

**Noel-Levitz Student Satisfaction Inventory:  
Comprehensive Data  
Conducted Spring 2010 (n= 1,810)**

Note: Data reported here only satisfaction data, General Education SLO's responses, and demographic data collected from user. Counts are listed in (parentheses).

<i>Question</i>	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Somewhat Satisfied</i>	<i>Neutral</i>	<i>Somewhat Dissatisfied</i>	<i>Not Very Satisfied</i>	<i>Not Satisfied at All</i>	<i># of Students</i>
1. Most students feel a sense of belonging here	17.1% (296)	29.6% (512)	20.4% (353)	21.1% (365)	6.8% (118)	3.2% (56)	1.6% (28)	1728
2. Faculty care about me as an individual	24.0% (425)	30.8% (546)	22.8% (403)	13.0% (230)	5.4% (96)	2.2% (39)	1.8% (31)	1770
3. The quality of instruction in the vocational/technical programs is excellent	28.2% (385)	30.9% (422)	20.6% (282)	12.8% (175)	3.9% (53)	2.7% (37)	1.0% (13)	1367
4. Security staff are helpful	16.1% (213)	23.1% (307)	17.4% (231)	25.7% (341)	8.0% (106)	5.0% (66)	4.7% (63)	1327
5. The personnel involved in registration are helpful	26.7% (430)	29.0% (468)	19.6% (316)	13.1% (211)	6.4% (103)	3.2% (51)	2.1% (34)	1613
6. My academic advisor is approachable	29.3% (404)	23.5% (324)	16.5% (228)	15.9% (220)	7.0% (96)	4.1% (56)	3.8% (52)	1380
7. Adequate financial aid is available for most students	26.0% (315)	21.6% (262)	15.8% (191)	18.2% (221)	9.2% (112)	3.1% (38)	5.9% (72)	1211
8. Classes are scheduled at times that are convenient for me	22.7% (401)	26.6% (470)	21.5% (380)	9.5% (168)	11.0% (195)	5.4% (96)	3.1% (55)	1765
9. Internships or practical experiences are provided in my degree/certificate program	17.6% (184)	18.2% (190)	17.3% (181)	23.8% (249)	10.6% (111)	5.9% (62)	6.5% (68)	1045
10. Child care facilities are available on campus	24.3% (137)	11.5% (65)	13.0% (73)	40.3% (227)	3.7% (21)	3.0% (17)	4.1% (23)	563

<i>Question</i>	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Somewhat Satisfied</i>	<i>Neutral</i>	<i>Somewhat Dissatisfied</i>	<i>Not Very Satisfied</i>	<i>Not Satisfied at All</i>	<i># of Students</i>
11. Security staff respond quickly in emergencies	22.4% (197)	22.2% (195)	16.5% (145)	29.2% (257)	4.7% (41)	2.3% (20)	2.7% (24)	879
12. My academic advisor helps me set goals to work toward	26.0% (345)	22.5% (299)	18.8% (250)	16.3% (217)	7.8% (103)	3.5% (47)	5.1% (68)	1329
13. Financial aid awards are announced to students in time to be helpful in college planning	21.7% (225)	24.2% (250)	17.1% (177)	22.2% (230)	7.8% (81)	3.6% (37)	3.4% (35)	1035
14. Library resources and services are adequate	31.5% (459)	30.4% (443)	19.1% (279)	12.7% (185)	4.1% (60)	1.4% (20)	0.8% (12)	1458
15. I am able to register for classes I need with few conflicts	29.0% (497)	28.4% (486)	17.5% (299)	8.3% (143)	9.9% (170)	4.2% (72)	2.7% (46)	1713
16. The college shows concern for students as individuals	18.9% (312)	26.1% (431)	21.2% (351)	19.8% (328)	8.0% (133)	3.9% (64)	2.1% (35)	1654
17. Personnel in the Veterans Services program are helpful	23.2% (102)	20.2% (89)	13.2% (58)	37.5% (165)	2.5% (11)	0.5% (2)	3.0% (13)	440
18. The quality of instruction I receive in most of my classes is excellent	28.9% (503)	33.1% (576)	21.4% (372)	7.9% (137)	5.3% (93)	2.3% (40)	1.1% (19)	1740
19. This campus provides effective support services for displaced homemakers	20.4% (113)	22.0% (122)	15.1% (84)	32.6% (181)	3.8% (21)	2.7% (15)	3.4% (19)	555
20. Financial aid counselors are helpful	30.3% (293)	23.2% (224)	15.1% (146)	18.6% (180)	6.2% (60)	2.9% (28)	3.7% (36)	967
21. There are a sufficient number of study areas on campus	28.9% (432)	27.5% (412)	20.8% (311)	11.0% (164)	7.1% (106)	2.8% (42)	1.9% (29)	1496
22. People on this campus respect and are supportive of each other	22.0% (367)	30.5% (510)	21.1% (353)	16.8% (281)	5.9% (98)	2.3% (39)	1.3% (22)	1670

