



SKYfactor
Benchworks™

Assessments

SKYFACTOR BENCHMARKS ASSESSMENT TERMS & CONDITIONS

Revised 3/25/2015

Confidentiality of Participant's Results.

(1) Skyfactor may share Participant's results with other institutions as part of its benchmarking services provided that Skyfactor shall disguise the identity of Participant when using Participant's results for benchmarking by various methods which may include: (1) scrambling the order of institutions; (2) refraining from labeling institutions; (3) providing comparisons only within groups of institutions; and (4) refraining from the release of raw data for individual institutions.

(2) Participant may share and utilize Participant's results in any respect subject to the following restrictions: Names of comparison institutions, question and factor ranking, question and factor means, comparison with "Select 6" comparison institutions, Carnegie classification, "All Institutions" or any other grouping in the study is considered "Restricted Information". Restricted Information may only be disclosed to: (i) Offices or staff internal to Participant (including its advisory boards/committees), (ii) external consultants of Participant, to the extent necessary for the performance of the consultant's services, and (iii) regional/national/discipline specific accrediting organizations or legislative review processes, if applicable. Participant shall inform all such parties of the confidentiality requirements.

THE POWER OF ASSESSMENT AND BENCHMARKING

We appreciate your interest and participation in the ACUI/Benchworks College Union/Student Center Assessment. Rigorous, research-based assessments can unlock the power of assessment results to improve your institution's performance. Our assessments provide targeted, analysis-backed insights to measure your performance and guide your improvement efforts. Skyfactor's Benchworks analysis identifies where you should focus your time, money and resources to improve the overall quality of the student experience and help each student thrive.

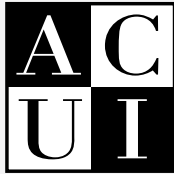
OUR MISSION

To empower college educators to positively impact student retention, success, learning and satisfaction; to improve the overall quality of the college student experience.



Since 1994, Skyfactor has been dedicated to improving retention, student success, and the quality of the college student experience. Skyfactor has empowered over 1,500 college and universities to impact student development, learning, retention and satisfaction through the Mapworks® student success and retention platforms, and through national benchmarking assessments for accreditation and continuous improvement. Mapwork's retention effectiveness is grounded in theory, research and statistical methods. Benchworks assessment programs are rooted in accreditation and professional standards and in principles of continuous improvements. Skyfactor offers over 60 nationally benchmarked academic and student affairs assessments as well as Mapworks, a comprehensive student success and retention platform. Skyfactor's Mapworks and Benchworks assessments are the essential foundation of an effective assessment and student success initiative. To learn more about Skyfactor and our history, please visit <http://www.Skyfactor.com/about/history>.

IN PARTNERSHIP WITH ACUI



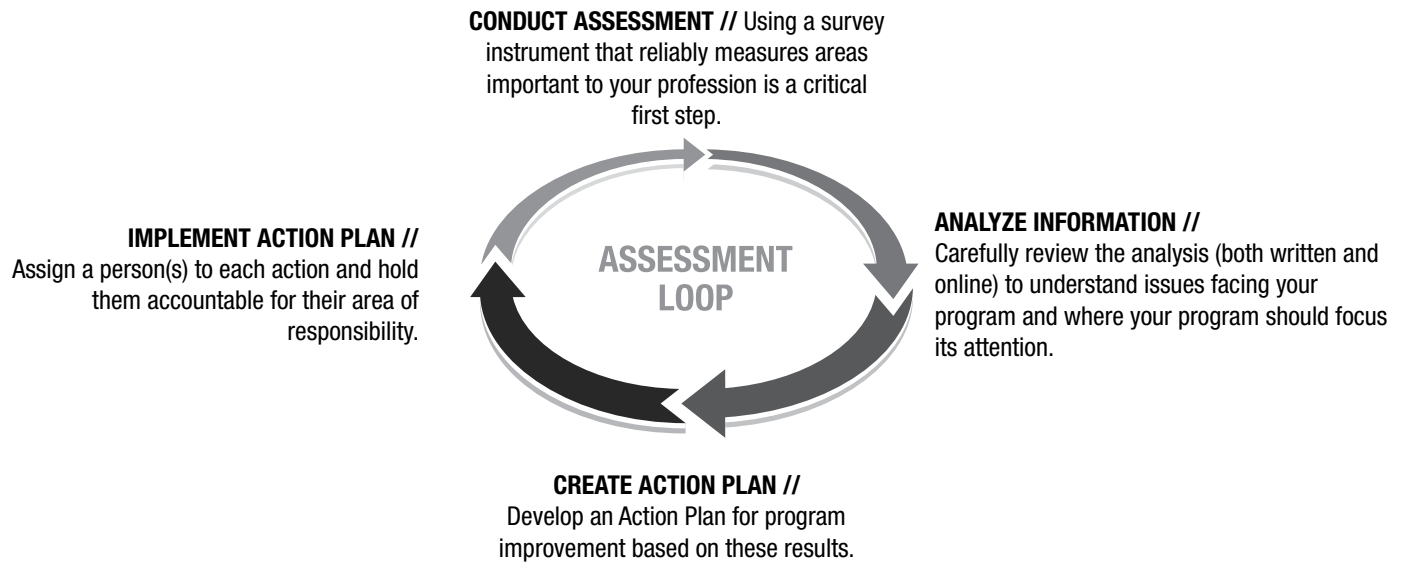
The Association of College Unions International (ACUI) and Skyfactor partnered to develop a powerful assessment tool for college unions and student centers. Skyfactor's proven assessments are rooted in educational theory and research, utilize rigorous statistical methods, and are closely aligned with ACUI standards. As a result, Skyfactor provides higher education professionals with the information and support they need to enable students to make the most of their college experience.

Commitment to Assessment // Your institution partnered with Skyfactor Benchworks to participate in the ACUI/Benchworks College Union/Student Center Assessment. Assessment is a process to collect information to better understand the perceptions of your institution's effectiveness from the viewpoint of your campus constituents. Assessment information answers important questions such as "How effective is our program?" or "Where should we focus resources to improve?"

Focusing only on your institution's performance can be limiting; questions such as "Is improvement possible?" are difficult to answer without benchmarking information. Benchmarking, a key feature in this project, provides comparisons between your institution and others (external benchmarking), between successive years (longitudinal benchmarking), and between groups (internal benchmarking). Benchmarking allows you to identify comparative strengths and weaknesses.

THE POWER OF ASSESSMENT AND BENCHMARKING

Closing the Assessment Loop // Successful assessment projects combine data collection, analysis, action planning, and implementation of actions. Unfortunately, most assessment projects end after studying the assessment results without creating and implementing actions for improvement. We recommend the following steps:



Skyfactor provides two reporting platforms for your convenience.

Skyfactor Benchworks' Written Report // Skyfactor Benchworks' written report is segmented into four major areas:

- **Confidentiality Statement:** (Located on the first page of this written report.) All results are confidential and may be reproduced and utilized only for continuous improvement purposes on your campus.
- **Assessment Summary:** This section contains supplemental information to assist you in understanding the results such as a glossary of terms, list of survey questions and factors, description of the statistical analysis used, external benchmarking groups, and survey response rates.
- **Executive Summary:** Skyfactor recommends you begin your review of the results with this section. All the major components are pulled together to give an excellent overview of your institution's current performance, external benchmarking comparisons, longitudinal trends, and areas on which to focus resources for improvement. Be sure to identify individual factors key to institutional improvement and any populations (e.g., gender, race) with specific issues in order to target actions as necessary.
- **Individual Factor Analysis:** Once key factors are identified, explore them in-depth to better understand their current and past performance. In addition, detailed information of the factor's scaled questions is reported. Actions should be targeted towards scaled questions which are more tangible and directly actionable.

Skyfactor Benchworks' Online Reports // If you would like to delve deeper into your assessment information, Skyfactor Benchworks' Online Reports provides additional information (e.g., population characteristics) and interactive tools (e.g., filtering and cross-tabs) to enrich your understanding of the results.

Summary // Assessment and benchmarking helps focus your time and financial resources for greatest impact and moves your institution from a debate about what is wrong to a discussion of possible solutions. Closing the assessment loop by creating and implementing improvement actions guarantees forward progress.

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Below is a compilation of terms used in this report.

% Total // Relative size of the respondent population.

All Institution Mean // Mean of the aggregated results of all participating institutions.

Carnegie Class Mean // Mean of the aggregated results of the institutions in your Carnegie Classification. If the number of institutions in the class is two or fewer, the results will not be reported to protect anonymity.

Categorical Questions // Categorical questions are closed-ended questions that ask the respondent to choose an answer(s) that best represent their situation. Typical categorical questions are age, gender, and class standing

Contribution // The “contribution to the variance” as explained through the regression analysis. Essentially, this refers to the amount each predictor contributes to the overall variance. The larger the contribution, the larger the impact the factor has on the dependent factor.

Factor // A group of statistically-related questions which describe a broad concept more completely than just a single question.

Goal // The goal value, set by Skyfactor, is a value of 5.50 on a 7-point scale or a value of 75% on the performance scale. Different performance indicators are given based on its relationship with the goal. indicates that the goal was met. indicates the goal is within reach. indicates the performance is well below goal.

Mean // The average (the sum of the values divided by the number of respondents) of the item.

Mean Range // The difference between the minimum mean (Min) and maximum mean (Max) across populations provides a range of means which gives a measure of the variation of the data.

N // Number of respondents to that item.

Negative Correlation (NEG) // The relationship between an independent factor and the dependent factor where the factors move in opposite directions. In other words if the factor’s mean decreases, then we would expect the mean of the overall performance factor to increase.

Non-Factor Questions // Scaled questions that are relevant but not statistically related to a factor. Results of these questions are reported individually.

Not a Predictor (NP) // A factor which does not contribute to the variance thus is not a predictor of the dependent variable. Because this factor is not a predictor, changes to its performance will not impact the dependent factor.

Not Reported (NR) // In order to protect participant anonymity, Skyfactor will not report population data when the number in that population is five or fewer. In order to protect institutional anonymity, Skyfactor will not report performance values for the Carnegie Class if the number of institutions in the class is two or fewer.

Performance // Mean scaled from 0-100%. The translation is: “1” on the 7-point scale equates with 0% performance, “4” equates to 50% performance, and “7” equates to 100% performance.

Predictor // Predictor status of the factor as calculated from the regression analysis. The strongest predictor is labeled as “1st”, the second strongest is “2nd”, and so forth. We label factors that do not contribute to the variance as “NP” (non-predictor).

Rank // Sorting the institutions from highest performance to lowest performance, your institution’s rank is determined. Note, your institution’s data is included when we calculate your institution’s ranking within that comparison group (e.g., your institution’s Select 6 rank is out of 7 institutions since your institution is included in the rank).

Response Rate // The number of participants who completed the assessment divided by the total number of participants attempted to survey.

Scaled Questions // These survey questions rely on a 1-to-7 Likert scale with "1" indicating either strong disagreement or being very dissatisfied and "7" indicating either strong agreement or being very satisfied. This type of question is designed to gather perceptions of the participants across a variety of content areas.

Select 6 Mean // Mean of the aggregated results of the Select 6 institutions.

Standard Deviation // The measure of the variation in response values within that item. Small standard deviations indicate consistency among respondents. In these cases, any intervention taken can be the same for all populations since respondents are responding similarly. Large standard deviations indicate wide variability among respondents. A deeper understanding of which populations are creating this variability is necessary before an intervention can begin. May be abbreviated as Std Dev in reporting.

Statistical Significance (Stat Sig) // The indication of a statistical difference in means. Statistical testing is conducted between your institution's current results and the results from previous years to determine if differences in the means are statistically significant. ▲ indicates where your institution performed statistically higher; = indicates no statistical difference; ▼ and indicates where your institution performed statistically lower. Statistical testing is also conducted between populations and between other institutions when applicable.

There are three types of questions used in this assessment: Categorical Questions, Scaled Questions, and Open-Ended Questions. Below is a full listing of the survey items grouped by question type.

Categorical Questions // Categorical questions are closed-ended questions that ask the respondent to choose an answer(s) that best represents their situation. Typical categorical questions are GPA, Class Standing, and Place of Residence. Below are the categorical questions asked in this assessment. In this written report, Skyfactor has chosen to report detailed information on a few key items marked with an asterisk; reporting by all categorical questions can be found in Skyfactor Benchworks' Online Reports.

- MR001 // What times do you usually visit the College Union building (Choose all that apply.)?
- D002 // What is your current academic class standing? *
- D003 // What is your current enrollment status?
- D004 // What is your gender? *
- D005 // What is your ethnicity?
- MR006 // What is your race (Choose all that apply.)?
- D007 // Race/Ethnicity (reporting only) *
- D008 // On average, how often do you visit the College Union building?
- D009 // What is your place of residence? *
- D010 // On average, how often do you participate in activities sponsored by the College Union?
- D011 // Are you involved in a College Union student organization?
- D012 // Are you a member of a Greek social fraternity or sorority?
- MR013 // What are the most common reasons (choose top three) you visit the College Union?
- D014 // In an average week, how many hours do you spend on studying/out-of-class school work (e.g., homework, practice time, lab time)?
- D015 // In an average week, how many hours do you spend working (in a paid job and/or work-study)?
- D016 // How old are you?
- D017 // What is your current employment status?
- D075 // Non-Visitor Are you familiar with the services available in your College Union?
- D076 // Non-Visitor - What is your current academic class standing?
- D077 // Non-Visitor - What is your current enrollment status?
- D078 // Non-Visitor - What is your gender?
- D079 // Non-Visitor - What is your ethnicity?
- MR080 // Non-Visitor - What is your race? (Choose all that apply.)
- D081 // Non-Visitor - Race/Ethnicity (reporting only)
- D082 // Non-Visitor - How long has it been since you visited the union:
- D083 // Non-Visitor - What is your place of residence?
- D084 // Non-Visitor - Are you a member of a Greek social fraternity or sorority?
- D085 // Non-Visitor - In an average week, how many hours do you spend on studying/out-of-class school work (e.g., homework, practice time, lab time)?
- D086 // Non-Visitor - In an average week, how many hours do you spend working (in a paid job and/or work-study)?
- D087 // Non-Visitor - How old are you?
- D088 // Non Visitor - What is your current employment status?
- D093 // Never Visits - Are you familiar with the activities (entertainment, events, lectures, etc.) offered by your College Union?
- D098 // Non-Visitor - Are you familiar with the student organizations that are sponsored by your College Union?
- D102 // Non-Visitor- Does your union have eating establishments (restaurants, fast food, etc.)
- D109 // Non-Visitor - Does your college union have a bookstore?

Scaled Questions // These survey questions rely on a 1-to-7 Likert scale with "1" indicating either strong disagreement or being Very dissatisfied and "7" indicating either strong agreement or being Very satisfied. These questions are designed to gather perceptions of the participants across a variety of content areas. The scaled questions from the survey are listed below.

How satisfied are you with the extent to which the College Union:

- Q018 // Publicizes opportunities to join student organizations
- Q019 // Publicizes activities sponsored by the College Union
- Q020 // Promotes a sense of community on campus
- Q021 // Promotes programs of interest to students
- Q022 // Involves students in the decisions about College Union activities

To what extent do you agree or disagree that the College Union:

- Q023 // Is an enjoyable place to spend time
- Q024 // Is a safe place
- Q025 // Is a place where I feel welcome
- Q026 // Is a place to relax
- Q027 // Is a place to study
- Q028 // Is a source of information for learning about campus events
- Q029 // Is a student-oriented facility
- Q030 // Is open convenient hours
- Q031 // Is a place to get involved in campus life
- Q032 // Is a central meeting place for students
- Q033 // Is a source for a wide variety of entertainment
- Q034 // Is a source for reasonably priced entertainment
- Q035 // Is a source for events I find interesting

Q036 // Provides a variety of services

To what extent do the College Union activities:

- Q037 //** Expand your understanding of others whose backgrounds differ from yours
- Q038 //** Expand your understanding of your role as a citizen of the college community
- Q039 //** Enhance your ability to interact socially
- Q040 //** Expose you to new and different ideas
- Q041 //** Provide leadership training
- Q042 //** Provide opportunities for you to assume a leadership role
- Q043 //** Enhance your appreciation of the arts
- Q044 //** Enhance your appreciation of the value of volunteerism

How satisfied are you with the eating establishments in the College Union regarding:

- Q045 //** Variety of places to eat
- Q046 //** Food prices
- Q047 //** Food quality
- Q048 //** Customer service
- Q049 //** Dining room cleanliness
- Q050 //** Dining room atmosphere
- Q051 //** Dining room seating availability
- Q052 //** Courteousness of staff
- Q053 //** Hours of operation

How satisfied are you with the College Union bookstore regarding:

- Q054 //** Availability of staff to assist you
- Q055 //** Courteousness of staff
- Q056 //** Availability of textbooks
- Q057 //** Textbook prices
- Q058 //** Variety of school supplies available
- Q059 //** School supply prices
- Q060 //** Availability of computer software
- Q061 //** Computer software prices
- Q062 //** College/university logo merchandise prices

How satisfied are you with the quality of the following aspects of the College Union environment:

- Q063 //** Cleanliness of entrances
- Q064 //** Cleanliness of hallways
- Q065 //** Cleanliness of restrooms
- Q066 //** Atmosphere

To what extent is the College Union staff:

- Q067 //** Available
- Q068 //** Knowledgeable
- Q069 //** Courteous

Educational Experience:

- Q070 //** To what extent do College Union activities enhance your overall educational experience?

Overall Value:

- Q071 //** When you compare the activity fees you pay to the quality of activities provided, how do you rate the value of the dollars spent?

Overall

- Q072 //** How well does the College Union fulfill its mission as the center of college community life?
- Q073 //** To what degree would you recommend the services and activities provided by the College Union to a close friend?

Overall Satisfaction:

- Q074 //** Overall, how satisfied are you with the College Union?

To what degree do the following issues deter you from using College Union services:

- Q089 //** I don't need to use these services
- Q090 //** Services are provided during times that are inconvenient to me
- Q091 //** College Union does not have convenient parking
- Q092 //** College Union is not in my traffic pattern

To what degree do the following issues deter you from participating in College Union activities:

- Q094 //** The College Union activities are not interesting to me
- Q095 //** My personal schedule is too busy to allow me to attend
- Q096 //** College Union does not have convenient parking
- Q097 //** College Union is not in my traffic pattern

To what degree do the following issues deter you from participating in College Union organizations:

- Q099 //** The student organizations are not interesting to me
- Q100 //** My personal schedule is too busy to allow me to participate

Q101 // I can't relate to the people who participate in these organizations

To what degree do the following issues deter you from visiting College Union eating establishments:

Q103 // Not enough variety of food choices

Q104 // Not food options I prefer

Q105 // Food is too expensive

Q106 // Operating hours are inconvenient for me

Q107 // College Union does not have convenient parking

Q108 // College Union is not in my traffic pattern

To what degree do the following issues deter you from visiting the College Union bookstore:

Q110 // Not enough variety of merchandise

Q111 // Not merchandise I prefer

Q112 // Merchandise is too expensive

Q113 // Operating hours of the bookstore are inconvenient for me

Q114 // College Union does not have convenient parking

Q115 // College Union is not in my traffic pattern

Open-End Questions // Open-ended questions are designed to encourage a full, meaningful answer from the respondent. Typical open-ended questions are "How can we improve this program?" Below are the open-ended questions asked on this survey; please access Skyfactor Benchworks' Online Reports to read or download respondents' answers.

LA116 // Non-Visitor - Please tell us the main reason why you choose not to visit the College Union

LA117 // Non-Visitor- What services or activities would motivate you to visit the College Union?

Factors, also called constructs, are groupings of related scaled questions. Skyfactor utilizes factors for two important reasons:

- **Reduces complexity:** The number of questions in this assessment is large making analysis based solely on survey questions complex and unwieldy. The number of factors is significantly smaller, bundling the details and reducing the complexity of analysis;
- **Strengthen regression:** The focal point of Skyfactor's analysis, Recommendations for Improvement (based on a multi-variant linear regression), is weakened if too many variables are used. Factors, a significantly shorter set of variables, strengthen the regression analysis.

Factor Analysis // Factor analysis is a statistical technique used to derive factors. The basic assumption of factor analysis is that underlying dimensions, or factors, can be used to explain more complex phenomena. In measuring perceptions, the object is to combine several questions that, in concert, capture the notion for a particular topic, such as "Facilities".

Factor Reliability // Once it has been determined that a set of scaled questions do share a relationship and therefore constitute a factor, there is an additional (and necessary) statistical test to assess the psychometric soundness of the factor. We rely on Cronbach's Alpha to determine the internal consistency or reliability of any factor. A Cronbach's alpha of zero would mean that there is no internal consistency at all, i.e., subjects are likely to respond with any value on any of the questions in a factor with no discernible pattern. An alpha of 1 would mean that every subject answered every question comprising the factor consistently. This is a highly unlikely event. An alpha of .5 is considered acceptable; an alpha of .7 good; alphas in the .8 to .9 range are exceptional.

Below is a list of this assessment's factors and the corresponding Reliability (Chronbach's Alpha).

FACTOR NAME	QUESTION NUMBERS	RELIABILITY
FACTOR 1 // Publicizes the Union and Promotes Campus	18-22	0.89
FACTOR 2 // College Union has a Positive Environment	23-27	0.83
FACTOR 3 // College Union is Student Oriented	28-32	0.82
FACTOR 4 // College Union is a Source of Entertainment	33-36	0.86
FACTOR 5 // College Union Enhances Life and Leadership	37-44	0.94
FACTOR 6 // Union Food Variety, Quality and Price	45-47	0.81
FACTOR 7 // Aspects of Dining Service	48-53	0.85
FACTOR 8 // Bookstore Staff	54-55	0.87
FACTOR 9 // Bookstore Items Variety and Price	56-59, 62	0.80
FACTOR 10 // Union Cleanliness	63-66	0.90
FACTOR 11 // Union Staff	67-69	0.89
FACTOR 12 // Overall Program Effectiveness	70-74	0.89
Non-Factor Questions	89-92, 94-97, 99-101, 103-108, 110-115	n/a

Skyfactor is dedicated to providing relevant statistical analysis which removes the guesswork from the reader. Making decisions on assessment information without fully understanding if the results are statistical, could lead to decisions with unintended consequences. In this report, we provide results from regression analysis and statistical testing of means.

Regression Analysis (Identifying Predictors) // A correlation establishes the relationship between two variables. Regression analysis, by contrast, allows us to determine the relationship between an assessment's dependent factor (in this assessment, Overall Program Effectiveness) and multiple independent factors (e.g., facilities, environment, etc.). If we suspect, for example, that Overall Program Effectiveness is related to a set of independent factors, we could simultaneously assess the extent to which all of these independent factors predict Overall Program Effectiveness. Beyond that, we can determine the exact weights for each of the independent factors, which allows us to identify which of the independent factors is most important, which is second, and so forth. We can further determine how much each independent factor increases our ability to predict Overall Program Effectiveness.

The first step in regression analysis is to identify which of the independent factors is the best predictor of Overall Program Effectiveness. Next, the analysis takes into account (controls for) the effect of the first predictor and then determines the second best predictor. This is an iterative process, which controls for all prior factors, then identifies the next predictor (e.g., the 3rd most important, 4th most important and so on).

Examining the output of this process allows us to identify the most important predictors among the dependent factors, those with more modest explanatory power, and finally those factors that contribute nothing to our understanding of the Overall Program Effectiveness.

We should note that while the factors in this latter category have no explanatory power, in a practical sense, they contribute greatly to our decision-making ability. Knowing what is not related to -- or predictive of -- Overall Program Effectiveness can be a valuable insight. Presumably, one would not allocate scarce resources to improve elements that are not related to Overall Program Effectiveness. Conversely, if we know the best predictors of Overall Program Effectiveness, investment in those elements would pay high dividends.

In reporting results of regression analysis, we discuss the "contribution to the variance". Essentially, this refers to how well we can explain a certain outcome (improving Overall Program Effectiveness) by using the factors. The higher the contribution, the stronger our conclusions about how well the factors we have identified help us understand what predicts a given outcome (in this case, improving Overall Program Effectiveness).

Statistical Testing of Means (T-Test) // The t-test determines whether the means of two data sets are statistically different from each other. The result of the t-test is a p-value that indicates how likely those results could happen by chance. A difference is identified as "significant" if the probability that the result could have occurred merely due to chance is less than 5%. All differences reported are significant at the $p < 0.05$ levels or better. Many are significant at the $p < 0.01$ (less than 1% of the results could have occurred due to chance) or $p < 0.001$ (less than 0.1% of the results could have occurred due to chance) level.

Statistical testing is conducted between your institution's results and the aggregate of your external benchmarking institutions (Select 6 institutions, Carnegie Class institutions, and all participating institutions). We also conduct statistical testing between populations and between subsequent years. In this report, we indicate if the test was statistical to $p < 0.05$ but do not provide individual p-values; p-values can be found in Skyfactor Benchworks' Online Reporting.

Benchmarking is the process of comparing your institution's performance against other institutions. National benchmarking assessments allow standards to be set and, through those standards, your institution can calibrate its effectiveness. Throughout this report (and Skyfactor's Online Reporting), you will find comparisons of your institution's results against those of your external benchmarking institutions (Select 6 institutions, Carnegie Class institutions, and all participating institutions). As you review these results, note the areas where your institution's outperforms your external benchmarks; these are areas to celebrate! The opposite may also be true; you may find areas where your institution underperforms your external benchmarks. This indicates that others may have a better approach or better implementation and improvement is possible.

Select 6 Institutions // A very important aspect of this benchmarking assessment is the comparison of your institution's results against four to six peer or aspirant institutions (regardless of the number of institutions selected, Skyfactor refers to this group as "Select 6"). In this report, we provide the aggregated information from these institutions. If you want to view an individual Select 6 institutional performance, please access Skyfactor Benchworks' Online Reports; however to protect anonymity, institutional names are not linked to results. Your Select 6 institutions are:

NOTE: Your institution was allowed to choose from institutions who participated in 2014, 2015 or 2016; the data collection year is noted beside the institutions name.

YOUR SELECT 6 INSTITUTIONS	
Colorado State University (2016)	The University of Oklahoma (2014)
The University of Texas at Arlington (2015)	The University of Texas at San Antonio (2016)
University of Arkansas (2016)	University of Houston (2016)

Carnegie Classification Institutions // The institutions in your Carnegie Class compose the second external benchmarking group. The Carnegie Classification of Institutions of Higher Education is a framework for classifying, or grouping, colleges and universities in the United States. The primary purpose of the framework is for educational research and analysis, where it is often important to identify groups of roughly comparable institutions. The classification includes all accredited, degree-granting colleges and universities in the United States that are represented in the National Center for Education Statistics Integrated Postsecondary Education Data System (IPEDS). For this assessment, Skyfactor used the 2015 Basic Carnegie Classifications to determine your institution's classification. All institutions outside the United States are combined into an "International" Carnegie Class. For a complete list of the institutions in your Carnegie Class, please refer to Skyfactor Benchworks' Online Reports.

YOUR CARNEGIE CLASSIFICATION
Doctoral Universities: Highest Research Activity
Includes institutions that awarded at least 20 research doctoral degrees during the update year (excluding doctoral-level degrees that qualify recipients for entry into professional practice, such as the JD, MD, PharmD, DPT, etc.). Excludes Special Focus Institutions and Tribal Colleges.

There are 26 institutions in this comparative group.

All Institutions // The third external benchmark is the combination of all participating institutions. This provides a national norm or national standard. For a complete list of all participating institutions, please access Skyfactor Benchworks' Online Reports.

There are 90 institutions in this comparative group.

SURVEY RESPONSE RATES

Survey response rate (also known as completion rate or return rate) refers to the percentage of the surveyed population who responded to the survey. It is calculated by dividing the number of survey participants by the number of people in the sample. For example: if 1,000 surveys were attempted and 257 were completed, then the response rate would be 25.7%. Below are the response rates for your institution and your external benchmarking institutions. We have also included response rates by a few key categorical/demographic questions. Response rates for all other categorical/demographic questions can be found in Skyfactor Benchworks' Online Reports.

SURVEY RESPONSE RATE PERFORMANCE

	# ATTEMPTED	# RESP	RESPONSE RATE
Your Institution	500	498	99.6%
Select 6	14,986	2,991	20%
Carnegie Class	62,246	16,625	26.7%
All Institutions	254,126	54,687	21.5%

0 ----- RESPONSE RATE ----- 100%

WHAT IS YOUR CURRENT ACADEMIC CLASS STANDING?

	# RESP	% TOTAL
Junior	136	27.4%
Sophomore	114	23%
Senior	110	22.2%
Freshman/first-year	95	19.2%
Graduate/professional student	40	8.1%
Non-degree or other	1	0.2%

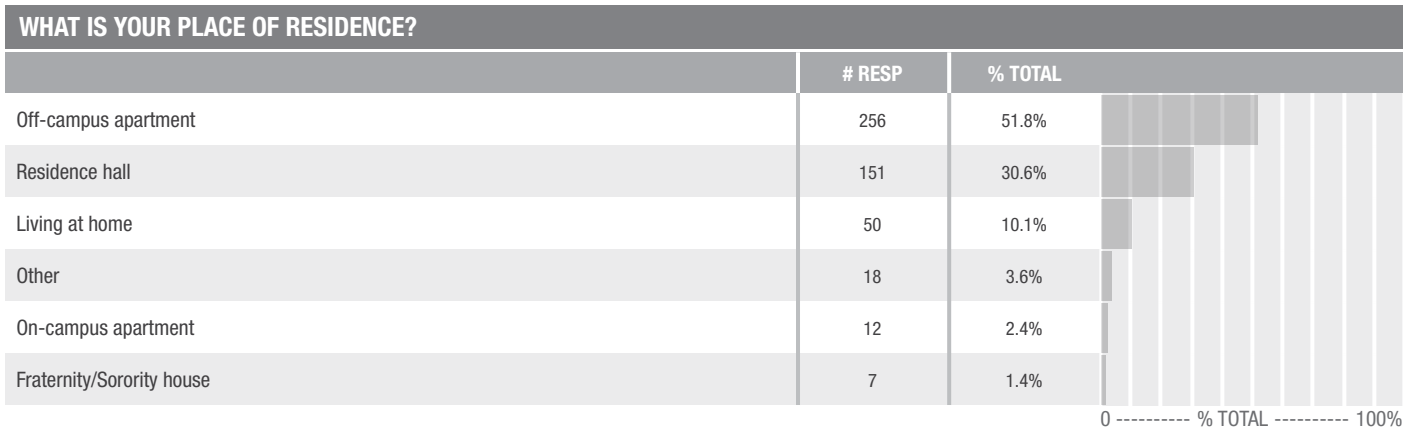
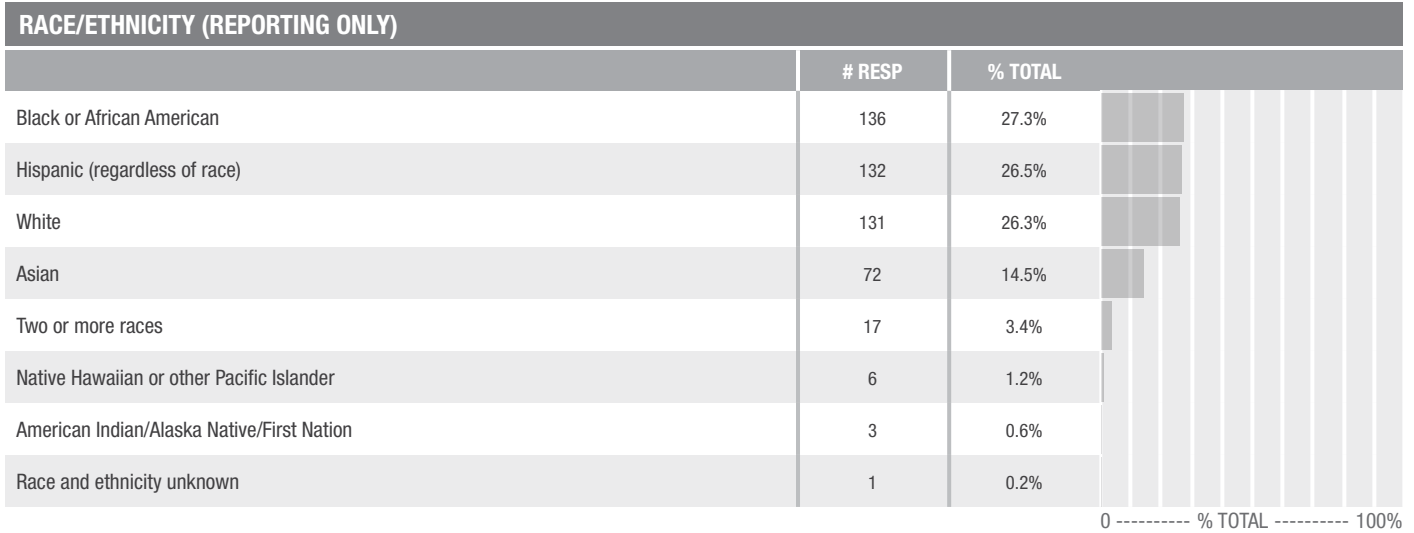
0 ----- % TOTAL ----- 100%

WHAT IS YOUR GENDER?

	# RESP	% TOTAL
Female	291	59.1%
Male	198	40.2%
Transgender	2	0.4%
Other	1	0.2%

0 ----- % TOTAL ----- 100%

SURVEY RESPONSE RATES



INDICATOR // OVERALL PROGRAM EFFECTIVENESS

SUMMARY

CURRENT PERFORMANCE

EXTERNAL BENCHMARKING


RECOMMENDATIONS

LONGITUDINAL TRENDS



In this series of reports, you will find a summary of the indicator, Overall Program Effectiveness. This summary includes current performance, external benchmarking, recommendations for improvement, and longitudinal trends. Together these analyses create a picture of your institution's performance and provide guidance for future improvement efforts. If you need to better understand the behavior of a factor, please reference its section (tabs are labeled by factor numbers). Also, please reference Skyfactor Benchworks' Online Reports for additional reporting.

Summary // The analyses below allow you to monitor the overall performance of the indicator, Overall Program Effectiveness. Included are the current performance of the indicator's dependent variable, Overall Program Effectiveness, your institutional strength and weakness (the highest and lowest performance factor within this indicator), peer comparison (the factors where your institution performs best and worst against your Select 6), and the longitudinal trend of Overall Program Effectiveness. In subsequent indicator reports, we provide in-depth information in each of these areas.



INDICATOR PERFORMANCE

	SELECT 6	CARNEGIE CLASS	ALL INST.	N	MEAN	STD DEV	PERFORMANCE
Factor 12 // Overall Program Effectiveness	^	^	^	498	5.15	1.03	69.2% 

STRENGTHS AND WEAKNESSES // YOUR INSTITUTION

	SELECT 6	CARNEGIE CLASS	ALL INST.	N	MEAN	STD DEV	PERFORMANCE
Factor 10 // Union Cleanliness	^	^	^	497	6.08	0.96	84.7% 
Factor 9 // Bookstore Items Variety and Price	^	^	^	476	4.56	1.33	59.3% 

STRENGTHS AND WEAKNESSES // COMPARISON WITH SELECT 6

	SELECT 6	CARNEGIE CLASS	ALL INST.	N	MEAN	STD DEV	PERFORMANCE
Factor 5 // College Union Enhances Life and Leadership	^	^	^	493	5.05	1.14	67.5% 
Factor 10 // Union Cleanliness	^	^	^	497	6.08	0.96	84.7% 

LONGITUDINAL TREND // OVERALL PROGRAM EFFECTIVENESS



 Issue 0%-70%	 Needs Work 71%-74%	 Good 75%-100%	NR Not Reported NEG Negative Correlation	 Lower	 Equal	 Higher
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INDICATOR // OVERALL PROGRAM EFFECTIVENESS

SUMMARY

CURRENT PERFORMANCE

EXTERNAL BENCHMARKING

RECOMMENDATIONS


LONGITUDINAL TRENDS

There are many pieces of analysis that, when combined, create a comprehensive picture of your institution's performance. The first analysis to examine is the current performance. This information, coupled with understanding of individual population perceptions, external benchmarks, longitudinal trends, recommendations for improvement, and other institutional information or assessment is invaluable to constructing an effective Action Plan for improvement.

Current Performance // Aggregate

Below is your institution's current performance for Overall Program Effectiveness. This factor would be difficult to improve directly, but improving its predictors should result in its improvement. Be sure to review the Recommendations section, within the indicator, before creating your improvement plan.












INDICATOR PERFORMANCE

	N	MEAN	STD DEV	PERFORMANCE
Factor 12 // Overall Program Effectiveness	498	5.15	1.03	69.2% 

0 ----- PERFORMANCE ----- 100%

Below is the current performance of the factors associated with the Overall Program Effectiveness indicator. Please review all of the information in this section before creating your program's Action Plan to improve Overall Program Effectiveness. It is natural to want to improve the lowest performing factors, but be careful! Improving the lowest performing factor may not improve Overall Program Effectiveness if it is not a predictor. Finish reviewing all analysis before developing your improvement plan.

INDICATOR FACTORS BY PERFORMANCE

	N	MEAN	STD DEV	PERFORMANCE
Factor 10 // Union Cleanliness	497	6.08	0.96	84.7% 
Factor 2 // College Union has a Positive Environment	497	5.93	1.02	82.2% 
Factor 11 // Union Staff	493	5.74	1.13	79.0% 
Factor 4 // College Union is a Source of Entertainment	497	5.70	1.11	78.3% 
Factor 3 // College Union is Student Oriented	497	5.68	1.10	78.0% 
Factor 7 // Aspects of Dining Service	496	5.50	1.05	75.0% 
Factor 8 // Bookstore Staff	476	5.47	1.20	74.5% 
Factor 1 // Publicizes the Union and Promotes Campus	497	5.24	1.24	70.7% 
Factor 6 // Union Food Variety, Quality and Price	496	5.18	1.24	69.7% 
Factor 5 // College Union Enhances Life and Leadership	493	5.05	1.14	67.5% 
Factor 9 // Bookstore Items Variety and Price	476	4.56	1.33	59.3% 

0 ----- PERFORMANCE ----- 100%

 Issue 0%-70%	 Needs Work 71%-74%	 Good 75%-100%	NR Not Reported NEG Negative Correlation	 Lower  Equal  Higher
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INDICATOR // OVERALL PROGRAM EFFECTIVENESS

SUMMARY

CURRENT PERFORMANCE

EXTERNAL BENCHMARKING

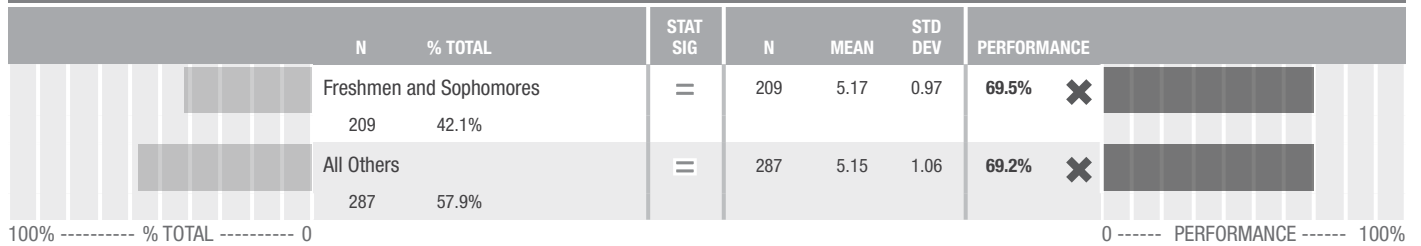
RECOMMENDATIONS

LONGITUDINAL TRENDS

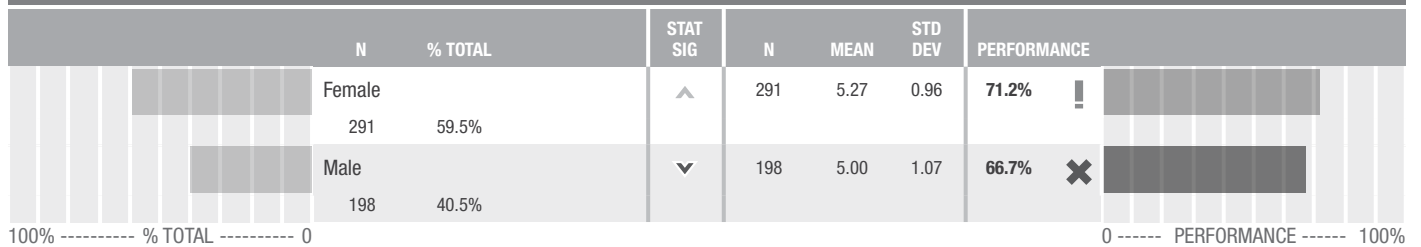
Current Performance // Key Populations

Skyfactor continues to analyze the current performance of Overall Program Effectiveness by investigating how key subpopulations rate your institution's performance. Key categorical questions have been selected and are reported on below. Answer options within each categorical question have been divided into two groups in order to facilitate a statistical testing of means; a \wedge designates the population which is statistically higher than the other population, a \vee designates the population that is statistically lower and an $=$ indicates that the populations have statistically equal factor means. Relative population size (% Total) and Performance values for each group are plotted. Analysis for other subpopulations can be found in Skyfactor's Online Reporting.

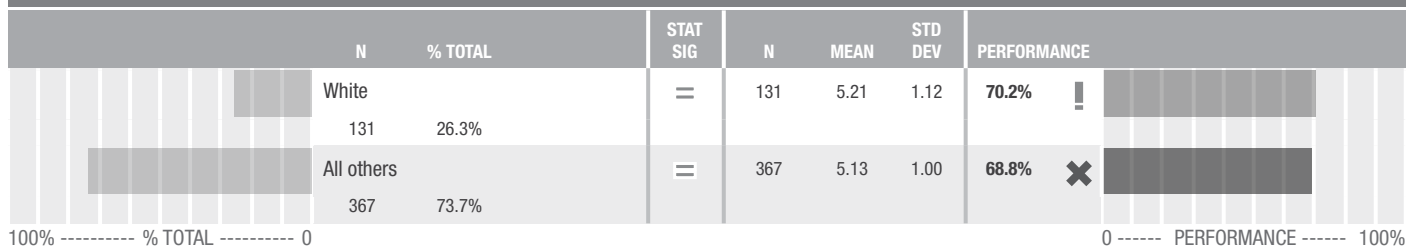
WHAT IS YOUR CURRENT ACADEMIC CLASS STANDING?



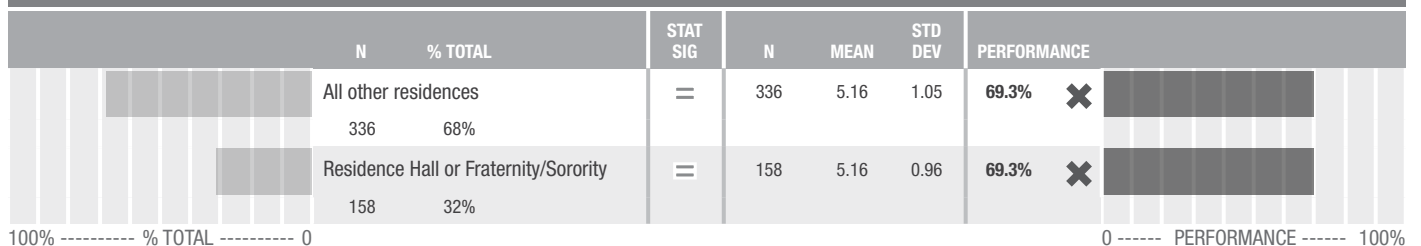
WHAT IS YOUR GENDER?



RACE/ETHNICITY (REPORTING ONLY)



WHAT IS YOUR PLACE OF RESIDENCE?



\times Issue 0%-70%	$!$ Needs Work 71%-74%	\checkmark Good 75%-100%	NR Not Reported NEG Negative Correlation	\vee Lower	= Equal	\wedge Higher
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INDICATOR // OVERALL PROGRAM EFFECTIVENESS

SUMMARY

CURRENT PERFORMANCE

EXTERNAL BENCHMARKING


RECOMMENDATIONS

LONGITUDINAL TRENDS

The second piece of the analysis picture is External Benchmarking. Throughout this report and in Skyfactor's Online Reporting, Benchworks compares your institutional data to the aggregate of your external benchmarking groups. If your Action Plan for institutional improvement includes improving Overall Program Effectiveness and if your program is performing below any of these external benchmarking groups, this information can be used to convince staff that higher performance is possible. If your institutional performance is higher than any of these groups, use this to celebrate!








Below is a comparison of your institutional results to your Select 6, Carnegie Class, and all participating institutions for the indicator's dependent variable, Overall Program Effectiveness, and the other factors associated with this indicator. A **^** designates factors where your institution performs statistically higher than that external benchmarking group; a **v** designates factors where your program is statistically lower in performance; and a **=** represents factors that are statistically equal with that external benchmarking group. The chart represents your institution's performance on each factor.

INDICATOR PERFORMANCE

	SELECT 6	CARNEGIE CLASS	ALL INST.	N	MEAN	STD DEV	PERFORMANCE
Factor 12 // Overall Program Effectiveness	^	^	^	498	5.15	1.03	69.2% x 

0 ----- PERFORMANCE ----- 100%

INDICATOR FACTORS BY PERFORMANCE

	SELECT 6	CARNEGIE CLASS	ALL INST.	N	MEAN	STD DEV	PERFORMANCE
Factor 10 // Union Cleanliness	^	^	^	497	6.08	0.96	84.7% ✓ 
Factor 2 // College Union has a Positive Environment	^	^	^	497	5.93	1.02	82.2% ✓ 
Factor 11 // Union Staff	^	^	^	493	5.74	1.13	79.0% ✓ 
Factor 4 // College Union is a Source of Entertainment	^	^	^	497	5.70	1.11	78.3% ✓ 
Factor 3 // College Union is Student Oriented	=	=	=	497	5.68	1.10	78.0% ✓ 
Factor 7 // Aspects of Dining Service	^	^	^	496	5.50	1.05	75.0% ✓ 
Factor 8 // Bookstore Staff	=	=	v	476	5.47	1.20	74.5% ! 
Factor 1 // Publicizes the Union and Promotes Campus	^	^	^	497	5.24	1.24	70.7% ! 
Factor 6 // Union Food Variety, Quality and Price	^	^	^	496	5.18	1.24	69.7% x 
Factor 5 // College Union Enhances Life and Leadership	^	^	^	493	5.05	1.14	67.5% x 
Factor 9 // Bookstore Items Variety and Price	^	^	^	476	4.56	1.33	59.3% x 

0 ----- PERFORMANCE ----- 100%

x Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	v Lower	= Equal	^ Higher
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INDICATOR // OVERALL PROGRAM EFFECTIVENESS

SUMMARY

CURRENT PERFORMANCE


EXTERNAL BENCHMARKING

RECOMMENDATIONS

LONGITUDINAL TRENDS

Arguably the most important piece of the analysis is Recommendations for Improvement. In order to improve Overall Program Effectiveness, it is necessary to know which factors have the greatest impact. Improving factors with high impact should lead to an improvement in Overall Program Effectiveness. The first chart shown below is the current performance for Overall Program Effectiveness. If this performance is below your desired level, identify the high impact factors (listed below) and focus your institution's improvement efforts on those factors.






