

## Demographics

<b>Gender</b>		<b>N</b>	<b>%</b>	<b>Class Level</b>		<b>N</b>	<b>%</b>
Female		402	71.53%	Freshman		123	21.73%
Male		160	28.47%	Sophomore		118	20.85%
Total		562	100.00%	Junior		136	24.03%
No Response		135		Senior		188	33.22%
				Special student		1	0.18%
				Graduate/Professional		0	0.00%
				Other class level		0	0.00%
				Total		566	100.00%
				No Response		131	
<b>Age</b>		<b>N</b>	<b>%</b>	<b>Current GPA</b>		<b>N</b>	<b>%</b>
18 and under		66	11.54%	No credits earned		5	0.78%
19 to 24		411	71.85%	1.99 or below		16	2.49%
25 to 34		73	12.76%	2.0 - 2.49		53	8.24%
35 to 44		14	2.45%	2.5 - 2.99		114	17.73%
45 and over		8	1.40%	3.0 - 3.49		226	35.15%
Total		572	100.00%	3.5 or above		229	35.61%
No Response		125		Total		643	100.00%
				No Response		54	
<b>Ethnicity/Race</b>		<b>N</b>	<b>%</b>	<b>Educational Goal</b>		<b>N</b>	<b>%</b>
African-American		30	4.86%	Associate degree		9	1.39%
American Indian or Alaskan Native		6	0.97%	Bachelor's degree		464	71.60%
Asian or Pacific Islander		24	3.89%	Master's degree		87	13.43%
Caucasian/White		263	42.63%	Doctorate or professional degree		84	12.96%
Hispanic		257	41.65%	Certification (initial/renewal)		1	0.15%
Other race		17	2.76%	Self-improvement/pleasure		0	0.00%
Race - Prefer not to respond		20	3.24%	Job-related training		1	0.15%
Total		617	100.00%	Other educational goal		2	0.31%
No Response		80		Total		648	100.00%
				No Response		49	
<b>Current Enrollment Status</b>		<b>N</b>	<b>%</b>				
Day		596	92.69%				
Evening		44	6.84%				
Weekend		3	0.47%				
Total		643	100.00%				
No Response		54					
<b>Current Class Load</b>		<b>N</b>	<b>%</b>				
Full-time		575	97.62%				
Part-time		14	2.38%				
Total		589	100.00%				
No Response		108					

## Demographics

<b>Employment</b>	<b>N</b>	<b>%</b>	<b>Institution Question</b>	<b>N</b>	<b>%</b>
Full-time off campus	52	7.90%	Campus item - Answer 1	0	0%
Part-time off campus	189	28.72%	Campus item - Answer 2	0	0%
Full-time on campus	19	2.89%	Campus item - Answer 3	0	0%
Part-time on campus	112	17.02%	Campus item - Answer 4	0	0%
Not employed	286	43.47%	Campus item - Answer 5	0	0%
Total	658	100.00%	Campus item - Answer 6	0	0%
No Response	39		Total	0	100.00%
			No Response	697	

  

<b>Current Residence</b>	<b>N</b>	<b>%</b>	<b>Institution Question 2</b>	<b>N</b>	<b>%</b>
Residence hall	187	28.12%	Campus item 2 - Answer 1	0	0%
Fraternity / Sorority	2	0.30%	Campus item 2 - Answer 2	0	0%
Own house	60	9.02%	Campus item 2 - Answer 3	0	0%
Rent room or apt off campus	276	41.50%	Campus item 2 - Answer 4	0	0%
Parent's home	107	16.09%	Campus item 2 - Answer 5	0	0%
Other residence	33	4.96%	Campus item 2 - Answer 6	0	0%
Total	665	100.00%	Total	0	100.00%
No Response	32		No Response	697	

  

<b>Residence Classification</b>	<b>N</b>	<b>%</b>
In-state	580	94.93%
Out-of-state	13	2.13%
International (not U.S. citizen)	18	2.95%
Total	611	100.00%
No Response	86	

  

<b>Disabilities</b>	<b>N</b>	<b>%</b>
Yes - Disability	42	7.68%
No - Disability	505	92.32%
Total	547	100.00%
No Response	150	

  

<b>Institution Was My</b>	<b>N</b>	<b>%</b>
1st choice	339	57.26%
2nd choice	176	29.73%
3rd choice or lower	77	13.01%
Total	592	100.00%
No Response	105	

## **Strategic Planning Overview**

### **Strengths and Challenges**

#### **Strengths**

- 68. Nearly all of the faculty are knowledgeable in their field.
- 39. I am able to experience intellectual growth here.
- 33. My academic advisor is knowledgeable about requirements in my major.
- 36. Security staff respond quickly in emergencies.
- 32. Tutoring services are readily available.
- 72. On the whole, the campus is well-maintained.
- 65. Faculty are usually available after class and during office hours.
- 45. Students are made to feel welcome on this campus.
- 18. Library resources and services are adequate.
- 51. This institution has a good reputation within the community.
- 26. Computer labs are adequate and accessible.
- 63. Student disciplinary procedures are fair.
- 67. Freedom of expression is protected on campus.
- 50. Class change (drop/add) policies are reasonable.

#### **Challenges**

- 34. I am able to register for classes I need with few conflicts.
- 58. The quality of instruction I receive in most of my classes is excellent.
- 66. Tuition paid is a worthwhile investment.
- 47. Faculty provide timely feedback about student progress in a course.
- 12. Financial aid awards are announced to students in time to be helpful in college planning.

## **Strategic Planning Overview**

### **Benchmarks**

#### **Higher Satisfaction vs. National Four-Year Publics**

- 68. Nearly all of the faculty are knowledgeable in their field.
- 39. I am able to experience intellectual growth here.
- 33. My academic advisor is knowledgeable about requirements in my major.
- 16. The instruction in my major field is excellent.
- 36. Security staff respond quickly in emergencies.
- 34. I am able to register for classes I need with few conflicts.
- 58. The quality of instruction I receive in most of my classes is excellent.
- 8. The content of the courses within my major is valuable.
- 69. There is a good variety of courses provided on this campus.
- 32. Tutoring services are readily available.
- 55. Major requirements are clear and reasonable.
- 7. The campus is safe and secure for all students.
- 41. There is a commitment to academic excellence on this campus.
- 72. On the whole, the campus is well-maintained.
- 29. It is an enjoyable experience to be a student on this campus.
- 65. Faculty are usually available after class and during office hours.
- 45. Students are made to feel welcome on this campus.
- 66. Tuition paid is a worthwhile investment.
- 25. Faculty are fair and unbiased in their treatment of individual students.
- 47. Faculty provide timely feedback about student progress in a course.
- 6. My academic advisor is approachable.
- 18. Library resources and services are adequate.
- 51. This institution has a good reputation within the community.
- 26. Computer labs are adequate and accessible.
- 59. This institution shows concern for students as individuals.
- 2. The campus staff are caring and helpful.
- 22. Counseling staff care about students as individuals.
- 44. Academic support services adequately meet the needs of students.
- 61. Adjunct faculty are competent as classroom instructors.
- 70. Graduate teaching assistants are competent as classroom instructors.
- 63. Student disciplinary procedures are fair.
- 15. The staff in the health services area are competent.
- 35. The assessment and course placement procedures are reasonable.
- 67. Freedom of expression is protected on campus.
- 27. The personnel involved in registration are helpful.