<i>Question</i>	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Somewhat Satisfied</i>	<i>Neutral</i>	<i>Somewhat Dissatisfied</i>	<i>Not Very Satisfied</i>	<i>Not Satisfied at All</i>	<i># of Students</i>
23. Faculty are understanding of students unique life circumstances	27.1% (450)	30.0% (499)	19.3% (321)	13.0% (216)	5.9% (98)	2.6% (43)	2.1% (35)	1662
24. Parking lots are well-lighted and secure	22.2% (363)	30.4% (498)	20.5% (336)	11.4% (186)	7.9% (129)	3.6% (59)	4.1% (67)	1638
25. My academic advisor is concerned about my success as an individual	24.5% (324)	24.4% (322)	18.1% (239)	17.3% (228)	7.3% (97)	4.2% (56)	4.2% (55)	1321
26. Library staff are helpful and approachable	35.6% (490)	31.1% (428)	16.4% (226)	12.9% (177)	2.3% (32)	1.2% (16)	0.6% (8)	1377
27. The campus staff are caring and helpful	25.4% (405)	34.0% (542)	20.0% (319)	14.8% (236)	3.6% (58)	1.2% (19)	0.9% (15)	1594
28. It is an enjoyable experience to be a student on this campus	30.0% (515)	32.9% (565)	18.8% (323)	10.9% (187)	4.4% (75)	1.6% (28)	1.3% (23)	1716
29. Faculty are fair and unbiased in their treatment of individual students	29.3% (495)	33.5% (566)	18.5% (312)	10.6% (180)	4.6% (77)	2.1% (36)	1.5% (25)	1691
30. The career services office provides students with the help they need to get a job	20.7% (159)	23.0% (177)	17.7% (136)	27.3% (210)	6.2% (48)	2.0% (15)	3.1% (24)	769
31. The campus is safe and secure for all students	30.5% (522)	36.3% (622)	17.4% (298)	10.4% (179)	3.3% (57)	1.3% (22)	0.8% (13)	1713
32. My academic advisor is knowledgeable about my program requirements	27.8% (360)	24.5% (317)	18.2% (235)	12.6% (163)	8.6% (111)	2.7% (35)	5.6% (72)	1293
33. Admissions counselors accurately portray the campus in their recruiting practices	23.8% (232)	26.7% (260)	18.3% (178)	22.2% (216)	4.7% (46)	1.3% (13)	3.0% (29)	974

