Table: _____
A means comparison of SSI items (all means are for student satisfaction)

Scale	Item No	Item	All USF Mean n=1180	All National Mean	Sig.	USF Freshmen Only Mean n=220	USF Sophomore Only Mean n=205	USF Junior Only Mean n=289	USF Senior Only Mean n=396
Student Centeredness			**5.37**	**5.22**	**0.15*** **				
1	001	Most students feel a sense of belonging here.	5.12	5.11	0.01ns	4.89	5.14	5.15	5.19
1	002	The campus staff are caring and helpful.	5.55	5.37	0.18***	5.39	5.50	5.57	5.70
1	010	Administrators are approachable to students.	5.15	5.03	0.12**	5.04	5.22	5.10	5.23
1	029	It is an enjoyable experience to be a student on this campus.	5.48	5.26	0.22***	5.18	5.40	5.60	5.56
1	045	Students are made to feel welcome on this campus.	5.50	5.37	0.13**	5.29	5.42	5.54	5.59
1	059	This institution shows concern for students as individuals.	5.43	5.16	0.27***	5.18	5.26	5.57	5.57
Campus Life			**4.89**	**4.75**	**0.14*** **				
2	009	A variety of intramural activities are offered.	5.04	4.73	0.31***	4.99	5.11	4.98	5.11
2	023	Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air conditioning, telephones, etc.).	4.41	4.50	-0.09ns	4.27	4.39	4.60	4.44
2	024	The intercollegiate athletic programs contribute to a strong sense of school spirit.	4.06	4.32	-0.26***	4.05	4.09	4.07	4.01
2	030	Residence hall staff are concerned about me as an individual.	4.71	4.82	-0.11ns	4.68	4.47	4.82	4.80
2	031	Males and females have equal opportunities to participate in intercollegiate athletics.	5.45	5.14	0.31***	5.27	5.44	5.47	5.62
2	038	There is an adequate selection of food available in the cafeteria.	4.23	4.07	0.16**	3.86	4.25	4.45	4.18
2	040	Residence hall regulations are reasonable.	4.63	4.56	0.07ns	4.11	4.71	5.01	4.64
2	042	There are a sufficient number of weekend activities for students.	4.56	4.34	0.22***	4.33	4.34	4.83	4.68
2	046	I can easily get involved in campus organizations.	5.27	5.15	0.12*	5.16	5.23	5.37	5.28
2	052	The student center is a comfortable place for students to spend their leisure time.	4.93	4.82	0.11ns	5.05	4.75	4.92	4.95
2	056	The student handbook provides helpful information about campus life.	5.18	5.09	0.09ns	5.16	5.23	5.08	5.21
2	063	Student disciplinary procedures are fair.	5.28	4.97	0.31***	5.01	5.40	5.45	5.16
2	064	New student orientation services help students adjust to college.	5.21	5.04	0.17***	4.84	5.22	5.33	5.35
2	067	Freedom of expression is protected on campus.	5.64	5.07	0.57***	5.64	5.44	5.69	5.73
2	073	Student activities fees are put to good use.	4.56	4.49	0.07ns	4.56	4.27	4.64	4.77

