

Institutional Summary

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

Scale/Item	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 *
6. My academic advisor is approachable.	6.55	5.73 / 1.68	0.82	6.43	5.58 / 1.65	0.85	0.15
14. My academic advisor is concerned about my success as an individual.	6.56	5.58 / 1.71	0.98	6.32	5.35 / 1.68	0.97	0.23 *
19. My academic advisor helps me set goals to work toward.	6.37	5.38 / 1.74	0.99	6.13	5.10 / 1.74	1.03	0.28 *
33. My academic advisor is knowledgeable about requirements in my major.	6.66	5.83 / 1.55	0.83	6.51	5.64 / 1.61	0.87	0.19
55. Major requirements are clear and reasonable.	6.58	5.75 / 1.45	0.83	6.43	5.51 / 1.46	0.92	0.24 *

National Group Means are based on 93921 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

Scale/Item	Bluefield State College - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS CLIMATE	6.37	5.47 / 1.17	0.90	6.14	5.26 / 1.12	0.88	0.21 **
1. Most students feel a sense of belonging here.	6.01	5.24 / 1.42	0.77	5.80	5.16 / 1.46	0.64	0.08
2. The campus staff are caring and helpful.	6.46	5.50 / 1.41	0.96	6.27	5.29 / 1.45	0.98	0.21 *
3. Faculty care about me as an individual.	6.37	5.24 / 1.57	1.13	6.10	5.11 / 1.52	0.99	0.13
7. The campus is safe and secure for all students.	6.60	5.75 / 1.39	0.85	6.45	5.49 / 1.51	0.96	0.26 *
10. Administrators are approachable to students.	6.25	5.34 / 1.57	0.91	5.97	5.15 / 1.46	0.82	0.19
29. It is an enjoyable experience to be a student on this campus.	6.39	5.42 / 1.53	0.97	6.32	5.39 / 1.54	0.93	0.03
37. I feel a sense of pride about my campus.	6.14	5.29 / 1.61	0.85	5.88	5.26 / 1.60	0.62	0.03
41. There is a commitment to academic excellence on this campus.	6.54	5.68 / 1.43	0.86	6.31	5.44 / 1.42	0.87	0.24 *
45. Students are made to feel welcome on this campus.	6.47	5.57 / 1.46	0.90	6.24	5.47 / 1.47	0.77	0.10
51. This institution has a good reputation within the community.	6.36	5.62 / 1.44	0.74	6.19	5.56 / 1.48	0.63	0.06
57. I seldom get the "run-around" when seeking information on this campus.	6.43	4.78 / 1.86	1.65	6.15	4.74 / 1.82	1.41	0.04
59. This institution shows concern for students as individuals.	6.52	5.51 / 1.44	1.01	6.28	5.17 / 1.57	1.11	0.34 **
60. I generally know what's happening on campus.	6.05	5.56 / 1.52	0.49	5.86	5.05 / 1.60	0.81	0.51 ***
62. There is a strong commitment to racial harmony on this campus.	6.28	5.92 / 1.39	0.36	5.98	5.50 / 1.43	0.48	0.42 ***
66. Tuition paid is a worthwhile investment.	6.63	5.64 / 1.52	0.99	6.44	5.21 / 1.61	1.23	0.43 ***

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National Group Means are based on 93921 records.

Institutional Summary

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

Scale/Item	Bluefield State College - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
67. Freedom of expression is protected on campus.	6.38	5.83 / 1.34	0.55	6.15	5.54 / 1.43	0.61	0.29 **
71. Channels for expressing student complaints are readily available.	6.33	5.11 / 1.81	1.22	6.05	4.87 / 1.67	1.18	0.24

