

Demographics

Gender	N	%	Class Level	N	%
Female	780	66.27%	Freshman	646	54.79%
Male	397	33.73%	Sophomore	167	14.16%
Total	1177	100.00%	Junior	224	19.00%
No Response	99		Senior	92	7.80%
			Special student	3	0.25%
			Graduate/Professional	2	0.17%
			Other class level	45	3.82%
			Total	1179	100.00%
			No Response	97	
Age	N	%	Current GPA	N	%
18 and under	363	30.95%	No credits earned	77	6.67%
19 to 24	648	55.24%	1.99 or below	56	4.85%
25 to 34	115	9.80%	2.0 - 2.49	173	14.98%
35 to 44	29	2.47%	2.5 - 2.99	336	29.09%
45 and over	18	1.53%	3.0 - 3.49	353	30.56%
Total	1173	100.00%	3.5 or above	160	13.85%
No Response	103		Total	1155	100.00%
			No Response	121	
Ethnicity/Race	N	%	Educational Goal	N	%
African-American	320	27.42%	Associate degree	20	1.73%
American Indian or Alaskan Native	12	1.03%	Bachelor's degree	721	62.26%
Asian or Pacific Islander	235	20.14%	Master's degree	248	21.42%
Caucasian/White	53	4.54%	Doctorate or professional degree	137	11.83%
Hispanic	262	22.45%	Certification (initial/renewal)	2	0.17%
Other race	180	15.42%	Self-improvement/pleasure	2	0.17%
Race - Prefer not to respond	105	9.00%	Job-related training	4	0.35%
Total	1167	100.00%	Other educational goal	24	2.07%
No Response	109		Total	1158	100.00%
			No Response	118	
Current Enrollment Status	N	%			
Day	944	85.82%			
Evening	152	13.82%			
Weekend	4	0.36%			
Total	1100	100.00%			
No Response	176				
Current Class Load	N	%			
Full-time	1008	86.60%			
Part-time	156	13.40%			
Total	1164	100.00%			
No Response	112				

Demographics

Employment			Institution Question		
	N	%		N	%
Full-time off campus	195	16.75%	Campus item - Answer 1	26	30.95%
Part-time off campus	382	32.82%	Campus item - Answer 2	9	10.71%
Full-time on campus	32	2.75%	Campus item - Answer 3	16	19.05%
Part-time on campus	28	2.41%	Campus item - Answer 4	23	27.38%
Not employed	527	45.27%	Campus item - Answer 5	4	4.76%
Total	1164	100.00%	Campus item - Answer 6	6	7.14%
No Response	112		Total	84	100.00%
			No Response	1192	
Current Residence			Institution Question 2		
	N	%		N	%
Residence hall	6	0.52%	Campus item 2 - Answer 1	0	0%
Fraternity / Sorority	4	0.34%	Campus item 2 - Answer 2	0	0%
Own house	101	8.68%	Campus item 2 - Answer 3	0	0%
Rent room or apt off campus	171	14.70%	Campus item 2 - Answer 4	0	0%
Parent's home	845	72.66%	Campus item 2 - Answer 5	0	0%
Other residence	36	3.10%	Campus item 2 - Answer 6	0	0%
Total	1163	100.00%	Total	0	100.00%
No Response	113		No Response	1276	
Residence Classification			Group Code		
	N	%		N	%
In-state	1113	95.70%	1015	10	0.96%
Out-of-state	10	0.86%	1086	2	0.19%
International (not U.S. citizen)	40	3.44%	1122	1	0.10%
Total	1163	100.00%	1272	5	0.48%
No Response	113		1284	8	0.77%
			1286	1	0.10%
Disabilities					
	N	%	1364	32	3.06%
Yes - Disability	31	2.66%	1454	1	0.10%
No - Disability	1135	97.34%	1519	3	0.29%
Total	1166	100.00%	1533	1	0.10%
No Response	110		1554	106	10.14%
			1596	2	0.19%
Institution Was My					
	N	%	1606	14	1.34%
1st choice	318	27.32%	1625	1	0.10%
2nd choice	296	25.43%	1631	2	0.19%
3rd choice or lower	550	47.25%	1645	62	5.93%
Total	1164	100.00%	1727	18	1.72%
No Response	112		1760	1	0.10%
			1763	5	0.48%
			1850	1	0.10%

Demographics

1859	1	0.10%	3968	12	1.15%
1892	1	0.10%	3984	1	0.10%
1900	1	0.10%	3990	4	0.38%
1930	40	3.83%	4020	1	0.10%
2032	3	0.29%	4024	13	1.24%
2064	1	0.10%	4028	1	0.10%
2068	2	0.19%	4038	28	2.68%
2105	32	3.06%	4159	1	0.10%
2112	4	0.38%	4174	31	2.97%
2483	1	0.10%	4211	6	0.57%
2491	1	0.10%	4225	68	6.51%
2507	7	0.67%	4274	95	9.09%
2531	2	0.19%	4292	2	0.19%
2596	8	0.77%	4371	3	0.29%
2604	62	5.93%	4494	2	0.19%
2651	1	0.10%	4712	16	1.53%
2700	3	0.29%	4939	6	0.57%
2843	7	0.67%	4985	3	0.29%
2905	1	0.10%	4998	27	2.58%
2915	41	3.92%	9915	1	0.10%
2919	1	0.10%	Total	1045	100.00%
2941	12	1.15%	No Response	231	
3013	1	0.10%			
3117	2	0.19%			
3132	10	0.96%			
3141	1	0.10%			
3143	79	7.56%			
3164	1	0.10%			
3167	6	0.57%			
3299	1	0.10%			
3386	1	0.10%			
3410	1	0.10%			
3413	13	1.24%			
3470	1	0.10%			
3669	1	0.10%			
3681	29	2.78%			
3699	10	0.96%			
3786	41	3.92%			
3788	1	0.10%			
3826	4	0.38%			
3831	10	0.96%			
3938	1	0.10%			
3955	2	0.19%			

Strategic Planning Overview

Strengths and Challenges

Strengths

- 76. Campus item 3
- 8. The content of the courses within my major is valuable.
- 33. My academic advisor is knowledgeable about requirements in my major.
- 7. The campus is safe and secure for all students.
- 6. My academic advisor is approachable.
- 32. Tutoring services are readily available.
- 26. Computer labs are adequate and accessible.
- 55. Major requirements are clear and reasonable.
- 68. Nearly all of the faculty are knowledgeable in their field.
- 18. Library resources and services are adequate.
- 69. There is a good variety of courses provided on this campus.
- 75. Campus item 2
- 65. Faculty are usually available after class and during office hours.
- 82. Campus item 9
- 67. Freedom of expression is protected on campus.
- 13. Library staff are helpful and approachable.

Challenges

- 34. I am able to register for classes I need with few conflicts.
- 17. Adequate financial aid is available for most students.
- 12. Financial aid awards are announced to students in time to be helpful in college planning.
- 78. Campus item 5
- 49. There are adequate services to help me decide upon a career.
- 5. Financial aid counselors are helpful.
- 66. Tuition paid is a worthwhile investment.
- 4. Admissions staff are knowledgeable.
- 27. The personnel involved in registration are helpful.
- 72. On the whole, the campus is well-maintained.
- 59. This institution shows concern for students as individuals.
- 53. Faculty take into consideration student differences as they teach a course.
- 2. The campus staff are caring and helpful.
- 11. Billing policies are reasonable.

