

## Demographics

<b>Gender</b>	<b>N</b>	<b>%</b>	<b>Class Level</b>	<b>N</b>	<b>%</b>
Female	616	60.16%	Freshman	210	20.65%
Male	408	39.84%	Sophomore	199	19.57%
Total	1024	100.00%	Junior	267	26.25%
No Response	19		Senior	246	24.19%
			Special student	4	0.39%
			Graduate/Professional	75	7.37%
			Other class level	16	1.57%
			Total	1017	100.00%
			No Response	26	
<b>Age</b>	<b>N</b>	<b>%</b>	<b>Current GPA</b>	<b>N</b>	<b>%</b>
18 and under	133	12.99%	No credits earned	129	12.84%
19 to 24	543	53.03%	1.99 or below	15	1.49%
25 to 34	176	17.19%	2.0 - 2.49	69	6.87%
35 to 44	98	9.57%	2.5 - 2.99	161	16.02%
45 and over	74	7.23%	3.0 - 3.49	325	32.34%
Total	1024	100.00%	3.5 or above	306	30.45%
No Response	19		Total	1005	100.00%
			No Response	38	
<b>Ethnicity/Race</b>	<b>N</b>	<b>%</b>	<b>Educational Goal</b>	<b>N</b>	<b>%</b>
African-American	69	6.74%	Associate degree	9	0.88%
American Indian or Alaskan Native	10	0.98%	Bachelor's degree	640	62.75%
Asian or Pacific Islander	41	4.01%	Master's degree	231	22.65%
Caucasian/White	538	52.59%	Doctorate or professional degree	121	11.86%
Hispanic	246	24.05%	Certification (initial/renewal)	7	0.69%
Other race	49	4.79%	Self-improvement/pleasure	4	0.39%
Race - Prefer not to respond	70	6.84%	Job-related training	0	0.00%
Total	1023	100.00%	Other educational goal	8	0.78%
No Response	20		Total	1020	100.00%
			No Response	23	
<b>Current Enrollment Status</b>	<b>N</b>	<b>%</b>			
Day	924	90.94%			
Evening	91	8.96%			
Weekend	1	0.10%			
Total	1016	100.00%			
No Response	27				
<b>Current Class Load</b>	<b>N</b>	<b>%</b>			
Full-time	912	89.41%			
Part-time	108	10.59%			
Total	1020	100.00%			
No Response	23				

## Demographics

<b>Employment</b>	<b>N</b>	<b>%</b>	<b>My residence is:</b>	<b>N</b>	<b>%</b>
Full-time off campus	127	12.50%	Belmont Residence Hall	71	6.94%
Part-time off campus	252	24.80%	Crestone, Culebra, or Greenhorn Res Hall	140	13.69%
Full-time on campus	28	2.76%	University Village at Walking Stick	39	3.81%
Part-time on campus	208	20.47%	Wolf Village	52	5.08%
Not employed	401	39.47%	Off-campus with my family	327	31.96%
Total	1016	100.00%	Other off-campus living	394	38.51%
No Response	27		Total	1023	100.00%
			No Response	20	
<b>Current Residence</b>	<b>N</b>	<b>%</b>	<b>Group Code</b>	<b>N</b>	<b>%</b>
Residence hall	226	22.22%	1001: Accounting	23	2.28%
Fraternity / Sorority	0	0.00%	1003: Art	29	2.88%
Own house	227	22.32%	1004: Athletic Training	20	1.99%
Rent room or apt off campus	288	28.32%	1005: Automotive Industry Management	7	0.70%
Parent's home	206	20.26%	1006: Biochemistry (Masters)	1	0.10%
Other residence	70	6.88%	1007: Biology	72	7.15%
Total	1017	100.00%	1008: Biology (Masters)	4	0.40%
No Response	26		1009: Business Management	87	8.64%
			1010: Chemistry	14	1.39%
<b>Residence Classification</b>	<b>N</b>	<b>%</b>	1011: Chemistry (Masters)	3	0.30%
In-state	880	87.48%	1012: Civil Engineering Technology	14	1.39%
Out-of-state	97	9.64%	1013: Computer Information System	26	2.58%
International (not U.S. citizen)	29	2.88%	1014: Construction Management	5	0.50%
Total	1006	100.00%	1015: Economics	9	0.89%
No Response	37		1016: Engineering	39	3.87%
			1017: Engineering (Masters)	9	0.89%
<b>Disabilities</b>	<b>N</b>	<b>%</b>	1018: English	43	4.27%
Yes - Disability	82	8.12%	1019: English (Masters)	2	0.20%
No - Disability	928	91.88%	1020: Exercise Science and Health Promotion	48	4.77%
Total	1010	100.00%	1021: Foreign Language	13	1.29%
No Response	33		1022: History	24	2.38%
			1023: History (Masters)	9	0.89%
<b>Institution Was My</b>	<b>N</b>	<b>%</b>	1024: Industrial Engineering	3	0.30%
1st choice	600	59.00%	1025: Industrial Engineering (Masters)	2	0.20%
2nd choice	291	28.61%	1026: Liberal Studies	41	4.07%
3rd choice or lower	126	12.39%	1027: Mass Communication	46	4.57%
Total	1017	100.00%	1028: Mathematics	16	1.59%
No Response	26		1029: MBA	25	2.48%
			1030: Music	15	1.49%
			1031: Nursing	83	8.24%

## Demographics

1032: Nursing (Doctorate)	6	0.60%	
1033: Nursing (Masters)	4	0.40%	
1034: Physics	6	0.60%	
1035: Political Science	15	1.49%	
1036: Pre-Business	2	0.20%	
1038: Pre-Nursing	11	1.09%	
1039: Psychology	57	5.66%	
1040: Social Work	55	5.46%	
1041: Sociology	74	7.35%	
1042: Teacher Education (Masters)	13	1.29%	
1043: Unclassified non-degree	2	0.20%	
1044: Undeclared	30	2.98%	
Total	1007	100.00%	
No Response	36		

## **Strategic Planning Overview**

### **Strengths and Challenges**

#### **Strengths**

- 33. My academic advisor is knowledgeable about requirements in my major.
- 68. Nearly all of the faculty are knowledgeable in their field.
- 58. The quality of instruction I receive in most of my classes is excellent.
- 55. Major requirements are clear and reasonable.
- 6. My academic advisor is approachable.
- 39. I am able to experience intellectual growth here.
- 75. Campus item: My academic advisor is available
- 7. The campus is safe and secure for all students.
- 69. There is a good variety of courses provided on this campus.
- 65. Faculty are usually available after class and during office hours.
- 14. My academic advisor is concerned about my success as an individual.
- 26. Computer labs are adequate and accessible.
- 29. It is an enjoyable experience to be a student on this campus.
- 72. On the whole, the campus is well-maintained.
- 45. Students are made to feel welcome on this campus.
- 18. Library resources and services are adequate.
- 67. Freedom of expression is protected on campus.
- 51. This institution has a good reputation within the community.

#### **Challenges**

- 34. I am able to register for classes I need with few conflicts.
- 66. Tuition paid is a worthwhile investment.
- 83. Campus item: CSU-Pueblo offers an affordable education
- 16. The instruction in my major field is excellent.
- 5. Financial aid counselors are helpful.
- 12. Financial aid awards are announced to students in time to be helpful in college planning.
- 17. Adequate financial aid is available for most students.
- 25. Faculty are fair and unbiased in their treatment of individual students.
- 47. Faculty provide timely feedback about student progress in a course.
- 77. Campus item: Assigned textbooks contribute to my success
- 11. Billing policies are reasonable.
- 59. This institution shows concern for students as individuals.
- 49. There are adequate services to help me decide upon a career.
- 4. Admissions staff are knowledgeable.
- 57. I seldom get the "run-around" when seeking information on this campus.

