

Student perceptions of college costs in
higher education: Contributing factors to a
value added proposition.

Presented to:
The 2007 Annual Conference of
The California Association for Institutional Research

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AGENDA

- Impetus for study:
 - The Spellings Commission
 - SPSS-AIR web seminars
 - Western Association of Schools and Colleges
- A look at the proposition model
- An exercise in CFA/SEM
- Regarding the results

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GOALS

- Participants will explore the proposition of a perceptual value-added model.
- Participants will explore the item reduction for probable perceptual relationships.
- Participants will discuss the results of the perceptual model.

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THE NATIONAL AGENDA



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THE SPELLINGS COMMISSION

Findings:

- Value of higher education
- Access
- Costs & Affordability
- Financial Aid
- Learning
- Accountability & Transparency
- Innovation

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THE SPELLINGS COMMISSION

Six Recommendations that include:

- Access
- Success
- Preparation
- Persistence
- Costs
- Aid
- Accountability
- Transparency
- Innovation
- Improvement
- Lifelong Learning
- Investment

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THE SPELLINGS COMMISSION

Effects of Commission:

- Relevancy
- Value-added
- Accreditation reform
- AASCU & NASULGC - VSA
- U-CAN
- COOL

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VALUE-ADDED PROPOSITION

Defined:

- Value added is the enhancement that students achieve (to knowledge, skills, abilities, and other attributes) as a result of their higher education experience.

• Source: Harvey, L., 2004, *Analytic Quality Glossary*, Quality Research International.

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VALUE-ADDED PROPOSITION

Current and past Research:

- National test scores
- Retention rates
- Job placement
- Skills improvement
- VAAI

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VALUE-ADDED PROPOSITION

Model:

- Perceived costs to value proposition
- DVs:
 - SAT66: Tuition paid is a worthwhile investment
 - SAT99: So far, how has your college experience met your expectations.
 - SAT100: Rate your overall satisfaction with your experience here thus far.
 - SAT101: All in all, if you had it to do over again, would you enroll here?

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STUDENT SATISFACTION INVENTORY (SSI) SAMPLE ITEMS

1. Most students feel a sense of belonging here.
 2. The campus staff are caring and helpful.
 3. Faculty care about me as an individual.
 4. Admissions staff are knowledgeable.
-
5. Financial aid counselors are helpful.
 6. My academic advisor is approachable.
 7. The campus is safe and secure for all students.
 8. The content of the courses within my major is valuable.
-
9. A variety of intramural activities are offered.
 10. Administrators are approachable to students.
 11. Billing policies are reasonable.
 12. Financial aid awards are announced to students in time to be helpful in college planning.
-
13. Library staff are helpful and approachable.
 14. My academic advisor is concerned about my success as an individual.
 15. The staff in the health services area are competent.
 16. The instruction in my major field is excellent.
-
17. Adequate financial aid is available for most students.
 18. Library resources and services are adequate.
 19. My academic advisor helps me set goals to work toward.
 20. The business office is open during hours which are convenient for most students.



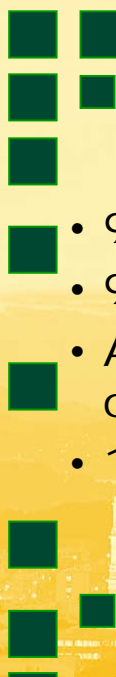
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STUDENT SATISFACTION INVENTORY (SSI) SCALES

1. **Student Centeredness** measures the institution's attitude toward students and the extent to which they feel welcome and valued.
2. **Campus Life**, included on versions for four-year institutions, assesses the effectiveness of student life programs offered by the institution, ranging from athletics to residence life.
3. **Instructional Effectiveness** measures students' academic experiences, the curriculum, and the campus's commitment to academic excellence.
4. **Recruitment and Financial Aid Effectiveness** measures the competence of admissions counselors, along with students' perceptions of the financial aid programs.
5. **Campus Support Services** assesses the quality of support programs and services.
6. **Academic Advising Effectiveness** assesses the academic advising program, evaluating advisors and counselors on their knowledge, competence, approachability, and personal concern for students.
7. **Registration Effectiveness** assesses registration and billing, including how smooth the registration process is.
8. **Safety and Security** measures the campus' responsiveness to students' personal safety and security.
9. **Concern for the Individual** assesses your commitment to treating each student as an individual. This assessment includes groups who deal personally with students (e.g., faculty, advisors, counselors, and staff).
10. **Service Excellence** measures quality of service and personal concern for students in various areas of campus.
11. **Responsiveness to Diverse Populations** assesses the institution's commitment to specific groups of students enrolled at the institution (e.g., under-represented populations, students with disabilities, commuters, part-time students, and adult learners).
12. **Campus Climate** evaluates how the institution promotes a sense of campus pride and belonging.

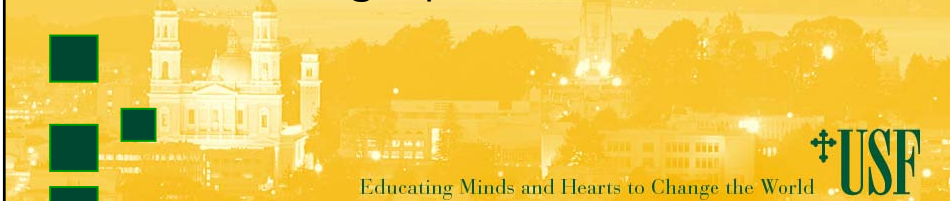


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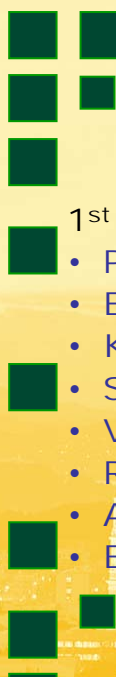


STUDENT SATISFACTION INVENTORY (SSI) ITEMS

- 92 Satisfaction items
- 92 Importance items
- All significantly correlated with one another
- 15 Demographic items




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STUDENT SATISFACTION INVENTORY (SSI) EXPLORATORY FACTOR ANALYSIS

1st iteration:

- Principal Axis Factoring
- Eigenvalues > 1.0
- KMO/Bartlett's test of sphericity
- Scree plot
- Varimax rotation
- Replacement with mean
- Absolute values ≥ 0.40
- Extracted 17 factors not fully loaded




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STUDENT SATISFACTION INVENTORY (SSI) EXPLORATORY FACTOR ANALYSIS

2nd iteration:

- Principal Axis Factoring
- Eigenvalues > 1.0
- KMO/Bartlett's test of sphericity
- Scree plot
- [Promax rotation](#)
- Replacement with mean
- Absolute values ≥ 0.40
- Extracted 17 factors not fully loaded




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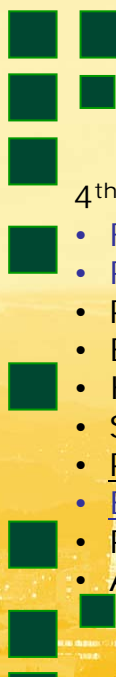
STUDENT SATISFACTION INVENTORY (SSI) EXPLORATORY FACTOR ANALYSIS

3rd iteration:

- Principal Axis Factoring
- Eigenvalues > 1.0
- KMO/Bartlett's test of sphericity
- [Scree plot decision](#)
- [Promax rotation](#)
- [Extracted 9 factors](#)
- Replacement with mean
- Absolute values ≥ 0.40




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**STUDENT SATISFACTION INVENTORY (SSI)
EXPLORATORY FACTOR ANALYSIS**

4th iteration:

