

Institutional Summary
Scales: In Order of Importance

Scale	University of Puerto Rico			Freshman			Sophomore			Junior			Senior		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
Instructional Effectiveness	6.70	4.89	1.81	6.61	5.36	1.25	6.69	5.46	1.23	6.68	4.86	1.82	6.82	4.57	2.25
Safety and Security	6.68	3.29	3.39	6.63	3.98	2.65	6.62	3.83	2.79	6.64	3.17	3.47	6.84	3.03	3.81
Registration Effectiveness	6.62	4.16	2.46	6.62	4.73	1.89	6.57	4.60	1.97	6.62	4.07	2.55	6.79	3.71	3.08
Academic Advising	6.61	4.92	1.69	6.54	5.58	0.96	6.66	5.49	1.17	6.62	5.01	1.61	6.76	4.34	2.42
Campus Climate	6.56	4.64	1.92	6.45	5.21	1.24	6.53	5.24	1.29	6.53	4.56	1.97	6.69	4.28	2.41
Recruitment and Financial Aid	6.55	4.58	1.97	6.49	4.84	1.65	6.56	5.10	1.46	6.57	4.69	1.88	6.73	4.17	2.56
Concern for the Individual	6.53	4.21	2.32	6.51	4.97	1.54	6.48	4.87	1.61	6.53	4.09	2.44	6.69	3.80	2.89
Service Excellence	6.50	4.21	2.29	6.46	4.77	1.69	6.45	4.75	1.70	6.51	4.19	2.32	6.63	3.80	2.83
Student Centeredness	6.49	4.55	1.94	6.40	5.15	1.25	6.49	5.19	1.30	6.45	4.49	1.96	6.64	4.16	2.48
Campus Support Services	6.45	4.69	1.76	6.51	5.14	1.37	6.48	5.28	1.20	6.46	4.88	1.58	6.64	4.32	2.32
Campus Life	6.30	4.56	1.74	6.20	5.06	1.14	6.30	5.20	1.10	6.33	4.56	1.77	6.44	4.21	2.23
Responsiveness to Diverse Populations		4.81			5.25			5.09			4.84			4.55	

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	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
16. The instruction in my major field is excellent.	6.83	5.12	1.71	6.75	5.66	1.09	6.88	5.72	1.16	6.84	5.07	1.77	6.92	4.81	2.11
58. The quality of instruction I receive in most of my classes is excellent.	6.82	5.03	1.79	6.72	5.59	1.13	6.85	5.70	1.15	6.73	4.98	1.75	6.92	4.71	2.21
8. The content of the courses within my major is valuable.	6.79	5.10	1.69	6.59	5.24	1.35	6.78	5.60	1.18	6.78	5.09	1.69	6.94	4.77	2.17
34. I am able to register for classes I need with few conflicts.	6.79	3.32	3.47	6.75	4.23	2.52	6.69	3.76	2.93	6.80	2.71	4.09	6.94	2.98	3.96
68. Nearly all of the faculty are knowledgeable in their field.	6.79	5.65	1.14	6.70	5.82	0.88	6.77	6.21	0.56	6.70	5.66	1.04	6.89	5.45	1.44
25. Faculty are fair and unbiased in their treatment of individual students.	6.76	4.21	2.55	6.78	5.00	1.78	6.73	4.95	1.78	6.80	4.20	2.60	6.84	3.97	2.87
41. There is a commitment to academic excellence on this campus.	6.76	5.14	1.62	6.67	5.76	0.91	6.78	5.56	1.22	6.69	5.09	1.60	6.84	4.98	1.86
39. I am able to experience intellectual growth here.	6.75	5.55	1.20	6.60	5.77	0.83	6.80	5.83	0.97	6.74	5.45	1.29	6.83	5.33	1.50
66. Tuition paid is a worthwhile investment.	6.75	5.33	1.42	6.53	5.58	0.95	6.74	5.88	0.86	6.71	5.13	1.58	6.90	4.90	2.00
69. There is a good variety of courses provided on this campus.	6.75	4.96	1.79	6.71	5.46	1.25	6.62	5.48	1.14	6.70	5.02	1.68	6.85	4.47	2.38

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	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
73. Student activities fees are put to good use.	6.74	2.85	3.89	6.63	3.84	2.79	6.64	3.69	2.95	6.71	2.63	4.08	6.85	2.30	4.55
27. The personnel involved in registration are helpful.	6.73	4.28	2.45	6.73	4.87	1.86	6.66	4.84	1.82	6.75	4.05	2.70	6.85	3.69	3.16
7. The campus is safe and secure for all students.	6.72	4.16	2.56	6.49	4.99	1.50	6.77	4.70	2.07	6.64	3.96	2.68	6.96	3.81	3.15
36. Security staff respond quickly in emergencies.	6.72	4.29	2.43	6.72	4.95	1.77	6.57	4.85	1.72	6.73	4.28	2.45	6.79	4.18	2.61
29. It is an enjoyable experience to be a student on this campus.	6.71	5.40	1.31	6.62	6.12	0.50	6.68	5.85	0.83	6.60	5.30	1.30	6.74	5.05	1.69
33. My academic advisor is knowledgeable about requirements in my major.	6.71	5.32	1.39	6.67	5.81	0.86	6.72	5.75	0.97	6.76	5.56	1.20	6.87	4.82	2.05
72. On the whole, the campus is well-maintained.	6.71	4.02	2.69	6.69	4.71	1.98	6.65	4.76	1.89	6.62	3.89	2.73	6.90	3.38	3.52
17. Adequate financial aid is available for most students.	6.70	4.29	2.41	6.52	4.57	1.95	6.66	4.99	1.67	6.74	4.23	2.51	6.79	3.89	2.90
47. Faculty provide timely feedback about student progress in a course.	6.70	4.21	2.49	6.76	4.67	2.09	6.64	4.81	1.83	6.61	4.16	2.45	6.83	3.86	2.97
55. Major requirements are clear and reasonable.	6.70	5.11	1.59	6.60	5.45	1.15	6.71	5.87	0.84	6.68	5.09	1.59	6.81	4.74	2.07

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	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
59. This institution shows concern for students as individuals.	6.70	3.86	2.84	6.63	4.45	2.18	6.66	4.82	1.84	6.66	3.60	3.06	6.82	3.46	3.36
28. Parking lots are well-lighted and secure.	6.69	3.13	3.56	6.72	3.74	2.98	6.55	3.60	2.95	6.69	2.96	3.73	6.82	2.81	4.01
78. Campus: Mi programa provee oportunidades de participar en actividades que enriquecen mi experiencia educativa	6.69	5.18	1.51	6.56	5.63	0.93	6.55	5.80	0.75	6.67	5.04	1.63	6.82	5.18	1.64
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.66	4.59	2.07	6.55	5.14	1.41	6.71	5.12	1.59	6.66	4.68	1.98	6.82	4.27	2.55
49. There are adequate services to help me decide upon a career.	6.66	3.87	2.79	6.78	4.42	2.36	6.59	4.66	1.93	6.66	3.98	2.68	6.81	3.39	3.42
65. Faculty are usually available after class and during office hours.	6.66	5.32	1.34	6.54	5.59	0.95	6.75	5.92	0.83	6.69	5.24	1.45	6.75	4.85	1.90
79. Campus: La página electrónica institucional provee fácil acceso en línea a la información que necesito	6.66	5.21	1.45	6.69	5.30	1.39	6.63	5.77	0.86	6.59	5.03	1.56	6.76	4.96	1.80
67. Freedom of expression is protected on campus.	6.65	4.68	1.97	6.55	5.48	1.07	6.67	5.73	0.94	6.63	4.76	1.87	6.76	4.07	2.69

