



Florida Gulf Coast University - 12/2010
Institutional Summary

Student Satisfaction Inventory

Scale	Florida Gulf Coast University			National Four-Year Publics			Mean Difference
	Import	Satis / SD	Gap	Import	Satis / SD	Gap	
E Student Centeredness	6.31	5.42 / 1.30	0.89	6.14	5.20 / 1.17	0.94	0.22 ***
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 ***
10. Administrators are approachable to students.	6.03	5.26 / 1.51	0.77	5.94	5.01 / 1.43	0.93	0.25 ***
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 ***
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 ***
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 ***
E Campus Life	5.91	5.28 / 1.18	0.63	5.78	5.01 / 1.08	0.77	0.27 ***
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 ***
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 ***
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 ***
38. There is an adequate selection of food available in the cafeteria.	5.99	4.60 / 1.88	1.39	5.92	4.57 / 1.78	1.35	0.03
40. Residence hall regulations are reasonable.	6.06	5.34 / 1.65	0.72	5.76	4.85 / 1.57	0.91	0.49 ***
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
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 ***
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 *
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 ***
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 **
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 ***
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 ***
E Instructional Effectiveness	6.53	5.52 / 1.13	1.01	6.36	5.34 / 1.04	1.02	0.18 ***
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 ***
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
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
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 ***
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
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 *
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 *
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 *
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 **
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 ***
65. Faculty are usually available after class and during	6.46	5.90 / 1.31	0.56	6.35	5.59 / 1.37	0.76	0.31 ***

office hours.							
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 ***
E)Recruitment and Financial Aid	6.37	5.21 / 1.32	1.16	6.19	4.94 / 1.24	1.25	0.27 ***
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 ***
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 ***
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
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 ***
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 ***
E)Campus Support Services	6.21	5.65 / 1.04	0.56	6.09	5.38 / 1.03	0.71	0.27 ***
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 ***
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 ***
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 **
32. Tutoring services are readily available.	6.17	5.63 / 1.55	0.54	6.03	5.36 / 1.46	0.67	0.27 ***
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 ***
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 *
54. Bookstore staff are helpful.	6.12	5.78 / 1.39	0.34	5.96	5.49 / 1.44	0.47	0.29 ***
E)Academic Advising	6.50	5.36 / 1.44	1.14	6.38	5.33 / 1.36	1.05	0.03
6. My academic advisor is approachable.	6.56	5.53 / 1.68	1.03	6.45	5.47 / 1.68	0.98	0.06
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
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
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
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 ***
E)Registration Effectiveness	6.36	5.15 / 1.23	1.21	6.24	5.09 / 1.17	1.15	0.06
11. Billing policies are reasonable.	6.28	5.09 / 1.59	1.19	6.18	4.80 / 1.61	1.38	0.29 ***
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 *
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 *
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 ***
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 ***
E)Safety and Security	6.45	5.36 / 1.08	1.09	6.33	4.60 / 1.29	1.73	0.76 ***
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 ***
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 ***
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 ***
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 ***
E)Concern for the Individual	6.36	5.35 / 1.23	1.01	6.16	5.08 / 1.17	1.08	0.27 ***
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 ***
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
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 ***
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 ***
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 ***
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 ***
E)Service Excellence	6.22	5.28 / 1.18	0.94	6.07	5.04 / 1.10	1.03	0.24 ***

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 ***
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 ***
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 **
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 ***
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 *
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 ***
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
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
E Responsiveness to Diverse Populations		5.51 / 1.52			5.20 / 1.35		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 ***
E Campus Climate	6.31	5.44 / 1.19	0.87	6.15	5.17 / 1.09	0.98	0.27 ***
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 ***
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 ***
10. Administrators are approachable to students.	6.03	5.26 / 1.51	0.77	5.94	5.01 / 1.43	0.93	0.25 ***
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 ***
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
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 *
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 ***
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 ***
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 ***
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
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 ***
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 ***
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

National Group Means are based on 89408 records