INDICATOR PERFORMANCE

	N	MEAN	STD DEV	PERFORMANCE
Factor 12 // Overall Program Effectiveness	498	5.15	1.03	69.2% 

0 ----- PERFORMANCE ----- 100%







Skyfactor has grouped the Overall Program Effectiveness predictors into high and low impact as calculated from a multi-variant linear regression analysis. The strongest predictor is labeled as "1st", the second strongest is "2nd", and so forth. We label factors that do not contribute to the variance as "NP" (non-predictor). Skyfactor recommends your program focus its resources to improve the performance of your high impact factors while maintaining, but not expending resources to improve, low/no impact factor performance.

HIGH IMPACT FACTORS

	PREDICTOR	CONTRIBUTION	N	MEAN	STD DEV	PERFORMANCE
Factor 5 // College Union Enhances Life and Leadership	1ST	13.4%	493	5.05	1.14	67.5% 
Factor 6 // Union Food Variety, Quality and Price	2ND	11.8%	496	5.18	1.24	69.7% 
Factor 3 // College Union is Student Oriented	3RD	9.6%	497	5.68	1.10	78.0% 
Factor 4 // College Union is a Source of Entertainment	4TH	9.5%	497	5.70	1.11	78.3% 
Factor 11 // Union Staff	5TH	8.2%	493	5.74	1.13	79.0% 

0 ----- PERFORMANCE ----- 100%

LOW/NO IMPACT FACTORS

	PREDICTOR	CONTRIBUTION	N	MEAN	STD DEV	PERFORMANCE
Factor 10 // Union Cleanliness	NP	0%	497	6.08	0.96	84.7% 
Factor 2 // College Union has a Positive Environment	NP	0%	497	5.93	1.02	82.2% 
Factor 7 // Aspects of Dining Service	NP	0%	496	5.50	1.05	75.0% 
Factor 8 // Bookstore Staff	NP	0%	476	5.47	1.20	74.5% 
Factor 1 // Publicizes the Union and Promotes Campus	NP	0%	497	5.24	1.24	70.7% 
Factor 9 // Bookstore Items Variety and Price	NP	0%	476	4.56	1.33	59.3% 

0 ----- PERFORMANCE ----- 100%

 Issue 0%-70%	 Needs Work 71%-74%	 Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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INDICATOR // OVERALL PROGRAM EFFECTIVENESS

SUMMARY

CURRENT PERFORMANCE

EXTERNAL BENCHMARKING

RECOMMENDATIONS

LONGITUDINAL TRENDS

The final piece of the analysis is Longitudinal Trends which supports continuous improvement. The term “continuous improvement” means a never-ending effort to improve programs and processes through several incremental improvements rather than one overwhelming innovation. The term “continuous assessment” means conducting assessment at regular intervals (Skyfactor recommends annual assessment); continuous assessment informs continuous improvement.

Longitudinal trends analysis, an artifact of continuous assessment, is the key to evaluating your institution’s continuous improvement efforts. Understanding trends is necessary to determine whether the actions conducted resulted in a successful outcome. If your institution’s current performance falls short of expectations, review the actions conducted on the top predictors and make adjustments.

Below is the longitudinal trend for the indicator and top predictors for the most recent iterations of this assessment. If your institution did not participate continuously during these iterations, Skyfactor extrapolated between successive iterations. A ▲ designates years where your institution performs statistically higher than the current year; a ▼ designates years where your program is statistically lower in performance; and a = represents years that are statistically equal to the current year.

LONGITUDINAL TRENDS

OVERALL INDICATOR PERFORMANCE

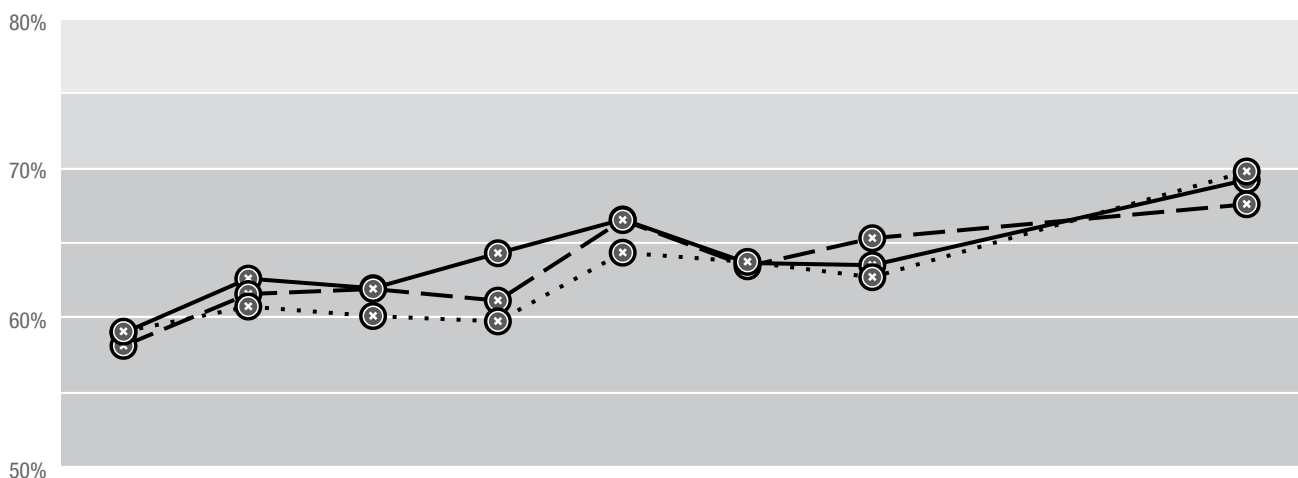
Factor 12 // Overall Program Effectiveness

1ST PREDICTOR

Factor 5 // College Union Enhances Life and Leadership

2ND PREDICTOR

Factor 6 // Union Food Variety, Quality and Price






	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
Performance	58.9%	62.5%	61.9%	64.2%	66.5%	63.6%	63.4%	--	--	69.2%
Mean	4.53 ▼	4.75 ▼	4.71 ▼	4.85 ▼	4.99 ▼	4.82 ▼	4.81 ▼	--	--	5.15
Performance	58.0%	61.5%	61.8%	61.1%	66.5%	63.4%	65.2%	--	--	67.5%
Mean	4.48 ▼	4.69 ▼	4.71 ▼	4.66 ▼	4.99 =	4.80 ▼	4.91 =	--	--	5.05
Performance	59.0%	60.7%	60.0%	59.7%	64.3%	63.7%	62.6%	--	--	69.7%
Mean	4.54 ▼	4.64 ▼	4.60 ▼	4.58 ▼	4.86 ▼	4.82 ▼	4.76 ▼	--	--	5.18

Issue 0%-70%	Needs Work 71%-74%	Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower	= Equal	▲ Higher
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PROFESSIONAL STANDARDS

In this report, Benchworks provides your institution's performance on professional standards compared to your external benchmark groups. The breakdown of each professional standard by individual scaled question can be found in Skyfactor's Online Reporting.

CAS - COUNCIL FOR THE ADVANCEMENT OF STANDARDS PROGRAM CRITERIA, UPDATED AUGUST 2009							
	SELECT 6	CARNEGIE CLASS	ALL INST.	N	MEAN	STD DEV	PERFORMANCE
CAS Program Criteria 5: Humanitarianism and civic engagement	^	^	^	496	5.18	1.07	69.7% 
CAS Program Criteria 1: Knowledge acquisition, integration, construction, and application	^	^	^	496	5.04	1.34	67.3% 
CAS Program Criteria 4: Interpersonal competence	^	^	^	491	4.97	1.28	66.2% 

0 ----- PERFORMANCE ----- 100%

 Issue 0%-70%	 Needs Work 71%-74%	 Good 75%-100%	NR Not Reported NEG Negative Correlation	 Lower  Equal  Higher
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FACTOR 1 // Publicizes the Union and Promotes Campus

FACTOR COMPOSITION

FACTOR PERFORMANCE

EXTERNAL BENCHMARKING

LONGITUDINAL TRENDS

Factors, a composite of scaled questions that explain a larger concept, are utilized in Skyfactor Benchworks' reporting to reduce complexity and strengthen the analysis. Skyfactor provides an in-depth analysis of the factor, Publicizes the Union and Promotes Campus, in this section of reports.

You are likely referencing this section to better understand this factor due to: 1) this factor is a high predictor; 2) this factor is performing below a desired level; 3) this factor is of special interest to your institution; or 4) this factor is an indicator. Through this analysis (i.e., current performance, external benchmark comparisons, and longitudinal trends), a thorough picture of the factor should emerge, however additional information can be found in Skyfactor Benchworks' Online Reports.

If improving this factor is a goal for your institution, actions should be targeted toward the factor's scaled questions (see list below) which are more tangible and more directly actionable. Analysis for these scaled questions is provided in this section allowing for sufficient understanding; additional information can be found in Skyfactor Benchworks' Online Reports.

FACTOR COMPOSITION

Publicizes the Union and Promotes Campus // How satisfied are you with the extent to which the College Union:

- Q018 //** Publicizes opportunities to join student organizations
- Q019 //** Publicizes activities sponsored by the College Union
- Q020 //** Promotes a sense of community on campus
- Q021 //** Promotes programs of interest to students
- Q022 //** Involves students in the decisions about College Union activities



Issue
0%-70%



Needs Work
71%-74%



Good
75%-100%

NR Not Reported
NEG Negative Correlation

▼ Lower = Equal ▲ Higher

FACTOR 1 // Publicizes the Union and Promotes Campus

FACTOR COMPOSITION

FACTOR PERFORMANCE

EXTERNAL BENCHMARKING


LONGITUDINAL TRENDS

There are many pieces of analysis that, when combined, create a comprehensive picture of your institution's performance for this factor. The first analysis to examine is the current performance of the factor. This information, coupled with understanding of individual population perceptions, external benchmarks, longitudinal trends, individual scaled question performance, and other institutional information or assessment is invaluable to constructing an effective Action Plan for improvement.

Factor Performance // Aggregate






Below is your institution's current performance for Publicizes the Union and Promotes Campus and its scaled questions. While this factor might be difficult to improve directly, improving its scaled questions will likely be easier and will result in an improvement in the factor.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	PERFORMANCE
Factor 1 // Publicizes the Union and Promotes Campus	497	5.24	1.24	70.7% 

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	PERFORMANCE
Q020 // Promotes a sense of community on campus	493	5.52	1.39	75.3% 
Q021 // Promotes programs of interest to students	492	5.41	1.37	73.5% 
Q019 // Publicizes activities sponsored by the College Union	495	5.29	1.50	71.5% 
Q022 // Involves students in the decisions about College Union activities	492	5.01	1.55	66.8% 
Q018 // Publicizes opportunities to join student organizations	493	4.96	1.57	66.0% 

0 ----- PERFORMANCE ----- 100%

 Issue 0%-70%	 Needs Work 71%-74%	 Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 1 // Publicizes the Union and Promotes Campus

FACTOR COMPOSITION

FACTOR PERFORMANCE

EXTERNAL BENCHMARKING

LONGITUDINAL TRENDS

In this report, Skyfactor Benchworks compares your institutional results to your Select 6, Carnegie Class, and all participating institutions for the factor and its scaled questions. A **^** designates where your institution's mean is statistically higher than the comparative group; a **v** designates where your institution's mean is statistically lower than the comparative group; and **=** designates where your institution's mean is statistically equal to the comparative group. A ranking of your institution and the external benchmarking groups is also provided. If your institution's performance is below that of an external benchmarking group, use this information to motivate staff that higher performance is possible; but if your institutional performance is higher, celebrate!

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		RANK	STAT SIG	PERFORMANCE	
				MIN	MAX				
Your Institution	497	5.24	1.24	--	--	--	--	70.7%	!
Select 6	2,694	5.07	1.27	4.80	5.33	3/7	^	67.8%	x
Carnegie Class	14,244	5.02	1.26	4.41	5.67	12/26	^	67.0%	x
All Institutions	44,819	5.08	1.27	4.13	5.71	26/90	^	68.0%	x

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	SELECT 6	CARNEGIE CLASS	ALL INST.	N	MEAN	STD DEV	PERFORMANCE	
Q020 // Promotes a sense of community on campus	^	^	^	493	5.52	1.39	75.3%	✓
Q021 // Promotes programs of interest to students	=	^	^	492	5.41	1.37	73.5%	!
Q019 // Publicizes activities sponsored by the College Union	=	^	=	495	5.29	1.50	71.5%	!
Q022 // Involves students in the decisions about College Union activities	^	^	^	492	5.01	1.55	66.8%	x
Q018 // Publicizes opportunities to join student organizations	=	=	=	493	4.96	1.57	66.0%	x

0 ----- PERFORMANCE ----- 100%

x Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	v Lower	= Equal	^ Higher
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FACTOR 1 // Publicizes the Union and Promotes Campus

FACTOR COMPOSITION

FACTOR PERFORMANCE

EXTERNAL BENCHMARKING

LONGITUDINAL TRENDS

The final analysis for the factor is its performance over time. Longitudinal trends support continuous improvement and are the key to evaluating the success of your institution's action plan for this factor. If your institution's current performance falls short of expectations, review the actions conducted and make adjustments.

If your institution participated in two or more iterations of this assessment, a longitudinal trend is plotted. If your institution did not participate continuously, Skyfactor extrapolated between successive iterations. A **▲** designates years where your institution performs statistically higher than the current year; a **▼** designates years where your program is statistically lower in performance; and a **≡** represents years that are statistically equal to the current year.

LONGITUDINAL TREND



✘ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower	≡ Equal	▲ Higher
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FACTOR 1 // Publicizes the Union and Promotes Campus // Q018

Q018 // How satisfied are you with the extent to which the College Union: Publicizes opportunities to join student organizations

A summary of Q018 is provided. Please visit Skyfactor's Online Reporting to understand how different populations perceive this question.

A comparison of your institution's results with your external benchmarking groups is shown below. In addition to current performance, Skyfactor reports the range of means across the external benchmarking groups and the rank of your institution within those groups.

EXTERNAL BENCHMARKING										
	N	MEAN	STD DEV	MEAN RANGE		RANK	STAT SIG	PERFORMANCE		
				MIN	MAX					
Your Institution	493	4.96	1.57	--	--	--	--	66.0%	✘	
Select 6	2,624	4.92	1.51	4.57	5.20	3/7	=	65.3%	✘	
Carnegie Class	13,827	4.93	1.49	4.17	5.55	15/26	=	65.5%	✘	
All Institutions	43,648	5.01	1.49	4.16	5.68	55/90	=	66.8%	✘	

0 ----- PERFORMANCE ----- 100%

Scaled questions have seven answer options ranging from "1" (least desired response) to "7" (most desired response). Below is the breakdown of your institution's results and the results of your external benchmarking groups.

ANSWER FREQUENCY									
	VERY DISSATISFIED -----			NEUTRAL -----			VERY SATISFIED		
	1 //	2 //	3 //	4 //	5 //	6 //	7 //		
Your Institution	3.2%	4.7%	7.1%	23.7%	20.3%	20.7%	20.3%		
Select 6	2.8%	3.2%	8.2%	29.7%	15.4%	22.9%	17.8%		
Carnegie Class	2.1%	3.6%	8.2%	29.7%	15.7%	23.0%	17.7%		
All Institutions	2.1%	3.3%	7.2%	29.2%	14.6%	24.3%	19.4%		

0 ----- % RESPONDENTS ----- 100%

A longitudinal trend and table for this question is shown below.

LONGITUDINAL TREND										
	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
Performance	62.5%	64.6%	62.4%	65.8%	69.6%	67.0%	69.3%	--	--	66.1%
Mean	4.75 ▾	4.88 =	4.75 ▾	4.95 =	5.18 ▲	5.02 =	5.16 ▲	--	--	4.96

Issue 0%-70%	Needs Work 71%-74%	Good 75%-100%	NR Not Reported NEG Negative Correlation	▾ Lower	= Equal	▲ Higher
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FACTOR 1 // Publicizes the Union and Promotes Campus // Q019

Q019 // How satisfied are you with the extent to which the College Union: Publicizes activities sponsored by the College Union

A summary of Q019 is provided. Please visit Skyfactor's Online Reporting to understand how different populations perceive this question.

A comparison of your institution's results with your external benchmarking groups is shown below. In addition to current performance, Skyfactor reports the range of means across the external benchmarking groups and the rank of your institution within those groups.

EXTERNAL BENCHMARKING								
	N	MEAN	STD DEV	MEAN RANGE		RANK	STAT SIG	PERFORMANCE
				MIN	MAX			
Your Institution	495	5.29	1.50	--	--	--	--	71.5% !
Select 6	2,643	5.20	1.49	4.85	5.60	3/7	=	70.0% ✘
Carnegie Class	13,945	5.15	1.48	4.40	5.72	12/26	^	69.2% ✘
All Institutions	43,873	5.20	1.47	4.21	5.80	40/89	=	70.0% ✘

0 ----- PERFORMANCE ----- 100%

Scaled questions have seven answer options ranging from "1" (least desired response) to "7" (most desired response). Below is the breakdown of your institution's results and the results of your external benchmarking groups.

ANSWER FREQUENCY								
	VERY DISSATISFIED -----			NEUTRAL -----			VERY SATISFIED	
	1 //	2 //	3 //	4 //	5 //	6 //	7 //	
Your Institution	1.6%	3.0%	7.5%	17.8%	19.8%	23.0%	27.3%	
Select 6	2.0%	2.9%	6.9%	21.8%	17.6%	25.2%	23.5%	
Carnegie Class	1.7%	3.2%	7.6%	22.6%	17.2%	26.1%	21.7%	
All Institutions	1.7%	2.9%	6.9%	22.6%	16.3%	27.0%	22.5%	

0 ----- % RESPONDENTS ----- 100%

A longitudinal trend and table for this question is shown below.



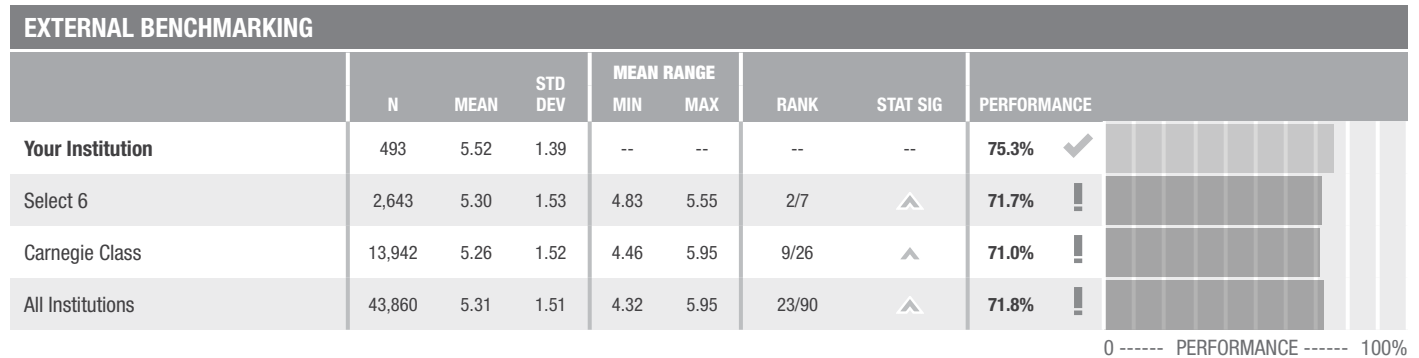
✘ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower	= Equal	^ Higher
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FACTOR 1 // Publicizes the Union and Promotes Campus // Q020

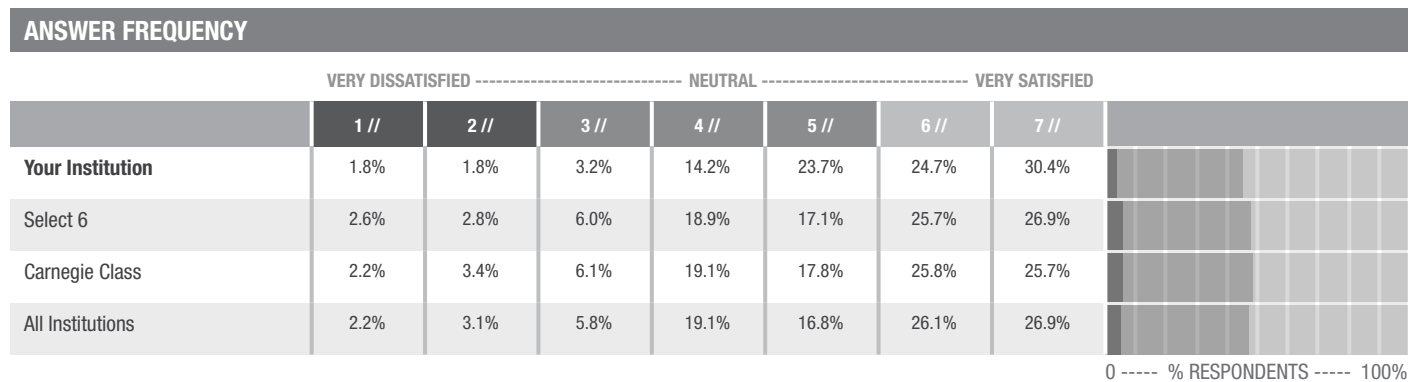
Q020 // How satisfied are you with the extent to which the College Union: Promotes a sense of community on campus

A summary of Q020 is provided. Please visit Skyfactor's Online Reporting to understand how different populations perceive this question.

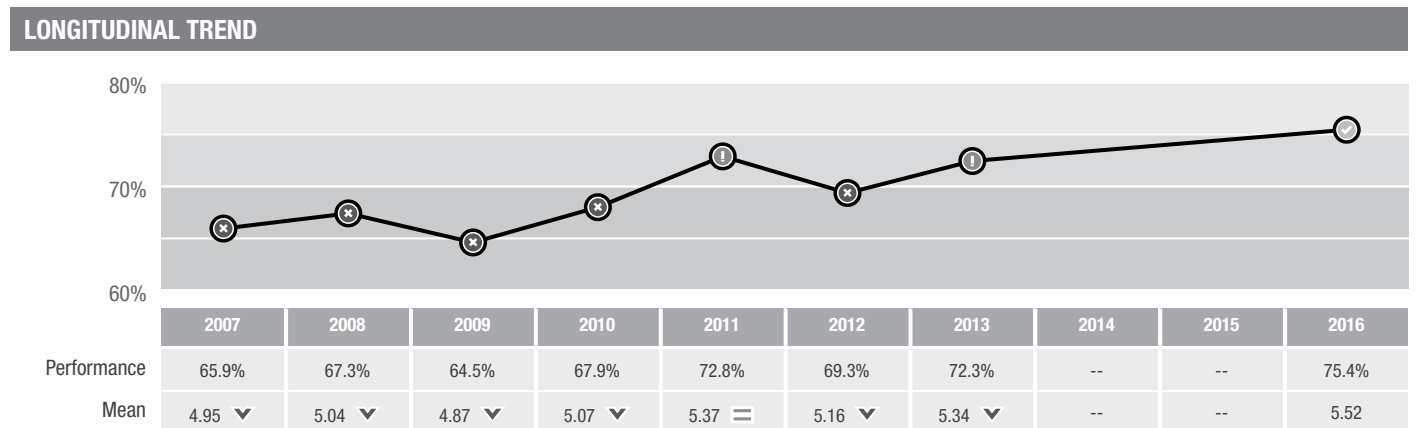
A comparison of your institution's results with your external benchmarking groups is shown below. In addition to current performance, Skyfactor reports the range of means across the external benchmarking groups and the rank of your institution within those groups.



Scaled questions have seven answer options ranging from "1" (least desired response) to "7" (most desired response). Below is the breakdown of your institution's results and the results of your external benchmarking groups.



A longitudinal trend and table for this question is shown below.



✘ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower	= Equal	▲ Higher
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FACTOR 1 // Publicizes the Union and Promotes Campus // Q021

Q021 // How satisfied are you with the extent to which the College Union: Promotes programs of interest to students

A summary of Q021 is provided. Please visit Skyfactor's Online Reporting to understand how different populations perceive this question.

A comparison of your institution's results with your external benchmarking groups is shown below. In addition to current performance, Skyfactor reports the range of means across the external benchmarking groups and the rank of your institution within those groups.

EXTERNAL BENCHMARKING								
	N	MEAN	STD DEV	MEAN RANGE		RANK	STAT SIG	PERFORMANCE
				MIN	MAX			
Your Institution	492	5.41	1.37	--	--	--	--	73.5%
Select 6	2,628	5.28	1.45	4.89	5.61	3/7	=	71.3%
Carnegie Class	13,840	5.21	1.45	4.59	5.81	12/26	^	70.2%
All Institutions	43,637	5.26	1.45	4.35	5.81	30/90	^	71.0%

0 ----- PERFORMANCE ----- 100%

Scaled questions have seven answer options ranging from "1" (least desired response) to "7" (most desired response). Below is the breakdown of your institution's results and the results of your external benchmarking groups.

ANSWER FREQUENCY								
	VERY DISSATISFIED -----			NEUTRAL -----			VERY SATISFIED	
	1 //	2 //	3 //	4 //	5 //	6 //	7 //	
Your Institution	1.4%	1.8%	4.1%	18.1%	22.0%	26.4%	26.2%	
Select 6	1.9%	2.7%	5.9%	19.3%	18.4%	28.7%	23.1%	
Carnegie Class	1.6%	2.9%	6.9%	19.8%	19.7%	27.6%	21.4%	
All Institutions	1.8%	2.9%	6.2%	19.5%	18.7%	28.3%	22.6%	

0 ----- % RESPONDENTS ----- 100%

A longitudinal trend and table for this question is shown below.

LONGITUDINAL TREND										
	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
Performance	68.1%	68.1%	67.2%	70.0%	71.6%	71.4%	74.9%	--	--	73.6%
Mean	5.08	5.09	5.03	5.20	5.30	5.29	5.50	--	--	5.41

Issue 0%-70%	Needs Work 71%-74%	Good 75%-100%	NR Not Reported NEG Negative Correlation	Lower	Equal	Higher
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FACTOR 1 // Publicizes the Union and Promotes Campus // Q022

Q022 // How satisfied are you with the extent to which the College Union: Involves students in the decisions about College Union activities

A summary of Q022 is provided. Please visit Skyfactor's Online Reporting to understand how different populations perceive this question.

A comparison of your institution's results with your external benchmarking groups is shown below. In addition to current performance, Skyfactor reports the range of means across the external benchmarking groups and the rank of your institution within those groups.

EXTERNAL BENCHMARKING										
	N	MEAN	STD DEV	MEAN RANGE		RANK	STAT SIG	PERFORMANCE		
				MIN	MAX					
Your Institution	492	5.01	1.55	--	--	--	--	66.8%	✘	
Select 6	2,599	4.66	1.54	4.50	5.01	1/7	▲	61.0%	✘	
Carnegie Class	13,713	4.54	1.58	3.90	5.41	5/26	▲	59.0%	✘	
All Institutions	42,243	4.62	1.58	3.78	5.42	9/88	▲	60.3%	✘	

0 ----- PERFORMANCE ----- 100%

Scaled questions have seven answer options ranging from "1" (least desired response) to "7" (most desired response). Below is the breakdown of your institution's results and the results of your external benchmarking groups.

ANSWER FREQUENCY									
	VERY DISSATISFIED -----			NEUTRAL -----			VERY SATISFIED		
	1 //	2 //	3 //	4 //	5 //	6 //	7 //		
Your Institution	3.3%	2.8%	9.6%	21.1%	21.3%	21.3%	20.5%		
Select 6	3.8%	5.0%	9.2%	32.6%	17.3%	17.8%	14.4%		
Carnegie Class	4.1%	6.0%	10.9%	32.4%	15.9%	16.8%	14.0%		
All Institutions	4.0%	5.6%	10.3%	32.1%	15.3%	17.8%	14.9%		

0 ----- % RESPONDENTS ----- 100%

A longitudinal trend and table for this question is shown below.

LONGITUDINAL TREND										
	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
Performance	56.4%	60.5%	59.8%	63.5%	64.6%	67.3%	65.4%	--	--	66.8%
Mean	4.38 ▼	4.63 ▼	4.59 ▼	4.81 =	4.88 =	5.04 =	4.93 =	--	--	5.01

Issue 0%-70%	Needs Work 71%-74%	Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower	= Equal	▲ Higher
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FACTOR 2 // College Union has a Positive Environment

FACTOR COMPOSITION

FACTOR PERFORMANCE

EXTERNAL BENCHMARKING

LONGITUDINAL TRENDS

Factors, a composite of scaled questions that explain a larger concept, are utilized in Skyfactor Benchworks' reporting to reduce complexity and strengthen the analysis. Skyfactor provides an in-depth analysis of the factor, College Union has a Positive Environment, in this section of reports.

You are likely referencing this section to better understand this factor due to: 1) this factor is a high predictor; 2) this factor is performing below a desired level; 3) this factor is of special interest to your institution; or 4) this factor is an indicator. Through this analysis (i.e., current performance, external benchmark comparisons, and longitudinal trends), a thorough picture of the factor should emerge, however additional information can be found in Skyfactor Benchworks' Online Reports.

If improving this factor is a goal for your institution, actions should be targeted toward the factor's scaled questions (see list below) which are more tangible and more directly actionable. Analysis for these scaled questions is provided in this section allowing for sufficient understanding; additional information can be found in Skyfactor Benchworks' Online Reports.

FACTOR COMPOSITION

College Union has a Positive Environment // To what extent do you agree or disagree that the College Union:

Q023 // Is an enjoyable place to spend time

Q024 // Is a safe place

Q025 // Is a place where I feel welcome

Q026 // Is a place to relax

Q027 // Is a place to study



Issue
0%-70%



Needs Work
71%-74%



Good
75%-100%

NR Not Reported
NEG Negative Correlation

▼ Lower = Equal ▲ Higher

FACTOR 2 // College Union has a Positive Environment

FACTOR COMPOSITION

FACTOR PERFORMANCE

EXTERNAL BENCHMARKING

LONGITUDINAL TRENDS

There are many pieces of analysis that, when combined, create a comprehensive picture of your institution's performance for this factor. The first analysis to examine is the current performance of the factor. This information, coupled with understanding of individual population perceptions, external benchmarks, longitudinal trends, individual scaled question performance, and other institutional information or assessment is invaluable to constructing an effective Action Plan for improvement.

Factor Performance // Aggregate

Below is your institution's current performance for College Union has a Positive Environment and its scaled questions. While this factor might be difficult to improve directly, improving its scaled questions will likely be easier and will result in an improvement in the factor.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	PERFORMANCE
Factor 2 // College Union has a Positive Environment	497	5.93	1.02	82.2% ✓

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	PERFORMANCE
Q024 // Is a safe place	496	6.19	1.07	86.5% ✓
Q025 // Is a place where I feel welcome	495	6.12	1.17	85.3% ✓
Q023 // Is an enjoyable place to spend time	495	6.01	1.22	83.5% ✓
Q026 // Is a place to relax	493	5.93	1.23	82.2% ✓
Q027 // Is a place to study	495	5.41	1.55	73.5% !

0 ----- PERFORMANCE ----- 100%



Issue
0%-70%



Needs Work
71%-74%



Good
75%-100%

NR Not Reported
NEG Negative Correlation

▼ Lower

= Equal

▲ Higher

FACTOR 2 // College Union has a Positive Environment

FACTOR COMPOSITION

FACTOR PERFORMANCE

EXTERNAL BENCHMARKING

LONGITUDINAL TRENDS

In this report, Skyfactor Benchworks compares your institutional results to your Select 6, Carnegie Class, and all participating institutions for the factor and its scaled questions. A \wedge designates where your institution's mean is statistically higher than the comparative group; a \vee designates where your institution's mean is statistically lower than the comparative group; and $=$ designates where your institution's mean is statistically equal to the comparative group. A ranking of your institution and the external benchmarking groups is also provided. If your institution's performance is below that of an external benchmarking group, use this information to motivate staff that higher performance is possible; but if your institutional performance is higher, celebrate!

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		RANK	STAT SIG	PERFORMANCE	
				MIN	MAX				
Your Institution	497	5.93	1.02	--	--	--	--	82.2%	\checkmark
Select 6	2,676	5.69	1.02	5.35	5.93	1/7	\wedge	78.2%	\checkmark
Carnegie Class	13,950	5.68	1.00	5.27	6.29	9/26	\wedge	78.0%	\checkmark
All Institutions	43,529	5.69	1.01	5.08	6.29	15/90	\wedge	78.2%	\checkmark

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	SELECT 6	CARNEGIE CLASS	ALL INST.	N	MEAN	STD DEV	PERFORMANCE	
Q024 // Is a safe place	=	=	=	496	6.19	1.07	86.5%	\checkmark
Q025 // Is a place where I feel welcome	\wedge	\wedge	\wedge	495	6.12	1.17	85.3%	\checkmark
Q023 // Is an enjoyable place to spend time	\wedge	\wedge	\wedge	495	6.01	1.22	83.5%	\checkmark
Q026 // Is a place to relax	\wedge	\wedge	\wedge	493	5.93	1.23	82.2%	\checkmark
Q027 // Is a place to study	\wedge	\wedge	\wedge	495	5.41	1.55	73.5%	!

0 ----- PERFORMANCE ----- 100%

\times Issue 0%-70%	! Needs Work 71%-74%	\checkmark Good 75%-100%	NR Not Reported NEG Negative Correlation	\vee Lower	= Equal	\wedge Higher
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FACTOR 2 // College Union has a Positive Environment

FACTOR COMPOSITION

FACTOR PERFORMANCE

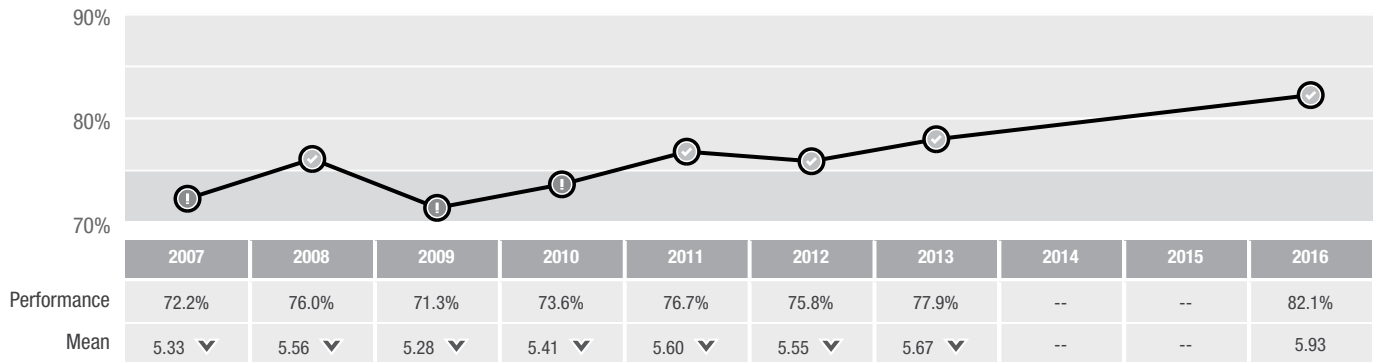
EXTERNAL BENCHMARKING

LONGITUDINAL TRENDS

The final analysis for the factor is its performance over time. Longitudinal trends support continuous improvement and are the key to evaluating the success of your institution's action plan for this factor. If your institution's current performance falls short of expectations, review the actions conducted and make adjustments.

If your institution participated in two or more iterations of this assessment, a longitudinal trend is plotted. If your institution did not participate continuously, Skyfactor extrapolated between successive iterations. A **▲** designates years where your institution performs statistically higher than the current year; a **▼** designates years where your program is statistically lower in performance; and a **≡** represents years that are statistically equal to the current year.

LONGITUDINAL TREND



Issue
0%-70%



Needs Work
71%-74%



Good
75%-100%

NR Not Reported
NEG Negative Correlation

▼ Lower

≡ Equal

▲ Higher

FACTOR 2 // College Union has a Positive Environment // Q023

Q023 // To what extent do you agree or disagree that the College Union: Is an enjoyable place to spend time

A summary of Q023 is provided. Please visit Skyfactor's Online Reporting to understand how different populations perceive this question.

A comparison of your institution's results with your external benchmarking groups is shown below. In addition to current performance, Skyfactor reports the range of means across the external benchmarking groups and the rank of your institution within those groups.

EXTERNAL BENCHMARKING								
	N	MEAN	STD DEV	MEAN RANGE		RANK	STAT SIG	PERFORMANCE
				MIN	MAX			
Your Institution	495	6.01	1.22	--	--	--	--	83.5% ✓
Select 6	2,655	5.82	1.21	5.39	6.09	3/7	▲	80.3% ✓
Carnegie Class	13,848	5.75	1.21	5.21	6.56	8/26	▲	79.2% ✓
All Institutions	43,174	5.78	1.20	5.03	6.56	15/90	▲	79.7% ✓

0 ----- PERFORMANCE ----- 100%

Scaled questions have seven answer options ranging from "1" (least desired response) to "7" (most desired response). Below is the breakdown of your institution's results and the results of your external benchmarking groups.

ANSWER FREQUENCY								
	STRONGLY DISAGREE -----			NEUTRAL -----		STRONGLY AGREE		
	1 //	2 //	3 //	4 //	5 //	6 //	7 //	
Your Institution	1.0%	1.2%	2.4%	6.5%	12.7%	32.5%	43.6%	
Select 6	1.0%	1.5%	2.4%	8.2%	14.9%	40.2%	31.8%	
Carnegie Class	0.8%	1.5%	3.2%	8.9%	16.0%	40.2%	29.5%	
All Institutions	0.8%	1.4%	2.8%	9.0%	15.6%	40.7%	29.7%	

0 ----- % RESPONDENTS ----- 100%

A longitudinal trend and table for this question is shown below.



Issue 0%-70%	Needs Work 71%-74%	Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower	= Equal	▲ Higher
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FACTOR 2 // College Union has a Positive Environment // Q024

Q024 // To what extent do you agree or disagree that the College Union: Is a safe place

A summary of Q024 is provided. Please visit Skyfactor's Online Reporting to understand how different populations perceive this question.

A comparison of your institution's results with your external benchmarking groups is shown below. In addition to current performance, Skyfactor reports the range of means across the external benchmarking groups and the rank of your institution within those groups.

EXTERNAL BENCHMARKING								
	N	MEAN	STD DEV	MEAN RANGE		RANK	STAT SIG	PERFORMANCE
				MIN	MAX			
Your Institution	496	6.19	1.07	--	--	--	--	86.5% ✓
Select 6	2,654	6.10	1.09	5.65	6.31	3/7	=	85.0% ✓
Carnegie Class	13,849	6.15	1.03	5.65	6.44	13/26	=	85.8% ✓
All Institutions	43,247	6.19	1.00	5.64	6.49	49/90	=	86.5% ✓

0 ----- PERFORMANCE ----- 100%

Scaled questions have seven answer options ranging from "1" (least desired response) to "7" (most desired response). Below is the breakdown of your institution's results and the results of your external benchmarking groups.

	STRONGLY DISAGREE ----- NEUTRAL ----- STRONGLY AGREE						
	1 //	2 //	3 //	4 //	5 //	6 //	7 //
Your Institution	0.8%	0.6%	1.0%	4.4%	12.7%	30.8%	49.6%
Select 6	0.8%	0.5%	1.2%	6.8%	9.4%	38.1%	43.1%
Carnegie Class	0.5%	0.5%	1.1%	5.9%	9.1%	38.8%	44.1%
All Institutions	0.5%	0.4%	1.0%	5.9%	7.7%	38.8%	45.7%

0 ----- % RESPONDENTS ----- 100%

A longitudinal trend and table for this question is shown below.



Issue 0%-70%	Needs Work 71%-74%	Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 2 // College Union has a Positive Environment // Q025

Q025 // To what extent do you agree or disagree that the College Union: Is a place where I feel welcome

A summary of Q025 is provided. Please visit Skyfactor's Online Reporting to understand how different populations perceive this question.

A comparison of your institution's results with your external benchmarking groups is shown below. In addition to current performance, Skyfactor reports the range of means across the external benchmarking groups and the rank of your institution within those groups.

EXTERNAL BENCHMARKING								
	N	MEAN	STD DEV	MEAN RANGE		RANK	STAT SIG	PERFORMANCE
				MIN	MAX			
Your Institution	495	6.12	1.17	--	--	--	--	85.3% ✓
Select 6	2,633	5.96	1.15	5.56	6.20	3/7	▲	82.7% ✓
Carnegie Class	13,728	5.98	1.11	5.56	6.43	10/26	▲	83.0% ✓
All Institutions	42,857	5.98	1.12	5.45	6.43	20/90	▲	83.0% ✓

0 ----- PERFORMANCE ----- 100%

Scaled questions have seven answer options ranging from "1" (least desired response) to "7" (most desired response). Below is the breakdown of your institution's results and the results of your external benchmarking groups.

	STRONGLY DISAGREE ----- NEUTRAL ----- STRONGLY AGREE						
	1 //	2 //	3 //	4 //	5 //	6 //	7 //
Your Institution	1.0%	0.8%	2.0%	5.3%	12.5%	28.9%	49.5%
Select 6	0.9%	0.6%	1.7%	9.1%	11.6%	38.3%	37.8%
Carnegie Class	0.6%	0.6%	1.7%	8.5%	11.7%	39.0%	38.0%
All Institutions	0.6%	0.7%	1.9%	8.5%	11.3%	39.4%	37.7%

0 ----- % RESPONDENTS ----- 100%

A longitudinal trend and table for this question is shown below.



Issue 0%-70%	Needs Work 71%-74%	Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower	= Equal	▲ Higher
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FACTOR 2 // College Union has a Positive Environment // Q026

Q026 // To what extent do you agree or disagree that the College Union: Is a place to relax

A summary of Q026 is provided. Please visit Skyfactor's Online Reporting to understand how different populations perceive this question.

A comparison of your institution's results with your external benchmarking groups is shown below. In addition to current performance, Skyfactor reports the range of means across the external benchmarking groups and the rank of your institution within those groups.

EXTERNAL BENCHMARKING								
	N	MEAN	STD DEV	MEAN RANGE		RANK	STAT SIG	PERFORMANCE
				MIN	MAX			
Your Institution	493	5.93	1.23	--	--	--	--	82.2% ✓
Select 6	2,642	5.56	1.40	5.29	5.93	1/7	▲	76.0% ✓
Carnegie Class	13,734	5.48	1.40	4.90	6.36	4/26	▲	74.7% !
All Institutions	42,829	5.50	1.40	4.80	6.36	6/90	▲	75.0% !

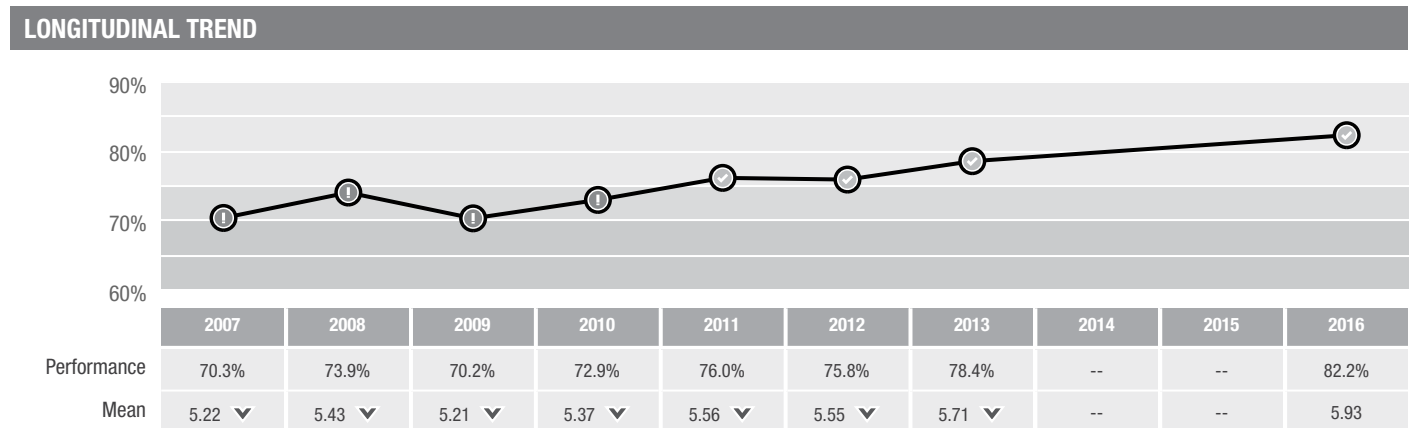
0 ----- PERFORMANCE ----- 100%

Scaled questions have seven answer options ranging from "1" (least desired response) to "7" (most desired response). Below is the breakdown of your institution's results and the results of your external benchmarking groups.

	STRONGLY DISAGREE ----- NEUTRAL ----- STRONGLY AGREE						
	1 //	2 //	3 //	4 //	5 //	6 //	7 //
Your Institution	0.4%	1.4%	3.0%	8.5%	15.4%	28.8%	42.4%
Select 6	1.7%	2.0%	5.6%	11.3%	16.7%	34.1%	28.6%
Carnegie Class	1.1%	2.7%	6.3%	12.1%	18.0%	32.8%	27.1%
All Institutions	1.3%	2.7%	5.9%	12.3%	17.3%	33.4%	27.1%

0 ----- % RESPONDENTS ----- 100%

A longitudinal trend and table for this question is shown below.



Issue 0%-70%	Needs Work 71%-74%	Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 2 // College Union has a Positive Environment // Q027

Q027 // To what extent do you agree or disagree that the College Union: Is a place to study

A summary of Q027 is provided. Please visit Skyfactor's Online Reporting to understand how different populations perceive this question.

