

Demographics

| Gender | | | Class Level | | |
|-----------------------------------|----------|----------|----------------------------------|----------|----------|
| | N | % | | N | % |
| Female | 186 | 65.26% | Freshman | 55 | 19.37% |
| Male | 99 | 34.74% | Sophomore | 64 | 22.54% |
| Total | 285 | 100.00% | Junior | 56 | 19.72% |
| No Response | 11 | | Senior | 45 | 15.85% |
| | | | Special student | 58 | 20.42% |
| | | | Graduate/Professional | 1 | 0.35% |
| | | | Other class level | 5 | 1.76% |
| | | | Total | 284 | 100.00% |
| | | | No Response | 12 | |
| Age | | | Current GPA | | |
| | N | % | | N | % |
| 18 and under | 35 | 12.28% | No credits earned | 0 | 0.00% |
| 19 to 24 | 222 | 77.89% | 1.99 or below | 5 | 1.79% |
| 25 to 34 | 13 | 4.56% | 2.0 - 2.49 | 28 | 10.04% |
| 35 to 44 | 8 | 2.81% | 2.5 - 2.99 | 72 | 25.81% |
| 45 and over | 7 | 2.46% | 3.0 - 3.49 | 117 | 41.94% |
| Total | 285 | 100.00% | 3.5 or above | 57 | 20.43% |
| No Response | 11 | | Total | 279 | 100.00% |
| | | | No Response | 17 | |
| Ethnicity/Race | | | Educational Goal | | |
| | N | % | | N | % |
| African-American | 2 | 0.71% | Associate degree | 4 | 1.40% |
| American Indian or Alaskan Native | 0 | 0.00% | Bachelor's degree | 156 | 54.74% |
| Asian or Pacific Islander | 0 | 0.00% | Master's degree | 47 | 16.49% |
| Caucasian/White | 18 | 6.36% | Doctorate or professional degree | 74 | 25.96% |
| Hispanic | 223 | 78.80% | Certification (initial/renewal) | 1 | 0.35% |
| Other race | 12 | 4.24% | Self-improvement/pleasure | 3 | 1.05% |
| Race - Prefer not to respond | 28 | 9.89% | Job-related training | 0 | 0.00% |
| Total | 283 | 100.00% | Other educational goal | 0 | 0.00% |
| No Response | 13 | | Total | 285 | 100.00% |
| | | | No Response | 11 | |
| Current Enrollment Status | | | | | |
| | N | % | | | |
| Day | 261 | 93.21% | | | |
| Evening | 19 | 6.79% | | | |
| Weekend | 0 | 0.00% | | | |
| Total | 280 | 100.00% | | | |
| No Response | 16 | | | | |
| | | | | | |
| Current Class Load | | | | | |
| | N | % | | | |
| Full-time | 245 | 88.13% | | | |
| Part-time | 33 | 11.87% | | | |
| Total | 278 | 100.00% | | | |
| No Response | 18 | | | | |

Demographics

| Employment | | | Institution Question | | |
|----------------------------------|----------|----------|---|----------|----------|
| | N | % | | N | % |
| Full-time off campus | 27 | 9.61% | Campus item - Answer 1 | 0 | 0% |
| Part-time off campus | 74 | 26.33% | Campus item - Answer 2 | 0 | 0% |
| Full-time on campus | 4 | 1.42% | Campus item - Answer 3 | 0 | 0% |
| Part-time on campus | 39 | 13.88% | Campus item - Answer 4 | 0 | 0% |
| Not employed | 137 | 48.75% | Campus item - Answer 5 | 0 | 0% |
| Total | 281 | 100.00% | Campus item - Answer 6 | 0 | 0% |
| No Response | 15 | | Total | 0 | 100.00% |
| | | | No Response | 296 | |
| Current Residence | | | Group Code | | |
| | N | % | | N | % |
| Residence hall | 1 | 0.35% | 0302: Bachillerato en Administración de Empresas con concentración en Contabilidad | 26 | 9.56% |
| Fraternity / Sorority | 75 | 26.50% | 0304: Bachillerato en Administración de Empresas con concentración en Finanzas | 10 | 3.68% |
| Own house | 23 | 8.13% | 0305: Bachillerato en Administración de Empresas con concentración en Gerencia | 17 | 6.25% |
| Rent room or apt off campus | 17 | 6.01% | 0311: Bachillerato en Administración de Empresas con concentración en Mercadeo | 12 | 4.41% |
| Parent's home | 163 | 57.60% | 0315: Bachillerato en Gerencia de Materiales | 7 | 2.57% |
| Other residence | 4 | 1.41% | 0318: Bachillerato en Sistemas de Oficina | 23 | 8.46% |
| Total | 283 | 100.00% | 0402: Bachillerato en Artes en Educación Secundaria con concentración en Biología | 2 | 0.74% |
| No Response | 13 | | 0408: Bachillerato en Artes en Educación Secundaria con concentración en Artes Industriales | 1 | 0.37% |
| | | | 0421: Bachillerato en Artes en Educación Elemental con concentración en Educación Especial | 2 | 0.74% |
| | | | 0440: Bachillerato en Educación Pre-Escolar y Elemental | 24 | 8.82% |
| | | | 0447: Bachillerato en Educación Física Especial y Elemental | 14 | 5.15% |
| | | | 0502: Bachillerato en Ciencias en Ingeniería Eléctrica | 3 | 1.10% |
| | | | 0503: Bachillerato en Ciencias en Ingeniería Industrial | 1 | 0.37% |
| | | | 0504: Bachillerato en Ciencias en Ingeniería Mecánica | 1 | 0.37% |
| | | | 0505: Bachillerato en Ciencias en Ingeniería Química | 1 | 0.37% |
| | | | 0507: Bachillerato en Ciencias en Ingeniería en Computadoras | 1 | 0.37% |
| | | | 0701: Bachillerato en Ciencias en Tecnología Médica | 2 | 0.74% |
| | | | | | |
| Residence Classification | | | | | |
| | N | % | | | |
| In-state | 273 | 99.27% | | | |
| Out-of-state | 1 | 0.36% | | | |
| International (not U.S. citizen) | 1 | 0.36% | | | |
| Total | 275 | 100.00% | | | |
| No Response | 21 | | | | |
| | | | | | |
| Disabilities | | | | | |
| | N | % | | | |
| Yes - Disability | 20 | 7.04% | | | |
| No - Disability | 264 | 92.96% | | | |
| Total | 284 | 100.00% | | | |
| No Response | 12 | | | | |
| | | | | | |
| Institution Was My | | | | | |
| | N | % | | | |
| 1st choice | 183 | 65.12% | | | |
| 2nd choice | 78 | 27.76% | | | |
| 3rd choice or lower | 20 | 7.12% | | | |
| Total | 281 | 100.00% | | | |
| No Response | 15 | | | | |

Demographics

| | | | | | |
|---|----|--------|--|-----|---------|
| 0703: Bachillerato en Ciencias en Enfermería | 6 | 2.21% | 4102: Bachillerato en Ciencias con concentración en Tecnología de Ingeniería Electrónica | 11 | 4.04% |
| 0902: Bachillerato en Artes con concentración en Humanidades | 1 | 0.37% | Total | 272 | 100.00% |
| 0911: Bachillerato en Artes con concentración en Drama | 1 | 0.37% | No Response | 24 | |
| 0925: Bachillerato en Artes con concentración en Lenguas Modernas | 2 | 0.74% | | | |
| 1225: Bachillerato en Ciencias Naturales con concentración en Biología-Enfoque Humano | 33 | 12.13% | | | |
| 1226: Bachillerato en Ciencias Naturales con concentración en Biología | 26 | 9.56% | | | |
| 1605: Bachillerato en Artes con concentración en Psicología | 1 | 0.37% | | | |
| 1607: Bachillerato en Artes con concentración en Antropología | 2 | 0.74% | | | |
| 1616: Bachillerato en Artes con concentración en Ciencias Sociales - General | 2 | 0.74% | | | |
| 1621: Bachillerato en Artes en Ciencias Sociales en Justicia Criminal con concentración en Psicología Forense | 2 | 0.74% | | | |
| 2008: Grado Asociado en Tecnología de Ingeniería en Construcción | 1 | 0.37% | | | |
| 2009: Grado Asociado en Tecnología de Ingeniería Civil | 2 | 0.74% | | | |
| 2010: Grado Asociado en Tecnología de la Ingeniería Industrial | 2 | 0.74% | | | |
| 2014: Grado Asociado en Tecnología Electrónica | 1 | 0.37% | | | |
| 2114: Grado Asociado en Sistemas de Oficina | 1 | 0.37% | | | |
| 2410: Grado Asociado en Tecnología Radiológica | 1 | 0.37% | | | |
| 3102: Ingeniería | 2 | 0.74% | | | |
| 3106: Pre-Enfermería | 1 | 0.37% | | | |
| 3108: Pre-Tecnología Médica | 1 | 0.37% | | | |
| 3122: Biología | 7 | 2.57% | | | |
| 3123: Física | 1 | 0.37% | | | |
| 3125: Química | 1 | 0.37% | | | |
| 4002: Bachillerato en Ciencias de Computadoras | 17 | 6.25% | | | |

