

Demographics

Gender		N	%	Class Level		N	%
Female		220	66.27%	Freshman		90	27.11%
Male		112	33.73%	Sophomore		70	21.08%
Total		332	100.00%	Junior		80	24.10%
No Response		4		Senior		89	26.81%
				Special student		3	0.90%
				Graduate/Professional		0	0.00%
				Other class level		0	0.00%
				Total		332	100.00%
				No Response		4	
Age		N	%	Current GPA		N	%
18 and under		67	20.12%	No credits earned		63	19.21%
19 to 24		264	79.28%	1.99 or below		0	0.00%
25 to 34		1	0.30%	2.0 - 2.49		20	6.10%
35 to 44		1	0.30%	2.5 - 2.99		37	11.28%
45 and over		0	0.00%	3.0 - 3.49		109	33.23%
Total		333	100.00%	3.5 or above		99	30.18%
No Response		3		Total		328	100.00%
				No Response		8	
Ethnicity/Race		N	%	Educational Goal		N	%
African-American		5	1.51%	Associate degree		2	0.60%
American Indian or Alaskan Native		0	0.00%	Bachelor's degree		174	52.57%
Asian or Pacific Islander		42	12.65%	Master's degree		81	24.47%
Caucasian/White		255	76.81%	Doctorate or professional degree		67	20.24%
Hispanic		10	3.01%	Certification (initial/renewal)		1	0.30%
Other race		10	3.01%	Self-improvement/pleasure		2	0.60%
Race - Prefer not to respond		10	3.01%	Job-related training		0	0.00%
Total		332	100.00%	Other educational goal		4	1.21%
No Response		4		Total		331	100.00%
				No Response		5	
Current Enrollment Status		N	%				
Day		325	98.78%				
Evening		1	0.30%				
Weekend		3	0.91%				
Total		329	100.00%				
No Response		7					
Current Class Load		N	%				
Full-time		329	99.10%				
Part-time		3	0.90%				
Total		332	100.00%				
No Response		4					

Demographics

Employment			Institution Question		
	N	%		N	%
Full-time off campus	5	1.52%	Campus item - Answer 1	0	0%
Part-time off campus	28	8.48%	Campus item - Answer 2	0	0%
Full-time on campus	24	7.27%	Campus item - Answer 3	0	0%
Part-time on campus	162	49.09%	Campus item - Answer 4	0	0%
Not employed	111	33.64%	Campus item - Answer 5	0	0%
Total	330	100.00%	Campus item - Answer 6	0	0%
No Response	6		Total	0	100.00%
			No Response	336	
Current Residence			Institution Question 2		
	N	%		N	%
Residence hall	260	78.08%	Campus item 2 - Answer 1	0	0%
Fraternity / Sorority	3	0.90%	Campus item 2 - Answer 2	0	0%
Own house	10	3.00%	Campus item 2 - Answer 3	0	0%
Rent room or apt off campus	32	9.61%	Campus item 2 - Answer 4	0	0%
Parent's home	15	4.50%	Campus item 2 - Answer 5	0	0%
Other residence	13	3.90%	Campus item 2 - Answer 6	0	0%
Total	333	100.00%	Total	0	100.00%
No Response	3		No Response	336	
Residence Classification					
	N	%			
In-state	207	62.35%			
Out-of-state	91	27.41%			
International (not U.S. citizen)	34	10.24%			
Total	332	100.00%			
No Response	4				
Disabilities					
	N	%			
Yes - Disability	29	8.76%			
No - Disability	302	91.24%			
Total	331	100.00%			
No Response	5				
Institution Was My					
	N	%			
1st choice	179	62.59%			
2nd choice	71	24.83%			
3rd choice or lower	36	12.59%			
Total	286	100.00%			
No Response	50				

Strategic Planning Overview

Strengths and Challenges

Strengths

- 68. Nearly all of the faculty are knowledgeable in their field.
- 33. My academic advisor is knowledgeable about requirements in my major.
- 8. The content of the courses within my major is valuable.
- 39. I am able to experience intellectual growth here.
- 6. My academic advisor is approachable.
- 45. Students are made to feel welcome on this campus.
- 2. The campus staff are caring and helpful.
- 14. My academic advisor is concerned about my success as an individual.
- 41. There is a commitment to academic excellence on this campus.
- 65. Faculty are usually available after class and during office hours.
- 3. Faculty care about me as an individual.
- 44. Academic support services adequately meet the needs of students.
- 32. Tutoring services are readily available.
- 78. Campus item: The Inbound Program is a good opportunity for students to transition to Juniata.
- 22. Counseling staff care about students as individuals.
- 72. On the whole, the campus is well-maintained.
- 10. Administrators are approachable to students.
- 80. Campus item: I have the opportunity to work with and learn from my peers collaboratively outside class.

Challenges

- 16. The instruction in my major field is excellent.
- 7. The campus is safe and secure for all students.
- 29. It is an enjoyable experience to be a student on this campus.
- 77. Campus item: I trust that reports of sexual harassment & sexual violence are addressed seriously and appropriately by the administration.
- 66. Tuition paid is a worthwhile investment.
- 34. I am able to register for classes I need with few conflicts.
- 17. Adequate financial aid is available for most students.
- 25. Faculty are fair and unbiased in their treatment of individual students.
- 15. The staff in the health services area are competent.
- 1. Most students feel a sense of belonging here.
- 82. Campus item: There is a helpful and logical connection between academic advising and planning for life after graduation.
- 23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)
- 67. Freedom of expression is protected on campus.

Strategic Planning Overview

- 47. Faculty provide timely feedback about student progress in a course.
- 48. Admissions counselors accurately portray the campus in their recruiting practices.
- 53. Faculty take into consideration student differences as they teach a course.

Strategic Planning Overview

Benchmarks

Higher Satisfaction vs. National Four-Year Privates

- 68. Nearly all of the faculty are knowledgeable in their field.
- 33. My academic advisor is knowledgeable about requirements in my major.
- 58. The quality of instruction I receive in most of my classes is excellent.
- 39. I am able to experience intellectual growth here.
- 6. My academic advisor is approachable.
- 29. It is an enjoyable experience to be a student on this campus.
- 36. Security staff respond quickly in emergencies.
- 66. Tuition paid is a worthwhile investment.
- 45. Students are made to feel welcome on this campus.
- 2. The campus staff are caring and helpful.
- 14. My academic advisor is concerned about my success as an individual.
- 17. Adequate financial aid is available for most students.
- 59. This institution shows concern for students as individuals.
- 69. There is a good variety of courses provided on this campus.
- 41. There is a commitment to academic excellence on this campus.
- 15. The staff in the health services area are competent.
- 65. Faculty are usually available after class and during office hours.
- 1. Most students feel a sense of belonging here.
- 3. Faculty care about me as an individual.
- 44. Academic support services adequately meet the needs of students.
- 12. Financial aid awards are announced to students in time to be helpful in college planning.
- 32. Tutoring services are readily available.
- 22. Counseling staff care about students as individuals.
- 63. Student disciplinary procedures are fair.
- 72. On the whole, the campus is well-maintained.
- 61. Adjunct faculty are competent as classroom instructors.

