



Student Satisfaction Inventory (SSI), 2007 Survey Results for St. John's College

Introduction

The Student Satisfaction Inventory (SSI), a standardized survey instrument from Noel-Levitz, is designed to measure students' satisfaction with a wide range of college experiences, programs, and services. It allows institutions to set priorities that are closely aligned with those of the students, pinpoint institutional strengths, and identify challenges in need of improvement.

The version of SSI administered at St. John's University in Spring 2007 is designed specifically for four-year colleges and universities. Three similar studies were conducted in 1997, 1999, and 2004. The survey consists of 73 standard items and 10 additional ones supplied by St. John's University. Each item is expressed as a statement of expectation. For each item, students are asked to rate both the level of importance (a scale of 1 to 7, with 1 as NOT IMPORTANT AT ALL and 7 as VERY IMPORTANT) and level of satisfaction (a scale of 1 to 7, with 1 as NOT SATISFIED AT ALL and 7 as VERY SATISFIED). The difference in the importance and satisfaction ratings is regarded as a performance gap.

In spring 2007, St. John's classes were randomly selected from the following three groups: 1) Undergraduates on Queens Campus (840 participants, 7% of student population), 2) Undergraduates on Staten Island (384, 19%), and 3) Graduate students of both Queens and SI campuses (385, 10%). For all the three groups and at both the University and college/school levels, the samples are fairly representative of student populations in terms of gender and ethnicity.

For St. John's College, the sample included 214 undergraduates on Queens Campus (8% of student population), 56 undergraduates on Staten Island (16%), and 74 graduate students of both Queens and SI campuses (7%).

This report highlights the survey results for St. John's College. Both strengths and challenges have been identified for the 2007 survey, and they are compared to the 2004 data. Strengths are the areas of high importance, high satisfaction, and small gaps. Challenges are the areas of high importance, low satisfaction, and large gaps, and they are the areas in need of improvement. (The Appendix provides the formulas used to identify strengths and challenges.)

This report consists of four parts. Part One, An Overview, highlights the results at the scale level (the 83 items are grouped into 12 scales with one scale having satisfaction ratings only) and the overall satisfaction; Part Two, Undergraduates on Queens Campus; Part Three, Undergraduates on Staten Island Campus; Part Four, Graduate Students on Both Queens and Staten Island Campuses. The Appendix provides the survey results on the scale level and also for each item in the survey.

Part One: An Overview

For undergraduates on Queens Campus, importance ratings decreased slightly from 2004 to 2007, while satisfaction ratings increased slightly, resulting in smaller performance gaps for the majority of the 12 scales, especially for Safety and Security.

For undergraduate students on Staten Island Campus, importance ratings also decreased slightly for some of the scales from 2004 to 2007, while all the satisfaction ratings increased, especially for Safety and Security, and for Student Centeredness.

For graduate students on both Queens and Staten Island campuses, both importance and satisfaction increased slightly, and again especially for Safety and Security.

The overall satisfaction rating, one of St. John's institutional success measures showed a slight increase for Queens undergraduate students (4.4 in 2004 to 4.6 in 2007), stayed the same for SI undergraduate students (4.7) and for graduate students on both campuses (5.1).

Part Two: Undergraduates on Queens Campus

I. Strengths

The following areas have been identified as strengths by the 2007 survey, and they are compared with the 2004 data (the table is sorted by the last column: the change in satisfaction ratings from 2004 to 2007).

