



STUDENT SATISFACTION INVENTORY

4-Year College and University Version

Laurie A. Schreiner, Ph.D., and Stephanie L. Juillerat, Ph.D. Copyright 1994, Noel/Levitz Centers, Inc. All rights reserved.

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.

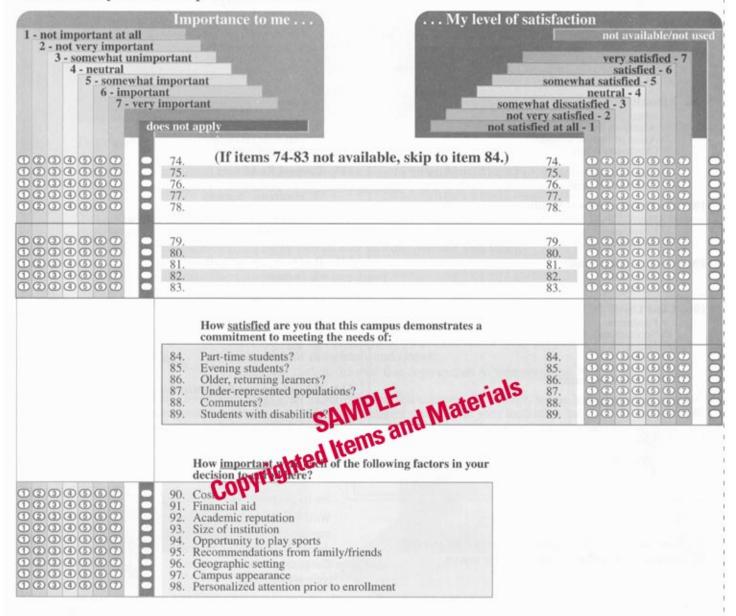
Each item below describes an expectation about your experiences or this campus. On the Soft, tell us how important it is for your institution to meet this expectation. On the right tell us how institution has met this expectation.

1 - not important at 2 - not very impo 3 - somewhat i 4 - neutral 5 - some 6 - im 7 -	Importance to me Ship is sted you a sate your institution of the right tell its annual sted you a sate your institution of the right tell its annual sted you a sate your institution of the right tell its annual sted you a sate your institution of the right tell its annual sted you a sate your institution of the right tell its annual sted you a sate your institution of the right tell its annual sted you a sate your institution of the right tell its annual sted you a sate your institution of the right tell its annual sted you a sate your institution of the right tell its annual sted you a sate your institution of the right tell its annual sted you a sate your institution of the right tell its annual sted you a sate your institution of the right tell its annual sted you a sate your institution of the right tell its annual sted you a sate your institution of the right tell its annual sted you a sate your institution of the right tell its annual sted you a sate your institution of the right tell its annual sted you a sate your institution of the right tell its annual sted your acceptance of the right tell its annual sted your acceptance of the right tell its annual sted your acceptance of the right tell its annual sted your acceptance of the right tell its annual sted your acceptance of the right tell its annual sted your acceptance of the right tell its annual sted your acceptance of the right tell its annual sted your acceptance of the right tell its annual sted your acceptance of the right tell its annual sted your acceptance of the right tell its annual sted your acceptance of the right tell its annual sted your acceptance of the right tell its annual sted your acceptance of the right tell its annual sted your acceptance of the right tell its annual sted your acceptance of the right tell its annual sted your acceptance of the right tell its annual sted your acceptance of the right tell its annual sted your acceptance of the right tell its annual sted your acceptance of the right tell its annual sted your acc	atisfied - 3
0234667 0234667 0234667 0234667	Most students feel a sense of belonging here. The campus staff are caring and helpful. Faculty care about me as an individual. Admissions staff are knowledgeable.	0284567 0284507 0284507 0284507
0234567 0234567 0234567 0234567	 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. 	023039 023039 023039 023039
0234567 0234567 0234567 0234567	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.	1234567
0234567 0234567 0234567 0234567	 Library staff are helpful and approachable. My academic advisor is concerned about my success as an individual. The staff in the health services area are competent. The instruction in my major field is excellent. 	0280560
1234567 1234567 1234567 1234567	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.	0 2 3 0 3 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
		1443863

PLEASE DO NOT MARK IN THIS AREA



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.



Choose the <u>one</u> 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
 - Worse than I expected
 About what I expected
 - About what I expected
 - Better than I expected
 - Quite a bit better than I expected
 - Much better than I expected
- Rate your overall satisfaction with your experience here thus far.
 - 1 Not satisfied at all
 - ② Not very satisfied
 - ③ Somewhat dissatisfied
 - Neutral
 - ⑤ Somewhat satisfied
 - Satisfied
 - 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
 - Maybe yes
 - Probably yes
 - Definitely yes