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75. Campus: La institución provee fácil acceso en línea a los servicios que necesito	6.65	4.86	1.79	6.65	5.02	1.63	6.55	5.01	1.54	6.60	4.82	1.78	6.78	4.70	2.08
26. Computer labs are adequate and accessible.	6.64	4.64	2.00	6.58	5.30	1.28	6.54	5.44	1.10	6.56	4.90	1.66	6.79	4.38	2.41
35. The assessment and course placement procedures are reasonable.	6.64	3.88	2.76	6.61	4.71	1.90	6.44	4.54	1.90	6.58	3.72	2.86	6.87	3.49	3.38
6. My academic advisor is approachable.	6.63	5.20	1.43	6.58	5.72	0.86	6.70	5.53	1.17	6.71	5.28	1.43	6.82	4.65	2.17
51. This institution has a good reputation within the community.	6.63	5.94	0.69	6.54	6.22	0.32	6.66	6.23	0.43	6.61	5.84	0.77	6.69	5.80	0.89
74. Campus: La institución me ayuda a identificar fuentes de financiamiento para mis estudios	6.63	3.80	2.83	6.58	4.30	2.28	6.59	4.32	2.27	6.56	3.79	2.77	6.78	3.52	3.26
77. Campus: Mi programa me ofrece la oportunidad para capacitarme en el uso de la tecnología	6.63	5.06	1.57	6.52	5.41	1.11	6.54	5.59	0.95	6.52	5.04	1.48	6.76	4.88	1.88
76. Campus: La facultad hace buen uso de la tecnología y medios de comunicación dentro y fuera del salón de clase	6.62	4.93	1.69	6.50	5.61	0.89	6.47	5.57	0.90	6.53	4.92	1.61	6.76	4.55	2.21

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	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
15. The staff in the health services area are competent.	6.61	5.17	1.44	6.56	5.47	1.09	6.58	5.55	1.03	6.63	5.20	1.43	6.72	4.76	1.96
61. Adjunct faculty are competent as classroom instructors.	6.61	5.15	1.46	6.44	5.60	0.84	6.54	5.55	0.99	6.60	5.22	1.38	6.79	4.69	2.10
92. Academic reputation as factor in decision to enroll.	6.61			6.47			6.49			6.53			6.65		
5. Financial aid counselors are helpful.	6.60	4.92	1.68	6.62	5.22	1.40	6.64	5.39	1.25	6.52	5.22	1.30	6.77	4.52	2.25
21. The amount of student parking space on campus is adequate.	6.60	1.86	4.74	6.61	2.50	4.11	6.57	2.43	4.14	6.50	1.79	4.71	6.78	1.70	5.08
62. There is a strong commitment to racial harmony on this campus.	6.60	5.77	0.83	6.44	5.78	0.66	6.43	6.07	0.36	6.69	5.82	0.87	6.72	5.54	1.18
70. Graduate teaching assistants are competent as classroom instructors.	6.60	5.13	1.47	6.51	5.56	0.95	6.58	5.66	0.92	6.57	5.17	1.40	6.71	4.89	1.82
53. Faculty take into consideration student differences as they teach a course.	6.58	3.83	2.75	6.50	4.48	2.02	6.54	4.71	1.83	6.62	3.93	2.69	6.67	3.44	3.23
63. Student disciplinary procedures are fair.	6.57	4.86	1.71	6.45	5.15	1.30	6.61	5.58	1.03	6.54	4.76	1.78	6.66	4.54	2.12

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50. Class change (drop/add) policies are reasonable.	6.56	4.16	2.40	6.51	4.81	1.70	6.55	4.77	1.78	6.48	4.22	2.26	6.75	3.45	3.30
2. The campus staff are caring and helpful.	6.55	3.98	2.57	6.43	4.69	1.74	6.46	4.66	1.80	6.47	4.04	2.43	6.73	3.65	3.08
64. New student orientation services help students adjust to college.	6.55	4.67	1.88	6.48	5.26	1.22	6.62	5.37	1.25	6.53	4.59	1.94	6.63	4.30	2.33
71. Channels for expressing student complaints are readily available.	6.55	3.23	3.32	6.41	4.10	2.31	6.56	4.13	2.43	6.58	3.07	3.51	6.70	2.77	3.93
44. Academic support services adequately meet the needs of students.	6.54	4.45	2.09	6.58	5.06	1.52	6.54	5.21	1.33	6.57	4.72	1.85	6.75	3.95	2.80
11. Billing policies are reasonable.	6.52	4.44	2.08	6.54	4.64	1.90	6.52	4.84	1.68	6.44	4.58	1.86	6.78	4.13	2.65
20. The business office is open during hours which are convenient for most students.	6.52	4.58	1.94	6.55	5.14	1.41	6.41	4.82	1.59	6.60	4.80	1.80	6.66	4.28	2.38
37. I feel a sense of pride about my campus.	6.52	5.63	0.89	6.54	6.03	0.51	6.49	5.85	0.64	6.41	5.45	0.96	6.52	5.46	1.06
14. My academic advisor is concerned about my success as an individual.	6.51	4.62	1.89	6.41	5.60	0.81	6.59	5.13	1.46	6.49	4.60	1.89	6.59	4.04	2.55

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	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
19. My academic advisor helps me set goals to work toward.	6.51	4.33	2.18	6.47	5.31	1.16	6.60	5.16	1.44	6.48	4.51	1.97	6.70	3.47	3.23
4. Admissions staff are knowledgeable.	6.50	4.69	1.81	6.41	4.75	1.66	6.54	5.01	1.53	6.54	4.79	1.75	6.71	4.37	2.34
45. Students are made to feel welcome on this campus.	6.50	5.09	1.41	6.49	5.63	0.86	6.51	5.71	0.80	6.46	5.06	1.40	6.71	4.66	2.05
57. I seldom get the "run-around" when seeking information on this campus.	6.50	3.24	3.26	6.45	3.87	2.58	6.49	3.85	2.64	6.59	3.10	3.49	6.55	2.69	3.86
90. Cost as factor in decision to enroll.	6.49			6.23			6.23			6.45			6.71		
18. Library resources and services are adequate.	6.46	5.06	1.40	6.45	5.36	1.09	6.53	5.58	0.95	6.53	5.26	1.27	6.59	4.65	1.94
3. Faculty care about me as an individual.	6.45	4.21	2.24	6.26	5.01	1.25	6.30	4.82	1.48	6.38	3.94	2.44	6.68	3.77	2.91
43. Admissions counselors respond to prospective students' unique needs and requests.	6.44	4.39	2.05	6.41	4.65	1.76	6.41	4.88	1.53	6.47	4.42	2.05	6.74	3.97	2.77
60. I generally know what's happening on campus.	6.44	4.33	2.11	6.36	4.72	1.64	6.24	4.94	1.30	6.48	4.43	2.05	6.49	3.98	2.51
38. There is an adequate selection of food available in the cafeteria.	6.42	4.31	2.11	6.38	5.15	1.23	6.47	4.99	1.48	6.34	4.58	1.76	6.52	3.85	2.67

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32. Tutoring services are readily available.	6.41	4.36	2.05	6.47	4.80	1.67	6.59	5.15	1.44	6.47	4.43	2.04	6.65	3.80	2.85
22. Counseling staff care about students as individuals.	6.37	4.21	2.16	6.47	4.97	1.50	6.32	4.63	1.69	6.50	4.25	2.25	6.61	3.89	2.72
31. Males and females have equal opportunities to participate in intercollegiate athletics.	6.37	5.77	0.60	6.31	5.82	0.49	6.33	6.04	0.29	6.54	5.80	0.74	6.52	5.90	0.62
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.36	4.55	1.81	6.38	4.70	1.68	6.34	5.15	1.19	6.46	4.76	1.70	6.51	3.93	2.58
40. Residence hall regulations are reasonable.	6.33	4.68	1.65	6.29	5.27	1.02	6.37	5.57	0.80	6.35	4.83	1.52	6.47	4.38	2.09
10. Administrators are approachable to students.	6.31	3.82	2.49	6.16	4.40	1.76	6.41	4.67	1.74	6.38	3.83	2.55	6.67	3.43	3.24
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.30	3.88	2.42	6.37	4.65	1.72	6.14	4.44	1.70	6.38	3.81	2.57	6.77	3.67	3.10
52. The student center is a comfortable place for students to spend their leisure time.	6.30	4.75	1.55	6.24	5.41	0.83	6.29	5.26	1.03	6.27	4.92	1.35	6.43	4.18	2.25
46. I can easily get involved in campus organizations.	6.29	5.30	0.99	6.02	5.34	0.68	6.30	5.40	0.90	6.37	5.34	1.03	6.49	5.23	1.26

