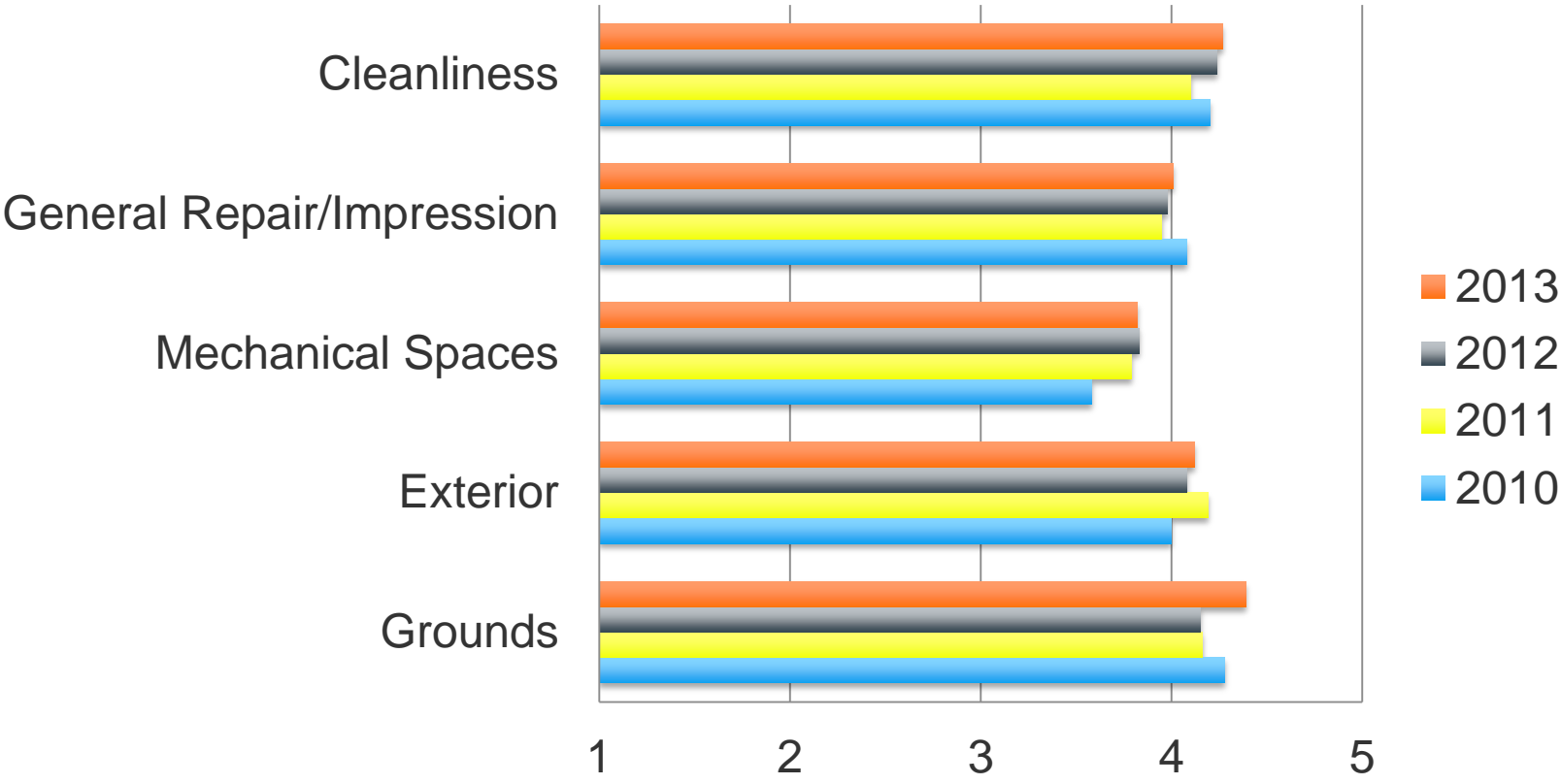


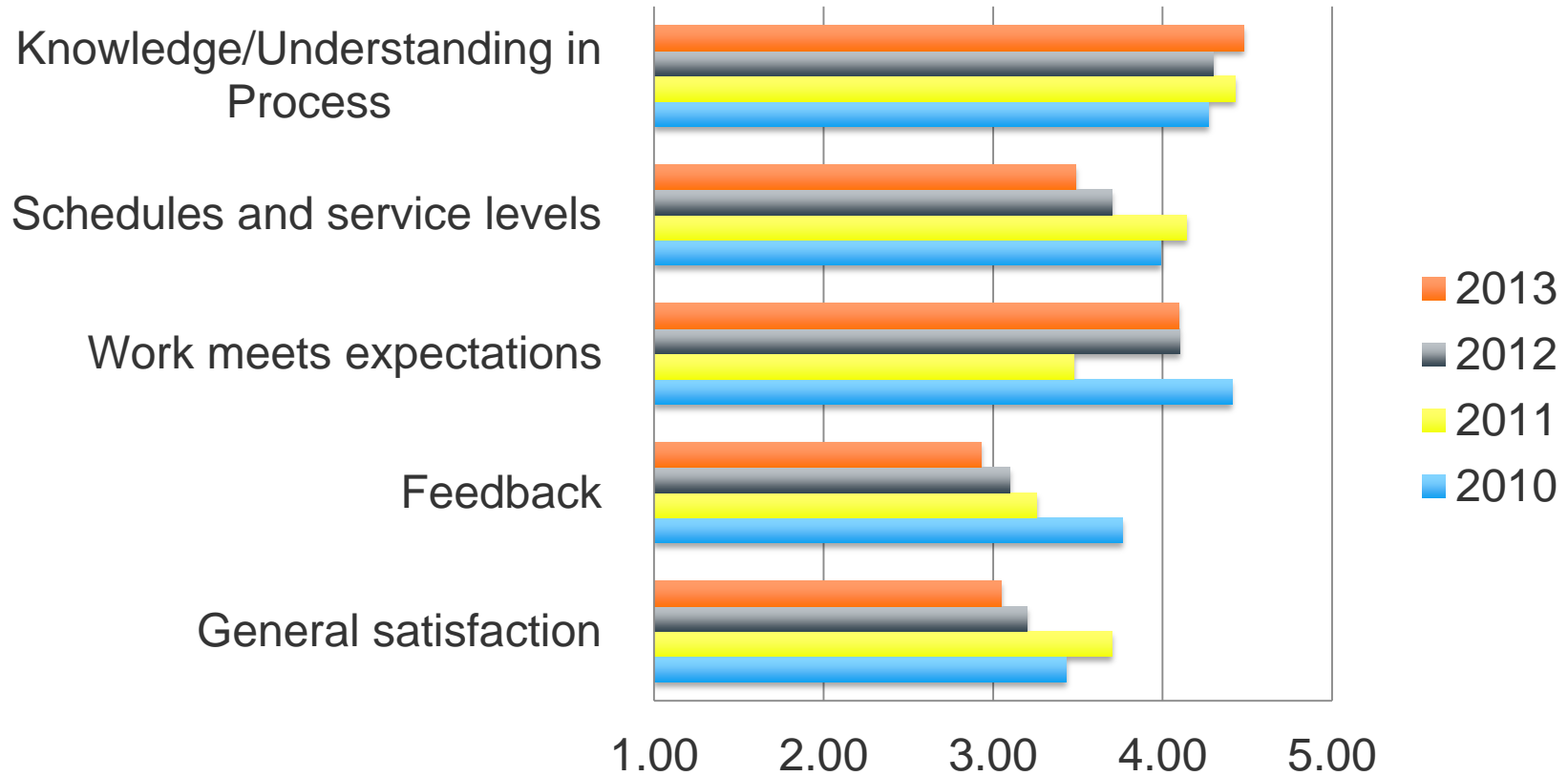
Service – the customer experience

Campus Inspection*



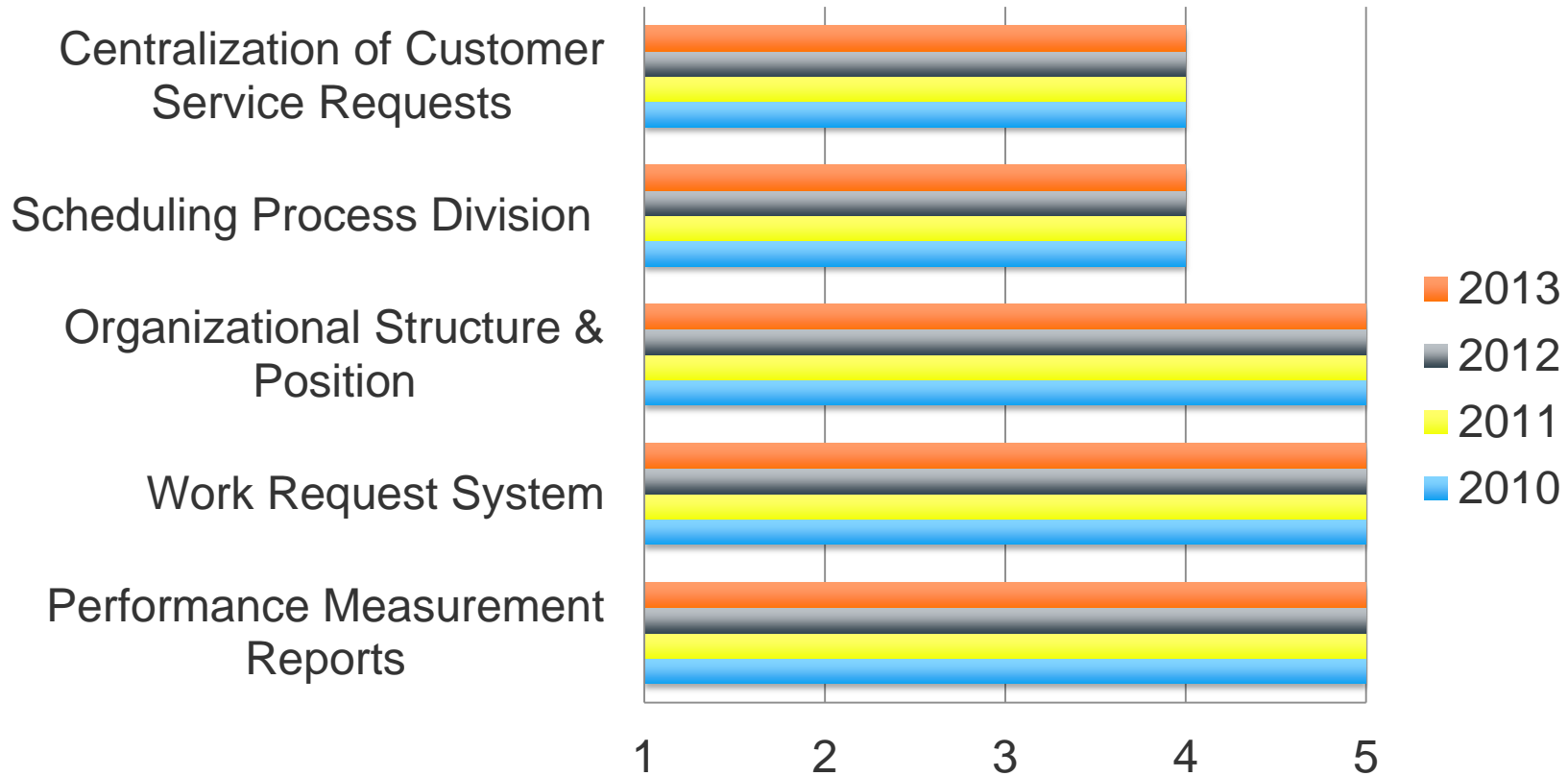
*Sightlines generated score.

Customer Satisfaction



Service – the customer experience

