



Florida Gulf Coast University - 12/2010
Institutional Summary

Student Satisfaction Inventory

| Item | Florida Gulf Coast University | | | National Four-Year Publics | | | Mean Difference |
|--|-------------------------------|-------------|-------|----------------------------|-------------|-------|-----------------|
| | Import | Satis / SD | Gap | Import | Satis / SD | Gap | |
| 1. Most students feel a sense of belonging here. | 5.97 | 5.20 / 1.49 | 0.77 | 5.74 | 5.14 / 1.43 | 0.60 | 0.06 |
| 2. The campus staff are caring and helpful. | 6.48 | 5.40 / 1.48 | 1.08 | 6.28 | 5.20 / 1.45 | 1.08 | 0.20 *** |
| 3. Faculty care about me as an individual. | 6.34 | 5.33 / 1.50 | 1.01 | 6.12 | 5.07 / 1.48 | 1.05 | 0.26 *** |
| 4. Admissions staff are knowledgeable. | 6.35 | 5.36 / 1.52 | 0.99 | 6.24 | 5.08 / 1.52 | 1.16 | 0.28 *** |
| 5. Financial aid counselors are helpful. | 6.49 | 5.19 / 1.74 | 1.30 | 6.20 | 4.82 / 1.70 | 1.38 | 0.37 *** |
| 6. My academic advisor is approachable. | 6.56 | 5.53 / 1.68 | 1.03 | 6.45 | 5.47 / 1.68 | 0.98 | 0.06 |
| 7. The campus is safe and secure for all students. | 6.65 | 6.12 / 1.12 | 0.53 | 6.47 | 5.30 / 1.53 | 1.17 | 0.82 *** |
| 8. The content of the courses within my major is valuable. | 6.74 | 5.58 / 1.49 | 1.16 | 6.57 | 5.49 / 1.36 | 1.08 | 0.09 |
| 9. A variety of intramural activities are offered. | 4.92 | 5.53 / 1.31 | -0.61 | 5.00 | 5.12 / 1.43 | -0.12 | 0.41 *** |
| 10. Administrators are approachable to students. | 6.03 | 5.26 / 1.51 | 0.77 | 5.94 | 5.01 / 1.43 | 0.93 | 0.25 *** |
| 11. Billing policies are reasonable. | 6.28 | 5.09 / 1.59 | 1.19 | 6.18 | 4.80 / 1.61 | 1.38 | 0.29 *** |
| 12. Financial aid awards are announced to students in time to be helpful in college planning. | 6.46 | 5.15 / 1.72 | 1.31 | 6.28 | 4.84 / 1.70 | 1.44 | 0.31 *** |
| 13. Library staff are helpful and approachable. | 5.91 | 5.95 / 1.20 | -0.04 | 5.81 | 5.53 / 1.34 | 0.28 | 0.42 *** |
| 14. My academic advisor is concerned about my success as an individual. | 6.41 | 5.16 / 1.77 | 1.25 | 6.32 | 5.25 / 1.68 | 1.07 | -0.09 |
| 15. The staff in the health services area are competent. | 6.19 | 5.38 / 1.52 | 0.81 | 6.04 | 5.15 / 1.47 | 0.89 | 0.23 ** |
| 16. The instruction in my major field is excellent. | 6.68 | 5.55 / 1.45 | 1.13 | 6.54 | 5.47 / 1.39 | 1.07 | 0.08 |
| 17. Adequate financial aid is available for most students. | 6.49 | 4.93 / 1.77 | 1.56 | 6.37 | 4.82 / 1.70 | 1.55 | 0.11 |
| 18. Library resources and services are adequate. | 6.38 | 5.86 / 1.28 | 0.52 | 6.17 | 5.52 / 1.33 | 0.65 | 0.34 *** |