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Institutional Summary

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

Scale/Item	Bluefield State College - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS LIFE	6.01	5.27 / 1.25	0.74	5.79	5.12 / 1.12	0.67	0.15 *
9. A variety of intramural activities are offered.	5.30	5.44 / 1.39	-0.14	5.12	5.26 / 1.45	-0.14	0.18
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.08	4.41 / 2.15	1.67	5.94	4.80 / 1.66	1.14	-0.39 *
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.71	4.86 / 1.77	0.85	5.36	4.93 / 1.64	0.43	-0.07
30. Residence hall staff are concerned about me as an individual.	6.11	4.85 / 1.90	1.26	5.63	4.93 / 1.61	0.70	-0.08
31. Males and females have equal opportunities to participate in intercollegiate athletics.	6.04	5.79 / 1.32	0.25	5.65	5.50 / 1.40	0.15	0.29 *
38. There is an adequate selection of food available in the cafeteria.	5.90	4.45 / 1.97	1.45	5.95	4.59 / 1.82	1.36	-0.14
40. Residence hall regulations are reasonable.	6.15	5.01 / 1.87	1.14	5.76	5.03 / 1.58	0.73	-0.02
42. There are a sufficient number of weekend activities for students.	5.70	4.43 / 1.92	1.27	5.47	4.67 / 1.69	0.80	-0.24
46. I can easily get involved in campus organizations.	5.80	5.25 / 1.65	0.55	5.88	5.39 / 1.50	0.49	-0.14
52. The student center is a comfortable place for students to spend their leisure time.	6.05	5.46 / 1.52	0.59	5.90	5.40 / 1.49	0.50	0.06
56. The student handbook provides helpful information about campus life.	6.27	5.76 / 1.45	0.51	5.71	5.26 / 1.46	0.45	0.50 ***
63. Student disciplinary procedures are fair.	6.35	5.81 / 1.38	0.54	6.08	5.41 / 1.44	0.67	0.40 ***
64. New student orientation services help students adjust to college.	6.27	5.57 / 1.64	0.70	5.98	5.24 / 1.58	0.74	0.33 **

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Institutional Summary

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

Scale/Item	Bluefield State College - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
67. Freedom of expression is protected on campus.	6.38	5.83 / 1.34	0.55	6.15	5.54 / 1.43	0.61	0.29 **
73. Student activities fees are put to good use.	6.11	5.02 / 1.77	1.09	6.14	4.74 / 1.72	1.40	0.28 *

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Institutional Summary

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

Scale/Item	Bluefield State College - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS SUPPORT SERVICES	6.30	5.77 / 0.97	0.53	6.07	5.49 / 1.06	0.58	0.28 ***
13. Library staff are helpful and approachable.	6.10	6.08 / 1.17	0.02	5.81	5.61 / 1.35	0.20	0.47 ***
18. Library resources and services are adequate.	6.21	5.81 / 1.31	0.40	6.13	5.64 / 1.31	0.49	0.17
26. Computer labs are adequate and accessible.	6.50	5.78 / 1.45	0.72	6.20	5.55 / 1.46	0.65	0.23 *
32. Tutoring services are readily available.	6.25	5.75 / 1.49	0.50	6.07	5.52 / 1.45	0.55	0.23 *
44. Academic support services adequately meet the needs of students.	6.35	5.63 / 1.48	0.72	6.15	5.29 / 1.44	0.86	0.34 ***
49. There are adequate services to help me decide upon a career.	6.40	5.29 / 1.67	1.11	6.23	5.20 / 1.57	1.03	0.09
54. Bookstore staff are helpful.	6.30	6.07 / 1.30	0.23	5.93	5.56 / 1.44	0.37	0.51 ***

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Institutional Summary

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

Scale/Item	Bluefield State College - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CONCERN FOR THE INDIVIDUAL	6.40	5.40 / 1.25	1.00	6.15	5.19 / 1.21	0.96	0.21 **
3. Faculty care about me as an individual.	6.37	5.24 / 1.57	1.13	6.10	5.11 / 1.52	0.99	0.13
14. My academic advisor is concerned about my success as an individual.	6.56	5.58 / 1.71	0.98	6.32	5.35 / 1.68	0.97	0.23 *
22. Counseling staff care about students as individuals.	6.18	5.43 / 1.49	0.75	6.04	5.14 / 1.51	0.90	0.29 *
25. Faculty are fair and unbiased in their treatment of individual students.	6.51	5.50 / 1.54	1.01	6.36	5.31 / 1.50	1.05	0.19
30. Residence hall staff are concerned about me as an individual.	6.11	4.85 / 1.90	1.26	5.63	4.93 / 1.61	0.70	-0.08
59. This institution shows concern for students as individuals.	6.52	5.51 / 1.44	1.01	6.28	5.17 / 1.57	1.11	0.34 **