## **Strategic Planning Overview**

73. Student activities fees are put to good use.

## **Strategic Planning Overview**

### **Benchmarks**

#### **Higher Satisfaction vs. National Four-Year Publics**

- 33. My academic advisor is knowledgeable about requirements in my major.
- 34. I am able to register for classes I need with few conflicts.
- 66. Tuition paid is a worthwhile investment.
- 68. Nearly all of the faculty are knowledgeable in their field.
- 16. The instruction in my major field is excellent.
- 58. The quality of instruction I receive in most of my classes is excellent.
- 8. The content of the courses within my major is valuable.
- 55. Major requirements are clear and reasonable.
- 6. My academic advisor is approachable.
- 39. I am able to experience intellectual growth here.
- 7. The campus is safe and secure for all students.
- 41. There is a commitment to academic excellence on this campus.
- 5. Financial aid counselors are helpful.
- 36. Security staff respond quickly in emergencies.
- 69. There is a good variety of courses provided on this campus.
- 25. Faculty are fair and unbiased in their treatment of individual students.
- 47. Faculty provide timely feedback about student progress in a course.
- 65. Faculty are usually available after class and during office hours.
- 14. My academic advisor is concerned about my success as an individual.
- 26. Computer labs are adequate and accessible.
- 29. It is an enjoyable experience to be a student on this campus.
- 72. On the whole, the campus is well-maintained.
- 2. The campus staff are caring and helpful.
- 59. This institution shows concern for students as individuals.
- 61. Adjunct faculty are competent as classroom instructors.
- 44. Academic support services adequately meet the needs of students.
- 45. Students are made to feel welcome on this campus.
- 49. There are adequate services to help me decide upon a career.
- 27. The personnel involved in registration are helpful.
- 35. The assessment and course placement procedures are reasonable.
- 4. Admissions staff are knowledgeable.
- 18. Library resources and services are adequate.
- 57. I seldom get the "run-around" when seeking information on this campus.
- 67. Freedom of expression is protected on campus.

## **Strategic Planning Overview**

### **Lower Satisfaction vs. National Four-Year Publics**

- 17. Adequate financial aid is available for most students.
- 11. Billing policies are reasonable.

### **Higher Importance vs. National Four-Year Publics**

- 41. There is a commitment to academic excellence on this campus.
- 5. Financial aid counselors are helpful.
- 12. Financial aid awards are announced to students in time to be helpful in college planning.
- 26. Computer labs are adequate and accessible.
- 11. Billing policies are reasonable.
- 44. Academic support services adequately meet the needs of students.
- 67. Freedom of expression is protected on campus.

**Institutional Summary**  
**Scales: In Order of Importance**

	Colorado State University-Pueblo - SSI			National Four-Year Publics			Mean Difference
Scale	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Academic Advising	6.50	5.84 / 1.15	0.66	6.39	5.40 / 1.35	0.99	0.44 ***
Instructional Effectiveness	6.46	5.63 / 1.00	0.83	6.36	5.39 / 1.05	0.97	0.24 ***
Recruitment and Financial Aid	6.36	5.18 / 1.28	1.18	6.21	5.02 / 1.25	1.19	0.16 ***
Safety and Security	6.34	5.43 / 1.18	0.91	6.30	4.76 / 1.24	1.54	0.67 ***
Registration Effectiveness	6.32	5.40 / 1.12	0.92	6.24	5.14 / 1.18	1.10	0.26 ***
Concern for the Individual	6.29	5.48 / 1.11	0.81	6.17	5.14 / 1.18	1.03	0.34 ***
Campus Climate	6.27	5.49 / 1.03	0.78	6.15	5.23 / 1.10	0.92	0.26 ***
Campus Support Services	6.26	5.73 / 0.97	0.53	6.09	5.45 / 1.03	0.64	0.28 ***
Student Centeredness	6.23	5.48 / 1.12	0.75	6.14	5.23 / 1.18	0.91	0.25 ***
Service Excellence	6.19	5.41 / 1.10	0.78	6.07	5.11 / 1.11	0.96	0.30 ***
Campus Life	5.93	5.39 / 1.08	0.54	5.77	5.07 / 1.10	0.70	0.32 ***
Responsiveness to Diverse Populations		5.51 / 1.32			5.29 / 1.35		0.22 ***

National Group Means are based on 97084 records.

\* Difference statistically significant at the .05 level  
\*\* Difference statistically significant at the .01 level  
\*\*\* Difference statistically significant at the .001 level



# **Institutional Summary** **Items: In Order of Importance**

	Colorado State University-Pueblo - SSI			National Four-Year Publics			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
33. My academic advisor is knowledgeable about requirements in my major.	6.67	6.09 / 1.29	0.58	6.54	5.61 / 1.62	0.93	0.48 ***
34. I am able to register for classes I need with few conflicts.	6.62	5.64 / 1.50	0.98	6.55	5.02 / 1.79	1.53	0.62 ***
68. Nearly all of the faculty are knowledgeable in their field.	6.61	5.99 / 1.15	0.62	6.53	5.74 / 1.30	0.79	0.25 ***
83. Campus item: CSU-Pueblo offers an affordable education	6.61	5.34 / 1.57	1.27				
66. Tuition paid is a worthwhile investment.	6.61	5.32 / 1.60	1.29	6.47	5.19 / 1.61	1.28	0.13 *
16. The instruction in my major field is excellent.	6.60	5.67 / 1.33	0.93	6.55	5.51 / 1.40	1.04	0.16 ***
58. The quality of instruction I receive in most of my classes is excellent.	6.60	5.75 / 1.29	0.85	6.51	5.40 / 1.41	1.11	0.35 ***
8. The content of the courses within my major is valuable.	6.59	5.67 / 1.37	0.92	6.57	5.54 / 1.36	1.03	0.13 **
55. Major requirements are clear and reasonable.	6.56	5.80 / 1.30	0.76	6.46	5.47 / 1.46	0.99	0.33 ***
6. My academic advisor is approachable.	6.56	6.02 / 1.37	0.54	6.46	5.54 / 1.67	0.92	0.48 ***
39. I am able to experience intellectual growth here.	6.54	5.88 / 1.17	0.66	6.42	5.60 / 1.34	0.82	0.28 ***
75. Campus item: My academic advisor is available	6.53	5.85 / 1.37	0.68				
7. The campus is safe and secure for all students.	6.52	5.90 / 1.21	0.62	6.46	5.50 / 1.43	0.96	0.40 ***
5. Financial aid counselors are helpful.	6.50	5.25 / 1.74	1.25	6.23	4.90 / 1.70	1.33	0.35 ***

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\*\* Difference statistically significant at the .01 level

\*\*\* Difference statistically significant at the .001 level

National Group Means are based on 97084 records.

# **Institutional Summary**

## **Items: In Order of Importance**

	Colorado State University-Pueblo - SSI			National Four-Year Publics			<b>Mean Difference</b>
<b>Item</b>	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
41. There is a commitment to academic excellence on this campus.	6.50	5.61 / 1.34	0.89	6.34	5.40 / 1.42	0.94	0.21 ***
36. Security staff respond quickly in emergencies.	6.49	5.62 / 1.41	0.87	6.36	5.23 / 1.51	1.13	0.39 ***
69. There is a good variety of courses provided on this campus.	6.49	5.74 / 1.33	0.75	6.43	5.48 / 1.48	0.95	0.26 ***
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.49	4.89 / 1.80	1.60	6.31	4.93 / 1.70	1.38	-0.04
17. Adequate financial aid is available for most students.	6.48	4.82 / 1.79	1.66	6.37	4.93 / 1.69	1.44	-0.11 *
65. Faculty are usually available after class and during office hours.	6.47	5.84 / 1.28	0.63	6.34	5.65 / 1.35	0.69	0.19 ***
47. Faculty provide timely feedback about student progress in a course.	6.47	5.48 / 1.46	0.99	6.36	5.11 / 1.53	1.25	0.37 ***
25. Faculty are fair and unbiased in their treatment of individual students.	6.47	5.54 / 1.46	0.93	6.39	5.28 / 1.48	1.11	0.26 ***
26. Computer labs are adequate and accessible.	6.44	5.78 / 1.39	0.66	6.26	5.51 / 1.46	0.75	0.27 ***
14. My academic advisor is concerned about my success as an individual.	6.44	5.79 / 1.41	0.65	6.33	5.31 / 1.68	1.02	0.48 ***
77. Campus item: Assigned textbooks contribute to my success	6.44	4.83 / 1.71	1.61				
72. On the whole, the campus is well-maintained.	6.40	5.94 / 1.22	0.46	6.31	5.70 / 1.35	0.61	0.24 ***