| 19. My academic advisor helps me set goals to work toward. | 6.23 | 4.87 / 1.85 | 1.36 | 6.14 | 4.98 / 1.74 | 1.16 | -0.11 |
| 20. The business office is open during hours which are convenient for most students. | 6.03 | 5.27 / 1.55 | 0.76 | 6.02 | 5.14 / 1.48 | 0.88 | 0.13 * |
| 21. The amount of student parking space on campus is adequate. | 6.26 | 4.06 / 1.96 | 2.20 | 6.25 | 3.28 / 1.98 | 2.97 | 0.78 *** |
| 22. Counseling staff care about students as individuals. | 6.21 | 5.35 / 1.58 | 0.86 | 6.03 | 4.96 / 1.47 | 1.07 | 0.39 *** |
| 23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.) | 6.23 | 5.59 / 1.52 | 0.64 | 5.97 | 4.56 / 1.68 | 1.41 | 1.03 *** |
| 24. The intercollegiate athletic programs contribute to a strong sense of school spirit. | 5.62 | 4.52 / 1.79 | 1.10 | 5.35 | 4.85 / 1.59 | 0.50 | -0.33 *** |
| 25. Faculty are fair and unbiased in their treatment of individual students. | 6.55 | 5.58 / 1.44 | 0.97 | 6.39 | 5.21 / 1.49 | 1.18 | 0.37 *** |
| 26. Computer labs are adequate and accessible. | 6.24 | 5.64 / 1.46 | 0.60 | 6.30 | 5.47 / 1.47 | 0.83 | 0.17 ** |
| 27. The personnel involved in registration are helpful. | 6.37 | 5.33 / 1.60 | 1.04 | 6.23 | 5.18 / 1.50 | 1.05 | 0.15 * |
| 28. Parking lots are well-lighted and secure. | 6.30 | 5.64 / 1.44 | 0.66 | 6.22 | 4.84 / 1.66 | 1.38 | 0.80 *** |
| 29. It is an enjoyable experience to be a student on this campus. | 6.51 | 5.65 / 1.54 | 0.86 | 6.34 | 5.35 / 1.50 | 0.99 | 0.30 *** |
| 30. Residence hall staff are concerned about me as an individual. | 6.03 | 5.34 / 1.61 | 0.69 | 5.62 | 4.79 / 1.58 | 0.83 | 0.55 *** |
| 31. Males and females have equal opportunities to participate in intercollegiate athletics. | 5.77 | 5.83 / 1.36 | -0.06 | 5.64 | 5.36 / 1.40 | 0.28 | 0.47 *** |
| 32. Tutoring services are readily available. | 6.17 | 5.63 / 1.55 | 0.54 | 6.03 | 5.36 / 1.46 | 0.67 | 0.27 *** |
| 33. My academic advisor is knowledgeable about requirements in my major. | 6.66 | 5.60 / 1.71 | 1.06 | 6.54 | 5.54 / 1.64 | 1.00 | 0.06 |
| 34. I am able to register for classes I need with few conflicts. | 6.72 | 4.49 / 2.09 | 2.23 | 6.54 | 4.98 / 1.78 | 1.56 | -0.49 *** |
| 35. The assessment and course placement procedures are reasonable. | 6.41 | 5.27 / 1.62 | 1.14 | 6.22 | 5.21 / 1.44 | 1.01 | 0.06 |
| 36. Security staff respond quickly in emergencies. | 6.60 | 5.77 / 1.35 | 0.83 | 6.36 | 5.07 / 1.55 | 1.29 | 0.70 *** |
| 37. I feel a sense of pride about my campus. | 6.06 | 5.30 / 1.71 | 0.76 | 5.86 | 5.21 / 1.54 | 0.65 | 0.09 |
| 38. There is an adequate selection of food available in the | 5.99 | 4.60 / 1.88 | 1.39 | 5.92 | 4.57 / 1.78 | 1.35 | 0.03 |