Strategic Planning Overview

Benchmarks

Lower Satisfaction vs. National Four-Year Publics

- 8. The content of the courses within my major is valuable.
- 33. My academic advisor is knowledgeable about requirements in my major.
- 7. The campus is safe and secure for all students.
- 34. I am able to register for classes I need with few conflicts.
- 16. The instruction in my major field is excellent.
- 17. Adequate financial aid is available for most students.
- 6. My academic advisor is approachable.
- 32. Tutoring services are readily available.
- 12. Financial aid awards are announced to students in time to be helpful in college planning.
- 26. Computer labs are adequate and accessible.
- 55. Major requirements are clear and reasonable.
- 58. The quality of instruction I receive in most of my classes is excellent.
- 68. Nearly all of the faculty are knowledgeable in their field.
- 14. My academic advisor is concerned about my success as an individual.
- 18. Library resources and services are adequate.
- 69. There is a good variety of courses provided on this campus.
- 19. My academic advisor helps me set goals to work toward.
- 49. There are adequate services to help me decide upon a career.
- 5. Financial aid counselors are helpful.
- 25. Faculty are fair and unbiased in their treatment of individual students.
- 66. Tuition paid is a worthwhile investment.
- 4. Admissions staff are knowledgeable.
- 27. The personnel involved in registration are helpful.
- 50. Class change (drop/add) policies are reasonable.
- 65. Faculty are usually available after class and during office hours.
- 72. On the whole, the campus is well-maintained.
- 35. The assessment and course placement procedures are reasonable.
- 39. I am able to experience intellectual growth here.
- 36. Security staff respond quickly in emergencies.
- 59. This institution shows concern for students as individuals.
- 53. Faculty take into consideration student differences as they teach a course.
- 41. There is a commitment to academic excellence on this campus.
- 67. Freedom of expression is protected on campus.
- 2. The campus staff are caring and helpful.
- 45. Students are made to feel welcome on this campus.

Strategic Planning Overview

47. Faculty provide timely feedback about student progress in a course.

Institutional Summary

Scales: In Order of Importance

Scale	CUNY York College - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Academic Advising	6.15	4.67 / 1.44	1.48	6.36	5.44 / 1.35	0.92	-0.77 ***
Campus Support Services	6.01	4.71 / 1.22	1.30	6.07	5.49 / 1.06	0.58	-0.78 ***
Instructional Effectiveness	5.99	4.49 / 1.18	1.50	6.34	5.41 / 1.07	0.93	-0.92 ***
Registration Effectiveness	5.98	4.31 / 1.30	1.67	6.22	5.17 / 1.21	1.05	-0.86 ***
Recruitment and Financial Aid	5.97	4.01 / 1.33	1.96	6.19	5.09 / 1.26	1.10	-1.08 ***
Concern for the Individual	5.81	4.22 / 1.26	1.59	6.15	5.19 / 1.21	0.96	-0.97 ***
Campus Climate	5.80	4.23 / 1.19	1.57	6.14	5.26 / 1.12	0.88	-1.03 ***
Service Excellence	5.80	4.21 / 1.20	1.59	6.05	5.16 / 1.14	0.89	-0.95 ***
Student Centeredness	5.78	4.22 / 1.28	1.56	6.15	5.27 / 1.21	0.88	-1.05 ***
Safety and Security	5.66	4.48 / 1.23	1.18	6.24	4.84 / 1.28	1.40	-0.36 ***
Campus Life	5.50	4.23 / 1.17	1.27	5.79	5.12 / 1.12	0.67	-0.89 ***
Responsiveness to Diverse Populations		4.62 / 1.43			5.33 / 1.36		-0.71 ***

* 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 93921 records.

Institutional Summary

Items: In Order of Importance

Item	CUNY York College - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
76. Campus item 3	6.35	4.91 / 1.70	1.44				
90. Cost as factor in decision to enroll.	6.35			6.30			
8. The content of the courses within my major is valuable.	6.29	4.86 / 1.50	1.43	6.54	5.56 / 1.36	0.98	-0.70 ***
33. My academic advisor is knowledgeable about requirements in my major.	6.27	4.86 / 1.76	1.41	6.51	5.64 / 1.61	0.87	-0.78 ***
7. The campus is safe and secure for all students.	6.26	4.90 / 1.52	1.36	6.45	5.49 / 1.51	0.96	-0.59 ***
91. Financial aid as factor in decision to enroll.	6.25			6.12			
34. I am able to register for classes I need with few conflicts.	6.23	4.29 / 1.82	1.94	6.52	5.04 / 1.80	1.48	-0.75 ***
6. My academic advisor is approachable.	6.18	4.80 / 1.78	1.38	6.43	5.58 / 1.65	0.85	-0.78 ***
16. The instruction in my major field is excellent.	6.18	4.59 / 1.58	1.59	6.51	5.52 / 1.41	0.99	-0.93 ***
17. Adequate financial aid is available for most students.	6.18	4.31 / 1.82	1.87	6.35	4.98 / 1.69	1.37	-0.67 ***
32. Tutoring services are readily available.	6.16	4.98 / 1.59	1.18	6.07	5.52 / 1.45	0.55	-0.54 ***
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.13	3.89 / 1.90	2.24	6.29	5.01 / 1.69	1.28	-1.12 ***
26. Computer labs are adequate and accessible.	6.13	4.72 / 1.71	1.41	6.20	5.55 / 1.46	0.65	-0.83 ***
55. Major requirements are clear and reasonable.	6.13	4.72 / 1.60	1.41	6.43	5.51 / 1.46	0.92	-0.79 ***
58. The quality of instruction I receive in most of my classes is excellent.	6.11	4.54 / 1.56	1.57	6.47	5.42 / 1.41	1.05	-0.88 ***
68. Nearly all of the faculty are knowledgeable in their field.	6.11	4.72 / 1.61	1.39	6.49	5.75 / 1.32	0.74	-1.03 ***