| Survey Item (Items with satisfaction ratings in BLUE are strengths) | Importance | | | Satisfaction | | |
|--|------------|------|--------|--------------|------------|--------|
| | 2004 | 2007 | 07- 04 | 2004 | 2007 | 07- 04 |
| 80. I use my campus email account regularly. | 5.2 | 6.2 | 1.1 | 4.7 | 5.6 | 1.0 |
| 51. This institution has a good reputation within the community. | 6.3 | 6.2 | -0.1 | 4.8 | 5.1 | 0.3 |
| 7. The campus is safe and secure for all students. | 6.5 | 6.4 | -0.1 | 5.1 | 5.4 | 0.3 |
| 33. My academic advisor is knowledgeable about requirements in my major. | 6.7 | 6.5 | -0.2 | 4.8 | 5.1 | 0.3 |
| 81. (2007) The use of technology in the classroom is adequate. (2004) The use of technology by faculty in the classroom has been helpful to me. | 5.7 | 6.2 | 0.5 | 5.0 | 5.3 | 0.3 |
| 26. Computer labs are adequate and accessible. | 6.4 | 6.2 | -0.2 | 4.7 | 5.0 | 0.3 |
| 6. My academic advisor is approachable. | 6.6 | 6.3 | -0.2 | 4.9 | 5.1 | 0.2 |
| 72. On the whole, the campus is well-maintained. | 6.2 | 6.3 | 0.1 | 5.0 | 5.2 | 0.2 |
| 79. St. John's Central is easy and convenient to use. | 6.2 | 6.4 | 0.2 | 5.3 | 5.4 | 0.1 |
| 68. Nearly all of the faculty are knowledgeable in their field. | 6.5 | 6.4 | -0.1 | 5.1 | 5.1 | 0.0 |
| 69. There is a good variety of courses provided on this campus. | 6.5 | 6.4 | -0.1 | 5.0 | 5.0 | 0.0 |
| 65. Faculty are usually available after class and during office hours. | 6.4 | 6.3 | -0.1 | 5.2 | 5.2 | 0.0 |
| 75. I have been able to socialize with other students on campus. | 6.1 | 6.2 | 0.2 | 5.2 | 5.2 | -0.1 |

As indicated in the above table, the importance rating on using the campus email increased from 5.2 to 6.2, and so did the satisfaction ratings, from 4.7 to 5.6. Both

important and satisfaction ratings also increased for the use of technology in the classroom.

II. Challenges

The following areas have been identified as challenges by the 2007 survey, and they are compared with the 2004 data.

| Survey Item (Items with satisfaction ratings in Red are challenges.) | Importance | | | Satisfaction | | |
|---|------------|------|--------|--------------|------------|--------|
| | 2004 | 2007 | 07- 04 | 2004 | 2007 | 07- 04 |
| 57. I seldom get the “run-around” when seeking information on this campus. | 6.2 | 6.2 | 0.0 | 3.3 | 3.6 | 0.3 |
| 19. My academic advisor helps me set goals to work toward. | 6.3 | 6.2 | -0.1 | 4.2 | 4.4 | 0.2 |
| 47. Faculty provide timely feedback about student progress in a course. | 6.3 | 6.2 | -0.1 | 4.3 | 4.5 | 0.2 |
| 71. Channels for expressing student complaint are readily available. | 6.1 | 6.1 | 0.0 | 3.8 | 4.0 | 0.2 |
| 66. Tuition paid is a worthwhile investment. | 6.5 | 6.4 | -0.2 | 3.7 | 3.8 | 0.1 |
| 41. There is a commitment to academic excellence on this campus. | 6.4 | 6.3 | 0.0 | 4.4 | 4.5 | 0.1 |
| 73. Student activities fees are put to good use. | 6.1 | 6.1 | 0.0 | 3.8 | 3.8 | 0.0 |
| 59. This institution shows concern for students as individuals. | 6.4 | 6.3 | -0.1 | 4.2 | 4.2 | 0.0 |
| 34. I am able to register for classes I need with few conflicts. | 6.7 | 6.5 | -0.2 | 4.4 | 4.4 | 0.0 |
| 5. Financial aid counselors are helpful. | 6.2 | 6.1 | -0.1 | 4.2 | 4.2 | 0.0 |
| 11. Billing policies are reasonable. | 6.4 | 6.2 | -0.2 | 3.6 | 3.6 | 0.0 |
| 17. Adequate financial aid is available for most students. | 6.5 | 6.4 | -0.1 | 4.1 | 4.1 | 0.0 |
| 12. Financial aid awards are announced to students in time to be helpful in college planning. | 6.4 | 6.3 | 0.0 | 4.3 | 4.0 | -0.2 |
| 49. There are adequate services to help me decide upon a career. | 6.4 | 6.2 | -0.2 | 4.7 | 4.3 | -0.4 |
| 38. There is an adequate selection of food available in the cafeteria. | 6.0 | 6.1 | 0.1 | 4.1 | 3.5 | -0.6 |
| 77. There is a variety of internship opportunities for students. (2007 only) | | 6.1 | | | 4.1 | |

As revealed in the above table, the majority of the challenges identified in 2004 remained to be challenges in 2007. However, some improvement has been made in getting the run-around and in several other areas, while satisfaction ratings decreased for the food in the cafeteria (from 4.1 in 2004 to 3.5 in 2007), and for services to help students decide upon a career (from 4.7 to 4.3).

