

## **Strategic Planning Overview**

### **Strengths and Challenges**

#### **Strengths**

- 8. The content of the courses within my major is valuable.
- 33. My academic advisor is knowledgeable about requirements in my major.
- 68. Nearly all of the faculty are knowledgeable in their field.
- 16. The instruction in my major field is excellent.
- 7. The campus is safe and secure for all students.
- 39. I am able to experience intellectual growth here.
- 55. Major requirements are clear and reasonable.
- 6. My academic advisor is approachable.
- 41. There is a commitment to academic excellence on this campus.
- 14. My academic advisor is concerned about my success as an individual.
- 65. Faculty are usually available after class and during office hours.
- 72. On the whole, the campus is well-maintained.
- 45. Students are made to feel welcome on this campus.
- 26. Computer labs are adequate and accessible.
- 51. This institution has a good reputation within the community.
- 67. Freedom of expression is protected on campus.

#### **Challenges**

- 34. I am able to register for classes I need with few conflicts.
- 25. Faculty are fair and unbiased in their treatment of individual students.
- 66. Tuition paid is a worthwhile investment.
- 69. There is a good variety of courses provided on this campus.
- 36. Security staff respond quickly in emergencies.
- 47. Faculty provide timely feedback about student progress in a course.
- 17. Adequate financial aid is available for most students.
- 12. Financial aid awards are announced to students in time to be helpful in college planning.
- 5. Financial aid counselors are helpful.

## **Strategic Planning Overview**

### **Benchmarks**

#### **Higher Satisfaction vs. Dominican University 2015 Requested Group**

- 8. The content of the courses within my major is valuable.
- 33. My academic advisor is knowledgeable about requirements in my major.
- 34. I am able to register for classes I need with few conflicts.
- 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.
- 16. The instruction in my major field is excellent.
- 7. The campus is safe and secure for all students.
- 25. Faculty are fair and unbiased in their treatment of individual students.
- 39. I am able to experience intellectual growth here.
- 55. Major requirements are clear and reasonable.
- 66. Tuition paid is a worthwhile investment.
- 6. My academic advisor is approachable.
- 41. There is a commitment to academic excellence on this campus.
- 59. This institution shows concern for students as individuals.
- 69. There is a good variety of courses provided on this campus.
- 36. Security staff respond quickly in emergencies.
- 47. Faculty provide timely feedback about student progress in a course.
- 14. My academic advisor is concerned about my success as an individual.
- 2. The campus staff are caring and helpful.
- 65. Faculty are usually available after class and during office hours.
- 72. On the whole, the campus is well-maintained.
- 17. Adequate financial aid is available for most students.
- 29. It is an enjoyable experience to be a student on this campus.
- 45. Students are made to feel welcome on this campus.
- 12. Financial aid awards are announced to students in time to be helpful in college planning.
- 26. Computer labs are adequate and accessible.
- 61. Adjunct faculty are competent as classroom instructors.
- 3. Faculty care about me as an individual.
- 49. There are adequate services to help me decide upon a career.
- 35. The assessment and course placement procedures are reasonable.
- 51. This institution has a good reputation within the community.
- 67. Freedom of expression is protected on campus.
- 27. The personnel involved in registration are helpful.
- 53. Faculty take into consideration student differences as they teach a course.

## Strategic Planning Overview

### Higher Importance vs. Dominican University 2015 Requested Group

- 33. My academic advisor is knowledgeable about requirements in my major.
- 34. I am able to register for classes I need with few conflicts.
- 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.
- 7. The campus is safe and secure for all students.
- 25. Faculty are fair and unbiased in their treatment of individual students.
- 39. I am able to experience intellectual growth here.
- 55. Major requirements are clear and reasonable.
- 66. Tuition paid is a worthwhile investment.
- 6. My academic advisor is approachable.
- 41. There is a commitment to academic excellence on this campus.
- 59. This institution shows concern for students as individuals.
- 69. There is a good variety of courses provided on this campus.
- 36. Security staff respond quickly in emergencies.
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- 49. There are adequate services to help me decide upon a career.
- 35. The assessment and course placement procedures are reasonable.
- 5. Financial aid counselors are helpful.
- 67. Freedom of expression is protected on campus.
- 27. The personnel involved in registration are helpful.
- 53. Faculty take into consideration student differences as they teach a course.

