

## Noel-Levitz Student Satisfaction Inventory Comparison to National Community, Junior, and Technical Colleges Spring 2010 (n=1,810 students)

Note: The Inventory was administered online to CSM students in Spring 2010. National comparison data for public, two-year colleges provided by Noel-Levitz is based upon 178,116 surveys administered at 204 institutions, Fall 2007-Spring 2010. Noel-Levitz has organized data according to the 12 categories. Twenty response items are used in multiple categories. (See Addenda for more detail.)

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| 1. Student Centeredness<br>2. Instructional Effectiveness<br>3. Responsiveness to Diverse Populations<br>4. Campus Support Services<br>5. Safety and Security<br>6. Academic Advising /Counseling | 7. Admissions and Financial Aid<br>8. Academic Services<br>9. Registration Effectiveness<br>10. Service Excellence<br>11. Concern for the Individual<br>12. Campus Climate |
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Responses are ranked according to a 7-point satisfaction scale as indicated:

1 <i>Not Satisfied At All</i>	2 <i>Not Very Satisfied</i>	3 <i>Somewhat Satisfied</i>	4 <i>Neutral</i>	5 <i>Somewhat Satisfied</i>	6 <i>Satisfied</i>	7 <i>Very Satisfied</i>
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Subject Category and Questionnaire Item	College of San Mateo	National Institutions	Mean Difference	Ranking
<b>1. Total Student Centeredness</b>	<b>5.40</b>	<b>5.38</b>	<b>0.02</b>	
27. The campus staff are caring and helpful.	5.55	5.45	0.10 **	Above the national average
28. It is an enjoyable experience to be a student on this campus.	5.63	5.52	0.11 **	
36. Students are made to feel welcome on this campus.	5.68	5.58	0.10 **	
57. Administrators are approachable to students.	5.34	5.28	0.06	Comparable to the national average
16. The college shows concern for students as individuals.	5.08	5.14	-0.06	
1. Most students feel a sense of belonging here.	5.13	5.31	-0.18 ***	Below the national average

\* $p < 0.05$ . \*\* $p < 0.01$ . \*\*\* $p < 0.001$ .

Subject Category and Questionnaire Item	College of San Mateo	National Institutions	Mean Difference	Ranking
<b>2. Total Instructional Effectiveness</b>	<b>5.49</b>	<b>5.42</b>	<b>0.07 **</b>	
23. Faculty are understanding of students' unique life circumstances.	5.43	5.24	0.19 ***	Above the national average
29. Faculty are fair and unbiased in their treatment of individual students.	5.60	5.38	0.22 ***	
37. Faculty take into consideration student differences as they teach a course.	5.38	5.23	0.15 ***	
58. Nearly all of the faculty are knowledgeable in their fields.	5.78	5.68	0.10 **	
61. Faculty are usually available after class and during office hours.	5.72	5.62	0.10 **	
66. Program requirements are clear and reasonable.	5.71	5.53	0.18 ***	
70. I am able to experience intellectual growth here.	5.83	5.73	0.10 **	
2. Faculty care about me as an individual.	5.41	5.38	0.03	Comparable to the national average
18. The quality of instruction I receive in most of my classes is excellent.	5.61	5.59	0.02	
46. Faculty provide timely feedback about student progress in a course.	5.33	5.30	0.03	
54. Faculty are interested in my academic problems.	5.24	5.19	0.05	
64. Nearly all classes deal with practical experiences and applications.	5.44	5.43	0.01	
65. Students are notified early in the term if they are doing poorly in a class.	4.84	4.91	-0.07	
69. There is a good variety of courses provided on this campus.	5.39	5.61	-0.22 ***	Below the national average

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Subject Category and Questionnaire Item	College of San Mateo	National Institutions	Mean Difference	Ranking
<b>3. Total Responsiveness to Diverse Populations</b>	<b>5.62</b>	<b>5.49</b>	<b>0.13 ***</b>	
81. Institution's commitment to part-time students?	5.68	5.60	0.08 *	Above the national average
82. Institution's commitment to evening students?	5.57	5.49	0.08 *	
83. Institution's commitment to older, returning learners?	5.68	5.56	0.12 **	
84. Institution's commitment to under-represented populations?	5.59	5.38	0.21 ***	
86. Institution's commitment to students with disabilities?	5.85	5.50	0.35 ***	Comparable to the national average
85. Institution's commitment to commuters?	5.40	5.38	0.02	
<b>4. Total Campus Support Services</b>	<b>5.17</b>	<b>4.97</b>	<b>0.20 ***</b>	
10. Child care facilities are available on campus.	4.87	4.44	0.43 ***	Above the national average
17. Personnel in the Veterans' Services program are helpful.	5.11	4.60	0.51 ***	
19. This campus provides effective support services for displaced homemakers.	5.01	4.77	0.24 ***	
59. New student orientation services help students adjust to college.	5.37	5.25	0.12 **	
30. The career services office provides students with the help they need to get a job.	5.06	4.99	0.07	Comparable to the national average
38. The student center is a comfortable place for students to spend their leisure time.	5.28	5.22	0.06	
47. There are adequate services to help me decide upon a career.	5.20	5.21	-0.01	