CONTINUE TO THE NEXT PAGE

	Gender: ① Female	109. Educational Goal: ① Associate degree
103.	② Male Age:	 Bachelor's degree Master's degree Doctorate or professional degree
	① 18 and under ② 19 to 24 ③ 25 to 34 ④ 35 to 44 ⑤ 45 and over	 © Certification (initial or renewal) © Self-improvement/pleasure ① Job-related training ③ Other
104.	Ethnicity/Race: ① African-American ② American Indian or Alaskan Native ③ Asian or Pacific Islander ④ Caucasian/White ⑤ Hispanic ⑥ 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:
105.	© Prefer not to respond Current Enrollment Status: Day Evening Weekend	 ① Residence hall ② Fraternity / Sorority ③ Own house ④ Rent room or apartment off campus ⑤ Parent's home ⑥ Other
106.	Current Class Load: ① Full-time ② Part-time	112. Residence Classification: ① In-state ② Out-of-state
107.	Class Level: ① Freshman ② Sophomore ③ Junior ④ Senior ⑤ Special Student ⑥ Graduate/Professional ⑦ Other	③ International (not U.S. citizen) 113. Disabilities: Physical disability or a diagnosed learning disability? ① Yes ② No 114. When I enter ② s institution, it was my:
	C CDI	
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	ems and Me choice or lower
,	Tourent 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 Copyrighted Copyrighted Copyrighted Copyrighted Copyrighted Copyrighted Copyrighted Copyrighted Copyrighted	Physical disability or a diagnosed learning disability? 1 Yes 2 No No Social Security Number: Write your Social Security number in the nine spaces of the box provided. Completely darken the corresponding oval. Social Security Number: Write your Social Security 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
7	our Social Security Number is requested for researc	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 0 0 1 1 1 1 1 1 1 1

Student Satisfaction InventoryTM Four-Year College and University Scales

SCALE 1: Student Centeredness (Factor 1)

Factor	Item	Item
Loading	Number	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)

	Campus Life (1 actors 2 ana 6)
Item Number	Item Description
56	Residence hall regulations are reasonable.
55	Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air conditioning, telephones, etc.)
61	Residence hall staff are concerned about me as an individual.
45	There is an adequate selection of food available in the cafeteria.
69	There are a sufficient number of weekend activities for students.
73	The intercollegiate athletic programs contribute to a strong sense of school spirit.
70	A variety of intramural activities are offered.
72	Males and females have equal opportunities to participate in intercollegiate athletics.
66	I can easily get involved in campus organizations.
65	The student center is a comfortable place for students to spend their leisure time.
80	Student disciplinary procedures are fair.
103	New student orientation services help students adjust to college.
89	Student activities fees are put to good use.
79	The student handbook provides helpful information about campus life.
	1tem Number 56 55 55 61 45 69 73 70 72 66 65 80 103 89

SCALE 3: Instructional Effectiveness (Factors 4 and 11)

Factor	Item	Item
Loading	Number	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	Item	Item
Loading	Number	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	Item	Item
Loading	Number	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 Item Item

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	Item	Item
Loading	Number	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	Item	Item
Loading	Number	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	Item	Item
Loading	Number	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 Item

		
Loading	Number	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	Item	Item
Loading	Number	Description

.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)

