STUDENT SATISFACTION 2017 – 2019 ELEMENTS BELOW THE BENCHMARK

Satisfaction with the Business Office (Cashier)3.303.112.95Satisfaction with HT Help Desk3.163.213.16Satisfaction with the Library3.042.943.12Lecture Facilities3.163.13.18Inventory in Bookstore3.013.033.11Satisfaction with Print/Copy/Mail Center3.203.012.94Hours of the Financial Aid Office3.193.183.18Lighting in Parking Lots3.103.183.17Deadlines for Financial Aid Applications3.103.183.17Hours of Bookstore3.033.053.07Satisfaction with Student Activity Center3.093.023.08Satisfaction with Work-Study Opportunities2.842.973.06Clinic Facilities3.092.923.16Disciplinary Procedures3.033.12.92Hours of On-Campus Dining (SAGE)3.053.023.03Satisfaction with On-Campus Dining (SAGE)2.822.752.92Tution Billing and Payment Procedures2.952.982.89Process to Resolve Written Complaints3.053.013.03Satisfaction with Alumni Events2.933.033.13Wireless Connectivity on Campus2.942.942.94Satisfaction with Alumni Events2.932.942.89Satisfaction with On-Site Counseling Services2.992.833.05Satisfaction with Openutines to Voice My Opinion2.81 <td< th=""><th>QUESTION</th><th>2017</th><th>2018</th><th>2019</th></td<>	QUESTION	2017	2018	2019
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 Work-Study Opportunities 2.84 2.97 3.06 Satisfaction with Work-Study Opportunities 3.03 3.1 2.92 Hours of On-Campus Dining (SAGE) 3.02 3.05 3.02 3.05 Satisfaction with On-Campus Dining (SAGE) 2.82 2.75 2.92 Tution Billing and Payment Procedures 2.93 3.03 3.13 Satisfaction with Huow Administrators Care About My Well-Being 3.06	Satisfaction with the Business Office (Cashier)	3.30	3.1	2.95
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 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 3.04 3.05 Satisfaction with On-Campus Dining (SAGE) 2.82 2.75 2.92 Tuition Billing and Payment Procedures 2.95 2.98 2.98 Process to Resolve Written Complaints 3.05 3.04 3.05 Satisfaction w	Satisfaction with IT Help Desk	3.16	3.21	3.16
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) 2.82 2.75 2.92 Tuition Billing and Payment Procedures 2.95 2.98 2.89 Process to Resolve Written Complaints 3.05 3.03 3.13 Satisfaction with How Much Administrators Care About My Well-Being 3.03 3.13	Satisfaction with the Library	3.04	2.94	3.12
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 2.93 3.03 3.13 Satisfaction with How Much Administrators Care About My Well-Being 3.06 3.07 3.03 Satisfaction with Mumi Events 2.93 2.93	Lecture Facilities	3.16	3.1	3.18
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 3.03 3.13 Wireless Connectivity on Campus 2.93 2.91 2.98	Inventory in Bookstore	3.01	3.03	3.11
Lighting in Parking Lots3.153.073.11Deadlines for Financial Aid Applications3.103.183.17Hours of Bookstore3.033.053.07Satisfaction with Student Activity Center3.093.023.08Satisfaction with Student Activities3.103.063.08Satisfaction with Work-Study Opportunities2.842.973.06Clinic Facilities3.092.923.16Disciplinary Procedures3.033.12.92Hours of On-Campus Dining (SAGE)3.053.023.05Satisfaction with On-Campus Dining (SAGE)2.822.752.92Tuition Billing and Payment Procedures2.952.982.89Process to Resolve Written Complaints3.053.043.05Satisfaction with Alumni Events2.933.033.13Wireless Connectivity on Campus2.932.912.98Satisfaction with How Well Administrators Listen to Student Opinions2.872.942.89Satisfaction with How Well Administrators Listen to Student Opinions2.872.942.89Satisfaction with On-Site Counseling Services2.992.833.05Disbursements for Financial Aid2.812.92.77Satisfaction with Disability Services2.752.662.73Satisfaction with Scholarship Opportunities2.852.772.65Satisfaction with Scholarship Opportunities2.852.772.69	Satisfaction with Print/Copy/Mail Center	3.20	3.01	2.94
