

# Student Satisfaction Inventory<sup>TM</sup>

Community, Junior and Technical College Version Form B

Laurie A. Schreiner, Ph.D., and Stephanie L. Juillerat, Ph.D. Copyright 2006 Noel-Levitz, Inc. All rights reserved.

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 being asked 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.

— 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.

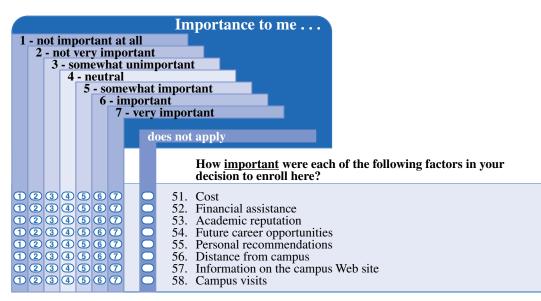
Each item below describes an expectation about your experiences on this campus. On the *left*, tell us how <u>important</u> it is for your institution to meet this expectation. On the *right* tell us how <u>satisfied</u> you are that your institution has met this expectation.

Importance to me My level of satisfaction	m					
1 - not important at all         2 - not very important         3 - somewhat unimportant         4 - neutral         5 - somewhat important	n v at sa neut sfied ed - 2	ery s sati tisfie tral - - 3	sati sfie ed -	sfied ed - 6		ısed
12345671234567•1234567•1234567•1234567•1234567•1234567•1234567•1234567•1234567•1234567•1234567•234567••3My academic advisor is available when I need help. 4.4.Security staff respond quickly to calls for assistance.		3	4 4	5 6 5 6 5 6	07	0000
<ul> <li>1 2 3 4 5 6 7</li> <li>5. Financial aid awards are announced in time to be helpful in college planning.</li> <li>6. Library resources and services are adequate.</li> <li>7. Admissions staff provide personalized attention prior to enrollment.</li> <li>8. The quality of instruction I receive in most of my classes is excellent.</li> </ul>		3	4 4	5 6 5 6 5 6	07	0000
<ul> <li>1 2 3 4 5 6 7</li> <li>9. I am able to register for classes I need with few conflicts.</li> <li>1 2 3 4 5 6 7</li> <li>1 3 4 5 6 7</li> <li>1 4 4 5 6 7</li> <li>1 4 5</li></ul>		3	4 4	5 6 5 6 5 6	07	0000
<ul> <li>1 2 3 4 5 6 7</li> <li>1 3. The campus is safe and secure for all students.</li> <li>14. My academic advisor is knowledgeable about my program requirements.</li> <li>15. Financial aid counseling is available if I need it.</li> <li>16. My advisor helps me apply my program of study to career goals.</li> </ul>		3	4 4	5 6 5 6 5 6	07	0000
practices.	12	3	4	5 6 5 6 5 6		0 0 0 0

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=(									Importance to me My level of satisfaction	on							
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		3	4 4	5 5	6 6	7 7			<ul> <li>21. The amount of student parking space on campus is adequate.</li> <li>22. My academic advisor is knowledgeable about transfer requirements of other schools.</li> <li>23. This institution helps me identify resources to finance my education.</li> <li>24. The equipment in the lab facilities is kept up to date.</li> </ul>	. 1	2	3		5 5	6 6	7	0000
- 0		3	4 4	5 5	6 6	7 7			<ul><li>25. Faculty provide timely feedback about my academic progress.</li><li>26. There are adequate services to help me decide upon a career.</li><li>27. Tutoring services are readily available.</li><li>28. This campus provides online access to services I need.</li></ul>	1	2	)3)	4	5 5	6 6	7	0000
		3	4 4	5 5	6 6	7 7		0000	<ul> <li>29. There are convenient ways of paying my school bill.</li> <li>30. The assessment and course placement procedures are reasonable.</li> <li>31. Faculty use a variety of technology and media in the classroom.</li> <li>32. I am able to take care of college-related business at times that are convenient for me.</li> </ul>	1	2	)3)		5 5	6 6	7	0000
		3	<ul><li>④</li></ul>	5	6	7			<ul> <li>33. Administrators are available to hear students' concerns.</li> <li>34. Faculty are usually available to students outside of class (during office hours, by phone or by e-mail).</li> <li>35. I receive ongoing feedback about progress toward my academic goals.</li> <li>36. Tuition paid is a worthwhile investment.</li> </ul>	1	2	) (3 ) (3	(4) (4) (4) (4)	5	6	7	
		3	4 4	5 5	6 6	7 7			<ul> <li>37. I seldom get the "run-around" when seeking information on this campus.</li> <li>38. Most classes deal with practical experiences and applications.</li> <li>39. On the whole, the campus is well-maintained.</li> <li>40. There are sufficient courses within my program of study available each term.</li> </ul>	1	) (2 ) (2	)3)		5 5	6 6	7	0000