<i>Question</i>	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Somewhat Satisfied</i>	<i>Neutral</i>	<i>Somewhat Dissatisfied</i>	<i>Not Very Satisfied</i>	<i>Not Satisfied at All</i>	<i># of Students</i>
34. Computer labs are adequate and accessible	35.6% (501)	27.6% (388)	17.1% (241)	10.2% (143)	5.2% (73)	1.8% (26)	2.5% (35)	1407
35. Policies and procedures regarding registration and course selection are clear and well-publicized	34.3% (588)	33.3% (572)	17.1% (294)	8.7% (150)	4.1% (70)	1.2% (21)	1.2% (21)	1716
36. Students are made to feel welcome on this campus	30.6% (527)	33.0% (568)	19.0% (326)	11.7% (202)	3.4% (59)	1.3% (22)	0.9% (16)	1720
37. Faculty take into consideration student differences as they teach a course	22.5% (377)	30.3% (507)	23.3% (389)	15.4% (257)	5.1% (85)	1.9% (31)	1.6% (27)	1673
38. The student center is a comfortable place for students to spend their leisure time	25.9% (282)	27.4% (299)	16.1% (175)	19.4% (211)	5.9% (64)	2.0% (22)	3.4% (37)	1090
39. The amount of student parking space on campus is adequate	19.7% (323)	22.4% (367)	17.8% (291)	10.2% (167)	12.2% (199)	8.8% (144)	8.9% (145)	1636
40. My academic advisor is knowledgeable about the transfer requirements of other schools	28.0% (341)	23.7% (288)	19.6% (238)	14.7% (179)	6.7% (82)	3.2% (39)	4.1% (50)	1217
41. Admissions staff are knowledgeable	28.5% (402)	31.0% (437)	18.6% (263)	14.6% (206)	3.9% (55)	1.6% (22)	1.8% (26)	1411
42. The equipment in the lab facilities is kept up to date	31.8% (428)	32.4% (436)	18.0% (242)	12.0% (162)	3.2% (43)	1.4% (19)	1.2% (16)	1346
43. Class change (drop/add) policies are reasonable	38.2% (632)	33.8% (559)	14.2% (235)	8.2% (135)	3.3% (54)	1.1% (18)	1.3% (22)	1655
44. I generally know what's happening on campus	15.2% (240)	24.0% (379)	20.0% (315)	23.2% (366)	10.0% (157)	4.6% (72)	3.0% (48)	1577

<i>Question</i>	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Somewhat Satisfied</i>	<i>Neutral</i>	<i>Somewhat Dissatisfied</i>	<i>Not Very Satisfied</i>	<i>Not Satisfied at All</i>	<i># of Students</i>
45. This institution has a good reputation within the community	34.9% (571)	33.7% (551)	15.0% (246)	12.6% (206)	1.6% (26)	1.3% (21)	1.0% (16)	1637
46. Faculty provide timely feedback about student progress in a course	25.4% (431)	27.7% (469)	21.0% (356)	14.0% (237)	6.7% (114)	2.8% (48)	2.4% (41)	1696
47. There are adequate services to help me decide upon a career	23.0% (286)	26.2% (326)	17.9% (222)	20.5% (254)	7.3% (91)	2.7% (33)	2.4% (30)	1242
48. Counseling staff care about students as individuals	25.9% (340)	25.0% (328)	17.2% (226)	17.1% (225)	7.9% (103)	2.9% (38)	4.0% (52)	1312
49. Admissions counselors respond to prospective students unique needs and requests	22.2% (256)	29.0% (334)	19.2% (221)	19.7% (227)	4.9% (56)	1.8% (21)	3.3% (38)	1153
50. Tutoring services are readily available	23.2% (246)	25.0% (265)	19.2% (203)	20.9% (221)	6.3% (67)	2.8% (30)	2.5% (27)	1059
51. There are convenient ways of paying my school bill	46.5% (754)	31.3% (507)	9.6% (155)	8.6% (139)	2.2% (35)	1.0% (16)	1.0% (16)	1622
52. This school does whatever it can to help me reach my educational goals	22.5% (350)	28.3% (441)	19.0% (295)	18.4% (287)	6.6% (103)	3.3% (51)	1.9% (29)	1556
53. The assessment and course placement procedures are reasonable	26.9% (388)	32.4% (466)	18.8% (270)	14.2% (204)	4.5% (65)	1.7% (24)	1.6% (23)	1440
54. Faculty are interested in my academic problems	23.3% (360)	26.3% (407)	20.8% (322)	17.8% (275)	6.5% (100)	2.8% (44)	2.4% (37)	1545
55. Academic support services adequately meet the needs of students	21.8% (287)	30.9% (408)	19.3% (255)	18.1% (239)	6.3% (83)	1.7% (22)	1.9% (25)	1319

