

Parent Satisfaction Inventory ™

Four-Year College and University Version

Form B

[Online Web-Survey Sample](https://survey.ruffalonl.com/%22%20%5Cl%20%22/entry/sample/sps/mock/50095)

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

Items 1 - 68 are responded as follows:

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

On the left, indicate how important you believe it is as a parent that this institution meets 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, indicate your level of satisfaction as a parent that the institution is meeting 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. The campus staff are caring and helpful.

2. Registration processes and procedures are convenient.

3. The campus is safe and secure.

4. The content of the courses within my child's major is valuable.

5. Administrators are available to hear students' concerns.

6. Billing policies are reasonable.

7. Admissions staff provide personalized attention prior to enrollment.

8. Financial aid awards are announced in time to be helpful in college and financial planning.

9. Library resources and services are adequate.

10. Academic advisors help my child to set goals to work toward.

11. Financial aid counseling is available for my child as needed.

12. The amount of student parking space on campus is adequate.

13. Living conditions in the residence halls are comfortable for my child.

14. Faculty are fair and unbiased in their treatment of my child.

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

16. Academic advisors are available when my child needs help.

17. There are sufficient courses within my child's program of study available each term.

18. Parking lots are well-lighted and secure.

19. Residence hall staff are concerned about my child as an individual.

20. Tutoring services are readily available.

21. Academic advisors are knowledgeable about requirements for majors within their area.

22. This campus provides online access to services our family needs.

23. My child is able to register for classes he/she needs with few conflicts.

24. My child receives the help he/she needs to apply academic major to career goals.

25. My child is able to take care of college-related business at times that are convenient.

26. Counseling services are available if my child needs them.

27. This institution helps our family to identify resources to finance our child's education.

28. Security staff respond quickly to calls for assistance.

29. Faculty use a variety of technology and media in the classroom.

30. There is an adequate selection of food available on campus.

31. Our family is made to feel welcome on this campus.

32. Faculty provide timely feedback about the progress of my child in their courses.

33. Admissions counselors accurately portray the campus in their recruiting practices.

34. There are adequate services to help my child decide upon a career.

35. My child seldom gets the "run-around" when seeking information on this campus.

36. The quality of instruction my child receives in most of his/her classes is excellent.

37. There is a strong commitment to diversity on this campus.

38. My child receives ongoing feedback about his/her progress toward academic goals.

39. Student disciplinary procedures are fair.

40. Faculty are usually available to my child outside of class (during office hours, by phone or by e-mail).

41. Tuition paid is a worthwhile investment.

42. Students are free to express their ideas on this campus.

43. Mentors are available to guide my child's life and career goals.

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

45. Student activity fees are put to good use.

46. I am confident my child will be well-prepared for his/her chosen career path when he/she graduates.

47. I am confident my child will be successful academically at this institution.

48. The institution keeps me informed (i.e., newsletters, Websites, etc.).

49. If needed, my child can readily access medical care, either on campus or in the community.

50. There are adequate mental health services available to students who need them, either on campus or in the community.

51. Campus item - if utilized by the institution.

52. Campus item - if utilized by the institution.

53. Campus item - if utilized by the institution.

54. Campus item - if utilized by the institution.

55. Campus item - if utilized by the institution.

56. Campus item - if utilized by the institution.

57. Campus item - if utilized by the institution.

58. Campus item - if utilized by the institution.

59. Campus item - if utilized by the institution.

60. Campus item - if utilized by the institution.

**As you advised your child about which college to attend, how important were each of the following factors?**

61. Cost

62. Financial aid

63. Academic reputation

64. Future career opportunities

65. Personal recommendations

66. Distance from campus

67. Information on the campus Web site

68. Campus visits

Section #2 - Summary Questions

1. So far, how has your child’s 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 child’s 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 want your child to 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. Your child’s 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. Your child’s ethnicity / race:

1 - American Indian or Alaskan Native

2 - Asian

3 - Black/ African American

4 - Hispanic or Latino (Includes Puerto Rican)

5 - Native Hawaiian or Pacific Islander

6 - Caucasian/ White

7 - Multi-racial

8 - Other race

9 - Prefer not to respond

3. Your child’s current class level:

1 - Freshman

2 - Sophomore

3 - Junior

4 - Senior

5 - Graduate / professional

6 - Other

4. Your child’s current GPA at this institution:

1 - No credits earned

2 - 1.99 or below

3 - 2.0 - 2.49

4 - 2.5 - 2.99

5 - 3.0 - 3.49

6 - 3.5 or above

7 - I don’t know

5. Your child’s employment status this semester while at college:

1 - Full-time off campus

2 - Part-time off campus

3 - Full-time on campus

4 - Part-time on campus

5 - Not employed

6. Your child’s current residence this semester while at college:

1 - Residence hall

2 - Sorority / fraternity

3 - Rent room or apartment off campus

4 - Parent’s or other relative’s home

5 - Other

7. When your child entered this institution, it was his/her:

1 - First choice

2 - Second choice

3 - Third choice or lower

8. Your gender:

1 - Female

2 - Male

3 - Prefer not to respond

4 - Transgender

5 - Genderqueer; neither exclusively male nor female

6 - Additional gender category/ Other

9. What is your family relationship to this child?

1 - Parent

2 - Grandparent

3 - Guardian

4 - Other relative

10. Your ethnicity / race:

1 - American Indian or Alaskan Native

2 - Asian

3 - Black/ African American

4 - Hispanic or Latino (Includes Puerto Rican)

5 - Native Hawaiian or Pacific Islander

6 - Caucasian/ White

7 - Multi-racial

8 - Other race

9 - Prefer not to respond

11. The child at this institution is:

1 - Your first child to attend college

2 - Second child to attend college

3 - Third or more child to attend college

12. What is the highest level of education you have completed?

1 - Elementary school

2 - High school diploma or GED

3 - Some college, but no degree

4 - Associate’s degree

5 - Bachelor’s degree

6 - Master’s degree

7 - Doctoral or professional degree (medicine, dentistry, law, veterinary)

13. Did you participate in a parent orientation session during your child’s freshman year?

1 - Yes

2 - No

14. On average, how often do you communicate with your child while he/she is at college?

1 - Multiple times a day

2 - Once a day

3 - A couple of times a week

4 - Once a week

5 - Once a month

6 - Other

15. What is the primary method of communication between you and your child?

1 - Phone

2 - E-mail

3 - Texting

4 - Social networking site

5 - In-person

6 - Other

16. The primary source for paying your child’s tuition and fees is:

1 - Scholarships

2 - Financial aid / loans

3 - Family contributions

4 - Child’s self-supported contributions

5 - Other

17. Your child’s college is how far from your home.

1 - Less than 50 miles

2 - 50 to 99 miles

3 - 100 to 199 miles

4 - 200 to 499 miles

5 - 500 or more miles

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 do you believe it is that your child 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.