Deadlines for Financial Aid Applications3.103.183.17Hours of Bookstore3.033.053.07Satisfaction with Student Activity Center3.093.023.08Satisfaction with Student Activities3.103.063.08Satisfaction with Work-Study Opportunities2.842.973.06Clinic Facilities3.092.923.16Disciplinary Procedures3.033.12.92Hours of On-Campus Dining (SAGE)3.053.023.05Satisfaction with On-Campus Dining (SAGE)2.822.752.92Tuition Billing and Payment Procedures2.952.982.89Process to Resolve Written Complaints3.053.043.03Satisfaction with Alumni Events2.933.033.13Wireless Connectivity on Campus2.932.912.98Satisfaction with Student Success and Support Services2.962.823.01Satisfaction with How Well Administrators Listen to Student Opinions2.872.942.89Satisfaction with Oportunities to Voice My Opinion2.812.882.893.05Satisfaction with On-Site Counseling Services2.992.833.053.05Disbursements for Financial Aid2.812.992.733.053.05Satisfaction with Disability Services2.752.662.733.05Satisfaction with Scholarship Opportunities2.582.752.662.73Satisfaction with Scholarship Opportunities2.58 </td <td>Hours of the Financial Aid Office</td> <td>3.19</td> <td>3.18</td> <td>3.18</td>	Hours of the Financial Aid Office	3.19	3.18	3.18
Hours of Bookstore3.033.053.07Satisfaction with Student Activity Center3.093.023.08Satisfaction with Student Activities3.103.063.08Satisfaction with Work-Study Opportunities2.842.973.06Clinic Facilities3.092.923.16Disciplinary Procedures3.033.12.92Hours of On-Campus Dining (SAGE)3.053.023.05Satisfaction with On-Campus Dining (SAGE)2.822.752.92Tuition Billing and Payment Procedures2.952.982.89Process to Resolve Written Complaints3.053.043.05Satisfaction with Alumni Events2.933.033.13Wireless Connectivity on Campus2.932.912.98Satisfaction with Career Services2.962.823.01Satisfaction with How Well Administrators Listen to Student Opinions2.872.942.89Satisfaction with On-Site Counseling Services2.992.833.033.13Satisfaction with On-Site Counseling Services2.992.833.05Satisfaction with Financial Aid2.812.892.773.03Satisfaction with Financial Aid2.812.992.73Satisfaction with Scholarship Opportunities2.752.662.73Satisfaction with Scholarship Opportunities2.752.662.73Satisfaction with Scholarship Opportunities2.582.72.65	Lighting in Parking Lots	3.15	3.07	3.11
Satisfaction with Student Activity Center3.093.023.08Satisfaction with Student Activities3.103.063.08Satisfaction with Work-Study Opportunities2.842.973.06Clinic Facilities3.092.923.16Disciplinary Procedures3.033.12.92Hours of On-Campus Dining (SAGE)3.053.023.05Satisfaction with On-Campus Dining (SAGE)2.822.752.92Tuition Billing and Payment Procedures2.952.982.89Process to Resolve Written Complaints3.053.043.05Satisfaction with Alumni Events2.933.033.13Wireless Connectivity on Campus2.932.912.98Satisfaction with Student Success and Support Services2.932.653.03Satisfaction with How Well Administrators Listen to Student Opinions2.872.942.89Satisfaction with Opportunities to Voice My Opinion2.812.882.89Satisfaction with On-Site Counseling Services2.992.833.05Disbursements for Financial Aid2.812.912.732.65Satisfaction with Disability Services2.752.662.73Satisfaction with Stolearship Opportunities2.892.752.662.73Satisfaction with Stolearship Opportunities2.752.662.73Satisfaction with Stolearship Opportunities2.752.662.73Satisfaction with Stolearship Opportunities2.582.772.6	Deadlines for Financial Aid Applications	3.10	3.18	3.17
