

STUDENT SATISFACTION INVENTORY Career and Private School Version

Form **B**

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Dear Student,

CENTER PERF

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 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.

- Thank you for your participation.

Instructions:

- Use a No. 2 peneil 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.

Importance to me <i>(My level of satisfaction)</i>	on		•			
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 not satisfied at all	n at sa neu isfiec ed - 2	very sa atisf tral 1 - 3	sat tisfi ied 4	isfie ed -	d - 7	used
 1 2 3 4 5 6 7 1 2 4 5 6 7 1 2 4 5 6 7 1 2 4 5 6 7		2 3 2 3		5	6 7 6 7 6 7	
 1 2 3 4 5 6 7 5. Financial aid awards are announced in time to be helpful in planning. 6. Library resources and services are adequate. 7. Admissions staff provide personalized attention prior to enrollment. 8. The quality of instruction I receive in most of my classes is excellent. 		2 3 2 3		5	6 7 6 7 6 7	
 1 2 3 4 5 6 7 9. I am able to register for the classes I need with few conflicts. 1 2 3 4 5 6 7 1 3 4 5 6 7 1 4 4 5 6 7 1 4		2 3 2 3		5	6 7 6 7 6 7	8
 1 2 3 4 5 6 7 1 3. The school is safe and secure for all students. 14. My academic advisor is knowledgeable about my program requirements. 15. Financial aid counseling is available if I need it. 16. My advisor helps me apply my program of study to career goals. 		2 3 2 3		50	6 7 6 7 6 7	
 1 2 3 4 5 6 7 17. Admissions counselors accurately portray program offerings in their recruiting practices. 18. Computer labs are adequate and accessible. 19. Registration processes and procedures are convenient. 20. Students are made to feel welcome here. 		2 3 2 3	4	50	6 7 6 7 6 7 6 7	

PLEASE DO NOT MARK IN THIS AREA

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	2 2	3	4 4	5 5	6 6				 21. The amount of student parking space is adequate. 22. My academic advisor is knowledgeable about transfer requirements of other schools 23. This institution helps me identify resources to finance my education. 24. The equipment in the lab facilities is kept up to date. 	. 1	2	3	4 4	5 5	6 7 6 7 6 7 6 7	
- 1	2 2	3	(4) (4)	5 5	6				25. Faculty provide timely feedback about my academic progress.26. There are adequate services to help me decide upon a career.27. Tutoring services are readily available.28. This school provides online access to services I need.	1	2	3	4 4	5 5	6 7 6 7 6 7 6 7	8
	2 2	3	4 4	5 5	6 6				29. There are convenient ways of paying my school bill.30. The assessment and course placement procedures are reasonable.31. Faculty use a variety of technology and media in the classroom.32. I am able to take care of school-related business at times that are convenient for me.		2	3	4 4	5 5	6 7 6 7 6 7 6 7	
1	2 2	3	4 4	5	6 6	7			 33. Administrators are available to hear students' concerns. 34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail). 35. I receive ongoing feedback about progress toward my academic goals. 36. Tuition paid is a worthwhile investment. 	1) (2) (2) 3)) 3)	④	5	67 67 67	
	2 2	3	4 4	5 5	6				 37. I seldom get the "run-around" when seeking information on this campus. 38. Most classes deal with practical experiences and applications. 39. On the whole, the school is well-maintained. 40. There are sufficient courses within my program of study available each term. 	1	2	3	4 4	5 5	67 67 67 67	

Your institution may choose to provide you with additional questions on a separate sheet. The section below numbered 41 - 50 is provided as a response area for those additional questions. Continue on to item 51 when you have completed this section.

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								(If items 41-50 not available,	, skip to item 51.)								
) (3) (3) (3	(4) (4) (4)	5 5 5	6 6 6	7 7 7			41. 42. 43. 44. 45.	-	41. 42. 43. 44. 45.	1 1 1	22)3)3)) 5 5 5) 6) 6) 6) 6	7777
) (3) (3) (3	4 4 4	5 5 5	6 6 6	7 7 7			46. 47. 48. 49. 50.		46. 47. 48. 49. 50.	1	22) 3) 3) 3) 5) 5		7 7 7





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 school 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.

- Not satisfied at all
- 2 Not very satisfied
- ③ Somewhat dissatisfied
- 4 Neutral
- Somewhat satisfied 5
- Satisfied 6 Very satisfied

61. 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
- Definitely yes

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

62. Gender:

1 Female ² Male

63. Age:

- \bigcirc 18 and under
- 2 19 to 24
- 3 25 to 34
- (4) 35 to 44
- ⁵ 45 and over

64. Ethnicity/Race:

- Alaskan Native
- American Indian
- 3 Asian
- Black/African-American
- ⁽⁵⁾ Hispanic or Latino (including Puerto Rican)
- 6 Native Hawaiian or Pacific Islander
- ⑦ Caucasian/White
- ⁽⁸⁾ Multi-racial Other

65. Primary Enrollment Status:

- 1 Morning
- 2 Afternoon
- ³ Evening
- 4 Weekend

66. Current Class Load:

- 1 Full-time
- ² Part-time

- (Years in attendance at this school) \bigcirc 1 or less
 - **2** 2

67. Class Level:

- No credits earned
- 2 1.99 or below
- 3 2.0 2.49

- 6 3.5 or above

69. Current Educational Goal:

- 1 Diploma/certificate
- Associate degree
- ③ Bachelor's degree
- 4 Master's degree
- 5 Transfer to another institution
- ⁶ Other
- 70. Employment:
 - 1 Full-time off campus
 - 2 Part-time off campus
 - ③ Full-time on campus 4 Part-time on campus
 - **5** Not employed

CONTINUE TO THE NEXT PAGE

- 4 or more 68. Current GPA:

 - 2.0 2.49
 4 2.5 2.99
 5 3.0 3.49

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

71. Current Residence:

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

72. Residence Classification:

- 1 In-state
- 2 Out-of-state
- ③ International (not U.S. citizen)
- 73. When I entered this institution, it was my:
 - 1 st choice
 - 2 nd choice

③ 3rd choice or lower

- 74. Do you plan to transfer to another institution?
 1 Yes
 2 No
- 75. Membership(s) in campus organizations, including athletics:
 - 1 None
 - One or two
 - 3 Three or four
 - 4 Five or more
- 76. My primary source for paying my tuition and fees is:
 - Scholarships
 - 2 Financial aid
 - Family contributions
 - 4 Self support
 - 5 Other

Student ID/SSN if requested by your institution 3333333333 Write the requested Your numeric identifier is requested for research (4) (4) (4) (4) (4) (4) (4) (4) (4) (4) (4)number in the spaces of purposes and will not appear on any report. the box provided. 666666666Your response is voluntary. Completely darken the 888888888 corresponding oval. 999999999977. Major: 78. Item requested by your institution: 1 Fill in major code 2 from list provided 1113 1 2222 4 by your institution. 3 3 3 3 5 4 4 4 4 6 5 5 5 5 6666 7777 8888 9999

> Thank you for taking the time to complete this inventory. Please do not fold.



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