A comparison of your institution's results with your external benchmarking groups is shown below. In addition to current performance, Skyfactor reports the range of means across the external benchmarking groups and the rank of your institution within those groups.

EXTERNAL BENCHMARKING								
	N	MEAN	STD DEV	MEAN RANGE		RANK	STAT SIG	PERFORMANCE
				MIN	MAX			
Your Institution	495	5.41	1.55	--	--	--	--	73.5% !
Select 6	2,615	4.99	1.64	4.63	5.41	1/7	^	66.5% ×
Carnegie Class	13,621	5.03	1.63	4.18	6.04	8/26	^	67.2% ×
All Institutions	42,456	4.97	1.66	3.70	6.04	15/90	^	66.2% ×

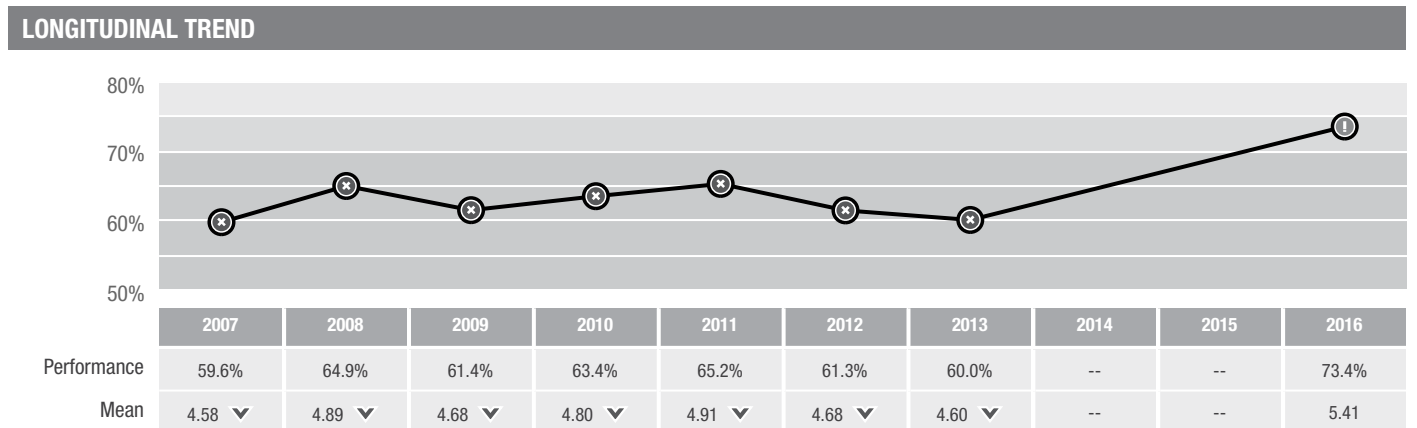
0 ----- PERFORMANCE ----- 100%

Scaled questions have seven answer options ranging from "1" (least desired response) to "7" (most desired response). Below is the breakdown of your institution's results and the results of your external benchmarking groups.

	STRONGLY DISAGREE ----- NEUTRAL ----- STRONGLY AGREE						
	1 //	2 //	3 //	4 //	5 //	6 //	7 //
Your Institution	2.4%	2.8%	7.3%	13.7%	17.8%	24.8%	31.1%
Select 6	3.5%	5.6%	10.9%	14.0%	20.0%	26.7%	19.3%
Carnegie Class	2.8%	6.1%	10.4%	13.5%	19.6%	27.2%	20.4%
All Institutions	3.2%	6.7%	10.7%	13.8%	19.1%	26.8%	19.7%

0 ----- % RESPONDENTS ----- 100%

A longitudinal trend and table for this question is shown below.



× Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower	= Equal	▲ Higher
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FACTOR 3 // College Union is Student Oriented

FACTOR COMPOSITION

FACTOR PERFORMANCE

EXTERNAL BENCHMARKING

LONGITUDINAL TRENDS

Factors, a composite of scaled questions that explain a larger concept, are utilized in Skyfactor Benchworks' reporting to reduce complexity and strengthen the analysis. Skyfactor provides an in-depth analysis of the factor, College Union is Student Oriented, in this section of reports.

You are likely referencing this section to better understand this factor due to: 1) this factor is a high predictor; 2) this factor is performing below a desired level; 3) this factor is of special interest to your institution; or 4) this factor is an indicator. Through this analysis (i.e., current performance, external benchmark comparisons, and longitudinal trends), a thorough picture of the factor should emerge, however additional information can be found in Skyfactor Benchworks' Online Reports.

If improving this factor is a goal for your institution, actions should be targeted toward the factor's scaled questions (see list below) which are more tangible and more directly actionable. Analysis for these scaled questions is provided in this section allowing for sufficient understanding; additional information can be found in Skyfactor Benchworks' Online Reports.

FACTOR COMPOSITION

College Union is Student Oriented // To what extent do you agree or disagree that the College Union:

Q028 // Is a source of information for learning about campus events

Q029 // Is a student-oriented facility

Q030 // Is open convenient hours

Q031 // Is a place to get involved in campus life

Q032 // Is a central meeting place for students



Issue
0%-70%



Needs Work
71%-74%



Good
75%-100%

NR Not Reported
NEG Negative Correlation

▼ Lower = Equal ▲ Higher

FACTOR 3 // College Union is Student Oriented

FACTOR COMPOSITION

FACTOR PERFORMANCE

EXTERNAL BENCHMARKING


LONGITUDINAL TRENDS

There are many pieces of analysis that, when combined, create a comprehensive picture of your institution's performance for this factor. The first analysis to examine is the current performance of the factor. This information, coupled with understanding of individual population perceptions, external benchmarks, longitudinal trends, individual scaled question performance, and other institutional information or assessment is invaluable to constructing an effective Action Plan for improvement.

Factor Performance // Aggregate






Below is your institution's current performance for College Union is Student Oriented and its scaled questions. While this factor might be difficult to improve directly, improving its scaled questions will likely be easier and will result in an improvement in the factor.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	PERFORMANCE
Factor 3 // College Union is Student Oriented	497	5.68	1.10	78.0% 

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	PERFORMANCE
Q032 // Is a central meeting place for students	487	6.01	1.18	83.5% 
Q029 // Is a student-oriented facility	494	5.88	1.27	81.3% 
Q030 // Is open convenient hours	495	5.60	1.49	76.7% 
Q031 // Is a place to get involved in campus life	491	5.53	1.36	75.5% 
Q028 // Is a source of information for learning about campus events	495	5.42	1.46	73.7% 

0 ----- PERFORMANCE ----- 100%

 Issue 0%-70%	 Needs Work 71%-74%	 Good 75%-100%	NR Not Reported NEG Negative Correlation	 Lower  Equal  Higher
--	--	---	---	--

FACTOR 3 // College Union is Student Oriented

FACTOR COMPOSITION

FACTOR PERFORMANCE

EXTERNAL BENCHMARKING

LONGITUDINAL TRENDS

In this report, Skyfactor Benchworks compares your institutional results to your Select 6, Carnegie Class, and all participating institutions for the factor and its scaled questions. A **^** designates where your institution's mean is statistically higher than the comparative group; a **v** designates where your institution's mean is statistically lower than the comparative group; and **=** designates where your institution's mean is statistically equal to the comparative group. A ranking of your institution and the external benchmarking groups is also provided. If your institution's performance is below that of an external benchmarking group, use this information to motivate staff that higher performance is possible; but if your institutional performance is higher, celebrate!

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		RANK	STAT SIG	PERFORMANCE	
				MIN	MAX				
Your Institution	497	5.68	1.10	--	--	--	--	78.0%	✓
Select 6	2,674	5.66	1.03	5.35	5.96	4/7	=	77.7%	✓
Carnegie Class	13,938	5.60	1.02	5.03	6.13	16/26	=	76.7%	✓
All Institutions	43,477	5.67	1.00	4.87	6.13	44/90	=	77.8%	✓

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	SELECT 6	CARNEGIE CLASS	ALL INST.	N	MEAN	STD DEV	PERFORMANCE	
Q032 // Is a central meeting place for students	^	^	=	487	6.01	1.18	83.5%	✓
Q029 // Is a student-oriented facility	=	=	=	494	5.88	1.27	81.3%	✓
Q030 // Is open convenient hours	v	v	=	495	5.60	1.49	76.7%	✓
Q031 // Is a place to get involved in campus life	=	^	=	491	5.53	1.36	75.5%	✓
Q028 // Is a source of information for learning about campus events	=	=	=	495	5.42	1.46	73.7%	!

0 ----- PERFORMANCE ----- 100%

✘ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	v Lower	= Equal	^ Higher
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FACTOR 3 // College Union is Student Oriented

FACTOR COMPOSITION

FACTOR PERFORMANCE

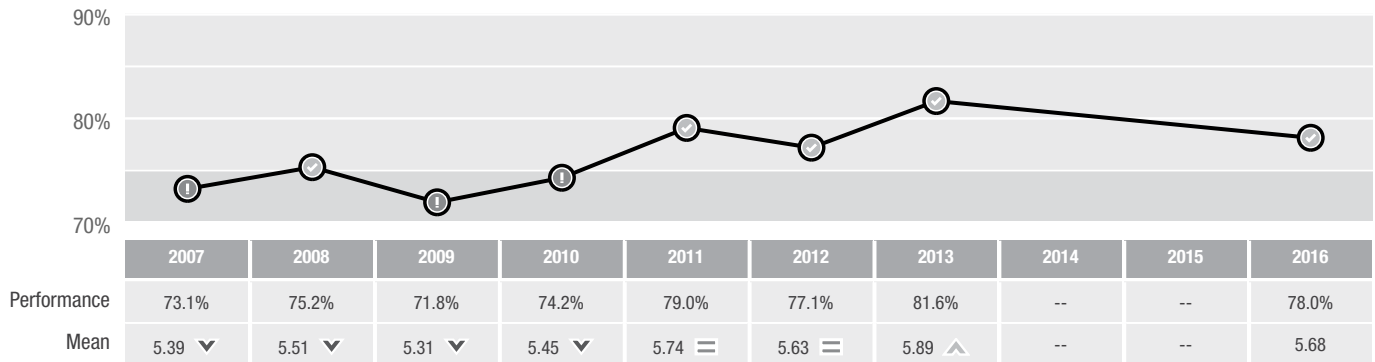
EXTERNAL BENCHMARKING

LONGITUDINAL TRENDS

The final analysis for the factor is its performance over time. Longitudinal trends support continuous improvement and are the key to evaluating the success of your institution's action plan for this factor. If your institution's current performance falls short of expectations, review the actions conducted and make adjustments.

If your institution participated in two or more iterations of this assessment, a longitudinal trend is plotted. If your institution did not participate continuously, Skyfactor extrapolated between successive iterations. A **▲** designates years where your institution performs statistically higher than the current year; a **▼** designates years where your program is statistically lower in performance; and a **≡** represents years that are statistically equal to the current year.

LONGITUDINAL TREND



✘ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower	≡ Equal	▲ Higher
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FACTOR 3 // College Union is Student Oriented // Q028

Q028 // To what extent do you agree or disagree that the College Union: Is a source of information for learning about campus events

A summary of Q028 is provided. Please visit Skyfactor's Online Reporting to understand how different populations perceive this question.

A comparison of your institution's results with your external benchmarking groups is shown below. In addition to current performance, Skyfactor reports the range of means across the external benchmarking groups and the rank of your institution within those groups.

EXTERNAL BENCHMARKING								
	N	MEAN	STD DEV	MEAN RANGE		RANK	STAT SIG	PERFORMANCE
				MIN	MAX			
Your Institution	495	5.42	1.46	--	--	--	--	73.7%
Select 6	2,632	5.40	1.37	5.14	5.71	4/7	=	73.3%
Carnegie Class	13,664	5.33	1.36	4.68	5.98	14/26	=	72.2%
All Institutions	42,661	5.46	1.33	4.68	5.98	58/90	=	74.3%

0 ----- PERFORMANCE ----- 100%

Scaled questions have seven answer options ranging from "1" (least desired response) to "7" (most desired response). Below is the breakdown of your institution's results and the results of your external benchmarking groups.

ANSWER FREQUENCY								
	STRONGLY DISAGREE			NEUTRAL			STRONGLY AGREE	
	1 //	2 //	3 //	4 //	5 //	6 //	7 //	
Your Institution	1.8%	2.8%	6.1%	13.3%	21.0%	27.1%	27.9%	
Select 6	1.1%	2.5%	4.9%	17.1%	18.7%	32.3%	23.3%	
Carnegie Class	1.1%	2.4%	5.9%	16.8%	21.2%	31.2%	21.4%	
All Institutions	1.0%	2.1%	4.9%	15.3%	19.3%	33.5%	23.8%	

0 ----- % RESPONDENTS ----- 100%

A longitudinal trend and table for this question is shown below.

LONGITUDINAL TREND										
	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
Performance	71.1%	74.6%	70.1%	73.2%	78.5%	76.4%	81.3%	--	--	73.6%
Mean	5.26 =	5.48 =	5.20 ▼	5.39 =	5.71 ▲	5.58 =	5.88 ▲	--	--	5.42

Issue 0%-70%	Needs Work 71%-74%	Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower	= Equal	▲ Higher
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FACTOR 3 // College Union is Student Oriented // Q029

Q029 // To what extent do you agree or disagree that the College Union: Is a student-oriented facility

A summary of Q029 is provided. Please visit Skyfactor's Online Reporting to understand how different populations perceive this question.

A comparison of your institution's results with your external benchmarking groups is shown below. In addition to current performance, Skyfactor reports the range of means across the external benchmarking groups and the rank of your institution within those groups.

EXTERNAL BENCHMARKING								
	N	MEAN	STD DEV	MEAN RANGE		RANK	STAT SIG	PERFORMANCE
				MIN	MAX			
Your Institution	494	5.88	1.27	--	--	--	--	81.3% ✓
Select 6	2,629	5.86	1.20	5.44	6.00	5/7	=	81.0% ✓
Carnegie Class	13,651	5.81	1.21	5.35	6.20	14/26	=	80.2% ✓
All Institutions	42,471	5.86	1.18	5.23	6.20	39/90	=	81.0% ✓

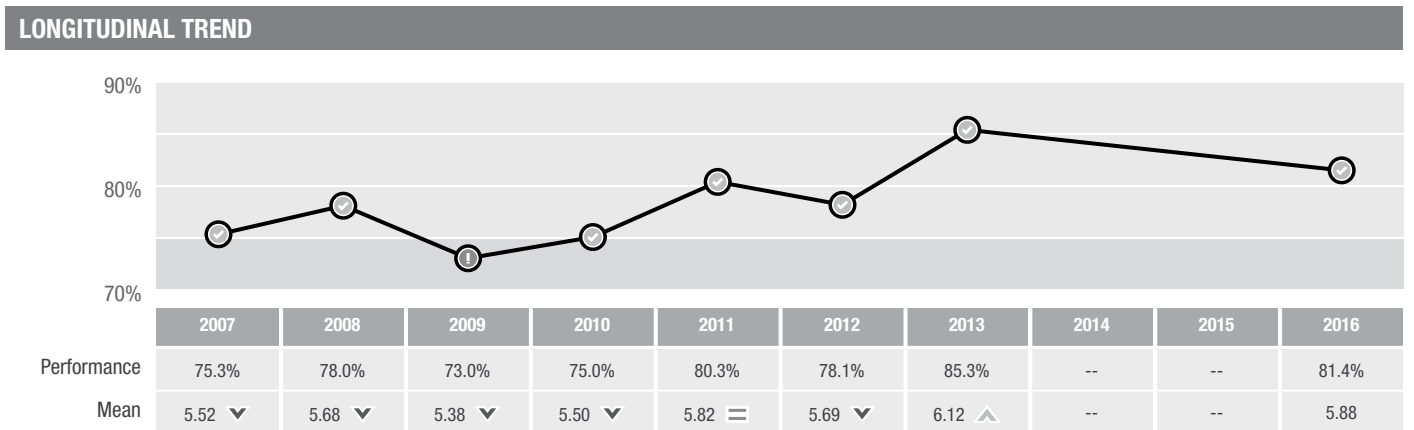
0 ----- PERFORMANCE ----- 100%

Scaled questions have seven answer options ranging from "1" (least desired response) to "7" (most desired response). Below is the breakdown of your institution's results and the results of your external benchmarking groups.

ANSWER FREQUENCY							
	STRONGLY DISAGREE -----			NEUTRAL -----		STRONGLY AGREE	
	1 //	2 //	3 //	4 //	5 //	6 //	7 //
Your Institution	0.8%	0.8%	4.0%	8.5%	17.0%	26.9%	41.9%
Select 6	0.7%	1.1%	2.2%	10.3%	13.9%	36.8%	35.0%
Carnegie Class	0.8%	1.0%	2.8%	10.3%	15.1%	37.0%	33.1%
All Institutions	0.8%	0.9%	2.3%	9.9%	13.9%	38.3%	33.9%

0 ----- % RESPONDENTS ----- 100%

A longitudinal trend and table for this question is shown below.



Issue 0%-70%	Needs Work 71%-74%	Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower	= Equal	▲ Higher
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FACTOR 3 // College Union is Student Oriented // Q030

Q030 // To what extent do you agree or disagree that the College Union: Is open convenient hours

A summary of Q030 is provided. Please visit Skyfactor's Online Reporting to understand how different populations perceive this question.

A comparison of your institution's results with your external benchmarking groups is shown below. In addition to current performance, Skyfactor reports the range of means across the external benchmarking groups and the rank of your institution within those groups.

EXTERNAL BENCHMARKING								
	N	MEAN	STD DEV	MEAN RANGE		RANK	STAT SIG	PERFORMANCE
				MIN	MAX			
Your Institution	495	5.60	1.49	--	--	--	--	76.7% ✓
Select 6	2,619	5.82	1.37	5.25	6.24	5/7	▼	80.3% ✓
Carnegie Class	13,682	5.72	1.38	5.04	6.26	19/26	▼	78.7% ✓
All Institutions	42,675	5.71	1.40	4.22	6.26	59/90	=	78.5% ✓

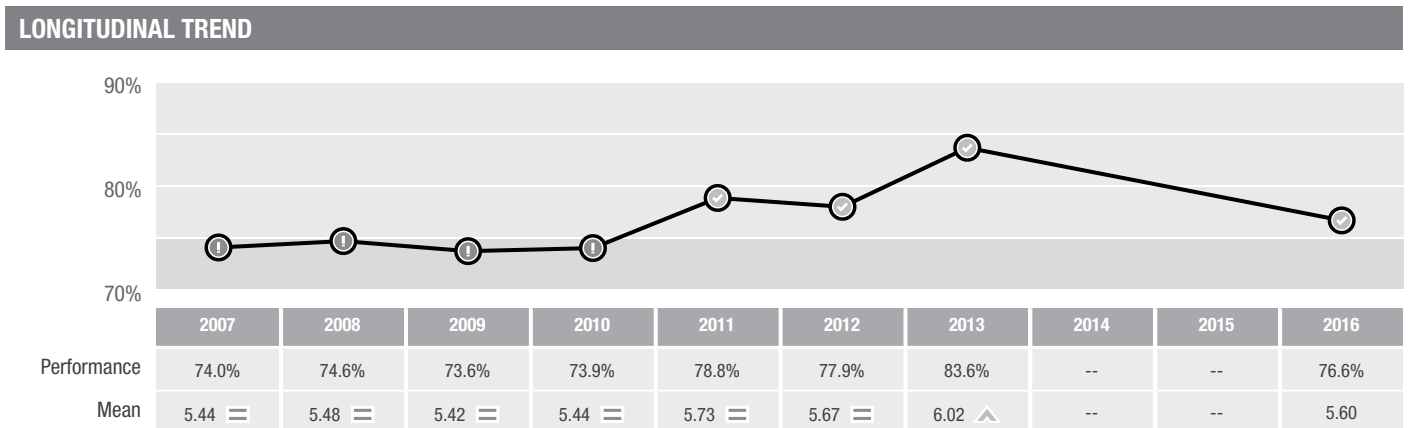
0 ----- PERFORMANCE ----- 100%

Scaled questions have seven answer options ranging from "1" (least desired response) to "7" (most desired response). Below is the breakdown of your institution's results and the results of your external benchmarking groups.

ANSWER FREQUENCY								
	STRONGLY DISAGREE -----			NEUTRAL -----		STRONGLY AGREE		
	1 //	2 //	3 //	4 //	5 //	6 //	7 //	
Your Institution	2.4%	2.6%	5.3%	9.5%	17.4%	28.5%	34.3%	
Select 6	1.7%	1.9%	3.7%	8.9%	10.8%	35.4%	37.5%	
Carnegie Class	1.5%	2.4%	5.2%	8.1%	12.4%	37.4%	33.0%	
All Institutions	1.7%	2.4%	5.2%	8.2%	12.0%	37.4%	33.0%	

0 ----- % RESPONDENTS ----- 100%

A longitudinal trend and table for this question is shown below.



Issue 0%-70%	Needs Work 71%-74%	Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower	= Equal	▲ Higher
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FACTOR 3 // College Union is Student Oriented // Q031

Q031 // To what extent do you agree or disagree that the College Union: Is a place to get involved in campus life

A summary of Q031 is provided. Please visit Skyfactor's Online Reporting to understand how different populations perceive this question.

A comparison of your institution's results with your external benchmarking groups is shown below. In addition to current performance, Skyfactor reports the range of means across the external benchmarking groups and the rank of your institution within those groups.

EXTERNAL BENCHMARKING								
	N	MEAN	STD DEV	MEAN RANGE		RANK	STAT SIG	PERFORMANCE
				MIN	MAX			
Your Institution	491	5.53	1.36	--	--	--	--	75.5% ✓
Select 6	2,599	5.41	1.33	5.18	5.73	2/7	=	73.5% !
Carnegie Class	13,536	5.34	1.36	4.71	5.95	11/26	^	72.3% !
All Institutions	42,324	5.43	1.33	4.70	5.95	34/90	=	73.8% !

0 ----- PERFORMANCE ----- 100%

Scaled questions have seven answer options ranging from "1" (least desired response) to "7" (most desired response). Below is the breakdown of your institution's results and the results of your external benchmarking groups.

ANSWER FREQUENCY								
	STRONGLY DISAGREE -----			NEUTRAL -----			STRONGLY AGREE	
	1 //	2 //	3 //	4 //	5 //	6 //	7 //	
Your Institution	1.6%	1.4%	4.9%	12.8%	20.8%	31.0%	27.5%	
Select 6	1.1%	1.8%	4.0%	19.2%	18.8%	31.9%	23.3%	
Carnegie Class	0.9%	2.4%	5.6%	18.7%	18.7%	31.4%	22.2%	
All Institutions	0.9%	2.0%	4.7%	17.9%	17.8%	33.5%	23.3%	

0 ----- % RESPONDENTS ----- 100%

A longitudinal trend and table for this question is shown below.

LONGITUDINAL TREND										
	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
Performance	70.6%	72.5%	69.7%	72.3%	76.5%	73.9%	80.0%	--	--	75.4%
Mean	5.24 ▼	5.35 ▼	5.18 ▼	5.34 =	5.59 =	5.43 =	5.80 ^	--	--	5.53

Issue 0%-70%	Needs Work 71%-74%	Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower	= Equal	^ Higher
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FACTOR 3 // College Union is Student Oriented // Q032

Q032 // To what extent do you agree or disagree that the College Union: Is a central meeting place for students

A summary of Q032 is provided. Please visit Skyfactor's Online Reporting to understand how different populations perceive this question.

A comparison of your institution's results with your external benchmarking groups is shown below. In addition to current performance, Skyfactor reports the range of means across the external benchmarking groups and the rank of your institution within those groups.

EXTERNAL BENCHMARKING								
	N	MEAN	STD DEV	MEAN RANGE		RANK	STAT SIG	PERFORMANCE
				MIN	MAX			
Your Institution	487	6.01	1.18	--	--	--	--	83.5% ✓
Select 6	2,619	5.86	1.24	5.46	6.13	2/7	△	81.0% ✓
Carnegie Class	13,637	5.84	1.28	5.17	6.31	9/26	△	80.7% ✓
All Institutions	42,581	5.90	1.24	4.82	6.33	27/90	=	81.7% ✓

0 ----- PERFORMANCE ----- 100%

Scaled questions have seven answer options ranging from "1" (least desired response) to "7" (most desired response). Below is the breakdown of your institution's results and the results of your external benchmarking groups.

ANSWER FREQUENCY								
	STRONGLY DISAGREE -----			NEUTRAL -----		STRONGLY AGREE		
	1 //	2 //	3 //	4 //	5 //	6 //	7 //	
Your Institution	0.6%	1.0%	1.6%	8.0%	15.4%	29.0%	44.4%	
Select 6	1.0%	1.3%	2.3%	10.2%	13.4%	35.4%	36.4%	
Carnegie Class	0.8%	1.7%	3.1%	9.7%	13.9%	33.2%	37.7%	
All Institutions	0.8%	1.5%	2.6%	9.3%	12.5%	34.6%	38.8%	

0 ----- % RESPONDENTS ----- 100%

A longitudinal trend and table for this question is shown below.

LONGITUDINAL TREND										
	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
Performance	75.4%	76.5%	72.8%	76.8%	81.2%	79.7%	85.0%	--	--	83.5%
Mean	5.52 ▼	5.59 ▼	5.37 ▼	5.61 ▼	5.87 =	5.78 ▼	6.10 =	--	--	6.01

Issue 0%-70%	Needs Work 71%-74%	Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower	= Equal	△ Higher
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FACTOR 4 // College Union is a Source of Entertainment

FACTOR COMPOSITION

FACTOR PERFORMANCE

EXTERNAL BENCHMARKING

LONGITUDINAL TRENDS

Factors, a composite of scaled questions that explain a larger concept, are utilized in Skyfactor Benchworks' reporting to reduce complexity and strengthen the analysis. Skyfactor provides an in-depth analysis of the factor, College Union is a Source of Entertainment, in this section of reports.

You are likely referencing this section to better understand this factor due to: 1) this factor is a high predictor; 2) this factor is performing below a desired level; 3) this factor is of special interest to your institution; or 4) this factor is an indicator. Through this analysis (i.e., current performance, external benchmark comparisons, and longitudinal trends), a thorough picture of the factor should emerge, however additional information can be found in Skyfactor Benchworks' Online Reports.

If improving this factor is a goal for your institution, actions should be targeted toward the factor's scaled questions (see list below) which are more tangible and more directly actionable. Analysis for these scaled questions is provided in this section allowing for sufficient understanding; additional information can be found in Skyfactor Benchworks' Online Reports.

FACTOR COMPOSITION

College Union is a Source of Entertainment // To what extent do you agree or disagree that the College Union:

Q033 // Is a source for a wide variety of entertainment

Q034 // Is a source for reasonably priced entertainment

Q035 // Is a source for events I find interesting

Q036 // Provides a variety of services



Issue
0%-70%



Needs Work
71%-74%



Good
75%-100%

NR Not Reported
NEG Negative Correlation

▼ Lower = Equal ▲ Higher

FACTOR 4 // College Union is a Source of Entertainment

FACTOR COMPOSITION

FACTOR PERFORMANCE

EXTERNAL BENCHMARKING

LONGITUDINAL TRENDS

There are many pieces of analysis that, when combined, create a comprehensive picture of your institution's performance for this factor. The first analysis to examine is the current performance of the factor. This information, coupled with understanding of individual population perceptions, external benchmarks, longitudinal trends, individual scaled question performance, and other institutional information or assessment is invaluable to constructing an effective Action Plan for improvement.

Factor Performance // Aggregate

Below is your institution's current performance for College Union is a Source of Entertainment and its scaled questions. While this factor might be difficult to improve directly, improving its scaled questions will likely be easier and will result in an improvement in the factor.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	PERFORMANCE
Factor 4 // College Union is a Source of Entertainment	497	5.70	1.11	78.3% ✓

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	PERFORMANCE
Q036 // Provides a variety of services	494	5.90	1.25	81.7% ✓
Q033 // Is a source for a wide variety of entertainment	492	5.79	1.26	79.8% ✓
Q034 // Is a source for reasonably priced entertainment	495	5.62	1.34	77.0% ✓
Q035 // Is a source for events I find interesting	493	5.53	1.32	75.5% ✓

0 ----- PERFORMANCE ----- 100%

Issue 0%-70%	Needs Work 71%-74%	Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 4 // College Union is a Source of Entertainment

FACTOR COMPOSITION

FACTOR PERFORMANCE

EXTERNAL BENCHMARKING

LONGITUDINAL TRENDS

Factor Performance // Key Populations

Key categorical questions have been selected and are reported below. Answer options within each categorical question are divided into two groups in order to facilitate a statistical testing of means; a \wedge designates the population which is statistically higher than the other population, a \vee designates the population that is statistically lower and an $=$ indicates that the populations have statistically equal factor means. Relative population size (% Total) and Performance values for each group are plotted. To review this factor reported by all categorical questions and for all answer options, please refer to the Online Reporting.

If this factor is included in your Action Plan, consider the behavior of these populations to determine if targeted interventions are needed.

WHAT IS YOUR CURRENT ACADEMIC CLASS STANDING?

	N	% TOTAL	STAT SIG	N	MEAN	STD DEV	PERFORMANCE
All Others	286	57.9%	=	286	5.75	1.09	79.2% ✓
Freshmen and Sophomores	209	42.1%	=	209	5.66	1.12	77.7% ✓

100% ----- % TOTAL ----- 0
0 ----- PERFORMANCE ----- 100%

WHAT IS YOUR GENDER?

	N	% TOTAL	STAT SIG	N	MEAN	STD DEV	PERFORMANCE
Female	291	59.5%	\wedge	291	5.87	1.07	81.2% ✓
Male	198	40.5%	\vee	198	5.47	1.12	74.5% !

100% ----- % TOTAL ----- 0
0 ----- PERFORMANCE ----- 100%

RACE/ETHNICITY (REPORTING ONLY)

	N	% TOTAL	STAT SIG	N	MEAN	STD DEV	PERFORMANCE
White	131	26.3%	=	131	5.73	1.06	78.8% ✓
All others	367	73.7%	=	366	5.69	1.12	78.2% ✓

100% ----- % TOTAL ----- 0
0 ----- PERFORMANCE ----- 100%

WHAT IS YOUR PLACE OF RESIDENCE?

	N	% TOTAL	STAT SIG	N	MEAN	STD DEV	PERFORMANCE
All other residences	336	68%	=	335	5.76	1.08	79.3% ✓
Residence Hall or Fraternity/Sorority	158	32%	=	158	5.61	1.15	76.8% ✓

100% ----- % TOTAL ----- 0
0 ----- PERFORMANCE ----- 100%

Issue 0%-70%	Needs Work 71%-74%	Good 75%-100%	NR Not Reported NEG Negative Correlation	\vee Lower	= Equal	\wedge Higher
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FACTOR 4 // College Union is a Source of Entertainment

FACTOR COMPOSITION

FACTOR PERFORMANCE

EXTERNAL BENCHMARKING

LONGITUDINAL TRENDS

In this report, Skyfactor Benchworks compares your institutional results to your Select 6, Carnegie Class, and all participating institutions for the factor and its scaled questions. A \wedge designates where your institution's mean is statistically higher than the comparative group; a \vee designates where your institution's mean is statistically lower than the comparative group; and $=$ designates where your institution's mean is statistically equal to the comparative group. A ranking of your institution and the external benchmarking groups is also provided. If your institution's performance is below that of an external benchmarking group, use this information to motivate staff that higher performance is possible; but if your institutional performance is higher, celebrate!

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		RANK	STAT SIG	PERFORMANCE	
				MIN	MAX				
Your Institution	497	5.70	1.11	--	--	--	--	78.3%	\checkmark
Select 6	2,667	5.45	1.14	5.08	5.75	2/7	\wedge	74.2%	$!$
Carnegie Class	13,904	5.35	1.17	4.82	5.90	8/26	\wedge	72.5%	$!$
All Institutions	43,382	5.42	1.15	4.65	5.90	15/90	\wedge	73.7%	$!$

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	SELECT 6	CARNEGIE CLASS	ALL INST.	N	MEAN	STD DEV	PERFORMANCE	
Q036 // Provides a variety of services	=	=	=	494	5.90	1.25	81.7%	\checkmark
Q033 // Is a source for a wide variety of entertainment	\wedge	\wedge	\wedge	492	5.79	1.26	79.8%	\checkmark
Q034 // Is a source for reasonably priced entertainment	\wedge	\wedge	\wedge	495	5.62	1.34	77.0%	\checkmark
Q035 // Is a source for events I find interesting	\wedge	\wedge	\wedge	493	5.53	1.32	75.5%	\checkmark

0 ----- PERFORMANCE ----- 100%

\times Issue 0%-70%	$!$ Needs Work 71%-74%	\checkmark Good 75%-100%	NR Not Reported NEG Negative Correlation	\vee Lower	= Equal	\wedge Higher
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FACTOR 4 // College Union is a Source of Entertainment

FACTOR COMPOSITION

FACTOR PERFORMANCE

EXTERNAL BENCHMARKING

LONGITUDINAL TRENDS

The final analysis for the factor is its performance over time. Longitudinal trends support continuous improvement and are the key to evaluating the success of your institution's action plan for this factor. If your institution's current performance falls short of expectations, review the actions conducted and make adjustments.

If your institution participated in two or more iterations of this assessment, a longitudinal trend is plotted. If your institution did not participate continuously, Skyfactor extrapolated between successive iterations. A **▲** designates years where your institution performs statistically higher than the current year; a **▼** designates years where your program is statistically lower in performance; and a **≡** represents years that are statistically equal to the current year.

LONGITUDINAL TREND



x Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower	≡ Equal	▲ Higher
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FACTOR 4 // College Union is a Source of Entertainment // Q033

Q033 // To what extent do you agree or disagree that the College Union: Is a source for a wide variety of entertainment

A summary of Q033 is provided. Please visit Skyfactor's Online Reporting to understand how different populations perceive this question.

A comparison of your institution's results with your external benchmarking groups is shown below. In addition to current performance, Skyfactor reports the range of means across the external benchmarking groups and the rank of your institution within those groups.

EXTERNAL BENCHMARKING								
	N	MEAN	STD DEV	MEAN RANGE		RANK	STAT SIG	PERFORMANCE
				MIN	MAX			
Your Institution	492	5.79	1.26	--	--	--	--	79.8% ✓
Select 6	2,621	5.47	1.34	5.02	5.79	1/7	^	74.5% !
Carnegie Class	13,616	5.31	1.42	4.61	6.07	3/26	^	71.8% !
All Institutions	42,513	5.40	1.38	4.58	6.07	8/90	^	73.3% !

0 ----- PERFORMANCE ----- 100%

Scaled questions have seven answer options ranging from "1" (least desired response) to "7" (most desired response). Below is the breakdown of your institution's results and the results of your external benchmarking groups.

ANSWER FREQUENCY								
	STRONGLY DISAGREE -----			NEUTRAL -----			STRONGLY AGREE	
	1 //	2 //	3 //	4 //	5 //	6 //	7 //	
Your Institution	0.6%	1.2%	3.9%	9.3%	19.5%	28.3%	37.2%	
Select 6	1.4%	2.1%	4.0%	14.9%	19.3%	34.4%	23.9%	
Carnegie Class	1.3%	3.0%	6.4%	16.3%	19.6%	31.0%	22.3%	
All Institutions	1.2%	2.6%	5.4%	15.8%	19.0%	32.9%	23.2%	

0 ----- % RESPONDENTS ----- 100%

A longitudinal trend and table for this question is shown below.

LONGITUDINAL TREND										
	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
Performance	69.3%	72.5%	69.7%	71.0%	76.3%	73.6%	81.6%	--	--	79.9%
Mean	5.16 ▾	5.35 ▾	5.18 ▾	5.26 ▾	5.58 ▾	5.42 ▾	5.90 =	--	--	5.79

	Issue 0%-70%		Needs Work 71%-74%		Good 75%-100%	NR Not Reported NEG Negative Correlation	▾ Lower	= Equal	^ Higher
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FACTOR 4 // College Union is a Source of Entertainment // Q034

Q034 // To what extent do you agree or disagree that the College Union: Is a source for reasonably priced entertainment

A summary of Q034 is provided. Please visit Skyfactor's Online Reporting to understand how different populations perceive this question.

A comparison of your institution's results with your external benchmarking groups is shown below. In addition to current performance, Skyfactor reports the range of means across the external benchmarking groups and the rank of your institution within those groups.

EXTERNAL BENCHMARKING								
	N	MEAN	STD DEV	MEAN RANGE		RANK	STAT SIG	PERFORMANCE
				MIN	MAX			
Your Institution	495	5.62	1.34	--	--	--	--	77.0% ✓
Select 6	2,584	5.29	1.44	4.91	5.62	1/7	△	71.5% !
Carnegie Class	13,382	5.23	1.45	4.50	5.85	7/26	△	70.5% !
All Institutions	41,761	5.31	1.43	4.48	6.03	17/90	△	71.8% !

0 ----- PERFORMANCE ----- 100%

Scaled questions have seven answer options ranging from "1" (least desired response) to "7" (most desired response). Below is the breakdown of your institution's results and the results of your external benchmarking groups.

ANSWER FREQUENCY								
	STRONGLY DISAGREE -----			NEUTRAL -----			STRONGLY AGREE	
	1 //	2 //	3 //	4 //	5 //	6 //	7 //	
Your Institution	0.6%	2.4%	5.1%	10.7%	20.0%	30.3%	30.9%	
Select 6	2.1%	2.7%	5.2%	18.5%	18.9%	30.9%	21.6%	
Carnegie Class	1.7%	3.1%	6.1%	20.5%	17.0%	30.5%	21.2%	
All Institutions	1.7%	2.8%	5.1%	20.1%	15.7%	32.1%	22.4%	

0 ----- % RESPONDENTS ----- 100%

A longitudinal trend and table for this question is shown below.

LONGITUDINAL TREND										
	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
Performance	66.5%	70.9%	68.6%	68.7%	73.8%	72.4%	77.6%	--	--	76.9%
Mean	4.99 ▼	5.25 ▼	5.12 ▼	5.12 ▼	5.43 ▼	5.34 ▼	5.65 =	--	--	5.62

Issue 0%-70%	Needs Work 71%-74%	Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower	= Equal	△ Higher
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FACTOR 4 // College Union is a Source of Entertainment // Q035

Q035 // To what extent do you agree or disagree that the College Union: Is a source for events I find interesting

A summary of Q035 is provided. Please visit Skyfactor's Online Reporting to understand how different populations perceive this question.

A comparison of your institution's results with your external benchmarking groups is shown below. In addition to current performance, Skyfactor reports the range of means across the external benchmarking groups and the rank of your institution within those groups.

EXTERNAL BENCHMARKING								
	N	MEAN	STD DEV	MEAN RANGE		RANK	STAT SIG	PERFORMANCE
				MIN	MAX			
Your Institution	493	5.53	1.32	--	--	--	--	75.5% ✓
Select 6	2,612	5.20	1.40	4.95	5.53	1/7	△	70.0% ✗
Carnegie Class	13,585	5.08	1.43	4.55	5.72	5/26	△	68.0% ✗
All Institutions	42,341	5.13	1.42	4.33	5.79	7/90	△	68.8% ✗

0 ----- PERFORMANCE ----- 100%

Scaled questions have seven answer options ranging from "1" (least desired response) to "7" (most desired response). Below is the breakdown of your institution's results and the results of your external benchmarking groups.

ANSWER FREQUENCY								
	STRONGLY DISAGREE -----			NEUTRAL -----		STRONGLY AGREE		
	1 //	2 //	3 //	4 //	5 //	6 //	7 //	
Your Institution	1.0%	1.6%	4.1%	14.0%	24.1%	26.8%	28.4%	
Select 6	2.1%	2.6%	4.6%	21.9%	20.0%	30.8%	18.1%	
Carnegie Class	1.6%	3.6%	7.0%	21.8%	20.8%	28.2%	17.1%	
All Institutions	1.6%	3.4%	6.1%	22.4%	19.8%	29.1%	17.6%	

0 ----- % RESPONDENTS ----- 100%

A longitudinal trend and table for this question is shown below.

LONGITUDINAL TREND										
	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
Performance	66.6%	70.4%	68.0%	69.5%	75.2%	72.2%	78.4%	--	--	75.4%
Mean	4.99 ▼	5.23 ▼	5.08 ▼	5.17 ▼	5.51 =	5.33 ▼	5.70 =	--	--	5.53

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower	= Equal	△ Higher
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FACTOR 4 // College Union is a Source of Entertainment // Q036

Q036 // To what extent do you agree or disagree that the College Union: Provides a variety of services

A summary of Q036 is provided. Please visit Skyfactor's Online Reporting to understand how different populations perceive this question.

A comparison of your institution's results with your external benchmarking groups is shown below. In addition to current performance, Skyfactor reports the range of means across the external benchmarking groups and the rank of your institution within those groups.

EXTERNAL BENCHMARKING								
	N	MEAN	STD DEV	MEAN RANGE		RANK	STAT SIG	PERFORMANCE
				MIN	MAX			
Your Institution	494	5.90	1.25	--	--	--	--	81.7% ✓
Select 6	2,632	5.87	1.20	5.38	6.15	4/7	=	81.2% ✓
Carnegie Class	13,751	5.81	1.18	5.15	6.22	13/26	=	80.2% ✓
All Institutions	42,887	5.85	1.16	5.15	6.22	38/90	=	80.8% ✓

0 ----- PERFORMANCE ----- 100%

Scaled questions have seven answer options ranging from "1" (least desired response) to "7" (most desired response). Below is the breakdown of your institution's results and the results of your external benchmarking groups.

	STRONGLY DISAGREE ----- NEUTRAL ----- STRONGLY AGREE						
	1 //	2 //	3 //	4 //	5 //	6 //	7 //
Your Institution	1.6%	0.8%	1.0%	10.1%	14.8%	32.4%	39.3%
Select 6	1.0%	1.0%	1.4%	10.1%	14.0%	37.3%	35.0%
Carnegie Class	0.8%	1.0%	2.0%	10.4%	15.6%	38.7%	31.4%
All Institutions	0.8%	0.9%	2.0%	10.1%	14.5%	39.3%	32.5%

0 ----- % RESPONDENTS ----- 100%

A longitudinal trend and table for this question is shown below.



✘ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 5 // College Union Enhances Life and Leadership

FACTOR COMPOSITION

FACTOR PERFORMANCE

EXTERNAL BENCHMARKING

LONGITUDINAL TRENDS

Factors, a composite of scaled questions that explain a larger concept, are utilized in Skyfactor Benchworks' reporting to reduce complexity and strengthen the analysis. Skyfactor provides an in-depth analysis of the factor, College Union Enhances Life and Leadership, in this section of reports.

You are likely referencing this section to better understand this factor due to: 1) this factor is a high predictor; 2) this factor is performing below a desired level; 3) this factor is of special interest to your institution; or 4) this factor is an indicator. Through this analysis (i.e., current performance, external benchmark comparisons, and longitudinal trends), a thorough picture of the factor should emerge, however additional information can be found in Skyfactor Benchworks' Online Reports.

If improving this factor is a goal for your institution, actions should be targeted toward the factor's scaled questions (see list below) which are more tangible and more directly actionable. Analysis for these scaled questions is provided in this section allowing for sufficient understanding; additional information can be found in Skyfactor Benchworks' Online Reports.

FACTOR COMPOSITION

College Union Enhances Life and Leadership // To what extent do the College Union activities:

- Q037 //** Expand your understanding of others whose backgrounds differ from yours
- Q038 //** Expand your understanding of your role as a citizen of the college community
- Q039 //** Enhance your ability to interact socially
- Q040 //** Expose you to new and different ideas
- Q041 //** Provide leadership training
- Q042 //** Provide opportunities for you to assume a leadership role
- Q043 //** Enhance your appreciation of the arts
- Q044 //** Enhance your appreciation of the value of volunteerism

 Issue 0%-70%	 Needs Work 71%-74%	 Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
--	--	---	---	--------------------------

FACTOR 5 // College Union Enhances Life and Leadership

FACTOR COMPOSITION

FACTOR PERFORMANCE

EXTERNAL BENCHMARKING


LONGITUDINAL TRENDS

There are many pieces of analysis that, when combined, create a comprehensive picture of your institution's performance for this factor. The first analysis to examine is the current performance of the factor. This information, coupled with understanding of individual population perceptions, external benchmarks, longitudinal trends, individual scaled question performance, and other institutional information or assessment is invaluable to constructing an effective Action Plan for improvement.