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54. Bookstore staff are helpful.	6.25	5.04	1.21	6.46	5.46	1.00	6.27	5.38	0.89	6.32	5.29	1.03	6.46	4.90	1.56
91. Financial aid as factor in decision to enroll.	6.25			6.09			6.36			6.11			6.44		
13. Library staff are helpful and approachable.	6.23	5.21	1.02	6.28	5.51	0.77	6.29	5.43	0.86	6.14	5.35	0.79	6.42	4.88	1.54
30. Residence hall staff are concerned about me as an individual.	6.22	4.03	2.19	6.52	4.61	1.91	5.97	4.74	1.23	6.18	3.73	2.45	6.50	3.30	3.20
1. Most students feel a sense of belonging here.	6.18	5.12	1.06	6.10	5.58	0.52	6.21	5.38	0.83	6.13	5.09	1.04	6.19	4.68	1.51
56. The student handbook provides helpful information about campus life.	6.16	4.37	1.79	6.02	5.02	1.00	6.26	5.11	1.15	6.20	4.29	1.91	6.25	3.95	2.30
9. A variety of intramural activities are offered.	5.98	5.07	0.91	5.77	5.31	0.46	6.02	5.63	0.39	6.11	5.01	1.10	6.14	5.19	0.95
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.94	5.27	0.67	5.83	5.28	0.55	5.96	5.70	0.26	6.07	5.23	0.84	6.05	5.10	0.95
42. There are a sufficient number of weekend activities for students.	5.65	3.43	2.22	5.44	3.86	1.58	5.58	4.50	1.08	5.81	3.51	2.30	5.65	3.00	2.65

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95. Recommendations from family/friends as factor in decision to enroll.	5.45			5.57			5.55			5.53			5.30		
96. Geographic setting as factor in decision to enroll.	5.42			5.61			5.56			5.35			5.51		
97. Campus appearance as factor in decision to enroll.	5.35			5.57			5.29			5.45			5.39		
98. Personalized attention prior to enrollment as factor in decision to enroll.	5.20			5.33			5.22			5.13			5.39		
93. Size of institution as factor in decision to enroll.	4.93			4.87			5.01			4.74			4.98		
94. Opportunity to play sports as factor in decision to enroll.	4.12			4.19			4.17			4.41			3.95		
80. Campus item 7															
81. Campus item 8															
82. Campus item 9															
83. Campus item 10															
84. Institution's commitment to part-time students?		4.97			5.45			5.14			4.88			5.02	
85. Institution's commitment to evening students?		4.11			4.85			4.55			4.20			3.84	

Institutional Summary

Items: In Order of Importance

Item	University of Puerto Rico			Freshman			Sophomore			Junior			Senior		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
86. Institution's commitment to older, returning learners?		4.89			5.60			5.14			4.82			5.00	
87. Institution's commitment to under-represented populations?		5.17			5.22			5.31			5.23			4.58	
88. Institution's commitment to commuters?		4.88			5.31			5.34			5.00			4.34	
89. Institution's commitment to students with disabilities?		4.70			5.00			4.88			4.70			4.49	

Institutional Summary

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

Scale/Item	University of Puerto Rico			Freshman			Sophomore			Junior			Senior		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
ACADEMIC ADVISING	6.61	4.92	1.69	6.54	5.58	0.96	6.66	5.49	1.17	6.62	5.01	1.61	6.76	4.34	2.42
6. My academic advisor is approachable.	6.63	5.20	1.43	6.58	5.72	0.86	6.70	5.53	1.17	6.71	5.28	1.43	6.82	4.65	2.17
14. My academic advisor is concerned about my success as an individual.	6.51	4.62	1.89	6.41	5.60	0.81	6.59	5.13	1.46	6.49	4.60	1.89	6.59	4.04	2.55
19. My academic advisor helps me set goals to work toward.	6.51	4.33	2.18	6.47	5.31	1.16	6.60	5.16	1.44	6.48	4.51	1.97	6.70	3.47	3.23
33. My academic advisor is knowledgeable about requirements in my major.	6.71	5.32	1.39	6.67	5.81	0.86	6.72	5.75	0.97	6.76	5.56	1.20	6.87	4.82	2.05
55. Major requirements are clear and reasonable.	6.70	5.11	1.59	6.60	5.45	1.15	6.71	5.87	0.84	6.68	5.09	1.59	6.81	4.74	2.07

Institutional Summary

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

Scale/Item	University of Puerto Rico			Freshman			Sophomore			Junior			Senior		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
CAMPUS CLIMATE	6.56	4.64	1.92	6.45	5.21	1.24	6.53	5.24	1.29	6.53	4.56	1.97	6.69	4.28	2.41
1. Most students feel a sense of belonging here.	6.18	5.12	1.06	6.10	5.58	0.52	6.21	5.38	0.83	6.13	5.09	1.04	6.19	4.68	1.51
2. The campus staff are caring and helpful.	6.55	3.98	2.57	6.43	4.69	1.74	6.46	4.66	1.80	6.47	4.04	2.43	6.73	3.65	3.08
3. Faculty care about me as an individual.	6.45	4.21	2.24	6.26	5.01	1.25	6.30	4.82	1.48	6.38	3.94	2.44	6.68	3.77	2.91
7. The campus is safe and secure for all students.	6.72	4.16	2.56	6.49	4.99	1.50	6.77	4.70	2.07	6.64	3.96	2.68	6.96	3.81	3.15
10. Administrators are approachable to students.	6.31	3.82	2.49	6.16	4.40	1.76	6.41	4.67	1.74	6.38	3.83	2.55	6.67	3.43	3.24
29. It is an enjoyable experience to be a student on this campus.	6.71	5.40	1.31	6.62	6.12	0.50	6.68	5.85	0.83	6.60	5.30	1.30	6.74	5.05	1.69
37. I feel a sense of pride about my campus.	6.52	5.63	0.89	6.54	6.03	0.51	6.49	5.85	0.64	6.41	5.45	0.96	6.52	5.46	1.06
41. There is a commitment to academic excellence on this campus.	6.76	5.14	1.62	6.67	5.76	0.91	6.78	5.56	1.22	6.69	5.09	1.60	6.84	4.98	1.86
45. Students are made to feel welcome on this campus.	6.50	5.09	1.41	6.49	5.63	0.86	6.51	5.71	0.80	6.46	5.06	1.40	6.71	4.66	2.05
51. This institution has a good reputation within the community.	6.63	5.94	0.69	6.54	6.22	0.32	6.66	6.23	0.43	6.61	5.84	0.77	6.69	5.80	0.89

