

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
Instructional Effectiveness	6.45	5.69	0.76	6.48	5.95	0.53	6.36	5.55	0.81	6.52	5.62	0.90
Academic Advising	6.43	5.79	0.64	6.44	5.90	0.54	6.38	5.49	0.89	6.47	5.97	0.50
Concern for the Individual	6.19	5.62	0.57	6.32	5.76	0.56	6.16	5.39	0.77	6.21	5.66	0.55
Student Centeredness	6.19	5.62	0.57	6.24	5.76	0.48	6.23	5.48	0.75	6.15	5.61	0.54
Recruitment and Financial Aid	6.17	5.40	0.77	6.29	5.58	0.71	6.13	5.26	0.87	6.11	5.37	0.74
Campus Climate	6.16	5.53	0.63	6.25	5.74	0.51	6.17	5.39	0.78	6.13	5.52	0.61
Registration Effectiveness	6.14	5.53	0.61	6.30	5.70	0.60	6.08	5.38	0.70	6.08	5.49	0.59
Safety and Security	6.01	5.68	0.33	6.31	5.58	0.73	5.84	5.69	0.15	6.06	5.67	0.39
Campus Support Services	5.95	5.68	0.27	6.12	5.74	0.38	5.93	5.69	0.24	5.83	5.62	0.21
Service Excellence	5.94	5.45	0.49	6.13	5.61	0.52	5.93	5.29	0.64	5.87	5.48	0.39
Campus Life	5.58	5.19	0.39	5.85	5.36	0.49	5.78	5.16	0.62	5.17	5.07	0.10
Responsiveness to Diverse Populations		5.58			5.93			5.24			5.60	

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8. The content of the courses within my major is valuable.	6.74	5.67	1.07	6.62	6.00	0.62	6.73	5.54	1.19	6.80	5.58	1.22
16. The instruction in my major field is excellent.	6.70	5.68	1.02	6.66	5.82	0.84	6.65	5.75	0.90	6.75	5.58	1.17
58. The quality of instruction I receive in most of my classes is excellent.	6.67	5.75	0.92	6.63	6.25	0.38	6.58	5.51	1.07	6.78	5.56	1.22
68. Nearly all of the faculty are knowledgeable in their field.	6.65	6.22	0.43	6.60	6.22	0.38	6.63	6.26	0.37	6.69	6.13	0.56
33. My academic advisor is knowledgeable about requirements in my major.	6.56	6.03	0.53	6.57	6.10	0.47	6.55	5.72	0.83	6.61	6.28	0.33
34. I am able to register for classes I need with few conflicts.	6.55	5.56	0.99	6.53	5.52	1.01	6.46	5.51	0.95	6.66	5.73	0.93
39. I am able to experience intellectual growth here.	6.55	5.96	0.59	6.48	6.24	0.24	6.49	5.86	0.63	6.64	5.95	0.69
66. Tuition paid is a worthwhile investment.	6.55	5.03	1.52	6.57	5.64	0.93	6.51	4.70	1.81	6.53	4.85	1.68
6. My academic advisor is approachable.	6.53	5.96	0.57	6.50	5.86	0.64	6.48	5.70	0.78	6.62	6.22	0.40
69. There is a good variety of courses provided on this campus.	6.51	5.34	1.17	6.50	5.82	0.68	6.53	5.16	1.37	6.41	5.29	1.12

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55. Major requirements are clear and reasonable.	6.46	5.79	0.67	6.48	6.04	0.44	6.45	5.57	0.88	6.48	5.87	0.61
29. It is an enjoyable experience to be a student on this campus.	6.45	5.66	0.79	6.47	5.89	0.58	6.57	5.51	1.06	6.33	5.70	0.63
41. There is a commitment to academic excellence on this campus.	6.43	5.42	1.01	6.60	6.06	0.54	6.17	5.11	1.06	6.52	5.29	1.23
14. My academic advisor is concerned about my success as an individual.	6.41	5.77	0.64	6.33	5.90	0.43	6.38	5.41	0.97	6.50	5.91	0.59
47. Faculty provide timely feedback about student progress in a course.	6.40	5.40	1.00	6.69	5.75	0.94	6.24	5.13	1.11	6.42	5.25	1.17
7. The campus is safe and secure for all students.	6.39	5.92	0.47	6.46	5.95	0.51	6.37	5.84	0.53	6.48	5.88	0.60
25. Faculty are fair and unbiased in their treatment of individual students.	6.39	5.52	0.87	6.54	5.89	0.65	6.25	4.99	1.26	6.47	5.65	0.82
17. Adequate financial aid is available for most students.	6.39	5.18	1.21	6.61	5.54	1.07	6.33	5.00	1.33	6.21	5.00	1.21
59. This institution shows concern for students as individuals.	6.37	5.76	0.61	6.44	5.90	0.54	6.38	5.57	0.81	6.34	5.70	0.64

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	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
57. I seldom get the "run-around" when seeking information on this campus.	6.34	5.30	1.04	6.41	5.56	0.85	6.38	5.12	1.26	6.39	5.32	1.07
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.33	5.23	1.10	6.44	5.72	0.72	6.37	4.85	1.52	6.25	5.10	1.15
45. Students are made to feel welcome on this campus.	6.32	5.77	0.55	6.57	5.94	0.63	6.32	5.64	0.68	6.28	5.75	0.53
61. Adjunct faculty are competent as classroom instructors.	6.32	5.80	0.52	6.40	5.98	0.42	6.11	5.83	0.28	6.45	5.63	0.82
65. Faculty are usually available after class and during office hours.	6.30	5.94	0.36	6.28	5.96	0.32	6.26	5.86	0.40	6.27	5.95	0.32
2. The campus staff are caring and helpful.	6.30	5.75	0.55	6.21	5.79	0.42	6.29	5.64	0.65	6.43	5.80	0.63
3. Faculty care about me as an individual.	6.28	5.79	0.49	6.13	5.84	0.29	6.26	5.75	0.51	6.42	5.70	0.72
67. Freedom of expression is protected on campus.	6.28	5.70	0.58	6.26	5.42	0.84	6.38	5.57	0.81	6.12	5.93	0.19
76. Campus: APU classes provide "active learning" experiences.	6.28	5.96	0.32	6.38	6.14	0.24	6.38	5.80	0.58	6.21	6.00	0.21

