

Demographics

Gender			Current Class Load		
	N	%		N	%
Female	266	77.55%	Full-time	307	88.99%
Male	77	22.45%	Part-time	38	11.01%
Total	343	100.00%	Total	345	100.00%
No Response	17		No Response	15	

Age			Class Level		
	N	%		N	%
18 and under	16	4.62%	Freshman	71	20.82%
19 to 24	224	64.74%	Sophomore	102	29.91%
25 to 34	59	17.05%	Junior	88	25.81%
35 to 44	26	7.51%	Senior	75	21.99%
45 and over	21	6.07%	Special student	0	0.00%
Total	346	100.00%	Graduate/Professional	1	0.29%
No Response	14		Other class level	4	1.17%
			Total	341	100.00%
			No Response	19	

Ethnicity/Race			Current GPA		
	N	%		N	%
Alaskan Native	0	0.00%	No credits earned	3	0.88%
American Indian	1	0.29%	1.99 or below	3	0.88%
Asian	26	7.58%	2.0 - 2.49	8	2.35%
Black/African-American	50	14.58%	2.5 - 2.99	82	24.05%
Hispanic or Latino (and Puerto Rican)	12	3.50%	3.0 - 3.49	124	36.36%
Native Hawaiian or Pacific Islander	3	0.87%	3.5 or above	121	35.48%
White/Caucasian	237	69.10%	Total	341	100.00%
Multi-racial	9	2.62%	No Response	19	
Other race	5	1.46%			
Total	343	100.00%			
No Response	17				

Current Enrollment Status			Educational Goal		
	N	%		N	%
Day	321	94.13%	Associate degree	63	18.37%
Evening	8	2.35%	Bachelor's degree	251	73.18%
Weekend	12	3.52%	Master's degree	18	5.25%
Total	341	100.00%	Doctorate or professional degree	5	1.46%
No Response	19		Certification (initial/renewal)	1	0.29%
			Self-improvement/pleasure	1	0.29%
			Job-related training	1	0.29%
			Other educational goal	3	0.87%
			Total	343	100.00%
			No Response	17	

Demographics

Employment			Plan to Transfer		
	N	%		N	%
Full-time off campus	46	13.26%	Yes I plan to transfer	40	11.98%
Part-time off campus	169	48.70%	No I do not plan to transfer	294	88.02%
Full-time on campus	12	3.46%	Total	334	100.00%
Part-time on campus	38	10.95%	No Response	26	
Not employed	82	23.63%			
Total	347	100.00%			
No Response	13				
Current Residence			Organization Memberships		
	N	%		N	%
Residence hall	103	29.94%	No organization memberships	173	50.58%
Fraternity/Sorority	0	0.00%	One or two organization memberships	130	38.01%
Own house	68	19.77%	Three or four organization memberships	27	7.89%
Rent room or apt off campus	45	13.08%	Five or more organization memberships	12	3.51%
Parent's home	118	34.30%	Total	342	100.00%
Other residence	10	2.91%	No Response	18	
Total	344	100.00%			
No Response	16				
Residence Classification			Tuition Source		
	N	%		N	%
In-state	292	85.88%	Scholarships	70	20.29%
Out-of-state	45	13.24%	Financial aid	176	51.01%
International (not U.S. citizen)	3	0.88%	Family contributions	55	15.94%
Total	340	100.00%	Self support	24	6.96%
No Response	20		Other tuition source	20	5.80%
			Total	345	100.00%
			No Response	15	
Institution Was My			Are you a first generation college student?		
	N	%		N	%
1st choice	186	55.03%	Yes	149	43.70%
2nd choice	110	32.54%	No	192	56.30%
3rd choice or lower	42	12.43%	Campus item - Answer 3	0	0.00%
Total	338	100.00%	Campus item - Answer 4	0	0.00%
No Response	22		Campus item - Answer 5	0	0.00%
			Campus item - Answer 6	0	0.00%
			Total	341	100.00%
			No Response	19	
Did Transfer Here			Group Code		
	N	%		N	%
Yes transferred here	158	46.75%	1000: Accounting	4	1.18%
No did not transfer here	180	53.25%	1001: Accounting CPA Track	2	0.59%
Total	338	100.00%	1002: Accounting with MBA	2	0.59%
No Response	22		1003: Biology	12	3.53%