Satisfaction with Student Activities3.103.063.08Satisfaction with Work-Study Opportunities2.842.973.06Clinic Facilities3.092.923.16Disciplinary Procedures3.033.12.92Hours of On-Campus Dining (SAGE)3.053.023.05Satisfaction with On-Campus Dining (SAGE)2.822.752.92Tuition Billing and Payment Procedures2.952.982.89Process to Resolve Written Complaints3.053.043.05Satisfaction with How Much Administrators Care About My Well-Being3.063.073.03Satisfaction with Student Success and Support Services2.932.912.98Satisfaction with Career Services2.932.053.03Satisfaction with Oportunities to Voice My Opinion2.812.822.942.89Satisfaction with Oportunities to Voice My Opinion2.812.982.933.05Disbursements for Financial Aid2.812.992.733.05Satisfaction with Disability Services2.952.962.733.05Satisfaction with Disability Services2.752.662.733.05Satisfaction with Scholarship Opportunities2.582.72.692.73	Hours of Bookstore	3.03	3.05	3.07
Satisfaction with Work-Study Opportunities2.842.973.06Clinic Facilities3.092.923.16Disciplinary Procedures3.033.12.92Hours of On-Campus Dining (SAGE)3.053.023.05Satisfaction with On-Campus Dining (SAGE)2.822.752.92Tuition Billing and Payment Procedures2.952.982.89Process to Resolve Written Complaints3.053.043.05Satisfaction with How Much Administrators Care About My Well-Being3.063.073.03Satisfaction with Alumni Events2.932.932.912.98Satisfaction with Student Success and Support Services2.962.823.01Satisfaction with How Well Administrators Listen to Student Opinions2.872.942.89Satisfaction with Opportunities to Voice My Opinion2.812.933.05Disbursements for Financial Aid2.812.992.772.75Satisfaction with Financial Aid Counseling2.892.952.752.662.73Satisfaction with Disability Services2.752.662.732.752.662.73Satisfaction with Scholarship Opportunities2.582.72.692.752.66	Satisfaction with Student Activity Center	3.09	3.02	3.08
Clinic Facilities3.092.923.16Disciplinary Procedures3.033.12.92Hours of On-Campus Dining (SAGE)3.053.023.05Satisfaction with On-Campus Dining (SAGE)2.822.752.92Tuition Billing and Payment Procedures2.952.982.89Process to Resolve Written Complaints3.053.043.05Satisfaction with How Much Administrators Care About My Well-Being3.063.073.03Satisfaction with Alumni Events2.932.912.98Satisfaction with Student Success and Support Services2.962.823.01Satisfaction with How Well Administrators Listen to Student Opinions2.872.942.89Satisfaction with Opportunities to Voice My Opinion2.812.822.932.05Satisfaction with On-Site Counseling Services2.992.833.053.05Disbursements for Financial Aid2.892.892.732.752.662.73Satisfaction with Scholarship Opportunities2.752.662.732.662.73	Satisfaction with Student Activities	3.10	3.06	3.08
Disciplinary Procedures3.033.12.92Hours of On-Campus Dining (SAGE)3.053.023.05Satisfaction with On-Campus Dining (SAGE)2.822.752.92Tuition Billing and Payment Procedures2.952.982.89Process to Resolve Written Complaints3.053.043.05Satisfaction with How Much Administrators Care About My Well-Being3.063.073.03Satisfaction with Alumni Events2.932.912.98Satisfaction with Student Success and Support Services2.962.823.01Satisfaction with Career Services2.932.653.03Satisfaction with Opportunities to Voice My Opinion2.812.882.89Satisfaction with On-Site Counseling Services2.992.833.05Disbursements for Financial Aid2.812.912.772.662.73Satisfaction with Disability Services2.752.662.732.752.662.73	Satisfaction with Work-Study Opportunities	2.84	2.97	3.06
Hours of On-Campus Dining (SAGE)3.053.023.05Satisfaction with On-Campus Dining (SAGE)2.822.752.92Tuition Billing and Payment Procedures2.952.982.89Process to Resolve Written Complaints3.053.043.05Satisfaction with How Much Administrators Care About My Well-Being3.063.073.03Satisfaction with Alumni Events2.932.912.98Satisfaction with Alumni Events2.932.912.98Satisfaction with Student Success and Support Services2.962.823.01Satisfaction with Career Services2.932.653.03Satisfaction with Opportunities to Voice My Opinion2.812.882.89Satisfaction with On-Site Counseling Services2.992.833.05Disbursements for Financial Aid2.812.92.72.73Satisfaction with Disability Services2.752.662.73Satisfaction with Scholarship Opportunities2.582.72.69	Clinic Facilities	3.09	2.92	3.16