## Strategic Planning Overview

12. Financial aid awards are announced to students in time to be helpful in college planning.

### Higher Importance vs. National Four-Year Publics

- 39. I am able to experience intellectual growth here.
- 36. Security staff respond quickly in emergencies.
- 32. Tutoring services are readily available.
- 41. There is a commitment to academic excellence on this campus.
- 72. On the whole, the campus is well-maintained.
- 29. It is an enjoyable experience to be a student on this campus.
- 65. Faculty are usually available after class and during office hours.
- 45. Students are made to feel welcome on this campus.
- 18. Library resources and services are adequate.
- 51. This institution has a good reputation within the community.
- 26. Computer labs are adequate and accessible.
- 22. Counseling staff care about students as individuals.
- 44. Academic support services adequately meet the needs of students.
- 61. Adjunct faculty are competent as classroom instructors.
- 70. Graduate teaching assistants are competent as classroom instructors.
- 63. Student disciplinary procedures are fair.
- 15. The staff in the health services area are competent.
- 67. Freedom of expression is protected on campus.

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

Scale	Texas A&M University-Corpus Christi - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Instructional Effectiveness	6.46	5.76 / 1.06	0.70	6.33	5.41 / 1.12	0.92	0.35 ***
Academic Advising	6.40	5.63 / 1.40	0.77	6.35	5.44 / 1.39	0.91	0.19 ***
Campus Support Services	6.35	5.95 / 1.01	0.40	6.09	5.50 / 1.08	0.59	0.45 ***
Student Centeredness	6.33	5.71 / 1.17	0.62	6.16	5.25 / 1.25	0.91	0.46 ***
Safety and Security	6.32	4.90 / 1.27	1.42	6.27	4.81 / 1.30	1.46	0.09
Campus Climate	6.31	5.67 / 1.13	0.64	6.16	5.26 / 1.15	0.90	0.41 ***
Recruitment and Financial Aid	6.31	5.44 / 1.26	0.87	6.19	5.05 / 1.30	1.14	0.39 ***
Registration Effectiveness	6.31	5.54 / 1.13	0.77	6.21	5.17 / 1.23	1.04	0.37 ***
Concern for the Individual	6.29	5.58 / 1.19	0.71	6.16	5.20 / 1.24	0.96	0.38 ***
Service Excellence	6.27	5.62 / 1.14	0.65	6.07	5.18 / 1.17	0.89	0.44 ***
Campus Life	6.09	5.57 / 1.15	0.52	5.83	5.10 / 1.18	0.73	0.47 ***
Responsiveness to Diverse Populations		5.77 / 1.36			5.30 / 1.41		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 71029 records.

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

Item	Texas A&M University-Corpus Christi - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
68. Nearly all of the faculty are knowledgeable in their field.	6.61	6.05 / 1.25	0.56	6.48	5.74 / 1.35	0.74	0.31 ***
39. I am able to experience intellectual growth here.	6.59	6.03 / 1.26	0.56	6.41	5.62 / 1.39	0.79	0.41 ***
33. My academic advisor is knowledgeable about requirements in my major.	6.57	5.89 / 1.59	0.68	6.50	5.63 / 1.62	0.87	0.26 ***
16. The instruction in my major field is excellent.	6.56	5.78 / 1.39	0.78	6.50	5.51 / 1.44	0.99	0.27 ***
36. Security staff respond quickly in emergencies.	6.56	5.92 / 1.42	0.64	6.37	5.40 / 1.49	0.97	0.52 ***
34. I am able to register for classes I need with few conflicts.	6.55	5.54 / 1.61	1.01	6.50	5.09 / 1.79	1.41	0.45 ***
58. The quality of instruction I receive in most of my classes is excellent.	6.55	5.63 / 1.41	0.92	6.46	5.39 / 1.45	1.07	0.24 ***
8. The content of the courses within my major is valuable.	6.54	5.78 / 1.37	0.76	6.53	5.55 / 1.40	0.98	0.23 ***
69. There is a good variety of courses provided on this campus.	6.51	5.82 / 1.43	0.69	6.38	5.54 / 1.47	0.84	0.28 ***
7. The campus is safe and secure for all students.	6.50	5.78 / 1.41	0.72	6.46	5.52 / 1.44	0.94	0.26 ***
32. Tutoring services are readily available.	6.50	6.09 / 1.25	0.41	6.15	5.57 / 1.46	0.58	0.52 ***
55. Major requirements are clear and reasonable.	6.50	5.85 / 1.42	0.65	6.42	5.50 / 1.48	0.92	0.35 ***
41. There is a commitment to academic excellence on this campus.	6.49	5.86 / 1.38	0.63	6.32	5.48 / 1.43	0.84	0.38 ***
72. On the whole, the campus is well-maintained.	6.49	6.12 / 1.20	0.37	6.30	5.63 / 1.46	0.67	0.49 ***
29. It is an enjoyable experience to be a student on this campus.	6.47	5.81 / 1.47	0.66	6.31	5.33 / 1.58	0.98	0.48 ***
65. Faculty are usually available after class and during office hours.	6.47	6.10 / 1.16	0.37	6.31	5.68 / 1.37	0.63	0.42 ***

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

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

Item	Texas A&M University-Corpus Christi - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
45. Students are made to feel welcome on this campus.	6.45	5.97 / 1.40	0.48	6.26	5.45 / 1.50	0.81	0.52 ***
66. Tuition paid is a worthwhile investment.	6.45	5.31 / 1.74	1.14	6.41	5.15 / 1.65	1.26	0.16 *
25. Faculty are fair and unbiased in their treatment of individual students.	6.44	5.71 / 1.48	0.73	6.35	5.30 / 1.52	1.05	0.41 ***
6. My academic advisor is approachable.	6.43	5.74 / 1.65	0.69	6.41	5.57 / 1.67	0.84	0.17 **
47. Faculty provide timely feedback about student progress in a course.	6.43	5.45 / 1.57	0.98	6.33	5.11 / 1.57	1.22	0.34 ***
18. Library resources and services are adequate.	6.42	6.13 / 1.17	0.29	6.13	5.65 / 1.32	0.48	0.48 ***
51. This institution has a good reputation within the community.	6.42	6.09 / 1.27	0.33	6.21	5.58 / 1.47	0.63	0.51 ***
26. Computer labs are adequate and accessible.	6.40	6.07 / 1.27	0.33	6.18	5.56 / 1.45	0.62	0.51 ***
59. This institution shows concern for students as individuals.	6.40	5.63 / 1.58	0.77	6.28	5.16 / 1.61	1.12	0.47 ***
2. The campus staff are caring and helpful.	6.39	5.75 / 1.28	0.64	6.27	5.29 / 1.46	0.98	0.46 ***
22. Counseling staff care about students as individuals.	6.38	5.76 / 1.44	0.62	6.10	5.20 / 1.53	0.90	0.56 ***
44. Academic support services adequately meet the needs of students.	6.38	5.79 / 1.39	0.59	6.17	5.31 / 1.47	0.86	0.48 ***
61. Adjunct faculty are competent as classroom instructors.	6.38	5.85 / 1.33	0.53	6.18	5.39 / 1.45	0.79	0.46 ***
70. Graduate teaching assistants are competent as classroom instructors.	6.38	5.63 / 1.56	0.75	6.15	5.28 / 1.52	0.87	0.35 ***
63. Student disciplinary procedures are fair.	6.37	5.93 / 1.42	0.44	6.12	5.42 / 1.46	0.70	0.51 ***
15. The staff in the health services area are competent.	6.36	5.65 / 1.60	0.71	6.07	5.34 / 1.47	0.73	0.31 ***