- Further reduction through item/factor deletion
- Regression analysis on SAT66
- Principal Axis Factoring
- Eigenvalues > 1.0
- KMO/Bartlett's test of sphericity
- Scree plot
- Promax rotation
- Extracted 6 and 9 factors
- Replacement with mean
- Absolute values ≥ 0.40


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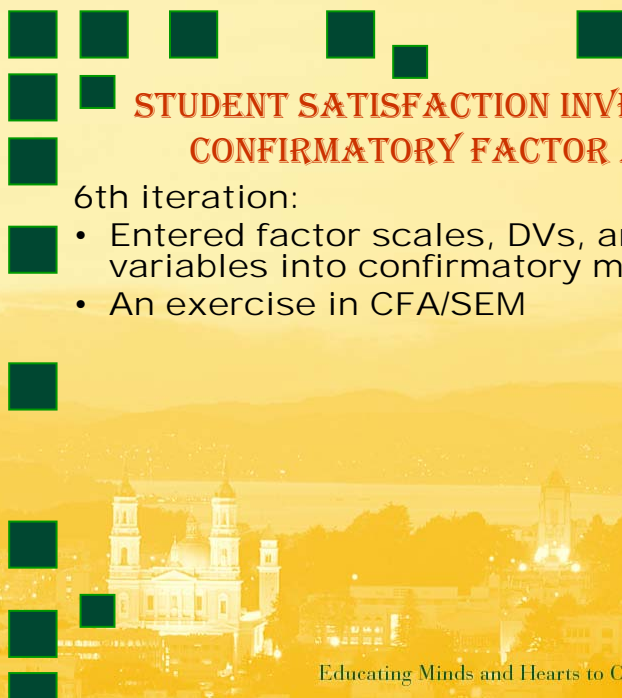


**STUDENT SATISFACTION INVENTORY (SSI)
EXPLORATORY FACTOR ANALYSIS**

5th iteration:

- Developed final factor scales
- Computed reliabilities

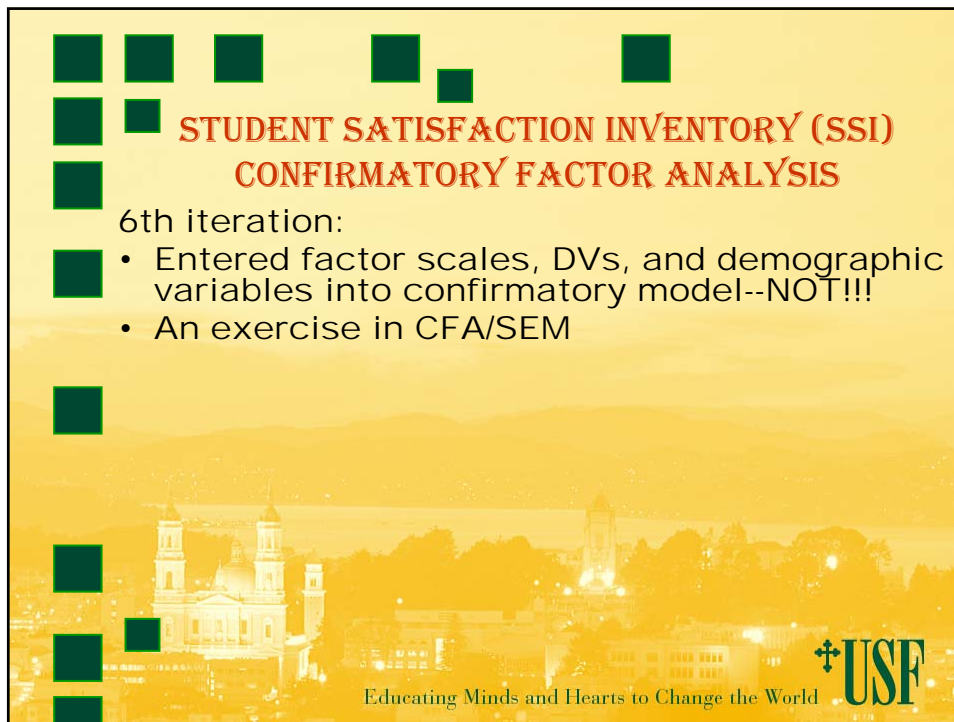
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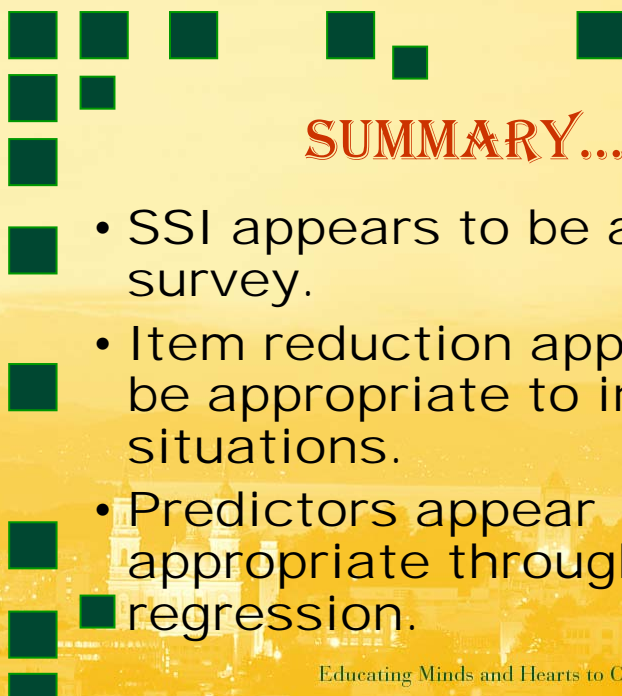
STUDENT SATISFACTION INVENTORY (SSI) CONFIRMATORY FACTOR ANALYSIS

6th iteration:

- Entered factor scales, DVs, and demographic variables into confirmatory model--NOT!!!
- An exercise in CFA/SEM

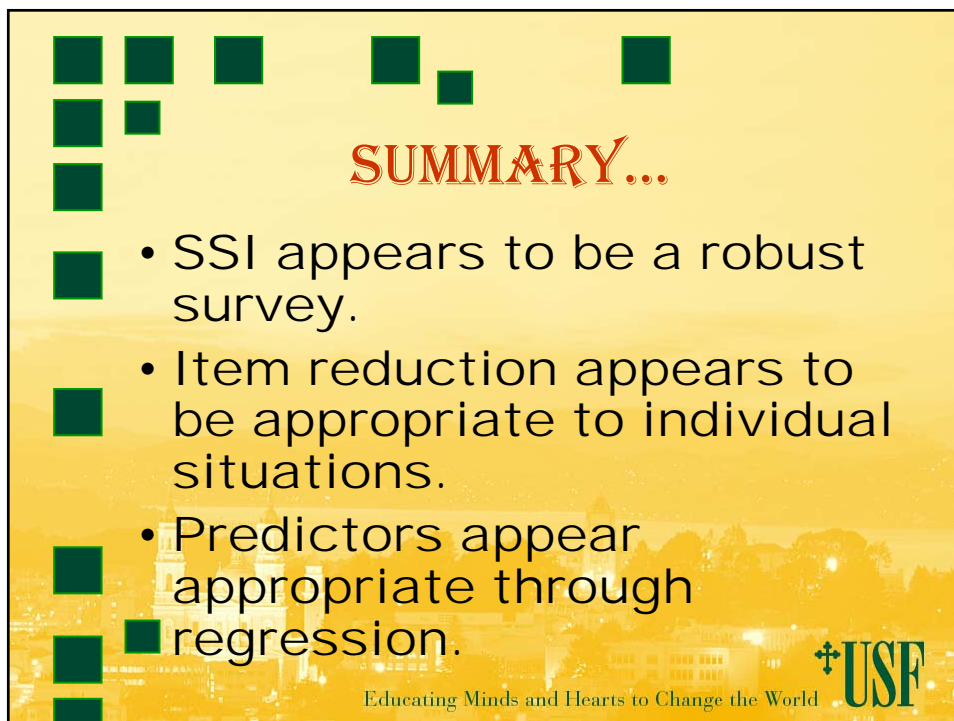



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SUMMARY...