Demographics

1004: Cardiovascular Tech	2	0.59%
1005: CIS Business	1	0.29%
1006: CIS Forensics	3	0.88%
1007: CIS Web Design	6	1.76%
1008: Communication	2	0.59%
1009: Criminal Justice	26	7.65%
1010: Early Education	18	5.29%
1011: English	4	1.18%
1012: English Secondary Ed	3	0.88%
1013: Finance	5	1.47%
1014: Finance with MBA	2	0.59%
1016: Gerontology	1	0.29%
1017: Grade PreK_4 Special Education	12	3.53%
1019: Health Info Administration	1	0.29%
1020: Health Info Technology	1	0.29%
1021: History	3	0.88%
1022: History Secondary Ed	3	0.88%
1024: Human Services	15	4.41%
1026: Management	6	1.76%
1027: Management with MBA	2	0.59%
1028: Marketing	4	1.18%
1029: Marketing with MBA	1	0.29%
1031: Mathematics	3	0.88%
1032: Medical Lab Science	1	0.29%
1034: Nursing	99	29.12%
1035: Nursing 2nd Degree	20	5.88%
1036: Nursing 4 Year	12	3.53%
1037: Philosophy	1	0.29%
1038: Psychology	22	6.47%
1039: Radiation Therapy	9	2.65%
1040: Radiologic Technology	9	2.65%
1041: Respiratory Care	13	3.82%
1042: Sports Management	3	0.88%
1043: Sports Mgmt MBA	1	0.29%
1044: Undecided	2	0.59%
1045: Undeclared	4	1.18%
Total	340	100.00%
No Response	20	

Strategic Planning Overview

Strengths and Challenges

Strengths

- 21. My academic advisor is knowledgeable about requirements in my major.
- 4. The content of the courses within my major is valuable.
- 36. The quality of instruction I receive in most of my classes is excellent.
- 24. I receive the help I need to apply my academic major to my career goals.
- 3. The campus is safe and secure for all students.
- 10. My academic advisor helps me set goals to work toward.
- 16. My academic advisor is available when I need help.
- 40. Faculty are usually available to students outside of class (during office hours, by phone or by e-mail).
- 22. This campus provides online access to services I need.
- 1. The campus staff are caring and helpful.
- 44. On the whole, the campus is well-maintained.
- 20. Tutoring services are readily available.
- 34. There are adequate services to help me decide upon a career.

Challenges

- 17. There are sufficient courses within my program of study available each term.
- 41. Tuition paid is a worthwhile investment.
- 28. Security staff respond quickly to calls for assistance.
- 5. Administrators are available to hear students' concerns.
- 27. This institution helps me identify resources to finance my education.

Strategic Planning Overview Benchmarks

Higher Satisfaction vs. National Four-Year Privates Form B

- 21. My academic advisor is knowledgeable about requirements in my major.
- 23. I am able to register for classes I need with few conflicts.
- 24. I receive the help I need to apply my academic major to my career goals.
- 3. The campus is safe and secure for all students.
- 10. My academic advisor helps me set goals to work toward.
- 16. My academic advisor is available when I need help.
- 32. Faculty provide timely feedback about my academic progress.
- 38. I receive ongoing feedback about progress toward my academic goals.
- 20. Tutoring services are readily available.
- 25. I am able to take care of college-related business at times that are convenient for me.
- 34. There are adequate services to help me decide upon a career.

Lower Satisfaction vs. National Four-Year Privates Form B

- 41. Tuition paid is a worthwhile investment.
- 28. Security staff respond quickly to calls for assistance.

Higher Importance vs. National Four-Year Privates Form B

- 10. My academic advisor helps me set goals to work toward.
- 16. My academic advisor is available when I need help.
- 15. Computer labs are adequate and accessible.
- 38. I receive ongoing feedback about progress toward my academic goals.
- 20. Tutoring services are readily available.

Institutional Summary
Scales: In Order of Importance

Scale	Gwynedd Mercy University - SSI			National Four-Year Privates Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Academic Advising Effectiveness	6.54	5.81 / 1.20	0.73	6.35	5.48 / 1.31	0.87	0.33 ***
Instructional Effectiveness	6.48	5.68 / 0.97	0.80	6.44	5.62 / 1.02	0.82	0.06
Student Centeredness	6.41	5.56 / 1.12	0.85	6.37	5.51 / 1.20	0.86	0.05
Campus Climate	6.39	5.58 / 1.00	0.81	6.32	5.51 / 1.10	0.81	0.07
Safety and Security	6.39	5.22 / 1.21	1.17	6.20	5.24 / 1.25	0.96	-0.02
Registration Effectiveness	6.38	5.47 / 1.08	0.91	6.35	5.23 / 1.23	1.12	0.24 ***
Campus Services	6.37	5.81 / 0.91	0.56	6.18	5.56 / 1.04	0.62	0.25 ***
Recruitment and Financial Aid Effectiveness	6.25	5.42 / 1.11	0.83	6.19	5.31 / 1.25	0.88	0.11
Campus Life	6.18	4.93 / 1.36	1.25	6.14	4.97 / 1.36	1.17	-0.04

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

National Group Means are based on 46218 records.

