

PLNU Student Satisfaction Inventory Analysis

		Satisfaction Ranking Tiers		
		Tier 1: Top Third (5.79-6.31)	Tier 2: Middle Third (5.52-5.78)	Tier 3: Bottom Third (3.03-5.51)
Importance Ranking Tiers	Tier 1: Top Third (6.38-6.73)	<ul style="list-style-type: none"> • 8. The content of courses within my major is valuable (0.74 / 0.09*) – TOP IMPORTANCE • 68. Nearly all of the faculty are knowledgeable in their field (0.49 / 0.03) • 16. The instruction in my major field is excellent (0.72 / 0.05) • 29. It is an enjoyable experience to be a student on this campus (0.74 / 0.11*) • 58. The quality of instruction I receive in most of my classes is excellent (0.71 / 0.12**) • 39. I am able to experience intellectual growth here (0.50 / 0.08*) • 33. My academic advisor is knowledgeable about requirements in my major (0.50 / 0.11*) • 7. The campus is safe and secure for all students (0.51 / 0.02) • 55. Major requirements are clear and reasonable (0.62 / 0.11**) • 45. Students are made to feel welcome on this campus (0.77 / -0.09*) • 59. This institution shows concern for students as individuals (0.58 / 0.16***) • 2. The campus staff are caring and helpful (0.49 / 0.08*) • 41. There is a commitment to academic excellence on this campus (0.50 / 0.07) • 36. Security staff respond quickly in emergencies (0.71 / 0.08) • 6. My academic advisor is approachable (0.58 / -0.07) • 3. Faculty care about me as an individual (0.42 / 0.09*) • 65. Faculty are usually available after class and during office hours (0.33 / 0.07) • 72. On the whole the campus is well-maintained (0.11 / 0.17***) – TOP SATISFIED • 14. My academic advisor is concerned about my success as an individual (0.49 / 0.02) 	<ul style="list-style-type: none"> • 69. There is a good variety of courses provided on this campus (0.82 / -0.11**) • 25. Faculty are fair and unbiased in their treatment of individual students (0.87 / -0.04) • 61. Adjunct faculty are competent as classroom instructors (0.76 / 0.01) 	<ul style="list-style-type: none"> • 34. I am able to register for classes I need with few conflicts (1.39 / 0.04) • 66. Tuition paid is a worthwhile investment (1.26 / 0.16**) • 17. Adequate financial aid is available for most students (1.69 / -0.27***) • 47. Faculty provide timely feedback about student progress in a course (1.02 / 0.08) • 23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc) (1.43 / -0.23***) • 38. There is an adequate selection of food available in the cafeteria (2.16 / -0.35***)
	Tier 2: Middle Third (6.15-6.37)	<ul style="list-style-type: none"> • 51. This institution has a good reputation within the community (0.06 / 0.26***) – TOP SATISFIED • 76. PLNU Item: I am able to experience spiritual growth here (0.54 / n/a) • 49. There are adequate services to help me decide upon a career (0.51 / 0.25***) • 37. I feel a sense of pride about my campus (0.39 / 0.21***) • 50. Class change (drop/add) policies are reasonable (0.25 / 0.18***) 	<ul style="list-style-type: none"> • 82. PLNU Item: I feel supported in my spiritual journey (0.57 / n/a) • 5. Financial aid counselors are helpful (0.77 / 0.22***) • 22. Counseling staff care about students as individuals (0.62 / -0.02) • 35. The assessment and course placement procedures are reasonable (0.58 / 0.07) • 44. Academic support services adequately meet the needs of students (0.46 / 0.06) • 64. New student orientation services help students adjust to college (1.48 / 0.09) • 48. Admissions counselors accurately portray the campus in their recruiting practices (0.56 / 0.18***) • 70. Graduate teaching assistants are competent as classroom instructors (0.42 / 0.22***) • 30. Residence hall staff are concerned about me as an individual (0.61 / 0.00) • 81. PLNU Item: There are adequate services for me to explore my faith (0.48 / n/a) • 80. PLNU Item: There is a good variety of opportunities