



# Student Satisfaction Inventory™

Community, Junior and Technical College Version

Form A

Standard Survey Items and [Items Comprising Scales](#)

**Items 1 - 95 are responded as follows:**

Each item below describes an expectation about your experiences with this program.

**On the left, tell us how important it is for your institution to meet this expectation.**

Level of importance...

- 1 - not important at all
- 2 - not very important
- 3 - somewhat unimportant
- 4 - neutral
- 5 - somewhat important
- 6 - important
- 7 - very important
- N/A - does not apply

**On the right, tell us how satisfied you are that your institution has met this expectation.**

...Level of satisfaction

- 1 - not satisfied at all
- 2 - not very satisfied
- 3 - somewhat dissatisfied
- 4 - neutral
- 5 - somewhat satisfied
- 6 - satisfied
- 7 - very satisfied
- N/A - not available / not used

## The questions are as follows:

1. Most students feel a sense of belonging here.
2. Faculty care about me as an individual.
3. The quality of instruction in the vocational/technical programs is excellent.
4. Security staff are helpful.
5. The personnel involved in registration are helpful.
6. My academic advisor is approachable.
7. Adequate financial aid is available for most students.
8. Classes are scheduled at times that are convenient for me.
9. Internships or practical experiences are provided in my degree/certificate program.
10. Child care facilities are available on campus.
11. Security staff respond quickly in emergencies.
12. My academic advisor helps me set goals to work toward.
13. Financial aid awards are announced to students in time to be helpful in college planning.
14. Library resources and services are adequate.
15. I am able to register for classes I need with few conflicts.
16. The college shows concern for students as individuals.
17. Personnel in the Veterans' Services program are helpful.
18. The quality of instruction I receive in most of my classes is excellent.
19. This campus provides effective support services for single parents.
20. Financial aid counselors are helpful.
21. There are a sufficient number of study areas on campus.
22. People on this campus respect and are supportive of each other.
23. Faculty are understanding of students' unique life circumstances.
24. Parking lots are well-lighted and secure.
25. My academic advisor is concerned about my success as an individual.
26. Library staff are helpful and approachable.
27. The campus staff are caring and helpful.
28. It is an enjoyable experience to be a student on this campus.
29. Faculty are fair and unbiased in their treatment of individual students.
30. The career services office provides students with the help they need to get a job.
31. The campus is safe and secure for all students.
32. My academic advisor is knowledgeable about my program requirements.
33. Admissions counselors accurately portray the campus in their recruiting practices.
34. Computers and/or Wi-Fi are adequate and accessible.
35. Policies and procedures regarding registration and course selection are clear and well-publicized.
36. Students are made to feel welcome on this campus.
37. Faculty take into consideration student differences as they teach a course.
38. The student center is a comfortable place for students to spend their leisure time.
39. The amount of student parking space on campus is adequate.
40. My academic advisor is knowledgeable about the transfer requirements of other schools.
41. Admissions staff are knowledgeable.
42. The equipment in the lab facilities is kept up to date.
43. Class change (drop/add) policies are reasonable.
44. I generally know what's happening on campus.
45. This institution has a good reputation within the community.
46. Faculty provide timely feedback about student progress in a course.
47. There are adequate services to help me decide upon a career.

48. Counseling staff care about students as individuals.
49. Admissions counselors respond to prospective students' unique needs and requests.
50. Tutoring services are readily available.
51. There are convenient ways of paying my school bill.
52. This school does whatever it can to help me reach my educational goals.
53. The assessment and course placement procedures are reasonable.
54. Faculty are interested in my academic problems.
55. Academic support services adequately meet the needs of students.
56. The business office is open during hours which are convenient for most students.
57. Administrators are approachable to students.
58. Nearly all of the faculty are knowledgeable in their fields.
59. New student orientation services help students adjust to college.
60. Billing policies are reasonable.
61. Faculty are usually available after class and during office hours.
62. Bookstore staff are helpful.
63. I seldom get the "run-around" when seeking information on this campus.
64. Nearly all classes deal with practical experiences and applications.
65. Students are notified early in the term if they are doing poorly in a class.
66. Program requirements are clear and reasonable.
67. Channels for expressing student complaints are readily available.
68. On the whole, the campus is well-maintained.
69. There is a good variety of courses provided on this campus.
70. I am able to experience intellectual growth here.
71. Campus item - if utilized by the institution.
72. Campus item - if utilized by the institution.
73. Campus item - if utilized by the institution.
74. Campus item - if utilized by the institution.
75. Campus item - if utilized by the institution.
76. Campus item - if utilized by the institution.
77. Campus item - if utilized by the institution.
78. Campus item - if utilized by the institution.
79. Campus item - if utilized by the institution.
80. Campus item - if utilized by the institution.