| | | | | | | | |
|---|------|-------------|------|------|-------------|------|----------|
| cafeteria. | | | | | | | |
| 39. I am able to experience intellectual growth here. | 6.60 | 5.64 / 1.43 | 0.96 | 6.40 | 5.55 / 1.33 | 0.85 | 0.09 |
| 40. Residence hall regulations are reasonable. | 6.06 | 5.34 / 1.65 | 0.72 | 5.76 | 4.85 / 1.57 | 0.91 | 0.49 *** |
| 41. There is a commitment to academic excellence on this campus. | 6.49 | 5.50 / 1.50 | 0.99 | 6.34 | 5.36 / 1.40 | 0.98 | 0.14 * |
| 42. There are a sufficient number of weekend activities for students. | 5.64 | 4.58 / 1.82 | 1.06 | 5.47 | 4.55 / 1.66 | 0.92 | 0.03 |
| 43. Admissions counselors respond to prospective students' unique needs and requests. | 6.19 | 5.31 / 1.61 | 0.88 | 6.03 | 5.01 / 1.50 | 1.02 | 0.30 *** |
| 44. Academic support services adequately meet the needs of students. | 6.29 | 5.39 / 1.57 | 0.90 | 6.14 | 5.15 / 1.43 | 0.99 | 0.24 *** |
| 45. Students are made to feel welcome on this campus. | 6.42 | 5.66 / 1.53 | 0.76 | 6.25 | 5.40 / 1.44 | 0.85 | 0.26 *** |
| 46. I can easily get involved in campus organizations. | 5.99 | 5.55 / 1.56 | 0.44 | 5.85 | 5.27 / 1.48 | 0.58 | 0.28 *** |
| 47. Faculty provide timely feedback about student progress in a course. | 6.58 | 5.23 / 1.68 | 1.35 | 6.35 | 5.08 / 1.53 | 1.27 | 0.15 * |
| 48. Admissions counselors accurately portray the campus in their recruiting practices. | 6.19 | 5.38 / 1.63 | 0.81 | 6.00 | 5.07 / 1.49 | 0.93 | 0.31 *** |
| 49. There are adequate services to help me decide upon a career. | 6.36 | 5.24 / 1.64 | 1.12 | 6.22 | 5.10 / 1.54 | 1.12 | 0.14 * |
| 50. Class change (drop/add) policies are reasonable. | 6.36 | 5.63 / 1.55 | 0.73 | 6.20 | 5.37 / 1.51 | 0.83 | 0.26 *** |
| 51. This institution has a good reputation within the community. | 6.38 | 5.80 / 1.47 | 0.58 | 6.20 | 5.53 / 1.43 | 0.67 | 0.27 *** |
| 52. The student center is a comfortable place for students to spend their leisure time. | 5.91 | 5.13 / 1.74 | 0.78 | 5.89 | 5.30 / 1.50 | 0.59 | -0.17 * |
| 53. Faculty take into consideration student differences as they teach a course. | 6.24 | 5.10 / 1.71 | 1.14 | 6.17 | 4.97 / 1.55 | 1.20 | 0.13 * |
| 54. Bookstore staff are helpful. | 6.12 | 5.78 / 1.39 | 0.34 | 5.96 | 5.49 / 1.44 | 0.47 | 0.29 *** |
| 55. Major requirements are clear and reasonable. | 6.63 | 5.62 / 1.54 | 1.01 | 6.45 | 5.41 / 1.46 | 1.04 | 0.21 *** |
| 56. The student handbook provides helpful information about campus life. | 5.81 | 5.47 / 1.48 | 0.34 | 5.78 | 5.23 / 1.42 | 0.55 | 0.24 *** |
| 57. I seldom get the "run-around" when seeking information on this campus. | 6.42 | 4.98 / 1.88 | 1.44 | 6.23 | 4.53 / 1.86 | 1.70 | 0.45 *** |
| 58. The quality of instruction I receive in most of my classes is excellent. | 6.70 | 5.53 / 1.49 | 1.17 | 6.50 | 5.37 / 1.40 | 1.13 | 0.16 ** |
| 59. This institution shows concern for students as individuals. | 6.47 | 5.34 / 1.70 | 1.13 | 6.28 | 5.07 / 1.54 | 1.21 | 0.27 *** |
| 60. I generally know what's happening on campus. | 5.96 | 4.97 / 1.77 | 0.99 | 5.84 | 4.97 / 1.56 | 0.87 | 0.00 |
| 61. Adjunct faculty are competent as classroom instructors. | 6.44 | 5.58 / 1.51 | 0.86 | 6.18 | 5.27 / 1.41 | 0.91 | 0.31 *** |
| 62. There is a strong commitment to racial harmony on this campus. | 6.06 | 5.75 / 1.45 | 0.31 | 6.00 | 5.36 / 1.44 | 0.64 | 0.39 *** |
| 63. Student disciplinary procedures are fair. | 6.29 | 5.64 / 1.50 | 0.65 | 6.08 | 5.28 / 1.43 | 0.80 | 0.36 *** |
| 64. New student orientation services help students adjust to college. | 6.05 | 5.37 / 1.70 | 0.68 | 5.96 | 5.16 / 1.56 | 0.80 | 0.21 ** |
| 65. Faculty are usually available after class and during office hours. | 6.46 | 5.90 / 1.31 | 0.56 | 6.35 | 5.59 / 1.37 | 0.76 | 0.31 *** |
| 66. Tuition paid is a worthwhile investment. | 6.61 | 5.39 / 1.65 | 1.22 | 6.46 | 5.17 / 1.59 | 1.29 | 0.22 *** |
| 67. Freedom of expression is protected on campus. | 6.25 | 5.77 / 1.43 | 0.48 | 6.16 | 5.40 / 1.43 | 0.76 | 0.37 *** |
| 68. Nearly all of the faculty are knowledgeable in their field. | 6.69 | 5.97 / 1.25 | 0.72 | 6.52 | 5.68 / 1.31 | 0.84 | 0.29 *** |
| 69. There is a good variety of courses provided on this campus. | 6.62 | 5.29 / 1.71 | 1.33 | 6.43 | 5.43 / 1.48 | 1.00 | -0.14 * |
| 70. Graduate teaching assistants are competent as classroom instructors. | 6.27 | 5.42 / 1.56 | 0.85 | 6.15 | 5.14 / 1.49 | 1.01 | 0.28 *** |
| 71. Channels for expressing student complaints are readily available. | 6.21 | 4.86 / 1.82 | 1.35 | 6.07 | 4.74 / 1.65 | 1.33 | 0.12 |
| 72. On the whole, the campus is well-maintained. | 6.51 | 6.27 / 1.12 | 0.24 | 6.30 | 5.60 / 1.39 | 0.70 | 0.67 *** |
| 73. Student activities fees are put to good use. | 6.27 | 4.99 / 1.67 | 1.28 | 6.16 | 4.59 / 1.72 | 1.57 | 0.40 *** |
| 74. Campus item: The physical facilities (classrooms, labs, library, residence halls etc.) at FGCU support student succe | 6.46 | 5.95 / 1.26 | 0.51 | | | | |
| 75. Campus item: The physical facilities (classrooms, labs etc.) at FGCU adequately support the needs of my educational | 6.51 | 5.94 / 1.30 | 0.57 | | | | |
| 76. Campus item: FGCU provides access to current university information (e.g. academic calendars, refund policies) | 6.47 | 5.97 / 1.30 | 0.50 | | | | |
| 77. Campus item: There are adequate services to deal with | 6.18 | 5.69 / 1.44 | 0.49 | | | | |

