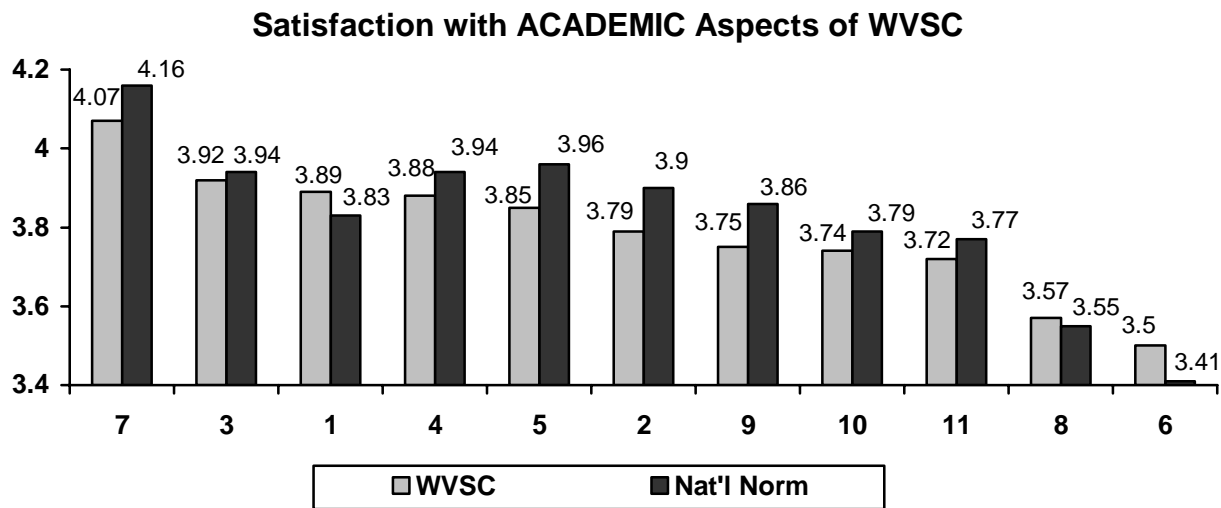


SATISFACTION AVERAGES: College Environment

Satisfaction averages were computed using the following response codings: 5=very satisfied, 4=satisfied, 3=neutral, 2=dissatisfied, 1=very dissatisfied. "Does not apply" and blank responses are omitted. The comparative averages (**national norm**), gathered between 1999 and 2001, are based on responses from over 30,000 students at 27 other public institutions with enrollments of less than 5,000.

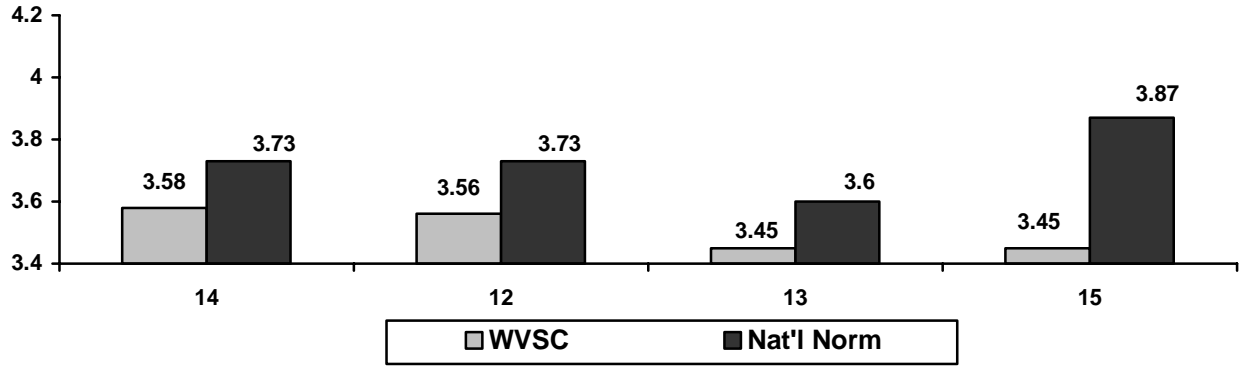
Note: The tests of significance for each item (two-tailed t-tests) are based on the local frequency and item standard deviation, and assume that the samples were randomly selected.

