



Student Satisfaction Inventory™

Four-Year College and University Version

Form A

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

Items 1 - 98 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. 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.
21. The amount of student parking space on campus is adequate.
22. Counseling staff care about students as individuals.
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air etc.).
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.
25. Faculty are fair and unbiased in their treatment of individual students.
26. Computers and/or Wi-Fi are adequate and accessible.
27. The personnel involved in registration are helpful.
28. Parking lots are well-lighted and secure.
29. It is an enjoyable experience to be a student on this campus.
30. Residence hall staff are concerned about me as an individual.
31. Males and females have equal opportunities to participate in intercollegiate athletics.
32. Tutoring services are readily available.
33. My academic advisor is knowledgeable about requirements in my major.
34. I am able to register for classes I need with few conflicts.
35. The assessment and course placement procedures are reasonable.
36. Security staff respond quickly in emergencies.
37. I feel a sense of pride about my campus.
38. There is an adequate selection of food available in the cafeteria.
39. I am able to experience intellectual growth here.
40. Residence hall regulations are reasonable.
41. There is a commitment to academic excellence on this campus.
42. There are a sufficient number of weekend activities for students.
43. Admissions counselors respond to prospective students' unique needs and requests.
44. Academic support services adequately meet the needs of students.
45. Students are made to feel welcome on this campus.
46. I can easily get involved in campus organizations.
47. Faculty provide timely feedback about student progress in a course.

48. Admissions counselors accurately portray the campus in their recruiting practices.
49. There are adequate services to help me decide upon a career.
50. Class change (drop/add) policies are reasonable.
51. This institution has a good reputation within the community.
52. The student center is a comfortable place for students to spend their leisure time.
53. Faculty take into consideration student differences as they teach a course.
54. Bookstore staff are helpful.
55. Major requirements are clear and reasonable.
56. The student handbook provides helpful information about campus life.
57. I seldom get the "run-around" when seeking information on this campus.
58. The quality of instruction I receive in most of my classes is excellent.
59. This institution shows concern for students as individuals.
60. I generally know what's happening on campus.
61. Adjunct faculty are competent as classroom instructors.
62. There is a strong commitment to racial harmony on this campus.
63. Student disciplinary procedures are fair.
64. New student orientation services help students adjust to college.
65. Faculty are usually available after class and during office hours.
66. Tuition paid is a worthwhile investment.
67. Freedom of expression is protected on campus.
68. Nearly all of the faculty are knowledgeable in their field.
69. There is a good variety of courses provided on this campus.
70. Graduate teaching assistants are competent as classroom instructors.
71. Channels for expressing student complaints are readily available.
72. On the whole, the campus is well-maintained.
73. Student activities fees are put to good use.
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.
81. Campus item - if utilized by the institution.
82. Campus item - if utilized by the institution.
83. Campus item - if utilized by the institution.

How satisfied are you that your institution has met this expectation.

- 84. Institution's commitment to part-time students?
- 85. Institution's commitment to evening students?
- 86. Institution's commitment to older, returning learners?
- 87. Institution's commitment to under-represented populations?
- 88. Institution's commitment to commuters?
- 89. Institution's commitment to students with disabilities?

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

- 90. Cost as factor in decision to enroll.
- 91. Financial aid as factor in decision to enroll.
- 92. Academic reputation as factor in decision to enroll.
- 93. Size of institution as factor in decision to enroll.
- 94. Opportunity to play sports as factor in decision to enroll.
- 95. Recommendations from family/friends as factor in decision to enroll.
- 96. Geographic setting as factor in decision to enroll.
- 97. Campus appearance as factor in decision to enroll.
- 98. 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
 - 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 - 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.

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

Item Number	
1	Most students feel a sense of belonging here.
59	This institution shows concern for students as individuals.
29	It is an enjoyable experience to be a student on this campus
2	The campus staff are caring and helpful.
45	Students are made to feel welcome on this campus.
10	Administrators are approachable to students.

Scale 2: Campus Life

Item Number	
40	Residence hall regulations are reasonable.
23	Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air conditioning, telephones, etc.)
30	Residence hall staff are concerned about me as an individual.
38	There is an adequate selection of food available in the cafeteria.
42	There are a sufficient number of weekend activities for students.
24	The intercollegiate athletic programs contribute to a strong sense of school spirit.
9	A variety of intramural activities are offered.
31	Males and females have equal opportunities to participate in intercollegiate athletics.
46	I can easily get involved in campus organizations.
52	The student center is a comfortable place for students to spend their leisure time.
63	Student disciplinary procedures are fair.
64	New student orientation services help students adjust to college.
73	Student activities fees are put to good use.
56	The student handbook provides helpful information about campus life.
67	Freedom of expression is protected on campus.