Lower Satisfaction vs. National Four-Year Privates

- 23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)

Higher Importance vs. National Four-Year Privates

- 6. My academic advisor is approachable.
- 15. The staff in the health services area are competent.
- 1. Most students feel a sense of belonging here.

Strategic Planning Overview

- 44. Academic support services adequately meet the needs of students.
- 23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)
- 32. Tutoring services are readily available.

Institutional Summary
Scales: In Order of Importance

Scale	Juniata College - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Academic Advising	6.45	5.88 / 1.07	0.57	6.35	5.58 / 1.28	0.77	0.30 ***
Instructional Effectiveness	6.43	5.77 / 0.81	0.66	6.39	5.56 / 1.07	0.83	0.21 ***
Student Centeredness	6.43	5.77 / 0.98	0.66	6.27	5.46 / 1.20	0.81	0.31 ***
Concern for the Individual	6.32	5.67 / 0.98	0.65	6.23	5.41 / 1.19	0.82	0.26 ***
Campus Climate	6.31	5.61 / 0.92	0.70	6.23	5.39 / 1.13	0.84	0.22 ***
Recruitment and Financial Aid	6.24	5.42 / 1.03	0.82	6.22	5.20 / 1.25	1.02	0.22 **
Registration Effectiveness	6.14	5.37 / 1.00	0.77	6.19	5.24 / 1.19	0.95	0.13 *
Service Excellence	6.13	5.65 / 0.87	0.48	6.08	5.30 / 1.12	0.78	0.35 ***
Safety and Security	6.09	5.17 / 1.14	0.92	6.22	5.07 / 1.30	1.15	0.10
Campus Life	5.96	5.28 / 0.93	0.68	5.85	5.07 / 1.18	0.78	0.21 **
Campus Support Services	5.94	5.72 / 0.85	0.22	6.04	5.53 / 1.06	0.51	0.19 **
Responsiveness to Diverse Populations		5.13 / 1.40			5.33 / 1.41		-0.20 *

* 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 260824 records.

Institutional Summary Items: In Order of Importance

Item	Juniata College - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
68. Nearly all of the faculty are knowledgeable in their field.	6.66	6.31 / 0.83	0.35	6.54	5.90 / 1.28	0.64	0.41 ***
33. My academic advisor is knowledgeable about requirements in my major.	6.63	6.13 / 1.28	0.50	6.50	5.76 / 1.53	0.74	0.37 ***
16. The instruction in my major field is excellent.	6.62	5.78 / 1.12	0.84	6.57	5.68 / 1.37	0.89	0.10
8. The content of the courses within my major is valuable.	6.61	5.83 / 1.08	0.78	6.60	5.69 / 1.33	0.91	0.14
58. The quality of instruction I receive in most of my classes is excellent.	6.61	5.80 / 1.10	0.81	6.51	5.59 / 1.37	0.92	0.21 **
7. The campus is safe and secure for all students.	6.60	5.73 / 1.31	0.87	6.45	5.74 / 1.40	0.71	-0.01
39. I am able to experience intellectual growth here.	6.60	6.19 / 0.94	0.41	6.49	5.74 / 1.36	0.75	0.45 ***
6. My academic advisor is approachable.	6.59	6.07 / 1.35	0.52	6.41	5.77 / 1.53	0.64	0.30 ***
29. It is an enjoyable experience to be a student on this campus.	6.57	5.71 / 1.40	0.86	6.44	5.47 / 1.55	0.97	0.24 **
77. Campus item: I trust that reports of sexual harassment & sexual violence are addressed seriously and appropriately by the administration.	6.54	5.57 / 1.62	0.97				
36. Security staff respond quickly in emergencies.	6.53	5.71 / 1.40	0.82	6.38	5.34 / 1.60	1.04	0.37 ***
66. Tuition paid is a worthwhile investment.	6.51	5.19 / 1.50	1.32	6.47	4.94 / 1.73	1.53	0.25 *
45. Students are made to feel welcome on this campus.	6.50	5.82 / 1.28	0.68	6.35	5.63 / 1.45	0.72	0.19 *
2. The campus staff are caring and helpful.	6.49	5.99 / 1.05	0.50	6.36	5.61 / 1.34	0.75	0.38 ***
34. I am able to register for classes I need with few conflicts.	6.49	5.03 / 1.64	1.46	6.51	5.18 / 1.73	1.33	-0.15

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Institutional Summary
Items: In Order of Importance

Item	Juniata College - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
14. My academic advisor is concerned about my success as an individual.	6.48	6.02 / 1.33	0.46	6.33	5.57 / 1.57	0.76	0.45 ***
17. Adequate financial aid is available for most students.	6.48	5.33 / 1.43	1.15	6.39	4.99 / 1.65	1.40	0.34 ***
59. This institution shows concern for students as individuals.	6.48	5.81 / 1.37	0.67	6.38	5.40 / 1.57	0.98	0.41 ***
69. There is a good variety of courses provided on this campus.	6.48	5.74 / 1.28	0.74	6.42	5.51 / 1.49	0.91	0.23 **
41. There is a commitment to academic excellence on this campus.	6.44	6.03 / 1.10	0.41	6.37	5.60 / 1.41	0.77	0.43 ***
25. Faculty are fair and unbiased in their treatment of individual students.	6.43	5.38 / 1.40	1.05	6.39	5.38 / 1.51	1.01	0.00
55. Major requirements are clear and reasonable.	6.43	5.71 / 1.20	0.72	6.43	5.63 / 1.40	0.80	0.08
15. The staff in the health services area are competent.	6.41	5.54 / 1.35	0.87	6.02	5.15 / 1.61	0.87	0.39 ***
65. Faculty are usually available after class and during office hours.	6.38	6.06 / 1.08	0.32	6.32	5.75 / 1.33	0.57	0.31 ***
1. Most students feel a sense of belonging here.	6.37	5.46 / 1.21	0.91	6.03	5.27 / 1.46	0.76	0.19 *
91. Financial aid as factor in decision to enroll.	6.37			6.24			
3. Faculty care about me as an individual.	6.36	5.85 / 1.21	0.51	6.26	5.56 / 1.39	0.70	0.29 ***
44. Academic support services adequately meet the needs of students.	6.36	5.95 / 1.09	0.41	6.17	5.43 / 1.42	0.74	0.52 ***
82. Campus item: There is a helpful and logical connection between academic advising and planning for life after graduation.	6.36	5.49 / 1.38	0.87				
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.35	5.61 / 1.28	0.74	6.27	5.13 / 1.63	1.14	0.48 ***

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Institutional Summary Items: In Order of Importance