- SSI appears to be a robust survey.
- Item reduction appears to be appropriate to individual situations.
- Predictors appear appropriate through regression.



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FINALLY...

- What did the exercise reveal?



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REFERENCES

- www.usfca.edu/assessment
- <http://www.spss.com/airseries/>
- www.wascweb.org
- www.ed.gov

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STUDENT SATISFACTION INVENTORY™

4-Year College and University Version

Laurie A. Schreiner, Ph.D., and Stephanie L. Juillerat, Ph.D.
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Dear Student,

Your institution is interested in systematically listening to its students. Therefore, your thoughtful and honest responses to this inventory are very important.

You are part of a sample of students carefully selected to share feedback about your college experiences thus far. Your responses will give your campus leadership insights about the aspects of college that are important to you as well as how satisfied you are with them.

To preserve confidentiality, your name is not requested.

— Thank you for your participation.



Instructions:

- Use a No. 2 pencil only. Please do not use ink or ballpoint pen.
- Erase changes completely and cleanly.
- Completely darken the oval that corresponds to your response.

Each item below describes an expectation about your experiences at this campus. On the *left*, tell us how **important** it is for your institution to meet this expectation. On the *right* tell us how **satisfied** you are that your institution has met this expectation.

Importance to me . . .		My level of satisfaction	
1 - not important at all			not available/not used
2 - not very important			very satisfied - 7
3 - somewhat unimportant			satisfied - 6
4 - neutral			somewhat satisfied - 5
5 - somewhat important			neutral - 4
6 - important			somewhat dissatisfied - 3
7 - very important			not very satisfied - 2
does not apply			not satisfied at all - 1
1 2 3 4 5 6 7	1. Most students feel a sense of belonging here.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	2. The campus staff are caring and helpful.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	3. Faculty care about me as an individual.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	4. Admissions staff are knowledgeable.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	5. Financial aid counselors are helpful.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	6. My academic advisor is approachable.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	7. The campus is safe and secure for all students.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	8. The content of the courses within my major is valuable.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	9. A variety of intramural activities are offered.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	10. Administrators are approachable to students.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	11. Billing policies are reasonable.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	12. Financial aid awards are announced to students in time to be helpful in college planning.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	13. Library staff are helpful and approachable.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	14. My academic advisor is concerned about my success as an individual.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	15. The staff in the health services area are competent.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	16. The instruction in my major field is excellent.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	17. Adequate financial aid is available for most students.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	18. Library resources and services are adequate.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	19. My academic advisor helps me set goals to work toward.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	20. The business office is open during hours which are convenient for most students.	1 2 3 4 5 6 7	

PLEASE DO NOT MARK IN THIS AREA

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Importance to me . . .

- 1 - not important at all
- 2 - not very important
- 3 - somewhat unimportant
- 4 - neutral
- 5 - somewhat important
- 6 - important
- 7 - very important

does not apply

. . . My level of satisfaction

not available/not used

- very satisfied - 7
- satisfied - 6
- somewhat satisfied - 5
- neutral - 4
- somewhat dissatisfied - 3
- not very satisfied - 2
- not satisfied at all - 1

1 2 3 4 5 6 7	21. The amount of student parking space on campus is adequate.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	22. Counseling staff care about students as individuals.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air conditioning, telephones, etc.).	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	25. Faculty are fair and unbiased in their treatment of individual students.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	26. Computer labs are adequate and accessible.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	27. The personnel involved in registration are helpful.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	28. Parking lots are well-lighted and secure.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	29. It is an enjoyable experience to be a student on this campus.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	30. Residence hall staff are concerned about me as an individual.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	31. Males and females have equal opportunities to participate in intercollegiate athletics.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	32. Tutoring services are readily available.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	33. My academic advisor is knowledgeable about requirements in my major.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	34. I am able to register for classes I need with few conflicts.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	35. The assessment and course placement procedures are reasonable.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	36. Security staff respond quickly in emergencies.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	37. I feel a sense of pride about my campus.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	38. There is an adequate selection of food available in the cafeteria.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	39. I am able to experience intellectual growth here.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	40. Residence hall regulations are reasonable.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	41. There is a commitment to academic excellence on this campus.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	42. There are a sufficient number of work-study activities for students.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	43. Admissions counselors respond to respective students' unique needs and requests.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	44. Academic support services adequately meet the needs of students.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	45. Students are able to feel welcome on this campus.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	46. I can easily get involved in campus organizations.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	47. Faculty provide timely feedback about student progress in a course.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	48. Admissions counselors accurately portray the campus in their recruiting practices.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	49. There are adequate services to help me decide upon a career.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	50. Class change (drop/add) policies are reasonable.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	51. This institution has a good reputation within the community.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	52. The student center is a comfortable place for students to spend their leisure time.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	53. Faculty take into consideration student differences as they teach a course.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	54. Bookstore staff are helpful.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	55. Major requirements are clear and reasonable.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	56. The student handbook provides helpful information about campus life.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	57. I seldom get the "run-around" when seeking information on this campus.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	58. The quality of instruction I receive in most of my classes is excellent.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	59. This institution shows concern for students as individuals.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	60. I generally know what's happening on campus.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	61. Adjunct faculty are competent as classroom instructors.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	62. There is a strong commitment to racial harmony on this campus.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	63. Student disciplinary procedures are fair.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	64. New student orientation services help students adjust to college.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	65. Faculty are usually available after class and during office hours.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	66. Tuition paid is a worthwhile investment.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	67. Freedom of expression is protected on campus.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	68. Nearly all of the faculty are knowledgeable in their field.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	69. There is a good variety of courses provided on this campus.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	70. Graduate teaching assistants are competent as classroom instructors.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	71. Channels for expressing student complaints are readily available.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	72. On the whole, the campus is well-maintained.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	73. Student activities fees are put to good use.	1 2 3 4 5 6 7	

SAMPLE
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Your institution may choose to provide you with additional questions on a separate sheet. The section below numbered 74 - 83 is provided as a response area for those additional questions. Continue on to item 84 when you have completed this section.

