



# *Student Satisfaction Inventory*

Fall 2004



Number of Respondents: 2581

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## Satisfaction Scale Report

### REPORT TERMINOLOGY:

**Imp.:** Importance Scale.

**Satis:** Satisfaction Scale

**Gap:** The difference between Importance Scale and Satisfaction Scale.

**Diff.:** The difference between the satisfaction scale of the selected group and the satisfaction scale of the whole University.

### Scale:

The scale listed in the report is the average scale from 1 to 7.

Importance Scales: 1. Not important at all .... 7. Very Important

Satisfaction Scales: 1. Not satisfied at all .... 7. Very Satisfied.

For example, there are 4 students respond to the survey with scales as: 6, 3, 7, 5. The average scale would be  $(6+3+7+5)/4 = 5.25$

	Central Connecticut State University			SSI 4-Year Public Univ. Benchmark			Mean Diff.
	Imp.	Satis.	Gap	Imp.	Satis.	Gap	
<b>Student Centeredness</b>	<b>6.25</b>	<b>4.62</b>	<b>1.63</b>	<b>6.06</b>	<b>4.88</b>	<b>1.18</b>	<b>-0.26</b>
The campus staff are caring and helpful.	6.23	5.00	1.23	6.21	5.11	1.10	-0.11
Administrators are available to hear students' concerns.	6.19	4.58	1.61	5.77	4.81	0.96	-0.23
Students are made to feel welcome here.	6.26	5.09	1.17	6.13	5.21	0.92	-0.12
I seldom get the "run-around" when seeking information.	6.33	3.80	2.53	6.14	4.38	1.76	-0.58
<b>Campus Life</b>	<b>6.12</b>	<b>4.56</b>	<b>1.56</b>	<b>5.79</b>	<b>4.52</b>	<b>1.27</b>	<b>0.04</b>
Living conditions in the residence halls are comfortable.	6.45	4.60	1.85	5.82	4.34	1.48	0.26
Residence hall staff are concerned about me as an individual.	5.84	5.04	0.80	5.40	4.60	0.80	0.44
There is an adequate selection of food available on campus.	6.13	3.92	2.21	5.71	4.34	1.37	-0.42
Student disciplinary procedures are fair.	6.06	4.85	1.21	5.90	5.01	0.89	-0.16
Student activity fees are put to good use	6.12	4.59	1.53	6.04	4.32	1.72	0.27
<b>Instructional Effectiveness</b>	<b>6.37</b>	<b>5.03</b>	<b>1.34</b>	<b>6.37</b>	<b>5.21</b>	<b>1.16</b>	<b>-0.18</b>
The content of the courses within my major is valuable.	6.58	5.24	1.34	6.53	5.35	1.18	-0.11
Faculty are fair and unbiased in their treatment of individual students.	6.44	5.07	1.37	6.34	5.04	1.30	0.03
There are sufficient courses within my program of study available each term.	6.57	4.45	2.12	NA	NA	NA	NA
Faculty use a variety of technology and media in the classroom.	5.74	5.08	0.66	NA	NA	NA	NA
Faculty provide timely feedback about my academic progress.	6.35	4.77	1.58	6.23	4.95	1.28	-0.18
The quality of instruction I receive in most of my classes is excellent.	6.56	5.06	1.50	6.45	5.22	1.23	-0.16
Faculty are usually available to students outside of class (during office hours, by phone or by email).	6.38	5.52	0.86	6.30	5.49	0.81	0.03
<b>Recruitment and Financial Aid Effectiveness</b>	<b>6.02</b>	<b>4.45</b>	<b>1.57</b>	<b>5.97</b>	<b>4.75</b>	<b>1.22</b>	<b>-0.30</b>
Admissions staff provide personalized attention prior to enrollment.	5.91	4.36	1.55	NA	NA	NA	NA
Financial Aid awards are announced in time to be helpful in college planning.	6.23	4.27	1.96	6.12	4.66	1.46	-0.39
Financial aid counseling is available if I need it.	5.93	4.52	1.41	NA	NA	NA	NA
This institution helps me identify resources to finance my education.	6.10	4.32	1.78	NA	NA	NA	NA
Admissions counselors accurately portray the campus in their recruiting practices.	5.95	4.80	1.15	5.81	4.84	0.97	-0.04
<b>Campus Services</b>	<b>6.14</b>	<b>5.22</b>	<b>0.92</b>	<b>6.10</b>	<b>5.20</b>	<b>0.90</b>	<b>0.02</b>
Library resources and services are adequate.	6.03	5.31	0.72	6.13	5.36	0.77	-0.05
Computer labs are adequate and accessible.	6.14	5.72	0.42	6.26	5.37	0.89	0.35
Tutoring services are readily available.	5.86	5.11	0.75	5.89	5.18	0.71	-0.07