Item	Juniata College - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
79. Campus item: There are adequate study spaces on campus.	6.34	5.64 / 1.44	0.70				
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.31	4.45 / 1.64	1.86	6.14	4.80 / 1.73	1.34	-0.35 ***
67. Freedom of expression is protected on campus.	6.31	5.44 / 1.56	0.87	6.26	5.46 / 1.55	0.80	-0.02
32. Tutoring services are readily available.	6.30	6.20 / 1.16	0.10	6.02	5.61 / 1.43	0.41	0.59 ***
78. Campus item: The Inbound Program is a good opportunity for students to transition to Juniata.	6.30	6.26 / 1.23	0.04				
47. Faculty provide timely feedback about student progress in a course.	6.26	5.12 / 1.45	1.14	6.35	5.25 / 1.51	1.10	-0.13
49. There are adequate services to help me decide upon a career.	6.26	5.49 / 1.32	0.77	6.28	5.35 / 1.52	0.93	0.14
22. Counseling staff care about students as individuals.	6.25	5.82 / 1.33	0.43	6.12	5.33 / 1.51	0.79	0.49 ***
63. Student disciplinary procedures are fair.	6.25	5.58 / 1.49	0.67	6.15	5.32 / 1.57	0.83	0.26 **
92. Academic reputation as factor in decision to enroll.	6.25			6.15			
72. On the whole, the campus is well-maintained.	6.23	6.00 / 1.11	0.23	6.32	5.75 / 1.41	0.57	0.25 **
61. Adjunct faculty are competent as classroom instructors.	6.20	5.74 / 1.18	0.46	6.22	5.47 / 1.45	0.75	0.27 **
10. Administrators are approachable to students.	6.19	5.82 / 1.13	0.37	6.05	5.37 / 1.43	0.68	0.45 ***
35. The assessment and course placement procedures are reasonable.	6.19	5.49 / 1.25	0.70	6.23	5.42 / 1.43	0.81	0.07
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.19	5.03 / 1.55	1.16	6.14	5.17 / 1.64	0.97	-0.14

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Institutional Summary
Items: In Order of Importance

Item	Juniata College - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
53. Faculty take into consideration student differences as they teach a course.	6.19	5.21 / 1.45	0.98	6.21	5.22 / 1.53	0.99	-0.01
80. Campus item: I have the opportunity to work with and learn from my peers collaboratively outside class.	6.19	5.93 / 1.11	0.26				
64. New student orientation services help students adjust to college.	6.18	5.85 / 1.35	0.33	6.04	5.33 / 1.57	0.71	0.52 ***
76. Campus item: Public Safety staff members are helpful and informative.	6.18	5.63 / 1.47	0.55				
81. Campus item: I have sufficient opportunity to explore curricular options before deciding on my POE.	6.18	5.55 / 1.42	0.63				
90. Cost as factor in decision to enroll.	6.18			6.11			
38. There is an adequate selection of food available in the cafeteria.	6.17	4.27 / 1.80	1.90	6.08	4.30 / 1.93	1.78	-0.03
5. Financial aid counselors are helpful.	6.16	5.33 / 1.43	0.83	6.25	5.16 / 1.64	1.09	0.17
27. The personnel involved in registration are helpful.	6.14	5.78 / 1.16	0.36	6.21	5.48 / 1.45	0.73	0.30 ***
62. There is a strong commitment to racial harmony on this campus.	6.14	5.13 / 1.60	1.01	6.08	5.57 / 1.46	0.51	-0.44 ***
31. Males and females have equal opportunities to participate in intercollegiate athletics.	6.13	6.06 / 1.13	0.07	5.70	5.53 / 1.53	0.17	0.53 ***
43. Admissions counselors respond to prospective students' unique needs and requests.	6.13	5.69 / 1.28	0.44	6.05	5.37 / 1.48	0.68	0.32 ***
46. I can easily get involved in campus organizations.	6.13	5.96 / 1.12	0.17	5.94	5.43 / 1.51	0.51	0.53 ***
50. Class change (drop/add) policies are reasonable.	6.13	5.86 / 1.24	0.27	6.13	5.48 / 1.51	0.65	0.38 ***

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National Group Means are based on 260824 records.

Institutional Summary Items: In Order of Importance

Item	Juniata College - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
11. Billing policies are reasonable.	6.12	4.97 / 1.43	1.15	6.14	4.77 / 1.67	1.37	0.20 *
51. This institution has a good reputation within the community.	6.12	5.61 / 1.39	0.51	6.24	5.60 / 1.52	0.64	0.01
19. My academic advisor helps me set goals to work toward.	6.11	5.45 / 1.60	0.66	6.07	5.18 / 1.69	0.89	0.27 **
75. Campus item: The college offers adequate and appropriate space(s) for wellness and recreational activities.	6.11	5.48 / 1.31	0.63				
4. Admissions staff are knowledgeable.	6.10	5.58 / 1.23	0.52	6.18	5.42 / 1.46	0.76	0.16
73. Student activities fees are put to good use.	6.10	5.27 / 1.47	0.83	6.11	4.82 / 1.70	1.29	0.45 ***
71. Channels for expressing student complaints are readily available.	6.04	5.26 / 1.56	0.78	6.10	4.89 / 1.72	1.21	0.37 ***
57. I seldom get the "run-around" when seeking information on this campus.	6.03	5.23 / 1.47	0.80	6.12	4.93 / 1.75	1.19	0.30 **
60. I generally know what's happening on campus.	6.03	5.71 / 1.29	0.32	5.97	5.22 / 1.57	0.75	0.49 ***
74. Campus item: The college offers adequate and appropriate space(s) for entertainment and student programming.	5.99	5.41 / 1.41	0.58				
37. I feel a sense of pride about my campus.	5.98	5.48 / 1.51	0.50	5.95	5.26 / 1.64	0.69	0.22 *
40. Residence hall regulations are reasonable.	5.98	5.69 / 1.34	0.29	5.94	5.00 / 1.70	0.94	0.69 ***
70. Graduate teaching assistants are competent as classroom instructors.	5.97	5.59 / 1.18	0.38	6.05	5.36 / 1.45	0.69	0.23
83. Campus item: I am encouraged to take electives.	5.94	5.66 / 1.48	0.28				
18. Library resources and services are adequate.	5.92	5.59 / 1.18	0.33	6.08	5.63 / 1.33	0.45	-0.04

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Institutional Summary Items: In Order of Importance