Importance to me My level of satisfaction	
1 - not important at all 2 - not very important 3 - somewhat unimportant 4 - neutral 5 - somewhat important 6 - important 7 - very important does not apply				not available/not used very satisfied - 7 satisfied - 6 somewhat satisfied - 5 neutral - 4 somewhat dissatisfied - 3 not very satisfied - 2 not satisfied at all - 1	
(If items 74-83 not available, skip to item 84.)					
1 2 3 4 5 6 7	74.	74.	1 2 3 4 5 6 7		
1 2 3 4 5 6 7	75.	75.	1 2 3 4 5 6 7		
1 2 3 4 5 6 7	76.	76.	1 2 3 4 5 6 7		
1 2 3 4 5 6 7	77.	77.	1 2 3 4 5 6 7		
1 2 3 4 5 6 7	78.	78.	1 2 3 4 5 6 7		
1 2 3 4 5 6 7	79.	79.	1 2 3 4 5 6 7		
1 2 3 4 5 6 7	80.	80.	1 2 3 4 5 6 7		
1 2 3 4 5 6 7	81.	81.	1 2 3 4 5 6 7		
1 2 3 4 5 6 7	82.	82.	1 2 3 4 5 6 7		
1 2 3 4 5 6 7	83.	83.	1 2 3 4 5 6 7		
How satisfied are you that this campus demonstrates a commitment to meeting the needs of:					
1 2 3 4 5 6 7	84. Part-time students?	84.	1 2 3 4 5 6 7		
1 2 3 4 5 6 7	85. Evening students?	85.	1 2 3 4 5 6 7		
1 2 3 4 5 6 7	86. Older, returning learners?	86.	1 2 3 4 5 6 7		
1 2 3 4 5 6 7	87. Under-represented populations?	87.	1 2 3 4 5 6 7		
1 2 3 4 5 6 7	88. Commuters?	88.	1 2 3 4 5 6 7		
1 2 3 4 5 6 7	89. Students with disabilities?	89.	1 2 3 4 5 6 7		
How important is each of the following factors in your decision to enroll here?					
1 2 3 4 5 6 7	90. Cost				
1 2 3 4 5 6 7	91. Financial aid				
1 2 3 4 5 6 7	92. Academic reputation				
1 2 3 4 5 6 7	93. Size of institution				
1 2 3 4 5 6 7	94. Opportunity to play sports				
1 2 3 4 5 6 7	95. Recommendations from family/friends				
1 2 3 4 5 6 7	96. Geographic setting				
1 2 3 4 5 6 7	97. Campus appearance				
1 2 3 4 5 6 7	98. Personalized attention prior to enrollment				

Choose the one response that best applies to you and darken the corresponding oval for each of the questions below.

99. So far, how has your college experience met your expectations?

- ① Much worse than I expected
- ② Quite a bit worse than I expected
- ③ Worse than I expected
- ④ About what I expected
- ⑤ Better than I expected
- ⑥ Quite a bit better than I expected
- ⑦ Much better than I expected

100. Rate your overall satisfaction with your experience here thus far.

- ① Not satisfied at all
- ② Not very satisfied
- ③ Somewhat dissatisfied
- ④ Neutral
- ⑤ Somewhat satisfied
- ⑥ Satisfied
- ⑦ Very satisfied

101. All in all, if you had it to do over again, would you enroll here?

- ① Definitely not
- ② Probably not
- ③ Maybe not
- ④ I don't know
- ⑤ Maybe yes
- ⑥ Probably yes
- ⑦ Definitely yes

CONTINUE TO THE NEXT PAGE

Choose the one response that best describes you and darken the corresponding oval for each of the items below.

102. Gender:

- ① Female
- ② Male

103. Age:

- ① 18 and under
- ② 19 to 24
- ③ 25 to 34
- ④ 35 to 44
- ⑤ 45 and over

104. Ethnicity/Race:

- ① African-American
- ② American Indian or Alaskan Native
- ③ Asian or Pacific Islander
- ④ Caucasian/White
- ⑤ Hispanic
- ⑥ Other
- ⑦ Prefer not to respond

105. Current Enrollment Status:

- ① Day
- ② Evening
- ③ Weekend

106. Current Class Load:

- ① Full-time
- ② Part-time

107. Class Level:

- ① Freshman
- ② Sophomore
- ③ Junior
- ④ Senior
- ⑤ Special Student
- ⑥ Graduate/Professional
- ⑦ Other

108. Current GPA:

- ① No credits earned
- ② 1.99 or below
- ③ 2.0 - 2.49
- ④ 2.5 - 2.99
- ⑤ 3.0 - 3.49
- ⑥ 3.5 or above

109. Educational Goal:

- ① Associate degree
- ② Bachelor's degree
- ③ Master's degree
- ④ Doctorate or professional degree
- ⑤ Certification (initial or renewal)
- ⑥ Self-improvement/pleasure
- ⑦ Job-related training
- ⑧ Other

110. Employment:

- ① Full-time off campus
- ② Part-time off campus
- ③ Full-time on campus
- ④ Part-time on campus
- ⑤ Not employed

111. Current Residence:

- ① Residence hall
- ② Fraternity / Sorority
- ③ Own house
- ④ Rent room or apartment off campus
- ⑤ Parent's home
- ⑥ Other

112. Residence Classification:

- ① In-state
- ② Out-of-state
- ③ International (not U.S. citizen)

113. Disabilities:

- Physical disability or a diagnosed learning disability?
- ① Yes
 - ② No

114. When I entered this institution, it was my:

- ① 1st choice
- ② 2nd choice
- ③ 3rd choice or lower

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Your Social Security Number is requested for research purposes and will not appear on any report.

Social Security Number:

Write your Social Security number in the nine spaces of the box provided. Completely darken the corresponding oval.

0	0	0	0	0	0	0	0	0
1	1	1	1	1	1	1	1	1
2	2	2	2	2	2	2	2	2
3	3	3	3	3	3	3	3	3
4	4	4	4	4	4	4	4	4
5	5	5	5	5	5	5	5	5
6	6	6	6	6	6	6	6	6
7	7	7	7	7	7	7	7	7
8	8	8	8	8	8	8	8	8
9	9	9	9	9	9	9	9	9

115. Major:

Fill in major code from list provided by your institution.

0	0	0	0
1	1	1	1
2	2	2	2
3	3	3	3
4	4	4	4
5	5	5	5
6	6	6	6
7	7	7	7
8	8	8	8
9	9	9	9

116. Item requested by your institution:

- ①
- ②
- ③
- ④
- ⑤
- ⑥

Thank you for taking the time to complete this inventory.
Please do not fold.



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Student Satisfaction Inventory™

Four-Year College and University Scales

SCALE 1: Student Centeredness (*Factor 1*)

Factor Loading	Item Number	Item Description
.80	112	Most students feel a sense of belonging here.
.81	111	This institution shows concern for students as individuals.
.77	105	It is an enjoyable experience to be a student on this campus
.78	107	The campus staff are caring and helpful.
.72	102	Students are made to feel welcome on this campus.
.72	106	Administrators are approachable to students.

SCALE 2: Campus Life (*Factors 2 and 8*)

Factor Loading	Item Number	Item Description
.89	56	Residence hall regulations are reasonable.
.91	55	Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air conditioning, telephones, etc.)
.77	61	Residence hall staff are concerned about me as an individual.
.73	45	There is an adequate selection of food available in the cafeteria.
.70	69	There are a sufficient number of weekend activities for students.
.83	73	The intercollegiate athletic programs contribute to a strong sense of school spirit.
.83	70	A variety of intramural activities are offered.
.77	72	Males and females have equal opportunities to participate in intercollegiate athletics.
.64	66	I can easily get involved in campus organizations.
.60	65	The student center is a comfortable place for students to spend their leisure time.
.40	80	Student disciplinary procedures are fair.
.40	103	New student orientation services help students adjust to college.
	89	Student activities fees are put to good use.
.45	79	The student handbook provides helpful information about campus life.

SCALE 3: Instructional Effectiveness (Factors 4 and 11)

Factor Loading	Item Number	Item Description
.79	4	The instruction in my major field is excellent.
.80	3	The content of the courses within my major is valuable.
.56	5	There is a good variety of courses provided on this campus.
.68	1	I am able to experience intellectual growth here.
.75	17	Faculty take into consideration student differences as they teach a course.
.76	16	Faculty are fair and unbiased in their treatment of individual students.
.67	14	The quality of instruction I receive in most of my classes is excellent.
.61	10	Nearly all of the faculty are knowledgeable in their field.
.74	15	Faculty provide timely feedback about student progress in a course.
.45	13	Graduate teaching assistants are competent as classroom instructors.
.53	12	Adjunct faculty are competent as classroom instructors.
.49	109	There is a commitment to academic excellence on this campus.
.76	18	Faculty care about me as an individual.
.62	19	Faculty are usually available after class and during office hours.

