

## STUDENT SATISFACTION INVENTORY™

### 4-Year College and University Version

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Dear Student,

Your institution is interested in systematically listening to its students. Therefore, your thoughtful and honest responses to this inventory are very important.

You are part of a sample of students carefully selected to share feedback about your college experiences thus far. Your responses will give your campus leadership insights about the aspects of college that are important to you as well as how satisfied you are with them.

To preserve confidentiality, your name is not requested.

— Thank you for your participation.

#### Instructions:

- Use a No. 2 pencil only. Please do not use ink or ballpoint pen.
- Erase changes completely and cleanly.
- Completely darken the oval that corresponds to your response.

Each item below describes an expectation about your experiences on this campus. On the *left*, tell us how **important** it is for your institution to meet this expectation. On the *right* tell us how **satisfied** you are that your institution has met this expectation.

Importance to me ...							... My level of satisfaction						
1 - not important at all 2 - not very important 3 - somewhat unimportant 4 - neutral 5 - somewhat important 6 - important 7 - very important							not available/not used very satisfied - 7 satisfied - 6 somewhat satisfied - 5 neutral - 4 somewhat dissatisfied - 3 not very satisfied - 2 not satisfied at all - 1						
1. Most students feel a sense of belonging here.													
2. The campus staff are caring and helpful.													
3. Faculty care about me as an individual.													
4. Admissions staff are knowledgeable.													
5. Financial aid counselors are helpful.													
6. My academic advisor is approachable.													
7. The campus is safe and secure for all students.													
8. The content of the courses within my major is valuable.													
9. A variety of intramural activities are offered.													
10. Administrators are approachable to students.													
11. Billing policies are reasonable.													
12. Financial aid awards are announced to students in time to be helpful in college planning.													
13. Library staff are helpful and approachable.													
14. My academic advisor is concerned about my success as an individual.													
15. The staff in the health services area are competent.													
16. The instruction in my major field is excellent.													
17. Adequate financial aid is available for most students.													
18. Library resources and services are adequate.													
19. My academic advisor helps me set goals to work toward.													
20. The business office is open during hours which are convenient for most students.													

## Importance to me ...

- 1 - not important at all  
 2 - not very important  
 3 - somewhat unimportant  
 4 - neutral  
 5 - somewhat important  
 6 - important  
 7 - very important

does not apply

## ... My level of satisfaction

not available/not used

- very satisfied - 7  
 satisfied - 6  
 somewhat satisfied - 5  
 neutral - 4  
 somewhat dissatisfied - 3  
 not very satisfied - 2  
 not satisfied at all - 1

1 2 3 4 5 6 7	21. The amount of student parking space on campus is adequate.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	22. Counseling staff care about students as individuals.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air conditioning, telephones, etc.).	1 2 3 4 5 6 7
1 2 3 4 5 6 7	24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	25. Faculty are fair and unbiased in their treatment of individual students.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	26. Computer labs are adequate and accessible.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	27. The personnel involved in registration are helpful.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	28. Parking lots are well-lighted and secure.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	29. It is an enjoyable experience to be a student on this campus.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	30. Residence hall staff are concerned about me as an individual.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	31. Males and females have equal opportunities to participate in intercollegiate athletics.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	32. Tutoring services are readily available.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	33. My academic advisor is knowledgeable about requirements in my major.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	34. I am able to register for classes I need with few conflicts.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	35. The assessment and course placement procedures are reasonable.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	36. Security staff respond quickly in emergencies.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	37. I feel a sense of pride about my campus.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	38. There is an adequate selection of food available in the cafeteria.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	39. I am able to experience intellectual growth here.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	40. Residence hall regulations are reasonable.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	41. There is a commitment to academic excellence on this campus.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	42. There are a sufficient number of weekend activities for students.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	43. Admissions counselors respond to prospective students' unique needs and requests.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	44. Academic support services adequately meet the needs of students.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	45. Students are made to feel welcome on this campus.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	46. I can easily get involved in campus organizations.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	47. Faculty provide timely feedback about student progress in a course.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	48. Admissions counselors accurately portray the campus in their recruiting practices.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	49. There are adequate services to help me decide upon a career.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	50. Class change (drop/add) policies are reasonable.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	51. This institution has a good reputation within the community.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	52. The student center is a comfortable place for students to spend their leisure time.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	53. Faculty take into consideration student differences as they teach a course.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	54. Bookstore staff are helpful.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	55. Major requirements are clear and reasonable.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	56. The student handbook provides helpful information about campus life.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	57. I seldom get the "run-around" when seeking information on this campus.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	58. The quality of instruction I receive in most of my classes is excellent.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	59. This institution shows concern for students as individuals.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	60. I generally know what's happening on campus.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	61. Adjunct faculty are competent as classroom instructors.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	62. There is a strong commitment to racial harmony on this campus.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	63. Student disciplinary procedures are fair.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	64. New student orientation services help students adjust to college.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	65. Faculty are usually available after class and during office hours.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	66. Tuition paid is a worthwhile investment.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	67. Freedom of expression is protected on campus.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	68. Nearly all of the faculty are knowledgeable in their field.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	69. There is a good variety of courses provided on this campus.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	70. Graduate teaching assistants are competent as classroom instructors.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	71. Channels for expressing student complaints are readily available.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	72. On the whole, the campus is well-maintained.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	73. Student activities fees are put to good use.	1 2 3 4 5 6 7