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Institutional Summary

Items: In Order of Importance

Item	CUNY York College - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
14. My academic advisor is concerned about my success as an individual.	6.10	4.54 / 1.80	1.56	6.32	5.35 / 1.68	0.97	-0.81 ***
18. Library resources and services are adequate.	6.10	4.81 / 1.61	1.29	6.13	5.64 / 1.31	0.49	-0.83 ***
69. There is a good variety of courses provided on this campus.	6.10	4.70 / 1.65	1.40	6.39	5.53 / 1.46	0.86	-0.83 ***
75. Campus item 2	6.08	5.00 / 1.68	1.08				
78. Campus item 5	6.07	4.37 / 1.71	1.70				
5. Financial aid counselors are helpful.	6.06	3.35 / 1.87	2.71	6.21	4.99 / 1.69	1.22	-1.64 ***
19. My academic advisor helps me set goals to work toward.	6.06	4.45 / 1.81	1.61	6.13	5.10 / 1.74	1.03	-0.65 ***
49. There are adequate services to help me decide upon a career.	6.06	4.22 / 1.70	1.84	6.23	5.20 / 1.57	1.03	-0.98 ***
79. Campus item 6	6.05	4.59 / 1.70	1.46				
25. Faculty are fair and unbiased in their treatment of individual students.	6.04	4.45 / 1.58	1.59	6.36	5.31 / 1.50	1.05	-0.86 ***
66. Tuition paid is a worthwhile investment.	6.04	4.37 / 1.72	1.67	6.44	5.21 / 1.61	1.23	-0.84 ***
4. Admissions staff are knowledgeable.	6.03	4.22 / 1.69	1.81	6.22	5.21 / 1.52	1.01	-0.99 ***
27. The personnel involved in registration are helpful.	6.01	4.31 / 1.70	1.70	6.22	5.28 / 1.53	0.94	-0.97 ***
50. Class change (drop/add) policies are reasonable.	6.01	4.44 / 1.68	1.57	6.19	5.42 / 1.54	0.77	-0.98 ***
65. Faculty are usually available after class and during office hours.	6.01	4.84 / 1.63	1.17	6.32	5.67 / 1.36	0.65	-0.83 ***
72. On the whole, the campus is well-maintained.	6.01	3.95 / 1.80	2.06	6.30	5.67 / 1.42	0.63	-1.72 ***

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National Group Means are based on 93921 records.

Institutional Summary

Items: In Order of Importance

Item	CUNY York College - 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.	6.00	4.59 / 1.53	1.41	6.21	5.30 / 1.47	0.91	-0.71 ***
39. I am able to experience intellectual growth here.	6.00	4.45 / 1.61	1.55	6.40	5.62 / 1.36	0.78	-1.17 ***
36. Security staff respond quickly in emergencies.	5.98	4.47 / 1.46	1.51	6.34	5.30 / 1.52	1.04	-0.83 ***
59. This institution shows concern for students as individuals.	5.98	4.09 / 1.62	1.89	6.28	5.17 / 1.57	1.11	-1.08 ***
82. Campus item 9	5.98	4.81 / 1.86	1.17				
53. Faculty take into consideration student differences as they teach a course.	5.97	4.21 / 1.65	1.76	6.15	5.03 / 1.58	1.12	-0.82 ***
41. There is a commitment to academic excellence on this campus.	5.96	4.40 / 1.58	1.56	6.31	5.44 / 1.42	0.87	-1.04 ***
67. Freedom of expression is protected on campus.	5.96	4.72 / 1.54	1.24	6.15	5.54 / 1.43	0.61	-0.82 ***
2. The campus staff are caring and helpful.	5.92	4.20 / 1.68	1.72	6.27	5.29 / 1.45	0.98	-1.09 ***
45. Students are made to feel welcome on this campus.	5.92	4.27 / 1.68	1.65	6.24	5.47 / 1.47	0.77	-1.20 ***
47. Faculty provide timely feedback about student progress in a course.	5.91	4.28 / 1.61	1.63	6.33	5.12 / 1.55	1.21	-0.84 ***
11. Billing policies are reasonable.	5.89	4.09 / 1.67	1.80	6.17	4.88 / 1.64	1.29	-0.79 ***
13. Library staff are helpful and approachable.	5.89	4.93 / 1.62	0.96	5.81	5.61 / 1.35	0.20	-0.68 ***
81. Campus item 8	5.87	3.50 / 1.84	2.37				
44. Academic support services adequately meet the needs of students.	5.86	4.23 / 1.60	1.63	6.15	5.29 / 1.44	0.86	-1.06 ***

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National Group Means are based on 93921 records.

Institutional Summary

Items: In Order of Importance

Item	CUNY York College - 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.	5.85	4.81 / 1.56	1.04	5.98	5.50 / 1.43	0.48	-0.69 ***
77. Campus item 4	5.85	4.28 / 1.78	1.57				
54. Bookstore staff are helpful.	5.83	5.05 / 1.55	0.78	5.93	5.56 / 1.44	0.37	-0.51 ***
57. I seldom get the "run-around" when seeking information on this campus.	5.82	3.66 / 1.81	2.16	6.15	4.74 / 1.82	1.41	-1.08 ***
29. It is an enjoyable experience to be a student on this campus.	5.81	4.10 / 1.68	1.71	6.32	5.39 / 1.54	0.93	-1.29 ***
51. This institution has a good reputation within the community.	5.80	4.03 / 1.63	1.77	6.19	5.56 / 1.48	0.63	-1.53 ***
22. Counseling staff care about students as individuals.	5.78	4.32 / 1.59	1.46	6.04	5.14 / 1.51	0.90	-0.82 ***
43. Admissions counselors respond to prospective students' unique needs and requests.	5.78	4.21 / 1.55	1.57	6.04	5.17 / 1.51	0.87	-0.96 ***
61. Adjunct faculty are competent as classroom instructors.	5.78	4.49 / 1.54	1.29	6.16	5.37 / 1.42	0.79	-0.88 ***
73. Student activities fees are put to good use.	5.78	3.94 / 1.65	1.84	6.14	4.74 / 1.72	1.40	-0.80 ***
10. Administrators are approachable to students.	5.76	4.28 / 1.54	1.48	5.97	5.15 / 1.46	0.82	-0.87 ***
20. The business office is open during hours which are convenient for most students.	5.76	4.41 / 1.55	1.35	5.97	5.24 / 1.47	0.73	-0.83 ***
64. New student orientation services help students adjust to college.	5.76	4.33 / 1.69	1.43	5.98	5.24 / 1.58	0.74	-0.91 ***
52. The student center is a comfortable place for students to spend their leisure time.	5.75	4.18 / 1.65	1.57	5.90	5.40 / 1.49	0.50	-1.22 ***
63. Student disciplinary procedures are fair.	5.75	4.61 / 1.47	1.14	6.08	5.41 / 1.44	0.67	-0.80 ***

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Institutional Summary

Items: In Order of Importance

Item	CUNY York College - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
71. Channels for expressing student complaints are readily available.	5.75	4.14 / 1.55	1.61	6.05	4.87 / 1.67	1.18	-0.73 ***
92. Academic reputation as factor in decision to enroll.	5.75			6.03			
70. Graduate teaching assistants are competent as classroom instructors.	5.68	4.39 / 1.47	1.29	6.12	5.25 / 1.50	0.87	-0.86 ***
3. Faculty care about me as an individual.	5.65	3.99 / 1.62	1.66	6.10	5.11 / 1.52	0.99	-1.12 ***
15. The staff in the health services area are competent.	5.65	4.27 / 1.54	1.38	6.01	5.29 / 1.47	0.72	-1.02 ***
83. Campus item 10	5.64	4.12 / 1.72	1.52				
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.63	4.83 / 1.45	0.80	5.65	5.50 / 1.40	0.15	-0.67 ***
38. There is an adequate selection of food available in the cafeteria.	5.63	3.62 / 1.84	2.01	5.95	4.59 / 1.82	1.36	-0.97 ***
48. Admissions counselors accurately portray the campus in their recruiting practices.	5.63	4.10 / 1.55	1.53	6.00	5.18 / 1.52	0.82	-1.08 ***
74. Campus item 1	5.59	4.71 / 1.68	0.88				
80. Campus item 7	5.59	4.40 / 1.72	1.19				
56. The student handbook provides helpful information about campus life.	5.55	4.29 / 1.57	1.26	5.71	5.26 / 1.46	0.45	-0.97 ***
60. I generally know what's happening on campus.	5.53	3.82 / 1.70	1.71	5.86	5.05 / 1.60	0.81	-1.23 ***
46. I can easily get involved in campus organizations.	5.52	4.36 / 1.57	1.16	5.88	5.39 / 1.50	0.49	-1.03 ***
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	5.40	4.02 / 1.61	1.38	5.94	4.80 / 1.66	1.14	-0.78 ***

