

## 2006 Student Satisfaction Inventory Report

Office of Institutional Effectiveness and Research  
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We administered the Student Satisfaction Inventory (SSI) in class meetings in spring 2006. Twenty classes meeting at 10 a.m. on March 22, 2006 and three classes meeting on March 23, 2006 were selected to participate in the SSI. A total number of 368 students were enrolled in these selected classes. However, 62% (228/368) were shown up and participated in the survey. Among the 228 participants, 20.38% were first year students, 32.23% were sophomores, 27.49% were juniors, and 19.43% were seniors.

Students respond to each item on a 1 to 7 scale, with 7 being high. Mean averages for importance are typically in the range of 5 to 6 and mean average satisfaction scores are typically in a range of 4 to 5. A performance gap is simply the importance score minus the satisfaction score. The larger the performance gap, the greater the discrepancy between what students expect and their level of satisfaction with the current situation. The smaller the performance gap, the better the institution is doing at meeting student expectations. Note that typical performance gaps vary based on the type of institution and the population surveyed. Refer to the section on the Strategic Planning Overview to identify the performance gaps which should capture your immediate attention.

This section of the report presents the data by area. Included is the mean rating of importance and satisfaction plus the corresponding performance gap for each item.

### Academic Affairs

Item	Importance	Satisfaction	Gap
<b>3. Faculty care about me as an individual.</b>	6.36	5.07	1.29
<b>6. My academic advisor is approachable.</b>	6.52	5.68	0.84
<b>8. The content of the courses within my major is valuable.</b>	6.60	5.12	1.48
<b>13. Library staff are helpful and approachable.</b>	6.23	5.33	0.90
<b>14. My academic advisor is concerned about my success as an individual.</b>	6.56	5.37	1.19
<b>16. The instruction in my major field is excellent.</b>	6.53	5.07	1.46
<b>18. Library resources and services are adequate.</b>	6.33	4.59	1.74
<b>19. My academic advisor helps me set goals to work toward.</b>	6.44	4.95	1.49
<b>25. Faculty are fair and unbiased in their treatment of individual students.</b>	6.37	4.20	2.17
<b>26. Computer labs are adequate and accessible.</b>	6.45	4.83	1.62
<b>27. The personnel involved in registration are helpful.</b>	6.40	4.68	1.72
<b>32. Tutoring services are readily available.</b>	6.41	4.69	1.72
<b>33. My academic advisor is knowledgeable about requirements in my major.</b>	6.54	5.27	1.27
<b>34. I am able to register for classes I need with few conflicts.</b>	6.52	4.44	2.08
<b>35. The assessment and course placement procedures are reasonable.</b>	6.34	4.58	1.76
<b>39. I am able to experience intellectual growth here.</b>	6.50	4.72	1.78

<b>41. There is a commitment to academic excellence on this campus.</b>	6.42	5.01	1.41
<b>44. Academic support services adequately meet the needs of students.</b>	6.39	4.38	2.01
<b>47. Faculty provide timely feedback about student progress in a course.</b>	6.34	4.60	1.74
<b>50. Class change (drop/add) policies are reasonable.</b>	6.38	4.56	1.82
<b>53. Faculty take into consideration student differences as they teach a course.</b>	6.37	4.34	2.03
<b>55. Major requirements are clear and reasonable.</b>	6.52	4.87	1.65
<b>58. The quality of instruction I receive in most of my classes is excellent.</b>	6.36	4.74	1.62
<b>61. Adjunct faculty are competent as classroom instructors.</b>	6.34	4.52	1.82
<b>65. Faculty are usually available after class and during office hours.</b>	6.50	4.75	1.75
<b>68. Nearly all of the faculty are knowledgeable in their field.</b>	6.49	4.82	1.67
<b>69. There is a good variety of courses provided on this campus.</b>	6.52	4.08	2.44

## Student Affairs

Item	Importance	Satisfaction	Gap
<b>1. Most students feel a sense of belonging here.</b>	6.10	4.96	1.14
<b>2. The campus staff are caring and helpful.</b>	6.44	4.87	1.57
<b>7. The campus is safe and secure for all students.</b>	6.57	4.33	2.24
<b>9. A variety of intramural activities are offered.</b>	5.89	3.43	2.46
<b>10. Administrators are approachable to students.</b>	6.39	4.63	1.76
<b>15. The staff in the health services area are competent.</b>	6.41	4.60	1.81
<b>22. Counseling staff care about students as individuals.</b>	6.22	4.41	1.81
<b>23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)</b>	6.49	3.03	3.46
<b>24. The intercollegiate athletic programs contribute to a strong sense of school spirit.</b>	5.98	3.76	2.22
<b>27. The personnel involved in registration are helpful.</b>	6.40	4.68	1.72
<b>28. Parking lots are well-lighted and secure.</b>	6.40	3.43	2.97
<b>29. It is an enjoyable experience to be a student on this campus.</b>	6.34	4.34	2.00
<b>30. Residence hall staff are concerned about me as an individual.</b>	6.15	4.05	2.10
<b>36. Security staff respond quickly in emergencies.</b>	6.48	3.87	2.61
<b>37. I feel a sense of pride about my campus.</b>	6.30	4.71	1.59
<b>40. Residence hall regulations are reasonable.</b>	6.33	3.91	2.42
<b>42. There are a sufficient number of weekend activities for students.</b>	6.11	3.10	3.01
<b>45. Students are made to feel welcome on this campus.</b>	6.45	5.13	1.32
<b>46. I can easily get involved in campus organizations.</b>	6.26	4.84	1.42
<b>49. There are adequate services to help me decide upon a career.</b>	6.45	4.39	2.06
<b>52. The student center is a comfortable place for students to spend their leisure time.</b>	6.27	3.54	2.73
<b>56. The student handbook provides helpful information about campus life.</b>	6.31	4.67	1.64
<b>57. I seldom get the "run-around" when seeking information on this campus.</b>	6.29	3.58	2.71