- * difference statistically significant at the .05 level
- ** difference statistically significant at the .01 level
- *** difference statistically significant at the .001 level



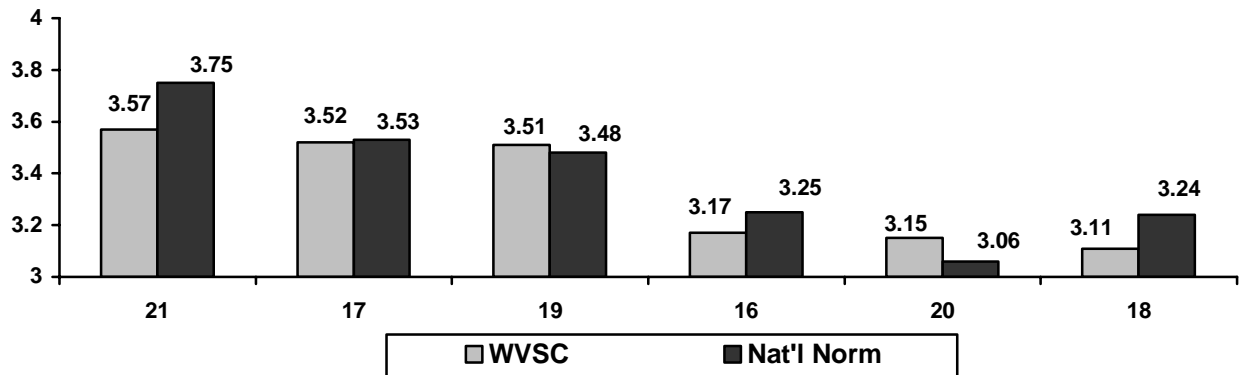
Item #		WVSC	Nat'l Norm
7	Class size relative to the type of course	4.07	4.16 **
3	Instruction in your major field	3.92	3.94
1	Testing/grading system	3.89	3.83 *
4	Out-of-class availability of your instructors	3.88	3.94
5	Attitude of the faculty toward students	3.85	3.96 **
2	Course content in your major field	3.79	3.90 **
9	Availability of your advisor	3.75	3.86 **
10	Value of the information provided by your advisor	3.74	3.79
11	Preparation you are receiving for your future occupation	3.72	3.77
8	Flexibility to design your own program of study	3.57	3.55
6	Variety of courses offered at this college	3.50	3.41 *

Satisfaction with ADMISSIONS Aspects of WVSC



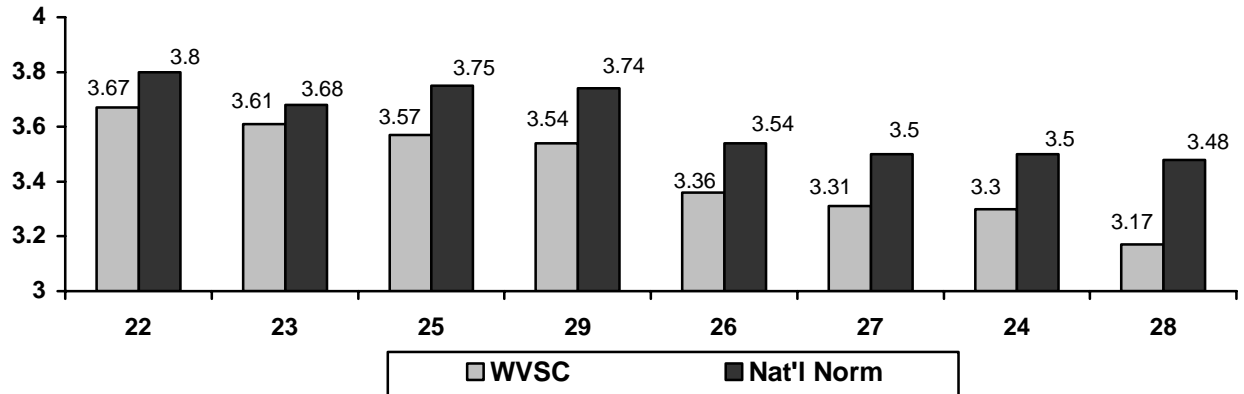
Item #		WVSC	Nat'l Norm
14	Accuracy of college information you received before enrolling	3.58	3.73 ***
12	General admissions procedures	3.56	3.73 ***
13	Availability of financial aid information prior to enrolling	3.45	3.60 **
15	College catalog/admissions publications	3.45	3.87 ***

