



ACCREDITATION EVIDENCE

Title: Noel Levitz Student Satisfaction Index (SSI) Results May 2018 Compared to May 2020. Specifically questions 6 and 61 (highlighted)

Evidence Type: Clear

Date: May 2018 Compared to May 2020

WAN: 22-0280

Classification: Data

PII: No

Redacted: No



i	Item	May-20				May-18				Difference i
		Importance	Satisfaction	SD	Gap i	Importance	Satisfaction	SD	Gap i	
	1. Most students feel a sense of belonging here.	5.88	5.57	1.28	0.31	6.18	5.56	1.26	0.62	0.01
	2. Faculty care about me as an individual.	6.18	5.62	1.43	0.56	6.37	5.66	1.33	0.71	-0.04
	3. The quality of instruction in the vocational/technical programs is excellent.	6.26	5.67	1.29	0.59	6.27	5.67	1.31	0.6	0
	4. Security staff are helpful.	6.17	5.93	1.46	0.24	6.18	5.63	1.49	0.55	0.3
	5. The personnel involved in registration are helpful.	6.44	5.93	1.46	0.51	6.56	6.02	1.43	0.54	-0.09
Strength	6. My academic advisor is approachable.	6.51	6.09	1.55	0.42	6.65	6.31	1.19	0.34	-0.22
	7. Adequate financial aid is available for most students.	6.33	5.56	1.5	0.77	6.43	5.4	1.78	1.03	0.16
	8. Classes are scheduled at times that are convenient for me.	6.23	5.7	1.43	0.53	6.44	5.68	1.43	0.76	0.02
	9. Internships or practical experiences are provided in my degree/certificate program.	6.13	5.27	1.64	0.86	6.29	5.41	1.52	0.88	-0.14
	10. Child care facilities are available on campus.	5.92	6.08	1.31	-0.16	5.79	6.3	1.06	-0.51	-0.22
	11. Security staff respond quickly in emergencies.	6.47	5.93	1.33	0.54	6.67	5.94	1.39	0.73	-0.01
	12. My academic advisor helps me set goals to work toward.	6.2	5.6	1.75	0.6	6.41	5.91	1.52	0.5	-0.31

	13. Financial aid awards are announced to students in time to be helpful in college planning.	6.27	5.34	1.62	0.93	6.45	5.32	1.63	1.13	0.02
Strength	14. Library resources and services are adequate.	6.47	6.36	0.94	0.11	6.47	6.36	1.05	0.11	0
	15. I am able to register for classes I need with few conflicts.	6.41	5.74	1.42	0.67	6.52	5.59	1.52	0.93	0.15
	16. The college shows concern for students as individuals.	6.23	5.52	1.63	0.71	6.4	5.52	1.5	0.88	0
	17. Personnel in the Veterans' Services program are helpful.	5.94	5.44	1.56	0.5	5.84	5.73	1.42	0.11	-0.29
Challenge	18. The quality of instruction I receive in most of my classes is excellent.	6.55	5.72	1.41	0.83	6.72	5.91	1.12	0.81	-0.19
	19. This campus provides effective support services for displaced homemakers.	6.07	5.55	1.5	0.52	6.17	5.39	1.7	0.78	0.16
Challenge	20. Financial aid counselors are helpful.	6.4	5.63	1.54	0.77	6.35	5.49	1.83	0.86	0.14
Strength	21. There are a sufficient number of study areas on campus.	6.4	6.12	1.22	0.28	6.32	6.18	1.2	0.14	-0.06
	22. People on this campus respect and are supportive of each other.	6.29	5.8	1.33	0.49	6.31	5.67	1.32	0.64	0.13
	23. Faculty are understanding of students' unique life circumstances.	6.35	5.44	1.53	0.91	6.37	5.57	1.38	0.8	-0.13