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**Institutional Summary**  
**Items: In Order of Importance**

	Colorado State University-Pueblo - SSI			National Four-Year Publics			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
29. It is an enjoyable experience to be a student on this campus.	6.40	5.72 / 1.34	0.68	6.34	5.37 / 1.51	0.97	0.35 ***
2. The campus staff are caring and helpful.	6.38	5.54 / 1.37	0.84	6.29	5.25 / 1.44	1.04	0.29 ***
11. Billing policies are reasonable.	6.38	4.70 / 1.78	1.68	6.20	4.84 / 1.63	1.36	-0.14 **
59. This institution shows concern for students as individuals.	6.38	5.34 / 1.51	1.04	6.29	5.12 / 1.55	1.17	0.22 ***
61. Adjunct faculty are competent as classroom instructors.	6.34	5.62 / 1.34	0.72	6.19	5.34 / 1.42	0.85	0.28 ***
45. Students are made to feel welcome on this campus.	6.33	5.71 / 1.30	0.62	6.24	5.44 / 1.44	0.80	0.27 ***
44. Academic support services adequately meet the needs of students.	6.33	5.62 / 1.32	0.71	6.15	5.24 / 1.43	0.91	0.38 ***
49. There are adequate services to help me decide upon a career.	6.33	5.38 / 1.50	0.95	6.21	5.15 / 1.54	1.06	0.23 ***
35. The assessment and course placement procedures are reasonable.	6.32	5.65 / 1.36	0.67	6.22	5.28 / 1.45	0.94	0.37 ***
4. Admissions staff are knowledgeable.	6.32	5.36 / 1.49	0.96	6.24	5.14 / 1.53	1.10	0.22 ***
27. The personnel involved in registration are helpful.	6.32	5.61 / 1.37	0.71	6.24	5.24 / 1.52	1.00	0.37 ***
67. Freedom of expression is protected on campus.	6.31	5.82 / 1.26	0.49	6.15	5.50 / 1.41	0.65	0.32 ***
18. Library resources and services are adequate.	6.31	5.99 / 1.09	0.32	6.17	5.61 / 1.30	0.56	0.38 ***

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**Institutional Summary**  
**Items: In Order of Importance**

	Colorado State University-Pueblo - SSI			National Four-Year Publics			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
57. I seldom get the "run-around" when seeking information on this campus.	6.31	5.02 / 1.78	1.29	6.22	4.62 / 1.85	1.60	0.40 ***
90. Cost as factor in decision to enroll.	6.30			6.24			
73. Student activities fees are put to good use.	6.29	4.72 / 1.80	1.57	6.16	4.64 / 1.72	1.52	0.08
51. This institution has a good reputation within the community.	6.29	5.71 / 1.37	0.58	6.21	5.57 / 1.45	0.64	0.14 **
63. Student disciplinary procedures are fair.	6.27	5.70 / 1.33	0.57	6.09	5.37 / 1.43	0.72	0.33 ***
32. Tutoring services are readily available.	6.27	5.80 / 1.37	0.47	6.05	5.48 / 1.44	0.57	0.32 ***
91. Financial aid as factor in decision to enroll.	6.27			6.07			
50. Class change (drop/add) policies are reasonable.	6.26	5.63 / 1.50	0.63	6.20	5.41 / 1.52	0.79	0.22 ***
19. My academic advisor helps me set goals to work toward.	6.25	5.47 / 1.58	0.78	6.14	5.05 / 1.74	1.09	0.42 ***
53. Faculty take into consideration student differences as they teach a course.	6.25	5.25 / 1.57	1.00	6.16	5.01 / 1.56	1.15	0.24 ***
3. Faculty care about me as an individual.	6.24	5.34 / 1.45	0.90	6.12	5.10 / 1.50	1.02	0.24 ***
28. Parking lots are well-lighted and secure.	6.24	5.46 / 1.50	0.78	6.18	5.02 / 1.60	1.16	0.44 ***
81. Campus item: Residence halls are pleasant places to live	6.23	5.40 / 1.62	0.83				
70. Graduate teaching assistants are competent as classroom instructors.	6.22	5.45 / 1.46	0.77	6.16	5.19 / 1.50	0.97	0.26 ***

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National Group Means are based on 97084 records.

Institutional Summary  
 Items: In Order of Importance

	Colorado State University-Pueblo - SSI			National Four-Year Publics			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
80. Campus item: Student Health Services meet my needs	6.22	5.62 / 1.45	0.60				
71. Channels for expressing student complaints are readily available.	6.21	4.92 / 1.74	1.29	6.07	4.80 / 1.66	1.27	0.12 *
43. Admissions counselors respond to prospective students' unique needs and requests.	6.21	5.40 / 1.51	0.81	6.05	5.09 / 1.51	0.96	0.31 ***
62. There is a strong commitment to racial harmony on this campus.	6.20	5.80 / 1.29	0.40	5.99	5.47 / 1.42	0.52	0.33 ***
15. The staff in the health services area are competent.	6.14	5.49 / 1.42	0.65	6.04	5.25 / 1.46	0.79	0.24 ***
22. Counseling staff care about students as individuals.	6.14	5.48 / 1.41	0.66	6.05	5.07 / 1.49	0.98	0.41 ***
21. The amount of student parking space on campus is adequate.	6.13	4.80 / 1.84	1.33	6.20	3.40 / 1.99	2.80	1.40 ***
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.13	5.43 / 1.49	0.70	6.01	5.13 / 1.50	0.88	0.30 ***
79. Campus item: First-year programs support(ed) me in my transition to college	6.12	5.27 / 1.74	0.85				
54. Bookstore staff are helpful.	6.11	5.66 / 1.47	0.45	5.96	5.57 / 1.43	0.39	0.09
76. Campus item: The quality of food meets my expectations	6.10	4.54 / 1.81	1.56				

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 \*\*\* Difference statistically significant at the .001 level

**Institutional Summary**  
**Items: In Order of Importance**

	Colorado State University-Pueblo - SSI			National Four-Year Publics			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
74. Campus item: The Recreation Center offers programs and opportunities that are of interest to me	6.08	5.60 / 1.50	0.48				
10. Administrators are approachable to students.	6.08	5.28 / 1.42	0.80	5.96	5.07 / 1.45	0.89	0.21 ***
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.07	5.36 / 1.57	0.71	5.94	4.70 / 1.64	1.24	0.66 ***
64. New student orientation services help students adjust to college.	6.05	5.35 / 1.64	0.70	5.95	5.21 / 1.56	0.74	0.14 *
13. Library staff are helpful and approachable.	6.05	5.83 / 1.21	0.22	5.82	5.60 / 1.32	0.22	0.23 ***
40. Residence hall regulations are reasonable.	6.00	5.55 / 1.39	0.45	5.76	4.93 / 1.57	0.83	0.62 ***
38. There is an adequate selection of food available in the cafeteria.	5.99	4.55 / 1.82	1.44	5.92	4.57 / 1.78	1.35	-0.02
20. The business office is open during hours which are convenient for most students.	5.99	5.48 / 1.36	0.51	6.00	5.22 / 1.46	0.78	0.26 ***
52. The student center is a comfortable place for students to spend their leisure time.	5.98	5.45 / 1.54	0.53	5.89	5.36 / 1.48	0.53	0.09
37. I feel a sense of pride about my campus.	5.96	5.55 / 1.48	0.41	5.86	5.22 / 1.57	0.64	0.33 ***
60. I generally know what's happening on campus.	5.95	5.32 / 1.58	0.63	5.82	5.01 / 1.57	0.81	0.31 ***
92. Academic reputation as factor in decision to enroll.	5.94			5.98			
56. The student handbook provides helpful information about campus life.	5.91	5.57 / 1.36	0.34	5.75	5.26 / 1.44	0.49	0.31 ***

\* Difference statistically significant at the .05 level

\*\* Difference statistically significant at the .01 level

\*\*\* Difference statistically significant at the .001 level

National Group Means are based on 97084 records.