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Subject Category and Questionnaire Item	College of San Mateo	National Institutions	Mean Difference	Ranking
<b>5. Total Safety and Security</b>	<b>5.12</b>	<b>5.00</b>	<b>0.12 ***</b>	
11. Security staff respond quickly in emergencies.	5.11	4.93	0.18 ***	Above the national average
24. Parking lots are well-lighted and secure.	5.20	5.11	0.09 *	
31. The campus is safe and secure for all students.	5.73	5.55	0.18 ***	
39. The amount of student parking space on campus is adequate.	4.66	4.44	0.22 ***	
4. Security staff are helpful.	4.80	4.95	-0.15 ***	Below the national average
<b>6. Total Academic Advising/Counseling</b>	<b>5.20</b>	<b>5.21</b>	<b>-0.01</b>	
12. My academic advisor helps me set goals to work toward.	5.12	5.02	0.10 *	Above the national average
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	5.25	5.12	0.13 **	
25. My academic advisor is concerned about my success as an individual.	5.12	5.07	0.05	Comparable to the national average
48. Counseling staff care about students as individuals.	5.19	5.19	0.00	
52. This school does whatever it can to help me reach my educational goals.	5.24	5.25	-0.01	
6. My academic advisor is approachable.	5.25	5.41	-0.16 ***	Below the national average
32. My academic advisor is knowledgeable about my program requirements.	5.20	5.37	-0.17 ***	

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Subject Category and Questionnaire Item	College of San Mateo	National Institutions	Mean Difference	Ranking
<b>7. Total Admissions and Financial Aid</b>	<b>5.25</b>	<b>5.14</b>	<b>0.11 ***</b>	
13. Financial aid awards are announced to students in time to be helpful in college planning.	5.06	4.91	0.15 **	Above the national average
20. Financial aid counselors are helpful.	5.29	5.04	0.25 ***	
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.27	5.13	0.14 **	
41. Admissions staff are knowledgeable.	5.54	5.39	0.15 ***	
49. Admissions counselors respond to prospective students' unique needs and requests.	5.25	5.18	0.07	Comparable to the national average
7. Adequate financial aid is available for most students.	5.04	5.16	-0.12 *	Below the national average
<b>8. Total Academic Services</b>	<b>5.54</b>	<b>5.46</b>	<b>0.08 **</b>	
26. Library staff are helpful and approachable.	5.79	5.54	0.25 ***	Above the national average
34. Computer labs are adequate and accessible.	5.63	5.55	0.08 *	
42. The equipment in the lab facilities is kept up to date.	5.69	5.44	0.25 ***	
14. Library resources and services are adequate.	5.65	5.60	0.05	Comparable to the national average
21. There are a sufficient number of study areas on campus.	5.44	5.38	0.06	
55. Academic support services adequately meet the needs of students.	5.31	5.28	0.03	
50. Tutoring services are readily available.	5.19	5.44	-0.25 ***	Below the national average

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Subject Category and Questionnaire Item	College of San Mateo	National Institutions	Mean Difference	Ranking
<b>9. Total Registration Effectiveness</b>	<b>5.60</b>	<b>5.43</b>	<b>0.17 ***</b>	
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	5.76	5.43	0.33 ***	Above the national average
43. Class change (drop/add) policies are reasonable.	5.87	5.45	0.42 ***	
51. There are convenient ways of paying my school bill.	6.04	5.47	0.57 ***	
60. Billing policies are reasonable.	5.77	5.34	0.43 ***	
62. Bookstore staff are helpful.	5.69	5.55	0.14 ***	
5. The personnel involved in registration are helpful.	5.39	5.36	0.03	Comparable to the national average
15. I am able to register for classes I need with few conflicts.	5.35	5.41	-0.06	
56. The business office is open during hours which are convenient for most students.	5.38	5.39	-0.01	
8. Classes are scheduled at times that are convenient for me.	5.12	5.45	-0.33 ***	Below the national average

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Subject Category and Questionnaire Item	College of San Mateo	National Institutions	Mean Difference	Ranking
<b>10. Total Service Excellence</b>	<b>5.34</b>	<b>5.28</b>	<b>0.06 *</b>	
26. Library staff are helpful and approachable.	5.79	5.54	0.25 ***	Above the national average
27. The campus staff are caring and helpful.	5.55	5.45	0.10 **	
62. Bookstore staff are helpful.	5.69	5.55	0.14 ***	
63. I seldom get the "run-around" when seeking information on this campus.	5.24	5.09	0.15 ***	
5. The personnel involved in registration are helpful.	5.39	5.36	0.03	Comparable to the national average
22. People on this campus respect and are supportive of each other.	5.34	5.29	0.05	
57. Administrators are approachable to students.	5.34	5.28	0.06	
44. I generally know what's happening on campus.	4.85	4.98	-0.13 ***	Below the national average
67. Channels for expressing student complaints are readily available.	4.76	4.90	-0.14 **	
<b>11. Total Concern for the Individual</b>	<b>5.30</b>	<b>5.24</b>	<b>0.06 *</b>	
29. Faculty are fair and unbiased in their treatment of individual students.	5.60	5.38	0.22 ***	Above the national average
2. Faculty care about me as an individual.	5.41	5.38	0.03	Comparable to the national average
16. The college shows concern for students as individuals.	5.08	5.14	-0.06	
25. My academic advisor is concerned about my success as an individual.	5.12	5.07	0.05	
48. Counseling staff care about students as individuals.	5.19	5.19	0.00	