### **How satisfied are you that this campus demonstrates a commitment to the needs of:**

81. Institution's commitment to part-time students?
82. Institution's commitment to evening students?
83. Institution's commitment to older, returning learners?
84. Institution's commitment to under-represented populations?
85. Institution's commitment to commuters?
86. Institution's commitment to student with disabilities?

**How important were each of the following factors in your decision to enroll at this institution?**

- 87. Cost as a factor in decision to enroll.
- 88. Financial aid as a factor in decision to enroll.
- 89. Academic reputation as a factor in decision to enroll.
- 90. Size of institution as a factor in decision to enroll.
- 91. Opportunity to play sports as a factor in decision to enroll.
- 92. Recommendations from family/friends as a factor in decision to enroll.
- 93. Geographic setting as a factor in decision to enroll.
- 94. Campus appearance as a factor in decision to enroll.
- 95. Personalized attention prior to enrollment as a 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
- 3 - Prefer not to respond
- 4 - Transgender
- 5 - Genderqueer; neither exclusively male nor female
- 6 - Additional gender category/ Other

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 - Black/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
- 8 - Multi-racial

4. Current Enrollment Status

- 1 - Day
- 2 - Evening
- 3 - Weekend

5. Current Class Load

- 1 - Full-time
- 2 - Part-time

6. Class Level

- 1 - 1 or less
- 2 - 2
- 3 - 3
- 4 - 4 or more

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 - Vocational / technical program
- 3 - Transfer to another institution
- 4 - Certification (initial or renewal)
- 5 - Self-improvement / pleasure
- 6 - Job-related training
- 7 - 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 - Own house
- 3 - Rent room or apartment off campus
- 4 - Parent's home
- 5 - 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. Institution Was My

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

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

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

How likely is it that you would recommend our institution to a friend or colleague?

- 0 - Not at all likely
- 1
- 2
- 3
- 4
- 5 - Neutral
- 6
- 7
- 8
- 9
- 10 - Extremely likely

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

Please enter any comments you would like to share with this institution.



## Items Comprising Scales

### Scale 1: Student Centeredness

- 36 Students are made to feel welcome here.
- 28 It is an enjoyable experience to be a student on this campus.
- 57 Administrators are approachable to students
- 27 The campus staff are caring and helpful.
- 16 The college shows concern for students as individuals.
- 1 Most students feel a sense of belonging here.

### Scale 2: Instructional Effectiveness

- 58 Nearly all the faculty are knowledgeable in their fields.
- 18 The quality of instruction I receive in most of my classes is excellent.
- 46 Faculty provide timely feedback about student progress in a course.
- 23 Faculty are understanding of students' unique life circumstances.
- 29 Faculty are fair and unbiased in their treatment of individual students.
- 37 Faculty take into consideration student differences as they teach a course.
- 2 Faculty care about me as an individual.
- 61 Faculty are usually available after class and during office hours.
- 54 Faculty are interested in my academic problems.
- 65 Students are notified early in the term if they are doing poorly in a class.
- 66 Program requirements are clear and reasonable.
- 64 Nearly all classes deal with practical experiences and applications.
- 70 I am able to experience intellectual growth here.
- 69 There is a good variety of courses provided on this campus.

### Scale 3: Responsiveness to Diverse Populations

- 81 How satisfied are you that this campus demonstrates a commitment to meeting the needs of part-time students?
- 83 How satisfied are you that this campus demonstrates a commitment to meeting the needs of older, returning learners?
- 82 How satisfied are you that this campus demonstrates a commitment to meeting the needs of evening students?
- 85 How satisfied are you that this campus demonstrates a commitment to meeting the needs of commuters?
- 84 How satisfied are you that this campus demonstrates a commitment to meeting the needs of under-represented populations?
- 86 How satisfied are you that this campus demonstrates a commitment to meeting the needs of students with disabilities?