Institutional Summary

Items: In Order of Importance

Item	Gwynedd Mercy University - SSI			National Four-Year Privates Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
21. My academic advisor is knowledgeable about requirements in my major.	6.64	6.12 / 1.28	0.52	6.55	5.82 / 1.50	0.73	0.30 ***
4. The content of the courses within my major is valuable.	6.63	5.84 / 1.26	0.79	6.69	5.78 / 1.29	0.91	0.06
23. I am able to register for classes I need with few conflicts.	6.62	5.70 / 1.39	0.92	6.57	5.27 / 1.68	1.30	0.43 ***
36. The quality of instruction I receive in most of my classes is excellent.	6.62	5.73 / 1.28	0.89	6.65	5.73 / 1.32	0.92	0.00
24. I receive the help I need to apply my academic major to my career goals.	6.60	5.90 / 1.29	0.70	6.50	5.57 / 1.45	0.93	0.33 ***
3. The campus is safe and secure for all students.	6.59	6.16 / 1.19	0.43	6.50	5.89 / 1.32	0.61	0.27 ***
59. Future career opportunities as factor in decision to enroll.	6.58			6.33			
17. There are sufficient courses within my program of study available each term.	6.57	5.37 / 1.56	1.20	6.55	5.33 / 1.61	1.22	0.04
10. My academic advisor helps me set goals to work toward.	6.55	5.81 / 1.52	0.74	6.25	5.33 / 1.70	0.92	0.48 ***
16. My academic advisor is available when I need help.	6.55	5.86 / 1.50	0.69	6.37	5.62 / 1.55	0.75	0.24 **
41. Tuition paid is a worthwhile investment.	6.55	4.96 / 1.68	1.59	6.59	5.23 / 1.69	1.36	-0.27 **
32. Faculty provide timely feedback about my academic progress.	6.52	5.59 / 1.38	0.93	6.45	5.41 / 1.47	1.04	0.18 *
40. Faculty are usually available to students outside of class (during office hours, by phone or by e-mail).	6.52	5.92 / 1.21	0.60	6.43	5.96 / 1.25	0.47	-0.04
57. Financial assistance as factor in decision to enroll.	6.52			6.21			
14. Faculty are fair and unbiased in their treatment of individual students.	6.49	5.51 / 1.40	0.98	6.50	5.56 / 1.48	0.94	-0.05

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Institutional Summary

Items: In Order of Importance

Item	Gwynedd Mercy University - SSI			National Four-Year Privates Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
58. Academic reputation as factor in decision to enroll.	6.49			6.21			
22. This campus provides online access to services I need.	6.47	5.73 / 1.37	0.74	6.38	5.66 / 1.42	0.72	0.07
31. Students are made to feel welcome here.	6.47	5.67 / 1.39	0.80	6.46	5.80 / 1.40	0.66	-0.13
1. The campus staff are caring and helpful.	6.44	5.79 / 1.22	0.65	6.46	5.80 / 1.26	0.66	-0.01
15. Computer labs are adequate and accessible.	6.44	5.48 / 1.52	0.96	6.13	5.59 / 1.46	0.54	-0.11
28. Security staff respond quickly to calls for assistance.	6.43	5.16 / 1.77	1.27	6.30	5.37 / 1.60	0.93	-0.21 *
44. On the whole, the campus is well-maintained.	6.42	5.93 / 1.29	0.49	6.31	5.85 / 1.35	0.46	0.08
5. Administrators are available to hear students' concerns.	6.41	5.42 / 1.46	0.99	6.29	5.38 / 1.51	0.91	0.04
38. I receive ongoing feedback about progress toward my academic goals.	6.41	5.45 / 1.49	0.96	6.22	5.16 / 1.53	1.06	0.29 ***
42. Students are free to express their ideas on this campus.	6.40	5.48 / 1.45	0.92	6.36	5.46 / 1.59	0.90	0.02
20. Tutoring services are readily available.	6.39	5.93 / 1.32	0.46	5.87	5.61 / 1.41	0.26	0.32 ***
25. I am able to take care of college-related business at times that are convenient for me.	6.38	5.69 / 1.23	0.69	6.32	5.47 / 1.41	0.85	0.22 **
8. Financial aid awards are announced in time to be helpful in college planning.	6.37	5.41 / 1.48	0.96	6.34	5.29 / 1.61	1.05	0.12
34. There are adequate services to help me decide upon a career.	6.36	5.73 / 1.27	0.63	6.24	5.39 / 1.50	0.85	0.34 ***
18. Parking lots are well-lighted and secure.	6.34	5.54 / 1.50	0.80	6.02	5.30 / 1.57	0.72	0.24 **
27. This institution helps me identify resources to finance my education.	6.34	5.07 / 1.67	1.27	6.27	5.03 / 1.68	1.24	0.04

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National Group Means are based on 46218 records.

