

2016 Noel-Levitz Student Satisfaction Inventory Results Summary

Survey Administration

- o The Noel Levitz Student Satisfaction Inventory (SSI) is administered at TAMU-CC every two years (March and April of even-numbered years).
- o The survey, which is administered at participating institutions nationwide, includes questions related to the importance students give to certain institutional attributes and their satisfaction with these same attributes.
- o A random stratified sample of classrooms was selected. Each college of the university had the same proportion of students as their proportion of the class enrollment, in addition to similar proportions of upper level, lower level, and graduate courses. Students in the designated classes were offered the opportunity to participate in the survey.
- o 54 classes were designated to be a part of the random sample, and the professors in these courses were asked to participate.
- o 2000 students were enrolled in these classes, and 1,050 of these students participated in the survey.
- o The participation rate was 52%. This was far less than the 2012 participation rate of 73%.

Demographics

Gender	<i>Survey Respondents</i>	<i>Campus Population</i>
Male	36%	39%
Female	64%	61%

Ethnicity	<i>Survey Respondents</i>	<i>Campus Population</i>	Class Level	<i>Survey Respondents</i>	<i>Campus Population</i>
White	39%	43%	Freshmen	7%	17%
Hispanic	41%	42%	Sophomore	15%	17%
African American	4%	5%	Junior	20%	19%
No Response	3%	1%	Senior	32%	26%
Other	13%	9%	Graduate	23%	18%
			Other	3%	3%

Strengths

Strengths are items where our scores indicated the item was of both of high importance and rated high satisfaction. In the list of strengths below, the green font indicates items where our scores were significantly higher than our comparison group. Our comparison group is all 4-year public institutions that administer the SSI.

- My academic advisor provides me with accurate information about my degree requirements.
- I had the opportunity to become familiar with the Degree Works online program.
- I know who my academic advisor is.
- When I have a scheduled appointment with my advisor, I am seen on time.
- My academic advisor is knowledgeable about requirements in my major.
- The content of the courses within my major is valuable.
- My academic advisor is knowledgeable about where to obtain other resources available on campus.
- The instruction in my major field is excellent.
- The campus is safe and secure for all students.
- My academic advisor is approachable.
- Nearly all of the faculty are knowledgeable in their field.
- I am able to experience intellectual growth here.
- Faculty are usually available after class and during office hours.
- On the whole, the campus is well maintained.
- Computer labs are adequate and accessible.
- This institution has a good reputation within the community.
- Class change (drop/add) policies are reasonable.
- Students are made to feel welcome on this campus.
- Freedom of expression is protected on campus.

Challenges

Challenges are items where our scores indicated the item was of high importance and rated low satisfaction. In the list of challenges below, the red font indicates items where our scores were significantly lower than our comparison group.

- I am able to register for classes I need with few conflicts.
- The amount of student parking space on campus is adequate.
- The quality of instruction I receive in most of my classes is excellent.
- Tuition paid is a worthwhile investment.
- Faculty are fair and unbiased in their treatment of individual students.
- Faculty provide timely feedback about student progress in a course.
- Security staff respond quickly in emergencies.
- My academic advisor is concerned about my success as an individual.
- Financial aid awards are announced to students in time to be helpful in college planning.
- Adequate financial aid is available for most students.
- Parking lots are well-lighted and secure.

- There are adequate services to help me decide upon a career.
- This institution shows concern for students as individuals.
- Faculty take into consideration student differences as they teach a course.

Satisfaction Score Comparison to National Results

Higher Satisfaction vs. National Four-Year Publics

- The campus is safe and secure for all students.
- My academic advisor is approachable.
- On the whole, the campus is well-maintained.
- The campus staff are caring and helpful.
- It is an enjoyable experience to be a student on this campus.
- This institution has a good reputation within the community.
- Class change (drop/add) policies are reasonable.
- Students are made to feel welcome on this campus.

Lower Satisfaction vs. National Four-Year Publics

- The amount of student parking space on campus is adequate.
- Tuition paid is a worthwhile investment.
- Adequate financial aid is available for most students.

One Importance Score of Note

We only had one score on the importance of the item that merited a mention. This means the other importance scores of our students were in the national average range.

Higher Importance vs National Four-Year Publics

- The amount of student parking space on campus is adequate.

Trends

The last time this survey was done was in 2012. The information below indicates 2016 items that rated higher or lower than 2012.

Higher Satisfaction than in 2012

- I had the opportunity to become familiar with the Degree Works online program.
- My academic advisor is knowledgeable about requirements in my major.
- My academic advisor is approachable.
- My academic advisor is concerned about my success as an individual.
- Admissions staff are knowledgeable.

Lower Satisfaction than in 2012

- The campus is safe and secure for all students.
- The amount of student parking space on campus is adequate.
- Parking lots are well-lighted and secure.

Higher Importance than in 2012

- I had the opportunity to become familiar with the Degree Works online program.

Please Contact Katharine Mason in Planning & Institutional Research at 361-825-2242 for details of this survey.