 Most students feel a sense of belonging here. This institution shows concern for students as individuals. 105 It is an enjoyable experience to be a student on this campus. 117 Ifeel a sense of pride about my campus. 110 This institution has a good reputation within the community. 109 There is a commitment to academic excellence on this campus. 107 The campus staff are caring and helpful. 102 Students are made to feel welcome on this campus. 103 Administrators are approachable to students. 104 I seldom get the run-around when seeking information on this campus. 105 I21 I generally know what's happening on campus. 106 J11 There is a strong commitment to racial harmony on this campus. 107 There is a strong commitment to racial harmony on this campus. 108 Channels for expressing student complaints are readily available. 118 Freedom of expression is protected on campus. 129 The campus is safe and secure for all students. 	Factor Loading	Item Number	Item Description
 105 It is an enjoyable experience to be a student on this campus 117 I feel a sense of pride about my campus. 110 This institution has a good reputation within the community. 173 109 There is a commitment to academic excellence on this campus. 174 107 The campus staff are caring and helpful. 175 107 Students are made to feel welcome on this campus. 176 Administrators are approachable to students. 177 108 I seldom get the run-around when seeking information on this campus. 18 114 There is a strong commitment to racial harmony on this campus. 18 118 Freedom of expression is protected on campus. 18 Freedom of expression is protected on campus. 18 Faculty care about me as an individual. 	.80	112	Most students feel a sense of belonging here.
117 I feel a sense of pride about my campus. 110 This institution has a good reputation within the community. 110 There is a commitment to academic excellence on this campus. 1110 The campus staff are caring and helpful. 1111 The campus staff are caring and helpful. 1112 The campus staff are caring and helpful. 112 The campus staff are caring and helpful. 113 The campus staff are caring and helpful. 114 The campus dependent on this campus are approachable to students. 115 Tuition paid is a worthwhile investment. 116 There is a strong commitment to racial harmony on this campus. 117 There is a strong commitment to racial harmony on this campus. 118 There do not expressing student complaints are readily available. 119 There is a strong commitment to racial harmony on this campus. 119 There is a strong commitment to racial harmony on this campus. 110 There is a strong commitment to racial harmony on this campus. 111 There is a strong commitment to racial harmony on this campus. 111 There is a strong commitment to racial harmony on this campus. 112 There is a strong commitment to racial harmony on this campus. 113 There is a strong commitment to racial harmony on this campus. 114 There is a strong commitment to racial harmony on this campus. 115 There is a strong commitment to racial harmony on this campus. 116 There is a strong commitment to racial harmony on this campus. 117 There is a strong commitment to racial harmony on this campus. 118 There is a strong commitment to racial harmony on this campus. 119 There is a strong commitment to racial harmony on this campus. 110 There is a strong commitment to racial harmony on this campus. 110 There is a strong commitment to racial harmony on this campus. 111 There is a strong commitment to racial	.81	111	This institution shows concern for students as individuals.
 .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. .48 18 Faculty care about me as an individual. 	.77	105	It is an enjoyable experience to be a student on this campus
 .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. .18 Freedom of expression is protected on campus. .48 18 Faculty care about me as an individual. 	.74	117	I feel a sense of pride about my 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. .18 Freedom of expression is protected on campus. .48 18 Faculty care about me as an individual. 	.71	110	This institution has a good reputation within the community.
 .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. .18 Freedom of expression is protected on campus. .48 18 Faculty care about me as an individual. 	.73	109	There is a commitment to academic excellence 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. .18 Freedom of expression is protected on campus. .48 18 Faculty care about me as an individual. 	.78	107	The campus staff are caring and helpful.
 108 I seldom get the run-around when seeking information on this campus. 121 I generally know what's happening on campus. 130 91 Tuition paid is a worthwhile investment. 140 114 There is a strong commitment to racial harmony on this campus. 141 118 Freedom of expressing student complaints are readily available. 142 118 Freedom of expression is protected on campus. 143 148 Faculty care about me as an individual. 	.72	102	Students are made to feel welcome on this campus.
 121 I generally know what's happening on campus. 133 91 Tuition paid is a worthwhile investment. 14 There is a strong commitment to racial harmony on this campus. 17 78 Channels for expressing student complaints are readily available. 118 Freedom of expression is protected on campus. 18 Faculty care about me as an individual. 	.72	106	Administrators are approachable to students.
 .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. 	.70	108	I seldom get the run-around when seeking information on this campus.
 .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. 	.65	121	I generally know what's happening on 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. 	.53	91	Tuition paid is a worthwhile investment.
118 Freedom of expression is protected on campus48 18 Faculty care about me as an individual.	.56	114	There is a strong commitment to racial harmony on this campus.
.48 18 Faculty care about me as an individual.	.47	78	Channels for expressing student complaints are readily available.
•		118	Freedom of expression is protected on campus.
.49 52 The campus is safe and secure for all students.	.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.
- This institution has a good reputation within the community.
- There is a strong commitment to racial harmony on this campus
- 117 I feel a sense of pride about my campus.
- There is a strong commitment to racial harmony on this campus.
- *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.	r 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	ு.	SAT13: Library staff are helpful and approachable.
OATO A contato of interconnel and disting	Sig. (2-tailed)	0.000	0.000	0.000	0.000	0.000	0.000	0.002		0.000	0.000	0.000	0.0	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	0.7	'58	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	0.0	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	0.4	77	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	0.0	01	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	0.8	18	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		0.0	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	1.0	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	0.3	883	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	0.0	09	
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	0.4	55	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	0.0	01	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	0.6	57	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	0.0	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	0.7	'12	0.591

KMO and Bartlett's Test Varimax Rotation

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

Total Variance Explained Varimax Rotation

		Initial Eigenvalu	ıes
Factor	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 N Adequacy.	Measure of Sampling	.964
Bartlett's Test of Sphericity	Approx. Chi-Square df Sig.	5930.960 4186 .000

Total Variance Explained

Factor		Initial Eigenvalu	201	Rotation Sums of Squared Loadings(a)
racioi	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.

