

Student Satisfaction Summary 2007-2016

	Claflin 2007	Claflin 2008	Claflin 2009	Claflin 2010	Claflin 2012	Claflin 2014	Claflin 2016	Claflin 6 yr Average	Percent Format	Improvement 2007 to 2016	2016 National Mean	2016 National percent	2016 Eastern Mean	2016 Eastern percent
Academic Advising	5.59	5.51	5.48	5.57	5.43	5.77	5.81	5.59	80%	3%	5.57	80%	5.5	79%
Campus Climate	5.27	5.28	5.24	5.28	5.3	5.64	5.51	5.36	77%	5%	5.39	77%	5.23	75%
Campus Life	4.86	4.88	4.93	4.98	4.98	5.33	5.12	5.01	72%	7%	5.06	72%	4.96	71%
Campus Support Services	5.37	5.32	5.37	5.44	5.49	5.76	5.7	5.49	78%	6%	5.52	79%	5.44	78%
Concern for the Individual	5.28	5.25	5.23	5.32	5.29	5.63	5.45	5.35	76%	5%	5.4	77%	5.26	75%
Instructional Effectiveness	5.34	5.37	5.36	5.42	5.46	5.67	5.56	5.45	78%	5%	5.19	74%	5.43	78%
Recruitment and Financial Aid	4.95	4.87	4.97	5.18	5.31	5.46	5.3	5.15	74%	7%	5.13	73%	5.05	72%
Registration Effectiveness	5.11	5.08	5.09	5.11	5.24	5.5	5.41	5.22	75%	6%	5.19	74%	5.06	72%
Responsiveness to Diverse Populations	5.43	5.53	5.52	5.59	5.41	5.83	5.62	5.56	79%	6%	5.29	76%	5.19	74%
Safety and Security	4.45	4.58	4.57	4.55	4.59	4.87	4.95	4.65	66%	6%	5.04	72%	4.87	70%
Service Excellence	5.13	5.1	5.12	5.14	5.18	5.61	5.4	5.24	75%	7%	5.24	75%	5.15	74%
Student Centeredness	5.25	5.28	5.2	5.24	5.26	5.6	5.48	5.33	76%	5%	5.43	78%	5.27	75%
Average	5.17	5.17	5.17	5.24	5.25	5.56	5.44	5.28	75%	6%	5.29	76%	5.20	74%