<i>Question</i>	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Somewhat Satisfied</i>	<i>Neutral</i>	<i>Somewhat Dissatisfied</i>	<i>Not Very Satisfied</i>	<i>Not Satisfied at All</i>	<i># of Students</i>
56. The business office is open during hours which are convenient for most students.*	24.4% (337)	31.1% (429)	19.4% (267)	14.9% (205)	5.6% (77)	2.6% (36)	2.0% (28)	1379
57. The business office is open during hours which are convenient for most students	24.6% (344)	27.5% (385)	20.7% (289)	18.1% (253)	5.2% (73)	1.9% (27)	2.0% (28)	1399
58. Nearly all of the faculty are knowledgeable in their fields	32.9% (533)	35.9% (581)	17.3% (280)	8.0% (130)	3.5% (56)	1.2% (20)	1.2% (20)	1620
59. New student orientation services help students adjust to college	26.8% (277)	27.0% (279)	16.7% (172)	21.7% (224)	4.0% (41)	1.6% (17)	2.2% (23)	1033
60. Billing policies are reasonable	34.5% (558)	34.5% (559)	14.3% (232)	11.5% (186)	2.5% (41)	0.9% (15)	1.7% (28)	1619
61. Faculty are usually available after class and during office hours	34.4% (559)	31.9% (519)	16.6% (270)	9.7% (157)	4.7% (76)	1.5% (25)	1.2% (20)	1626
62. Bookstore staff are helpful	33.6% (537)	31.0% (495)	18.2% (291)	10.1% (162)	4.1% (65)	1.2% (19)	1.8% (29)	1598
63. I seldom get "the run-around" when seeking information on this campus	23.7% (347)	28.4% (416)	17.8% (261)	17.5% (257)	7.1% (104)	2.6% (38)	2.9% (43)	1466
64. Nearly all classes deal with practical experiences and applications	23.2% (370)	31.5% (503)	22.7% (363)	14.9% (238)	4.8% (77)	1.6% (26)	1.2% (19)	1596
65. Students are notified early in the term if they are doing poorly in a class	21.4% (299)	22.7% (316)	16.7% (233)	15.9% (222)	11.0% (153)	5.7% (80)	6.6% (92)	1395
66. Program requirements are clear and reasonable	30.7% (507)	35.5% (587)	17.7% (293)	10.0% (165)	3.6% (59)	0.9% (15)	1.6% (26)	1652
67. Channels for expressing student complaints are readily available	18.0% (217)	21.9% (264)	17.1% (207)	22.7% (274)	8.4% (101)	5.6% (68)	6.4% (77)	1208

<i>Question</i>	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Somewhat Satisfied</i>	<i>Neutral</i>	<i>Somewhat Dissatisfied</i>	<i>Not Very Satisfied</i>	<i>Not Satisfied at All</i>	<i># of Students</i>
68. On the whole, the campus is well-maintained	41.7% (713)	32.8% (561)	14.2% (243)	6.9% (118)	2.9% (50)	0.8% (13)	0.7% (12)	1710
69. There is a good variety of courses provided on this campus	27.9% (473)	28.8% (489)	19.6% (332)	10.3% (174)	7.5% (127)	3.4% (57)	2.7% (45)	1697
70. I am able to experience intellectual growth here	36.5% (620)	32.4% (550)	17.0% (288)	8.4% (143)	3.7% (62)	1.3% (22)	0.8% (13)	1698

**CSM-Specific: General Education Student Learning Outcomes**

71. I can express ideas and provide supporting evidence effectively in writing [Effective Communication]	32.8% (471)	32.1% (461)	16.9% (242)	13.6% (195)	2.2% (32)	1.0% (15)	1.4% (20)	1436
72. I can express ideas and provide supporting evidence effectively orally [Effective Communication]	30.9% (439)	31.0% (440)	18.5% (263)	14.2% (201)	2.7% (39)	1.1% (16)	1.5% (22)	1420
73. I can comprehend, interpret, and analyze information I read [Effective Communication]	31.4% (475)	35.1% (531)	18.9% (285)	10.5% (159)	2.3% (34)	1.0% (15)	0.8% (12)	1511
74. I can comprehend, interpret, and analyze information I hear [Effective Communication]	30.8% (467)	35.5% (538)	18.8% (285)	11.1% (168)	2.0% (30)	1.0% (15)	0.8% (12)	1515
75. I can communicate effectively in a group or team situation [Effective Communication]	31.2% (467)	32.2% (482)	18.9% (282)	12.0% (180)	3.5% (52)	1.3% (19)	0.9% (13)	1495

