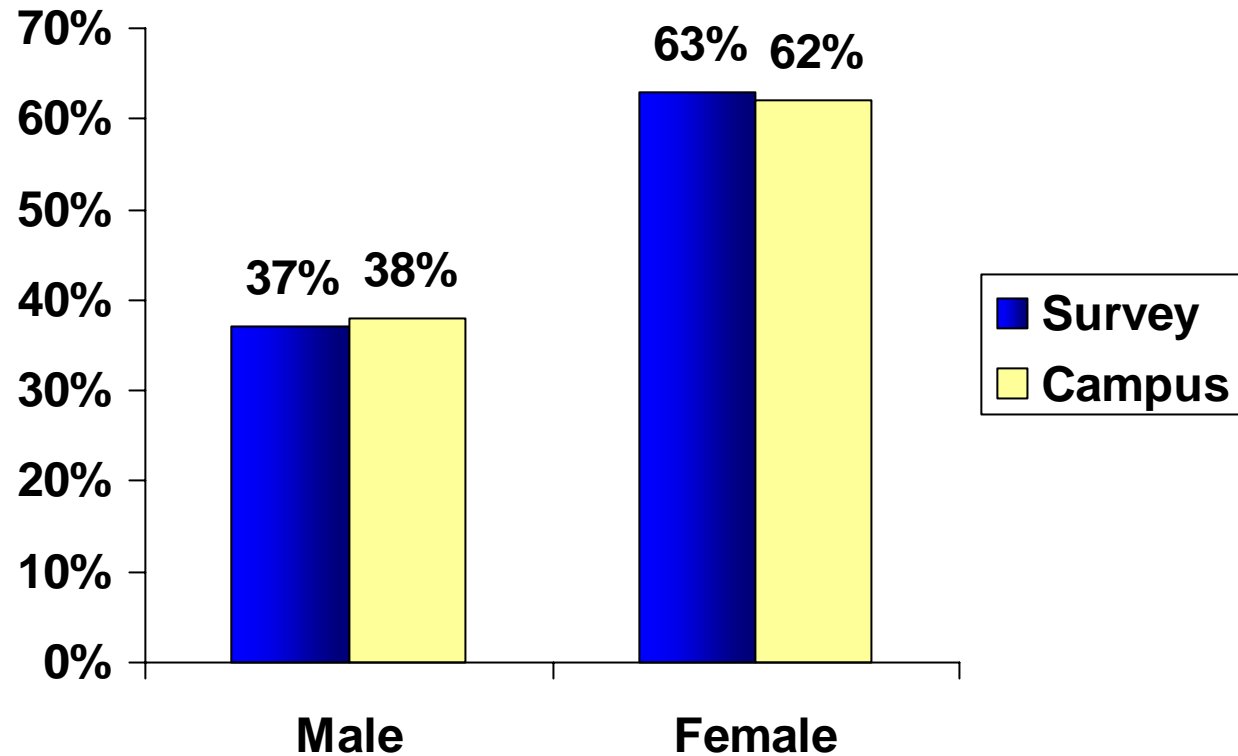


**Noel Levitz Student
Satisfaction Inventory
Results
Spring 2008**

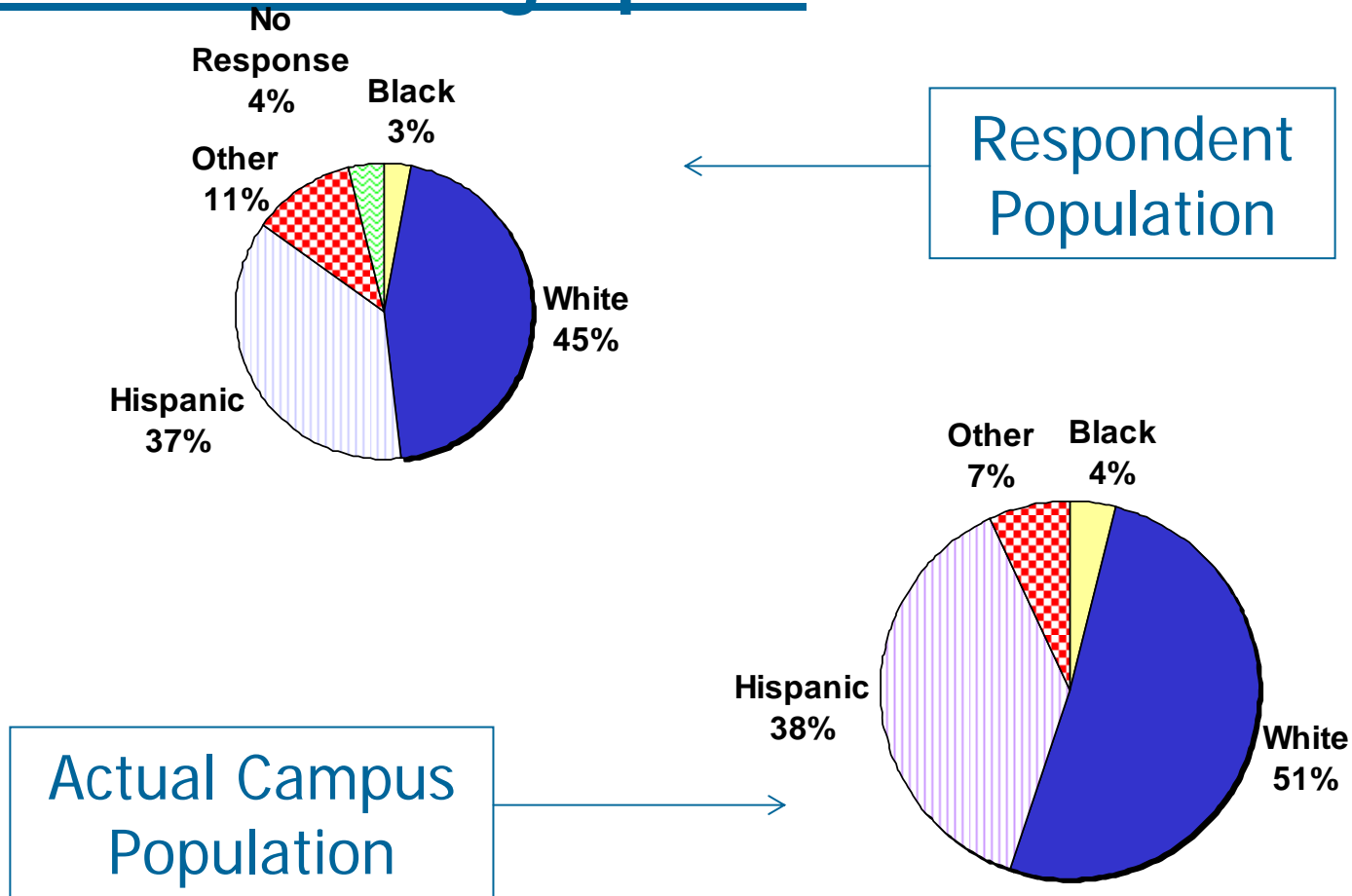
Administration

- Survey administration: March & April in even years.
- Administered to a stratified random sample of currently enrolled students in campus classrooms.
- 30 classes participated in the 2008 survey
- 1,158 students were enrolled in these classes
- 778 students participated in the survey
- Rate of Participation = 67%

