

Student Satisfaction Inventory™

CEGEP, Community, and Technical Colleges (Canadian Version)

[Online Web-Survey Sample](https://survey.ruffalonl.com/%22%20%5Cl%20%22/entry/sample/sps/mock/50102)

[Items Comprising Scales](#Items)

[Raw Data File Format](https://www.ruffalonl.com/wp-content/uploads/2023/02/SPS_SSI2YrCanadian_RawDataFileLayout.xlsx)

Items 1 - 95 are responded as follows:

Each item below describes an expectation about your experiences with this program.

On the left, tell us how important it is for your institution to meet this expectation.

Level of importance...

1 - not important at all

2 - not very important

3 - somewhat unimportant

4 - neutral

5 - somewhat important

6 - important

7 - very important

N/A - does not apply

**On the right, tell us how satisfied you are that your institution has met this expectation.**

...Level of satisfaction

1 - not satisfied at all

2 - not very satisfied

3 - somewhat dissatisfied

4 - neutral

5 - somewhat satisfied

6 - satisfied

7 - very satisfied

N/A - not available / not used

**The questions are as follows:**

1. Most students feel a sense of belonging here.

2. Faculty care about me as an individual.

3. The quality of instruction in the non-diploma/non-DEC programs is excellent.

4. Security staff are helpful.

5. The personnel involved in registration are helpful.

6. Academic advisors/counsellors are approachable.

7. Adequate financial aid is available for most students at this institution.

8. Classes are scheduled at times that are convenient for me.

9. Internships/work study or practical experiences are provided in my diploma program.

10. Child care/day care facilities are available on campus.

11. Security staff respond quickly in emergencies.

12. Academic advisors/counsellors help me set goals to work toward.

13. Scholarships and bursaries are announced to students in time to be helpful in college planning.

14. Library resources and services are adequate.

15. I am able to register for classes I need with few conflicts.

16. The college shows concern for students as individuals.

17. PLEASE LEAVE BLANK

18. The quality of instruction I receive in most of my classes is excellent.

19. PLEASE LEAVE BLANK

20. Student awards/financial aid staff are helpful.

21. There are a sufficient number of study areas available.

22. People on this campus respect and are supportive of each other.

23. Faculty are understanding of students' unique life circumstances.

24. Parking lots are well-lit and secure.

25. Academic advisors/counsellors are concerned about my success as an individual.

26. Library staff are helpful and approachable.

27. The campus staff are caring and helpful.

28. It is an enjoyable experience to be a student on this campus.

29. Faculty are fair and unbiased in their treatment of individual students.

30. The career/placement services office provides students with the help they need to get a job.

31. The campus is safe and secure for all students.

32. Academic advisors/counsellors are knowledgeable about my program requirements.

33. Student recruitment and admissions personnel accurately portray the campus in their recruiting practices.

34. Computers and/or Wi-Fi are adequate and accessible.

35. Policies and procedures regarding registration and course selection are clear and well-publicized.

36. Students are made to feel welcome on this campus.

37. Faculty take into consideration student differences as they teach a course.

38. The student center/lounge areas are comfortable places for students to spend their leisure time.

39. The amount of student parking space is adequate.

40. Academic advisors/counsellors are knowledgeable about the transfer requirements of other schools.

41. Student recruitment/admissions staff are knowledgeable.

42. The equipment in the lab facilities is kept up to date.

43. Class change (drop/add) policies are reasonable.

44. I generally know what's happening on campus.

45. This institution has a good reputation within the community.

46. Faculty provide timely feedback about student progress in a course.

47. There are adequate services to help me decide upon a career.

48. Personal counselling staff care about students as individuals.

49. Student recruitment and admissions personnel respond to prospective students' unique needs and requests.

50. Tutoring services are readily available.

51. There are convenient ways of paying my tuition/registration and other institutional fees.

52. This school does whatever it can to help me reach my educational goals.

53. The assessment and course placement/equivalence granting procedures are reasonable.

54. Faculty are interested in my academic problems.

55. Student success/academic support services adequately meet the needs of students.

56. The business/administrative office is open during hours which are convenient for most students.

57. Administrators are approachable to students.

58. Nearly all of the faculty are knowledgeable in their fields.

