

## STUDENT SATISFACTION INVENTORY<sup>TM</sup>

## **Community, Junior and Technical College Version**

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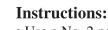
Dear Student,

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.

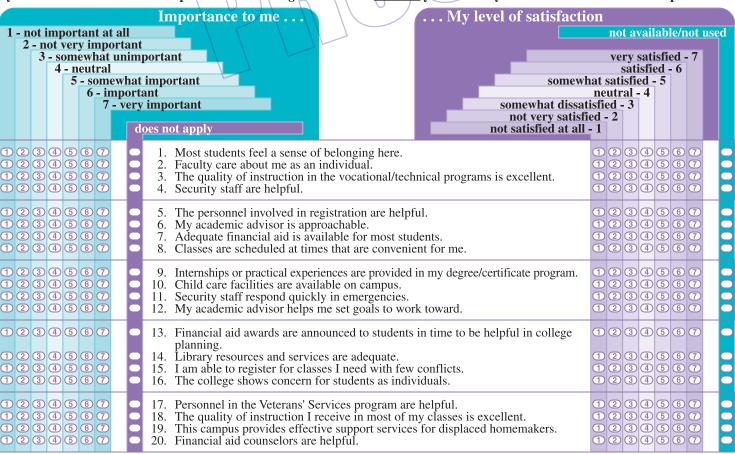


• Use a No. 2 pencil only. Please do not use ink or ballpoint pen.

• 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 <u>important</u> it is for your institution to meet this expectation. On the *right* tell us how <u>satisfied</u> you are that your institution has met this expectation.

