

#### **Strategic Planning Overview**

18. The quality of instruction I receive in most of my classes is excellent.  8. Classes are scheduled at times that are convenient for me.  70. I am able to experience intellectual growth here.  69. There is a good variety of courses provided on this campus.  31. The campus is safe and secure for all students.  58. Nearly all of the faculty are knowledgeable in their fields.  15. I am able to register for classes I need with few conflicts.  5. The personnel involved in registration are helpful.  6. My academic advisor is approachable.  36. Students are made to feel welcome on this campus.  41. Faculty are usually available after class and during office hours.  66. Program requirements are clear and reasonable.  68. On the whole, the campus is well-maintained.  34. Computer labs are adequate and accessible.  43. Class change (drop/add) policies are reasonable.  45. This institution has a good reputation within the community.  39. The amount of student parking space on campus is adequate.  Challenges  18. The quality of instruction I receive in most of my classes is excellent.  52. This school does whatever it can to help me reach my educational goals.  29. Faculty are fair and unbiased in their treatment of individual students.  65. Students are notified early in the term if they are doing poorly in a class.  7. Adequate financial aid is available for most students.  46. Faculty provide timely feedback about student progress in a course.
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47. There are adequate services to help me decide upon a career.
Trends
Higher Satisfaction vs. Spring 2005
8. Classes are scheduled at times that are convenient for me.
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Higher Importance vs. Spring 2005

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16. The college shows concern for students as individuals.
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28. It is an enjoyable experience to be a student on this campus.
46. Faculty provide timely feedback about student progress in a course.
51. There are convenient ways of paying my school bill.
60. Billing policies are reasonable.
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## Noel-Levitz. Student Satisfaction Inventory