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

Scale	Dominican University - SSI			Dominican University 2015 Requested Group			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Academic Advising	6.53	5.92 / 1.19	0.61	6.33	5.57 / 1.24	0.76	0.35 ***
Instructional Effectiveness	6.53	5.85 / 0.99	0.68	6.33	5.54 / 0.98	0.79	0.31 ***
Concern for the Individual	6.39	5.78 / 1.08	0.61	6.17	5.40 / 1.08	0.77	0.38 ***
Safety and Security	6.38	5.52 / 1.16	0.86	6.17	4.91 / 1.18	1.26	0.61 ***
Recruitment and Financial Aid	6.37	5.47 / 1.16	0.90	6.15	5.25 / 1.12	0.90	0.22 ***
Student Centeredness	6.35	5.75 / 1.05	0.60	6.21	5.47 / 1.10	0.74	0.28 ***
Campus Climate	6.34	5.74 / 0.99	0.60	6.17	5.42 / 1.03	0.75	0.32 ***
Registration Effectiveness	6.33	5.56 / 1.13	0.77	6.10	5.19 / 1.10	0.91	0.37 ***
Campus Support Services	6.21	5.81 / 0.99	0.40	5.99	5.51 / 0.98	0.48	0.30 ***
Service Excellence	6.21	5.62 / 1.02	0.59	6.00	5.28 / 1.03	0.72	0.34 ***
Campus Life	5.94	5.28 / 1.17	0.66	5.79	5.16 / 1.05	0.63	0.12 ***
Responsiveness to Diverse Populations		5.71 / 1.26			5.24 / 1.33		0.47 ***

\* 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 18554 records.

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

Item	Dominican University - SSI			Dominican University 2015 Requested Group			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
8. The content of the courses within my major is valuable.	6.68	5.90 / 1.22	0.78	6.58	5.70 / 1.27	0.88	0.20 ***
33. My academic advisor is knowledgeable about requirements in my major.	6.66	6.11 / 1.35	0.55	6.47	5.68 / 1.55	0.79	0.43 ***
34. I am able to register for classes I need with few conflicts.	6.66	5.51 / 1.62	1.15	6.46	5.15 / 1.62	1.31	0.36 ***
68. Nearly all of the faculty are knowledgeable in their field.	6.66	6.15 / 1.15	0.51	6.50	5.88 / 1.23	0.62	0.27 ***
58. The quality of instruction I receive in most of my classes is excellent.	6.64	5.88 / 1.28	0.76	6.44	5.55 / 1.32	0.89	0.33 ***
16. The instruction in my major field is excellent.	6.63	5.90 / 1.27	0.73	6.55	5.68 / 1.31	0.87	0.22 ***
7. The campus is safe and secure for all students.	6.60	6.00 / 1.22	0.60	6.43	5.77 / 1.27	0.66	0.23 ***
25. Faculty are fair and unbiased in their treatment of individual students.	6.59	5.75 / 1.39	0.84	6.35	5.40 / 1.43	0.95	0.35 ***
39. I am able to experience intellectual growth here.	6.59	6.03 / 1.18	0.56	6.42	5.70 / 1.31	0.72	0.33 ***
55. Major requirements are clear and reasonable.	6.59	5.94 / 1.30	0.65	6.38	5.58 / 1.37	0.80	0.36 ***
66. Tuition paid is a worthwhile investment.	6.59	5.40 / 1.56	1.19	6.43	5.01 / 1.64	1.42	0.39 ***
6. My academic advisor is approachable.	6.58	6.00 / 1.43	0.58	6.42	5.77 / 1.51	0.65	0.23 ***
41. There is a commitment to academic excellence on this campus.	6.54	5.97 / 1.22	0.57	6.30	5.57 / 1.37	0.73	0.40 ***
59. This institution shows concern for students as individuals.	6.54	5.87 / 1.35	0.67	6.31	5.47 / 1.43	0.84	0.40 ***
69. There is a good variety of courses provided on this campus.	6.54	5.71 / 1.46	0.83	6.38	5.58 / 1.41	0.80	0.13 **
36. Security staff respond quickly in emergencies.	6.53	5.68 / 1.43	0.85	6.34	5.38 / 1.45	0.96	0.30 ***