SCALE 4: Recruitment and Financial Aid Effectiveness (Factors 5 and 12)

Factor Loading	Item Number	Item Description
.91	83	Financial aid awards are announced to students in time to be helpful in college planning.
.87	84	Financial aid counselors are helpful.
.88	82	Adequate financial aid is available for most students.
.86	93	Admissions staff are knowledgeable.
.84	94	Admissions counselors respond to prospective students' unique needs and requests.
.77	92	Admissions counselors accurately portray the campus in their recruiting practices.

SCALE 5: Campus Support Services (Factor 6)

Factor Loading	Item Number	Item Description
.69	42	Library resources and services are adequate.
.66	44	Computer labs are adequate and accessible.
.62	35	Academic support services adequately meet the needs of students.
.65	34	Tutoring services are readily available.
.51	48	Bookstore staff are helpful.
.72	43	Library staff are helpful and approachable.
.53	37	There are adequate services to help me decide upon a career.

SCALE 6: Academic Advising Effectiveness (Factor 7)

Factor Loading	Item Number	Item Description
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Loading	Number	Description
.79	41	My academic advisor is concerned about my success as an individual.
.76	39	My academic advisor is approachable.
.79	40	My academic advisor helps me set goals to work toward.
.69	38	My academic advisor is knowledgeable about my requirements in my major.
.34	2	Major requirements are clear and reasonable.

SCALE 7: Registration Effectiveness (Factor 5)

Factor Loading	Item Number	Item Description
.42	99	Class change(drop/add) policies are reasonable.
.46	98	I am able to register for classes I need with few conflicts.
.47	96	The personnel involved in registration are helpful.
.69	86	Billing policies are reasonable.
.59	87	The business office is open during hours which are convenient for most students

SCALE 8: Safety and Security (Factor 9)

Factor Loading	Item Number	Item Description
.63	52	The campus is safe and secure for all students.
.51	50	Security staff respond quickly in emergencies.
.55	53	Parking lots are well-lighted and secure.
.56	27	The amount of student parking space on campus is adequate.

SCALE 9: Concern for the Individual

Factor Loading	Item Number	Item Description
	16	Faculty are fair and unbiased in their treatment of individual students.
	18	Faculty care about me as an individual.
	41	My academic advisor is concerned about my success as an individual.
	61	Residence hall staff are concerned about me as an individual.
	74	Counseling staff care about students as individuals.
	111	The institution shows concern for students as individuals.

SCALE 10: Service Excellence (all load on factor 12)

Factor Loading	Item Number	Item Description
	43	Library staff are helpful and approachable.
	76	The staff in the health services area are competent.
	74	Counseling staff care about students as individuals.
	107	The campus staff are caring and helpful.
	78	Channels for expressing student complaints are readily available.
	121	I generally know what's happening on campus.
	108	I seldom get the run-around when seeking information on this campus.
	96	The personnel involved in registration are helpful.

SCALE 11: Responsiveness to Diverse Populations (Factor 3)

Factor Loading	Item Number	Item Description
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.84	123	How satisfied are you that this campus demonstrates a commitment to meeting the needs of part-time students?
.82	127	How satisfied are you that this campus demonstrates a commitment to meeting the needs of evening students?
.81	122	How satisfied are you that this campus demonstrates a commitment to meeting the needs of older, returning learners?
.77	125	How satisfied are you that this campus demonstrates a commitment to meeting the needs of under-represented populations?
.79	126	How satisfied are you that this campus demonstrates a commitment to meeting the needs of commuters?
.72	124	How satisfied are you that this campus demonstrates a commitment to meeting the needs of students with disabilities?

Scale 12: Campus Climate (*Factor 1*)

Factor Loading	Item Number	Item Description
.80	112	Most students feel a sense of belonging here.
.81	111	This institution shows concern for students as individuals.
.77	105	It is an enjoyable experience to be a student on this campus
.74	117	I feel a sense of pride about my campus.
.71	110	This institution has a good reputation within the community.
.73	109	There is a commitment to academic excellence on this campus.
.78	107	The campus staff are caring and helpful.
.72	102	Students are made to feel welcome on this campus.
.72	106	Administrators are approachable to students.
.70	108	I seldom get the run-around when seeking information on this campus.
.65	121	I generally know what's happening on campus.
.53	91	Tuition paid is a worthwhile investment.
.56	114	There is a strong commitment to racial harmony on this campus.
.47	78	Channels for expressing student complaints are readily available.
	118	Freedom of expression is protected on campus.
.48	18	Faculty care about me as an individual.
.49	52	The campus is safe and secure for all students.

Stand-alone items:

- 31 On the whole, the campus is well-maintained.
- 91 Tuition paid is a worthwhile investment.
- 110 This institution has a good reputation within the community.
- 114 There is a strong commitment to racial harmony on this campus
- 117 I feel a sense of pride about my campus.
- 114 There is a strong commitment to racial harmony on this campus.
- 95 *The assessment and course placement procedures are reasonable.*

Correlations

		SAT1: Most students feel a sense of belonging here.	SAT2: The campus staff are caring and helpful.	SAT3: Faculty care about me as an individual.	SAT4: Admissions staff are knowledgeable.	SAT5: Financial aid counselors are helpful.	SAT6: My academic advisor is approachable.	SAT7: The campus is safe and secure for all students.	SAT8: The content of the courses within my major is valuable.	SAT9: A variety of intramural activities are offered.	SAT10: Administrators are approachable to students.	SAT11: Billing policies are reasonable.	SAT12: Financial aid awards are announced to students in time to be helpful in college planning.	SAT13: Library staff are helpful and approachable.
SAT1: Most students feel a sense of belonging here.	Pearson Correlation	1.000	0.823	0.758	0.551	0.707	0.628	0.539	0.650	0.716	0.620	0.614	0.574	0.429
	Sig. (2-tailed)		0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.003
SAT2: The campus staff are caring and helpful.	Pearson Correlation	0.823	1.000	0.836	0.654	0.764	0.673	0.503	0.690	0.686	0.682	0.643	0.630	0.560
	Sig. (2-tailed)	0.000		0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
SAT3: Faculty care about me as an individual.	Pearson Correlation	0.758	0.836	1.000	0.508	0.661	0.752	0.515	0.768	0.683	0.714	0.688	0.624	0.607
	Sig. (2-tailed)	0.000	0.000		0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
SAT4: Admissions staff are knowledgeable.	Pearson Correlation	0.551	0.654	0.508	1.000	0.617	0.437	0.441	0.519	0.617	0.545	0.577	0.489	0.580
	Sig. (2-tailed)	0.000	0.000	0.000		0.000	0.002	0.002	0.000	0.000	0.000	0.000	0.001	0.000
SAT5: Financial aid counselors are helpful.	Pearson Correlation	0.707	0.764	0.661	0.617	1.000	0.536	0.477	0.705	0.811	0.528	0.836	0.826	0.373
	Sig. (2-tailed)	0.000	0.000	0.000	0.000		0.000	0.001	0.000	0.000	0.000	0.000	0.000	0.011
SAT6: My academic advisor is approachable.	Pearson Correlation	0.628	0.673	0.752	0.437	0.536	1.000	0.431	0.793	0.547	0.639	0.551	0.577	0.545
	Sig. (2-tailed)	0.000	0.000	0.000	0.002	0.000		0.003	0.000	0.000	0.000	0.000	0.000	0.000
SAT7: The campus is safe and secure for all students.	Pearson Correlation	0.539	0.503	0.515	0.441	0.477	0.431	1.000	0.451	0.596	0.642	0.459	0.456	0.541
	Sig. (2-tailed)	0.000	0.000	0.000	0.002	0.001	0.003		0.002	0.000	0.000	0.001	0.001	0.000
SAT8: The content of the courses within my major is valuable.	Pearson Correlation	0.650	0.690	0.768	0.519	0.705	0.793	0.451	1.000	0.649	0.501	0.726	0.752	0.446