Institutional Summary

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

Scale/Item	University of Puerto Rico			Freshman			Sophomore			Junior			Senior		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
57. I seldom get the "run-around" when seeking information on this campus.	6.50	3.24	3.26	6.45	3.87	2.58	6.49	3.85	2.64	6.59	3.10	3.49	6.55	2.69	3.86
59. This institution shows concern for students as individuals.	6.70	3.86	2.84	6.63	4.45	2.18	6.66	4.82	1.84	6.66	3.60	3.06	6.82	3.46	3.36
60. I generally know what's happening on campus.	6.44	4.33	2.11	6.36	4.72	1.64	6.24	4.94	1.30	6.48	4.43	2.05	6.49	3.98	2.51
62. There is a strong commitment to racial harmony on this campus.	6.60	5.77	0.83	6.44	5.78	0.66	6.43	6.07	0.36	6.69	5.82	0.87	6.72	5.54	1.18
66. Tuition paid is a worthwhile investment.	6.75	5.33	1.42	6.53	5.58	0.95	6.74	5.88	0.86	6.71	5.13	1.58	6.90	4.90	2.00
67. Freedom of expression is protected on campus.	6.65	4.68	1.97	6.55	5.48	1.07	6.67	5.73	0.94	6.63	4.76	1.87	6.76	4.07	2.69
71. Channels for expressing student complaints are readily available.	6.55	3.23	3.32	6.41	4.10	2.31	6.56	4.13	2.43	6.58	3.07	3.51	6.70	2.77	3.93

Institutional Summary

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

Scale/Item	University of Puerto Rico			Freshman			Sophomore			Junior			Senior		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
CAMPUS LIFE	6.30	4.56	1.74	6.20	5.06	1.14	6.30	5.20	1.10	6.33	4.56	1.77	6.44	4.21	2.23
9. A variety of intramural activities are offered.	5.98	5.07	0.91	5.77	5.31	0.46	6.02	5.63	0.39	6.11	5.01	1.10	6.14	5.19	0.95
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.30	3.88	2.42	6.37	4.65	1.72	6.14	4.44	1.70	6.38	3.81	2.57	6.77	3.67	3.10
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.94	5.27	0.67	5.83	5.28	0.55	5.96	5.70	0.26	6.07	5.23	0.84	6.05	5.10	0.95
30. Residence hall staff are concerned about me as an individual.	6.22	4.03	2.19	6.52	4.61	1.91	5.97	4.74	1.23	6.18	3.73	2.45	6.50	3.30	3.20
31. Males and females have equal opportunities to participate in intercollegiate athletics.	6.37	5.77	0.60	6.31	5.82	0.49	6.33	6.04	0.29	6.54	5.80	0.74	6.52	5.90	0.62
38. There is an adequate selection of food available in the cafeteria.	6.42	4.31	2.11	6.38	5.15	1.23	6.47	4.99	1.48	6.34	4.58	1.76	6.52	3.85	2.67
40. Residence hall regulations are reasonable.	6.33	4.68	1.65	6.29	5.27	1.02	6.37	5.57	0.80	6.35	4.83	1.52	6.47	4.38	2.09
42. There are a sufficient number of weekend activities for students.	5.65	3.43	2.22	5.44	3.86	1.58	5.58	4.50	1.08	5.81	3.51	2.30	5.65	3.00	2.65

Institutional Summary

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

Scale/Item	University of Puerto Rico			Freshman			Sophomore			Junior			Senior		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
46. I can easily get involved in campus organizations.	6.29	5.30	0.99	6.02	5.34	0.68	6.30	5.40	0.90	6.37	5.34	1.03	6.49	5.23	1.26
52. The student center is a comfortable place for students to spend their leisure time.	6.30	4.75	1.55	6.24	5.41	0.83	6.29	5.26	1.03	6.27	4.92	1.35	6.43	4.18	2.25
56. The student handbook provides helpful information about campus life.	6.16	4.37	1.79	6.02	5.02	1.00	6.26	5.11	1.15	6.20	4.29	1.91	6.25	3.95	2.30
63. Student disciplinary procedures are fair.	6.57	4.86	1.71	6.45	5.15	1.30	6.61	5.58	1.03	6.54	4.76	1.78	6.66	4.54	2.12
64. New student orientation services help students adjust to college.	6.55	4.67	1.88	6.48	5.26	1.22	6.62	5.37	1.25	6.53	4.59	1.94	6.63	4.30	2.33
67. Freedom of expression is protected on campus.	6.65	4.68	1.97	6.55	5.48	1.07	6.67	5.73	0.94	6.63	4.76	1.87	6.76	4.07	2.69
73. Student activities fees are put to good use.	6.74	2.85	3.89	6.63	3.84	2.79	6.64	3.69	2.95	6.71	2.63	4.08	6.85	2.30	4.55

Institutional Summary

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

Scale/Item	University of Puerto Rico			Freshman			Sophomore			Junior			Senior		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
CAMPUS SUPPORT SERVICES	6.45	4.69	1.76	6.51	5.14	1.37	6.48	5.28	1.20	6.46	4.88	1.58	6.64	4.32	2.32
13. Library staff are helpful and approachable.	6.23	5.21	1.02	6.28	5.51	0.77	6.29	5.43	0.86	6.14	5.35	0.79	6.42	4.88	1.54
18. Library resources and services are adequate.	6.46	5.06	1.40	6.45	5.36	1.09	6.53	5.58	0.95	6.53	5.26	1.27	6.59	4.65	1.94
26. Computer labs are adequate and accessible.	6.64	4.64	2.00	6.58	5.30	1.28	6.54	5.44	1.10	6.56	4.90	1.66	6.79	4.38	2.41
32. Tutoring services are readily available.	6.41	4.36	2.05	6.47	4.80	1.67	6.59	5.15	1.44	6.47	4.43	2.04	6.65	3.80	2.85
44. Academic support services adequately meet the needs of students.	6.54	4.45	2.09	6.58	5.06	1.52	6.54	5.21	1.33	6.57	4.72	1.85	6.75	3.95	2.80
49. There are adequate services to help me decide upon a career.	6.66	3.87	2.79	6.78	4.42	2.36	6.59	4.66	1.93	6.66	3.98	2.68	6.81	3.39	3.42
54. Bookstore staff are helpful.	6.25	5.04	1.21	6.46	5.46	1.00	6.27	5.38	0.89	6.32	5.29	1.03	6.46	4.90	1.56

Institutional Summary

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

Scale/Item	University of Puerto Rico			Freshman			Sophomore			Junior			Senior		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
CONCERN FOR THE INDIVIDUAL	6.53	4.21	2.32	6.51	4.97	1.54	6.48	4.87	1.61	6.53	4.09	2.44	6.69	3.80	2.89
3. Faculty care about me as an individual.	6.45	4.21	2.24	6.26	5.01	1.25	6.30	4.82	1.48	6.38	3.94	2.44	6.68	3.77	2.91
14. My academic advisor is concerned about my success as an individual.	6.51	4.62	1.89	6.41	5.60	0.81	6.59	5.13	1.46	6.49	4.60	1.89	6.59	4.04	2.55
22. Counseling staff care about students as individuals.	6.37	4.21	2.16	6.47	4.97	1.50	6.32	4.63	1.69	6.50	4.25	2.25	6.61	3.89	2.72
25. Faculty are fair and unbiased in their treatment of individual students.	6.76	4.21	2.55	6.78	5.00	1.78	6.73	4.95	1.78	6.80	4.20	2.60	6.84	3.97	2.87
30. Residence hall staff are concerned about me as an individual.	6.22	4.03	2.19	6.52	4.61	1.91	5.97	4.74	1.23	6.18	3.73	2.45	6.50	3.30	3.20
59. This institution shows concern for students as individuals.	6.70	3.86	2.84	6.63	4.45	2.18	6.66	4.82	1.84	6.66	3.60	3.06	6.82	3.46	3.36