Item	Juniata College - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
30. Residence hall staff are concerned about me as an individual.	5.89	5.14 / 1.56	0.75	5.83	5.13 / 1.66	0.70	0.01
42. There are a sufficient number of weekend activities for students.	5.89	5.15 / 1.57	0.74	5.56	4.72 / 1.75	0.84	0.43 ***
93. Size of institution as factor in decision to enroll.	5.82			5.47			
98. Personalized attention prior to enrollment as factor in decision to enroll.	5.80			5.70			
52. The student center is a comfortable place for students to spend their leisure time.	5.77	4.91 / 1.72	0.86	5.91	5.21 / 1.65	0.70	-0.30 **
20. The business office is open during hours which are convenient for most students.	5.74	5.18 / 1.46	0.56	5.95	5.29 / 1.47	0.66	-0.11
26. Computer labs are adequate and accessible.	5.74	5.56 / 1.25	0.18	6.20	5.49 / 1.53	0.71	0.07
28. Parking lots are well-lighted and secure.	5.71	5.18 / 1.61	0.53	6.04	5.16 / 1.64	0.88	0.02
13. Library staff are helpful and approachable.	5.63	5.81 / 1.23	-0.18	5.74	5.70 / 1.33	0.04	0.11
97. Campus appearance as factor in decision to enroll.	5.57			5.52			
56. The student handbook provides helpful information about campus life.	5.50	5.16 / 1.53	0.34	5.67	5.26 / 1.50	0.41	-0.10
9. A variety of intramural activities are offered.	5.47	5.51 / 1.26	-0.04	5.15	5.10 / 1.56	0.05	0.41 ***
21. The amount of student parking space on campus is adequate.	5.46	4.00 / 1.80	1.46	5.98	4.01 / 2.08	1.97	-0.01
54. Bookstore staff are helpful.	5.38	5.44 / 1.47	-0.06	5.81	5.52 / 1.48	0.29	-0.08
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.17	4.86 / 1.53	0.31	5.29	4.55 / 1.82	0.74	0.31 **

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Institutional Summary
Items: In Order of Importance

Item	Juniata College - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
96. Geographic setting as factor in decision to enroll.	5.17			5.51			
95. Recommendations from family/friends as factor in decision to enroll.	4.77			4.92			
94. Opportunity to play sports as factor in decision to enroll.	4.06			3.79			
84. Institution's commitment to part-time students?		5.03 / 1.53			5.30 / 1.50		-0.27
85. Institution's commitment to evening students?		4.77 / 1.79			5.30 / 1.52		-0.53 ***
86. Institution's commitment to older, returning learners?		5.31 / 1.49			5.43 / 1.47		-0.12
87. Institution's commitment to under-represented populations?		5.43 / 1.47			5.33 / 1.52		0.10
88. Institution's commitment to commuters?		5.06 / 1.68			5.15 / 1.66		-0.09
89. Institution's commitment to students with disabilities?		5.01 / 1.76			5.51 / 1.50		-0.50 ***

* 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 260824 records.

Institutional Summary

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

Scale/Item	Juniata College - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC ADVISING	6.45	5.88 / 1.07	0.57	6.35	5.58 / 1.28	0.77	0.30 ***
6. My academic advisor is approachable.	6.59	6.07 / 1.35	0.52	6.41	5.77 / 1.53	0.64	0.30 ***
14. My academic advisor is concerned about my success as an individual.	6.48	6.02 / 1.33	0.46	6.33	5.57 / 1.57	0.76	0.45 ***
19. My academic advisor helps me set goals to work toward.	6.11	5.45 / 1.60	0.66	6.07	5.18 / 1.69	0.89	0.27 **
33. My academic advisor is knowledgeable about requirements in my major.	6.63	6.13 / 1.28	0.50	6.50	5.76 / 1.53	0.74	0.37 ***
55. Major requirements are clear and reasonable.	6.43	5.71 / 1.20	0.72	6.43	5.63 / 1.40	0.80	0.08

* 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 260824 records.

Institutional Summary

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

Scale/Item	Juniata College - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS CLIMATE	6.31	5.61 / 0.92	0.70	6.23	5.39 / 1.13	0.84	0.22 ***
1. Most students feel a sense of belonging here.	6.37	5.46 / 1.21	0.91	6.03	5.27 / 1.46	0.76	0.19 *
2. The campus staff are caring and helpful.	6.49	5.99 / 1.05	0.50	6.36	5.61 / 1.34	0.75	0.38 ***
3. Faculty care about me as an individual.	6.36	5.85 / 1.21	0.51	6.26	5.56 / 1.39	0.70	0.29 ***
7. The campus is safe and secure for all students.	6.60	5.73 / 1.31	0.87	6.45	5.74 / 1.40	0.71	-0.01
10. Administrators are approachable to students.	6.19	5.82 / 1.13	0.37	6.05	5.37 / 1.43	0.68	0.45 ***
29. It is an enjoyable experience to be a student on this campus.	6.57	5.71 / 1.40	0.86	6.44	5.47 / 1.55	0.97	0.24 **
37. I feel a sense of pride about my campus.	5.98	5.48 / 1.51	0.50	5.95	5.26 / 1.64	0.69	0.22 *
41. There is a commitment to academic excellence on this campus.	6.44	6.03 / 1.10	0.41	6.37	5.60 / 1.41	0.77	0.43 ***
45. Students are made to feel welcome on this campus.	6.50	5.82 / 1.28	0.68	6.35	5.63 / 1.45	0.72	0.19 *
51. This institution has a good reputation within the community.	6.12	5.61 / 1.39	0.51	6.24	5.60 / 1.52	0.64	0.01
57. I seldom get the "run-around" when seeking information on this campus.	6.03	5.23 / 1.47	0.80	6.12	4.93 / 1.75	1.19	0.30 **
59. This institution shows concern for students as individuals.	6.48	5.81 / 1.37	0.67	6.38	5.40 / 1.57	0.98	0.41 ***
60. I generally know what's happening on campus.	6.03	5.71 / 1.29	0.32	5.97	5.22 / 1.57	0.75	0.49 ***
62. There is a strong commitment to racial harmony on this campus.	6.14	5.13 / 1.60	1.01	6.08	5.57 / 1.46	0.51	-0.44 ***
66. Tuition paid is a worthwhile investment.	6.51	5.19 / 1.50	1.32	6.47	4.94 / 1.73	1.53	0.25 *

* 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 260824 records.

Institutional Summary

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

Scale/Item	Juniata College - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
67. Freedom of expression is protected on campus.	6.31	5.44 / 1.56	0.87	6.26	5.46 / 1.55	0.80	-0.02
71. Channels for expressing student complaints are readily available.	6.04	5.26 / 1.56	0.78	6.10	4.89 / 1.72	1.21	0.37 ***

* 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 260824 records.