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

Item	Dominican University - SSI			Dominican University 2015 Requested Group			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
47. Faculty provide timely feedback about student progress in a course.	6.52	5.59 / 1.42	0.93	6.29	5.22 / 1.47	1.07	0.37 ***
14. My academic advisor is concerned about my success as an individual.	6.51	5.92 / 1.44	0.59	6.32	5.58 / 1.53	0.74	0.34 ***
2. The campus staff are caring and helpful.	6.48	5.86 / 1.21	0.62	6.31	5.60 / 1.28	0.71	0.26 ***
65. Faculty are usually available after class and during office hours.	6.48	6.15 / 1.06	0.33	6.30	5.73 / 1.31	0.57	0.42 ***
72. On the whole, the campus is well-maintained.	6.48	6.00 / 1.24	0.48	6.28	5.91 / 1.25	0.37	0.09 *
17. Adequate financial aid is available for most students.	6.46	5.30 / 1.60	1.16	6.35	5.02 / 1.60	1.33	0.28 ***
29. It is an enjoyable experience to be a student on this campus.	6.46	5.75 / 1.37	0.71	6.43	5.56 / 1.47	0.87	0.19 ***
45. Students are made to feel welcome on this campus.	6.46	5.97 / 1.24	0.49	6.31	5.62 / 1.39	0.69	0.35 ***
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.45	5.40 / 1.52	1.05	6.23	5.28 / 1.49	0.95	0.12 *
26. Computer labs are adequate and accessible.	6.42	5.96 / 1.29	0.46	6.14	5.56 / 1.40	0.58	0.40 ***
61. Adjunct faculty are competent as classroom instructors.	6.42	5.71 / 1.48	0.71	6.15	5.45 / 1.41	0.70	0.26 ***
3. Faculty care about me as an individual.	6.41	5.83 / 1.29	0.58	6.21	5.51 / 1.32	0.70	0.32 ***
49. There are adequate services to help me decide upon a career.	6.41	5.62 / 1.42	0.79	6.20	5.37 / 1.45	0.83	0.25 ***
35. The assessment and course placement procedures are reasonable.	6.39	5.70 / 1.37	0.69	6.17	5.35 / 1.37	0.82	0.35 ***
5. Financial aid counselors are helpful.	6.38	5.04 / 1.69	1.34	6.11	5.10 / 1.53	1.01	-0.06

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

Item	Dominican University - SSI			Dominican University 2015 Requested Group			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
51. This institution has a good reputation within the community.	6.38	6.08 / 1.16	0.30	6.23	5.77 / 1.32	0.46	0.31 ***
67. Freedom of expression is protected on campus.	6.37	5.93 / 1.22	0.44	6.18	5.52 / 1.41	0.66	0.41 ***
91. Financial aid as factor in decision to enroll.	6.37			6.21			
27. The personnel involved in registration are helpful.	6.35	5.74 / 1.35	0.61	6.12	5.39 / 1.38	0.73	0.35 ***
53. Faculty take into consideration student differences as they teach a course.	6.35	5.61 / 1.43	0.74	6.15	5.19 / 1.47	0.96	0.42 ***
90. Cost as factor in decision to enroll.	6.35			6.12			
4. Admissions staff are knowledgeable.	6.33	5.71 / 1.28	0.62	6.16	5.44 / 1.36	0.72	0.27 ***
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.33	5.64 / 1.38	0.69	6.02	5.29 / 1.46	0.73	0.35 ***
19. My academic advisor helps me set goals to work toward.	6.30	5.63 / 1.54	0.67	6.07	5.24 / 1.61	0.83	0.39 ***
44. Academic support services adequately meet the needs of students.	6.30	5.82 / 1.21	0.48	6.10	5.43 / 1.35	0.67	0.39 ***
63. Student disciplinary procedures are fair.	6.29	5.86 / 1.30	0.43	6.02	5.30 / 1.50	0.72	0.56 ***
11. Billing policies are reasonable.	6.28	5.04 / 1.61	1.24	6.04	4.81 / 1.56	1.23	0.23 ***
50. Class change (drop/add) policies are reasonable.	6.27	5.82 / 1.36	0.45	6.10	5.41 / 1.46	0.69	0.41 ***
62. There is a strong commitment to racial harmony on this campus.	6.27	5.92 / 1.30	0.35	5.96	5.56 / 1.38	0.40	0.36 ***
70. Graduate teaching assistants are competent as classroom instructors.	6.27	5.69 / 1.43	0.58	5.92	5.34 / 1.37	0.58	0.35 ***

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**Items: In Order of Importance**

Item	Dominican University - SSI			Dominican University 2015 Requested Group			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
57. I seldom get the "run-around" when seeking information on this campus.	6.26	5.36 / 1.64	0.90	6.02	4.97 / 1.64	1.05	0.39 ***
18. Library resources and services are adequate.	6.25	5.90 / 1.23	0.35	6.03	5.55 / 1.31	0.48	0.35 ***
43. Admissions counselors respond to prospective students' unique needs and requests.	6.25	5.79 / 1.32	0.46	6.00	5.35 / 1.39	0.65	0.44 ***
71. Channels for expressing student complaints are readily available.	6.25	5.40 / 1.59	0.85	5.98	4.98 / 1.59	1.00	0.42 ***
28. Parking lots are well-lighted and secure.	6.24	5.64 / 1.44	0.60	5.98	5.07 / 1.63	0.91	0.57 ***
64. New student orientation services help students adjust to college.	6.24	5.68 / 1.47	0.56	5.97	5.31 / 1.53	0.66	0.37 ***
73. Student activities fees are put to good use.	6.24	4.80 / 1.71	1.44	6.08	4.93 / 1.66	1.15	-0.13 *
92. Academic reputation as factor in decision to enroll.	6.24			6.09			
32. Tutoring services are readily available.	6.22	5.84 / 1.33	0.38	5.98	5.55 / 1.38	0.43	0.29 ***
22. Counseling staff care about students as individuals.	6.20	5.71 / 1.35	0.49	5.99	5.20 / 1.40	0.79	0.51 ***
15. The staff in the health services area are competent.	6.19	5.62 / 1.39	0.57	6.00	5.28 / 1.49	0.72	0.34 ***
10. Administrators are approachable to students.	6.13	5.59 / 1.36	0.54	5.92	5.30 / 1.32	0.62	0.29 ***
21. The amount of student parking space on campus is adequate.	6.12	4.73 / 1.82	1.39	5.89	3.38 / 1.94	2.51	1.35 ***
38. There is an adequate selection of food available in the cafeteria.	6.12	4.15 / 1.98	1.97	6.10	4.58 / 1.84	1.52	-0.43 ***
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.11	4.79 / 1.66	1.32	6.13	5.03 / 1.59	1.10	-0.24 **