	24. Parking lots are well-lighted and secure.	6.17	5.8	1.48	0.37	6.45	6.07	1.25	0.38	-0.27
	25. My academic advisor is concerned about my success as an individual.	6.38	5.73	1.62	0.65	6.53	5.97	1.45	0.56	-0.24
	26. Library staff are helpful and approachable.	6.29	6.29	1.11	0	6.41	6.43	0.93	-0.02	-0.14
Strength	27. The campus staff are caring and helpful.	6.38	6.12	1.15	0.26	6.48	6.04	1.23	0.44	0.08
	28. It is an enjoyable experience to be a student on this campus.	6.36	5.84	1.41	0.52	6.49	5.97	1.33	0.52	-0.13
Challenge	29. Faculty are fair and unbiased in their treatment of individual students.	6.45	5.71	1.42	0.74	6.61	5.62	1.53	0.99	0.09
Challenge	30. The career services office provides students with the help they need to get a job.	6.36	5.64	1.53	0.72	6.33	5.67	1.43	0.66	-0.03
Strength	31. The campus is safe and secure for all students.	6.61	6.06	1.18	0.55	6.68	6.12	1.21	0.56	-0.06
Strength	32. My academic advisor is knowledgeable about my program requirements.	6.51	6.04	1.43	0.47	6.67	6.24	1.29	0.43	-0.2
	33. Admissions counselors accurately portray the campus in their recruiting practices.	6.28	5.72	1.44	0.56	6.44	5.97	1.4	0.47	-0.25
Strength	34. Computer labs are adequate and accessible.	6.53	6.34	1	0.19	6.47	6.3	1.25	0.17	0.04

	35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.35	5.66	1.5	0.69	6.43	5.71	1.42	0.72	-0.05
Strength	36. Students are made to feel welcome on this campus.	6.41	6.05	1.25	0.36	6.45	6.06	1.25	0.39	-0.01
	37. Faculty take into consideration student differences as they teach a course.	6.2	5.4	1.54	0.8	6.45	5.56	1.49	0.89	-0.16
	38. The student center is a comfortable place for students to spend their leisure time.	6.05	5.95	1.16	0.1	6.19	6.04	1.23	0.15	-0.09
	39. The amount of student parking space on campus is adequate.	6.3	5.92	1.45	0.38	6.4	6.05	1.42	0.35	-0.13
Challenge	40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.42	5.67	1.54	0.75	6.64	5.89	1.42	0.75	-0.22
	41. Admissions staff are knowledgeable.	6.42	6	1.34	0.42	6.58	6.04	1.35	0.54	-0.04
	42. The equipment in the lab facilities is kept up to date.	6.32	5.87	1.22	0.45	6.39	5.99	1.4	0.4	-0.12
	43. Class change (drop/add) policies are reasonable.	6.29	5.87	1.35	0.42	6.44	5.75	1.59	0.69	0.12
	44. I generally know what's happening on campus.	5.87	5.6	1.39	0.27	5.91	5.52	1.61	0.39	0.08
	45. This institution has a good reputation within the community.	6.31	6.06	1.26	0.25	6.28	6.14	1.19	0.14	-0.08

Challenge	46. Faculty provide timely feedback about student progress in a course.	6.38	5.6	1.43	0.78	6.46	5.75	1.43	0.71	-0.15
	47. There are adequate services to help me decide upon a career.	6.33	5.71	1.42	0.62	6.34	5.63	1.59	0.71	0.08
Strength	48. Counseling staff care about students as individuals.	6.51	6.13	1.22	0.38	6.57	6.09	1.32	0.48	0.04
	49. Admissions counselors respond to prospective students' unique needs and requests.	6.37	5.92	1.15	0.45	6.44	5.93	1.47	0.51	-0.01
Strength	50. Tutoring services are readily available.	6.38	6.09	1.25	0.29	6.4	6.01	1.31	0.39	0.08
	51. There are convenient ways of paying my school bill.	6.38	5.93	1.3	0.45	6.55	5.92	1.49	0.63	0.01
Challenge	52. This school does whatever it can to help me reach my educational goals.	6.44	5.64	1.54	0.8	6.46	5.68	1.45	0.78	-0.04
	53. The assessment and course placement procedures are reasonable.	6.36	5.7	1.47	0.66	6.34	5.73	1.34	0.61	-0.03
	54. Faculty are interested in my academic problems.	6.29	5.61	1.4	0.68	6.28	5.59	1.48	0.69	0.02
	55. Academic support services adequately meet the needs of students.	6.47	5.87	1.25	0.6	6.46	5.89	1.15	0.57	-0.02
Strength	56. The business office is open during hours which are convenient for most students.	6.44	6.13	1.17	0.31	6.37	5.86	1.33	0.51	0.27