| students' emotional health needs | | | | | | | |
|--|------|-------------|------|------|-------------|--|----------|
| 78. Campus item: There are adequate services to deal with student needs in the area of physical health | 6.31 | 5.69 / 1.47 | 0.62 | | | | |
| 79. Campus item: I am satisfied with the student support services associated with my distance learning class | 6.48 | 5.34 / 1.68 | 1.14 | | | | |
| 80. Campus item: My distance learning instructor knows how to use the distance learning technology effectively | 6.56 | 5.35 / 1.75 | 1.21 | | | | |
| 81. Campus item: Instruction in my distance learning classes is as good as instruction in my face-to-face classes | 6.47 | 4.71 / 2.01 | 1.76 | | | | |
| 82. Campus item: I have the distance learning resources needed to complete my online courses successfully | 6.56 | 5.68 / 1.55 | 0.88 | | | | |
| 83. Campus item: I am proficient with the technology used in my distance learning class | 6.53 | 6.22 / 1.16 | 0.31 | | | | |
| 84. Institution's commitment to part-time students? | | 5.52 / 1.64 | | | 5.19 / 1.46 | | 0.33 *** |
| 85. Institution's commitment to evening students? | | 5.37 / 1.70 | | | 5.18 / 1.48 | | 0.19 ** |
| 86. Institution's commitment to older, returning learners? | | 5.52 / 1.68 | | | 5.27 / 1.47 | | 0.25 ** |
| 87. Institution's commitment to under-represented populations? | | 5.57 / 1.53 | | | 5.21 / 1.44 | | 0.36 *** |
| 88. Institution's commitment to commuters? | | 5.35 / 1.76 | | | 5.00 / 1.63 | | 0.35 *** |
| 89. Institution's commitment to students with disabilities? | | 5.89 / 1.46 | | | 5.37 / 1.45 | | 0.52 *** |
| 90. Cost as factor in decision to enroll. | 6.07 | | | 6.22 | | | |
| 91. Financial aid as factor in decision to enroll. | 6.03 | | | 6.02 | | | |
| 92. Academic reputation as factor in decision to enroll. | 5.90 | | | 5.97 | | | |
| 93. Size of institution as factor in decision to enroll. | 5.51 | | | 5.30 | | | |
| 94. Opportunity to play sports as factor in decision to enroll. | 3.36 | | | 3.59 | | | |
| 95. Recommendations from family/friends as factor in decision to enroll. | 4.76 | | | 4.90 | | | |
| 96. Geographic setting as factor in decision to enroll. | 5.92 | | | 5.54 | | | |
| 97. Campus appearance as factor in decision to enroll. | 5.67 | | | 5.33 | | | |
| 98. Personalized attention prior to enrollment as factor in decision to enroll. | 5.52 | | | 5.33 | | | |

National Group Means are based on 89408 records

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