Factor Correlation Matrix Promax Rotation

Factor	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17
1	1.000	0.626	0.436	0.423	0.619	0.436	0.457	0.474	0.487	0.620	0.369	0.572	0.227	0.522	0.232	0.256	0.191
2	0.626	1.000	0.477	0.416	0.585	0.528	0.541	0.584	0.577	0.627	0.349	0.670	0.208	0.547	0.252	0.332	0.046
3	0.436	0.477	1.000	0.282	0.472	0.351	0.406	0.375	0.337	0.529	0.367	0.482	0.180	0.472	0.228	0.233	0.218
4	0.423	0.416	0.282	1.000	0.442	0.307	0.298	0.346	0.217	0.420	0.179	0.439	0.126	0.449	0.150	0.075	0.074
5	0.619	0.585	0.472	0.442	1.000	0.432	0.374	0.367	0.337	0.569	0.220	0.526	0.250	0.538	0.371	0.398	0.293
6	0.436	0.528	0.351	0.307	0.432	1.000	0.359	0.426	0.350	0.521	0.510	0.500	0.355	0.415	0.296	0.233	0.111
7	0.457	0.541	0.406	0.298	0.374	0.359	1.000	0.496	0.442	0.483	0.242	0.478	0.056	0.438	0.124	0.152	0.069
8	0.474	0.584	0.375	0.346	0.367	0.426	0.496	1.000	0.608	0.526	0.399	0.675	0.026	0.420	0.082	0.279	0.060
9	0.487	0.577	0.337	0.217	0.337	0.350	0.442	0.608	1.000	0.469	0.444	0.505	0.169	0.301	0.193	0.388	-0.070
10	0.620	0.627	0.529	0.420	0.569	0.521	0.483	0.526	0.469	1.000	0.490	0.718	0.233	0.675	0.287	0.172	0.321
11	0.369	0.349	0.367	0.179	0.220	0.510	0.242	0.399	0.444	0.490	1.000	0.395	0.310	0.297	0.225	0.231	0.075
12	0.572	0.670	0.482	0.439	0.526	0.500	0.478	0.675	0.505	0.718	0.395	1.000	0.161	0.660	0.146	0.194	0.253
13	0.227	0.208	0.180	0.126	0.250	0.355	0.056	0.026	0.169	0.233	0.310	0.161	1.000	0.200	0.342	0.099	0.067
14	0.522	0.547	0.472	0.449	0.538	0.415	0.438	0.420	0.301	0.675	0.297	0.660	0.200	1.000	0.115	0.061	0.272
15	0.232	0.252	0.228	0.150	0.371	0.296	0.124	0.082	0.193	0.287	0.225	0.146	0.342	0.115	1.000	0.389	0.204
16	0.256	0.332	0.233	0.075	0.398	0.233	0.152	0.279	0.388	0.172	0.231	0.194	0.099	0.061	0.389	1.000	0.084
17	0.191	0.046	0.218	0.074	0.293	0.111	0.069	0.060	-0.070	0.321	0.075	0.253	0.067	0.272	0.204	0.084	1.000
Extracti	on Meth	od: Princ	cipal Axi	s Factori	ng.												
Rotatio	n Metho	d: Proma	ax with K	Caiser No	rmalizat	ion.											·

Total Variance Explained Varimax Rotation Item Deletion

		Initial Eigenvalu	es	s Extraction Sums of Squared Loadings							
Factor	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								

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.

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 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		Chang	ge Statistics	S	
	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
SAT101: All in all, if you had it to do over again, would you enroll here?																.,	
SAT100: Rate your overall satisfaction with your experience here thus far.	0.78																
SAT29: It is an enjoyable experience to be a student on																	
this campus. SAT81: USF meets my expectations for a quality	0.70																
education.	0.69																
SAT37: I feel a sense of pride about my campus. SAT99: So far, how has your college experience met your																	
expectations? SAT41: There is a commitment to academic excellence	0.68																
on this campus.	0.64																1
SAT1: Most students feel a sense of belonging here.	0.64																
SAT39: I am able to experience intellectual growth here.	0.62																1
SAT45: Students are made to feel welcome on this	0.02																
campus.	0.57																
SAT66: Tuition paid is a worthwhile investment.	0.51																
SAT51: This institution has a good reputation within the community.	0.46																1
SAT48: Admissions counselors accurately portray the	0.10																
campus in their recruiting practices.	0.42																
SAT69: There is a good variety of courses provided on this campus.																	
SAT60: I generally know what's happening on campus.																	
SAT46: I can easily get involved in campus organizations.																	
SAT10: Administrators are approachable to students.																	
SAT73: Student activities fees are put to good use.																	
SAT75: One-Stop services adequately serve my needs.		0.59															
SAT57: I seldom get the 'run-around' when seeking																	
information on this campus. SAT27: The personnel involved in registration are helpful.		0.56															
		0.53															<u> </u>
SAT56: The student handbook provides helpful information about campus life.		0.48															l
SAT54: Bookstore staff are helpful.		0.47															
SAT4: Admissions staff are knowledgeable.		0.42															
SAT15: The staff in the health services area are competent.		0.40															1
SAT80: The offerings in the bookstore are adequate.		0.40															
SAT20: The business office is open during hours which are convenient for most students.																	
SAT49: There are adequate services to help me decide																	
upon a career.																	
SAT52: The student center is a comfortable place for students to spend their leisure time.																	
SAT35: The assessment and course placement																	
procedures are reasonable.																	
SAT84: Satisfaction that campus demonstrates commitment to Part-time students			0.77														
SAT85: Satisfaction that campus demonstrates																	
commitment to Evening students			0.73														
SAT86: Satisfaction that campus demonstrates commitment to Older, returning learners			0.72														
SAT87: Satisfaction that campus demonstrates																	
commitment to Under-represented populations			0.59														——
SAT88: Satisfaction that campus demonstrates commitment to Commuters			0.50														
SAT89: Satisfaction that campus demonstrates																	
commitment to Students with disabilities			0.47														
SAT14: My academic advisor is concerned about my success as an individual.				0.89													
SAT19: My academic advisor helps me set goals to work toward.				0.81													
SAT6: My academic advisor is approachable.				0.79													
SAT33: My academic advisor is knowledgeable about																	
requirements in my major. SAT22: Counseling staff care about students as				0.72													
individuals.						L	L										<u>L</u>
SAT58: The quality of instruction I receive in most of my					0.00												
classes is excellent. SAT16: The instruction in my major field is excellent.	0.47				0.66 0.61												
SAT68: Nearly all of the faculty are knowledgeable in their																	
field. SAT8: The content of the courses within my major is					0.55												
valuable.	0.40				0.47												

