



The SSI and CCSSE

The **Student Satisfaction Inventory (SSI)** and the **Community College Survey on Student Engagement (CCSSE)** are regularly administered on two-year community, junior and technical colleges. The two survey instruments capture different aspects of the student experience, but the items on each instrument also support each other. The combination of survey results provide a more complete perspective for institutions to consider.

The **Student Satisfaction Inventory** captures how students feel at the institution, both inside and outside of the classroom. It asks students to identify levels of importance and satisfaction with a variety of items including instruction, advising, registration, financial aid, campus climate, and others. It is administered across all class levels during any time in the academic year, as determined by the institution.

The **Community College Survey on Student Engagement** asks students to share how they spend their time, what they feel they have gained from their classes; how they assess their relationships and interactions with faculty, counselors, and peers; what kinds of work they are challenged to do; and how the college supports their learning. It is administered in randomly selected classes (credit courses only) based on the total sample sized needed for a representative sample of the student body, in the spring of the academic year.

Using both the SSI and CCSSE on your campus

Both assessments provide complementary opportunities to capture a more complete picture of the undergraduate experience which is central to promoting student learning, success, and educational attainment. Both instruments help campuses to think about how students interact with the institution.

Engagement assessments show how students invest their time, the effort they devote to various academic and co-curricular endeavors and the resulting gains they feel they achieve. Student satisfaction assessments look at satisfaction and the importance students place on various services, programs and experiences and the relative degree of satisfaction that results from their transactions. Student satisfaction assessments pinpoint areas within the institution that need immediate attention.

Student satisfaction and engagement assessments share some common characteristics as well. Both surveys examine important elements of the student experience with engagement assessments focusing more on the academic / classroom dimensions while student satisfaction assessments focus more broadly on the total experience. In addition, both instruments yield information designed to illuminate and improve student and institutional performance. Student retention results from high levels of student engagement *and* satisfaction.

Assessing both student satisfaction and student engagement is important in order to inform and guide an institution's retention efforts. Both types of assessments will provide timely, systematic, and relevant information on various facets of the undergraduate experience. Both instruments play an important role in crafting retention activities that improve student and institutional performance.

How this document can help

This document helps you to think about how the SSI and CCSSE items are supportive to each other. It will help you to position the combination of items and see clearly how the survey tools complement each other. As you share the results on your campus, using this document as a guideline can assist you with explaining both sets of data to key campus constituents. It will help you to explore the student perceptions from the satisfaction and engagement perspective in similar areas on campus.

Keep in mind: Students are more likely to be satisfied if they are engaged, and more likely to be engaged if they are satisfied.

RNL Student Satisfaction Inventory™ (SSI) Community College • Form A

items (by scales) mapped to relevant items on the Community College Survey on Student Engagement (CCSSE) items

CCSSE Version as of 2017

Academic Advising

SSI: Academic advising items

6	My academic advisor is approachable.
12	My academic advisor helps me set goals to work towards.
25	My academic advisor is concerned about my success as an individual.
32	My academic advisor is knowledgeable about my program requirements.
40	My academic advisor is knowledgeable about the transfer requirements of other schools.
48	Counseling staff care about students as individual.
52	This school does whatever it can to help me reach my educational goals.

CCSSE: Academic advising items

12a	How often, how satisfied, how important this service: Academic advising/planning
12j	How often, how satisfied, how important this service: Transfer advising/planning
20	Before the end of my first academic term at this college, and advisor helped me develop an academic plan.
23e	How likely is it that the following issue would cause you to withdraw from class or from this college: Transfer to a 4-year college or university

Academic Services

SSI: Academic services items

14	Library resources and service are adequate.
21	There are a sufficient number of study areas on campus.
26	Library staff are helpful and approachable.
34	Computer labs are adequate and accessible.
42	The equipment in the lab facilities is kept up to date.
50	Tutoring services are readily available.
55	Academic support services adequately meet the needs of students.