Institutional Summary

Items: In Order of Importance

Item	Gwynedd Mercy University - SSI			National Four-Year Privates Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
56. Cost as factor in decision to enroll.	6.31			6.12			
35. I seldom get the "run-around" when seeking information on this campus.	6.30	5.34 / 1.57	0.96	6.29	5.03 / 1.78	1.26	0.31 **
2. Registration processes and procedures are convenient.	6.29	5.53 / 1.34	0.76	6.28	5.20 / 1.57	1.08	0.33 ***
43. Mentors are available to guide my life and career goals.	6.28	5.61 / 1.43	0.67	6.18	5.35 / 1.54	0.83	0.26 **
52. Campus item: Experiential learning opportunities (internships, volunteering, student club, etc.) are widely available to students.	6.28	5.52 / 1.54	0.76				
9. Library resources and services are adequate.	6.27	6.02 / 1.15	0.25	6.17	5.69 / 1.38	0.48	0.33 ***
11. Financial aid counseling is available if I need it.	6.26	5.61 / 1.40	0.65	6.13	5.37 / 1.54	0.76	0.24 **
39. Student disciplinary procedures are fair.	6.25	5.24 / 1.71	1.01	6.21	5.25 / 1.65	0.96	-0.01
47. Campus item: Gwynedd Mercy University meets my expectations for my student life experience.	6.25	5.05 / 1.73	1.20				
6. Billing policies are reasonable.	6.22	4.95 / 1.64	1.27	6.24	4.99 / 1.63	1.25	-0.04
12. The amount of student parking space on campus is adequate.	6.21	3.98 / 2.00	2.23	5.95	4.34 / 2.06	1.61	-0.36 **
45. Student activity fees are put to good use.	6.21	5.09 / 1.63	1.12	6.21	4.90 / 1.74	1.31	0.19
13. Living conditions in the residence halls are comfortable.	6.20	5.13 / 1.56	1.07	6.24	5.02 / 1.67	1.22	0.11
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.20	5.44 / 1.47	0.76	6.19	5.37 / 1.57	0.82	0.07
46. Campus item: Gwynedd Mercy University is more than just a place where I come to learn.	6.18	5.29 / 1.71	0.89				

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Institutional Summary
Items: In Order of Importance

Item	Gwynedd Mercy University - SSI			National Four-Year Privates Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
30. There is an adequate selection of food available on campus.	6.16	4.30 / 1.96	1.86	6.13	4.41 / 1.95	1.72	-0.11
26. Counseling services are available if I need them.	6.14	6.10 / 1.05	0.04	5.94	5.64 / 1.41	0.30	0.46 ***
7. Admissions staff provide personalized attention prior to enrollment.	6.10	5.57 / 1.36	0.53	6.04	5.46 / 1.50	0.58	0.11
61. Distance from campus as factor in decision to enroll.	6.10			5.40			
60. Personal recommendations as factor in decision to enroll.	6.07			5.87			
19. Residence hall staff are concerned about me as an individual.	6.04	5.13 / 1.69	0.91	5.90	5.37 / 1.61	0.53	-0.24 *
29. Faculty use a variety of technology and media in the classroom.	6.03	5.79 / 1.22	0.24	5.76	5.60 / 1.34	0.16	0.19 **
54. Campus item: There are places on campus where I can go that allow me to relax and have fun.	6.01	4.82 / 1.84	1.19				
37. There is a strong commitment to diversity on this campus.	5.98	5.61 / 1.37	0.37	5.74	5.43 / 1.53	0.31	0.18 *
63. Campus visits as factor in decision to enroll.	5.88			5.55			
55. Campus item: Participating in traditional events like Fall Fest and Griffin Madness, enables me to feel more connected to the community.	5.87	5.52 / 1.47	0.35				
51. Campus item: I feel the events on campus are appealing to many different student groups.	5.83	4.91 / 1.76	0.92				
50. Campus item: When people ask me about Gwynedd Mercy University, I describe it as a lively and exciting place to be.	5.81	4.56 / 1.98	1.25				
62. Information on the campus Web site as factor in decision to enroll.	5.79			5.36			

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Institutional Summary
Items: In Order of Importance

Item	Gwynedd Mercy University - SSI			National Four-Year Privates Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
48. Campus item: I enjoy going to athletic events at Gwynedd Mercy University.	5.42	5.11 / 1.74	0.31				
53. Campus item: I would enjoy attending cultural events available on campus such as author’s readings, musical events, plays, and debates.	5.41	5.03 / 1.60	0.38				
49. Campus item: If I was able to, I would definitely choose to live on campus.	5.14	4.22 / 2.21	0.92				

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Institutional Summary

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

Scale/Item	Gwynedd Mercy University - SSI			National Four-Year Privates Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC ADVISING EFFECTIVENESS	6.54	5.81 / 1.20	0.73	6.35	5.48 / 1.31	0.87	0.33 ***
10. My academic advisor helps me set goals to work toward.	6.55	5.81 / 1.52	0.74	6.25	5.33 / 1.70	0.92	0.48 ***
16. My academic advisor is available when I need help.	6.55	5.86 / 1.50	0.69	6.37	5.62 / 1.55	0.75	0.24 **
21. My academic advisor is knowledgeable about requirements in my major.	6.64	6.12 / 1.28	0.52	6.55	5.82 / 1.50	0.73	0.30 ***
38. I receive ongoing feedback about progress toward my academic goals.	6.41	5.45 / 1.49	0.96	6.22	5.16 / 1.53	1.06	0.29 ***