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Instructional Effectiveness			**5.51**	**5.29**	**0.22*** **				
3	003	Faculty care about me as an individual.	5.57	5.31	0.26***	5.23	5.57	5.66	5.74
3	008	The content of the courses within my major is valuable.	5.61	5.50	0.11**	5.52	5.58	5.67	5.62
3	016	The instruction in my major field is excellent.	5.55	5.44	0.11**	5.22	5.50	5.66	5.66
3	025	Faculty are fair and unbiased in their treatment of individual students.	5.41	5.13	0.28***	5.38	5.35	5.37	5.51
3	039	I am able to experience intellectual growth here.	5.71	5.46	0.25***	5.44	5.70	5.79	5.73
3	041	There is a commitment to academic excellence on this campus.	5.43	5.37	0.06ns	5.24	5.45	5.40	5.52
3	047	Faculty provide timely feedback about student progress in a course.	5.27	5.05	0.22***	5.04	5.30	5.30	5.40
3	053	Faculty take into consideration student differences as they teach a course.	5.19	4.96	0.23***	4.97	5.06	5.27	5.28
3	058	The quality of instruction I receive in most of my classes is excellent.	5.54	5.38	0.16***	5.35	5.49	5.62	5.61
3	061	Adjunct faculty are competent as classroom instructors.	5.47	5.13	0.34***	5.29	5.43	5.48	5.53
3	065	Faculty are usually available after class and during office hours.	5.83	5.49	0.34***	5.63	5.84	5.86	5.97
3	068	Nearly all of the faculty are knowledgeable in their field.	5.85	5.67	0.18***	5.72	5.77	5.89	5.92
3	069	There is a good variety of courses provided on this campus.	5.38	5.16	0.22***	5.30	5.33	5.38	5.41
3	070	Graduate teaching assistants are competent as classroom instructors.	5.23	4.92	0.31***	4.97	5.05	5.35	5.50
Recruitment and Financial Aid Effectiveness			**4.96**	**4.88**	**0.08***				
4	004	Admissions staff are knowledgeable.	5.25	5.14	0.11*	5.07	5.32	5.23	5.31
4	005	Financial aid counselors are helpful.	4.86	4.89	-0.03ns	4.43	4.87	5.04	4.98
4	012	Financial aid awards are announced to students in time to be helpful in college planning.	4.88	4.75	0.13*	4.48	4.90	5.15	4.85
4	017	Adequate financial aid is available for most students.	4.50	4.68	-0.18***	4.13	4.30	4.84	4.54
4	043	Admissions counselors respond to prospective students' unique needs and requests.	5.18	5.00	0.18***	4.97	5.14	5.23	5.29
4	048	Admissions counselors accurately portray the campus in their recruiting practices.	5.40	4.84	0.20***	4.75	5.11	5.06	5.15

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Campus Support Services			**5.57**	**5.21**	**0.36*** **				
5	013	Library staff are helpful and approachable.	5.79	5.40	0.39***	5.60	5.83	5.82	5.86
5	018	Library resources and services are adequate.	5.79	5.22	0.57***	5.70	5.83	5.83	5.81
5	026	Computer labs are adequate and accessible.	5.73	5.27	0.46***	5.72	5.72	5.67	5.84
5	032	Tutoring services are readily available.	5.53	5.23	0.30***	5.44	5.30	5.50	5.99
5	044	Academic support services adequately meet the needs of students.	5.32	5.04	0.28***	5.13	5.25	5.30	5.54
5	049	There are adequate services to help me decide upon a career.	5.16	4.99	0.17***	5.09	5.18	4.92	5.52
5	054	Bookstore staff are helpful.	5.56	5.31	0.25***	5.53	5.46	5.52	5.72
Academic Advising Effectiveness			**5.30**	**5.26**	**0.04ns**				
6	006	My academic advisor is approachable.	5.33	5.48	-0.15**	4.92	5.38	5.39	5.50
6	014	My academic advisor is concerned about my success as an individual.	5.18	5.21	-0.03ns	4.81	5.22	5.22	5.39
6	019	My academic advisor helps me set goals to work toward.	4.82	4.78	0.04ns	4.44	4.81	4.93	5.07
6	033	My academic advisor is knowledgeable about requirements in my major.	5.50	5.45	0.05ns	5.29	5.53	5.49	5.58
6	055	Major requirements are clear and reasonable.	5.66	5.38	0.28***	5.52	5.61	5.66	5.76
Registration Effectiveness			**5.10**	**4.95**	**0.15*** **				
7	011	Billing policies are reasonable.	4.45	4.46	-0.01ns	3.98	4.46	4.72	4.33
7	020	The business office is open during hours which are convenient for most students.	5.29	5.02	0.27***	5.22	5.31	5.26	5.40
7	027	The personnel involved in registration are helpful.	5.29	5.20	0.09*	5.13	5.32	5.28	5.38
7	034	I am able to register for classes I need with few conflicts.	5.05	4.89	0.16**	4.50	4.96	5.40	5.01
7	050	Class change (drop/add) policies are reasonable.	5.50	5.19	0.31***	5.27	5.57	5.49	5.63
Safety and Security			**4.44**	**4.69**	**-0.25*** **				
8	007	The campus is safe and secure for all students.	5.24	5.46	-0.22***	5.39	5.12	5.21	5.31
8	021	The amount of student parking space on campus is adequate.	2.92	3.63	-0.71***	2.62	2.82	3.08	2.63
8	028	Parking lots are well-lighted and secure.	4.74	4.83	-0.09ns	4.81	4.56	4.81	4.65
8	036	Security staff respond quickly in emergencies.	4.78	4.79	-0.01ns	4.96	4.59	4.74	4.93