Challenge	57. Administrators are approachable to students.	6.45	5.76	1.38	0.69	6.33	5.84	1.42	0.49	-0.08
Strength	58. Nearly all of the faculty are knowledgeable in their fields.	6.58	6.08	1.15	0.5	6.59	6.14	1.19	0.45	-0.06
	59. New student orientation services help students adjust to college.	6.27	5.54	1.62	0.73	5.98	5.53	1.74	0.45	0.01
	60. Billing policies are reasonable.	6.42	5.99	1.17	0.43	6.39	5.74	1.44	0.65	0.25
	61. Faculty are usually available after class and during office hours.	6.47	6	1.3	0.47	6.52	6.14	1.17	0.38	-0.14
	62. Bookstore staff are helpful.	6.35	6.17	1.24	0.18	6.45	6.07	1.4	0.38	0.1
	63. I seldom get the "run-around" when seeking information on this campus.	6.29	5.44	1.73	0.85	6.44	5.46	1.68	0.98	-0.02
	64. Nearly all classes deal with practical experiences and applications.	6.27	5.63	1.3	0.64	6.42	5.79	1.31	0.63	-0.16
	65. Students are notified early in the term if they are doing poorly in a class.	6.24	5.09	1.71	1.15	6.48	5.3	1.67	1.18	-0.21
	66. Program requirements are clear and reasonable.	6.6	5.98	1.17	0.62	6.64	5.9	1.31	0.74	0.08
	67. Channels for expressing student complaints are readily available.	6.31	5.19	1.7	1.12	6.34	5.4	1.58	0.94	-0.21
Strength	68. On the whole, the campus is well-maintained.	6.45	6.31	0.94	0.14	6.51	6.32	1.12	0.19	-0.01

Challenge	69. There is a good variety of courses provided on this campus.	6.59	5.9	1.29	0.69	6.61	5.94	1.3	0.67	-0.04
Strength	70. I am able to experience intellectual growth here.	6.58	6.11	1.15	0.47	6.63	6.28	1.06	0.35	-0.17
	81. Institution's commitment to part-time students?		6.1	1.16			5.57	1.5		0.53**
	82. Institution's commitment to evening students?		5.98	1.32			5.72	1.43		0.26
	83. Institution's commitment to older, returning learners?		6.06	1.4			5.86	1.56		0.2
	84. Institution's commitment to under-represented populations?		6.11	1.23			5.71	1.49		0.40*
	85. Institution's commitment to commuters?		5.8	1.46			5.79	1.52		0.01
	86. Institution's commitment to students with disabilities?		6.25	1.05			5.88	1.48		0.37*
	87. Cost as factor in decision to enroll.	6.31				6.31				
	88. Financial aid as factor in decision to enroll.	6.24				6.15				
	89. Academic reputation as factor in decision to enroll.	5.84				5.89				
	90. Size of institution as factor in decision to enroll.	5.25				5.05				
	91. Opportunity to play sports as factor in decision to enroll.	4.21				3.7				

92. Recommendations from family/friends as factor in decision to enroll.	4.99	4.73
93. Geographic setting as factor in decision to enroll.	5.52	5.83
94. Campus appearance as factor in decision to enroll.	4.97	5.08
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.44	5.4