Institutional Summary

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

Scale/Item	University of Puerto Rico			Freshman			Sophomore			Junior			Senior		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
INSTRUCTIONAL EFFECTIVENESS	6.70	4.89	1.81	6.61	5.36	1.25	6.69	5.46	1.23	6.68	4.86	1.82	6.82	4.57	2.25
3. Faculty care about me as an individual.	6.45	4.21	2.24	6.26	5.01	1.25	6.30	4.82	1.48	6.38	3.94	2.44	6.68	3.77	2.91
8. The content of the courses within my major is valuable.	6.79	5.10	1.69	6.59	5.24	1.35	6.78	5.60	1.18	6.78	5.09	1.69	6.94	4.77	2.17
16. The instruction in my major field is excellent.	6.83	5.12	1.71	6.75	5.66	1.09	6.88	5.72	1.16	6.84	5.07	1.77	6.92	4.81	2.11
25. Faculty are fair and unbiased in their treatment of individual students.	6.76	4.21	2.55	6.78	5.00	1.78	6.73	4.95	1.78	6.80	4.20	2.60	6.84	3.97	2.87
39. I am able to experience intellectual growth here.	6.75	5.55	1.20	6.60	5.77	0.83	6.80	5.83	0.97	6.74	5.45	1.29	6.83	5.33	1.50
41. There is a commitment to academic excellence on this campus.	6.76	5.14	1.62	6.67	5.76	0.91	6.78	5.56	1.22	6.69	5.09	1.60	6.84	4.98	1.86
47. Faculty provide timely feedback about student progress in a course.	6.70	4.21	2.49	6.76	4.67	2.09	6.64	4.81	1.83	6.61	4.16	2.45	6.83	3.86	2.97
53. Faculty take into consideration student differences as they teach a course.	6.58	3.83	2.75	6.50	4.48	2.02	6.54	4.71	1.83	6.62	3.93	2.69	6.67	3.44	3.23

Institutional Summary

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

Scale/Item	University of Puerto Rico			Freshman			Sophomore			Junior			Senior		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
58. The quality of instruction I receive in most of my classes is excellent.	6.82	5.03	1.79	6.72	5.59	1.13	6.85	5.70	1.15	6.73	4.98	1.75	6.92	4.71	2.21
61. Adjunct faculty are competent as classroom instructors.	6.61	5.15	1.46	6.44	5.60	0.84	6.54	5.55	0.99	6.60	5.22	1.38	6.79	4.69	2.10
65. Faculty are usually available after class and during office hours.	6.66	5.32	1.34	6.54	5.59	0.95	6.75	5.92	0.83	6.69	5.24	1.45	6.75	4.85	1.90
68. Nearly all of the faculty are knowledgeable in their field.	6.79	5.65	1.14	6.70	5.82	0.88	6.77	6.21	0.56	6.70	5.66	1.04	6.89	5.45	1.44
69. There is a good variety of courses provided on this campus.	6.75	4.96	1.79	6.71	5.46	1.25	6.62	5.48	1.14	6.70	5.02	1.68	6.85	4.47	2.38
70. Graduate teaching assistants are competent as classroom instructors.	6.60	5.13	1.47	6.51	5.56	0.95	6.58	5.66	0.92	6.57	5.17	1.40	6.71	4.89	1.82

Institutional Summary

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

Scale/Item	University of Puerto Rico			Freshman			Sophomore			Junior			Senior		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
RECRUITMENT AND FINANCIAL AID	6.55	4.58	1.97	6.49	4.84	1.65	6.56	5.10	1.46	6.57	4.69	1.88	6.73	4.17	2.56
4. Admissions staff are knowledgeable.	6.50	4.69	1.81	6.41	4.75	1.66	6.54	5.01	1.53	6.54	4.79	1.75	6.71	4.37	2.34
5. Financial aid counselors are helpful.	6.60	4.92	1.68	6.62	5.22	1.40	6.64	5.39	1.25	6.52	5.22	1.30	6.77	4.52	2.25
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.66	4.59	2.07	6.55	5.14	1.41	6.71	5.12	1.59	6.66	4.68	1.98	6.82	4.27	2.55
17. Adequate financial aid is available for most students.	6.70	4.29	2.41	6.52	4.57	1.95	6.66	4.99	1.67	6.74	4.23	2.51	6.79	3.89	2.90
43. Admissions counselors respond to prospective students' unique needs and requests.	6.44	4.39	2.05	6.41	4.65	1.76	6.41	4.88	1.53	6.47	4.42	2.05	6.74	3.97	2.77
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.36	4.55	1.81	6.38	4.70	1.68	6.34	5.15	1.19	6.46	4.76	1.70	6.51	3.93	2.58

Institutional Summary

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

Scale/Item	University of Puerto Rico			Freshman			Sophomore			Junior			Senior		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
REGISTRATION EFFECTIVENESS	6.62	4.16	2.46	6.62	4.73	1.89	6.57	4.60	1.97	6.62	4.07	2.55	6.79	3.71	3.08
11. Billing policies are reasonable.	6.52	4.44	2.08	6.54	4.64	1.90	6.52	4.84	1.68	6.44	4.58	1.86	6.78	4.13	2.65
20. The business office is open during hours which are convenient for most students.	6.52	4.58	1.94	6.55	5.14	1.41	6.41	4.82	1.59	6.60	4.80	1.80	6.66	4.28	2.38
27. The personnel involved in registration are helpful.	6.73	4.28	2.45	6.73	4.87	1.86	6.66	4.84	1.82	6.75	4.05	2.70	6.85	3.69	3.16
34. I am able to register for classes I need with few conflicts.	6.79	3.32	3.47	6.75	4.23	2.52	6.69	3.76	2.93	6.80	2.71	4.09	6.94	2.98	3.96
50. Class change (drop/add) policies are reasonable.	6.56	4.16	2.40	6.51	4.81	1.70	6.55	4.77	1.78	6.48	4.22	2.26	6.75	3.45	3.30

Institutional Summary

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

Scale/Item	University of Puerto Rico			Freshman			Sophomore			Junior			Senior		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
RESPONSIVENESS TO DIVERSE POPULATIONS		4.81			5.25			5.09			4.84			4.55	
84. Institution's commitment to part-time students?		4.97			5.45			5.14			4.88			5.02	
85. Institution's commitment to evening students?		4.11			4.85			4.55			4.20			3.84	
86. Institution's commitment to older, returning learners?		4.89			5.60			5.14			4.82			5.00	
87. Institution's commitment to under-represented populations?		5.17			5.22			5.31			5.23			4.58	
88. Institution's commitment to commuters?		4.88			5.31			5.34			5.00			4.34	
89. Institution's commitment to students with disabilities?		4.70			5.00			4.88			4.70			4.49	

Institutional Summary

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

Scale/Item	University of Puerto Rico			Freshman			Sophomore			Junior			Senior		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
SAFETY AND SECURITY	6.68	3.29	3.39	6.63	3.98	2.65	6.62	3.83	2.79	6.64	3.17	3.47	6.84	3.03	3.81
7. The campus is safe and secure for all students.	6.72	4.16	2.56	6.49	4.99	1.50	6.77	4.70	2.07	6.64	3.96	2.68	6.96	3.81	3.15
21. The amount of student parking space on campus is adequate.	6.60	1.86	4.74	6.61	2.50	4.11	6.57	2.43	4.14	6.50	1.79	4.71	6.78	1.70	5.08
28. Parking lots are well-lighted and secure.	6.69	3.13	3.56	6.72	3.74	2.98	6.55	3.60	2.95	6.69	2.96	3.73	6.82	2.81	4.01
36. Security staff respond quickly in emergencies.	6.72	4.29	2.43	6.72	4.95	1.77	6.57	4.85	1.72	6.73	4.28	2.45	6.79	4.18	2.61