CCSSE: Academic services items

12d	How often, how satisfied, how important this service: Peer or other tutoring
12e	How often, how satisfied, how important this service: Skill lab (writing, math, etc.)
12h	How often, how satisfied, how important this service: Computer lab
12k	How often, how satisfied, how important this service: Library resources and services
23c	How likely is it that the following issue would cause you to withdraw from class or from this college: Academically unprepared

Admissions and Financial Aid

SSI: Admissions and financial aid items

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| 7 | Adequate financial aid is available for most students. |
| 13 | Financial aid awards are announced in time to be helpful in college planning. |
| 20 | Financial aid counselors are helpful. |
| 33 | Admissions counselors accurately portray the campus in their recruiting practices. |
| 41 | Admissions staff are knowledgeable. |
| 49 | Admissions counselors respond to prospective students' unique needs and requests. |
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CCSSE: Recruitment and financial aid items

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| 9f | How much does this college emphasize the following: Providing financial support you need to afford your education |
| 12g | How often, how satisfied, how important this service: Financial aid advising |
| 23d | How likely is it that the following issues would cause you to withdraw from class or from this college: Lack of finances |
| 27e | Indicate which of the following are sources you use to pay for your tuition: Grants |
| 27f | Indicate which of the following are sources you use to pay for your tuition: Scholarships |
| 27g | Indicate which of the following are sources you use to pay for your tuition: Student loans |
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Campus Climate

SSI: Campus climate items

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 on this campus respect and are supportive of each other.
27	The campus staff are caring and helpful.
28	It is an enjoyable experience to be a student on this campus.
31	The campus is safe and secure for all students.
36	Students are made to feel welcome here.
44	I generally know what's happening on campus.
45	This institution has a good reputation within the community.
52	This school does whatever it can to help me reach my educational goals.
57	Administrators are approachable to students.
59	New student orientation services help students adjust to college.
63	I seldom get the "run-around" when seeking information on this campus.
67	Channels for expressing student complaints are readily available.

CCSSE: Campus climate items

9c	How much does this college emphasize the following: Encouraging contact among students from different economic, social, and racial or ethnic backgrounds
9d	How much does this college emphasize the following: Helping you cope with the non-academic responsibilities (work, family, etc.)
9e	How much does this college emphasize the following: Providing the support you need to thrive socially
10c	About how many hours do you spend in a typical 7-day week doing each of the following: Participating in college-sponsored activities (organizations, campus publications, student government, intramural sports, etc.)
11f	How much has your experience at this college contributed to your knowledge, skills, and personal development in the following areas: Working effectively with others
12i	How often, how satisfied, how important this service: Student organizations
16	During my first academic term at this college, I participated in an organized learning community.

Campus Support Services

SSI: Campus support services items

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| 10 | Child care facilities are available on campus. |
| 17 | Personnel in the Veteran's Services programs are helpful. |
| 19 | The campus provides effective support services for displaced homemakers. |
| 30 | The career services office provides students with the help they need to get a job. |
| 38 | The student center is a comfortable place 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. |

CCSSE: Campus support services items

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| 4l | ... how often have you done each of the following: Talked about career plans with an instructor or advisor |
| 9b | How much does this college emphasize the following: Providing the support you need to help you succeed at this college |
| 9d | How much does this college emphasize the following: Helping you cope with the non-academic responsibilities (work, family, etc.) |
| 9e | How much does this college emphasize the following: Providing the support you need to thrive socially |
| 10d | About how many hours do you spend in a typical 7-day week doing each of the following: Providing care for dependents living with you (parents, children, spouse, etc.) |
| 11h | How much has your experience at this college contributed to your knowledge, skills, and personal development in the following areas: Developing clearer career goals |
| 11i | How much has your experience at this college contributed to your knowledge, skills, and personal development in the following areas: Gaining information about career opportunities |
| 12b | How often, how satisfied, how important this service: Career counseling |
| 12c | How often, how satisfied, how important this service: Job placement assistance |
| 12f | How often, how satisfied, how important this service: Child care |
| 12l | How often, how satisfied, how important this service: Services for students with disabilities |
| 12m | How often, how satisfied, how important this service: Services for active military and veterans |
| 14 | The one response that best describes my experience with orientation when I first came to this college. |
| 15 | During my first academic year at this college, I participated in a first-year experience program. |
| 21 | Someone at this college contacts me if I am struggling with my studies to help me get the assistance I need. |
| 22 | During the current academic year at this college, I have participated in supplemental instruction/supplemental learning |

CCSSE: Campus support services items continued

23a	How likely is it that the following issues would cause you to withdraw from class or from this college: Working full-time
23b	How likely is it that the following issues would cause you to withdraw from class or from this college: Caring for dependents

Concern for the Individual**SSI: Concern for the individual items**

2	Faculty care about me as an individual.
16	The college shows concern for students as individual.
25	My academic advisor is concerned about my success as an individual.
29	Faculty are fair and unbiased in their treatment of individual students.
48	Counseling staff care about students as individuals.