Satisfaction with On-Campus Dining (SAGE)2.822.752.92Tuition Billing and Payment Procedures2.952.982.89Process to Resolve Written Complaints3.053.043.05Satisfaction with How Much Administrators Care About My Well-Being3.063.073.03Satisfaction with Alumni Events2.933.033.13Wireless Connectivity on Campus2.932.912.98Satisfaction with Student Success and Support Services2.962.823.01Satisfaction with Career Services2.932.653.03Satisfaction with Opportunities to Voice My Opinion2.812.882.89Satisfaction with On-Site Counseling Services2.992.833.05Disbursements for Financial Aid2.812.92.772.73Satisfaction with Disability Services2.752.662.73Satisfaction with Scholarship Opportunities2.582.72.69	Disciplinary Procedures	3.03	3.1	2.92
Tuition Billing and Payment Procedures2.952.982.89Process to Resolve Written Complaints3.053.043.05Satisfaction with How Much Administrators Care About My Well-Being3.063.073.03Satisfaction with Alumni Events2.933.033.13Wireless Connectivity on Campus2.932.912.98Satisfaction with Student Success and Support Services2.962.823.01Satisfaction with Career Services2.932.653.03Satisfaction with How Well Administrators Listen to Student Opinions2.872.942.89Satisfaction with Opportunities to Voice My Opinion2.812.882.89Satisfaction with On-Site Counseling Services2.992.833.05Disbursements for Financial Aid2.812.92.72.73Satisfaction with Disability Services2.752.662.73Satisfaction with Scholarship Opportunities2.582.72.69	Hours of On-Campus Dining (SAGE)	3.05	3.02	3.05
Process to Resolve Written Complaints3.053.043.05Satisfaction with How Much Administrators Care About My Well-Being3.063.073.03Satisfaction with Alumni Events2.933.033.13Wireless Connectivity on Campus2.932.912.98Satisfaction with Student Success and Support Services2.962.823.01Satisfaction with Career Services2.932.653.03Satisfaction with How Well Administrators Listen to Student Opinions2.872.942.89Satisfaction with Opportunities to Voice My Opinion2.812.882.89Satisfaction with On-Site Counseling Services2.992.833.05Disbursements for Financial Aid2.812.92.77Satisfaction with Disability Services2.752.662.73Satisfaction with Scholarship Opportunities2.582.72.69	Satisfaction with On-Campus Dining (SAGE)	2.82	2.75	2.92
Satisfaction with How Much Administrators Care About My Well-Being3.063.073.03Satisfaction with Alumni Events2.933.033.13Wireless Connectivity on Campus2.932.912.98Satisfaction with Student Success and Support Services2.962.823.01Satisfaction with Career Services2.932.653.03Satisfaction with How Well Administrators Listen to Student Opinions2.872.942.89Satisfaction with Opportunities to Voice My Opinion2.812.882.89Satisfaction with On-Site Counseling Services2.992.833.05Disbursements for Financial Aid2.812.92.72.73Satisfaction with Disability Services2.752.662.73Satisfaction with Scholarship Opportunities2.582.72.69	Tuition Billing and Payment Procedures	2.95	2.98	2.89
Satisfaction with Alumni Events2.933.033.13Wireless Connectivity on Campus2.932.912.98Satisfaction with Student Success and Support Services2.962.823.01Satisfaction with Career Services2.932.653.03Satisfaction with Career Services2.932.653.03Satisfaction with How Well Administrators Listen to Student Opinions2.872.942.89Satisfaction with Opportunities to Voice My Opinion2.812.882.89Satisfaction with On-Site Counseling Services2.992.833.05Disbursements for Financial Aid2.812.92.7Satisfaction with Disability Services2.752.662.73Satisfaction with Scholarship Opportunities2.582.72.69	Process to Resolve Written Complaints	3.05	3.04	3.05