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## Institutional Summary

### Items: In Order of Importance

Item	Dominican University - SSI			Dominican University 2015 Requested Group			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
52. The student center is a comfortable place for students to spend their leisure time.	6.09	5.45 / 1.59	0.64	5.82	5.34 / 1.46	0.48	0.11
40. Residence hall regulations are reasonable.	6.08	5.28 / 1.55	0.80	5.87	5.15 / 1.55	0.72	0.13
1. Most students feel a sense of belonging here.	6.05	5.49 / 1.35	0.56	5.98	5.28 / 1.45	0.70	0.21 ***
20. The business office is open during hours which are convenient for most students.	6.04	5.75 / 1.32	0.29	5.79	5.17 / 1.40	0.62	0.58 ***
60. I generally know what's happening on campus.	6.02	5.46 / 1.47	0.56	5.91	5.19 / 1.51	0.72	0.27 ***
54. Bookstore staff are helpful.	6.01	5.80 / 1.37	0.21	5.79	5.50 / 1.42	0.29	0.30 ***
37. I feel a sense of pride about my campus.	5.99	5.61 / 1.45	0.38	5.92	5.33 / 1.55	0.59	0.28 ***
46. I can easily get involved in campus organizations.	5.96	5.55 / 1.49	0.41	5.94	5.45 / 1.43	0.49	0.10
96. Geographic setting as factor in decision to enroll.	5.96			5.75			
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.93	5.81 / 1.34	0.12	5.57	5.55 / 1.35	0.02	0.26 ***
98. Personalized attention prior to enrollment as factor in decision to enroll.	5.91			5.62			
13. Library staff are helpful and approachable.	5.88	5.72 / 1.32	0.16	5.67	5.60 / 1.31	0.07	0.12 **
56. The student handbook provides helpful information about campus life.	5.88	5.75 / 1.30	0.13	5.61	5.32 / 1.39	0.29	0.43 ***
30. Residence hall staff are concerned about me as an individual.	5.81	5.32 / 1.58	0.49	5.74	5.17 / 1.56	0.57	0.15 *
93. Size of institution as factor in decision to enroll.	5.77			5.69			

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

Item	Dominican University - SSI			Dominican University 2015 Requested Group			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
42. There are a sufficient number of weekend activities for students.	5.69	4.69 / 1.79	1.00	5.59	4.87 / 1.60	0.72	-0.18 **
97. Campus appearance as factor in decision to enroll.	5.62			5.71			
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.18	4.63 / 1.84	0.55	5.27	4.55 / 1.68	0.72	0.08
9. A variety of intramural activities are offered.	5.06	5.16 / 1.50	-0.10	4.98	5.23 / 1.40	-0.25	-0.07
95. Recommendations from family/friends as factor in decision to enroll.	4.99			4.80			
94. Opportunity to play sports as factor in decision to enroll.	3.54			3.74			
74. Campus item 1							
75. Campus item 2							
76. Campus item 3							
77. Campus item 4							
78. Campus item 5							
79. Campus item 6							
80. Campus item 7							
81. Campus item 8							
82. Campus item 9							
83. Campus item 10							
84. Institution's commitment to part-time students?		5.71 / 1.29			5.18 / 1.43		0.53 ***

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Item	Dominican University - SSI			Dominican University 2015 Requested Group			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
85. Institution's commitment to evening students?		5.66 / 1.36			5.23 / 1.40		0.43 ***
86. Institution's commitment to older, returning learners?		5.77 / 1.39			5.27 / 1.40		0.50 ***
87. Institution's commitment to under-represented populations?		5.76 / 1.29			5.25 / 1.42		0.51 ***
88. Institution's commitment to commuters?		5.63 / 1.45			5.11 / 1.61		0.52 ***
89. Institution's commitment to students with disabilities?		5.81 / 1.35			5.41 / 1.41		0.40 ***