Institutional Summary
Scales: In Order of Importance

| Scale | University of Puerto Rico Bayamon - SSI | | | National Four-Year Publics | | | Mean Difference |
|---------------------------------------|---|-------------------|-----------------|----------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| Instructional Effectiveness | 6.71 | 5.30 / 1.17 | 1.41 | 6.33 | 5.34 / 1.09 | 0.99 | -0.04 |
| Safety and Security | 6.64 | 3.70 / 1.58 | 2.94 | 6.23 | 4.78 / 1.27 | 1.45 | -1.08 *** |
| Registration Effectiveness | 6.63 | 4.57 / 1.37 | 2.06 | 6.22 | 5.09 / 1.22 | 1.13 | -0.52 *** |
| Recruitment and Financial Aid | 6.60 | 4.91 / 1.35 | 1.69 | 6.18 | 5.00 / 1.27 | 1.18 | -0.09 |
| Campus Support Services | 6.59 | 5.05 / 1.17 | 1.54 | 6.07 | 5.41 / 1.07 | 0.66 | -0.36 *** |
| Academic Advising | 6.56 | 5.06 / 1.51 | 1.50 | 6.36 | 5.37 / 1.37 | 0.99 | -0.31 *** |
| Campus Climate | 6.55 | 5.06 / 1.14 | 1.49 | 6.13 | 5.18 / 1.14 | 0.95 | -0.12 |
| Concern for the Individual | 6.55 | 4.84 / 1.32 | 1.71 | 6.13 | 5.10 / 1.22 | 1.03 | -0.26 *** |
| Service Excellence | 6.53 | 4.75 / 1.20 | 1.78 | 6.04 | 5.07 / 1.15 | 0.97 | -0.32 *** |
| Student Centeredness | 6.49 | 5.02 / 1.23 | 1.47 | 6.12 | 5.18 / 1.23 | 0.94 | -0.16 * |
| Campus Life | 6.38 | 4.97 / 1.17 | 1.41 | 5.75 | 5.03 / 1.13 | 0.72 | -0.06 |
| Responsiveness to Diverse Populations | | 5.54 / 1.40 | | | 5.26 / 1.36 | | 0.28 *** |

* 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 83749 records.

Institutional Summary
Items: In Order of Importance

| Item | University of Puerto Rico Bayamon - SSI | | | National Four-Year Publics | | | Mean Difference |
|--|---|-------------------|-----------------|----------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| 16. The instruction in my major field is excellent. | 6.84 | 5.74 / 1.49 | 1.10 | 6.51 | 5.46 / 1.43 | 1.05 | 0.28 *** |
| 68. Nearly all of the faculty are knowledgeable in their field. | 6.83 | 5.83 / 1.42 | 1.00 | 6.49 | 5.69 / 1.35 | 0.80 | 0.14 |
| 55. Major requirements are clear and reasonable. | 6.79 | 5.50 / 1.61 | 1.29 | 6.43 | 5.44 / 1.48 | 0.99 | 0.06 |
| 58. The quality of instruction I receive in most of my classes is excellent. | 6.79 | 5.53 / 1.46 | 1.26 | 6.47 | 5.36 / 1.44 | 1.11 | 0.17 * |
| 8. The content of the courses within my major is valuable. | 6.78 | 5.60 / 1.49 | 1.18 | 6.54 | 5.52 / 1.38 | 1.02 | 0.08 |
| 65. Faculty are usually available after class and during office hours. | 6.77 | 5.31 / 1.64 | 1.46 | 6.31 | 5.60 / 1.38 | 0.71 | -0.29 *** |
| 17. Adequate financial aid is available for most students. | 6.73 | 4.92 / 1.88 | 1.81 | 6.34 | 4.90 / 1.70 | 1.44 | 0.02 |
| 25. Faculty are fair and unbiased in their treatment of individual students. | 6.73 | 4.92 / 1.68 | 1.81 | 6.36 | 5.24 / 1.51 | 1.12 | -0.32 *** |
| 69. There is a good variety of courses provided on this campus. | 6.73 | 5.04 / 1.80 | 1.69 | 6.39 | 5.43 / 1.51 | 0.96 | -0.39 *** |
| 78. Campus item: Mi programa provee oportunidades de participar en actividades que enriquecen mi experiencia educativa | 6.73 | 5.36 / 1.70 | 1.37 | | | | |
| 34. I am able to register for classes I need with few conflicts. | 6.71 | 3.57 / 2.08 | 3.14 | 6.52 | 4.96 / 1.81 | 1.56 | -1.39 *** |
| 39. I am able to experience intellectual growth here. | 6.71 | 5.71 / 1.38 | 1.00 | 6.39 | 5.54 / 1.39 | 0.85 | 0.17 * |

* 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 83749 records.

Institutional Summary
Items: In Order of Importance

| Item | University of Puerto Rico Bayamon - SSI | | | National Four-Year Publics | | | Mean Difference |
|---|---|-------------------|-----------------|----------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| 7. The campus is safe and secure for all students. | 6.70 | 4.10 / 1.93 | 2.60 | 6.44 | 5.44 / 1.50 | 1.00 | -1.34 *** |
| 12. Financial aid awards are announced to students in time to be helpful in college planning. | 6.70 | 4.89 / 1.96 | 1.81 | 6.28 | 4.91 / 1.70 | 1.37 | -0.02 |
| 27. The personnel involved in registration are helpful. | 6.70 | 4.58 / 1.83 | 2.12 | 6.22 | 5.20 / 1.55 | 1.02 | -0.62 *** |
| 41. There is a commitment to academic excellence on this campus. | 6.69 | 5.60 / 1.37 | 1.09 | 6.30 | 5.37 / 1.45 | 0.93 | 0.23 ** |
| 79. Campus item: La página electrónica institucional provee fácil acceso en línea a la información que necesito | 6.69 | 4.97 / 1.78 | 1.72 | | | | |
| 66. Tuition paid is a worthwhile investment. | 6.68 | 5.55 / 1.72 | 1.13 | 6.43 | 5.14 / 1.63 | 1.29 | 0.41 *** |
| 72. On the whole, the campus is well-maintained. | 6.68 | 4.15 / 1.85 | 2.53 | 6.28 | 5.62 / 1.42 | 0.66 | -1.47 *** |
| 26. Computer labs are adequate and accessible. | 6.67 | 4.53 / 1.87 | 2.14 | 6.22 | 5.47 / 1.48 | 0.75 | -0.94 *** |
| 29. It is an enjoyable experience to be a student on this campus. | 6.66 | 5.78 / 1.38 | 0.88 | 6.29 | 5.28 / 1.57 | 1.01 | 0.50 *** |
| 36. Security staff respond quickly in emergencies. | 6.66 | 4.38 / 1.90 | 2.28 | 6.32 | 5.20 / 1.52 | 1.12 | -0.82 *** |
| 47. Faculty provide timely feedback about student progress in a course. | 6.66 | 4.42 / 1.84 | 2.24 | 6.32 | 5.07 / 1.55 | 1.25 | -0.65 *** |
| 51. This institution has a good reputation within the community. | 6.66 | 5.85 / 1.42 | 0.81 | 6.19 | 5.50 / 1.50 | 0.69 | 0.35 *** |
| 53. Faculty take into consideration student differences as they teach a course. | 6.66 | 4.75 / 1.86 | 1.91 | 6.13 | 4.97 / 1.59 | 1.16 | -0.22 * |

* 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 83749 records.

Institutional Summary
Items: In Order of Importance

| Item | University of Puerto Rico Bayamon - 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. | 6.66 | 5.16 / 1.78 | 1.50 | 6.13 | 5.47 / 1.44 | 0.66 | -0.31 *** |
| 20. The business office is open during hours which are convenient for most students. | 6.65 | 5.11 / 1.67 | 1.54 | 5.97 | 5.18 / 1.48 | 0.79 | -0.07 |
| 28. Parking lots are well-lighted and secure. | 6.65 | 3.11 / 1.90 | 3.54 | 6.10 | 5.00 / 1.63 | 1.10 | -1.89 *** |
| 62. There is a strong commitment to racial harmony on this campus. | 6.65 | 5.95 / 1.40 | 0.70 | 5.99 | 5.45 / 1.44 | 0.54 | 0.50 *** |
| 49. There are adequate services to help me decide upon a career. | 6.64 | 4.58 / 1.88 | 2.06 | 6.20 | 5.12 / 1.58 | 1.08 | -0.54 *** |
| 59. This institution shows concern for students as individuals. | 6.64 | 4.79 / 1.74 | 1.85 | 6.26 | 5.08 / 1.58 | 1.18 | -0.29 ** |
| 61. Adjunct faculty are competent as classroom instructors. | 6.64 | 5.44 / 1.54 | 1.20 | 6.16 | 5.29 / 1.45 | 0.87 | 0.15 |
| 77. Campus item: Mi programa me ofrece la oportunidad para capacitarme en el uso de la tecnología | 6.64 | 5.42 / 1.70 | 1.22 | | | | |
| 18. Library resources and services are adequate. | 6.63 | 5.23 / 1.66 | 1.40 | 6.14 | 5.58 / 1.33 | 0.56 | -0.35 *** |
| 76. Campus item: La facultad hace buen uso de la tecnología y medios de comunicación dentro y fuera del salón de clase | 6.61 | 5.20 / 1.70 | 1.41 | | | | |
| 33. My academic advisor is knowledgeable about requirements in my major. | 6.60 | 5.00 / 1.89 | 1.60 | 6.50 | 5.57 / 1.63 | 0.93 | -0.57 *** |
| 74. Campus item: La institución me ayuda a identificar fuentes de financiamiento para mis estudios | 6.60 | 4.38 / 2.00 | 2.22 | | | | |

* 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 83749 records.