III. Areas with a Significant Increase in Satisfaction

There was a significant increase in satisfaction ratings for the following areas.

| Survey Item (Items with satisfaction ratings in Red are challenges.) | Importance | | | Satisfaction | | |
|--|------------|------|--------|--------------|------|--------|
| | 2004 | 2007 | 07- 04 | 2004 | 2007 | 07- 04 |
| 62. There is a strong commitment to racial harmony on this campus. | 6.1 | 6.1 | 0.0 | 4.5 | 4.9 | 0.4 |
| 29. It is an enjoyable experience to be a student on this campus. | 6.4 | 6.2 | -0.1 | 4.3 | 4.6 | 0.3 |
| 36. Security staff respond quickly in emergencies. | 6.4 | 6.1 | -0.2 | 4.4 | 4.7 | 0.3 |
| 21. The amount of student parking space on campus is adequate. | 5.8 | 5.7 | -0.1 | 2.8 | 3.1 | 0.3 |
| 1. Most students feel a sense of belonging here. | 5.6 | 5.5 | 0.0 | 4.3 | 4.5 | 0.3 |
| 2. The campus staff are caring and helpful. | 6.3 | 6.2 | -0.2 | 4.4 | 4.7 | 0.3 |

| | | | | | | |
|---|-----|-----|------|------------|-----|-----|
| 9. A variety of intramural activities are offered. | 4.9 | 5.2 | 0.3 | 4.4 | 4.6 | 0.3 |
| 31. Males and females have equal opportunities to participate in intercollegiate athletics. | 5.4 | 5.5 | 0.1 | 4.5 | 4.8 | 0.3 |
| 24. The intercollegiate athletic programs contribute to a strong sense of school spirit. | 5.1 | 5.2 | 0.0 | 3.9 | 4.2 | 0.3 |
| 83. I have found places on campus to study or work in groups. | 5.9 | 6.1 | 0.2 | 4.8 | 5.1 | 0.3 |
| 3. Faculty care about me as an individual. | 6.2 | 6.1 | -0.1 | 4.3 | 4.6 | 0.3 |
| 25. Faculty are fair and unbiased in their treatment of individual students. | 6.6 | 6.4 | -0.1 | 4.4 | 4.7 | 0.3 |

IV. Areas with a Significant Decrease in Satisfaction

There was a significant decrease in satisfaction ratings for the following areas.

| Survey Item (Items with satisfaction ratings in Red are challenges.) | Importance | | | Satisfaction | | |
|--|------------|------|--------|--------------|------|--------|
| | 2004 | 2007 | 07- 04 | 2004 | 2007 | 07- 04 |
| 50. Class change (drop/add) policies are reasonable. | 6.3 | 6.2 | -0.2 | 5.1 | 4.8 | -0.3 |
| 40. Residence hall regulations are reasonable. | 5.5 | 5.7 | 0.2 | 3.6 | 3.1 | -0.5 |
| 54. Bookstore staff are helpful. | 5.9 | 5.9 | 0.0 | 5.2 | 4.6 | -0.5 |

Part Three: Undergraduate Students on Staten Island Campus

I. Strengths

The following areas have been identified as strengths by the 2007 survey, and they are compared with the 2004 data (the table is sorted by the last column: the change in satisfaction ratings from 2004 to 2007).

| Survey Item (Items with satisfaction ratings in BLUE are strengths) | Importance | | | Satisfaction | | |
|---|------------|------|--------|--------------|------------|--------|
| | 2004 | 2007 | 07- 04 | 2004 | 2007 | 07- 04 |
| 26. Computer labs are adequate and accessible. | 6.2 | 6.1 | -0.1 | 5.0 | 5.6 | 0.5 |
| 79. St. John's Central is easy and convenient to use. | 6.3 | 6.3 | 0.0 | 5.0 | 5.5 | 0.5 |
| 8. The content of the courses within my major is valuable. | 6.6 | 6.4 | -0.2 | 5.2 | 5.6 | 0.4 |
| 47. Faculty provide timely feedback about student progress in a course. | 6.2 | 6.0 | -0.1 | 4.8 | 5.2 | 0.4 |
| 51. This institution has a good reputation within the community. | 6.2 | 6.1 | -0.1 | 5.1 | 5.4 | 0.3 |
| 6. My academic advisor is approachable. | 6.5 | 6.4 | -0.2 | 5.5 | 5.7 | 0.2 |
| 32. Tutoring services are readily available. | 6.0 | 6.1 | 0.1 | 5.2 | 5.4 | 0.2 |
| 75. I have been able to socialize with other students on campus. | 6.3 | 6.0 | -0.3 | 5.0 | 5.1 | 0.1 |
| 50. Class change (drop/add) policies are reasonable. | 6.3 | 6.1 | -0.3 | 5.2 | 5.3 | 0.1 |
| 7. The campus is safe and secure for all students. | 6.4 | 6.4 | -0.1 | 5.5 | 5.6 | 0.0 |

As indicated in the above table, the satisfaction ratings for all the strengths increased from 2004 to 2007, especially for computer labs (an increase of 0.5), St. John's Central (0.5), the content of courses in the major (0.4), and timely feedback from faculty (0.4).