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

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

Item	Texas A&M University-Corpus Christi - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
35. The assessment and course placement procedures are reasonable.	6.36	5.82 / 1.31	0.54	6.22	5.31 / 1.49	0.91	0.51 ***
67. Freedom of expression is protected on campus.	6.36	5.94 / 1.43	0.42	6.19	5.54 / 1.44	0.65	0.40 ***
27. The personnel involved in registration are helpful.	6.35	5.67 / 1.48	0.68	6.20	5.29 / 1.54	0.91	0.38 ***
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.34	5.28 / 1.71	1.06	6.28	4.94 / 1.73	1.34	0.34 ***
4. Admissions staff are knowledgeable.	6.33	5.62 / 1.42	0.71	6.21	5.22 / 1.53	0.99	0.40 ***
49. There are adequate services to help me decide upon a career.	6.33	5.65 / 1.47	0.68	6.23	5.22 / 1.57	1.01	0.43 ***
50. Class change (drop/add) policies are reasonable.	6.33	5.96 / 1.41	0.37	6.19	5.44 / 1.54	0.75	0.52 ***
17. Adequate financial aid is available for most students.	6.32	5.10 / 1.77	1.22	6.33	4.90 / 1.71	1.43	0.20 **
62. There is a strong commitment to racial harmony on this campus.	6.32	5.89 / 1.47	0.43	6.06	5.49 / 1.47	0.57	0.40 ***
5. Financial aid counselors are helpful.	6.31	5.28 / 1.72	1.03	6.18	4.89 / 1.73	1.29	0.39 ***
53. Faculty take into consideration student differences as they teach a course.	6.31	5.49 / 1.61	0.82	6.16	5.02 / 1.61	1.14	0.47 ***
14. My academic advisor is concerned about my success as an individual.	6.30	5.49 / 1.75	0.81	6.31	5.37 / 1.69	0.94	0.12
91. Financial aid as factor in decision to enroll.	6.30			6.12			
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.29	5.20 / 1.74	1.09	5.99	4.82 / 1.66	1.17	0.38 ***
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.27	5.68 / 1.51	0.59	6.04	5.18 / 1.55	0.86	0.50 ***

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## Institutional Summary

### Items: In Order of Importance

Item	Texas A&M University-Corpus Christi - SSI			National Four-Year Publics			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.	6.27	5.30 / 1.74	0.97	6.11	4.78 / 1.81	1.33	0.52 ***
90. Cost as factor in decision to enroll.	6.27			6.30			
43. Admissions counselors respond to prospective students' unique needs and requests.	6.26	5.69 / 1.42	0.57	6.06	5.19 / 1.54	0.87	0.50 ***
71. Channels for expressing student complaints are readily available.	6.26	5.38 / 1.76	0.88	6.08	4.90 / 1.70	1.18	0.48 ***
64. New student orientation services help students adjust to college.	6.25	5.60 / 1.65	0.65	6.01	5.22 / 1.61	0.79	0.38 ***
31. Males and females have equal opportunities to participate in intercollegiate athletics.	6.24	6.07 / 1.31	0.17	5.80	5.51 / 1.44	0.29	0.56 ***
13. Library staff are helpful and approachable.	6.22	6.09 / 1.23	0.13	5.83	5.63 / 1.35	0.20	0.46 ***
28. Parking lots are well-lighted and secure.	6.22	5.12 / 1.72	1.10	6.12	4.96 / 1.66	1.16	0.16 *
46. I can easily get involved in campus organizations.	6.21	5.86 / 1.48	0.35	5.94	5.37 / 1.54	0.57	0.49 ***
73. Student activities fees are put to good use.	6.21	5.01 / 1.87	1.20	6.13	4.72 / 1.74	1.41	0.29 ***
19. My academic advisor helps me set goals to work toward.	6.20	5.18 / 1.93	1.02	6.13	5.12 / 1.76	1.01	0.06
40. Residence hall regulations are reasonable.	6.20	5.59 / 1.54	0.61	5.82	5.08 / 1.59	0.74	0.51 ***
20. The business office is open during hours which are convenient for most students.	6.19	5.69 / 1.43	0.50	5.97	5.25 / 1.48	0.72	0.44 ***
52. The student center is a comfortable place for students to spend their leisure time.	6.19	5.96 / 1.37	0.23	5.93	5.38 / 1.54	0.55	0.58 ***
10. Administrators are approachable to students.	6.18	5.59 / 1.39	0.59	6.00	5.14 / 1.49	0.86	0.45 ***

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

Item	Texas A&M University-Corpus Christi - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
54. Bookstore staff are helpful.	6.17	5.82 / 1.47	0.35	5.92	5.53 / 1.47	0.39	0.29 ***
92. Academic reputation as factor in decision to enroll.	6.14			6.04			
3. Faculty care about me as an individual.	6.13	5.51 / 1.46	0.62	6.09	5.12 / 1.53	0.97	0.39 ***
38. There is an adequate selection of food available in the cafeteria.	6.13	5.20 / 1.83	0.93	5.99	4.46 / 1.85	1.53	0.74 ***
11. Billing policies are reasonable.	6.11	4.87 / 1.70	1.24	6.16	4.82 / 1.66	1.34	0.05
1. Most students feel a sense of belonging here.	6.10	5.50 / 1.39	0.60	5.84	5.15 / 1.48	0.69	0.35 ***
30. Residence hall staff are concerned about me as an individual.	6.06	5.36 / 1.71	0.70	5.71	4.98 / 1.62	0.73	0.38 ***
37. I feel a sense of pride about my campus.	6.04	5.61 / 1.63	0.43	5.88	5.25 / 1.63	0.63	0.36 ***
21. The amount of student parking space on campus is adequate.	6.03	3.09 / 1.99	2.94	6.12	3.42 / 2.04	2.70	-0.33 ***
56. The student handbook provides helpful information about campus life.	5.99	5.77 / 1.38	0.22	5.71	5.24 / 1.50	0.47	0.53 ***
60. I generally know what's happening on campus.	5.98	5.35 / 1.69	0.63	5.87	5.02 / 1.63	0.85	0.33 ***
97. Campus appearance as factor in decision to enroll.	5.88			5.42			
96. Geographic setting as factor in decision to enroll.	5.80			5.57			
42. There are a sufficient number of weekend activities for students.	5.74	5.20 / 1.71	0.54	5.53	4.65 / 1.73	0.88	0.55 ***
98. Personalized attention prior to enrollment as factor in decision to enroll.	5.72			5.42			
9. A variety of intramural activities are offered.	5.66	5.68 / 1.35	-0.02	5.18	5.27 / 1.46	-0.09	0.41 ***