Institutional Summary
Items: In Order of Importance

| Item | University of Puerto Rico Bayamon - SSI | | | National Four-Year Publics | | | Mean Difference |
|---|---|-------------------|-----------------|----------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| 32. Tutoring services are readily available. | 6.59 | 4.57 / 2.06 | 2.02 | 6.05 | 5.43 / 1.47 | 0.62 | -0.86 *** |
| 35. The assessment and course placement procedures are reasonable. | 6.59 | 4.39 / 1.86 | 2.20 | 6.20 | 5.22 / 1.49 | 0.98 | -0.83 *** |
| 64. New student orientation services help students adjust to college. | 6.59 | 5.08 / 1.78 | 1.51 | 5.94 | 5.18 / 1.59 | 0.76 | -0.10 |
| 2. The campus staff are caring and helpful. | 6.58 | 4.32 / 1.77 | 2.26 | 6.25 | 5.20 / 1.47 | 1.05 | -0.88 *** |
| 5. Financial aid counselors are helpful. | 6.58 | 4.33 / 2.03 | 2.25 | 6.20 | 4.91 / 1.70 | 1.29 | -0.58 *** |
| 90. Cost as factor in decision to enroll. | 6.58 | | | 6.28 | | | |
| 3. Faculty care about me as an individual. | 6.57 | 4.98 / 1.63 | 1.59 | 6.08 | 5.04 / 1.53 | 1.04 | -0.06 |
| 50. Class change (drop/add) policies are reasonable. | 6.57 | 4.66 / 1.86 | 1.91 | 6.18 | 5.34 / 1.56 | 0.84 | -0.68 *** |
| 73. Student activities fees are put to good use. | 6.57 | 3.73 / 2.00 | 2.84 | 6.13 | 4.63 / 1.73 | 1.50 | -0.90 *** |
| 21. The amount of student parking space on campus is adequate. | 6.56 | 3.30 / 2.03 | 3.26 | 6.07 | 3.53 / 1.99 | 2.54 | -0.23 |
| 44. Academic support services adequately meet the needs of students. | 6.56 | 4.83 / 1.63 | 1.73 | 6.14 | 5.20 / 1.46 | 0.94 | -0.37 *** |
| 75. Campus item: La institución provee fácil acceso en línea a los servicios que necesito | 6.56 | 4.63 / 1.83 | 1.93 | | | | |
| 4. Admissions staff are knowledgeable. | 6.54 | 5.38 / 1.55 | 1.16 | 6.22 | 5.12 / 1.55 | 1.10 | 0.26 ** |
| 13. Library staff are helpful and approachable. | 6.54 | 5.92 / 1.29 | 0.62 | 5.82 | 5.56 / 1.36 | 0.26 | 0.36 *** |

* 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 83749 records.

Institutional Summary
Items: In Order of Importance

| Item | University of Puerto Rico Bayamon - SSI | | | National Four-Year Publics | | | Mean Difference |
|---|---|-------------------|-----------------|----------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| 15. The staff in the health services area are competent. | 6.54 | 5.56 / 1.48 | 0.98 | 5.97 | 5.19 / 1.47 | 0.78 | 0.37 *** |
| 92. Academic reputation as factor in decision to enroll. | 6.54 | | | 6.03 | | | |
| 43. Admissions counselors respond to prospective students' unique needs and requests. | 6.53 | 5.11 / 1.74 | 1.42 | 6.03 | 5.07 / 1.53 | 0.96 | 0.04 |
| 45. Students are made to feel welcome on this campus. | 6.53 | 5.38 / 1.62 | 1.15 | 6.21 | 5.38 / 1.49 | 0.83 | 0.00 |
| 54. Bookstore staff are helpful. | 6.53 | 5.57 / 1.56 | 0.96 | 5.94 | 5.51 / 1.46 | 0.43 | 0.06 |
| 11. Billing policies are reasonable. | 6.52 | 4.92 / 1.72 | 1.60 | 6.17 | 4.79 / 1.66 | 1.38 | 0.13 |
| 63. Student disciplinary procedures are fair. | 6.52 | 5.47 / 1.57 | 1.05 | 6.06 | 5.34 / 1.44 | 0.72 | 0.13 |
| 70. Graduate teaching assistants are competent as classroom instructors. | 6.52 | 5.30 / 1.53 | 1.22 | 6.11 | 5.16 / 1.51 | 0.95 | 0.14 |
| 38. There is an adequate selection of food available in the cafeteria. | 6.51 | 4.57 / 2.02 | 1.94 | 5.91 | 4.50 / 1.81 | 1.41 | 0.07 |
| 6. My academic advisor is approachable. | 6.50 | 5.26 / 1.78 | 1.24 | 6.42 | 5.51 / 1.67 | 0.91 | -0.25 * |
| 22. Counseling staff care about students as individuals. | 6.50 | 4.74 / 1.83 | 1.76 | 6.02 | 5.04 / 1.52 | 0.98 | -0.30 ** |
| 31. Males and females have equal opportunities to participate in intercollegiate athletics. | 6.50 | 6.15 / 1.36 | 0.35 | 5.60 | 5.38 / 1.42 | 0.22 | 0.77 *** |

* 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 83749 records.

Institutional Summary
Items: In Order of Importance

| Item | University of Puerto Rico Bayamon - 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. | 6.50 | 3.98 / 1.93 | 2.52 | 6.05 | 4.80 / 1.66 | 1.25 | -0.82 *** |
| 52. The student center is a comfortable place for students to spend their leisure time. | 6.49 | 5.34 / 1.64 | 1.15 | 5.88 | 5.29 / 1.52 | 0.59 | 0.05 |
| 91. Financial aid as factor in decision to enroll. | 6.49 | | | 6.09 | | | |
| 19. My academic advisor helps me set goals to work toward. | 6.47 | 4.60 / 1.94 | 1.87 | 6.13 | 5.04 / 1.74 | 1.09 | -0.44 *** |
| 37. I feel a sense of pride about my campus. | 6.46 | 5.72 / 1.57 | 0.74 | 5.84 | 5.15 / 1.62 | 0.69 | 0.57 *** |
| 14. My academic advisor is concerned about my success as an individual. | 6.45 | 4.87 / 1.97 | 1.58 | 6.30 | 5.28 / 1.69 | 1.02 | -0.41 *** |
| 48. Admissions counselors accurately portray the campus in their recruiting practices. | 6.45 | 4.89 / 1.75 | 1.56 | 5.98 | 5.09 / 1.53 | 0.89 | -0.20 * |
| 57. I seldom get the "run-around" when seeking information on this campus. | 6.45 | 4.07 / 2.11 | 2.38 | 6.16 | 4.62 / 1.84 | 1.54 | -0.55 *** |
| 23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.) | 6.44 | 3.63 / 1.86 | 2.81 | 5.87 | 4.68 / 1.64 | 1.19 | -1.05 *** |
| 60. I generally know what's happening on campus. | 6.42 | 4.85 / 1.73 | 1.57 | 5.81 | 4.97 / 1.61 | 0.84 | -0.12 |
| 46. I can easily get involved in campus organizations. | 6.40 | 5.42 / 1.68 | 0.98 | 5.83 | 5.28 / 1.51 | 0.55 | 0.14 |
| 40. Residence hall regulations are reasonable. | 6.39 | 5.38 / 1.54 | 1.01 | 5.71 | 4.92 / 1.57 | 0.79 | 0.46 ** |
| 56. The student handbook provides helpful information about campus life. | 6.38 | 5.21 / 1.57 | 1.17 | 5.72 | 5.21 / 1.47 | 0.51 | 0.00 |

* 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 83749 records.