Satisfaction with RULES & REGULATIONS at WVSC



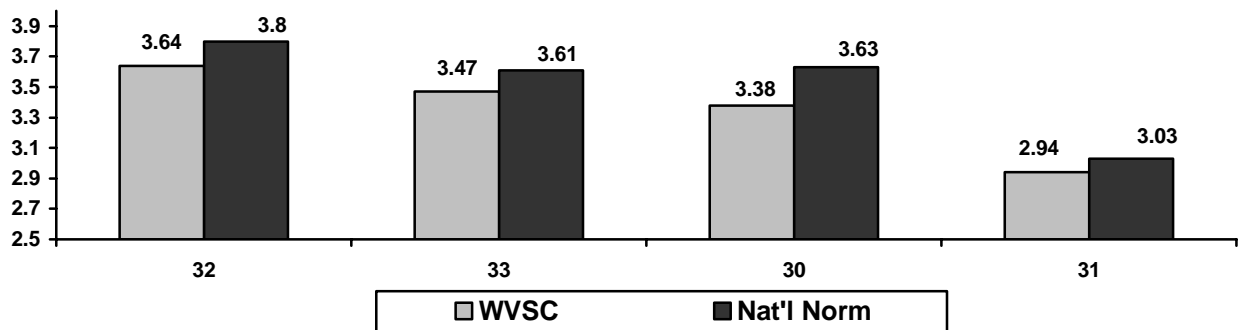
Item #		WVSC	Nat'l Norm
21	Personal security/safety at this campus	3.57	3.75 ***
17	Rules governing student conduct at this college	3.52	3.53
19	Academic probation and suspension policies	3.51	3.48
16	Student voice in college policies	3.17	3.25
20	Purposes for which student activity fees are used	3.15	3.06 *
18	Residence hall rules and regulations	3.11	3.24 *

Satisfaction with FACILITIES at WVSC



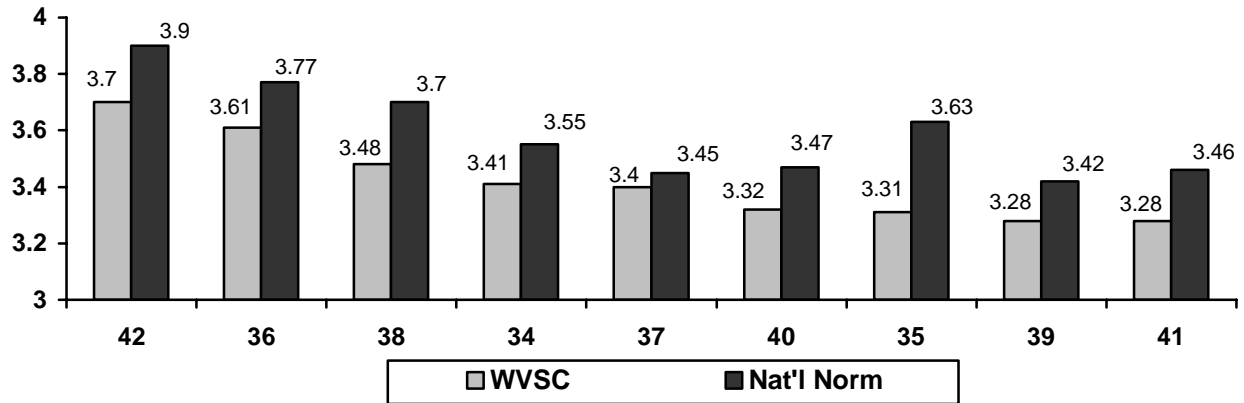
Item #		WVSC	Nat'l Norm
22	Classroom facilities	3.67	3.80 ***
23	Laboratory facilities	3.61	3.68
25	Study areas	3.57	3.75 ***
29	General condition of buildings and grounds	3.54	3.74 ***
26	Student union	3.36	3.54 ***
27	Campus bookstore	3.31	3.50 ***
24	Athletic facilities	3.30	3.50 ***
28	Availability of student housing	3.17	3.48 ***