		SAT1: Most students feel a sense of belonging here.	SAT2: The campus staff are caring and helpful.	SAT3: Faculty care about me as an individual.	SAT4: Admissions staff are knowledgeable.	SAT5: Financial aid counselors are helpful.	SAT6: My academic advisor is approachable.	SAT7: The campus is safe and secure for all students.	SAT8: The content of the courses within my major is valuable.	SAT9: A variety of intramural activities are offered.	SAT10: Administrators are approachable to students.	SAT11: Billing policies are reasonable.	SAT12: Financial aid awards are announced to students in time to be helpful in college planning.	SAT13: Library staff are helpful and approachable.
	Sig. (2-tailed)	0.000	0.000	0.000	0.000	0.000	0.000	0.002		0.000	0.000	0.000	0.000	0.002
SAT9: A variety of intramural activities are offered.	Pearson Correlation	0.716	0.686	0.683	0.617	0.811	0.547	0.596	0.649	1.000	0.672	0.770	0.758	0.523
	Sig. (2-tailed)	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000		0.000	0.000	0.000	0.000
SAT10: Administrators are approachable to students.	Pearson Correlation	0.620	0.682	0.714	0.545	0.528	0.639	0.642	0.501	0.672	1.000	0.575	0.477	0.717
	Sig. (2-tailed)	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000		0.000	0.001	0.000
SAT11: Billing policies are reasonable.	Pearson Correlation	0.614	0.643	0.688	0.577	0.836	0.551	0.459	0.726	0.770	0.575	1.000	0.818	0.356
	Sig. (2-tailed)	0.000	0.000	0.000	0.000	0.000	0.000	0.001	0.000	0.000	0.000		0.000	0.015
SAT12: Financial aid awards are announced to students in time to be	Pearson Correlation	0.574	0.630	0.624	0.489	0.826	0.577	0.456	0.752	0.758	0.477	0.818	1.000	0.383
	Sig. (2-tailed)	0.000	0.000	0.000	0.001	0.000	0.000	0.001	0.000	0.000	0.001	0.000		0.009
SAT13: Library staff are helpful and approachable.	Pearson Correlation	0.429	0.560	0.607	0.580	0.373	0.545	0.541	0.446	0.523	0.717	0.356	0.383	1.000
	Sig. (2-tailed)	0.003	0.000	0.000	0.000	0.011	0.000	0.000	0.002	0.000	0.000	0.015	0.009	
SAT14: My academic advisor is concerned about my success as an	Pearson Correlation	0.596	0.657	0.722	0.581	0.540	0.598	0.442	0.632	0.501	0.578	0.574	0.455	0.566
	Sig. (2-tailed)	0.000	0.000	0.000	0.000	0.000	0.000	0.002	0.000	0.000	0.000	0.000	0.001	0.000
SAT15: The staff in the health services area are competent.	Pearson Correlation	0.546	0.745	0.673	0.741	0.709	0.520	0.499	0.613	0.677	0.630	0.659	0.657	0.617
	Sig. (2-tailed)	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
SAT16: The instruction in my major field is excellent.	Pearson Correlation	0.628	0.670	0.745	0.570	0.674	0.659	0.529	0.839	0.641	0.565	0.692	0.712	0.591

KMO and Bartlett's Test Varimax Rotation

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.964
Bartlett's Test of Sphericity	Approx. Chi-Square	5930.960
	df	4186
	Sig.	.000

Total Variance Explained Varimax Rotation

Factor	Initial Eigenvalues		
	Total	% of Variance	Cumulative %
1	30.983	33.677	33.677
2	3.503	3.808	37.484
3	2.761	3.002	40.486
4	2.564	2.787	43.273
5	2.258	2.454	45.727
6	1.946	2.116	47.842
7	1.727	1.877	49.720
8	1.603	1.742	51.462
9	1.533	1.666	53.128
10	1.487	1.616	54.745
11	1.393	1.514	56.259
12	1.244	1.352	57.611
13	1.169	1.270	58.881
14	1.100	1.196	60.077
15	1.070	1.163	61.239
16	1.058	1.150	62.390
17	1.043	1.134	63.524
18	.951	1.034	64.558
19	.934	1.015	65.573
20	.900	.978	66.551
21	.883	.960	67.511

Extraction Method: Principal Axis Factoring.

KMO and Bartlett's Test Promax Rotation

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.964
Bartlett's Test of Sphericity	Approx. Chi-Square	5930.960
	df	4186
	Sig.	.000

Total Variance Explained

Factor	Initial Eigenvalues			Rotation Sums of Squared Loadings(a)
	Total	% of Variance	Cumulative %	Total
1	30.983	33.677	33.677	21.374
2	3.503	3.808	37.484	21.683
3	2.761	3.002	40.486	13.495
4	2.564	2.787	43.273	10.549
5	2.258	2.454	45.727	18.878
6	1.946	2.116	47.842	13.742
7	1.727	1.877	49.720	12.037
8	1.603	1.742	51.462	14.355
9	1.533	1.666	53.128	12.826
10	1.487	1.616	54.745	21.295
11	1.393	1.514	56.259	9.498
12	1.244	1.352	57.611	20.166
13	1.169	1.270	58.881	4.591
14	1.100	1.196	60.077	16.156
15	1.070	1.163	61.239	5.433
16	1.058	1.150	62.390	5.774
17	1.043	1.134	63.524	3.419
18	.951	1.034	64.558	
19	.934	1.015	65.573	
20	.900	.978	66.551	
21	.883	.960	67.511	

Extraction Method: Principal Axis Factoring.

a. When factors are correlated, sums of squared loadings cannot be added to obtain a total variance.

Total Variance Explained Varimax Rotation Item Deletion

Factor	Initial Eigenvalues			Extraction Sums of Squared Loadings			Rotation Sums of Squared Loadings(a)
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %	Total
1	21.119	34.063	34.063	20.705	33.394	33.394	16.381
2	2.986	4.816	38.879	2.610	4.210	37.605	15.047
3	2.431	3.921	42.801	2.059	3.322	40.926	9.804
4	2.275	3.669	46.470	1.924	3.104	44.030	9.560
5	2.059	3.321	49.790	1.621	2.615	46.646	9.998
6	1.662	2.681	52.471	1.186	1.913	48.558	9.155
7	1.428	2.304	54.775	.987	1.591	50.150	12.747
8	1.387	2.238	57.013	.931	1.502	51.652	7.850
9	1.215	1.960	58.973	.814	1.313	52.965	8.012
10	1.156	1.865	60.838	.735	1.185	54.150	8.193
11	1.072	1.729	62.567	.581	.937	55.087	9.888
12	1.051	1.696	64.263	.566	.913	56.000	2.372
13	.975	1.573	65.836				
14	.926	1.493	67.329				

Extraction Method: Principal Axis Factoring.

a When factors are correlated, sums of squared loadings cannot be added to obtain a total variance.

