

Spring 2011 Noel-Levitz Student Satisfaction Inventory Results

Why was the Student Satisfaction Inventory (SSI) administered?

- The SSI provides an assessment of the current situation on campus and direction for making improvements in areas that matter most to the students.
- The SSI asks students to indicate both the level of importance they place on an item as well as their satisfaction that WJU is meeting this expectation.
- The SSI is reliable and valid.
- The SSI compares WJU's results with a national cohort of other four-year private institutions.

Survey Administration and Demographics

- The SSI was opened to all undergraduate students on-line on May 5 and closed on June 1.
- The response rate was 20%.
- Of the 156 students completing the survey, 25 were freshmen, 37 were sophomores, 36 were juniors, and 50 were seniors.
- Current GPAs were given as 1.99 or below (1), 2.0-2.49 (14), 2.5- 2.99 (35), 3.0- 3.49 (47), and 3.5 or above (54).
- The distribution of the majors listed represented that of the student body very well.
- WJU was the first choice for 85 respondents, second choice for 43, and third choice or lower for 24.

What's Important to WJU Students?

- The items on the survey have been analyzed statistically and conceptually to produce scale scores. The twelve scales provide the big picture overview of what matters to WJU students. They also provide the broadest view to identify how satisfied WJU students are compared to other four-year private school students.
- WJU students have ranked the scales as follows (in descending order):

Scale Importance

Most Important

- Instructional Effectiveness
- Academic Advising
- Student Centeredness
- Concern for the Individual

Next Most Important

- Campus Climate
- Safety and Security
- Recruitment and Financial Aid
- Registration Effectiveness

Least Important

- Service Excellence
- Campus Support Services
- Campus Life
- Responsiveness to Diverse Populations (not rated)

Strengths and Challenges

- Strengths are items with high importance and high satisfaction. These are specifically identified as items above the mid-point in importance and in the upper quartile of satisfaction scores.
- Challenges are items with high importance and low satisfaction or large performance gap. These are specifically identified as items above the mid-point in importance and in the top quartile of the performance gap scores.

Strengths (in Order of Importance)

1. My academic advisor is knowledgeable about requirements in my major.
2. The quality of instruction I receive in most of my classes is excellent.
3. There is a commitment to academic excellence on this campus.
4. I am able to experience intellectual growth here.
5. This institution shows concern for students as individuals.*
6. Students are made to feel welcome on this campus.
7. Major requirements are clear and reasonable.
8. Nearly all the faculty are knowledgeable in their field.
9. The campus is safe and secure for all students.
10. My academic advisor is approachable.
11. Faculty care about me as an individual.*
12. This institution has a good reputation within the community.
13. Faculty are usually available after class and during office hours.

* Not listed on the national four-year private colleges and universities summary list of strengths.

Challenges (in Order of Importance)

1. Faculty are fair and unbiased in their treatment of individual students.
2. Tuition paid is a worthwhile investment.
3. Faculty provide timely feedback about student progress in a course.
4. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.).*
5. There is a good variety of courses offered on this campus.
6. There is an adequate selection of food available in the cafeteria.*
7. There are adequate services to help me decide upon a career.*
8. Student activity fees are put to good use.*
9. Financial aid awards are announced to students in time to be helpful in college planning.
10. Admissions counselors accurately portray the campus in their recruiting practices.*
11. I seldom get the “run-around” when seeking information on this campus.
12. Billing policies are reasonable.*
13. Faculty take into consideration student differences as they teach a course.

*Not listed on the national four-year private colleges and universities summary list of challenges.

Higher Satisfaction vs. National Four-Year Privates*

1. My academic advisor is knowledgeable about requirements in my major. **
2. Security staff respond quickly in emergencies.
3. There is a commitment to academic excellence on this campus.**
4. I am able to experience intellectual growth here.**
5. This institution shows concern for students as individuals.**
6. Major requirements are clear and reasonable.**
7. I am able to register for the classes I need with few conflicts.
8. Adequate financial aid is available for most students.
9. Faculty care about me as an individual.**
10. This institution has a good reputation within the community.**
11. Faculty are usually available after class and during office hours.**
12. I can easily get involved in campus organizations.
13. Adjunct faculty are competent as classroom instructors.

* The national comparison group includes up to three years of academic data for students who completed the same survey version and/or are at the same type of institution.

** On the WJU Strengths list.

Lower Satisfaction vs. National Four-Year Privates

1. Faculty are fair and unbiased in their treatment of individual students.*
2. There is a good variety of courses provided on this campus.*
3. Student activity fees are put to good use.*
4. Computer labs are adequate and accessible.

* On WJU's Challenges list.

Higher Importance vs. National Four-Year Privates

1. It is an enjoyable experience to be a student on this campus.
2. Security staff respond quickly in emergencies.
3. There is a commitment to academic excellence on this campus.*
4. This institution shows concern for students as individuals.*
5. Students are made to feel welcome on this campus.*
6. Faculty provide timely feedback about student progress in a course.**
7. My academic advisor is concerned about my success as an individual.
8. Faculty care about me as an individual.*
9. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)**
10. This institution has a good reputation within the community.*
11. There is an adequate selection of food available in the cafeteria.**
12. I can easily get involved in campus organizations.
13. Student activity fees are put to good use.**
14. Academic support services adequately meet the needs of students.
15. Admissions counselors accurately portray the campus in their recruiting practices.**
16. New student orientation services help students adjust to college.

* On the WJU Strengths list.

** On the WJU Challenges list.