59. New student orientation services help students adjust to college.

60. Billing policies are reasonable.

61. Faculty are usually available after class and during office hours.

62. Bookstore staff are helpful.

63. I seldom get the "run-around" when seeking information on this campus.

64. Nearly all classes deal with practical experiences and applications.

65. Students are notified early in the term if they are doing poorly in a class.

66. Program requirements are clear and reasonable.

67. Channels for expressing student complaints are readily available.

68. On the whole, the campus is well-maintained.

69. There is a good variety of courses provided on this campus.

70. I am able to experience intellectual growth here.

71. Campus item - if utilized by the institution.

72. Campus item - if utilized by the institution.

73. Campus item - if utilized by the institution.

74. Campus item - if utilized by the institution.

75. Campus item - if utilized by the institution.

76. Campus item - if utilized by the institution.

77. Campus item - if utilized by the institution.

78. Campus item - if utilized by the institution.

79. Campus item - if utilized by the institution.

80. Campus item - if utilized by the institution.

How satisfied are you that your institution has met this expectation.

81. Institution's commitment to part-time students?

82. Institution's commitment to evening students?

83. Institution's commitment to older, returning learners?

84. Institution's commitment to minority populations?

85. Institution's commitment to commuters?

86. Institution's commitment to students with special needs?

**How important each of the following factors were in your decision to enroll at this institution?**

87. Cost as factor in decision to enroll.

88. Financial aid/scholarships and bursaries as factor in decision to enroll.

89. Academic reputation as factor in decision to enroll.

90. Size of institution as factor in decision to enroll.

91. Future employment opportunities as factor in decision to enroll.

92. Recommendations from family/friends as factor in decision to enroll.

93. Geographic setting as factor in decision to enroll.

94. Campus appearance as factor in decision to enroll.

95. Personalized attention prior to enrollment as factor in decision to enroll.

Section #2 - Summary Questions

1. So far, how has your college experience met your expectations?

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

2. Rate your overall satisfaction with your experience here thus far.

1 - Not satisfied at all

2 - Not very satisfied

3 - Somewhat dissatisfied

4 - Neutral

5 - Somewhat satisfied

6 - Satisfied

7 - Very satisfied

3. All in all, if you had it to do over again, would you enroll here?

1 - Definitely not

2 - Probably not

3 - Maybe not

4 - I don't know

5 - Maybe yes

6 - Probably yes

7 - Definitely yes

Section #3 - Demographic Questions

1. Gender

1 - Female

2 - Male

3 - Prefer not to respond

4 - Transgender

5 - Genderqueer; neither exclusively male nor female

6 - Additional gender category/ Other

2. Age

1 - 18 and under

2 - 19 to 24

3 - 25 to 34

4 - 35 to 44

5 - 45 and over

3. Current Class Load

1 - Full-time

2 - Part-time

4. Class Level

1 - First year

2 - Second year

3 - Third year

4 - Other class level

5. Current GPA/Overall average

1 - No credits earned

2 - 49% or below

3 - 50-59%

4 - 60-69%

5 - 70-79%

6 - 80% or above

6. Educational Goal

1 - College diploma

2 - Certificate/AEC program

3 - Transfer to another institution

4 - Certification (initial or renewal)

5 - Self-improvement/pleasure

6 - Job-related training

7 - Other educational goals

7. Employment

1 - Full-time off campus

2 - Part-time off campus

3 - Full-time on campus

4 - Part-time on campus

5 - Not employed

8. Current Residence

1 - Residence hall

2 - Own house

3 - Rent room or apartment off campus

4 - Parent's home

5 - Other residence

9. Residence Classification

1 - From same province as institution

2 - Canadian citizen from a different province

3 - International (not Canadian citizen)

10. Special needs

1 - Yes

2 - No

11. Institution Was My:

1 - 1st choice

2 - 2nd choice

3 - 3rd choice or lower

Demographic Item #1 requested by institution, if utilized. Six possible responses.

1 - Answer one

2 - Answer two

3 - Answer three

4 - Answer four

5 - Answer five

6 - Answer six

Demographic Item #2 requested by institution, if utilized. Six possible responses.

1 - Answer one

2 - Answer two

3 - Answer three

4 - Answer four

5 - Answer five

6 - Answer six

Selection of program/major: if utilized by institution. Consult survey administrator for codes. If not used by institution, this item is blank.

How likely is it that you would recommend our institution to a friend or colleague?

0 - Not at all likely

1

2

3

4

5 - Neutral

6

7

8

9

10 - Extremely likely

Please enter any comments you would like to share with this institution.