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Institutional Summary

Items: In Order of Importance

Item	CUNY York College - 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.	5.38			5.59			
37. I feel a sense of pride about my campus.	5.36	3.78 / 1.76	1.58	5.88	5.26 / 1.60	0.62	-1.48 ***
98. Personalized attention prior to enrollment as factor in decision to enroll.	5.35			5.42			
1. Most students feel a sense of belonging here.	5.29	4.36 / 1.51	0.93	5.80	5.16 / 1.46	0.64	-0.80 ***
93. Size of institution as factor in decision to enroll.	5.27			5.39			
28. Parking lots are well-lighted and secure.	5.26	4.32 / 1.44	0.94	6.09	5.05 / 1.64	1.04	-0.73 ***
97. Campus appearance as factor in decision to enroll.	5.23			5.42			
40. Residence hall regulations are reasonable.	5.22	4.21 / 1.40	1.01	5.76	5.03 / 1.58	0.73	-0.82 ***
9. A variety of intramural activities are offered.	5.20	4.34 / 1.50	0.86	5.12	5.26 / 1.45	-0.14	-0.92 ***
30. Residence hall staff are concerned about me as an individual.	5.16	3.86 / 1.46	1.30	5.63	4.93 / 1.61	0.70	-1.07 ***
42. There are a sufficient number of weekend activities for students.	5.00	3.97 / 1.51	1.03	5.47	4.67 / 1.69	0.80	-0.70 ***
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	4.94	4.06 / 1.48	0.88	5.36	4.93 / 1.64	0.43	-0.87 ***
21. The amount of student parking space on campus is adequate.	4.92	4.09 / 1.55	0.83	6.08	3.61 / 2.02	2.47	0.48 ***
95. Recommendations from family/friends as factor in decision to enroll.	4.68			4.98			
94. Opportunity to play sports as factor in decision to enroll.	4.30			3.73			
84. Institution's commitment to part-time students?		4.56 / 1.61			5.30 / 1.47		-0.74 ***

* 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 93921 records.

Institutional Summary
Items: In Order of Importance

Item	CUNY York College - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
85. Institution's commitment to evening students?		4.69 / 1.60			5.28 / 1.49		-0.59 ***
86. Institution's commitment to older, returning learners?		4.64 / 1.55			5.39 / 1.47		-0.75 ***
87. Institution's commitment to under-represented populations?		4.60 / 1.53			5.34 / 1.46		-0.74 ***
88. Institution's commitment to commuters?		4.53 / 1.70			5.18 / 1.62		-0.65 ***
89. Institution's commitment to students with disabilities?		4.73 / 1.53			5.55 / 1.44		-0.82 ***

National Group Means are based on 93921 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	CUNY York College - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC ADVISING	6.15	4.67 / 1.44	1.48	6.36	5.44 / 1.35	0.92	-0.77 ***
6. My academic advisor is approachable.	6.18	4.80 / 1.78	1.38	6.43	5.58 / 1.65	0.85	-0.78 ***
14. My academic advisor is concerned about my success as an individual.	6.10	4.54 / 1.80	1.56	6.32	5.35 / 1.68	0.97	-0.81 ***
19. My academic advisor helps me set goals to work toward.	6.06	4.45 / 1.81	1.61	6.13	5.10 / 1.74	1.03	-0.65 ***
33. My academic advisor is knowledgeable about requirements in my major.	6.27	4.86 / 1.76	1.41	6.51	5.64 / 1.61	0.87	-0.78 ***
55. Major requirements are clear and reasonable.	6.13	4.72 / 1.60	1.41	6.43	5.51 / 1.46	0.92	-0.79 ***

National Group Means are based on 93921 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 - Campus Climate

Scale/Item	CUNY York College - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS CLIMATE	5.80	4.23 / 1.19	1.57	6.14	5.26 / 1.12	0.88	-1.03 ***
1. Most students feel a sense of belonging here.	5.29	4.36 / 1.51	0.93	5.80	5.16 / 1.46	0.64	-0.80 ***
2. The campus staff are caring and helpful.	5.92	4.20 / 1.68	1.72	6.27	5.29 / 1.45	0.98	-1.09 ***
3. Faculty care about me as an individual.	5.65	3.99 / 1.62	1.66	6.10	5.11 / 1.52	0.99	-1.12 ***
7. The campus is safe and secure for all students.	6.26	4.90 / 1.52	1.36	6.45	5.49 / 1.51	0.96	-0.59 ***
10. Administrators are approachable to students.	5.76	4.28 / 1.54	1.48	5.97	5.15 / 1.46	0.82	-0.87 ***
29. It is an enjoyable experience to be a student on this campus.	5.81	4.10 / 1.68	1.71	6.32	5.39 / 1.54	0.93	-1.29 ***
37. I feel a sense of pride about my campus.	5.36	3.78 / 1.76	1.58	5.88	5.26 / 1.60	0.62	-1.48 ***
41. There is a commitment to academic excellence on this campus.	5.96	4.40 / 1.58	1.56	6.31	5.44 / 1.42	0.87	-1.04 ***
45. Students are made to feel welcome on this campus.	5.92	4.27 / 1.68	1.65	6.24	5.47 / 1.47	0.77	-1.20 ***
51. This institution has a good reputation within the community.	5.80	4.03 / 1.63	1.77	6.19	5.56 / 1.48	0.63	-1.53 ***
57. I seldom get the "run-around" when seeking information on this campus.	5.82	3.66 / 1.81	2.16	6.15	4.74 / 1.82	1.41	-1.08 ***
59. This institution shows concern for students as individuals.	5.98	4.09 / 1.62	1.89	6.28	5.17 / 1.57	1.11	-1.08 ***
60. I generally know what's happening on campus.	5.53	3.82 / 1.70	1.71	5.86	5.05 / 1.60	0.81	-1.23 ***
62. There is a strong commitment to racial harmony on this campus.	5.85	4.81 / 1.56	1.04	5.98	5.50 / 1.43	0.48	-0.69 ***
66. Tuition paid is a worthwhile investment.	6.04	4.37 / 1.72	1.67	6.44	5.21 / 1.61	1.23	-0.84 ***

* 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 93921 records.

Institutional Summary

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

Scale/Item	CUNY York College - 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.	5.96	4.72 / 1.54	1.24	6.15	5.54 / 1.43	0.61	-0.82 ***
71. Channels for expressing student complaints are readily available.	5.75	4.14 / 1.55	1.61	6.05	4.87 / 1.67	1.18	-0.73 ***

* 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 93921 records.