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51. This institution has a good reputation within the community.	6.27	5.73	0.54	6.21	5.92	0.29	6.26	5.64	0.62	6.40	5.79	0.61
80. Campus: The University website serves as an effective communication medium for information about APU.	6.24	5.35	0.89	6.38	5.78	0.60	6.10	5.22	0.88	6.22	5.30	0.92
5. Financial aid counselors are helpful.	6.24	5.14	1.10	6.30	5.50	0.80	6.36	4.89	1.47	6.10	5.15	0.95
72. On the whole, the campus is well-maintained.	6.23	5.74	0.49	6.29	5.85	0.44	6.38	5.86	0.52	6.03	5.51	0.52
53. Faculty take into consideration student differences as they teach a course.	6.21	5.57	0.64	6.38	5.86	0.52	6.07	5.39	0.68	6.30	5.48	0.82
36. Security staff respond quickly in emergencies.	6.20	5.34	0.86	6.33	5.37	0.96	6.16	5.28	0.88	6.25	5.21	1.04
11. Billing policies are reasonable.	6.20	5.09	1.11	6.15	5.58	0.57	6.19	4.72	1.47	6.16	5.00	1.16
49. There are adequate services to help me decide upon a career.	6.19	4.90	1.29	6.06	4.94	1.12	6.24	5.00	1.24	6.26	4.80	1.46
82. Campus: APU leaders listen to the concerns of students and make changes based on student needs.	6.17	5.04	1.13	6.07	5.26	0.81	6.37	4.90	1.47	6.00	4.96	1.04

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19. My academic advisor helps me set goals to work toward.	6.17	5.39	0.78	6.31	5.58	0.73	6.06	5.07	0.99	6.16	5.54	0.62
27. The personnel involved in registration are helpful.	6.16	5.80	0.36	6.35	6.10	0.25	6.15	5.64	0.51	6.03	5.67	0.36
26. Computer labs are adequate and accessible.	6.14	5.92	0.22	6.12	5.82	0.30	6.30	6.12	0.18	5.93	5.58	0.35
35. The assessment and course placement procedures are reasonable.	6.13	5.75	0.38	6.19	5.64	0.55	6.08	5.69	0.39	6.07	5.80	0.27
18. Library resources and services are adequate.	6.11	5.95	0.16	6.22	6.06	0.16	5.98	5.83	0.15	6.10	6.00	0.10
44. Academic support services adequately meet the needs of students.	6.09	5.66	0.43	6.14	5.68	0.46	6.05	5.56	0.49	6.07	5.78	0.29
50. Class change (drop/add) policies are reasonable.	6.07	5.57	0.50	6.24	5.74	0.50	6.01	5.46	0.55	6.00	5.39	0.61
70. Graduate teaching assistants are competent as classroom instructors.	6.05	5.50	0.55	5.83	5.24	0.59	5.91	5.54	0.37	6.25	5.51	0.74
78. Campus: Most students who want jobs on campus can find student employment.	6.04	4.83	1.21	5.97	5.16	0.81	6.36	4.86	1.50	5.58	4.83	0.75

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92. Academic reputation as factor in decision to enroll.	6.03			6.12			6.06			6.05		
4. Admissions staff are knowledgeable.	6.03	5.76	0.27	6.10	5.72	0.38	5.96	5.81	0.15	6.00	5.71	0.29
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.02	5.32	0.70	6.11	5.32	0.79	5.98	5.14	0.84	6.00	5.42	0.58
79. Campus: The university is environmentally friendly.	6.01	5.41	0.60	5.98	5.91	0.07	6.34	5.09	1.25	5.76	5.38	0.38
74. Campus: My health insurance is adequate to meet my needs.	6.00	4.68	1.32	6.12	5.36	0.76	5.93	5.00	0.93	6.09	3.58	2.51
71. Channels for expressing student complaints are readily available.	5.99	5.02	0.97	6.08	5.21	0.87	6.02	4.73	1.29	5.88	5.32	0.56
63. Student disciplinary procedures are fair.	5.97	5.25	0.72	6.03	5.30	0.73	6.15	5.02	1.13	5.64	5.41	0.23
83. Campus: Recreation rentals and facilities meet my needs.	5.97	5.71	0.26	5.75	5.32	0.43	6.25	5.77	0.48	5.77	5.78	-0.01
91. Financial aid as factor in decision to enroll.	5.97			5.71			6.52			5.56		

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43. Admissions counselors respond to prospective students' unique needs and requests.	5.96	5.80	0.16	6.11	5.61	0.50	5.73	5.96	-0.23	6.08	5.86	0.22
73. Student activities fees are put to good use.	5.96	4.75	1.21	5.69	5.09	0.60	6.19	4.91	1.28	5.87	4.24	1.63
77. Campus: Student Activities, Recreation Programs and Outdoor Programs offer a good variety of activities and programs.	5.89	5.96	-0.07	6.03	5.72	0.31	6.18	6.07	0.11	5.36	5.89	-0.53
90. Cost as factor in decision to enroll.	5.88			5.63			6.03			5.84		
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	5.88	5.22	0.66	6.41	4.87	1.54	6.21	5.39	0.82	5.08	5.06	0.02
10. Administrators are approachable to students.	5.85	5.40	0.45	5.87	5.46	0.41	5.84	5.34	0.50	5.81	5.30	0.51
62. There is a strong commitment to racial harmony on this campus.	5.85	5.63	0.22	6.10	5.64	0.46	5.82	5.62	0.20	5.58	5.48	0.10
96. Geographic setting as factor in decision to enroll.	5.84			5.27			6.30			5.62		
1. Most students feel a sense of belonging here.	5.82	5.36	0.46	5.91	5.57	0.34	5.96	5.19	0.77	5.70	5.35	0.35