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## Institutional Summary

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

Scale/Item	Dominican University - SSI			Dominican University 2015 Requested Group			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>ACADEMIC ADVISING</b>	6.53	5.92 / 1.19	0.61	6.33	5.57 / 1.24	0.76	0.35 ***
6. My academic advisor is approachable.	6.58	6.00 / 1.43	0.58	6.42	5.77 / 1.51	0.65	0.23 ***
14. My academic advisor is concerned about my success as an individual.	6.51	5.92 / 1.44	0.59	6.32	5.58 / 1.53	0.74	0.34 ***
19. My academic advisor helps me set goals to work toward.	6.30	5.63 / 1.54	0.67	6.07	5.24 / 1.61	0.83	0.39 ***
33. My academic advisor is knowledgeable about requirements in my major.	6.66	6.11 / 1.35	0.55	6.47	5.68 / 1.55	0.79	0.43 ***
55. Major requirements are clear and reasonable.	6.59	5.94 / 1.30	0.65	6.38	5.58 / 1.37	0.80	0.36 ***

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## Institutional Summary

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

Scale/Item	Dominican University - SSI			Dominican University 2015 Requested Group			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>CAMPUS CLIMATE</b>	6.34	5.74 / 0.99	0.60	6.17	5.42 / 1.03	0.75	0.32 ***
1. Most students feel a sense of belonging here.	6.05	5.49 / 1.35	0.56	5.98	5.28 / 1.45	0.70	0.21 ***
2. The campus staff are caring and helpful.	6.48	5.86 / 1.21	0.62	6.31	5.60 / 1.28	0.71	0.26 ***
3. Faculty care about me as an individual.	6.41	5.83 / 1.29	0.58	6.21	5.51 / 1.32	0.70	0.32 ***
7. The campus is safe and secure for all students.	6.60	6.00 / 1.22	0.60	6.43	5.77 / 1.27	0.66	0.23 ***
10. Administrators are approachable to students.	6.13	5.59 / 1.36	0.54	5.92	5.30 / 1.32	0.62	0.29 ***
29. It is an enjoyable experience to be a student on this campus.	6.46	5.75 / 1.37	0.71	6.43	5.56 / 1.47	0.87	0.19 ***
37. I feel a sense of pride about my campus.	5.99	5.61 / 1.45	0.38	5.92	5.33 / 1.55	0.59	0.28 ***
41. There is a commitment to academic excellence on this campus.	6.54	5.97 / 1.22	0.57	6.30	5.57 / 1.37	0.73	0.40 ***
45. Students are made to feel welcome on this campus.	6.46	5.97 / 1.24	0.49	6.31	5.62 / 1.39	0.69	0.35 ***
51. This institution has a good reputation within the community.	6.38	6.08 / 1.16	0.30	6.23	5.77 / 1.32	0.46	0.31 ***
57. I seldom get the "run-around" when seeking information on this campus.	6.26	5.36 / 1.64	0.90	6.02	4.97 / 1.64	1.05	0.39 ***
59. This institution shows concern for students as individuals.	6.54	5.87 / 1.35	0.67	6.31	5.47 / 1.43	0.84	0.40 ***
60. I generally know what's happening on campus.	6.02	5.46 / 1.47	0.56	5.91	5.19 / 1.51	0.72	0.27 ***
62. There is a strong commitment to racial harmony on this campus.	6.27	5.92 / 1.30	0.35	5.96	5.56 / 1.38	0.40	0.36 ***
66. Tuition paid is a worthwhile investment.	6.59	5.40 / 1.56	1.19	6.43	5.01 / 1.64	1.42	0.39 ***

\* 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 18554 records.

**Institutional Summary**

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

Scale/Item	Dominican University - SSI			Dominican University 2015 Requested Group			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
67. Freedom of expression is protected on campus.	6.37	5.93 / 1.22	0.44	6.18	5.52 / 1.41	0.66	0.41 ***
71. Channels for expressing student complaints are readily available.	6.25	5.40 / 1.59	0.85	5.98	4.98 / 1.59	1.00	0.42 ***

\* 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 18554 records.