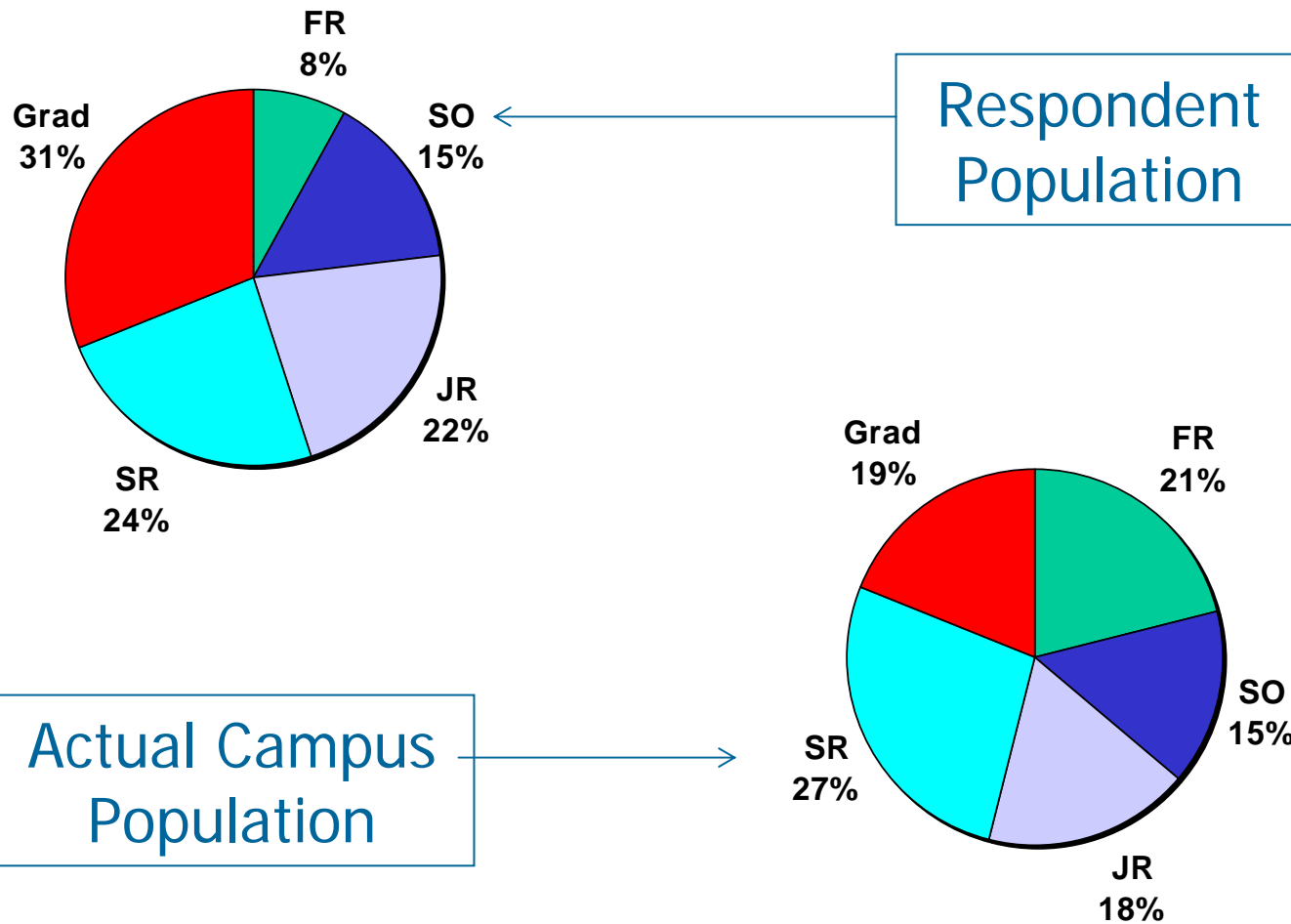
Demographics



Additional Demographics

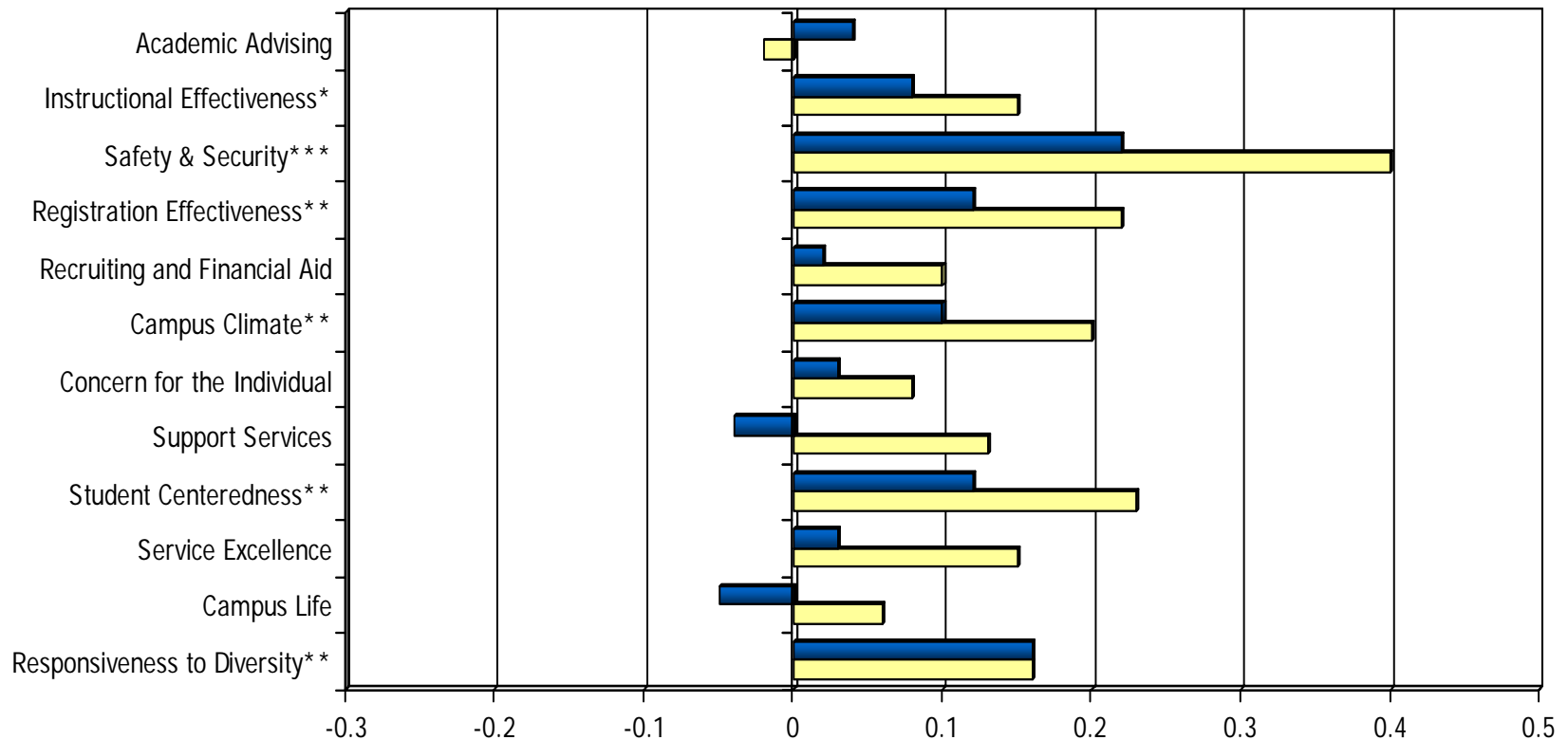


Additional Demographics

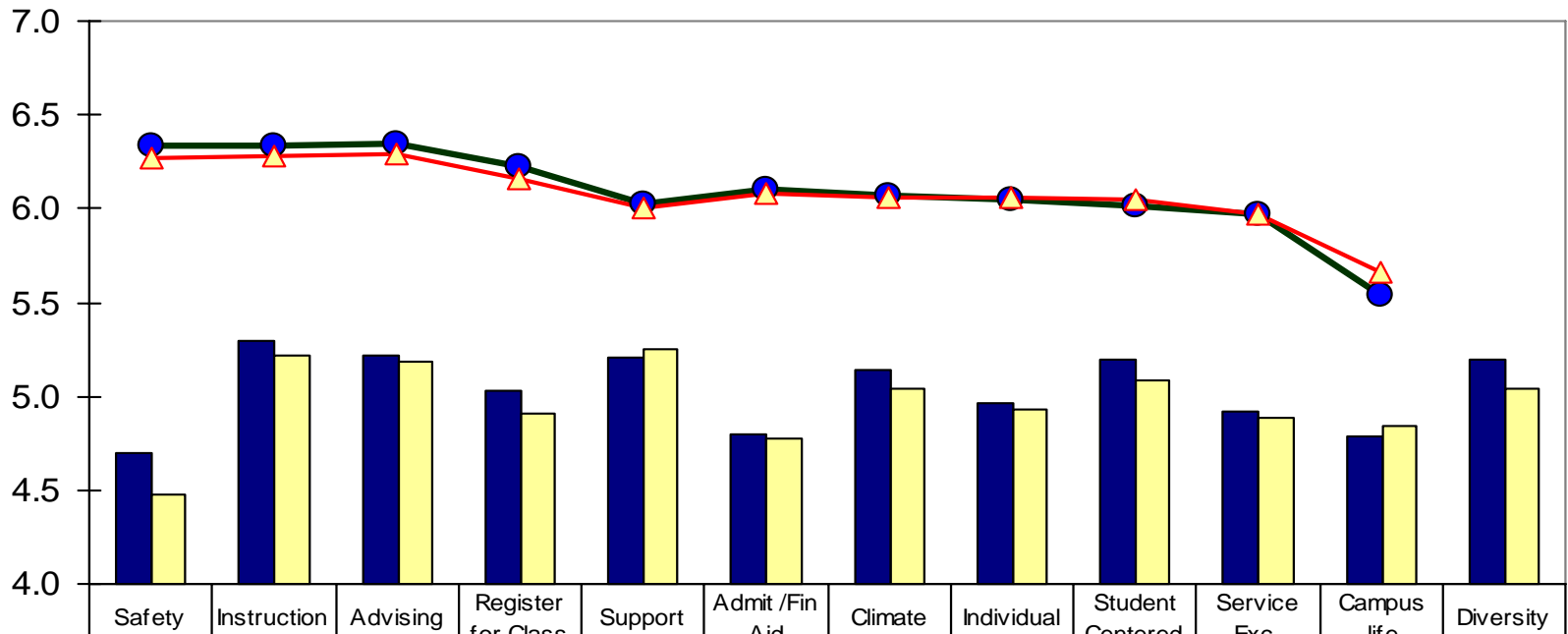


Overall Results: In order of 2008 Rating of Importance

TAMUCC 2006 & 2008 Results as compared to National Group



2008 Results: Satisfaction Levels Compared to Importance: 7 Point Scale



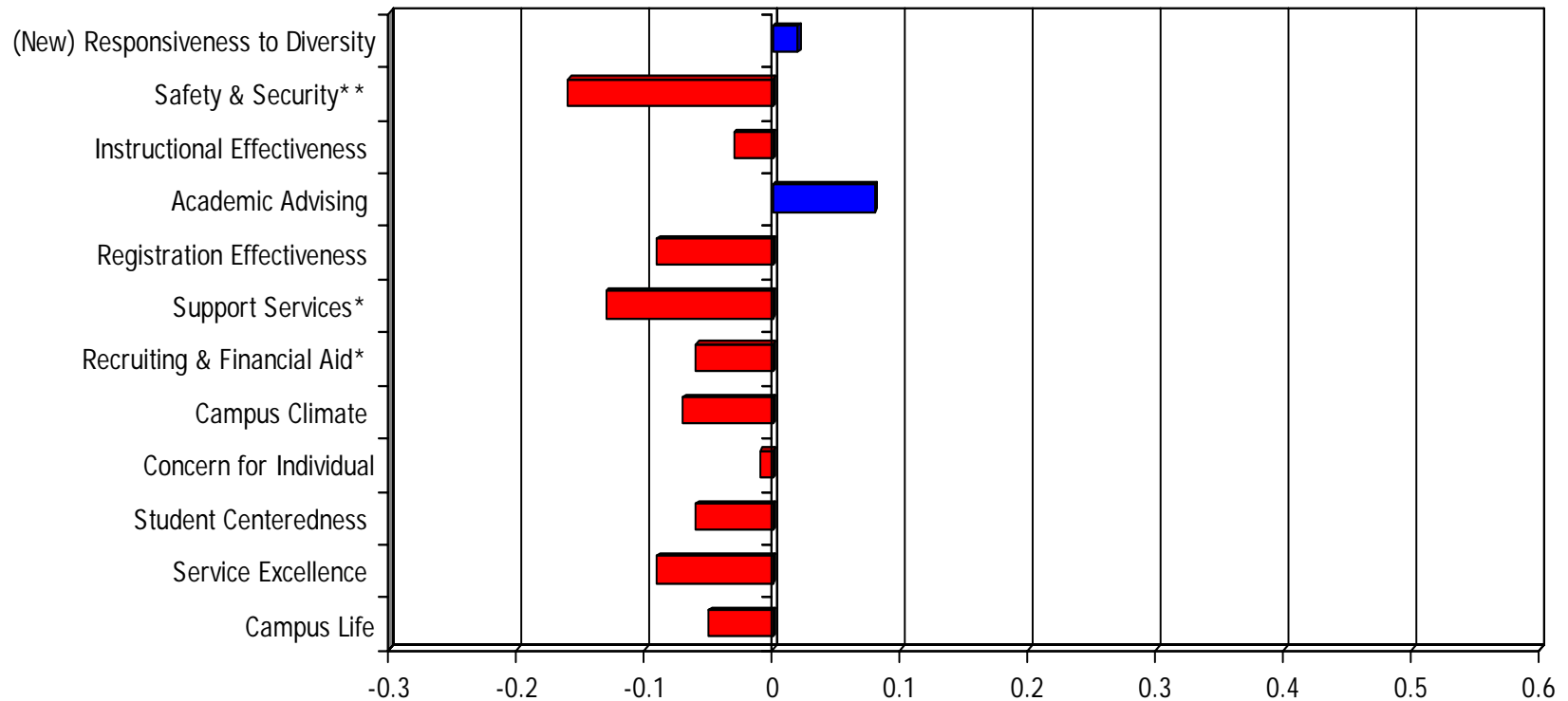
■ TAMUCC Satis.	4.70	5.30	5.22	5.03	5.21	4.80	5.14	4.96	5.20	4.92	4.79	5.2
■ National Satis.	4.48	5.22	5.18	4.91	5.25	4.78	5.04	4.93	5.08	4.89	4.84	5.04
● TAMUCC Import.	6.34	6.34	6.35	6.23	6.03	6.10	6.07	6.05	6.02	5.97	5.54	
▲ Nat'l. Import.	6.27	6.28	6.29	6.16	6.00	6.08	6.06	6.06	6.05	5.97	5.66	

Scale range:

7= high importance/very satisfied to 1= no importance/very dissatisfied.

Overall Results:

(Change in overall TAMUCC satisfaction score from 2006 to 2008)



How to interpret the results reported in this presentation:

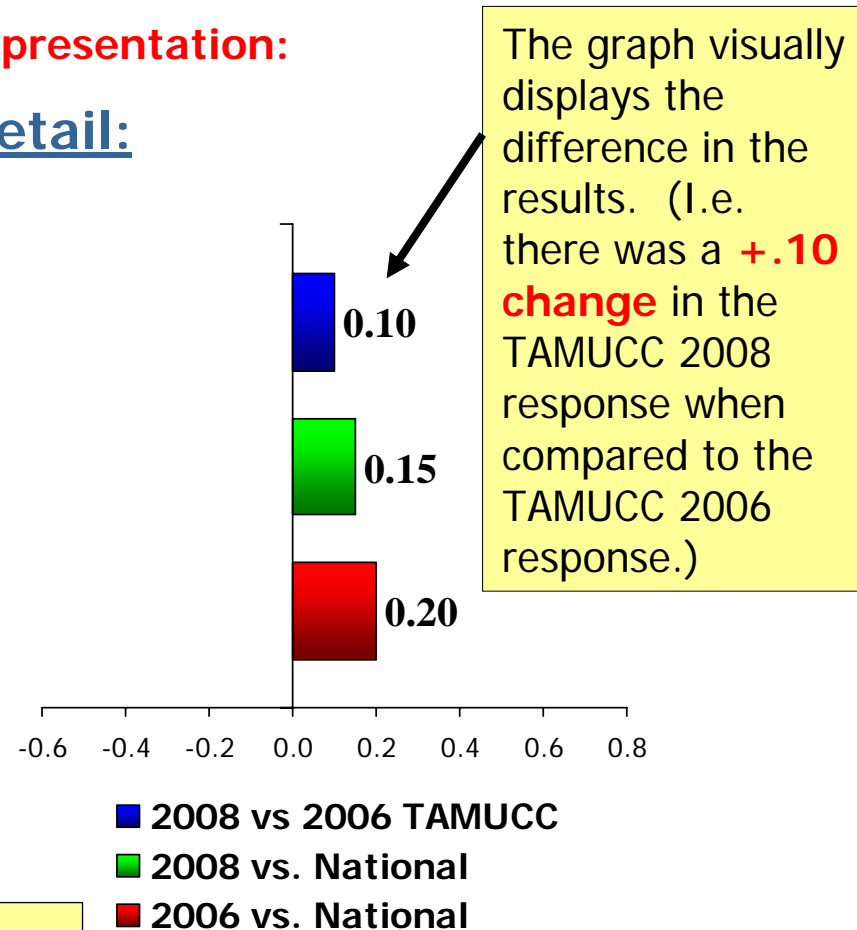
Instrument Scale ~ Item by Item Detail:

Results= self-reported student satisfaction levels.

- Individual Item noted here.
- **Statistical Significance***:
 - vs Ourselves .05
 - vs National '08 .05
 - vs National '06



***Statistical significance** identifies if the change in the results from 2006 to 2008 was 'true', and not due to chance. Meaning, that if the significance = .05, then that means 95 out 100 times you would most likely report the same change in results.



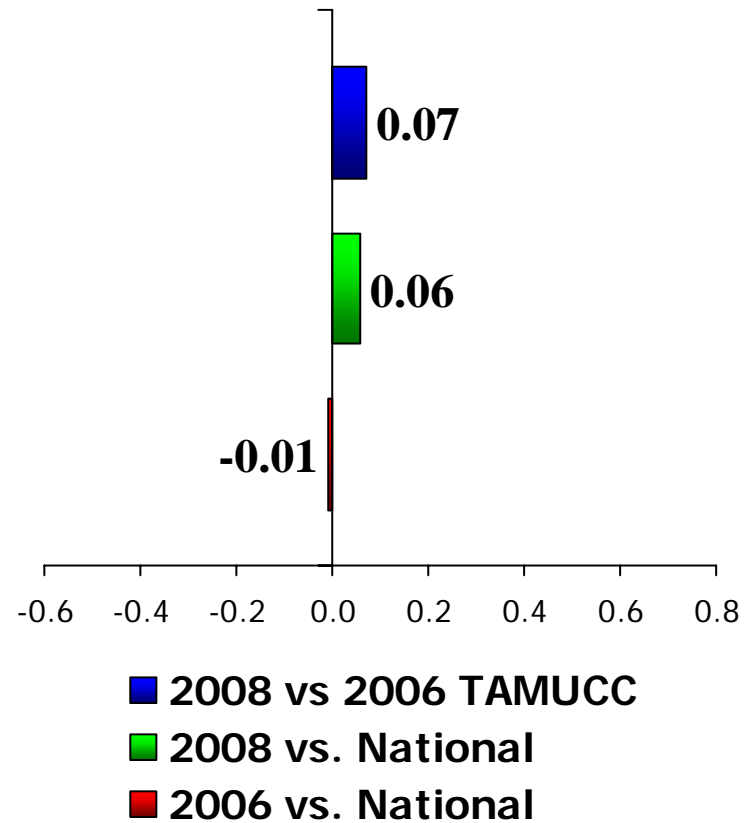
Academic Advising Scale

Academic Advising Scale ~ Item by Item Detail:

- My academic advisor is knowledgeable about requirements in my major

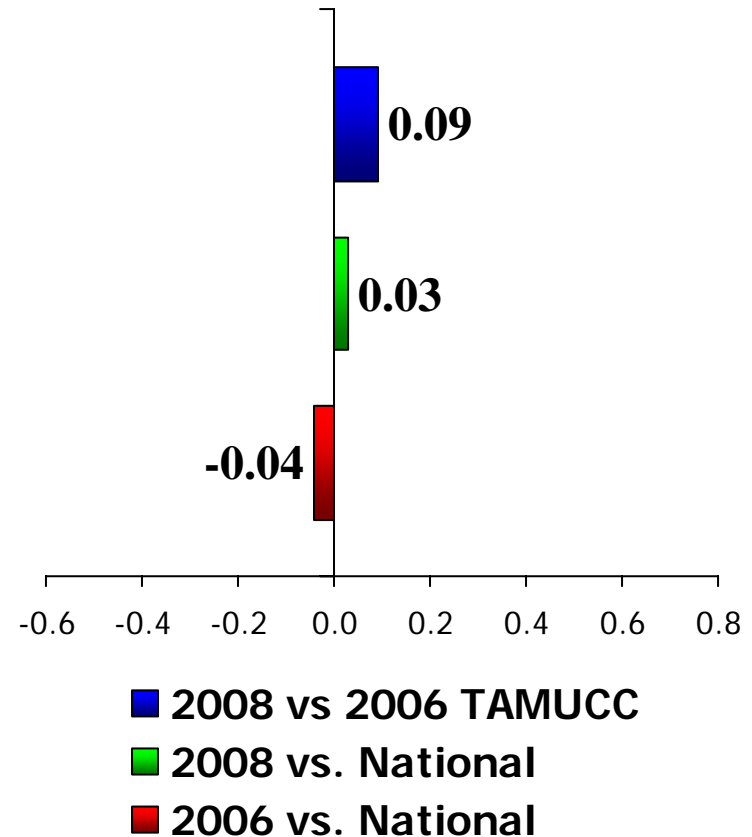
- **Statistical Significance:**

- vs Ourselves
- vs National '08
- vs National '06



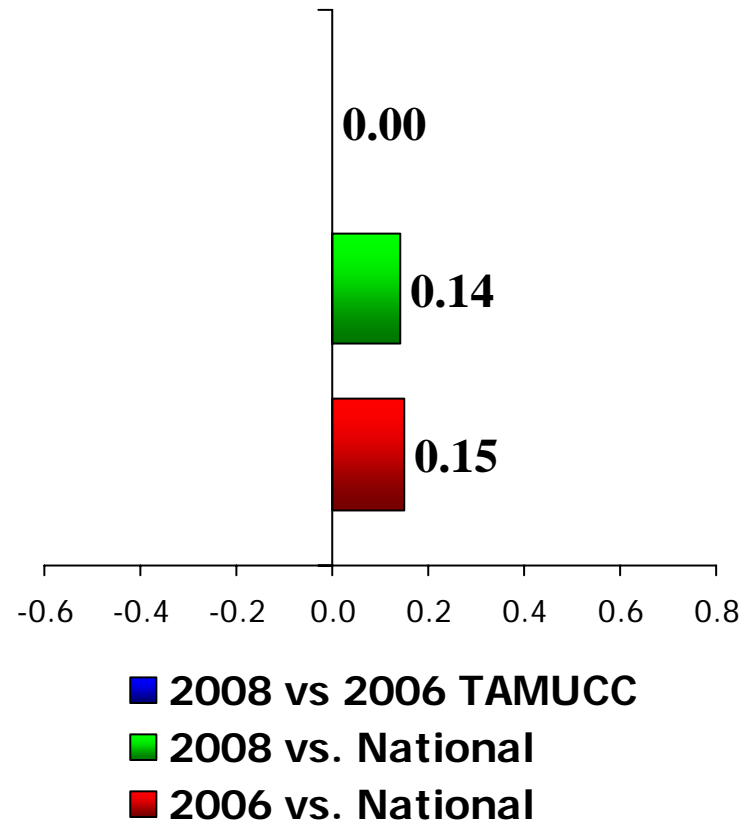
Academic Advising Scale ~ Item by Item Detail:

- My academic advisor is approachable
- **Statistical Significance:**
 - vs Ourselves
 - vs National '08
 - vs National '06



Academic Advising Scale ~ Item by Item Detail:

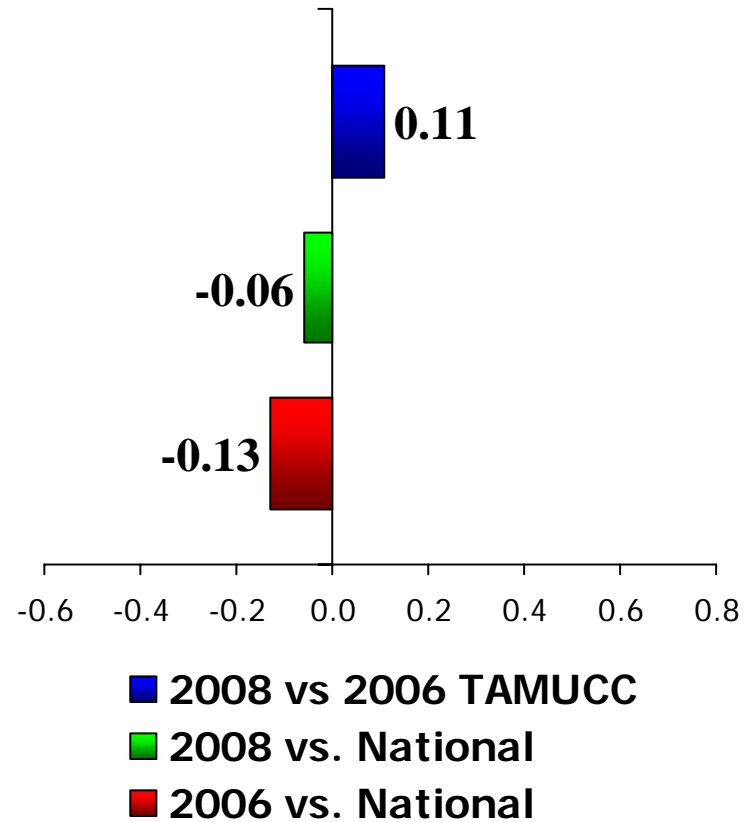
- Major requirements are clear and reasonable
- **Statistical Significance:**
 - vs Ourselves
 - vs National '08 .01
 - vs National '06 .01



Academic Advising Scale ~ Item by Item Detail:

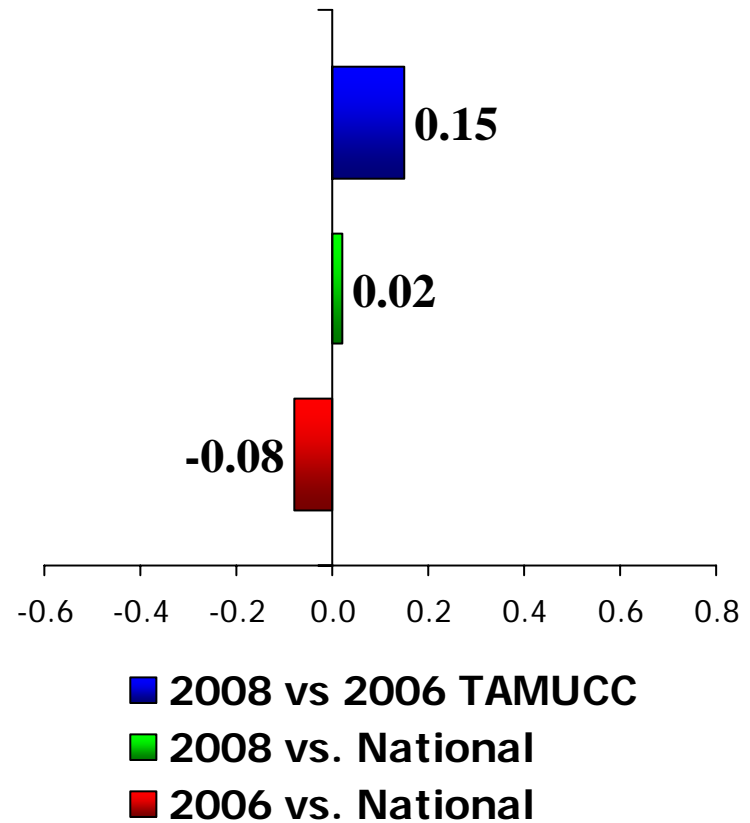
- My academic advisor is concerned about my success as an individual

- **Statistical Significance:**
 - vs Ourselves
 - vs National '08
 - vs National '06



Academic Advising Scale ~ Item by Item Detail:

- My academic advisor helps me set goals to work toward
- **Statistical Significance:**
 - vs Ourselves
 - vs National '08
 - vs National '06



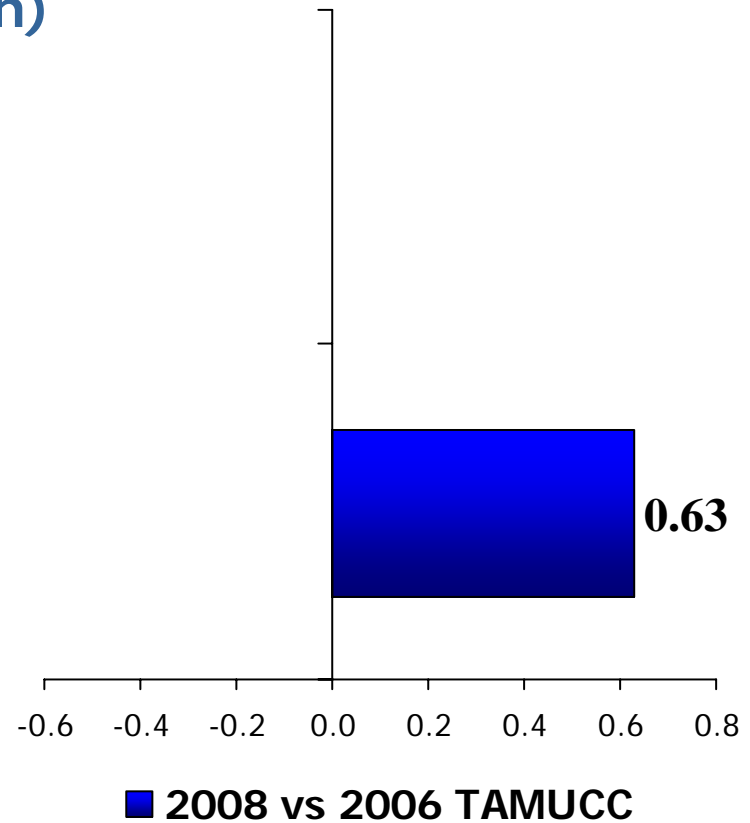
Academic Advising Scale ~ Item by Item Detail:

(TAMU-CC Custom Scale Question)

- My academic advisors are knowledgeable about available services like counseling, student health, placement, financial aid, tutoring, etc.