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38. There is an adequate selection of food available in the cafeteria.	5.80	5.11	0.69	5.89	5.50	0.39	6.10	5.24	0.86	5.27	4.59	0.68
28. Parking lots are well-lighted and secure.	5.80	5.58	0.22	6.23	5.52	0.71	5.63	5.65	-0.02	5.77	5.55	0.22
40. Residence hall regulations are reasonable.	5.79	4.80	0.99	6.13	5.00	1.13	6.18	4.80	1.38	4.91	4.62	0.29
81. Campus: The Associated Students of Alaska Pacific University (ASAPU) does a good job representing my interests.	5.79	4.62	1.17	5.95	5.08	0.87	5.98	4.53	1.45	5.47	4.33	1.14
54. Bookstore staff are helpful.	5.79	6.10	-0.31	6.20	6.24	-0.04	5.77	6.09	-0.32	5.47	6.00	-0.53
32. Tutoring services are readily available.	5.73	5.56	0.17	5.97	5.34	0.63	5.90	5.73	0.17	5.36	5.37	-0.01
52. The student center is a comfortable place for students to spend their leisure time.	5.73	5.41	0.32	5.96	5.36	0.60	5.74	5.43	0.31	5.46	5.33	0.13
21. The amount of student parking space on campus is adequate.	5.70	5.74	-0.04	6.23	5.37	0.86	5.15	5.90	-0.75	5.77	5.78	-0.01
20. The business office is open during hours which are convenient for most students.	5.68	5.61	0.07	6.21	5.57	0.64	5.53	5.60	-0.07	5.48	5.62	-0.14

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22. Counseling staff care about students as individuals.	5.67	5.57	0.10	6.14	5.32	0.82	5.64	5.59	0.05	5.59	5.56	0.03
60. I generally know what's happening on campus.	5.64	5.47	0.17	5.88	5.69	0.19	5.94	5.46	0.48	5.11	5.30	-0.19
64. New student orientation services help students adjust to college.	5.63	5.38	0.25	5.94	5.55	0.39	5.83	5.64	0.19	5.23	4.76	0.47
93. Size of institution as factor in decision to enroll.	5.60			5.80			5.99			5.11		
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.58	5.39	0.19	5.77	5.59	0.18	5.36	5.33	0.03	5.52	5.35	0.17
98. Personalized attention prior to enrollment as factor in decision to enroll.	5.57			5.23			5.93			5.47		
13. Library staff are helpful and approachable.	5.56	5.53	0.03	6.05	5.67	0.38	5.21	5.38	-0.17	5.60	5.52	0.08
37. I feel a sense of pride about my campus.	5.55	5.32	0.23	6.02	5.80	0.22	5.49	5.16	0.33	5.48	5.22	0.26
30. Residence hall staff are concerned about me as an individual.	5.55	4.83	0.72	6.18	4.69	1.49	5.88	4.96	0.92	4.70	4.43	0.27

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46. I can easily get involved in campus organizations.	5.54	5.62	-0.08	5.90	5.66	0.24	5.77	5.83	-0.06	5.14	5.36	-0.22
15. The staff in the health services area are competent.	5.51	4.57	0.94	5.52	4.60	0.92	5.60	4.39	1.21	5.46	4.75	0.71
75. Campus: Most students feel the alcohol policy works well at APU.	5.50	3.72	1.78	6.13	4.22	1.91	5.80	3.66	2.14	4.63	3.61	1.02
56. The student handbook provides helpful information about campus life.	5.45	5.50	-0.05	6.21	5.73	0.48	5.40	5.39	0.01	5.15	5.44	-0.29
42. There are a sufficient number of weekend activities for students.	5.35	5.43	-0.08	5.85	5.22	0.63	5.58	5.56	0.02	4.72	5.30	-0.58
97. Campus appearance as factor in decision to enroll.	4.84			4.44			5.47			4.50		
9. A variety of intramural activities are offered.	4.80	5.03	-0.23	4.79	5.53	-0.74	5.38	4.88	0.50	4.12	4.80	-0.68
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	4.36	3.75	0.61	5.27	4.73	0.54	4.44	3.13	1.31	3.88	4.17	-0.29
95. Recommendations from family/friends as factor in decision to enroll.	4.20			4.93			3.93			3.98		

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94. Opportunity to play sports as factor in decision to enroll.	2.66			2.53			3.08			2.00		
85. Institution's commitment to evening students?		5.79			6.08			5.42			5.96	
86. Institution's commitment to older, returning learners?		5.99			6.35			5.71			5.96	
87. Institution's commitment to under-represented populations?		5.22			5.46			4.93			5.23	
88. Institution's commitment to commuters?		5.41			5.73			5.11			5.48	
89. Institution's commitment to students with disabilities?		5.19			5.39			5.15			4.97	
84. Institution's commitment to part-time students?		5.71			6.13			5.11			5.79	

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	6.43	5.79	0.64	6.44	5.90	0.54	6.38	5.49	0.89	6.47	5.97	0.50
6. My academic advisor is approachable.	6.53	5.96	0.57	6.50	5.86	0.64	6.48	5.70	0.78	6.62	6.22	0.40
14. My academic advisor is concerned about my success as an individual.	6.41	5.77	0.64	6.33	5.90	0.43	6.38	5.41	0.97	6.50	5.91	0.59
19. My academic advisor helps me set goals to work toward.	6.17	5.39	0.78	6.31	5.58	0.73	6.06	5.07	0.99	6.16	5.54	0.62
33. My academic advisor is knowledgeable about requirements in my major.	6.56	6.03	0.53	6.57	6.10	0.47	6.55	5.72	0.83	6.61	6.28	0.33
55. Major requirements are clear and reasonable.	6.46	5.79	0.67	6.48	6.04	0.44	6.45	5.57	0.88	6.48	5.87	0.61

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	6.16	5.53	0.63	6.25	5.74	0.51	6.17	5.39	0.78	6.13	5.52	0.61
1. Most students feel a sense of belonging here.	5.82	5.36	0.46	5.91	5.57	0.34	5.96	5.19	0.77	5.70	5.35	0.35
2. The campus staff are caring and helpful.	6.30	5.75	0.55	6.21	5.79	0.42	6.29	5.64	0.65	6.43	5.80	0.63
3. Faculty care about me as an individual.	6.28	5.79	0.49	6.13	5.84	0.29	6.26	5.75	0.51	6.42	5.70	0.72
7. The campus is safe and secure for all students.	6.39	5.92	0.47	6.46	5.95	0.51	6.37	5.84	0.53	6.48	5.88	0.60
10. Administrators are approachable to students.	5.85	5.40	0.45	5.87	5.46	0.41	5.84	5.34	0.50	5.81	5.30	0.51
29. It is an enjoyable experience to be a student on this campus.	6.45	5.66	0.79	6.47	5.89	0.58	6.57	5.51	1.06	6.33	5.70	0.63
37. I feel a sense of pride about my campus.	5.55	5.32	0.23	6.02	5.80	0.22	5.49	5.16	0.33	5.48	5.22	0.26
41. There is a commitment to academic excellence on this campus.	6.43	5.42	1.01	6.60	6.06	0.54	6.17	5.11	1.06	6.52	5.29	1.23
45. Students are made to feel welcome on this campus.	6.32	5.77	0.55	6.57	5.94	0.63	6.32	5.64	0.68	6.28	5.75	0.53
51. This institution has a good reputation within the community.	6.27	5.73	0.54	6.21	5.92	0.29	6.26	5.64	0.62	6.40	5.79	0.61