for spiritual growth on campus (0.40 / n/a) 	<ul style="list-style-type: none"> • 1. Most students feel a sense of belonging here (1.10 / -0.15***) • 67. Freedom of expression is protected on this campus (1.31 / -0.28***) • 12. Financial aid awards are announced to students in time to be helpful in college planning (0.85 / -0.07) • 63. Student disciplinary procedures are fair (1.02 / -0.16**) • 21. The amount of student parking space on campus is adequate (3.23 / -0.87***) – BOTTOM SATISFIED • 53. Faculty take into consideration student differences as they teach a course (0.78 / 0.11*) • 62. There is a strong commitment to racial harmony on this campus (1.35 / -0.66***) • 40. Residence hall regulations are reasonable (1.44 / -0.37***) • 15. The staff in the health services area are competent (0.93 / -0.30***) • 73. Student activities fees are put to good use (0.99 / 0.16**) • 71. Channels for expressing student complaints are readily available (1.14 / 0.11)
	Tier 3: Bottom Third (5.19-6.14)	<ul style="list-style-type: none"> • 75. PLNU Item: I can easily get involved in programs that facilitate my spiritual growth (0.33 / n/a) • 26. Computer labs are adequate and accessible (0.00 / 0.31***) • 18. Library resources and services are adequate (0.22 / -0.01) • 32. Tutoring services are readily available (0.08 / 0.12**) • 13. Library staff are helpful and approachable (-0.42 / 0.29***) 	<ul style="list-style-type: none"> • 46. I can easily get involved in campus organizations (0.37 / 0.05) • 78. PLNU Item: There are adequate opportunities for my spiritual development (0.39 / n/a) • 79. PLNU Item: There are people or programs to help me with my spiritual questions (.46 / n/a) • 60. I generally know what's happening on campus (0.53 / 0.03) • 4. Admissions staff are knowledgeable (0.34 / 0.11**) • 27. The personnel involved in registration are helpful (0.34 / 0.13**) • 43. Admissions counselors respond to prospective students' unique needs and requests (0.36 / 0.07) • 10. Administrators are approachable to students (0.34 / 0.15***) • 31. Males and females have equal opportunities to participate in intercollegiate athletics (0.29 / -0.29***) • 52. The student center is a comfortable place for students to spend their leisure time (0.16 / 0.23***) • 54. Bookstore staff are helpful (-0.12 / 0.04) • 9. A variety of intramural activities are offered (-0.45 / 0.05) – BOTTOM IMPORTANCE 	<ul style="list-style-type: none"> • 19. My academic advisor helps me set goals to work toward (0.80 / -0.04) • 57. I seldom get the "run-around" when seeking information on this campus (0.72 / 0.16**) • 11. Billing policies are reasonable (1.08 / -0.01) • 74. PLNU Item: Spiritual development staff are concerned about me as an individual (0.64 / n/a) • 28. Parking lots are well-lighted and secure (0.48 / 0.02) • 20. The business office is open during hours which are convenient for most students (0.43 / 0.01) • 42. There are a sufficient number of weekend activities for students (0.96 / -0.18**) • 77. PLNU Item: I am aware of leadership opportunities in Spiritual Development (0.28 / n/a) • 56. The student handbook provides helpful information about campus life (0.06 / 0.04) • 24. The intercollegiate athletic programs contribute to a strong sense of school spirit (0.79 / -0.21***)

Notes: From the 2016 administration of the Ruffalo Noel Levitz "Student Satisfaction Inventory." Response Rate: 41% (1,067 of 2,580 Spring 2016 traditional undergraduates)

Bullet Legend: survey item # (for cross-reference), Survey question, (gap between importance and satisfaction / **satisfaction** difference from peers-where *'s represent levels of statistical significance: *= .05, **=.01, ***=.001)

Green = better than peers **/** only

Yellow = slightly worse than peers

Red = worse than peers

Cyan = PLNU Spiritual Development questions