Factor Performance // Aggregate









Below is your institution's current performance for College Union Enhances Life and Leadership and its scaled questions. While this factor might be difficult to improve directly, improving its scaled questions will likely be easier and will result in an improvement in the factor.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	PERFORMANCE
Factor 5 // College Union Enhances Life and Leadership	493	5.05	1.14	67.5% 

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	PERFORMANCE
Q043 // Enhance your appreciation of the arts	487	5.39	1.38	73.2% 
Q039 // Enhance your ability to interact socially	490	5.38	1.36	73.0% 
Q040 // Expose you to new and different ideas	490	5.31	1.32	71.8% 
Q038 // Expand your understanding of your role as a citizen of the college community	485	4.97	1.33	66.2% 
Q044 // Enhance your appreciation of the value of volunteerism	480	4.93	1.49	65.5% 
Q037 // Expand your understanding of others whose backgrounds differ from yours	488	4.90	1.43	65.0% 
Q042 // Provide opportunities for you to assume a leadership role	478	4.80	1.54	63.3% 
Q041 // Provide leadership training	472	4.70	1.58	61.7% 

0 ----- PERFORMANCE ----- 100%

 Issue 0%-70%	 Needs Work 71%-74%	 Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 5 // College Union Enhances Life and Leadership

FACTOR COMPOSITION

FACTOR PERFORMANCE

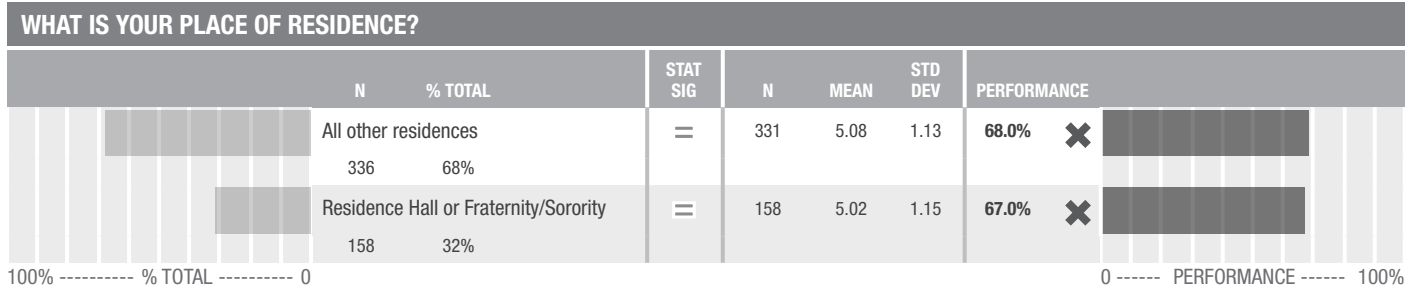
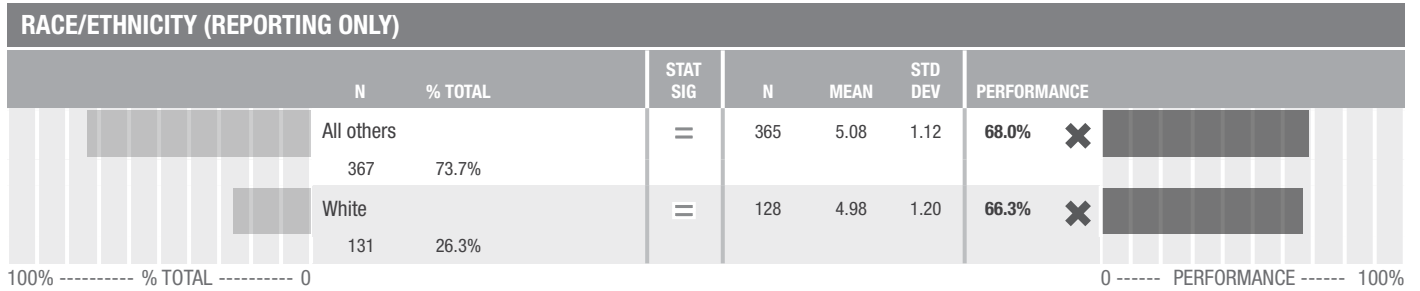
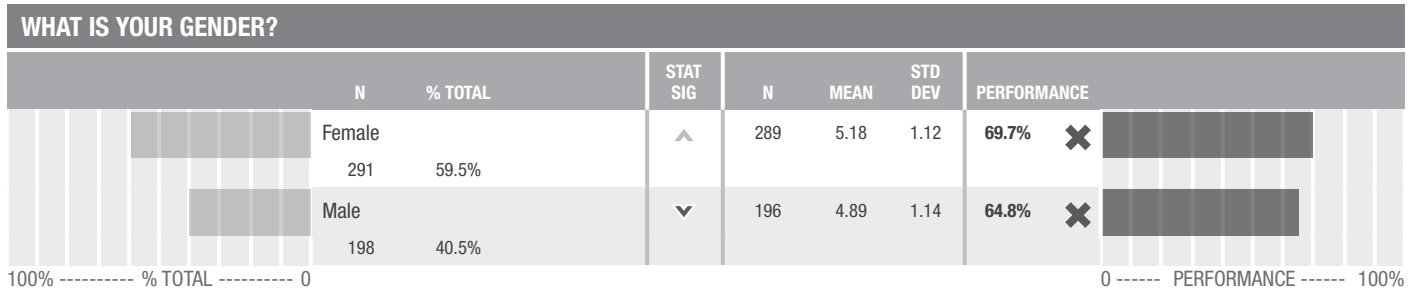
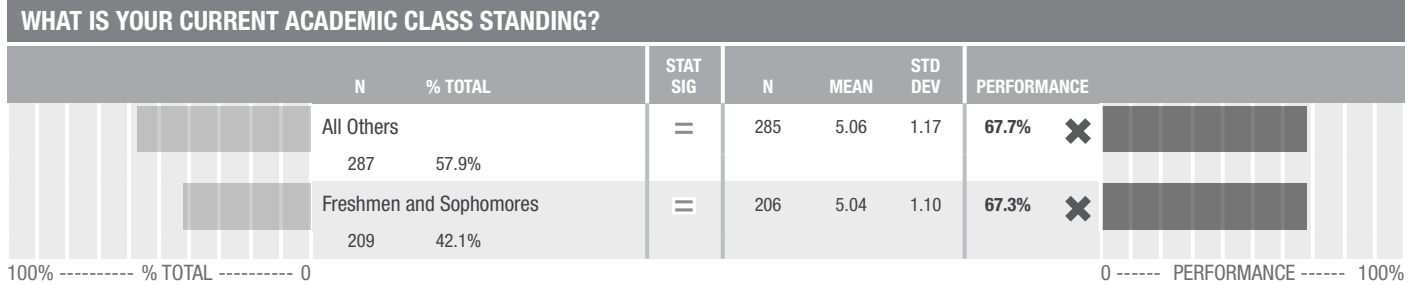
EXTERNAL BENCHMARKING

LONGITUDINAL TRENDS

Factor Performance // Key Populations

Key categorical questions have been selected and are reported below. Answer options within each categorical question are divided into two groups in order to facilitate a statistical testing of means; a ^ designates the population which is statistically higher than the other population, a v designates the population that is statistically lower and an = indicates that the populations have statistically equal factor means. Relative population size (% Total) and Performance values for each group are plotted. To review this factor reported by all categorical questions and for all answer options, please refer to the Online Reporting.

If this factor is included in your Action Plan, consider the behavior of these populations to determine if targeted interventions are needed.



Issue 0%-70%	Needs Work 71%-74%	Good 75%-100%	NR Not Reported NEG Negative Correlation	v Lower = Equal ^ Higher
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FACTOR 5 // College Union Enhances Life and Leadership

FACTOR COMPOSITION

FACTOR PERFORMANCE

EXTERNAL BENCHMARKING

LONGITUDINAL TRENDS

In this report, Skyfactor Benchworks compares your institutional results to your Select 6, Carnegie Class, and all participating institutions for the factor and its scaled questions. A **▲** designates where your institution's mean is statistically higher than the comparative group; a **▼** designates where your institution's mean is statistically lower than the comparative group; and **=** designates where your institution's mean is statistically equal to the comparative group. A ranking of your institution and the external benchmarking groups is also provided. If your institution's performance is below that of an external benchmarking group, use this information to motivate staff that higher performance is possible; but if your institutional performance is higher, celebrate!

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		RANK	STAT SIG	PERFORMANCE	
				MIN	MAX				
Your Institution	493	5.05	1.14	--	--	--	--	67.5% ✘	
Select 6	2,489	4.47	1.36	4.07	5.05	1/7	▲	57.8% ✘	
Carnegie Class	12,639	4.27	1.43	3.51	5.25	3/26	▲	54.5% ✘	
All Institutions	39,080	4.30	1.42	3.51	5.45	5/90	▲	55.0% ✘	

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	SELECT 6	CARNEGIE CLASS	ALL INST.	N	MEAN	STD DEV	PERFORMANCE	
Q043 // Enhance your appreciation of the arts	▲	▲	▲	487	5.39	1.38	73.2% !	
Q039 // Enhance your ability to interact socially	▲	▲	▲	490	5.38	1.36	73.0% !	
Q040 // Expose you to new and different ideas	▲	▲	▲	490	5.31	1.32	71.8% !	
Q038 // Expand your understanding of your role as a citizen of the college community	▲	▲	▲	485	4.97	1.33	66.2% ✘	
Q044 // Enhance your appreciation of the value of volunteerism	▲	▲	▲	480	4.93	1.49	65.5% ✘	
Q037 // Expand your understanding of others whose backgrounds differ from yours	▲	▲	▲	488	4.90	1.43	65.0% ✘	
Q042 // Provide opportunities for you to assume a leadership role	▲	▲	▲	478	4.80	1.54	63.3% ✘	
Q041 // Provide leadership training	▲	▲	▲	472	4.70	1.58	61.7% ✘	

0 ----- PERFORMANCE ----- 100%

✘ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower	= Equal	▲ Higher
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FACTOR 5 // College Union Enhances Life and Leadership

FACTOR COMPOSITION

FACTOR PERFORMANCE

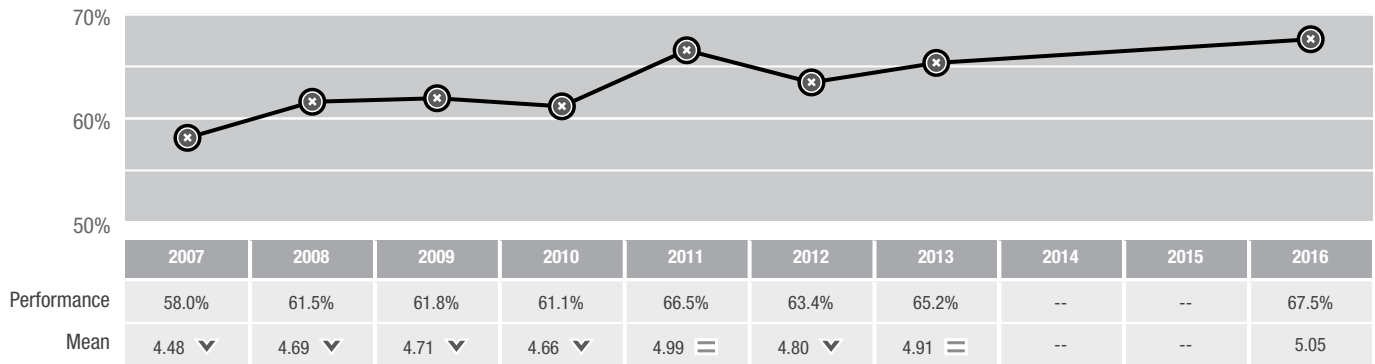
EXTERNAL BENCHMARKING

LONGITUDINAL TRENDS

The final analysis for the factor is its performance over time. Longitudinal trends support continuous improvement and are the key to evaluating the success of your institution's action plan for this factor. If your institution's current performance falls short of expectations, review the actions conducted and make adjustments.

If your institution participated in two or more iterations of this assessment, a longitudinal trend is plotted. If your institution did not participate continuously, Skyfactor extrapolated between successive iterations. A \blacktriangle designates years where your institution performs statistically higher than the current year; a \blacktriangledown designates years where your program is statistically lower in performance; and a \equiv represents years that are statistically equal to the current year.

LONGITUDINAL TREND



Issue
0%-70%



Needs Work
71%-74%



Good
75%-100%

NR Not Reported
NEG Negative Correlation

\blacktriangledown Lower

\equiv Equal

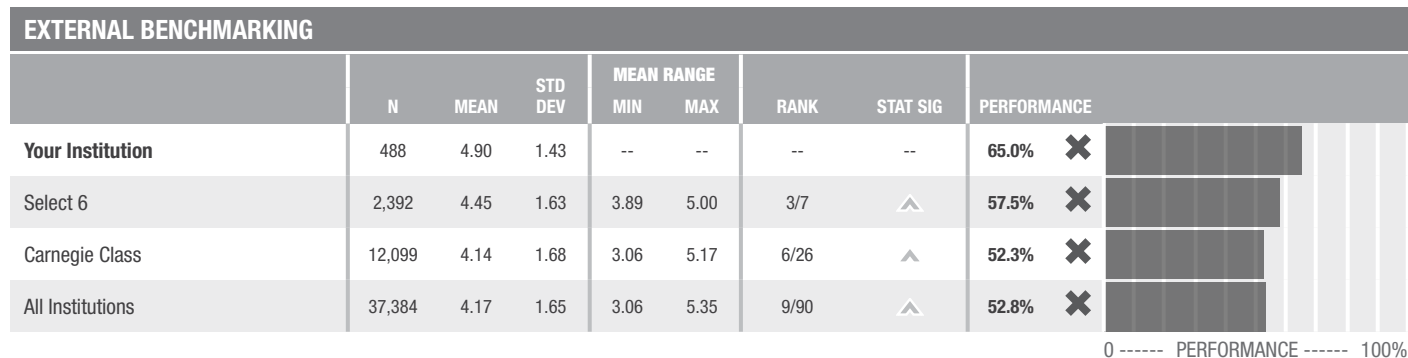
\blacktriangle Higher

FACTOR 5 // College Union Enhances Life and Leadership // Q037

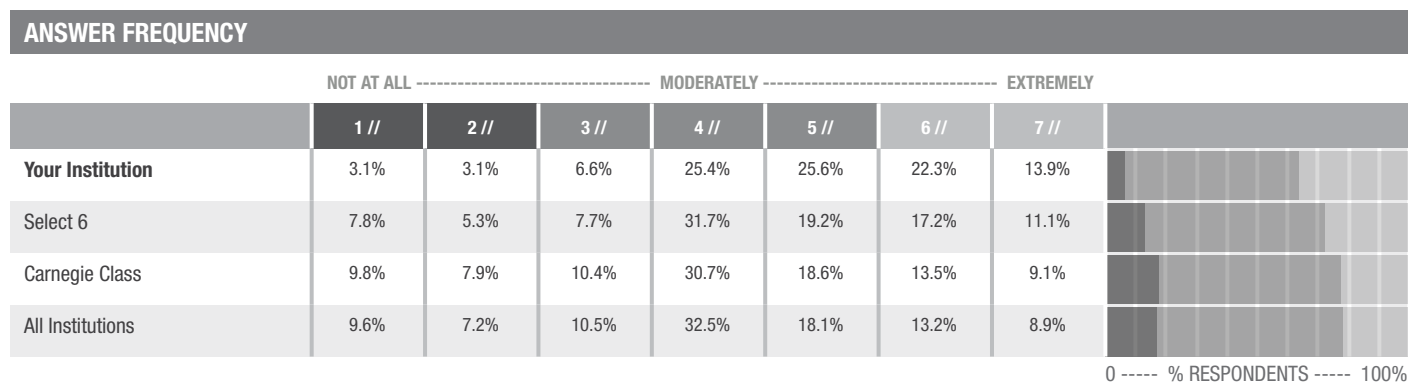
Q037 // To what extent do the College Union activities: Expand your understanding of others whose backgrounds differ from yours

A summary of Q037 is provided. Please visit Skyfactor's Online Reporting to understand how different populations perceive this question.

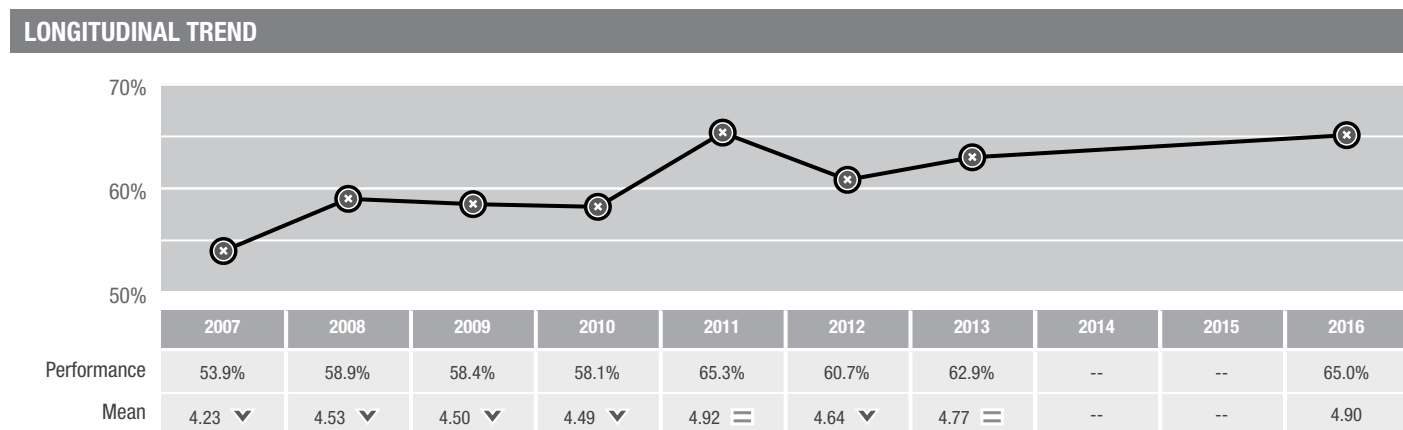
A comparison of your institution's results with your external benchmarking groups is shown below. In addition to current performance, Skyfactor reports the range of means across the external benchmarking groups and the rank of your institution within those groups.



Scaled questions have seven answer options ranging from "1" (least desired response) to "7" (most desired response). Below is the breakdown of your institution's results and the results of your external benchmarking groups.



A longitudinal trend and table for this question is shown below.



✘ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower	= Equal	▲ Higher
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FACTOR 5 // College Union Enhances Life and Leadership // Q038

Q038 // To what extent do the College Union activities: Expand your understanding of your role as a citizen of the college community

A summary of Q038 is provided. Please visit Skyfactor's Online Reporting to understand how different populations perceive this question.

A comparison of your institution's results with your external benchmarking groups is shown below. In addition to current performance, Skyfactor reports the range of means across the external benchmarking groups and the rank of your institution within those groups.

EXTERNAL BENCHMARKING										
	N	MEAN	STD DEV	MEAN RANGE		RANK	STAT SIG	PERFORMANCE		
				MIN	MAX					
Your Institution	485	4.97	1.33	--	--	--	--	66.2%	✘	
Select 6	2,408	4.38	1.62	3.92	4.97	1/7	▲	56.3%	✘	
Carnegie Class	12,213	4.18	1.66	3.23	5.14	4/26	▲	53.0%	✘	
All Institutions	37,755	4.21	1.65	3.23	5.41	6/90	▲	53.5%	✘	

0 ----- PERFORMANCE ----- 100%

Scaled questions have seven answer options ranging from "1" (least desired response) to "7" (most desired response). Below is the breakdown of your institution's results and the results of your external benchmarking groups.

ANSWER FREQUENCY									
	NOT AT ALL			MODERATELY			EXTREMELY		
	1 //	2 //	3 //	4 //	5 //	6 //	7 //		
Your Institution	2.1%	2.1%	6.6%	25.4%	26.4%	25.4%	12.2%		
Select 6	7.8%	5.9%	9.6%	28.8%	21.8%	16.3%	9.6%		
Carnegie Class	9.0%	7.7%	11.4%	28.2%	20.7%	14.3%	8.5%		
All Institutions	8.8%	7.2%	11.6%	29.6%	19.7%	14.1%	8.8%		

0 ----- % RESPONDENTS ----- 100%

A longitudinal trend and table for this question is shown below.

LONGITUDINAL TREND										
	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
Performance	55.9%	59.9%	59.6%	59.5%	66.1%	62.1%	64.3%	--	--	66.1%
Mean	4.36 ▼	4.59 ▼	4.58 ▼	4.57 ▼	4.96 =	4.73 ▼	4.86 =	--	--	4.97

Issue 0%-70%	Needs Work 71%-74%	Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 5 // College Union Enhances Life and Leadership // Q039

Q039 // To what extent do the College Union activities: Enhance your ability to interact socially

A summary of Q039 is provided. Please visit Skyfactor's Online Reporting to understand how different populations perceive this question.

A comparison of your institution's results with your external benchmarking groups is shown below. In addition to current performance, Skyfactor reports the range of means across the external benchmarking groups and the rank of your institution within those groups.

EXTERNAL BENCHMARKING								
	N	MEAN	STD DEV	MEAN RANGE		RANK	STAT SIG	PERFORMANCE
				MIN	MAX			
Your Institution	490	5.38	1.36	--	--	--	--	73.0% !
Select 6	2,435	4.89	1.53	4.44	5.38	1/7	▲	64.8% ×
Carnegie Class	12,327	4.76	1.57	4.14	5.65	3/26	▲	62.7% ×
All Institutions	38,226	4.83	1.57	4.14	5.74	6/90	▲	63.8% ×

0 ----- PERFORMANCE ----- 100%

Scaled questions have seven answer options ranging from "1" (least desired response) to "7" (most desired response). Below is the breakdown of your institution's results and the results of your external benchmarking groups.

ANSWER FREQUENCY								
	NOT AT ALL		MODERATELY				EXTREMELY	
	1 //	2 //	3 //	4 //	5 //	6 //	7 //	
Your Institution	1.6%	2.4%	3.9%	15.1%	24.7%	29.8%	22.4%	
Select 6	4.2%	3.6%	7.0%	23.4%	24.1%	21.9%	15.9%	
Carnegie Class	4.8%	4.5%	7.6%	23.4%	24.0%	21.3%	14.4%	
All Institutions	4.7%	4.1%	7.1%	23.9%	22.9%	21.5%	15.8%	

0 ----- % RESPONDENTS ----- 100%

A longitudinal trend and table for this question is shown below.



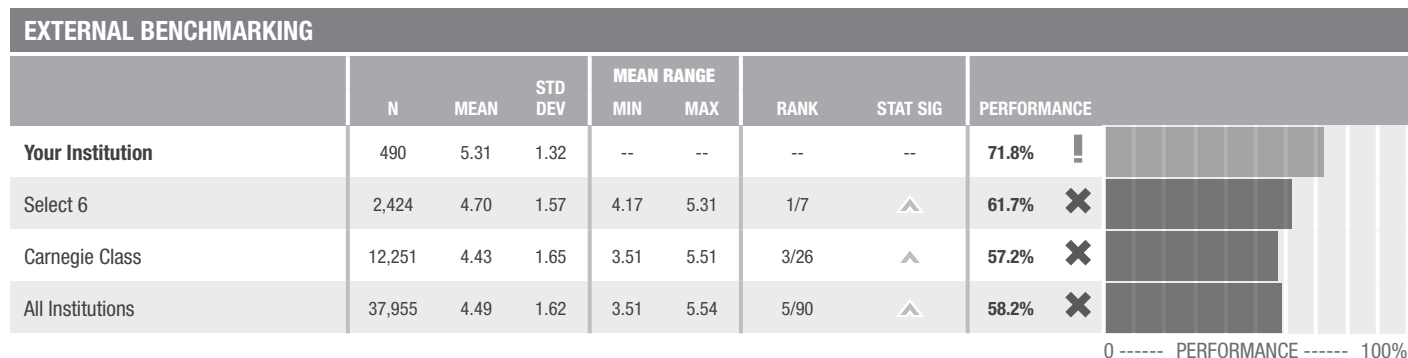
× Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower	= Equal	▲ Higher
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FACTOR 5 // College Union Enhances Life and Leadership // Q040

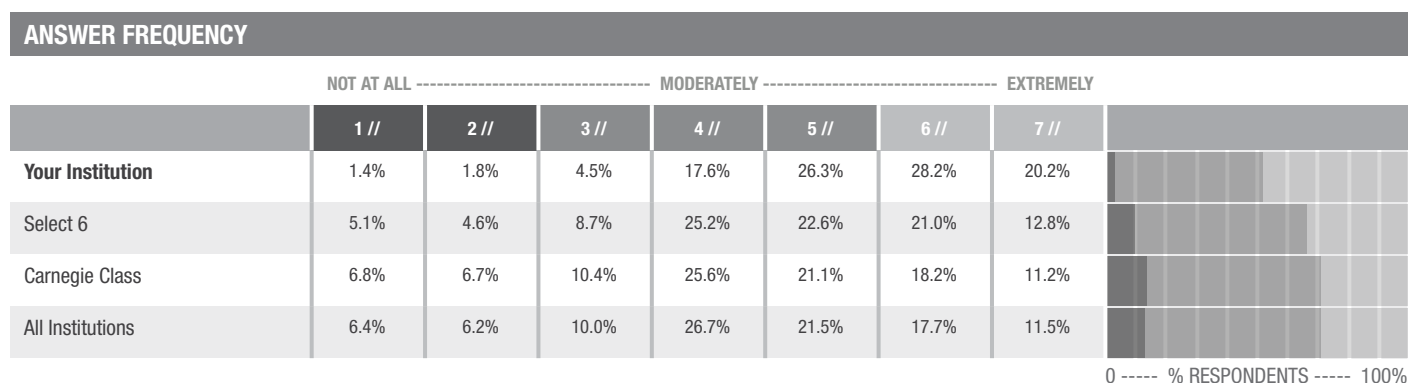
Q040 // To what extent do the College Union activities: Expose you to new and different ideas

A summary of Q040 is provided. Please visit Skyfactor's Online Reporting to understand how different populations perceive this question.

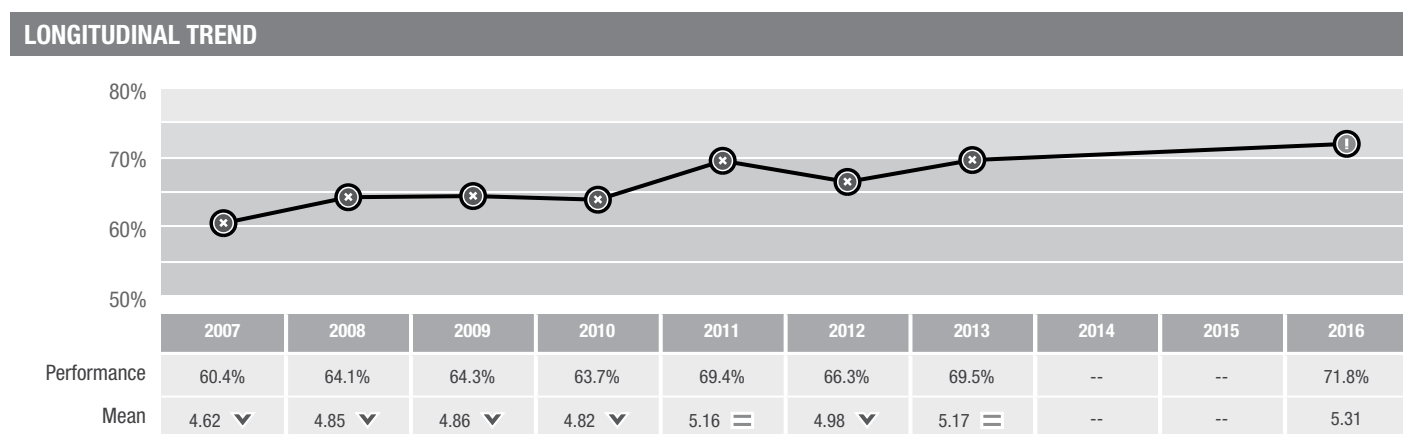
A comparison of your institution's results with your external benchmarking groups is shown below. In addition to current performance, Skyfactor reports the range of means across the external benchmarking groups and the rank of your institution within those groups.



Scaled questions have seven answer options ranging from "1" (least desired response) to "7" (most desired response). Below is the breakdown of your institution's results and the results of your external benchmarking groups.



A longitudinal trend and table for this question is shown below.



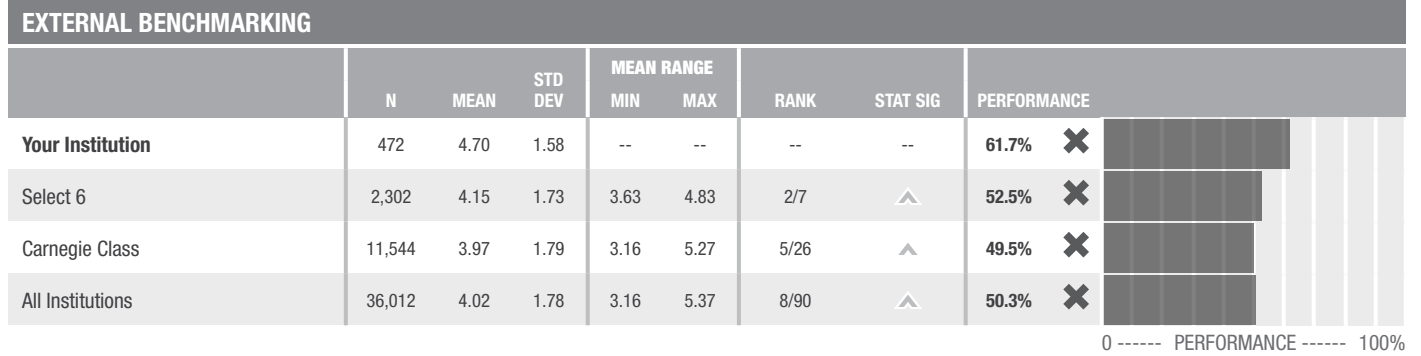
× Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower	= Equal	▲ Higher
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FACTOR 5 // College Union Enhances Life and Leadership // Q041

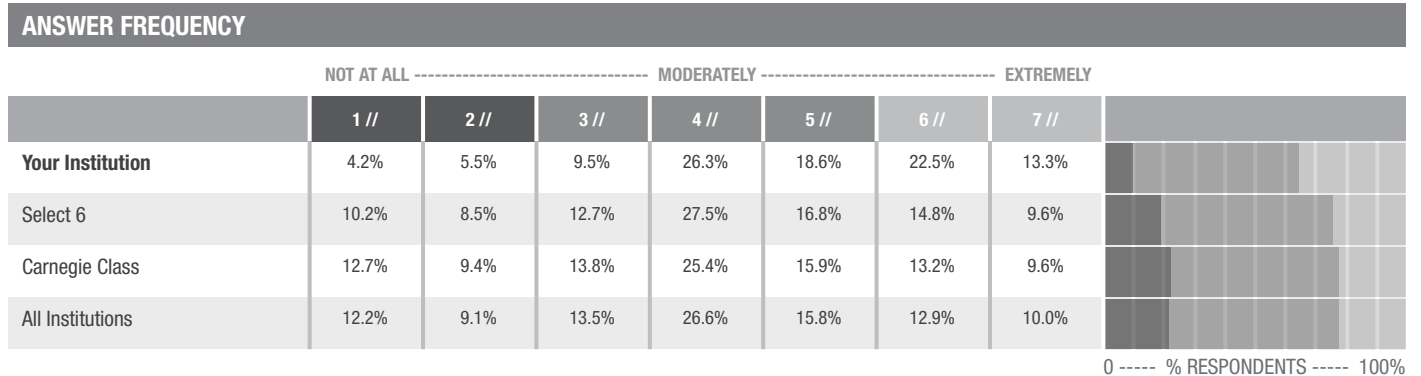
Q041 // To what extent do the College Union activities: Provide leadership training

A summary of Q041 is provided. Please visit Skyfactor's Online Reporting to understand how different populations perceive this question.

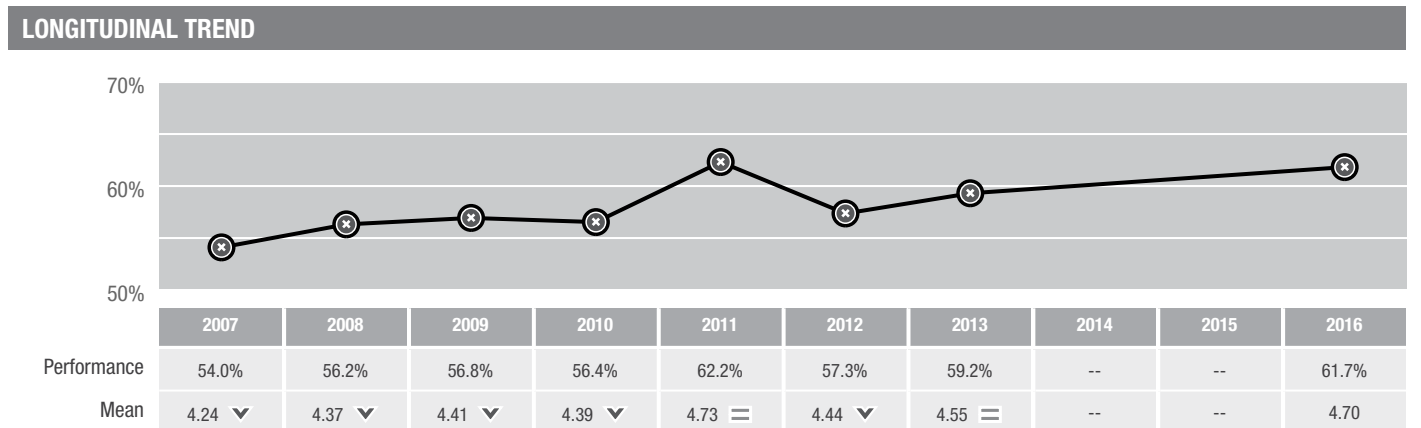
A comparison of your institution's results with your external benchmarking groups is shown below. In addition to current performance, Skyfactor reports the range of means across the external benchmarking groups and the rank of your institution within those groups.



Scaled questions have seven answer options ranging from "1" (least desired response) to "7" (most desired response). Below is the breakdown of your institution's results and the results of your external benchmarking groups.



A longitudinal trend and table for this question is shown below.



Issue 0%-100%	Needs Work 71%-74%	Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower	= Equal	▲ Higher
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FACTOR 5 // College Union Enhances Life and Leadership // Q042

Q042 // To what extent do the College Union activities: Provide opportunities for you to assume a leadership role

A summary of Q042 is provided. Please visit Skyfactor's Online Reporting to understand how different populations perceive this question.

A comparison of your institution's results with your external benchmarking groups is shown below. In addition to current performance, Skyfactor reports the range of means across the external benchmarking groups and the rank of your institution within those groups.

EXTERNAL BENCHMARKING										
	N	MEAN	STD DEV	MEAN RANGE		RANK	STAT SIG	PERFORMANCE		
				MIN	MAX					
Your Institution	478	4.80	1.54	--	--	--	--	63.3%	✘	
Select 6	2,328	4.25	1.73	3.74	4.88	2/7	▲	54.2%	✘	
Carnegie Class	11,718	4.12	1.80	3.22	5.32	5/26	▲	52.0%	✘	
All Institutions	36,466	4.15	1.78	3.22	5.43	10/90	▲	52.5%	✘	

0 ----- PERFORMANCE ----- 100%

Scaled questions have seven answer options ranging from "1" (least desired response) to "7" (most desired response). Below is the breakdown of your institution's results and the results of your external benchmarking groups.

ANSWER FREQUENCY								
	NOT AT ALL		MODERATELY			EXTREMELY		
	1 //	2 //	3 //	4 //	5 //	6 //	7 //	
Your Institution	3.3%	5.2%	8.4%	26.6%	19.2%	22.4%	14.9%	
Select 6	9.6%	7.8%	11.7%	26.4%	18.4%	15.5%	10.7%	
Carnegie Class	11.4%	8.5%	12.6%	25.2%	16.7%	14.5%	11.0%	
All Institutions	11.0%	8.6%	12.4%	26.0%	16.7%	14.1%	11.1%	

0 ----- % RESPONDENTS ----- 100%

A longitudinal trend and table for this question is shown below.

LONGITUDINAL TREND										
	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
Performance	56.2%	58.3%	58.8%	57.2%	62.9%	59.0%	62.0%	--	--	63.3%
Mean	4.37 ▼	4.50 ▼	4.53 ▼	4.43 ▼	4.77 =	4.54 ▼	4.72 =	--	--	4.80

Issue 0%-70%	Needs Work 71%-74%	Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower	= Equal	▲ Higher
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FACTOR 5 // College Union Enhances Life and Leadership // Q043

Q043 // To what extent do the College Union activities: Enhance your appreciation of the arts

A summary of Q043 is provided. Please visit Skyfactor's Online Reporting to understand how different populations perceive this question.

A comparison of your institution's results with your external benchmarking groups is shown below. In addition to current performance, Skyfactor reports the range of means across the external benchmarking groups and the rank of your institution within those groups.

EXTERNAL BENCHMARKING								
	N	MEAN	STD DEV	MEAN RANGE		RANK	STAT SIG	PERFORMANCE
				MIN	MAX			
Your Institution	487	5.39	1.38	--	--	--	--	73.2% !
Select 6	2,402	4.44	1.66	3.97	5.39	1/7	▲	57.3% ×
Carnegie Class	12,141	4.26	1.73	3.31	5.39	1/26	▲	54.3% ×
All Institutions	37,617	4.22	1.73	3.31	5.39	1/90	▲	53.7% ×

0 ----- PERFORMANCE ----- 100%

Scaled questions have seven answer options ranging from "1" (least desired response) to "7" (most desired response). Below is the breakdown of your institution's results and the results of your external benchmarking groups.

ANSWER FREQUENCY									
	NOT AT ALL		MODERATELY				EXTREMELY		
	1 //	2 //	3 //	4 //	5 //	6 //	7 //		
Your Institution	1.2%	2.5%	5.1%	16.4%	21.6%	28.3%	24.8%		
Select 6	7.7%	5.9%	11.4%	25.1%	20.4%	19.0%	10.6%		
Carnegie Class	9.3%	7.6%	11.8%	24.9%	19.2%	16.4%	10.9%		
All Institutions	10.0%	7.7%	11.6%	26.5%	18.3%	15.4%	10.5%		

0 ----- % RESPONDENTS ----- 100%

A longitudinal trend and table for this question is shown below.



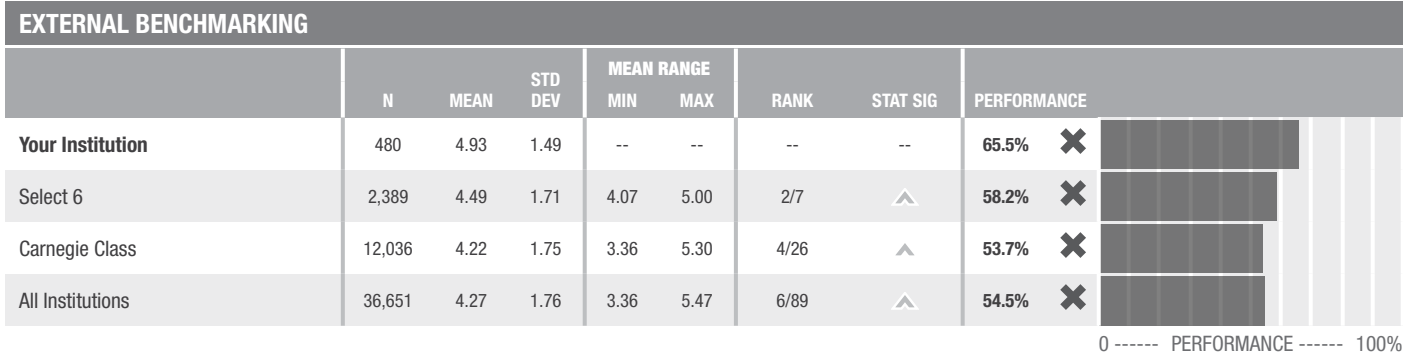
× Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower	= Equal	▲ Higher
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FACTOR 5 // College Union Enhances Life and Leadership // Q044

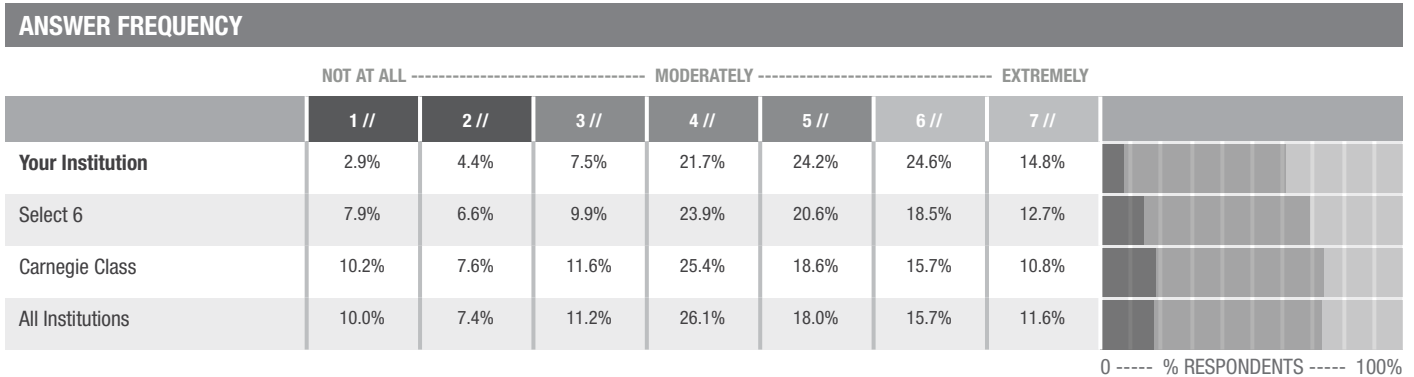
Q044 // To what extent do the College Union activities: Enhance your appreciation of the value of volunteerism

A summary of Q044 is provided. Please visit Skyfactor's Online Reporting to understand how different populations perceive this question.

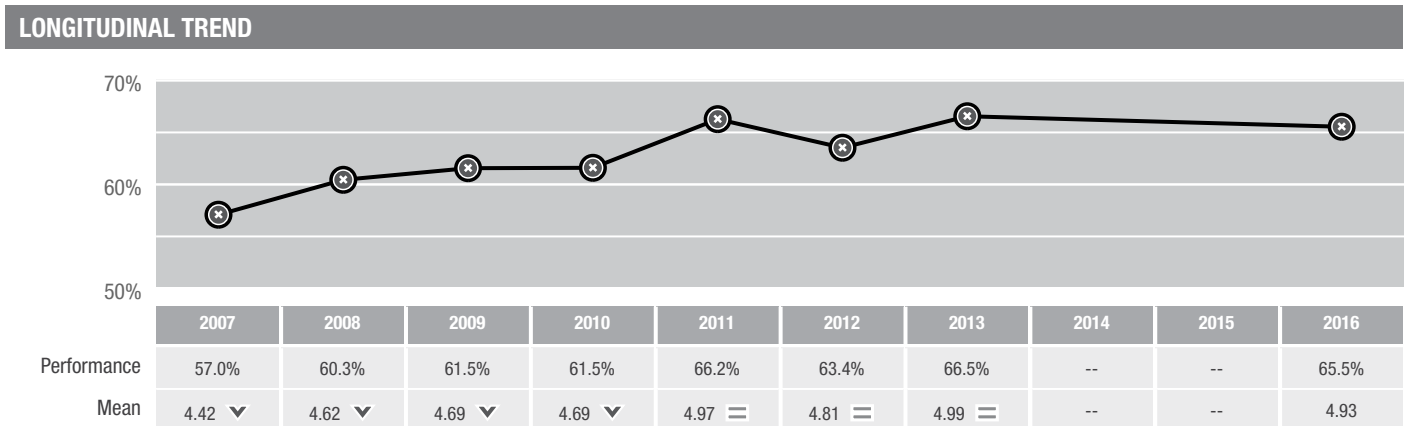
A comparison of your institution's results with your external benchmarking groups is shown below. In addition to current performance, Skyfactor reports the range of means across the external benchmarking groups and the rank of your institution within those groups.



Scaled questions have seven answer options ranging from "1" (least desired response) to "7" (most desired response). Below is the breakdown of your institution's results and the results of your external benchmarking groups.



A longitudinal trend and table for this question is shown below.



Issue 0%-70%	Needs Work 71%-74%	Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower	= Equal	▲ Higher
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FACTOR 6 // Union Food Variety, Quality and Price

FACTOR COMPOSITION

FACTOR PERFORMANCE

EXTERNAL BENCHMARKING

LONGITUDINAL TRENDS

Factors, a composite of scaled questions that explain a larger concept, are utilized in Skyfactor Benchworks' reporting to reduce complexity and strengthen the analysis. Skyfactor provides an in-depth analysis of the factor, Union Food Variety, Quality and Price, in this section of reports.

You are likely referencing this section to better understand this factor due to: 1) this factor is a high predictor; 2) this factor is performing below a desired level; 3) this factor is of special interest to your institution; or 4) this factor is an indicator. Through this analysis (i.e., current performance, external benchmark comparisons, and longitudinal trends), a thorough picture of the factor should emerge, however additional information can be found in Skyfactor Benchworks' Online Reports.

If improving this factor is a goal for your institution, actions should be targeted toward the factor's scaled questions (see list below) which are more tangible and more directly actionable. Analysis for these scaled questions is provided in this section allowing for sufficient understanding; additional information can be found in Skyfactor Benchworks' Online Reports.

FACTOR COMPOSITION

Union Food Variety, Quality and Price // How satisfied are you with the eating establishments in the College Union regarding:

Q045 // Variety of places to eat

Q046 // Food prices

Q047 // Food quality



Issue
0%-70%



Needs Work
71%-74%



Good
75%-100%

NR Not Reported
NEG Negative Correlation

▼ Lower = Equal ▲ Higher

FACTOR 6 // Union Food Variety, Quality and Price

FACTOR COMPOSITION

FACTOR PERFORMANCE


EXTERNAL BENCHMARKING

LONGITUDINAL TRENDS




There are many pieces of analysis that, when combined, create a comprehensive picture of your institution's performance for this factor. The first analysis to examine is the current performance of the factor. This information, coupled with understanding of individual population perceptions, external benchmarks, longitudinal trends, individual scaled question performance, and other institutional information or assessment is invaluable to constructing an effective Action Plan for improvement.

Factor Performance // Aggregate

Below is your institution's current performance for Union Food Variety, Quality and Price and its scaled questions. While this factor might be difficult to improve directly, improving its scaled questions will likely be easier and will result in an improvement in the factor.

FACTOR PERFORMANCE				
	N	MEAN	STD DEV	PERFORMANCE
Factor 6 // Union Food Variety, Quality and Price	496	5.18	1.24	69.7% 

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE				
	N	MEAN	STD DEV	PERFORMANCE
Q045 // Variety of places to eat	494	5.55	1.51	75.8% 
Q047 // Food quality	496	5.22	1.42	70.3% 
Q046 // Food prices	494	4.78	1.55	63.0% 

0 ----- PERFORMANCE ----- 100%

 Issue 0%-70%	 Needs Work 71%-74%	 Good 75%-100%	NR Not Reported NEG Negative Correlation	 Lower  Equal  Higher
--	--	---	---	--

FACTOR 6 // Union Food Variety, Quality and Price

FACTOR COMPOSITION

FACTOR PERFORMANCE

EXTERNAL BENCHMARKING

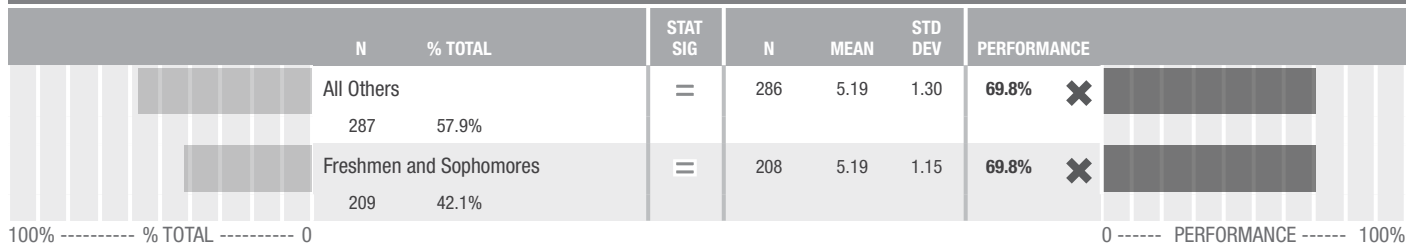
LONGITUDINAL TRENDS

Factor Performance // Key Populations

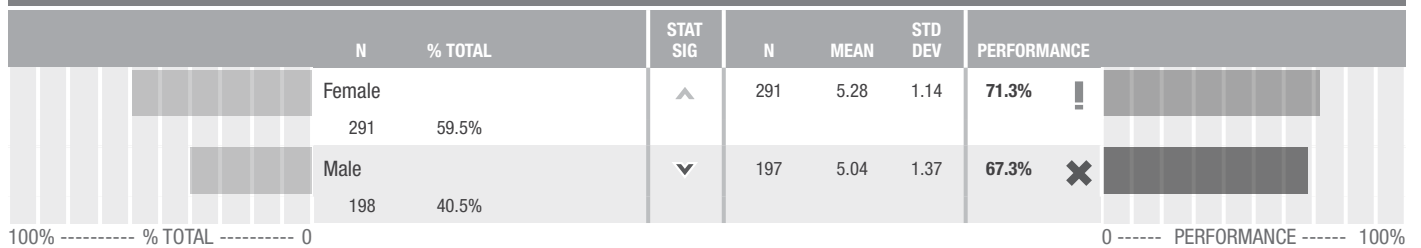
Key categorical questions have been selected and are reported below. Answer options within each categorical question are divided into two groups in order to facilitate a statistical testing of means; a **^** designates the population which is statistically higher than the other population, a **v** designates the population that is statistically lower and an **=** indicates that the populations have statistically equal factor means. Relative population size (% Total) and Performance values for each group are plotted. To review this factor reported by all categorical questions and for all answer options, please refer to the Online Reporting.