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
57. I seldom get the "run-around" when seeking information on this campus.	6.34	5.30	1.04	6.41	5.56	0.85	6.38	5.12	1.26	6.39	5.32	1.07
59. This institution shows concern for students as individuals.	6.37	5.76	0.61	6.44	5.90	0.54	6.38	5.57	0.81	6.34	5.70	0.64
60. I generally know what's happening on campus.	5.64	5.47	0.17	5.88	5.69	0.19	5.94	5.46	0.48	5.11	5.30	-0.19
62. There is a strong commitment to racial harmony on this campus.	5.85	5.63	0.22	6.10	5.64	0.46	5.82	5.62	0.20	5.58	5.48	0.10
66. Tuition paid is a worthwhile investment.	6.55	5.03	1.52	6.57	5.64	0.93	6.51	4.70	1.81	6.53	4.85	1.68
67. Freedom of expression is protected on campus.	6.28	5.70	0.58	6.26	5.42	0.84	6.38	5.57	0.81	6.12	5.93	0.19
71. Channels for expressing student complaints are readily available.	5.99	5.02	0.97	6.08	5.21	0.87	6.02	4.73	1.29	5.88	5.32	0.56

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	5.58	5.19	0.39	5.85	5.36	0.49	5.78	5.16	0.62	5.17	5.07	0.10
9. A variety of intramural activities are offered.	4.80	5.03	-0.23	4.79	5.53	-0.74	5.38	4.88	0.50	4.12	4.80	-0.68
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	5.88	5.22	0.66	6.41	4.87	1.54	6.21	5.39	0.82	5.08	5.06	0.02
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	4.36	3.75	0.61	5.27	4.73	0.54	4.44	3.13	1.31	3.88	4.17	-0.29
30. Residence hall staff are concerned about me as an individual.	5.55	4.83	0.72	6.18	4.69	1.49	5.88	4.96	0.92	4.70	4.43	0.27
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.58	5.39	0.19	5.77	5.59	0.18	5.36	5.33	0.03	5.52	5.35	0.17
38. There is an adequate selection of food available in the cafeteria.	5.80	5.11	0.69	5.89	5.50	0.39	6.10	5.24	0.86	5.27	4.59	0.68
40. Residence hall regulations are reasonable.	5.79	4.80	0.99	6.13	5.00	1.13	6.18	4.80	1.38	4.91	4.62	0.29
42. There are a sufficient number of weekend activities for students.	5.35	5.43	-0.08	5.85	5.22	0.63	5.58	5.56	0.02	4.72	5.30	-0.58

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
46. I can easily get involved in campus organizations.	5.54	5.62	-0.08	5.90	5.66	0.24	5.77	5.83	-0.06	5.14	5.36	-0.22
52. The student center is a comfortable place for students to spend their leisure time.	5.73	5.41	0.32	5.96	5.36	0.60	5.74	5.43	0.31	5.46	5.33	0.13
56. The student handbook provides helpful information about campus life.	5.45	5.50	-0.05	6.21	5.73	0.48	5.40	5.39	0.01	5.15	5.44	-0.29
63. Student disciplinary procedures are fair.	5.97	5.25	0.72	6.03	5.30	0.73	6.15	5.02	1.13	5.64	5.41	0.23
64. New student orientation services help students adjust to college.	5.63	5.38	0.25	5.94	5.55	0.39	5.83	5.64	0.19	5.23	4.76	0.47
67. Freedom of expression is protected on campus.	6.28	5.70	0.58	6.26	5.42	0.84	6.38	5.57	0.81	6.12	5.93	0.19
73. Student activities fees are put to good use.	5.96	4.75	1.21	5.69	5.09	0.60	6.19	4.91	1.28	5.87	4.24	1.63

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	5.95	5.68	0.27	6.12	5.74	0.38	5.93	5.69	0.24	5.83	5.62	0.21
13. Library staff are helpful and approachable.	5.56	5.53	0.03	6.05	5.67	0.38	5.21	5.38	-0.17	5.60	5.52	0.08
18. Library resources and services are adequate.	6.11	5.95	0.16	6.22	6.06	0.16	5.98	5.83	0.15	6.10	6.00	0.10
26. Computer labs are adequate and accessible.	6.14	5.92	0.22	6.12	5.82	0.30	6.30	6.12	0.18	5.93	5.58	0.35
32. Tutoring services are readily available.	5.73	5.56	0.17	5.97	5.34	0.63	5.90	5.73	0.17	5.36	5.37	-0.01
44. Academic support services adequately meet the needs of students.	6.09	5.66	0.43	6.14	5.68	0.46	6.05	5.56	0.49	6.07	5.78	0.29
49. There are adequate services to help me decide upon a career.	6.19	4.90	1.29	6.06	4.94	1.12	6.24	5.00	1.24	6.26	4.80	1.46
54. Bookstore staff are helpful.	5.79	6.10	-0.31	6.20	6.24	-0.04	5.77	6.09	-0.32	5.47	6.00	-0.53

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	6.19	5.62	0.57	6.32	5.76	0.56	6.16	5.39	0.77	6.21	5.66	0.55
3. Faculty care about me as an individual.	6.28	5.79	0.49	6.13	5.84	0.29	6.26	5.75	0.51	6.42	5.70	0.72
14. My academic advisor is concerned about my success as an individual.	6.41	5.77	0.64	6.33	5.90	0.43	6.38	5.41	0.97	6.50	5.91	0.59
22. Counseling staff care about students as individuals.	5.67	5.57	0.10	6.14	5.32	0.82	5.64	5.59	0.05	5.59	5.56	0.03
25. Faculty are fair and unbiased in their treatment of individual students.	6.39	5.52	0.87	6.54	5.89	0.65	6.25	4.99	1.26	6.47	5.65	0.82
30. Residence hall staff are concerned about me as an individual.	5.55	4.83	0.72	6.18	4.69	1.49	5.88	4.96	0.92	4.70	4.43	0.27
59. This institution shows concern for students as individuals.	6.37	5.76	0.61	6.44	5.90	0.54	6.38	5.57	0.81	6.34	5.70	0.64

