

**STUDENT SATISFACTION
2017 – 2019
ELEMENTS BELOW THE BENCHMARK**

QUESTION	2017	2018	2019
Satisfaction with the Business Office (Cashier)	3.30	3.1	2.95
Satisfaction with IT Help Desk	3.16	3.21	3.16
Satisfaction with the Library	3.04	2.94	3.12
Lecture Facilities	3.16	3.1	3.18
Inventory in Bookstore	3.01	3.03	3.11
Satisfaction with Print/Copy/Mail Center	3.20	3.01	2.94
Hours of the Financial Aid Office	3.19	3.18	3.18
Lighting in Parking Lots	3.15	3.07	3.11
Deadlines for Financial Aid Applications	3.10	3.18	3.17
Hours of Bookstore	3.03	3.05	3.07
Satisfaction with Student Activity Center	3.09	3.02	3.08
Satisfaction with Student Activities	3.10	3.06	3.08
Satisfaction with Work-Study Opportunities	2.84	2.97	3.06
Clinic Facilities	3.09	2.92	3.16
Disciplinary Procedures	3.03	3.1	2.92
Hours of On-Campus Dining (SAGE)	3.05	3.02	3.05
Satisfaction with On-Campus Dining (SAGE)	2.82	2.75	2.92
Tuition Billing and Payment Procedures	2.95	2.98	2.89
Process to Resolve Written Complaints	3.05	3.04	3.05
Satisfaction with How Much Administrators Care About My Well-Being	3.06	3.07	3.03
Satisfaction with Alumni Events	2.93	3.03	3.13
Wireless Connectivity on Campus	2.93	2.91	2.98
Satisfaction with Student Success and Support Services	2.96	2.82	3.01
Satisfaction with Career Services	2.93	2.65	3.03
Satisfaction with How Well Administrators Listen to Student Opinions	2.87	2.94	2.89
Satisfaction with Opportunities to Voice My Opinion	2.81	2.88	2.89
Satisfaction with On-Site Counseling Services	2.99	2.83	3.05
Disbursements for Financial Aid	2.81	2.9	2.7
Satisfaction with Financial Aid Counseling	2.89	2.96	2.73
Satisfaction with Disability Services	2.75	2.66	2.73
Satisfaction with Scholarship Opportunities	2.58	2.7	2.69
Amount of Parking Spaces	2.73	2.69	2.5
Satisfaction with ComPsych	2.68	2.43	2.64

This listing contains elements that did not make the benchmark (3.2) two or more times.