### **Institutional Summary**

	Spring 2009		Sp	ring 2005			
<u>Item</u>	Import	Satis / SD	Gap	Import	Satis / SD	Gap	Mean Difference
1. Most students feel a sense of belonging here.	5.73	5.37 / 1.44	0.36	5.42	5.36 / 1.32	0.06	0.01
2. Faculty care about me as an individual.	6.00	5.40 / 1.50	0.60	5.83	5.51 / 1.30	0.32	-0.11
3. The quality of instruction in the vocational/technical programs is excellent.	6.01	5.29 / 1.45	0.72	5.66	5.25 / 1.34	0.41	0.04
4. Security staff are helpful.	5.85	5.29 / 1.49	0.56	5.62	5.18 / 1.45	0.44	0.11
5. The personnel involved in registration are helpful.	6.26	5.77 / 1.36	0.49	6.14	5.64 / 1.42	0.50	0.13
6. My academic advisor is approachable.	6.25	5.75 / 1.39	0.50	6.03	5.41 / 1.52	0.62	0.34 ***
7. Adequate financial aid is available for most students.	6.20	5.33 / 1.66	0.87	6.21	5.32 / 1.66	0.89	0.01
8. Classes are scheduled at times that are convenient for me.	6.41	5.80 / 1.36	0.61	6.38	5.58 / 1.49	0.80	0.22 *
9. Internships or practical experiences are provided in my degree/certificate program.	5.99	5.07 / 1.56	0.92	5.68	4.63 / 1.55	1.05	0.44 ***
10. Child care facilities are available on campus.	4.60	3.74 / 1.77	0.86	4.72	3.87 / 1.83	0.85	-0.13
11. Security staff respond quickly in emergencies.	6.01	5.13 / 1.40	0.88	5.88	5.03 / 1.39	0.85	0.10
12. My academic advisor helps me set goals to work toward.	6.09	5.25 / 1.65	0.84	5.86	5.05 / 1.64	0.81	0.20
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.03	5.05 / 1.72	0.98	6.03	5.17 / 1.53	0.86	-0.12
14. Library resources and services are adequate.	6.06	5.66 / 1.29	0.40	6.16	5.64 / 1.32	0.52	0.02
15. I am able to register for classes I need with few conflicts.	6.26	5.74 / 1.26	0.52	6.25	5.54 / 1.39	0.71	0.20 *
16. The college shows concern for students as individuals.	6.20	5.45 / 1.51	0.75	6.03	5.40 / 1.38	0.63	0.05
17. Personnel in the Veterans' Services program are helpful.	4.94	4.70 / 1.29	0.24	4.74	4.55 / 1.29	0.19	0.15
18. The quality of instruction I receive in most of my classes is excellent.	6.42	5.60 / 1.45	0.82	6.21	5.55 / 1.32	0.66	0.05
19. This campus provides effective support services for displaced homemakers.	5.42	4.91 / 1.45	0.51	5.22	4.78 / 1.38	0.44	0.13
20. Financial aid counselors are helpful.	6.15	5.34 / 1.69	0.81	6.05	5.44 / 1.51	0.61	-0.10
21. There are a sufficient number of study areas on campus.	6.05	5.63 / 1.30	0.42	5.91	5.32 / 1.47	0.59	0.31 ***
22. People on this campus respect and are supportive of each other.	5.98	5.35 / 1.38	0.63	5.90	5.22 / 1.46	0.68	0.13
23. Faculty are understanding of students' unique life circumstances.	6.19	5.25 / 1.57	0.94	6.03	5.29 / 1.47	0.74	-0.04
24. Parking lots are well-lighted and secure.	6.17	5.53 / 1.42	0.64	6.08	5.38 / 1.47	0.70	0.15
25. My academic advisor is concerned about my success as an individual.	6.11	5.43 / 1.55	0.68	6.01	5.07 / 1.58	0.94	0.36 ***
26. Library staff are helpful and approachable.	5.88	5.43 / 1.39	0.45	5.95	5.42 / 1.38	0.53	0.01
27. The campus staff are caring and helpful.	6.09	5.54 / 1.31	0.55	6.00	5.48 / 1.32	0.52	0.06
28. It is an enjoyable experience to be a student on this campus.	6.19	5.49 / 1.51	0.70	6.03	5.49 / 1.41	0.54	0.00
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29. Faculty are fair and unbiased in their	6.23	5.34 / 1.56	0.89	6.14	5.32 / 1.50	0.82	0.02
