



# Student Satisfaction Inventory™

Four-Year College and University Version

Form B

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

**Items 1 - 63 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. Registration processes and procedures are convenient.
3. The campus is safe and secure for all students.
4. The content of the courses within my major is valuable.
5. Administrators are available to hear students' concerns.
6. Billing polices are reasonable.
7. Admissions staff provide personalized attention prior to enrollment.
8. Financial aid awards are announced in time to be helpful in college planning.
9. Library resources and services are adequate.
10. My academic advisor helps me set goals to work toward.
11. Financial aid counseling is available if I need it.
12. The amount of student parking space on campus is adequate.
13. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air conditioning, telephones, etc.).
14. Faculty are fair and unbiased in their treatment of individual students.
15. Computers and/or Wi-Fi are adequate and accessible.
16. My academic advisor is available when I need help.
17. There are sufficient courses within my program of study available each term.
18. Parking lots are well-lighted and secure.
19. Residence hall staff are concerned about me as an individual.
20. Tutoring services are readily available.
21. My academic advisor is knowledgeable about requirements in my major.
22. This campus provides online access to services I need.
23. I am able to register for classes I need with few conflicts.
24. I receive the help I need to apply my academic major to my career goals.
25. I am able to take care of college-related business at times that are convenient for me.
26. Counseling services are available if I need them.
27. This institution helps me to identify resources to finance my education.
28. Security staff respond quickly to calls for assistance.
29. Faculty use a variety of technology and media in the classroom.
30. There is an adequate selection of food available on campus.
31. Students are made to feel welcome here.
32. Faculty provide timely feedback about my academic progress.
33. Admissions counselors accurately portray the campus in their recruiting practices.
34. There are adequate services to help me decide upon a career.
35. I seldom get the "run-around" when seeking information on this campus.
36. The quality of instruction I receive in most classes is excellent.
37. There is a strong commitment to diversity on this campus.
38. I receive ongoing feedback about progress toward my academic goals.
39. Student disciplinary procedures are fair.
40. Faculty are usually available to students outside of class (during office hours, by phone or by e-mail).
41. Tuition paid is a worthwhile investment.
42. Students are free to express their ideas on this campus.
43. Mentors are available to guide my life and career goals.
44. On the whole, the campus is well-maintained.
45. Student activity fees are put to good use.
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.
- 51. Campus item - if utilized by the institution.
- 52. Campus item - if utilized by the institution.
- 53. Campus item - if utilized by the institution.
- 54. Campus item - if utilized by the institution.
- 55. Campus item - if utilized by the institution.

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

- 56. Cost as a factor in decision to enroll.
- 57. Financial assistance as factor in decision to enroll.
- 58. Academic reputation as factor in decision to enroll.
- 59. Future career opportunities as factor in decision to enroll.
- 60. Personal recommendations as factor in decision to enroll.
- 61. Distance from campus as factor in decision to enroll.
- 62. Information on the campus Web site as factor in decision to enroll.
- 63. 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. 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. When I entered this institution, it was my:

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

13. Did Transfer Here

- 1 - Yes transferred here
- 2 - No did not transfer here

14. Plan to Transfer

- 1 - Yes, I plan to transfer
- 2 - No, I do not plan to transfer

15. Organizational membership

- 1 - No organizational membership
- 2 - One or two organizational memberships
- 3 - Three or four organizational memberships
- 4 - Five or more organizational memberships

16. Primary Tuition Source

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

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.
- 5 Administrators are available to hear students' concerns.
- 31 Students are made to feel welcome here.
- 35 I seldom get the run-around when seeking information on this campus.

### Scale 2: Campus Life

- 13 Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air conditioning, telephones, etc.)
- 19 Residence hall staff are concerned about me as an individual.
- 30 There is an adequate selection of food available on campus.
- 39 Student disciplinary procedures are fair.
- 45 Student activity fees are put to good use.

### Scale 3: Instructional Effectiveness

- 4 The content of the courses within my major is valuable.
- 14 Faculty are fair and unbiased in their treatment of individual students.
- 17 There are sufficient courses within my program of study available each term.
- 29 Faculty use a variety of technology and media in the classroom.
- 32 Faculty provide timely feedback about my academic progress.
- 36 The quality of instruction I receive in most of my classes is excellent.
- 40 Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).

### Scale 4: Recruitment and Financial Aid Effectiveness

- 7 Admissions staff provide personalized attention prior to enrollment.
- 8 Financial aid awards are announced in time to be helpful in college planning.
- 11 Financial aid counseling is available if I need it.
- 27 This institution helps me identify resources to finance my education.
- 33 Admissions counselors accurately portray the campus in their recruiting practices.

### Scale 5: Campus Services

- 9 Library resources and services are adequate.
- 15 Computers and/or Wi-Fi are adequate and accessible.
- 20 Tutoring services are readily available.
- 22 This campus provides online access to services I need.
- 24 I receive the help I need to apply my academic major to my career goals.
- 26 Counseling services are available if I need them.
- 34 There are adequate services to help me decide upon a career.

### Scale 6: Academic Advising Effectiveness

- 10 My academic advisor helps me set goals to work toward.
- 16 My academic advisor is available when I need help.
- 21 My academic advisor is knowledgeable about requirements in my major.
- 43 Mentors are available to guide my life and career goals.
- 38 I receive ongoing feedback about progress toward my academic goals.

### Scale 7: Registration Effectiveness

- 2 Registration processes and procedures are convenient.
- 6 Billing policies are reasonable.
- 23 I am able to register for classes I need with few conflicts.
- 25 I am able to take care of college-related business at times that are convenient for me.

### Scale 8: Safety and Security

- 3 The campus is safe and secure for all students.
- 12 The amount of student parking space on campus is adequate.
- 18 Parking lots are well-lighted and secure.
- 28 Security staff respond quickly to calls for assistance.

### Scale 9: Campus Climate

- 3 The campus is safe and secure for all students.
- 5 Administrators are available to hear students' concerns.
- 31 Students are made to feel welcome here.
- 35 I seldom get the run-around when seeking information on this campus.
- 37 There is a strong commitment to diversity on this campus.
- 41 Tuition paid is a worthwhile investment.
- 42 Students are free to express their ideas on this campus.
- 44 On the whole, the campus is well-maintained.