If this factor is included in your Action Plan, consider the behavior of these populations to determine if targeted interventions are needed.

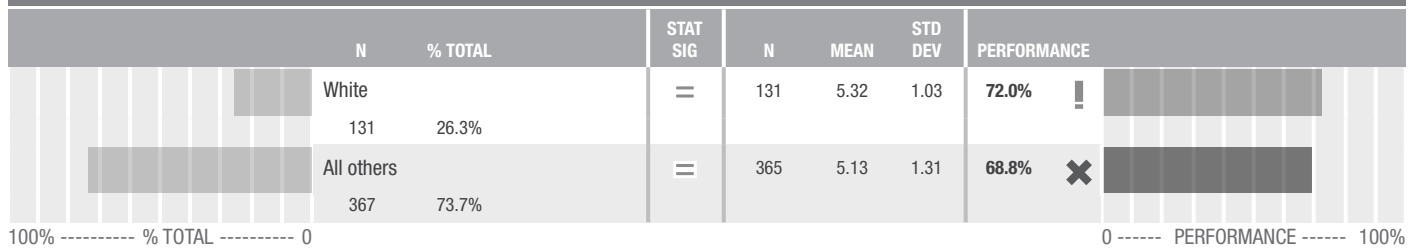
WHAT IS YOUR CURRENT ACADEMIC CLASS STANDING?



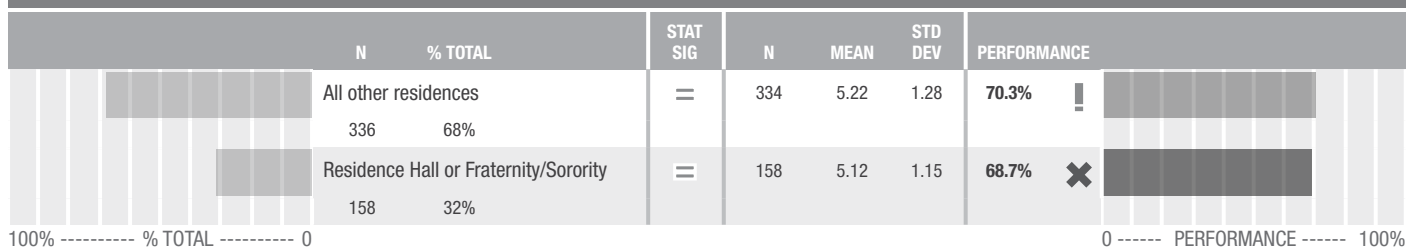
WHAT IS YOUR GENDER?



RACE/ETHNICITY (REPORTING ONLY)



WHAT IS YOUR PLACE OF RESIDENCE?



x Issue 0%-70% **!** Needs Work 71%-74% **✓** Good 75%-100% **NR** Not Reported **NEG** Negative Correlation **v** Lower = Equal **^** Higher

FACTOR 6 // Union Food Variety, Quality and Price

FACTOR COMPOSITION

FACTOR PERFORMANCE

EXTERNAL BENCHMARKING

LONGITUDINAL TRENDS

In this report, Skyfactor Benchworks compares your institutional results to your Select 6, Carnegie Class, and all participating institutions for the factor and its scaled questions. A **▲** designates where your institution's mean is statistically higher than the comparative group; a **▼** designates where your institution's mean is statistically lower than the comparative group; and **=** designates where your institution's mean is statistically equal to the comparative group. A ranking of your institution and the external benchmarking groups is also provided. If your institution's performance is below that of an external benchmarking group, use this information to motivate staff that higher performance is possible; but if your institutional performance is higher, celebrate!

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		RANK	STAT SIG	PERFORMANCE	
				MIN	MAX				
Your Institution	496	5.18	1.24	--	--	--	--	69.7%	✘
Select 6	2,467	4.61	1.39	4.25	5.18	1/7	▲	60.2%	✘
Carnegie Class	12,455	4.58	1.42	4.01	5.54	3/26	▲	59.7%	✘
All Institutions	38,115	4.50	1.46	2.83	5.54	4/89	▲	58.3%	✘

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	SELECT 6	CARNEGIE CLASS	ALL INST.	N	MEAN	STD DEV	PERFORMANCE	
Q045 // Variety of places to eat	▲	▲	▲	494	5.55	1.51	75.8%	✔
Q047 // Food quality	▲	▲	▲	496	5.22	1.42	70.3%	!
Q046 // Food prices	▲	▲	▲	494	4.78	1.55	63.0%	✘

0 ----- PERFORMANCE ----- 100%

✘ Issue 0%-70%	! Needs Work 71%-74%	✔ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower	= Equal	▲ Higher
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FACTOR 6 // Union Food Variety, Quality and Price

FACTOR COMPOSITION

FACTOR PERFORMANCE

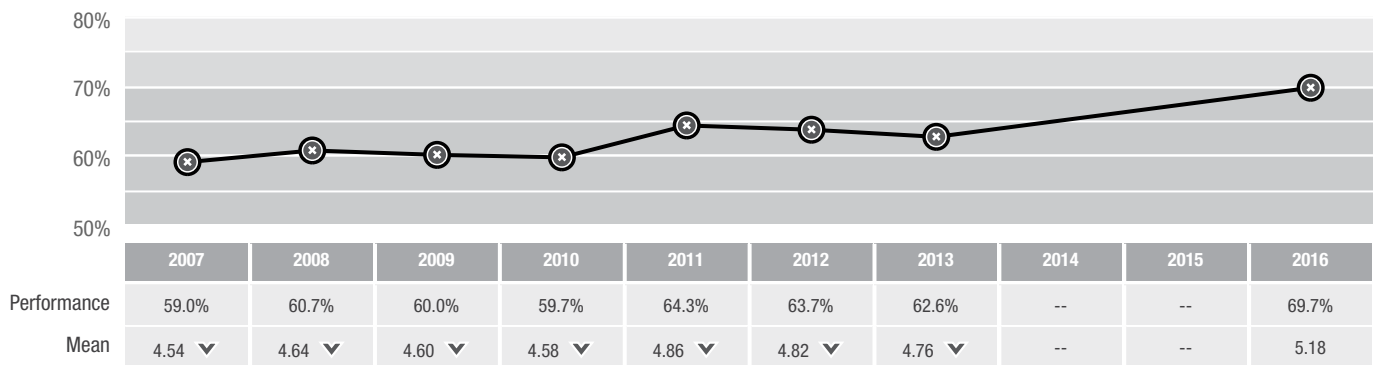
EXTERNAL BENCHMARKING

LONGITUDINAL TRENDS

The final analysis for the factor is its performance over time. Longitudinal trends support continuous improvement and are the key to evaluating the success of your institution's action plan for this factor. If your institution's current performance falls short of expectations, review the actions conducted and make adjustments.

If your institution participated in two or more iterations of this assessment, a longitudinal trend is plotted. If your institution did not participate continuously, Skyfactor extrapolated between successive iterations. A \blacktriangle designates years where your institution performs statistically higher than the current year; a \blacktriangledown designates years where your program is statistically lower in performance; and a \equiv represents years that are statistically equal to the current year.

LONGITUDINAL TREND



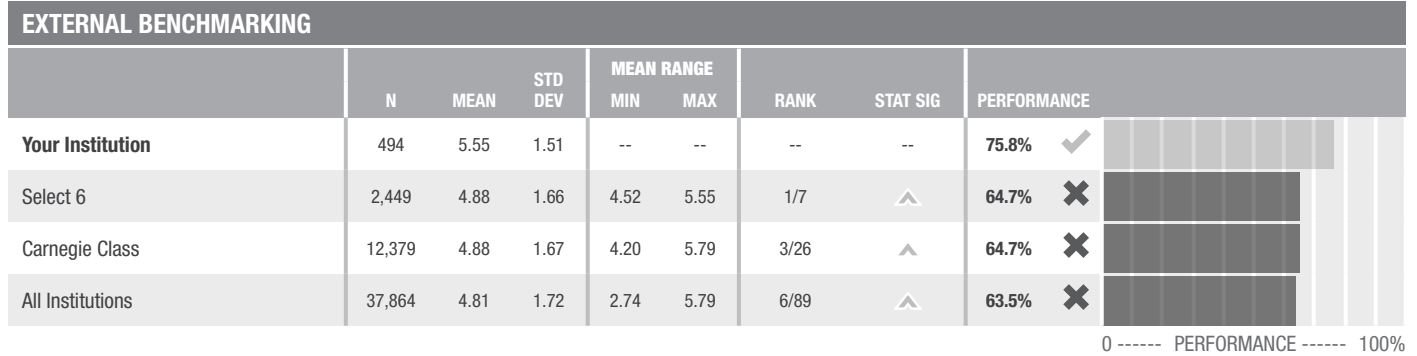
\times Issue 0%-70%	$!$ Needs Work 71%-74%	\checkmark Good 75%-100%	NR Not Reported NEG Negative Correlation	\blacktriangledown Lower	\equiv Equal	\blacktriangle Higher
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FACTOR 6 // Union Food Variety, Quality and Price // Q045

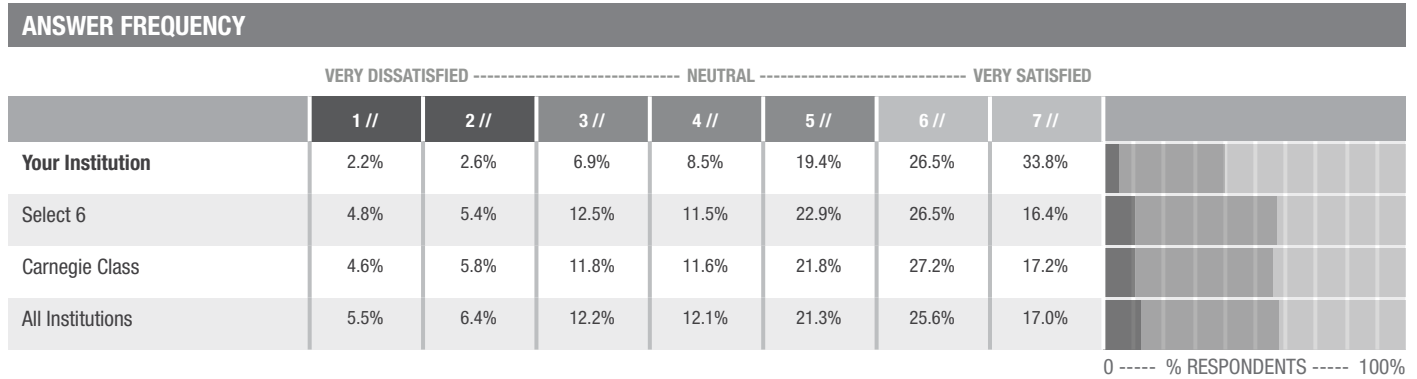
Q045 // How satisfied are you with the eating establishments in the College Union regarding: Variety of places to eat

A summary of Q045 is provided. Please visit Skyfactor's Online Reporting to understand how different populations perceive this question.

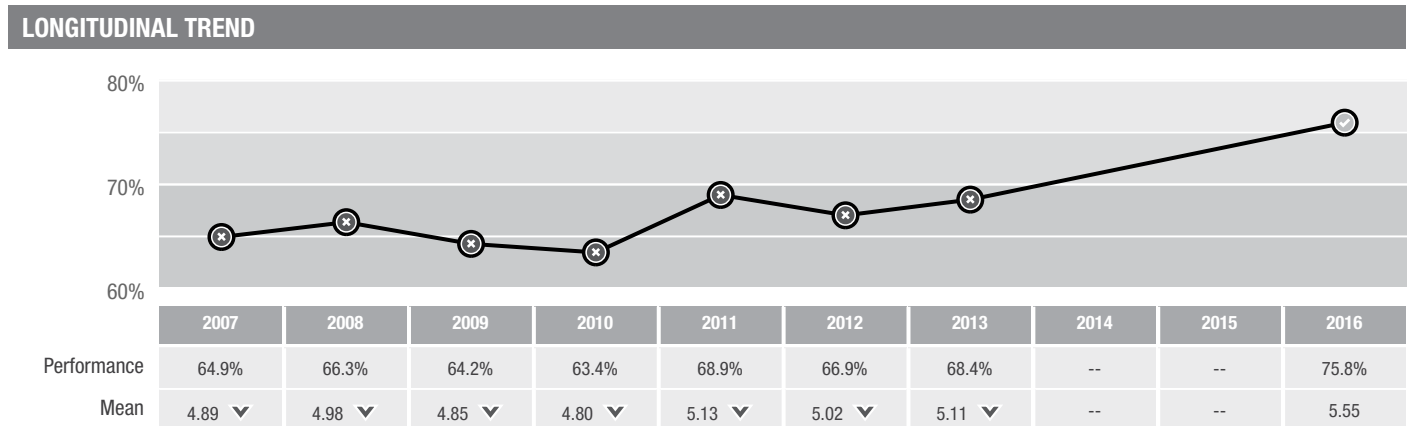
A comparison of your institution's results with your external benchmarking groups is shown below. In addition to current performance, Skyfactor reports the range of means across the external benchmarking groups and the rank of your institution within those groups.



Scaled questions have seven answer options ranging from "1" (least desired response) to "7" (most desired response). Below is the breakdown of your institution's results and the results of your external benchmarking groups.



A longitudinal trend and table for this question is shown below.



✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower	= Equal	▲ Higher
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FACTOR 6 // Union Food Variety, Quality and Price // Q046

Q046 // How satisfied are you with the eating establishments in the College Union regarding: Food prices

A summary of Q046 is provided. Please visit Skyfactor's Online Reporting to understand how different populations perceive this question.

A comparison of your institution's results with your external benchmarking groups is shown below. In addition to current performance, Skyfactor reports the range of means across the external benchmarking groups and the rank of your institution within those groups.

EXTERNAL BENCHMARKING									
	N	MEAN	STD DEV	MEAN RANGE		RANK	STAT SIG	PERFORMANCE	
				MIN	MAX				
Your Institution	494	4.78	1.55	--	--	--	--	63.0%	✘
Select 6	2,447	4.23	1.65	3.80	4.78	1/7	▲	53.8%	✘
Carnegie Class	12,361	4.13	1.69	3.51	5.07	2/26	▲	52.2%	✘
All Institutions	37,778	3.97	1.74	2.57	5.07	3/89	▲	49.5%	✘

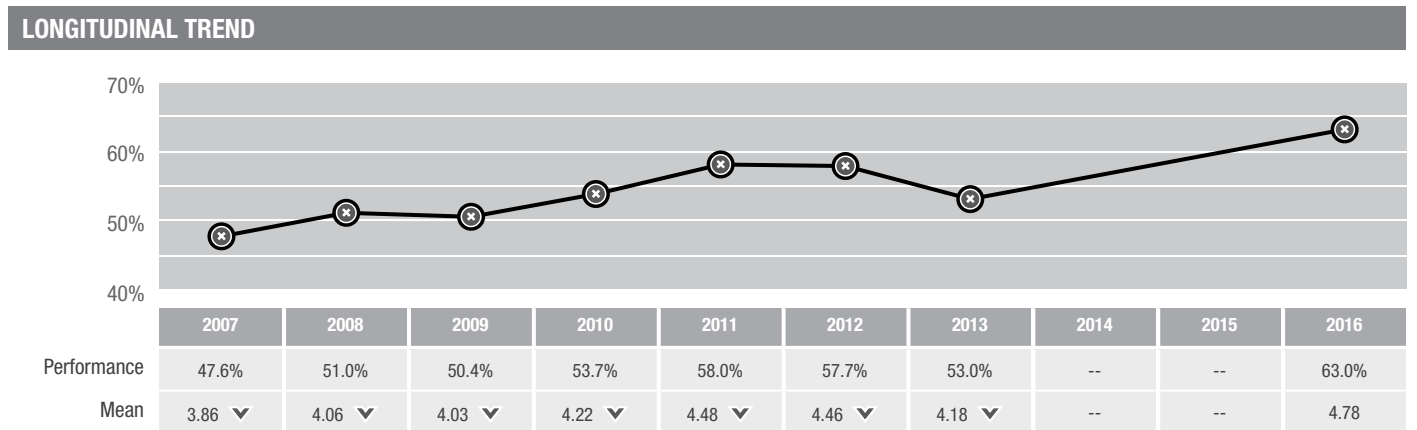
0 ----- PERFORMANCE ----- 100%

Scaled questions have seven answer options ranging from "1" (least desired response) to "7" (most desired response). Below is the breakdown of your institution's results and the results of your external benchmarking groups.

ANSWER FREQUENCY									
	VERY DISSATISFIED			NEUTRAL			VERY SATISFIED		
	1 //	2 //	3 //	4 //	5 //	6 //	7 //		
Your Institution	3.4%	5.1%	12.8%	17.8%	23.7%	24.1%	13.2%		
Select 6	7.9%	8.4%	16.6%	19.5%	22.1%	18.8%	6.6%		
Carnegie Class	8.1%	9.9%	18.5%	18.1%	20.1%	18.1%	7.2%		
All Institutions	10.2%	11.2%	20.1%	17.5%	18.0%	16.1%	6.9%		

0 ----- % RESPONDENTS ----- 100%

A longitudinal trend and table for this question is shown below.



✘ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower	= Equal	▲ Higher
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FACTOR 6 // Union Food Variety, Quality and Price // Q047

Q047 // How satisfied are you with the eating establishments in the College Union regarding: Food quality

A summary of Q047 is provided. Please visit Skyfactor's Online Reporting to understand how different populations perceive this question.

A comparison of your institution's results with your external benchmarking groups is shown below. In addition to current performance, Skyfactor reports the range of means across the external benchmarking groups and the rank of your institution within those groups.

EXTERNAL BENCHMARKING								
	N	MEAN	STD DEV	MEAN RANGE		RANK	STAT SIG	PERFORMANCE
				MIN	MAX			
Your Institution	496	5.22	1.42	--	--	--	--	70.3% !
Select 6	2,447	4.75	1.58	4.44	5.22	1/7	▲	62.5% ×
Carnegie Class	12,331	4.75	1.63	4.06	5.75	6/26	▲	62.5% ×
All Institutions	37,683	4.72	1.66	3.19	5.75	17/89	▲	62.0% ×

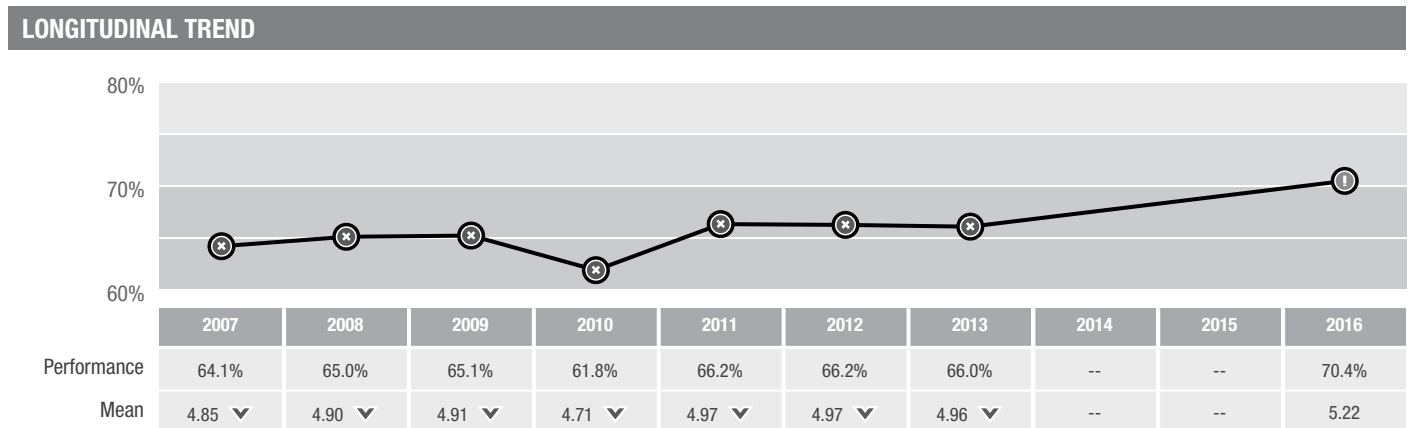
0 ----- PERFORMANCE ----- 100%

Scaled questions have seven answer options ranging from "1" (least desired response) to "7" (most desired response). Below is the breakdown of your institution's results and the results of your external benchmarking groups.

ANSWER FREQUENCY							
	VERY DISSATISFIED -----			NEUTRAL -----		VERY SATISFIED	
	1 //	2 //	3 //	4 //	5 //	6 //	7 //
Your Institution	2.6%	2.4%	7.3%	11.9%	27.2%	30.6%	17.9%
Select 6	4.3%	5.8%	11.5%	17.5%	22.8%	26.4%	11.8%
Carnegie Class	4.6%	6.2%	11.5%	16.2%	22.2%	26.1%	13.3%
All Institutions	5.1%	6.6%	11.7%	16.5%	21.0%	25.8%	13.3%

0 ----- % RESPONDENTS ----- 100%

A longitudinal trend and table for this question is shown below.



× Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower	= Equal	▲ Higher
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FACTOR 7 // Aspects of Dining Service

FACTOR COMPOSITION

FACTOR PERFORMANCE

EXTERNAL BENCHMARKING

LONGITUDINAL TRENDS

Factors, a composite of scaled questions that explain a larger concept, are utilized in Skyfactor Benchworks' reporting to reduce complexity and strengthen the analysis. Skyfactor provides an in-depth analysis of the factor, Aspects of Dining Service, in this section of reports.

You are likely referencing this section to better understand this factor due to: 1) this factor is a high predictor; 2) this factor is performing below a desired level; 3) this factor is of special interest to your institution; or 4) this factor is an indicator. Through this analysis (i.e., current performance, external benchmark comparisons, and longitudinal trends), a thorough picture of the factor should emerge, however additional information can be found in Skyfactor Benchworks' Online Reports.

If improving this factor is a goal for your institution, actions should be targeted toward the factor's scaled questions (see list below) which are more tangible and more directly actionable. Analysis for these scaled questions is provided in this section allowing for sufficient understanding; additional information can be found in Skyfactor Benchworks' Online Reports.

FACTOR COMPOSITION

Aspects of Dining Service // How satisfied are you with the eating establishments in the College Union regarding:

Q048 // Customer service

Q049 // Dining room cleanliness

Q050 // Dining room atmosphere

Q051 // Dining room seating availability

Q052 // Courteousness of staff

Q053 // Hours of operation



Issue
0%-70%



Needs Work
71%-74%



Good
75%-100%

NR Not Reported
NEG Negative Correlation

▼ Lower = Equal ▲ Higher

FACTOR 7 // Aspects of Dining Service

FACTOR COMPOSITION

FACTOR PERFORMANCE

EXTERNAL BENCHMARKING

LONGITUDINAL TRENDS

There are many pieces of analysis that, when combined, create a comprehensive picture of your institution's performance for this factor. The first analysis to examine is the current performance of the factor. This information, coupled with understanding of individual population perceptions, external benchmarks, longitudinal trends, individual scaled question performance, and other institutional information or assessment is invaluable to constructing an effective Action Plan for improvement.

Factor Performance // Aggregate

Below is your institution's current performance for Aspects of Dining Service and its scaled questions. While this factor might be difficult to improve directly, improving its scaled questions will likely be easier and will result in an improvement in the factor.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	PERFORMANCE
Factor 7 // Aspects of Dining Service	496	5.50	1.05	75.0% ✓

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	PERFORMANCE
Q050 // Dining room atmosphere	493	5.76	1.25	79.3% ✓
Q052 // Courteousness of staff	494	5.74	1.24	79.0% ✓
Q049 // Dining room cleanliness	493	5.61	1.23	76.8% ✓
Q048 // Customer service	496	5.43	1.38	73.8% !
Q051 // Dining room seating availability	493	5.34	1.46	72.3% !
Q053 // Hours of operation	492	5.14	1.64	69.0% ✗

0 ----- PERFORMANCE ----- 100%

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 7 // Aspects of Dining Service

FACTOR COMPOSITION

FACTOR PERFORMANCE

EXTERNAL BENCHMARKING

LONGITUDINAL TRENDS

Factor Performance // Key Populations

Key categorical questions have been selected and are reported below. Answer options within each categorical question are divided into two groups in order to facilitate a statistical testing of means; a ^ designates the population which is statistically higher than the other population, a v designates the population that is statistically lower and an = indicates that the populations have statistically equal factor means. Relative population size (% Total) and Performance values for each group are plotted. To review this factor reported by all categorical questions and for all answer options, please refer to the Online Reporting.

If this factor is included in your Action Plan, consider the behavior of these populations to determine if targeted interventions are needed.

WHAT IS YOUR CURRENT ACADEMIC CLASS STANDING?

	N	% TOTAL	STAT SIG	N	MEAN	STD DEV	PERFORMANCE
All Others	286	57.9%	=	286	5.55	1.04	75.8% ✓
Freshmen and Sophomores	209	42.1%	=	208	5.45	1.04	74.2% !

100% ----- % TOTAL ----- 0

0 ----- PERFORMANCE ----- 100%

WHAT IS YOUR GENDER?

	N	% TOTAL	STAT SIG	N	MEAN	STD DEV	PERFORMANCE
Female	291	59.5%	^	291	5.58	1.01	76.3% ✓
Male	198	40.5%	v	197	5.39	1.09	73.2% !

100% ----- % TOTAL ----- 0

0 ----- PERFORMANCE ----- 100%

RACE/ETHNICITY (REPORTING ONLY)

	N	% TOTAL	STAT SIG	N	MEAN	STD DEV	PERFORMANCE
All others	367	73.7%	=	365	5.50	1.05	75.0% ✓
White	131	26.3%	=	131	5.50	1.04	75.0% ✓

100% ----- % TOTAL ----- 0

0 ----- PERFORMANCE ----- 100%

WHAT IS YOUR PLACE OF RESIDENCE?

	N	% TOTAL	STAT SIG	N	MEAN	STD DEV	PERFORMANCE
All other residences	336	68%	^	334	5.58	1.03	76.3% ✓
Residence Hall or Fraternity/Sorority	158	32%	v	158	5.34	1.04	72.3% !

100% ----- % TOTAL ----- 0

0 ----- PERFORMANCE ----- 100%

Issue 0%-70%	Needs Work 71%-74%	Good 75%-100%	NR Not Reported NEG Negative Correlation	Lower	Equal	Higher
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FACTOR 7 // Aspects of Dining Service

FACTOR COMPOSITION

FACTOR PERFORMANCE

EXTERNAL BENCHMARKING

LONGITUDINAL TRENDS

In this report, Skyfactor Benchworks compares your institutional results to your Select 6, Carnegie Class, and all participating institutions for the factor and its scaled questions. A **▲** designates where your institution's mean is statistically higher than the comparative group; a **▼** designates where your institution's mean is statistically lower than the comparative group; and **=** designates where your institution's mean is statistically equal to the comparative group. A ranking of your institution and the external benchmarking groups is also provided. If your institution's performance is below that of an external benchmarking group, use this information to motivate staff that higher performance is possible; but if your institutional performance is higher, celebrate!

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		RANK	STAT SIG	PERFORMANCE	
				MIN	MAX				
Your Institution	496	5.50	1.05	--	--	--	--	75.0%	!
Select 6	2,471	5.27	1.10	4.99	5.54	3/7	▲	71.2%	!
Carnegie Class	12,457	5.17	1.15	4.65	6.01	9/26	▲	69.5%	✘
All Institutions	38,126	5.27	1.15	4.64	6.01	24/89	▲	71.2%	!

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	SELECT 6	CARNEGIE CLASS	ALL INST.	N	MEAN	STD DEV	PERFORMANCE	
Q050 // Dining room atmosphere	▲	▲	▲	493	5.76	1.25	79.3%	✓
Q052 // Courteousness of staff	▲	▲	▲	494	5.74	1.24	79.0%	✓
Q049 // Dining room cleanliness	=	▲	▲	493	5.61	1.23	76.8%	✓
Q048 // Customer service	▲	▲	▲	496	5.43	1.38	73.8%	!
Q051 // Dining room seating availability	▲	▲	▲	493	5.34	1.46	72.3%	!
Q053 // Hours of operation	=	▲	▲	492	5.14	1.64	69.0%	✘

0 ----- PERFORMANCE ----- 100%

✘ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower	= Equal	▲ Higher
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FACTOR 7 // Aspects of Dining Service

FACTOR COMPOSITION

FACTOR PERFORMANCE

EXTERNAL BENCHMARKING

LONGITUDINAL TRENDS

The final analysis for the factor is its performance over time. Longitudinal trends support continuous improvement and are the key to evaluating the success of your institution's action plan for this factor. If your institution's current performance falls short of expectations, review the actions conducted and make adjustments.

If your institution participated in two or more iterations of this assessment, a longitudinal trend is plotted. If your institution did not participate continuously, Skyfactor extrapolated between successive iterations. A **!** designates years where your institution performs statistically higher than the current year; a **x** designates years where your program is statistically lower in performance; and a **=** represents years that are statistically equal to the current year.

LONGITUDINAL TREND



Issue
0%-70%



Needs Work
71%-74%



Good
75%-100%

NR Not Reported
NEG Negative Correlation

▼ Lower

= Equal

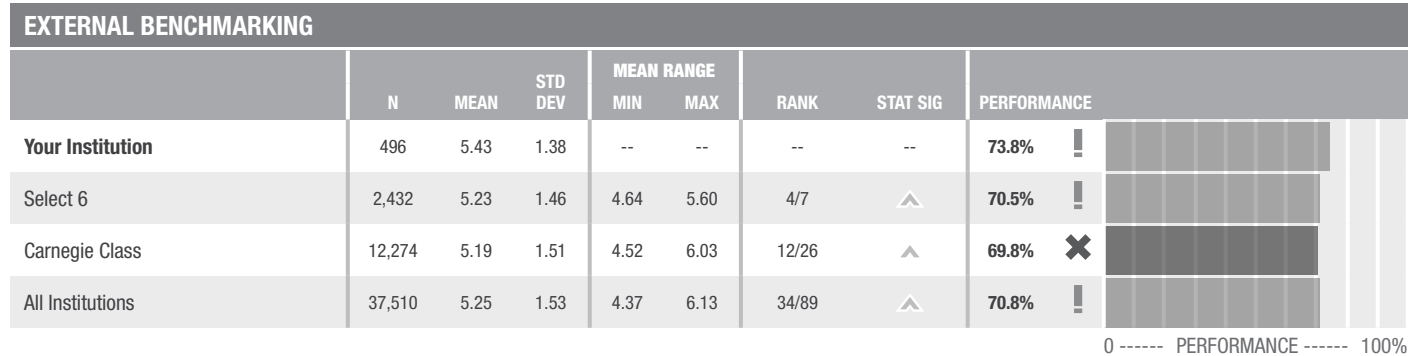
▲ Higher

FACTOR 7 // Aspects of Dining Service // Q048

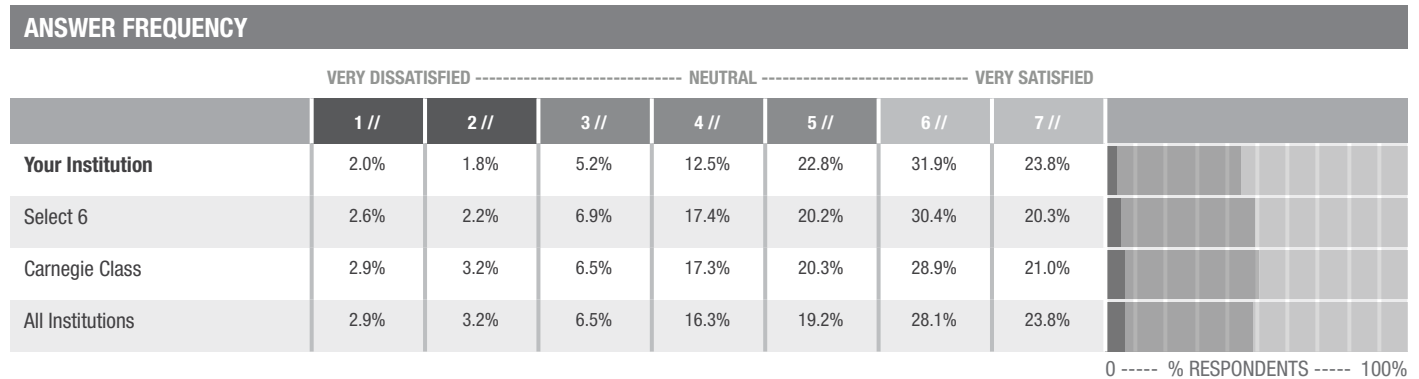
Q048 // How satisfied are you with the eating establishments in the College Union regarding: Customer service

A summary of Q048 is provided. Please visit Skyfactor's Online Reporting to understand how different populations perceive this question.

A comparison of your institution's results with your external benchmarking groups is shown below. In addition to current performance, Skyfactor reports the range of means across the external benchmarking groups and the rank of your institution within those groups.



Scaled questions have seven answer options ranging from "1" (least desired response) to "7" (most desired response). Below is the breakdown of your institution's results and the results of your external benchmarking groups.



A longitudinal trend and table for this question is shown below.



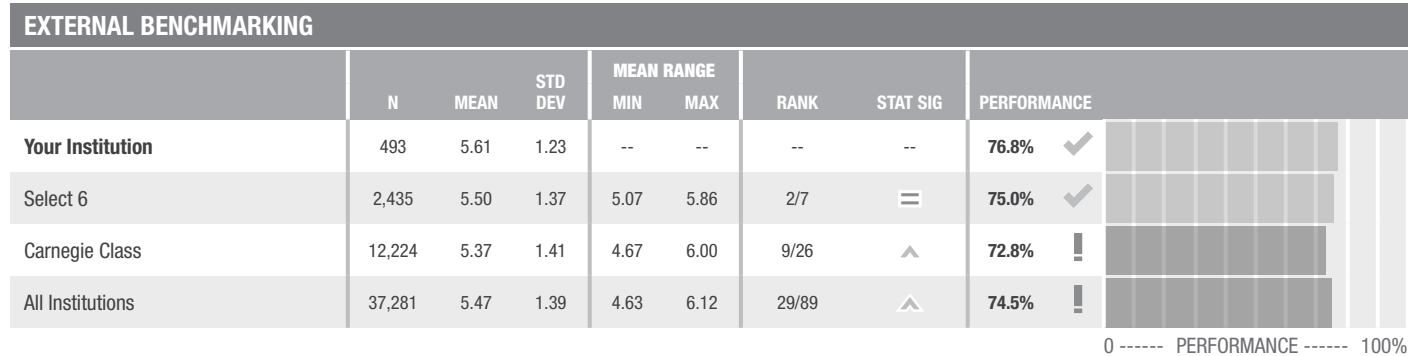
Issue 0%-70%	Needs Work 71%-74%	Good 75%-100%	NR Not Reported NEG Negative Correlation	Lower	Equal	Higher
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FACTOR 7 // Aspects of Dining Service // Q049

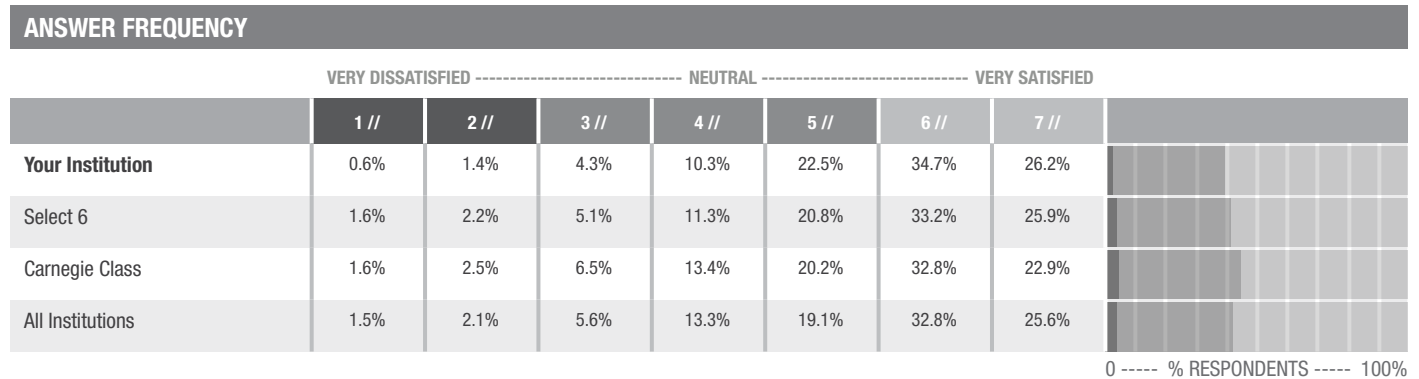
Q049 // How satisfied are you with the eating establishments in the College Union regarding: Dining room cleanliness

A summary of Q049 is provided. Please visit Skyfactor's Online Reporting to understand how different populations perceive this question.

A comparison of your institution's results with your external benchmarking groups is shown below. In addition to current performance, Skyfactor reports the range of means across the external benchmarking groups and the rank of your institution within those groups.



Scaled questions have seven answer options ranging from "1" (least desired response) to "7" (most desired response). Below is the breakdown of your institution's results and the results of your external benchmarking groups.



A longitudinal trend and table for this question is shown below.



✘ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 7 // Aspects of Dining Service // Q050

Q050 // How satisfied are you with the eating establishments in the College Union regarding: Dining room atmosphere

A summary of Q050 is provided. Please visit Skyfactor's Online Reporting to understand how different populations perceive this question.

A comparison of your institution's results with your external benchmarking groups is shown below. In addition to current performance, Skyfactor reports the range of means across the external benchmarking groups and the rank of your institution within those groups.

EXTERNAL BENCHMARKING								
	N	MEAN	STD DEV	MEAN RANGE		RANK	STAT SIG	PERFORMANCE
				MIN	MAX			
Your Institution	493	5.76	1.25	--	--	--	--	79.3% ✓
Select 6	2,417	5.46	1.35	5.13	5.76	1/7	△	74.3% !
Carnegie Class	12,175	5.36	1.39	4.66	6.00	5/26	△	72.7% !
All Institutions	37,123	5.45	1.37	4.66	6.06	15/89	△	74.2% !

0 ----- PERFORMANCE ----- 100%

Scaled questions have seven answer options ranging from "1" (least desired response) to "7" (most desired response). Below is the breakdown of your institution's results and the results of your external benchmarking groups.

ANSWER FREQUENCY								
	VERY DISSATISFIED -----			NEUTRAL -----			VERY SATISFIED	
	1 //	2 //	3 //	4 //	5 //	6 //	7 //	
Your Institution	0.8%	1.6%	3.7%	8.1%	19.1%	34.3%	32.5%	
Select 6	1.5%	2.1%	4.7%	13.9%	20.0%	34.4%	23.4%	
Carnegie Class	1.6%	2.3%	5.8%	15.0%	20.5%	32.5%	22.2%	
All Institutions	1.5%	2.0%	5.0%	15.1%	19.0%	32.7%	24.7%	

0 ----- % RESPONDENTS ----- 100%

A longitudinal trend and table for this question is shown below.

LONGITUDINAL TREND										
	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
Performance	71.2%	71.4%	70.7%	69.4%	73.2%	70.5%	73.1%	--	--	79.3%
Mean	5.27 ▼	5.28 ▼	5.24 ▼	5.17 ▼	5.39 ▼	5.23 ▼	5.38 ▼	--	--	5.76

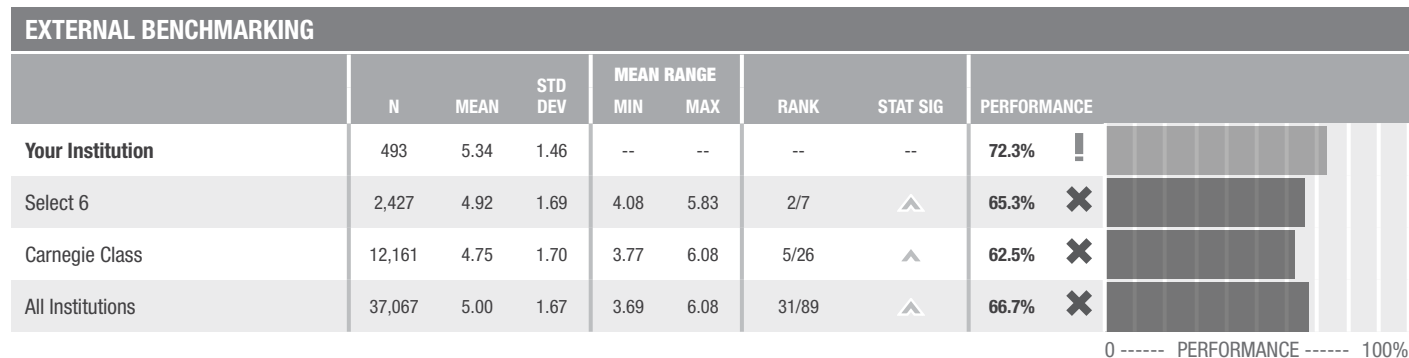
Issue 0%-70%	Needs Work 71%-74%	Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower	= Equal	▲ Higher
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FACTOR 7 // Aspects of Dining Service // Q051

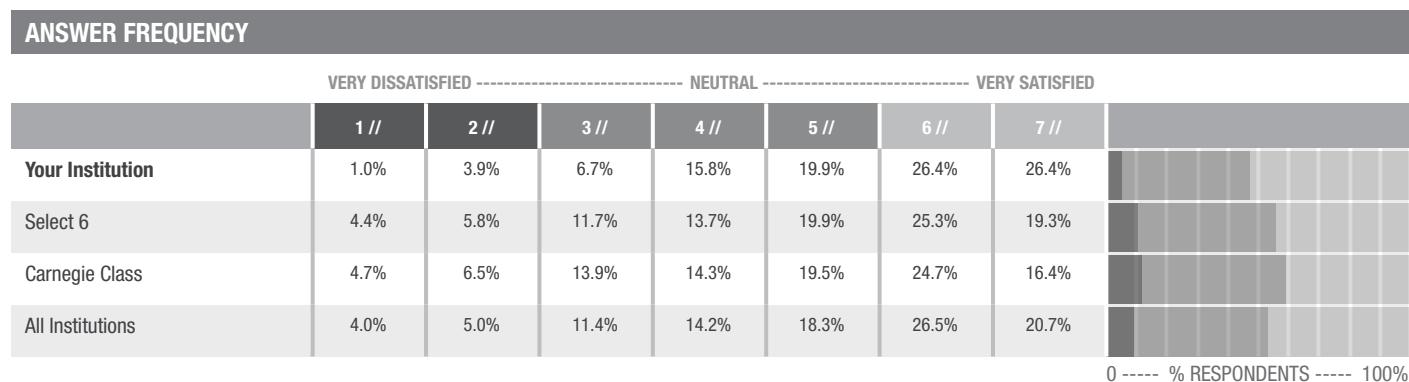
Q051 // How satisfied are you with the eating establishments in the College Union regarding: Dining room seating availability

A summary of Q051 is provided. Please visit Skyfactor's Online Reporting to understand how different populations perceive this question.

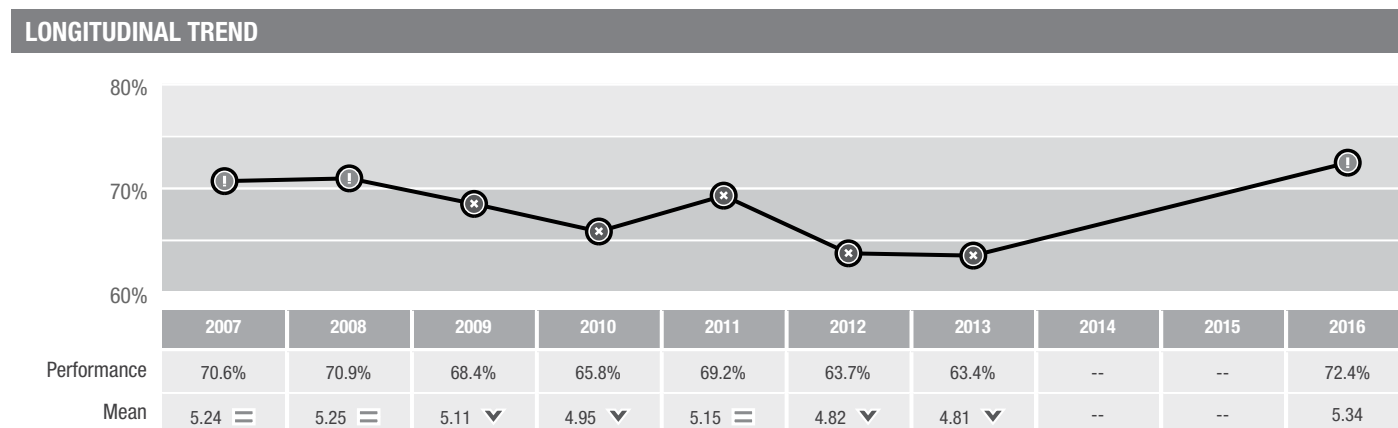
A comparison of your institution's results with your external benchmarking groups is shown below. In addition to current performance, Skyfactor reports the range of means across the external benchmarking groups and the rank of your institution within those groups.



