

STUDENT SATISFACTION INVENTORYTM

Career and Private School 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 school experiences thus far. Your responses will give your school leadership insights about the aspects of school that are important to you as well as how satisfied you are with them.

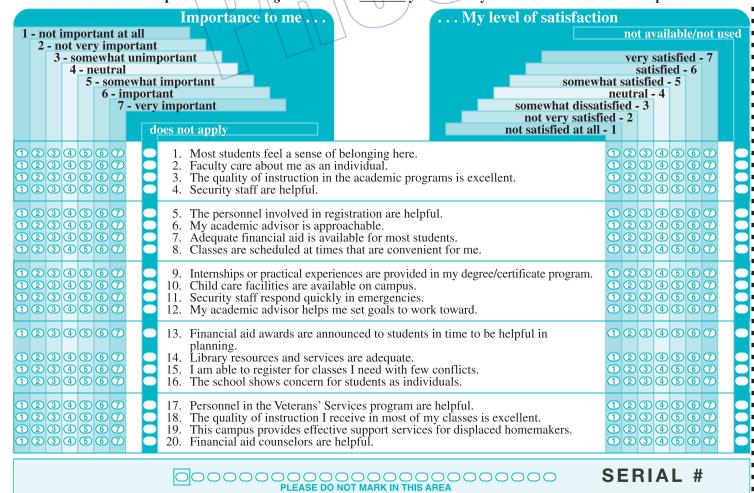
To preserve confidentiality, your name is not requested.

– Thank you for your participation.



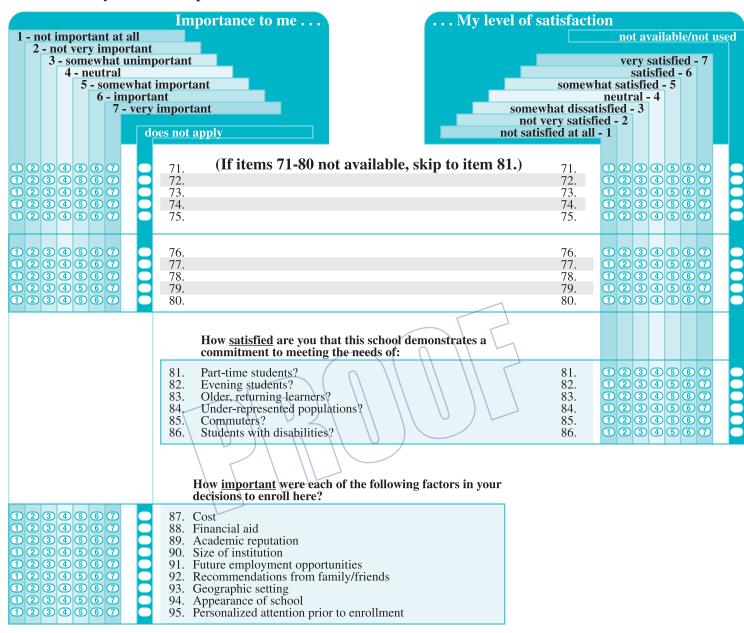
- Use a No. 2 pencil only. Please do not use ink or ballpoint pen.
- Erase changes completely and cleanly.
- Completely darken the oval that corresponds to your response.

Each item below describes an expectation about your experiences at this school. 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.



