

# Noel Levitz Student Satisfaction Inventory Items (Satisfaction only) F 2004-08

Survey Item	2004	2006	2008	Effect Size	
	Satis	Satis	Satis	F04 to F08	F06 to F08
1. The campus staff are caring and helpful.	5.00	5.01	5.14		
2. Registration processes and procedures are convenient.	4.51	4.39	4.77		0.23
3. The campus is safe and secure for all students.	5.31	5.57	5.53		
4. The content of the courses within my major is valuable.	5.24	5.32	5.34		
5. Administrators are available to hear students' concerns.	4.58	4.53	4.72		
6. Billing policies are reasonable.	4.28	4.67	4.91	0.43	
7. Admissions staff provide personalized attention prior to enrollment.	4.36	4.36	4.63		
8. Financial aid awards are announced in time to be helpful in college planning.	4.27	4.60	4.87	0.38	
9. Library resources and services are adequate.	5.31	5.39	5.39		
10. My academic advisor helps me set goals to work toward.	4.78	4.67	4.87		
11. Financial aid counseling is available if I need it.	4.52	4.63	4.83	0.20	
12. The amount of student parking space on campus is adequate.	3.86	3.82	3.82		
13. Living conditions in the residence halls are comfortable.	4.60	4.75	4.62		
14. Faculty are fair and unbiased in their treatment of individual students.	5.07	5.13	5.14		
15. Computer labs are adequate and accessible.	5.72	5.73	5.67		
16. My academic advisor is available when I need help.	4.96	4.90	5.10		
17. There are sufficient courses within my program of study available each term.	4.45	4.56	4.67		
18. Parking lots are well-lighted and secure.	5.15	5.15	5.28		
19. Residence hall staff are concerned about me as an individual.	5.04	5.09	5.09		
20. Tutoring services are readily available.	5.11	5.08	5.28		
21. My academic advisor is knowledgeable about requirements in my major.	5.27	5.21	5.40		
22. This campus provides online access to services I need.	5.58	5.59	5.67		
23. I am able to register for classes I need with few conflicts.	4.49	4.44	4.75		
24. I receive the help I need to apply my academic major to my career goals.	4.89	4.84	5.06		
25. I am able to take care of college-related business at times that are convenient for me.	4.82	4.86	4.99		

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	Satis	Satis	Satis	F04 to F08	F06 to F08
26. Counseling services are available if I need them.	5.06	5.04	5.19		
27. This institution helps me identify resources to finance my education.	4.32	4.43	4.66	0.21	
28. Security staff respond quickly to calls for assistance.	4.96	5.05	5.26		
29. Faculty use a variety of technology and media in the classroom.	5.08	5.24	5.28		
30. There is an adequate selection of food available on campus.	3.92	3.84	4.22		
31. Students are made to feel welcome here.	5.09	5.12	5.25		
32. Faculty provide timely feedback about my academic progress.	4.77	4.91	5.00		
33. Admissions counselors accurately portray the campus in their recruiting practices.	4.80	4.85	4.91		
34. There are adequate services to help me decide upon a career.	4.79	4.82	4.96		
35. I seldom get the "run-around" when seeking information on this campus.	3.80	3.90	4.30	0.26	0.21
36. The quality of instruction I receive in most of my classes is excellent.	5.06	5.10	5.17		
37. There is a strong commitment to diversity on this campus.	5.21	5.22	5.20		
38. I receive ongoing feedback about progress toward my academic goals.	4.46	4.55	4.75		
39. Student disciplinary procedures are fair.	4.85	4.91	5.07		
40. Faculty are usually available to students outside of class (during office hours, by phone or by e-mail).	5.52	5.50	5.50		
41. Tuition paid is a worthwhile investment.	4.66	4.91	5.01	0.21	
42. Students are free to express their ideas on this campus.	5.29	5.33	5.40		
43. Mentors are available to guide my life and career goals.	4.69	4.69	4.93		
44. On the whole, the campus is well-maintained.	5.64	5.77	5.72		
45. Student activity fees are put to good use.	4.59	4.67	4.75		
46. Campus item 1. It is an enjoyable experience to be a student on this campus.	5.08	5.17	5.21		
47. Campus item 2. I feel a sense of pride about my campus.	4.97	5.09	5.06		
48. Campus item 3. Channels for expressing student complaints are readily available.	4.39	4.57	4.66		
49. Campus item 4. The intercollegiate athletic programs contribute to a strong sense of school spirit.	4.68	4.80	4.85		
50. Campus item 5. A variety of intramural recreational activities are offered.	4.80	4.56	5.13	0.22	0.38

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<i>Scale (7=Very Satisfied, 6=Satisfied, 5=Somewhat Satisfied, 4=Neutral, 3=Somewhat Dissatisfied, 2=Dissatisfied, 1=Very Dissatisfied)</i>	Satis	Satis	Satis	F04 to F08	F06 to F08
51. Campus item 6. I can easily get involved in campus organizations.	5.24	5.15	5.27		
52. Campus item 7. New student orientation services help students adjust to college.	4.85	4.63	4.86		
53. Campus item 8. The student handbook provides helpful information about campus life.	5.10	5.03	5.13		
54. Campus item 9. Counseling staff care about students as individuals.	4.98	4.91	5.11		
55. Campus item 10. The personnel involved in registration are helpful.	4.64	4.63	4.91		
56. Cost as 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 visits as factor in decision to enroll.					