



# Student Satisfaction Inventory™

Four-Year Canadian Version



## Items 1 – 98 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. The campus staff are caring and helpful.
3. Faculty care about me as an individual.
4. Student recruitment and admissions staff are knowledgeable.
5. Student awards/financial aid staff are helpful.
6. My departmental academic advisor is approachable.
7. The campus is safe and secure for all students.
8. The content of the courses within my major is valuable.
9. A variety of intramural athletic activities are offered.
10. Administrators are approachable to students.
11. Fee payment policies are reasonable.
12. Scholarships and bursaries are announced to students in time to be helpful in university planning.
13. Library staff are helpful and approachable.
14. My departmental academic advisor is concerned about my success as an individual.
15. The staff in the health services area are competent.
16. The instruction in my major field is excellent.
17. Adequate financial aid is available for most students at this institution.
18. Library resources and services are adequate.
19. My departmental academic advisor helps me set goals to work toward.
20. The business office is open during hours which are convenient for most students.
21. The amount of student parking space on campus is adequate.
22. Counselling services staff care about students as individuals.
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)
24. The varsity athletic programs contribute to a strong sense of school spirit.
25. Faculty are fair and unbiased in their treatment of individual students.
26. Computer labs are adequate and accessible.
27. The personnel involved in registration are helpful.
28. Parking lots are well-lit and secure.
29. It is an enjoyable experience to be a student on this campus.
30. Residence hall staff are concerned about me as an individual.
31. Males and females have equal opportunities to participate in varsity athletics.
32. Tutoring services are readily available.
33. My departmental academic advisor is knowledgeable about requirements in my major.
34. I am able to register for classes I need with few conflicts.
35. The transfer credit assessment and resulting course placement procedures are reasonable.
36. Security staff respond quickly in emergencies.
37. I feel a sense of pride about my campus.
38. There is an adequate selection of food available in the cafeteria.
39. I am able to experience intellectual growth here.
40. On-campus residence regulations are reasonable.
41. There is a commitment to academic excellence on this campus.
42. There are a sufficient number of weekend activities for students.
43. Student recruitment and admissions officers respond to prospective students' unique needs and requests.
44. Academic support services adequately meet the needs of students.
45. Students are made to feel welcome on this campus.

46. I can easily get involved in campus organizations.
47. Faculty provide timely feedback about student progress in a course.
48. Student recruitment and admissions officers accurately portray the campus in their recruiting practices.
49. There are adequate services to help me decide upon a career.
50. Class change (drop/add) policies are reasonable.
51. This institution has a good reputation within the community.
52. The student center is a comfortable place for students to spend their leisure time.
53. Faculty take into consideration student differences as they teach a course.
54. Bookstore staff are helpful.
55. Major requirements are clear and reasonable.
56. The student handbook provides helpful information about campus life.
57. I seldom get the "run-around" when seeking information on this campus.
58. The quality of instruction I receive in most of my classes is excellent.
59. This institution shows concern for students as individuals.
60. I generally know what's happening on campus.
61. Part-time faculty are competent as classroom instructors.
62. There is a strong commitment to multicultural understanding on this campus.
63. Student disciplinary procedures are fair.
64. New student orientation services help students adjust to this institution.
65. Faculty are usually available after class and during office hours.
66. Tuition paid is a worthwhile investment.
67. Freedom of expression is protected on campus.
68. Nearly all of the faculty are knowledgeable in their field.
69. There is a good variety of courses provided on this campus.
70. Teaching assistants are competent as classroom instructors.
71. Channels for expressing student complaints are readily available.
72. On the whole, the campus is well-maintained.
73. Student activities fees are put to good use.
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.
81. Campus item - if utilized by the institution.
82. Campus item - if utilized by the institution.
83. Campus item - if utilized by the institution.

### How satisfied you are that your institution has met this expectation:

84. Institution's commitment to part-time students?
85. Institution's commitment to evening students?
86. Institution's commitment to older, returning learners?
87. Institution's commitment to under-represented populations?
88. Institution's commitment to commuters?
89. Institution's commitment to students with disabilities?

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

90. Cost as factor in decision to enroll.
91. Financial aid/scholarships and bursaries as factor in decision to enroll.
92. Academic reputation as factor in decision to enroll.
93. Size of institution as factor in decision to enroll.
94. Future employment opportunities as factor in decision to enroll.
95. Recommendations from family/friends as factor in decision to enroll.
96. Geographic setting as factor in decision to enroll.
97. Campus appearance as factor in decision to enroll.
98. Personalized attention prior to enrollment as factor in decision to enroll.

## Section #2 - Summary Questions

1. So far, how has your university 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 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 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. Gender

- 1 - Female
- 2 - Male

### 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 - Fourth year
- 5 - Unclassified
- 6 - Graduate/Professional
- 7 - Other class level

### 5. Current GPA

- 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 - Associates degree
- 2 - Bachelor's degree
- 3 - Master's degree
- 4 - Doctorate or professional degree
- 5 - Certification (initial/renewal)
- 6 - Self-improvement/pleasure
- 7 - Job-related training
- 8 - Other educational goal

### 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 - Fraternity / Sorority
- 3 - Own house
- 4 - Rent room or apartment off campus
- 5 - Parent's home
- 6 - Other residence

### 9. Residence Classification

- 1 - From the same province as institution
- 2 - Canadian citizen from another providence
- 3 - International (not Canadian citizen)

### 10. Disabilities

- 1 - Yes - Disability
- 2 - No - Disability

### 11. Institution Was My

- 1 - 1st choice
- 2 - 2nd choice

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.