

STUDENT SATISFACTION INVENTORY™

Community, Junior and Technical College Version

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Dear Student,

Your institution is interested in systematically listening to its students. Therefore, your thoughtful and honest responses to this inventory are very important.

You are part of a sample of students carefully selected to share feedback about your college experiences thus far. Your responses will give your campus leadership insights about the aspects of college that are important to you as well as how satisfied you are with them.

To preserve confidentiality, your name is not requested.

— Thank you for your participation.

Instructions:

- Use a No. 2 pencil only. Please do not use ink or ballpoint pen.
- Erase changes completely and cleanly.
- Completely darken the oval that corresponds to your response.

Each item below describes an expectation about your experiences on this campus. On the *left*, tell us how **important** it is for your institution to meet this expectation. On the *right* tell us how **satisfied** you are that your institution has met this expectation.

Importance to me ...

- 1 - not important at all
2 - not very important
3 - somewhat unimportant
4 - neutral
5 - somewhat important
6 - important
7 - very important

does not apply

... My level of satisfaction

not available/not used

- very satisfied - 7
satisfied - 6
somewhat satisfied - 5
neutral - 4
somewhat dissatisfied - 3
not very satisfied - 2
not satisfied at all - 1

1 2 3 4 5 6 7	1. Most students feel a sense of belonging here.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	2. Faculty care about me as an individual.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	3. The quality of instruction in the vocational/technical programs is excellent.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	4. Security staff are helpful.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	5. The personnel involved in registration are helpful.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	6. My academic advisor is approachable.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	7. Adequate financial aid is available for most students.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	8. Classes are scheduled at times that are convenient for me.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	9. Internships or practical experiences are provided in my degree/certificate program.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	10. Child care facilities are available on campus.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	11. Security staff respond quickly in emergencies.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	12. My academic advisor helps me set goals to work toward.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	13. Financial aid awards are announced to students in time to be helpful in college planning.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	14. Library resources and services are adequate.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	15. I am able to register for classes I need with few conflicts.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	16. The college shows concern for students as individuals.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	17. Personnel in the Veterans' Services program are helpful.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	18. The quality of instruction I receive in most of my classes is excellent.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	19. This campus provides effective support services for displaced homemakers.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	20. Financial aid counselors are helpful.	1 2 3 4 5 6 7

PLEASE DO NOT MARK IN THIS AREA

SERIAL #

Importance to me ...

- 1 - not important at all
 2 - not very important
 3 - somewhat unimportant
 4 - neutral
 5 - somewhat important
 6 - important
 7 - very important

does not apply

... My level of satisfaction

not available/not used

- very satisfied - 7
 satisfied - 6
 somewhat satisfied - 5
 neutral - 4
 somewhat dissatisfied - 3
 not very satisfied - 2
 not satisfied at all - 1

1	2	3	4	5	6	7
1	2	3	4	5	6	7
1	2	3	4	5	6	7
1	2	3	4	5	6	7

21. There are a sufficient number of study areas on campus.
 22. People on this campus respect and are supportive of each other.
 23. Faculty are understanding of students' unique life circumstances.
 24. Parking lots are well-lighted and secure.

1	2	3	4	5	6	7
1	2	3	4	5	6	7
1	2	3	4	5	6	7
1	2	3	4	5	6	7

1	2	3	4	5	6	7
1	2	3	4	5	6	7
1	2	3	4	5	6	7
1	2	3	4	5	6	7

25. My academic advisor is concerned about my success as an individual.
 26. Library staff are helpful and approachable.
 27. The campus staff are caring and helpful.
 28. It is an enjoyable experience to be a student on this campus.

1	2	3	4	5	6	7
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1	2	3	4	5	6	7

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1	2	3	4	5	6	7
1	2	3	4	5	6	7
1	2	3	4	5	6	7

29. Faculty are fair and unbiased in their treatment of individual students.
 30. The career services office provides students with the help they need to get a job.
 31. The campus is safe and secure for all students.
 32. My academic advisor is knowledgeable about my program requirements.

1	2	3	4	5	6	7
1	2	3	4	5	6	7
1	2	3	4	5	6	7
1	2	3	4	5	6	7

1	2	3	4	5	6	7
1	2	3	4	5	6	7
1	2	3	4	5	6	7
1	2	3	4	5	6	7

33. Admissions counselors accurately portray the campus in their recruiting practices.
 34. Computer labs are adequate and accessible.
 35. Policies and procedures regarding registration and course selection are clear and well-publicized.
 36. Students are made to feel welcome on this campus.