• **Statistical Significance:**

– 2008 VS Ourselves 2006 .001



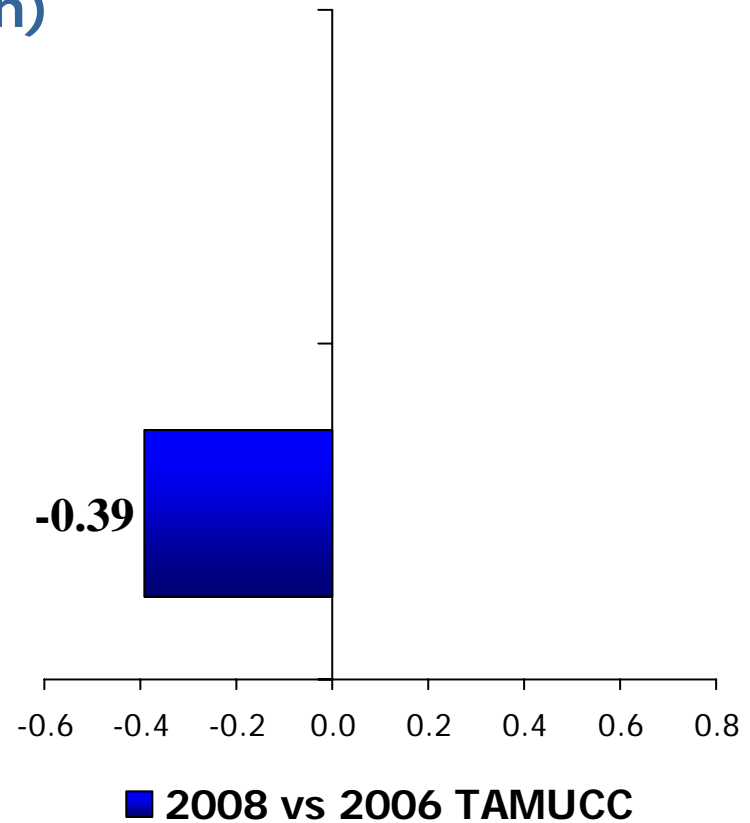
Academic Advising Scale ~ Item by Item Detail:

(TAMU-CC Custom Scale Question)

- The University does a good job of informing me who my assigned faculty advisor is.

- **Statistical Significance:**

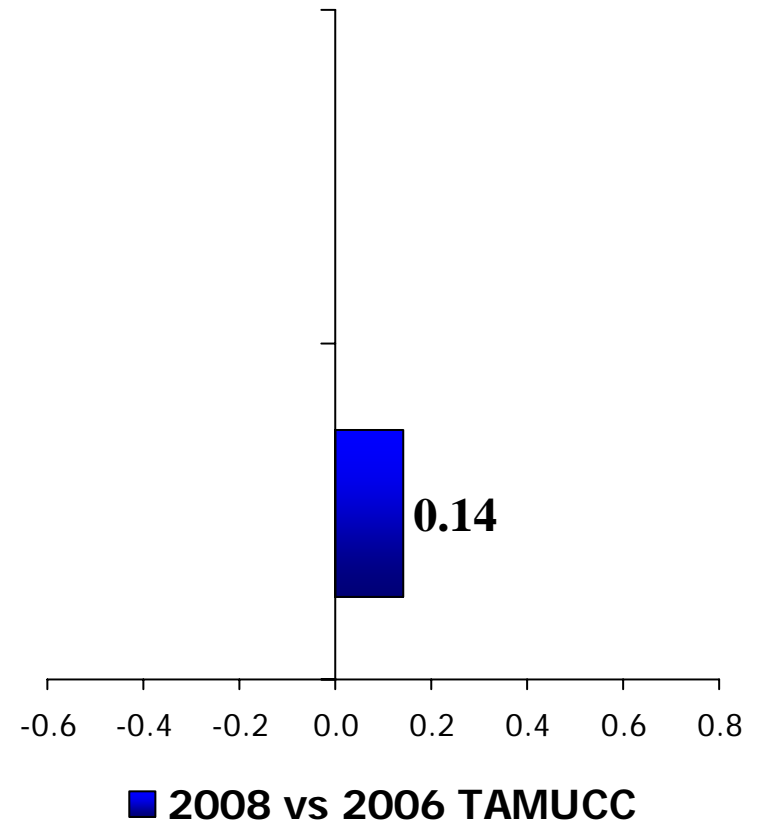
– 2008 VS Ourselves 2006 .001



Academic Advising Scale ~ Item by Item Detail:

(TAMU-CC Custom Scale Question)

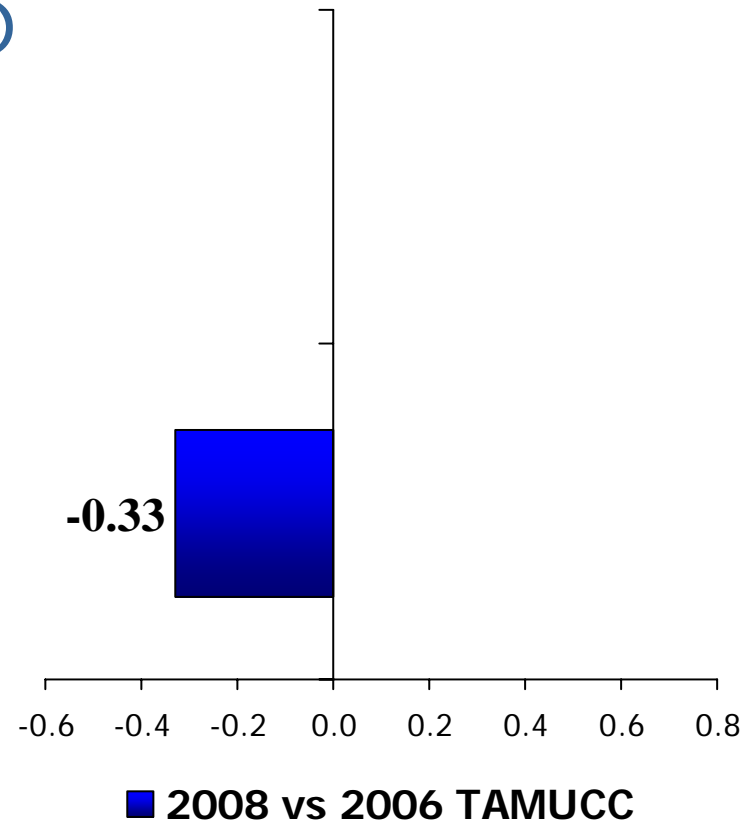
- The method of obtaining academic advising in my major is clear and understandable
- **Statistical Significance:**
 - 2008 VS Ourselves 2006



Academic Advising Scale ~ Item by Item Detail:

(TAMU-CC Custom Scale Question)

- I know under which circumstances it is appropriate to go to my academic advisor or to my assigned faculty advisor for assistance.*
- **Statistical Significance:**
 - 2008 VS Ourselves 2006 .001



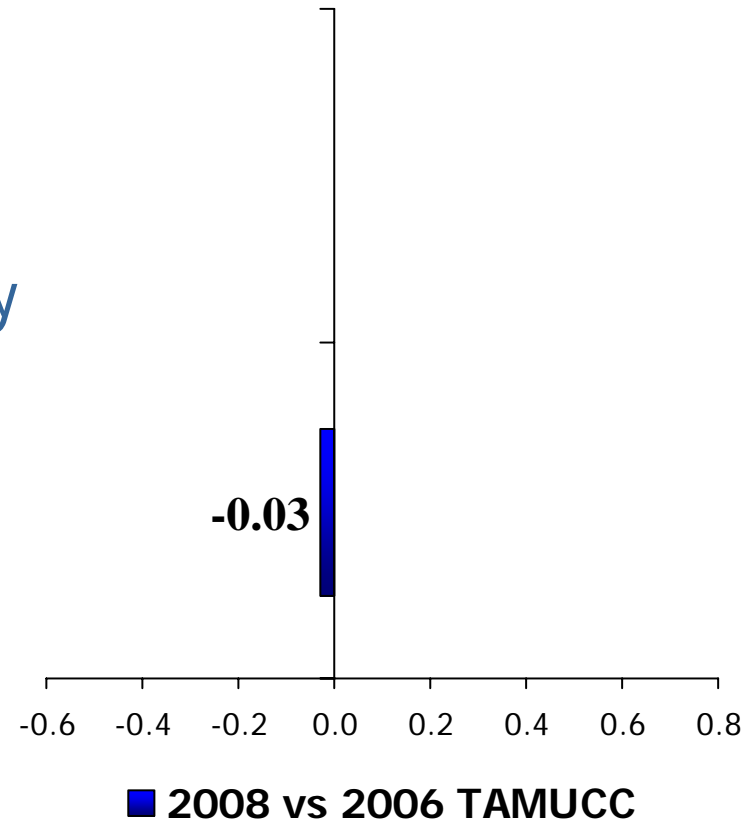
*Wording changed to accommodate changes in the advising process.

2006 wording asked about degree counselor, Core Curriculum advisor and faculty advisor.

Academic Advising Scale ~ Item by Item Detail:

(TAMU-CC Custom Scale Question)

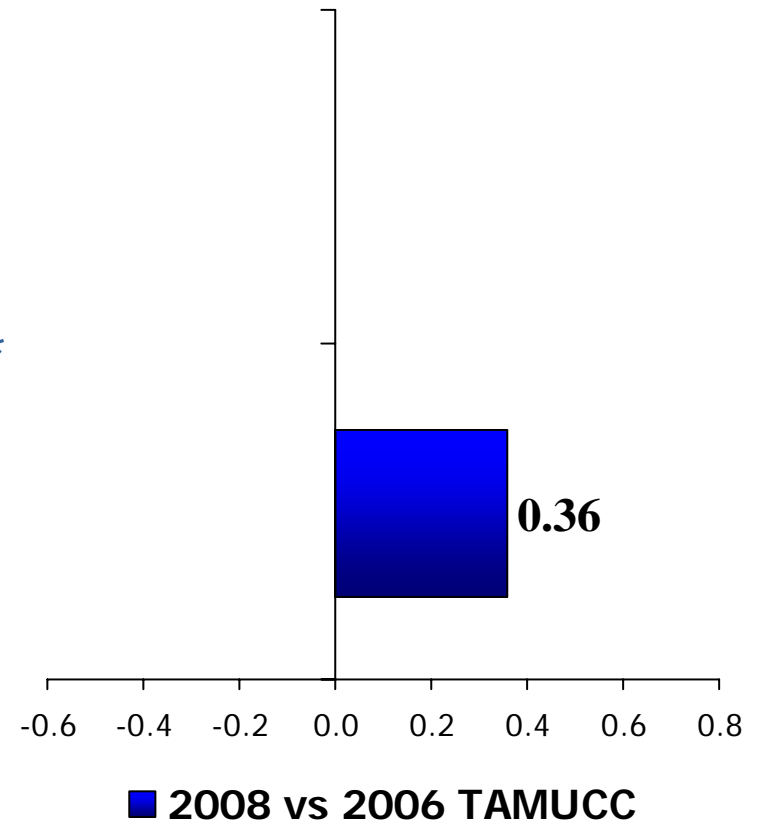
- My assigned faculty advisor is approachable and accessible during posted office hours or by appointment for assistance.
- **Statistical Significance:**
 - 2008 VS Ourselves 2006



Academic Advising Scale ~ Item by Item Detail:

(TAMU-CC Custom Scale Question)

- My academic advisor is accessible during posted office hours or by appointment for assistance.*
- **Statistical Significance:**
 - 2008 VS Ourselves 2006 .001



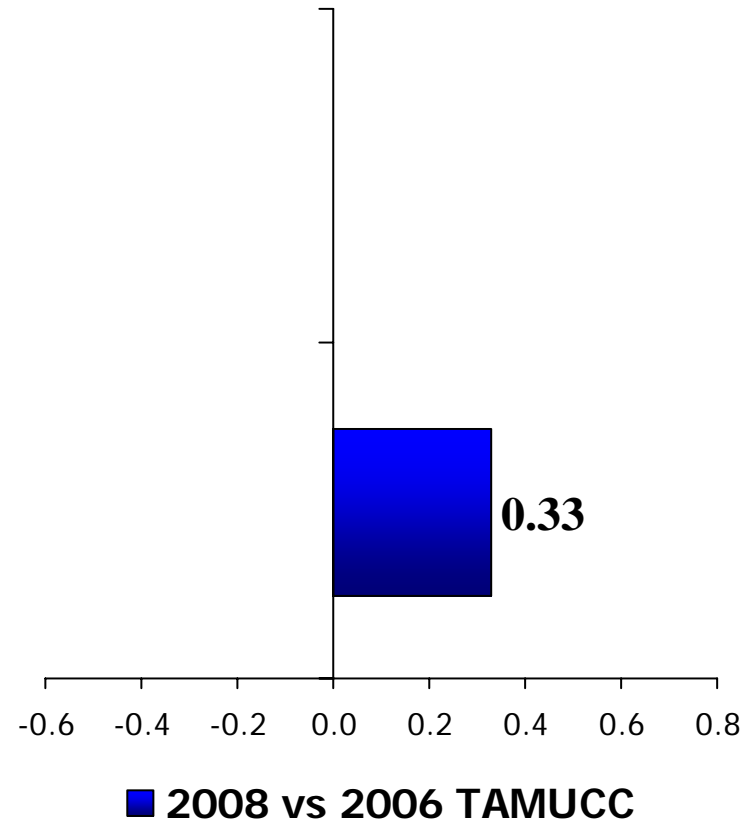
*Wording changed to accommodate changes in the advising process.

2006 wording asked about degree counselor and Core Curriculum advisor.

Academic Advising Scale ~ Item by Item Detail:

(TAMU-CC Custom Scale Question)

- My academic advisor provides me with accurate information about university, college, major and graduation requirements.*
- **Statistical Significance:**
 - 2008 VS Ourselves 2006 .001



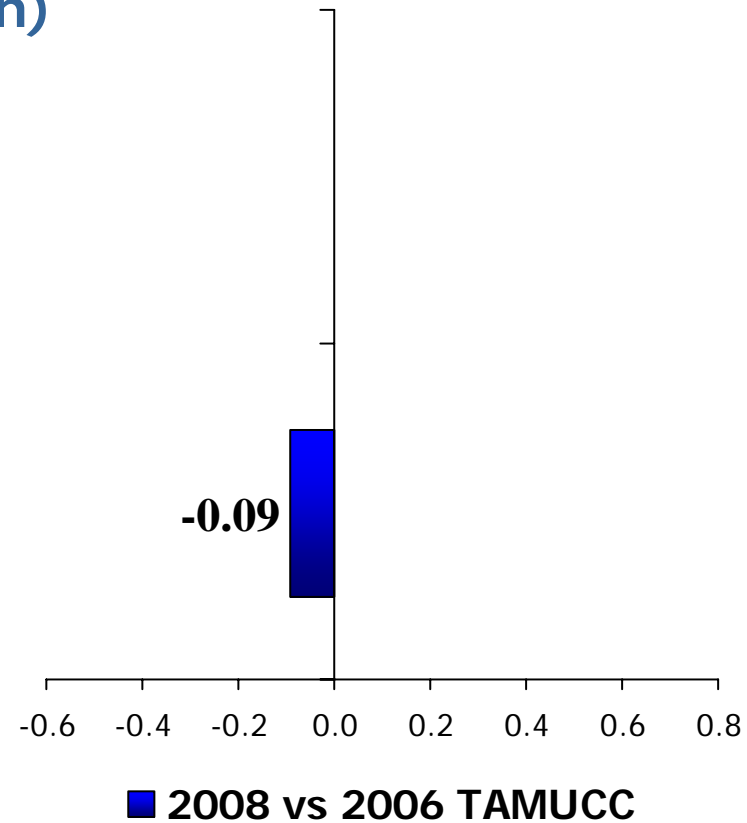
*Wording changed to accommodate changes in the advising process.

2006 wording asked about degree counselor and Core Curriculum advisor.