**Institutional Summary**  
**Items: In Order of Importance**

	Colorado State University-Pueblo - SSI			National Four-Year Publics			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
46. I can easily get involved in campus organizations.	5.90	5.56 / 1.44	0.34	5.84	5.32 / 1.49	0.52	0.24 ***
78. Campus item: It is easy to get involved in campus clubs and organizations	5.89	5.48 / 1.42	0.41				
30. Residence hall staff are concerned about me as an individual.	5.88	5.32 / 1.67	0.56	5.62	4.84 / 1.59	0.78	0.48 ***
82. Campus item: The Associated Student Government appropriately represents the student body	5.87	4.95 / 1.67	0.92				
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.84	5.78 / 1.33	0.06	5.62	5.43 / 1.40	0.19	0.35 ***
1. Most students feel a sense of belonging here.	5.84	5.29 / 1.34	0.55	5.76	5.13 / 1.45	0.63	0.16 ***
42. There are a sufficient number of weekend activities for students.	5.73	4.93 / 1.65	0.80	5.45	4.63 / 1.66	0.82	0.30 ***
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.59	5.58 / 1.43	0.01	5.35	4.87 / 1.62	0.48	0.71 ***
96. Geographic setting as factor in decision to enroll.	5.56			5.57			
98. Personalized attention prior to enrollment as factor in decision to enroll.	5.46			5.34			
93. Size of institution as factor in decision to enroll.	5.35			5.29			
97. Campus appearance as factor in decision to enroll.	5.21			5.31			
9. A variety of intramural activities are offered.	5.16	5.61 / 1.33	-0.45	5.03	5.20 / 1.43	-0.17	0.41 ***

\* Difference statistically significant at the .05 level

\*\* Difference statistically significant at the .01 level

\*\*\* Difference statistically significant at the .001 level

National Group Means are based on 97084 records.

**Institutional Summary**  
**Items: In Order of Importance**

	Colorado State University-Pueblo - SSI			National Four-Year Publics			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
95. Recommendations from family/friends as factor in decision to enroll.	4.86			4.90			
94. Opportunity to play sports as factor in decision to enroll.	3.99			3.57			
85. Institution's commitment to evening students?		5.39 / 1.49			5.25 / 1.49		0.14 *
86. Institution's commitment to older, returning learners?		5.60 / 1.42			5.36 / 1.48		0.24 ***
87. Institution's commitment to under-represented populations?		5.58 / 1.41			5.31 / 1.45		0.27 ***
88. Institution's commitment to commuters?		5.26 / 1.60			5.11 / 1.63		0.15 *
89. Institution's commitment to students with disabilities?		5.79 / 1.34			5.48 / 1.44		0.31 ***
84. Institution's commitment to part-time students?		5.51 / 1.39			5.26 / 1.46		0.25 ***

National Group Means are based on 97084 records.

\* Difference statistically significant at the .05 level  
\*\* Difference statistically significant at the .01 level  
\*\*\* Difference statistically significant at the .001 level



Institutional Summary

Scales: In Order With Items That Make Up the Scale - Academic Advising

	Colorado State University-Pueblo - SSI			National Four-Year Publics			Mean Difference
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC ADVISING	6.50	5.84 / 1.15	0.66	6.39	5.40 / 1.35	0.99	0.44 ***
6. My academic advisor is approachable.	6.56	6.02 / 1.37	0.54	6.46	5.54 / 1.67	0.92	0.48 ***
14. My academic advisor is concerned about my success as an individual.	6.44	5.79 / 1.41	0.65	6.33	5.31 / 1.68	1.02	0.48 ***
19. My academic advisor helps me set goals to work toward.	6.25	5.47 / 1.58	0.78	6.14	5.05 / 1.74	1.09	0.42 ***
33. My academic advisor is knowledgeable about requirements in my major.	6.67	6.09 / 1.29	0.58	6.54	5.61 / 1.62	0.93	0.48 ***
55. Major requirements are clear and reasonable.	6.56	5.80 / 1.30	0.76	6.46	5.47 / 1.46	0.99	0.33 ***

National Group Means are based on 97084 records.

\* Difference statistically significant at the .05 level  
\*\* Difference statistically significant at the .01 level  
\*\*\* Difference statistically significant at the .001 level

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Campus Climate

	Colorado State University-Pueblo - SSI			National Four-Year Publics			Mean Difference
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS CLIMATE	6.27	5.49 / 1.03	0.78	6.15	5.23 / 1.10	0.92	0.26 ***
1. Most students feel a sense of belonging here.	5.84	5.29 / 1.34	0.55	5.76	5.13 / 1.45	0.63	0.16 ***
2. The campus staff are caring and helpful.	6.38	5.54 / 1.37	0.84	6.29	5.25 / 1.44	1.04	0.29 ***
3. Faculty care about me as an individual.	6.24	5.34 / 1.45	0.90	6.12	5.10 / 1.50	1.02	0.24 ***
7. The campus is safe and secure for all students.	6.52	5.90 / 1.21	0.62	6.46	5.50 / 1.43	0.96	0.40 ***
10. Administrators are approachable to students.	6.08	5.28 / 1.42	0.80	5.96	5.07 / 1.45	0.89	0.21 ***
29. It is an enjoyable experience to be a student on this campus.	6.40	5.72 / 1.34	0.68	6.34	5.37 / 1.51	0.97	0.35 ***
37. I feel a sense of pride about my campus.	5.96	5.55 / 1.48	0.41	5.86	5.22 / 1.57	0.64	0.33 ***
41. There is a commitment to academic excellence on this campus.	6.50	5.61 / 1.34	0.89	6.34	5.40 / 1.42	0.94	0.21 ***
45. Students are made to feel welcome on this campus.	6.33	5.71 / 1.30	0.62	6.24	5.44 / 1.44	0.80	0.27 ***
51. This institution has a good reputation within the community.	6.29	5.71 / 1.37	0.58	6.21	5.57 / 1.45	0.64	0.14 **
57. I seldom get the "run-around" when seeking information on this campus.	6.31	5.02 / 1.78	1.29	6.22	4.62 / 1.85	1.60	0.40 ***
59. This institution shows concern for students as individuals.	6.38	5.34 / 1.51	1.04	6.29	5.12 / 1.55	1.17	0.22 ***
60. I generally know what's happening on campus.	5.95	5.32 / 1.58	0.63	5.82	5.01 / 1.57	0.81	0.31 ***

\* Difference statistically significant at the .05 level  
\*\* Difference statistically significant at the .01 level  
\*\*\* Difference statistically significant at the .001 level

National Group Means are based on 97084 records.

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Campus Climate

	Colorado State University-Pueblo - SSI			National Four-Year Publics			Mean Difference
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
62. There is a strong commitment to racial harmony on this campus.	6.20	5.80 / 1.29	0.40	5.99	5.47 / 1.42	0.52	0.33 ***
66. Tuition paid is a worthwhile investment.	6.61	5.32 / 1.60	1.29	6.47	5.19 / 1.61	1.28	0.13 *
67. Freedom of expression is protected on campus.	6.31	5.82 / 1.26	0.49	6.15	5.50 / 1.41	0.65	0.32 ***
71. Channels for expressing student complaints are readily available.	6.21	4.92 / 1.74	1.29	6.07	4.80 / 1.66	1.27	0.12 *

National Group Means are based on 97084 records.