treatment of individual students.  30. The career services office provides							0.19 *
students with the help they need to get a job.	5.77	5.17 / 1.37	0.60	5.68	4.98 / 1.42	0.70	
31. The campus is safe and secure for all students.	6.30	5.66 / 1.29	0.64	6.12	5.61 / 1.25	0.51	0.05
32. My academic advisor is knowledgeable about my program requirements.	6.29	5.56 / 1.50	0.73	6.03	5.22 / 1.64	0.81	0.34 ***
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.76	5.42 / 1.33	0.34	5.63	5.07 / 1.38	0.56	0.35 ***
34. Computer labs are adequate and accessible.	6.18	5.63 / 1.37	0.55	6.06	5.58 / 1.35	0.48	0.05
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.08	5.56 / 1.33	0.52	6.00	5.55 / 1.32	0.45	0.01
36. Students are made to feel welcome on this campus.	6.23	5.68 / 1.37	0.55	6.05	5.56 / 1.32	0.49	0.12
37. Faculty take into consideration student differences as they teach a course.	6.11	5.36 / 1.43	0.75	5.97	5.30 / 1.44	0.67	0.06
38. The student center is a comfortable place for students to spend their leisure time.	5.88	5.52 / 1.31	0.36	5.66	5.11 / 1.45	0.55	0.41 ***
39. The amount of student parking space on campus is adequate.	6.12	5.65 / 1.44	0.47	5.99	5.09 / 1.65	0.90	0.56 ***
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.14	5.39 / 1.53	0.75	6.02	5.20 / 1.59	0.82	0.19
41. Admissions staff are knowledgeable.	6.12	5.56 / 1.26	0.56	6.04	5.48 / 1.34	0.56	0.08
42. The equipment in the lab facilities is kept up to date.	6.09	5.39 / 1.48	0.70	5.93	5.45 / 1.27	0.48	-0.06
43. Class change (drop/add) policies are reasonable.	6.15	5.75 / 1.31	0.40	6.04	5.62 / 1.32	0.42	0.13
44. I generally know what's happening on campus.	5.59	4.73 / 1.65	0.86	5.52	4.93 / 1.48	0.59	-0.20 *
45. This institution has a good reputation within the community.	6.14	5.72 / 1.36	0.42	5.94	5.55 / 1.39	0.39	0.17 *
46. Faculty provide timely feedback about student progress in a course.	6.18	5.40 / 1.48	0.78	5.99	5.43 / 1.32	0.56	-0.03
47. There are adequate services to help me decide upon a career.	6.12	5.30 / 1.44	0.82	5.88	5.17 / 1.42	0.71	0.13
48. Counseling staff care about students as individuals.	6.14	5.47 / 1.44	0.67	5.99	5.39 / 1.40	0.60	0.08
49. Admissions counselors respond to prospective students' unique needs and requests.	6.02	5.44 / 1.32	0.58	5.94	5.29 / 1.37	0.65	0.15
50. Tutoring services are readily available.	6.05	5.52 / 1.37	0.53	6.00	5.39 / 1.49	0.61	0.13
51. There are convenient ways of paying my school bill.	6.16	5.51 / 1.46	0.65	5.94	5.18 / 1.50	0.76	0.33 ***
52. This school does whatever it can to help me reach my educational goals.	6.31	5.43 / 1.42	0.88	6.06	5.28 / 1.43	0.78	0.15
53. The assessment and course placement procedures are reasonable.	6.05	5.54 / 1.31	0.51	5.93	5.33 / 1.34	0.60	0.21 *
54. Faculty are interested in my academic problems.	6.10	5.33 / 1.46	0.77	5.90	5.23 / 1.35	0.67	0.10
55. Academic support services adequately meet the needs of students.	5.99	5.40 / 1.36	0.59	5.86	5.25 / 1.32	0.61	0.15
56. The business office is open during hours which are convenient for most students.	6.06	5.57 / 1.36	0.49	5.98	5.43 / 1.44	0.55	0.14
57. Administrators are approachable to students.	6.06	5.56 / 1.27	0.50	5.92	5.31 / 1.41	0.61	0.25 **
58. Nearly all of the faculty are knowledgeable in their fields.	6.29	5.69 / 1.35	0.60	6.09	5.62 / 1.28	0.47	0.07
59. New student orientation services help							0.22 *