Academic Advising Scale ~ Item by Item Detail:

(TAMU-CC Custom Scale Question)

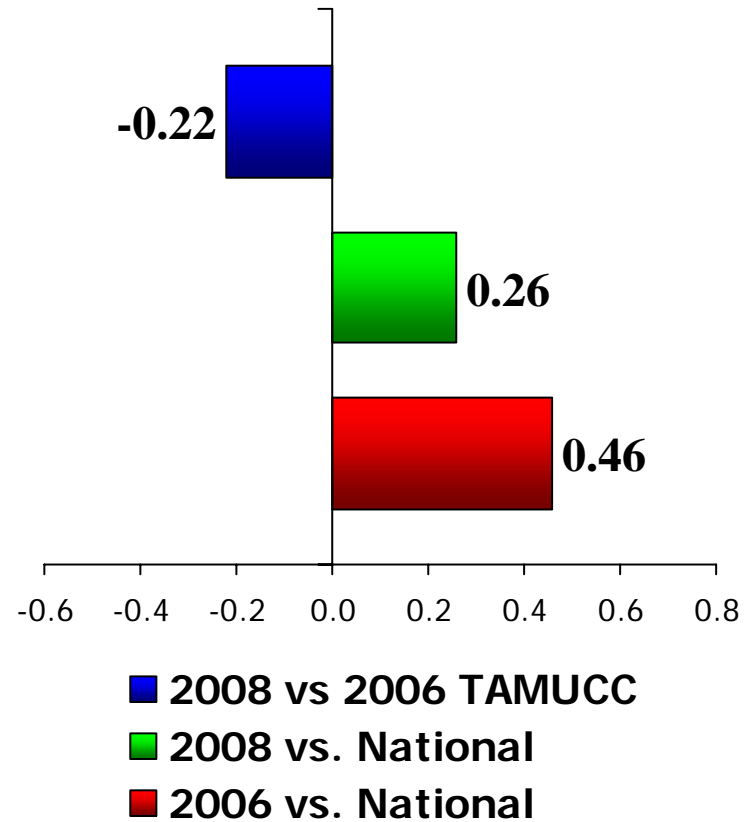
- My faculty advisor provides me with accurate information about my major, college requirements and helps me set goals to work toward.
- **Statistical Significance:**
 - 2008 VS Ourselves 2006



Campus Climate Scale

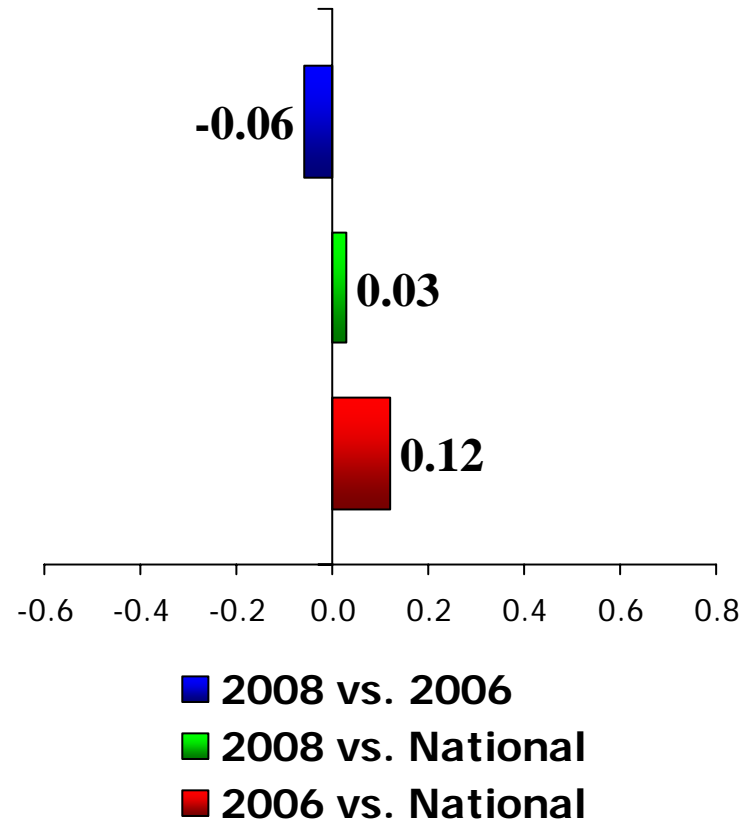
Campus Climate Scale ~ Item by Item Detail:

- The campus is safe and secure for all students.
- **Statistical Significance:**
 - vs Ourselves .001
 - vs National '08 .001
 - vs National '06 .001



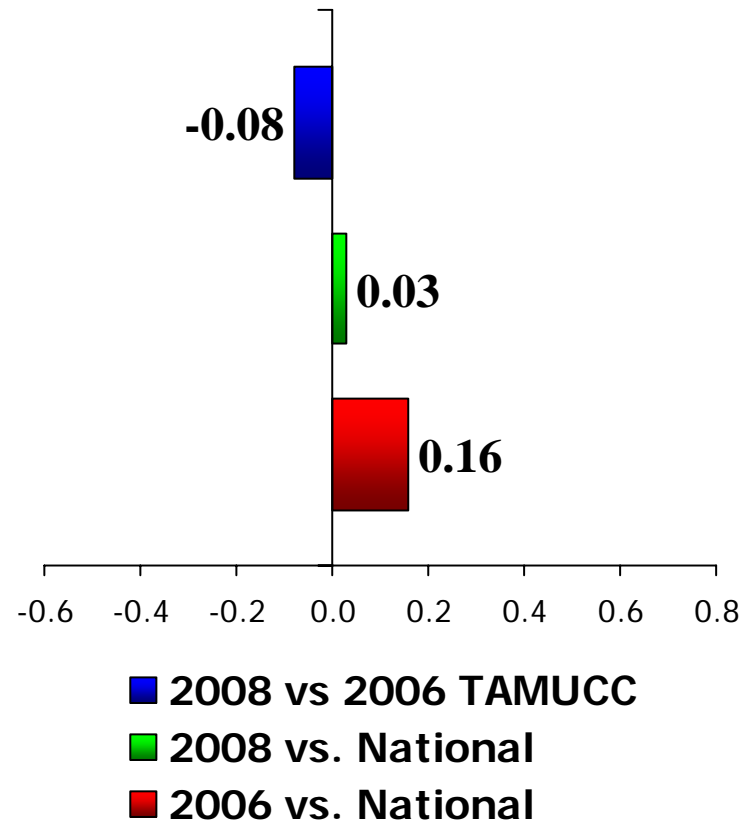
Campus Climate Scale ~ Item by Item Detail:

- Tuition paid is a worthwhile investment.
- **Statistical Significance:**
 - vs Ourselves
 - vs National '08
 - vs National '06



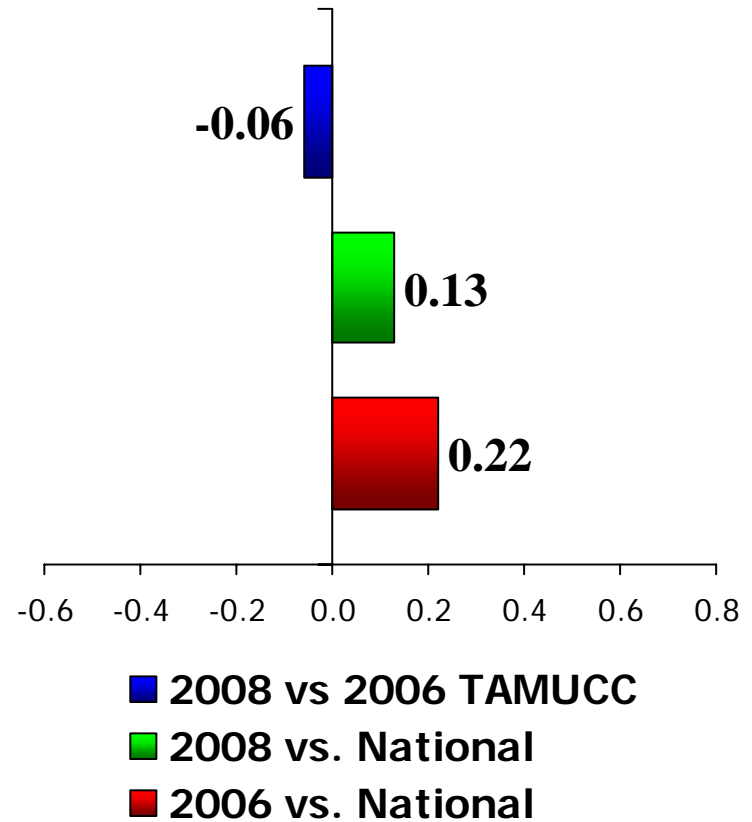
Campus Climate Scale ~ Item by Item Detail:

- There is a commitment to academic excellence on this campus.
- **Statistical Significance:**
 - vs Ourselves
 - vs National '08
 - vs National '06 .01



Campus Climate Scale ~ Item by Item Detail:

- The campus staff are caring and helpful.
- **Statistical Significance:**
 - vs Ourselves
 - vs National '08 .01
 - vs National '06 .001

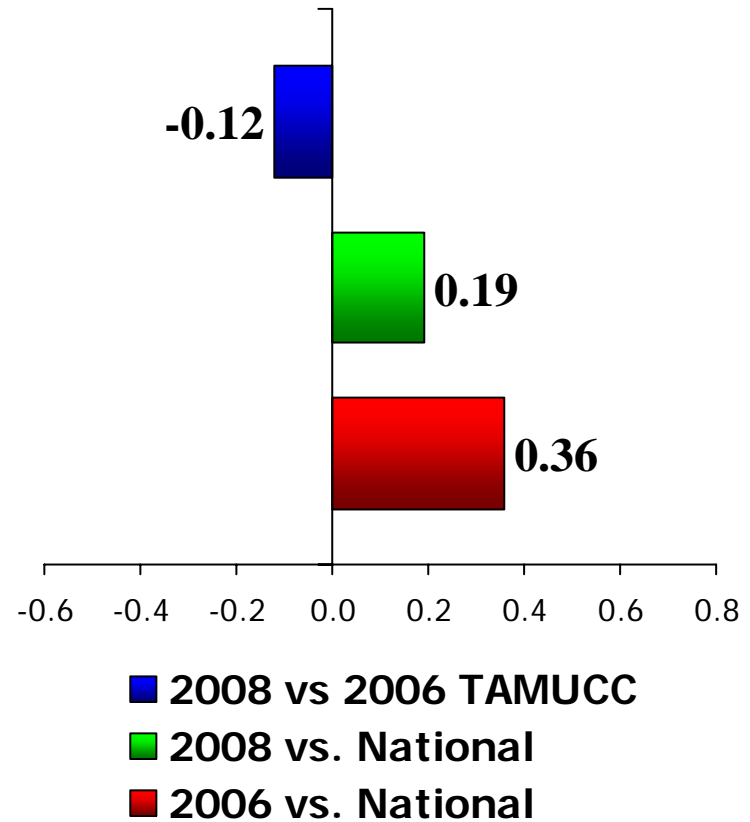


Campus Climate Scale ~ Item by Item Detail:

- It is an enjoyable experience to be a student on this campus.

- **Statistical Significance:**

- vs Ourselves
- vs National '08 .001
- vs National '06 .001

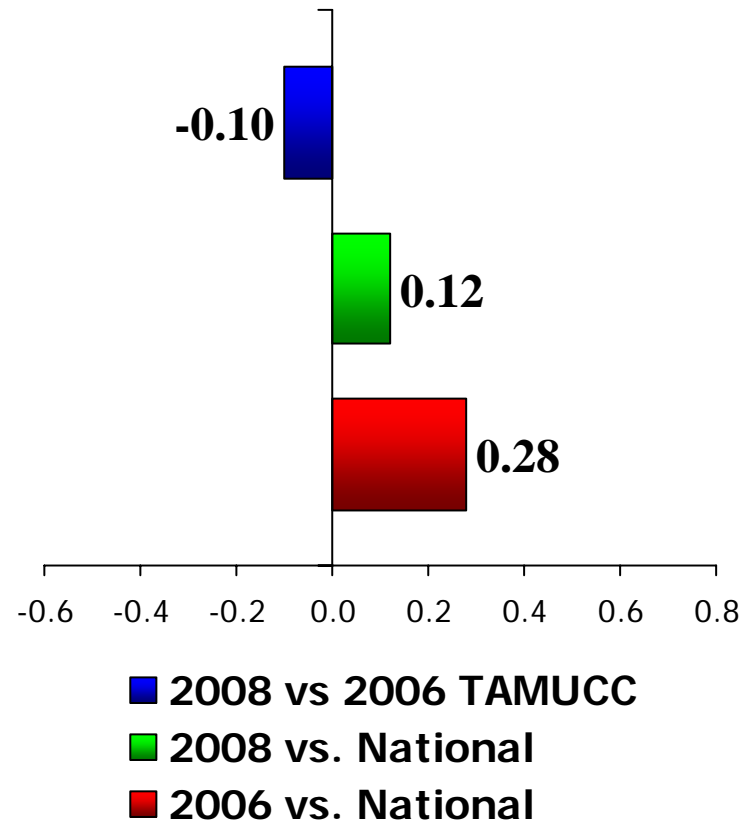


Campus Climate Scale ~ Item by Item Detail:

- This institution shows concern for students as individuals.

- **Statistical Significance:**

- vs Ourselves
- vs National '08 .01
- vs National '06 .001

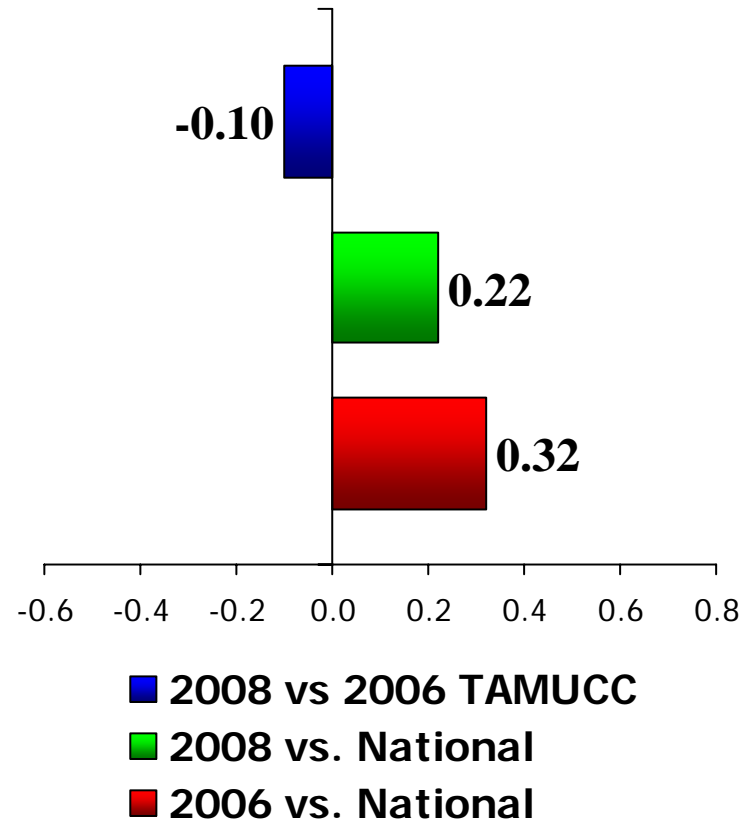


Campus Climate Scale ~ Item by Item Detail:

- I seldom get the “run-around” when seeking information on this campus.

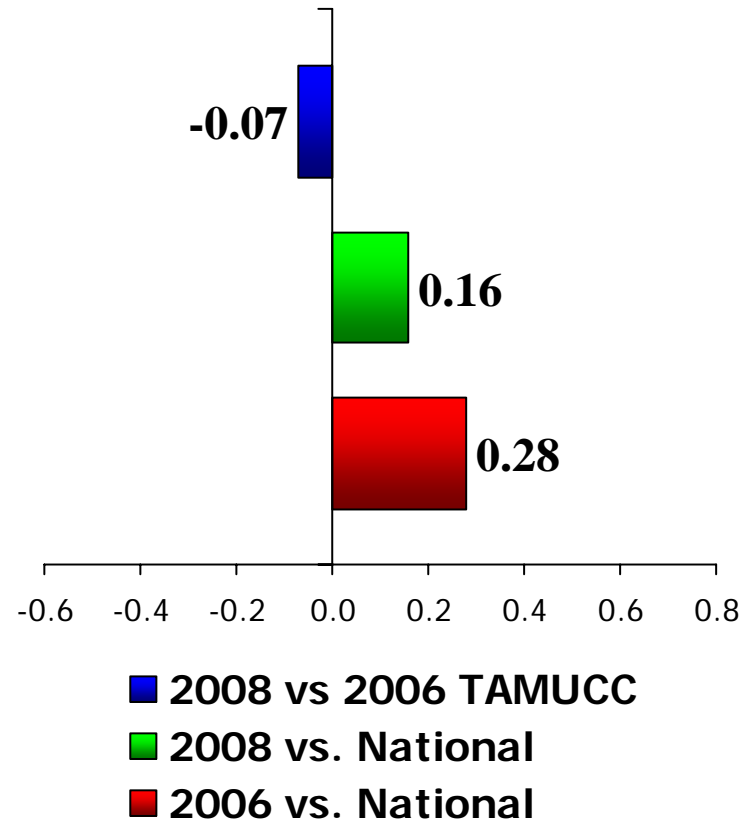
- **Statistical Significance:**

- vs Ourselves
- vs National '08 .01
- vs National '06 .001



Campus Climate Scale ~ Item by Item Detail:

- Students are made to feel welcome on this campus.
- **Statistical Significance:**
 - vs Ourselves
 - vs National '08 .01
 - vs National '06 .001

