

STUDENT SATISFACTION INVENTORY Selected Questions for 2016-17 Administration

	Selected Questions for 2010-17 Administration	
Level of importance 1 - Not important at all 2 - Not very important 3 - Somewhat unimportant 4 - Neutral 5 - Somewhat important 6 - Important 7 - Very important N/A - Does not apply	Items 1-50 have two rating scales students fill out: Importance and Satisfactio	Level of satisfaction 1 - Not satisfied at all 2 - Not very satisfied 3 - Somewhat dissatisfied 4 - Neutral 5 -Somewhat satisfied 6 - Satisfied 7 - Very satisfied N/A - Not available/not used
	My academic advisor is knowledgeable about my	
	program requirements.	
	My academic advisor is knowledgeable about the transfer requirements of other schools.	
	My academic advisor is available when I need help.	
	I receive ongoing feedback about progress toward my academic goals.	
	My advisor helps me apply my program of study to career goals.	
	Library resources and services are adequate.	
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	Computer labs are adequate and accessible.	
	The equipment in the lab facilities is kept up to date.	
	Tutoring services are readily available.	
	Counseling services are available if I need them.	
	There are adequate services to help me decide upon a career.	
	This campus provides online access to services I need.	
	The assessment and course placement procedures are reasonable.	
	Financial aid awards are announced in time to be helpful in college planning.	
	Admissions counselors accurately portray program offerings in their recruiting practices.	
	Admissions staff provide personalized attention prior to enrollment.	
	Financial aid counseling is available if I need it.	
	This institution helps me identify resources to finance my education.	
	I seldom get the "run-around" when seeking information	
	on this campus. The campus staff are caring and helpful	
	The campus staff are caring and helpful.	
	On the whole, the campus is well-maintained.	
	Tuition paid is a worthwhile investment.	
	Faculty are fair and unbiased in treatment of individual	
	students.	
	The quality of instruction I receive in most of my classes is excellent.	

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	Faculty provide timely feedback about my academic	
	progress.	
	Faculty are usually available to students outside of	
	class (during office hours, by phone, or by e-mail).	
	Most classes deal with practical experiences and	
	applications.	
	There are sufficient courses within my program of study	
	available each term.	
	Faculty use a variety of technology and media in the	
	classroom.	
	I am able to register for classes I need with few	
	conflicts.	
	I am able to take care of college-related business at	
	times that are convenient for me.	
	Classes are scheduled at times that are convenient for	
	me.	
	There are convenient ways of paying my school bill.	
	Registration processes and procedures are convenient.	
	The campus is safe and secure for all students.	
	Security staff respond quickly to calls for assistance.	
	Parking lots are well-lighted and secure.	
	The amount of student parking space on campus is	
	adequate.	
	Students are made to feel welcome here.	
	Administrators are available to hear students' concerns.	
	Transmodulators are available to mean eladerite contention	
	Items 41-50 – Local items	
	The New Student Orientation was helpful to prepare me	
	in starting college.	
	I can use MyLakerLink to complete all enrollment tasks	
	(registration, Financial Aid, Payments etc.)	
	I am aware of whom to contact for questions about	
	programs and services.	
	This institution responds quickly to my requests for	
	information.	
	Personalized attention prior to enrollment was a factor	
	in my decision to enroll at Southwestern.	
	in my decision to emon at Southwestern.	
	Writing contar convices are readily evallable	
	Writing center services are readily available.	
	Financial Aid advisors are helpful.	
	Student First Stop Center staff are helpful.	
	I have access to the academic support I need to be	
	successful.	
	I have changed my major and/or career goals since my	
	first term of enrollment.	
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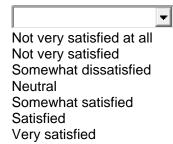
Level of importance only scale students respond to (1-7, N/A)	Enrollment Factor Items – rate on one scale	
	Cost as factor in decision to enroll.	
	Financial assistance as factor in decision to enroll.	
	Academic reputation as factor in decision to enroll.	
	Future Career opportunities	
	Personal recommendations as factor in decision to enroll.	
	Distance from campus as factor in decision to enroll.	
	Information on the campus Web site as factor in decision to enroll.	
	Campus visits as factor in decision to enroll.	

