



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 B

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

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| 3 | My academic advisor is available when I need help. |
| 14 | My academic advisor is knowledgeable about my program requirements. |
| 16 | My academic advisor helps me apply my program of study to career goals. |
| 22 | My academic advisor is knowledgeable about the transfer requirements of other schools. |
| 35 | I receive ongoing feedback about my progress toward my academic goals. |
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CCSSE: Academic advising items

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|-----|---|
| 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 |
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Admissions and Financial Aid

SSI: Admissions and financial aid items

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| 5 | Financial aid awards are announced in time to be helpful in college planning. |
| 7 | Admissions staff provide personalized attention prior to enrollment. |
| 15 | Financial aid counseling is available if I need it. |
| 17 | Admissions counselors accurately portray program offerings in their recruiting practices. |
| 23 | This institution helps me identify resources to finance my education. |
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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

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| 1 | The campus staff are caring and helpful. |
| 13 | The campus is safe and secure for all students. |
| 20 | Students are made to feel welcome here. |
| 33 | Administrators are available to hear students' concerns. |
| 36 | Tuition paid is a worthwhile investment. |
| 37 | I seldom get the "run-around" when seeking information on this campus. |
| 39 | On the whole, the campus is well-maintained. |
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CCSSE: Campus climate items

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| 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. |
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Campus Services

SSI: Campus services items

6	Library resources and service are adequate.
11	Counseling services are available if I need them.
18	Computer labs are adequate and accessible.
24	The equipment in the lab facilities is kept up to date.
26	There are adequate services to help me decide upon a career.
27	Tutoring services are readily available.
28	The campus provides online access to services I need.
30	The assessment and course placement procedures are reasonable.

CCSSE: Campus services items

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
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.)
12f	How often, how satisfied, how important this service: Child care
12h	How often, how satisfied, how important this service: Computer lab
12k	How often, how satisfied, how important this service: Library resources and services
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.

CCSSE: Campus services items continued

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
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
23c	How likely is it that the following issue would cause you to withdraw from class or from this college: Academically unprepared

Instructional Effectiveness

SSI: Instructional effectiveness items

8	The quality of instruction I receive in most of my classes is excellent.
12	Faculty are fair and unbiased in their treatment of individual students.
25	Faculty provide timely feedback about my academic progress.
31	Faculty use a variety of technology and media in the classroom.
34	Faculty are usually available outside of class (during office hours, by phone, or by email).
38	Most classes deal with practical experiences and applications.
40	There are sufficient courses within my program of study available each term.

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

CCSSE: Instructional effectiveness items continued

- 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
- 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

CCSSE: Instructional effectiveness items continued

- 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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|----|---|
| 2 | Classes are scheduled at times that are convenient for me. |
| 9 | I am able to register for classes I need with few conflicts. |
| 19 | Registration processes and procedures are convenient. |
| 29 | There are convenient ways of paying my school bill. |
| 32 | I am able to take care of college-related business at times that are convenient for me. |

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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Safety and Security

SSI: Safety and security items

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| 4 | Security staff respond quickly for calls for assistance. |
| 10 | Parking lots are well-lighted and secure. |
| 13 | The campus is safe and secure for all students. |
| 21 | The amount of student parking space on campus is adequate. |

CCSSE: Safety and security items

No clear correlating items on the CCSSE instrument.

Student Centeredness

SSI: Student centeredness items

- | | |
|----|--|
| 1 | The campus staff are caring and helpful. |
| 20 | Students are made to feel welcome here. |
| 33 | Administrators are available to hear students' concerns. |
| 37 | I seldom get the "run-around" when seeking information on this campus. |

CCSSE: Student centered items

No clear correlating items on the CCSSE instrument.

Factors in the Decision to Enroll

SSI: Factors in the decision to enroll items

51	Cost as a factor in the decision to enroll.
52	Financial assistance as a factor in the decision to enroll.
53	Academic reputation as a factor in the decision to enroll.
53	Future career opportunities as a factor in the decision to enroll.
54	Personal recommendations as a factor in the decision to enroll.
55	Distance from campus as a factor in the decision to enroll.
56	Information on the campus Web site as a factor in the decision to enroll.
57	Campus visits 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

59	So far, how has your college experience met your expectations?
60	Rate your overall satisfaction with your experience here thus far.
61	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.