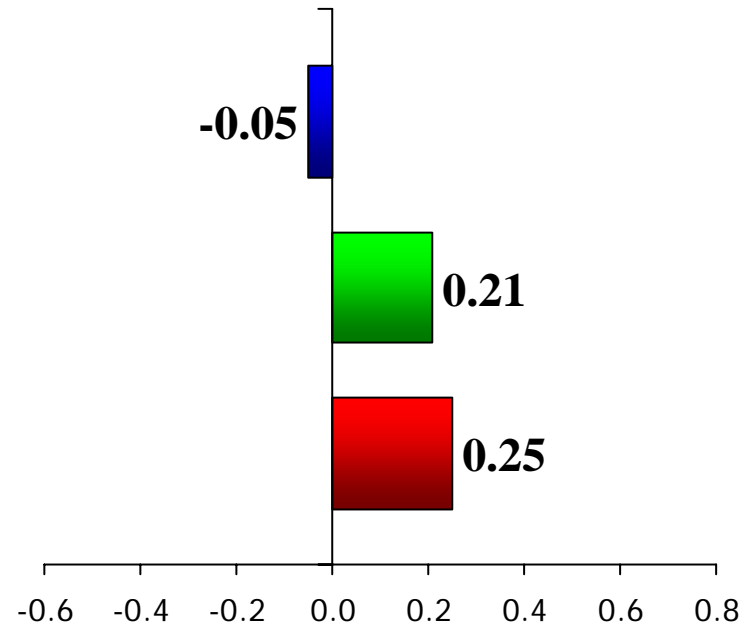


Campus Climate Scale ~ Item by Item Detail:

- This institution has a good reputation within the community

- **Statistical Significance:**

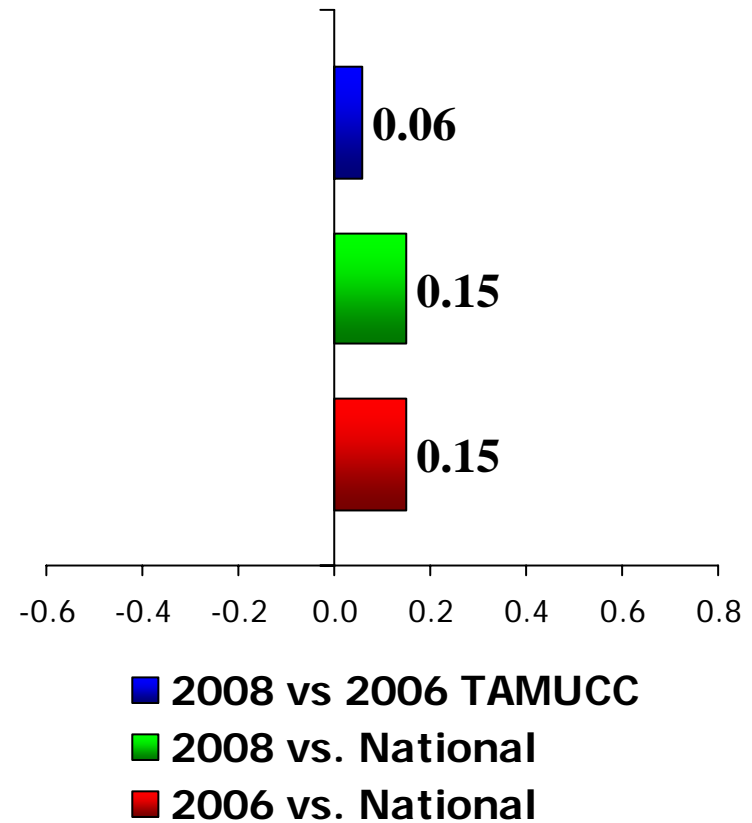
- vs Ourselves
- vs National '08 .001
- vs National '06 .001



- 2008 vs 2006 TAMUCC
- 2008 vs. National
- 2006 vs. National

Campus Climate Scale ~ Item by Item Detail:

- Faculty care about me as an individual
- **Statistical Significance:**
 - vs Ourselves
 - vs National '08 .01
 - vs National '06 .01

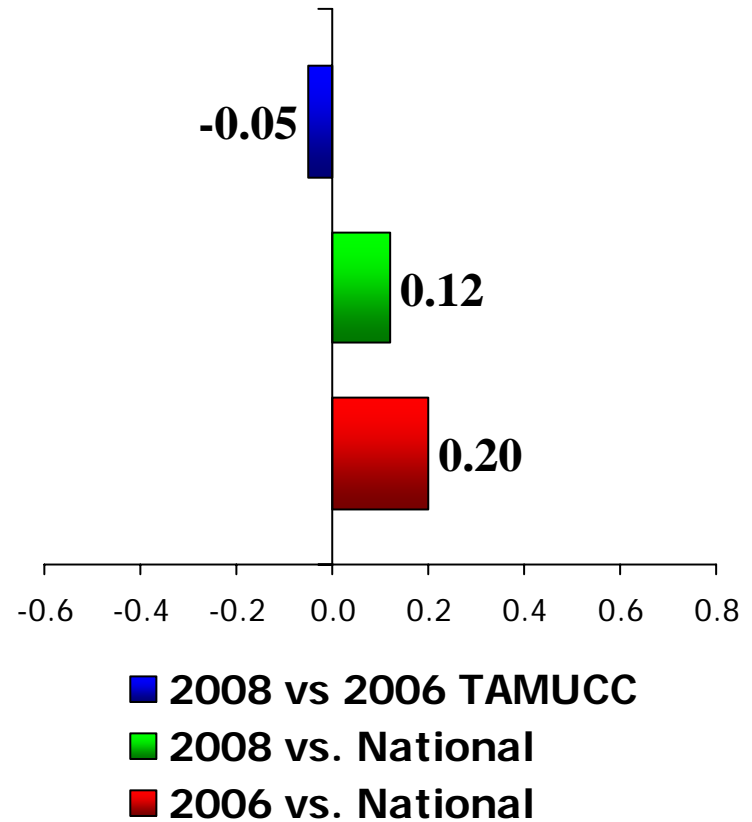


Campus Climate Scale ~ Item by Item Detail:

- Freedom of expression is protected on campus.

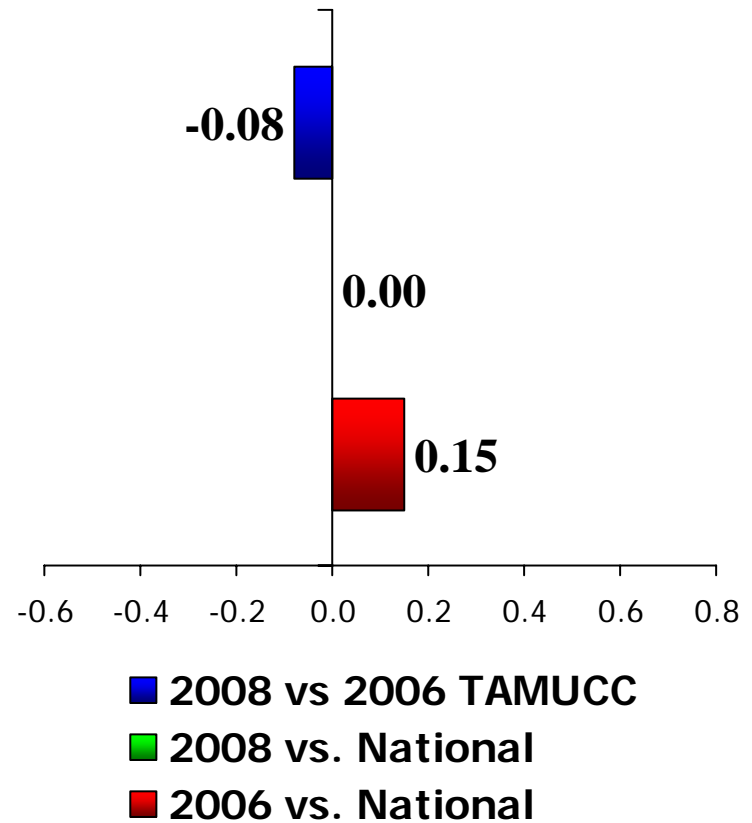
- **Statistical Significance:**

- vs Ourselves
- vs National '08 .05
- vs National '06 .001



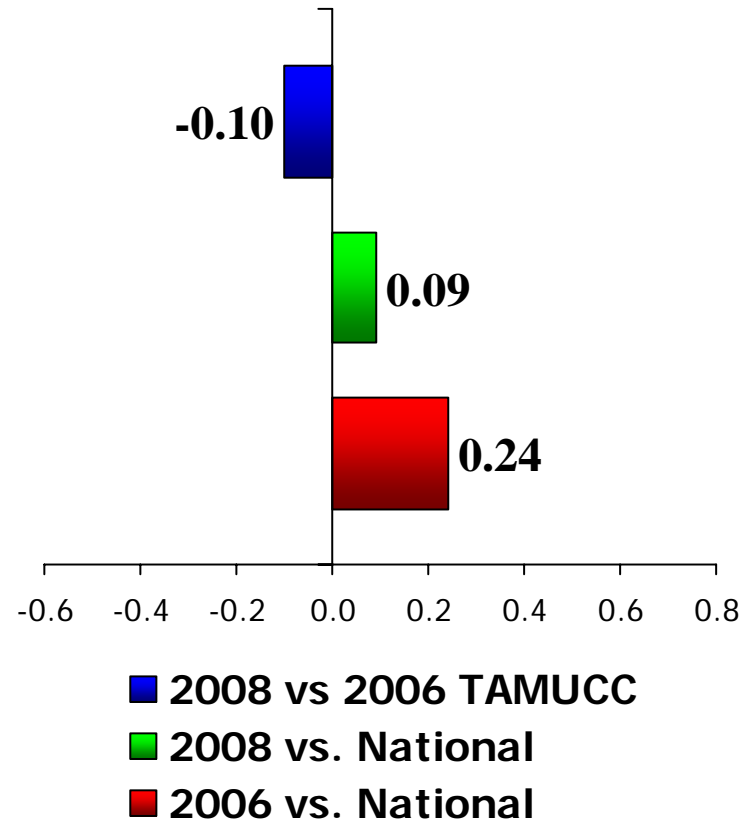
Campus Climate Scale ~ Item by Item Detail:

- Channels for expressing student complaints are readily available.
- **Statistical Significance:**
 - vs Ourselves
 - vs National '08
 - vs National '06 .05



Campus Climate Scale ~ Item by Item Detail:

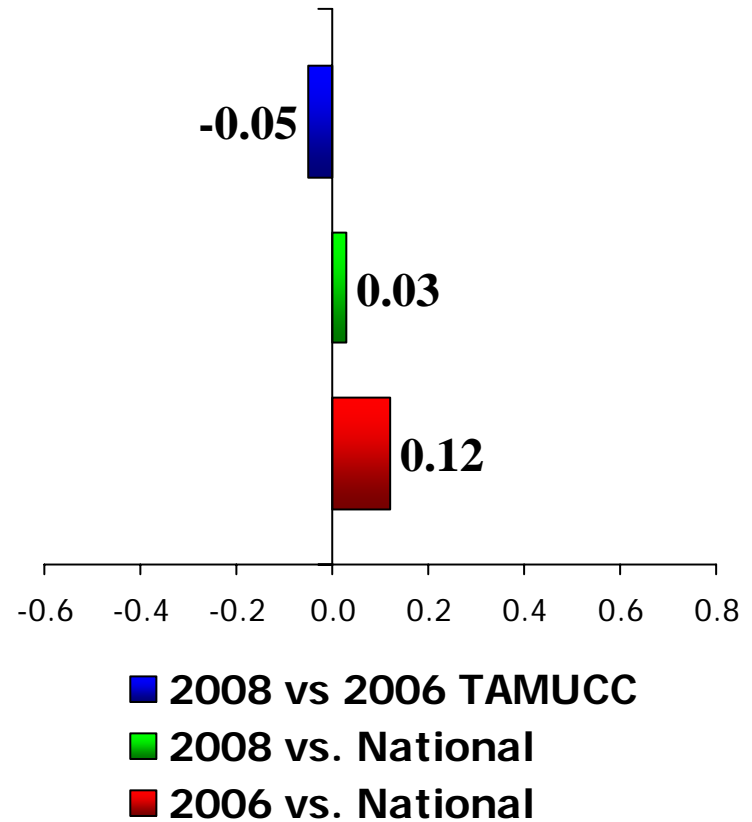
- There is a strong commitment to racial harmony on this campus.
- **Statistical Significance:**
 - vs Ourselves
 - vs National '08
 - vs National '06 .001



Campus Climate Scale ~ Item by Item Detail:

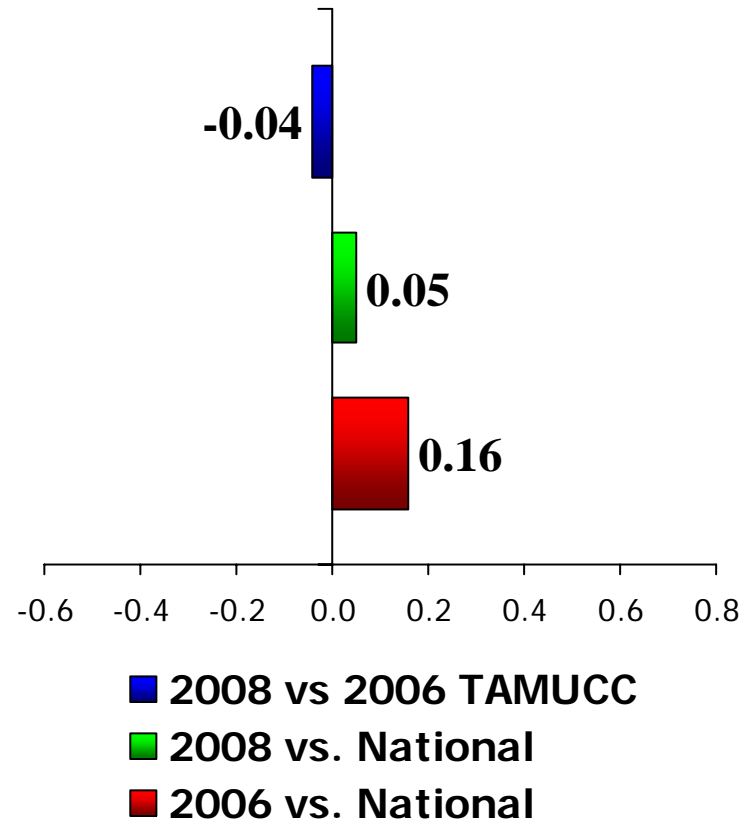
- Administrators are approachable to students.

- **Statistical Significance:**
 - vs Ourselves
 - vs National '08
 - vs National '06 .05



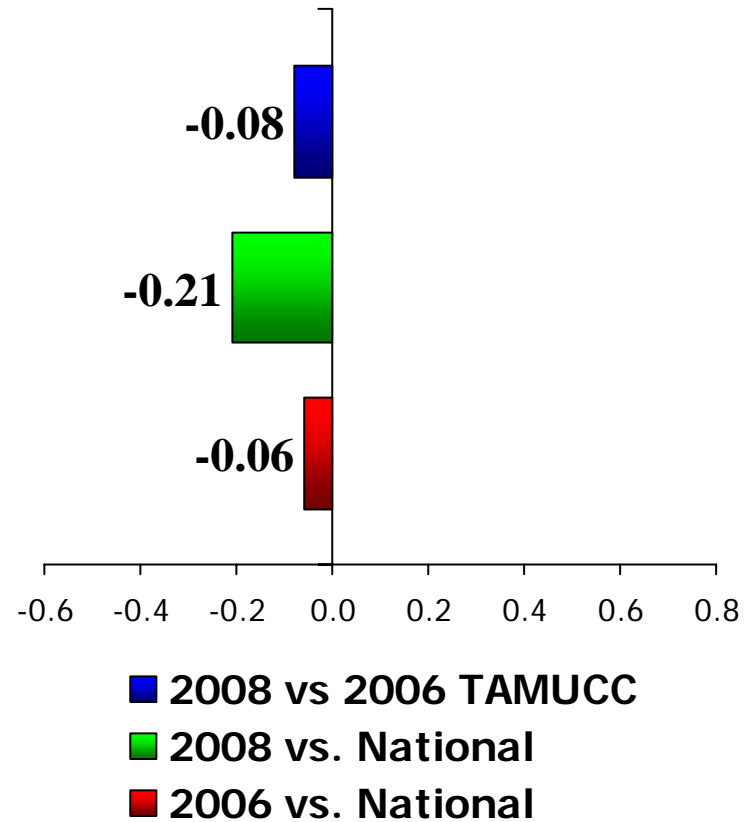
Campus Climate Scale ~ Item by Item Detail:

- I feel a sense of pride about my campus.
- **Statistical Significance:**
 - vs Ourselves
 - vs National '08
 - vs National '06 **.01**



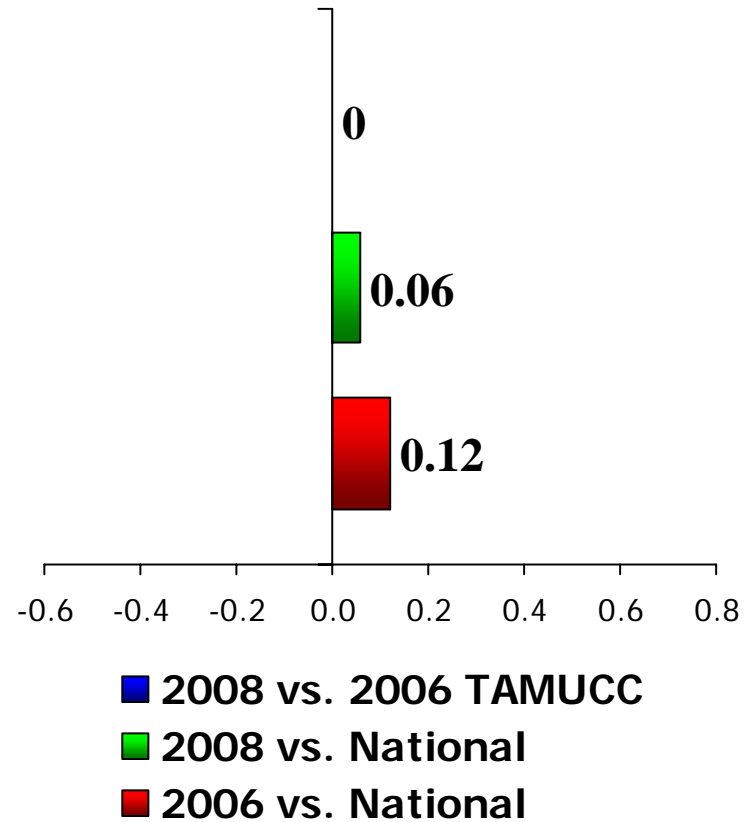
Campus Climate Scale ~ Item by Item Detail:

