

STUDENT SATISFACTION INVENTORY™

4-Year College and University Version

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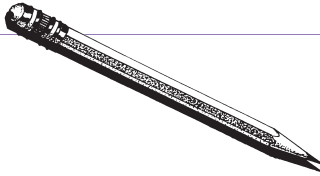
Dear Student,

Your institution is interested in systematically listening to its students. Therefore, your thoughtful and honest responses to this inventory are very important.

You are part of a sample of students carefully selected to share feedback about your college experiences thus far. Your responses will give your campus leadership insights about the aspects of college that are important to you as well as how satisfied you are with them.

To preserve confidentiality, your name is not requested.

— Thank you for your participation.



Instructions:

- Use a No. 2 pencil only. Please do not use ink or ballpoint pen.
- Erase changes completely and cleanly.
- Completely darken the oval that corresponds to your response.

Each item below describes an expectation about your experiences on this campus. On the left, tell us how important it is for your institution to meet this expectation. On the right tell us how satisfied you are that your institution has met this expectation.

Importance to me My level of satisfaction																				
1 - not important at all							not available/not used																				
2 - not very important							very satisfied - 7																				
3 - somewhat unimportant							satisfied - 6																				
4 - neutral							somewhat satisfied - 5																				
5 - somewhat important							neutral - 4																				
6 - important							somewhat dissatisfied - 3																				
7 - very important							not very satisfied - 2																				
does not apply							not satisfied at all - 1																				
1	2	3	4	5	6	7	1	2	3	4	5	6	7	1	2	3	4	5	6	7	1	2	3	4	5	6	7
1. Most students feel a sense of belonging here.																											
2. The campus staff are caring and helpful.																											
3. Faculty care about me as an individual.																											
4. Admissions staff are knowledgeable.																											
5. Financial aid counselors are helpful.																											
6. My academic advisor is approachable.																											
7. The campus is safe and secure for all students.																											
8. The content of the courses within my major is valuable.																											
9. A variety of intramural activities are offered.																											
10. Administrators are approachable to students.																											
11. Billing policies are reasonable.																											
12. Financial aid awards are announced to students in time to be helpful in college planning.																											
13. Library staff are helpful and approachable.																											
14. My academic advisor is concerned about my success as an individual.																											
15. The staff in the health services area are competent.																											
16. The instruction in my major field is excellent.																											
17. Adequate financial aid is available for most students.																											
18. Library resources and services are adequate.																											
19. My academic advisor helps me set goals to work toward.																											
20. The business office is open during hours which are convenient for most students.																											

PLEASE DO NOT MARK IN THIS AREA

SERIAL #

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Importance to me . . .

- 1 - not important at all
- 2 - not very important
- 3 - somewhat unimportant
- 4 - neutral
- 5 - somewhat important
- 6 - important
- 7 - very important

does not apply

. . . My level of satisfaction

not available/not used

- very satisfied - 7
- satisfied - 6
- somewhat satisfied - 5
- neutral - 4
- somewhat dissatisfied - 3
- not very satisfied - 2
- not satisfied at all - 1