Institutional Summary
Items: In Order of Importance

| Item | University of Puerto Rico Bayamon - SSI | | | National Four-Year Publics | | | Mean Difference |
|--|---|-------------------|-----------------|----------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| 10. Administrators are approachable to students. | 6.37 | 4.57 / 1.63 | 1.80 | 5.95 | 5.05 / 1.47 | 0.90 | -0.48 *** |
| 96. Geographic setting as factor in decision to enroll. | 6.25 | | | 5.59 | | | |
| 1. Most students feel a sense of belonging here. | 6.18 | 5.30 / 1.50 | 0.88 | 5.74 | 5.07 / 1.48 | 0.67 | 0.23 ** |
| 30. Residence hall staff are concerned about me as an individual. | 6.18 | 4.51 / 1.73 | 1.67 | 5.58 | 4.81 / 1.60 | 0.77 | -0.30 |
| 24. The intercollegiate athletic programs contribute to a strong sense of school spirit. | 6.12 | 5.60 / 1.50 | 0.52 | 5.30 | 4.80 / 1.64 | 0.50 | 0.80 *** |
| 9. A variety of intramural activities are offered. | 6.07 | 5.20 / 1.57 | 0.87 | 5.06 | 5.15 / 1.46 | -0.09 | 0.05 |
| 42. There are a sufficient number of weekend activities for students. | 5.82 | 3.55 / 1.94 | 2.27 | 5.42 | 4.59 / 1.67 | 0.83 | -1.04 *** |
| 95. Recommendations from family/friends as factor in decision to enroll. | 5.49 | | | 4.92 | | | |
| 98. Personalized attention prior to enrollment as factor in decision to enroll. | 5.47 | | | 5.38 | | | |
| 93. Size of institution as factor in decision to enroll. | 5.14 | | | 5.32 | | | |
| 97. Campus appearance as factor in decision to enroll. | 5.10 | | | 5.36 | | | |
| 94. Opportunity to play sports as factor in decision to enroll. | 4.29 | | | 3.65 | | | |
| 80. Campus item 7 | | | | | | | |

* 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 83749 records.

Institutional Summary
Items: In Order of Importance

| Item | University of Puerto Rico Bayamon - SSI | | | National Four-Year Publics | | | Mean Difference |
|--|---|-------------------|-----------------|----------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| 81. Campus item 8 | | | | | | | |
| 82. Campus item 9 | | | | | | | |
| 83. Campus item 10 | | | | | | | |
| 84. Institution's commitment to part-time students? | | 5.79 / 1.45 | | | 5.22 / 1.49 | | 0.57 *** |
| 85. Institution's commitment to evening students? | | 5.28 / 1.65 | | | 5.22 / 1.51 | | 0.06 |
| 86. Institution's commitment to older, returning learners? | | 5.48 / 1.58 | | | 5.32 / 1.49 | | 0.16 |
| 87. Institution's commitment to under-represented populations? | | 5.40 / 1.55 | | | 5.27 / 1.47 | | 0.13 |
| 88. Institution's commitment to commuters? | | 5.63 / 1.47 | | | 5.11 / 1.63 | | 0.52 *** |
| 89. Institution's commitment to students with disabilities? | | 5.51 / 1.69 | | | 5.44 / 1.46 | | 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 83749 records.

Institutional Summary

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

| Scale/Item | University of Puerto Rico Bayamon - SSI | | | National Four-Year Publics | | | Mean Difference |
|--|---|-------------------|-----------------|----------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| ACADEMIC ADVISING | 6.56 | 5.06 / 1.51 | 1.50 | 6.36 | 5.37 / 1.37 | 0.99 | -0.31 *** |
| 6. My academic advisor is approachable. | 6.50 | 5.26 / 1.78 | 1.24 | 6.42 | 5.51 / 1.67 | 0.91 | -0.25 * |
| 14. My academic advisor is concerned about my success as an individual. | 6.45 | 4.87 / 1.97 | 1.58 | 6.30 | 5.28 / 1.69 | 1.02 | -0.41 *** |
| 19. My academic advisor helps me set goals to work toward. | 6.47 | 4.60 / 1.94 | 1.87 | 6.13 | 5.04 / 1.74 | 1.09 | -0.44 *** |
| 33. My academic advisor is knowledgeable about requirements in my major. | 6.60 | 5.00 / 1.89 | 1.60 | 6.50 | 5.57 / 1.63 | 0.93 | -0.57 *** |
| 55. Major requirements are clear and reasonable. | 6.79 | 5.50 / 1.61 | 1.29 | 6.43 | 5.44 / 1.48 | 0.99 | 0.06 |

* 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 83749 records.

Institutional Summary

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

| Scale/Item | University of Puerto Rico Bayamon - SSI | | | National Four-Year Publics | | | Mean Difference |
|--|---|-------------------|-----------------|----------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| CAMPUS CLIMATE | 6.55 | 5.06 / 1.14 | 1.49 | 6.13 | 5.18 / 1.14 | 0.95 | -0.12 |
| 1. Most students feel a sense of belonging here. | 6.18 | 5.30 / 1.50 | 0.88 | 5.74 | 5.07 / 1.48 | 0.67 | 0.23 ** |
| 2. The campus staff are caring and helpful. | 6.58 | 4.32 / 1.77 | 2.26 | 6.25 | 5.20 / 1.47 | 1.05 | -0.88 *** |
| 3. Faculty care about me as an individual. | 6.57 | 4.98 / 1.63 | 1.59 | 6.08 | 5.04 / 1.53 | 1.04 | -0.06 |
| 7. The campus is safe and secure for all students. | 6.70 | 4.10 / 1.93 | 2.60 | 6.44 | 5.44 / 1.50 | 1.00 | -1.34 *** |
| 10. Administrators are approachable to students. | 6.37 | 4.57 / 1.63 | 1.80 | 5.95 | 5.05 / 1.47 | 0.90 | -0.48 *** |
| 29. It is an enjoyable experience to be a student on this campus. | 6.66 | 5.78 / 1.38 | 0.88 | 6.29 | 5.28 / 1.57 | 1.01 | 0.50 *** |
| 37. I feel a sense of pride about my campus. | 6.46 | 5.72 / 1.57 | 0.74 | 5.84 | 5.15 / 1.62 | 0.69 | 0.57 *** |
| 41. There is a commitment to academic excellence on this campus. | 6.69 | 5.60 / 1.37 | 1.09 | 6.30 | 5.37 / 1.45 | 0.93 | 0.23 ** |
| 45. Students are made to feel welcome on this campus. | 6.53 | 5.38 / 1.62 | 1.15 | 6.21 | 5.38 / 1.49 | 0.83 | 0.00 |
| 51. This institution has a good reputation within the community. | 6.66 | 5.85 / 1.42 | 0.81 | 6.19 | 5.50 / 1.50 | 0.69 | 0.35 *** |
| 57. I seldom get the "run-around" when seeking information on this campus. | 6.45 | 4.07 / 2.11 | 2.38 | 6.16 | 4.62 / 1.84 | 1.54 | -0.55 *** |
| 59. This institution shows concern for students as individuals. | 6.64 | 4.79 / 1.74 | 1.85 | 6.26 | 5.08 / 1.58 | 1.18 | -0.29 ** |
| 60. I generally know what's happening on campus. | 6.42 | 4.85 / 1.73 | 1.57 | 5.81 | 4.97 / 1.61 | 0.84 | -0.12 |

* 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 83749 records.

Institutional Summary

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

| Scale/Item | University of Puerto Rico Bayamon - 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. | 6.65 | 5.95 / 1.40 | 0.70 | 5.99 | 5.45 / 1.44 | 0.54 | 0.50 *** |
| 66. Tuition paid is a worthwhile investment. | 6.68 | 5.55 / 1.72 | 1.13 | 6.43 | 5.14 / 1.63 | 1.29 | 0.41 *** |
| 67. Freedom of expression is protected on campus. | 6.66 | 5.16 / 1.78 | 1.50 | 6.13 | 5.47 / 1.44 | 0.66 | -0.31 *** |
| 71. Channels for expressing student complaints are readily available. | 6.50 | 3.98 / 1.93 | 2.52 | 6.05 | 4.80 / 1.66 | 1.25 | -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 83749 records.

Institutional Summary

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

| Scale/Item | University of Puerto Rico Bayamon - SSI | | | National Four-Year Publics | | | Mean Difference |
|--|---|-------------------|-----------------|----------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| CAMPUS LIFE | 6.38 | 4.97 / 1.17 | 1.41 | 5.75 | 5.03 / 1.13 | 0.72 | -0.06 |
| 9. A variety of intramural activities are offered. | 6.07 | 5.20 / 1.57 | 0.87 | 5.06 | 5.15 / 1.46 | -0.09 | 0.05 |
| 23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.) | 6.44 | 3.63 / 1.86 | 2.81 | 5.87 | 4.68 / 1.64 | 1.19 | -1.05 *** |
| 24. The intercollegiate athletic programs contribute to a strong sense of school spirit. | 6.12 | 5.60 / 1.50 | 0.52 | 5.30 | 4.80 / 1.64 | 0.50 | 0.80 *** |
| 30. Residence hall staff are concerned about me as an individual. | 6.18 | 4.51 / 1.73 | 1.67 | 5.58 | 4.81 / 1.60 | 0.77 | -0.30 |
| 31. Males and females have equal opportunities to participate in intercollegiate athletics. | 6.50 | 6.15 / 1.36 | 0.35 | 5.60 | 5.38 / 1.42 | 0.22 | 0.77 *** |
| 38. There is an adequate selection of food available in the cafeteria. | 6.51 | 4.57 / 2.02 | 1.94 | 5.91 | 4.50 / 1.81 | 1.41 | 0.07 |
| 40. Residence hall regulations are reasonable. | 6.39 | 5.38 / 1.54 | 1.01 | 5.71 | 4.92 / 1.57 | 0.79 | 0.46 ** |
| 42. There are a sufficient number of weekend activities for students. | 5.82 | 3.55 / 1.94 | 2.27 | 5.42 | 4.59 / 1.67 | 0.83 | -1.04 *** |
| 46. I can easily get involved in campus organizations. | 6.40 | 5.42 / 1.68 | 0.98 | 5.83 | 5.28 / 1.51 | 0.55 | 0.14 |
| 52. The student center is a comfortable place for students to spend their leisure time. | 6.49 | 5.34 / 1.64 | 1.15 | 5.88 | 5.29 / 1.52 | 0.59 | 0.05 |
| 56. The student handbook provides helpful information about campus life. | 6.38 | 5.21 / 1.57 | 1.17 | 5.72 | 5.21 / 1.47 | 0.51 | 0.00 |
| 63. Student disciplinary procedures are fair. | 6.52 | 5.47 / 1.57 | 1.05 | 6.06 | 5.34 / 1.44 | 0.72 | 0.13 |

* 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 83749 records.