II. Challenges

The following areas have been identified as challenges by the 2007 survey, and they are compared with the 2004 data.

| Survey Item (Items with satisfaction ratings in Red are challenges.) | Importance | | | Satisfaction | | |
|---|------------|------|--------|--------------|------------|--------|
| | 2004 | 2007 | 07- 04 | 2004 | 2007 | 07- 04 |
| 21. The amount of student parking space on campus is adequate. | 6.1 | 6.0 | -0.1 | 2.8 | 3.9 | 1.2 |
| 11. Billing policies are reasonable. | 6.0 | 6.1 | 0.1 | 4.0 | 4.3 | 0.3 |
| 57. I seldom get the "run-around" when seeking information on this campus. | 6.0 | 5.9 | -0.1 | 3.8 | 4.1 | 0.3 |
| 66. Tuition paid is a worthwhile investment. | 6.3 | 6.2 | -0.1 | 4.1 | 4.4 | 0.3 |
| 34. I am able to register for classes I need with few conflicts. | 6.6 | 6.3 | -0.3 | 4.6 | 4.8 | 0.3 |
| 12. Financial aid awards are announced to students in time to be helpful in college planning. | 6.0 | 6.0 | 0.1 | 4.4 | 4.7 | 0.3 |
| 73. Student activities fees are put to good use. | 6.1 | 5.9 | -0.2 | 4.0 | 4.3 | 0.3 |
| 29. It is an enjoyable experience to be a student on this campus. | 6.2 | 6.3 | 0.1 | 4.6 | 4.9 | 0.3 |
| 17. Adequate financial aid is available for most students. | 6.3 | 6.1 | -0.2 | 4.5 | 4.6 | 0.2 |
| 38. There is an adequate selection of food available in the cafeteria. | 5.5 | 5.8 | 0.3 | 4.1 | 4.2 | 0.1 |
| 71. Channels for expressing student complaint are readily available. | 6.0 | 5.9 | -0.1 | 4.3 | 4.4 | 0.1 |
| 69. There is a good variety of courses provided on this campus. | 6.3 | 6.2 | 0.0 | 4.3 | 4.3 | 0.1 |
| 55. Major requirements are clear and reasonable. | 6.5 | 6.2 | -0.3 | 4.8 | 4.8 | 0.0 |
| 53. Faculty taking into consideration student differences as they teach a course. | 6.0 | 6.1 | 0.2 | 4.8 | 4.7 | -0.1 |
| 41. There is a commitment to academic excellence on this campus. | 6.3 | 6.1 | -0.1 | 4.8 | 4.7 | -0.1 |
| 77. There is a variety of internship opportunities for students. (2007 only) | | 6.1 | | | 4.5 | |

As revealed in the above table, satisfaction ratings for the majority of the challenges increased from 2004 to 2007, especially for student parking space (from 2.8 to 3.9). However, there is still room for further improvement.

III. Areas with a Significant Increase in Satisfaction

There was a significant increase in satisfaction ratings for the following areas.

| Survey Item (Items with satisfaction ratings in Blue are strengths, and in Red are challenges.) | Importance | | | Satisfaction | | |
|---|------------|------|--------|--------------|------|--------|
| | 2004 | 2007 | 07- 04 | 2004 | 2007 | 07- 04 |
| 80. I use my campus email account regularly. | 5.2 | 5.8 | 0.6 | 4.6 | 5.5 | 0.9 |
| 54. Bookstore staff are helpful. | 5.8 | 5.7 | -0.1 | 4.7 | 5.4 | 0.7 |
| 78. I have found the Public Safety staff helpful and approachable. | 6.1 | 5.7 | -0.4 | 4.6 | 5.2 | 0.6 |
| 72. On the whole, the campus is well-maintained. | 6.2 | 5.9 | -0.3 | 4.7 | 5.3 | 0.5 |
| 40. Residence hall regulations are reasonable. | 5.4 | 5.4 | 0.0 | 4.2 | 4.7 | 0.5 |
| 23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air conditioning, telephones, etc.). | 5.5 | 5.7 | 0.2 | 4.0 | 4.4 | 0.5 |