Institutional Summary

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

Scale/Item	CUNY York College - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS LIFE	5.50	4.23 / 1.17	1.27	5.79	5.12 / 1.12	0.67	-0.89 ***
9. A variety of intramural activities are offered.	5.20	4.34 / 1.50	0.86	5.12	5.26 / 1.45	-0.14	-0.92 ***
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	5.40	4.02 / 1.61	1.38	5.94	4.80 / 1.66	1.14	-0.78 ***
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	4.94	4.06 / 1.48	0.88	5.36	4.93 / 1.64	0.43	-0.87 ***
30. Residence hall staff are concerned about me as an individual.	5.16	3.86 / 1.46	1.30	5.63	4.93 / 1.61	0.70	-1.07 ***
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.63	4.83 / 1.45	0.80	5.65	5.50 / 1.40	0.15	-0.67 ***
38. There is an adequate selection of food available in the cafeteria.	5.63	3.62 / 1.84	2.01	5.95	4.59 / 1.82	1.36	-0.97 ***
40. Residence hall regulations are reasonable.	5.22	4.21 / 1.40	1.01	5.76	5.03 / 1.58	0.73	-0.82 ***
42. There are a sufficient number of weekend activities for students.	5.00	3.97 / 1.51	1.03	5.47	4.67 / 1.69	0.80	-0.70 ***
46. I can easily get involved in campus organizations.	5.52	4.36 / 1.57	1.16	5.88	5.39 / 1.50	0.49	-1.03 ***
52. The student center is a comfortable place for students to spend their leisure time.	5.75	4.18 / 1.65	1.57	5.90	5.40 / 1.49	0.50	-1.22 ***
56. The student handbook provides helpful information about campus life.	5.55	4.29 / 1.57	1.26	5.71	5.26 / 1.46	0.45	-0.97 ***
63. Student disciplinary procedures are fair.	5.75	4.61 / 1.47	1.14	6.08	5.41 / 1.44	0.67	-0.80 ***
64. New student orientation services help students adjust to college.	5.76	4.33 / 1.69	1.43	5.98	5.24 / 1.58	0.74	-0.91 ***

* 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 93921 records.

Institutional Summary

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

Scale/Item	CUNY York College - 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.	5.96	4.72 / 1.54	1.24	6.15	5.54 / 1.43	0.61	-0.82 ***
73. Student activities fees are put to good use.	5.78	3.94 / 1.65	1.84	6.14	4.74 / 1.72	1.40	-0.80 ***

National Group Means are based on 93921 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 - Campus Support Services

Scale/Item	CUNY York College - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS SUPPORT SERVICES	6.01	4.71 / 1.22	1.30	6.07	5.49 / 1.06	0.58	-0.78 ***
13. Library staff are helpful and approachable.	5.89	4.93 / 1.62	0.96	5.81	5.61 / 1.35	0.20	-0.68 ***
18. Library resources and services are adequate.	6.10	4.81 / 1.61	1.29	6.13	5.64 / 1.31	0.49	-0.83 ***
26. Computer labs are adequate and accessible.	6.13	4.72 / 1.71	1.41	6.20	5.55 / 1.46	0.65	-0.83 ***
32. Tutoring services are readily available.	6.16	4.98 / 1.59	1.18	6.07	5.52 / 1.45	0.55	-0.54 ***
44. Academic support services adequately meet the needs of students.	5.86	4.23 / 1.60	1.63	6.15	5.29 / 1.44	0.86	-1.06 ***
49. There are adequate services to help me decide upon a career.	6.06	4.22 / 1.70	1.84	6.23	5.20 / 1.57	1.03	-0.98 ***
54. Bookstore staff are helpful.	5.83	5.05 / 1.55	0.78	5.93	5.56 / 1.44	0.37	-0.51 ***

* 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 93921 records.

Institutional Summary

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

Scale/Item	CUNY York College - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CONCERN FOR THE INDIVIDUAL	5.81	4.22 / 1.26	1.59	6.15	5.19 / 1.21	0.96	-0.97 ***
3. Faculty care about me as an individual.	5.65	3.99 / 1.62	1.66	6.10	5.11 / 1.52	0.99	-1.12 ***
14. My academic advisor is concerned about my success as an individual.	6.10	4.54 / 1.80	1.56	6.32	5.35 / 1.68	0.97	-0.81 ***
22. Counseling staff care about students as individuals.	5.78	4.32 / 1.59	1.46	6.04	5.14 / 1.51	0.90	-0.82 ***
25. Faculty are fair and unbiased in their treatment of individual students.	6.04	4.45 / 1.58	1.59	6.36	5.31 / 1.50	1.05	-0.86 ***
30. Residence hall staff are concerned about me as an individual.	5.16	3.86 / 1.46	1.30	5.63	4.93 / 1.61	0.70	-1.07 ***
59. This institution shows concern for students as individuals.	5.98	4.09 / 1.62	1.89	6.28	5.17 / 1.57	1.11	-1.08 ***

* 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 93921 records.

Institutional Summary

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

Scale/Item	CUNY York College - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTRUCTIONAL EFFECTIVENESS	5.99	4.49 / 1.18	1.50	6.34	5.41 / 1.07	0.93	-0.92 ***
3. Faculty care about me as an individual.	5.65	3.99 / 1.62	1.66	6.10	5.11 / 1.52	0.99	-1.12 ***
8. The content of the courses within my major is valuable.	6.29	4.86 / 1.50	1.43	6.54	5.56 / 1.36	0.98	-0.70 ***
16. The instruction in my major field is excellent.	6.18	4.59 / 1.58	1.59	6.51	5.52 / 1.41	0.99	-0.93 ***
25. Faculty are fair and unbiased in their treatment of individual students.	6.04	4.45 / 1.58	1.59	6.36	5.31 / 1.50	1.05	-0.86 ***
39. I am able to experience intellectual growth here.	6.00	4.45 / 1.61	1.55	6.40	5.62 / 1.36	0.78	-1.17 ***
41. There is a commitment to academic excellence on this campus.	5.96	4.40 / 1.58	1.56	6.31	5.44 / 1.42	0.87	-1.04 ***
47. Faculty provide timely feedback about student progress in a course.	5.91	4.28 / 1.61	1.63	6.33	5.12 / 1.55	1.21	-0.84 ***
53. Faculty take into consideration student differences as they teach a course.	5.97	4.21 / 1.65	1.76	6.15	5.03 / 1.58	1.12	-0.82 ***
58. The quality of instruction I receive in most of my classes is excellent.	6.11	4.54 / 1.56	1.57	6.47	5.42 / 1.41	1.05	-0.88 ***
61. Adjunct faculty are competent as classroom instructors.	5.78	4.49 / 1.54	1.29	6.16	5.37 / 1.42	0.79	-0.88 ***
65. Faculty are usually available after class and during office hours.	6.01	4.84 / 1.63	1.17	6.32	5.67 / 1.36	0.65	-0.83 ***
68. Nearly all of the faculty are knowledgeable in their field.	6.11	4.72 / 1.61	1.39	6.49	5.75 / 1.32	0.74	-1.03 ***
69. There is a good variety of courses provided on this campus.	6.10	4.70 / 1.65	1.40	6.39	5.53 / 1.46	0.86	-0.83 ***
70. Graduate teaching assistants are competent as classroom instructors.	5.68	4.39 / 1.47	1.29	6.12	5.25 / 1.50	0.87	-0.86 ***

* 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 93921 records.

