

# Student Satisfaction Inventory Results (2008)

## Executive Summary

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### Respondent Profile

Year	Respondents (N)	Women	Black	American Indian	Asian	Hispanic	White	Unknown	First Year	Sophomore	Junior	Senior	Campus Housing	Arts & Sciences	Business	Education & PS	Engineering & T
2006	2,008	59%	7%	1%	3%	5%	76%	8%	29%	23%	24%	24%	48%	49%	20%	22%	9%
2008	1,787	60%	6%	<1%	3%	6%	78%	7%	25%	21%	27%	28%	39%	49%	19%	21%	10%

*Percentages may not add due to rounding*

Satisfaction was higher in 2008 than in 2006 on 45 out of 55 items; 30 were higher at statistically significant levels, and 5 were higher by more than 0.2 standard deviations

The top items on which perceptions increased significantly and most meaningfully from 2004 to 2008 were:

- Billing policies are reasonable.
- Financial aid awards are announced in time to be helpful in college planning.
- I seldom get the "run-around" when seeking information on this campus.
- A variety of intramural recreational activities are offered.
- Tuition paid is a worthwhile investment.

The top items on which perceptions increased significantly and most meaningfully from 2006 to 2008 were:

- A variety of intramural recreational activities are offered.
- Registration processes and procedures are convenient.
- I seldom get the "run-around" when seeking information on this campus.
- There is an adequate selection of food available on campus.

Areas of strength continued to be:

- On the whole, the campus is well-maintained.
- This campus provides online access to services I need.
- Computer labs are adequate and accessible.
- The campus is safe and secure for all students.
- Faculty are usually available to students outside of class (during office hours, by phone or by e-mail).

Areas for improvement continued to be:

- The amount of student parking space on campus is adequate.
- There is an adequate selection of food available on campus.
- I seldom get the "run-around" when seeking information on this campus.
- Living conditions in the residence halls are comfortable.
- Admissions staff provide personalized attention prior to enrollment.

Notably, the item about "run-around" showed meaningful improvement since 2004 and 2006 but was still one of the lowest-rated items, suggesting progress has been made, but there is still much room for improvement.

Areas most related to satisfaction with experience so far were:

- It is an enjoyable experience to be a student on this campus.
- I feel a sense of pride about my campus.
- Tuition paid is a worthwhile investment.
- Students are made to feel welcome here.
- Channels for expressing student complaints are readily available.