## Institutional Summary

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

Scale/Item	Dominican University - SSI			Dominican University 2015 Requested Group			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>CAMPUS LIFE</b>	5.94	5.28 / 1.17	0.66	5.79	5.16 / 1.05	0.63	0.12 ***
9. A variety of intramural activities are offered.	5.06	5.16 / 1.50	-0.10	4.98	5.23 / 1.40	-0.25	-0.07
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.11	4.79 / 1.66	1.32	6.13	5.03 / 1.59	1.10	-0.24 **
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.18	4.63 / 1.84	0.55	5.27	4.55 / 1.68	0.72	0.08
30. Residence hall staff are concerned about me as an individual.	5.81	5.32 / 1.58	0.49	5.74	5.17 / 1.56	0.57	0.15 *
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.93	5.81 / 1.34	0.12	5.57	5.55 / 1.35	0.02	0.26 ***
38. There is an adequate selection of food available in the cafeteria.	6.12	4.15 / 1.98	1.97	6.10	4.58 / 1.84	1.52	-0.43 ***
40. Residence hall regulations are reasonable.	6.08	5.28 / 1.55	0.80	5.87	5.15 / 1.55	0.72	0.13
42. There are a sufficient number of weekend activities for students.	5.69	4.69 / 1.79	1.00	5.59	4.87 / 1.60	0.72	-0.18 **
46. I can easily get involved in campus organizations.	5.96	5.55 / 1.49	0.41	5.94	5.45 / 1.43	0.49	0.10
52. The student center is a comfortable place for students to spend their leisure time.	6.09	5.45 / 1.59	0.64	5.82	5.34 / 1.46	0.48	0.11
56. The student handbook provides helpful information about campus life.	5.88	5.75 / 1.30	0.13	5.61	5.32 / 1.39	0.29	0.43 ***
63. Student disciplinary procedures are fair.	6.29	5.86 / 1.30	0.43	6.02	5.30 / 1.50	0.72	0.56 ***
64. New student orientation services help students adjust to college.	6.24	5.68 / 1.47	0.56	5.97	5.31 / 1.53	0.66	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 18554 records.

**Institutional Summary**

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

Scale/Item	Dominican University - SSI			Dominican University 2015 Requested Group			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
67. Freedom of expression is protected on campus.	6.37	5.93 / 1.22	0.44	6.18	5.52 / 1.41	0.66	0.41 ***
73. Student activities fees are put to good use.	6.24	4.80 / 1.71	1.44	6.08	4.93 / 1.66	1.15	-0.13 *

\* 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 18554 records.



## Institutional Summary

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

Scale/Item	Dominican University - SSI			Dominican University 2015 Requested Group			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>CAMPUS SUPPORT SERVICES</b>	6.21	5.81 / 0.99	0.40	5.99	5.51 / 0.98	0.48	0.30 ***
13. Library staff are helpful and approachable.	5.88	5.72 / 1.32	0.16	5.67	5.60 / 1.31	0.07	0.12 **
18. Library resources and services are adequate.	6.25	5.90 / 1.23	0.35	6.03	5.55 / 1.31	0.48	0.35 ***
26. Computer labs are adequate and accessible.	6.42	5.96 / 1.29	0.46	6.14	5.56 / 1.40	0.58	0.40 ***
32. Tutoring services are readily available.	6.22	5.84 / 1.33	0.38	5.98	5.55 / 1.38	0.43	0.29 ***
44. Academic support services adequately meet the needs of students.	6.30	5.82 / 1.21	0.48	6.10	5.43 / 1.35	0.67	0.39 ***
49. There are adequate services to help me decide upon a career.	6.41	5.62 / 1.42	0.79	6.20	5.37 / 1.45	0.83	0.25 ***
54. Bookstore staff are helpful.	6.01	5.80 / 1.37	0.21	5.79	5.50 / 1.42	0.29	0.30 ***

\* 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 18554 records.

## Institutional Summary

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

Scale/Item	Dominican University - SSI			Dominican University 2015 Requested Group			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>CONCERN FOR THE INDIVIDUAL</b>	6.39	5.78 / 1.08	0.61	6.17	5.40 / 1.08	0.77	0.38 ***
3. Faculty care about me as an individual.	6.41	5.83 / 1.29	0.58	6.21	5.51 / 1.32	0.70	0.32 ***
14. My academic advisor is concerned about my success as an individual.	6.51	5.92 / 1.44	0.59	6.32	5.58 / 1.53	0.74	0.34 ***
22. Counseling staff care about students as individuals.	6.20	5.71 / 1.35	0.49	5.99	5.20 / 1.40	0.79	0.51 ***
25. Faculty are fair and unbiased in their treatment of individual students.	6.59	5.75 / 1.39	0.84	6.35	5.40 / 1.43	0.95	0.35 ***
30. Residence hall staff are concerned about me as an individual.	5.81	5.32 / 1.58	0.49	5.74	5.17 / 1.56	0.57	0.15 *
59. This institution shows concern for students as individuals.	6.54	5.87 / 1.35	0.67	6.31	5.47 / 1.43	0.84	0.40 ***

\* 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 18554 records.