Wireless Connectivity on Campus2.932.912.98Satisfaction with Student Success and Support Services2.962.823.01Satisfaction with Career Services2.932.653.03Satisfaction with How Well Administrators Listen to Student Opinions2.872.942.89Satisfaction with Opportunities to Voice My Opinion2.812.882.89Satisfaction with On-Site Counseling Services2.992.833.05Disbursements for Financial Aid2.812.92.71Satisfaction with Disability Services2.752.662.73Satisfaction with Scholarship Opportunities2.582.72.69	Satisfaction with How Much Administrators Care About My Well-Being	3.06	3.07	3.03
Satisfaction with Student Success and Support Services2.962.823.01Satisfaction with Career Services2.932.653.03Satisfaction with How Well Administrators Listen to Student Opinions2.872.942.89Satisfaction with Opportunities to Voice My Opinion2.812.882.89Satisfaction with On-Site Counseling Services2.992.833.05Disbursements for Financial Aid2.812.992.71Satisfaction with Disability Services2.752.662.73Satisfaction with Scholarship Opportunities2.582.72.69	Satisfaction with Alumni Events	2.93	3.03	3.13
Satisfaction with Career Services2.932.653.03Satisfaction with How Well Administrators Listen to Student Opinions2.872.942.89Satisfaction with Opportunities to Voice My Opinion2.812.882.89Satisfaction with On-Site Counseling Services2.992.833.05Disbursements for Financial Aid2.812.92.77Satisfaction with Disability Services2.752.662.73Satisfaction with Scholarship Opportunities2.582.72.69	Wireless Connectivity on Campus	2.93	2.91	2.98
Satisfaction with How Well Administrators Listen to Student Opinions2.872.942.89Satisfaction with Opportunities to Voice My Opinion2.812.812.822.89Satisfaction with On-Site Counseling Services2.992.833.05Disbursements for Financial Aid2.812.92.7Satisfaction with Financial Aid Counseling2.892.962.73Satisfaction with Disability Services2.752.662.73Satisfaction with Scholarship Opportunities2.582.72.69	Satisfaction with Student Success and Support Services	2.96	2.82	3.01
Satisfaction with Opportunities to Voice My Opinion2.812.882.89Satisfaction with On-Site Counseling Services2.992.833.05Disbursements for Financial Aid2.812.92.7Satisfaction with Financial Aid Counseling2.892.962.73Satisfaction with Disability Services2.752.662.73Satisfaction with Scholarship Opportunities2.582.72.69	Satisfaction with Career Services	2.93	2.65	3.03
Satisfaction with On-Site Counseling Services2.992.833.05Disbursements for Financial Aid2.812.92.7Satisfaction with Financial Aid Counseling2.892.962.73Satisfaction with Disability Services2.752.662.73Satisfaction with Scholarship Opportunities2.582.72.69	Satisfaction with How Well Administrators Listen to Student Opinions	2.87	2.94	2.89
Disbursements for Financial Aid2.812.92.7Satisfaction with Financial Aid Counseling2.892.962.73Satisfaction with Disability Services2.752.662.73Satisfaction with Scholarship Opportunities2.582.72.69	Satisfaction with Opportunities to Voice My Opinion	2.81	2.88	2.89
Satisfaction with Financial Aid Counseling2.892.962.73Satisfaction with Disability Services2.752.662.73Satisfaction with Scholarship Opportunities2.582.72.69	Satisfaction with On-Site Counseling Services	2.99	2.83	3.05
Satisfaction with Disability Services2.752.662.73Satisfaction with Scholarship Opportunities2.582.72.69	Disbursements for Financial Aid	2.81	2.9	2.7
Satisfaction with Scholarship Opportunities2.582.72.69	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	Amount of Parking Spaces	2.73	2.69	2.5
Satisfaction with ComPsych2.682.432.64	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.