



# Student Satisfaction Inventory™

Community, Junior and Technical College Version

Form B

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

**Items 1 - 58 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. The campus staff are caring and helpful.
2. Classes are scheduled at times that are convenient for me.
3. My academic advisor is available when I need help.
4. Security staff respond quickly to calls for assistance.
5. Financial aid awards are announced in time to be helpful in college planning.
6. Library resources and services are adequate.
7. Admissions staff provide personalized attention prior to enrollment.
8. The quality of instruction I receive in most of my classes is excellent.
9. I am able to register for the classes I need with few conflicts.
10. Parking lots are well-lighted and secure.
11. Counseling services are available if I need them.
12. Faculty are fair and unbiased in their treatment of individual students.
13. The campus is safe and secure for all students.
14. My academic advisor is knowledgeable about my program requirements.
15. Financial aid counseling is available if I need it.
16. My advisor helps me apply my program of study to career goals.
17. Admissions counselors accurately portray program offerings in their recruiting practices.
18. Computers and/or Wi-Fi are adequate and accessible.
19. Registration processes and procedures are convenient.
20. Students are made to feel welcome here.
21. The amount of student parking space on campus is adequate.
22. My academic advisor is knowledgeable about transfer requirements of other schools.
23. This institution helps me identify resources to finance my education.
24. The equipment in the lab facilities is kept up to date.
25. Faculty provide timely feedback about my academic progress.
26. There are adequate services to help me decide upon a career.
27. Tutoring services are readily available.
28. This campus provides online access to services I need.
29. There are convenient ways of paying my school bill.
30. The assessment and course placement procedures are reasonable.
31. Faculty use a variety of technology and media in the classroom.
32. I am able to take care of college-related business at times that are convenient.
33. Administrators are available to hear students' concerns.
34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).
35. I receive ongoing feedback about progress toward my academic goal.
36. Tuition paid is a worthwhile investment.
37. I seldom get the "run-around" when seeking information on this campus.
38. Most classes deal with practical experiences and applications.
39. On the whole, the campus is well-maintained.
40. There are sufficient courses within my program of study available each term.
41. Campus item - if utilized by the institution.
42. Campus item - if utilized by the institution.
43. Campus item - if utilized by the institution.
44. Campus item - if utilized by the institution.
45. Campus item - if utilized by the institution.
46. Campus item - if utilized by the institution.
47. Campus item - if utilized by the institution.

- 48. Campus item - if utilized by the institution.
- 49. Campus item - if utilized by the institution.
- 50. Campus item - if utilized by the institution.

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

- 51. Cost as a factor in decision to enroll.
- 52. Financial assistance as factor in decision to enroll.
- 53. Academic reputation as factor in decision to enroll.
- 54. Future career opportunities as factor in decision to enroll.
- 55. Personal recommendations as factor in decision to enroll.
- 56. Distance from campus as factor in decision to enroll.
- 57. Information on the campus Web site as factor in decision to enroll.
- 58. Campus visit 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
  - 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 - Alaskan Native
  - 2 - American Indian
  - 3 - Asian
  - 4 - Black/African-American
  - 5 - Hispanic or Latino (including Puerto Rican)
  - 6 - Native Hawaiian or Pacific Islander
  - 7 - White/Caucasian
  - 8 - Multi-racial
  - 9 - Other
  
4. Primary Enrollment Status
  - 1 - Day
  - 2 - Evening
  - 3 - Weekend
  
5. Current Class Load
  - 1 - Full-time
  - 2 - Part-Time
  
6. Class Level: (Years in attendance at this college)
  - 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. Current 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
  
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

11. Residence Classification

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

12. When I entered this institution, it was my

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

13. Do you plan to transfer to another institution?

- 1 - Yes
- 2 - No

14. Membership(s) in campus organizations, include athletics

- 1 - none
- 2 - one or two
- 3 - Three or four
- 4 - Five or more

15. My primary source for paying my tuition and fees is

- 1 - Scholarships
- 2 - Financial aid
- 3 - Family contributions
- 4 - Self support
- 5 - Other

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.

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

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

## Items Comprising Scales

### Scale 1: Student Centeredness

1. The campus staff are caring and helpful.
20. Students are made to feel welcome here.
33. Administrators are available to hear students' concerns.
37. I seldom get the "run-around" when seeking information on this campus.

### Scale 2: Instructional Effectiveness

8. The quality of instruction I receive in most of my classes is excellent.
12. Faculty are fair and unbiased in their treatment of individual students.
25. Faculty provide timely feedback about my academic progress.
31. Faculty use a variety of technology and media in the classroom.
34. Faculty are usually available outside of class (during office hours, by phone, or by e-mail).
38. Most classes deal with practical experiences and applications.
40. There are sufficient courses within my program of study available each term.

### Scale 3: Safety and Security

4. Security staff respond quickly to calls for assistance.
10. Parking lots are well-lighted and secure.
13. The campus is safe and secure for all students.
21. The amount of student parking space on campus is adequate.

### Scale 4: Academic Advising Effectiveness

3. My academic advisor is available when I need help.
14. My academic advisor is knowledgeable about my program requirements.
16. My advisor helps me apply my program of study to career goals.
22. My academic advisor is knowledgeable about transfer requirements of other schools.
35. I receive ongoing feedback about progress toward my academic goals.

### Scale 5: Admissions and Financial Aid Effectiveness

5. Financial aid awards are announced in time to be helpful in college planning.
7. Admissions staff provide personalized attention prior to enrollment.
15. Financial aid counseling is available if I need it.
17. Admissions counselors accurately portray program offerings in their recruiting practices.
23. This institution helps me identify resources to finance my education.

### Scale 6: Campus Services

6. Library resources and services are adequate.
11. Counseling services are available if I need them.
18. Computers and/or Wi-Fi are adequate and accessible.
24. The equipment in the lab facilities is kept up to date.
26. There are adequate services to help me decide upon a career.



- 27. Tutoring services are readily available.
- 28. This campus provides online access to services I need.
- 30. The assessment and course placement procedures are reasonable.

### Scale 7: Registration Effectiveness

- 2. Classes are scheduled at times that are convenient for me.
- 9. I am able to register for the classes I need with few conflicts.
- 19. Registration processes and procedures are convenient.
- 29. There are convenient ways of paying my school bill.
- 32. I am able to take care of college-related business at times that are convenient for me.

### Scale 8: Campus Climate

- 1. The campus staff are caring and helpful.
- 13. The campus is safe and secure for all students.
- 20. Students are made to feel welcome here.
- 33. Administrators are available to hear students' concerns.
- 36. Tuition paid is a worthwhile investment.
- 37. I seldom get the "run-around" when seeking information on this campus.
- 39. On the whole, the campus is well-maintained.