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	6.45	5.69	0.76	6.48	5.95	0.53	6.36	5.55	0.81	6.52	5.62	0.90
3. Faculty care about me as an individual.	6.28	5.79	0.49	6.13	5.84	0.29	6.26	5.75	0.51	6.42	5.70	0.72
8. The content of the courses within my major is valuable.	6.74	5.67	1.07	6.62	6.00	0.62	6.73	5.54	1.19	6.80	5.58	1.22
16. The instruction in my major field is excellent.	6.70	5.68	1.02	6.66	5.82	0.84	6.65	5.75	0.90	6.75	5.58	1.17
25. Faculty are fair and unbiased in their treatment of individual students.	6.39	5.52	0.87	6.54	5.89	0.65	6.25	4.99	1.26	6.47	5.65	0.82
39. I am able to experience intellectual growth here.	6.55	5.96	0.59	6.48	6.24	0.24	6.49	5.86	0.63	6.64	5.95	0.69
41. There is a commitment to academic excellence on this campus.	6.43	5.42	1.01	6.60	6.06	0.54	6.17	5.11	1.06	6.52	5.29	1.23
47. Faculty provide timely feedback about student progress in a course.	6.40	5.40	1.00	6.69	5.75	0.94	6.24	5.13	1.11	6.42	5.25	1.17
53. Faculty take into consideration student differences as they teach a course.	6.21	5.57	0.64	6.38	5.86	0.52	6.07	5.39	0.68	6.30	5.48	0.82

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
58. The quality of instruction I receive in most of my classes is excellent.	6.67	5.75	0.92	6.63	6.25	0.38	6.58	5.51	1.07	6.78	5.56	1.22
61. Adjunct faculty are competent as classroom instructors.	6.32	5.80	0.52	6.40	5.98	0.42	6.11	5.83	0.28	6.45	5.63	0.82
65. Faculty are usually available after class and during office hours.	6.30	5.94	0.36	6.28	5.96	0.32	6.26	5.86	0.40	6.27	5.95	0.32
68. Nearly all of the faculty are knowledgeable in their field.	6.65	6.22	0.43	6.60	6.22	0.38	6.63	6.26	0.37	6.69	6.13	0.56
69. There is a good variety of courses provided on this campus.	6.51	5.34	1.17	6.50	5.82	0.68	6.53	5.16	1.37	6.41	5.29	1.12
70. Graduate teaching assistants are competent as classroom instructors.	6.05	5.50	0.55	5.83	5.24	0.59	5.91	5.54	0.37	6.25	5.51	0.74

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	6.17	5.40	0.77	6.29	5.58	0.71	6.13	5.26	0.87	6.11	5.37	0.74
4. Admissions staff are knowledgeable.	6.03	5.76	0.27	6.10	5.72	0.38	5.96	5.81	0.15	6.00	5.71	0.29
5. Financial aid counselors are helpful.	6.24	5.14	1.10	6.30	5.50	0.80	6.36	4.89	1.47	6.10	5.15	0.95
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.33	5.23	1.10	6.44	5.72	0.72	6.37	4.85	1.52	6.25	5.10	1.15
17. Adequate financial aid is available for most students.	6.39	5.18	1.21	6.61	5.54	1.07	6.33	5.00	1.33	6.21	5.00	1.21
43. Admissions counselors respond to prospective students' unique needs and requests.	5.96	5.80	0.16	6.11	5.61	0.50	5.73	5.96	-0.23	6.08	5.86	0.22
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.02	5.32	0.70	6.11	5.32	0.79	5.98	5.14	0.84	6.00	5.42	0.58

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	6.14	5.53	0.61	6.30	5.70	0.60	6.08	5.38	0.70	6.08	5.49	0.59
11. Billing policies are reasonable.	6.20	5.09	1.11	6.15	5.58	0.57	6.19	4.72	1.47	6.16	5.00	1.16
20. The business office is open during hours which are convenient for most students.	5.68	5.61	0.07	6.21	5.57	0.64	5.53	5.60	-0.07	5.48	5.62	-0.14
27. The personnel involved in registration are helpful.	6.16	5.80	0.36	6.35	6.10	0.25	6.15	5.64	0.51	6.03	5.67	0.36
34. I am able to register for classes I need with few conflicts.	6.55	5.56	0.99	6.53	5.52	1.01	6.46	5.51	0.95	6.66	5.73	0.93
50. Class change (drop/add) policies are reasonable.	6.07	5.57	0.50	6.24	5.74	0.50	6.01	5.46	0.55	6.00	5.39	0.61

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		5.58			5.93			5.24			5.60	
84. Institution's commitment to part-time students?		5.71			6.13			5.11			5.79	
85. Institution's commitment to evening students?		5.79			6.08			5.42			5.96	
86. Institution's commitment to older, returning learners?		5.99			6.35			5.71			5.96	
87. Institution's commitment to under-represented populations?		5.22			5.46			4.93			5.23	
88. Institution's commitment to commuters?		5.41			5.73			5.11			5.48	
89. Institution's commitment to students with disabilities?		5.19			5.39			5.15			4.97	

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	6.01	5.68	0.33	6.31	5.58	0.73	5.84	5.69	0.15	6.06	5.67	0.39
7. The campus is safe and secure for all students.	6.39	5.92	0.47	6.46	5.95	0.51	6.37	5.84	0.53	6.48	5.88	0.60
21. The amount of student parking space on campus is adequate.	5.70	5.74	-0.04	6.23	5.37	0.86	5.15	5.90	-0.75	5.77	5.78	-0.01
28. Parking lots are well-lighted and secure.	5.80	5.58	0.22	6.23	5.52	0.71	5.63	5.65	-0.02	5.77	5.55	0.22
36. Security staff respond quickly in emergencies.	6.20	5.34	0.86	6.33	5.37	0.96	6.16	5.28	0.88	6.25	5.21	1.04