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Institutional Summary

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

Scale/Item	Gwynedd Mercy University - SSI			National Four-Year Privates Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS CLIMATE	6.39	5.58 / 1.00	0.81	6.32	5.51 / 1.10	0.81	0.07
3. The campus is safe and secure for all students.	6.59	6.16 / 1.19	0.43	6.50	5.89 / 1.32	0.61	0.27 ***
5. Administrators are available to hear students' concerns.	6.41	5.42 / 1.46	0.99	6.29	5.38 / 1.51	0.91	0.04
31. Students are made to feel welcome here.	6.47	5.67 / 1.39	0.80	6.46	5.80 / 1.40	0.66	-0.13
35. I seldom get the "run-around" when seeking information on this campus.	6.30	5.34 / 1.57	0.96	6.29	5.03 / 1.78	1.26	0.31 **
37. There is a strong commitment to diversity on this campus.	5.98	5.61 / 1.37	0.37	5.74	5.43 / 1.53	0.31	0.18 *
41. Tuition paid is a worthwhile investment.	6.55	4.96 / 1.68	1.59	6.59	5.23 / 1.69	1.36	-0.27 **
42. Students are free to express their ideas on this campus.	6.40	5.48 / 1.45	0.92	6.36	5.46 / 1.59	0.90	0.02
44. On the whole, the campus is well-maintained.	6.42	5.93 / 1.29	0.49	6.31	5.85 / 1.35	0.46	0.08

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Institutional Summary

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

Scale/Item	Gwynedd Mercy University - SSI			National Four-Year Privates Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS LIFE	6.18	4.93 / 1.36	1.25	6.14	4.97 / 1.36	1.17	-0.04
13. Living conditions in the residence halls are comfortable.	6.20	5.13 / 1.56	1.07	6.24	5.02 / 1.67	1.22	0.11
19. Residence hall staff are concerned about me as an individual.	6.04	5.13 / 1.69	0.91	5.90	5.37 / 1.61	0.53	-0.24 *
30. There is an adequate selection of food available on campus.	6.16	4.30 / 1.96	1.86	6.13	4.41 / 1.95	1.72	-0.11
39. Student disciplinary procedures are fair.	6.25	5.24 / 1.71	1.01	6.21	5.25 / 1.65	0.96	-0.01
45. Student activity fees are put to good use.	6.21	5.09 / 1.63	1.12	6.21	4.90 / 1.74	1.31	0.19

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National Group Means are based on 46218 records.

Institutional Summary

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

Scale/Item	Gwynedd Mercy University - SSI			National Four-Year Privates Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS SERVICES	6.37	5.81 / 0.91	0.56	6.18	5.56 / 1.04	0.62	0.25 ***
9. Library resources and services are adequate.	6.27	6.02 / 1.15	0.25	6.17	5.69 / 1.38	0.48	0.33 ***
15. Computer labs are adequate and accessible.	6.44	5.48 / 1.52	0.96	6.13	5.59 / 1.46	0.54	-0.11
20. Tutoring services are readily available.	6.39	5.93 / 1.32	0.46	5.87	5.61 / 1.41	0.26	0.32 ***
22. This campus provides online access to services I need.	6.47	5.73 / 1.37	0.74	6.38	5.66 / 1.42	0.72	0.07
24. I receive the help I need to apply my academic major to my career goals.	6.60	5.90 / 1.29	0.70	6.50	5.57 / 1.45	0.93	0.33 ***
26. Counseling services are available if I need them.	6.14	6.10 / 1.05	0.04	5.94	5.64 / 1.41	0.30	0.46 ***
34. There are adequate services to help me decide upon a career.	6.36	5.73 / 1.27	0.63	6.24	5.39 / 1.50	0.85	0.34 ***
43. Mentors are available to guide my life and career goals.	6.28	5.61 / 1.43	0.67	6.18	5.35 / 1.54	0.83	0.26 **

* 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 46218 records.

Institutional Summary

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

Scale/Item	Gwynedd Mercy University - SSI			National Four-Year Privates Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTRUCTIONAL EFFECTIVENESS	6.48	5.68 / 0.97	0.80	6.44	5.62 / 1.02	0.82	0.06
4. The content of the courses within my major is valuable.	6.63	5.84 / 1.26	0.79	6.69	5.78 / 1.29	0.91	0.06
14. Faculty are fair and unbiased in their treatment of individual students.	6.49	5.51 / 1.40	0.98	6.50	5.56 / 1.48	0.94	-0.05
17. There are sufficient courses within my program of study available each term.	6.57	5.37 / 1.56	1.20	6.55	5.33 / 1.61	1.22	0.04
29. Faculty use a variety of technology and media in the classroom.	6.03	5.79 / 1.22	0.24	5.76	5.60 / 1.34	0.16	0.19 **
32. Faculty provide timely feedback about my academic progress.	6.52	5.59 / 1.38	0.93	6.45	5.41 / 1.47	1.04	0.18 *
36. The quality of instruction I receive in most of my classes is excellent.	6.62	5.73 / 1.28	0.89	6.65	5.73 / 1.32	0.92	0.00
40. Faculty are usually available to students outside of class (during office hours, by phone or by e-mail).	6.52	5.92 / 1.21	0.60	6.43	5.96 / 1.25	0.47	-0.04

* 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 46218 records.

