Survey Instrument for the
STUDENT SATISFACTION INVENTORY™

**Four-Year College and University Version**

**Form A**

DEFINED VALUES:

Section #1 - Items 1 – 98

For importance scores, the values are as follows:

1 - not important at all

2 - not very important

3 - somewhat unimportant

4 - neutral

5 - somewhat important

6 - important

7 - very important

0 - does not apply

For satisfaction scores, the values are as follows:

1 - not satisfied at all

2 - not very satisfied

3 - somewhat dissatisfied

4 - neutral

5 - somewhat satisfied

6 - satisfied

7 - very satisfied

0 - not available / not used

NOTE:

Zeros = does not apply/not available/not used

Blanks = No response was provided for this item

“\*” = Individual penciled in more than one response, so the scanner was unable to read the response; calculations are treated the same as blanks

Averages are calculated based on the number of students who indicated a response of 1 through 7 and are calculated separately for the importance response and the satisfaction response.

Items 1 - 98 are as follows:

|  |
| --- |
| 1. Most students feel a sense of belonging here.
 |
| 1. The campus staff are caring and helpful.
 |
| 1. Faculty care about me as an individual.
 |
| 1. Admissions staff are knowledgeable.
 |
| 1. Financial aid counselors are helpful.
 |
| 1. My academic advisor is approachable.
 |
| 1. The campus is safe and secure for all students.
 |
| 1. The content of the courses within my major is valuable.
 |
| 1. A variety of intramural activities are offered.
 |
| 1. Administrators are approachable to students.
 |
| 1. Billing policies are reasonable.
 |
| 1. Financial aid awards are announced to students in time to be helpful in college planning.
 |
| 1. Library staff are helpful and approachable.
 |
| 1. My academic advisor is concerned about my success as an individual.
 |
| 1. The staff in the health services area are competent.
 |
| 1. The instruction in my major field is excellent.
 |
| 1. Adequate financial aid is available for most students.
 |
| 1. Library resources and services are adequate.
 |
| 1. My academic advisor helps me set goals to work toward.
 |
| 1. The business office is open during hours which are convenient for most students.
 |
| 1. The amount of student parking space on campus is adequate.
 |
| 1. Counseling staff care about students as individuals.
 |
| 1. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air etc.).
 |
| 1. The intercollegiate athletic programs contribute to a strong sense of school spirit.
 |
| 1. Faculty are fair and unbiased in their treatment of individual students.
 |
| 1. Computer labs are adequate and accessible.
 |
| 1. The personnel involved in registration are helpful.
 |
| 1. Parking lots are well-lighted and secure.
 |
| 1. It is an enjoyable experience to be a student on this campus.
 |
| 1. Residence hall staff are concerned about me as an individual.
 |
| 1. Males and females have equal opportunities to participate in intercollegiate athletics.
 |
| 1. Tutoring services are readily available.
 |
| 1. My academic advisor is knowledgeable about requirements in my major.
 |
| 1. I am able to register for classes I need with few conflicts.
 |
| 1. The assessment and course placement procedures are reasonable.
 |
| 1. Security staff respond quickly in emergencies.
 |
| 1. I feel a sense of pride about my campus.
 |
| 1. There is an adequate selection of food available in the cafeteria.
 |
| 1. I am able to experience intellectual growth here.
 |
| 1. Residence hall regulations are reasonable.
 |
| 1. There is a commitment to academic excellence on this campus.
 |
| 1. There are a sufficient number of weekend activities for students.
 |
| 1. Admissions counselors respond to prospective students' unique needs and requests.
 |
| 1. Academic support services adequately meet the needs of students.
 |
| 1. Students are made to feel welcome on this campus.
 |
| 1. I can easily get involved in campus organizations.
 |
| 1. Faculty provide timely feedback about student progress in a course.
 |
| 1. Admissions counselors accurately portray the campus in their recruiting practices.
 |
| 1. There are adequate services to help me decide upon a career.
 |
| 1. Class change (drop/add) policies are reasonable.
 |
| 1. This institution has a good reputation within the community.
 |
| 1. The student center is a comfortable place for students to spend their leisure time.
 |
| 1. Faculty take into consideration student differences as they teach a course.
 |
| 1. Bookstore staff are helpful.
 |
| 1. Major requirements are clear and reasonable.
 |
| 1. The student handbook provides helpful information about campus life.
 |
| 1. I seldom get the "run-around" when seeking information on this campus.
 |
| 1. The quality of instruction I receive in most of my classes is excellent.
 |
| 1. This institution shows concern for students as individuals.
 |
| 1. I generally know what's happening on campus.
 |
| 1. Adjunct faculty are competent as classroom instructors.
 |
| 1. There is a strong commitment to racial harmony on this campus.
 |
| 1. Student disciplinary procedures are fair.
 |
| 1. New student orientation services help students adjust to college.
 |
| 1. Faculty are usually available after class and during office hours.
 |
| 1. Tuition paid is a worthwhile investment.
 |
| 1. Freedom of expression is protected on campus.
 |
| 1. Nearly all of the faculty are knowledgeable in their field.
 |
| 1. There is a good variety of courses provided on this campus.
 |
| 1. Graduate teaching assistants are competent as classroom instructors.
 |
| 1. Channels for expressing student complaints are readily available.
 |
| 1. On the whole, the campus is well-maintained.
 |
| 1. Student activities fees are put to good use.
 |
| 1. Campus item - if utilized by the institution.
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| **How satisfied are you that your institution has met this expectation.** |
| 1. Institution’s commitment to part-time students?
 |
| 1. Institution’s commitment to evening students?
 |
| 1. Institution’s commitment to older, returning learners?
 |
| 1. Institution’s commitment to under-represented populations?
 |
| 1. Institution’s commitment to commuters?
 |
| 1. Institution’s commitment to students with disabilities?
 |
| **How important were each of the following factors in your decision to enroll at this institution?** |
| 1. Cost as factor in decision to enroll.
 |
| 1. Financial aid as factor in decision to enroll.
 |
| 1. Academic reputation as factor in decision to enroll.
 |
| 1. Size of institution as factor in decision to enroll.
 |
| 1. Opportunity to play sports as factor in decision to enroll.
 |
| 1. Recommendations from family/friends as factor in decision to enroll.
 |
| 1. Geographic setting as factor in decision to enroll.
 |
| 1. Campus appearance as factor in decision to enroll.
 |
| 1. Personalized attention prior to enrollment as factor in decision to enroll.
 |