1	2	3	4	5	6	7
1	2	3	4	5	6	7
1	2	3	4	5	6	7
1	2	3	4	5	6	7

1	2	3	4	5	6	7
1	2	3	4	5	6	7
1	2	3	4	5	6	7
1	2	3	4	5	6	7

37. Faculty take into consideration student differences as they teach a course.
 38. The student center is a comfortable place for students to spend their leisure time.
 39. The amount of student parking space on campus is adequate.
 40. My academic advisor is knowledgeable about the transfer requirements of other schools.

1	2	3	4	5	6	7
1	2	3	4	5	6	7
1	2	3	4	5	6	7
1	2	3	4	5	6	7

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1	2	3	4	5	6	7
1	2	3	4	5	6	7
1	2	3	4	5	6	7

41. Admissions staff are knowledgeable.
 42. The equipment in the lab facilities is kept up to date.
 43. Class change (drop/add) policies are reasonable.
 44. I generally know what's happening on campus.

1	2	3	4	5	6	7
1	2	3	4	5	6	7
1	2	3	4	5	6	7
1	2	3	4	5	6	7

1	2	3	4	5	6	7
1	2	3	4	5	6	7
1	2	3	4	5	6	7
1	2	3	4	5	6	7

45. This institution has a good reputation within the community.
 46. Faculty provide timely feedback about student progress in a course.
 47. There are adequate services to help me decide upon a career.
 48. Counseling staff care about students as individuals.

1	2	3	4	5	6	7
1	2	3	4	5	6	7
1	2	3	4	5	6	7
1	2	3	4	5	6	7

1	2	3	4	5	6	7
1	2	3	4	5	6	7
1	2	3	4	5	6	7
1	2	3	4	5	6	7

49. Admissions counselors respond to prospective students' unique needs and requests.
 50. Tutoring services are readily available.
 51. There are convenient ways of paying my school bill.
 52. This school does whatever it can to help me reach my educational goals.

1	2	3	4	5	6	7
1	2	3	4	5	6	7
1	2	3	4	5	6	7
1	2	3	4	5	6	7

1	2	3	4	5	6	7
1	2	3	4	5	6	7
1	2	3	4	5	6	7
1	2	3	4	5	6	7

53. The assessment and course placement procedures are reasonable.
 54. Faculty are interested in my academic problems.
 55. Academic support services adequately meet the needs of students.
 56. The business office is open during hours which are convenient for most students.

1	2	3	4	5	6	7
1	2	3	4	5	6	7
1	2	3	4	5	6	7
1	2	3	4	5	6	7

1	2	3	4	5	6	7
1	2	3	4	5	6	7
1	2	3	4	5	6	7
1	2	3	4	5	6	7

57. Administrators are approachable to students.
 58. Nearly all of the faculty are knowledgeable in their fields.
 59. New student orientation services help students adjust to college.
 60. Billing policies are reasonable.

1	2	3	4	5	6	7
1	2	3	4	5	6	7
1	2	3	4	5	6	7
1	2	3	4	5	6	7

1	2	3	4	5	6	7
1	2	3	4	5	6	7
1	2	3	4	5	6	7
1	2	3	4	5	6	7

61. Faculty are usually available after class and during office hours.
 62. Bookstore staff are helpful.
 63. I seldom get the "run-around" when seeking information on this campus.
 64. Nearly all classes deal with practical experiences and applications.

1	2	3	4	5	6	7
1	2	3	4	5	6	7
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1	2	3	4	5	6	7

1	2	3	4	5	6	7
1	2	3	4	5	6	7
1	2	3	4	5	6	7
1	2	3	4	5	6	7

65. Students are notified early in the term if they are doing poorly in a class.
 66. Program requirements are clear and reasonable.
 67. Channels for expressing student complaints are readily available.
 68. On the whole, the campus is well-maintained.

1	2	3	4	5	6	7
1	2	3	4	5	6	7
1	2	3	4	5	6	7
1	2	3	4	5	6	7

1	2	3	4	5	6	7
1	2	3	4	5	6	7

69. There is a good variety of courses provided on this campus.
 70. I am able to experience intellectual growth here.

1	2	3	4	5	6	7
1	2	3	4	5	6	7

Your institution may choose to provide you with additional questions on a separate sheet. The section below numbered 71 - 80 is provided as a response area for those additional questions. Continue on to item 81 when you have completed this section.

