

**Noel-Levitz Student Satisfaction Inventory**  
**Ranked Responses**  
**Conducted May 2010 (n= 1,810)**

Note: Responses are ranked according to levels of satisfaction only (excluding levels of importance). The 7-point satisfaction scale includes the following:

1 Not Satisfied At All	2 Not Very Satisfied	3 Somewhat Satisfied	4 Neutral	5 Somewhat Satisfied	6 Satisfied	7 Very Satisfied
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Question	Satisfied	Neutral	Dissatisfied
68. On the whole, the campus is well-maintained	88.7	6.9	4.4
51. There are convenient ways of paying my school bill	87.3	8.6	4.1
43. Class change (drop/add) policies are reasonable	86.2	8.2	5.7
58. Nearly all of the faculty are knowledgeable in their fields	86.0	8.0	5.9
70. I am able to experience intellectual growth here	85.9	8.4	5.7
35. Policies and procedures regarding registration and course selection are clear and well-publicized	84.7	8.7	6.5
31. The campus is safe and secure for all students	84.2	10.4	5.4
66. Program requirements are clear and reasonable	84.0	10.0	6.1
97. Rate your overall satisfaction with your experience here thus far	83.9	8.1	8.0
45. This institution has a good reputation within the community	83.6	12.6	3.8
18. The quality of instruction I receive in most of my classes is excellent	83.4	7.9	8.7
60. Billing policies are reasonable	83.3	11.5	5.2
26. Library staff are helpful and approachable	83.1	12.9	4.1
61. Faculty are usually available after class and during office hours	82.9	9.7	7.4
62. Bookstore staff are helpful	82.8	10.1	7.1
36. Students are made to feel welcome on this campus	82.6	11.7	5.6
81. Satisfaction that campus demonstrates commitment to Part-time students	82.3	10.8	6.8
42. The equipment in the lab facilities is kept up to date	82.2	12.0	5.8
28. It is an enjoyable experience to be a student on this campus	81.8	10.9	7.3

<b>Question</b>	<b>Satisfied</b>	<b>Neutral</b>	<b>Dissatisfied</b>
86. Satisfaction that campus demonstrates commitment to Students with disabilities	81.3	14.2	4.5
29. Faculty are fair and unbiased in their treatment of individual students	81.2	10.6	8.2
14. Library resources and services are adequate	81.0	12.7	6.3
82. Satisfaction that campus demonstrates commitment to Evening students	80.6	8.9	10.5
83. Satisfaction that campus demonstrates commitment to Older, returning learners	80.6	10.9	8.5
34. Computer labs are adequate and accessible	80.3	10.2	9.5
3. The quality of instruction in the vocational/technical programs is excellent	79.7	12.8	7.5
27. The campus staff are caring and helpful	79.4	14.8	5.8
41. Admissions staff are knowledgeable	78.1	14.6	7.3
53. The assessment and course placement procedures are reasonable	78.1	14.2	7.8
2. Faculty care about me as an individual	77.6	13.0	9.4
64. Nearly all classes deal with practical experiences and applications	77.4	14.9	7.6
21. There are a sufficient number of study areas on campus	77.2	11.0	11.8
23. Faculty are understanding of students unique life circumstances	76.4	13.0	10.6
69. There is a good variety of courses provided on this campus	76.3	10.3	13.5
37. Faculty take into consideration student differences as they teach a course	76.1	15.4	8.5
84. Satisfaction that campus demonstrates commitment to Under-represented populations	75.9	18.3	5.8
5. The personnel involved in registration are helpful	75.3	13.1	11.7
56. The business office is open during hours which are convenient for most students.*	74.9	14.9	10.2
15. I am able to register for classes I need with few conflicts	74.8	8.3	16.8
46. Faculty provide timely feedback about student progress in a course	74.1	14.0	12.0
22. People on this campus respect and are supportive of each other	73.7	16.8	9.5

<b>Question</b>	<b>Satisfied</b>	<b>Neutral</b>	<b>Dissatisfied</b>
24. Parking lots are well-lighted and secure	73.1	11.4	15.6
85. Satisfaction that campus demonstrates commitment to Commuters	72.8	16.3	10.9
57. The business office is open during hours which are convenient for most students	72.8	18.1	9.1
55. Academic support services adequately meet the needs of students	72.0	18.1	9.9
40. My academic advisor is knowledgeable about the transfer requirements of other schools	71.2	14.7	14.1
8. Classes are scheduled at times that are convenient for me	70.9	9.5	19.6
32. My academic advisor is knowledgeable about my program requirements	70.5	12.6	16.9
54. Faculty are interested in my academic problems	70.5	17.8	11.7
59. New student orientation services help students adjust to college	70.5	21.7	7.8
49. Admissions counselors respond to prospective students unique needs and requests	70.3	19.7	10.0
63. I seldom get "the run-around" when seeking information on this campus	69.8	17.5	12.6
52. This school does whatever it can to help me reach my educational goals	69.8	18.4	11.8
38. The student center is a comfortable place for students to spend their leisure time	69.4	19.4	11.3
6. My academic advisor is approachable	69.3	15.9	14.8
33. Admissions counselors accurately portray the campus in their recruiting practices	68.8	22.2	9.0
20. Financial aid counselors are helpful	68.6	18.6	12.8
48. Counseling staff care about students as individuals	68.1	17.1	14.7
50. Tutoring services are readily available	67.4	20.9	11.7
12. My academic advisor helps me set goals to work toward	67.3	16.3	16.4
1. Most students feel a sense of belonging here	67.2	21.1	11.7
47. There are adequate services to help me decide upon a career	67.1	20.5	12.4
25. My academic advisor is concerned about my success as an individual	67.0	17.3	15.7
16. The college shows concern for students as individuals	66.1	19.8	14.0

<b>Question</b>	<b>Satisfied</b>	<b>Neutral</b>	<b>Dissatisfied</b>
7. Adequate financial aid is available for most students	63.4	18.2	18.3
13. Financial aid awards are announced to students in time to be helpful in college planning	63.0	22.2	14.8
30. The career services office provides students with the help they need to get a job	61.4	27.3	11.3
11. Security staff respond quickly in emergencies	61.1	29.2	9.7
65. Students are notified early in the term if they are doing poorly in a class	60.8	15.9	23.3
39. The amount of student parking space on campus is adequate	60.0	10.2	29.8
44. I generally know what's happening on campus	59.2	23.2	17.6
19. This campus provides effective support services for displaced homemakers	57.5	32.6	9.9
67. Channels for expressing student complaints are readily available	57.0	22.7	20.4
4. Security staff are helpful	56.6	25.7	17.7
17. Personnel in the Veterans Services program are helpful	56.6	37.5	5.9
9. Internships or practical experiences are provided in my degree/certificate program	53.1	23.8	23.1
10. Child care facilities are available on campus	48.8	40.3	10.8