Satisfaction with REGISTRATION Aspects of WVSC



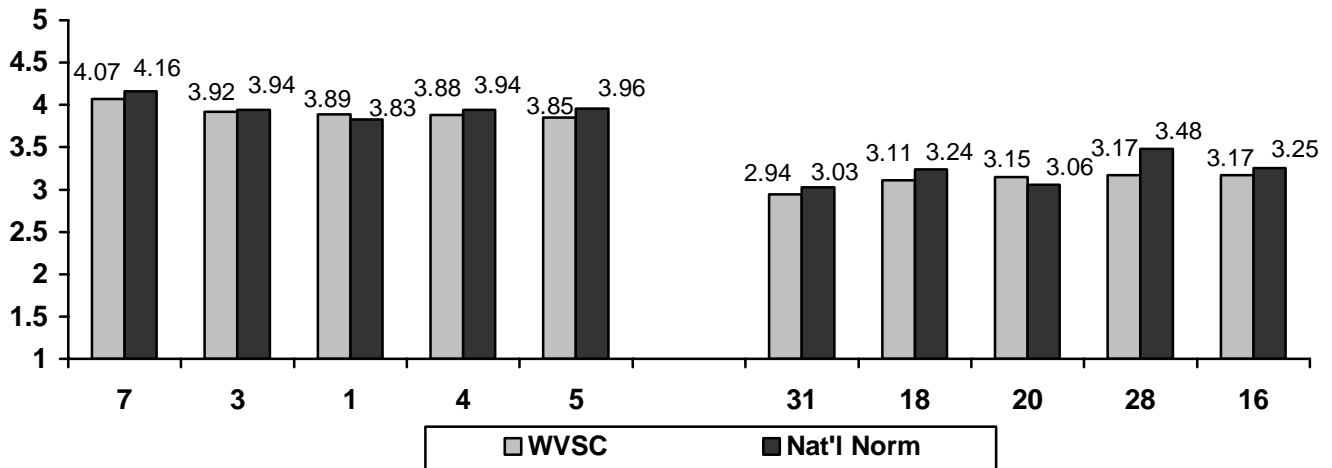
Item #		WVSC	Nat'l Norm
32	Academic calendar for this college	3.64	3.80 ***
33	Billing and fee payment procedures	3.47	3.61 ***
30	General registration procedures	3.38	3.63 ***
31	Availability of courses you want at the times you want them	2.94	3.03

Satisfaction with GENERAL Aspects of this College



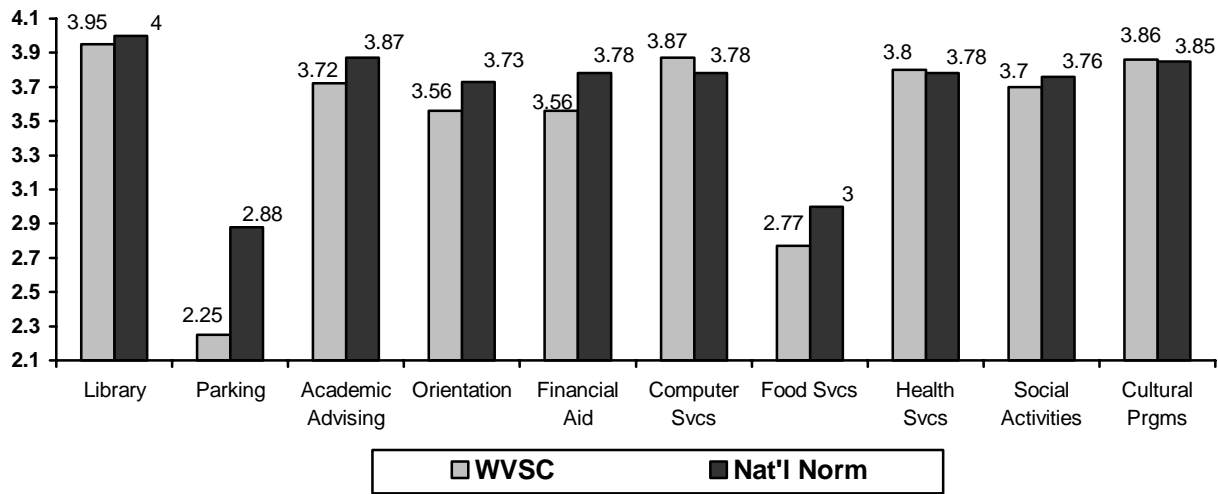
Item #		WVSC	Nat'l Norm
42	This college in general	3.70	3.90 ***
36	Racial harmony at this college	3.61	3.77 ***
38	Opportunities for personal involvement in activities	3.48	3.70 ***
34	Concern for you as an individual	3.41	3.55 ***
37	Opportunities for student employment	3.40	3.45
40	Religious activities and programs	3.32	3.47 ***
35	Attitude of college non-teaching staff toward students	3.31	3.63 ***
39	Student government	3.28	3.42 ***
41	Campus media (student newspaper, campus radio, etc)	3.28	3.46 ***