Importance to me My level of satisfaction							
1 - not important at all	2 - not very important	3 - somewhat unimportant	4 - neutral	5 - somewhat important	6 - important	7 - very important	not available/not used							
							very satisfied - 7	satisfied - 6	neutral - 4	somewhat dissatisfied - 3	not very satisfied - 2	not satisfied at all - 1		
(If items 71-80 not available, skip to item 81.)														
1	2	3	4	5	6	7	71.							
1	2	3	4	5	6	7	72.							
1	2	3	4	5	6	7	73.							
1	2	3	4	5	6	7	74.							
1	2	3	4	5	6	7	75.							
1	2	3	4	5	6	7	76.							
1	2	3	4	5	6	7	77.							
1	2	3	4	5	6	7	78.							
1	2	3	4	5	6	7	79.							
1	2	3	4	5	6	7	80.							
How <u>satisfied</u> are you that this campus demonstrates a commitment to meeting the needs of:														
81. Part-time students?							81.	1	2	3	4	5	6	7
82. Evening students?							82.	1	2	3	4	5	6	7
83. Older, returning learners?							83.	1	2	3	4	5	6	7
84. Under-represented populations?							84.	1	2	3	4	5	6	7
85. Commuters?							85.	1	2	3	4	5	6	7
86. Students with disabilities?							86.	1	2	3	4	5	6	7
How <u>important</u> were each of the following factors in your decision to enroll here?														
1	2	3	4	5	6	7	87. Cost							
1	2	3	4	5	6	7	88. Financial aid							
1	2	3	4	5	6	7	89. Academic reputation							
1	2	3	4	5	6	7	90. Size of institution							
1	2	3	4	5	6	7	91. Opportunity to play sports							
1	2	3	4	5	6	7	92. Recommendations from family/friends							
1	2	3	4	5	6	7	93. Geographic setting							
1	2	3	4	5	6	7	94. Campus appearance							
1	2	3	4	5	6	7	95. Personalized attention prior to enrollment							

Choose the one response that best applies to you and darken the corresponding oval for each of the questions below.

96. So far, how has your 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

97. 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

98. 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

CONTINUE TO THE NEXT PAGE

Choose the one response that best describes you and darken the corresponding oval for each of the items below.

99. Gender:

- ① Female
- ② Male

100. Age:

- ① 18 and under
- ② 19 to 24
- ③ 25 to 34
- ④ 35 to 44
- ⑤ 45 and over

101. Ethnicity/Race:

- ① African-American
- ② American Indian or Alaskan Native
- ③ Asian or Pacific Islander
- ④ Caucasian/White
- ⑤ Hispanic
- ⑥ Other
- ⑦ Prefer not to respond

102. Current Enrollment Status:

- ① Day
- ② Evening
- ③ Weekend

103. Current Class Load:

- ① Full-time
- ② Part-time

104. Class Level:

(Years in attendance at this college)

- ① 1 or less
- ② 2
- ③ 3
- ④ 4 or more

105. Current GPA:

- 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

106. Educational Goal:

- ① Associate degree
- ② Vocational/technical program
- ③ Transfer to another institution
- ④ Certification (initial or renewal)
- ⑤ Self-improvement/pleasure
- ⑥ Job-related training
- ⑦ Other

107. Employment:

- ① Full-time off campus
- ② Part-time off campus
- ③ Full-time on campus
- ④ Part-time on campus
- ⑤ Not employed

108. Current Residence:

- ① Residence hall
- ② Own house
- ③ Rent room or apartment off campus
- ④ Parent's home
- ⑤ Other

109. Residence Classification:

- ① In-state
- ② Out-of-state
- ③ International (not U.S. citizen)

110. Disabilities:

Physical disability or a diagnosed learning disability?

- ① Yes
- ② No

111. When I entered this institution, it was my:

- ① 1st choice
- ② 2nd choice
- ③ 3rd choice or lower

Your numeric identifier is requested for research purposes and will not appear on any report.

Your response is voluntary.

Student ID/SSN if requested by your institution:

Write the requested number in the spaces of the box provided.
Completely darken the corresponding oval.

0	0	0	0	0	0	0	0	0	0
1	1	1	1	1	1	1	1	1	1
2	2	2	2	2	2	2	2	2	2
3	3	3	3	3	3	3	3	3	3
4	4	4	4	4	4	4	4	4	4
5	5	5	5	5	5	5	5	5	5
6	6	6	6	6	6	6	6	6	6
7	7	7	7	7	7	7	7	7	7
8	8	8	8	8	8	8	8	8	8
9	9	9	9	9	9	9	9	9	9

112. Major:

Fill in major code from list provided by your institution.

0	0	0	0
1	1	1	1
2	2	2	2
3	3	3	3
4	4	4	4
5	5	5	5
6	6	6	6
7	7	7	7
8	8	8	8
9	9	9	9

113. Item requested by your institution:

- ①
- ②
- ③
- ④
- ⑤
- ⑥

Thank you for taking the time to complete this inventory.

Please do not fold.



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