

2020 Student Satisfaction Inventory for University Campus



Strengths and Challenges	
Strengths	vs. Comparison
33. My academic advisor is knowledgeable about requirements in my major.	
68. Nearly all of the faculty are knowledgeable in their field.	
7. The campus is safe and secure for all students.	
74. Campus item: Through online offerings, MSUB provides me the flexibility I need to complete my degree program.	
36. Security staff respond quickly in emergencies.	
6. My academic advisor is approachable.	
39. I am able to experience intellectual growth here.	
65. Faculty are usually available after class and during office hours.	
32. Tutoring services are readily available.	
72. On the whole, the campus is well-maintained.	
62. There is a strong commitment to racial harmony on this campus.	
63. Student disciplinary procedures are fair.	
15. The staff in the health services area are competent.	
Challenges	
58. The quality of instruction I receive in most of my classes is excellent.	
8. The content of the courses within my major is valuable.	
16. The instruction in my major field is excellent.	
34. I am able to register for classes I need with few conflicts.	
66. Tuition paid is a worthwhile investment.	
75. Campus item: My online courses are of equal quality as my face-to-face classes.	
47. Faculty provide timely feedback about student progress in a course.	
17. Adequate financial aid is available for most students.	
12. Financial aid awards are announced to students in time to be helpful in college planning.	
5. Financial aid counselors are helpful.	
49. There are adequate services to help me decide upon a career.	
Benchmarks	
Higher Satisfaction vs. National Four-Year Publics	

68. Nearly all of the faculty are knowledgeable in their field.	
7. The campus is safe and secure for all students.	
36. Security staff respond quickly in emergencies.	
65. Faculty are usually available after class and during office hours.	
25. Faculty are fair and unbiased in their treatment of individual students.	
27. The personnel involved in registration are helpful.	
62. There is a strong commitment to racial harmony on this campus.	
2. The campus staff are caring and helpful.	
44. Academic support services adequately meet the needs of students.	
22. Counseling staff care about students as individuals.	
15. The staff in the health services area are competent.	
Lower Satisfaction vs. National Four-Year Publics	
8. The content of the courses within my major is valuable.	
69. There is a good variety of courses provided on this campus.	
Higher Importance vs. National Four-Year Publics	
27. The personnel involved in registration are helpful.	
62. There is a strong commitment to racial harmony on this campus.	

2020 Student Satisfaction Inventory for City College



Strengths and Challenges	
Strengths	vs. Comparison
70. I am able to experience intellectual growth here.	
58. Nearly all of the faculty are knowledgeable in their fields.	
66. Program requirements are clear and reasonable.	
69. There is a good variety of courses provided on this campus.	
32. My academic advisor is knowledgeable about my program requirements.	
31. The campus is safe and secure for all students.	
61. Faculty are usually available after class and during office hours.	
50. Tutoring services are readily available.	
68. On the whole, the campus is well-maintained.	
56. The business office is open during hours which are convenient for most students.	
36. Students are made to feel welcome on this campus.	
Challenges	
18. The quality of instruction I receive in most of my classes is excellent.	
3. The quality of instruction in the vocational/technical programs is excellent.	
15. I am able to register for classes I need with few conflicts.	
65. Students are notified early in the term if they are doing poorly in a class.	
72. Campus item: My online courses are of equal quality as my face-to-face classes.	
7. Adequate financial aid is available for most students.	
52. This school does whatever it can to help me reach my educational goals.	
20. Financial aid counselors are helpful.	
11. Security staff respond quickly in emergencies.	
23. Faculty are understanding of students' unique life circumstances.	
Benchmarks	
Higher Importance vs. National Community Colleges	
3. The quality of instruction in the vocational/technical programs is excellent.	