

Institutional Summary

Scales: In Order of Importance

Scale	Bluefield State College - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Academic Advising	6.54	5.66 / 1.36	0.88	6.36	5.44 / 1.35	0.92	0.22 *
Instructional Effectiveness	6.53	5.60 / 1.11	0.93	6.34	5.41 / 1.07	0.93	0.19 **
Safety and Security	6.45	5.31 / 1.29	1.14	6.24	4.84 / 1.28	1.40	0.47 ***
Concern for the Individual	6.40	5.40 / 1.25	1.00	6.15	5.19 / 1.21	0.96	0.21 **
Recruitment and Financial Aid	6.40	5.22 / 1.38	1.18	6.19	5.09 / 1.26	1.10	0.13
Registration Effectiveness	6.39	5.54 / 1.14	0.85	6.22	5.17 / 1.21	1.05	0.37 ***
Campus Climate	6.37	5.47 / 1.17	0.90	6.14	5.26 / 1.12	0.88	0.21 **
Student Centeredness	6.35	5.43 / 1.24	0.92	6.15	5.27 / 1.21	0.88	0.16 *
Campus Support Services	6.30	5.77 / 0.97	0.53	6.07	5.49 / 1.06	0.58	0.28 ***
Service Excellence	6.28	5.47 / 1.11	0.81	6.05	5.16 / 1.14	0.89	0.31 ***
Campus Life	6.01	5.27 / 1.25	0.74	5.79	5.12 / 1.12	0.67	0.15 *
Responsiveness to Diverse Populations		5.59 / 1.47			5.33 / 1.36		0.26 **

* 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 93921 records.