\* Difference statistically significant at the .05 level  
\*\* Difference statistically significant at the .01 level  
\*\*\* Difference statistically significant at the .001 level

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Campus Life

Scale/Item	Colorado State University-Pueblo - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS LIFE	5.93	5.39 / 1.08	0.54	5.77	5.07 / 1.10	0.70	0.32 ***
9. A variety of intramural activities are offered.	5.16	5.61 / 1.33	-0.45	5.03	5.20 / 1.43	-0.17	0.41 ***
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.07	5.36 / 1.57	0.71	5.94	4.70 / 1.64	1.24	0.66 ***
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.59	5.58 / 1.43	0.01	5.35	4.87 / 1.62	0.48	0.71 ***
30. Residence hall staff are concerned about me as an individual.	5.88	5.32 / 1.67	0.56	5.62	4.84 / 1.59	0.78	0.48 ***
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.84	5.78 / 1.33	0.06	5.62	5.43 / 1.40	0.19	0.35 ***
38. There is an adequate selection of food available in the cafeteria.	5.99	4.55 / 1.82	1.44	5.92	4.57 / 1.78	1.35	-0.02
40. Residence hall regulations are reasonable.	6.00	5.55 / 1.39	0.45	5.76	4.93 / 1.57	0.83	0.62 ***
42. There are a sufficient number of weekend activities for students.	5.73	4.93 / 1.65	0.80	5.45	4.63 / 1.66	0.82	0.30 ***
46. I can easily get involved in campus organizations.	5.90	5.56 / 1.44	0.34	5.84	5.32 / 1.49	0.52	0.24 ***
52. The student center is a comfortable place for students to spend their leisure time.	5.98	5.45 / 1.54	0.53	5.89	5.36 / 1.48	0.53	0.09
56. The student handbook provides helpful information about campus life.	5.91	5.57 / 1.36	0.34	5.75	5.26 / 1.44	0.49	0.31 ***
63. Student disciplinary procedures are fair.	6.27	5.70 / 1.33	0.57	6.09	5.37 / 1.43	0.72	0.33 ***

\* Difference statistically significant at the .05 level

\*\* Difference statistically significant at the .01 level

\*\*\* Difference statistically significant at the .001 level

National Group Means are based on 97084 records.

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Campus Life

	Colorado State University-Pueblo - SSI			National Four-Year Publics			Mean Difference
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
64. New student orientation services help students adjust to college.	6.05	5.35 / 1.64	0.70	5.95	5.21 / 1.56	0.74	0.14 *
67. Freedom of expression is protected on campus.	6.31	5.82 / 1.26	0.49	6.15	5.50 / 1.41	0.65	0.32 ***
73. Student activities fees are put to good use.	6.29	4.72 / 1.80	1.57	6.16	4.64 / 1.72	1.52	0.08

National Group Means are based on 97084 records.

\* Difference statistically significant at the .05 level  
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\*\*\* Difference statistically significant at the .001 level

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Campus Support Services

	Colorado State University-Pueblo - SSI			National Four-Year Publics			Mean Difference
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS SUPPORT SERVICES	6.26	5.73 / 0.97	0.53	6.09	5.45 / 1.03	0.64	0.28 ***
13. Library staff are helpful and approachable.	6.05	5.83 / 1.21	0.22	5.82	5.60 / 1.32	0.22	0.23 ***
18. Library resources and services are adequate.	6.31	5.99 / 1.09	0.32	6.17	5.61 / 1.30	0.56	0.38 ***
26. Computer labs are adequate and accessible.	6.44	5.78 / 1.39	0.66	6.26	5.51 / 1.46	0.75	0.27 ***
32. Tutoring services are readily available.	6.27	5.80 / 1.37	0.47	6.05	5.48 / 1.44	0.57	0.32 ***
44. Academic support services adequately meet the needs of students.	6.33	5.62 / 1.32	0.71	6.15	5.24 / 1.43	0.91	0.38 ***
49. There are adequate services to help me decide upon a career.	6.33	5.38 / 1.50	0.95	6.21	5.15 / 1.54	1.06	0.23 ***
54. Bookstore staff are helpful.	6.11	5.66 / 1.47	0.45	5.96	5.57 / 1.43	0.39	0.09

National Group Means are based on 97084 records.

\* Difference statistically significant at the .05 level  
\*\* Difference statistically significant at the .01 level  
\*\*\* Difference statistically significant at the .001 level

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Concern for the Individual

	Colorado State University-Pueblo - SSI			National Four-Year Publics			Mean Difference
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CONCERN FOR THE INDIVIDUAL	6.29	5.48 / 1.11	0.81	6.17	5.14 / 1.18	1.03	0.34 ***
3. Faculty care about me as an individual.	6.24	5.34 / 1.45	0.90	6.12	5.10 / 1.50	1.02	0.24 ***
14. My academic advisor is concerned about my success as an individual.	6.44	5.79 / 1.41	0.65	6.33	5.31 / 1.68	1.02	0.48 ***
22. Counseling staff care about students as individuals.	6.14	5.48 / 1.41	0.66	6.05	5.07 / 1.49	0.98	0.41 ***
25. Faculty are fair and unbiased in their treatment of individual students.	6.47	5.54 / 1.46	0.93	6.39	5.28 / 1.48	1.11	0.26 ***
30. Residence hall staff are concerned about me as an individual.	5.88	5.32 / 1.67	0.56	5.62	4.84 / 1.59	0.78	0.48 ***
59. This institution shows concern for students as individuals.	6.38	5.34 / 1.51	1.04	6.29	5.12 / 1.55	1.17	0.22 ***

National Group Means are based on 97084 records.

\* Difference statistically significant at the .05 level  
\*\* Difference statistically significant at the .01 level  
\*\*\* Difference statistically significant at the .001 level

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Instructional Effectiveness

	Colorado State University-Pueblo - SSI			National Four-Year Publics			Mean Difference
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTRUCTIONAL EFFECTIVENESS	6.46	5.63 / 1.00	0.83	6.36	5.39 / 1.05	0.97	0.24 ***
3. Faculty care about me as an individual.	6.24	5.34 / 1.45	0.90	6.12	5.10 / 1.50	1.02	0.24 ***
8. The content of the courses within my major is valuable.	6.59	5.67 / 1.37	0.92	6.57	5.54 / 1.36	1.03	0.13 **
16. The instruction in my major field is excellent.	6.60	5.67 / 1.33	0.93	6.55	5.51 / 1.40	1.04	0.16 ***
25. Faculty are fair and unbiased in their treatment of individual students.	6.47	5.54 / 1.46	0.93	6.39	5.28 / 1.48	1.11	0.26 ***
39. I am able to experience intellectual growth here.	6.54	5.88 / 1.17	0.66	6.42	5.60 / 1.34	0.82	0.28 ***
41. There is a commitment to academic excellence on this campus.	6.50	5.61 / 1.34	0.89	6.34	5.40 / 1.42	0.94	0.21 ***
47. Faculty provide timely feedback about student progress in a course.	6.47	5.48 / 1.46	0.99	6.36	5.11 / 1.53	1.25	0.37 ***
53. Faculty take into consideration student differences as they teach a course.	6.25	5.25 / 1.57	1.00	6.16	5.01 / 1.56	1.15	0.24 ***
58. The quality of instruction I receive in most of my classes is excellent.	6.60	5.75 / 1.29	0.85	6.51	5.40 / 1.41	1.11	0.35 ***
61. Adjunct faculty are competent as classroom instructors.	6.34	5.62 / 1.34	0.72	6.19	5.34 / 1.42	0.85	0.28 ***
65. Faculty are usually available after class and during office hours.	6.47	5.84 / 1.28	0.63	6.34	5.65 / 1.35	0.69	0.19 ***

\* Difference statistically significant at the .05 level

\*\* Difference statistically significant at the .01 level

\*\*\* Difference statistically significant at the .001 level

National Group Means are based on 97084 records.



Institutional Summary

Scales: In Order With Items That Make Up the Scale - Instructional Effectiveness

	Colorado State University-Pueblo - SSI			National Four-Year Publics			Mean Difference
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
68. Nearly all of the faculty are knowledgeable in their field.	6.61	5.99 / 1.15	0.62	6.53	5.74 / 1.30	0.79	0.25 ***
69. There is a good variety of courses provided on this campus.	6.49	5.74 / 1.33	0.75	6.43	5.48 / 1.48	0.95	0.26 ***
70. Graduate teaching assistants are competent as classroom instructors.	6.22	5.45 / 1.46	0.77	6.16	5.19 / 1.50	0.97	0.26 ***

National Group Means are based on 97084 records.