60. Billing policies are reasonable. 6. 16	aturdanta adiust ta sallana	F 0/	1 - 44 / 1 2/	ا مما	F 70	F 22 / 1 40	ام دم ا	
6.1. Faculty are usually available after class and during office hours. 6.2. Bookstore staff are helpful. 6.2. 6.0. 6.0. 6.0. 6.0. 6.0. 6.0. 6.0.	students adjust to college.	5.86			5.72		_	0.17
during office hours.         6.23         5.17/1.34         0.52         6.02         5.117/1.39         0.51           6.2. Bookstore staff are helpful.         6.06         5.48/1.49         0.58         6.00         5.511/1.46         0.49         -0.03           6.3. I seldom get the "run-around" when seeking information on this campus.         6.08         5.22/1.52         0.76         5.94         5.28/1.49         0.60         -0.06           6.4. Nearly all classes deal with practical experiences and applications.         6.09         5.51/1.36         0.58         5.90         5.37/1.35         0.53         0.14           6.5. Students are notified early in the term if they are doing poorly in a class.         6.22         5.19/1.52         1.03         6.00         5.00/1.52         1.00         0.19           6.5. Students are ending are ending poorly in a class.         6.22         5.60/1.32         0.60         5.03/1.36         0.68         0.22**           6.6. Program requirements are clear and reading available.         6.10         5.88         5.18/1.50         0.80         5.87         5.06/1.52         0.81         0.12           6.7. Channels for expressing student complaints are readily available.         6.10         5.98/1.10         0.21         6.05         5.73/1.20         0.81         0.12 <th></th> <th>0.10</th> <th>5.53 / 1.37</th> <th>0.63</th> <th>5.89</th> <th>5.36 / 1.38</th> <th>0.53</th> <th></th>		0.10	5.53 / 1.37	0.63	5.89	5.36 / 1.38	0.53	
6.3.1 seldom got the "run-around" when seeking information on this campus. 6.4. Nearly all classes deal with practical experiences and applications. 6.5. Students are notified early in the term if they are doing poorly in a class. 6.5. Students are notified early in the term if they are doing poorly in a class. 6.5. Program requirements are clear and reasonable. 6.6. Program requirements are clear and reasonable. 6.6. Program requirements are clear and reasonable. 6.7. Channels for expressing student complaints are readily available. 6.8. On the whole, the campus is well-maintained. 6.9. There is a good variety of courses provided on this campus. 6.1. There is a good variety of courses provided in this campus. 7.0. I am able to experience intellectual growth here. 7.1. Campus Item 1 7.2. Campus Item 2 7.3. Campus Item 4 7.5. Campus Item 4 7.5. Campus Item 5 7.6. Campus Item 6 7.7. Campus Item 7 7.8. Campus Item 1 8. Campus Item 8 9. Campus Item 1 8. Campus Item 9 8. Campus Item 1 8. Campus Item 9 8. Campus Item 1 8. Campus Item 1 8. Campus Item 9 8. Campus Item 1 8. Campus Item 9 8. Campus Item 1 8. Campus Item 1 8. Campus Item 1 8. Campus Item 9 8. Campus Item 1 8. Campus Item 2 8. Campus Item 3 8. Campus Item 4 8. Campus Item 4 8. Campus Item 4 8. Campus Item 4 8. Campus Item		6.23	5.71 / 1.34	0.52	6.02	5.51 / 1.39		0.20 "
64. Nearly all classes deal with practical experiences and applications.         6.09         5.51 / 1.36         0.58         5.90         5.37 / 1.35         0.53         0.14           65. Students are notified early in the term if they are doing poorly in a class.         6.22         5.19 / 1.52         1.03         6.00         5.00 / 1.59         1.00         0.19           66. Program requirements are clear and reasonable.         6.20         5.60 / 1.32         0.60         6.06         5.38 / 1.36         0.68         0.22 °           67. Channels for expressing student complaints are readily available.         5.98         5.18 / 1.50         0.80         5.87         5.06 / 1.52         0.81         0.12           69. There is a good variety of courses provided on this campus.         6.31         5.64 / 1.40         0.67         6.15         5.37 / 1.49         0.78         0.27 °           70. I am able to experience intellectual growth here.         6.33         5.80 / 1.30         0.53         6.13         5.52 / 1.33         0.61         0.22 °           72. Campus Item 1         7.22         7.22         7.22         7.22         7.22         7.22         7.22         7.22         7.22         7.22         7.22         7.22         7.22         7.22         7.22         7.22         7.22	62. Bookstore staff are helpful.	6.06	5.48 / 1.49	0.58	6.00	5.51 / 1.46	0.49	-0.03