Institutional Summary

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

Scale/Item	Juniata College - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS LIFE	5.96	5.28 / 0.93	0.68	5.85	5.07 / 1.18	0.78	0.21 **
9. A variety of intramural activities are offered.	5.47	5.51 / 1.26	-0.04	5.15	5.10 / 1.56	0.05	0.41 ***
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.31	4.45 / 1.64	1.86	6.14	4.80 / 1.73	1.34	-0.35 ***
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.17	4.86 / 1.53	0.31	5.29	4.55 / 1.82	0.74	0.31 **
30. Residence hall staff are concerned about me as an individual.	5.89	5.14 / 1.56	0.75	5.83	5.13 / 1.66	0.70	0.01
31. Males and females have equal opportunities to participate in intercollegiate athletics.	6.13	6.06 / 1.13	0.07	5.70	5.53 / 1.53	0.17	0.53 ***
38. There is an adequate selection of food available in the cafeteria.	6.17	4.27 / 1.80	1.90	6.08	4.30 / 1.93	1.78	-0.03
40. Residence hall regulations are reasonable.	5.98	5.69 / 1.34	0.29	5.94	5.00 / 1.70	0.94	0.69 ***
42. There are a sufficient number of weekend activities for students.	5.89	5.15 / 1.57	0.74	5.56	4.72 / 1.75	0.84	0.43 ***
46. I can easily get involved in campus organizations.	6.13	5.96 / 1.12	0.17	5.94	5.43 / 1.51	0.51	0.53 ***
52. The student center is a comfortable place for students to spend their leisure time.	5.77	4.91 / 1.72	0.86	5.91	5.21 / 1.65	0.70	-0.30 **
56. The student handbook provides helpful information about campus life.	5.50	5.16 / 1.53	0.34	5.67	5.26 / 1.50	0.41	-0.10
63. Student disciplinary procedures are fair.	6.25	5.58 / 1.49	0.67	6.15	5.32 / 1.57	0.83	0.26 **
64. New student orientation services help students adjust to college.	6.18	5.85 / 1.35	0.33	6.04	5.33 / 1.57	0.71	0.52 ***

* 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 260824 records.

Institutional Summary

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

Scale/Item	Juniata College - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
67. Freedom of expression is protected on campus.	6.31	5.44 / 1.56	0.87	6.26	5.46 / 1.55	0.80	-0.02
73. Student activities fees are put to good use.	6.10	5.27 / 1.47	0.83	6.11	4.82 / 1.70	1.29	0.45 ***

* 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 260824 records.

Institutional Summary

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

Scale/Item	Juniata College - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS SUPPORT SERVICES	5.94	5.72 / 0.85	0.22	6.04	5.53 / 1.06	0.51	0.19 **
13. Library staff are helpful and approachable.	5.63	5.81 / 1.23	-0.18	5.74	5.70 / 1.33	0.04	0.11
18. Library resources and services are adequate.	5.92	5.59 / 1.18	0.33	6.08	5.63 / 1.33	0.45	-0.04
26. Computer labs are adequate and accessible.	5.74	5.56 / 1.25	0.18	6.20	5.49 / 1.53	0.71	0.07
32. Tutoring services are readily available.	6.30	6.20 / 1.16	0.10	6.02	5.61 / 1.43	0.41	0.59 ***
44. Academic support services adequately meet the needs of students.	6.36	5.95 / 1.09	0.41	6.17	5.43 / 1.42	0.74	0.52 ***
49. There are adequate services to help me decide upon a career.	6.26	5.49 / 1.32	0.77	6.28	5.35 / 1.52	0.93	0.14
54. Bookstore staff are helpful.	5.38	5.44 / 1.47	-0.06	5.81	5.52 / 1.48	0.29	-0.08

* 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 260824 records.

Institutional Summary

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

Scale/Item	Juniata College - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CONCERN FOR THE INDIVIDUAL	6.32	5.67 / 0.98	0.65	6.23	5.41 / 1.19	0.82	0.26 ***
3. Faculty care about me as an individual.	6.36	5.85 / 1.21	0.51	6.26	5.56 / 1.39	0.70	0.29 ***
14. My academic advisor is concerned about my success as an individual.	6.48	6.02 / 1.33	0.46	6.33	5.57 / 1.57	0.76	0.45 ***
22. Counseling staff care about students as individuals.	6.25	5.82 / 1.33	0.43	6.12	5.33 / 1.51	0.79	0.49 ***
25. Faculty are fair and unbiased in their treatment of individual students.	6.43	5.38 / 1.40	1.05	6.39	5.38 / 1.51	1.01	0.00
30. Residence hall staff are concerned about me as an individual.	5.89	5.14 / 1.56	0.75	5.83	5.13 / 1.66	0.70	0.01
59. This institution shows concern for students as individuals.	6.48	5.81 / 1.37	0.67	6.38	5.40 / 1.57	0.98	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 260824 records.

Institutional Summary

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

Scale/Item	Juniata College - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTRUCTIONAL EFFECTIVENESS	6.43	5.77 / 0.81	0.66	6.39	5.56 / 1.07	0.83	0.21 ***
3. Faculty care about me as an individual.	6.36	5.85 / 1.21	0.51	6.26	5.56 / 1.39	0.70	0.29 ***
8. The content of the courses within my major is valuable.	6.61	5.83 / 1.08	0.78	6.60	5.69 / 1.33	0.91	0.14
16. The instruction in my major field is excellent.	6.62	5.78 / 1.12	0.84	6.57	5.68 / 1.37	0.89	0.10
25. Faculty are fair and unbiased in their treatment of individual students.	6.43	5.38 / 1.40	1.05	6.39	5.38 / 1.51	1.01	0.00
39. I am able to experience intellectual growth here.	6.60	6.19 / 0.94	0.41	6.49	5.74 / 1.36	0.75	0.45 ***
41. There is a commitment to academic excellence on this campus.	6.44	6.03 / 1.10	0.41	6.37	5.60 / 1.41	0.77	0.43 ***
47. Faculty provide timely feedback about student progress in a course.	6.26	5.12 / 1.45	1.14	6.35	5.25 / 1.51	1.10	-0.13
53. Faculty take into consideration student differences as they teach a course.	6.19	5.21 / 1.45	0.98	6.21	5.22 / 1.53	0.99	-0.01
58. The quality of instruction I receive in most of my classes is excellent.	6.61	5.80 / 1.10	0.81	6.51	5.59 / 1.37	0.92	0.21 **
61. Adjunct faculty are competent as classroom instructors.	6.20	5.74 / 1.18	0.46	6.22	5.47 / 1.45	0.75	0.27 **
65. Faculty are usually available after class and during office hours.	6.38	6.06 / 1.08	0.32	6.32	5.75 / 1.33	0.57	0.31 ***
68. Nearly all of the faculty are knowledgeable in their field.	6.66	6.31 / 0.83	0.35	6.54	5.90 / 1.28	0.64	0.41 ***
69. There is a good variety of courses provided on this campus.	6.48	5.74 / 1.28	0.74	6.42	5.51 / 1.49	0.91	0.23 **
70. Graduate teaching assistants are competent as classroom instructors.	5.97	5.59 / 1.18	0.38	6.05	5.36 / 1.45	0.69	0.23

* 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 260824 records.