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

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

Item	Texas A&M University-Corpus Christi - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
93. Size of institution as factor in decision to enroll.	5.66			5.35			
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.59	5.09 / 1.76	0.50	5.37	4.80 / 1.70	0.57	0.29 ***
95. Recommendations from family/friends as factor in decision to enroll.	5.14			4.93			
94. Opportunity to play sports as factor in decision to enroll.	4.37			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?		5.84 / 1.31			5.27 / 1.52		0.57 ***
85. Institution's commitment to evening students?		5.74 / 1.36			5.23 / 1.54		0.51 ***
86. Institution's commitment to older, returning learners?		5.79 / 1.44			5.36 / 1.52		0.43 ***
87. Institution's commitment to under-represented populations?		5.80 / 1.43			5.33 / 1.50		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 71029 records.

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

Item	Texas A&M University-Corpus Christi - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
88. Institution's commitment to commuters?		5.56 / 1.59			5.10 / 1.69		0.46 ***
89. Institution's commitment to students with disabilities?		5.94 / 1.39			5.53 / 1.47		0.41 ***

National Group Means are based on 71029 records.

\* Difference statistically significant at the .05 level  
 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level

## Institutional Summary

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

Scale/Item	Texas A&M University-Corpus Christi - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>ACADEMIC ADVISING</b>	6.40	5.63 / 1.40	0.77	6.35	5.44 / 1.39	0.91	0.19 ***
6. My academic advisor is approachable.	6.43	5.74 / 1.65	0.69	6.41	5.57 / 1.67	0.84	0.17 **
14. My academic advisor is concerned about my success as an individual.	6.30	5.49 / 1.75	0.81	6.31	5.37 / 1.69	0.94	0.12
19. My academic advisor helps me set goals to work toward.	6.20	5.18 / 1.93	1.02	6.13	5.12 / 1.76	1.01	0.06
33. My academic advisor is knowledgeable about requirements in my major.	6.57	5.89 / 1.59	0.68	6.50	5.63 / 1.62	0.87	0.26 ***
55. Major requirements are clear and reasonable.	6.50	5.85 / 1.42	0.65	6.42	5.50 / 1.48	0.92	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 71029 records.

### Institutional Summary

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

Scale/Item	Texas A&M University-Corpus Christi - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>CAMPUS CLIMATE</b>	6.31	5.67 / 1.13	0.64	6.16	5.26 / 1.15	0.90	0.41 ***
1. Most students feel a sense of belonging here.	6.10	5.50 / 1.39	0.60	5.84	5.15 / 1.48	0.69	0.35 ***
2. The campus staff are caring and helpful.	6.39	5.75 / 1.28	0.64	6.27	5.29 / 1.46	0.98	0.46 ***
3. Faculty care about me as an individual.	6.13	5.51 / 1.46	0.62	6.09	5.12 / 1.53	0.97	0.39 ***
7. The campus is safe and secure for all students.	6.50	5.78 / 1.41	0.72	6.46	5.52 / 1.44	0.94	0.26 ***
10. Administrators are approachable to students.	6.18	5.59 / 1.39	0.59	6.00	5.14 / 1.49	0.86	0.45 ***
29. It is an enjoyable experience to be a student on this campus.	6.47	5.81 / 1.47	0.66	6.31	5.33 / 1.58	0.98	0.48 ***
37. I feel a sense of pride about my campus.	6.04	5.61 / 1.63	0.43	5.88	5.25 / 1.63	0.63	0.36 ***
41. There is a commitment to academic excellence on this campus.	6.49	5.86 / 1.38	0.63	6.32	5.48 / 1.43	0.84	0.38 ***
45. Students are made to feel welcome on this campus.	6.45	5.97 / 1.40	0.48	6.26	5.45 / 1.50	0.81	0.52 ***
51. This institution has a good reputation within the community.	6.42	6.09 / 1.27	0.33	6.21	5.58 / 1.47	0.63	0.51 ***
57. I seldom get the "run-around" when seeking information on this campus.	6.27	5.30 / 1.74	0.97	6.11	4.78 / 1.81	1.33	0.52 ***
59. This institution shows concern for students as individuals.	6.40	5.63 / 1.58	0.77	6.28	5.16 / 1.61	1.12	0.47 ***
60. I generally know what's happening on campus.	5.98	5.35 / 1.69	0.63	5.87	5.02 / 1.63	0.85	0.33 ***
62. There is a strong commitment to racial harmony on this campus.	6.32	5.89 / 1.47	0.43	6.06	5.49 / 1.47	0.57	0.40 ***
66. Tuition paid is a worthwhile investment.	6.45	5.31 / 1.74	1.14	6.41	5.15 / 1.65	1.26	0.16 *

\* 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 71029 records.

### Institutional Summary

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

Scale/Item	Texas A&M University-Corpus Christi - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
67. Freedom of expression is protected on campus.	6.36	5.94 / 1.43	0.42	6.19	5.54 / 1.44	0.65	0.40 ***
71. Channels for expressing student complaints are readily available.	6.26	5.38 / 1.76	0.88	6.08	4.90 / 1.70	1.18	0.48 ***

\* 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 71029 records.