Scaled questions have seven answer options ranging from "1" (least desired response) to "7" (most desired response). Below is the breakdown of your institution's results and the results of your external benchmarking groups.



A longitudinal trend and table for this question is shown below.



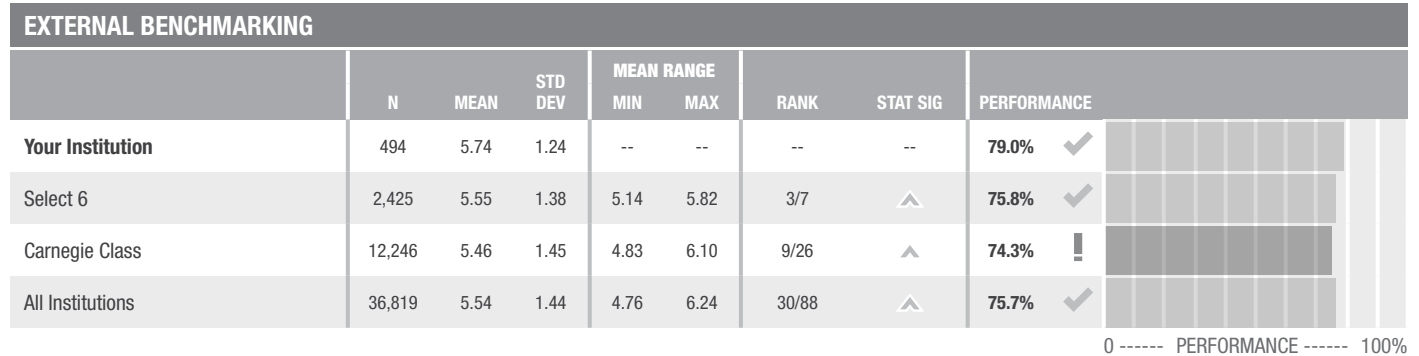
× Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ^ Higher
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FACTOR 7 // Aspects of Dining Service // Q052

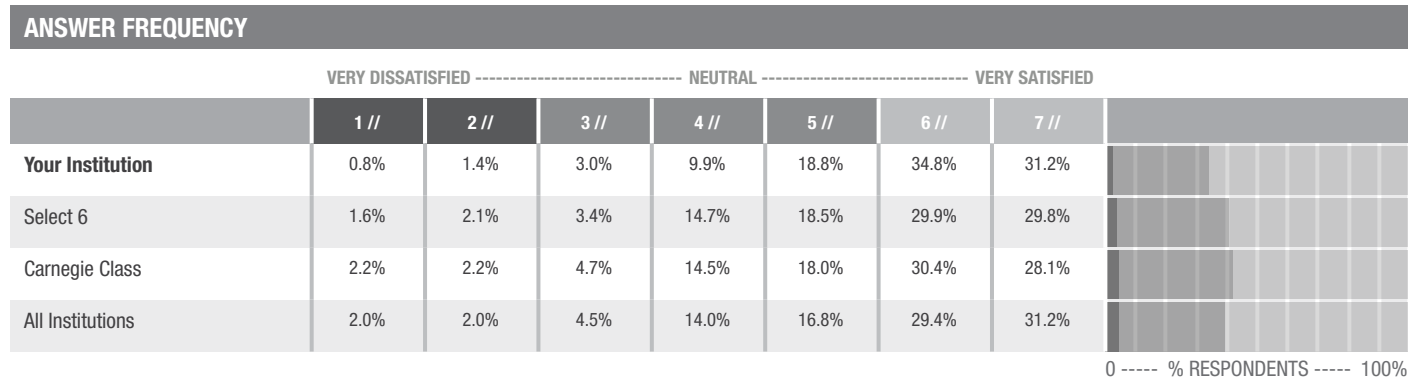
Q052 // How satisfied are you with the eating establishments in the College Union regarding: Courteousness of staff

A summary of Q052 is provided. Please visit Skyfactor's Online Reporting to understand how different populations perceive this question.

A comparison of your institution's results with your external benchmarking groups is shown below. In addition to current performance, Skyfactor reports the range of means across the external benchmarking groups and the rank of your institution within those groups.



Scaled questions have seven answer options ranging from "1" (least desired response) to "7" (most desired response). Below is the breakdown of your institution's results and the results of your external benchmarking groups.



A longitudinal trend and table for this question is shown below.



Issue 0%-70%	Needs Work 71%-74%	Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower	= Equal	▲ Higher
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FACTOR 7 // Aspects of Dining Service // Q053

Q053 // How satisfied are you with the eating establishments in the College Union regarding: Hours of operation

A summary of Q053 is provided. Please visit Skyfactor's Online Reporting to understand how different populations perceive this question.

A comparison of your institution's results with your external benchmarking groups is shown below. In addition to current performance, Skyfactor reports the range of means across the external benchmarking groups and the rank of your institution within those groups.

EXTERNAL BENCHMARKING										
	N	MEAN	STD DEV	MEAN RANGE		RANK	STAT SIG	PERFORMANCE		
				MIN	MAX					
Your Institution	492	5.14	1.64	--	--	--	--	69.0%	✘	
Select 6	2,432	5.01	1.64	4.70	5.28	3/7	=	66.8%	✘	
Carnegie Class	12,271	4.91	1.70	4.10	5.91	10/26	▲	65.2%	✘	
All Institutions	37,556	4.91	1.73	3.39	5.91	27/89	▲	65.2%	✘	

0 ----- PERFORMANCE ----- 100%

Scaled questions have seven answer options ranging from "1" (least desired response) to "7" (most desired response). Below is the breakdown of your institution's results and the results of your external benchmarking groups.

ANSWER FREQUENCY									
	VERY DISSATISFIED -----			NEUTRAL -----			VERY SATISFIED		
	1 //	2 //	3 //	4 //	5 //	6 //	7 //		
Your Institution	4.5%	3.3%	9.1%	12.2%	22.2%	25.0%	23.8%		
Select 6	3.6%	4.8%	11.4%	14.3%	19.6%	25.5%	20.8%		
Carnegie Class	4.7%	5.3%	12.1%	14.3%	18.2%	25.5%	19.9%		
All Institutions	5.0%	5.5%	12.1%	14.5%	16.7%	25.9%	20.2%		

0 ----- % RESPONDENTS ----- 100%

A longitudinal trend and table for this question is shown below.

LONGITUDINAL TREND										
	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
Performance	62.7%	64.4%	65.4%	63.1%	71.3%	69.0%	70.9%	--	--	69.1%
Mean	4.76 ▼	4.86 ▼	4.92 ▼	4.79 ▼	5.28 =	5.14 =	5.26 =	--	--	5.14

Issue 0%-70%	Needs Work 71%-74%	Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower	= Equal	▲ Higher
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FACTOR COMPOSITION

FACTOR PERFORMANCE

EXTERNAL BENCHMARKING

LONGITUDINAL TRENDS

Factors, a composite of scaled questions that explain a larger concept, are utilized in Skyfactor Benchworks' reporting to reduce complexity and strengthen the analysis. Skyfactor provides an in-depth analysis of the factor, Bookstore Staff, in this section of reports.

You are likely referencing this section to better understand this factor due to: 1) this factor is a high predictor; 2) this factor is performing below a desired level; 3) this factor is of special interest to your institution; or 4) this factor is an indicator. Through this analysis (i.e., current performance, external benchmark comparisons, and longitudinal trends), a thorough picture of the factor should emerge, however additional information can be found in Skyfactor Benchworks' Online Reports.

If improving this factor is a goal for your institution, actions should be targeted toward the factor's scaled questions (see list below) which are more tangible and more directly actionable. Analysis for these scaled questions is provided in this section allowing for sufficient understanding; additional information can be found in Skyfactor Benchworks' Online Reports.

FACTOR COMPOSITION

Bookstore Staff // How satisfied are you with the College Union bookstore regarding:

Q054 // Availability of staff to assist you

Q055 // Courteousness of staff

 Issue 0%-70%	 Needs Work 71%-74%	 Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 8 // Bookstore Staff

FACTOR COMPOSITION

FACTOR PERFORMANCE


EXTERNAL BENCHMARKING

LONGITUDINAL TRENDS



There are many pieces of analysis that, when combined, create a comprehensive picture of your institution's performance for this factor. The first analysis to examine is the current performance of the factor. This information, coupled with understanding of individual population perceptions, external benchmarks, longitudinal trends, individual scaled question performance, and other institutional information or assessment is invaluable to constructing an effective Action Plan for improvement.

Factor Performance // Aggregate



Below is your institution's current performance for Bookstore Staff and its scaled questions. While this factor might be difficult to improve directly, improving its scaled questions will likely be easier and will result in an improvement in the factor.

FACTOR PERFORMANCE				
	N	MEAN	STD DEV	PERFORMANCE
Factor 8 // Bookstore Staff	476	5.47	1.20	74.5% 

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE				
	N	MEAN	STD DEV	PERFORMANCE
Q055 // Courteousness of staff	474	5.59	1.25	76.5% 
Q054 // Availability of staff to assist you	472	5.36	1.32	72.7% 

0 ----- PERFORMANCE ----- 100%

 Issue 0%-70%	 Needs Work 71%-74%	 Good 75%-100%	NR Not Reported NEG Negative Correlation	 Lower  Equal  Higher
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FACTOR 8 // Bookstore Staff

FACTOR COMPOSITION

FACTOR PERFORMANCE

EXTERNAL BENCHMARKING

LONGITUDINAL TRENDS

Factor Performance // Key Populations

Key categorical questions have been selected and are reported below. Answer options within each categorical question are divided into two groups in order to facilitate a statistical testing of means; a \wedge designates the population which is statistically higher than the other population, a \vee designates the population that is statistically lower and an $=$ indicates that the populations have statistically equal factor means. Relative population size (% Total) and Performance values for each group are plotted. To review this factor reported by all categorical questions and for all answer options, please refer to the Online Reporting.

If this factor is included in your Action Plan, consider the behavior of these populations to determine if targeted interventions are needed.

WHAT IS YOUR CURRENT ACADEMIC CLASS STANDING?

	N	% TOTAL	STAT SIG	N	MEAN	STD DEV	PERFORMANCE
All Others	287	57.9%	=	275	5.50	1.18	75.0% \checkmark
Freshmen and Sophomores	209	42.1%	=	199	5.44	1.22	74.0% $!$

WHAT IS YOUR GENDER?

	N	% TOTAL	STAT SIG	N	MEAN	STD DEV	PERFORMANCE
Female	291	59.5%	\wedge	278	5.64	1.09	77.3% \checkmark
Male	198	40.5%	\vee	190	5.22	1.30	70.3% $!$

RACE/ETHNICITY (REPORTING ONLY)

	N	% TOTAL	STAT SIG	N	MEAN	STD DEV	PERFORMANCE
White	131	26.3%	=	125	5.61	1.07	76.8% \checkmark
All others	367	73.7%	=	351	5.42	1.24	73.7% $!$

WHAT IS YOUR PLACE OF RESIDENCE?

	N	% TOTAL	STAT SIG	N	MEAN	STD DEV	PERFORMANCE
All other residences	336	68%	=	319	5.50	1.19	75.0% \checkmark
Residence Hall or Fraternity/Sorority	158	32%	=	153	5.42	1.22	73.7% $!$

\times Issue 0%-70%
 $!$ Needs Work 71%-74%
 \checkmark Good 75%-100%
NR Not Reported
NEG Negative Correlation
 \vee Lower $=$ Equal \wedge Higher

FACTOR 8 // Bookstore Staff

FACTOR COMPOSITION

FACTOR PERFORMANCE

EXTERNAL BENCHMARKING

LONGITUDINAL TRENDS

In this report, Skyfactor Benchworks compares your institutional results to your Select 6, Carnegie Class, and all participating institutions for the factor and its scaled questions. A **▲** designates where your institution's mean is statistically higher than the comparative group; a **▼** designates where your institution's mean is statistically lower than the comparative group; and **=** designates where your institution's mean is statistically equal to the comparative group. A ranking of your institution and the external benchmarking groups is also provided. If your institution's performance is below that of an external benchmarking group, use this information to motivate staff that higher performance is possible; but if your institutional performance is higher, celebrate!

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		RANK	STAT SIG	PERFORMANCE	PERFORMANCE									
				MIN	MAX				0 ----- PERFORMANCE ----- 100%									
Your Institution	476	5.47	1.20	--	--	--	--	74.5%	!									
Select 6	1,561	5.57	1.23	5.18	5.89	4/6	=	76.2%	✓									
Carnegie Class	10,694	5.53	1.26	5.03	5.89	16/25	=	75.5%	✓									
All Institutions	32,982	5.64	1.26	4.52	6.15	59/83	▼	77.3%	✓									

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	SELECT 6	CARNEGIE CLASS	ALL INST.	N	MEAN	STD DEV	PERFORMANCE	PERFORMANCE									
	0 ----- PERFORMANCE ----- 100%																
Q055 // Courteousness of staff	=	=	▼	474	5.59	1.25	76.5%	✓									
Q054 // Availability of staff to assist you	=	=	▼	472	5.36	1.32	72.7%	!									

0 ----- PERFORMANCE ----- 100%

Issue 0%-70%	Needs Work 71%-74%	Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower	= Equal	▲ Higher
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FACTOR 8 // Bookstore Staff

FACTOR COMPOSITION

FACTOR PERFORMANCE

EXTERNAL BENCHMARKING

LONGITUDINAL TRENDS

The final analysis for the factor is its performance over time. Longitudinal trends support continuous improvement and are the key to evaluating the success of your institution's action plan for this factor. If your institution's current performance falls short of expectations, review the actions conducted and make adjustments.

If your institution participated in two or more iterations of this assessment, a longitudinal trend is plotted. If your institution did not participate continuously, Skyfactor extrapolated between successive iterations. A **!** designates years where your institution performs statistically higher than the current year; a **✘** designates years where your program is statistically lower in performance; and a **=** represents years that are statistically equal to the current year.

LONGITUDINAL TREND



✘ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower	= Equal	▲ Higher
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FACTOR 8 // Bookstore Staff // Q054

Q054 // How satisfied are you with the College Union bookstore regarding: Availability of staff to assist you

A summary of Q054 is provided. Please visit Skyfactor's Online Reporting to understand how different populations perceive this question.

A comparison of your institution's results with your external benchmarking groups is shown below. In addition to current performance, Skyfactor reports the range of means across the external benchmarking groups and the rank of your institution within those groups.

EXTERNAL BENCHMARKING								
	N	MEAN	STD DEV	MEAN RANGE		RANK	STAT SIG	PERFORMANCE
				MIN	MAX			
Your Institution	472	5.36	1.32	--	--	--	--	72.7%
Select 6	1,543	5.47	1.36	5.05	5.81	4/6	=	74.5%
Carnegie Class	10,569	5.45	1.35	4.93	5.85	16/25	=	74.2%
All Institutions	32,680	5.57	1.35	4.47	6.10	63/83	∇	76.2%

0 ----- PERFORMANCE ----- 100%

Scaled questions have seven answer options ranging from "1" (least desired response) to "7" (most desired response). Below is the breakdown of your institution's results and the results of your external benchmarking groups.

ANSWER FREQUENCY							
	VERY DISSATISFIED -----			NEUTRAL -----		VERY SATISFIED	
	1 //	2 //	3 //	4 //	5 //	6 //	7 //
Your Institution	1.5%	1.3%	4.7%	18.0%	23.7%	29.0%	21.8%
Select 6	1.2%	1.7%	4.4%	16.9%	20.2%	28.7%	26.9%
Carnegie Class	1.3%	1.5%	4.4%	17.7%	20.2%	29.0%	25.9%
All Institutions	1.2%	1.5%	4.0%	16.0%	17.8%	29.0%	30.5%

0 ----- % RESPONDENTS ----- 100%

A longitudinal trend and table for this question is shown below.

LONGITUDINAL TREND										
	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
Performance	69.4%	70.5%	68.1%	67.7%	73.4%	71.8%	69.1%	--	--	72.6%
Mean	5.16 ∇	5.23 =	5.08 ∇	5.06 ∇	5.40 =	5.31 =	5.15 ∇	--	--	5.36

Issue 0%-70%	Needs Work 71%-74%	Good 75%-100%	NR Not Reported NEG Negative Correlation	∇ Lower	= Equal	∧ Higher
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Q055 // How satisfied are you with the College Union bookstore regarding: Courteousness of staff

A summary of Q055 is provided. Please visit Skyfactor's Online Reporting to understand how different populations perceive this question.

A comparison of your institution's results with your external benchmarking groups is shown below. In addition to current performance, Skyfactor reports the range of means across the external benchmarking groups and the rank of your institution within those groups.

EXTERNAL BENCHMARKING								
	N	MEAN	STD DEV	MEAN RANGE		RANK	STAT SIG	PERFORMANCE
				MIN	MAX			
Your Institution	474	5.59	1.25	--	--	--	--	76.5% ✓
Select 6	1,531	5.67	1.28	5.32	5.97	4/6	=	77.8% ✓
Carnegie Class	10,552	5.61	1.32	5.11	5.97	14/25	=	76.8% ✓
All Institutions	32,547	5.72	1.32	4.58	6.20	54/83	∇	78.7% ✓

0 ----- PERFORMANCE ----- 100%

Scaled questions have seven answer options ranging from "1" (least desired response) to "7" (most desired response). Below is the breakdown of your institution's results and the results of your external benchmarking groups.

ANSWER FREQUENCY							
	VERY DISSATISFIED -----			NEUTRAL -----		VERY SATISFIED	
	1 //	2 //	3 //	4 //	5 //	6 //	7 //
Your Institution	0.8%	0.8%	3.4%	14.8%	21.1%	32.1%	27.0%
Select 6	1.0%	1.0%	2.8%	14.9%	17.8%	30.8%	31.7%
Carnegie Class	1.3%	1.1%	3.2%	15.0%	18.3%	31.0%	30.1%
All Institutions	1.2%	1.2%	3.1%	13.4%	16.2%	30.0%	34.9%

0 ----- % RESPONDENTS ----- 100%

A longitudinal trend and table for this question is shown below.



Issue 0%-70%	Needs Work 71%-74%	Good 75%-100%	NR Not Reported NEG Negative Correlation	∇ Lower	= Equal	▲ Higher
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FACTOR 9 // Bookstore Items Variety and Price

FACTOR COMPOSITION

FACTOR PERFORMANCE

EXTERNAL BENCHMARKING

LONGITUDINAL TRENDS

Factors, a composite of scaled questions that explain a larger concept, are utilized in Skyfactor Benchworks' reporting to reduce complexity and strengthen the analysis. Skyfactor provides an in-depth analysis of the factor, Bookstore Items Variety and Price, in this section of reports.

You are likely referencing this section to better understand this factor due to: 1) this factor is a high predictor; 2) this factor is performing below a desired level; 3) this factor is of special interest to your institution; or 4) this factor is an indicator. Through this analysis (i.e., current performance, external benchmark comparisons, and longitudinal trends), a thorough picture of the factor should emerge, however additional information can be found in Skyfactor Benchworks' Online Reports.

If improving this factor is a goal for your institution, actions should be targeted toward the factor's scaled questions (see list below) which are more tangible and more directly actionable. Analysis for these scaled questions is provided in this section allowing for sufficient understanding; additional information can be found in Skyfactor Benchworks' Online Reports.

FACTOR COMPOSITION

Bookstore Items Variety and Price // How satisfied are you with the College Union bookstore regarding:

Q056 // Availability of textbooks

Q057 // Textbook prices

Q058 // Variety of school supplies available

Q059 // School supply prices

Q062 // College/university logo merchandise prices



Issue
0%-70%



Needs Work
71%-74%



Good
75%-100%

NR Not Reported
NEG Negative Correlation

▼ Lower = Equal ▲ Higher

FACTOR 9 // Bookstore Items Variety and Price

FACTOR COMPOSITION

FACTOR PERFORMANCE

EXTERNAL BENCHMARKING


LONGITUDINAL TRENDS

There are many pieces of analysis that, when combined, create a comprehensive picture of your institution's performance for this factor. The first analysis to examine is the current performance of the factor. This information, coupled with understanding of individual population perceptions, external benchmarks, longitudinal trends, individual scaled question performance, and other institutional information or assessment is invaluable to constructing an effective Action Plan for improvement.

Factor Performance // Aggregate






Below is your institution's current performance for Bookstore Items Variety and Price and its scaled questions. While this factor might be difficult to improve directly, improving its scaled questions will likely be easier and will result in an improvement in the factor.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	PERFORMANCE
Factor 9 // Bookstore Items Variety and Price	476	4.56	1.33	59.3% 

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	PERFORMANCE
Q056 // Availability of textbooks	456	5.24	1.46	70.7% 
Q058 // Variety of school supplies available	466	5.17	1.45	69.5% 
Q059 // School supply prices	464	4.37	1.78	56.2% 
Q062 // College/university logo merchandise prices	408	4.10	1.93	51.7% 
Q057 // Textbook prices	461	3.84	1.88	47.3% 

0 ----- PERFORMANCE ----- 100%

 Issue 0%-70%	 Needs Work 71%-74%	 Good 75%-100%	NR Not Reported NEG Negative Correlation	 Lower  Equal  Higher
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FACTOR 9 // Bookstore Items Variety and Price

FACTOR COMPOSITION

FACTOR PERFORMANCE

EXTERNAL BENCHMARKING

LONGITUDINAL TRENDS

Factor Performance // Key Populations

Key categorical questions have been selected and are reported below. Answer options within each categorical question are divided into two groups in order to facilitate a statistical testing of means; a \wedge designates the population which is statistically higher than the other population, a \vee designates the population that is statistically lower and an $=$ indicates that the populations have statistically equal factor means. Relative population size (% Total) and Performance values for each group are plotted. To review this factor reported by all categorical questions and for all answer options, please refer to the Online Reporting.

If this factor is included in your Action Plan, consider the behavior of these populations to determine if targeted interventions are needed.

WHAT IS YOUR CURRENT ACADEMIC CLASS STANDING?

	N	% TOTAL	STAT SIG	N	MEAN	STD DEV	PERFORMANCE
All Others	274	57.9%	=	274	4.57	1.35	59.5% \times
Freshmen and Sophomores	209	42.1%	=	200	4.54	1.30	59.0% \times

100% ----- % TOTAL ----- 0 0 ----- PERFORMANCE ----- 100%

WHAT IS YOUR GENDER?

	N	% TOTAL	STAT SIG	N	MEAN	STD DEV	PERFORMANCE
Female	291	59.5%	=	278	4.64	1.30	60.7% \times
Male	198	40.5%	=	189	4.46	1.34	57.7% \times

100% ----- % TOTAL ----- 0 0 ----- PERFORMANCE ----- 100%

RACE/ETHNICITY (REPORTING ONLY)

	N	% TOTAL	STAT SIG	N	MEAN	STD DEV	PERFORMANCE
All others	367	73.7%	=	352	4.60	1.37	60.0% \times
White	131	26.3%	=	124	4.44	1.19	57.3% \times

100% ----- % TOTAL ----- 0 0 ----- PERFORMANCE ----- 100%

WHAT IS YOUR PLACE OF RESIDENCE?

	N	% TOTAL	STAT SIG	N	MEAN	STD DEV	PERFORMANCE
All other residences	336	68%	=	319	4.58	1.38	59.7% \times
Residence Hall or Fraternity/Sorority	158	32%	=	153	4.50	1.20	58.3% \times

100% ----- % TOTAL ----- 0 0 ----- PERFORMANCE ----- 100%

\times Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	\vee Lower	= Equal	\wedge Higher
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FACTOR 9 // Bookstore Items Variety and Price

FACTOR COMPOSITION

FACTOR PERFORMANCE

EXTERNAL BENCHMARKING

LONGITUDINAL TRENDS

In this report, Skyfactor Benchworks compares your institutional results to your Select 6, Carnegie Class, and all participating institutions for the factor and its scaled questions. A **^** designates where your institution's mean is statistically higher than the comparative group; a **v** designates where your institution's mean is statistically lower than the comparative group; and **=** designates where your institution's mean is statistically equal to the comparative group. A ranking of your institution and the external benchmarking groups is also provided. If your institution's performance is below that of an external benchmarking group, use this information to motivate staff that higher performance is possible; but if your institutional performance is higher, celebrate!

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		RANK	STAT SIG	PERFORMANCE	
				MIN	MAX				
Your Institution	476	4.56	1.33	--	--	--	--	59.3%	✘
Select 6	1,584	4.14	1.29	3.92	4.56	1/6	^	52.3%	✘
Carnegie Class	10,806	4.08	1.29	3.70	4.56	1/25	^	51.3%	✘
All Institutions	33,321	4.16	1.33	3.61	4.92	6/83	^	52.7%	✘

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	SELECT 6	CARNEGIE CLASS	ALL INST.	N	MEAN	STD DEV	PERFORMANCE	
Q056 // Availability of textbooks	^	^	=	456	5.24	1.46	70.7%	!
Q058 // Variety of school supplies available	=	=	=	466	5.17	1.45	69.5%	✘
Q059 // School supply prices	^	^	^	464	4.37	1.78	56.2%	✘
Q062 // College/university logo merchandise prices	^	^	^	408	4.10	1.93	51.7%	✘
Q057 // Textbook prices	^	^	^	461	3.84	1.88	47.3%	✘

0 ----- PERFORMANCE ----- 100%

✘ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	v Lower	= Equal	^ Higher
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FACTOR 9 // Bookstore Items Variety and Price

FACTOR COMPOSITION

FACTOR PERFORMANCE

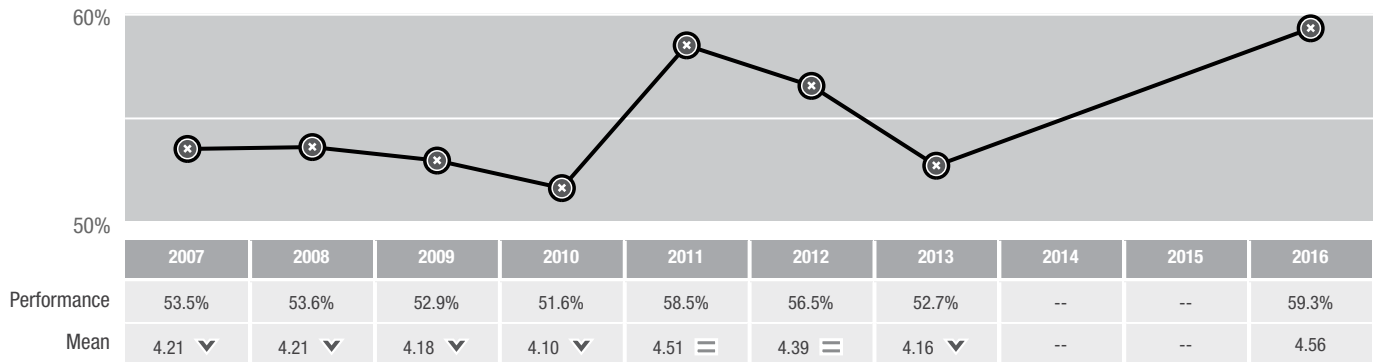
EXTERNAL BENCHMARKING

LONGITUDINAL TRENDS

The final analysis for the factor is its performance over time. Longitudinal trends support continuous improvement and are the key to evaluating the success of your institution's action plan for this factor. If your institution's current performance falls short of expectations, review the actions conducted and make adjustments.

If your institution participated in two or more iterations of this assessment, a longitudinal trend is plotted. If your institution did not participate continuously, Skyfactor extrapolated between successive iterations. A \blacktriangle designates years where your institution performs statistically higher than the current year; a \blacktriangledown designates years where your program is statistically lower in performance; and a \equiv represents years that are statistically equal to the current year.

LONGITUDINAL TREND



\times Issue 0%-70%	$!$ Needs Work 71%-74%	\checkmark Good 75%-100%	NR Not Reported NEG Negative Correlation	\blacktriangledown Lower	\equiv Equal	\blacktriangle Higher
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FACTOR 9 // Bookstore Items Variety and Price // Q056

Q056 // How satisfied are you with the College Union bookstore regarding: Availability of textbooks

A summary of Q056 is provided. Please visit Skyfactor's Online Reporting to understand how different populations perceive this question.

A comparison of your institution's results with your external benchmarking groups is shown below. In addition to current performance, Skyfactor reports the range of means across the external benchmarking groups and the rank of your institution within those groups.

EXTERNAL BENCHMARKING								
	N	MEAN	STD DEV	MEAN RANGE		RANK	STAT SIG	PERFORMANCE
				MIN	MAX			
Your Institution	456	5.24	1.46	--	--	--	--	70.7% !
Select 6	1,454	5.05	1.52	4.95	5.26	2/6	^	67.5% ✘
Carnegie Class	10,118	5.02	1.53	4.48	5.54	2/25	^	67.0% ✘
All Institutions	31,358	5.14	1.55	4.25	5.89	28/83	=	69.0% ✘

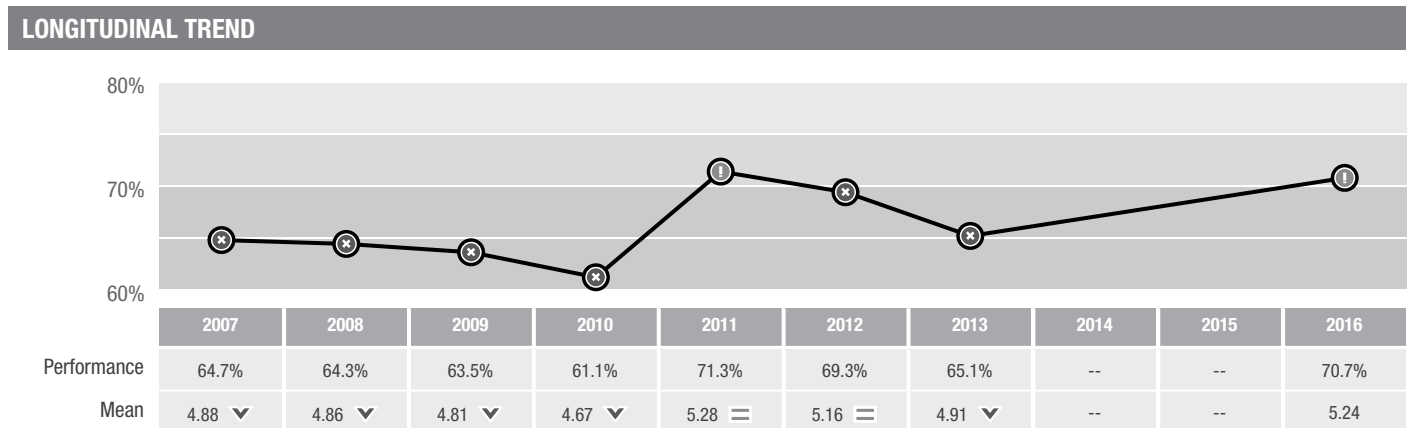
0 ----- PERFORMANCE ----- 100%

Scaled questions have seven answer options ranging from "1" (least desired response) to "7" (most desired response). Below is the breakdown of your institution's results and the results of your external benchmarking groups.

ANSWER FREQUENCY							
	VERY DISSATISFIED			NEUTRAL		VERY SATISFIED	
	1 //	2 //	3 //	4 //	5 //	6 //	7 //
Your Institution	2.4%	2.6%	5.3%	18.6%	23.0%	25.2%	22.8%
Select 6	2.9%	3.4%	9.1%	18.9%	20.2%	27.2%	18.2%
Carnegie Class	3.1%	3.2%	9.4%	19.4%	19.9%	26.8%	18.2%
All Institutions	2.9%	3.1%	8.4%	18.7%	18.2%	26.8%	21.9%

0 ----- % RESPONDENTS ----- 100%

A longitudinal trend and table for this question is shown below.



✘ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower	= Equal	▲ Higher
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FACTOR 9 // Bookstore Items Variety and Price // Q057

Q057 // How satisfied are you with the College Union bookstore regarding: Textbook prices

A summary of Q057 is provided. Please visit Skyfactor's Online Reporting to understand how different populations perceive this question.

A comparison of your institution's results with your external benchmarking groups is shown below. In addition to current performance, Skyfactor reports the range of means across the external benchmarking groups and the rank of your institution within those groups.

EXTERNAL BENCHMARKING								
	N	MEAN	STD DEV	MEAN RANGE		RANK	STAT SIG	PERFORMANCE
				MIN	MAX			
Your Institution	461	3.84	1.88	--	--	--	--	47.3% ✘
Select 6	1,479	2.89	1.81	2.57	3.84	1/6	▲	31.5% ✘
Carnegie Class	10,287	2.78	1.79	2.33	3.84	1/25	▲	29.7% ✘
All Institutions	31,121	2.94	1.86	2.07	4.93	7/82	▲	32.3% ✘

0 ----- PERFORMANCE ----- 100%

Scaled questions have seven answer options ranging from "1" (least desired response) to "7" (most desired response). Below is the breakdown of your institution's results and the results of your external benchmarking groups.

ANSWER FREQUENCY								
	VERY DISSATISFIED -----			NEUTRAL -----		VERY SATISFIED		
	1 //	2 //	3 //	4 //	5 //	6 //	7 //	
Your Institution	15.0%	12.8%	16.7%	16.9%	15.0%	14.5%	9.1%	
Select 6	33.9%	14.5%	16.0%	14.7%	10.2%	6.8%	3.9%	
Carnegie Class	34.5%	16.4%	15.8%	14.0%	8.3%	6.7%	4.3%	
All Institutions	32.4%	15.9%	15.9%	14.1%	8.7%	7.4%	5.5%	

0 ----- % RESPONDENTS ----- 100%

A longitudinal trend and table for this question is shown below.

LONGITUDINAL TREND										
	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
Performance	37.4%	38.4%	39.4%	37.5%	44.4%	40.4%	37.1%	--	--	47.4%
Mean	3.24 ▼	3.30 ▼	3.36 ▼	3.25 ▼	3.67 =	3.43 ▼	3.23 ▼	--	--	3.84

✘ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower	= Equal	▲ Higher
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FACTOR 9 // Bookstore Items Variety and Price // Q058

Q058 // How satisfied are you with the College Union bookstore regarding: Variety of school supplies available

A summary of Q058 is provided. Please visit Skyfactor's Online Reporting to understand how different populations perceive this question.

A comparison of your institution's results with your external benchmarking groups is shown below. In addition to current performance, Skyfactor reports the range of means across the external benchmarking groups and the rank of your institution within those groups.

EXTERNAL BENCHMARKING										
	N	MEAN	STD DEV	MEAN RANGE		RANK	STAT SIG	PERFORMANCE		
				MIN	MAX					
Your Institution	466	5.17	1.45	--	--	--	--	69.5%	✘	
Select 6	1,501	5.23	1.41	4.80	5.58	3/6	=	70.5%	!	
Carnegie Class	10,386	5.19	1.46	4.64	5.75	12/25	=	69.8%	✘	
All Institutions	31,889	5.19	1.48	4.37	5.75	43/83	=	69.8%	✘	

0 ----- PERFORMANCE ----- 100%

Scaled questions have seven answer options ranging from "1" (least desired response) to "7" (most desired response). Below is the breakdown of your institution's results and the results of your external benchmarking groups.

ANSWER FREQUENCY									
	VERY DISSATISFIED -----			NEUTRAL -----			VERY SATISFIED		
	1 //	2 //	3 //	4 //	5 //	6 //	7 //		
Your Institution	2.1%	2.4%	7.7%	19.3%	21.5%	26.6%	20.4%		
Select 6	2.3%	1.9%	5.5%	19.5%	23.7%	26.2%	21.1%		
Carnegie Class	2.2%	3.1%	6.4%	18.5%	22.1%	26.8%	20.8%		
All Institutions	2.3%	3.1%	6.5%	19.3%	20.9%	26.2%	21.8%		

0 ----- % RESPONDENTS ----- 100%

A longitudinal trend and table for this question is shown below.

LONGITUDINAL TREND										
	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
Performance	68.1%	67.9%	64.3%	62.5%	70.5%	69.0%	66.7%	--	--	69.5%
Mean	5.09 =	5.08 =	4.86 ▼	4.75 ▼	5.23 =	5.14 =	5.00 =	--	--	5.17

Issue 0%-70%	Needs Work 71%-74%	Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower	= Equal	▲ Higher
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FACTOR 9 // Bookstore Items Variety and Price // Q059

Q059 // How satisfied are you with the College Union bookstore regarding: School supply prices

A summary of Q059 is provided. Please visit Skyfactor's Online Reporting to understand how different populations perceive this question.

A comparison of your institution's results with your external benchmarking groups is shown below. In addition to current performance, Skyfactor reports the range of means across the external benchmarking groups and the rank of your institution within those groups.

EXTERNAL BENCHMARKING									
	N	MEAN	STD DEV	MEAN RANGE		RANK	STAT SIG	PERFORMANCE	
				MIN	MAX				
Your Institution	464	4.37	1.78	--	--	--	--	56.2%	✘
Select 6	1,504	3.74	1.83	3.37	4.37	1/6	▲	45.7%	✘
Carnegie Class	10,370	3.67	1.81	3.11	4.37	1/25	▲	44.5%	✘
All Institutions	31,758	3.73	1.83	3.00	5.04	4/83	▲	45.5%	✘

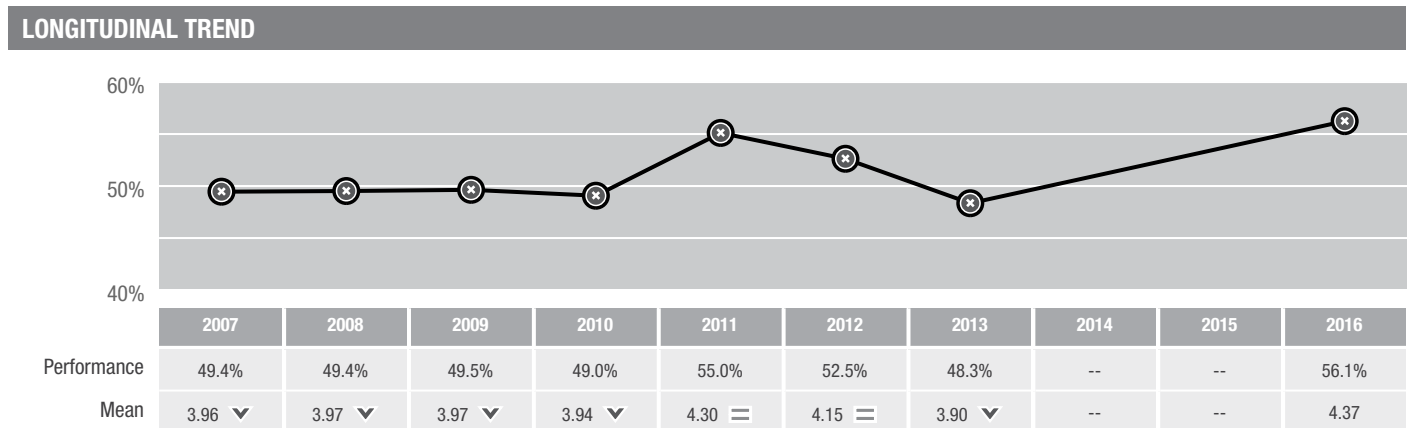
0 ----- PERFORMANCE ----- 100%

Scaled questions have seven answer options ranging from "1" (least desired response) to "7" (most desired response). Below is the breakdown of your institution's results and the results of your external benchmarking groups.

ANSWER FREQUENCY								
	VERY DISSATISFIED ----- NEUTRAL ----- VERY SATISFIED							
	1 //	2 //	3 //	4 //	5 //	6 //	7 //	
Your Institution	8.8%	7.5%	14.4%	19.6%	20.3%	15.3%	14.0%	
Select 6	16.4%	11.9%	16.6%	18.9%	15.2%	14.4%	6.5%	
Carnegie Class	16.2%	11.8%	18.1%	19.8%	14.8%	12.3%	6.9%	
All Institutions	15.9%	11.7%	18.1%	19.7%	14.2%	12.5%	7.9%	

0 ----- % RESPONDENTS ----- 100%

A longitudinal trend and table for this question is shown below.



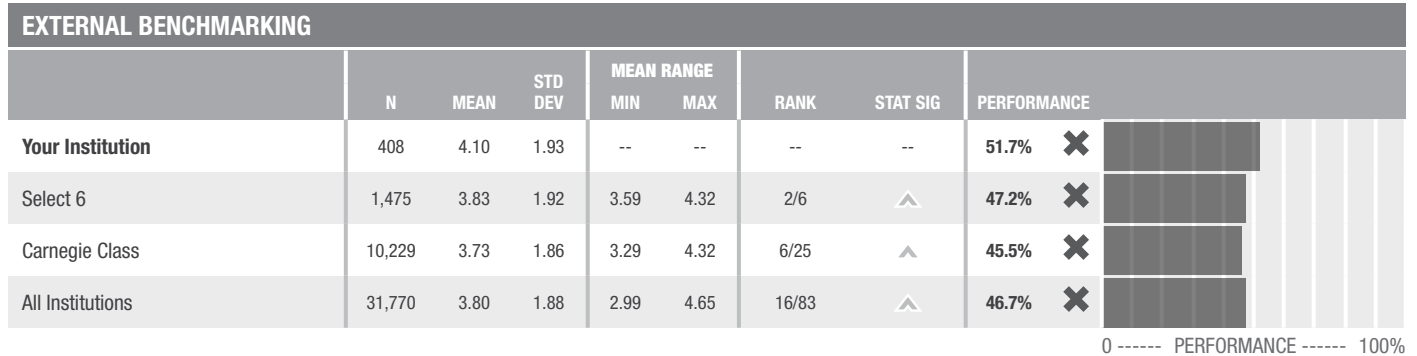
✘ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower	= Equal	▲ Higher
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FACTOR 9 // Bookstore Items Variety and Price // Q062

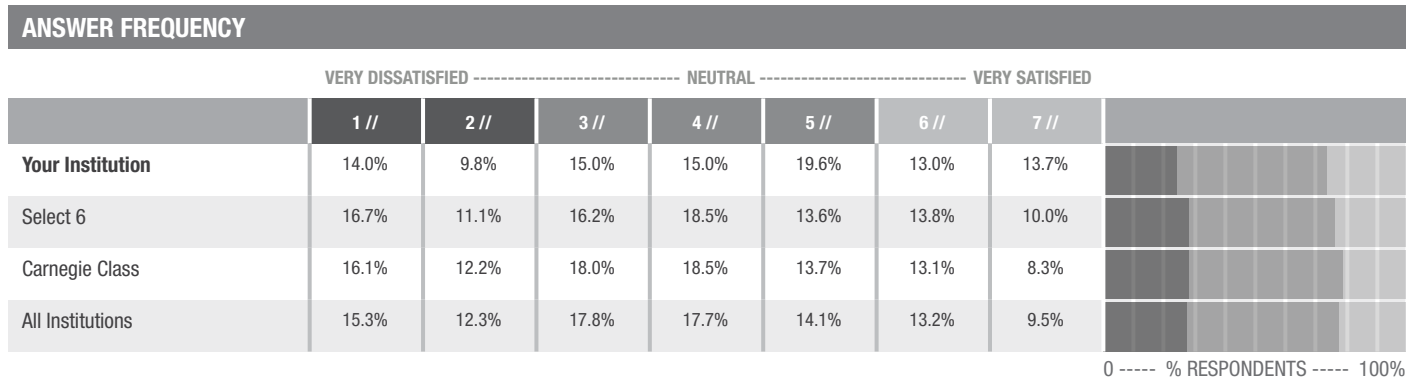
Q062 // How satisfied are you with the College Union bookstore regarding: College/university logo merchandise prices

A summary of Q062 is provided. Please visit Skyfactor's Online Reporting to understand how different populations perceive this question.

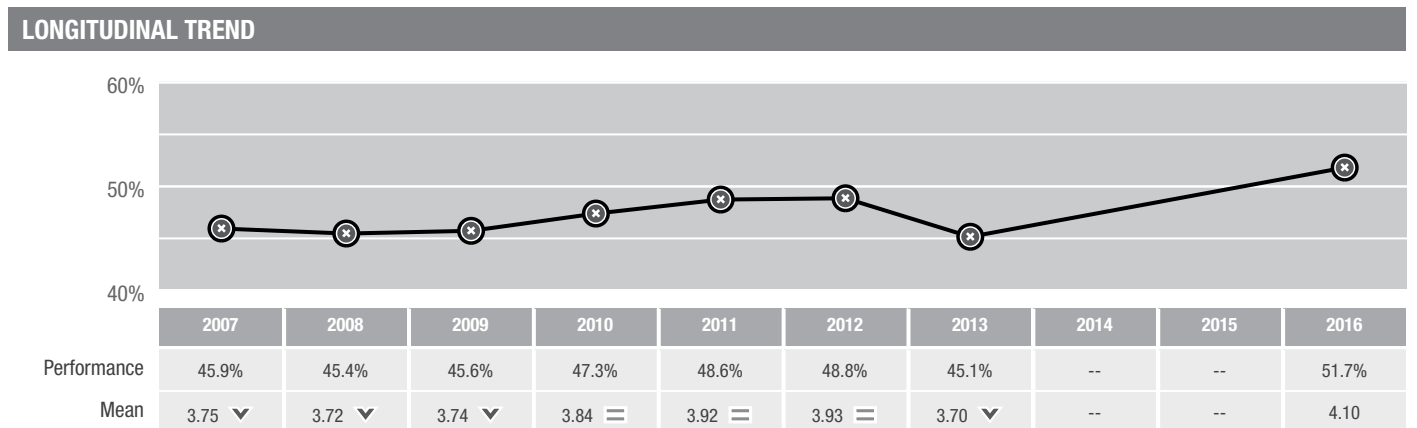
A comparison of your institution's results with your external benchmarking groups is shown below. In addition to current performance, Skyfactor reports the range of means across the external benchmarking groups and the rank of your institution within those groups.



Scaled questions have seven answer options ranging from "1" (least desired response) to "7" (most desired response). Below is the breakdown of your institution's results and the results of your external benchmarking groups.



A longitudinal trend and table for this question is shown below.



✘ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower	= Equal	▲ Higher
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FACTOR 10 // Union Cleanliness

FACTOR COMPOSITION

FACTOR PERFORMANCE

EXTERNAL BENCHMARKING

LONGITUDINAL TRENDS

Factors, a composite of scaled questions that explain a larger concept, are utilized in Skyfactor Benchworks' reporting to reduce complexity and strengthen the analysis. Skyfactor provides an in-depth analysis of the factor, Union Cleanliness, in this section of reports.