Institutional Summary

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

Scale/Item	Juniata College - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
RECRUITMENT AND FINANCIAL AID	6.24	5.42 / 1.03	0.82	6.22	5.20 / 1.25	1.02	0.22 **
4. Admissions staff are knowledgeable.	6.10	5.58 / 1.23	0.52	6.18	5.42 / 1.46	0.76	0.16
5. Financial aid counselors are helpful.	6.16	5.33 / 1.43	0.83	6.25	5.16 / 1.64	1.09	0.17
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.35	5.61 / 1.28	0.74	6.27	5.13 / 1.63	1.14	0.48 ***
17. Adequate financial aid is available for most students.	6.48	5.33 / 1.43	1.15	6.39	4.99 / 1.65	1.40	0.34 ***
43. Admissions counselors respond to prospective students' unique needs and requests.	6.13	5.69 / 1.28	0.44	6.05	5.37 / 1.48	0.68	0.32 ***
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.19	5.03 / 1.55	1.16	6.14	5.17 / 1.64	0.97	-0.14

* 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 260824 records.

Institutional Summary

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

Scale/Item	Juniata College - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
REGISTRATION EFFECTIVENESS	6.14	5.37 / 1.00	0.77	6.19	5.24 / 1.19	0.95	0.13 *
11. Billing policies are reasonable.	6.12	4.97 / 1.43	1.15	6.14	4.77 / 1.67	1.37	0.20 *
20. The business office is open during hours which are convenient for most students.	5.74	5.18 / 1.46	0.56	5.95	5.29 / 1.47	0.66	-0.11
27. The personnel involved in registration are helpful.	6.14	5.78 / 1.16	0.36	6.21	5.48 / 1.45	0.73	0.30 ***
34. I am able to register for classes I need with few conflicts.	6.49	5.03 / 1.64	1.46	6.51	5.18 / 1.73	1.33	-0.15
50. Class change (drop/add) policies are reasonable.	6.13	5.86 / 1.24	0.27	6.13	5.48 / 1.51	0.65	0.38 ***

* 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 260824 records.

Institutional Summary

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

Scale/Item	Juniata College - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
RESPONSIVENESS TO DIVERSE POPULATIONS		5.13 / 1.40			5.33 / 1.41		-0.20 *
84. Institution's commitment to part-time students?		5.03 / 1.53			5.30 / 1.50		-0.27
85. Institution's commitment to evening students?		4.77 / 1.79			5.30 / 1.52		-0.53 ***
86. Institution's commitment to older, returning learners?		5.31 / 1.49			5.43 / 1.47		-0.12
87. Institution's commitment to under-represented populations?		5.43 / 1.47			5.33 / 1.52		0.10
88. Institution's commitment to commuters?		5.06 / 1.68			5.15 / 1.66		-0.09
89. Institution's commitment to students with disabilities?		5.01 / 1.76			5.51 / 1.50		-0.50 ***

* 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 260824 records.

Institutional Summary

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

Scale/Item	Juniata College - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SAFETY AND SECURITY	6.09	5.17 / 1.14	0.92	6.22	5.07 / 1.30	1.15	0.10
7. The campus is safe and secure for all students.	6.60	5.73 / 1.31	0.87	6.45	5.74 / 1.40	0.71	-0.01
21. The amount of student parking space on campus is adequate.	5.46	4.00 / 1.80	1.46	5.98	4.01 / 2.08	1.97	-0.01
28. Parking lots are well-lighted and secure.	5.71	5.18 / 1.61	0.53	6.04	5.16 / 1.64	0.88	0.02
36. Security staff respond quickly in emergencies.	6.53	5.71 / 1.40	0.82	6.38	5.34 / 1.60	1.04	0.37 ***

* 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 260824 records.

Institutional Summary

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

Scale/Item	Juniata College - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SERVICE EXCELLENCE	6.13	5.65 / 0.87	0.48	6.08	5.30 / 1.12	0.78	0.35 ***
2. The campus staff are caring and helpful.	6.49	5.99 / 1.05	0.50	6.36	5.61 / 1.34	0.75	0.38 ***
13. Library staff are helpful and approachable.	5.63	5.81 / 1.23	-0.18	5.74	5.70 / 1.33	0.04	0.11
15. The staff in the health services area are competent.	6.41	5.54 / 1.35	0.87	6.02	5.15 / 1.61	0.87	0.39 ***
22. Counseling staff care about students as individuals.	6.25	5.82 / 1.33	0.43	6.12	5.33 / 1.51	0.79	0.49 ***
27. The personnel involved in registration are helpful.	6.14	5.78 / 1.16	0.36	6.21	5.48 / 1.45	0.73	0.30 ***
57. I seldom get the "run-around" when seeking information on this campus.	6.03	5.23 / 1.47	0.80	6.12	4.93 / 1.75	1.19	0.30 **
60. I generally know what's happening on campus.	6.03	5.71 / 1.29	0.32	5.97	5.22 / 1.57	0.75	0.49 ***
71. Channels for expressing student complaints are readily available.	6.04	5.26 / 1.56	0.78	6.10	4.89 / 1.72	1.21	0.37 ***

* 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 260824 records.

Institutional Summary

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

Scale/Item	Juniata College - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
STUDENT CENTEREDNESS	6.43	5.77 / 0.98	0.66	6.27	5.46 / 1.20	0.81	0.31 ***
1. Most students feel a sense of belonging here.	6.37	5.46 / 1.21	0.91	6.03	5.27 / 1.46	0.76	0.19 *
2. The campus staff are caring and helpful.	6.49	5.99 / 1.05	0.50	6.36	5.61 / 1.34	0.75	0.38 ***
10. Administrators are approachable to students.	6.19	5.82 / 1.13	0.37	6.05	5.37 / 1.43	0.68	0.45 ***
29. It is an enjoyable experience to be a student on this campus.	6.57	5.71 / 1.40	0.86	6.44	5.47 / 1.55	0.97	0.24 **
45. Students are made to feel welcome on this campus.	6.50	5.82 / 1.28	0.68	6.35	5.63 / 1.45	0.72	0.19 *
59. This institution shows concern for students as individuals.	6.48	5.81 / 1.37	0.67	6.38	5.40 / 1.57	0.98	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 260824 records.