Institutional Summary

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

Scale/Item	CUNY York College - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
RECRUITMENT AND FINANCIAL AID	5.97	4.01 / 1.33	1.96	6.19	5.09 / 1.26	1.10	-1.08 ***
4. Admissions staff are knowledgeable.	6.03	4.22 / 1.69	1.81	6.22	5.21 / 1.52	1.01	-0.99 ***
5. Financial aid counselors are helpful.	6.06	3.35 / 1.87	2.71	6.21	4.99 / 1.69	1.22	-1.64 ***
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.13	3.89 / 1.90	2.24	6.29	5.01 / 1.69	1.28	-1.12 ***
17. Adequate financial aid is available for most students.	6.18	4.31 / 1.82	1.87	6.35	4.98 / 1.69	1.37	-0.67 ***
43. Admissions counselors respond to prospective students' unique needs and requests.	5.78	4.21 / 1.55	1.57	6.04	5.17 / 1.51	0.87	-0.96 ***
48. Admissions counselors accurately portray the campus in their recruiting practices.	5.63	4.10 / 1.55	1.53	6.00	5.18 / 1.52	0.82	-1.08 ***

* 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 93921 records.

Institutional Summary

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

Scale/Item	CUNY York College - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
REGISTRATION EFFECTIVENESS	5.98	4.31 / 1.30	1.67	6.22	5.17 / 1.21	1.05	-0.86 ***
11. Billing policies are reasonable.	5.89	4.09 / 1.67	1.80	6.17	4.88 / 1.64	1.29	-0.79 ***
20. The business office is open during hours which are convenient for most students.	5.76	4.41 / 1.55	1.35	5.97	5.24 / 1.47	0.73	-0.83 ***
27. The personnel involved in registration are helpful.	6.01	4.31 / 1.70	1.70	6.22	5.28 / 1.53	0.94	-0.97 ***
34. I am able to register for classes I need with few conflicts.	6.23	4.29 / 1.82	1.94	6.52	5.04 / 1.80	1.48	-0.75 ***
50. Class change (drop/add) policies are reasonable.	6.01	4.44 / 1.68	1.57	6.19	5.42 / 1.54	0.77	-0.98 ***

* 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 93921 records.

Institutional Summary

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

Scale/Item	CUNY York College - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
RESPONSIVENESS TO DIVERSE POPULATIONS		4.62 / 1.43			5.33 / 1.36		-0.71 ***
84. Institution's commitment to part-time students?		4.56 / 1.61			5.30 / 1.47		-0.74 ***
85. Institution's commitment to evening students?		4.69 / 1.60			5.28 / 1.49		-0.59 ***
86. Institution's commitment to older, returning learners?		4.64 / 1.55			5.39 / 1.47		-0.75 ***
87. Institution's commitment to under-represented populations?		4.60 / 1.53			5.34 / 1.46		-0.74 ***
88. Institution's commitment to commuters?		4.53 / 1.70			5.18 / 1.62		-0.65 ***
89. Institution's commitment to students with disabilities?		4.73 / 1.53			5.55 / 1.44		-0.82 ***

* 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 93921 records.

Institutional Summary

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

Scale/Item	CUNY York College - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SAFETY AND SECURITY	5.66	4.48 / 1.23	1.18	6.24	4.84 / 1.28	1.40	-0.36 ***
7. The campus is safe and secure for all students.	6.26	4.90 / 1.52	1.36	6.45	5.49 / 1.51	0.96	-0.59 ***
21. The amount of student parking space on campus is adequate.	4.92	4.09 / 1.55	0.83	6.08	3.61 / 2.02	2.47	0.48 ***
28. Parking lots are well-lighted and secure.	5.26	4.32 / 1.44	0.94	6.09	5.05 / 1.64	1.04	-0.73 ***
36. Security staff respond quickly in emergencies.	5.98	4.47 / 1.46	1.51	6.34	5.30 / 1.52	1.04	-0.83 ***

* 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 93921 records.

Institutional Summary

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

Scale/Item	CUNY York College - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SERVICE EXCELLENCE	5.80	4.21 / 1.20	1.59	6.05	5.16 / 1.14	0.89	-0.95 ***
2. The campus staff are caring and helpful.	5.92	4.20 / 1.68	1.72	6.27	5.29 / 1.45	0.98	-1.09 ***
13. Library staff are helpful and approachable.	5.89	4.93 / 1.62	0.96	5.81	5.61 / 1.35	0.20	-0.68 ***
15. The staff in the health services area are competent.	5.65	4.27 / 1.54	1.38	6.01	5.29 / 1.47	0.72	-1.02 ***
22. Counseling staff care about students as individuals.	5.78	4.32 / 1.59	1.46	6.04	5.14 / 1.51	0.90	-0.82 ***
27. The personnel involved in registration are helpful.	6.01	4.31 / 1.70	1.70	6.22	5.28 / 1.53	0.94	-0.97 ***
57. I seldom get the "run-around" when seeking information on this campus.	5.82	3.66 / 1.81	2.16	6.15	4.74 / 1.82	1.41	-1.08 ***
60. I generally know what's happening on campus.	5.53	3.82 / 1.70	1.71	5.86	5.05 / 1.60	0.81	-1.23 ***
71. Channels for expressing student complaints are readily available.	5.75	4.14 / 1.55	1.61	6.05	4.87 / 1.67	1.18	-0.73 ***

* 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 93921 records.

Institutional Summary

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

Scale/Item	CUNY York College - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
STUDENT CENTEREDNESS	5.78	4.22 / 1.28	1.56	6.15	5.27 / 1.21	0.88	-1.05 ***
1. Most students feel a sense of belonging here.	5.29	4.36 / 1.51	0.93	5.80	5.16 / 1.46	0.64	-0.80 ***
2. The campus staff are caring and helpful.	5.92	4.20 / 1.68	1.72	6.27	5.29 / 1.45	0.98	-1.09 ***
10. Administrators are approachable to students.	5.76	4.28 / 1.54	1.48	5.97	5.15 / 1.46	0.82	-0.87 ***
29. It is an enjoyable experience to be a student on this campus.	5.81	4.10 / 1.68	1.71	6.32	5.39 / 1.54	0.93	-1.29 ***
45. Students are made to feel welcome on this campus.	5.92	4.27 / 1.68	1.65	6.24	5.47 / 1.47	0.77	-1.20 ***
59. This institution shows concern for students as individuals.	5.98	4.09 / 1.62	1.89	6.28	5.17 / 1.57	1.11	-1.08 ***

* 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 93921 records.