Institutional Summary

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

| Scale/Item | University of Puerto Rico Bayamon - SSI | | | National Four-Year Publics | | | Mean Difference |
|---|---|-------------------|-----------------|----------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| 64. New student orientation services help students adjust to college. | 6.59 | 5.08 / 1.78 | 1.51 | 5.94 | 5.18 / 1.59 | 0.76 | -0.10 |
| 67. Freedom of expression is protected on campus. | 6.66 | 5.16 / 1.78 | 1.50 | 6.13 | 5.47 / 1.44 | 0.66 | -0.31 *** |
| 73. Student activities fees are put to good use. | 6.57 | 3.73 / 2.00 | 2.84 | 6.13 | 4.63 / 1.73 | 1.50 | -0.90 *** |

* 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 83749 records.

Institutional Summary

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

| Scale/Item | University of Puerto Rico Bayamon - SSI | | | National Four-Year Publics | | | Mean Difference |
|--|---|-------------------|-----------------|----------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| CAMPUS SUPPORT SERVICES | 6.59 | 5.05 / 1.17 | 1.54 | 6.07 | 5.41 / 1.07 | 0.66 | -0.36 *** |
| 13. Library staff are helpful and approachable. | 6.54 | 5.92 / 1.29 | 0.62 | 5.82 | 5.56 / 1.36 | 0.26 | 0.36 *** |
| 18. Library resources and services are adequate. | 6.63 | 5.23 / 1.66 | 1.40 | 6.14 | 5.58 / 1.33 | 0.56 | -0.35 *** |
| 26. Computer labs are adequate and accessible. | 6.67 | 4.53 / 1.87 | 2.14 | 6.22 | 5.47 / 1.48 | 0.75 | -0.94 *** |
| 32. Tutoring services are readily available. | 6.59 | 4.57 / 2.06 | 2.02 | 6.05 | 5.43 / 1.47 | 0.62 | -0.86 *** |
| 44. Academic support services adequately meet the needs of students. | 6.56 | 4.83 / 1.63 | 1.73 | 6.14 | 5.20 / 1.46 | 0.94 | -0.37 *** |
| 49. There are adequate services to help me decide upon a career. | 6.64 | 4.58 / 1.88 | 2.06 | 6.20 | 5.12 / 1.58 | 1.08 | -0.54 *** |
| 54. Bookstore staff are helpful. | 6.53 | 5.57 / 1.56 | 0.96 | 5.94 | 5.51 / 1.46 | 0.43 | 0.06 |

* 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 83749 records.

Institutional Summary

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

| Scale/Item | University of Puerto Rico Bayamon - SSI | | | National Four-Year Publics | | | Mean Difference |
|--|---|-------------------|-----------------|----------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| CONCERN FOR THE INDIVIDUAL | 6.55 | 4.84 / 1.32 | 1.71 | 6.13 | 5.10 / 1.22 | 1.03 | -0.26 *** |
| 3. Faculty care about me as an individual. | 6.57 | 4.98 / 1.63 | 1.59 | 6.08 | 5.04 / 1.53 | 1.04 | -0.06 |
| 14. My academic advisor is concerned about my success as an individual. | 6.45 | 4.87 / 1.97 | 1.58 | 6.30 | 5.28 / 1.69 | 1.02 | -0.41 *** |
| 22. Counseling staff care about students as individuals. | 6.50 | 4.74 / 1.83 | 1.76 | 6.02 | 5.04 / 1.52 | 0.98 | -0.30 ** |
| 25. Faculty are fair and unbiased in their treatment of individual students. | 6.73 | 4.92 / 1.68 | 1.81 | 6.36 | 5.24 / 1.51 | 1.12 | -0.32 *** |
| 30. Residence hall staff are concerned about me as an individual. | 6.18 | 4.51 / 1.73 | 1.67 | 5.58 | 4.81 / 1.60 | 0.77 | -0.30 |
| 59. This institution shows concern for students as individuals. | 6.64 | 4.79 / 1.74 | 1.85 | 6.26 | 5.08 / 1.58 | 1.18 | -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 83749 records.

Institutional Summary

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

| Scale/Item | University of Puerto Rico Bayamon - SSI | | | National Four-Year Publics | | | Mean Difference |
|---|---|-------------------|-----------------|----------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| INSTRUCTIONAL EFFECTIVENESS | 6.71 | 5.30 / 1.17 | 1.41 | 6.33 | 5.34 / 1.09 | 0.99 | -0.04 |
| 3. Faculty care about me as an individual. | 6.57 | 4.98 / 1.63 | 1.59 | 6.08 | 5.04 / 1.53 | 1.04 | -0.06 |
| 8. The content of the courses within my major is valuable. | 6.78 | 5.60 / 1.49 | 1.18 | 6.54 | 5.52 / 1.38 | 1.02 | 0.08 |
| 16. The instruction in my major field is excellent. | 6.84 | 5.74 / 1.49 | 1.10 | 6.51 | 5.46 / 1.43 | 1.05 | 0.28 *** |
| 25. Faculty are fair and unbiased in their treatment of individual students. | 6.73 | 4.92 / 1.68 | 1.81 | 6.36 | 5.24 / 1.51 | 1.12 | -0.32 *** |
| 39. I am able to experience intellectual growth here. | 6.71 | 5.71 / 1.38 | 1.00 | 6.39 | 5.54 / 1.39 | 0.85 | 0.17 * |
| 41. There is a commitment to academic excellence on this campus. | 6.69 | 5.60 / 1.37 | 1.09 | 6.30 | 5.37 / 1.45 | 0.93 | 0.23 ** |
| 47. Faculty provide timely feedback about student progress in a course. | 6.66 | 4.42 / 1.84 | 2.24 | 6.32 | 5.07 / 1.55 | 1.25 | -0.65 *** |
| 53. Faculty take into consideration student differences as they teach a course. | 6.66 | 4.75 / 1.86 | 1.91 | 6.13 | 4.97 / 1.59 | 1.16 | -0.22 * |
| 58. The quality of instruction I receive in most of my classes is excellent. | 6.79 | 5.53 / 1.46 | 1.26 | 6.47 | 5.36 / 1.44 | 1.11 | 0.17 * |
| 61. Adjunct faculty are competent as classroom instructors. | 6.64 | 5.44 / 1.54 | 1.20 | 6.16 | 5.29 / 1.45 | 0.87 | 0.15 |
| 65. Faculty are usually available after class and during office hours. | 6.77 | 5.31 / 1.64 | 1.46 | 6.31 | 5.60 / 1.38 | 0.71 | -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 83749 records.

Institutional Summary

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

| Scale/Item | University of Puerto Rico Bayamon - 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. | 6.83 | 5.83 / 1.42 | 1.00 | 6.49 | 5.69 / 1.35 | 0.80 | 0.14 |
| 69. There is a good variety of courses provided on this campus. | 6.73 | 5.04 / 1.80 | 1.69 | 6.39 | 5.43 / 1.51 | 0.96 | -0.39 *** |
| 70. Graduate teaching assistants are competent as classroom instructors. | 6.52 | 5.30 / 1.53 | 1.22 | 6.11 | 5.16 / 1.51 | 0.95 | 0.14 |

* 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 83749 records.

Institutional Summary

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

| Scale/Item | University of Puerto Rico Bayamon - SSI | | | National Four-Year Publics | | | Mean Difference |
|---|---|-------------------|-----------------|----------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| RECRUITMENT AND FINANCIAL AID | 6.60 | 4.91 / 1.35 | 1.69 | 6.18 | 5.00 / 1.27 | 1.18 | -0.09 |
| 4. Admissions staff are knowledgeable. | 6.54 | 5.38 / 1.55 | 1.16 | 6.22 | 5.12 / 1.55 | 1.10 | 0.26 ** |
| 5. Financial aid counselors are helpful. | 6.58 | 4.33 / 2.03 | 2.25 | 6.20 | 4.91 / 1.70 | 1.29 | -0.58 *** |
| 12. Financial aid awards are announced to students in time to be helpful in college planning. | 6.70 | 4.89 / 1.96 | 1.81 | 6.28 | 4.91 / 1.70 | 1.37 | -0.02 |
| 17. Adequate financial aid is available for most students. | 6.73 | 4.92 / 1.88 | 1.81 | 6.34 | 4.90 / 1.70 | 1.44 | 0.02 |
| 43. Admissions counselors respond to prospective students' unique needs and requests. | 6.53 | 5.11 / 1.74 | 1.42 | 6.03 | 5.07 / 1.53 | 0.96 | 0.04 |
| 48. Admissions counselors accurately portray the campus in their recruiting practices. | 6.45 | 4.89 / 1.75 | 1.56 | 5.98 | 5.09 / 1.53 | 0.89 | -0.20 * |

* 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 83749 records.