Service Process*



*Sightlines generated score.

Peer Group

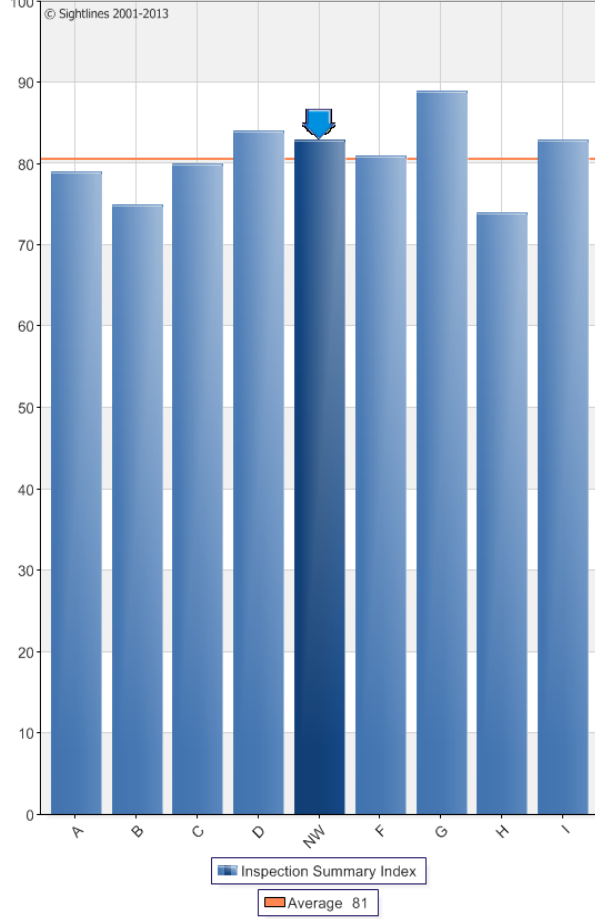
Institution	Location
Boston College	Boston, MA
Cornell University	Ithaca, NY
Duke University	Durham, NC
Georgetown University	Washington D.C.
Massachusetts Institute of Technology	Cambridge, MA
Princeton University	Princeton, NJ
The Johns Hopkins University	Baltimore, MD
The University of Chicago	Chicago, IL
University of Notre Dame	South Bend, IN
University of Pennsylvania	Philadelphia, PA

