



Bethune-Cookman University Ruffalo Noel Levitz Scale Report

Bethune-Cookman University SSI						National Four-Year Private Institutions					
Scale	Importance	Satisfaction	/	SD	Gap	Importance	Satisfaction	/	SD	Gap	Mean Difference
Student Centeredness	5.84	4.95	/	1.25	0.89	6.27	5.46	/	1.2	0.81	-0.51***
Campus Life	5.84	4.87	/	1.17	0.97	5.86	5.06	/	1.18	0.8	-0.19*
Instructional Effectiveness	5.92	5	/	1.19	0.92	6.39	5.55	/	1.07	0.84	-0.55***
Recruitment and Financial Aid	5.84	4.8	/	1.26	1.04	6.22	5.19	/	1.26	1.03	-0.39***
Campus Support Services	5.94	5.11	/	1.15	0.83	6.07	5.52	/	1.06	0.55	-0.41***
Academic Advising	6.04	5.31	/	1.27	0.73	6.36	5.57	/	1.29	0.79	-0.26**
Registration Effectiveness	5.9	4.97	/	1.19	0.93	6.21	5.23	/	1.19	0.98	-0.26***
Safety and Security	5.73	4.5	/	1.28	1.23	6.22	5.07	/	1.3	1.15	-0.57***
Concern for the Individual	5.89	4.94	/	1.22	0.95	6.23	5.4	/	1.19	0.83	-0.46***
Service Excellence	5.86	4.88	/	1.19	0.98	6.09	5.29	/	1.12	0.8	-0.41***
Responsiveness to Diverse Populations		4.99	/	1.36			5.35	/	1.4		-0.35***
Campus Climate	5.87	4.95	/	1.19	0.92	6.23	5.39	/	1.13	0.84	-0.44***