Institutional Summary

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

| Scale/Item | University of Puerto Rico Bayamon - SSI | | | National Four-Year Publics | | | Mean Difference |
|--|---|-------------------|-----------------|----------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| REGISTRATION EFFECTIVENESS | 6.63 | 4.57 / 1.37 | 2.06 | 6.22 | 5.09 / 1.22 | 1.13 | -0.52 *** |
| 11. Billing policies are reasonable. | 6.52 | 4.92 / 1.72 | 1.60 | 6.17 | 4.79 / 1.66 | 1.38 | 0.13 |
| 20. The business office is open during hours which are convenient for most students. | 6.65 | 5.11 / 1.67 | 1.54 | 5.97 | 5.18 / 1.48 | 0.79 | -0.07 |
| 27. The personnel involved in registration are helpful. | 6.70 | 4.58 / 1.83 | 2.12 | 6.22 | 5.20 / 1.55 | 1.02 | -0.62 *** |
| 34. I am able to register for classes I need with few conflicts. | 6.71 | 3.57 / 2.08 | 3.14 | 6.52 | 4.96 / 1.81 | 1.56 | -1.39 *** |
| 50. Class change (drop/add) policies are reasonable. | 6.57 | 4.66 / 1.86 | 1.91 | 6.18 | 5.34 / 1.56 | 0.84 | -0.68 *** |

* 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 83749 records.

Institutional Summary

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

| Scale/Item | University of Puerto Rico Bayamon - SSI | | | National Four-Year Publics | | | Mean Difference |
|--|---|-------------------|-----------------|----------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| RESPONSIVENESS TO DIVERSE POPULATIONS | | 5.54 / 1.40 | | | 5.26 / 1.36 | | 0.28 *** |
| 84. Institution's commitment to part-time students? | | 5.79 / 1.45 | | | 5.22 / 1.49 | | 0.57 *** |
| 85. Institution's commitment to evening students? | | 5.28 / 1.65 | | | 5.22 / 1.51 | | 0.06 |
| 86. Institution's commitment to older, returning learners? | | 5.48 / 1.58 | | | 5.32 / 1.49 | | 0.16 |
| 87. Institution's commitment to under-represented populations? | | 5.40 / 1.55 | | | 5.27 / 1.47 | | 0.13 |
| 88. Institution's commitment to commuters? | | 5.63 / 1.47 | | | 5.11 / 1.63 | | 0.52 *** |
| 89. Institution's commitment to students with disabilities? | | 5.51 / 1.69 | | | 5.44 / 1.46 | | 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 83749 records.

Institutional Summary

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

| Scale/Item | University of Puerto Rico Bayamon - SSI | | | National Four-Year Publics | | | Mean Difference |
|--|---|-------------------|-----------------|----------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| SAFETY AND SECURITY | 6.64 | 3.70 / 1.58 | 2.94 | 6.23 | 4.78 / 1.27 | 1.45 | -1.08 *** |
| 7. The campus is safe and secure for all students. | 6.70 | 4.10 / 1.93 | 2.60 | 6.44 | 5.44 / 1.50 | 1.00 | -1.34 *** |
| 21. The amount of student parking space on campus is adequate. | 6.56 | 3.30 / 2.03 | 3.26 | 6.07 | 3.53 / 1.99 | 2.54 | -0.23 |
| 28. Parking lots are well-lighted and secure. | 6.65 | 3.11 / 1.90 | 3.54 | 6.10 | 5.00 / 1.63 | 1.10 | -1.89 *** |
| 36. Security staff respond quickly in emergencies. | 6.66 | 4.38 / 1.90 | 2.28 | 6.32 | 5.20 / 1.52 | 1.12 | -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 83749 records.

Institutional Summary

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

| Scale/Item | University of Puerto Rico Bayamon - SSI | | | National Four-Year Publics | | | Mean Difference |
|--|---|-------------------|-----------------|----------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| SERVICE EXCELLENCE | 6.53 | 4.75 / 1.20 | 1.78 | 6.04 | 5.07 / 1.15 | 0.97 | -0.32 *** |
| 2. The campus staff are caring and helpful. | 6.58 | 4.32 / 1.77 | 2.26 | 6.25 | 5.20 / 1.47 | 1.05 | -0.88 *** |
| 13. Library staff are helpful and approachable. | 6.54 | 5.92 / 1.29 | 0.62 | 5.82 | 5.56 / 1.36 | 0.26 | 0.36 *** |
| 15. The staff in the health services area are competent. | 6.54 | 5.56 / 1.48 | 0.98 | 5.97 | 5.19 / 1.47 | 0.78 | 0.37 *** |
| 22. Counseling staff care about students as individuals. | 6.50 | 4.74 / 1.83 | 1.76 | 6.02 | 5.04 / 1.52 | 0.98 | -0.30 ** |
| 27. The personnel involved in registration are helpful. | 6.70 | 4.58 / 1.83 | 2.12 | 6.22 | 5.20 / 1.55 | 1.02 | -0.62 *** |
| 57. I seldom get the "run-around" when seeking information on this campus. | 6.45 | 4.07 / 2.11 | 2.38 | 6.16 | 4.62 / 1.84 | 1.54 | -0.55 *** |
| 60. I generally know what's happening on campus. | 6.42 | 4.85 / 1.73 | 1.57 | 5.81 | 4.97 / 1.61 | 0.84 | -0.12 |
| 71. Channels for expressing student complaints are readily available. | 6.50 | 3.98 / 1.93 | 2.52 | 6.05 | 4.80 / 1.66 | 1.25 | -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 83749 records.

Institutional Summary

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

| Scale/Item | University of Puerto Rico Bayamon - SSI | | | National Four-Year Publics | | | Mean Difference |
|---|---|-------------------|-----------------|----------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| STUDENT CENTEREDNESS | 6.49 | 5.02 / 1.23 | 1.47 | 6.12 | 5.18 / 1.23 | 0.94 | -0.16 * |
| 1. Most students feel a sense of belonging here. | 6.18 | 5.30 / 1.50 | 0.88 | 5.74 | 5.07 / 1.48 | 0.67 | 0.23 ** |
| 2. The campus staff are caring and helpful. | 6.58 | 4.32 / 1.77 | 2.26 | 6.25 | 5.20 / 1.47 | 1.05 | -0.88 *** |
| 10. Administrators are approachable to students. | 6.37 | 4.57 / 1.63 | 1.80 | 5.95 | 5.05 / 1.47 | 0.90 | -0.48 *** |
| 29. It is an enjoyable experience to be a student on this campus. | 6.66 | 5.78 / 1.38 | 0.88 | 6.29 | 5.28 / 1.57 | 1.01 | 0.50 *** |
| 45. Students are made to feel welcome on this campus. | 6.53 | 5.38 / 1.62 | 1.15 | 6.21 | 5.38 / 1.49 | 0.83 | 0.00 |
| 59. This institution shows concern for students as individuals. | 6.64 | 4.79 / 1.74 | 1.85 | 6.26 | 5.08 / 1.58 | 1.18 | -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 83749 records.

Institutional Summary

Items: In Sequential Order

| Item | University of Puerto Rico Bayamon - 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. | 6.18 | 5.30 / 1.50 | 0.88 | 5.74 | 5.07 / 1.48 | 0.67 | 0.23 ** |
| 2. The campus staff are caring and helpful. | 6.58 | 4.32 / 1.77 | 2.26 | 6.25 | 5.20 / 1.47 | 1.05 | -0.88 *** |
| 3. Faculty care about me as an individual. | 6.57 | 4.98 / 1.63 | 1.59 | 6.08 | 5.04 / 1.53 | 1.04 | -0.06 |
| 4. Admissions staff are knowledgeable. | 6.54 | 5.38 / 1.55 | 1.16 | 6.22 | 5.12 / 1.55 | 1.10 | 0.26 ** |
| 5. Financial aid counselors are helpful. | 6.58 | 4.33 / 2.03 | 2.25 | 6.20 | 4.91 / 1.70 | 1.29 | -0.58 *** |
| 6. My academic advisor is approachable. | 6.50 | 5.26 / 1.78 | 1.24 | 6.42 | 5.51 / 1.67 | 0.91 | -0.25 * |
| 7. The campus is safe and secure for all students. | 6.70 | 4.10 / 1.93 | 2.60 | 6.44 | 5.44 / 1.50 | 1.00 | -1.34 *** |
| 8. The content of the courses within my major is valuable. | 6.78 | 5.60 / 1.49 | 1.18 | 6.54 | 5.52 / 1.38 | 1.02 | 0.08 |
| 9. A variety of intramural activities are offered. | 6.07 | 5.20 / 1.57 | 0.87 | 5.06 | 5.15 / 1.46 | -0.09 | 0.05 |
| 10. Administrators are approachable to students. | 6.37 | 4.57 / 1.63 | 1.80 | 5.95 | 5.05 / 1.47 | 0.90 | -0.48 *** |
| 11. Billing policies are reasonable. | 6.52 | 4.92 / 1.72 | 1.60 | 6.17 | 4.79 / 1.66 | 1.38 | 0.13 |
| 12. Financial aid awards are announced to students in time to be helpful in college planning. | 6.70 | 4.89 / 1.96 | 1.81 | 6.28 | 4.91 / 1.70 | 1.37 | -0.02 |
| 13. Library staff are helpful and approachable. | 6.54 | 5.92 / 1.29 | 0.62 | 5.82 | 5.56 / 1.36 | 0.26 | 0.36 *** |
| 14. My academic advisor is concerned about my success as an individual. | 6.45 | 4.87 / 1.97 | 1.58 | 6.30 | 5.28 / 1.69 | 1.02 | -0.41 *** |
| 15. The staff in the health services area are competent. | 6.54 | 5.56 / 1.48 | 0.98 | 5.97 | 5.19 / 1.47 | 0.78 | 0.37 *** |

* 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 83749 records.