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	5.94	5.45	0.49	6.13	5.61	0.52	5.93	5.29	0.64	5.87	5.48	0.39
2. The campus staff are caring and helpful.	6.30	5.75	0.55	6.21	5.79	0.42	6.29	5.64	0.65	6.43	5.80	0.63
13. Library staff are helpful and approachable.	5.56	5.53	0.03	6.05	5.67	0.38	5.21	5.38	-0.17	5.60	5.52	0.08
15. The staff in the health services area are competent.	5.51	4.57	0.94	5.52	4.60	0.92	5.60	4.39	1.21	5.46	4.75	0.71
22. Counseling staff care about students as individuals.	5.67	5.57	0.10	6.14	5.32	0.82	5.64	5.59	0.05	5.59	5.56	0.03
27. The personnel involved in registration are helpful.	6.16	5.80	0.36	6.35	6.10	0.25	6.15	5.64	0.51	6.03	5.67	0.36
57. I seldom get the "run-around" when seeking information on this campus.	6.34	5.30	1.04	6.41	5.56	0.85	6.38	5.12	1.26	6.39	5.32	1.07
60. I generally know what's happening on campus.	5.64	5.47	0.17	5.88	5.69	0.19	5.94	5.46	0.48	5.11	5.30	-0.19
71. Channels for expressing student complaints are readily available.	5.99	5.02	0.97	6.08	5.21	0.87	6.02	4.73	1.29	5.88	5.32	0.56

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	6.19	5.62	0.57	6.24	5.76	0.48	6.23	5.48	0.75	6.15	5.61	0.54
1. Most students feel a sense of belonging here.	5.82	5.36	0.46	5.91	5.57	0.34	5.96	5.19	0.77	5.70	5.35	0.35
2. The campus staff are caring and helpful.	6.30	5.75	0.55	6.21	5.79	0.42	6.29	5.64	0.65	6.43	5.80	0.63
10. Administrators are approachable to students.	5.85	5.40	0.45	5.87	5.46	0.41	5.84	5.34	0.50	5.81	5.30	0.51
29. It is an enjoyable experience to be a student on this campus.	6.45	5.66	0.79	6.47	5.89	0.58	6.57	5.51	1.06	6.33	5.70	0.63
45. Students are made to feel welcome on this campus.	6.32	5.77	0.55	6.57	5.94	0.63	6.32	5.64	0.68	6.28	5.75	0.53
59. This institution shows concern for students as individuals.	6.37	5.76	0.61	6.44	5.90	0.54	6.38	5.57	0.81	6.34	5.70	0.64

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.	5.82	5.36	0.46	5.91	5.57	0.34	5.96	5.19	0.77	5.70	5.35	0.35
2. The campus staff are caring and helpful.	6.30	5.75	0.55	6.21	5.79	0.42	6.29	5.64	0.65	6.43	5.80	0.63
3. Faculty care about me as an individual.	6.28	5.79	0.49	6.13	5.84	0.29	6.26	5.75	0.51	6.42	5.70	0.72
4. Admissions staff are knowledgeable.	6.03	5.76	0.27	6.10	5.72	0.38	5.96	5.81	0.15	6.00	5.71	0.29
5. Financial aid counselors are helpful.	6.24	5.14	1.10	6.30	5.50	0.80	6.36	4.89	1.47	6.10	5.15	0.95
6. My academic advisor is approachable.	6.53	5.96	0.57	6.50	5.86	0.64	6.48	5.70	0.78	6.62	6.22	0.40
7. The campus is safe and secure for all students.	6.39	5.92	0.47	6.46	5.95	0.51	6.37	5.84	0.53	6.48	5.88	0.60
8. The content of the courses within my major is valuable.	6.74	5.67	1.07	6.62	6.00	0.62	6.73	5.54	1.19	6.80	5.58	1.22
9. A variety of intramural activities are offered.	4.80	5.03	-0.23	4.79	5.53	-0.74	5.38	4.88	0.50	4.12	4.80	-0.68
10. Administrators are approachable to students.	5.85	5.40	0.45	5.87	5.46	0.41	5.84	5.34	0.50	5.81	5.30	0.51
11. Billing policies are reasonable.	6.20	5.09	1.11	6.15	5.58	0.57	6.19	4.72	1.47	6.16	5.00	1.16

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
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.33	5.23	1.10	6.44	5.72	0.72	6.37	4.85	1.52	6.25	5.10	1.15
13. Library staff are helpful and approachable.	5.56	5.53	0.03	6.05	5.67	0.38	5.21	5.38	-0.17	5.60	5.52	0.08
14. My academic advisor is concerned about my success as an individual.	6.41	5.77	0.64	6.33	5.90	0.43	6.38	5.41	0.97	6.50	5.91	0.59
15. The staff in the health services area are competent.	5.51	4.57	0.94	5.52	4.60	0.92	5.60	4.39	1.21	5.46	4.75	0.71
16. The instruction in my major field is excellent.	6.70	5.68	1.02	6.66	5.82	0.84	6.65	5.75	0.90	6.75	5.58	1.17
17. Adequate financial aid is available for most students.	6.39	5.18	1.21	6.61	5.54	1.07	6.33	5.00	1.33	6.21	5.00	1.21
18. Library resources and services are adequate.	6.11	5.95	0.16	6.22	6.06	0.16	5.98	5.83	0.15	6.10	6.00	0.10
19. My academic advisor helps me set goals to work toward.	6.17	5.39	0.78	6.31	5.58	0.73	6.06	5.07	0.99	6.16	5.54	0.62
20. The business office is open during hours which are convenient for most students.	5.68	5.61	0.07	6.21	5.57	0.64	5.53	5.60	-0.07	5.48	5.62	-0.14

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
21. The amount of student parking space on campus is adequate.	5.70	5.74	-0.04	6.23	5.37	0.86	5.15	5.90	-0.75	5.77	5.78	-0.01
22. Counseling staff care about students as individuals.	5.67	5.57	0.10	6.14	5.32	0.82	5.64	5.59	0.05	5.59	5.56	0.03
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	5.88	5.22	0.66	6.41	4.87	1.54	6.21	5.39	0.82	5.08	5.06	0.02
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	4.36	3.75	0.61	5.27	4.73	0.54	4.44	3.13	1.31	3.88	4.17	-0.29
25. Faculty are fair and unbiased in their treatment of individual students.	6.39	5.52	0.87	6.54	5.89	0.65	6.25	4.99	1.26	6.47	5.65	0.82
26. Computer labs are adequate and accessible.	6.14	5.92	0.22	6.12	5.82	0.30	6.30	6.12	0.18	5.93	5.58	0.35
27. The personnel involved in registration are helpful.	6.16	5.80	0.36	6.35	6.10	0.25	6.15	5.64	0.51	6.03	5.67	0.36
28. Parking lots are well-lighted and secure.	5.80	5.58	0.22	6.23	5.52	0.71	5.63	5.65	-0.02	5.77	5.55	0.22
29. It is an enjoyable experience to be a student on this campus.	6.45	5.66	0.79	6.47	5.89	0.58	6.57	5.51	1.06	6.33	5.70	0.63