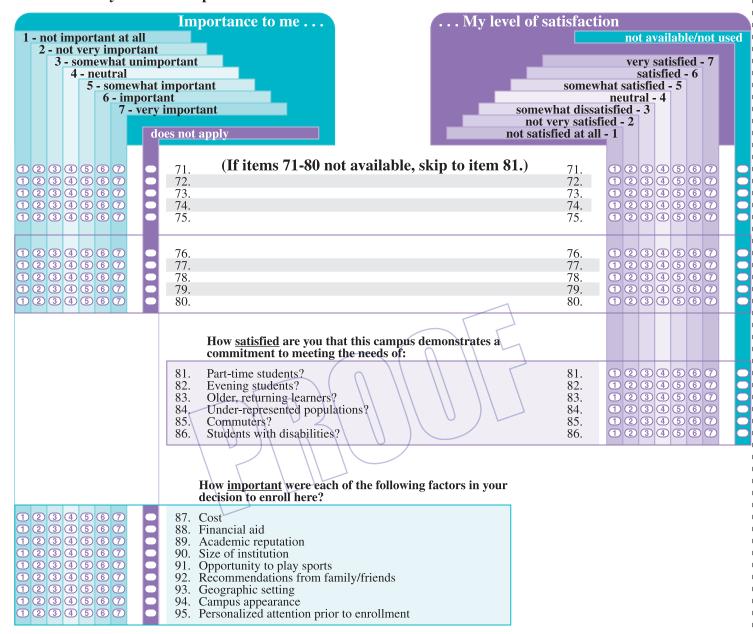




SERIAL#

My level of satisfaction Importance to me . . . 1 - not important at all not available/not used - not very important very satisfied - 7 3 - somewhat unimportant 4 - neutral satisfied - 6 somewhat satisfied - 5 5 - somewhat important 6 - important neutral - 4 somewhat dissatisfied - 3 7 - very important not very satisfied - 2 does not apply not satisfied at all - 1 1234567 1 2 3 4 5 6 7 There are a sufficient number of study areas on campus. 1234567 1234567 1 2 3 4 5 6 7 1 2 3 4 5 6 7 People on this campus respect and are supportive of each other. Faculty are understanding of students' unique life circumstances. 1234567 1234567 24. Parking lots are well-lighted and secure. 1234567 1234567 1234567 1234567 My academic advisor is concerned about my success as an individual. Library staff are helpful and approachable. 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 The campus staff are caring and helpful. It is an enjoyable experience to be a student on this campus. 1 2 3 4 5 6 7 1 2 3 4 5 6 7 1 2 3 4 5 6 7 1234567 Faculty are fair and unbiased in their treatment of individual students. **1**234567 **1**234567 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. 1234567 1234567 My academic advisor is knowledgeable about my program requirements. 1234567 1234567 1 2 3 4 5 6 7 1 2 3 4 5 6 7 Admissions counselors accurately portray the campus in their recruiting practices. Computer labs are adequate and accessible. 1234567 Policies and procedures regarding registration and course selection are clear and 1234567 well-publicized. 1234567 Students are made to feel welcome on this campus. 1234567 1234567 1234567 Faculty take into consideration student differences as they teach a course. 1234567 1234567 1234567 The student center is a comfortable place for students to spend their leisure time. The amount of student parking space on campus is adequate. My academic advisor is knowledgeable about the transfer requirements of other **-**1234567 1234567 1234567 40. schools. - 1 2 3 4 5 6 7 - 1 2 3 4 5 6 7 - 1 2 3 4 5 6 7 1234567 1234567 1234567 Admissions staff are knowledgeable. The equipment in the lab facilities is kept up to date. Class change (drop/add) policies are reasonable. 1234567 44. I generally know what's happening on campus. 1234567 1234567 1234567 1234567 This institution has a good reputation within the community. **-**1234567 46. Faculty provide timely feedback about student progress in a course. 1 2 3 4 5 6 7 1 2 3 4 5 6 7 1234567 47. There are adequate services to help me decide upon a career. 1234567 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 1234567 49 Admissions counselors respond to prospective students' unique needs and requests. -1234567 -1234567 Tutoring services are readily available. 51. There are convenient ways of paying my school bill. 1234567 1234567 This school does whatever it can to help me reach my educational goals. 1234567 1234567 The assessment and course placement procedures are reasonable. 1234567 **-**1234567 Faculty are interested in my academic problems. 1234567 55. Academic support services adequately meet the needs of students. 1234567 1234567 1234567 56. The business office is open during hours which are convenient for most students. 1234567 1234567 Administrators are approachable to students. 1234567 1234567 1 2 3 4 5 6 7 1 2 3 4 5 6 7 Nearly all of the faculty are knowledgeable in their fields. New student orientation services help students adjust to college. 1234567 **-**1234567 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 1234567 1234567 1234567 Faculty are usually available after class and during office hours. Bookstore staff are helpful. I seldom get the "run-around" when seeking information on this campus. 63. 1234567 1234567 Nearly all classes deal with practical experiences and applications. **1**234567 1234567 Students are notified early in the term if they are doing poorly in a class. 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 66. Program requirements are clear and reasonable. Channels for expressing student complaints are readily available. 67. **-**1234567 1234567 On the whole, the campus is well-maintained. 1234567 1234567 There is a good variety of courses provided on this campus. 1234567 1234567 70. I am able to experience intellectual growth here.

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.



Choose the <u>one</u> 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
  - Worse than I expected
  - 4 About what I expected
  - 5 Better than I expected
  - 6 Quite a bit better than I expected
  - Much better than I expected

- 97. Rate your overall satisfaction with your experience here thus far.
  - 1 Not satisfied at all
  - 2 Not very satisfied3 Somewhat dissatisfied
  - 4 Neutral
  - Somewhat satisfied
  - Satisfied
  - Very satisfied

- 98. All in all, if you had it to do over again, would you enroll here?
  - ① Definitely not
  - Probably not
  - 3 Maybe not
  - 4 I don't know
  - 5 Maybe yes
  - 6 Probably yes
  - Definitely yes

Choose the one response that best describes you and dark	ken the corresponding oval for each of the items below.
99. Gender:	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 Ist 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.  Student ID/SSN if requested over the post of the provided over the post of the
Fill in major code from list provided by your institution.    112. Major:	113. Item requested by your institution:  (2) (3) (4) (5) (6)
Thank you for taking the time Please do	•
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