WVSC'S TOP 5 STRENGTHS & WEAKNESSES: College Environment



Item #		WVSC	Nat'l Norm
Top 5 Items for WVSC			
7	Class size relative to the type of course	4.07	4.16 **
3	Instruction in your major field	3.92	3.94
1	Testing/grading system	3.89	3.8 *
4	Out-of-class availability of your instructors	3.88	3.94
5	Attitude of the faculty toward students	3.85	3.96 **
Bottom 5 Items for WVSC			
31	Availability of courses you want at the times you can take them	2.94	3.03
18	Residence hall rules and regulations	3.11	3.24 *
20	Purposes for which student activity fees are used	3.15	3.06 *
28	Availability of student housing	3.17	3.48 ***
16	Student voice in college policies	3.17	3.25

SATISFACTION AVERAGES: College Services



Top 10 Most Frequently Utilized Services (opinion & usage info. solicited)

% Used	Service	WVSC	Nat'l	Diff
71.2%	Library	3.95	4.00	-.05
70.0%	Parking	2.25	2.88	-.63 ***
61.5%	Academic Advising	3.72	3.87	-.15 **
54.6%	Orientation	3.56	3.73	-.17 ***
53.0%	Financial Aid	3.56	3.78	-.22 **
50.0%	Computer Services	3.87	3.86	.01
29.8%	Food Services	2.77	3.00	-.23 *
25.0%	Health Services	3.80	3.78	.02
22.7%	Social Activities	3.70	3.76	-.06
16.7%	Cultural Programs	3.86	3.85	.01
15.5%	Tutoring Services	3.61	3.85	-.24
12.9%	Career Planning Services	3.65	3.85	-.20
11.3%	Residence Hall Services & Programs	2.68	3.44	-.76 ***
11.3%	Student Employment Services	3.88	3.96	.08
10.5%	Honors Programs (<i>assuming comments about Honorary St. Orgs</i>)	4.11	3.79	.33 **
9.2%	Recreational & Intramural Programs	3.34	4.00	-.66 ***
9.0%	Personal Counseling Services	4.00	3.91	.09
8.9%	Credit-by-Examination Program (CLEP, DANTES)	4.16	3.92	.24
6.8%	Job Placement Services	3.39	3.72	-.33
5.3%	Veteran's Services	3.86	3.85	.01
5.3%	College Mass Transit Services (<i>assuming comments about KRT</i>)	3.63	3.52	.11
4.2%	Student Health Insurance Program	3.57	3.43	.14
4.0%	Day Care Services	3.94	3.79	.15

DIFFERENCES BETWEEN WVSC AND NATIONAL NORM: Strengths & Weaknesses

Item #		WVSC	Nat'l	Diff
Top 5 Services WVSC rates Higher than Nat'l Norm				
18	Honors program <i>(10.5% student usage)</i>	4.11	3.79	.33 ***
17	Credit By Examination program <i>(8.9% usage)</i>	4.16	3.92	.24
23	Day Care services <i>(4.0% usage)</i>	3.94	3.79	.15
8	Student health insurance program <i>(4.2% usage)</i>	3.57	3.43	.14
20	Mass transit services <i>(5.3% usage)</i>	3.63	3.52	.11
Only 5 Environmental Aspects WVSC rates Higher than Nat'l Norm				
6	Variety of courses offered	3.50	3.41	.10 *
20	Purposes for which student activity fees are used	3.15	3.06	.09 *
1	Testing/grading system	3.89	3.83	.06
19	Academic probation and suspension policies	3.51	3.48	.03
8	Flexibility to design your own program of study	3.57	3.55	.02

Item #		WVSC	Nat'l	Diff
Top 5 Services WVSC rates Lower than Nat'l Norm				
12	Residence hall services/programs <i>(11.3% usage)</i>	2.68	3.44	-.76 ***
5	Recreational/intramural programs & services <i>(9.2% usage)</i>	3.34	4.00	-.66 ***
21	Parking facilities and services <i>(70.0% usage)</i>	2.25	2.88	-.63 ***
4	Job placement services <i>(6.8% usage)</i>	3.39	3.72	-.33
9	College-sponsored tutorial services <i>(15.5% usage)</i>	3.61	3.85	-.24
Top 5 Environmental Aspects WVSC rates Lower than Nat'l Norm				
15	College catalog/admissions publications	3.45	3.87	-.42 ***
35	Attitude of the college non-teaching staff toward students	3.31	3.64	-.32 ***
28	Availability of student housing	3.17	3.48	-.31 ***
30	General registration procedures	3.38	3.63	-.25 ***
38	Opportunities for personal involvement in campus activities	3.48	3.70	-.22 ***