- I generally know what's happening on campus.
- **Statistical Significance:**
 - vs Ourselves
 - vs National '08 .001
 - vs National '06



Campus Climate Scale ~ Item by Item Detail:

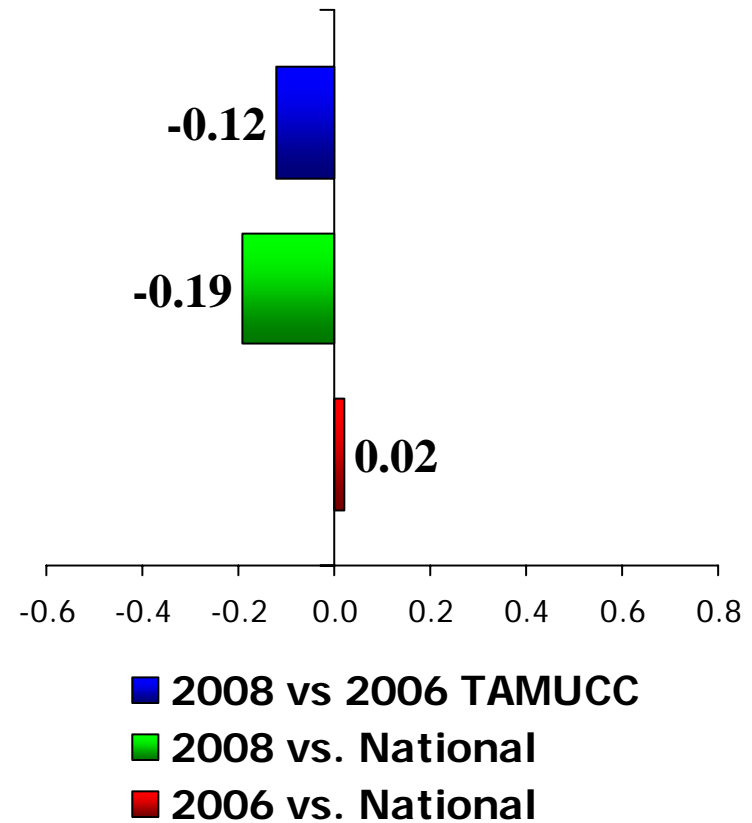
- Most students feel a sense of belonging here.
- **Statistical Significance:**
 - vs Ourselves
 - vs National '08
 - vs National '06 .05



Campus Life Scale

Campus Life Scale ~ Item by Item Detail:

- Student activities fees are put to good use.
- **Statistical Significance:**
 - vs Ourselves
 - vs National '08 .01
 - vs National '06

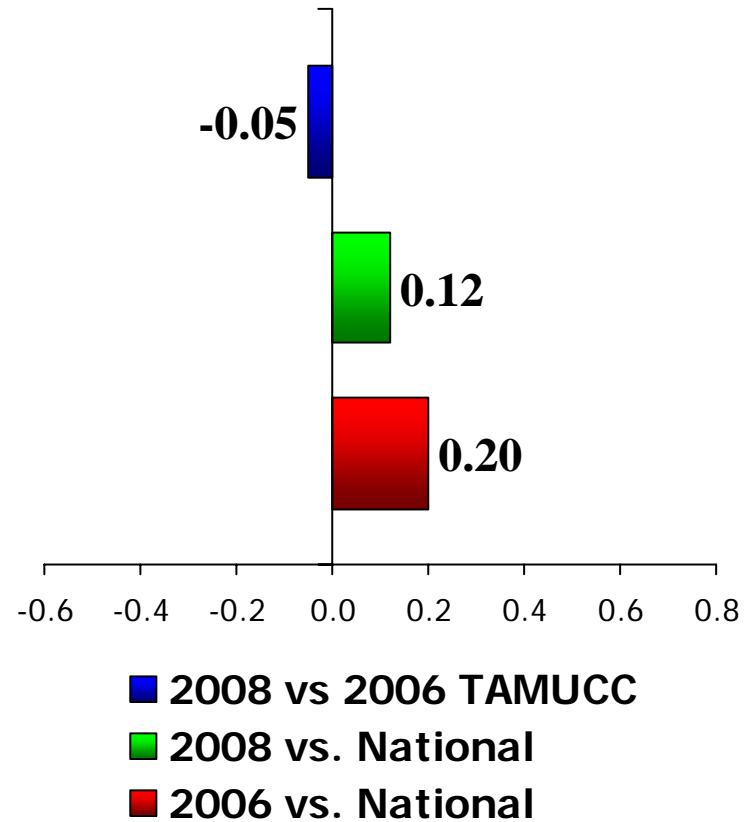


Campus Life Scale ~ Item by Item Detail:

- Freedom of expression is protected on campus.

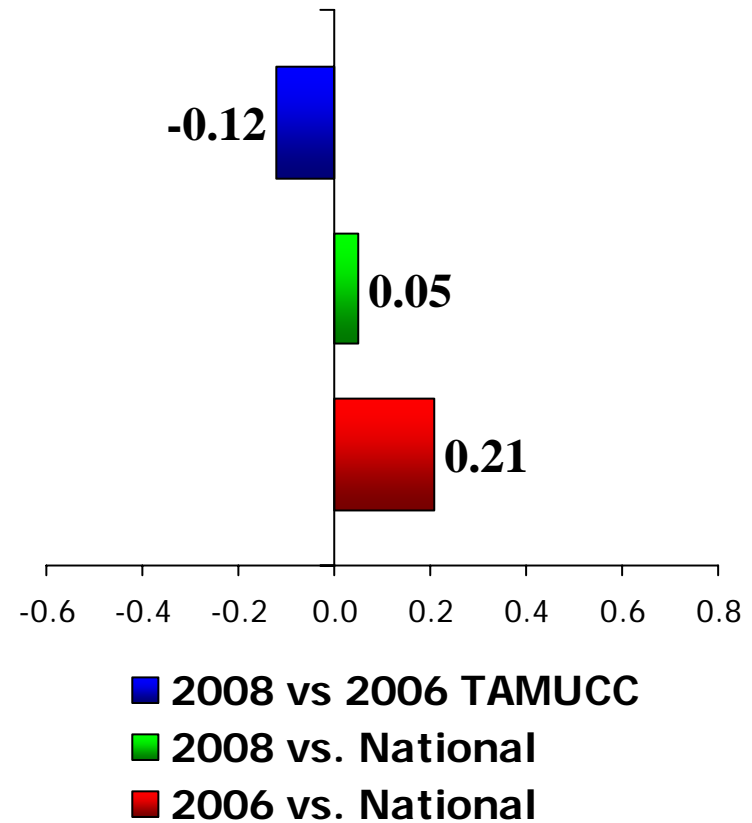
- **Statistical Significance:**

- vs Ourselves
- vs National '08 .05
- vs National '06 .001



Campus Life Scale ~ Item by Item Detail:

- Student disciplinary procedures are fair.
- **Statistical Significance:**
 - vs Ourselves
 - vs National '08
 - vs National '06 .001

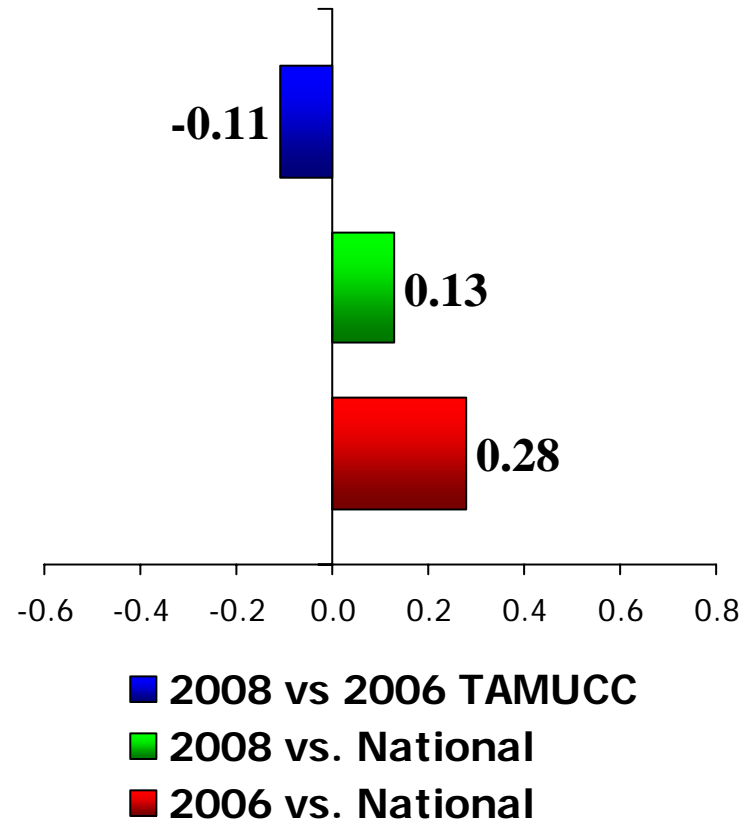


Campus Life Scale ~ Item by Item Detail:

- The student center is a comfortable place for students to spend their leisure time.

• **Statistical Significance:**

- vs Ourselves
- vs National '08 .01
- vs National '06 .001

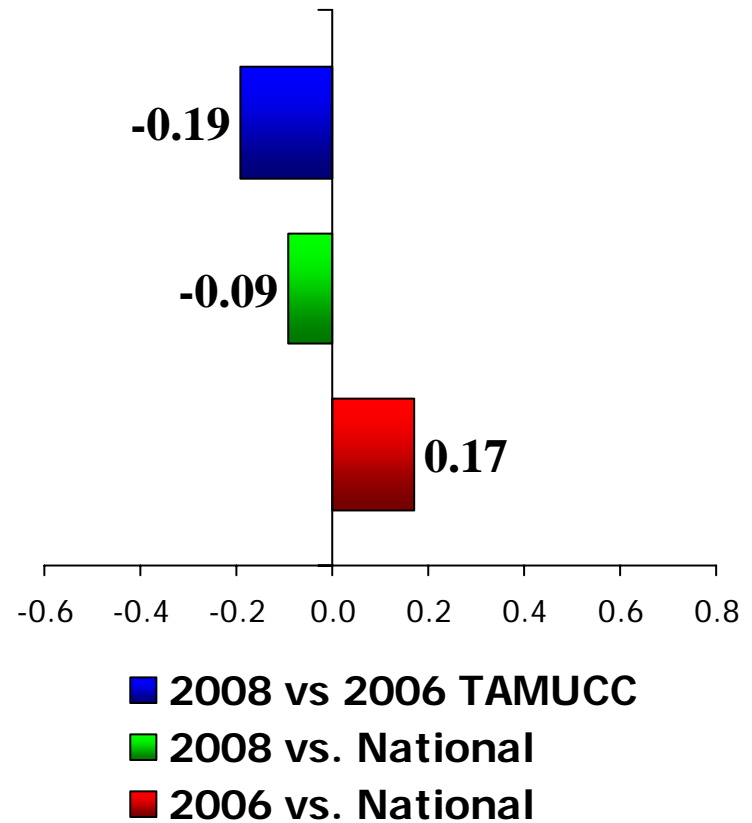


Campus Life Scale ~ Item by Item Detail:

- New student orientation services help students adjust to college.

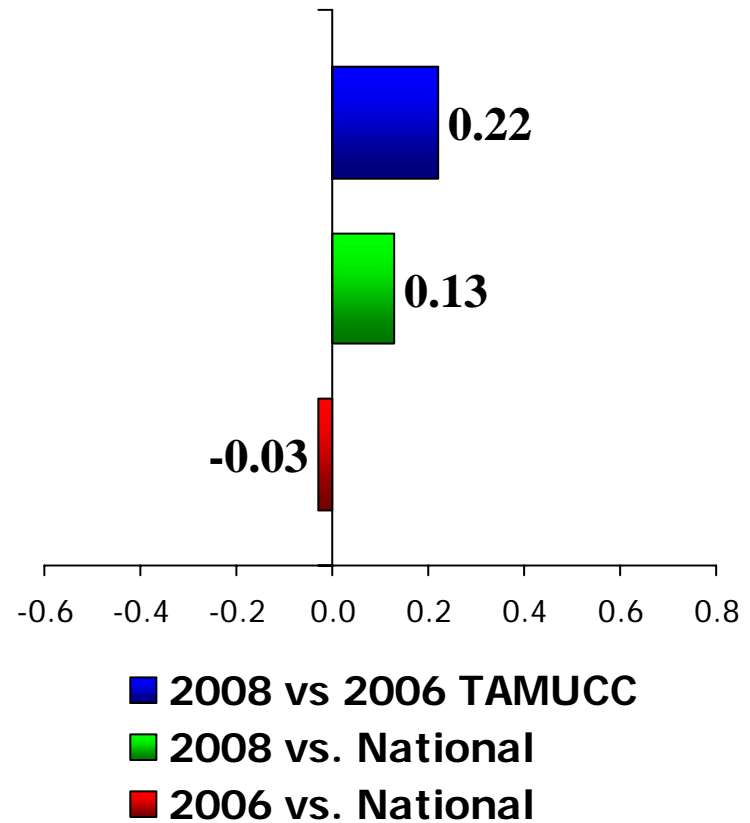
- **Statistical Significance:**

- vs Ourselves .05
- vs National '08
- vs National '06 .01



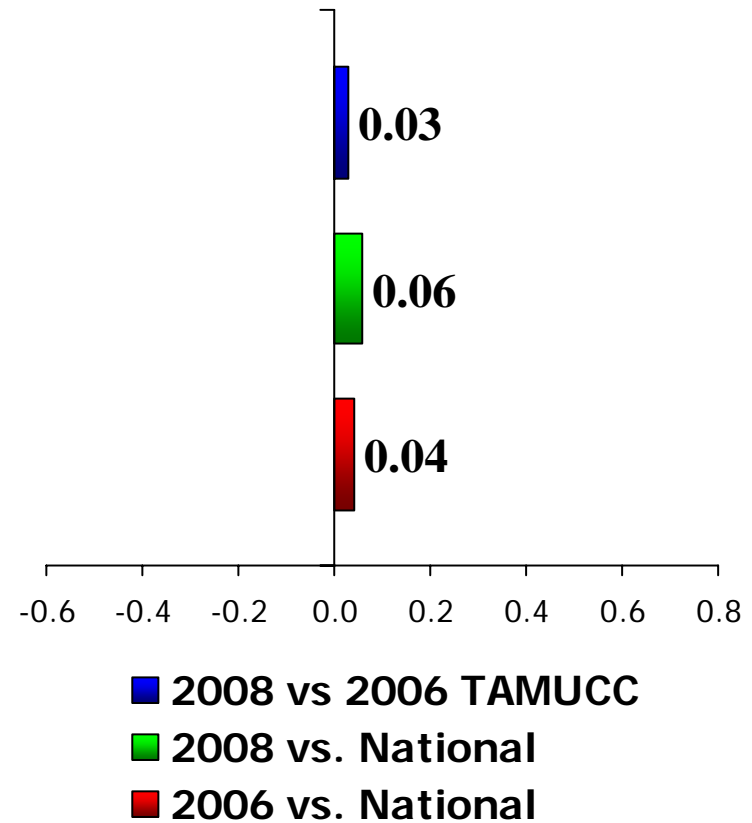
Campus Life Scale ~ Item by Item Detail:

- There is an adequate selection of food available in the cafeteria.
- **Statistical Significance:**
 - vs Ourselves .05
 - vs National '08
 - vs National '06



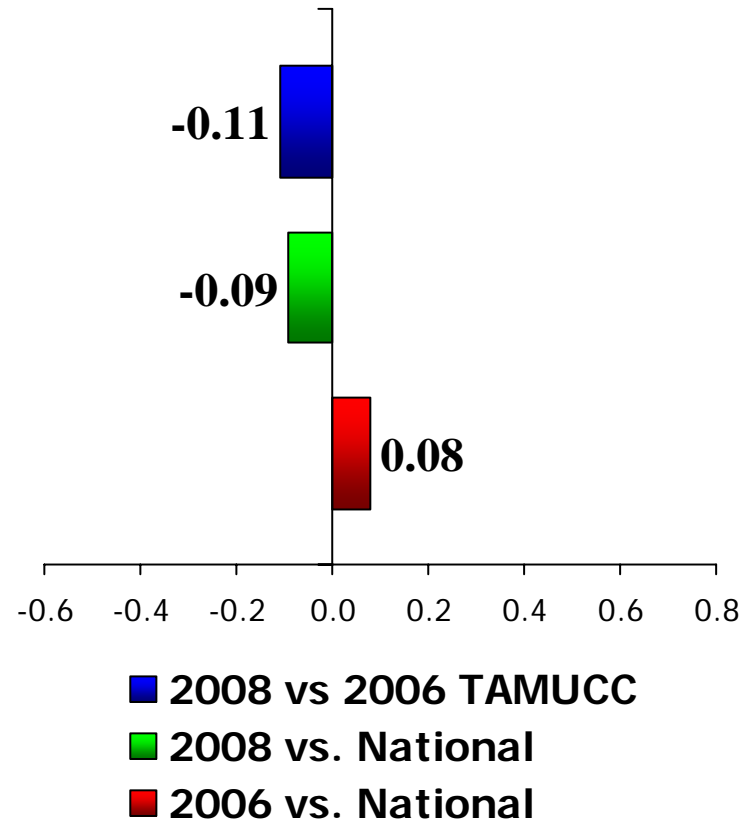
Campus Life Scale ~ Item by Item Detail:

- The student handbook provides helpful information about campus life.
- **Statistical Significance:**
 - vs Ourselves
 - vs National '08
 - vs National '06



Campus Life Scale ~ Item by Item Detail:

- I can easily get involved in campus organizations.
- **Statistical Significance:**
 - vs Ourselves
 - vs National '08
 - vs National '06