Items Comprising Scales

Student Centeredness

1. Most students feel a sense of belonging here.

16. The college shows concern for students as individuals.

27. The campus staff are caring and helpful.

28. It is an enjoyable experience to be a student on this campus.

36. Students are made to feel welcome on this campus.

57. Administrators are approachable to students.

Instructional Effectiveness

2. Faculty care about me as an individual.

18. The quality of instruction I receive in most of my classes is excellent.

23. Faculty are understanding of students' unique life circumstances.

29. Faculty are fair and unbiased in their treatment of individual students.

37. Faculty take into consideration student differences as they teach a course.

46. Faculty provide timely feedback about student progress in a course.

54. Faculty are interested in my academic problems.

58. Nearly all of the faculty are knowledgeable in their fields.

61. Faculty are usually available after class and during office hours.

64. Nearly all classes deal with practical experiences and applications.

65. Students are notified early in the term if they are doing poorly in a class.

66. Program requirements are clear and reasonable.

69. There is a good variety of courses provided on this campus.

70. I am able to experience intellectual growth here.

Responsiveness to Diverse Populations

81. Part-time students?

82. Evening students?

83. Older, returning learners?

84. Minority populations?

85. Campus item: Institution's commitment to students living off campus.

86. Students with special needs?

**Campus Support Services**

10. Child care / day care facilities are available on campus.

17. DISREGARD THIS ITEM

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19. DISREGARD THIS ITEM

19. DISREGARD THIS ITEM

30. The career services office provides students with the help they need to get a job.

38. The student areas are comfortable places for students to spend their leisure time.

47. There are adequate services to help me decide upon a career.

59. New student orientation services help students adjust to college.

**Safety and Security**

4. Security staff are helpful.

11. Security staff respond quickly in emergencies.

24. Parking lots are well-lit and secure.

31. The campus is safe and secure for all students.

39. The amount of student parking space is adequate.

**Academic Advising/Counseling**

6. Academic advisors are approachable

12. Academic advisors help me set goals to work toward.

25. Academic advisors are concerned about my success as an individual.

32. Academic advisors are knowledgeable about my program requirements.

40. Academic advisors are knowledgeable about transfer opportunities to other schools.

48. Personal counselling staff care about students as individuals.

52. The institution does whatever it can to help me reach my educational goals.

**Admissions and Financial Aid**

7. Adequate information about financial aid (student loans and awards) is available for most students at this institution.

13. Scholarships and bursaries are announced to students in time to be helpful in college planning.

20. Student awards/financial aid staff are helpful.

33. Student recruitment and admissions personnel accurately portray the campus in their recruiting practices.

41. Student recruitment/admissions staff are knowledgeable.

49. Student recruitment and admissions personnel respond to prospective students' unique needs and requests.

**Academic Services**

14. Library resources and services are adequate.

21. There are a sufficient number of study areas available.

26. Library staff are helpful and approachable.

34. Computers and/or Wi-Fi are adequate and accessible.

42. The equipment in the lab facilities is kept up to date.

50. Tutoring services are readily available.

55. Student success/academic support services adequately meet the needs of students.

**Registration Effectiveness**

5. The personnel involved in registration are helpful.

8. Classes are scheduled at times that are convenient for me.

15. I am able to register for classes I need with few conflicts.

35. Policies and procedures regarding registration and course selection are clear and well-publicized.

43. Class change (drop/add) policies are reasonable.

51. There are convenient ways of paying my tuition/registration and other institutional fees.

56. The college office hours are open during times which are convenient for me.

60. Billing policies are reasonable.

62. Bookstore staff are helpful.

**Service Excellence**

5. The personnel involved in registration are helpful.

22. People at this College respect and are supportive of each other.

26. Library staff are helpful and approachable.

27. The campus staff are caring and helpful.

44. I generally know what's happening on this campus.

57. Administrators are approachable to students.

62. Bookstore staff are helpful.

63. I seldom get the "run-around" when seeking information on this campus.

67. Channels for expressing student complaints are readily available.

**Concern for the Individual**

2. Faculty care about me as an individual.

16. The college shows concern for students as individuals.

25. Academic advisors are concerned about my success as an individual.

29. Faculty are fair and unbiased in their treatment of individual students.

48. Personal counselling staff care about students as individuals.

**Campus Climate**

1. Most students feel a sense of belonging here.

2. Faculty care about me as an individual.

16. The college shows concern for students as individuals.

22. People at this College respect and are supportive of each other.

27. The campus staff are caring and helpful.

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