Factor Structure Varimax Rotation

AST 75. Major requirements are clear and reasonable. 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 10 17										Factor								
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SAT31: Males and females have equal opportunities to participate in intercollegiate athletics. SAT43: Admissions counselors respond to prospective students' unique needs and requests. SAT42: There are a sufficient number of weekend activities for students. SAT44: Academic support services adequately meet the needs of students. SAT44: Academic support services are adequate. SAT18: Library resources and services are adequate. SAT18: Library staff are helpful and approachable. SAT3: Faculty care about me as an individual. SAT2: The campus staff are caring and helpful. SAT2: The campus staff are caring and helpful. SAT25: Faculty are fair and unbiased in their treatment of individual students. SAT34: I am able to register for classes I need with few conflicts. SAT34: I am able to register for classes I need with few conflicts. SAT72: On the whole, the campus is well-maintained.	SAT9: A variety of intramural activities are offered.											5.40						
participate in intercollegiate athletics. SAT43: Admissions counselors respond to prospective students' unique needs and requests. SAT42: There are a sufficient number of weekend activities for students. SAT44: Academic support services adequately meet the needs of students. SAT41: Library resources and services are adequate. SAT18: Library staff are helpful and approachable. SAT31: Library staff are helpful and approachable. SAT2: The campus staff are caring and helpful. SAT25: Faculty are fair and unbiased in their treatment of individual students. SAT34: I am able to register for classes I need with few conflicts. SAT34: I am able to register for classes I need with few conflicts. SAT72: On the whole, the campus is well-maintained.	SAT26: Computer labs are adequate and accessible.																	
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SAT42: There are a sufficient number of weekend activities for students. SAT44: Academic support services adequately meet the needs of students. SAT18: Library resources and services are adequate. SAT18: Library staff are helpful and approachable. SAT3: Faculty care about me as an individual. SAT2: The campus staff are caring and helpful. SAT2: Faculty are fair and unbiased in their treatment of individual students. SAT59: This institution shows concern for students as individuals. SAT3: I am able to register for classes I need with few conflicts. SAT72: On the whole, the campus is well-maintained.													0.47					
SAT44: Academic support services adequately meet the needs of students. SAT18: Library resources and services are adequate. SAT18: Library staff are helpful and approachable. SAT3: Faculty care about me as an individual. SAT2: The campus staff are caring and helpful. SAT2: Faculty are fair and unbiased in their treatment of individual students. SAT59: This institution shows concern for students as individuals. SAT34: I am able to register for classes I need with few conflicts. SAT72: On the whole, the campus is well-maintained.	SAT42: There are a sufficient number of weekend																	
needs of students. SAT18: Library resources and services are adequate. SAT18: Library staff are helpful and approachable. SAT3: Faculty care about me as an individual. SAT2: The campus staff are caring and helpful. SAT2: Faculty are fair and unbiased in their treatment of individual students. SAT59: This institution shows concern for students as individuals. SAT34: I am able to register for classes I need with few conflicts. SAT72: On the whole, the campus is well-maintained.													0.47					
SAT18: Library resources and services are adequate. SAT18: Library staff are helpful and approachable. SAT3: Faculty care about me as an individual. SAT2: The campus staff are caring and helpful. SAT25: Faculty are fair and unbiased in their treatment of individual students. SAT59: This institution shows concern for students as individuals. SAT34: I am able to register for classes I need with few conflicts. SAT72: On the whole, the campus is well-maintained.	needs of students.												0.42					
SAT13: Library staff are helpful and approachable. SAT3: Faculty care about me as an individual. SAT2: The campus staff are caring and helpful. SAT2: Faculty are fair and unbiased in their treatment of individual students. SAT59: This institution shows concern for students as individuals. SAT34: I am able to register for classes I need with few conflicts. SAT772: On the whole, the campus is well-maintained.	SAT18: Library resources and services are adequate.																	
SAT3: Faculty care about me as an individual. SAT2: The campus staff are caring and helpful. SAT25: Faculty are fair and unbiased in their treatment of individual students. SAT59: This institution shows concern for students as individuals. SAT34: I am able to register for classes I need with few conflicts. SAT72: On the whole, the campus is well-maintained.	SAT13: Library staff are helpful and approachable.		-	-	-	-												
SAT25: Faculty are fair and unbiased in their treatment of individual students. SAT59: This institution shows concern for students as individuals. SAT34: I am able to register for classes I need with few conflicts. SAT32: On the whole, the campus is well-maintained.	SAT3: Faculty care about me as an individual.													0.42	0.56			
individual students. SAT59: This institution shows concern for students as individuals. SAT34: I am able to register for classes I need with few conflicts. SAT72: On the whole, the campus is well-maintained.															0.41			
SAT59: This institution shows concern for students as individuals. SAT34: I am able to register for classes I need with few conflicts. SAT72: On the whole, the campus is well-maintained.																		
SAT34: I am able to register for classes I need with few conflicts. SAT72: On the whole, the campus is well-maintained.	SAT59: This institution shows concern for students as																	
conflicts. 0.41 SAT72: On the whole, the campus is well-maintained. 0.41																		
SAT72: On the whole, the campus is well-maintained.	•															0.41		
SAT50: Class change (drop/add) policies are reasonable.	SAT72: On the whole, the campus is well-maintained.																	
	SAT50: Class change (drop/add) policies are reasonable					1												