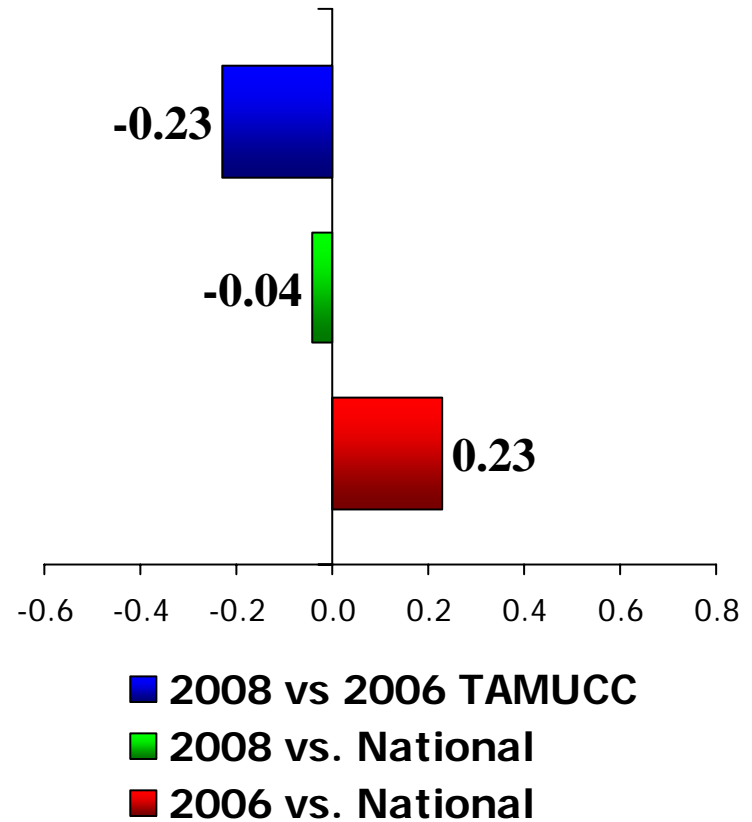


Campus Life Scale ~ Item by Item Detail:

- Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)

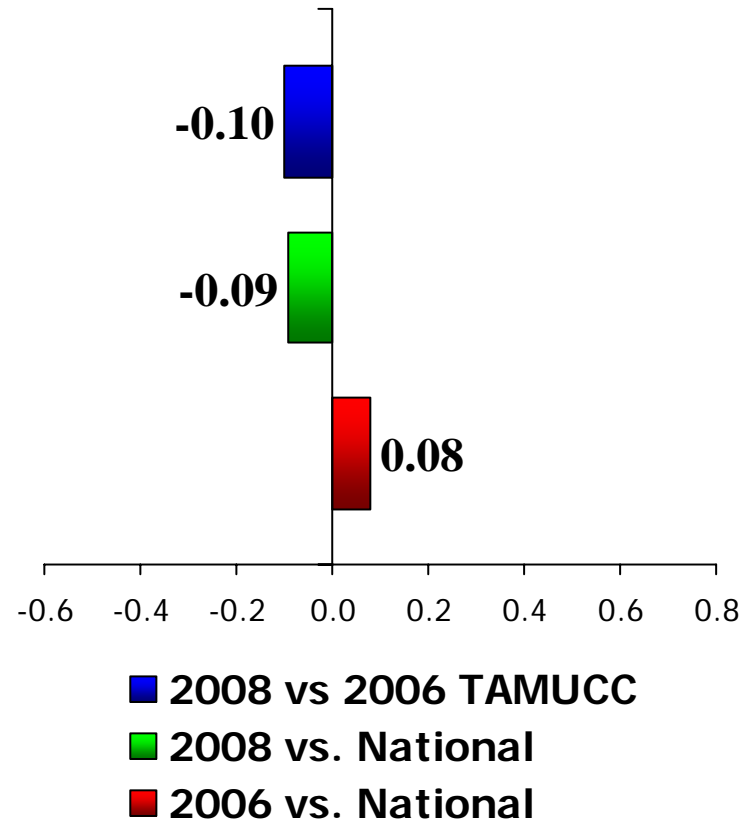
Statistical Significance:

- vs Ourselves .05
- vs National '08
- vs National '06 .01



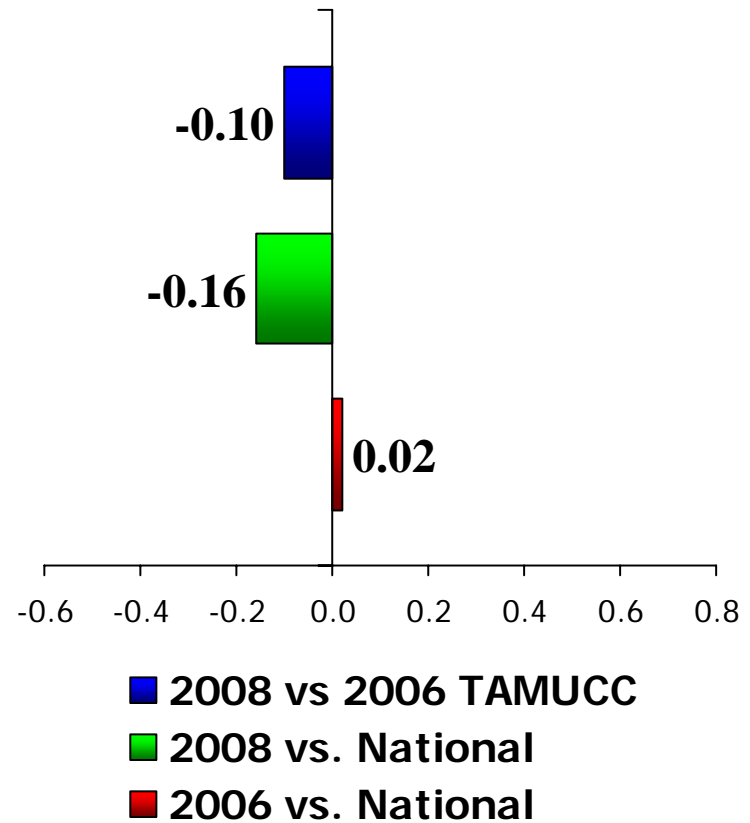
Campus Life Scale ~ Item by Item Detail:

- Males and females have equal opportunities to participate in intercollegiate athletics.
- **Statistical Significance:**
 - vs Ourselves
 - vs National '08
 - vs National '06



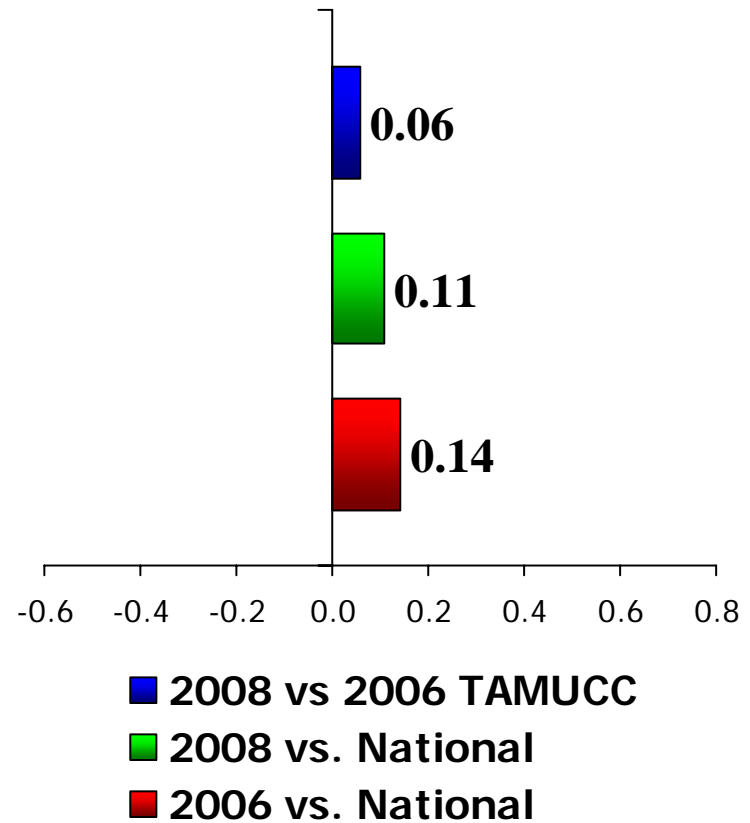
Campus Life Scale ~ Item by Item Detail:

- Residence hall regulations are reasonable.
- **Statistical Significance:**
 - vs Ourselves
 - vs National '08 .05
 - vs National '06



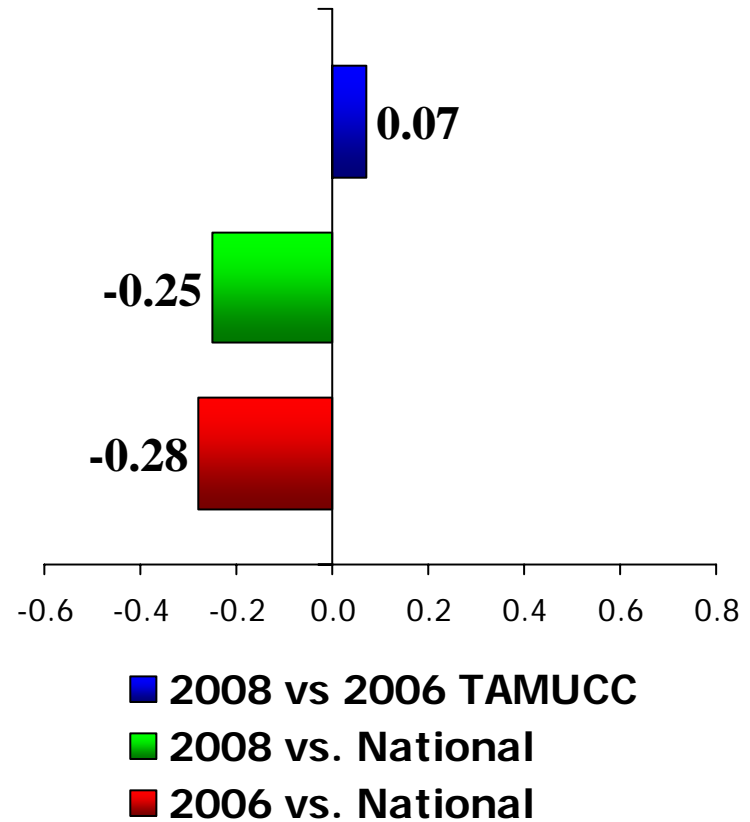
Campus Life Scale ~ Item by Item Detail:

- There are a sufficient number of weekend activities for students.
- **Statistical Significance:**
 - vs Ourselves
 - vs National '08
 - vs National '06



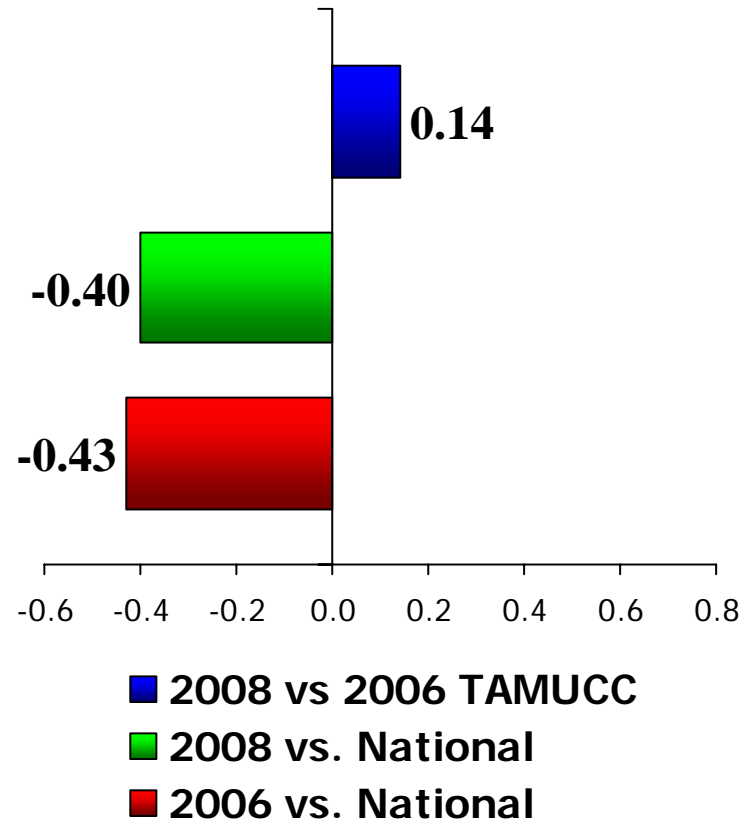
Campus Life Scale ~ Item by Item Detail:

- Residence hall staff are concerned about me as an individual.
- **Statistical Significance:**
 - vs Ourselves
 - vs National '08 .001
 - vs National '06 .001



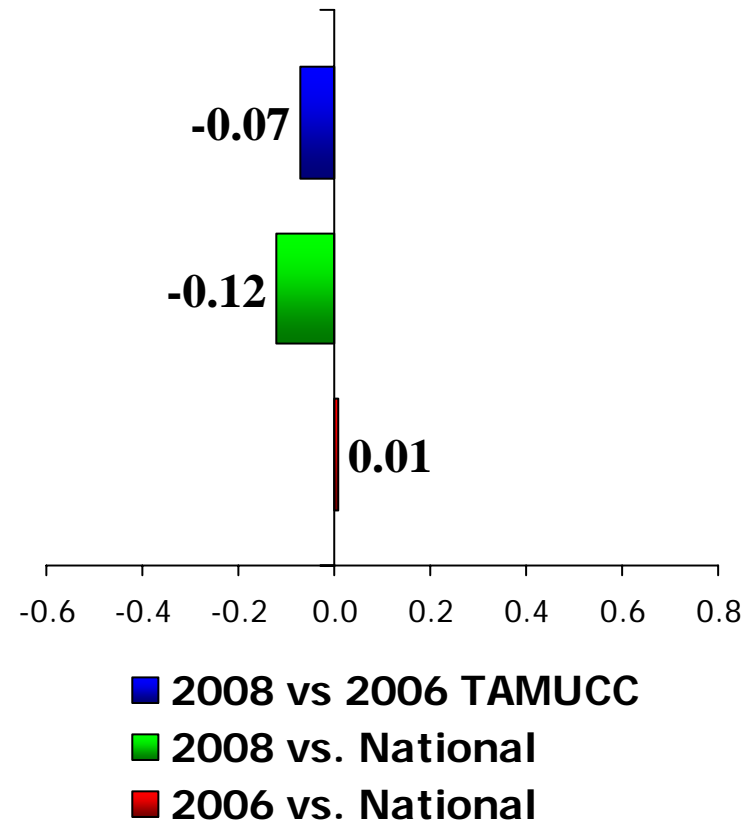
Campus Life Scale ~ Item by Item Detail:

- The intercollegiate athletic programs contribute to a strong sense of school spirit.
- **Statistical Significance:**
 - vs Ourselves
 - vs National '08 .001
 - vs National '06 .001



Campus Life Scale ~ Item by Item Detail:

- A variety of intramural activities are offered.
- **Statistical Significance:**
 - vs Ourselves
 - vs National '08 .05
 - vs National '06

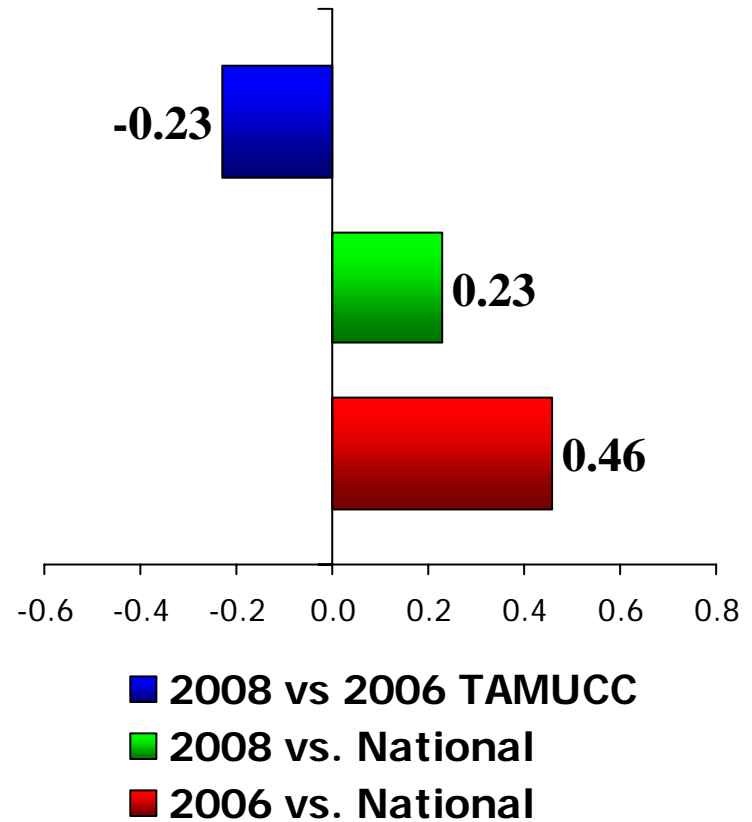


Campus Life Scale ~ Item by Item Detail:

- On a whole, the campus is well-maintained.