<i>Question</i>	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Somewhat Satisfied</i>	<i>Neutral</i>	<i>Somewhat Dissatisfied</i>	<i>Not Very Satisfied</i>	<i>Not Satisfied at All</i>	<i># of Students</i>
76. I can comprehend, interpret, and analyze numerical and or quantitative calculations	30.4% (408)	30.2% (405)	18.8% (252)	13.5% (181)	4.3% (58)	1.1% (15)	1.7% (23)	1342
77. I can effectively identify, develop, and evaluate arguments [Critical Thinking]	29.2% (406)	32.5% (451)	19.1% (265)	13.8% (192)	3.5% (48)	1.0% (14)	0.9% (13)	1389
78. I can effectively assess the legitimacy or adequacy of different types of information [Critical Thinking]	30.9% (447)	33.3% (481)	17.9% (258)	12.9% (186)	2.9% (42)	1.0% (15)	1.1% (16)	1445
79. I can work effectively with others of diverse backgrounds	38.9% (573)	30.8% (453)	14.9% (220)	11.3% (166)	2.2% (32)	0.8% (12)	1.1% (16)	1472
80. I can identify ethnical issues and evaluate their consequences [Ethical Responsibility]	35.9% (508)	31.9% (452)	14.6% (207)	13.1% (185)	1.9% (27)	1.3% (18)	1.3% (18)	1415

### **Campus Commitment to Special Populations**

81. Satisfaction that campus demonstrates commitment to Part-time students	31.8% (479)	32.8% (493)	17.7% (267)	10.8% (163)	4.2% (63)	1.7% (25)	1.0% (15)	1505
82. Satisfaction that campus demonstrates commitment to Evening students	30.6% (438)	31.7% (453)	18.3% (262)	8.9% (127)	6.4% (92)	2.3% (33)	1.7% (25)	1430
83. Satisfaction that campus demonstrates commitment to Older, returning learners	36.2% (478)	29.0% (384)	15.4% (203)	10.9% (144)	4.5% (60)	2.3% (30)	1.7% (23)	1322



<i>Question</i>	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Somewhat Satisfied</i>	<i>Neutral</i>	<i>Somewhat Dissatisfied</i>	<i>Not Very Satisfied</i>	<i>Not Satisfied at All</i>	<i># of Students</i>
84. Satisfaction that campus demonstrates commitment to Under-represented populations	31.6% (350)	30.0% (332)	14.4% (159)	18.3% (203)	2.6% (29)	1.8% (20)	1.4% (15)	1108
85. Satisfaction that campus demonstrates commitment to Commuters	27.5% (362)	29.5% (388)	15.8% (208)	16.3% (215)	6.4% (84)	2.7% (35)	1.8% (24)	1316
86. Satisfaction that campus demonstrates commitment to Students with disabilities	41.5% (380)	28.3% (259)	11.6% (106)	14.2% (130)	2.2% (20)	1.3% (12)	1.0% (9)	916

### **Overall Satisfaction with CSM**

<i>Question</i>	<i>Much Worse</i>	<i>Quite a Bit Worse</i>	<i>Worse Than I Expected</i>	<i>About What I Expected</i>	<i>Better Than I Expected</i>	<i>Quite a Bit Better Than I Expected</i>	<i>Much Better Than I Expected</i>	<i># of Students</i>
96. So far, how has your college experience met your expectations?	1.4% (25)	1.8% (33)	5.3% (95)	34.2% (611)	28.7% (512)	13.6% (243)	14.9% (266)	1785

<i>Question</i>	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Somewhat Satisfied</i>	<i>Neutral</i>	<i>Somewhat Dissatisfied</i>	<i>Not Very Satisfied</i>	<i>Not Satisfied at All</i>	<i># of Students</i>
97. Rate your overall satisfaction with your experience here thus far	22.9% (407)	42.6% (757)	18.5% (329)	8.1% (144)	5.1% (90)	2.2% (40)	0.7% (12)	1779