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.																0.40	
Rotation Method: Varimax with Kaiser Normalization.			·	,	,			,	,	,	,	,	,	,		·	

a Rotation converged in 29 iterations.

Factor Structure Promax Rotation

									Factor								
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17
SAT101: All in all, if you had it to do over again, would you			-		-												
enroll here?	0.91						1	1									
SAT100: Rate your overall satisfaction with your experience here thus far.	0.87																
SAT99: So far, how has your college experience met your																	
expectations?	0.76																
SAT29: It is an enjoyable experience to be a student on this campus.	0.73																
SAT37: I feel a sense of pride about my campus.	0.73																
SAT1: Most students feel a sense of belonging here.	0.72																
SAT81: USF meets my expectations for a quality																	
education.	0.63																
SAT41: There is a commitment to academic excellence on this campus.	0.61																
SAT39: I am able to experience intellectual growth here.																	
	0.60																
SAT45: Students are made to feel welcome on this campus.	0.52											0.46					
SAT66: Tuition paid is a worthwhile investment.	0.32											0.40					
SAT51: This institution has a good reputation within the	•																
community.																	
SAT75: One-Stop services adequately serve my needs.		0.82															
SAT57: I seldom get the 'run-around' when seeking		0.02					1	1									
information on this campus.		0.71															
SAT27: The personnel involved in registration are helpful.		0.05															
SAT54: Bookstore staff are helpful.		0.65 0.64															
SAT56: The student handbook provides helpful information		0.04															
about campus life.		0.53															
SAT4: Admissions staff are knowledgeable.		0.49															
SAT15: The staff in the health services area are competent.		0.46															
SAT80: The offerings in the bookstore are adequate.		0.10															
		0.46															
SAT20: The business office is open during hours which are convenient for most students.																	
SAT74: The staff at the ITS help desk are helpful.																	
SAT49: There are adequate services to help me decide																	
upon a career.																	
SAT10: Administrators are approachable to students.																	
SAT52: The student center is a comfortable place for students to spend their leisure time.																	
SAT84: Satisfaction that campus demonstrates																	
commitment to Part-time students			0.88														
SAT85: Satisfaction that campus demonstrates commitment to Evening students			0.83														
SAT86: Satisfaction that campus demonstrates			0.03														
commitment to Older, returning learners			0.76														
SAT87: Satisfaction that campus demonstrates commitment to Under-represented populations			0.50														
SAT88: Satisfaction that campus demonstrates			0.52														
commitment to Commuters			0.48														
SAT89: Satisfaction that campus demonstrates																	
commitment to Students with disabilities SAT14: My academic advisor is concerned about my			0.42														
success as an individual.				0.94													
SAT19: My academic advisor helps me set goals to work																	
toward.				0.84			1	1									
SAT6: My academic advisor is approachable. SAT33: My academic advisor is knowledgeable about				0.82			-	-									
requirements in my major.				0.73													
SAT58: The quality of instruction I receive in most of my					_												
classes is excellent. SAT16: The instruction in my major field is excellent.					0.83												
SAT8: The instruction in my major field is excellent. SAT8: The content of the courses within my major is					υ.81												
valuable.					0.62												
SAT68: Nearly all of the faculty are knowledgeable in their																	
field. SAT55: Major requirements are clear and reasonable.					0.62		1	1									
SAT55: Major requirements are clear and reasonable. SAT53: Faculty take into consideration student differences					0.40		-	-									
as they teach a course.																	
SAT47: Faculty provide timely feedback about student																	
progress in a course.																	