### Institutional Summary

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

Scale/Item	Texas A&M University-Corpus Christi - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>CAMPUS LIFE</b>	6.09	5.57 / 1.15	0.52	5.83	5.10 / 1.18	0.73	0.47 ***
9. A variety of intramural activities are offered.	5.66	5.68 / 1.35	-0.02	5.18	5.27 / 1.46	-0.09	0.41 ***
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.29	5.20 / 1.74	1.09	5.99	4.82 / 1.66	1.17	0.38 ***
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.59	5.09 / 1.76	0.50	5.37	4.80 / 1.70	0.57	0.29 ***
30. Residence hall staff are concerned about me as an individual.	6.06	5.36 / 1.71	0.70	5.71	4.98 / 1.62	0.73	0.38 ***
31. Males and females have equal opportunities to participate in intercollegiate athletics.	6.24	6.07 / 1.31	0.17	5.80	5.51 / 1.44	0.29	0.56 ***
38. There is an adequate selection of food available in the cafeteria.	6.13	5.20 / 1.83	0.93	5.99	4.46 / 1.85	1.53	0.74 ***
40. Residence hall regulations are reasonable.	6.20	5.59 / 1.54	0.61	5.82	5.08 / 1.59	0.74	0.51 ***
42. There are a sufficient number of weekend activities for students.	5.74	5.20 / 1.71	0.54	5.53	4.65 / 1.73	0.88	0.55 ***
46. I can easily get involved in campus organizations.	6.21	5.86 / 1.48	0.35	5.94	5.37 / 1.54	0.57	0.49 ***
52. The student center is a comfortable place for students to spend their leisure time.	6.19	5.96 / 1.37	0.23	5.93	5.38 / 1.54	0.55	0.58 ***
56. The student handbook provides helpful information about campus life.	5.99	5.77 / 1.38	0.22	5.71	5.24 / 1.50	0.47	0.53 ***
63. Student disciplinary procedures are fair.	6.37	5.93 / 1.42	0.44	6.12	5.42 / 1.46	0.70	0.51 ***
64. New student orientation services help students adjust to college.	6.25	5.60 / 1.65	0.65	6.01	5.22 / 1.61	0.79	0.38 ***

\* Difference statistically significant at the .05 level  
 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level

National Group Means are based on 71029 records.

### Institutional Summary

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

Scale/Item	Texas A&M University-Corpus Christi - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
67. Freedom of expression is protected on campus.	6.36	5.94 / 1.43	0.42	6.19	5.54 / 1.44	0.65	0.40 ***
73. Student activities fees are put to good use.	6.21	5.01 / 1.87	1.20	6.13	4.72 / 1.74	1.41	0.29 ***

\* 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 71029 records.

## Institutional Summary

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

Scale/Item	Texas A&M University-Corpus Christi - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>CAMPUS SUPPORT SERVICES</b>	6.35	5.95 / 1.01	0.40	6.09	5.50 / 1.08	0.59	0.45 ***
13. Library staff are helpful and approachable.	6.22	6.09 / 1.23	0.13	5.83	5.63 / 1.35	0.20	0.46 ***
18. Library resources and services are adequate.	6.42	6.13 / 1.17	0.29	6.13	5.65 / 1.32	0.48	0.48 ***
26. Computer labs are adequate and accessible.	6.40	6.07 / 1.27	0.33	6.18	5.56 / 1.45	0.62	0.51 ***
32. Tutoring services are readily available.	6.50	6.09 / 1.25	0.41	6.15	5.57 / 1.46	0.58	0.52 ***
44. Academic support services adequately meet the needs of students.	6.38	5.79 / 1.39	0.59	6.17	5.31 / 1.47	0.86	0.48 ***
49. There are adequate services to help me decide upon a career.	6.33	5.65 / 1.47	0.68	6.23	5.22 / 1.57	1.01	0.43 ***
54. Bookstore staff are helpful.	6.17	5.82 / 1.47	0.35	5.92	5.53 / 1.47	0.39	0.29 ***

\* 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 71029 records.

### Institutional Summary

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

Scale/Item	Texas A&M University-Corpus Christi - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>CONCERN FOR THE INDIVIDUAL</b>	6.29	5.58 / 1.19	0.71	6.16	5.20 / 1.24	0.96	0.38 ***
3. Faculty care about me as an individual.	6.13	5.51 / 1.46	0.62	6.09	5.12 / 1.53	0.97	0.39 ***
14. My academic advisor is concerned about my success as an individual.	6.30	5.49 / 1.75	0.81	6.31	5.37 / 1.69	0.94	0.12
22. Counseling staff care about students as individuals.	6.38	5.76 / 1.44	0.62	6.10	5.20 / 1.53	0.90	0.56 ***
25. Faculty are fair and unbiased in their treatment of individual students.	6.44	5.71 / 1.48	0.73	6.35	5.30 / 1.52	1.05	0.41 ***
30. Residence hall staff are concerned about me as an individual.	6.06	5.36 / 1.71	0.70	5.71	4.98 / 1.62	0.73	0.38 ***
59. This institution shows concern for students as individuals.	6.40	5.63 / 1.58	0.77	6.28	5.16 / 1.61	1.12	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 71029 records.

### Institutional Summary

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

Scale/Item	Texas A&M University-Corpus Christi - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>INSTRUCTIONAL EFFECTIVENESS</b>	6.46	5.76 / 1.06	0.70	6.33	5.41 / 1.12	0.92	0.35 ***
3. Faculty care about me as an individual.	6.13	5.51 / 1.46	0.62	6.09	5.12 / 1.53	0.97	0.39 ***
8. The content of the courses within my major is valuable.	6.54	5.78 / 1.37	0.76	6.53	5.55 / 1.40	0.98	0.23 ***
16. The instruction in my major field is excellent.	6.56	5.78 / 1.39	0.78	6.50	5.51 / 1.44	0.99	0.27 ***
25. Faculty are fair and unbiased in their treatment of individual students.	6.44	5.71 / 1.48	0.73	6.35	5.30 / 1.52	1.05	0.41 ***
39. I am able to experience intellectual growth here.	6.59	6.03 / 1.26	0.56	6.41	5.62 / 1.39	0.79	0.41 ***
41. There is a commitment to academic excellence on this campus.	6.49	5.86 / 1.38	0.63	6.32	5.48 / 1.43	0.84	0.38 ***
47. Faculty provide timely feedback about student progress in a course.	6.43	5.45 / 1.57	0.98	6.33	5.11 / 1.57	1.22	0.34 ***
53. Faculty take into consideration student differences as they teach a course.	6.31	5.49 / 1.61	0.82	6.16	5.02 / 1.61	1.14	0.47 ***
58. The quality of instruction I receive in most of my classes is excellent.	6.55	5.63 / 1.41	0.92	6.46	5.39 / 1.45	1.07	0.24 ***
61. Adjunct faculty are competent as classroom instructors.	6.38	5.85 / 1.33	0.53	6.18	5.39 / 1.45	0.79	0.46 ***
65. Faculty are usually available after class and during office hours.	6.47	6.10 / 1.16	0.37	6.31	5.68 / 1.37	0.63	0.42 ***
68. Nearly all of the faculty are knowledgeable in their field.	6.61	6.05 / 1.25	0.56	6.48	5.74 / 1.35	0.74	0.31 ***
69. There is a good variety of courses provided on this campus.	6.51	5.82 / 1.43	0.69	6.38	5.54 / 1.47	0.84	0.28 ***
70. Graduate teaching assistants are competent as classroom instructors.	6.38	5.63 / 1.56	0.75	6.15	5.28 / 1.52	0.87	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 71029 records.