<i>Question</i>	<i>Definitely Not</i>	<i>Probably Not</i>	<i>Maybe Not</i>	<i>I Don't Know</i>	<i>Maybe Yes</i>	<i>Probably Yes</i>	<i>Definitely Yes</i>	<i># of Students</i>
98. All in all, if you had it to do over again, would you enroll here?	1.3% (23)	2.3% (41)	2.8% (50)	4.4% (78)	9.6% (171)	29.9% (534)	49.7% (887)	1784

### Demographics

<i>99. Gender</i>	<i>Count</i>	<i>%</i>
Female	1061	59.7
Male	715	40.3
Number of Students	1776	

<i>100. Age</i>	<i>Count</i>	<i>%</i>
18 and under	139	7.8
19 to 24	645	36.3
25 to 34	408	23.0
35 to 44	226	12.7
45 and over	359	20.2
Number of Students	1777	

<i>101. Ethnicity/Race</i>	<i>Count</i>	<i>%</i>
African American or Black	51	2.9
American Indian or Alaskan Native	7	0.4
Asian or Pacific Islander	543	30.8
Caucasian/White	639	36.3
Hispanic	263	14.9
Other	134	7.6
Prefer not to respond	124	7.0
Number of Students	1761	

<i>102. Current Enrollment Status</i>	<i>Count</i>	<i>%</i>
Day	1154	65.3
Evening	591	33.5
Weekend	21	1.2
Number of Students	1766	

<b>103. Current Class Load</b>	<b>Count</b>	<b>%</b>
Full-time	853	48.4
Part-time	910	51.6
Number of Students	1763	

<b>104. Class Level</b>	<b>Count</b>	<b>%</b>
1 or less	518	29.8
2	572	32.9
3	259	14.9
4 or more	390	22.4
Number of Students	1739	

<b>105. Current GPA</b>	<b>Count</b>	<b>%</b>
No credits earned	171	9.9
1.99 or below	34	2.0
2.0 – 2.49	131	7.6
2.5 – 2.99	298	17.2
3.0 – 3.49	433	25.0
3.5 or above	662	38.3
Number of Students	1729	

<b>106. Educational Goal</b>	<b>Count</b>	<b>%</b>
Associate Degree	347	19.7
Vocational/technical program	46	2.6
Transfer to another institution	847	48.0
Certification (initial or renewal)	102	5.8
Self-improvement/pleasure	166	9.4
Job-related training	100	5.7
Other	155	8.8
Number of Students	1763	

<b>107. Employment</b>	<b>Count</b>	<b>%</b>
Full-time off campus	470	26.8
Part-time off campus	535	30.6
Full-time on campus	29	1.7
Part-time on campus	70	4.0
Not employed	647	37.0
Number of Students	1751	

<b>108. Current Residence</b>	<b>Count</b>	<b>%</b>
Residence hall	470	0.2
Own house	535	22.0
Rent room or apartment off campus	29	31.2
Parent's home	70	38.3
Other	647	8.2
Number of Students	1742	

<b>109. Residence Classification</b>	<b>Count</b>	<b>%</b>
In-state	1682	95.9
Out-of-state	8	0.5
International (not U.S. citizen)	64	3.6
Number of Students	1754	

<b>110. Disabilities</b>	<b>Count</b>	<b>%</b>
Yes	142	8.0
No	1623	92.0
Number of Students	1765	

<b>111. Institutional Choice</b>	<b>Count</b>	<b>%</b>
1 <sup>st</sup> choice	1281	72.7
2 <sup>nd</sup> choice	350	19.9
3 <sup>rd</sup> choice or lower	131	7.4
Number of Students	1762	

<b>112. The highest level of education by either one of my parents is:</b>	<b>Count</b>	<b>%</b>
Elementary	134	7.6
High school graduate	377	21.3
Some college, but no degree	336	19.0
Associate's degree (2-year degree)	163	9.2
Bachelor's degree (4-year degree)	464	26.2
Graduate or professional degree	299	16.9
Number of Students	1773	