Factor Structure Promax Rotation

									Factor								
	1	2	3	4	5	6	7	8	Factor 9	10	11	12	13	14	15	16	17
SAT69: There is a good variety of courses provided on this	•									Ţ							
campus.		ļ															
SAT78: The learning Center services have been helpful to me.						0.94											
SAT79: The Writing Center has been helpful in my writing						0.0 .											
projects.						0.80											
SAT77: Career Services Center is helpful in planning my																	
professional life. SAT76: Campus Ministry meets my spiritual and religious																	
needs.																	
SAT32: Tutoring services are readily available.																	
SAT12: Financial aid awards are announced to students in							0.80										
time to be helpful in college planning. SAT17: Adequate financial aid is available for most							0.60										
students.							0.76										
SAT5: Financial aid counselors are helpful.							0.66										
SAT11: Billing policies are reasonable.							0.45										
SAT40: Residence hall regulations are reasonable. SAT30: Residence hall staff are concerned about me as								0.80									
an individual.								0.57									
SAT23: Living conditions in the residence halls are																	
comfortable (adequate space, lighting, heat, air conditioning, telephones, etc.).								0.55									
SAT38: There is an adequate selection of food available in								0.55									
the cafeteria.			<u> </u>	<u> </u>	<u> </u>												
SAT28: Parking lots are well-lighted and secure.	•								0.75								•
SAT7: The campus is safe and secure for all students.									0.72								
SAT36: Security staff respond quickly in emergencies.									0.72								
SAT21: The amount of student parking space on campus									0.10								
is adequate.									0.42								
SAT24: The intercollegiate athletic programs contribute to																	
a strong sense of school spirit. SAT63: Student disciplinary procedures are fair.										0.75							
SAT62: There is a strong commitment to racial harmony on										0.70							
this campus.										0.72							
SAT67: Freedom of expression is protected on campus.										0.56							
SAT64: New student orientation services help students										0.50							
adjust to college.										0.47							
SAT61: Adjunct faculty are competent as classroom																	
instructors. SAT65: Faculty are usually available after class and during																	
office hours.																	
SAT82: Exercise and intramural facilities at Koret are																	
adequate. SAT83: Opportunities for participating in volunteer work											0.67						
are adequate.											0.55						
SAT26: Computer labs are adequate and accessible.																	
SAT9: A variety of intramural activities are offered.																	
SAT42: There are a sufficient number of weekend												0.70					
activities for students. SAT43: Admissions counselors respond to prospective												0.78					
students' unique needs and requests.												0.71					
SAT44: Academic support services adequately meet the																	
needs of students. SAT46: I can easily get involved in campus organizations.		-										0.60					
DATEO. I can easily get involved in campus organizations.																	
SAT31: Males and females have equal opportunities to																	
participate in intercollegiate athletics.																	
SAT48: Admissions counselors accurately portray the campus in their recruiting practices.																	
SAT60: I generally know what's happening on campus.		-															
SAT22: Counseling staff care about students as																	
individuals. SAT18: Library resources and services are adequate.			-										0.57				
SAT16. Library resources and services are adequate. SAT13: Library staff are helpful and approachable.													0.41				
SAT3: Faculty care about me as an individual.														0.82			
SAT2: The campus staff are caring and helpful.														0.59			
SAT25: Faculty are fair and unbiased in their treatment of individual students.														0.43			
SAT59: This institution shows concern for students as		1												0.43			
individuals.				<u> </u>	<u> </u>												
	_	_															

Factor Structure Promax Rotation

									Factor								
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17
SAT34: I am able to register for classes I need with few conflicts.															0.52		
SAT72: On the whole, the campus is well-maintained.																	
SAT50: Class change (drop/add) policies are reasonable.																	
SAT35: The assessment and course placement procedures are reasonable.																	
SAT71: Channels for expressing student complaints are readily available.																0.55	
SAT70: Graduate teaching assistants are competent as classroom instructors.																	
SAT73: Student activities fees are put to good use.																	
Extraction Method: Principal Axis Factoring.																	
Rotation Method: Promax with Kaiser Normalization.	Ť										·						
a Rotation converged in 29 iterations.																	

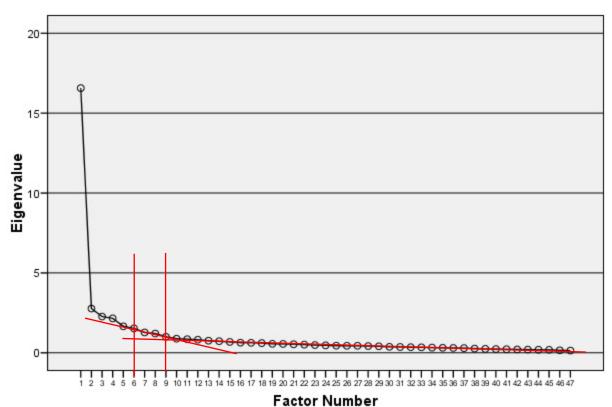
Factor Structure Promax Rotaion with Item Deletion

						Fa	ctor					
	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.												
CATCO. It is an animable annexion at the actual at an third	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	0.62											
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 0											
	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.	0.52											
SAT75: One-Stop services adequately serve my needs.												
2 2 2 2 2 2 2 2.		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.		0.49										
or the stan in the meaning of vices 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			0.00									
commitment to Evening students SAT86: Satisfaction that campus demonstrates			0.82									
commitment to Older, returning learners			0.77									
SAT88: Satisfaction that campus demonstrates			J.77									
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				0.00								
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							