Institutional Summary

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

Scale/Item	University of Puerto Rico			Freshman			Sophomore			Junior			Senior		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
SERVICE EXCELLENCE	6.50	4.21	2.29	6.46	4.77	1.69	6.45	4.75	1.70	6.51	4.19	2.32	6.63	3.80	2.83
2. The campus staff are caring and helpful.	6.55	3.98	2.57	6.43	4.69	1.74	6.46	4.66	1.80	6.47	4.04	2.43	6.73	3.65	3.08
13. Library staff are helpful and approachable.	6.23	5.21	1.02	6.28	5.51	0.77	6.29	5.43	0.86	6.14	5.35	0.79	6.42	4.88	1.54
15. The staff in the health services area are competent.	6.61	5.17	1.44	6.56	5.47	1.09	6.58	5.55	1.03	6.63	5.20	1.43	6.72	4.76	1.96
22. Counseling staff care about students as individuals.	6.37	4.21	2.16	6.47	4.97	1.50	6.32	4.63	1.69	6.50	4.25	2.25	6.61	3.89	2.72
27. The personnel involved in registration are helpful.	6.73	4.28	2.45	6.73	4.87	1.86	6.66	4.84	1.82	6.75	4.05	2.70	6.85	3.69	3.16
57. I seldom get the "run-around" when seeking information on this campus.	6.50	3.24	3.26	6.45	3.87	2.58	6.49	3.85	2.64	6.59	3.10	3.49	6.55	2.69	3.86
60. I generally know what's happening on campus.	6.44	4.33	2.11	6.36	4.72	1.64	6.24	4.94	1.30	6.48	4.43	2.05	6.49	3.98	2.51
71. Channels for expressing student complaints are readily available.	6.55	3.23	3.32	6.41	4.10	2.31	6.56	4.13	2.43	6.58	3.07	3.51	6.70	2.77	3.93

Institutional Summary

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

Scale/Item	University of Puerto Rico			Freshman			Sophomore			Junior			Senior		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
STUDENT CENTEREDNESS	6.49	4.55	1.94	6.40	5.15	1.25	6.49	5.19	1.30	6.45	4.49	1.96	6.64	4.16	2.48
1. Most students feel a sense of belonging here.	6.18	5.12	1.06	6.10	5.58	0.52	6.21	5.38	0.83	6.13	5.09	1.04	6.19	4.68	1.51
2. The campus staff are caring and helpful.	6.55	3.98	2.57	6.43	4.69	1.74	6.46	4.66	1.80	6.47	4.04	2.43	6.73	3.65	3.08
10. Administrators are approachable to students.	6.31	3.82	2.49	6.16	4.40	1.76	6.41	4.67	1.74	6.38	3.83	2.55	6.67	3.43	3.24
29. It is an enjoyable experience to be a student on this campus.	6.71	5.40	1.31	6.62	6.12	0.50	6.68	5.85	0.83	6.60	5.30	1.30	6.74	5.05	1.69
45. Students are made to feel welcome on this campus.	6.50	5.09	1.41	6.49	5.63	0.86	6.51	5.71	0.80	6.46	5.06	1.40	6.71	4.66	2.05
59. This institution shows concern for students as individuals.	6.70	3.86	2.84	6.63	4.45	2.18	6.66	4.82	1.84	6.66	3.60	3.06	6.82	3.46	3.36

Institutional Summary

Items: In Sequential Order

Item	University of Puerto Rico			Freshman			Sophomore			Junior			Senior		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
1. Most students feel a sense of belonging here.	6.18	5.12	1.06	6.10	5.58	0.52	6.21	5.38	0.83	6.13	5.09	1.04	6.19	4.68	1.51
2. The campus staff are caring and helpful.	6.55	3.98	2.57	6.43	4.69	1.74	6.46	4.66	1.80	6.47	4.04	2.43	6.73	3.65	3.08
3. Faculty care about me as an individual.	6.45	4.21	2.24	6.26	5.01	1.25	6.30	4.82	1.48	6.38	3.94	2.44	6.68	3.77	2.91
4. Admissions staff are knowledgeable.	6.50	4.69	1.81	6.41	4.75	1.66	6.54	5.01	1.53	6.54	4.79	1.75	6.71	4.37	2.34
5. Financial aid counselors are helpful.	6.60	4.92	1.68	6.62	5.22	1.40	6.64	5.39	1.25	6.52	5.22	1.30	6.77	4.52	2.25
6. My academic advisor is approachable.	6.63	5.20	1.43	6.58	5.72	0.86	6.70	5.53	1.17	6.71	5.28	1.43	6.82	4.65	2.17
7. The campus is safe and secure for all students.	6.72	4.16	2.56	6.49	4.99	1.50	6.77	4.70	2.07	6.64	3.96	2.68	6.96	3.81	3.15
8. The content of the courses within my major is valuable.	6.79	5.10	1.69	6.59	5.24	1.35	6.78	5.60	1.18	6.78	5.09	1.69	6.94	4.77	2.17
9. A variety of intramural activities are offered.	5.98	5.07	0.91	5.77	5.31	0.46	6.02	5.63	0.39	6.11	5.01	1.10	6.14	5.19	0.95
10. Administrators are approachable to students.	6.31	3.82	2.49	6.16	4.40	1.76	6.41	4.67	1.74	6.38	3.83	2.55	6.67	3.43	3.24
11. Billing policies are reasonable.	6.52	4.44	2.08	6.54	4.64	1.90	6.52	4.84	1.68	6.44	4.58	1.86	6.78	4.13	2.65

Institutional Summary

Items: In Sequential Order

Item	University of Puerto Rico			Freshman			Sophomore			Junior			Senior		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.66	4.59	2.07	6.55	5.14	1.41	6.71	5.12	1.59	6.66	4.68	1.98	6.82	4.27	2.55
13. Library staff are helpful and approachable.	6.23	5.21	1.02	6.28	5.51	0.77	6.29	5.43	0.86	6.14	5.35	0.79	6.42	4.88	1.54
14. My academic advisor is concerned about my success as an individual.	6.51	4.62	1.89	6.41	5.60	0.81	6.59	5.13	1.46	6.49	4.60	1.89	6.59	4.04	2.55
15. The staff in the health services area are competent.	6.61	5.17	1.44	6.56	5.47	1.09	6.58	5.55	1.03	6.63	5.20	1.43	6.72	4.76	1.96
16. The instruction in my major field is excellent.	6.83	5.12	1.71	6.75	5.66	1.09	6.88	5.72	1.16	6.84	5.07	1.77	6.92	4.81	2.11
17. Adequate financial aid is available for most students.	6.70	4.29	2.41	6.52	4.57	1.95	6.66	4.99	1.67	6.74	4.23	2.51	6.79	3.89	2.90
18. Library resources and services are adequate.	6.46	5.06	1.40	6.45	5.36	1.09	6.53	5.58	0.95	6.53	5.26	1.27	6.59	4.65	1.94
19. My academic advisor helps me set goals to work toward.	6.51	4.33	2.18	6.47	5.31	1.16	6.60	5.16	1.44	6.48	4.51	1.97	6.70	3.47	3.23
20. The business office is open during hours which are convenient for most students.	6.52	4.58	1.94	6.55	5.14	1.41	6.41	4.82	1.59	6.60	4.80	1.80	6.66	4.28	2.38

Institutional Summary

Items: In Sequential Order

Item	University of Puerto Rico			Freshman			Sophomore			Junior			Senior		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
21. The amount of student parking space on campus is adequate.	6.60	1.86	4.74	6.61	2.50	4.11	6.57	2.43	4.14	6.50	1.79	4.71	6.78	1.70	5.08
22. Counseling staff care about students as individuals.	6.37	4.21	2.16	6.47	4.97	1.50	6.32	4.63	1.69	6.50	4.25	2.25	6.61	3.89	2.72
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.30	3.88	2.42	6.37	4.65	1.72	6.14	4.44	1.70	6.38	3.81	2.57	6.77	3.67	3.10
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.94	5.27	0.67	5.83	5.28	0.55	5.96	5.70	0.26	6.07	5.23	0.84	6.05	5.10	0.95
25. Faculty are fair and unbiased in their treatment of individual students.	6.76	4.21	2.55	6.78	5.00	1.78	6.73	4.95	1.78	6.80	4.20	2.60	6.84	3.97	2.87
26. Computer labs are adequate and accessible.	6.64	4.64	2.00	6.58	5.30	1.28	6.54	5.44	1.10	6.56	4.90	1.66	6.79	4.38	2.41
27. The personnel involved in registration are helpful.	6.73	4.28	2.45	6.73	4.87	1.86	6.66	4.84	1.82	6.75	4.05	2.70	6.85	3.69	3.16
28. Parking lots are well-lighted and secure.	6.69	3.13	3.56	6.72	3.74	2.98	6.55	3.60	2.95	6.69	2.96	3.73	6.82	2.81	4.01
29. It is an enjoyable experience to be a student on this campus.	6.71	5.40	1.31	6.62	6.12	0.50	6.68	5.85	0.83	6.60	5.30	1.30	6.74	5.05	1.69