Institutional Summary

Items: In Sequential Order

| Item | University of Puerto Rico Bayamon - SSI | | | National Four-Year Publics | | | Mean Difference |
|--|---|-------------------|-----------------|----------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| 16. The instruction in my major field is excellent. | 6.84 | 5.74 / 1.49 | 1.10 | 6.51 | 5.46 / 1.43 | 1.05 | 0.28 *** |
| 17. Adequate financial aid is available for most students. | 6.73 | 4.92 / 1.88 | 1.81 | 6.34 | 4.90 / 1.70 | 1.44 | 0.02 |
| 18. Library resources and services are adequate. | 6.63 | 5.23 / 1.66 | 1.40 | 6.14 | 5.58 / 1.33 | 0.56 | -0.35 *** |
| 19. My academic advisor helps me set goals to work toward. | 6.47 | 4.60 / 1.94 | 1.87 | 6.13 | 5.04 / 1.74 | 1.09 | -0.44 *** |
| 20. The business office is open during hours which are convenient for most students. | 6.65 | 5.11 / 1.67 | 1.54 | 5.97 | 5.18 / 1.48 | 0.79 | -0.07 |
| 21. The amount of student parking space on campus is adequate. | 6.56 | 3.30 / 2.03 | 3.26 | 6.07 | 3.53 / 1.99 | 2.54 | -0.23 |
| 22. Counseling staff care about students as individuals. | 6.50 | 4.74 / 1.83 | 1.76 | 6.02 | 5.04 / 1.52 | 0.98 | -0.30 ** |
| 23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.) | 6.44 | 3.63 / 1.86 | 2.81 | 5.87 | 4.68 / 1.64 | 1.19 | -1.05 *** |
| 24. The intercollegiate athletic programs contribute to a strong sense of school spirit. | 6.12 | 5.60 / 1.50 | 0.52 | 5.30 | 4.80 / 1.64 | 0.50 | 0.80 *** |
| 25. Faculty are fair and unbiased in their treatment of individual students. | 6.73 | 4.92 / 1.68 | 1.81 | 6.36 | 5.24 / 1.51 | 1.12 | -0.32 *** |
| 26. Computer labs are adequate and accessible. | 6.67 | 4.53 / 1.87 | 2.14 | 6.22 | 5.47 / 1.48 | 0.75 | -0.94 *** |
| 27. The personnel involved in registration are helpful. | 6.70 | 4.58 / 1.83 | 2.12 | 6.22 | 5.20 / 1.55 | 1.02 | -0.62 *** |
| 28. Parking lots are well-lighted and secure. | 6.65 | 3.11 / 1.90 | 3.54 | 6.10 | 5.00 / 1.63 | 1.10 | -1.89 *** |

* 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 83749 records.

Institutional Summary

Items: In Sequential Order

| Item | University of Puerto Rico Bayamon - SSI | | | National Four-Year Publics | | | Mean Difference |
|---|---|-------------------|-----------------|----------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| 29. It is an enjoyable experience to be a student on this campus. | 6.66 | 5.78 / 1.38 | 0.88 | 6.29 | 5.28 / 1.57 | 1.01 | 0.50 *** |
| 30. Residence hall staff are concerned about me as an individual. | 6.18 | 4.51 / 1.73 | 1.67 | 5.58 | 4.81 / 1.60 | 0.77 | -0.30 |
| 31. Males and females have equal opportunities to participate in intercollegiate athletics. | 6.50 | 6.15 / 1.36 | 0.35 | 5.60 | 5.38 / 1.42 | 0.22 | 0.77 *** |
| 32. Tutoring services are readily available. | 6.59 | 4.57 / 2.06 | 2.02 | 6.05 | 5.43 / 1.47 | 0.62 | -0.86 *** |
| 33. My academic advisor is knowledgeable about requirements in my major. | 6.60 | 5.00 / 1.89 | 1.60 | 6.50 | 5.57 / 1.63 | 0.93 | -0.57 *** |
| 34. I am able to register for classes I need with few conflicts. | 6.71 | 3.57 / 2.08 | 3.14 | 6.52 | 4.96 / 1.81 | 1.56 | -1.39 *** |
| 35. The assessment and course placement procedures are reasonable. | 6.59 | 4.39 / 1.86 | 2.20 | 6.20 | 5.22 / 1.49 | 0.98 | -0.83 *** |
| 36. Security staff respond quickly in emergencies. | 6.66 | 4.38 / 1.90 | 2.28 | 6.32 | 5.20 / 1.52 | 1.12 | -0.82 *** |
| 37. I feel a sense of pride about my campus. | 6.46 | 5.72 / 1.57 | 0.74 | 5.84 | 5.15 / 1.62 | 0.69 | 0.57 *** |
| 38. There is an adequate selection of food available in the cafeteria. | 6.51 | 4.57 / 2.02 | 1.94 | 5.91 | 4.50 / 1.81 | 1.41 | 0.07 |
| 39. I am able to experience intellectual growth here. | 6.71 | 5.71 / 1.38 | 1.00 | 6.39 | 5.54 / 1.39 | 0.85 | 0.17 * |
| 40. Residence hall regulations are reasonable. | 6.39 | 5.38 / 1.54 | 1.01 | 5.71 | 4.92 / 1.57 | 0.79 | 0.46 ** |
| 41. There is a commitment to academic excellence on this campus. | 6.69 | 5.60 / 1.37 | 1.09 | 6.30 | 5.37 / 1.45 | 0.93 | 0.23 ** |

* 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 83749 records.

Institutional Summary

Items: In Sequential Order

| Item | University of Puerto Rico Bayamon - SSI | | | National Four-Year Publics | | | Mean Difference |
|---|---|-------------------|-----------------|----------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| 42. There are a sufficient number of weekend activities for students. | 5.82 | 3.55 / 1.94 | 2.27 | 5.42 | 4.59 / 1.67 | 0.83 | -1.04 *** |
| 43. Admissions counselors respond to prospective students' unique needs and requests. | 6.53 | 5.11 / 1.74 | 1.42 | 6.03 | 5.07 / 1.53 | 0.96 | 0.04 |
| 44. Academic support services adequately meet the needs of students. | 6.56 | 4.83 / 1.63 | 1.73 | 6.14 | 5.20 / 1.46 | 0.94 | -0.37 *** |
| 45. Students are made to feel welcome on this campus. | 6.53 | 5.38 / 1.62 | 1.15 | 6.21 | 5.38 / 1.49 | 0.83 | 0.00 |
| 46. I can easily get involved in campus organizations. | 6.40 | 5.42 / 1.68 | 0.98 | 5.83 | 5.28 / 1.51 | 0.55 | 0.14 |
| 47. Faculty provide timely feedback about student progress in a course. | 6.66 | 4.42 / 1.84 | 2.24 | 6.32 | 5.07 / 1.55 | 1.25 | -0.65 *** |
| 48. Admissions counselors accurately portray the campus in their recruiting practices. | 6.45 | 4.89 / 1.75 | 1.56 | 5.98 | 5.09 / 1.53 | 0.89 | -0.20 * |
| 49. There are adequate services to help me decide upon a career. | 6.64 | 4.58 / 1.88 | 2.06 | 6.20 | 5.12 / 1.58 | 1.08 | -0.54 *** |
| 50. Class change (drop/add) policies are reasonable. | 6.57 | 4.66 / 1.86 | 1.91 | 6.18 | 5.34 / 1.56 | 0.84 | -0.68 *** |
| 51. This institution has a good reputation within the community. | 6.66 | 5.85 / 1.42 | 0.81 | 6.19 | 5.50 / 1.50 | 0.69 | 0.35 *** |
| 52. The student center is a comfortable place for students to spend their leisure time. | 6.49 | 5.34 / 1.64 | 1.15 | 5.88 | 5.29 / 1.52 | 0.59 | 0.05 |
| 53. Faculty take into consideration student differences as they teach a course. | 6.66 | 4.75 / 1.86 | 1.91 | 6.13 | 4.97 / 1.59 | 1.16 | -0.22 * |

* 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 83749 records.