(			Importance to me	My level of satisfaction
1 - not i				not available/not
		y impo ewhat	rtant inimportant	very satisfied - 7
	4 - r	eutral	•	satisfied - 6
	5		what important	somewhat satisfied - 5
			portant very important	neutral - 4 somewhat dissatisfied - 3
				not very satisfied - 2
			does not apply	not satisfied at all - 1
				1111 1
123			41. (If items 41-50 not a)	vailable, skip to item 51.) $41.$ 1 2 3 4 5 6 7
123			42. 43. 44.	42.         1         2         3         4         5         6         7           43.         1         2         3         4         5         6         7
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123	4 5	67	<b>4</b> 5.	45. 1 2 3 4 5 6 6
123	<b>A</b> (5)	67	<b>•</b> 46.	46. 1 2 3 4 5 6 7
123	45	67	O 47	47. 1234560
123			48. 49.	48.         1 2 3 4 5 6 7           49.         1 2 3 4 5 6 7
$\begin{array}{c} 1 \\ 2 \\ 3 \\ \end{array}$			49. 50.	50. 1234567



# Choose the <u>one</u> response that best applies to you and darken the corresponding oval for each of the questions below.

- 59. 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

#### 60. 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
- Very satisfied

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

#### 62. Gender:

- Female
- 2 Male

#### 63. Age:

- $\bigcirc$  18 and under
- <sup>2</sup> 19 to 24
- 3 25 to 34
- **④** 35 to 44
- <sup>5</sup> 45 and over

#### 64. Ethnicity/Race:

- 1 Alaskan Native
- 2 American Indian
- 3 Asian
- ④ Black/African-American
- **(5)** Hispanic or Latino (including Puerto Rican)
- 6 Native Hawaiian or Pacific Islander
- ⑦ White/Caucasian
- Multi-racial
- Other

## 65. Primary Enrollment Status:

- 1 Day
- 2 Evening
- 3 Weekend

## 66. Current Class Load:

- 1 Full-time
- Part-time

- (Years in attendance at this college)
- $\bigcirc$  1 or less
- 22
- 4 or more

## 68. 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

#### 69. Current 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

# 70. Employment:

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



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- 61. 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
- Definitely yes
- 67. Class Level:

#### Choose the <u>one</u> response that best describes you and darken the corresponding oval for each of the items below. 71. Current Residence: 74. Do you plan to transfer to another institution? Residence hall 1 Yes 2 Own house 2 No ③ Rent room or apartment off campus 75. Membership(s) in campus organizations, including 4 Parent's home athletics: **5** Other 1 None 72. Residence Classification: $\bigcirc$ One or two 3 Three or four 1 In-state Out-of-state 4 Five or more ③ International (not U.S. citizen) 76. My primary source for paying my tuition and fees is: 73. When I entered this institution, it was my: Scholarships Financial aid 1 st choice 2 2nd choice ③ Family contributions 3 3rd choice or lower Self support **5** Other Student ID/SSN if requested by your institution: 0000000000Write the requested number 111111111111in the spaces of 222222222 Your numeric identifier is requested for research 33333333 the box provided. 3 purposes and will not appear on any report. 4 4 4 4 4 4 4 4 Completely darken the 5 5 5 5 5 5 5 5 5 corresponding oval. Your response is voluntary. 6) 6666666 7 888888888 99999999999977. Major: 78. Item requested by your institution: $\mathbf{T}$ Fill in major code 0 0 0 0 2 from list provided 101 3 1 2222 4 by your institution. 3 3 3 3 5 4 4 4 6 5 5 5 5 6666 $\overline{7}\overline{7}\overline{7}\overline{7}\overline{7}$ 8888 9999 Thank you for taking the time to complete this inventory. Please do not fold.

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