Importance Level	Importance Description
1	not important at all
2	not very important
3	somewhat unimportant
4	neutral
5	somewhat important
6	important
7	very important
	does not apply

Satisfaction Level	Count
very satisfied	7
satisfied	6
somewhat satisfied	5
neutral	4
somewhat dissatisfied	3
not very satisfied	2
not satisfied at all	1

Choose the one response that best applies to you and darken the corresponding oval for each of the questions below.

- 1000

Choose the one response that best describes you and darken the corresponding oval for each of the items below.

**102. Gender:**

- ① Female
- ② Male

**103. Age:**

- ① 18 and under
- ② 19 to 24
- ③ 25 to 34
- ④ 35 to 44
- ⑤ 45 and over

**104. Ethnicity/Race:**

- ① African-American
- ② American Indian or Alaskan Native
- ③ Asian or Pacific Islander
- ④ Caucasian/White
- ⑤ Hispanic
- ⑥ Other
- ⑦ Prefer not to respond

**105. Current Enrollment Status:**

- ① Day
- ② Evening
- ③ Weekend

**106. Current Class Load:**

- ① Full-time
- ② Part-time

**107. Class Level:**

- ① Freshman
- ② Sophomore
- ③ Junior
- ④ Senior
- ⑤ Special Student
- ⑥ Graduate/Professional
- ⑦ Other

**108. 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

**109. 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

**110. Employment:**

- ① Full-time off campus
- ② Part-time off campus
- ③ Full-time on campus
- ④ Part-time on campus
- ⑤ Not employed

**111. Current Residence:**

- ① Residence hall
- ② Fraternity / Sorority
- ③ Own house
- ④ Rent room or apartment off campus
- ⑤ Parent's home
- ⑥ Other

**112. Residence Classification:**

- ① In-state
- ② Out-of-state
- ③ International (not U.S. citizen)

**113. Disabilities:**

- Physical disability or a diagnosed learning disability?
- ① Yes
  - ② No

**114. When I entered this institution, it was my:**

- ① 1st choice
- ② 2nd choice
- ③ 3rd choice or lower

Your numeric identifier is requested for research purposes and will not appear on any report.

Your response is voluntary.

Student ID/SSN if requested by your institution:

Write the requested number in the spaces of the box provided. Completely darken the corresponding oval.

0	0	0	0	0	0	0	0	0	0
1	1	1	1	1	1	1	1	1	1
2	2	2	2	2	2	2	2	2	2
3	3	3	3	3	3	3	3	3	3
4	4	4	4	4	4	4	4	4	4
5	5	5	5	5	5	5	5	5	5
6	6	6	6	6	6	6	6	6	6
7	7	7	7	7	7	7	7	7	7
8	8	8	8	8	8	8	8	8	8
9	9	9	9	9	9	9	9	9	9

**115. Major:**

Fill in major code from list provided by your institution.

0	0	0	0
1	1	1	1
2	2	2	2
3	3	3	3
4	4	4	4
5	5	5	5
6	6	6	6
7	7	7	7
8	8	8	8
9	9	9	9

**116. Item requested by your institution:**

- ①
- ②
- ③
- ④
- ⑤
- ⑥

Thank you for taking the time to complete this inventory.

Please do not fold.



PLEASE DO NOT MARK IN THIS AREA

**SERIAL #**

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