Institutional Summary

Items: In Sequential Order

Item	Juniata College - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. Most students feel a sense of belonging here.	6.37	5.46 / 1.21	0.91	6.03	5.27 / 1.46	0.76	0.19 *
2. The campus staff are caring and helpful.	6.49	5.99 / 1.05	0.50	6.36	5.61 / 1.34	0.75	0.38 ***
3. Faculty care about me as an individual.	6.36	5.85 / 1.21	0.51	6.26	5.56 / 1.39	0.70	0.29 ***
4. Admissions staff are knowledgeable.	6.10	5.58 / 1.23	0.52	6.18	5.42 / 1.46	0.76	0.16
5. Financial aid counselors are helpful.	6.16	5.33 / 1.43	0.83	6.25	5.16 / 1.64	1.09	0.17
6. My academic advisor is approachable.	6.59	6.07 / 1.35	0.52	6.41	5.77 / 1.53	0.64	0.30 ***
7. The campus is safe and secure for all students.	6.60	5.73 / 1.31	0.87	6.45	5.74 / 1.40	0.71	-0.01
8. The content of the courses within my major is valuable.	6.61	5.83 / 1.08	0.78	6.60	5.69 / 1.33	0.91	0.14
9. A variety of intramural activities are offered.	5.47	5.51 / 1.26	-0.04	5.15	5.10 / 1.56	0.05	0.41 ***
10. Administrators are approachable to students.	6.19	5.82 / 1.13	0.37	6.05	5.37 / 1.43	0.68	0.45 ***
11. Billing policies are reasonable.	6.12	4.97 / 1.43	1.15	6.14	4.77 / 1.67	1.37	0.20 *
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.35	5.61 / 1.28	0.74	6.27	5.13 / 1.63	1.14	0.48 ***
13. Library staff are helpful and approachable.	5.63	5.81 / 1.23	-0.18	5.74	5.70 / 1.33	0.04	0.11
14. My academic advisor is concerned about my success as an individual.	6.48	6.02 / 1.33	0.46	6.33	5.57 / 1.57	0.76	0.45 ***
15. The staff in the health services area are competent.	6.41	5.54 / 1.35	0.87	6.02	5.15 / 1.61	0.87	0.39 ***
16. The instruction in my major field is excellent.	6.62	5.78 / 1.12	0.84	6.57	5.68 / 1.37	0.89	0.10

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

National Group Means are based on 260824 records.

Institutional Summary

Items: In Sequential Order

Item	Juniata College - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
17. Adequate financial aid is available for most students.	6.48	5.33 / 1.43	1.15	6.39	4.99 / 1.65	1.40	0.34 ***
18. Library resources and services are adequate.	5.92	5.59 / 1.18	0.33	6.08	5.63 / 1.33	0.45	-0.04
19. My academic advisor helps me set goals to work toward.	6.11	5.45 / 1.60	0.66	6.07	5.18 / 1.69	0.89	0.27 **
20. The business office is open during hours which are convenient for most students.	5.74	5.18 / 1.46	0.56	5.95	5.29 / 1.47	0.66	-0.11
21. The amount of student parking space on campus is adequate.	5.46	4.00 / 1.80	1.46	5.98	4.01 / 2.08	1.97	-0.01
22. Counseling staff care about students as individuals.	6.25	5.82 / 1.33	0.43	6.12	5.33 / 1.51	0.79	0.49 ***
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.31	4.45 / 1.64	1.86	6.14	4.80 / 1.73	1.34	-0.35 ***
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.17	4.86 / 1.53	0.31	5.29	4.55 / 1.82	0.74	0.31 **
25. Faculty are fair and unbiased in their treatment of individual students.	6.43	5.38 / 1.40	1.05	6.39	5.38 / 1.51	1.01	0.00
26. Computer labs are adequate and accessible.	5.74	5.56 / 1.25	0.18	6.20	5.49 / 1.53	0.71	0.07
27. The personnel involved in registration are helpful.	6.14	5.78 / 1.16	0.36	6.21	5.48 / 1.45	0.73	0.30 ***
28. Parking lots are well-lighted and secure.	5.71	5.18 / 1.61	0.53	6.04	5.16 / 1.64	0.88	0.02
29. It is an enjoyable experience to be a student on this campus.	6.57	5.71 / 1.40	0.86	6.44	5.47 / 1.55	0.97	0.24 **
30. Residence hall staff are concerned about me as an individual.	5.89	5.14 / 1.56	0.75	5.83	5.13 / 1.66	0.70	0.01
31. Males and females have equal opportunities to participate in intercollegiate athletics.	6.13	6.06 / 1.13	0.07	5.70	5.53 / 1.53	0.17	0.53 ***

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National Group Means are based on 260824 records.

Institutional Summary

Items: In Sequential Order

Item	Juniata College - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
32. Tutoring services are readily available.	6.30	6.20 / 1.16	0.10	6.02	5.61 / 1.43	0.41	0.59 ***
33. My academic advisor is knowledgeable about requirements in my major.	6.63	6.13 / 1.28	0.50	6.50	5.76 / 1.53	0.74	0.37 ***
34. I am able to register for classes I need with few conflicts.	6.49	5.03 / 1.64	1.46	6.51	5.18 / 1.73	1.33	-0.15
35. The assessment and course placement procedures are reasonable.	6.19	5.49 / 1.25	0.70	6.23	5.42 / 1.43	0.81	0.07
36. Security staff respond quickly in emergencies.	6.53	5.71 / 1.40	0.82	6.38	5.34 / 1.60	1.04	0.37 ***
37. I feel a sense of pride about my campus.	5.98	5.48 / 1.51	0.50	5.95	5.26 / 1.64	0.69	0.22 *
38. There is an adequate selection of food available in the cafeteria.	6.17	4.27 / 1.80	1.90	6.08	4.30 / 1.93	1.78	-0.03
39. I am able to experience intellectual growth here.	6.60	6.19 / 0.94	0.41	6.49	5.74 / 1.36	0.75	0.45 ***
40. Residence hall regulations are reasonable.	5.98	5.69 / 1.34	0.29	5.94	5.00 / 1.70	0.94	0.69 ***
41. There is a commitment to academic excellence on this campus.	6.44	6.03 / 1.10	0.41	6.37	5.60 / 1.41	0.77	0.43 ***
42. There are a sufficient number of weekend activities for students.	5.89	5.15 / 1.57	0.74	5.56	4.72 / 1.75	0.84	0.43 ***
43. Admissions counselors respond to prospective students' unique needs and requests.	6.13	5.69 / 1.28	0.44	6.05	5.37 / 1.48	0.68	0.32 ***
44. Academic support services adequately meet the needs of students.	6.36	5.95 / 1.09	0.41	6.17	5.43 / 1.42	0.74	0.52 ***
45. Students are made to feel welcome on this campus.	6.50	5.82 / 1.28	0.68	6.35	5.63 / 1.45	0.72	0.19 *
46. I can easily get involved in campus organizations.	6.13	5.96 / 1.12	0.17	5.94	5.43 / 1.51	0.51	0.53 ***