\* Difference statistically significant at the .05 level  
\*\* Difference statistically significant at the .01 level  
\*\*\* Difference statistically significant at the .001 level

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Recruitment and Financial Aid

	Colorado State University-Pueblo - SSI			National Four-Year Publics			Mean Difference
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
RECRUITMENT AND FINANCIAL AID	6.36	5.18 / 1.28	1.18	6.21	5.02 / 1.25	1.19	0.16 ***
4. Admissions staff are knowledgeable.	6.32	5.36 / 1.49	0.96	6.24	5.14 / 1.53	1.10	0.22 ***
5. Financial aid counselors are helpful.	6.50	5.25 / 1.74	1.25	6.23	4.90 / 1.70	1.33	0.35 ***
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.49	4.89 / 1.80	1.60	6.31	4.93 / 1.70	1.38	-0.04
17. Adequate financial aid is available for most students.	6.48	4.82 / 1.79	1.66	6.37	4.93 / 1.69	1.44	-0.11 *
43. Admissions counselors respond to prospective students' unique needs and requests.	6.21	5.40 / 1.51	0.81	6.05	5.09 / 1.51	0.96	0.31 ***
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.13	5.43 / 1.49	0.70	6.01	5.13 / 1.50	0.88	0.30 ***

National Group Means are based on 97084 records.

\* Difference statistically significant at the .05 level  
\*\* Difference statistically significant at the .01 level  
\*\*\* Difference statistically significant at the .001 level

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Registration Effectiveness

	Colorado State University-Pueblo - SSI			National Four-Year Publics			Mean Difference
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
REGISTRATION EFFECTIVENESS	6.32	5.40 / 1.12	0.92	6.24	5.14 / 1.18	1.10	0.26 ***
11. Billing policies are reasonable.	6.38	4.70 / 1.78	1.68	6.20	4.84 / 1.63	1.36	-0.14 **
20. The business office is open during hours which are convenient for most students.	5.99	5.48 / 1.36	0.51	6.00	5.22 / 1.46	0.78	0.26 ***
27. The personnel involved in registration are helpful.	6.32	5.61 / 1.37	0.71	6.24	5.24 / 1.52	1.00	0.37 ***
34. I am able to register for classes I need with few conflicts.	6.62	5.64 / 1.50	0.98	6.55	5.02 / 1.79	1.53	0.62 ***
50. Class change (drop/add) policies are reasonable.	6.26	5.63 / 1.50	0.63	6.20	5.41 / 1.52	0.79	0.22 ***

National Group Means are based on 97084 records.

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\*\* Difference statistically significant at the .01 level  
\*\*\* Difference statistically significant at the .001 level

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Responsiveness to Diverse Populations

	Colorado State University-Pueblo - SSI			National Four-Year Publics			Mean Difference
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
RESPONSIVENESS TO DIVERSE POPULATIONS		5.51 / 1.32			5.29 / 1.35		0.22 ***
84. Institution's commitment to part-time students?		5.51 / 1.39			5.26 / 1.46		0.25 ***
85. Institution's commitment to evening students?		5.39 / 1.49			5.25 / 1.49		0.14 *
86. Institution's commitment to older, returning learners?		5.60 / 1.42			5.36 / 1.48		0.24 ***
87. Institution's commitment to under-represented populations?		5.58 / 1.41			5.31 / 1.45		0.27 ***
88. Institution's commitment to commuters?		5.26 / 1.60			5.11 / 1.63		0.15 *
89. Institution's commitment to students with disabilities?		5.79 / 1.34			5.48 / 1.44		0.31 ***

National Group Means are based on 97084 records.

\* Difference statistically significant at the .05 level  
\*\* Difference statistically significant at the .01 level  
\*\*\* Difference statistically significant at the .001 level

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Safety and Security

	Colorado State University-Pueblo - SSI			National Four-Year Publics			Mean Difference
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SAFETY AND SECURITY	6.34	5.43 / 1.18	0.91	6.30	4.76 / 1.24	1.54	0.67 ***
7. The campus is safe and secure for all students.	6.52	5.90 / 1.21	0.62	6.46	5.50 / 1.43	0.96	0.40 ***
21. The amount of student parking space on campus is adequate.	6.13	4.80 / 1.84	1.33	6.20	3.40 / 1.99	2.80	1.40 ***
28. Parking lots are well-lighted and secure.	6.24	5.46 / 1.50	0.78	6.18	5.02 / 1.60	1.16	0.44 ***
36. Security staff respond quickly in emergencies.	6.49	5.62 / 1.41	0.87	6.36	5.23 / 1.51	1.13	0.39 ***

National Group Means are based on 97084 records.

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\*\* Difference statistically significant at the .01 level  
\*\*\* Difference statistically significant at the .001 level

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Service Excellence

	Colorado State University-Pueblo - SSI			National Four-Year Publics			Mean Difference
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SERVICE EXCELLENCE	6.19	5.41 / 1.10	0.78	6.07	5.11 / 1.11	0.96	0.30 ***
2. The campus staff are caring and helpful.	6.38	5.54 / 1.37	0.84	6.29	5.25 / 1.44	1.04	0.29 ***
13. Library staff are helpful and approachable.	6.05	5.83 / 1.21	0.22	5.82	5.60 / 1.32	0.22	0.23 ***
15. The staff in the health services area are competent.	6.14	5.49 / 1.42	0.65	6.04	5.25 / 1.46	0.79	0.24 ***
22. Counseling staff care about students as individuals.	6.14	5.48 / 1.41	0.66	6.05	5.07 / 1.49	0.98	0.41 ***
27. The personnel involved in registration are helpful.	6.32	5.61 / 1.37	0.71	6.24	5.24 / 1.52	1.00	0.37 ***
57. I seldom get the "run-around" when seeking information on this campus.	6.31	5.02 / 1.78	1.29	6.22	4.62 / 1.85	1.60	0.40 ***
60. I generally know what's happening on campus.	5.95	5.32 / 1.58	0.63	5.82	5.01 / 1.57	0.81	0.31 ***
71. Channels for expressing student complaints are readily available.	6.21	4.92 / 1.74	1.29	6.07	4.80 / 1.66	1.27	0.12 *

National Group Means are based on 97084 records.

\* Difference statistically significant at the .05 level  
\*\* Difference statistically significant at the .01 level  
\*\*\* Difference statistically significant at the .001 level

**Institutional Summary**

**Scales: In Order With Items That Make Up the Scale - Student Centeredness**

Scale/Item	Colorado State University-Pueblo - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
STUDENT CENTEREDNESS	6.23	5.48 / 1.12	0.75	6.14	5.23 / 1.18	0.91	0.25 ***
1. Most students feel a sense of belonging here.	5.84	5.29 / 1.34	0.55	5.76	5.13 / 1.45	0.63	0.16 ***
2. The campus staff are caring and helpful.	6.38	5.54 / 1.37	0.84	6.29	5.25 / 1.44	1.04	0.29 ***
10. Administrators are approachable to students.	6.08	5.28 / 1.42	0.80	5.96	5.07 / 1.45	0.89	0.21 ***
29. It is an enjoyable experience to be a student on this campus.	6.40	5.72 / 1.34	0.68	6.34	5.37 / 1.51	0.97	0.35 ***
45. Students are made to feel welcome on this campus.	6.33	5.71 / 1.30	0.62	6.24	5.44 / 1.44	0.80	0.27 ***
59. This institution shows concern for students as individuals.	6.38	5.34 / 1.51	1.04	6.29	5.12 / 1.55	1.17	0.22 ***

National Group Means are based on 97084 records.