Scale 3: Instructional Effectiveness

Item Number	
16	The instruction in my major field is excellent.
8	The content of the courses within my major is valuable.
69	There is a good variety of courses provided on this campus.
39	I am able to experience intellectual growth here.
53	Faculty take into consideration student differences as they teach a course.
25	Faculty are fair and unbiased in their treatment of individual students.
58	The quality of instruction I receive in most of my classes is excellent.
68	Nearly all of the faculty are knowledgeable in their field.
47	Faculty provide timely feedback about student progress in a course.
70	Graduate teaching assistants are competent as classroom instructors.
61	Adjunct faculty are competent as classroom instructors.

- 41 There is a commitment to academic excellence on this campus.
- 3 Faculty care about me as an individual.
- 65 Faculty are usually available after class and during office hours.

Scale 4: Recruitment and Financial Aid Effectiveness

- | Item
Number | |
|----------------|---|
| 12 | Financial aid awards are announced to students in time to be helpful in college planning. |
| 5 | Financial aid counselors are helpful. |
| 17 | Adequate financial aid is available for most students. |
| 4 | Admissions staff are knowledgeable. |
| 43 | Admissions counselors respond to prospective students' unique needs and requests. |
| 48 | Admissions counselors accurately portray the campus in their recruiting practices. |

Scale 5: Campus Support Services

- | Item
Number | |
|----------------|--|
| 18 | Library resources and services are adequate. |
| 26 | Computers and/or Wi-Fi are adequate and accessible. |
| 44 | Academic support services adequately meet the needs of students. |
| 32 | Tutoring services are readily available. |
| 54 | Bookstore staff are helpful. |
| 13 | Library staff are helpful and approachable. |
| 49 | There are adequate services to help me decide upon a career. |

Scale 6: Academic Advising Effectiveness

- | Item
Number | |
|----------------|---|
| 14 | My academic advisor is concerned about my success as an individual. |
| 6 | My academic advisor is approachable. |
| 19 | My academic advisor helps me set goals to work toward. |
| 33 | My academic advisor is knowledgeable about my requirements in my major. |
| 55 | Major requirements are clear and reasonable. |

Scale 7: Registration Effectiveness

- | Item
Number | |
|----------------|---|
| 50 | Class change(drop/add) policies are reasonable. |
| 34 | I am able to register for classes I need with few conflicts. |
| 27 | The personnel involved in registration are helpful. |
| 11 | Billing policies are reasonable. |
| 20 | The business office is open during hours which are convenient for most students |

Scale 8: Safety and Security

Item Number	
7	The campus is safe and secure for all students.
36	Security staff respond quickly in emergencies.
28	Parking lots are well-lighted and secure.
21	The amount of student parking space on campus is adequate.

Scale 9: Concern for the Individual

Item Number	
25	Faculty are fair and unbiased in their treatment of individual students.
3	Faculty care about me as an individual.
14	My academic advisor is concerned about my success as an individual.
30	Residence hall staff are concerned about me as an individual.
22	Counseling staff care about students as individuals.
59	The institution shows concern for students as individuals.

Scale 10: Service Excellence

Item Number	
13	Library staff are helpful and approachable.
15	The staff in the health services area are competent.
22	Counseling staff care about students as individuals.
2	The campus staff are caring and helpful.
71	Channels for expressing student complaints are readily available.
60	I generally know what's happening on campus.
57	I seldom get the run-around when seeking information on this campus.
27	The personnel involved in registration are helpful.

Scale 11: Responsiveness to Diverse Populations

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

Scale 12: Campus Climate

Item
Number

- 1 Most students feel a sense of belonging here.
- 59 This institution shows concern for students as individuals.
- 29 It is an enjoyable experience to be a student on this campus
- 37 I feel a sense of pride about my campus.
- 51 This institution has a good reputation within the community.
- 41 There is a commitment to academic excellence on this campus.
- 2 The campus staff are caring and helpful.
- 45 Students are made to feel welcome on this campus.
- 10 Administrators are approachable to students.
- 57 I seldom get the run-around when seeking information on this campus.
- 60 I generally know what's happening on campus.
- 66 Tuition paid is a worthwhile investment.
- 62 There is a strong commitment to racial harmony on this campus.
- 71 Channels for expressing student complaints are readily available.
- 67 Freedom of expression is protected on campus.
- 3 Faculty care about me as an individual.
- 7 The campus is safe and secure for all students.

Stand-alone items:

- 72 On the whole, the campus is well-maintained.
- 35 The assessment and course placement procedures are reasonable.