Promax Factor Correlation Matrix with Item Deletion

Factor	1	2	3	4	5	6	7	8	9	10	11	12
1	1.000	.644	.502	.524	.493	.485	.648	.403	.475	.492	.504	.187
2	.644	1.000	.482	.436	.628	.519	.610	.511	.495	.471	.469	.190
3	.502	.482	1.000	.338	.361	.444	.431	.329	.372	.348	.447	.240
4	.524	.436	.338	1.000	.374	.349	.461	.289	.313	.426	.339	.160
5	.493	.628	.361	.374	1.000	.438	.387	.408	.512	.284	.429	.097
6	.485	.519	.444	.349	.438	1.000	.390	.334	.492	.268	.395	.070
7	.648	.610	.431	.461	.387	.390	1.000	.449	.365	.410	.488	.123
8	.403	.511	.329	.289	.408	.334	.449	1.000	.198	.384	.498	.194
9	.475	.495	.372	.313	.512	.492	.365	.198	1.000	.251	.344	.158
10	.492	.471	.348	.426	.284	.268	.410	.384	.251	1.000	.292	.341
11	.504	.469	.447	.339	.429	.395	.488	.498	.344	.292	1.000	.203
12	.187	.190	.240	.160	.097	.070	.123	.194	.158	.341	.203	1.000

Extraction Method: Principal Axis Factoring.

Rotation Method: Promax with Kaiser Normalization.

Promax Factor Correlation Matrix Extracted 6 Factors

Factor	1	2	3	4	5	6
1	1.000	.692	.486	.540	.527	.469
2	.692	1.000	.483	.564	.478	.513
3	.486	.483	1.000	.392	.268	.447
4	.540	.564	.392	1.000	.330	.384
5	.527	.478	.268	.330	1.000	.307
6	.469	.513	.447	.384	.307	1.000

Extraction Method: Principal Axis Factoring.
 Rotation Method: Promax with Kaiser Normalization.

Promax Factor Correlation Matrix Extracted 9 Factors

Factor	1	2	3	4	5	6	7	8	9
1	1.000	.478	.592	.459	.516	.681	.447	.565	.366
2	.478	1.000	.339	.262	.343	.477	.315	.401	.278
3	.592	.339	1.000	.416	.589	.640	.494	.582	.479
4	.459	.262	.416	1.000	.348	.439	.393	.523	.275
5	.516	.343	.589	.348	1.000	.446	.479	.540	.324
6	.681	.477	.640	.439	.446	1.000	.436	.589	.458
7	.447	.315	.494	.393	.479	.436	1.000	.466	.311
8	.565	.401	.582	.523	.540	.589	.466	1.000	.463
9	.366	.278	.479	.275	.324	.458	.311	.463	1.000

Extraction Method: Principal Axis Factoring.
 Rotation Method: Promax with Kaiser Normalization.

Regression on SAT66 Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
	R Square Change	F Change	df1	df2	Sig. F Change	R Square Change	F Change	df1	df2
1	.659(a)	.434	.433	1.264	.434	458.949	1	598	.000
2	.684(b)	.468	.466	1.227	.034	38.102	1	597	.000
3	.692(c)	.479	.476	1.216	.010	11.994	1	596	.001
4	.695(d)	.483	.479	1.212	.004	4.948	1	595	.026

- a Predictors: (Constant), SAT81: USF meets my expectations for a quality education.
- b Predictors: (Constant), SAT81: USF meets my expectations for a quality education., SAT29: It is an enjoyable experience to be a student on this campus.
- c Predictors: (Constant), SAT81: USF meets my expectations for a quality education., SAT29: It is an enjoyable experience to be a student on this campus., SAT41: There is a commitment to academic excellence on this campus.
- d Predictors: (Constant), SAT81: USF meets my expectations for a quality education., SAT29: It is an enjoyable experience to be a student on this campus., SAT41: There is a commitment to academic excellence on this campus., SAT37: I feel a sense of pride about my campus.

Factor Structure Varimax Rotation

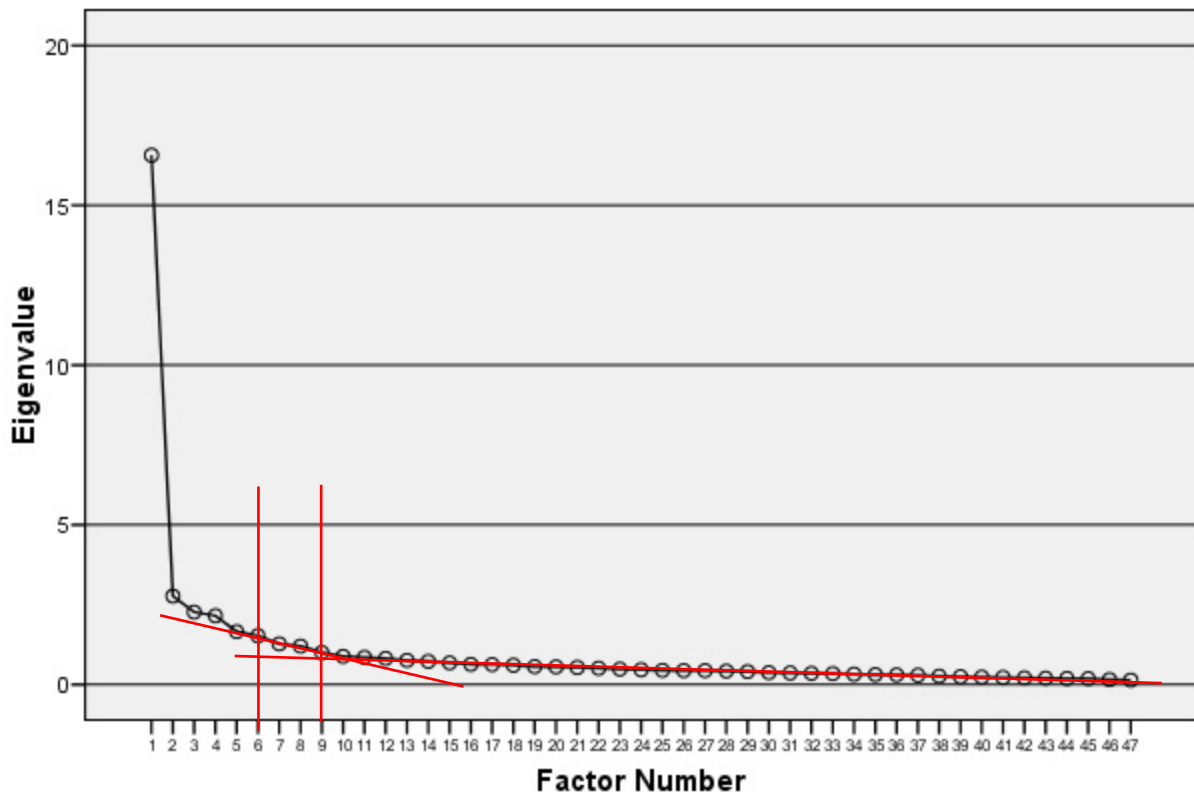
	Factor																	
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	
SAT71: Channels for expressing student complaints are readily available.																	0.43	
Extraction Method: Principal Axis Factoring.																		
Rotation Method: Varimax with Kaiser Normalization.																		

a Rotation converged in 29 iterations.

