

Student Satisfaction Inventory Survey – Results and Actions

Prairie State College administered the Ruffalo Noel Levitz Student Satisfaction Inventory (SSI) survey during the 2016 Spring semester. Over 40 faculty volunteered to administer the survey during class time.

The SSI asks student to assess 50 items in terms of the level of importance they assign to the item and their satisfaction. This allows us to identify performance gaps and focus our energies on improving those areas that are most important to students. The survey also compares our results to national standards which provides a benchmark against which we can measure ourselves.

Approximately 870 students, enrolled in a variety of courses, completed the survey. The profile of the respondents was similar to the overall makeup of our students with one exception -- respondents over-represented full-time students. Sixty-two (62%) of the respondents were full-time, whereas 33% of students were full-time in Spring 2016.

An overview of the survey results is presented in the right-hand column. The results include areas of strengths and challenges, as well as areas in which we received satisfaction scores that were significantly higher and lower than the comparison group (see next page). Results to a few general satisfaction questions are also included in this Brief.

Two themes emerge from the strengths identified by the survey: faculty and respect for diversity. The *quality of instruction is excellent* and *faculty are usually available outside of the classroom* items received high importance and satisfaction. Second, student responses indicate that we *operate with integrity* and have a *respectful* campus climate where different *ethnic and racial groups are supported and get along well*. Additionally, classes seem to be *scheduled at convenient times*.

The survey results have been shared with various groups on campus, including the President and Cabinet, the Strategic Enrollment Management Committee, and the Student Affairs Leadership Team.

President Winfree and the Cabinet discussed the survey results, focusing on areas for improvement. Based on an analysis of the identified challenges, the responses to specific survey items, a comparison of our results to the national group, and considering resources, the following eight priorities will be addressed by the College:

SSI Results: Overview – Strengths

Strengths are defined as survey items that received high importance and high satisfaction scores.

- In general, faculty and staff demonstrate respect for students and each other.
- The campus is safe and secure for all students.
- Classes are scheduled at times that are convenient for me.
- The quality of instruction I receive in most of my classes is excellent.
- Faculty and staff support students of all racial and ethnic backgrounds.
- Students from various racial and ethnic backgrounds get along well.
- Students are made to feel welcome here.
- The college operated with integrity.
- Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).
- This campus provides online access to services I need.

SSI Results: Overview – Challenges

Challenges are defined as survey items that received high importance and low satisfaction scores.

- There are sufficient courses within my program of study available each term.
- My academic advisor is knowledgeable about my program requirements.
- Financial aid counselors are helpful.
- My advisor helps me apply my program of study to career goals.
- Students are notified early in the term if they are doing poorly in a class.
- My academic advisor is knowledgeable about transfer requirements of other schools.
- Faculty provide timely feedback about my academic progress.

Note:

Blue text = item is customized question; no comparison data available

Red text = item is significantly lower in satisfaction as compared with national comparison group

Green text = item is significantly higher in satisfaction as compared with national comparison group

1. Academic advising

Three questions on the survey indicated that this is an area needing attention. VP Thomas is taking the lead in researching best practices and working with advising and others on campus to identify and implement changes.

2. Faculty provide timely feedback

Student responses indicate that receiving feedback about their progress is important, but satisfaction with this is low. VP Hansel is taking the lead to work with faculty to address this student concern.

3. Online services

Survey results seem to indicate a need to improve our capabilities to provide students with the ability to access services and complete transactions online. VP Saban is working with IT and other offices to determine student-centered improvements to our online services and functions.

4. Sufficient courses offered

Having sufficient courses within a student's program of study available each term was targeted for improvement. VP Hansel is looking at internal options and working with external partners to offer students courses needed to complete their programs of study in a timely manner.

5. Equipment in lab facilities

Student responses indicate that another area for improvement is maintaining up-to-date equipment in our labs. VPs Hansel and Saban are working with faculty to identify needs and take action as appropriate.

6. Faculty use a variety of technology and media in the classroom

VPs Hansel and Saban are working with faculty to identify technology/media that faculty could/should/would like to use in the classroom and are working with IT as appropriate to address these needs within the IT strategic plan.

7. Tutoring services are readily available

VP Hansel is taking the lead to create a "centers" concept (writing/speaking/math centers) for tutoring and to move toward a supplemental instruction model.

8. Parking lots well lighted and secure

VP Saban is addressing this issue which impacts students feeling safe and secure on campus.

General Satisfaction

Fifty-four percent (54%) of students rated their overall satisfaction with PSC as *very satisfied* or *satisfied* (vs. 65% percent of the comparison group). Sixty percent (60%) of students would *definitely* or *probably* enroll again (vs. 73% of the comparison group).

SSI Results: Overview - Higher Satisfaction vs. National Community Colleges Comparison Group

- Classes are scheduled at times that are convenient for me.

SSI Results: Overview - Lower Satisfaction vs. National Community Colleges Comparison Group

- The campus is safe and secure for all students
- My academic advisor is knowledgeable about my program requirements.
- Tuition paid is a worthwhile investment.
- Registration processes and procedures are convenient.
- Students are made to feel welcome here.
- My academic advisor is knowledgeable about transfer requirements of other schools.
- Faculty provide timely feedback about my academic progress.
- On the whole, the campus is well-maintained.
- This campus provides online access to services I need.

Note:

The comparison group is comprised of 66,622 records and include only technical and community college students.

SSI Results: General Satisfaction with Experience at PSC