Scores Compared to Peers



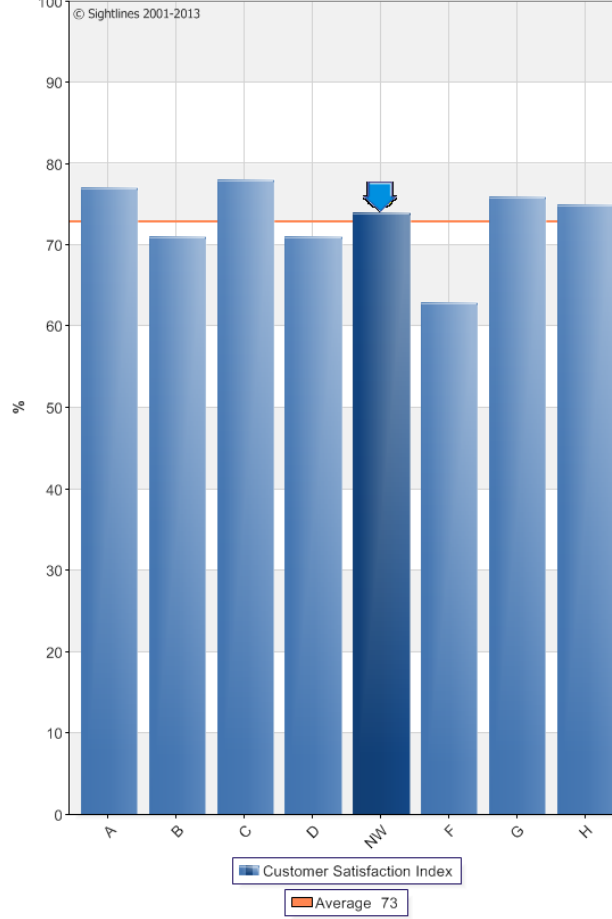
NORTHWESTERN UNIVERSITY

Campus Inspection Index



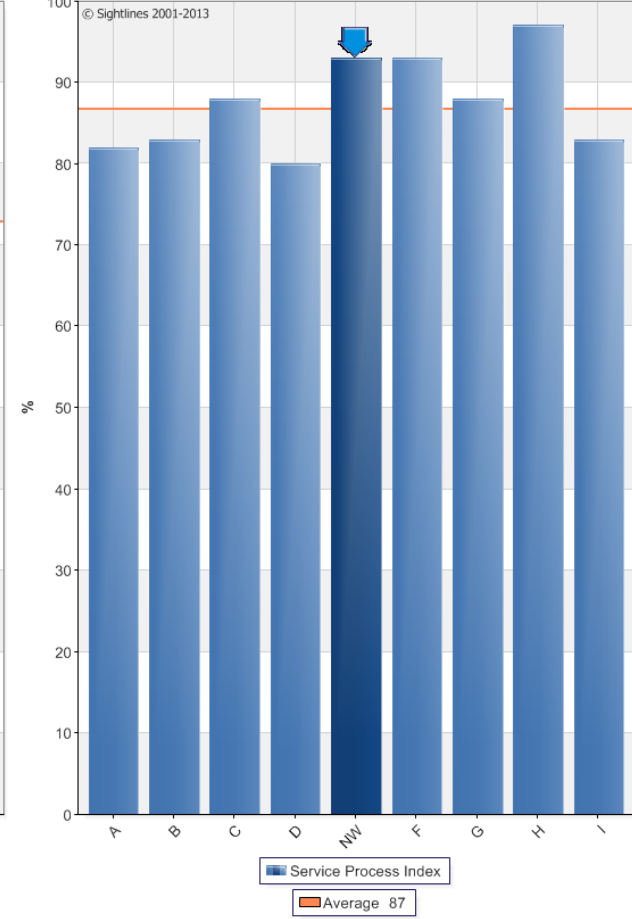
Institutions Ordered By: Density Factor

Customer Satisfaction Index



Institutions Ordered By: Density Factor

Service Process Index



Institutions Ordered By: Density Factor