### Institutional Summary

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

Scale/Item	Texas A&M University-Corpus Christi - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>RECRUITMENT AND FINANCIAL AID</b>	6.31	5.44 / 1.26	0.87	6.19	5.05 / 1.30	1.14	0.39 ***
4. Admissions staff are knowledgeable.	6.33	5.62 / 1.42	0.71	6.21	5.22 / 1.53	0.99	0.40 ***
5. Financial aid counselors are helpful.	6.31	5.28 / 1.72	1.03	6.18	4.89 / 1.73	1.29	0.39 ***
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.34	5.28 / 1.71	1.06	6.28	4.94 / 1.73	1.34	0.34 ***
17. Adequate financial aid is available for most students.	6.32	5.10 / 1.77	1.22	6.33	4.90 / 1.71	1.43	0.20 **
43. Admissions counselors respond to prospective students' unique needs and requests.	6.26	5.69 / 1.42	0.57	6.06	5.19 / 1.54	0.87	0.50 ***
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.27	5.68 / 1.51	0.59	6.04	5.18 / 1.55	0.86	0.50 ***

\* Difference statistically significant at the .05 level  
 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level

National Group Means are based on 71029 records.

## Institutional Summary

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

Scale/Item	Texas A&M University-Corpus Christi - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>REGISTRATION EFFECTIVENESS</b>	6.31	5.54 / 1.13	0.77	6.21	5.17 / 1.23	1.04	0.37 ***
11. Billing policies are reasonable.	6.11	4.87 / 1.70	1.24	6.16	4.82 / 1.66	1.34	0.05
20. The business office is open during hours which are convenient for most students.	6.19	5.69 / 1.43	0.50	5.97	5.25 / 1.48	0.72	0.44 ***
27. The personnel involved in registration are helpful.	6.35	5.67 / 1.48	0.68	6.20	5.29 / 1.54	0.91	0.38 ***
34. I am able to register for classes I need with few conflicts.	6.55	5.54 / 1.61	1.01	6.50	5.09 / 1.79	1.41	0.45 ***
50. Class change (drop/add) policies are reasonable.	6.33	5.96 / 1.41	0.37	6.19	5.44 / 1.54	0.75	0.52 ***

\* Difference statistically significant at the .05 level  
 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level

National Group Means are based on 71029 records.

### Institutional Summary

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

Scale/Item	Texas A&M University-Corpus Christi - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>RESPONSIVENESS TO DIVERSE POPULATIONS</b>		5.77 / 1.36			5.30 / 1.41		0.47 ***
84. Institution's commitment to part-time students?		5.84 / 1.31			5.27 / 1.52		0.57 ***
85. Institution's commitment to evening students?		5.74 / 1.36			5.23 / 1.54		0.51 ***
86. Institution's commitment to older, returning learners?		5.79 / 1.44			5.36 / 1.52		0.43 ***
87. Institution's commitment to under-represented populations?		5.80 / 1.43			5.33 / 1.50		0.47 ***
88. Institution's commitment to commuters?		5.56 / 1.59			5.10 / 1.69		0.46 ***
89. Institution's commitment to students with disabilities?		5.94 / 1.39			5.53 / 1.47		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 71029 records.



### Institutional Summary

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

Scale/Item	Texas A&M University-Corpus Christi - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>SAFETY AND SECURITY</b>	6.32	4.90 / 1.27	1.42	6.27	4.81 / 1.30	1.46	0.09
7. The campus is safe and secure for all students.	6.50	5.78 / 1.41	0.72	6.46	5.52 / 1.44	0.94	0.26 ***
21. The amount of student parking space on campus is adequate.	6.03	3.09 / 1.99	2.94	6.12	3.42 / 2.04	2.70	-0.33 ***
28. Parking lots are well-lighted and secure.	6.22	5.12 / 1.72	1.10	6.12	4.96 / 1.66	1.16	0.16 *
36. Security staff respond quickly in emergencies.	6.56	5.92 / 1.42	0.64	6.37	5.40 / 1.49	0.97	0.52 ***

\* Difference statistically significant at the .05 level  
 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level

National Group Means are based on 71029 records.

### Institutional Summary

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

Scale/Item	Texas A&M University-Corpus Christi - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>SERVICE EXCELLENCE</b>	6.27	5.62 / 1.14	0.65	6.07	5.18 / 1.17	0.89	0.44 ***
2. The campus staff are caring and helpful.	6.39	5.75 / 1.28	0.64	6.27	5.29 / 1.46	0.98	0.46 ***
13. Library staff are helpful and approachable.	6.22	6.09 / 1.23	0.13	5.83	5.63 / 1.35	0.20	0.46 ***
15. The staff in the health services area are competent.	6.36	5.65 / 1.60	0.71	6.07	5.34 / 1.47	0.73	0.31 ***
22. Counseling staff care about students as individuals.	6.38	5.76 / 1.44	0.62	6.10	5.20 / 1.53	0.90	0.56 ***
27. The personnel involved in registration are helpful.	6.35	5.67 / 1.48	0.68	6.20	5.29 / 1.54	0.91	0.38 ***
57. I seldom get the "run-around" when seeking information on this campus.	6.27	5.30 / 1.74	0.97	6.11	4.78 / 1.81	1.33	0.52 ***
60. I generally know what's happening on campus.	5.98	5.35 / 1.69	0.63	5.87	5.02 / 1.63	0.85	0.33 ***
71. Channels for expressing student complaints are readily available.	6.26	5.38 / 1.76	0.88	6.08	4.90 / 1.70	1.18	0.48 ***

\* 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 71029 records.

### Institutional Summary

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

Scale/Item	Texas A&M University-Corpus Christi - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>STUDENT CENTEREDNESS</b>	6.33	5.71 / 1.17	0.62	6.16	5.25 / 1.25	0.91	0.46 ***
1. Most students feel a sense of belonging here.	6.10	5.50 / 1.39	0.60	5.84	5.15 / 1.48	0.69	0.35 ***
2. The campus staff are caring and helpful.	6.39	5.75 / 1.28	0.64	6.27	5.29 / 1.46	0.98	0.46 ***
10. Administrators are approachable to students.	6.18	5.59 / 1.39	0.59	6.00	5.14 / 1.49	0.86	0.45 ***
29. It is an enjoyable experience to be a student on this campus.	6.47	5.81 / 1.47	0.66	6.31	5.33 / 1.58	0.98	0.48 ***
45. Students are made to feel welcome on this campus.	6.45	5.97 / 1.40	0.48	6.26	5.45 / 1.50	0.81	0.52 ***
59. This institution shows concern for students as individuals.	6.40	5.63 / 1.58	0.77	6.28	5.16 / 1.61	1.12	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 71029 records.