Section #2 - Summary Questions

1. So far, how has your college 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

2. Rate your overall satisfaction with your experience here thus far.

1 - Not satisfied at all

2 - Not very satisfied

3 - Somewhat dissatisfied

4 - Neutral

5 - Somewhat satisfied

6 - Satisfied

7 - Very satisfied

3. 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

7 - Definitely yes

Section #3 – Demographic Questions

1. Gender

1 - Female

2 - Male

2. Age

1 - 18 and under

2 - 19 to 24

3 - 25 to 34

4 - 35 to 44

5 - 45 and over

3. Ethnicity/Race

1 - African-American

2 - American Indian or Alaskan Native

3 - Asian or Pacific Islander

4 – Caucasian-/White

5 - Hispanic

6 - Other

7 – Race - Prefer not to respond

4. Current Enrollment Status

1 - Day

2 - Evening

3 - Weekend

5. Current Class Load

1 - Full-time

2 - Part-time

6. Class Level

1 - Freshman

2 - Sophomore

3 - Junior

4 - Senior

5 - Special Student

6 - Graduate/Professional

7 – Other class level

7. Current GPA

1 - No credits earned

2 - 1.99 or below

3 - 2.0 - 2.49

4 - 2.5 - 2.99

5 - 3.0 - 3.49

6 - 3.5 or above

8. Educational Goal

1 - Associate degree

2 - Bachelor's degree

3 - Master's degree

4 - Doctorate or professional degree

5 - Certification (initial or renewal)

6 - Self-improvement / pleasure

7 - Job-related training

8 – Other educational goal

9. Employment

1 - Full-time off campus

2 - Part-time off campus

3 - Full-time on campus

4 - Part-time on campus

5 - Not employed

10. Current Residence

1 - Residence hall

2 - Fraternity / Sorority

3 - Own house

4 - Rent room or apartment off campus

5 - Parent's home

6 – Other residence

11. Residence Classification

1 - In-state

2 - Out-of-state

3 - International (not U.S. citizen)

12. Disabilities

1 – Yes - Disability

2 – No - Disability

13. When I entered this institution, it was my:

1 - 1st choice

2 - 2nd choice

3 - 3rd choice or lower

Demographic Item #1 requested by institution, if utilized. Six possible responses.

1 - Answer one

2 - Answer two

3 - Answer three

4 - Answer four

5 - Answer five

6 - Answer six

Demographic Item #2 requested by institution, if utilized. Six possible responses.

1 - Answer one

2 - Answer two

3 - Answer three

4 - Answer four

5 - Answer five

6 - Answer six

Selection of program/major: if utilized by institution. Consult survey administrator for codes. If not used by institution, this item is blank.