Summary Questions

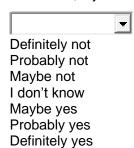
1. So far, how has your college experience met your expectation		
	-	
Much worse than I expected		
Quite a bit worse than I expected		
Worse than I expected		
About what I expected		

Better than I expected
Quite a bit better than I expected
Much Better than I expected

2. Rate your overall satisfaction with your experience here thus far.



3. All in all, if you had to do it over again, would you enroll here?



Local questions:

- 4. My preferred method of communication is:
 - a. Email
 - b. US Mail
 - c. Text
 - d. In Person
 - e. Social Media
 - f. MyLakerLink
 - 5. My preferred course delivery method is:
 - a. Fully online
 - b. Face to face
 - c. Weekends
 - d. Evenings
 - e. Hybrid (Face to face with an online component)
 - f. Combination of the above

(Demographics) We get to choose 2 additional items!#16-17)

(Demographics) We get to ch	oose
1. Gender	
Female Male	
2. Age	
-	
24 or under	
25 to 34	
35 to 44	
45 or over	
3. Ethnicity/Race	
	-
African American	
American Indian or Alaska Native	
Asian or Pacific Islander	
Caucasian/White	
Hispanic Other Base	
Other Race Prefer not to respond	
Freier not to respond	
4. Primary Enrollment Status	
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Day	
Evening	
Weekend	

5. Current Class Load Full-time Part-time 6. Class Level First year undergraduate Second year undergraduate Third year undergraduate Fourth year undergraduate Special student Graduate/Professional Other class level 7. Current GPA \blacksquare No credits earned 1.99 or below 2.0 - 2.492.5 - 2.993.0 - 3.493.5 or above 8. Current Educational Goal \blacksquare Associate degree Vocational/Technical program Transfer to another institution Bachelor's degree Master's degree Doctorate or professional degree Certification (initial or renewal) Self-improvement/pleasure Job-related training Other educational goal 9. Employment Full-time off campus Part-time off campus

Full-time on campus Part-time on campus Not employed

10. Current Residence
Residence Hall Own house Rent room or apt off campus Parent's home Other
11. Residence Classification
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In-state Out-of-state International (not a U.S. citizen)
12. When I entered this institution, it was my
1 st choice 2 nd choice 3 rd choice or lower
13. Do you plan to transfer to another institution? Yes No
14. Membership(s) in campus organizations, including athletics
None One or two Three or four Five or more
15. My primary source for paying my tuition and fees is Scholarships Financial Aid Family contributions Self-support Other

Local questions:

16.	My	preferred	method	of	communication	is:
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Email

US Mail

Text

In Person

Social Media

MyLakerLink

17. My preferred course delivery method is:



Fully online

Fact to face

Weekends

Evenings

Hybrid (Face to face with an online component)

Combination of the above

18. Selection of Program/Major:



Local list of programs/majors

Art/Music

Business, Econ/Accounting

Computer Sci, Info Systems

Criminal Justice

Culinary, Baking/Pastry

Education or Early Childhood

Emergency Services, Fire Science

Engineering

English, Humanities

Forestry, Natural Resources

Health-related or Dental

Nursing

Biology, Geology

Chemistry, Physics

Psych, Sociology, Anthropology

Welding

Transfer degree (AAOT, AGS, OTM)

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Final Thoughts....

19.	How likely is it that you would recommend our institution to a friend or colleague?
0	0 - Not at all likely
0	1
0	2
0	3
0	4
0	5 - Neutral
0	6
0	7
0	8
0	9
0	10 - Extremely likely
20.	Please enter any comments you would like to share with this institution.
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