| | | | | | | |
|--|-----|-----|------|-----|-----|-----|
| 45. Students are made to feel welcome on this campus. | 6.1 | 6.1 | 0.0 | 4.6 | 5.1 | 0.4 |
| 2. The campus staff are caring and helpful. | 6.2 | 5.9 | -0.3 | 5.1 | 5.5 | 0.4 |
| 25. Faculty are fair and unbiased in their treatment of individual students. | 6.4 | 6.2 | -0.3 | 4.8 | 5.2 | 0.4 |
| 1. Most students feel a sense of belonging here. | 5.7 | 5.5 | -0.2 | 4.4 | 4.8 | 0.4 |
| 42. There are a sufficient number of weekend activities for students. | 4.9 | 5.3 | 0.4 | 4.1 | 4.5 | 0.4 |
| 22. Counseling staff care about students as individual. | 6.1 | 5.9 | -0.1 | 4.5 | 4.9 | 0.4 |
| 15. The staff in the health services area are competent. | 5.8 | 5.7 | 0.0 | 4.7 | 5.1 | 0.4 |
| 10. Administrators are approachable to students. | 6.1 | 6.1 | 0.0 | 4.9 | 5.2 | 0.4 |

IV. Areas with a Significant Decrease in Satisfaction

There were no areas with a significant decrease in satisfaction ratings from 2004 to 2007.

Part Four: Graduate Students on Both Queens & Staten Island Campuses

I. Strengths

The following areas have been identified as strengths by the 2007 survey, and they are compared with the 2004 data (the table is sorted by the last column: the change in satisfaction ratings from 2004 to 2007).

| Survey Item (Items with satisfaction ratings in BLUE are strengths) | Importance | | | Satisfaction | | |
|--|------------|------|-------|--------------|------|-------|
| | 2004 | 2007 | 07-04 | 2004 | 2007 | 07-04 |
| 82. There are enough classes offered after 2 p.m. on weekdays here. | 5.6 | 6.3 | 0.7 | 4.9 | 5.7 | 0.8 |
| 79. St. John's Central is easy and convenient to use. | 6.1 | 6.4 | 0.3 | 4.9 | 5.6 | 0.7 |
| 72. On the whole, the campus is well-maintained. | 6.2 | 6.3 | 0.1 | 5.1 | 5.6 | 0.5 |
| 6. My academic advisor is approachable. | 6.6 | 6.7 | 0.1 | 5.4 | 5.7 | 0.2 |
| 39. I am able to experience intellectual growth here. | 6.7 | 6.6 | -0.1 | 5.3 | 5.5 | 0.2 |
| 81. (2007) The use of technology in the classroom is adequate. (2004) The use of technology by faculty in the classroom has been helpful to me. | 5.7 | 6.3 | 0.5 | 5.2 | 5.3 | 0.2 |
| 65. Faculty are usually available after class and during office hours. | 6.4 | 6.5 | 0.1 | 5.4 | 5.5 | 0.1 |
| 68. Nearly all of the faculty are knowledgeable in their field. | 6.7 | 6.7 | 0.0 | 5.6 | 5.7 | 0.1 |
| 14. My academic advisor is concerned about my success as an individual. | 6.4 | 6.6 | 0.2 | 5.4 | 5.5 | 0.1 |
| 58. The quality of instruction I receive in most of my classes is excellent. | 6.7 | 6.5 | -0.2 | 5.5 | 5.6 | 0.1 |
| 3. Faculty care about me as an individual. | 6.3 | 6.3 | -0.1 | 5.3 | 5.3 | -0.1 |
| 33. My academic advisor is knowledgeable about requirements in my major. | 6.7 | 6.6 | 0.0 | 5.8 | 5.7 | -0.1 |

As indicated in the above table, both importance and satisfaction ratings increased for the availability of classes after 2 p.m. and for St. John's Central. Also, satisfaction ratings increased by 0.5 for the campus maintenance.