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- 21. The amount of student parking space on campus is adequate.
- 22. Counseling staff care about students as individuals.
- 23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air conditioning, telephones, etc.).
- 24. The intercollegiate athletic programs contribute to a strong sense of school spirit.
- 25. Faculty are fair and unbiased in their treatment of individual students.
- 26. Computer labs are adequate and accessible.
- 27. The personnel involved in registration are helpful.
- 28. Parking lots are well-lighted and secure.
- 29. It is an enjoyable experience to be a student on this campus.
- 30. Residence hall staff are concerned about me as an individual.
- 31. Males and females have equal opportunities to participate in intercollegiate athletics.
- 32. Tutoring services are readily available.
- 33. My academic advisor is knowledgeable about requirements in my major.
- 34. I am able to register for classes I need with few conflicts.
- 35. The assessment and course placement procedures are reasonable.
- 36. Security staff respond quickly in emergencies.
- 37. I feel a sense of pride about my campus.
- 38. There is an adequate selection of food available in the cafeteria.
- 39. I am able to experience intellectual growth here.
- 40. Residence hall regulations are reasonable.
- 41. There is a commitment to academic excellence on this campus.
- 42. There are a sufficient number of weekend activities for students.
- 43. Admissions counselors respond to prospective students' unique needs and requests.
- 44. Academic support services adequately meet the needs of students.
- 45. Students are made to feel welcome on this campus.
- 46. I can easily get involved in campus organizations.
- 47. Faculty provide timely feedback about student progress in a course.
- 48. Admissions counselors accurately portray the campus in their recruiting practices.
- 49. There are adequate services to help me decide upon a career.
- 50. Class change (drop/add) policies are reasonable.
- 51. This institution has a good reputation within the community.
- 52. The student center is a comfortable place for students to spend their leisure time.
- 53. Faculty take into consideration student differences as they teach a course.
- 54. Bookstore staff are helpful.
- 55. Major requirements are clear and reasonable.
- 56. The student handbook provides helpful information about campus life.
- 57. I seldom get the "run-around" when seeking information on this campus.
- 58. The quality of instruction I receive in most of my classes is excellent.
- 59. This institution shows concern for students as individuals.
- 60. I generally know what's happening on campus.
- 61. Adjunct faculty are competent as classroom instructors.
- 62. There is a strong commitment to racial harmony on this campus.
- 63. Student disciplinary procedures are fair.
- 64. New student orientation services help students adjust to college.
- 65. Faculty are usually available after class and during office hours.
- 66. Tuition paid is a worthwhile investment.
- 67. Freedom of expression is protected on campus.
- 68. Nearly all of the faculty are knowledgeable in their field.
- 69. There is a good variety of courses provided on this campus.
- 70. Graduate teaching assistants are competent as classroom instructors.
- 71. Channels for expressing student complaints are readily available.
- 72. On the whole, the campus is well-maintained.
- 73. Student activities fees are put to good use.

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Your institution may choose to provide you with additional questions on a separate sheet. The section below numbered 74 - 83 is provided as a response area for those additional questions. Continue on to item 84 when you have completed this section.

Importance to me My level of satisfaction							
1 - not important at all	2 - not very important	3 - somewhat unimportant	4 - neutral	5 - somewhat important	6 - important	7 - very important	does not apply							not available/not used
														very satisfied - 7
														satisfied - 6
														somewhat satisfied - 5
														neutral - 4
														somewhat dissatisfied - 3
														not very satisfied - 2
														not satisfied at all - 1
(If items 74-83 not available, skip to item 84.)														
1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	74.		74.	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7
1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	75.		75.	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7
1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	76.		76.	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7
1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	77.		77.	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7
1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	78.		78.	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7
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1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	80.		80.	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7
1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	81.		81.	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7
1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	82.		82.	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7
1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	83.		83.	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7
How satisfied are you that this campus demonstrates a commitment to meeting the needs of:														
1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	84.	Part-time students?	84.	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7
1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	85.	Evening students?	85.	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7
1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	86.	Older, returning learners?	86.	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7
1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	87.	Under-represented populations?	87.	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7
1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	88.	Commuters?	88.	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7
1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	89.	Students with disabilities?	89.	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7
How important were each of the following factors in your decision to enroll here?														
1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	90.	Cost						
1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	91.	Financial aid						
1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	92.	Academic reputation						
1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	93.	Size of institution						
1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	94.	Opportunity to play sports						
1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	95.	Recommendations from family/friends						
1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	96.	Geographic setting						
1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	97.	Campus appearance						
1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	98.	Personalized attention prior to enrollment						

Choose the one response that best applies to you and darken the corresponding oval for each of the questions below.

- | | | |
|--|--|---|
| <p>99. So far, how has your college experience met your expectations?</p> <ul style="list-style-type: none"> ① Much worse than I expected ② Quite a bit worse than I expected ③ Worse than I expected ④ About what I expected ⑤ Better than I expected ⑥ Quite a bit better than I expected ⑦ Much better than I expected | <p>100. Rate your overall satisfaction with your experience here thus far.</p> <ul style="list-style-type: none"> ① Not satisfied at all ② Not very satisfied ③ Somewhat dissatisfied ④ Neutral ⑤ Somewhat satisfied ⑥ Satisfied ⑦ Very satisfied | <p>101. All in all, if you had it to do over again, would you enroll here?</p> <ul style="list-style-type: none"> ① Definitely not ② Probably not ③ Maybe not ④ I don't know ⑤ Maybe yes ⑥ Probably yes ⑦ Definitely yes |
|--|--|---|

CONTINUE TO THE NEXT PAGE