CCSSE: Concern for the individual items.

No clear correlating items on the CCSSE instrument.

Instructional Effectiveness**SSI: Instructional effectiveness items**

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 faculty are knowledgeable in their field.
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.

CCSSE: Instructional effectiveness items

- 4a In your experience at this college, during the academic year, about how often have you done each of the following: Asked questions in class or contributed to class discussions
- 4b ... how often have you done each of the following: Made a class presentation
- 4c ... how often have you done each of the following: Prepared two or more drafts of a paper or assignment before turning it in
- 4d ... how often have you done each of the following: Worked on a paper or project that required integrating ideas or information from various sources
- 4e ... how often have you done each of the following: Come to class without completing readings or assignments
- 4f ... how often have you done each of the following: Worked with other students on projects during class
- 4g ... how often have you done each of the following: Worked with classmates outside of class to prepare class assignments
- 4h ... how often have you done each of the following: Tutored or taught other students (paid or voluntary)
- 4i ... how often have you done each of the following: Participated in a community-based project (service learning activity) as part of a regular course
- 4j ... how often have you done each of the following: Used email to communicate with an instructor
- 4k ... how often have you done each of the following: Discussed grades or assignments with an instructor
- 4l ... how often have you done each of the following: Talked about career plans with an instructor or advisor
- 4m ... how often have you done each of the following: Discussed ideas from your readings or classes with instructors outside of class
- 4n ... how often have you done each of the following: Received prompt feedback (written or oral) from instructors on your performance
- 4o ... how often have you done each of the following: Worked harder than you thought you could to meet an instructor's standards or expectations
- 4p ... how often have you done each of the following: Worked with instructors on activities other than coursework
- 4q ... how often have you done each of the following: Discussed ideas from your readings or classes with others outside of class (students, family members, co-workers, etc.)
- 4r ... how often have you done each of the following: Had serious conversations with students different from you
- 4s ... how often have you done each of the following: Skipped class
- 5a During the current academic year, how much has your coursework at his college emphasized the following mental activities: Memorizing facts, ideas, or methods from your courses and readings so you can repeat them in pretty much the same form
- 5b ...how much has your coursework at his college emphasized the following mental activities: Analyzing the basic elements of an idea, experience or theory

CCSSE: Instructional effectiveness items continued

- 5c ...how much has your coursework at his college emphasized the following mental activities: Forming a new idea or understanding from various pieces of information
- 5d ...how much has your coursework at his college emphasized the following mental activities: Making judgments about the value or soundness of information, arguments, or methods
- 5e ...how much has your coursework at his college emphasized the following mental activities: Applying theories or concepts to practical problems or in new situations
- 5f ...how much has your coursework at his college emphasized the following mental activities: Using information you have read or heard to perform a new skill
- 6 During the current academic year, how much reading and writing have you done
- 8a Which of the following have you done, or are you currently doing at this college: Internship, field experience, co-op experience, or clinical assignment
- 8b Which of the following have you done, or are you currently doing at this college: An English course taught specifically for student whose first language is not English (ESL, ESOL)
- 8c Which of the following have you done, or are you currently doing at this college: Developmental/remedial reading course (also referred to Basic Skills, College Prep, etc.)
- 8d Which of the following have you done, or are you currently doing at this college: Developmental/remedial writing course (also referred to as Basic Skills, College Prep, etc.)
- 8e Which of the following have you done, or are you currently doing at this college: Developmental/remedial math course (also referred to as Basic Skills, College Prep, etc.)
- 8f Which of the following have you done, or are you currently doing: Honors course
- 9a How much does this college emphasize the following: Encouraging you to spend significant amounts of time studying
- 10a About how many hours do you spend a typical 7-day week during each of the following: Preparing for class (studying, reading, writing, rehearsing, doing homework, etc.)
- 11a How much has your experience at this college contributed to your knowledge, skills, and personal development in the following areas: Acquiring job- or work-related knowledge and skills
- 11b ... and personal development in the following areas: Writing clearly and affectively
- 11c ...and personal development in the following areas: Speaking clearly and effectively
- 11d ...and personal development in the following areas: Thinking critically and analytically
- 11e ...and personal development in the following areas: Solving numerical problems
- 11g ...and personal development in the following areas: Learning effectively on your own
- 16 During my first academic term, I participated in an organized learning community
- 17 During my first academic term at this college, I participated in a student success course
- 18 I was told that I should enroll in a developmental/remedial course in my first academic term at this college
- 19 During the current academic term at this college, my instructors clearly explained a class attendance policy that specified how many classes I could miss without a penalty.
- 22 During the current academic year, I have participated in supplemental instruction/supplemental learning