\* Difference statistically significant at the .05 level  
\*\* Difference statistically significant at the .01 level  
\*\*\* Difference statistically significant at the .001 level

**Institutional Summary**  
**Items: In Sequential Order**

	Colorado State University-Pueblo - SSI			National Four-Year Publics			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. Most students feel a sense of belonging here.	5.84	5.29 / 1.34	0.55	5.76	5.13 / 1.45	0.63	0.16 ***
2. The campus staff are caring and helpful.	6.38	5.54 / 1.37	0.84	6.29	5.25 / 1.44	1.04	0.29 ***
3. Faculty care about me as an individual.	6.24	5.34 / 1.45	0.90	6.12	5.10 / 1.50	1.02	0.24 ***
4. Admissions staff are knowledgeable.	6.32	5.36 / 1.49	0.96	6.24	5.14 / 1.53	1.10	0.22 ***
5. Financial aid counselors are helpful.	6.50	5.25 / 1.74	1.25	6.23	4.90 / 1.70	1.33	0.35 ***
6. My academic advisor is approachable.	6.56	6.02 / 1.37	0.54	6.46	5.54 / 1.67	0.92	0.48 ***
7. The campus is safe and secure for all students.	6.52	5.90 / 1.21	0.62	6.46	5.50 / 1.43	0.96	0.40 ***
8. The content of the courses within my major is valuable.	6.59	5.67 / 1.37	0.92	6.57	5.54 / 1.36	1.03	0.13 **
9. A variety of intramural activities are offered.	5.16	5.61 / 1.33	-0.45	5.03	5.20 / 1.43	-0.17	0.41 ***
10. Administrators are approachable to students.	6.08	5.28 / 1.42	0.80	5.96	5.07 / 1.45	0.89	0.21 ***
11. Billing policies are reasonable.	6.38	4.70 / 1.78	1.68	6.20	4.84 / 1.63	1.36	-0.14 **
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.49	4.89 / 1.80	1.60	6.31	4.93 / 1.70	1.38	-0.04
13. Library staff are helpful and approachable.	6.05	5.83 / 1.21	0.22	5.82	5.60 / 1.32	0.22	0.23 ***
14. My academic advisor is concerned about my success as an individual.	6.44	5.79 / 1.41	0.65	6.33	5.31 / 1.68	1.02	0.48 ***
15. The staff in the health services area are competent.	6.14	5.49 / 1.42	0.65	6.04	5.25 / 1.46	0.79	0.24 ***

\* Difference statistically significant at the .05 level

\*\* Difference statistically significant at the .01 level

\*\*\* Difference statistically significant at the .001 level

National Group Means are based on 97084 records.



**Institutional Summary**  
**Items: In Sequential Order**

	Colorado State University-Pueblo - SSI			National Four-Year Publics			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
16. The instruction in my major field is excellent.	6.60	5.67 / 1.33	0.93	6.55	5.51 / 1.40	1.04	0.16 ***
17. Adequate financial aid is available for most students.	6.48	4.82 / 1.79	1.66	6.37	4.93 / 1.69	1.44	-0.11 *
18. Library resources and services are adequate.	6.31	5.99 / 1.09	0.32	6.17	5.61 / 1.30	0.56	0.38 ***
19. My academic advisor helps me set goals to work toward.	6.25	5.47 / 1.58	0.78	6.14	5.05 / 1.74	1.09	0.42 ***
20. The business office is open during hours which are convenient for most students.	5.99	5.48 / 1.36	0.51	6.00	5.22 / 1.46	0.78	0.26 ***
21. The amount of student parking space on campus is adequate.	6.13	4.80 / 1.84	1.33	6.20	3.40 / 1.99	2.80	1.40 ***
22. Counseling staff care about students as individuals.	6.14	5.48 / 1.41	0.66	6.05	5.07 / 1.49	0.98	0.41 ***
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.07	5.36 / 1.57	0.71	5.94	4.70 / 1.64	1.24	0.66 ***
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.59	5.58 / 1.43	0.01	5.35	4.87 / 1.62	0.48	0.71 ***
25. Faculty are fair and unbiased in their treatment of individual students.	6.47	5.54 / 1.46	0.93	6.39	5.28 / 1.48	1.11	0.26 ***
26. Computer labs are adequate and accessible.	6.44	5.78 / 1.39	0.66	6.26	5.51 / 1.46	0.75	0.27 ***
27. The personnel involved in registration are helpful.	6.32	5.61 / 1.37	0.71	6.24	5.24 / 1.52	1.00	0.37 ***
28. Parking lots are well-lighted and secure.	6.24	5.46 / 1.50	0.78	6.18	5.02 / 1.60	1.16	0.44 ***

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\*\*\* Difference statistically significant at the .001 level

National Group Means are based on 97084 records.

**Institutional Summary**  
**Items: In Sequential Order**

	Colorado State University-Pueblo - SSI			National Four-Year Publics			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
29. It is an enjoyable experience to be a student on this campus.	6.40	5.72 / 1.34	0.68	6.34	5.37 / 1.51	0.97	0.35 ***
30. Residence hall staff are concerned about me as an individual.	5.88	5.32 / 1.67	0.56	5.62	4.84 / 1.59	0.78	0.48 ***
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.84	5.78 / 1.33	0.06	5.62	5.43 / 1.40	0.19	0.35 ***
32. Tutoring services are readily available.	6.27	5.80 / 1.37	0.47	6.05	5.48 / 1.44	0.57	0.32 ***
33. My academic advisor is knowledgeable about requirements in my major.	6.67	6.09 / 1.29	0.58	6.54	5.61 / 1.62	0.93	0.48 ***
34. I am able to register for classes I need with few conflicts.	6.62	5.64 / 1.50	0.98	6.55	5.02 / 1.79	1.53	0.62 ***
35. The assessment and course placement procedures are reasonable.	6.32	5.65 / 1.36	0.67	6.22	5.28 / 1.45	0.94	0.37 ***
36. Security staff respond quickly in emergencies.	6.49	5.62 / 1.41	0.87	6.36	5.23 / 1.51	1.13	0.39 ***
37. I feel a sense of pride about my campus.	5.96	5.55 / 1.48	0.41	5.86	5.22 / 1.57	0.64	0.33 ***
38. There is an adequate selection of food available in the cafeteria.	5.99	4.55 / 1.82	1.44	5.92	4.57 / 1.78	1.35	-0.02
39. I am able to experience intellectual growth here.	6.54	5.88 / 1.17	0.66	6.42	5.60 / 1.34	0.82	0.28 ***
40. Residence hall regulations are reasonable.	6.00	5.55 / 1.39	0.45	5.76	4.93 / 1.57	0.83	0.62 ***
41. There is a commitment to academic excellence on this campus.	6.50	5.61 / 1.34	0.89	6.34	5.40 / 1.42	0.94	0.21 ***

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\*\*\* Difference statistically significant at the .001 level

National Group Means are based on 97084 records.

# Institutional Summary

## Items: In Sequential Order

	Colorado State University-Pueblo - SSI			National Four-Year Publics			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
42. There are a sufficient number of weekend activities for students.	5.73	4.93 / 1.65	0.80	5.45	4.63 / 1.66	0.82	0.30 ***
43. Admissions counselors respond to prospective students' unique needs and requests.	6.21	5.40 / 1.51	0.81	6.05	5.09 / 1.51	0.96	0.31 ***
44. Academic support services adequately meet the needs of students.	6.33	5.62 / 1.32	0.71	6.15	5.24 / 1.43	0.91	0.38 ***
45. Students are made to feel welcome on this campus.	6.33	5.71 / 1.30	0.62	6.24	5.44 / 1.44	0.80	0.27 ***
46. I can easily get involved in campus organizations.	5.90	5.56 / 1.44	0.34	5.84	5.32 / 1.49	0.52	0.24 ***
47. Faculty provide timely feedback about student progress in a course.	6.47	5.48 / 1.46	0.99	6.36	5.11 / 1.53	1.25	0.37 ***
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.13	5.43 / 1.49	0.70	6.01	5.13 / 1.50	0.88	0.30 ***
49. There are adequate services to help me decide upon a career.	6.33	5.38 / 1.50	0.95	6.21	5.15 / 1.54	1.06	0.23 ***
50. Class change (drop/add) policies are reasonable.	6.26	5.63 / 1.50	0.63	6.20	5.41 / 1.52	0.79	0.22 ***
51. This institution has a good reputation within the community.	6.29	5.71 / 1.37	0.58	6.21	5.57 / 1.45	0.64	0.14 **
52. The student center is a comfortable place for students to spend their leisure time.	5.98	5.45 / 1.54	0.53	5.89	5.36 / 1.48	0.53	0.09
53. Faculty take into consideration student differences as they teach a course.	6.25	5.25 / 1.57	1.00	6.16	5.01 / 1.56	1.15	0.24 ***

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\*\* Difference statistically significant at the .01 level

\*\*\* Difference statistically significant at the .001 level

National Group Means are based on 97084 records.