**Institutional Summary**  
**Items: In Sequential Order**

Item	Texas A&M University-Corpus Christi - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. Most students feel a sense of belonging here.	6.10	5.50 / 1.39	0.60	5.84	5.15 / 1.48	0.69	0.35 ***
2. The campus staff are caring and helpful.	6.39	5.75 / 1.28	0.64	6.27	5.29 / 1.46	0.98	0.46 ***
3. Faculty care about me as an individual.	6.13	5.51 / 1.46	0.62	6.09	5.12 / 1.53	0.97	0.39 ***
4. Admissions staff are knowledgeable.	6.33	5.62 / 1.42	0.71	6.21	5.22 / 1.53	0.99	0.40 ***
5. Financial aid counselors are helpful.	6.31	5.28 / 1.72	1.03	6.18	4.89 / 1.73	1.29	0.39 ***
6. My academic advisor is approachable.	6.43	5.74 / 1.65	0.69	6.41	5.57 / 1.67	0.84	0.17 **
7. The campus is safe and secure for all students.	6.50	5.78 / 1.41	0.72	6.46	5.52 / 1.44	0.94	0.26 ***
8. The content of the courses within my major is valuable.	6.54	5.78 / 1.37	0.76	6.53	5.55 / 1.40	0.98	0.23 ***
9. A variety of intramural activities are offered.	5.66	5.68 / 1.35	-0.02	5.18	5.27 / 1.46	-0.09	0.41 ***
10. Administrators are approachable to students.	6.18	5.59 / 1.39	0.59	6.00	5.14 / 1.49	0.86	0.45 ***
11. Billing policies are reasonable.	6.11	4.87 / 1.70	1.24	6.16	4.82 / 1.66	1.34	0.05
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.34	5.28 / 1.71	1.06	6.28	4.94 / 1.73	1.34	0.34 ***
13. Library staff are helpful and approachable.	6.22	6.09 / 1.23	0.13	5.83	5.63 / 1.35	0.20	0.46 ***
14. My academic advisor is concerned about my success as an individual.	6.30	5.49 / 1.75	0.81	6.31	5.37 / 1.69	0.94	0.12
15. The staff in the health services area are competent.	6.36	5.65 / 1.60	0.71	6.07	5.34 / 1.47	0.73	0.31 ***
16. The instruction in my major field is excellent.	6.56	5.78 / 1.39	0.78	6.50	5.51 / 1.44	0.99	0.27 ***

\* 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 71029 records.

**Institutional Summary**  
**Items: In Sequential Order**

Item	Texas A&M University-Corpus Christi - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
17. Adequate financial aid is available for most students.	6.32	5.10 / 1.77	1.22	6.33	4.90 / 1.71	1.43	0.20 **
18. Library resources and services are adequate.	6.42	6.13 / 1.17	0.29	6.13	5.65 / 1.32	0.48	0.48 ***
19. My academic advisor helps me set goals to work toward.	6.20	5.18 / 1.93	1.02	6.13	5.12 / 1.76	1.01	0.06
20. The business office is open during hours which are convenient for most students.	6.19	5.69 / 1.43	0.50	5.97	5.25 / 1.48	0.72	0.44 ***
21. The amount of student parking space on campus is adequate.	6.03	3.09 / 1.99	2.94	6.12	3.42 / 2.04	2.70	-0.33 ***
22. Counseling staff care about students as individuals.	6.38	5.76 / 1.44	0.62	6.10	5.20 / 1.53	0.90	0.56 ***
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.29	5.20 / 1.74	1.09	5.99	4.82 / 1.66	1.17	0.38 ***
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.59	5.09 / 1.76	0.50	5.37	4.80 / 1.70	0.57	0.29 ***
25. Faculty are fair and unbiased in their treatment of individual students.	6.44	5.71 / 1.48	0.73	6.35	5.30 / 1.52	1.05	0.41 ***
26. Computer labs are adequate and accessible.	6.40	6.07 / 1.27	0.33	6.18	5.56 / 1.45	0.62	0.51 ***
27. The personnel involved in registration are helpful.	6.35	5.67 / 1.48	0.68	6.20	5.29 / 1.54	0.91	0.38 ***
28. Parking lots are well-lighted and secure.	6.22	5.12 / 1.72	1.10	6.12	4.96 / 1.66	1.16	0.16 *
29. It is an enjoyable experience to be a student on this campus.	6.47	5.81 / 1.47	0.66	6.31	5.33 / 1.58	0.98	0.48 ***
30. Residence hall staff are concerned about me as an individual.	6.06	5.36 / 1.71	0.70	5.71	4.98 / 1.62	0.73	0.38 ***
31. Males and females have equal opportunities to participate in intercollegiate athletics.	6.24	6.07 / 1.31	0.17	5.80	5.51 / 1.44	0.29	0.56 ***

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National Group Means are based on 71029 records.

## Institutional Summary

### Items: In Sequential Order

Item	Texas A&M University-Corpus Christi - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
32. Tutoring services are readily available.	6.50	6.09 / 1.25	0.41	6.15	5.57 / 1.46	0.58	0.52 ***
33. My academic advisor is knowledgeable about requirements in my major.	6.57	5.89 / 1.59	0.68	6.50	5.63 / 1.62	0.87	0.26 ***
34. I am able to register for classes I need with few conflicts.	6.55	5.54 / 1.61	1.01	6.50	5.09 / 1.79	1.41	0.45 ***
35. The assessment and course placement procedures are reasonable.	6.36	5.82 / 1.31	0.54	6.22	5.31 / 1.49	0.91	0.51 ***
36. Security staff respond quickly in emergencies.	6.56	5.92 / 1.42	0.64	6.37	5.40 / 1.49	0.97	0.52 ***
37. I feel a sense of pride about my campus.	6.04	5.61 / 1.63	0.43	5.88	5.25 / 1.63	0.63	0.36 ***
38. There is an adequate selection of food available in the cafeteria.	6.13	5.20 / 1.83	0.93	5.99	4.46 / 1.85	1.53	0.74 ***
39. I am able to experience intellectual growth here.	6.59	6.03 / 1.26	0.56	6.41	5.62 / 1.39	0.79	0.41 ***
40. Residence hall regulations are reasonable.	6.20	5.59 / 1.54	0.61	5.82	5.08 / 1.59	0.74	0.51 ***
41. There is a commitment to academic excellence on this campus.	6.49	5.86 / 1.38	0.63	6.32	5.48 / 1.43	0.84	0.38 ***
42. There are a sufficient number of weekend activities for students.	5.74	5.20 / 1.71	0.54	5.53	4.65 / 1.73	0.88	0.55 ***
43. Admissions counselors respond to prospective students' unique needs and requests.	6.26	5.69 / 1.42	0.57	6.06	5.19 / 1.54	0.87	0.50 ***
44. Academic support services adequately meet the needs of students.	6.38	5.79 / 1.39	0.59	6.17	5.31 / 1.47	0.86	0.48 ***
45. Students are made to feel welcome on this campus.	6.45	5.97 / 1.40	0.48	6.26	5.45 / 1.50	0.81	0.52 ***
46. I can easily get involved in campus organizations.	6.21	5.86 / 1.48	0.35	5.94	5.37 / 1.54	0.57	0.49 ***

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**Institutional Summary**  
**Items: In Sequential Order**

