

STUDENT SATISFACTION INVENTORY
Selected Questions for 2016-17 Administration

<p>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</p>	<p><i>Items 1-50 have two rating scales students fill out: Importance and Satisfactio</i></p>	<p>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</p>
	<i>My academic advisor is knowledgeable about my program requirements.</i>	
	<i>My academic advisor is knowledgeable about the transfer requirements of other schools.</i>	
	<i>My academic advisor is available when I need help.</i>	
	<i>I receive ongoing feedback about progress toward my academic goals.</i>	
	<i>My advisor helps me apply my program of study to career goals.</i>	
	<i>Library resources and services are adequate.</i>	
	<i>Computer labs are adequate and accessible.</i>	
	<i>The equipment in the lab facilities is kept up to date.</i>	
	<i>Tutoring services are readily available.</i>	
	<i>Counseling services are available if I need them.</i>	
	<i>There are adequate services to help me decide upon a career.</i>	
	<i>This campus provides online access to services I need.</i>	
	<i>The assessment and course placement procedures are reasonable.</i>	
	<i>Financial aid awards are announced in time to be helpful in college planning.</i>	
	<i>Admissions counselors accurately portray program offerings in their recruiting practices.</i>	
	<i>Admissions staff provide personalized attention prior to enrollment.</i>	
	<i>Financial aid counseling is available if I need it.</i>	
	<i>This institution helps me identify resources to finance my education.</i>	
	<i>I seldom get the "run-around" when seeking information on this campus.</i>	
	<i>The campus staff are caring and helpful.</i>	
	<i>On the whole, the campus is well-maintained.</i>	
	<i>Tuition paid is a worthwhile investment.</i>	
	<i>Faculty are fair and unbiased in treatment of individual students.</i>	
	<i>The quality of instruction I receive in most of my classes is excellent.</i>	

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

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<i>Level of importance only scale students respond to (1-7, N/A)</i>	<i>Enrollment Factor Items – rate on one scale</i>	
	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 expectations?

- 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.

- Not very satisfied at all
- Not very satisfied
- Somewhat dissatisfied
- Neutral
- Somewhat satisfied
- Satisfied
- Very satisfied

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

- Definitely not
- Probably not
- Maybe not
- I don't know
- Maybe yes
- Probably yes
- Definitely yes

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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)*

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 Race
- Prefer not to respond

4. Primary Enrollment Status

- Day
- Evening
- Weekend

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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

No credits earned
1.99 or below
2.0 – 2.49
2.5 – 2.99
3.0 – 3.49
3.5 or above

8. Current Educational Goal

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

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10. Current Residence

- Residence Hall
- Own house
- Rent room or apt off campus
- Parent's home
- Other

11. Residence Classification

- In-state
- Out-of-state
- International (not a U.S. citizen)

12. When I entered this institution, it was my

- 1st choice
- 2nd choice
- 3rd 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

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Local questions:

16. My preferred method of communication is:

- Email
- US Mail
- Text
- In Person
- Social Media
- MyLakerLink

17. My preferred course delivery method is:

- Fully online
- Face 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 - Not at all likely
- 1
- 2
- 3
- 4
- 5 - Neutral
- 6
- 7
- 8
- 9
- 10 - Extremely likely

20. Please enter any comments you would like to share with this institution.