Institutional Summary

Items: In Sequential Order

Item	University of Puerto Rico			Freshman			Sophomore			Junior			Senior		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
30. Residence hall staff are concerned about me as an individual.	6.22	4.03	2.19	6.52	4.61	1.91	5.97	4.74	1.23	6.18	3.73	2.45	6.50	3.30	3.20
31. Males and females have equal opportunities to participate in intercollegiate athletics.	6.37	5.77	0.60	6.31	5.82	0.49	6.33	6.04	0.29	6.54	5.80	0.74	6.52	5.90	0.62
32. Tutoring services are readily available.	6.41	4.36	2.05	6.47	4.80	1.67	6.59	5.15	1.44	6.47	4.43	2.04	6.65	3.80	2.85
33. My academic advisor is knowledgeable about requirements in my major.	6.71	5.32	1.39	6.67	5.81	0.86	6.72	5.75	0.97	6.76	5.56	1.20	6.87	4.82	2.05
34. I am able to register for classes I need with few conflicts.	6.79	3.32	3.47	6.75	4.23	2.52	6.69	3.76	2.93	6.80	2.71	4.09	6.94	2.98	3.96
35. The assessment and course placement procedures are reasonable.	6.64	3.88	2.76	6.61	4.71	1.90	6.44	4.54	1.90	6.58	3.72	2.86	6.87	3.49	3.38
36. Security staff respond quickly in emergencies.	6.72	4.29	2.43	6.72	4.95	1.77	6.57	4.85	1.72	6.73	4.28	2.45	6.79	4.18	2.61
37. I feel a sense of pride about my campus.	6.52	5.63	0.89	6.54	6.03	0.51	6.49	5.85	0.64	6.41	5.45	0.96	6.52	5.46	1.06
38. There is an adequate selection of food available in the cafeteria.	6.42	4.31	2.11	6.38	5.15	1.23	6.47	4.99	1.48	6.34	4.58	1.76	6.52	3.85	2.67

Institutional Summary

Items: In Sequential Order

Item	University of Puerto Rico			Freshman			Sophomore			Junior			Senior		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
39. I am able to experience intellectual growth here.	6.75	5.55	1.20	6.60	5.77	0.83	6.80	5.83	0.97	6.74	5.45	1.29	6.83	5.33	1.50
40. Residence hall regulations are reasonable.	6.33	4.68	1.65	6.29	5.27	1.02	6.37	5.57	0.80	6.35	4.83	1.52	6.47	4.38	2.09
41. There is a commitment to academic excellence on this campus.	6.76	5.14	1.62	6.67	5.76	0.91	6.78	5.56	1.22	6.69	5.09	1.60	6.84	4.98	1.86
42. There are a sufficient number of weekend activities for students.	5.65	3.43	2.22	5.44	3.86	1.58	5.58	4.50	1.08	5.81	3.51	2.30	5.65	3.00	2.65
43. Admissions counselors respond to prospective students' unique needs and requests.	6.44	4.39	2.05	6.41	4.65	1.76	6.41	4.88	1.53	6.47	4.42	2.05	6.74	3.97	2.77
44. Academic support services adequately meet the needs of students.	6.54	4.45	2.09	6.58	5.06	1.52	6.54	5.21	1.33	6.57	4.72	1.85	6.75	3.95	2.80
45. Students are made to feel welcome on this campus.	6.50	5.09	1.41	6.49	5.63	0.86	6.51	5.71	0.80	6.46	5.06	1.40	6.71	4.66	2.05
46. I can easily get involved in campus organizations.	6.29	5.30	0.99	6.02	5.34	0.68	6.30	5.40	0.90	6.37	5.34	1.03	6.49	5.23	1.26
47. Faculty provide timely feedback about student progress in a course.	6.70	4.21	2.49	6.76	4.67	2.09	6.64	4.81	1.83	6.61	4.16	2.45	6.83	3.86	2.97

Institutional Summary

Items: In Sequential Order

Item	University of Puerto Rico			Freshman			Sophomore			Junior			Senior		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.36	4.55	1.81	6.38	4.70	1.68	6.34	5.15	1.19	6.46	4.76	1.70	6.51	3.93	2.58
49. There are adequate services to help me decide upon a career.	6.66	3.87	2.79	6.78	4.42	2.36	6.59	4.66	1.93	6.66	3.98	2.68	6.81	3.39	3.42
50. Class change (drop/add) policies are reasonable.	6.56	4.16	2.40	6.51	4.81	1.70	6.55	4.77	1.78	6.48	4.22	2.26	6.75	3.45	3.30
51. This institution has a good reputation within the community.	6.63	5.94	0.69	6.54	6.22	0.32	6.66	6.23	0.43	6.61	5.84	0.77	6.69	5.80	0.89
52. The student center is a comfortable place for students to spend their leisure time.	6.30	4.75	1.55	6.24	5.41	0.83	6.29	5.26	1.03	6.27	4.92	1.35	6.43	4.18	2.25
53. Faculty take into consideration student differences as they teach a course.	6.58	3.83	2.75	6.50	4.48	2.02	6.54	4.71	1.83	6.62	3.93	2.69	6.67	3.44	3.23
54. Bookstore staff are helpful.	6.25	5.04	1.21	6.46	5.46	1.00	6.27	5.38	0.89	6.32	5.29	1.03	6.46	4.90	1.56
55. Major requirements are clear and reasonable.	6.70	5.11	1.59	6.60	5.45	1.15	6.71	5.87	0.84	6.68	5.09	1.59	6.81	4.74	2.07
56. The student handbook provides helpful information about campus life.	6.16	4.37	1.79	6.02	5.02	1.00	6.26	5.11	1.15	6.20	4.29	1.91	6.25	3.95	2.30

Institutional Summary

Items: In Sequential Order

Item	University of Puerto Rico			Freshman			Sophomore			Junior			Senior		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
57. I seldom get the "run-around" when seeking information on this campus.	6.50	3.24	3.26	6.45	3.87	2.58	6.49	3.85	2.64	6.59	3.10	3.49	6.55	2.69	3.86
58. The quality of instruction I receive in most of my classes is excellent.	6.82	5.03	1.79	6.72	5.59	1.13	6.85	5.70	1.15	6.73	4.98	1.75	6.92	4.71	2.21
59. This institution shows concern for students as individuals.	6.70	3.86	2.84	6.63	4.45	2.18	6.66	4.82	1.84	6.66	3.60	3.06	6.82	3.46	3.36
60. I generally know what's happening on campus.	6.44	4.33	2.11	6.36	4.72	1.64	6.24	4.94	1.30	6.48	4.43	2.05	6.49	3.98	2.51
61. Adjunct faculty are competent as classroom instructors.	6.61	5.15	1.46	6.44	5.60	0.84	6.54	5.55	0.99	6.60	5.22	1.38	6.79	4.69	2.10
62. There is a strong commitment to racial harmony on this campus.	6.60	5.77	0.83	6.44	5.78	0.66	6.43	6.07	0.36	6.69	5.82	0.87	6.72	5.54	1.18
63. Student disciplinary procedures are fair.	6.57	4.86	1.71	6.45	5.15	1.30	6.61	5.58	1.03	6.54	4.76	1.78	6.66	4.54	2.12
64. New student orientation services help students adjust to college.	6.55	4.67	1.88	6.48	5.26	1.22	6.62	5.37	1.25	6.53	4.59	1.94	6.63	4.30	2.33
65. Faculty are usually available after class and during office hours.	6.66	5.32	1.34	6.54	5.59	0.95	6.75	5.92	0.83	6.69	5.24	1.45	6.75	4.85	1.90