Institutional Summary

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

Scale/Item	Gwynedd Mercy University - SSI			National Four-Year Privates Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
RECRUITMENT AND FINANCIAL AID EFFECTIVENESS	6.25	5.42 / 1.11	0.83	6.19	5.31 / 1.25	0.88	0.11
7. Admissions staff provide personalized attention prior to enrollment.	6.10	5.57 / 1.36	0.53	6.04	5.46 / 1.50	0.58	0.11
8. Financial aid awards are announced in time to be helpful in college planning.	6.37	5.41 / 1.48	0.96	6.34	5.29 / 1.61	1.05	0.12
11. Financial aid counseling is available if I need it.	6.26	5.61 / 1.40	0.65	6.13	5.37 / 1.54	0.76	0.24 **
27. This institution helps me identify resources to finance my education.	6.34	5.07 / 1.67	1.27	6.27	5.03 / 1.68	1.24	0.04
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.20	5.44 / 1.47	0.76	6.19	5.37 / 1.57	0.82	0.07

* 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 46218 records.

Institutional Summary

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

Scale/Item	Gwynedd Mercy University - SSI			National Four-Year Privates Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
REGISTRATION EFFECTIVENESS	6.38	5.47 / 1.08	0.91	6.35	5.23 / 1.23	1.12	0.24 ***
2. Registration processes and procedures are convenient.	6.29	5.53 / 1.34	0.76	6.28	5.20 / 1.57	1.08	0.33 ***
6. Billing policies are reasonable.	6.22	4.95 / 1.64	1.27	6.24	4.99 / 1.63	1.25	-0.04
23. I am able to register for classes I need with few conflicts.	6.62	5.70 / 1.39	0.92	6.57	5.27 / 1.68	1.30	0.43 ***
25. I am able to take care of college-related business at times that are convenient for me.	6.38	5.69 / 1.23	0.69	6.32	5.47 / 1.41	0.85	0.22 **

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National Group Means are based on 46218 records.

Institutional Summary

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

Scale/Item	Gwynedd Mercy University - SSI			National Four-Year Privates Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SAFETY AND SECURITY	6.39	5.22 / 1.21	1.17	6.20	5.24 / 1.25	0.96	-0.02
3. The campus is safe and secure for all students.	6.59	6.16 / 1.19	0.43	6.50	5.89 / 1.32	0.61	0.27 ***
12. The amount of student parking space on campus is adequate.	6.21	3.98 / 2.00	2.23	5.95	4.34 / 2.06	1.61	-0.36 **
18. Parking lots are well-lighted and secure.	6.34	5.54 / 1.50	0.80	6.02	5.30 / 1.57	0.72	0.24 **
28. Security staff respond quickly to calls for assistance.	6.43	5.16 / 1.77	1.27	6.30	5.37 / 1.60	0.93	-0.21 *

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National Group Means are based on 46218 records.

Institutional Summary

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

Scale/Item	Gwynedd Mercy University - SSI			National Four-Year Privates Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
STUDENT CENTEREDNESS	6.41	5.56 / 1.12	0.85	6.37	5.51 / 1.20	0.86	0.05
1. The campus staff are caring and helpful.	6.44	5.79 / 1.22	0.65	6.46	5.80 / 1.26	0.66	-0.01
5. Administrators are available to hear students' concerns.	6.41	5.42 / 1.46	0.99	6.29	5.38 / 1.51	0.91	0.04
31. Students are made to feel welcome here.	6.47	5.67 / 1.39	0.80	6.46	5.80 / 1.40	0.66	-0.13
35. I seldom get the "run-around" when seeking information on this campus.	6.30	5.34 / 1.57	0.96	6.29	5.03 / 1.78	1.26	0.31 **

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National Group Means are based on 46218 records.