Item	Texas A&M University-Corpus Christi - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
47. Faculty provide timely feedback about student progress in a course.	6.43	5.45 / 1.57	0.98	6.33	5.11 / 1.57	1.22	0.34 ***
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.27	5.68 / 1.51	0.59	6.04	5.18 / 1.55	0.86	0.50 ***
49. There are adequate services to help me decide upon a career.	6.33	5.65 / 1.47	0.68	6.23	5.22 / 1.57	1.01	0.43 ***
50. Class change (drop/add) policies are reasonable.	6.33	5.96 / 1.41	0.37	6.19	5.44 / 1.54	0.75	0.52 ***
51. This institution has a good reputation within the community.	6.42	6.09 / 1.27	0.33	6.21	5.58 / 1.47	0.63	0.51 ***
52. The student center is a comfortable place for students to spend their leisure time.	6.19	5.96 / 1.37	0.23	5.93	5.38 / 1.54	0.55	0.58 ***
53. Faculty take into consideration student differences as they teach a course.	6.31	5.49 / 1.61	0.82	6.16	5.02 / 1.61	1.14	0.47 ***
54. Bookstore staff are helpful.	6.17	5.82 / 1.47	0.35	5.92	5.53 / 1.47	0.39	0.29 ***
55. Major requirements are clear and reasonable.	6.50	5.85 / 1.42	0.65	6.42	5.50 / 1.48	0.92	0.35 ***
56. The student handbook provides helpful information about campus life.	5.99	5.77 / 1.38	0.22	5.71	5.24 / 1.50	0.47	0.53 ***
57. I seldom get the "run-around" when seeking information on this campus.	6.27	5.30 / 1.74	0.97	6.11	4.78 / 1.81	1.33	0.52 ***
58. The quality of instruction I receive in most of my classes is excellent.	6.55	5.63 / 1.41	0.92	6.46	5.39 / 1.45	1.07	0.24 ***
59. This institution shows concern for students as individuals.	6.40	5.63 / 1.58	0.77	6.28	5.16 / 1.61	1.12	0.47 ***
60. I generally know what's happening on campus.	5.98	5.35 / 1.69	0.63	5.87	5.02 / 1.63	0.85	0.33 ***
61. Adjunct faculty are competent as classroom instructors.	6.38	5.85 / 1.33	0.53	6.18	5.39 / 1.45	0.79	0.46 ***

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

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### Institutional Summary

#### Items: In Sequential Order

Item	Texas A&M University-Corpus Christi - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
62. There is a strong commitment to racial harmony on this campus.	6.32	5.89 / 1.47	0.43	6.06	5.49 / 1.47	0.57	0.40 ***
63. Student disciplinary procedures are fair.	6.37	5.93 / 1.42	0.44	6.12	5.42 / 1.46	0.70	0.51 ***
64. New student orientation services help students adjust to college.	6.25	5.60 / 1.65	0.65	6.01	5.22 / 1.61	0.79	0.38 ***
65. Faculty are usually available after class and during office hours.	6.47	6.10 / 1.16	0.37	6.31	5.68 / 1.37	0.63	0.42 ***
66. Tuition paid is a worthwhile investment.	6.45	5.31 / 1.74	1.14	6.41	5.15 / 1.65	1.26	0.16 *
67. Freedom of expression is protected on campus.	6.36	5.94 / 1.43	0.42	6.19	5.54 / 1.44	0.65	0.40 ***
68. Nearly all of the faculty are knowledgeable in their field.	6.61	6.05 / 1.25	0.56	6.48	5.74 / 1.35	0.74	0.31 ***
69. There is a good variety of courses provided on this campus.	6.51	5.82 / 1.43	0.69	6.38	5.54 / 1.47	0.84	0.28 ***
70. Graduate teaching assistants are competent as classroom instructors.	6.38	5.63 / 1.56	0.75	6.15	5.28 / 1.52	0.87	0.35 ***
71. Channels for expressing student complaints are readily available.	6.26	5.38 / 1.76	0.88	6.08	4.90 / 1.70	1.18	0.48 ***
72. On the whole, the campus is well-maintained.	6.49	6.12 / 1.20	0.37	6.30	5.63 / 1.46	0.67	0.49 ***
73. Student activities fees are put to good use.	6.21	5.01 / 1.87	1.20	6.13	4.72 / 1.74	1.41	0.29 ***
74. Campus item 1							
75. Campus item 2							
76. Campus item 3							
77. Campus item 4							

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## Institutional Summary

### Items: In Sequential Order

Item	Texas A&M University-Corpus Christi - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
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?		5.84 / 1.31			5.27 / 1.52		0.57 ***
85. Institution's commitment to evening students?		5.74 / 1.36			5.23 / 1.54		0.51 ***
86. Institution's commitment to older, returning learners?		5.79 / 1.44			5.36 / 1.52		0.43 ***
87. Institution's commitment to under-represented populations?		5.80 / 1.43			5.33 / 1.50		0.47 ***
88. Institution's commitment to commuters?		5.56 / 1.59			5.10 / 1.69		0.46 ***
89. Institution's commitment to students with disabilities?		5.94 / 1.39			5.53 / 1.47		0.41 ***
90. Cost as factor in decision to enroll.	6.27			6.30			
91. Financial aid as factor in decision to enroll.	6.30			6.12			
92. Academic reputation as factor in decision to enroll.	6.14			6.04			
93. Size of institution as factor in decision to enroll.	5.66			5.35			
94. Opportunity to play sports as factor in decision to enroll.	4.37			3.74			
95. Recommendations from family/friends as factor in decision to enroll.	5.14			4.93			

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**Institutional Summary**

**Items: In Sequential Order**

Item	Texas A&M University-Corpus Christi - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
96. Geographic setting as factor in decision to enroll.	5.80			5.57			
97. Campus appearance as factor in decision to enroll.	5.88			5.42			
98. Personalized attention prior to enrollment as factor in decision to enroll.	5.72			5.42			

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## Institutional Summary

### Summary Items

Summary Item	Texas A&M University-Corpus Christi - SSI	National Four-Year Publics	Mean Difference
So far, how has your college experience met your expectations?	Average: 4.82	Average: 4.57	0.25
1=Much worse than expected	2%	2%	
2=Quite a bit worse than I expected	3%	2%	
3=Worse than I expected	8%	11%	
4=About what I expected	30%	35%	
5=Better than I expected	24%	24%	
6=Quite a bit better than I expected	15%	12%	
7=Much better than expected	16%	11%	
Rate your overall satisfaction with your experience here thus far.	Average: 5.50	Average: 5.22	0.28
1=Not satisfied at all	0%	2%	
2=Not very satisfied	4%	4%	
3=Somewhat dissatisfied	5%	7%	
4=Neutral	8%	12%	
5=Somewhat satisfied	18%	18%	
6=Satisfied	39%	37%	
7=Very satisfied	22%	16%	
All in all, if you had to do it over, would you enroll here again?	Average: 5.48	Average: 5.30	0.18
1=Definitely not	3%	4%	
2=Probably not	6%	6%	
3=Maybe not	4%	6%	
4=I don't know	7%	10%	
5=Maybe yes	13%	12%	
6=Probably yes	28%	29%	
7=Definitely yes	35%	30%	