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Institutional Summary

Items: In Sequential Order

Item	Juniata College - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
47. Faculty provide timely feedback about student progress in a course.	6.26	5.12 / 1.45	1.14	6.35	5.25 / 1.51	1.10	-0.13
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.19	5.03 / 1.55	1.16	6.14	5.17 / 1.64	0.97	-0.14
49. There are adequate services to help me decide upon a career.	6.26	5.49 / 1.32	0.77	6.28	5.35 / 1.52	0.93	0.14
50. Class change (drop/add) policies are reasonable.	6.13	5.86 / 1.24	0.27	6.13	5.48 / 1.51	0.65	0.38 ***
51. This institution has a good reputation within the community.	6.12	5.61 / 1.39	0.51	6.24	5.60 / 1.52	0.64	0.01
52. The student center is a comfortable place for students to spend their leisure time.	5.77	4.91 / 1.72	0.86	5.91	5.21 / 1.65	0.70	-0.30 **
53. Faculty take into consideration student differences as they teach a course.	6.19	5.21 / 1.45	0.98	6.21	5.22 / 1.53	0.99	-0.01
54. Bookstore staff are helpful.	5.38	5.44 / 1.47	-0.06	5.81	5.52 / 1.48	0.29	-0.08
55. Major requirements are clear and reasonable.	6.43	5.71 / 1.20	0.72	6.43	5.63 / 1.40	0.80	0.08
56. The student handbook provides helpful information about campus life.	5.50	5.16 / 1.53	0.34	5.67	5.26 / 1.50	0.41	-0.10
57. I seldom get the "run-around" when seeking information on this campus.	6.03	5.23 / 1.47	0.80	6.12	4.93 / 1.75	1.19	0.30 **
58. The quality of instruction I receive in most of my classes is excellent.	6.61	5.80 / 1.10	0.81	6.51	5.59 / 1.37	0.92	0.21 **
59. This institution shows concern for students as individuals.	6.48	5.81 / 1.37	0.67	6.38	5.40 / 1.57	0.98	0.41 ***
60. I generally know what's happening on campus.	6.03	5.71 / 1.29	0.32	5.97	5.22 / 1.57	0.75	0.49 ***
61. Adjunct faculty are competent as classroom instructors.	6.20	5.74 / 1.18	0.46	6.22	5.47 / 1.45	0.75	0.27 **

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Institutional Summary

Items: In Sequential Order

Item	Juniata College - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
62. There is a strong commitment to racial harmony on this campus.	6.14	5.13 / 1.60	1.01	6.08	5.57 / 1.46	0.51	-0.44 ***
63. Student disciplinary procedures are fair.	6.25	5.58 / 1.49	0.67	6.15	5.32 / 1.57	0.83	0.26 **
64. New student orientation services help students adjust to college.	6.18	5.85 / 1.35	0.33	6.04	5.33 / 1.57	0.71	0.52 ***
65. Faculty are usually available after class and during office hours.	6.38	6.06 / 1.08	0.32	6.32	5.75 / 1.33	0.57	0.31 ***
66. Tuition paid is a worthwhile investment.	6.51	5.19 / 1.50	1.32	6.47	4.94 / 1.73	1.53	0.25 *
67. Freedom of expression is protected on campus.	6.31	5.44 / 1.56	0.87	6.26	5.46 / 1.55	0.80	-0.02
68. Nearly all of the faculty are knowledgeable in their field.	6.66	6.31 / 0.83	0.35	6.54	5.90 / 1.28	0.64	0.41 ***
69. There is a good variety of courses provided on this campus.	6.48	5.74 / 1.28	0.74	6.42	5.51 / 1.49	0.91	0.23 **
70. Graduate teaching assistants are competent as classroom instructors.	5.97	5.59 / 1.18	0.38	6.05	5.36 / 1.45	0.69	0.23
71. Channels for expressing student complaints are readily available.	6.04	5.26 / 1.56	0.78	6.10	4.89 / 1.72	1.21	0.37 ***
72. On the whole, the campus is well-maintained.	6.23	6.00 / 1.11	0.23	6.32	5.75 / 1.41	0.57	0.25 **
73. Student activities fees are put to good use.	6.10	5.27 / 1.47	0.83	6.11	4.82 / 1.70	1.29	0.45 ***
74. Campus item: The college offers adequate and appropriate space(s) for entertainment and student programming.	5.99	5.41 / 1.41	0.58				
75. Campus item: The college offers adequate and appropriate space(s) for wellness and recreational activities.	6.11	5.48 / 1.31	0.63				

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Institutional Summary

Items: In Sequential Order

Item	Juniata College - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
76. Campus item: Public Safety staff members are helpful and informative.	6.18	5.63 / 1.47	0.55				
77. Campus item: I trust that reports of sexual harassment & sexual violence are addressed seriously and appropriately by the administration.	6.54	5.57 / 1.62	0.97				
78. Campus item: The Inbound Program is a good opportunity for students to transition to Juniata.	6.30	6.26 / 1.23	0.04				
79. Campus item: There are adequate study spaces on campus.	6.34	5.64 / 1.44	0.70				
80. Campus item: I have the opportunity to work with and learn from my peers collaboratively outside class.	6.19	5.93 / 1.11	0.26				
81. Campus item: I have sufficient opportunity to explore curricular options before deciding on my POE.	6.18	5.55 / 1.42	0.63				
82. Campus item: There is a helpful and logical connection between academic advising and planning for life after graduation.	6.36	5.49 / 1.38	0.87				
83. Campus item: I am encouraged to take electives.	5.94	5.66 / 1.48	0.28				
84. Institution's commitment to part-time students?		5.03 / 1.53			5.30 / 1.50		-0.27
85. Institution's commitment to evening students?		4.77 / 1.79			5.30 / 1.52		-0.53 ***
86. Institution's commitment to older, returning learners?		5.31 / 1.49			5.43 / 1.47		-0.12
87. Institution's commitment to under-represented populations?		5.43 / 1.47			5.33 / 1.52		0.10
88. Institution's commitment to commuters?		5.06 / 1.68			5.15 / 1.66		-0.09
89. Institution's commitment to students with disabilities?		5.01 / 1.76			5.51 / 1.50		-0.50 ***
90. Cost as factor in decision to enroll.	6.18			6.11			

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Institutional Summary
Items: In Sequential Order

Item	Juniata College - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
91. Financial aid as factor in decision to enroll.	6.37			6.24			
92. Academic reputation as factor in decision to enroll.	6.25			6.15			
93. Size of institution as factor in decision to enroll.	5.82			5.47			
94. Opportunity to play sports as factor in decision to enroll.	4.06			3.79			
95. Recommendations from family/friends as factor in decision to enroll.	4.77			4.92			
96. Geographic setting as factor in decision to enroll.	5.17			5.51			
97. Campus appearance as factor in decision to enroll.	5.57			5.52			
98. Personalized attention prior to enrollment as factor in decision to enroll.	5.80			5.70			

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National Group Means are based on 260824 records.

Institutional Summary

Summary Items

Summary Item	Juniata College - SSI	National Four-Year Privates	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: 4.73 1% 2% 10% 28% 31% 15% 10%	Average: 4.64 2% 2% 11% 31% 25% 13% 12%	0.09
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: 5.57 0% 2% 7% 7% 15% 46% 20%	Average: 5.29 1% 4% 8% 10% 17% 37% 19%	0.28
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: 5.51 3% 5% 6% 9% 11% 26% 37%	Average: 5.21 4% 7% 6% 10% 12% 26% 31%	0.30