Institutional Summary

Items: In Sequential Order

Item	Gwynedd Mercy University - SSI			National Four-Year Privates Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. The campus staff are caring and helpful.	6.44	5.79 / 1.22	0.65	6.46	5.80 / 1.26	0.66	-0.01
2. Registration processes and procedures are convenient.	6.29	5.53 / 1.34	0.76	6.28	5.20 / 1.57	1.08	0.33 ***
3. The campus is safe and secure for all students.	6.59	6.16 / 1.19	0.43	6.50	5.89 / 1.32	0.61	0.27 ***
4. The content of the courses within my major is valuable.	6.63	5.84 / 1.26	0.79	6.69	5.78 / 1.29	0.91	0.06
5. Administrators are available to hear students' concerns.	6.41	5.42 / 1.46	0.99	6.29	5.38 / 1.51	0.91	0.04
6. Billing policies are reasonable.	6.22	4.95 / 1.64	1.27	6.24	4.99 / 1.63	1.25	-0.04
7. Admissions staff provide personalized attention prior to enrollment.	6.10	5.57 / 1.36	0.53	6.04	5.46 / 1.50	0.58	0.11
8. Financial aid awards are announced in time to be helpful in college planning.	6.37	5.41 / 1.48	0.96	6.34	5.29 / 1.61	1.05	0.12
9. Library resources and services are adequate.	6.27	6.02 / 1.15	0.25	6.17	5.69 / 1.38	0.48	0.33 ***
10. My academic advisor helps me set goals to work toward.	6.55	5.81 / 1.52	0.74	6.25	5.33 / 1.70	0.92	0.48 ***
11. Financial aid counseling is available if I need it.	6.26	5.61 / 1.40	0.65	6.13	5.37 / 1.54	0.76	0.24 **
12. The amount of student parking space on campus is adequate.	6.21	3.98 / 2.00	2.23	5.95	4.34 / 2.06	1.61	-0.36 **
13. Living conditions in the residence halls are comfortable.	6.20	5.13 / 1.56	1.07	6.24	5.02 / 1.67	1.22	0.11
14. Faculty are fair and unbiased in their treatment of individual students.	6.49	5.51 / 1.40	0.98	6.50	5.56 / 1.48	0.94	-0.05
15. Computer labs are adequate and accessible.	6.44	5.48 / 1.52	0.96	6.13	5.59 / 1.46	0.54	-0.11
16. My academic advisor is available when I need help.	6.55	5.86 / 1.50	0.69	6.37	5.62 / 1.55	0.75	0.24 **

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National Group Means are based on 46218 records.

Institutional Summary**Items: In Sequential Order**

Item	Gwynedd Mercy University - SSI			National Four-Year Privates Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
17. There are sufficient courses within my program of study available each term.	6.57	5.37 / 1.56	1.20	6.55	5.33 / 1.61	1.22	0.04
18. Parking lots are well-lighted and secure.	6.34	5.54 / 1.50	0.80	6.02	5.30 / 1.57	0.72	0.24 **
19. Residence hall staff are concerned about me as an individual.	6.04	5.13 / 1.69	0.91	5.90	5.37 / 1.61	0.53	-0.24 *
20. Tutoring services are readily available.	6.39	5.93 / 1.32	0.46	5.87	5.61 / 1.41	0.26	0.32 ***
21. My academic advisor is knowledgeable about requirements in my major.	6.64	6.12 / 1.28	0.52	6.55	5.82 / 1.50	0.73	0.30 ***
22. This campus provides online access to services I need.	6.47	5.73 / 1.37	0.74	6.38	5.66 / 1.42	0.72	0.07
23. I am able to register for classes I need with few conflicts.	6.62	5.70 / 1.39	0.92	6.57	5.27 / 1.68	1.30	0.43 ***
24. I receive the help I need to apply my academic major to my career goals.	6.60	5.90 / 1.29	0.70	6.50	5.57 / 1.45	0.93	0.33 ***
25. I am able to take care of college-related business at times that are convenient for me.	6.38	5.69 / 1.23	0.69	6.32	5.47 / 1.41	0.85	0.22 **
26. Counseling services are available if I need them.	6.14	6.10 / 1.05	0.04	5.94	5.64 / 1.41	0.30	0.46 ***
27. This institution helps me identify resources to finance my education.	6.34	5.07 / 1.67	1.27	6.27	5.03 / 1.68	1.24	0.04
28. Security staff respond quickly to calls for assistance.	6.43	5.16 / 1.77	1.27	6.30	5.37 / 1.60	0.93	-0.21 *
29. Faculty use a variety of technology and media in the classroom.	6.03	5.79 / 1.22	0.24	5.76	5.60 / 1.34	0.16	0.19 **
30. There is an adequate selection of food available on campus.	6.16	4.30 / 1.96	1.86	6.13	4.41 / 1.95	1.72	-0.11
31. Students are made to feel welcome here.	6.47	5.67 / 1.39	0.80	6.46	5.80 / 1.40	0.66	-0.13

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National Group Means are based on 46218 records.