You are likely referencing this section to better understand this factor due to: 1) this factor is a high predictor; 2) this factor is performing below a desired level; 3) this factor is of special interest to your institution; or 4) this factor is an indicator. Through this analysis (i.e., current performance, external benchmark comparisons, and longitudinal trends), a thorough picture of the factor should emerge, however additional information can be found in Skyfactor Benchworks' Online Reports.

If improving this factor is a goal for your institution, actions should be targeted toward the factor's scaled questions (see list below) which are more tangible and more directly actionable. Analysis for these scaled questions is provided in this section allowing for sufficient understanding; additional information can be found in Skyfactor Benchworks' Online Reports.

FACTOR COMPOSITION

Union Cleanliness // How satisfied are you with the quality of the following aspects of the College Union environment:

Q063 // Cleanliness of entrances

Q064 // Cleanliness of hallways

Q065 // Cleanliness of restrooms

Q066 // Atmosphere



Issue
0%-70%



Needs Work
71%-74%



Good
75%-100%

NR Not Reported
NEG Negative Correlation

▼ Lower = Equal ▲ Higher

FACTOR 10 // Union Cleanliness

FACTOR COMPOSITION

FACTOR PERFORMANCE

EXTERNAL BENCHMARKING

LONGITUDINAL TRENDS

There are many pieces of analysis that, when combined, create a comprehensive picture of your institution's performance for this factor. The first analysis to examine is the current performance of the factor. This information, coupled with understanding of individual population perceptions, external benchmarks, longitudinal trends, individual scaled question performance, and other institutional information or assessment is invaluable to constructing an effective Action Plan for improvement.

Factor Performance // Aggregate

Below is your institution's current performance for Union Cleanliness and its scaled questions. While this factor might be difficult to improve directly, improving its scaled questions will likely be easier and will result in an improvement in the factor.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	PERFORMANCE
Factor 10 // Union Cleanliness	497	6.08	0.96	84.7% ✓

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	PERFORMANCE
Q066 // Atmosphere	496	6.10	1.13	85.0% ✓
Q065 // Cleanliness of restrooms	494	6.10	1.11	85.0% ✓
Q064 // Cleanliness of hallways	497	6.08	1.05	84.7% ✓
Q063 // Cleanliness of entrances	497	6.02	1.14	83.7% ✓

0 ----- PERFORMANCE ----- 100%

Issue 0%-70%	Needs Work 71%-74%	Good 75%-100%	NR Not Reported NEG Negative Correlation	Lower Equal Higher
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FACTOR COMPOSITION

FACTOR PERFORMANCE

EXTERNAL BENCHMARKING

LONGITUDINAL TRENDS

Factor Performance // Key Populations

Key categorical questions have been selected and are reported below. Answer options within each categorical question are divided into two groups in order to facilitate a statistical testing of means; a \wedge designates the population which is statistically higher than the other population, a ∇ designates the population that is statistically lower and an $=$ indicates that the populations have statistically equal factor means. Relative population size (% Total) and Performance values for each group are plotted. To review this factor reported by all categorical questions and for all answer options, please refer to the Online Reporting.

If this factor is included in your Action Plan, consider the behavior of these populations to determine if targeted interventions are needed.

WHAT IS YOUR CURRENT ACADEMIC CLASS STANDING?

	N	% TOTAL	STAT SIG	N	MEAN	STD DEV	PERFORMANCE	
All Others	287	57.9%	=	287	6.09	0.97	84.8%	\checkmark
Freshmen and Sophomores	209	42.1%	=	208	6.07	0.94	84.5%	\checkmark

100% ----- % TOTAL ----- 0 0 ----- PERFORMANCE ----- 100%

WHAT IS YOUR GENDER?

	N	% TOTAL	STAT SIG	N	MEAN	STD DEV	PERFORMANCE	
Female	291	59.5%	\wedge	290	6.20	0.90	86.7%	\checkmark
Male	198	40.5%	∇	198	5.90	1.00	81.7%	\checkmark

100% ----- % TOTAL ----- 0 0 ----- PERFORMANCE ----- 100%

RACE/ETHNICITY (REPORTING ONLY)

	N	% TOTAL	STAT SIG	N	MEAN	STD DEV	PERFORMANCE	
White	131	26.3%	=	131	6.08	0.93	84.7%	\checkmark
All others	367	73.7%	=	366	6.08	0.97	84.7%	\checkmark

100% ----- % TOTAL ----- 0 0 ----- PERFORMANCE ----- 100%

WHAT IS YOUR PLACE OF RESIDENCE?

	N	% TOTAL	STAT SIG	N	MEAN	STD DEV	PERFORMANCE	
All other residences	336	68%	=	336	6.13	0.94	85.5%	\checkmark
Residence Hall or Fraternity/Sorority	158	32%	=	157	5.97	0.98	82.8%	\checkmark

100% ----- % TOTAL ----- 0 0 ----- PERFORMANCE ----- 100%

 Issue 0%-70%	 Needs Work 71%-74%	 Good 75%-100%	NR Not Reported NEG Negative Correlation	∇ Lower	= Equal	\wedge Higher
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FACTOR 10 // Union Cleanliness

FACTOR COMPOSITION

FACTOR PERFORMANCE

EXTERNAL BENCHMARKING

LONGITUDINAL TRENDS

In this report, Skyfactor Benchworks compares your institutional results to your Select 6, Carnegie Class, and all participating institutions for the factor and its scaled questions. A \blacktriangle designates where your institution's mean is statistically higher than the comparative group; a \blacktriangledown designates where your institution's mean is statistically lower than the comparative group; and \equiv designates where your institution's mean is statistically equal to the comparative group. A ranking of your institution and the external benchmarking groups is also provided. If your institution's performance is below that of an external benchmarking group, use this information to motivate staff that higher performance is possible; but if your institutional performance is higher, celebrate!

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		RANK	STAT SIG	PERFORMANCE	
				MIN	MAX				
Your Institution	497	6.08	0.96	--	--	--	--	84.7%	\checkmark
Select 6	2,447	5.91	1.07	5.45	6.21	3/7	\blacktriangle	81.8%	\checkmark
Carnegie Class	12,473	5.77	1.12	5.13	6.21	4/26	\blacktriangle	79.5%	\checkmark
All Institutions	38,463	5.92	1.08	5.13	6.43	22/90	\blacktriangle	82.0%	\checkmark

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	SELECT 6	CARNEGIE CLASS	ALL INST.	N	MEAN	STD DEV	PERFORMANCE	
Q066 // Atmosphere	\blacktriangle	\blacktriangle	\blacktriangle	496	6.10	1.13	85.0%	\checkmark
Q065 // Cleanliness of restrooms	\blacktriangle	\blacktriangle	\blacktriangle	494	6.10	1.11	85.0%	\checkmark
Q064 // Cleanliness of hallways	\equiv	\blacktriangle	\equiv	497	6.08	1.05	84.7%	\checkmark
Q063 // Cleanliness of entrances	\equiv	\blacktriangle	\equiv	497	6.02	1.14	83.7%	\checkmark

0 ----- PERFORMANCE ----- 100%

 Issue 0%-70%	 Needs Work 71%-74%	 Good 75%-100%	NR Not Reported NEG Negative Correlation	\blacktriangledown Lower	\equiv Equal	\blacktriangle Higher
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FACTOR 10 // Union Cleanliness

FACTOR COMPOSITION

FACTOR PERFORMANCE

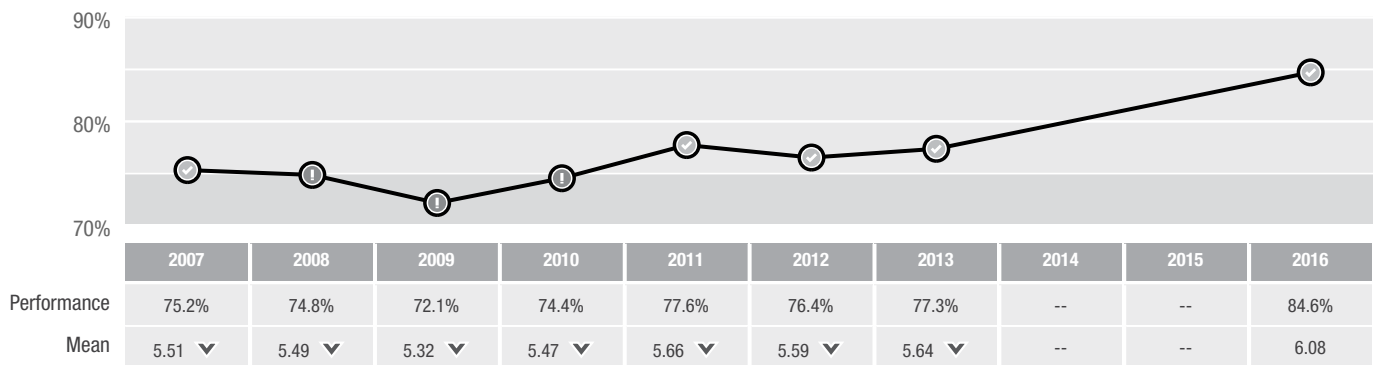
EXTERNAL BENCHMARKING

LONGITUDINAL TRENDS

The final analysis for the factor is its performance over time. Longitudinal trends support continuous improvement and are the key to evaluating the success of your institution's action plan for this factor. If your institution's current performance falls short of expectations, review the actions conducted and make adjustments.

If your institution participated in two or more iterations of this assessment, a longitudinal trend is plotted. If your institution did not participate continuously, Skyfactor extrapolated between successive iterations. A **▲** designates years where your institution performs statistically higher than the current year; a **▼** designates years where your program is statistically lower in performance; and a **≡** represents years that are statistically equal to the current year.

LONGITUDINAL TREND



✘ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower	≡ Equal	▲ Higher
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Q063 // How satisfied are you with the quality of the following aspects of the College Union environment: Cleanliness of entrances

A summary of Q063 is provided. Please visit Skyfactor's Online Reporting to understand how different populations perceive this question.

A comparison of your institution's results with your external benchmarking groups is shown below. In addition to current performance, Skyfactor reports the range of means across the external benchmarking groups and the rank of your institution within those groups.

EXTERNAL BENCHMARKING								
	N	MEAN	STD DEV	MEAN RANGE		RANK	STAT SIG	PERFORMANCE
				MIN	MAX			
Your Institution	497	6.02	1.14	--	--	--	--	83.7% ✓
Select 6	2,439	5.96	1.17	5.43	6.27	4/7	=	82.7% ✓
Carnegie Class	12,442	5.86	1.20	5.19	6.27	10/26	^	81.0% ✓
All Institutions	38,342	5.97	1.17	5.19	6.51	41/90	=	82.8% ✓

0 ----- PERFORMANCE ----- 100%

Scaled questions have seven answer options ranging from "1" (least desired response) to "7" (most desired response). Below is the breakdown of your institution's results and the results of your external benchmarking groups.

ANSWER FREQUENCY								
	VERY DISSATISFIED -----			NEUTRAL -----			VERY SATISFIED	
	1 //	2 //	3 //	4 //	5 //	6 //	7 //	
Your Institution	0.6%	0.6%	2.4%	6.4%	14.7%	32.8%	42.5%	
Select 6	0.7%	0.7%	2.0%	8.7%	15.2%	31.4%	41.3%	
Carnegie Class	0.6%	0.9%	2.4%	10.1%	16.1%	32.6%	37.2%	
All Institutions	0.6%	0.7%	1.9%	9.5%	14.2%	31.1%	42.0%	

0 ----- % RESPONDENTS ----- 100%

A longitudinal trend and table for this question is shown below.

LONGITUDINAL TREND										
	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
Performance	76.0%	75.7%	72.0%	74.2%	77.0%	77.2%	77.4%	--	--	83.7%
Mean	5.56 ▼	5.54 ▼	5.32 ▼	5.45 ▼	5.62 ▼	5.63 ▼	5.65 ▼	--	--	6.02

Issue 0%-70%	Needs Work 71%-74%	Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower	= Equal	▲ Higher
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Q064 // How satisfied are you with the quality of the following aspects of the College Union environment: Cleanliness of hallways

A summary of Q064 is provided. Please visit Skyfactor's Online Reporting to understand how different populations perceive this question.

A comparison of your institution's results with your external benchmarking groups is shown below. In addition to current performance, Skyfactor reports the range of means across the external benchmarking groups and the rank of your institution within those groups.

EXTERNAL BENCHMARKING								
	N	MEAN	STD DEV	MEAN RANGE		RANK	STAT SIG	PERFORMANCE
				MIN	MAX			
Your Institution	497	6.08	1.05	--	--	--	--	84.7% ✓
Select 6	2,432	6.03	1.13	5.53	6.29	4/7	=	83.8% ✓
Carnegie Class	12,377	5.90	1.18	5.26	6.30	10/26	^	81.7% ✓
All Institutions	38,150	6.03	1.13	5.26	6.55	37/90	=	83.8% ✓

0 ----- PERFORMANCE ----- 100%

Scaled questions have seven answer options ranging from "1" (least desired response) to "7" (most desired response). Below is the breakdown of your institution's results and the results of your external benchmarking groups.

ANSWER FREQUENCY								
	VERY DISSATISFIED -----			NEUTRAL -----			VERY SATISFIED	
	1 //	2 //	3 //	4 //	5 //	6 //	7 //	
Your Institution	0.2%	0.6%	1.6%	6.4%	13.1%	35.4%	42.7%	
Select 6	0.6%	0.5%	1.6%	8.4%	13.7%	32.3%	43.0%	
Carnegie Class	0.6%	0.8%	2.0%	9.9%	15.0%	33.5%	38.2%	
All Institutions	0.5%	0.6%	1.5%	8.8%	13.3%	31.9%	43.5%	

0 ----- % RESPONDENTS ----- 100%

A longitudinal trend and table for this question is shown below.



Issue 0%-70%	Needs Work 71%-74%	Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower	= Equal	▲ Higher
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Q065 // How satisfied are you with the quality of the following aspects of the College Union environment: Cleanliness of restrooms

A summary of Q065 is provided. Please visit Skyfactor's Online Reporting to understand how different populations perceive this question.

A comparison of your institution's results with your external benchmarking groups is shown below. In addition to current performance, Skyfactor reports the range of means across the external benchmarking groups and the rank of your institution within those groups.

EXTERNAL BENCHMARKING								
	N	MEAN	STD DEV	MEAN RANGE		RANK	STAT SIG	PERFORMANCE
				MIN	MAX			
Your Institution	494	6.10	1.11	--	--	--	--	85.0% ✓
Select 6	2,409	5.79	1.33	5.31	6.12	3/7	▲	79.8% ✓
Carnegie Class	12,281	5.57	1.45	4.87	6.14	4/26	▲	76.2% ✓
All Institutions	37,908	5.81	1.36	4.87	6.52	20/90	▲	80.2% ✓

0 ----- PERFORMANCE ----- 100%

Scaled questions have seven answer options ranging from "1" (least desired response) to "7" (most desired response). Below is the breakdown of your institution's results and the results of your external benchmarking groups.

ANSWER FREQUENCY								
	VERY DISSATISFIED -----			NEUTRAL -----			VERY SATISFIED	
	1 //	2 //	3 //	4 //	5 //	6 //	7 //	
Your Institution	0.2%	0.6%	2.8%	5.7%	13.8%	29.8%	47.2%	
Select 6	0.9%	1.9%	4.2%	9.1%	16.2%	29.7%	37.9%	
Carnegie Class	1.7%	2.4%	6.0%	10.5%	16.6%	30.5%	32.3%	
All Institutions	1.4%	1.6%	4.2%	9.2%	14.1%	30.2%	39.3%	

0 ----- % RESPONDENTS ----- 100%

A longitudinal trend and table for this question is shown below.

LONGITUDINAL TREND										
	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
Performance	72.4%	70.8%	70.4%	73.3%	76.2%	74.3%	74.6%	--	--	85.0%
Mean	5.34 ▼	5.25 ▼	5.22 ▼	5.40 ▼	5.57 ▼	5.46 ▼	5.48 ▼	--	--	6.10

Issue 0%-70%	Needs Work 71%-74%	Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower	= Equal	▲ Higher
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**Q066 // How satisfied are you with the quality of the following aspects of the College Union environment:
Atmosphere**

A summary of Q066 is provided. Please visit Skyfactor's Online Reporting to understand how different populations perceive this question.

A comparison of your institution's results with your external benchmarking groups is shown below. In addition to current performance, Skyfactor reports the range of means across the external benchmarking groups and the rank of your institution within those groups.

EXTERNAL BENCHMARKING								
	N	MEAN	STD DEV	MEAN RANGE		RANK	STAT SIG	PERFORMANCE
				MIN	MAX			
Your Institution	496	6.10	1.13	--	--	--	--	85.0% ✓
Select 6	2,423	5.88	1.22	5.51	6.17	2/7	▲	81.3% ✓
Carnegie Class	12,368	5.76	1.25	5.20	6.29	7/26	▲	79.3% ✓
All Institutions	36,679	5.86	1.23	5.19	6.35	16/88	▲	81.0% ✓

0 ----- PERFORMANCE ----- 100%

Scaled questions have seven answer options ranging from "1" (least desired response) to "7" (most desired response). Below is the breakdown of your institution's results and the results of your external benchmarking groups.

ANSWER FREQUENCY								
	VERY DISSATISFIED -----			NEUTRAL -----			VERY SATISFIED	
	1 //	2 //	3 //	4 //	5 //	6 //	7 //	
Your Institution	0.2%	1.4%	2.4%	5.4%	10.9%	33.5%	46.2%	
Select 6	0.8%	0.8%	2.4%	10.3%	15.1%	32.4%	38.2%	
Carnegie Class	0.8%	1.2%	2.9%	11.6%	15.7%	33.7%	34.1%	
All Institutions	0.7%	1.0%	2.4%	11.1%	14.3%	32.8%	37.6%	

0 ----- % RESPONDENTS ----- 100%

A longitudinal trend and table for this question is shown below.

LONGITUDINAL TREND										
	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
Performance	75.6%	75.9%	73.2%	75.2%	78.6%	76.2%	78.2%	--	--	85.1%
Mean	5.54 ▼	5.55 ▼	5.39 ▼	5.51 ▼	5.72 ▼	5.57 ▼	5.69 ▼	--	--	6.10

Issue 0%-70%	Needs Work 71%-74%	Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower	= Equal	▲ Higher
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FACTOR COMPOSITION

FACTOR PERFORMANCE

EXTERNAL BENCHMARKING

LONGITUDINAL TRENDS

Factors, a composite of scaled questions that explain a larger concept, are utilized in Skyfactor Benchworks' reporting to reduce complexity and strengthen the analysis. Skyfactor provides an in-depth analysis of the factor, Union Staff, in this section of reports.

You are likely referencing this section to better understand this factor due to: 1) this factor is a high predictor; 2) this factor is performing below a desired level; 3) this factor is of special interest to your institution; or 4) this factor is an indicator. Through this analysis (i.e., current performance, external benchmark comparisons, and longitudinal trends), a thorough picture of the factor should emerge, however additional information can be found in Skyfactor Benchworks' Online Reports.

If improving this factor is a goal for your institution, actions should be targeted toward the factor's scaled questions (see list below) which are more tangible and more directly actionable. Analysis for these scaled questions is provided in this section allowing for sufficient understanding; additional information can be found in Skyfactor Benchworks' Online Reports.




FACTOR COMPOSITION

Union Staff // To what extent is the College Union staff:

Q067 // Available

Q068 // Knowledgeable

Q069 // Courteous

 Issue 0%-70%	 Needs Work 71%-74%	 Good 75%-100%	NR Not Reported NEG Negative Correlation	<input type="checkbox"/> Lower <input type="checkbox"/> Equal <input type="checkbox"/> Higher
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FACTOR COMPOSITION

FACTOR PERFORMANCE

EXTERNAL BENCHMARKING

LONGITUDINAL TRENDS

There are many pieces of analysis that, when combined, create a comprehensive picture of your institution's performance for this factor. The first analysis to examine is the current performance of the factor. This information, coupled with understanding of individual population perceptions, external benchmarks, longitudinal trends, individual scaled question performance, and other institutional information or assessment is invaluable to constructing an effective Action Plan for improvement.

Factor Performance // Aggregate

Below is your institution's current performance for Union Staff and its scaled questions. While this factor might be difficult to improve directly, improving its scaled questions will likely be easier and will result in an improvement in the factor.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	PERFORMANCE
Factor 11 // Union Staff	493	5.74	1.13	79.0% ✓

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	PERFORMANCE
Q069 // Courteous	491	5.88	1.22	81.3% ✓
Q068 // Knowledgeable	487	5.71	1.24	78.5% ✓
Q067 // Available	491	5.63	1.29	77.2% ✓

0 ----- PERFORMANCE ----- 100%

Issue 0%-70%	Needs Work 71%-74%	Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR COMPOSITION

FACTOR PERFORMANCE

EXTERNAL BENCHMARKING

LONGITUDINAL TRENDS

Factor Performance // Key Populations

Key categorical questions have been selected and are reported below. Answer options within each categorical question are divided into two groups in order to facilitate a statistical testing of means; a \wedge designates the population which is statistically higher than the other population, a \vee designates the population that is statistically lower and an $=$ indicates that the populations have statistically equal factor means. Relative population size (% Total) and Performance values for each group are plotted. To review this factor reported by all categorical questions and for all answer options, please refer to the Online Reporting.

If this factor is included in your Action Plan, consider the behavior of these populations to determine if targeted interventions are needed.

WHAT IS YOUR CURRENT ACADEMIC CLASS STANDING?

	N	% TOTAL	STAT SIG	N	MEAN	STD DEV	PERFORMANCE
All Others	287	57.9%	=	284	5.82	1.10	80.3% \checkmark
Freshmen and Sophomores	209	42.1%	=	207	5.66	1.17	77.7% \checkmark

100% ----- % TOTAL ----- 0 0 ----- PERFORMANCE ----- 100%

WHAT IS YOUR GENDER?

	N	% TOTAL	STAT SIG	N	MEAN	STD DEV	PERFORMANCE
Female	291	59.5%	\wedge	287	5.90	1.07	81.7% \checkmark
Male	198	40.5%	\vee	197	5.55	1.18	75.8% \checkmark

100% ----- % TOTAL ----- 0 0 ----- PERFORMANCE ----- 100%

RACE/ETHNICITY (REPORTING ONLY)

	N	% TOTAL	STAT SIG	N	MEAN	STD DEV	PERFORMANCE
White	131	26.3%	=	129	5.85	1.12	80.8% \checkmark
All others	367	73.7%	=	364	5.70	1.13	78.3% \checkmark

100% ----- % TOTAL ----- 0 0 ----- PERFORMANCE ----- 100%

WHAT IS YOUR PLACE OF RESIDENCE?

	N	% TOTAL	STAT SIG	N	MEAN	STD DEV	PERFORMANCE
All other residences	336	68%	=	334	5.80	1.06	80.0% \checkmark
Residence Hall or Fraternity/Sorority	158	32%	=	155	5.64	1.25	77.3% \checkmark

100% ----- % TOTAL ----- 0 0 ----- PERFORMANCE ----- 100%

	Issue 0%-70%		Needs Work 71%-74%		Good 75%-100%		NR Not Reported NEG Negative Correlation		Lower		Equal		Higher
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FACTOR COMPOSITION

FACTOR PERFORMANCE

EXTERNAL BENCHMARKING

LONGITUDINAL TRENDS

In this report, Skyfactor Benchworks compares your institutional results to your Select 6, Carnegie Class, and all participating institutions for the factor and its scaled questions. A **^** designates where your institution's mean is statistically higher than the comparative group; a **v** designates where your institution's mean is statistically lower than the comparative group; and **=** designates where your institution's mean is statistically equal to the comparative group. A ranking of your institution and the external benchmarking groups is also provided. If your institution's performance is below that of an external benchmarking group, use this information to motivate staff that higher performance is possible; but if your institutional performance is higher, celebrate!

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		RANK	STAT SIG	PERFORMANCE	
				MIN	MAX				
Your Institution	493	5.74	1.13	--	--	--	--	79.0%	✓
Select 6	2,308	5.50	1.17	5.11	5.79	2/7	^	75.0%	!
Carnegie Class	11,520	5.43	1.21	4.98	6.10	5/26	^	73.8%	!
All Institutions	34,572	5.50	1.20	4.80	6.10	14/88	^	75.0%	✓

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	SELECT 6	CARNEGIE CLASS	ALL INST.	N	MEAN	STD DEV	PERFORMANCE	
Q069 // Courteous	^	^	^	491	5.88	1.22	81.3%	✓
Q068 // Knowledgeable	^	^	^	487	5.71	1.24	78.5%	✓
Q067 // Available	^	^	^	491	5.63	1.29	77.2%	✓

0 ----- PERFORMANCE ----- 100%

✘ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	v Lower	= Equal	^ Higher
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FACTOR COMPOSITION

FACTOR PERFORMANCE

EXTERNAL BENCHMARKING

LONGITUDINAL TRENDS

The final analysis for the factor is its performance over time. Longitudinal trends support continuous improvement and are the key to evaluating the success of your institution's action plan for this factor. If your institution's current performance falls short of expectations, review the actions conducted and make adjustments.

If your institution participated in two or more iterations of this assessment, a longitudinal trend is plotted. If your institution did not participate continuously, Skyfactor extrapolated between successive iterations. A **▲** designates years where your institution performs statistically higher than the current year; a **▼** designates years where your program is statistically lower in performance; and a **=** represents years that are statistically equal to the current year.

LONGITUDINAL TREND



✘ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower	= Equal	▲ Higher
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Q067 // To what extent is the College Union staff: Available

A summary of Q067 is provided. Please visit Skyfactor's Online Reporting to understand how different populations perceive this question.

A comparison of your institution's results with your external benchmarking groups is shown below. In addition to current performance, Skyfactor reports the range of means across the external benchmarking groups and the rank of your institution within those groups.

EXTERNAL BENCHMARKING								
	N	MEAN	STD DEV	MEAN RANGE		RANK	STAT SIG	PERFORMANCE
				MIN	MAX			
Your Institution	491	5.63	1.29	--	--	--	--	77.2% ✓
Select 6	2,269	5.36	1.30	5.03	5.63	1/7	▲	72.7% !
Carnegie Class	11,326	5.33	1.32	4.87	6.06	5/26	▲	72.2% !
All Institutions	34,041	5.42	1.31	4.61	6.06	19/88	▲	73.7% !

0 ----- PERFORMANCE ----- 100%

Scaled questions have seven answer options ranging from "1" (least desired response) to "7" (most desired response). Below is the breakdown of your institution's results and the results of your external benchmarking groups.

ANSWER FREQUENCY								
	NOT AT ALL		MODERATELY				EXTREMELY	
	1 //	2 //	3 //	4 //	5 //	6 //	7 //	
Your Institution	0.8%	1.8%	2.9%	13.4%	20.8%	29.7%	30.5%	
Select 6	0.8%	1.6%	3.9%	21.0%	21.5%	28.9%	22.3%	
Carnegie Class	0.9%	1.7%	4.0%	21.9%	21.0%	28.1%	22.3%	
All Institutions	0.9%	1.4%	3.5%	21.2%	20.0%	28.0%	25.0%	

0 ----- % RESPONDENTS ----- 100%

A longitudinal trend and table for this question is shown below.



✘ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower	= Equal	▲ Higher
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Q068 // To what extent is the College Union staff: Knowledgeable

A summary of Q068 is provided. Please visit Skyfactor's Online Reporting to understand how different populations perceive this question.

A comparison of your institution's results with your external benchmarking groups is shown below. In addition to current performance, Skyfactor reports the range of means across the external benchmarking groups and the rank of your institution within those groups.

EXTERNAL BENCHMARKING								
	N	MEAN	STD DEV	MEAN RANGE		RANK	STAT SIG	PERFORMANCE
				MIN	MAX			
Your Institution	487	5.71	1.24	--	--	--	--	78.5% ✓
Select 6	2,246	5.47	1.28	5.06	5.78	2/7	▲	74.5% !
Carnegie Class	11,147	5.39	1.31	4.98	6.09	5/26	▲	73.2% !
All Institutions	33,558	5.45	1.31	4.82	6.09	13/88	▲	74.2% !

0 ----- PERFORMANCE ----- 100%

Scaled questions have seven answer options ranging from "1" (least desired response) to "7" (most desired response). Below is the breakdown of your institution's results and the results of your external benchmarking groups.

ANSWER FREQUENCY								
	NOT AT ALL		MODERATELY				EXTREMELY	
	1 //	2 //	3 //	4 //	5 //	6 //	7 //	
Your Institution	0.4%	1.2%	3.7%	11.7%	19.1%	31.8%	32.0%	
Select 6	0.8%	1.3%	3.5%	19.0%	20.4%	30.3%	24.7%	
Carnegie Class	0.9%	1.4%	4.0%	20.0%	21.0%	29.4%	23.3%	
All Institutions	0.9%	1.4%	3.6%	19.2%	20.1%	29.3%	25.4%	

0 ----- % RESPONDENTS ----- 100%

A longitudinal trend and table for this question is shown below.

LONGITUDINAL TREND										
	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
Performance	73.0%	75.1%	72.4%	74.2%	76.2%	76.0%	76.2%	--	--	78.6%
Mean	5.38 ▼	5.51 ▼	5.35 ▼	5.45 ▼	5.57 =	5.56 =	5.57 =	--	--	5.71

Issue 0%-70%	Needs Work 71%-74%	Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower	= Equal	▲ Higher
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Q069 // To what extent is the College Union staff: Courteous

A summary of Q069 is provided. Please visit Skyfactor's Online Reporting to understand how different populations perceive this question.

A comparison of your institution's results with your external benchmarking groups is shown below. In addition to current performance, Skyfactor reports the range of means across the external benchmarking groups and the rank of your institution within those groups.

EXTERNAL BENCHMARKING								
	N	MEAN	STD DEV	MEAN RANGE		RANK	STAT SIG	PERFORMANCE
				MIN	MAX			
Your Institution	491	5.88	1.22	--	--	--	--	81.3% ✓
Select 6	2,272	5.68	1.27	5.28	5.96	3/7	▲	78.0% ✓
Carnegie Class	11,268	5.59	1.31	5.11	6.22	6/26	▲	76.5% ✓
All Institutions	33,854	5.66	1.30	4.96	6.22	19/88	▲	77.7% ✓

0 ----- PERFORMANCE ----- 100%

Scaled questions have seven answer options ranging from "1" (least desired response) to "7" (most desired response). Below is the breakdown of your institution's results and the results of your external benchmarking groups.

ANSWER FREQUENCY								
	NOT AT ALL		MODERATELY				EXTREMELY	
	1 //	2 //	3 //	4 //	5 //	6 //	7 //	
Your Institution	0.8%	1.4%	1.8%	9.2%	16.1%	32.6%	38.1%	
Select 6	0.8%	1.0%	2.8%	15.4%	17.1%	30.3%	32.7%	
Carnegie Class	0.9%	1.4%	3.1%	16.3%	17.7%	30.3%	30.2%	
All Institutions	0.9%	1.3%	2.8%	15.6%	17.1%	29.5%	32.8%	

0 ----- % RESPONDENTS ----- 100%

A longitudinal trend and table for this question is shown below.



Issue 0%-70%	Needs Work 71%-74%	Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower	= Equal	▲ Higher
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FACTOR 12 // Overall Program Effectiveness

FACTOR COMPOSITION

FACTOR PERFORMANCE

EXTERNAL BENCHMARKING

LONGITUDINAL TRENDS

Factors, a composite of scaled questions that explain a larger concept, are utilized in Skyfactor Benchworks' reporting to reduce complexity and strengthen the analysis. Benchworks provides an in-depth analysis of the factor, Overall Program Effectiveness, in this section of reports.

This factor is an overall measure of the indicator, Overall Program Effectiveness. If improving this indicator is a goal for your institution, actions should be targeted toward the factors that are predictors of this indicator and their questions which are more tangible and more directly actionable.

Analysis for the scaled questions that compose this measure is provided in the section allowing for sufficient understanding. Through this analysis (i.e., current performance, and longitudinal trends), a thorough picture of the factor should emerge, however additional information can be found in Skyfactor Benchworks' Online Reports.

FACTOR COMPOSITION

Overall Program Effectiveness // Educational Experience:

Q070 // To what extent do College Union activities enhance your overall educational experience?

Overall Program Effectiveness // Overall Value:

Q071 // When you compare the activity fees you pay to the quality of activities provided, how do you rate the value of the dollars spent?

Overall Program Effectiveness // Overall

Q072 // How well does the College Union fulfill its mission as the center of college community life?

Q073 // To what degree would you recommend the services and activities provided by the College Union to a close friend?

Overall Program Effectiveness // Overall Satisfaction:

Q074 // Overall, how satisfied are you with the College Union?

 Issue 0%-70%	 Needs Work 71%-74%	 Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 12 // Overall Program Effectiveness

FACTOR COMPOSITION

FACTOR PERFORMANCE

EXTERNAL BENCHMARKING


LONGITUDINAL TRENDS

There are many pieces of analysis that, when combined, create a comprehensive picture of your institution's performance for this factor. The first analysis to examine is the current performance of the factor. This information, coupled with understanding of individual population perceptions, external benchmarks, longitudinal trends, individual scaled question performance, and other institutional information or assessment is invaluable to constructing an effective Action Plan for improvement.

Factor Performance // Aggregate






Below is your institution's current performance for Overall Program Effectiveness and its scaled questions. While this factor might be difficult to improve directly, improving its scaled questions will likely be easier and will result in an improvement in the factor.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	PERFORMANCE
Factor 12 // Overall Program Effectiveness	498	5.15	1.03	69.2% 

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	PERFORMANCE
Q074 // Overall, how satisfied are you with the College Union?	496	5.70	1.16	78.3% 
Q073 // To what degree would you recommend the services and activities provided by the College Union to a close friend?	496	5.38	1.25	73.0% 
Q072 // How well does the College Union fulfill its mission as the center of college community life?	494	5.23	1.23	70.5% 
Q070 // To what extent do College Union activities enhance your overall educational experience?	496	5.04	1.34	67.3% 
Q071 // When you compare the activity fees you pay to the quality of activities provided, how do you rate the value of the dollars spent?	497	4.41	1.31	56.8% 

0 ----- PERFORMANCE ----- 100%

 Issue 0%-70%	 Needs Work 71%-74%	 Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 12 // Overall Program Effectiveness

FACTOR COMPOSITION

FACTOR PERFORMANCE

EXTERNAL BENCHMARKING

LONGITUDINAL TRENDS

In this report, Skyfactor Benchworks compares your institutional results to your Select 6, Carnegie Class, and all participating institutions for the factor and its scaled questions. A **^** designates where your institution's mean is statistically higher than the comparative group; a **v** designates where your institution's mean is statistically lower than the comparative group; and **=** designates where your institution's mean is statistically equal to the comparative group. A ranking of your institution and the external benchmarking groups is also provided. If your institution's performance is below that of an external benchmarking group, use this information to motivate staff that higher performance is possible; but if your institutional performance is higher, celebrate!

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		RANK	STAT SIG	PERFORMANCE	
				MIN	MAX				
Your Institution	498	5.15	1.03	--	--	--	--	69.2%	✘
Select 6	2,413	4.78	1.12	4.52	5.15	1/7	^	63.0%	✘
Carnegie Class	12,264	4.66	1.23	3.98	5.53	5/26	^	61.0%	✘
All Institutions	37,658	4.70	1.22	3.86	5.53	8/90	^	61.7%	✘

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	SELECT 6	CARNEGIE CLASS	ALL INST.	N	MEAN	STD DEV	PERFORMANCE	
Q074 // Overall, how satisfied are you with the College Union?	^	^	^	496	5.70	1.16	78.3%	✓
Q073 // To what degree would you recommend the services and activities provided by the College Union to a close friend?	^	^	^	496	5.38	1.25	73.0%	!
Q072 // How well does the College Union fulfill its mission as the center of college community life?	^	^	^	494	5.23	1.23	70.5%	!
Q070 // To what extent do College Union activities enhance your overall educational experience?	^	^	^	496	5.04	1.34	67.3%	✘
Q071 // When you compare the activity fees you pay to the quality of activities provided, how do you rate the value of the dollars spent?	^	^	^	497	4.41	1.31	56.8%	✘

0 ----- PERFORMANCE ----- 100%

✘ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	v Lower	= Equal	^ Higher
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FACTOR 12 // Overall Program Effectiveness

FACTOR COMPOSITION

FACTOR PERFORMANCE

EXTERNAL BENCHMARKING

LONGITUDINAL TRENDS

The final analysis for the factor is its performance over time. Longitudinal trends support continuous improvement and are the key to evaluating the success of your institution's action plan for this factor. If your institution's current performance falls short of expectations, review the actions conducted and make adjustments.

If your institution participated in two or more iterations of this assessment, a longitudinal trend is plotted. If your institution did not participate continuously, Skyfactor extrapolated between successive iterations. A \blacktriangle designates years where your institution performs statistically higher than the current year; a \blacktriangledown designates years where your program is statistically lower in performance; and a \equiv represents years that are statistically equal to the current year.

LONGITUDINAL TREND



\times Issue 0%-70%	$!$ Needs Work 71%-74%	\checkmark Good 75%-100%	NR Not Reported NEG Negative Correlation	\blacktriangledown Lower	\equiv Equal	\blacktriangle Higher
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FACTOR 12 // Overall Program Effectiveness // Q070

Q070 // Educational Experience: To what extent do College Union activities enhance your overall educational experience?

A summary of Q070 is provided. Please visit Skyfactor's Online Reporting to understand how different populations perceive this question.

A comparison of your institution's results with your external benchmarking groups is shown below. In addition to current performance, Skyfactor reports the range of means across the external benchmarking groups and the rank of your institution within those groups.

EXTERNAL BENCHMARKING										
	N	MEAN	STD DEV	MEAN RANGE		RANK	STAT SIG	PERFORMANCE		
				MIN	MAX					
Your Institution	496	5.04	1.34	--	--	--	--	67.3%	✘	
Select 6	2,396	4.53	1.49	4.18	5.04	1/7	▲	58.8%	✘	
Carnegie Class	12,138	4.42	1.56	3.70	5.43	5/26	▲	57.0%	✘	
All Institutions	37,260	4.39	1.57	3.68	5.43	6/90	▲	56.5%	✘	

0 ----- PERFORMANCE ----- 100%

Scaled questions have seven answer options ranging from "1" (least desired response) to "7" (most desired response). Below is the breakdown of your institution's results and the results of your external benchmarking groups.

ANSWER FREQUENCY								
	NOT AT ALL		MODERATELY				EXTREMELY	
	1 //	2 //	3 //	4 //	5 //	6 //	7 //	
Your Institution	2.8%	1.6%	4.8%	23.4%	26.8%	27.8%	12.7%	
Select 6	5.9%	4.4%	6.8%	30.8%	25.7%	18.0%	8.3%	
Carnegie Class	6.3%	5.7%	9.1%	29.8%	23.5%	16.3%	9.3%	
All Institutions	7.1%	5.8%	9.0%	30.2%	23.0%	16.0%	8.9%	

0 ----- % RESPONDENTS ----- 100%

A longitudinal trend and table for this question is shown below.

LONGITUDINAL TREND										
	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
Performance	56.7%	59.4%	62.5%	62.2%	63.5%	63.2%	63.1%	--	--	67.3%
Mean	4.40 ▼	4.57 ▼	4.75 ▼	4.73 ▼	4.81 ▼	4.79 ▼	4.78 ▼	--	--	5.04

Issue 0%-70%	Needs Work 71%-74%	Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower	= Equal	▲ Higher
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FACTOR 12 // Overall Program Effectiveness // Q071

Q071 // Overall Value: When you compare the activity fees you pay to the quality of activities provided, how do you rate the value of the dollars spent?

A summary of Q071 is provided. Please visit Skyfactor's Online Reporting to understand how different populations perceive this question.

A comparison of your institution's results with your external benchmarking groups is shown below. In addition to current performance, Skyfactor reports the range of means across the external benchmarking groups and the rank of your institution within those groups.

EXTERNAL BENCHMARKING										
	N	MEAN	STD DEV	MEAN RANGE		RANK	STAT SIG	PERFORMANCE		
				MIN	MAX					
Your Institution	497	4.41	1.31	--	--	--	--	56.8%	✘	
Select 6	2,394	3.99	1.38	3.73	4.41	1/7	^	49.8%	✘	
Carnegie Class	12,099	3.96	1.44	3.41	4.79	6/26	^	49.3%	✘	
All Institutions	35,232	3.96	1.44	3.21	4.84	10/87	^	49.3%	✘	

0 ----- PERFORMANCE ----- 100%

Scaled questions have seven answer options ranging from "1" (least desired response) to "7" (most desired response). Below is the breakdown of your institution's results and the results of your external benchmarking groups.

ANSWER FREQUENCY									
	VERY POOR			GOOD			EXCEPTIONAL		
	1 //	2 //	3 //	4 //	5 //	6 //	7 //		
Your Institution	1.4%	5.2%	18.3%	26.6%	28.8%	14.1%	5.6%		
Select 6	4.4%	7.7%	24.9%	28.9%	19.8%	10.6%	3.8%		
Carnegie Class	4.7%	8.9%	24.3%	28.7%	18.5%	9.8%	5.2%		
All Institutions	4.8%	9.0%	24.1%	29.1%	18.0%	9.7%	5.3%		

0 ----- % RESPONDENTS ----- 100%

A longitudinal trend and table for this question is shown below.

LONGITUDINAL TREND										
	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
Performance	47.3%	52.3%	54.8%	55.7%	56.3%	52.5%	51.7%	--	--	56.8%
Mean	3.84 ▾	4.14 ▾	4.29 =	4.34 =	4.38 =	4.15 ▾	4.10 ▾	--	--	4.41

Issue 0%-70%	Needs Work 71%-74%	Good 75%-100%	NR Not Reported NEG Negative Correlation	▾ Lower = Equal ^ Higher
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FACTOR 12 // Overall Program Effectiveness // Q072

Q072 // Overall How well does the College Union fulfill its mission as the center of college community life?

A summary of Q072 is provided. Please visit Skyfactor's Online Reporting to understand how different populations perceive this question.

A comparison of your institution's results with your external benchmarking groups is shown below. In addition to current performance, Skyfactor reports the range of means across the external benchmarking groups and the rank of your institution within those groups.

EXTERNAL BENCHMARKING								
	N	MEAN	STD DEV	MEAN RANGE		RANK	STAT SIG	PERFORMANCE
				MIN	MAX			
Your Institution	494	5.23	1.23	--	--	--	--	70.5% !
Select 6	2,393	4.83	1.33	4.65	5.23	1/7	▲	63.8% ×
Carnegie Class	12,135	4.73	1.43	3.92	5.68	5/26	▲	62.2% ×
All Institutions	36,581	4.80	1.42	3.92	5.68	8/89	▲	63.3% ×

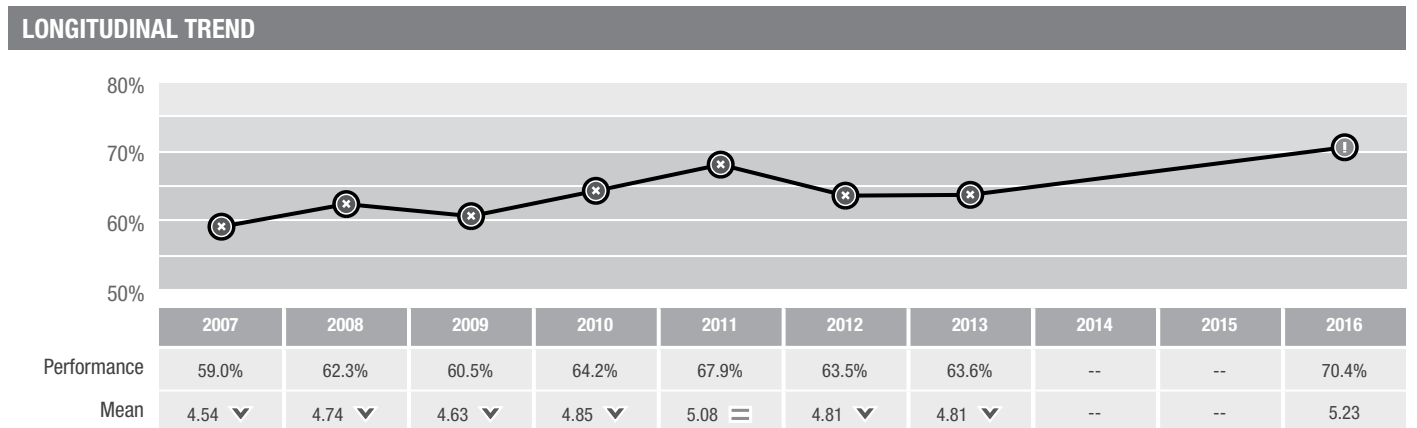
0 ----- PERFORMANCE ----- 100%

Scaled questions have seven answer options ranging from "1" (least desired response) to "7" (most desired response). Below is the breakdown of your institution's results and the results of your external benchmarking groups.

ANSWER FREQUENCY								
	NOT AT ALL		MODERATELY				EXTREMELY	
	1 //	2 //	3 //	4 //	5 //	6 //	7 //	
Your Institution	0.8%	1.2%	5.7%	19.0%	28.7%	29.1%	15.4%	
Select 6	1.5%	3.3%	8.0%	28.9%	25.5%	21.7%	11.0%	
Carnegie Class	2.3%	4.6%	9.5%	27.2%	25.0%	19.4%	12.1%	
All Institutions	2.2%	4.1%	8.6%	27.1%	25.0%	19.9%	13.1%	

0 ----- % RESPONDENTS ----- 100%

A longitudinal trend and table for this question is shown below.



× Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower	= Equal	▲ Higher
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FACTOR 12 // Overall Program Effectiveness // Q073

Q073 // Overall To what degree would you recommend the services and activities provided by the College Union to a close friend?

A summary of Q073 is provided. Please visit Skyfactor's Online Reporting to understand how different populations perceive this question.

A comparison of your institution's results with your external benchmarking groups is shown below. In addition to current performance, Skyfactor reports the range of means across the external benchmarking groups and the rank of your institution within those groups.

