

Scale	Importance	Satisfaction	SD	Gap	First Space3	Importance	Satisfaction	SD	Gap	First Space	Difference SS
Academic Advising/Counseling	6.48	5.97	1.2	0.51		6.37	5.69	1.37	0.68		0.28 ★★★
Academic Services	6.42	6.19	0.95	0.23		6.32	5.94	1.08	0.38		0.25 ★★★
Admissions and Financial Aid	6.49	5.95	1.16	0.54		6.31	5.66	1.28	0.65		0.29 ★★★
Campus Climate	6.37	5.83	1.12	0.54		6.25	5.74	1.14	0.51		0.09
Campus Support Services	6.21	5.94	1.2	0.27		5.98	5.54	1.31	0.44		0.4 ★★★
Concern for the Individual	6.41	5.79	1.24	0.62		6.3	5.66	1.28	0.64		0.13 ★
Instructional Effectiveness	6.48	5.9	1.1	0.58		6.37	5.78	1.14	0.59		0.12 ★
Registration Effectiveness	6.46	5.98	1.02	0.48		6.36	5.83	1.08	0.53		0.15 ★★★
Responsiveness to Diverse Populations		6.05	1.23				5.9	1.27			0.15 ★★
Safety and Security	6.49	6.18	0.98	0.31		6.32	5.71	1.18	0.61		0.47 ★★★
Service Excellence	6.35	5.88	1.1	0.47		6.23	5.73	1.14	0.5		0.15 ★★
Student Centeredness	6.39	5.88	1.18	0.51		6.26	5.79	1.2	0.47		0.09