### Scale 4: Campus Support Services

- 30 The career services office provides students with the help they need to get a job.
- 17 Personnel in the Veteran's Services program are helpful.
- 19 This campus provides effective support services for single parents.
- 38 The student center is a comfortable place for students to spend their leisure time.
- 10 Child care facilities are available on campus.
- 47 There are adequate services to help me decide upon a career.
- 59 New student orientation services help students adjust to college.

### Scale 5: Safety and Security

- 4 Security staff are helpful.
- 11 Security staff respond quickly in emergencies.
- 31 The campus is safe and secure for all students.
- 24 Parking lots are well-lighted and secure.
- 39 The amount of student parking space on campus is adequate.

### Scale 6: Academic Advising/Counseling Effectiveness

- 32 My academic advisor is knowledgeable about my program requirements.
- 6 My academic advisor is approachable.
- 40 My academic advisor is knowledgeable about the transfer requirements of other schools.
- 12 My academic advisor helps me to set goals to work toward.
- 25 My academic advisor is concerned about my success as an individual.
- 48 Counseling staff care about students as individuals.
- 52 This school does whatever it can to help me reach my educational goals.

### Scale 7: Admissions and Financial Aid Effectiveness

- 7 Adequate financial aid is available for most students.
- 13 Financial aid awards are announced to students in time to be helpful in college planning.
- 20 Financial aid counselors are helpful.
- 33 Admissions counselors accurately portray the campus in their recruiting practices.
- 41 Admissions staff are knowledgeable.
- 49 Admissions counselors respond to prospective students' unique needs and requests.

### Scale 8: Academic Services

- 21 There are a sufficient number of study areas on campus.
- 14 Library resources and services are adequate.
- 26 Library staff are helpful and approachable.
- 34 Computers and/or Wi-Fi are adequate and accessible.
- 42 The equipment in the lab facilities is kept up to date.
- 50 Tutoring services are readily available.
- 55 Academic support services adequately meet the needs of students.

### Scale 9: Registration Effectiveness

- 5 The personnel involved in registration are helpful.
- 15 I am able to register for the classes I need with few conflicts.
- 43 Class change (drop/add) policies are reasonable.
- 8 Classes are scheduled at times that are convenient for me.
- 35 Policies and procedures regarding registration and course selection are clear and well-publicized.
- 60 Billing policies are reasonable.
- 51 There are convenient ways of paying my school bill.
- 56 The business office is open during hours which are convenient for most students.
- 62 Bookstore staff are helpful.

### Scale 10: Service Excellence

- 62 Bookstore staff are helpful.
- 67 Channels for expressing student complaints are readily available.
- 57 Administrators are approachable to students
- 63 I seldom get the "run-around" when seeking information on this campus.
- 22 People on this campus respect and are supportive of each other.
- 5 The personnel involved in registration are helpful.
- 26 Library staff are helpful and approachable.
- 44 I generally know what's happening on campus.
- 27 The campus staff are caring and helpful.

### Scale 11: Concern for the Individual

- 16 The college shows concern for students as individuals.
- 29 Faculty are fair and unbiased in their treatment of individual students.
- 2 Faculty care about me as an individual.
- 48 Counseling staff care about students as individuals.
- 25 My academic advisor is concerned about my success as an individual.

### Scale 12: Campus Climate

- 36 Students are made to feel welcome here.
- 59 New student orientation services help students adjust to college.
- 28 It is an enjoyable experience to be a student on this campus.
- 57 Administrators are approachable to students
- 27 The campus staff are caring and helpful.
- 16 The college shows concern for students as individuals.
- 52 This school does whatever it can to help me reach my educational goals.
- 1 Most students feel a sense of belonging here.
- 44 I generally know what's happening on campus.
- 22 People on this campus respect and are supportive of each other.
- 45 This institution has a good reputation within the community.
- 2 Faculty care about me as an individual.
- 31 The campus is safe and secure for all students.
- 67 Channels for expressing student complaints are readily available.
- 63 I seldom get the "run around" when seeking information on this campus.

**Stand-Alone Items:**

- 9 Internships or practical experiences are provided in my degree/certificate program.
- 3 The quality of instruction in the vocational/technical programs is excellent.
- 68 On the whole, the campus is well-maintained.
- 53 The assessment and course placement procedures are reasonable.