.76	0.30 **
61. Adjunct faculty are competent as classroom instructors.	6.32	5.80 / 1.22	0.52	6.18	5.38 / 1.43	0.80	0.42 ***
62. There is a strong commitment to racial harmony on this campus.	5.85	5.63 / 1.36	0.22	6.01	5.53 / 1.43	0.48	0.10
63. Student disciplinary procedures are fair.	5.97	5.25 / 1.59	0.72	6.09	5.26 / 1.54	0.83	-0.01
64. New student orientation services help students adjust to college.	5.63	5.38 / 1.52	0.25	5.99	5.27 / 1.56	0.72	0.11
65. Faculty are usually available after class and during office hours.	6.30	5.94 / 1.23	0.36	6.33	5.67 / 1.35	0.66	0.27 **
66. Tuition paid is a worthwhile investment.	6.55	5.03 / 1.67	1.52	6.48	4.90 / 1.72	1.58	0.13

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

National Group Means are based on 259740 records.

Institutional Summary

Items: In Sequential Order

Item	Alaska Pacific University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
67. Freedom of expression is protected on campus.	6.28	5.70 / 1.45	0.58	6.22	5.41 / 1.52	0.81	0.29 *
68. Nearly all of the faculty are knowledgeable in their field.	6.65	6.22 / 1.03	0.43	6.55	5.84 / 1.29	0.71	0.38 ***
69. There is a good variety of courses provided on this campus.	6.51	5.34 / 1.54	1.17	6.43	5.43 / 1.50	1.00	-0.09
70. Graduate teaching assistants are competent as classroom instructors.	6.05	5.50 / 1.35	0.55	5.99	5.22 / 1.44	0.77	0.28 *
71. Channels for expressing student complaints are readily available.	5.99	5.02 / 1.60	0.97	6.06	4.83 / 1.66	1.23	0.19
72. On the whole, the campus is well-maintained.	6.23	5.74 / 1.35	0.49	6.30	5.76 / 1.37	0.54	-0.02
73. Student activities fees are put to good use.	5.96	4.75 / 1.75	1.21	6.11	4.76 / 1.69	1.35	-0.01
74. Campus item: My health insurance is adequate to meet my needs.	6.00	4.68 / 2.03	1.32				
75. Campus item: Most students feel the alcohol policy works well at APU.	5.50	3.72 / 2.15	1.78				
76. Campus item: APU classes provide "active learning" experiences.	6.28	5.96 / 1.11	0.32				
77. Campus item: Student Activities, Recreation Programs and Outdoor Programs offer a good variety of activities and programs.	5.89	5.96 / 1.16	-0.07				
78. Campus item: Most students who want jobs on campus can find student employment.	6.04	4.83 / 1.70	1.21				

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

National Group Means are based on 259740 records.

Institutional Summary

Items: In Sequential Order

Item	Alaska Pacific University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
79. Campus item: The university is environmentally friendly.	6.01	5.41 / 1.55	0.60				
80. Campus item: The University website serves as an effective communication medium for information about APU.	6.24	5.35 / 1.58	0.89				
81. Campus item: The Associated Students of Alaska Pacific University (ASAPU) does a good job representing my interests.	5.79	4.62 / 1.79	1.17				
82. Campus item: APU leaders listen to the concerns of students and make changes based on student needs.	6.17	5.04 / 1.71	1.13				
83. Campus item: Recreation rentals and facilities meet my needs.	5.97	5.71 / 1.35	0.26				
84. Institution's commitment to part-time students?		5.71 / 1.31			5.23 / 1.46		0.48 ***
85. Institution's commitment to evening students?		5.79 / 1.36			5.25 / 1.49		0.54 ***
86. Institution's commitment to older, returning learners?		5.99 / 1.22			5.35 / 1.44		0.64 ***
87. Institution's commitment to under-represented populations?		5.22 / 1.49			5.27 / 1.45		-0.05
88. Institution's commitment to commuters?		5.41 / 1.50			5.10 / 1.62		0.31 *
89. Institution's commitment to students with disabilities?		5.19 / 1.60			5.39 / 1.48		-0.20
90. Cost as factor in decision to enroll.	5.88			6.06			

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

National Group Means are based on 259740 records.

Institutional Summary

Items: In Sequential Order

Item	Alaska Pacific University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
91. Financial aid as factor in decision to enroll.	5.97			6.25			
92. Academic reputation as factor in decision to enroll.	6.03			6.17			
93. Size of institution as factor in decision to enroll.	5.60			5.45			
94. Opportunity to play sports as factor in decision to enroll.	2.66			3.62			
95. Recommendations from family/friends as factor in decision to enroll.	4.20			4.86			
96. Geographic setting as factor in decision to enroll.	5.84			5.45			
97. Campus appearance as factor in decision to enroll.	4.84			5.49			
98. Personalized attention prior to enrollment as factor in decision to enroll.	5.57			5.71			

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

National Group Means are based on 259740 records.

Institutional Summary

Summary Items

Summary Item	Alaska Pacific University - SSI	National Four-Year Privates	Mean Difference
So far, how has your college experience met your expectations? 1=Much worse than expected 2=Quite a bit worse than I expected 3=Worse than I expected 4=About what I expected 5=Better than I expected 6=Quite a bit better than I expected 7=Much better than expected	Average: 4.80 1% 1% 8% 31% 28% 14% 13%	Average: 4.64 2% 2% 11% 32% 24% 13% 12%	0.16
Rate your overall satisfaction with your experience here thus far. 1=Not satisfied at all 2=Not very satisfied 3=Somewhat dissatisfied 4=Neutral 5=Somewhat satisfied 6=Satisfied 7=Very satisfied	Average: 5.57 0% 3% 7% 8% 10% 43% 25%	Average: 5.31 1% 4% 8% 9% 17% 38% 19%	0.26
All in all, if you had to do it over, would you enroll here again? 1=Definitely not 2=Probably not 3=Maybe not 4=I don't know 5=Maybe yes 6=Probably yes 7=Definitely yes	Average: 5.59 3% 6% 4% 4% 9% 30% 39%	Average: 5.26 4% 7% 6% 10% 11% 26% 32%	0.33