# Institutional Summary

## Items: In Sequential Order

	Colorado State University-Pueblo - SSI			National Four-Year Publics			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
54. Bookstore staff are helpful.	6.11	5.66 / 1.47	0.45	5.96	5.57 / 1.43	0.39	0.09
55. Major requirements are clear and reasonable.	6.56	5.80 / 1.30	0.76	6.46	5.47 / 1.46	0.99	0.33 ***
56. The student handbook provides helpful information about campus life.	5.91	5.57 / 1.36	0.34	5.75	5.26 / 1.44	0.49	0.31 ***
57. I seldom get the "run-around" when seeking information on this campus.	6.31	5.02 / 1.78	1.29	6.22	4.62 / 1.85	1.60	0.40 ***
58. The quality of instruction I receive in most of my classes is excellent.	6.60	5.75 / 1.29	0.85	6.51	5.40 / 1.41	1.11	0.35 ***
59. This institution shows concern for students as individuals.	6.38	5.34 / 1.51	1.04	6.29	5.12 / 1.55	1.17	0.22 ***
60. I generally know what's happening on campus.	5.95	5.32 / 1.58	0.63	5.82	5.01 / 1.57	0.81	0.31 ***
61. Adjunct faculty are competent as classroom instructors.	6.34	5.62 / 1.34	0.72	6.19	5.34 / 1.42	0.85	0.28 ***
62. There is a strong commitment to racial harmony on this campus.	6.20	5.80 / 1.29	0.40	5.99	5.47 / 1.42	0.52	0.33 ***
63. Student disciplinary procedures are fair.	6.27	5.70 / 1.33	0.57	6.09	5.37 / 1.43	0.72	0.33 ***
64. New student orientation services help students adjust to college.	6.05	5.35 / 1.64	0.70	5.95	5.21 / 1.56	0.74	0.14 *
65. Faculty are usually available after class and during office hours.	6.47	5.84 / 1.28	0.63	6.34	5.65 / 1.35	0.69	0.19 ***
66. Tuition paid is a worthwhile investment.	6.61	5.32 / 1.60	1.29	6.47	5.19 / 1.61	1.28	0.13 *

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\*\* Difference statistically significant at the .01 level

\*\*\* Difference statistically significant at the .001 level

National Group Means are based on 97084 records.

**Institutional Summary**  
**Items: In Sequential Order**

	Colorado State University-Pueblo - SSI			National Four-Year Publics			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
67. Freedom of expression is protected on campus.	6.31	5.82 / 1.26	0.49	6.15	5.50 / 1.41	0.65	0.32 ***
68. Nearly all of the faculty are knowledgeable in their field.	6.61	5.99 / 1.15	0.62	6.53	5.74 / 1.30	0.79	0.25 ***
69. There is a good variety of courses provided on this campus.	6.49	5.74 / 1.33	0.75	6.43	5.48 / 1.48	0.95	0.26 ***
70. Graduate teaching assistants are competent as classroom instructors.	6.22	5.45 / 1.46	0.77	6.16	5.19 / 1.50	0.97	0.26 ***
71. Channels for expressing student complaints are readily available.	6.21	4.92 / 1.74	1.29	6.07	4.80 / 1.66	1.27	0.12 *
72. On the whole, the campus is well-maintained.	6.40	5.94 / 1.22	0.46	6.31	5.70 / 1.35	0.61	0.24 ***
73. Student activities fees are put to good use.	6.29	4.72 / 1.80	1.57	6.16	4.64 / 1.72	1.52	0.08
74. Campus item: The Recreation Center offers programs and opportunities that are of interest to me	6.08	5.60 / 1.50	0.48				
75. Campus item: My academic advisor is available	6.53	5.85 / 1.37	0.68				
76. Campus item: The quality of food meets my expectations	6.10	4.54 / 1.81	1.56				
77. Campus item: Assigned textbooks contribute to my success	6.44	4.83 / 1.71	1.61				
78. Campus item: It is easy to get involved in campus clubs and organizations	5.89	5.48 / 1.42	0.41				

\* Difference statistically significant at the .05 level

\*\* Difference statistically significant at the .01 level

\*\*\* Difference statistically significant at the .001 level

National Group Means are based on 97084 records.

# Institutional Summary

Items: In Sequential Order

	Colorado State University-Pueblo - SSI			National Four-Year Publics			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
79. Campus item: First-year programs support(ed) me in my transition to college	6.12	5.27 / 1.74	0.85				
80. Campus item: Student Health Services meet my needs	6.22	5.62 / 1.45	0.60				
81. Campus item: Residence halls are pleasant places to live	6.23	5.40 / 1.62	0.83				
82. Campus item: The Associated Student Government appropriately represents the student body	5.87	4.95 / 1.67	0.92				
83. Campus item: CSU-Pueblo offers an affordable education	6.61	5.34 / 1.57	1.27				
84. Institution's commitment to part-time students?		5.51 / 1.39			5.26 / 1.46		0.25 ***
85. Institution's commitment to evening students?		5.39 / 1.49			5.25 / 1.49		0.14 *
86. Institution's commitment to older, returning learners?		5.60 / 1.42			5.36 / 1.48		0.24 ***
87. Institution's commitment to under-represented populations?		5.58 / 1.41			5.31 / 1.45		0.27 ***
88. Institution's commitment to commuters?		5.26 / 1.60			5.11 / 1.63		0.15 *
89. Institution's commitment to students with disabilities?		5.79 / 1.34			5.48 / 1.44		0.31 ***
90. Cost as factor in decision to enroll.	6.30			6.24			
91. Financial aid as factor in decision to enroll.	6.27			6.07			

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\*\* Difference statistically significant at the .01 level

\*\*\* Difference statistically significant at the .001 level

National Group Means are based on 97084 records.

**Institutional Summary**  
**Items: In Sequential Order**

	Colorado State University-Pueblo - SSI			National Four-Year Publics			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
92. Academic reputation as factor in decision to enroll.	5.94			5.98			
93. Size of institution as factor in decision to enroll.	5.35			5.29			
94. Opportunity to play sports as factor in decision to enroll.	3.99			3.57			
95. Recommendations from family/friends as factor in decision to enroll.	4.86			4.90			
96. Geographic setting as factor in decision to enroll.	5.56			5.57			
97. Campus appearance as factor in decision to enroll.	5.21			5.31			
98. Personalized attention prior to enrollment as factor in decision to enroll.	5.46			5.34			

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\*\* Difference statistically significant at the .01 level  
\*\*\* Difference statistically significant at the .001 level

**Institutional Summary**  
**Summary Items**

Summary Item	Colorado State University-Pueblo - SSI	National Four-Year Publics	Mean Difference
So far, how has your college experience met your expectations? 1=Much worse than 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 expected	Average: 4.68  1% 1% 7% 38% 27% 12% 10%	Average: 4.56  2% 2% 10% 38% 24% 11% 10%	0.12
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	Average: 5.42  0% 2% 6% 10% 20% 44% 15%	Average: 5.26  1% 3% 8% 10% 19% 40% 16%	0.16
All in all, if you had to do it over, would you enroll here again? 1=Definitely not 2=Probably not 3=Maybe not 4=I don't know 5=Maybe yes 6=Probably yes 7=Definitely yes	Average: 5.47  2% 6% 4% 7% 14% 34% 29%	Average: 5.34  4% 7% 6% 9% 11% 30% 31%	0.13