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
30. Residence hall staff are concerned about me as an individual.	5.55	4.83	0.72	6.18	4.69	1.49	5.88	4.96	0.92	4.70	4.43	0.27
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.58	5.39	0.19	5.77	5.59	0.18	5.36	5.33	0.03	5.52	5.35	0.17
32. Tutoring services are readily available.	5.73	5.56	0.17	5.97	5.34	0.63	5.90	5.73	0.17	5.36	5.37	-0.01
33. My academic advisor is knowledgeable about requirements in my major.	6.56	6.03	0.53	6.57	6.10	0.47	6.55	5.72	0.83	6.61	6.28	0.33
34. I am able to register for classes I need with few conflicts.	6.55	5.56	0.99	6.53	5.52	1.01	6.46	5.51	0.95	6.66	5.73	0.93
35. The assessment and course placement procedures are reasonable.	6.13	5.75	0.38	6.19	5.64	0.55	6.08	5.69	0.39	6.07	5.80	0.27
36. Security staff respond quickly in emergencies.	6.20	5.34	0.86	6.33	5.37	0.96	6.16	5.28	0.88	6.25	5.21	1.04
37. I feel a sense of pride about my campus.	5.55	5.32	0.23	6.02	5.80	0.22	5.49	5.16	0.33	5.48	5.22	0.26
38. There is an adequate selection of food available in the cafeteria.	5.80	5.11	0.69	5.89	5.50	0.39	6.10	5.24	0.86	5.27	4.59	0.68

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
39. I am able to experience intellectual growth here.	6.55	5.96	0.59	6.48	6.24	0.24	6.49	5.86	0.63	6.64	5.95	0.69
40. Residence hall regulations are reasonable.	5.79	4.80	0.99	6.13	5.00	1.13	6.18	4.80	1.38	4.91	4.62	0.29
41. There is a commitment to academic excellence on this campus.	6.43	5.42	1.01	6.60	6.06	0.54	6.17	5.11	1.06	6.52	5.29	1.23
42. There are a sufficient number of weekend activities for students.	5.35	5.43	-0.08	5.85	5.22	0.63	5.58	5.56	0.02	4.72	5.30	-0.58
43. Admissions counselors respond to prospective students' unique needs and requests.	5.96	5.80	0.16	6.11	5.61	0.50	5.73	5.96	-0.23	6.08	5.86	0.22
44. Academic support services adequately meet the needs of students.	6.09	5.66	0.43	6.14	5.68	0.46	6.05	5.56	0.49	6.07	5.78	0.29
45. Students are made to feel welcome on this campus.	6.32	5.77	0.55	6.57	5.94	0.63	6.32	5.64	0.68	6.28	5.75	0.53
46. I can easily get involved in campus organizations.	5.54	5.62	-0.08	5.90	5.66	0.24	5.77	5.83	-0.06	5.14	5.36	-0.22
47. Faculty provide timely feedback about student progress in a course.	6.40	5.40	1.00	6.69	5.75	0.94	6.24	5.13	1.11	6.42	5.25	1.17

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
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.02	5.32	0.70	6.11	5.32	0.79	5.98	5.14	0.84	6.00	5.42	0.58
49. There are adequate services to help me decide upon a career.	6.19	4.90	1.29	6.06	4.94	1.12	6.24	5.00	1.24	6.26	4.80	1.46
50. Class change (drop/add) policies are reasonable.	6.07	5.57	0.50	6.24	5.74	0.50	6.01	5.46	0.55	6.00	5.39	0.61
51. This institution has a good reputation within the community.	6.27	5.73	0.54	6.21	5.92	0.29	6.26	5.64	0.62	6.40	5.79	0.61
52. The student center is a comfortable place for students to spend their leisure time.	5.73	5.41	0.32	5.96	5.36	0.60	5.74	5.43	0.31	5.46	5.33	0.13
53. Faculty take into consideration student differences as they teach a course.	6.21	5.57	0.64	6.38	5.86	0.52	6.07	5.39	0.68	6.30	5.48	0.82
54. Bookstore staff are helpful.	5.79	6.10	-0.31	6.20	6.24	-0.04	5.77	6.09	-0.32	5.47	6.00	-0.53
55. Major requirements are clear and reasonable.	6.46	5.79	0.67	6.48	6.04	0.44	6.45	5.57	0.88	6.48	5.87	0.61
56. The student handbook provides helpful information about campus life.	5.45	5.50	-0.05	6.21	5.73	0.48	5.40	5.39	0.01	5.15	5.44	-0.29

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
57. I seldom get the "run-around" when seeking information on this campus.	6.34	5.30	1.04	6.41	5.56	0.85	6.38	5.12	1.26	6.39	5.32	1.07
58. The quality of instruction I receive in most of my classes is excellent.	6.67	5.75	0.92	6.63	6.25	0.38	6.58	5.51	1.07	6.78	5.56	1.22
59. This institution shows concern for students as individuals.	6.37	5.76	0.61	6.44	5.90	0.54	6.38	5.57	0.81	6.34	5.70	0.64
60. I generally know what's happening on campus.	5.64	5.47	0.17	5.88	5.69	0.19	5.94	5.46	0.48	5.11	5.30	-0.19
61. Adjunct faculty are competent as classroom instructors.	6.32	5.80	0.52	6.40	5.98	0.42	6.11	5.83	0.28	6.45	5.63	0.82
62. There is a strong commitment to racial harmony on this campus.	5.85	5.63	0.22	6.10	5.64	0.46	5.82	5.62	0.20	5.58	5.48	0.10
63. Student disciplinary procedures are fair.	5.97	5.25	0.72	6.03	5.30	0.73	6.15	5.02	1.13	5.64	5.41	0.23
64. New student orientation services help students adjust to college.	5.63	5.38	0.25	5.94	5.55	0.39	5.83	5.64	0.19	5.23	4.76	0.47
65. Faculty are usually available after class and during office hours.	6.30	5.94	0.36	6.28	5.96	0.32	6.26	5.86	0.40	6.27	5.95	0.32