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Concern for the Individual			**5.27**	**5.11**	**0.16*** **				
9	003	Faculty care about me as an individual.	5.57	5.31	0.26***	5.23	5.57	5.66	5.74
9	014	My academic advisor is concerned about my success as an individual.	5.18	5.21	-0.03ns	4.81	5.22	5.22	5.39
9	022	Counseling staff care about students as individuals.	5.06	4.92	0.14**	4.79	5.08	5.03	5.26
9	025	Faculty are fair and unbiased in their treatment of individual students.	5.41	5.13	0.28***	5.38	5.35	5.37	5.51
9	030	Residence hall staff are concerned about me as an individual.	4.71	4.82	-0.11ns	4.68	4.47	4.82	4.80
9	059	This institution shows concern for students as individuals.	5.43	5.16	0.27***	5.18	5.26	5.57	5.57
Service Excellence			**5.16**	**4.98**	**0.18*** **				
10	002	The campus staff are caring and helpful.	5.55	5.37	0.18***	5.39	5.50	5.57	5.70
10	013	Library staff are helpful and approachable.	5.79	5.40	0.39***	5.60	5.83	5.82	5.86
10	015	The staff in the health services area are competent.	4.74	4.78	-0.04ns	4.83	4.65	4.74	4.67
10	022	Counseling staff care about students as individuals.	5.06	4.92	0.14**	4.79	5.08	5.03	5.26
10	027	The personnel involved in registration are helpful.	5.29	5.20	0.09*	5.13	5.32	5.28	5.38
10	057	I seldom get the 'run-around' when seeking information on this campus.	4.62	4.56	0.06ns	4.40	4.65	4.67	4.57
10	060	I generally know what's happening on campus.	5.20	4.94	0.26***	4.95	5.25	5.23	5.31
10	071	Channels for expressing student complaints are readily available.	4.77	4.59	0.18***	4.75	4.56	4.74	5.03
Responsiveness to Diverse Populations			**5.33**	**5.00**	**0.33*** **				
11	084	Satisfaction that campus demonstrates commitment to Part-time students	5.32	4.98	0.34***	4.92	5.35	5.43	5.25
11	085	Satisfaction that campus demonstrates commitment to Evening students	5.43	4.97	0.46***	4.96	5.45	5.56	5.20
11	086	Satisfaction that campus demonstrates commitment to Older, returning learners	5.62	5.11	0.51***	5.23	5.63	5.69	5.56
11	087	Satisfaction that campus demonstrates commitment to Under-represented populations	5.52	4.99	0.53***	5.21	5.38	5.60	5.74
11	088	Satisfaction that campus demonstrates commitment to Commuters	4.67	4.88	-0.21***	4.80	4.43	4.71	4.53
11	089	Satisfaction that campus demonstrates commitment to Students with disabilities	5.54	5.05	0.49***	5.15	5.52	5.58	5.92