experiences and applications.  6.5. Students are notified early in the term if they are doing poorly in a class.  6.6. Program requirements are clear and reasonable.  6.7. Channels for expressing student complaints are readily available.  6.8. On the whole, the campus is well-maintained.  6.9. There is a good variety of courses provided on this campus.  6.9. There is a good variety of courses provided on this campus.  6.11 am able to experience intellectual growth here.  7.0. I am able to experience intellectual growth here.  7.1. Campus item 1  7.2. Campus item 2  7.3. Campus item 3  7.4. Campus item 4  7.5. Campus item 5  7.6. Campus item 6  7.7. Campus item 7  7.8. Campus item 8  7.9. Campus item 8  7.9. Campus item 10  8.1. Institution's commitment to part-time students?  8.2. Institution's commitment to evening students?  8.3. Institution's commitment to older, returning learners?  8.4. Institution's commitment to commuters?  8.5. Institution's commitment to commuters?  8.5. Institution's commitment to commuters?  8.6. Institution's commitment to students with disabilities?  8.7. Cas as factor in decision to enroll.  8.8. Financial aid as factor in decision to enroll.  9.0. Size of institution as factor in decision to enroll.  9.1. Opportunity to play sports as factor in decision to enroll.  9.1. Opportunity to play sports as factor in decision to enroll.		5.98	5.22 / 1.52	0.76	5.94	5.28 / 1.49	0.66	-0.06
they are doing poorly in a class. 6.2   5.1971.32   1.03   6.00   5.0071.39   1.00   6.6 Program requirements are clear and reasonable. 6.7 Channels for expressing student complaints are readily available. 6.8 On the whole, the campus is well-maintained. 6.9 There is a good variety of courses provided on this campus. 70. I am able to experience intellectual growth here. 71. Campus item 1 72. Campus item 2 73. Campus item 3 74. Campus item 4 75. Campus item 5 76. Campus item 6 77. Campus item 7 78. Campus item 8 79. Campus item 8 79. Campus item 9 80. Campus item 10 81. Institution's commitment to part-time students? 82. Institution's commitment to evening students? 83. Institution's commitment to under-represented populations? 84. Institution's commitment to commuters? 85. Institution's commitment to commuters? 85. Institution's commitment to commuters? 85. Institution's commitment to sudents with disabilities? 87. Cost as factor in decision to enroll. 88. Financial aid as factor in decision to enroll. 90. Size of institution as factor in decision to enroll. 91. Opportunity to play sports as factor in decision to enroll. 91. Opportunity to play sports as factor in decision to enroll. 91. Opportunity to play sports as factor in decision to enroll.		6.09	5.51 / 1.36	0.58	5.90	5.37 / 1.35	0.53	0.14
reasonable. 67. Channels for expressing student complaints 5.98 5.18 / 1.50 0.80 5.87 7.36 0.68 6.08 6.06 6.08 6.08 0.012 6.00 6.00 6.00 6.00 6.00 6.00 6.00 6.0		6.22	5.19 / 1.52	1.03	6.00	5.00 / 1.59	1.00	0.19
are readily available.	•	6.20	5.60 / 1.32	0.60	6.06	5.38 / 1.36	0.68	0.22 **
Maintained.   6.19   5.99 / 1.19   0.21   6.05   5.73 / 1.29   0.32		5.98	5.18 / 1.50	0.80	5.87	5.06 / 1.52	0.81	0.12
0. 1 m able to experience intellectual growth here.  71. Campus item 1  72. Campus item 2  73. Campus item 3  74. Campus item 5  76. Campus item 6  77. Campus item 7  78. Campus item 9  80. Campus item 9  80. Campus item 10  81. Institution's commitment to part-time students?  82. Institution's commitment to under-represented populations?  83. Institution's commitment to under-represended populations?  84. Institution's commitment to under-represended populations?  85. Institution's commitment to students with disabilities?  87. Cas as factor in decision to enroll.  88. Financial aid as factor in decision to enroll.  89. Academic reputation as factor in decision to enroll.  91. Osportunity to play sports as factor in decision to enroll.  91. Opportunity to play sports as factor in decision to enroll.  91. Opportunity to play sports as factor in decision to enroll.  91. Opportunity to play sports as factor in decision to enroll.  92. Size of institution by capture intellectual growth here.  93. Size of institution as factor in decision to enroll.  94. Capture intellectual growth here.  95. Size of institution as factor in decision to enroll.  96. Size of institution as factor in decision to enroll.  97. Opportunity to play sports as factor in decision to enroll.  98. Size of institution as factor in decision to enroll.  99. Opportunity to play sports as factor in decision to enroll.  91. Opportunity to play sports as factor in decision to enroll.		6.19	5.98 / 1.19	0.21	6.05	5.73 / 1.29	0.32	0.25 **
Name		6.31	5.64 / 1.40	0.67	6.15	5.37 / 1.49	0.78	0.27 **