This campus provides online access to services I need.	6.35	5.58	0.77	NA	NA	NA	NA
I receive the help I need to apply my academic major to my career goals.	6.47	4.89	1.58	NA	NA	NA	NA
Counseling services are available if I need them.	5.85	5.06	0.79	NA	NA	NA	NA
There are adequate services to help me decide upon a career.	6.21	4.79	1.42	6.10	4.88	1.22	-0.09
<b>Academic Advising Effectiveness</b>	<b>6.26</b>	<b>4.84</b>	<b>1.42</b>	<b>6.23</b>	<b>5.07</b>	<b>1.16</b>	<b>-0.23</b>
My academic advisor helps set goals to work toward.	6.30	4.78	1.52	5.99	4.75	1.24	0.03
My academic advisor is available when I need help.	6.38	4.96	1.42	NA	NA	NA	NA
My academic advisor is knowledgeable about requirements in my major.	6.55	5.27	1.28	6.47	5.40	1.07	-0.13
I receive ongoing feedback about progress toward academic goals.	6.13	4.46	1.67	NA	NA	NA	NA
Mentors are available to guide my life and career goals.	5.93	4.69	1.24	NA	NA	NA	NA
<b>Registration Effectiveness</b>	<b>6.41</b>	<b>4.52</b>	<b>1.89</b>	<b>6.16</b>	<b>4.75</b>	<b>1.41</b>	<b>-0.23</b>
Registration process and procedures are convenient.	6.50	4.51	1.99	NA	NA	NA	NA
Billing policies are reasonable.	6.26	4.28	1.98	6.05	4.57	1.48	-0.29
I am able to register for classes I need with few conflicts.	6.62	4.49	2.13	6.50	4.73	1.77	-0.24
I am able to take care of college-related business at times that are convenient for me.	6.26	4.82	1.44	5.92	4.95	0.97	-0.13
<b>Safety and Security</b>	<b>6.35</b>	<b>4.81</b>	<b>1.54</b>	<b>6.25</b>	<b>4.46</b>	<b>1.79</b>	<b>0.35</b>
The campus is safe and secure for all students.	6.47	5.31	1.16	6.39	5.35	1.04	-0.04
The amount of student parking space on campus is adequate.	6.34	3.86	2.48	6.26	2.98	3.28	0.88
Parking lots are well-lighted and secure.	6.27	5.15	1.12	6.15	4.76	1.39	0.39
Security staff respond quickly to calls for assistance.	6.30	4.96	1.34	6.19	4.83	1.36	0.13
<b>Campus Climate</b>	<b>6.23</b>	<b>4.95</b>	<b>1.28</b>	<b>6.11</b>	<b>5.07</b>	<b>1.04</b>	<b>-0.12</b>
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Students are made to feel welcome here.	6.26	5.09	1.17	6.13	5.21	0.92	-0.12
I seldom get the "run-around" when seeking information on this campus.	6.33	3.80	2.53	6.14	4.38	1.76	-0.58
There is a strong commitment to diversity on this campus.	5.64	5.21	0.43	5.86	5.11	0.75	0.10
Tuition paid is a worthwhile investment.	6.52	4.66	1.86	6.40	4.98	1.42	-0.32
Students are free to express their ideas on campus.	6.21	5.29	0.92	6.00	5.17	0.83	0.12
On the whole, the campus is well-maintained.	6.22	5.64	0.58	6.18	5.49	0.69	0.15