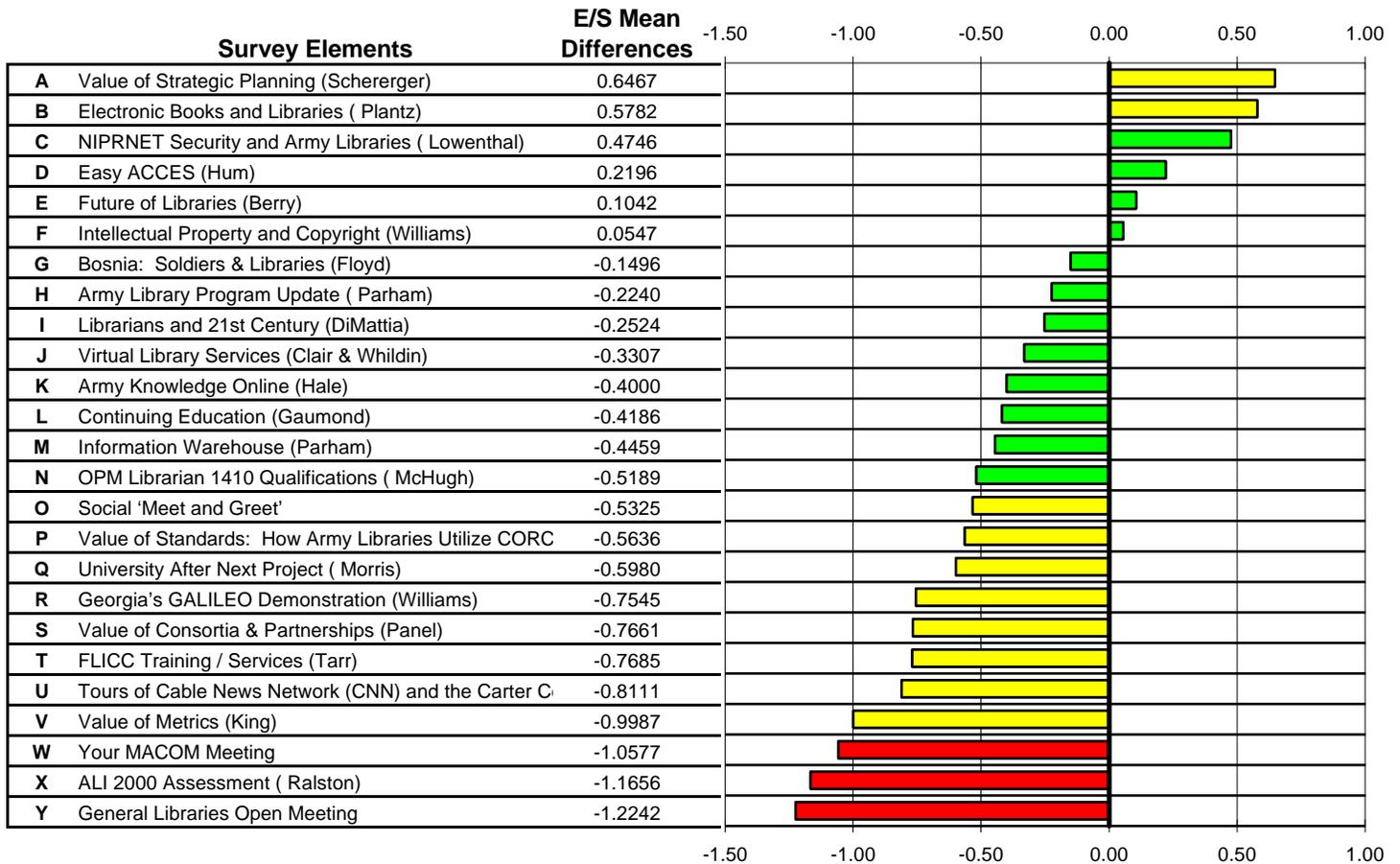


DEVIATION BETWEEN EXPECTATION & SATISFACTION MEAN VALUES

Army Library Institute (ALI) 2000



- Notes:**
1. Positive E/S Mean Difference = Expectation Exceeds Satisfaction
 2. Negative E/S Mean Difference = Satisfaction Exceeds Expectation
 3. One Standard Deviation (SD) = (+/-) 0.5205
 4. Grand Mean Value = -0.3961

Color Code for Bar Graph:	Percentage	Description
Green	48%	= Less than 1 SD
Yellow	40%	= Between 1 SD and 2 SD
Red	12%	= Greater than 2 SD