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76. Campus item 6       77. Campus item 7         78. Campus item 8       79. Campus item 9         80. Campus item 10       5.81 / 1.28         81. Institution's commitment to part-time students?       5.81 / 1.28         82. Institution's commitment to evening students?       5.68 / 1.37         83. Institution's commitment to older, returning learners?       5.62 / 1.39         84. Institution's commitment to underrepresented populations?       5.61 / 1.35         85. Institution's commitment to commuters?       5.49 / 1.48         86. Institution's commitment to students with disabilities?       5.73 / 1.36         87. Cost as factor in decision to enroll.       6.40         88. Financial aid as factor in decision to enroll.       6.01         89. Academic reputation as factor in decision to enroll.       5.93         90. Size of institution as factor in decision to enroll.       5.19         91. Opportunity to play sports as factor in decision to enroll.       4.22         4.29       4.29	74. Campus item 4							
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78. Campus item 8       79. Campus item 9       80. Campus item 10       5.81 / 1.28       5.57 / 1.43       0.24 * students?         81. Institution's commitment to part-time students?       5.68 / 1.37       5.50 / 1.47       0.18         82. Institution's commitment to evening students?       5.62 / 1.39       5.52 / 1.42       0.10         83. Institution's commitment to older, returning learners?       5.61 / 1.35       5.43 / 1.39       0.18         84. Institution's commitment to underrepresented populations?       5.49 / 1.48       5.48 / 1.44       0.01         85. Institution's commitment to students with disabilities?       5.73 / 1.36       5.57 / 1.44       0.16         87. Cost as factor in decision to enroll.       6.40       6.23       5.57 / 1.44       0.16         88. Financial aid as factor in decision to enroll.       6.01       5.90       5.72       5.72         90. Size of institution as factor in decision to enroll.       5.19       5.23       5.23         91. Opportunity to play sports as factor in decision to enroll.       4.22       4.29       4.29	76. Campus item 6							
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## Students?  ## Students.  ##	80. Campus item 10							
Students?   S.88 / 1.37   S.80 / 1.47	·		5.81 / 1.28			5.57 / 1.43		0.24 *
returning learners?         5.62 / 1.39         5.52 / 1.42           84. Institution's commitment to underrepresented populations?         5.61 / 1.35         5.43 / 1.39         0.18           85. Institution's commitment to commuters?         5.49 / 1.48         5.48 / 1.44         0.01           86. Institution's commitment to students with disabilities?         5.73 / 1.36         5.57 / 1.44         0.16           87. Cost as factor in decision to enroll.         6.40         6.23         5.90           88. Financial aid as factor in decision to enroll.         5.93         5.72         5.72           90. Size of institution as factor in decision to enroll.         5.19         5.23         5.23           91. Opportunity to play sports as factor in decision to enroll.         4.22         4.29         4.29			5.68 / 1.37			5.50 / 1.47		0.18
represented populations?  85. Institution's commitment to commuters?  86. Institution's commitment to students with disabilities?  87. Cost as factor in decision to enroll.  88. Financial aid as factor in decision to enroll.  89. Academic reputation as factor in decision to enroll.  90. Size of institution as factor in decision to enroll.  91. Opportunity to play sports as factor in decision to enroll.  92. Opportunity to play sports as factor in decision to enroll.  93. Opportunity to play sports as factor in decision to enroll.			5.62 / 1.39			5.52 / 1.42		0.10
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89. Academic reputation as factor in decision to enroll.  90. Size of institution as factor in decision to enroll.  91. Opportunity to play sports as factor in decision to enroll.  4.22  5.72  5.72  5.72  4.29	87. Cost as factor in decision to enroll.	6.40			6.23			<del>.</del>
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enroll.  91. Opportunity to play sports as factor in decision to enroll.  5.19  5.23  4.29  4.29	•	5.93			5.72			
decision to enroll.  4.22  4.29		5.19			5.23			
, , , , , , , , , , , , , , , , , , ,		4.22			4.29			
92. Recommendations from family/friends as factor in decision to enroll.  5.30  5.16		5.30			5.16			
93. Geographic setting as factor in decision to enroll.  5.12		5.12			5.16			
94. Campus appearance as factor in decision to enroll.  5.42	· · ·	5.42			5.25			
95. Personalized attention prior to enrollment as factor in decision to enroll.  5.70		5.70			5.52			