<b>59. This institution shows concern for students as individuals.</b>	6.39	4.67	1.72
<b>60. I generally know what's happening on campus.</b>	6.25	4.42	1.83
<b>63. Student disciplinary procedures are fair.</b>	6.30	4.46	1.84
<b>64. New student orientation services help students adjust to college.</b>	6.30	4.49	1.81
<b>71. Channels for expressing student complaints are readily available.</b>	6.29	4.03	2.26
<b>73. Student activities fees are put to good use.</b>	6.36	3.87	2.49

## Business and Finance

Item	Importance	Satisfaction	Gap
<b>1. Most students feel a sense of belonging here.</b>	6.10	4.96	1.14
<b>2. The campus staff are caring and helpful.</b>	6.44	4.87	1.57
<b>5. Financial aid counselors are helpful.</b>	6.43	4.82	1.61
<b>10. Administrators are approachable to students.</b>	6.39	4.63	1.76
<b>11. Billing policies are reasonable.</b>	6.31	3.93	2.38
<b>12. Financial aid awards are announced to students in time to be helpful in college planning.</b>	6.50	4.14	2.36
<b>17. Adequate financial aid is available for most students.</b>	6.51	4.02	2.49
<b>20. The business office is open during hours which are convenient for most students.</b>	6.41	4.61	1.80
<b>21. The amount of student parking space on campus is adequate.</b>	6.03	3.07	2.96
<b>28. Parking lots are well-lighted and secure.</b>	6.40	3.43	2.97
<b>38. There is an adequate selection of food available in the cafeteria.</b>	6.35	2.94	3.41
<b>54. Bookstore staff are helpful.</b>	6.23	4.54	1.69
<b>57. I seldom get the "run-around" when seeking information on this campus.</b>	6.29	3.58	2.71
<b>66. Tuition paid is a worthwhile investment.</b>	6.49	3.94	2.55
<b>72. On the whole, the campus is well-maintained.</b>	6.43	4.54	1.89

## Institutional Advancement

	Importance	Satisfaction	Gap
<b>1. Most students feel a sense of belonging here.</b>	6.10	4.96	1.14
<b>2. The campus staff are caring and helpful.</b>	6.44	4.87	1.57
<b>4. Admissions staff are knowledgeable.</b>	6.42	5.07	1.35
<b>10. Administrators are approachable to students.</b>	6.39	4.63	1.76
<b>37. I feel a sense of pride about my campus.</b>	6.30	4.71	1.59
<b>43. Admissions counselors respond to prospective students' unique needs and requests.</b>	6.31	4.43	1.88
<b>48. Admissions counselors accurately portray the campus in their recruiting practices.</b>	6.31	4.40	1.91
<b>51. This institution has a good reputation within the community.</b>	6.46	4.99	1.47
<b>57. I seldom get the "run-around" when seeking</b>	6.29	3.58	2.71

<b>information on this campus.</b>			
<b>90. Cost as factor in decision to enroll.</b>	6.39	5.86	.53
<b>91. Financial aid as factor in decision to enroll.</b>	6.42	6.11	.31
<b>92. Academic reputation as factor in decision to enroll.</b>	6.43	6.13	.30
<b>93. Size of institution as factor in decision to enroll.</b>	6.31	5.37	.94
<b>94. Opportunity to play sports as factor in decision to enroll.</b>	4.86	3.52	1.34
<b>95. Recommendations from family/friends as factor in decision to enroll.</b>	5.64	4.79	.85
<b>96. Geographic setting as factor in decision to enroll.</b>	5.76	5.30	.46
<b>97. Campus appearance as factor in decision to enroll.</b>	6.12	5.32	.80
<b>98. Personalized attention prior to enrollment as factor in decision to enroll.</b>	6.12	5.53	.59