## Institutional Summary

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

Scale/Item	Dominican University - SSI			Dominican University 2015 Requested Group			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>INSTRUCTIONAL EFFECTIVENESS</b>	6.53	5.85 / 0.99	0.68	6.33	5.54 / 0.98	0.79	0.31 ***
3. Faculty care about me as an individual.	6.41	5.83 / 1.29	0.58	6.21	5.51 / 1.32	0.70	0.32 ***
8. The content of the courses within my major is valuable.	6.68	5.90 / 1.22	0.78	6.58	5.70 / 1.27	0.88	0.20 ***
16. The instruction in my major field is excellent.	6.63	5.90 / 1.27	0.73	6.55	5.68 / 1.31	0.87	0.22 ***
25. Faculty are fair and unbiased in their treatment of individual students.	6.59	5.75 / 1.39	0.84	6.35	5.40 / 1.43	0.95	0.35 ***
39. I am able to experience intellectual growth here.	6.59	6.03 / 1.18	0.56	6.42	5.70 / 1.31	0.72	0.33 ***
41. There is a commitment to academic excellence on this campus.	6.54	5.97 / 1.22	0.57	6.30	5.57 / 1.37	0.73	0.40 ***
47. Faculty provide timely feedback about student progress in a course.	6.52	5.59 / 1.42	0.93	6.29	5.22 / 1.47	1.07	0.37 ***
53. Faculty take into consideration student differences as they teach a course.	6.35	5.61 / 1.43	0.74	6.15	5.19 / 1.47	0.96	0.42 ***
58. The quality of instruction I receive in most of my classes is excellent.	6.64	5.88 / 1.28	0.76	6.44	5.55 / 1.32	0.89	0.33 ***
61. Adjunct faculty are competent as classroom instructors.	6.42	5.71 / 1.48	0.71	6.15	5.45 / 1.41	0.70	0.26 ***
65. Faculty are usually available after class and during office hours.	6.48	6.15 / 1.06	0.33	6.30	5.73 / 1.31	0.57	0.42 ***
68. Nearly all of the faculty are knowledgeable in their field.	6.66	6.15 / 1.15	0.51	6.50	5.88 / 1.23	0.62	0.27 ***
69. There is a good variety of courses provided on this campus.	6.54	5.71 / 1.46	0.83	6.38	5.58 / 1.41	0.80	0.13 **
70. Graduate teaching assistants are competent as classroom instructors.	6.27	5.69 / 1.43	0.58	5.92	5.34 / 1.37	0.58	0.35 ***

\* 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 18554 records.

## Institutional Summary

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

Scale/Item	Dominican University - SSI			Dominican University 2015 Requested Group			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>RECRUITMENT AND FINANCIAL AID</b>	6.37	5.47 / 1.16	0.90	6.15	5.25 / 1.12	0.90	0.22 ***
4. Admissions staff are knowledgeable.	6.33	5.71 / 1.28	0.62	6.16	5.44 / 1.36	0.72	0.27 ***
5. Financial aid counselors are helpful.	6.38	5.04 / 1.69	1.34	6.11	5.10 / 1.53	1.01	-0.06
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.45	5.40 / 1.52	1.05	6.23	5.28 / 1.49	0.95	0.12 *
17. Adequate financial aid is available for most students.	6.46	5.30 / 1.60	1.16	6.35	5.02 / 1.60	1.33	0.28 ***
43. Admissions counselors respond to prospective students' unique needs and requests.	6.25	5.79 / 1.32	0.46	6.00	5.35 / 1.39	0.65	0.44 ***
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.33	5.64 / 1.38	0.69	6.02	5.29 / 1.46	0.73	0.35 ***

\* 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 18554 records.

## Institutional Summary

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

Scale/Item	Dominican University - SSI			Dominican University 2015 Requested Group			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>REGISTRATION EFFECTIVENESS</b>	6.33	5.56 / 1.13	0.77	6.10	5.19 / 1.10	0.91	0.37 ***
11. Billing policies are reasonable.	6.28	5.04 / 1.61	1.24	6.04	4.81 / 1.56	1.23	0.23 ***
20. The business office is open during hours which are convenient for most students.	6.04	5.75 / 1.32	0.29	5.79	5.17 / 1.40	0.62	0.58 ***
27. The personnel involved in registration are helpful.	6.35	5.74 / 1.35	0.61	6.12	5.39 / 1.38	0.73	0.35 ***
34. I am able to register for classes I need with few conflicts.	6.66	5.51 / 1.62	1.15	6.46	5.15 / 1.62	1.31	0.36 ***
50. Class change (drop/add) policies are reasonable.	6.27	5.82 / 1.36	0.45	6.10	5.41 / 1.46	0.69	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 18554 records.