# Noel-Levitz. Student Satisfaction Inventory

## **Institutional Summary**

	Spring 2009			Sp	ring 2005		
<u>Scale</u>	Import	Satis / SD	Gap	Import	Satis / SD	Gap	Mean Difference
Student Centeredness	6.08	5.51 / 1.13	0.57	5.91	5.43 / 1.11	0.48	0.08
Instructional Effectiveness	6.21	5.49 / 1.08	0.72	6.03	5.39 / 1.06	0.64	0.10
Responsiveness to Diverse Populations		5.66 / 1.19			5.51 / 1.29		0.15
Campus Support Services	5.55	5.02 / 1.11	0.53	5.41	4.86 / 1.15	0.55	0.16 *
Safety and Security	6.09	5.47 / 1.06	0.62	5.94	5.27 / 1.10	0.67	0.20 **
Academic Advising/Counseling	6.19	5.47 / 1.20	0.72	6.00	5.23 / 1.25	0.77	0.24 **
Admissions and Financial Aid	6.05	5.36 / 1.17	0.69	5.99	5.30 / 1.13	0.69	0.06
Academic Services	6.04	5.52 / 1.01	0.52	5.98	5.44 / 1.07	0.54	0.08
Registration Effectiveness	6.18	5.64 / 0.96	0.54	6.07	5.49 / 1.06	0.58	0.15 *
Service Excellence	5.99	5.36 / 1.02	0.63	5.92	5.32 / 1.06	0.60	0.04
Concern for the Individual	6.14	5.42 / 1.20	0.72	6.00	5.34 / 1.13	0.66	0.08
Campus Climate	6.04	5.42 / 1.05	0.62	5.89	5.35 / 1.05	0.54	0.07

## Noel-Levitz. Student Satisfaction Inventory

### **Institutional Summary**

	Spring 2009	Spring 2005	
Summary			Mean Difference
So far, how has your college experience met your expectations?	4.86	4.87	-0.01
1=Much worse than expected	1%	1%	
2=Quite a bit worse than I expected	2%	1%	
3=Worse than I expected	6%	6%	
4=About what I expected	39%	37%	
5=Better than I expected	19%	22%	
6=Quite a bit better than I expected	8%	12%	
7=Much better than expected	21%	18%	
Rate your overall satisfaction with your experience here thus far.	5.41	5.46	-0.05
1=Not satisfied at all	1%	1%	
2=Not very satisfied	2%	2%	
3=Somewhat dissatisfied	5%	5%	
4=Neutral	14%	16%	
5=Somewhat satisfied	17%	14%	
6=Satisfied	33%	36%	
7=Very satisfied	23%	23%	
All in all, if you had to do it over, would you enroll here again?	5.52	5.62	-0.10
1=Definitely not	2%	2%	
2=Probably not	5%	4%	
3=Maybe not	5%	3%	
4=I don't know	10%	12%	
5=Maybe yes	10%	9%	
6=Probably yes	26%	30%	
7=Definitely yes	37%	37%	



#### Spring 2009 Demographics

Gender
Age
Ethnicity/Race
Current Enrollment Status
Current Class Load
Class Level
Current GPA

Employment
Current Residence
Residence Classification
Disabilities
Institution Was My
Institution Question
Group Code

**Educational Goal** 

New Mexico Junior College - Year to Year Report - 2/2009 Spring 2005 Demographics



Gender
Age
Ethnicity/Race
Current Enrollment Status
Current Class Load
Class Level
Current GPA

Educational Goal
Employment
Current Residence
Residence Classification
Disabilities
Institution Was My
Institution Question
Group Code