

**Table 2.4**  
**Student Satisfaction Inventory—UIS Student Responses**  
**Items related to Campus Security**

Safety and Security	Importance			Satisfaction			Performance Gap			Mean Difference		
	2001	2003	2005	2001	2003	2005	2001	2003	2005	2001	2003	2005
The campus is safe and secure for all students.	6.33	6.37	6.39	5.54	5.67	5.57	0.79	0.70	0.82	0.34***	0.41***	0.22***
The amount of student parking space on campus is adequate.	6.08	6.00	6.03	4.73	4.59	4.36	1.35	1.41	1.67	1.89***	1.79***	1.38***
Parking lots are well-lighted and secure.	6.25	6.20	6.11	5.40	5.28	5.19	0.85	0.92	0.92	0.80***	0.66***	0.43***
Security staff respond quickly in emergencies.	5.93	6.04	6.00	4.68	4.69	4.78	1.25	1.35	1.22	0.00	-0.03	-0.05

<sup>1</sup> Mean Difference is the difference between UIS mean satisfaction score and the mean satisfaction score of students at other four-year public institutions. A positive number equates to UIS students being more satisfied than the students in the national comparison group, while a negative number equates to UIS students being less satisfied than the students in the national comparison group.

\* difference statistically significant at the .05 level; \*\* difference statistically significant at the .01 level; \*\*\* difference statistically significant at the .001 level.

Gap scores indicate the difference between the degree of importance and level of satisfaction.