Factor Structure Promax Rotaion with Item Deletion

						Fac	ctor					
	1	2	3	4	5	6	7	8	9	10	11	12
SAT23: Living conditions in the residence halls are	-	T		-					-			
comfortable (adequate space, lighting, heat, air conditioning,												
telephones, etc.).					0.49							
SAT43: Admissions counselors respond to prospective												
students' unique needs and requests.												
SAT64: New student orientation services help students												
adjust to college.												
SAT12: Financial aid awards are announced to students in												
time to be helpful in college planning.						0.80						
SAT17: Adequate financial aid is available for most						0.70						
students.						0.73						
SAT5: Financial aid counselors are helpful.						0.68						
SAT11: Billing policies are reasonable.						0.47						
SAT58: The quality of instruction I receive in most of my classes is excellent.							0.74					
SAT16: The instruction in my major field is excellent.							0.73					
SAT68: Nearly all of the faculty are knowledgeable in their												
field.							0.59					
SAT8: The content of the courses within my major is												
valuable.							0.56					
SAT55: Major requirements are clear and reasonable.												
SAT78: The learning Center services have been helpful to												
me.								0.92				
SAT79: The Writing Center has been helpful in my writing projects.								0.78				
SAT28: Parking lots are well-lighted and secure.								0.76	0.65			
SAT7: The campus is safe and secure for all students.									0.65			
SATT. The campus is sale and secure for all students.									0.54			
SAT36: Security staff respond quickly in emergencies.												
CAT21: The amount of student parking appeal on compute is									0.40			
SAT21: The amount of student parking space on campus is adequate.												
SAT13: Library staff are helpful and approachable.										0.51		
SAT3: Faculty care about me as an individual.										0.50		
SAT2: The campus staff are caring and helpful.										0.30		
SAT18: Library resources and services are adequate.										0.40		
SATTO. Library resources and services are adequate.										0.45		
SAT25: Faculty are fair and unbiased in their treatment of												
individual students.												
SAT62: There is a strong commitment to racial harmony on												
this campus.		<u> </u>									0.58	
SAT87: Satisfaction that campus demonstrates			1 . J	_	[]
commitment to Under-represented populations		ļ	0.48								0.48	
SAT67: Freedom of expression is protected on campus.											0.45	
SAT63: Student disciplinary procedures are fair.			1								0.45 0.42	
SAT82: Exercise and intramural facilities at Koret are		}	+ +								0.42	
adequate.												0.62
SAT83: Opportunities for participating in volunteer work are		1	1		1							0.02
adequate.												0.42
Extraction Method: Principal Axis Factoring.												
Rotation Method: Promax with Kaiser Normalization.												
a Rotation converged in 9 iterations.		1										
		<u> </u>										

Scree Plot



Promax Factor Structure Extracted 6 Factors

			Fa	ctor		
	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.						
l		0.52				
SAT80: The offerings in the bookstore are adequate.						
β a q q q		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				1		
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.						
, ,,		L		1		

Promax Factor Structure Extracted 6 Factors

	1	2	3	4	5	6
SAT27: The personnel involved in registration are helpful.						
SAT42: There are a sufficient number of weekend			0.40			
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				0.55		
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					0.99	
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.						
				T	Ţ	

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									<u> </u>			
requirements in my major.		0.74										
SAT75: One-Stop services adequately serve my needs.									<u> </u>			
, , , , , , , , , , , , , , , , , , , ,			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.									<u> </u>			
			0.46									
SAT84: Satisfaction that campus demonstrates									<u> </u>			
commitment to Part-time students				0.84								
SAT85: Satisfaction that campus demonstrates									<u> </u>			
commitment to Evening students				0.80								
SAT86: Satisfaction that campus demonstrates									<u> </u>			
commitment to Older, returning learners				0.76								
SAT88: Satisfaction that campus demonstrates									<u> </u>			
commitment to Commuters				0.46								
SAT23: Living conditions in the residence halls are									<u> </u>			
comfortable (adequate space, lighting, heat, air												
conditioning, telephones, etc.).					0.60							
SAT30: Residence hall staff are concerned about me as								<u> </u>	t			
an individual.					0.57							
SAT40: Residence hall regulations are reasonable.					0.51			<u> </u>	<u> </u>			
SAT28: Parking lots are well-lighted and secure.					0.49			<u> </u>				
SAT36: Security staff respond quickly in emergencies.					5.75				 			
o, troo. Gooding stail reopenia quiotty in emergencies.					0.49							
SAT42: There are a sufficient number of weekend					0.40				 			
activities for students.					0.47							
addivides for staughts.					U. + /		<u> </u>	<u> </u>				

Promax Factor Structure Extracted 9 Factors

Factor												
1	2	3	4	5	6	7	8	9				
					0.04							
					0.84							
					0.70							
					0.72							
					0.60							
					0.68	-	-					
					0.60							
					0.40							
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า												
						0.81						
						0.68						
						0.67						
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							0.77					
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			0.45				0.47					
							0.42					
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							0.41					
)												
								0.81				
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				0.45	1 2 3 4 5	1 2 3 4 5 6 0.84 0.72 0.68 0.45 0.45	1 2 3 4 5 6 7 0.84 0.72 0.68 0.60 0.45 0.67 0.67 0.46	1 2 3 4 5 6 7 8 0.84 0.72 0.68 0.60 0.45 0.67 0.46 0.77 0.49 0.41 0.41				