Institutional Summary

Items: In Sequential Order

Item	CUNY York College - 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.	5.29	4.36 / 1.51	0.93	5.80	5.16 / 1.46	0.64	-0.80 ***
2. The campus staff are caring and helpful.	5.92	4.20 / 1.68	1.72	6.27	5.29 / 1.45	0.98	-1.09 ***
3. Faculty care about me as an individual.	5.65	3.99 / 1.62	1.66	6.10	5.11 / 1.52	0.99	-1.12 ***
4. Admissions staff are knowledgeable.	6.03	4.22 / 1.69	1.81	6.22	5.21 / 1.52	1.01	-0.99 ***
5. Financial aid counselors are helpful.	6.06	3.35 / 1.87	2.71	6.21	4.99 / 1.69	1.22	-1.64 ***
6. My academic advisor is approachable.	6.18	4.80 / 1.78	1.38	6.43	5.58 / 1.65	0.85	-0.78 ***
7. The campus is safe and secure for all students.	6.26	4.90 / 1.52	1.36	6.45	5.49 / 1.51	0.96	-0.59 ***
8. The content of the courses within my major is valuable.	6.29	4.86 / 1.50	1.43	6.54	5.56 / 1.36	0.98	-0.70 ***
9. A variety of intramural activities are offered.	5.20	4.34 / 1.50	0.86	5.12	5.26 / 1.45	-0.14	-0.92 ***
10. Administrators are approachable to students.	5.76	4.28 / 1.54	1.48	5.97	5.15 / 1.46	0.82	-0.87 ***
11. Billing policies are reasonable.	5.89	4.09 / 1.67	1.80	6.17	4.88 / 1.64	1.29	-0.79 ***
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.13	3.89 / 1.90	2.24	6.29	5.01 / 1.69	1.28	-1.12 ***
13. Library staff are helpful and approachable.	5.89	4.93 / 1.62	0.96	5.81	5.61 / 1.35	0.20	-0.68 ***
14. My academic advisor is concerned about my success as an individual.	6.10	4.54 / 1.80	1.56	6.32	5.35 / 1.68	0.97	-0.81 ***
15. The staff in the health services area are competent.	5.65	4.27 / 1.54	1.38	6.01	5.29 / 1.47	0.72	-1.02 ***
16. The instruction in my major field is excellent.	6.18	4.59 / 1.58	1.59	6.51	5.52 / 1.41	0.99	-0.93 ***

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

National Group Means are based on 93921 records.

Institutional Summary

Items: In Sequential Order

Item	CUNY York College - 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.	6.18	4.31 / 1.82	1.87	6.35	4.98 / 1.69	1.37	-0.67 ***
18. Library resources and services are adequate.	6.10	4.81 / 1.61	1.29	6.13	5.64 / 1.31	0.49	-0.83 ***
19. My academic advisor helps me set goals to work toward.	6.06	4.45 / 1.81	1.61	6.13	5.10 / 1.74	1.03	-0.65 ***
20. The business office is open during hours which are convenient for most students.	5.76	4.41 / 1.55	1.35	5.97	5.24 / 1.47	0.73	-0.83 ***
21. The amount of student parking space on campus is adequate.	4.92	4.09 / 1.55	0.83	6.08	3.61 / 2.02	2.47	0.48 ***
22. Counseling staff care about students as individuals.	5.78	4.32 / 1.59	1.46	6.04	5.14 / 1.51	0.90	-0.82 ***
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	5.40	4.02 / 1.61	1.38	5.94	4.80 / 1.66	1.14	-0.78 ***
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	4.94	4.06 / 1.48	0.88	5.36	4.93 / 1.64	0.43	-0.87 ***
25. Faculty are fair and unbiased in their treatment of individual students.	6.04	4.45 / 1.58	1.59	6.36	5.31 / 1.50	1.05	-0.86 ***
26. Computer labs are adequate and accessible.	6.13	4.72 / 1.71	1.41	6.20	5.55 / 1.46	0.65	-0.83 ***
27. The personnel involved in registration are helpful.	6.01	4.31 / 1.70	1.70	6.22	5.28 / 1.53	0.94	-0.97 ***
28. Parking lots are well-lighted and secure.	5.26	4.32 / 1.44	0.94	6.09	5.05 / 1.64	1.04	-0.73 ***
29. It is an enjoyable experience to be a student on this campus.	5.81	4.10 / 1.68	1.71	6.32	5.39 / 1.54	0.93	-1.29 ***
30. Residence hall staff are concerned about me as an individual.	5.16	3.86 / 1.46	1.30	5.63	4.93 / 1.61	0.70	-1.07 ***
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.63	4.83 / 1.45	0.80	5.65	5.50 / 1.40	0.15	-0.67 ***

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National Group Means are based on 93921 records.

Institutional Summary

Items: In Sequential Order

Item	CUNY York College - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
32. Tutoring services are readily available.	6.16	4.98 / 1.59	1.18	6.07	5.52 / 1.45	0.55	-0.54 ***
33. My academic advisor is knowledgeable about requirements in my major.	6.27	4.86 / 1.76	1.41	6.51	5.64 / 1.61	0.87	-0.78 ***
34. I am able to register for classes I need with few conflicts.	6.23	4.29 / 1.82	1.94	6.52	5.04 / 1.80	1.48	-0.75 ***
35. The assessment and course placement procedures are reasonable.	6.00	4.59 / 1.53	1.41	6.21	5.30 / 1.47	0.91	-0.71 ***
36. Security staff respond quickly in emergencies.	5.98	4.47 / 1.46	1.51	6.34	5.30 / 1.52	1.04	-0.83 ***
37. I feel a sense of pride about my campus.	5.36	3.78 / 1.76	1.58	5.88	5.26 / 1.60	0.62	-1.48 ***
38. There is an adequate selection of food available in the cafeteria.	5.63	3.62 / 1.84	2.01	5.95	4.59 / 1.82	1.36	-0.97 ***
39. I am able to experience intellectual growth here.	6.00	4.45 / 1.61	1.55	6.40	5.62 / 1.36	0.78	-1.17 ***
40. Residence hall regulations are reasonable.	5.22	4.21 / 1.40	1.01	5.76	5.03 / 1.58	0.73	-0.82 ***
41. There is a commitment to academic excellence on this campus.	5.96	4.40 / 1.58	1.56	6.31	5.44 / 1.42	0.87	-1.04 ***
42. There are a sufficient number of weekend activities for students.	5.00	3.97 / 1.51	1.03	5.47	4.67 / 1.69	0.80	-0.70 ***
43. Admissions counselors respond to prospective students' unique needs and requests.	5.78	4.21 / 1.55	1.57	6.04	5.17 / 1.51	0.87	-0.96 ***
44. Academic support services adequately meet the needs of students.	5.86	4.23 / 1.60	1.63	6.15	5.29 / 1.44	0.86	-1.06 ***
45. Students are made to feel welcome on this campus.	5.92	4.27 / 1.68	1.65	6.24	5.47 / 1.47	0.77	-1.20 ***
46. I can easily get involved in campus organizations.	5.52	4.36 / 1.57	1.16	5.88	5.39 / 1.50	0.49	-1.03 ***

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

National Group Means are based on 93921 records.