. . . My level of satisfaction Importance to me . . . 1 - not important at all not available/not used 2 - not very important very satisfied - 7 3 - somewhat unimportant 4 - neutral satisfied - 6 5 - somewhat important somewhat satisfied - 5 6 - important neutral - 4 somewhat dissatisfied - 3 7 - very important not very satisfied - 2 does not apply not satisfied at all - 1 1234567 1234567 There are a sufficient number of study areas available. 1 2 3 4 5 6 7 1 2 3 4 5 6 7 1234567 1234567 People at this school respect and are supportive of each other. Faculty are understanding of students' unique life circumstances. 24. Parking lots are well-lighted and secure. 1234567 1234567 1234567 1234567 My academic advisor is concerned about my success as an individual. 1234567 1234567 1234567 **-**1234567 26. Library staff are helpful and approachable. 1234567 27. The school staff are caring and helpful. 1234567 It is an enjoyable experience to be a student at this school. - 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 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 school is safe and secure for all students. 1234567 1234567 My academic advisor is knowledgeable about my program requirements. 1234567 **-**1234567 Admissions representatives accurately portray the school in their recruiting practices. **-**1234567 1234567 Computer labs are adequate and accessible. **1** 2 3 4 5 6 7 Policies and procedures regarding registration and course selection are clear and 1234567 well-publicized. 1234567 Students are made to feel welcome at this school. 1234567 **-**1234567 Faculty take into consideration student differences as they teach a course. 1234567 **-**1234567 38. The student center is a comfortable place for students to spend their leisure time. 1234567 1234567 **-**1234567 The amount of student parking space is adequate. My advisor is knowledgeable about the transfer requirements of other 1234567 40. 1234567 schools. - 1 2 3 4 5 6 7 - 1 2 3 4 5 6 7 - 1 2 3 4 5 6 7 Admissions staff are knowledgeable. 1) 2) 3) 4) 5) 6) 7 1234567 1234567 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 at this school. 1234567 **1**234567 This institution has a good reputation within the community. 1234567 1234567 1234567 1234567 46. Faculty provide timely feedback about student progress in a course. 1234567 47. There are adequate services to help me decide upon a career. 1234567 1234567 48. Advising staff care about students as individuals. 1234567 1234567 1234567 1234567 49 Admissions representatives respond to prospective students' unique needs and requests. 1 2 3 4 5 6 7 1 2 3 4 5 6 7 Tutoring services are readily available. 51. There are convenient ways of paying my school bill. **1**234567 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 Faculty are interested in my academic problems. 1234567 1234567 1234567 1234567 55. Academic support services adequately meet the needs of students. **-**1234567 56. The business office is open during hours which are convenient for most students. 1234567 1234567 Administrators are approachable to students. 1 2 3 4 5 6 7 1 2 3 4 5 6 7 1234567 1234567 Nearly all of the faculty are knowledgeable in their fields. 59. New student orientation services help students adjust to school. **-**1234567 1234567 Billing policies are reasonable. 1234567 1234567 1234567 Faculty are usually available after class and during office hours. 1 2 3 4 5 6 7 1 2 3 4 5 6 7 62. Bookstore staff are helpful. 1234567 I seldom get the "run-around" when seeking information at this school. 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 1234567 1234567 66. Program requirements are clear and reasonable. Channels for expressing student complaints are readily available. 67. 1234567 **-**1234567 On the whole, the school is well-maintained. 1234567 1234567 There is a good variety of courses provided at this school. 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 school experience met your expectations?
 - 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
 - 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
 - Somewhat satisfied
 - Satisfied
 - Very satisfied

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

Choose the <u>one</u> response that best describes you and darken the corresponding oval for each of the items below. 99. Gender: 106. Educational Goal: Female Diploma/certificate 2 Male Associate degree 3 Bachelor's degree 100. Age: Master's degree 5 Transfer to another institution 18 and under 2 19 to 24 Other 3 25 to 34 4 35 to 44 107. Employment: 5 45 and over 1 Full-time off campus 2 Part-time off campus 101. Ethnicity/Race: 3 Full-time on campus African-American 4 Part-time on campus 2 American Indian or Alaskan Native Sometimes of the second of 3 Asian or Pacific Islander 108. Current Residence: 4 Caucasian/White 5 Hispanic Residence hall 6 Other 2 Own house Prefer not to respond 3 Rent room or apartment off campus Parent's home 102. Current Enrollment Status: Other Morning 109. Residence Classification: 2 Afternoon 3 Evening 1 In-state 4 Weekend Out-of-state 3 International (not U.S. citizen) 103. Current Class Load: 110. Disabilities: 1 Full-time Physical disability or a diagnosed learning disability? Part-time 1 Yes 104. Class Level: 2 No (Years in attendance at this school) 111. When I entered this institution, it was my: 1 or less 2 2 3 3 1st choice 2nd choice 4 or more 3 3rd choice or lower 105. Current GPA: 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 Student ID/SSN if requested by your institution 0000000000000000000Write the requested number 22222222 Your numeric identifier is requested for research in the spaces of 33333333 purposes and will not appear on any report. the box provided. 44444444 Completely darken the 55555555 Your response is voluntary. 66666666 corresponding oval. 777777777 8888888 99999999 112. Major: 113. Item requested by your institution: Fill in major code 0000 2 from list provided 1111 3 2 2 2 2 4 by your institution. 3 3 3 3 (5) 4 4 4 4 5 5 5 5 6666 7777 8888 9999

Thank you for taking the time to complete this inventory.

Please do not fold.



SERIAL #