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Institutional Summary

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

Scale/Item	Bluefield State College - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTRUCTIONAL EFFECTIVENESS	6.53	5.60 / 1.11	0.93	6.34	5.41 / 1.07	0.93	0.19 **
3. Faculty care about me as an individual.	6.37	5.24 / 1.57	1.13	6.10	5.11 / 1.52	0.99	0.13
8. The content of the courses within my major is valuable.	6.67	5.82 / 1.28	0.85	6.54	5.56 / 1.36	0.98	0.26 **
16. The instruction in my major field is excellent.	6.65	5.72 / 1.33	0.93	6.51	5.52 / 1.41	0.99	0.20 *
25. Faculty are fair and unbiased in their treatment of individual students.	6.51	5.50 / 1.54	1.01	6.36	5.31 / 1.50	1.05	0.19
39. I am able to experience intellectual growth here.	6.55	5.81 / 1.31	0.74	6.40	5.62 / 1.36	0.78	0.19 *
41. There is a commitment to academic excellence on this campus.	6.54	5.68 / 1.43	0.86	6.31	5.44 / 1.42	0.87	0.24 *
47. Faculty provide timely feedback about student progress in a course.	6.55	5.17 / 1.54	1.38	6.33	5.12 / 1.55	1.21	0.05
53. Faculty take into consideration student differences as they teach a course.	6.34	5.40 / 1.60	0.94	6.15	5.03 / 1.58	1.12	0.37 ***
58. The quality of instruction I receive in most of my classes is excellent.	6.63	5.70 / 1.22	0.93	6.47	5.42 / 1.41	1.05	0.28 **
61. Adjunct faculty are competent as classroom instructors.	6.42	5.65 / 1.61	0.77	6.16	5.37 / 1.42	0.79	0.28 **
65. Faculty are usually available after class and during office hours.	6.50	5.76 / 1.40	0.74	6.32	5.67 / 1.36	0.65	0.09
68. Nearly all of the faculty are knowledgeable in their field.	6.66	5.93 / 1.24	0.73	6.49	5.75 / 1.32	0.74	0.18 *
69. There is a good variety of courses provided on this campus.	6.54	5.35 / 1.67	1.19	6.39	5.53 / 1.46	0.86	-0.18
70. Graduate teaching assistants are competent as classroom instructors.	6.43	5.71 / 1.43	0.72	6.12	5.25 / 1.50	0.87	0.46 ***

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Institutional Summary

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

Scale/Item	Bluefield State College - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
RECRUITMENT AND FINANCIAL AID	6.40	5.22 / 1.38	1.18	6.19	5.09 / 1.26	1.10	0.13
4. Admissions staff are knowledgeable.	6.46	5.30 / 1.49	1.16	6.22	5.21 / 1.52	1.01	0.09
5. Financial aid counselors are helpful.	6.42	4.94 / 1.90	1.48	6.21	4.99 / 1.69	1.22	-0.05
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.50	5.04 / 1.81	1.46	6.29	5.01 / 1.69	1.28	0.03
17. Adequate financial aid is available for most students.	6.53	5.40 / 1.74	1.13	6.35	4.98 / 1.69	1.37	0.42 ***
43. Admissions counselors respond to prospective students' unique needs and requests.	6.27	5.36 / 1.53	0.91	6.04	5.17 / 1.51	0.87	0.19
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.20	5.31 / 1.64	0.89	6.00	5.18 / 1.52	0.82	0.13

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Institutional Summary

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

Scale/Item	Bluefield State College - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
REGISTRATION EFFECTIVENESS	6.39	5.54 / 1.14	0.85	6.22	5.17 / 1.21	1.05	0.37 ***
11. Billing policies are reasonable.	6.29	5.16 / 1.55	1.13	6.17	4.88 / 1.64	1.29	0.28 *
20. The business office is open during hours which are convenient for most students.	6.35	5.64 / 1.41	0.71	5.97	5.24 / 1.47	0.73	0.40 ***
27. The personnel involved in registration are helpful.	6.39	5.63 / 1.37	0.76	6.22	5.28 / 1.53	0.94	0.35 ***
34. I am able to register for classes I need with few conflicts.	6.57	5.51 / 1.67	1.06	6.52	5.04 / 1.80	1.48	0.47 ***
50. Class change (drop/add) policies are reasonable.	6.35	5.78 / 1.47	0.57	6.19	5.42 / 1.54	0.77	0.36 ***