Factor Structure Promax Rotation with Item Deletion

	Factor											
	1	2	3	4	5	6	7	8	9	10	11	12
SAT101: All in all, if you had it to do over again, would you enroll here?	0.97											
SAT100: Rate your overall satisfaction with your experience here thus far.	0.94											
SAT1: Most students feel a sense of belonging here.	0.82											
SAT29: It is an enjoyable experience to be a student on this campus.	0.82											
SAT99: So far, how has your college experience met your expectations?	0.80											
SAT37: I feel a sense of pride about my campus.	0.70											
SAT81: USF meets my expectations for a quality education.	0.60											
SAT45: Students are made to feel welcome on this campus.	0.60											
SAT41: There is a commitment to academic excellence on this campus.	0.53											
SAT39: I am able to experience intellectual growth here.	0.52											
SAT66: Tuition paid is a worthwhile investment.												
SAT75: One-Stop services adequately serve my needs.		0.85										
SAT57: I seldom get the 'run-around' when seeking information on this campus.		0.71										
SAT54: Bookstore staff are helpful.		0.69										
SAT27: The personnel involved in registration are helpful.		0.58										
SAT56: The student handbook provides helpful information about campus life.		0.58										
SAT80: The offerings in the bookstore are adequate.		0.49										
SAT15: The staff in the health services area are competent.												
SAT4: Admissions staff are knowledgeable.												
SAT44: Academic support services adequately meet the needs of students.												
SAT84: Satisfaction that campus demonstrates commitment to Part-time students			0.91									
SAT85: Satisfaction that campus demonstrates commitment to Evening students			0.82									
SAT86: Satisfaction that campus demonstrates commitment to Older, returning learners			0.77									
SAT88: Satisfaction that campus demonstrates commitment to Commuters			0.44									
SAT89: Satisfaction that campus demonstrates commitment to Students with disabilities												
SAT14: My academic advisor is concerned about my success as an individual.				0.98								
SAT6: My academic advisor is approachable.				0.88								
SAT19: My academic advisor helps me set goals to work toward.				0.87								
SAT33: My academic advisor is knowledgeable about requirements in my major.				0.80								
SAT34: I am able to register for classes I need with few conflicts.												
SAT42: There are a sufficient number of weekend activities for students.					0.62							
SAT40: Residence hall regulations are reasonable.					0.53							
SAT30: Residence hall staff are concerned about me as an individual.					0.52							

Scree Plot



Promax Factor Structure Extracted 6 Factors

	Factor					
	1	2	3	4	5	6
SAT101: All in all, if you had it to do over again, would you enroll here?	1.01					
SAT100: Rate your overall satisfaction with your experience here thus far.	0.95					
SAT99: So far, how has your college experience met your expectations?	0.83					
SAT29: It is an enjoyable experience to be a student on this campus.	0.80					
SAT81: USF meets my expectations for a quality education.	0.77					
SAT37: I feel a sense of pride about my campus.	0.76					
SAT41: There is a commitment to academic excellence on this campus.	0.69					
SAT39: I am able to experience intellectual growth here.	0.69					
SAT1: Most students feel a sense of belonging here.	0.68					
SAT58: The quality of instruction I receive in most of my classes is excellent.	0.59					
SAT45: Students are made to feel welcome on this campus.	0.54					
SAT16: The instruction in my major field is excellent.	0.51					
SAT8: The content of the courses within my major is valuable.	0.49					
SAT2: The campus staff are caring and helpful.						
SAT3: Faculty care about me as an individual.						
SAT79: The Writing Center has been helpful in my writing projects.		0.71				
SAT78: The learning Center services have been helpful to me.		0.69				
SAT18: Library resources and services are adequate.		0.63				
SAT13: Library staff are helpful and approachable.		0.62				
SAT54: Bookstore staff are helpful.		0.54				
SAT75: One-Stop services adequately serve my needs.		0.52				
SAT80: The offerings in the bookstore are adequate.		0.47				
SAT82: Exercise and intramural facilities at Koret are adequate.		0.45				
SAT83: Opportunities for participating in volunteer work are adequate.		0.45				
SAT68: Nearly all of the faculty are knowledgeable in their field.		0.45				
SAT62: There is a strong commitment to racial harmony on this campus.		0.43				
SAT56: The student handbook provides helpful information about campus life.		0.42				
SAT67: Freedom of expression is protected on campus.		0.42				
SAT63: Student disciplinary procedures are fair.						

Promax Factor Structure Extracted 6 Factors

	Factor					
	1	2	3	4	5	6
SAT27: The personnel involved in registration are helpful.						
SAT42: There are a sufficient number of weekend activities for students.			0.46			
SAT30: Residence hall staff are concerned about me as an individual.			0.45			
SAT23: Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air conditioning, telephones, etc.).			0.45			
SAT36: Security staff respond quickly in emergencies.			0.43			
SAT28: Parking lots are well-lighted and secure.						
SAT40: Residence hall regulations are reasonable.						
SAT57: I seldom get the 'run-around' when seeking information on this campus.						
SAT7: The campus is safe and secure for all students.						
SAT86: Satisfaction that campus demonstrates commitment to Older, returning learners				0.84		
SAT84: Satisfaction that campus demonstrates commitment to Part-time students				0.80		
SAT85: Satisfaction that campus demonstrates commitment to Evening students				0.77		
SAT87: Satisfaction that campus demonstrates commitment to Under-represented populations				0.64		
SAT88: Satisfaction that campus demonstrates commitment to Commuters				0.55		
SAT14: My academic advisor is concerned about my success as an individual.					0.99	
SAT19: My academic advisor helps me set goals to work toward.					0.87	
SAT6: My academic advisor is approachable.					0.87	
SAT33: My academic advisor is knowledgeable about requirements in my major.					0.73	
SAT12: Financial aid awards are announced to students in time to be helpful in college planning.						0.79
SAT5: Financial aid counselors are helpful.						0.68
SAT17: Adequate financial aid is available for most students.						0.65
SAT11: Billing policies are reasonable.						0.48
Extraction Method: Principal Axis Factoring.						
Rotation Method: Promax with Kaiser Normalization.						
a Rotation converged in 7 iterations.						

Promax Factor Structure Extracted 9 Factors

	Factor								
	1	2	3	4	5	6	7	8	9
SAT101: All in all, if you had it to do over again, would you enroll here?	0.94								
SAT100: Rate your overall satisfaction with your experience here thus far.	0.92								
SAT99: So far, how has your college experience met your expectations?	0.79								
SAT29: It is an enjoyable experience to be a student on this campus.	0.77								
SAT1: Most students feel a sense of belonging here.	0.73								
SAT37: I feel a sense of pride about my campus.	0.66								
SAT81: USF meets my expectations for a quality education.	0.58								
SAT45: Students are made to feel welcome on this campus.	0.56								
SAT41: There is a commitment to academic excellence on this campus.	0.53								
SAT39: I am able to experience intellectual growth here.	0.52								
SAT14: My academic advisor is concerned about my success as an individual.		0.96							
SAT19: My academic advisor helps me set goals to work toward.		0.86							
SAT6: My academic advisor is approachable.		0.85							
SAT33: My academic advisor is knowledgeable about requirements in my major.		0.74							
SAT75: One-Stop services adequately serve my needs.			0.79						
SAT54: Bookstore staff are helpful.			0.66						
SAT57: I seldom get the 'run-around' when seeking information on this campus.			0.66						
SAT27: The personnel involved in registration are helpful.			0.53						
SAT56: The student handbook provides helpful information about campus life.			0.52						
SAT80: The offerings in the bookstore are adequate.			0.46						
SAT84: Satisfaction that campus demonstrates commitment to Part-time students				0.84					
SAT85: Satisfaction that campus demonstrates commitment to Evening students				0.80					
SAT86: Satisfaction that campus demonstrates commitment to Older, returning learners				0.76					
SAT88: Satisfaction that campus demonstrates commitment to Commuters				0.46					
SAT23: Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air conditioning, telephones, etc.).					0.60				
SAT30: Residence hall staff are concerned about me as an individual.					0.57				
SAT40: Residence hall regulations are reasonable.					0.51				
SAT28: Parking lots are well-lighted and secure.					0.49				
SAT36: Security staff respond quickly in emergencies.					0.49				
SAT42: There are a sufficient number of weekend activities for students.					0.47				