EXTERNAL BENCHMARKING								
	N	MEAN	STD DEV	MEAN RANGE		RANK	STAT SIG	PERFORMANCE
				MIN	MAX			
Your Institution	496	5.38	1.25	--	--	--	--	73.0% !
Select 6	2,366	5.01	1.37	4.70	5.38	1/7	^	66.8% ×
Carnegie Class	12,003	4.83	1.47	4.07	5.75	4/26	^	63.8% ×
All Institutions	36,780	4.85	1.46	3.92	5.75	4/90	^	64.2% ×

0 ----- PERFORMANCE ----- 100%

Scaled questions have seven answer options ranging from "1" (least desired response) to "7" (most desired response). Below is the breakdown of your institution's results and the results of your external benchmarking groups.

ANSWER FREQUENCY								
	NOT AT ALL		MODERATELY				EXTREMELY	
	1 //	2 //	3 //	4 //	5 //	6 //	7 //	
Your Institution	0.8%	1.4%	5.0%	15.1%	26.6%	31.7%	19.4%	
Select 6	2.0%	2.4%	6.6%	24.3%	26.8%	22.7%	15.3%	
Carnegie Class	2.6%	4.2%	8.2%	25.0%	25.3%	20.1%	14.6%	
All Institutions	2.6%	4.0%	7.8%	25.5%	24.9%	20.7%	14.5%	

0 ----- % RESPONDENTS ----- 100%

A longitudinal trend and table for this question is shown below.

LONGITUDINAL TREND										
	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
Performance	61.8%	65.7%	62.5%	65.8%	69.5%	66.5%	66.3%	--	--	73.0%
Mean	4.71 ∇	4.94 ∇	4.75 ∇	4.95 ∇	5.17 ∇	4.99 ∇	4.98 ∇	--	--	5.38

× Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	∇ Lower	= Equal	^ Higher
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FACTOR 12 // Overall Program Effectiveness // Q074

Q074 // Overall Satisfaction: Overall, how satisfied are you with the College Union?

A summary of Q074 is provided. Please visit Skyfactor's Online Reporting to understand how different populations perceive this question.

A comparison of your institution's results with your external benchmarking groups is shown below. In addition to current performance, Skyfactor reports the range of means across the external benchmarking groups and the rank of your institution within those groups.

EXTERNAL BENCHMARKING								
	N	MEAN	STD DEV	MEAN RANGE		RANK	STAT SIG	PERFORMANCE
				MIN	MAX			
Your Institution	496	5.70	1.16	--	--	--	--	78.3% ✓
Select 6	2,396	5.54	1.21	5.24	5.77	3/7	▲	75.7% ✓
Carnegie Class	12,182	5.37	1.31	4.64	6.03	7/26	▲	72.8% !
All Institutions	37,374	5.44	1.29	4.48	6.03	15/90	▲	74.0% !

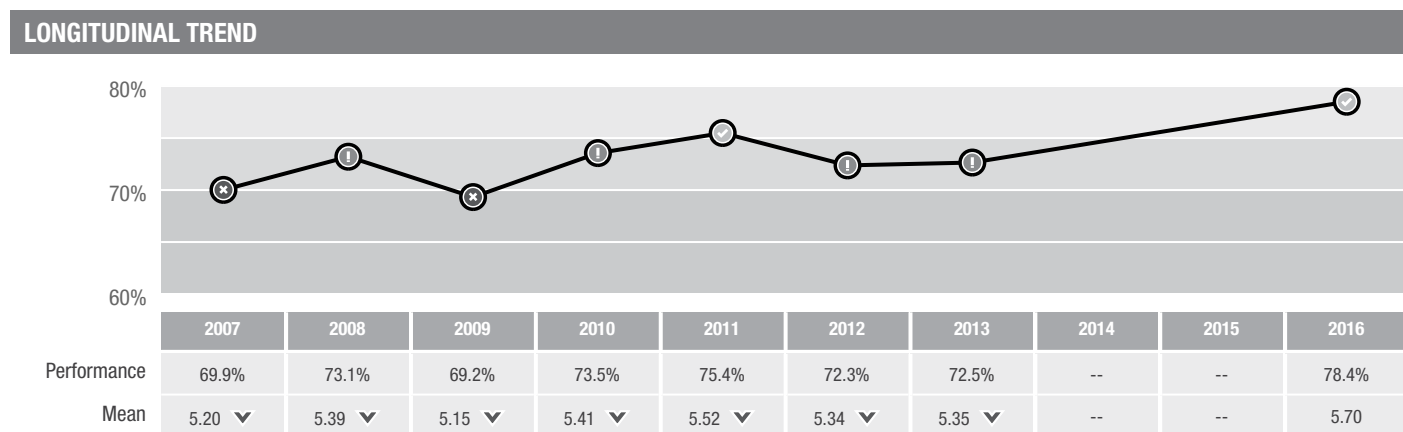
0 ----- PERFORMANCE ----- 100%

Scaled questions have seven answer options ranging from "1" (least desired response) to "7" (most desired response). Below is the breakdown of your institution's results and the results of your external benchmarking groups.

ANSWER FREQUENCY								
	VERY DISSATISFIED ----- NEUTRAL ----- VERY SATISFIED							
	1 //	2 //	3 //	4 //	5 //	6 //	7 //	
Your Institution	0.0%	1.8%	3.2%	9.9%	19.8%	38.5%	26.8%	
Select 6	0.5%	1.7%	3.8%	12.4%	21.3%	38.7%	21.5%	
Carnegie Class	0.9%	2.8%	5.1%	13.7%	22.5%	36.2%	18.9%	
All Institutions	0.9%	2.4%	4.4%	13.5%	21.2%	37.2%	20.3%	

0 ----- % RESPONDENTS ----- 100%

A longitudinal trend and table for this question is shown below.



Issue 0%-70%	Needs Work 71%-74%	Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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Q089 // To what degree do the following issues deter you from using College Union services: I don't need to use these services

A summary of Q089 is provided. Please visit Skyfactor's Online Reporting to understand how different populations perceive this question.

A comparison of your institution's results with your external benchmarking groups is shown below. In addition to current performance, Skyfactor reports the range of means across the external benchmarking groups and the rank of your institution within those groups.

EXTERNAL BENCHMARKING								
	N	MEAN	STD DEV	MEAN RANGE		RANK	STAT SIG	PERFORMANCE
				MIN	MAX			
Your Institution	0	NR	NR	NR	NR	NR	--	--
Select 6	78	4.40	2.05	3.56	4.83	0/4	--	56.7%
Carnegie Class	454	4.50	1.90	3.56	5.07	0/19	--	58.3%
All Institutions	2,434	4.26	1.97	2.71	5.55	0/76	--	54.3%

0 ----- PERFORMANCE ----- 100%

Scaled questions have seven answer options ranging from "1" (least desired response) to "7" (most desired response). Below is the breakdown of your institution's results and the results of your external benchmarking groups.

ANSWER FREQUENCY								
	NOT AT ALL			MODERATELY			EXTREMELY	
	1 //	2 //	3 //	4 //	5 //	6 //	7 //	
Select 6	11.5%	11.5%	9.0%	21.8%	10.3%	11.5%	24.4%	
Carnegie Class	11.0%	7.5%	6.6%	26.0%	11.2%	19.8%	17.8%	
All Institutions	13.9%	8.4%	8.1%	26.8%	10.6%	14.2%	17.9%	

0 ----- % RESPONDENTS ----- 100%

A longitudinal trend and table for this question is shown below.

LONGITUDINAL TREND	
2016	
Performance	--
Mean	--

Issue 0%-70%	Needs Work 71%-74%	Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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Q090 // To what degree do the following issues deter you from using College Union services: Services are provided during times that are inconvenient to me

A summary of Q090 is provided. Please visit Skyfactor's Online Reporting to understand how different populations perceive this question.

A comparison of your institution's results with your external benchmarking groups is shown below. In addition to current performance, Skyfactor reports the range of means across the external benchmarking groups and the rank of your institution within those groups.

EXTERNAL BENCHMARKING										
	N	MEAN	STD DEV	MEAN RANGE		RANK	STAT SIG	PERFORMANCE		
				MIN	MAX					
Your Institution	0	NR	NR	NR	NR	NR	--	--		
Select 6	75	2.81	1.81	2.13	3.64	0/4	--	30.2%	✘	
Carnegie Class	427	2.70	1.84	1.53	4.50	0/19	--	28.3%	✘	
All Institutions	2,303	2.65	1.85	1.53	4.50	0/75	--	27.5%	✘	

0 ----- PERFORMANCE ----- 100%

Scaled questions have seven answer options ranging from "1" (least desired response) to "7" (most desired response). Below is the breakdown of your institution's results and the results of your external benchmarking groups.

ANSWER FREQUENCY									
	NOT AT ALL -----			MODERATELY -----			EXTREMELY		
	1 //	2 //	3 //	4 //	5 //	6 //	7 //		
Select 6	40.0%	9.3%	9.3%	24.0%	9.3%	4.0%	4.0%		
Carnegie Class	41.2%	14.8%	8.9%	17.6%	8.0%	4.9%	4.7%		
All Institutions	44.5%	12.5%	7.2%	19.6%	6.8%	4.6%	4.9%		

0 ----- % RESPONDENTS ----- 100%

A longitudinal trend and table for this question is shown below.

LONGITUDINAL TREND	
2016	
Performance	--
Mean	--

			NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
--	--	--	---	--------------------------

Q091 // To what degree do the following issues deter you from using College Union services: College Union does not have convenient parking

A summary of Q091 is provided. Please visit Skyfactor's Online Reporting to understand how different populations perceive this question.

A comparison of your institution's results with your external benchmarking groups is shown below. In addition to current performance, Skyfactor reports the range of means across the external benchmarking groups and the rank of your institution within those groups.

EXTERNAL BENCHMARKING										
	N	MEAN	STD DEV	MEAN RANGE		RANK	STAT SIG	PERFORMANCE		
				MIN	MAX					
Your Institution	0	NR	NR	NR	NR	NR	--	--		
Select 6	74	4.12	2.38	3.23	4.76	0/4	--	52.0%	✘	
Carnegie Class	399	3.68	2.36	2.29	4.77	0/19	--	44.7%	✘	
All Institutions	2,288	3.95	2.33	2.05	5.67	0/75	--	49.2%	✘	

0 ----- PERFORMANCE ----- 100%

Scaled questions have seven answer options ranging from "1" (least desired response) to "7" (most desired response). Below is the breakdown of your institution's results and the results of your external benchmarking groups.

ANSWER FREQUENCY									
	NOT AT ALL -----			MODERATELY -----			EXTREMELY		
	1 //	2 //	3 //	4 //	5 //	6 //	7 //		
Select 6	27.0%	5.4%	5.4%	17.6%	8.1%	8.1%	28.4%		
Carnegie Class	35.3%	4.0%	5.5%	17.5%	8.5%	8.3%	20.8%		
All Institutions	28.1%	6.6%	5.8%	17.6%	8.6%	9.6%	23.6%		

0 ----- % RESPONDENTS ----- 100%

A longitudinal trend and table for this question is shown below.

LONGITUDINAL TREND	
	2016
Performance	--
Mean	--

			NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
--	--	--	---	--------------------------

Q092 // To what degree do the following issues deter you from using College Union services: College Union is not in my traffic pattern

A summary of Q092 is provided. Please visit Skyfactor's Online Reporting to understand how different populations perceive this question.

A comparison of your institution's results with your external benchmarking groups is shown below. In addition to current performance, Skyfactor reports the range of means across the external benchmarking groups and the rank of your institution within those groups.

EXTERNAL BENCHMARKING								
	N	MEAN	STD DEV	MEAN RANGE		RANK	STAT SIG	PERFORMANCE
				MIN	MAX			
Your Institution	0	NR	NR	NR	NR	NR	--	--
Select 6	78	4.71	2.01	4.00	5.78	0/4	--	61.8% ✘
Carnegie Class	443	4.28	2.20	3.10	5.78	0/19	--	54.7% ✘
All Institutions	2,381	4.23	2.26	2.33	5.78	0/76	--	53.8% ✘

0 ----- PERFORMANCE ----- 100%

Scaled questions have seven answer options ranging from "1" (least desired response) to "7" (most desired response). Below is the breakdown of your institution's results and the results of your external benchmarking groups.

	ANSWER FREQUENCY						
	1 //	2 //	3 //	4 //	5 //	6 //	7 //
Select 6	12.8%	2.6%	12.8%	14.1%	14.1%	17.9%	25.6%
Carnegie Class	20.8%	5.6%	7.4%	16.9%	12.0%	14.7%	22.6%
All Institutions	22.4%	6.0%	6.6%	18.3%	9.0%	13.1%	24.6%

0 ----- % RESPONDENTS ----- 100%

A longitudinal trend and table for this question is shown below.

LONGITUDINAL TREND	
2016	
Performance	--
Mean	--

✘ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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Q094 // To what degree do the following issues deter you from participating in College Union activities: The College Union activities are not interesting to me

A summary of Q094 is provided. Please visit Skyfactor's Online Reporting to understand how different populations perceive this question.

A comparison of your institution's results with your external benchmarking groups is shown below. In addition to current performance, Skyfactor reports the range of means across the external benchmarking groups and the rank of your institution within those groups.

EXTERNAL BENCHMARKING								
	N	MEAN	STD DEV	MEAN RANGE		RANK	STAT SIG	PERFORMANCE
				MIN	MAX			
Your Institution	0	NR	NR	NR	NR	NR	--	--
Select 6	68	3.79	1.81	3.62	3.90	0/4	--	46.5%
Carnegie Class	404	3.98	1.66	3.25	4.93	0/19	--	49.7%
All Institutions	2,056	3.79	1.71	2.00	4.93	0/71	--	46.5%

0 ----- PERFORMANCE ----- 100%

Scaled questions have seven answer options ranging from "1" (least desired response) to "7" (most desired response). Below is the breakdown of your institution's results and the results of your external benchmarking groups.

ANSWER FREQUENCY								
	NOT AT ALL			MODERATELY			EXTREMELY	
	1 //	2 //	3 //	4 //	5 //	6 //	7 //	
Select 6	11.8%	13.2%	20.6%	25.0%	10.3%	5.9%	13.2%	
Carnegie Class	9.4%	9.9%	15.3%	30.9%	17.1%	7.7%	9.7%	
All Institutions	14.2%	8.8%	14.1%	34.6%	12.1%	7.7%	8.6%	

0 ----- % RESPONDENTS ----- 100%

A longitudinal trend and table for this question is shown below.

LONGITUDINAL TREND	
2016	
Performance	--
Mean	--

Issue 0%-70%	Needs Work 71%-74%	Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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Q095 // To what degree do the following issues deter you from participating in College Union activities: My personal schedule is too busy to allow me to attend

A summary of Q095 is provided. Please visit Skyfactor's Online Reporting to understand how different populations perceive this question.

A comparison of your institution's results with your external benchmarking groups is shown below. In addition to current performance, Skyfactor reports the range of means across the external benchmarking groups and the rank of your institution within those groups.

EXTERNAL BENCHMARKING								
	N	MEAN	STD DEV	MEAN RANGE		RANK	STAT SIG	PERFORMANCE
				MIN	MAX			
Your Institution	0	NR	NR	NR	NR	NR	--	--
Select 6	72	5.29	1.76	4.75	6.43	0/4	--	71.5%
Carnegie Class	410	5.24	1.71	4.37	6.20	0/19	--	70.7%
All Institutions	2,123	5.31	1.77	3.67	6.47	0/72	--	71.8%

0 ----- PERFORMANCE ----- 100%

Scaled questions have seven answer options ranging from "1" (least desired response) to "7" (most desired response). Below is the breakdown of your institution's results and the results of your external benchmarking groups.

ANSWER FREQUENCY								
	NOT AT ALL			MODERATELY			EXTREMELY	
	1 //	2 //	3 //	4 //	5 //	6 //	7 //	
Select 6	5.6%	4.2%	4.2%	16.7%	15.3%	19.4%	34.7%	
Carnegie Class	3.9%	4.1%	7.3%	18.0%	15.1%	18.5%	32.9%	
All Institutions	5.5%	3.5%	5.7%	17.0%	12.5%	19.9%	35.9%	

0 ----- % RESPONDENTS ----- 100%

A longitudinal trend and table for this question is shown below.

LONGITUDINAL TREND	
	2016
Performance	--
Mean	--

Issue 0%-70%	Needs Work 71%-74%	Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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**Q096 // To what degree do the following issues deter you from participating in College Union activities:
College Union does not have convenient parking**

A summary of Q096 is provided. Please visit Skyfactor's Online Reporting to understand how different populations perceive this question.

A comparison of your institution's results with your external benchmarking groups is shown below. In addition to current performance, Skyfactor reports the range of means across the external benchmarking groups and the rank of your institution within those groups.

EXTERNAL BENCHMARKING										
	N	MEAN	STD DEV	MEAN RANGE		RANK	STAT SIG	PERFORMANCE		
				MIN	MAX					
Your Institution	0	NR	NR	NR	NR	NR	--	--		
Select 6	63	4.19	2.35	3.50	4.59	0/4	--	53.2%	✘	
Carnegie Class	348	3.95	2.34	1.50	6.00	0/19	--	49.2%	✘	
All Institutions	1,914	3.96	2.29	1.50	6.00	0/71	--	49.3%	✘	

0 ----- PERFORMANCE ----- 100%

Scaled questions have seven answer options ranging from "1" (least desired response) to "7" (most desired response). Below is the breakdown of your institution's results and the results of your external benchmarking groups.

ANSWER FREQUENCY									
	NOT AT ALL -----			MODERATELY -----			EXTREMELY		
	1 //	2 //	3 //	4 //	5 //	6 //	7 //		
Select 6	23.8%	6.3%	9.5%	14.3%	9.5%	6.3%	30.2%		
Carnegie Class	29.0%	5.7%	6.0%	15.2%	11.2%	9.8%	23.0%		
All Institutions	26.2%	7.6%	7.0%	17.2%	9.9%	9.5%	22.6%		

0 ----- % RESPONDENTS ----- 100%

A longitudinal trend and table for this question is shown below.

LONGITUDINAL TREND	
	2016
Performance	--
Mean	--

			NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
--	--	--	---	--------------------------

**Q097 // To what degree do the following issues deter you from participating in College Union activities:
College Union is not in my traffic pattern**

A summary of Q097 is provided. Please visit Skyfactor's Online Reporting to understand how different populations perceive this question.

A comparison of your institution's results with your external benchmarking groups is shown below. In addition to current performance, Skyfactor reports the range of means across the external benchmarking groups and the rank of your institution within those groups.

EXTERNAL BENCHMARKING										
	N	MEAN	STD DEV	MEAN RANGE		RANK	STAT SIG	PERFORMANCE		
				MIN	MAX					
Your Institution	0	NR	NR	NR	NR	NR	--	--		
Select 6	69	4.46	2.13	4.00	4.80	0/4	--	57.7%	✘	
Carnegie Class	388	4.22	2.21	2.28	5.05	0/19	--	53.7%	✘	
All Institutions	1,962	4.15	2.20	2.28	5.78	0/72	--	52.5%	✘	

0 ----- PERFORMANCE ----- 100%

Scaled questions have seven answer options ranging from "1" (least desired response) to "7" (most desired response). Below is the breakdown of your institution's results and the results of your external benchmarking groups.

ANSWER FREQUENCY									
	NOT AT ALL -----			MODERATELY -----			EXTREMELY		
	1 //	2 //	3 //	4 //	5 //	6 //	7 //		
Select 6	15.9%	7.2%	10.1%	10.1%	18.8%	13.0%	24.6%		
Carnegie Class	19.8%	9.3%	5.9%	18.0%	11.6%	11.1%	24.2%		
All Institutions	20.9%	8.1%	7.2%	18.9%	10.7%	11.8%	22.3%		

0 ----- % RESPONDENTS ----- 100%

A longitudinal trend and table for this question is shown below.

LONGITUDINAL TREND	
	2016
Performance	--
Mean	--

			NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
--	--	--	---	--------------------------

Q099 // To what degree do the following issues deter you from participating in College Union organizations: The student organizations are not interesting to me

A summary of Q099 is provided. Please visit Skyfactor's Online Reporting to understand how different populations perceive this question.

A comparison of your institution's results with your external benchmarking groups is shown below. In addition to current performance, Skyfactor reports the range of means across the external benchmarking groups and the rank of your institution within those groups.

EXTERNAL BENCHMARKING										
	N	MEAN	STD DEV	MEAN RANGE		RANK	STAT SIG	PERFORMANCE		
				MIN	MAX					
Your Institution	0	NR	NR	NR	NR	NR	--	--		
Select 6	43	4.35	1.82	3.50	4.84	0/4	--	55.8%	✘	
Carnegie Class	256	4.06	1.74	3.33	5.15	0/18	--	51.0%	✘	
All Institutions	1,580	3.73	1.87	2.82	5.15	0/71	--	45.5%	✘	

0 ----- PERFORMANCE ----- 100%

Scaled questions have seven answer options ranging from "1" (least desired response) to "7" (most desired response). Below is the breakdown of your institution's results and the results of your external benchmarking groups.

ANSWER FREQUENCY									
	NOT AT ALL -----			MODERATELY -----			EXTREMELY		
	1 //	2 //	3 //	4 //	5 //	6 //	7 //		
Select 6	7.0%	9.3%	16.3%	25.6%	11.6%	11.6%	18.6%		
Carnegie Class	9.4%	11.7%	11.3%	31.6%	15.6%	7.4%	12.9%		
All Institutions	17.7%	10.6%	12.4%	29.2%	11.3%	7.3%	11.3%		

0 ----- % RESPONDENTS ----- 100%

A longitudinal trend and table for this question is shown below.

LONGITUDINAL TREND	
	2016
Performance	--
Mean	--

			NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
--	--	--	---	--------------------------

**Q100 // To what degree do the following issues deter you from participating in College Union organizations:
My personal schedule is too busy to allow me to participate**

A summary of Q100 is provided. Please visit Skyfactor's Online Reporting to understand how different populations perceive this question.

A comparison of your institution's results with your external benchmarking groups is shown below. In addition to current performance, Skyfactor reports the range of means across the external benchmarking groups and the rank of your institution within those groups.

EXTERNAL BENCHMARKING										
	N	MEAN	STD DEV	MEAN RANGE		RANK	STAT SIG	PERFORMANCE		
				MIN	MAX					
Your Institution	0	NR	NR	NR	NR	NR	--	--		
Select 6	45	5.49	1.76	4.11	5.95	0/4	--	74.8%	!	
Carnegie Class	259	5.20	1.69	4.11	6.31	0/18	--	70.0%	✘	
All Institutions	1,615	5.11	1.85	3.17	6.52	0/71	--	68.5%	✘	

0 ----- PERFORMANCE ----- 100%

Scaled questions have seven answer options ranging from "1" (least desired response) to "7" (most desired response). Below is the breakdown of your institution's results and the results of your external benchmarking groups.

ANSWER FREQUENCY									
	NOT AT ALL -----			MODERATELY -----			EXTREMELY		
	1 //	2 //	3 //	4 //	5 //	6 //	7 //		
Select 6	8.9%	0.0%	0.0%	15.6%	13.3%	24.4%	37.8%		
Carnegie Class	5.0%	3.9%	5.0%	18.1%	17.4%	21.6%	29.0%		
All Institutions	7.5%	3.8%	5.9%	18.5%	13.1%	19.4%	31.8%		

0 ----- % RESPONDENTS ----- 100%

A longitudinal trend and table for this question is shown below.

LONGITUDINAL TREND	
	2016
Performance	--
Mean	--

			NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
--	--	--	---	--------------------------------

Q101 // To what degree do the following issues deter you from participating in College Union organizations: I can't relate to the people who participate in these organizations

A summary of Q101 is provided. Please visit Skyfactor's Online Reporting to understand how different populations perceive this question.

A comparison of your institution's results with your external benchmarking groups is shown below. In addition to current performance, Skyfactor reports the range of means across the external benchmarking groups and the rank of your institution within those groups.

EXTERNAL BENCHMARKING								
	N	MEAN	STD DEV	MEAN RANGE		RANK	STAT SIG	PERFORMANCE
				MIN	MAX			
Your Institution	0	NR	NR	NR	NR	NR	--	--
Select 6	40	3.90	2.18	3.11	4.62	0/4	--	48.3%
Carnegie Class	240	3.46	1.85	2.30	4.62	0/18	--	41.0%
All Institutions	1,533	3.20	1.87	2.30	4.62	0/71	--	36.7%

0 ----- PERFORMANCE ----- 100%

Scaled questions have seven answer options ranging from "1" (least desired response) to "7" (most desired response). Below is the breakdown of your institution's results and the results of your external benchmarking groups.

ANSWER FREQUENCY								
	NOT AT ALL			MODERATELY			EXTREMELY	
	1 //	2 //	3 //	4 //	5 //	6 //	7 //	
Select 6	22.5%	12.5%	7.5%	12.5%	17.5%	10.0%	17.5%	
Carnegie Class	20.8%	14.2%	13.8%	23.8%	12.9%	5.8%	8.8%	
All Institutions	27.1%	15.3%	11.9%	22.8%	10.2%	5.4%	7.4%	

0 ----- % RESPONDENTS ----- 100%

A longitudinal trend and table for this question is shown below.

LONGITUDINAL TREND	
2016	
Performance	--
Mean	--

Issue 0%-70%	Needs Work 71%-74%	Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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**Q103 // To what degree do the following issues deter you from visiting College Union eating establishments:
Not enough variety of food choices**

A summary of Q103 is provided. Please visit Skyfactor's Online Reporting to understand how different populations perceive this question.

A comparison of your institution's results with your external benchmarking groups is shown below. In addition to current performance, Skyfactor reports the range of means across the external benchmarking groups and the rank of your institution within those groups.

EXTERNAL BENCHMARKING								
	N	MEAN	STD DEV	MEAN RANGE		RANK	STAT SIG	PERFORMANCE
				MIN	MAX			
Your Institution	0	NR	NR	NR	NR	NR	--	--
Select 6	92	3.38	2.18	2.77	4.38	0/4	--	39.7% ✘
Carnegie Class	578	3.25	1.95	2.31	4.60	0/19	--	37.5% ✘
All Institutions	2,718	3.19	2.00	2.15	5.57	0/72	--	36.5% ✘

0 ----- PERFORMANCE ----- 100%

Scaled questions have seven answer options ranging from "1" (least desired response) to "7" (most desired response). Below is the breakdown of your institution's results and the results of your external benchmarking groups.

ANSWER FREQUENCY								
	NOT AT ALL -----			MODERATELY -----			EXTREMELY	
	1 //	2 //	3 //	4 //	5 //	6 //	7 //	
Select 6	31.5%	13.0%	6.5%	21.7%	3.3%	9.8%	14.1%	
Carnegie Class	28.0%	14.7%	10.2%	23.5%	7.6%	6.7%	9.2%	
All Institutions	32.2%	11.8%	10.8%	20.6%	8.8%	6.8%	9.1%	

0 ----- % RESPONDENTS ----- 100%

A longitudinal trend and table for this question is shown below.

LONGITUDINAL TREND	
	2016
Performance	--
Mean	--

✘ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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**Q104 // To what degree do the following issues deter you from visiting College Union eating establishments:
Not food options I prefer**

A summary of Q104 is provided. Please visit Skyfactor's Online Reporting to understand how different populations perceive this question.

A comparison of your institution's results with your external benchmarking groups is shown below. In addition to current performance, Skyfactor reports the range of means across the external benchmarking groups and the rank of your institution within those groups.

EXTERNAL BENCHMARKING								
	N	MEAN	STD DEV	MEAN RANGE		RANK	STAT SIG	PERFORMANCE
				MIN	MAX			
Your Institution	0	NR	NR	NR	NR	NR	--	--
Select 6	95	3.88	2.19	3.29	4.35	0/4	--	48.0%
Carnegie Class	580	3.57	2.09	2.07	5.50	0/19	--	42.8%
All Institutions	2,725	3.41	2.08	2.07	6.00	0/72	--	40.2%

0 ----- PERFORMANCE ----- 100%

Scaled questions have seven answer options ranging from "1" (least desired response) to "7" (most desired response). Below is the breakdown of your institution's results and the results of your external benchmarking groups.

	ANSWER FREQUENCY						
	1 //	2 //	3 //	4 //	5 //	6 //	7 //
Select 6	25.3%	7.4%	6.3%	23.2%	9.5%	9.5%	18.9%
Carnegie Class	26.2%	12.4%	7.9%	19.1%	11.9%	10.3%	12.1%
All Institutions	30.1%	10.6%	8.3%	20.8%	10.8%	8.2%	11.2%

0 ----- % RESPONDENTS ----- 100%

A longitudinal trend and table for this question is shown below.

LONGITUDINAL TREND	
	2016
Performance	--
Mean	--

Issue 0%-70%	Needs Work 71%-74%	Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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**Q105 // To what degree do the following issues deter you from visiting College Union eating establishments:
Food is too expensive**

A summary of Q105 is provided. Please visit Skyfactor's Online Reporting to understand how different populations perceive this question.

A comparison of your institution's results with your external benchmarking groups is shown below. In addition to current performance, Skyfactor reports the range of means across the external benchmarking groups and the rank of your institution within those groups.

EXTERNAL BENCHMARKING								
	N	MEAN	STD DEV	MEAN RANGE		RANK	STAT SIG	PERFORMANCE
				MIN	MAX			
Your Institution	0	NR	NR	NR	NR	NR	--	--
Select 6	93	3.87	2.05	3.08	4.17	0/4	--	47.8%
Carnegie Class	584	4.06	1.98	3.08	5.06	0/19	--	51.0%
All Institutions	2,748	4.18	2.02	2.96	5.81	0/72	--	53.0%

0 ----- PERFORMANCE ----- 100%

Scaled questions have seven answer options ranging from "1" (least desired response) to "7" (most desired response). Below is the breakdown of your institution's results and the results of your external benchmarking groups.

	ANSWER FREQUENCY						
	1 //	2 //	3 //	4 //	5 //	6 //	7 //
Select 6	21.5%	8.6%	10.8%	20.4%	9.7%	17.2%	11.8%
Carnegie Class	15.8%	10.4%	11.3%	19.5%	14.7%	14.2%	14.0%
All Institutions	16.4%	8.1%	9.4%	21.5%	14.0%	13.4%	17.4%

0 ----- % RESPONDENTS ----- 100%

A longitudinal trend and table for this question is shown below.

LONGITUDINAL TREND	
	2016
Performance	--
Mean	--

Issue 0%-70%	Needs Work 71%-74%	Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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**Q106 // To what degree do the following issues deter you from visiting College Union eating establishments:
Operating hours are inconvenient for me**

A summary of Q106 is provided. Please visit Skyfactor's Online Reporting to understand how different populations perceive this question.

A comparison of your institution's results with your external benchmarking groups is shown below. In addition to current performance, Skyfactor reports the range of means across the external benchmarking groups and the rank of your institution within those groups.

EXTERNAL BENCHMARKING								
	N	MEAN	STD DEV	MEAN RANGE		RANK	STAT SIG	PERFORMANCE
				MIN	MAX			
Your Institution	0	NR	NR	NR	NR	NR	--	--
Select 6	90	2.64	2.02	2.46	3.17	0/4	--	27.3%
Carnegie Class	568	2.71	1.92	1.84	4.00	0/19	--	28.5%
All Institutions	2,666	2.68	1.90	1.81	4.00	0/72	--	28.0%

0 ----- PERFORMANCE ----- 100%

Scaled questions have seven answer options ranging from "1" (least desired response) to "7" (most desired response). Below is the breakdown of your institution's results and the results of your external benchmarking groups.

ANSWER FREQUENCY								
	NOT AT ALL -----			MODERATELY -----			EXTREMELY	
	1 //	2 //	3 //	4 //	5 //	6 //	7 //	
Select 6	50.0%	7.8%	12.2%	10.0%	4.4%	8.9%	6.7%	
Carnegie Class	41.5%	15.7%	11.8%	10.6%	8.3%	6.3%	5.8%	
All Institutions	42.4%	14.7%	10.4%	14.6%	6.9%	4.9%	6.2%	

0 ----- % RESPONDENTS ----- 100%

A longitudinal trend and table for this question is shown below.

LONGITUDINAL TREND	
2016	
Performance	--
Mean	--

Issue 0%-70%	Needs Work 71%-74%	Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
------------------------	------------------------------	-------------------------	---	--------------------------

Q107 // To what degree do the following issues deter you from visiting College Union eating establishments: College Union does not have convenient parking

A summary of Q107 is provided. Please visit Skyfactor's Online Reporting to understand how different populations perceive this question.

A comparison of your institution's results with your external benchmarking groups is shown below. In addition to current performance, Skyfactor reports the range of means across the external benchmarking groups and the rank of your institution within those groups.

EXTERNAL BENCHMARKING										
	N	MEAN	STD DEV	MEAN RANGE		RANK	STAT SIG	PERFORMANCE		
				MIN	MAX					
Your Institution	0	NR	NR	NR	NR	NR	--	--		
Select 6	83	4.57	2.37	3.38	5.31	0/4	--	59.5%	✘	
Carnegie Class	509	3.75	2.44	1.50	5.31	0/19	--	45.8%	✘	
All Institutions	2,564	3.89	2.34	1.50	5.85	0/71	--	48.2%	✘	

0 ----- PERFORMANCE ----- 100%

Scaled questions have seven answer options ranging from "1" (least desired response) to "7" (most desired response). Below is the breakdown of your institution's results and the results of your external benchmarking groups.

ANSWER FREQUENCY									
	NOT AT ALL -----			MODERATELY -----			EXTREMELY		
	1 //	2 //	3 //	4 //	5 //	6 //	7 //		
Select 6	24.1%	1.2%	6.0%	12.0%	9.6%	13.3%	33.7%		
Carnegie Class	35.2%	6.3%	5.5%	11.0%	7.3%	12.8%	22.0%		
All Institutions	28.8%	7.3%	6.7%	15.5%	9.1%	10.2%	22.5%		

0 ----- % RESPONDENTS ----- 100%

A longitudinal trend and table for this question is shown below.

LONGITUDINAL TREND	
	2016
Performance	--
Mean	--

			NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
--	--	--	---	--------------------------

Q108 // To what degree do the following issues deter you from visiting College Union eating establishments: College Union is not in my traffic pattern

A summary of Q108 is provided. Please visit Skyfactor's Online Reporting to understand how different populations perceive this question.

A comparison of your institution's results with your external benchmarking groups is shown below. In addition to current performance, Skyfactor reports the range of means across the external benchmarking groups and the rank of your institution within those groups.

EXTERNAL BENCHMARKING										
	N	MEAN	STD DEV	MEAN RANGE		RANK	STAT SIG	PERFORMANCE		
				MIN	MAX					
Your Institution	0	NR	NR	NR	NR	NR	--	--		
Select 6	95	4.67	2.10	3.58	5.02	0/4	--	61.2%	✘	
Carnegie Class	575	4.50	2.22	3.07	5.41	0/19	--	58.3%	✘	
All Institutions	2,740	4.35	2.27	2.59	5.88	0/72	--	55.8%	✘	

0 ----- PERFORMANCE ----- 100%

Scaled questions have seven answer options ranging from "1" (least desired response) to "7" (most desired response). Below is the breakdown of your institution's results and the results of your external benchmarking groups.

ANSWER FREQUENCY									
	NOT AT ALL -----			MODERATELY -----			EXTREMELY		
	1 //	2 //	3 //	4 //	5 //	6 //	7 //		
Select 6	15.8%	4.2%	6.3%	14.7%	14.7%	17.9%	26.3%		
Carnegie Class	18.4%	6.3%	6.3%	15.8%	10.3%	15.1%	27.8%		
All Institutions	21.2%	5.9%	6.4%	17.3%	9.8%	11.6%	27.8%		

0 ----- % RESPONDENTS ----- 100%

A longitudinal trend and table for this question is shown below.

LONGITUDINAL TREND	
	2016
Performance	--
Mean	--

			NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
--	--	--	---	--------------------------------

Q110 // To what degree do the following issues deter you from visiting the College Union bookstore: Not enough variety of merchandise

A summary of Q110 is provided. Please visit Skyfactor's Online Reporting to understand how different populations perceive this question.

A comparison of your institution's results with your external benchmarking groups is shown below. In addition to current performance, Skyfactor reports the range of means across the external benchmarking groups and the rank of your institution within those groups.

EXTERNAL BENCHMARKING										
	N	MEAN	STD DEV	MEAN RANGE		RANK	STAT SIG	PERFORMANCE		
				MIN	MAX					
Your Institution	0	NR	NR	NR	NR	NR	--	--		
Select 6	84	NR	NR	NR	NR	NR	--	--		
Carnegie Class	527	2.51	1.67	1.93	3.24	0/15	--	25.2%	✘	
All Institutions	3,085	2.45	1.65	1.57	3.50	0/63	--	24.2%	✘	

0 ----- PERFORMANCE ----- 100%

Scaled questions have seven answer options ranging from "1" (least desired response) to "7" (most desired response). Below is the breakdown of your institution's results and the results of your external benchmarking groups.

ANSWER FREQUENCY									
	NOT AT ALL -----			MODERATELY -----			EXTREMELY		
	1 //	2 //	3 //	4 //	5 //	6 //	7 //		
Select 6	54.8%	14.3%	9.5%	9.5%	2.4%	3.6%	6.0%		
Carnegie Class	40.8%	17.6%	12.5%	17.6%	4.2%	4.2%	3.0%		
All Institutions	44.5%	14.4%	11.4%	19.3%	4.6%	2.9%	2.9%		

0 ----- % RESPONDENTS ----- 100%

A longitudinal trend and table for this question is shown below.

LONGITUDINAL TREND	
	2016
Performance	--
Mean	--

			NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
--	--	--	---	--------------------------

Q111 // To what degree do the following issues deter you from visiting the College Union bookstore: Not merchandise I prefer

A summary of Q111 is provided. Please visit Skyfactor's Online Reporting to understand how different populations perceive this question.

A comparison of your institution's results with your external benchmarking groups is shown below. In addition to current performance, Skyfactor reports the range of means across the external benchmarking groups and the rank of your institution within those groups.

EXTERNAL BENCHMARKING								
	N	MEAN	STD DEV	MEAN RANGE		RANK	STAT SIG	PERFORMANCE
				MIN	MAX			
Your Institution	0	NR	NR	NR	NR	NR	--	--
Select 6	87	NR	NR	NR	NR	NR	--	--
Carnegie Class	530	3.06	1.90	2.57	3.55	0/15	--	34.3%
All Institutions	3,106	2.89	1.86	2.10	3.98	0/63	--	31.5%

0 ----- PERFORMANCE ----- 100%

Scaled questions have seven answer options ranging from "1" (least desired response) to "7" (most desired response). Below is the breakdown of your institution's results and the results of your external benchmarking groups.

ANSWER FREQUENCY								
	NOT AT ALL			MODERATELY			EXTREMELY	
	1 //	2 //	3 //	4 //	5 //	6 //	7 //	
Select 6	42.5%	9.2%	11.5%	10.3%	6.9%	6.9%	12.6%	
Carnegie Class	31.3%	14.9%	12.6%	19.2%	8.1%	7.4%	6.4%	
All Institutions	36.1%	12.6%	12.6%	20.3%	7.5%	4.8%	6.1%	

0 ----- % RESPONDENTS ----- 100%

A longitudinal trend and table for this question is shown below.

LONGITUDINAL TREND	
	2016
Performance	--
Mean	--

Issue 0%-70%	Needs Work 71%-74%	Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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**Q112 // To what degree do the following issues deter you from visiting the College Union bookstore:
Merchandise is too expensive**

A summary of Q112 is provided. Please visit Skyfactor's Online Reporting to understand how different populations perceive this question.

A comparison of your institution's results with your external benchmarking groups is shown below. In addition to current performance, Skyfactor reports the range of means across the external benchmarking groups and the rank of your institution within those groups.

EXTERNAL BENCHMARKING										
	N	MEAN	STD DEV	MEAN RANGE		RANK	STAT SIG	PERFORMANCE		
				MIN	MAX					
Your Institution	0	NR	NR	NR	NR	NR	--	--		
Select 6	88	NR	NR	NR	NR	NR	--	--		
Carnegie Class	543	5.11	1.84	4.04	6.19	0/15	--	68.5%	✘	
All Institutions	3,204	5.17	1.86	3.84	6.50	0/64	--	69.5%	✘	

0 ----- PERFORMANCE ----- 100%

Scaled questions have seven answer options ranging from "1" (least desired response) to "7" (most desired response). Below is the breakdown of your institution's results and the results of your external benchmarking groups.

ANSWER FREQUENCY									
	NOT AT ALL -----			MODERATELY -----			EXTREMELY		
	1 //	2 //	3 //	4 //	5 //	6 //	7 //		
Select 6	12.5%	2.3%	4.5%	14.8%	11.4%	12.5%	42.0%		
Carnegie Class	8.3%	2.6%	6.4%	16.8%	14.9%	20.4%	30.6%		
All Institutions	8.1%	2.5%	5.7%	17.8%	14.0%	17.4%	34.4%		

0 ----- % RESPONDENTS ----- 100%

A longitudinal trend and table for this question is shown below.

LONGITUDINAL TREND	
	2016
Performance	--
Mean	--

Issue 0%-70%	Needs Work 71%-74%	Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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**Q113 // To what degree do the following issues deter you from visiting the College Union bookstore:
Operating hours of the bookstore are inconvenient for me**

A summary of Q113 is provided. Please visit Skyfactor's Online Reporting to understand how different populations perceive this question.

A comparison of your institution's results with your external benchmarking groups is shown below. In addition to current performance, Skyfactor reports the range of means across the external benchmarking groups and the rank of your institution within those groups.

EXTERNAL BENCHMARKING										
	N	MEAN	STD DEV	MEAN RANGE		RANK	STAT SIG	PERFORMANCE		
				MIN	MAX					
Your Institution	0	NR	NR	NR	NR	NR	--	--		
Select 6	88	NR	NR	NR	NR	NR	--	--		
Carnegie Class	529	2.82	1.87	2.00	3.57	0/15	--	30.3%	✘	
All Institutions	3,093	2.73	1.85	1.50	3.91	0/63	--	28.8%	✘	

0 ----- PERFORMANCE ----- 100%

Scaled questions have seven answer options ranging from "1" (least desired response) to "7" (most desired response). Below is the breakdown of your institution's results and the results of your external benchmarking groups.

ANSWER FREQUENCY									
	NOT AT ALL -----			MODERATELY -----			EXTREMELY		
	1 //	2 //	3 //	4 //	5 //	6 //	7 //		
Select 6	45.5%	10.2%	9.1%	12.5%	8.0%	6.8%	8.0%		
Carnegie Class	36.3%	17.0%	10.8%	17.2%	7.6%	4.9%	6.2%		
All Institutions	39.9%	14.7%	11.2%	16.8%	7.3%	4.7%	5.4%		

0 ----- % RESPONDENTS ----- 100%

A longitudinal trend and table for this question is shown below.

LONGITUDINAL TREND	
2016	
Performance	--
Mean	--

			NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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Q114 // To what degree do the following issues deter you from visiting the College Union bookstore: College Union does not have convenient parking

A summary of Q114 is provided. Please visit Skyfactor's Online Reporting to understand how different populations perceive this question.

A comparison of your institution's results with your external benchmarking groups is shown below. In addition to current performance, Skyfactor reports the range of means across the external benchmarking groups and the rank of your institution within those groups.

EXTERNAL BENCHMARKING										
	N	MEAN	STD DEV	MEAN RANGE		RANK	STAT SIG	PERFORMANCE		
				MIN	MAX					
Your Institution	0	NR	NR	NR	NR	NR	--	--		
Select 6	84	NR	NR	NR	NR	NR	--	--		
Carnegie Class	452	3.76	2.38	2.79	5.22	0/15	--	46.0%	✘	
All Institutions	2,938	3.82	2.30	2.01	5.22	0/62	--	47.0%	✘	

0 ----- PERFORMANCE ----- 100%

Scaled questions have seven answer options ranging from "1" (least desired response) to "7" (most desired response). Below is the breakdown of your institution's results and the results of your external benchmarking groups.

ANSWER FREQUENCY									
	NOT AT ALL -----			MODERATELY -----			EXTREMELY		
	1 //	2 //	3 //	4 //	5 //	6 //	7 //		
Select 6	23.8%	3.6%	8.3%	14.3%	7.1%	10.7%	32.1%		
Carnegie Class	33.6%	5.1%	6.2%	14.8%	9.1%	9.3%	21.9%		
All Institutions	28.9%	7.3%	7.0%	18.0%	8.8%	8.5%	21.4%		

0 ----- % RESPONDENTS ----- 100%

A longitudinal trend and table for this question is shown below.

LONGITUDINAL TREND	
2016	
Performance	--
Mean	--

Issue 0%-70%	Needs Work 71%-74%	Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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Q115 // To what degree do the following issues deter you from visiting the College Union bookstore: College Union is not in my traffic pattern

A summary of Q115 is provided. Please visit Skyfactor's Online Reporting to understand how different populations perceive this question.

A comparison of your institution's results with your external benchmarking groups is shown below. In addition to current performance, Skyfactor reports the range of means across the external benchmarking groups and the rank of your institution within those groups.

EXTERNAL BENCHMARKING										
	N	MEAN	STD DEV	MEAN RANGE		RANK	STAT SIG	PERFORMANCE		
				MIN	MAX					
Your Institution	0	NR	NR	NR	NR	NR	--	--		
Select 6	87	NR	NR	NR	NR	NR	--	--		
Carnegie Class	502	4.22	2.22	2.92	5.06	0/15	--	53.7%	✘	
All Institutions	3,035	4.02	2.26	2.42	5.50	0/63	--	50.3%	✘	

0 ----- PERFORMANCE ----- 100%

Scaled questions have seven answer options ranging from "1" (least desired response) to "7" (most desired response). Below is the breakdown of your institution's results and the results of your external benchmarking groups.

ANSWER FREQUENCY									
	NOT AT ALL -----			MODERATELY -----			EXTREMELY		
	1 //	2 //	3 //	4 //	5 //	6 //	7 //		
Select 6	13.8%	6.9%	10.3%	19.5%	6.9%	16.1%	26.4%		
Carnegie Class	20.7%	6.6%	9.2%	17.3%	9.4%	13.3%	23.5%		
All Institutions	24.5%	7.4%	7.6%	18.6%	8.7%	10.7%	22.5%		

0 ----- % RESPONDENTS ----- 100%

A longitudinal trend and table for this question is shown below.

LONGITUDINAL TREND	
	2016
Performance	--
Mean	--

Issue 0%-70%	Needs Work 71%-74%	Good 75%-100%	NR Not Reported NEG Negative Correlation	Lower = Equal Higher
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