Institutional Summary

Items: In Sequential Order

Item	University of Puerto Rico			Freshman			Sophomore			Junior			Senior		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
66. Tuition paid is a worthwhile investment.	6.75	5.33	1.42	6.53	5.58	0.95	6.74	5.88	0.86	6.71	5.13	1.58	6.90	4.90	2.00
67. Freedom of expression is protected on campus.	6.65	4.68	1.97	6.55	5.48	1.07	6.67	5.73	0.94	6.63	4.76	1.87	6.76	4.07	2.69
68. Nearly all of the faculty are knowledgeable in their field.	6.79	5.65	1.14	6.70	5.82	0.88	6.77	6.21	0.56	6.70	5.66	1.04	6.89	5.45	1.44
69. There is a good variety of courses provided on this campus.	6.75	4.96	1.79	6.71	5.46	1.25	6.62	5.48	1.14	6.70	5.02	1.68	6.85	4.47	2.38
70. Graduate teaching assistants are competent as classroom instructors.	6.60	5.13	1.47	6.51	5.56	0.95	6.58	5.66	0.92	6.57	5.17	1.40	6.71	4.89	1.82
71. Channels for expressing student complaints are readily available.	6.55	3.23	3.32	6.41	4.10	2.31	6.56	4.13	2.43	6.58	3.07	3.51	6.70	2.77	3.93
72. On the whole, the campus is well-maintained.	6.71	4.02	2.69	6.69	4.71	1.98	6.65	4.76	1.89	6.62	3.89	2.73	6.90	3.38	3.52
73. Student activities fees are put to good use.	6.74	2.85	3.89	6.63	3.84	2.79	6.64	3.69	2.95	6.71	2.63	4.08	6.85	2.30	4.55
74. Campus: La institución me ayuda a identificar fuentes de financiamiento para mis estudios	6.63	3.80	2.83	6.58	4.30	2.28	6.59	4.32	2.27	6.56	3.79	2.77	6.78	3.52	3.26

Institutional Summary

Items: In Sequential Order

Item	University of Puerto Rico			Freshman			Sophomore			Junior			Senior		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
75. Campus: La institución provee fácil acceso en línea a los servicios que necesito	6.65	4.86	1.79	6.65	5.02	1.63	6.55	5.01	1.54	6.60	4.82	1.78	6.78	4.70	2.08
76. Campus: La facultad hace buen uso de la tecnología y medios de comunicación dentro y fuera del salón de clase	6.62	4.93	1.69	6.50	5.61	0.89	6.47	5.57	0.90	6.53	4.92	1.61	6.76	4.55	2.21
77. Campus: Mi programa me ofrece la oportunidad para capacitarme en el uso de la tecnología	6.63	5.06	1.57	6.52	5.41	1.11	6.54	5.59	0.95	6.52	5.04	1.48	6.76	4.88	1.88
78. Campus: Mi programa provee oportunidades de participar en actividades que enriquecen mi experiencia educativa	6.69	5.18	1.51	6.56	5.63	0.93	6.55	5.80	0.75	6.67	5.04	1.63	6.82	5.18	1.64
79. Campus: La página electrónica institucional provee fácil acceso en línea a la información que necesito	6.66	5.21	1.45	6.69	5.30	1.39	6.63	5.77	0.86	6.59	5.03	1.56	6.76	4.96	1.80
80. Campus item 7															
81. Campus item 8															
82. Campus item 9															
83. Campus item 10															

Institutional Summary

Items: In Sequential Order

Item	University of Puerto Rico			Freshman			Sophomore			Junior			Senior		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
84. Institution's commitment to part-time students?		4.97			5.45			5.14			4.88			5.02	
85. Institution's commitment to evening students?		4.11			4.85			4.55			4.20			3.84	
86. Institution's commitment to older, returning learners?		4.89			5.60			5.14			4.82			5.00	
87. Institution's commitment to under-represented populations?		5.17			5.22			5.31			5.23			4.58	
88. Institution's commitment to commuters?		4.88			5.31			5.34			5.00			4.34	
89. Institution's commitment to students with disabilities?		4.70			5.00			4.88			4.70			4.49	
90. Cost as factor in decision to enroll.	6.49			6.23			6.23			6.45			6.71		
91. Financial aid as factor in decision to enroll.	6.25			6.09			6.36			6.11			6.44		
92. Academic reputation as factor in decision to enroll.	6.61			6.47			6.49			6.53			6.65		
93. Size of institution as factor in decision to enroll.	4.93			4.87			5.01			4.74			4.98		
94. Opportunity to play sports as factor in decision to enroll.	4.12			4.19			4.17			4.41			3.95		

Institutional Summary

Items: In Sequential Order

Item	University of Puerto Rico			Freshman			Sophomore			Junior			Senior		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
95. Recommendations from family/friends as factor in decision to enroll.	5.45			5.57			5.55			5.53			5.30		
96. Geographic setting as factor in decision to enroll.	5.42			5.61			5.56			5.35			5.51		
97. Campus appearance as factor in decision to enroll.	5.35			5.57			5.29			5.45			5.39		
98. Personalized attention prior to enrollment as factor in decision to enroll.	5.20			5.33			5.22			5.13			5.39		

Institutional Summary

Summary Items

Summary Item	University of Puerto Rico	Freshman	Sophomore	Junior	Senior
So far, how has your college experience met your expectations?	Average: 4.36	Average: 4.85	Average: 4.74	Average: 4.37	Average: 4.11
1=Much worse than expected	5%	1%	4%	3%	7%
2=Quite a bit worse than I expected	3%	1%	1%	2%	6%
3=Worse than I expected	14%	16%	6%	15%	13%
4=About what I expected	33%	18%	32%	35%	38%
5=Better than I expected	19%	30%	24%	24%	13%
6=Quite a bit better than I expected	13%	18%	17%	9%	14%
7=Much better than expected	9%	13%	12%	8%	5%
Rate your overall satisfaction with your experience here thus far.	Average: 4.91	Average: 5.39	Average: 5.35	Average: 4.89	Average: 4.57
1=Not satisfied at all	3%	0%	2%	2%	6%
2=Not very satisfied	6%	4%	2%	5%	7%
3=Somewhat dissatisfied	11%	4%	5%	12%	14%
4=Neutral	10%	11%	8%	13%	12%
5=Somewhat satisfied	20%	21%	22%	21%	20%
6=Satisfied	37%	46%	47%	37%	31%
7=Very satisfied	9%	12%	11%	7%	7%
All in all, if you had to do it over, would you enroll here again?	Average: 5.35	Average: 5.71	Average: 5.98	Average: 5.34	Average: 4.76
1=Definitely not	6%	2%	1%	5%	9%
2=Probably not	5%	2%	3%	8%	10%
3=Maybe not	5%	2%	2%	5%	13%
4=I don't know	7%	9%	4%	7%	3%

Institutional Summary

Summary Items

Summary Item	University of Puerto Rico	Freshman	Sophomore	Junior	Senior
5=Maybe yes	12%	18%	11%	8%	12%
6=Probably yes	27%	22%	31%	30%	25%
7=Definitely yes	34%	41%	45%	35%	25%