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Campus Climate			**5.30**	**5.13**	**0.17*** **				
12	001	Most students feel a sense of belonging here.	5.12	5.11	0.01ns	4.89	5.14	5.15	5.19
12	002	The campus staff are caring and helpful.	5.55	5.37	0.18***	5.39	5.50	5.57	5.70
12	003	Faculty care about me as an individual.	5.57	5.31	0.26***	5.23	5.57	5.66	5.74
12	007	The campus is safe and secure for all students.	5.24	5.46	-0.22***	5.39	5.12	5.21	5.31
12	010	Administrators are approachable to students.	5.15	5.03	0.12**	5.04	5.22	5.10	5.23
12	029	It is an enjoyable experience to be a student on this campus.	5.48	5.26	0.22***	5.18	5.40	5.60	5.56
12	037	I feel a sense of pride about my campus.	5.24	5.02	0.22***	5.01	5.11	5.37	5.21
12	041	There is a commitment to academic excellence on this campus.	5.43	5.37	0.06ns	5.24	5.45	5.40	5.52
12	045	Students are made to feel welcome on this campus.	5.50	5.37	0.13**	5.29	5.42	5.54	5.59
12	051	This institution has a good reputation within the community.	5.82	5.47	0.35***	5.67	5.81	5.83	5.84
12	057	I seldom get the 'run-around' when seeking information on this campus.	4.62	4.56	0.06ns	4.40	4.65	4.67	4.57
12	059	This institution shows concern for students as individuals.	5.43	5.16	0.27***	5.18	5.26	5.57	5.57
12	060	I generally know what's happening on campus.	5.20	4.94	0.26***	4.95	5.25	5.23	5.31
12	062	There is a strong commitment to racial harmony on this campus.	5.76	5.25	0.51***	5.66	5.72	5.74	5.95
12	066	Tuition paid is a worthwhile investment.	4.55	4.71	-0.16**	4.15	4.46	4.81	4.36
12	067	Freedom of expression is protected on campus.	5.64	5.07	0.57***	5.64	5.44	5.69	5.73
12	071	Channels for expressing student complaints are readily available.	4.77	4.59	0.18***	4.75	4.56	4.74	5.03

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Un-scaled Items									
NS	035	The assessment and course placement procedures are reasonable.	5.30	5.08	0.22***	5.05	5.29	5.42	5.34
NS	072	On the whole, the campus is well-maintained.	5.88	5.54	0.34***	5.69	5.93	5.95	5.82
NS	074	The staff at the ITS help desk are helpful.	5.44	-	-	5.44	5.42	5.27	5.68
NS	075	One-Stop services adequately serve my needs.	5.62	-	-	5.49	5.63	5.52	5.95
NS	076	Campus Ministry meets my spiritual and religious needs.	5.21	-	-	5.23	5.18	5.10	5.43
NS	077	Career Services Center is helpful in planning my professional life.	5.09	-	-	5.02	5.09	4.96	5.36
NS	078	The learning Center services have been helpful to me.	5.52	-	-	5.31	5.45	5.54	5.77
NS	079	The Writing Center has been helpful in my writing projects.	5.43	-	-	5.34	5.25	5.49	5.70
NS	080	The offerings in the bookstore are adequate.	5.05	-	-	5.14	4.85	5.01	5.20
NS	081	USF meets my expectations for a quality education.	5.55	-	-	5.36	5.53	5.59	5.60
NS	082	Exercise and intramural facilities at Koret are adequate.	5.92	-	-	5.93	5.91	5.79	6.13
NS	083	Opportunities for participating in volunteer work are adequate.	5.49	-	-	5.38	5.60	5.44	5.62
NS	099	So far, how has your college experience met your expectations?	4.66	4.51	0.15***	4.25	4.66	4.82	4.69
NS	100	Rate your overall satisfaction with your experience here thus far.	5.43	5.18	0.25***	5.00	5.48	5.58	5.46
NS	101	All in all, if you had it to do over again, would you enroll here?	5.44	5.19	0.25***	5.13	5.46	5.42	5.61

Notes:	n	n		n	n	n	n
Mean scores from 1.0 – 1.5 represent very dissatisfied perceptions.	0	0		0	0	0	0
Mean scores from 1.6 – 2.5 represent dissatisfied perceptions.	0	0		0	0	0	0
Mean scores from 2.6 – 3.5 represent somewhat dissatisfied perceptions.	1	0		1	1	1	1
Mean scores from 3.6 – 4.5 represent neutral perceptions.	5	7		15	11	2	5
Mean scores from 4.6 – 5.5 represent somewhat satisfied perceptions.	77	95		86	88	87	73
Mean scores from 5.6 – 6.5 represent satisfied perceptions.	31	2		12	14	24	35
Mean scores from 6.6 – 7.0 represent very satisfied perceptions.	0	0		0	0	0	0
	114	104		114	114	114	114