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Subject Category and Questionnaire Item	College of San Mateo	National Institutions	Mean Difference	Ranking
<b>12. Total Campus Climate</b>	<b>5.36</b>	<b>5.31</b>	<b>0.05 *</b>	
27. The campus staff are caring and helpful.	5.55	5.45	0.10 **	
28. It is an enjoyable experience to be a student on this campus.	5.63	5.52	0.11 **	
31. The campus is safe and secure for all students.	5.73	5.55	0.18 ***	
36. Students are made to feel welcome on this campus.	5.68	5.58	0.10 **	
45. This institution has a good reputation within the community.	5.80	5.64	0.16 ***	
59. New student orientation services help students adjust to college.	5.37	5.25	0.12 **	
63. I seldom get the "run-around" when seeking information on this campus.	5.24	5.09	0.15 ***	
2. Faculty care about me as an individual.	5.41	5.38	0.03	
16. The college shows concern for students as individuals.	5.08	5.14	-0.06	
22. People on this campus respect and are supportive of each other.	5.34	5.29	0.05	
52. This school does whatever it can to help me reach my educational goals.	5.24	5.25	-0.01	
57. Administrators are approachable to students.	5.34	5.28	0.06	
1. Most students feel a sense of belonging here.	5.13	5.31	-0.18 ***	
44. I generally know what's happening on campus.	4.85	4.98	-0.13 ***	
67. Channels for expressing student complaints are readily available.	4.76	4.90	-0.14 **	

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## Addenda

### **Noel-Levitz's Description of Categories (Scales)**

**Academic Advising/Counseling Effectiveness:** assesses the comprehensiveness of your academic advising program. Academic advisors (and counselors) are evaluated on the basis of their knowledge, competence, and personal concern for student success, as well as on their approachability.

**Academic Services:** assesses services students utilize to achieve their academic goals. These services include the library, computer labs, tutoring, and study areas.

**Campus Climate:** assesses the extent to which your institution provides experiences that promote a sense of campus pride and feelings of belonging. This scale also assesses the effectiveness of your institution's channels of communication for students.

**Campus Support Services:** assess the quality of your support programs and services which students utilize to make their educational experiences more meaningful and productive. This scale covers a variety of areas.

**Concern for the Individual:** assesses your institution's commitment to treating each student as an individual. Those groups who frequently deal with students on a personal level (e.g., faculty, advisors, etc.) are included in this assessment.

**Instructional Effectiveness:** assesses your students' academic experience, the curriculum, and the campus's overriding commitment to academic excellence. This comprehensive scale covers areas such as the effectiveness of your faculty in and out of the classroom, content of the courses, and sufficient course offerings.

**Recruitment (or Admissions) and Financial Aid Effectiveness:** assesses your institution's ability to enroll students in an effective manner. This scale covers issues such as competence and knowledge of admissions counselors, as well as the effectiveness and availability of financial aid programs.

**Registration Effectiveness:** assesses issues associated with registration and billing. This scale also measures your institution's commitment to making this process as smooth and effective as possible.

**Responsiveness to Diverse Populations:** assesses your institution's commitment to specific groups of students enrolled at your institution, e.g., under-represented populations; students with disabilities; commuters; part-time students; and older, returning learners.

**Safety and Security:** assesses your institution's responsiveness to students' personal safety and security on your campus. This scale measures the effectiveness of both security personnel and campus facilities.

**Service Excellence:** assesses the perceived attitude of your staff, especially front-line staff, toward students. This scale pinpoints the areas of your campus where quality service and personal concern for students are rated most and least favorably.

**Student Centeredness:** assesses your campus's efforts to convey to students that they are important to your institution. This scale measures the extent to which students feel welcome and valued.

### **Statistical Significance**

Statistical significance in the difference of the means is calculated when two groups are compared and a mean difference is reflected in the far right hand column. The level of significance is reflected by the number of asterisks which appear behind the mean:

- No asterisks: No significant difference;
- One asterisk: Difference statistically significant at the .05 level;
- Two asterisks: Difference statistically significant at the .01 level;
- Three asterisks: Difference statistically significant at the .001 level.

The greater the number of asterisks, the greater the confidence in the significance of this difference, and the greater the likelihood that this difference did not occur by chance. For example, statistical significance at the .05 level indicates that there are five chances in 100 that the difference between your institution's satisfaction score and the comparison group satisfaction score would occur due to chance alone. The .01 level indicates a one in 100 chance; and the .001 level indicates a one in 1,000 chance. If there are no asterisks for a particular score, then the level of satisfaction is basically the same between your institution and the comparison group.