Institutional Summary

Items: In Sequential Order

Item	Gwynedd Mercy University - SSI			National Four-Year Privates Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
32. Faculty provide timely feedback about my academic progress.	6.52	5.59 / 1.38	0.93	6.45	5.41 / 1.47	1.04	0.18 *
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.20	5.44 / 1.47	0.76	6.19	5.37 / 1.57	0.82	0.07
34. There are adequate services to help me decide upon a career.	6.36	5.73 / 1.27	0.63	6.24	5.39 / 1.50	0.85	0.34 ***
35. I seldom get the "run-around" when seeking information on this campus.	6.30	5.34 / 1.57	0.96	6.29	5.03 / 1.78	1.26	0.31 **
36. The quality of instruction I receive in most of my classes is excellent.	6.62	5.73 / 1.28	0.89	6.65	5.73 / 1.32	0.92	0.00
37. There is a strong commitment to diversity on this campus.	5.98	5.61 / 1.37	0.37	5.74	5.43 / 1.53	0.31	0.18 *
38. I receive ongoing feedback about progress toward my academic goals.	6.41	5.45 / 1.49	0.96	6.22	5.16 / 1.53	1.06	0.29 ***
39. Student disciplinary procedures are fair.	6.25	5.24 / 1.71	1.01	6.21	5.25 / 1.65	0.96	-0.01
40. Faculty are usually available to students outside of class (during office hours, by phone or by e-mail).	6.52	5.92 / 1.21	0.60	6.43	5.96 / 1.25	0.47	-0.04
41. Tuition paid is a worthwhile investment.	6.55	4.96 / 1.68	1.59	6.59	5.23 / 1.69	1.36	-0.27 **
42. Students are free to express their ideas on this campus.	6.40	5.48 / 1.45	0.92	6.36	5.46 / 1.59	0.90	0.02
43. Mentors are available to guide my life and career goals.	6.28	5.61 / 1.43	0.67	6.18	5.35 / 1.54	0.83	0.26 **
44. On the whole, the campus is well-maintained.	6.42	5.93 / 1.29	0.49	6.31	5.85 / 1.35	0.46	0.08
45. Student activity fees are put to good use.	6.21	5.09 / 1.63	1.12	6.21	4.90 / 1.74	1.31	0.19
46. Campus item: Gwynedd Mercy University is more than just a place where I come to learn.	6.18	5.29 / 1.71	0.89				

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National Group Means are based on 46218 records.

Institutional Summary

Items: In Sequential Order

Item	Gwynedd Mercy University - SSI			National Four-Year Privates Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
47. Campus item: Gwynedd Mercy University meets my expectations for my student life experience.	6.25	5.05 / 1.73	1.20				
48. Campus item: I enjoy going to athletic events at Gwynedd Mercy University.	5.42	5.11 / 1.74	0.31				
49. Campus item: If I was able to, I would definitely choose to live on campus.	5.14	4.22 / 2.21	0.92				
50. Campus item: When people ask me about Gwynedd Mercy University, I describe it as a lively and exciting place to be.	5.81	4.56 / 1.98	1.25				
51. Campus item: I feel the events on campus are appealing to many different student groups.	5.83	4.91 / 1.76	0.92				
52. Campus item: Experiential learning opportunities (internships, volunteering, student club, etc.) are widely available to students.	6.28	5.52 / 1.54	0.76				
53. Campus item: I would enjoy attending cultural events available on campus such as author's readings, musical events, plays, and debates.	5.41	5.03 / 1.60	0.38				
54. Campus item: There are places on campus where I can go that allow me to relax and have fun.	6.01	4.82 / 1.84	1.19				
55. Campus item: Participating in traditional events like Fall Fest and Griffin Madness, enables me to feel more connected to the community.	5.87	5.52 / 1.47	0.35				
56. Cost as factor in decision to enroll.	6.31			6.12			
57. Financial assistance as factor in decision to enroll.	6.52			6.21			
58. Academic reputation as factor in decision to enroll.	6.49			6.21			
59. Future career opportunities as factor in decision to enroll.	6.58			6.33			

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National Group Means are based on 46218 records.

Institutional Summary
Items: In Sequential Order

Item	Gwynedd Mercy University - SSI			National Four-Year Privates Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
60. Personal recommendations as factor in decision to enroll.	6.07			5.87			
61. Distance from campus as factor in decision to enroll.	6.10			5.40			
62. Information on the campus Web site as factor in decision to enroll.	5.79			5.36			
63. Campus visits as factor in decision to enroll.	5.88			5.55			

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Institutional Summary

Summary Items

Summary Item	Gwynedd Mercy University - SSI	National Four-Year Privates Form B	Mean Difference
So far, how has your college experience met your expectations? 1=Much worse than expected 2=Quite a bit worse than I expected 3=Worse than I expected 4=About what I expected 5=Better than I expected 6=Quite a bit better than I expected 7=Much better than expected	Average: 4.59 2% 3% 13% 30% 27% 8% 13%	Average: 4.77 2% 2% 10% 30% 25% 14% 14%	-0.18
Rate your overall satisfaction with your experience here thus far. 1=Not satisfied at all 2=Not very satisfied 3=Somewhat dissatisfied 4=Neutral 5=Somewhat satisfied 6=Satisfied 7=Very satisfied	Average: 5.24 0% 5% 11% 8% 15% 40% 17%	Average: 5.45 1% 3% 7% 9% 16% 39% 23%	-0.21
All in all, if you had to do it over, would you enroll here again? 1=Definitely not 2=Probably not 3=Maybe not 4=I don't know 5=Maybe yes 6=Probably yes 7=Definitely yes	Average: 5.13 5% 10% 6% 9% 9% 27% 30%	Average: 5.45 4% 6% 5% 9% 10% 25% 38%	-0.32