II. Challenges

The following areas have been identified as challenges by the 2007 survey, and they are compared with the 2004 data.

| Survey Item (Items with satisfaction ratings in Red are challenges.) | Importance | | | Satisfaction | | |
|---|------------|------|--------|--------------|------|--------|
| | 2004 | 2007 | 07- 04 | 2004 | 2007 | 07- 04 |
| 27. The personnel involved in registration are helpful. | 6.2 | 6.4 | 0.1 | 4.7 | 4.9 | 0.2 |
| 11. Billing policies are reasonable. | 6.4 | 6.2 | -0.2 | 4.2 | 4.3 | 0.1 |
| 74. I have found quiet places to study on campus. | 6.2 | 6.3 | 0.1 | 4.5 | 4.6 | 0.1 |
| 57. I seldom get the "run-around" when seeking information on this campus. | 6.3 | 6.2 | -0.1 | 3.9 | 4.0 | 0.1 |
| 18. Library resources and services are adequate. | 6.5 | 6.4 | -0.2 | 4.8 | 4.8 | 0.0 |
| 59. This institution shows concern for students as individuals. | 6.3 | 6.3 | 0.0 | 4.9 | 4.8 | 0.0 |
| 28. Parking lots are well-lighted and secure. | 6.4 | 6.2 | -0.1 | 4.7 | 4.6 | -0.1 |
| 73. Student activities fees are put to good use. | 6.0 | 6.1 | 0.2 | 4.0 | 3.9 | -0.1 |
| 49. There are adequate services to help me decide upon a career. | 5.8 | 6.5 | 0.6 | 4.6 | 4.5 | -0.1 |
| 5. Financial aid counselors are helpful. | 6.0 | 6.2 | 0.2 | 4.5 | 4.3 | -0.2 |
| 66. Tuition paid is a worthwhile investment. | 6.5 | 6.5 | 0.0 | 4.7 | 4.5 | -0.2 |
| 71. Channels for expressing student complaint are readily available. | 6.1 | 6.3 | 0.2 | 4.1 | 3.8 | -0.3 |
| 20. The business office is open during hours which are convenient for most students. | 5.9 | 6.0 | 0.1 | 4.5 | 4.1 | -0.4 |
| 12. Financial aid awards are announced to students in time to be helpful in college planning. | 6.1 | 6.3 | 0.2 | 4.5 | 4.1 | -0.4 |
| 17. Adequate financial aid is available for most students. | 6.3 | 6.3 | 0.0 | 4.4 | 4.0 | -0.5 |
| 77. There is a variety of internship opportunities for students. (2007 only) | | 6.0 | | | 4.2 | |

As revealed in the above table, the satisfaction ratings decreased from 2004 to 2007 for most of the challenges, especially for the office hours of the business office (from 4.5 to 4.1) and for the availability of financial aid (from 4.4 to 4.0) and the timing of financial awards announcement (from 4.5 to 4.1).

III. Areas with a Significant Increase in Satisfaction

There was a significant increase in satisfaction ratings for the following areas.

| Survey Item (Items with satisfaction ratings in Red are challenges.) | Importance | | | Satisfaction | | |
|--|------------|------|--------|--------------|------|--------|
| | 2004 | 2007 | 07- 04 | 2004 | 2007 | 07- 04 |
| 80. I use my campus email account regularly. | 4.8 | 5.9 | 1.1 | 4.4 | 5.5 | 1.2 |
| 21. The amount of student parking space on campus is adequate. | 6.0 | 5.9 | -0.1 | 3.3 | 3.9 | 0.7 |
| 61. Adjunct faculty are competent as classroom instructors. | 6.2 | 6.2 | 0.1 | 4.7 | 5.3 | 0.6 |
| 23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air conditioning, telephones, etc.). | 5.1 | 4.7 | -0.5 | 4.0 | 4.6 | 0.6 |
| 31. Males and females have equal opportunities to participate in intercollegiate athletics. | 5.1 | 5.3 | 0.3 | 4.5 | 5.0 | 0.5 |

| | | | | | | |
|--|-----|-----|-----|-----|-----|-----|
| 62. There is a strong commitment to racial harmony on this campus. | 6.0 | 6.2 | 0.2 | 4.8 | 5.3 | 0.5 |
| 54. Bookstore staff are helpful. | 5.9 | 6.2 | 0.3 | 4.7 | 5.2 | 0.5 |

IV. Areas with a Significant Decrease in Satisfaction

There was a significant decrease in satisfaction ratings for the following areas.

| Survey Item | Importance | | | Satisfaction | | |
|--|------------|------|--------|--------------|------|--------|
| | 2004 | 2007 | 07- 04 | 2004 | 2007 | 07- 04 |
| 32. Tutoring services are readily available. | 5.3 | 5.6 | 0.3 | 5.0 | 4.7 | -0.3 |
| 56. The student handbook provides helpful information about campus life. | 5.9 | 6.1 | 0.2 | 5.2 | 4.8 | -0.3 |