Registration Effectiveness

SSI: Registration effectiveness items

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| 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) polices are reasonable. |
| 51 | There are convenient ways of paying my school bill. |
| 56 | The business office is open during hours which are convenient for most students. |
| 60 | Billing policies are reasonable. |
| 62 | Bookstore staff are helpful. |
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CCSSE: Registration effectiveness items

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| 13 | During the current academic term at this college, I completed registration before the first class session |
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Responsiveness to Diverse Populations

SSI: Responsiveness to diverse populations items

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 under-represented populations?
85	Institution's commitment to commuters?
86	Institution's commitment to students with disabilities?

CCSSE: Responsiveness to diverse populations items

No clear correlating items on the CCSSE instrument.

Safety and Security

SSI: Safety and security items

4	Security staff are helpful.
11	Security staff respond quickly in emergencies
24	Parking lots are well-lighted and secure.
31	The campus is safe and secure for all students.
39	The amount of student parking space on campus is adequate.

CCSSE: Safety and security items

No clear correlating items on the CCSSE instrument.

Service Excellence

SSI: Service excellence items

5	The personnel involved in registration are helpful.
22	People on this campus 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 campus.
57	Administrators are approachable to students.
63	I seldom get the "run-around" when seeking information on this campus.
62	Bookstore staff are helpful.
67	Channels for expressing student complaints are readily available.

CCSSE: Service excellence items

No clear correlating items on the CCSSE instrument.

Student Centeredness

SSI: Student centeredness items

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.

CCSSE: Student centered items

No clear correlating items on the CCSSE instrument.

Stand Alone Items

SSI: Stand alone items	
3	The quality of instruction in the vocational/technical programs is excellent.
9	Internships or practical experiences are provided in my degree/certificate program.
53	The assessment and course placement procedures are reasonable.
68	On the whole the campus is well maintained.

CCSSE: items	
See the instruction-related items for the first three items in the stand alone section	

Factors in the Decision to Enroll

SSI: Factors in the decision to enroll items	
87	Cost as a factor in the decision to enroll.
88	Financial aid as a factor in the decision to enroll.
89	Academic reputation as a factor in the decision to enroll.
90	Size of institution as a factor in the decision to enroll.
91	Opportunity to play sports as a factor in the decision to enroll.
92	Recommendations from family/friends as a factor in the decision to enroll.
93	Geographic setting as a factor in the decision to enroll.
94	Campus appearance as a factor in the decision to enroll.
95	Personalized attention prior to enrollment as a factor in the decision to enroll.

CCSSE: Factors in the decision to enroll items	
No clear correlating items on the CCSSE instrument.	

Summary Items

SSI: Summary items	
96	So far, how has your college experience met your expectations?
97	Rate your overall satisfaction with your experience here thus far.
98	All in all, if you had it to do over again, would you enroll here?

CCSSE: Summary items	
35	Would you recommend this college to a friend or family member?
36	How would you evaluate your overall educational experience at this college?

Important notes:

This document was prepared by Ruffalo Noel Levitz based on a review of the SSI and CCSSE items in 2019. It is shared as a guideline only. The document has not been officially approved by CCSSE.

Questions:

Contact Shannon Cook (Shannon.Cook@RuffaloNL.com) or Julie Bryant (Julie.Bryant@RuffaloNL.com) with questions about this document or about using the Student Satisfaction Inventory on your campus. You may also call RNL at 800.876.1117.