## Institutional Summary

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

Scale/Item	Dominican University - SSI			Dominican University 2015 Requested Group			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>RESPONSIVENESS TO DIVERSE POPULATIONS</b>		5.71 / 1.26			5.24 / 1.33		0.47 ***
84. Institution's commitment to part-time students?		5.71 / 1.29			5.18 / 1.43		0.53 ***
85. Institution's commitment to evening students?		5.66 / 1.36			5.23 / 1.40		0.43 ***
86. Institution's commitment to older, returning learners?		5.77 / 1.39			5.27 / 1.40		0.50 ***
87. Institution's commitment to under-represented populations?		5.76 / 1.29			5.25 / 1.42		0.51 ***
88. Institution's commitment to commuters?		5.63 / 1.45			5.11 / 1.61		0.52 ***
89. Institution's commitment to students with disabilities?		5.81 / 1.35			5.41 / 1.41		0.40 ***

\* 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 18554 records.

## Institutional Summary

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

Scale/Item	Dominican University - SSI			Dominican University 2015 Requested Group			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>SAFETY AND SECURITY</b>	6.38	5.52 / 1.16	0.86	6.17	4.91 / 1.18	1.26	0.61 ***
7. The campus is safe and secure for all students.	6.60	6.00 / 1.22	0.60	6.43	5.77 / 1.27	0.66	0.23 ***
21. The amount of student parking space on campus is adequate.	6.12	4.73 / 1.82	1.39	5.89	3.38 / 1.94	2.51	1.35 ***
28. Parking lots are well-lighted and secure.	6.24	5.64 / 1.44	0.60	5.98	5.07 / 1.63	0.91	0.57 ***
36. Security staff respond quickly in emergencies.	6.53	5.68 / 1.43	0.85	6.34	5.38 / 1.45	0.96	0.30 ***

\* 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 18554 records.

## Institutional Summary

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

Scale/Item	Dominican University - SSI			Dominican University 2015 Requested Group			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>SERVICE EXCELLENCE</b>	6.21	5.62 / 1.02	0.59	6.00	5.28 / 1.03	0.72	0.34 ***
2. The campus staff are caring and helpful.	6.48	5.86 / 1.21	0.62	6.31	5.60 / 1.28	0.71	0.26 ***
13. Library staff are helpful and approachable.	5.88	5.72 / 1.32	0.16	5.67	5.60 / 1.31	0.07	0.12 **
15. The staff in the health services area are competent.	6.19	5.62 / 1.39	0.57	6.00	5.28 / 1.49	0.72	0.34 ***
22. Counseling staff care about students as individuals.	6.20	5.71 / 1.35	0.49	5.99	5.20 / 1.40	0.79	0.51 ***
27. The personnel involved in registration are helpful.	6.35	5.74 / 1.35	0.61	6.12	5.39 / 1.38	0.73	0.35 ***
57. I seldom get the "run-around" when seeking information on this campus.	6.26	5.36 / 1.64	0.90	6.02	4.97 / 1.64	1.05	0.39 ***
60. I generally know what's happening on campus.	6.02	5.46 / 1.47	0.56	5.91	5.19 / 1.51	0.72	0.27 ***
71. Channels for expressing student complaints are readily available.	6.25	5.40 / 1.59	0.85	5.98	4.98 / 1.59	1.00	0.42 ***

\* 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 18554 records.



## Institutional Summary

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

Scale/Item	Dominican University - SSI			Dominican University 2015 Requested Group			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>STUDENT CENTEREDNESS</b>	6.35	5.75 / 1.05	0.60	6.21	5.47 / 1.10	0.74	0.28 ***
1. Most students feel a sense of belonging here.	6.05	5.49 / 1.35	0.56	5.98	5.28 / 1.45	0.70	0.21 ***
2. The campus staff are caring and helpful.	6.48	5.86 / 1.21	0.62	6.31	5.60 / 1.28	0.71	0.26 ***
10. Administrators are approachable to students.	6.13	5.59 / 1.36	0.54	5.92	5.30 / 1.32	0.62	0.29 ***
29. It is an enjoyable experience to be a student on this campus.	6.46	5.75 / 1.37	0.71	6.43	5.56 / 1.47	0.87	0.19 ***
45. Students are made to feel welcome on this campus.	6.46	5.97 / 1.24	0.49	6.31	5.62 / 1.39	0.69	0.35 ***
59. This institution shows concern for students as individuals.	6.54	5.87 / 1.35	0.67	6.31	5.47 / 1.43	0.84	0.40 ***

\* 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 18554 records.

## Institutional Summary

### Summary Items

Summary Item	Dominican University - SSI	Dominican University 2015 Requested Group	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: 4.85 1% 2% 8% 31% 24% 16% 15%	Average: 4.70 1% 2% 11% 32% 25% 14% 12%	0.15
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: 5.56 1% 2% 6% 7% 17% 41% 23%	Average: 5.40 1% 3% 7% 9% 16% 40% 20%	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: 5.49 2% 6% 5% 9% 11% 30% 33%	Average: 5.39 3% 6% 6% 9% 11% 29% 33%	0.10