



# Parent Satisfaction Inventory™

Four-Year College and University Version

Form A



**Items 1 – 74 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. Faculty care about my child as an individual.
3. Admissions staff are knowledgeable.
4. Financial aid counselors are helpful.
5. The campus is safe and secure.
6. The content of the courses within my child's major is valuable.
7. Administrators are approachable.
8. Billing policies are reasonable.
9. Financial aid awards are announced in time to be helpful in college and financial planning.
10. Academic advisors are concerned about my child's success as an individual.
11. The instruction in my child's major field is excellent.
12. Adequate financial aid is available for my child.
13. Library resources and services are adequate.
14. Academic advisors help my child to set goals to work toward.
15. The amount of student parking space on campus is adequate.
16. Living conditions in the residence halls are comfortable for my child.
17. Faculty are fair and unbiased in their treatment of my child.
18. Computer labs are adequate and accessible.
19. The personnel involved in registration are helpful.
20. Parking lots are well-lighted and secure.
21. It is an enjoyable experience for my child to be a student on this campus.
22. Tutoring services are readily available.
23. Academic advisors are knowledgeable about requirements for majors within their area.
24. My child is able to register for classes he/she needs with few conflicts.
25. Security staff respond quickly in emergencies.
26. There is an adequate selection of food available in the cafeteria.
27. My child is able to experience intellectual growth at this institution.
28. There is a commitment to academic excellence on this campus.
29. Academic support services (i.e., tutoring, testing) adequately meet the needs of my child.
30. Our family is made to feel welcome on this campus.
31. My child can easily get involved in campus organizations.
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. Class change (drop/add) policies are reasonable.
36. This institution has a good reputation within the community.
37. Major requirements are clear and reasonable.
38. My child seldom gets the "run-around" when seeking information on this campus.
39. The quality of instruction my child receives in most of his/her classes is excellent.
40. This institution shows concern for my child as an individual.
41. There is a strong commitment to racial harmony at this campus.
42. Student disciplinary procedures are fair.
43. Faculty are usually available to my child outside of class (during office hours, by phone or by e-mail).
44. Tuition paid is a worthwhile investment.
45. Nearly all of the faculty are knowledgeable in their field.
46. There is a good variety of courses provided on this campus.
47. Channels for expressing complaints are readily available.

48. On the whole, the campus is well-maintained.
49. Student activities fees are put to good use.
50. I am confident my child will be well-prepared for his/her chosen career path when he/she graduates.
51. I am confident my child will be successful academically at this institution.
52. The institution keeps me informed (i.e., newsletters, Websites, etc.).
53. If needed, my child can readily access medical care, either on campus or in the community.
54. There are adequate mental health services available to students who need them, either on campus or in the community.
55. Campus item - if utilized by the institution.
56. Campus item - if utilized by the institution.
57. Campus item - if utilized by the institution.
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63. Campus item - if utilized by the institution.
64. 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?**

65. Cost
66. Financial aid
67. Academic reputation
68. Size of institution
69. Opportunity to play sports
70. Recommendations from family/friends
71. Geographic setting
72. Campus appearance
73. Personalized attention prior to enrollment
74. Future employment opportunities

## 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

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

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

## Section #3 – Demographic Questions

1. Your child's gender:

- 1 - Female
- 2 - Male

2. Your child's ethnicity / race:

- 1 - American Indian or Alaskan Native
- 2 - Asian
- 3 - Black/African-American
- 4 - Hispanic or Latino (including 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

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 (including 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.