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Institutional Summary

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

Scale/Item	Bluefield State College - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
RESPONSIVENESS TO DIVERSE POPULATIONS		5.59 / 1.47			5.33 / 1.36		0.26 **
84. Institution's commitment to part-time students?		5.50 / 1.55			5.30 / 1.47		0.20
85. Institution's commitment to evening students?		5.34 / 1.74			5.28 / 1.49		0.06
86. Institution's commitment to older, returning learners?		5.65 / 1.53			5.39 / 1.47		0.26 *
87. Institution's commitment to under-represented populations?		5.73 / 1.46			5.34 / 1.46		0.39 ***
88. Institution's commitment to commuters?		5.65 / 1.62			5.18 / 1.62		0.47 ***
89. Institution's commitment to students with disabilities?		5.63 / 1.51			5.55 / 1.44		0.08

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Institutional Summary

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

Scale/Item	Bluefield State College - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SAFETY AND SECURITY	6.45	5.31 / 1.29	1.14	6.24	4.84 / 1.28	1.40	0.47 ***
7. The campus is safe and secure for all students.	6.60	5.75 / 1.39	0.85	6.45	5.49 / 1.51	0.96	0.26 *
21. The amount of student parking space on campus is adequate.	6.26	4.45 / 2.05	1.81	6.08	3.61 / 2.02	2.47	0.84 ***
28. Parking lots are well-lighted and secure.	6.40	5.45 / 1.62	0.95	6.09	5.05 / 1.64	1.04	0.40 ***
36. Security staff respond quickly in emergencies.	6.53	5.65 / 1.50	0.88	6.34	5.30 / 1.52	1.04	0.35 **

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Institutional Summary

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

Scale/Item	Bluefield State College - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SERVICE EXCELLENCE	6.28	5.47 / 1.11	0.81	6.05	5.16 / 1.14	0.89	0.31 ***
2. The campus staff are caring and helpful.	6.46	5.50 / 1.41	0.96	6.27	5.29 / 1.45	0.98	0.21 *
13. Library staff are helpful and approachable.	6.10	6.08 / 1.17	0.02	5.81	5.61 / 1.35	0.20	0.47 ***
15. The staff in the health services area are competent.	6.24	5.77 / 1.30	0.47	6.01	5.29 / 1.47	0.72	0.48 ***
22. Counseling staff care about students as individuals.	6.18	5.43 / 1.49	0.75	6.04	5.14 / 1.51	0.90	0.29 *
27. The personnel involved in registration are helpful.	6.39	5.63 / 1.37	0.76	6.22	5.28 / 1.53	0.94	0.35 ***
57. I seldom get the "run-around" when seeking information on this campus.	6.43	4.78 / 1.86	1.65	6.15	4.74 / 1.82	1.41	0.04
60. I generally know what's happening on campus.	6.05	5.56 / 1.52	0.49	5.86	5.05 / 1.60	0.81	0.51 ***
71. Channels for expressing student complaints are readily available.	6.33	5.11 / 1.81	1.22	6.05	4.87 / 1.67	1.18	0.24

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Institutional Summary

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

Scale/Item	Bluefield State College - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
STUDENT CENTEREDNESS	6.35	5.43 / 1.24	0.92	6.15	5.27 / 1.21	0.88	0.16 *
1. Most students feel a sense of belonging here.	6.01	5.24 / 1.42	0.77	5.80	5.16 / 1.46	0.64	0.08
2. The campus staff are caring and helpful.	6.46	5.50 / 1.41	0.96	6.27	5.29 / 1.45	0.98	0.21 *
10. Administrators are approachable to students.	6.25	5.34 / 1.57	0.91	5.97	5.15 / 1.46	0.82	0.19
29. It is an enjoyable experience to be a student on this campus.	6.39	5.42 / 1.53	0.97	6.32	5.39 / 1.54	0.93	0.03
45. Students are made to feel welcome on this campus.	6.47	5.57 / 1.46	0.90	6.24	5.47 / 1.47	0.77	0.10
59. This institution shows concern for students as individuals.	6.52	5.51 / 1.44	1.01	6.28	5.17 / 1.57	1.11	0.34 **

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