Institutional Summary

Items: In Sequential Order

| Item | University of Puerto Rico Bayamon - SSI | | | National Four-Year Publics | | | Mean Difference |
|--|---|-------------------|-----------------|----------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| 54. Bookstore staff are helpful. | 6.53 | 5.57 / 1.56 | 0.96 | 5.94 | 5.51 / 1.46 | 0.43 | 0.06 |
| 55. Major requirements are clear and reasonable. | 6.79 | 5.50 / 1.61 | 1.29 | 6.43 | 5.44 / 1.48 | 0.99 | 0.06 |
| 56. The student handbook provides helpful information about campus life. | 6.38 | 5.21 / 1.57 | 1.17 | 5.72 | 5.21 / 1.47 | 0.51 | 0.00 |
| 57. I seldom get the "run-around" when seeking information on this campus. | 6.45 | 4.07 / 2.11 | 2.38 | 6.16 | 4.62 / 1.84 | 1.54 | -0.55 *** |
| 58. The quality of instruction I receive in most of my classes is excellent. | 6.79 | 5.53 / 1.46 | 1.26 | 6.47 | 5.36 / 1.44 | 1.11 | 0.17 * |
| 59. This institution shows concern for students as individuals. | 6.64 | 4.79 / 1.74 | 1.85 | 6.26 | 5.08 / 1.58 | 1.18 | -0.29 ** |
| 60. I generally know what's happening on campus. | 6.42 | 4.85 / 1.73 | 1.57 | 5.81 | 4.97 / 1.61 | 0.84 | -0.12 |
| 61. Adjunct faculty are competent as classroom instructors. | 6.64 | 5.44 / 1.54 | 1.20 | 6.16 | 5.29 / 1.45 | 0.87 | 0.15 |
| 62. There is a strong commitment to racial harmony on this campus. | 6.65 | 5.95 / 1.40 | 0.70 | 5.99 | 5.45 / 1.44 | 0.54 | 0.50 *** |
| 63. Student disciplinary procedures are fair. | 6.52 | 5.47 / 1.57 | 1.05 | 6.06 | 5.34 / 1.44 | 0.72 | 0.13 |
| 64. New student orientation services help students adjust to college. | 6.59 | 5.08 / 1.78 | 1.51 | 5.94 | 5.18 / 1.59 | 0.76 | -0.10 |
| 65. Faculty are usually available after class and during office hours. | 6.77 | 5.31 / 1.64 | 1.46 | 6.31 | 5.60 / 1.38 | 0.71 | -0.29 *** |
| 66. Tuition paid is a worthwhile investment. | 6.68 | 5.55 / 1.72 | 1.13 | 6.43 | 5.14 / 1.63 | 1.29 | 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 83749 records.

Institutional Summary

Items: In Sequential Order

| Item | University of Puerto Rico Bayamon - 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. | 6.66 | 5.16 / 1.78 | 1.50 | 6.13 | 5.47 / 1.44 | 0.66 | -0.31 *** |
| 68. Nearly all of the faculty are knowledgeable in their field. | 6.83 | 5.83 / 1.42 | 1.00 | 6.49 | 5.69 / 1.35 | 0.80 | 0.14 |
| 69. There is a good variety of courses provided on this campus. | 6.73 | 5.04 / 1.80 | 1.69 | 6.39 | 5.43 / 1.51 | 0.96 | -0.39 *** |
| 70. Graduate teaching assistants are competent as classroom instructors. | 6.52 | 5.30 / 1.53 | 1.22 | 6.11 | 5.16 / 1.51 | 0.95 | 0.14 |
| 71. Channels for expressing student complaints are readily available. | 6.50 | 3.98 / 1.93 | 2.52 | 6.05 | 4.80 / 1.66 | 1.25 | -0.82 *** |
| 72. On the whole, the campus is well-maintained. | 6.68 | 4.15 / 1.85 | 2.53 | 6.28 | 5.62 / 1.42 | 0.66 | -1.47 *** |
| 73. Student activities fees are put to good use. | 6.57 | 3.73 / 2.00 | 2.84 | 6.13 | 4.63 / 1.73 | 1.50 | -0.90 *** |
| 74. Campus item: La institución me ayuda a identificar fuentes de financiamiento para mis estudios | 6.60 | 4.38 / 2.00 | 2.22 | | | | |
| 75. Campus item: La institución provee fácil acceso en línea a los servicios que necesito | 6.56 | 4.63 / 1.83 | 1.93 | | | | |
| 76. Campus item: La facultad hace buen uso de la tecnología y medios de comunicación dentro y fuera del salón de clase | 6.61 | 5.20 / 1.70 | 1.41 | | | | |
| 77. Campus item: Mi programa me ofrece la oportunidad para capacitarme en el uso de la tecnología | 6.64 | 5.42 / 1.70 | 1.22 | | | | |

* 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 83749 records.

Institutional Summary

Items: In Sequential Order

| Item | University of Puerto Rico Bayamon - SSI | | | National Four-Year Publics | | | Mean Difference |
|--|---|-------------------|-----------------|----------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| 78. Campus item: Mi programa provee oportunidades de participar en actividades que enriquecen mi experiencia educativa | 6.73 | 5.36 / 1.70 | 1.37 | | | | |
| 79. Campus item: La página electrónica institucional provee fácil acceso en línea a la información que necesito | 6.69 | 4.97 / 1.78 | 1.72 | | | | |
| 80. Campus item 7 | | | | | | | |
| 81. Campus item 8 | | | | | | | |
| 82. Campus item 9 | | | | | | | |
| 83. Campus item 10 | | | | | | | |
| 84. Institution's commitment to part-time students? | | 5.79 / 1.45 | | | 5.22 / 1.49 | | 0.57 *** |
| 85. Institution's commitment to evening students? | | 5.28 / 1.65 | | | 5.22 / 1.51 | | 0.06 |
| 86. Institution's commitment to older, returning learners? | | 5.48 / 1.58 | | | 5.32 / 1.49 | | 0.16 |
| 87. Institution's commitment to under-represented populations? | | 5.40 / 1.55 | | | 5.27 / 1.47 | | 0.13 |
| 88. Institution's commitment to commuters? | | 5.63 / 1.47 | | | 5.11 / 1.63 | | 0.52 *** |
| 89. Institution's commitment to students with disabilities? | | 5.51 / 1.69 | | | 5.44 / 1.46 | | 0.07 |
| 90. Cost as factor in decision to enroll. | 6.58 | | | 6.28 | | | |

* 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 83749 records.

Institutional Summary

Items: In Sequential Order

| Item | University of Puerto Rico Bayamon - SSI | | | National Four-Year Publics | | | Mean Difference |
|---|---|-------------------|-----------------|----------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| 91. Financial aid as factor in decision to enroll. | 6.49 | | | 6.09 | | | |
| 92. Academic reputation as factor in decision to enroll. | 6.54 | | | 6.03 | | | |
| 93. Size of institution as factor in decision to enroll. | 5.14 | | | 5.32 | | | |
| 94. Opportunity to play sports as factor in decision to enroll. | 4.29 | | | 3.65 | | | |
| 95. Recommendations from family/friends as factor in decision to enroll. | 5.49 | | | 4.92 | | | |
| 96. Geographic setting as factor in decision to enroll. | 6.25 | | | 5.59 | | | |
| 97. Campus appearance as factor in decision to enroll. | 5.10 | | | 5.36 | | | |
| 98. Personalized attention prior to enrollment as factor in decision to enroll. | 5.47 | | | 5.38 | | | |

* 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 83749 records.

Institutional Summary

Summary Items

| Summary Item | University of Puerto Rico Bayamon - SSI | National Four-Year Publics | Mean Difference |
|---|---|---|-----------------|
| <p>So far, how has your college experience met your expectations?</p> <p>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</p> | <p>Average: 4.88</p> <p>1% 2% 11% 28% 20% 22% 14%</p> | <p>Average: 4.53</p> <p>2% 2% 11% 38% 23% 11% 10%</p> | <p>0.35</p> |
| <p>Rate your overall satisfaction with your experience here thus far.</p> <p>1=Not satisfied at all 2=Not very satisfied 3=Somewhat dissatisfied 4=Neutral 5=Somewhat satisfied 6=Satisfied 7=Very satisfied</p> | <p>Average: 5.32</p> <p>0% 2% 10% 8% 18% 45% 13%</p> | <p>Average: 5.19</p> <p>2% 4% 8% 11% 19% 38% 15%</p> | <p>0.13</p> |
| <p>All in all, if you had to do it over, would you enroll here again?</p> <p>1=Definitely not 2=Probably not 3=Maybe not 4=I don't know 5=Maybe yes 6=Probably yes 7=Definitely yes</p> | <p>Average: 5.71</p> <p>2% 4% 3% 7% 11% 32% 38%</p> | <p>Average: 5.24</p> <p>4% 7% 6% 10% 12% 28% 29%</p> | <p>0.47</p> |