### **Institutional Strengths and Weaknesses**

The results from the Noel-Levitz satisfaction survey support strategic planning efforts. The data serve to identify institutional strengths and challenges from the perceptions of the students. Institutional challenges should be addressed in the strategic planning activities to identify appropriate responses for the short-term and the long-term. Institutional leadership can have confidence in the decisions they are making for the strategic plan because the identified issues are ones that matter to students and ones that students feel are priorities for improvement. Strengths are items with high importance and high satisfaction. These are specifically identified as items above the mid-point in importance and in the upper quartile (25percent) of your satisfaction scores. The strengths are listed in descending order of importance. Strengths are items with high importance and high satisfaction. These are specifically identified as items above the mid-point in importance and in the upper quartile (25percent) of your satisfaction scores. Challenges are items with high importance and low satisfaction or large performance gap. These are specifically identified as items above the mid-point in importance and in the lower quartile (25 percent) of your satisfaction scores or the top quartile (25 percent) of your performance gap scores. The challenges are listed in descending order of importance. Respond to your challenges! Most institutions conduct student satisfaction assessment in order to identify areas for campus improvement. These improvement priorities are highlighted in the list of challenges. Challenges are the areas that students care the most about, which they also feel can be further improved upon by the campus. These areas need to be discussed, explored, prioritized, and responded to. If you ignore these areas, you run the risk of increasing student dissatisfaction and ultimately impacting the retention of your students.

This section of the report presents strengths and weaknesses of the institution as determined by the SSI. Also in this section is a benchmark report based on items with higher and lower satisfaction in relation to four-year private institutions.

<b>Strengths</b>
8. The content of the courses within my major is valuable.
14. My academic advisor is concerned about my success as an individual.
33. My academic advisor is knowledgeable about requirements in my major.
16. The instruction in my major field is excellent.
55. Major requirements are clear and reasonable.
6. My academic advisor is approachable.
68. Nearly all of the faculty are knowledgeable in their field.
51. This institution has a good reputation within the community.
26. Computer labs are adequate and accessible.
45. Students are made to feel welcome on this campus.
19. My academic advisor helps me set goals to work toward.
2. The campus staff are caring and helpful.
5. Financial aid counselors are helpful.
4. Admissions staff are knowledgeable.
41. There is a commitment to academic excellence on this campus.
<b>Challenges</b>
7. The campus is safe and secure for all students.
69. There is a good variety of courses provided on this campus.
17. Adequate financial aid is available for most students.
12. Financial aid awards are announced to students in time to be helpful in college planning.
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)
66. Tuition paid is a worthwhile investment.
36. Security staff respond quickly in emergencies.
28. Parking lots are well-lighted and secure.
<b>Benchmarks</b>
<b>Higher Satisfaction vs. Four-Year Private Institutions</b>
6. My academic advisor is approachable.
<b>Lower Satisfaction vs. Four-Year Private Institutions</b>
8. The content of the courses within my major is valuable.
7. The campus is safe and secure for all students.
16. The instruction in my major field is excellent.
34. I am able to register for classes I need with few conflicts.
55. Major requirements are clear and reasonable.
69. There is a good variety of courses provided on this campus.
17. Adequate financial aid is available for most students.
12. Financial aid awards are announced to students in time to be helpful in college planning.
39. I am able to experience intellectual growth here.
65. Faculty are usually available after class and during office hours.
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)
66. Tuition paid is a worthwhile investment.
68. Nearly all of the faculty are knowledgeable in their field.
36. Security staff respond quickly in emergencies.
51. This institution has a good reputation within the community.
26. Computer labs are adequate and accessible.
45. Students are made to feel welcome on this campus.
49. There are adequate services to help me decide upon a career.
2. The campus staff are caring and helpful.
72. On the whole, the campus is well-maintained.

41. There is a commitment to academic excellence on this campus.
20. The business office is open during hours which are convenient for most students.
32. Tutoring services are readily available.
27. The personnel involved in registration are helpful.
28. Parking lots are well-lighted and secure.
10. Administrators are approachable to students.
44. Academic support services adequately meet the needs of students.
59. This institution shows concern for students as individuals.
50. Class change (drop/add) policies are reasonable.
<b>Higher Importance vs. Four-Year Private Institutions</b>
7. The campus is safe and secure for all students.
14. My academic advisor is concerned about my success as an individual.
55. Major requirements are clear and reasonable.
6. My academic advisor is approachable.
12. Financial aid awards are announced to students in time to be helpful in college planning.
65. Faculty are usually available after class and during office hours.
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)
36. Security staff respond quickly in emergencies.
51. This institution has a good reputation within the community.
26. Computer labs are adequate and accessible.
45. Students are made to feel welcome on this campus.
49. There are adequate services to help me decide upon a career.
19. My academic advisor helps me set goals to work toward.
5. Financial aid counselors are helpful.
72. On the whole, the campus is well-maintained.
92. Academic reputation as factor in decision to enroll.
4. Admissions staff are knowledgeable.
91. Financial aid as factor in decision to enroll.
15. The staff in the health services area are competent.
20. The business office is open during hours which are convenient for most students.
32. Tutoring services are readily available.
27. The personnel involved in registration are helpful.
28. Parking lots are well-lighted and secure.
10. Administrators are approachable to students.
44. Academic support services adequately meet the needs of students.
90. Cost as factor in decision to enroll.
50. Class change (drop/add) policies are reasonable.