

Table 4-2
Student Satisfaction Inventory—UIS Student Responses
Items related to Library Services and Resources

| Campus Support Services | Importance | | | Satisfaction | | | Performance Gap | | | Mean Difference | | |
|--|------------|------|------|--------------|------|------|-----------------|-------------|-------------|-----------------|---------|-------|
| | 2001 | 2003 | 2005 | 2001 | 2003 | 2005 | 2001 | 2003 | 2005 | 2001 | 2003 | 2005 |
| Library staff are helpful and approachable. | 5.97 | 5.84 | 5.80 | 5.39 | 5.35 | 5.32 | 0.58 | 0.49 | 0.48 | 0.20*** | 0.11** | -0.02 |
| Library resources and services are adequate. | 6.27 | 6.11 | 6.12 | 5.32 | 5.35 | 5.31 | 0.95 | 0.76 | 0.81 | 0.27*** | 0.20*** | -0.05 |

¹ 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

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