Institutional Summary

Items: In Sequential Order

Item	CUNY York College - 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.	5.91	4.28 / 1.61	1.63	6.33	5.12 / 1.55	1.21	-0.84 ***
48. Admissions counselors accurately portray the campus in their recruiting practices.	5.63	4.10 / 1.55	1.53	6.00	5.18 / 1.52	0.82	-1.08 ***
49. There are adequate services to help me decide upon a career.	6.06	4.22 / 1.70	1.84	6.23	5.20 / 1.57	1.03	-0.98 ***
50. Class change (drop/add) policies are reasonable.	6.01	4.44 / 1.68	1.57	6.19	5.42 / 1.54	0.77	-0.98 ***
51. This institution has a good reputation within the community.	5.80	4.03 / 1.63	1.77	6.19	5.56 / 1.48	0.63	-1.53 ***
52. The student center is a comfortable place for students to spend their leisure time.	5.75	4.18 / 1.65	1.57	5.90	5.40 / 1.49	0.50	-1.22 ***
53. Faculty take into consideration student differences as they teach a course.	5.97	4.21 / 1.65	1.76	6.15	5.03 / 1.58	1.12	-0.82 ***
54. Bookstore staff are helpful.	5.83	5.05 / 1.55	0.78	5.93	5.56 / 1.44	0.37	-0.51 ***
55. Major requirements are clear and reasonable.	6.13	4.72 / 1.60	1.41	6.43	5.51 / 1.46	0.92	-0.79 ***
56. The student handbook provides helpful information about campus life.	5.55	4.29 / 1.57	1.26	5.71	5.26 / 1.46	0.45	-0.97 ***
57. I seldom get the "run-around" when seeking information on this campus.	5.82	3.66 / 1.81	2.16	6.15	4.74 / 1.82	1.41	-1.08 ***
58. The quality of instruction I receive in most of my classes is excellent.	6.11	4.54 / 1.56	1.57	6.47	5.42 / 1.41	1.05	-0.88 ***
59. This institution shows concern for students as individuals.	5.98	4.09 / 1.62	1.89	6.28	5.17 / 1.57	1.11	-1.08 ***
60. I generally know what's happening on campus.	5.53	3.82 / 1.70	1.71	5.86	5.05 / 1.60	0.81	-1.23 ***
61. Adjunct faculty are competent as classroom instructors.	5.78	4.49 / 1.54	1.29	6.16	5.37 / 1.42	0.79	-0.88 ***

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 ** Difference statistically significant at the .01 level
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National Group Means are based on 93921 records.

Institutional Summary

Items: In Sequential Order

Item	CUNY York College - 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.	5.85	4.81 / 1.56	1.04	5.98	5.50 / 1.43	0.48	-0.69 ***
63. Student disciplinary procedures are fair.	5.75	4.61 / 1.47	1.14	6.08	5.41 / 1.44	0.67	-0.80 ***
64. New student orientation services help students adjust to college.	5.76	4.33 / 1.69	1.43	5.98	5.24 / 1.58	0.74	-0.91 ***
65. Faculty are usually available after class and during office hours.	6.01	4.84 / 1.63	1.17	6.32	5.67 / 1.36	0.65	-0.83 ***
66. Tuition paid is a worthwhile investment.	6.04	4.37 / 1.72	1.67	6.44	5.21 / 1.61	1.23	-0.84 ***
67. Freedom of expression is protected on campus.	5.96	4.72 / 1.54	1.24	6.15	5.54 / 1.43	0.61	-0.82 ***
68. Nearly all of the faculty are knowledgeable in their field.	6.11	4.72 / 1.61	1.39	6.49	5.75 / 1.32	0.74	-1.03 ***
69. There is a good variety of courses provided on this campus.	6.10	4.70 / 1.65	1.40	6.39	5.53 / 1.46	0.86	-0.83 ***
70. Graduate teaching assistants are competent as classroom instructors.	5.68	4.39 / 1.47	1.29	6.12	5.25 / 1.50	0.87	-0.86 ***
71. Channels for expressing student complaints are readily available.	5.75	4.14 / 1.55	1.61	6.05	4.87 / 1.67	1.18	-0.73 ***
72. On the whole, the campus is well-maintained.	6.01	3.95 / 1.80	2.06	6.30	5.67 / 1.42	0.63	-1.72 ***
73. Student activities fees are put to good use.	5.78	3.94 / 1.65	1.84	6.14	4.74 / 1.72	1.40	-0.80 ***
74. Campus item 1	5.59	4.71 / 1.68	0.88				
75. Campus item 2	6.08	5.00 / 1.68	1.08				
76. Campus item 3	6.35	4.91 / 1.70	1.44				

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National Group Means are based on 93921 records.

Institutional Summary
Items: In Sequential Order

Item	CUNY York College - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
77. Campus item 4	5.85	4.28 / 1.78	1.57				
78. Campus item 5	6.07	4.37 / 1.71	1.70				
79. Campus item 6	6.05	4.59 / 1.70	1.46				
80. Campus item 7	5.59	4.40 / 1.72	1.19				
81. Campus item 8	5.87	3.50 / 1.84	2.37				
82. Campus item 9	5.98	4.81 / 1.86	1.17				
83. Campus item 10	5.64	4.12 / 1.72	1.52				
84. Institution's commitment to part-time students?		4.56 / 1.61			5.30 / 1.47		-0.74 ***
85. Institution's commitment to evening students?		4.69 / 1.60			5.28 / 1.49		-0.59 ***
86. Institution's commitment to older, returning learners?		4.64 / 1.55			5.39 / 1.47		-0.75 ***
87. Institution's commitment to under-represented populations?		4.60 / 1.53			5.34 / 1.46		-0.74 ***
88. Institution's commitment to commuters?		4.53 / 1.70			5.18 / 1.62		-0.65 ***
89. Institution's commitment to students with disabilities?		4.73 / 1.53			5.55 / 1.44		-0.82 ***
90. Cost as factor in decision to enroll.	6.35			6.30			
91. Financial aid as factor in decision to enroll.	6.25			6.12			
92. Academic reputation as factor in decision to enroll.	5.75			6.03			
93. Size of institution as factor in decision to enroll.	5.27			5.39			

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

National Group Means are based on 93921 records.

Institutional Summary

Items: In Sequential Order

Item	CUNY York College - SSI			National Four-Year Publics			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
94. Opportunity to play sports as factor in decision to enroll.	4.30			3.73			
95. Recommendations from family/friends as factor in decision to enroll.	4.68			4.98			
96. Geographic setting as factor in decision to enroll.	5.38			5.59			
97. Campus appearance as factor in decision to enroll.	5.23			5.42			
98. Personalized attention prior to enrollment as factor in decision to enroll.	5.35			5.42			

National Group Means are based on 93921 records.

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Institutional Summary

Summary Items

Summary Item	CUNY York College - SSI	National Four-Year Publics	Mean Difference
So far, how has your college experience met your expectations?	Average: 3.84	Average: 4.60	-0.76
1=Much worse than expected	6%	2%	
2=Quite a bit worse than I expected	6%	2%	
3=Worse than I expected	18%	10%	
4=About what I expected	45%	36%	
5=Better than I expected	13%	24%	
6=Quite a bit better than I expected	6%	12%	
7=Much better than expected	3%	11%	
Rate your overall satisfaction with your experience here thus far.	Average: 4.11	Average: 5.28	-1.17
1=Not satisfied at all	7%	1%	
2=Not very satisfied	9%	3%	
3=Somewhat dissatisfied	12%	7%	
4=Neutral	26%	11%	
5=Somewhat satisfied	25%	19%	
6=Satisfied	15%	39%	
7=Very satisfied	3%	17%	
All in all, if you had to do it over, would you enroll here again?	Average: 3.75	Average: 5.33	-1.58
1=Definitely not	14%	4%	
2=Probably not	15%	7%	
3=Maybe not	12%	6%	
4=I don't know	20%	9%	
5=Maybe yes	17%	12%	
6=Probably yes	12%	29%	
7=Definitely yes	6%	31%	