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
66. Tuition paid is a worthwhile investment.	6.55	5.03	1.52	6.57	5.64	0.93	6.51	4.70	1.81	6.53	4.85	1.68
67. Freedom of expression is protected on campus.	6.28	5.70	0.58	6.26	5.42	0.84	6.38	5.57	0.81	6.12	5.93	0.19
68. Nearly all of the faculty are knowledgeable in their field.	6.65	6.22	0.43	6.60	6.22	0.38	6.63	6.26	0.37	6.69	6.13	0.56
69. There is a good variety of courses provided on this campus.	6.51	5.34	1.17	6.50	5.82	0.68	6.53	5.16	1.37	6.41	5.29	1.12
70. Graduate teaching assistants are competent as classroom instructors.	6.05	5.50	0.55	5.83	5.24	0.59	5.91	5.54	0.37	6.25	5.51	0.74
71. Channels for expressing student complaints are readily available.	5.99	5.02	0.97	6.08	5.21	0.87	6.02	4.73	1.29	5.88	5.32	0.56
72. On the whole, the campus is well-maintained.	6.23	5.74	0.49	6.29	5.85	0.44	6.38	5.86	0.52	6.03	5.51	0.52
73. Student activities fees are put to good use.	5.96	4.75	1.21	5.69	5.09	0.60	6.19	4.91	1.28	5.87	4.24	1.63
74. Campus: My health insurance is adequate to meet my needs.	6.00	4.68	1.32	6.12	5.36	0.76	5.93	5.00	0.93	6.09	3.58	2.51

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
75. Campus: Most students feel the alcohol policy works well at APU.	5.50	3.72	1.78	6.13	4.22	1.91	5.80	3.66	2.14	4.63	3.61	1.02
76. Campus: APU classes provide "active learning" experiences.	6.28	5.96	0.32	6.38	6.14	0.24	6.38	5.80	0.58	6.21	6.00	0.21
77. Campus: Student Activities, Recreation Programs and Outdoor Programs offer a good variety of activities and programs.	5.89	5.96	-0.07	6.03	5.72	0.31	6.18	6.07	0.11	5.36	5.89	-0.53
78. Campus: Most students who want jobs on campus can find student employment.	6.04	4.83	1.21	5.97	5.16	0.81	6.36	4.86	1.50	5.58	4.83	0.75
79. Campus: The university is environmentally friendly.	6.01	5.41	0.60	5.98	5.91	0.07	6.34	5.09	1.25	5.76	5.38	0.38
80. Campus: The University website serves as an effective communication medium for information about APU.	6.24	5.35	0.89	6.38	5.78	0.60	6.10	5.22	0.88	6.22	5.30	0.92
81. Campus: The Associated Students of Alaska Pacific University (ASAPU) does a good job representing my interests.	5.79	4.62	1.17	5.95	5.08	0.87	5.98	4.53	1.45	5.47	4.33	1.14
82. Campus: APU leaders listen to the concerns of students and	6.17	5.04	1.13	6.07	5.26	0.81	6.37	4.90	1.47	6.00	4.96	1.04

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
make changes based on student needs.												
83. Campus: Recreation rentals and facilities meet my needs.	5.97	5.71	0.26	5.75	5.32	0.43	6.25	5.77	0.48	5.77	5.78	-0.01
84. Institution's commitment to part-time students?		5.71			6.13			5.11			5.79	
85. Institution's commitment to evening students?		5.79			6.08			5.42			5.96	
86. Institution's commitment to older, returning learners?		5.99			6.35			5.71			5.96	
87. Institution's commitment to under-represented populations?		5.22			5.46			4.93			5.23	
88. Institution's commitment to commuters?		5.41			5.73			5.11			5.48	
89. Institution's commitment to students with disabilities?		5.19			5.39			5.15			4.97	
90. Cost as factor in decision to enroll.	5.88			5.63			6.03			5.84		
91. Financial aid as factor in decision to enroll.	5.97			5.71			6.52			5.56		
92. Academic reputation as factor in decision to enroll.	6.03			6.12			6.06			6.05		

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
93. Size of institution as factor in decision to enroll.	5.60			5.80			5.99			5.11		
94. Opportunity to play sports as factor in decision to enroll.	2.66			2.53			3.08			2.00		
95. Recommendations from family/friends as factor in decision to enroll.	4.20			4.93			3.93			3.98		
96. Geographic setting as factor in decision to enroll.	5.84			5.27			6.30			5.62		
97. Campus appearance as factor in decision to enroll.	4.84			4.44			5.47			4.50		
98. Personalized attention prior to enrollment as factor in decision to enroll.	5.57			5.23			5.93			5.47		

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: 4.80	Average: 4.98	Average: 4.84	Average: 4.60
1=Much worse than expected	1%	1%	2%	1%
2=Quite a bit worse than I expected	1%	3%	1%	0%
3=Worse than I expected	8%	5%	14%	6%
4=About what I expected	31%	25%	21%	41%
5=Better than I expected	28%	27%	25%	35%
6=Quite a bit better than I expected	14%	15%	18%	10%
7=Much better than expected	13%	19%	15%	4%
Rate your overall satisfaction with your experience here thus far.	Average: 5.57	Average: 5.59	Average: 5.49	Average: 5.69
1=Not satisfied at all	0%	1%	0%	0%
2=Not very satisfied	3%	5%	5%	1%
3=Somewhat dissatisfied	7%	3%	12%	6%
4=Neutral	8%	11%	5%	4%
5=Somewhat satisfied	10%	9%	5%	13%
6=Satisfied	43%	29%	42%	56%
7=Very satisfied	25%	37%	27%	16%
All in all, if you had to do it over, would you enroll here again?	Average: 5.59	Average: 5.98	Average: 5.19	Average: 5.77
1=Definitely not	3%	3%	5%	1%
2=Probably not	6%	3%	14%	1%
3=Maybe not	4%	5%	2%	4%
4=I don't know	4%	1%	7%	4%

Institutional Summary

Summary Items

Summary Item	Alaska Pacific University	Group One	Group Two	Group Three
5=Maybe yes	9%	5%	7%	14%
6=Probably yes	30%	17%	28%	45%
7=Definitely yes	39%	60%	34%	28%