• **Statistical Significance:**

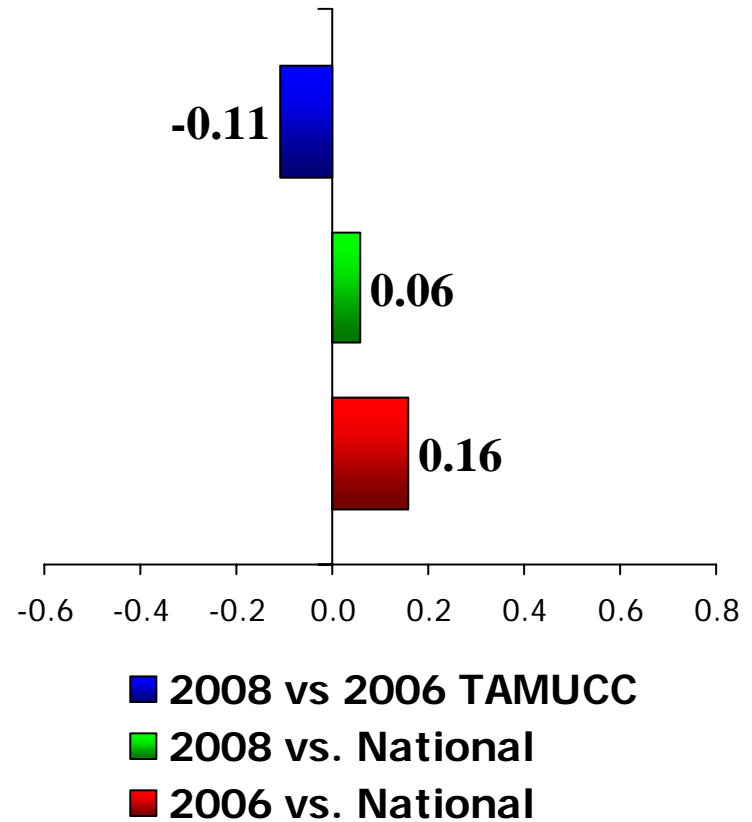
- vs Ourselves .001
- vs National '08 .001
- vs National '06 .001



Campus Support Services Scale

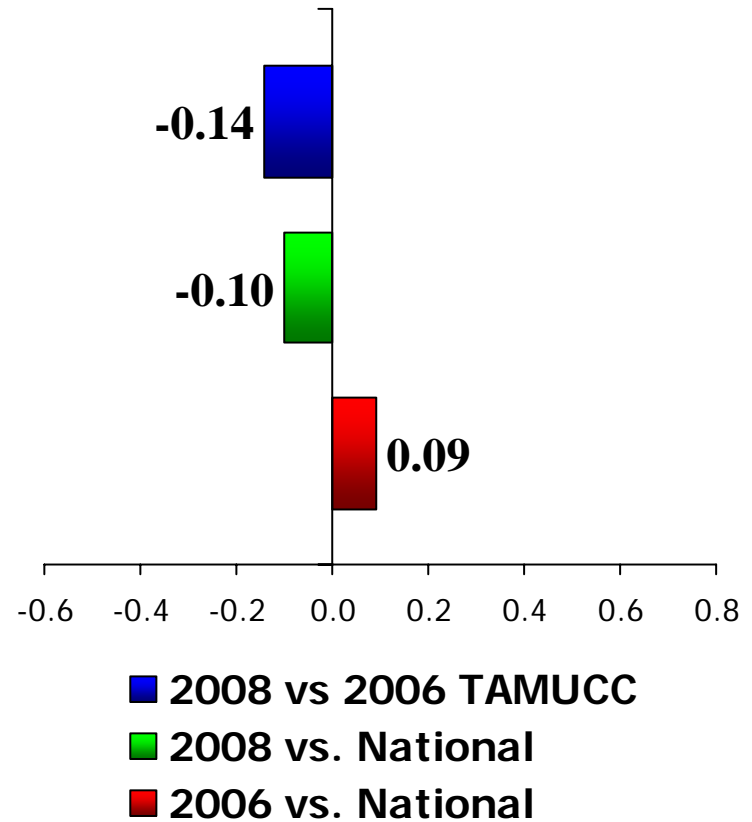
Campus Support Services Scale ~ Item by Item Detail:

- Computer labs are adequate and accessible.
- **Statistical Significance:**
 - vs Ourselves
 - vs National '08
 - vs National '06 .01



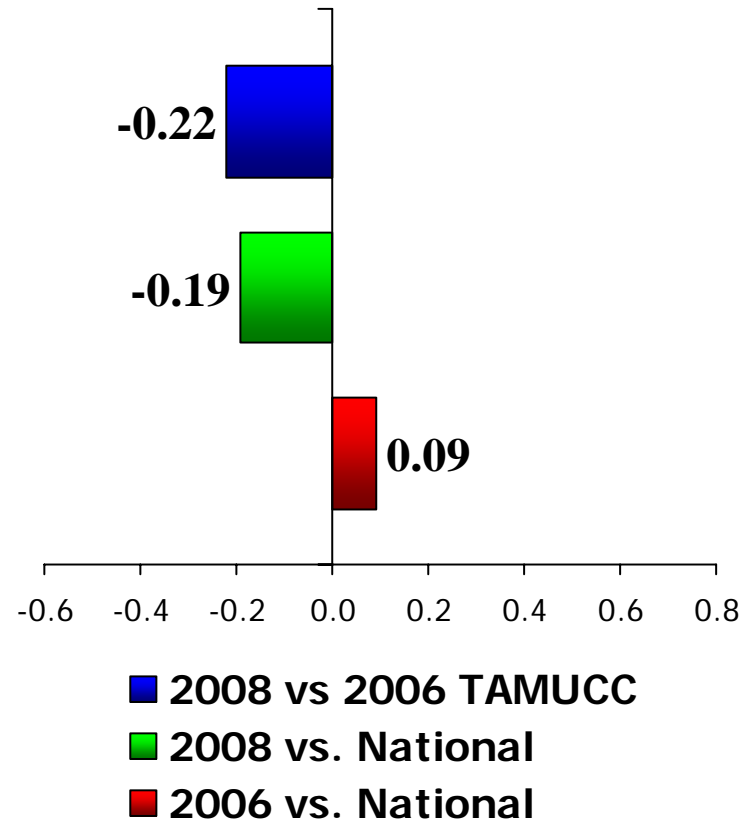
Campus Support Services Scale ~ Item by Item Detail:

- Library resources and services are adequate.
- **Statistical Significance:**
 - vs Ourselves
 - vs National '08 .05
 - vs National '06



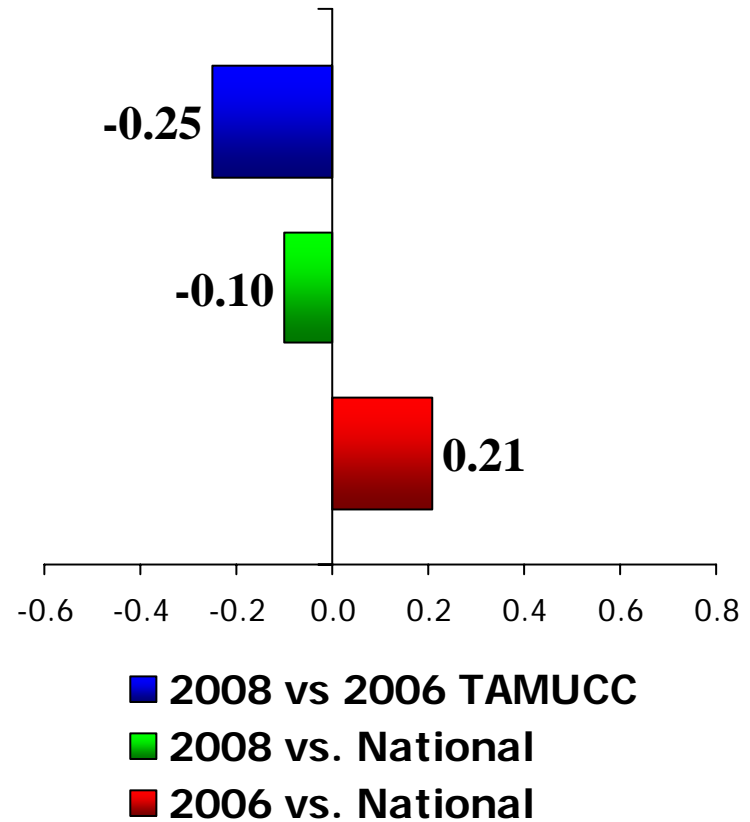
Campus Support Services Scale ~ Item by Item Detail:

- There are adequate services to help me decide upon a career.
- **Statistical Significance:**
 - vs Ourselves .05
 - vs National '08 .01
 - vs National '06



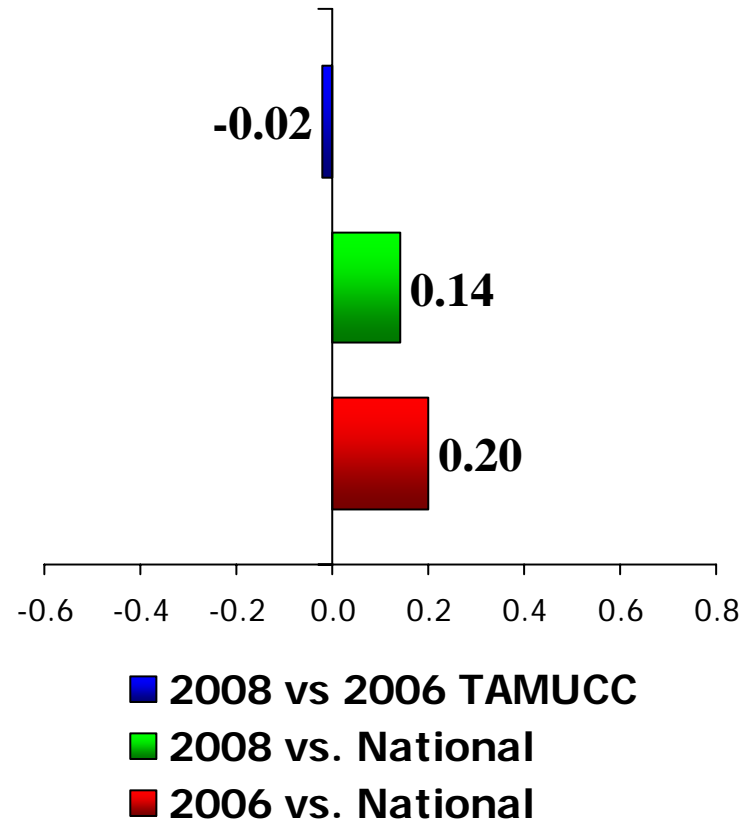
Campus Support Services Scale ~ Item by Item Detail:

- Tutoring services are readily available.
- **Statistical Significance:**
 - vs Ourselves .01
 - vs National '08
 - vs National '06 .001



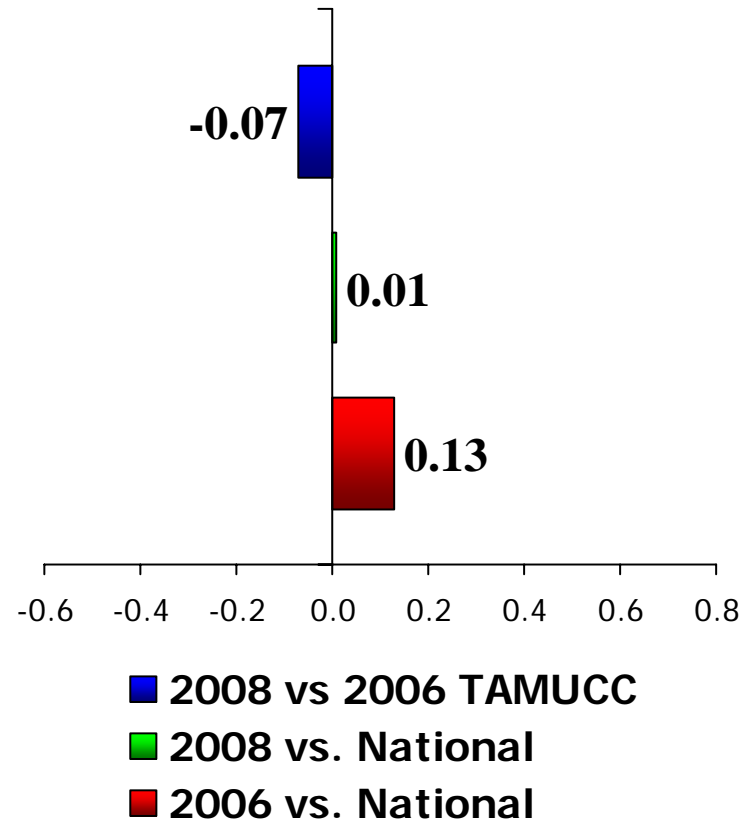
Campus Support Services Scale ~ Item by Item Detail:

- The assessment and course placement procedures are reasonable.
- **Statistical Significance:**
 - vs Ourselves
 - vs National '08 .01
 - vs National '06 .001



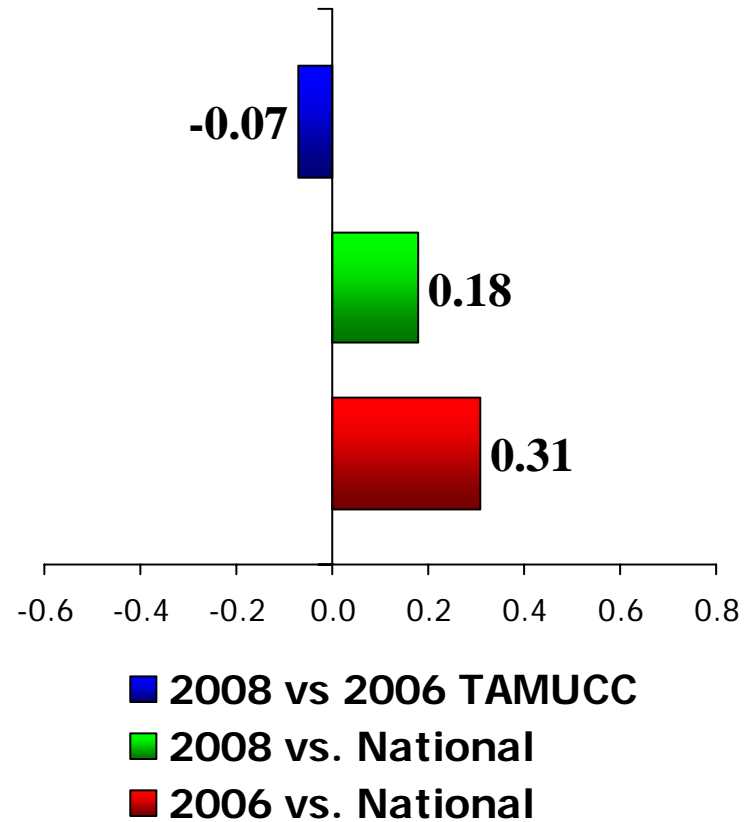
Campus Support Services Scale ~ Item by Item Detail:

- Academic support services adequately meet the needs of students.
- **Statistical Significance:**
 - vs Ourselves
 - vs National '08
 - vs National '06 .01



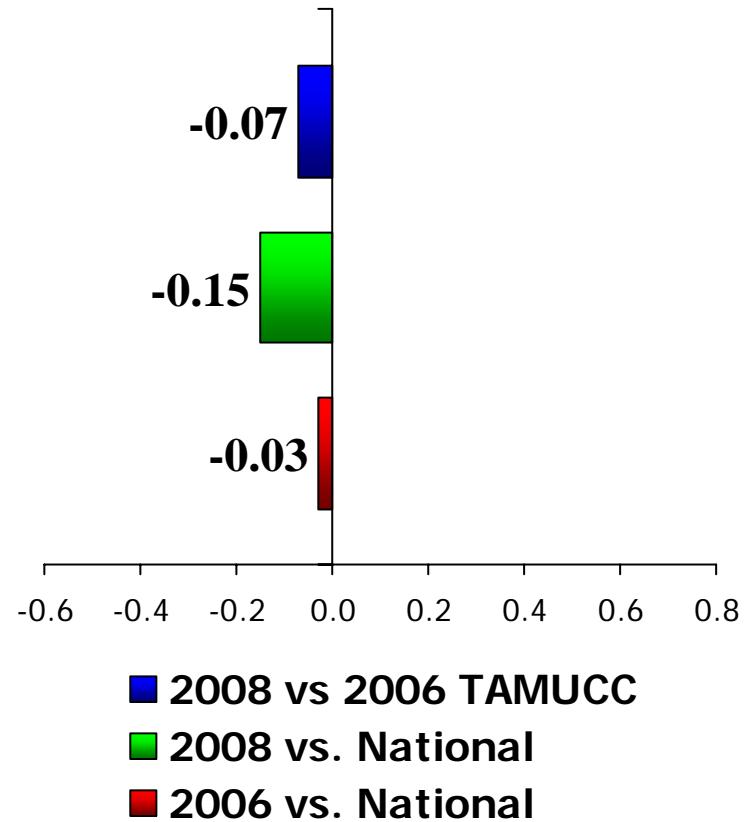
Campus Support Services Scale ~ Item by Item Detail:

- Library staff are helpful and approachable.
- **Statistical Significance:**
 - vs Ourselves
 - vs National '08 .001
 - vs National '06 .001



Campus Support Services Scale ~ Item by Item Detail:

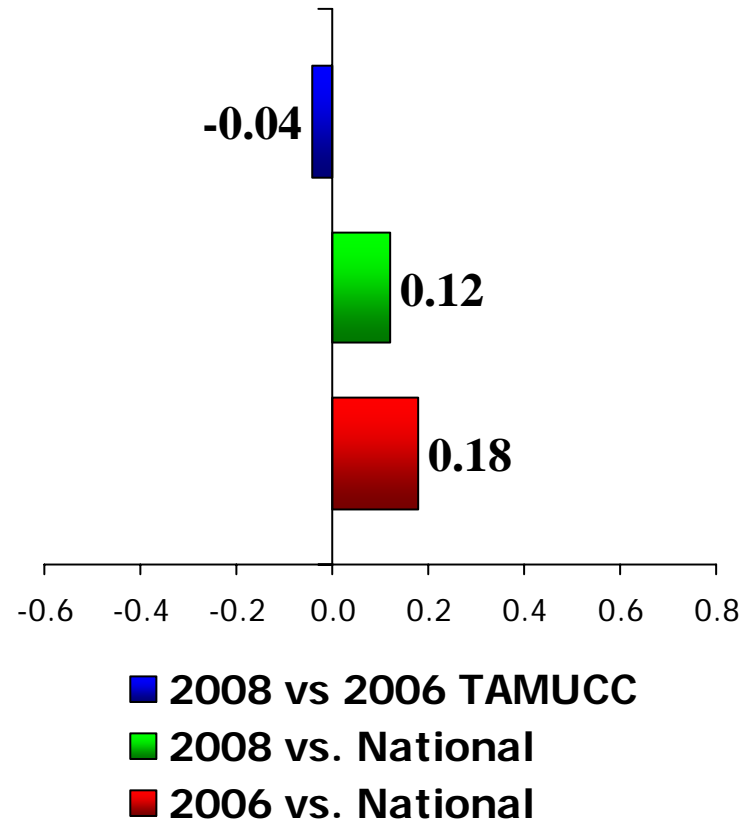
- Bookstore staff are helpful.
- **Statistical Significance:**
 - vs Ourselves
 - vs National '08 .01
 - vs National '06



Concern for the Individual Scale

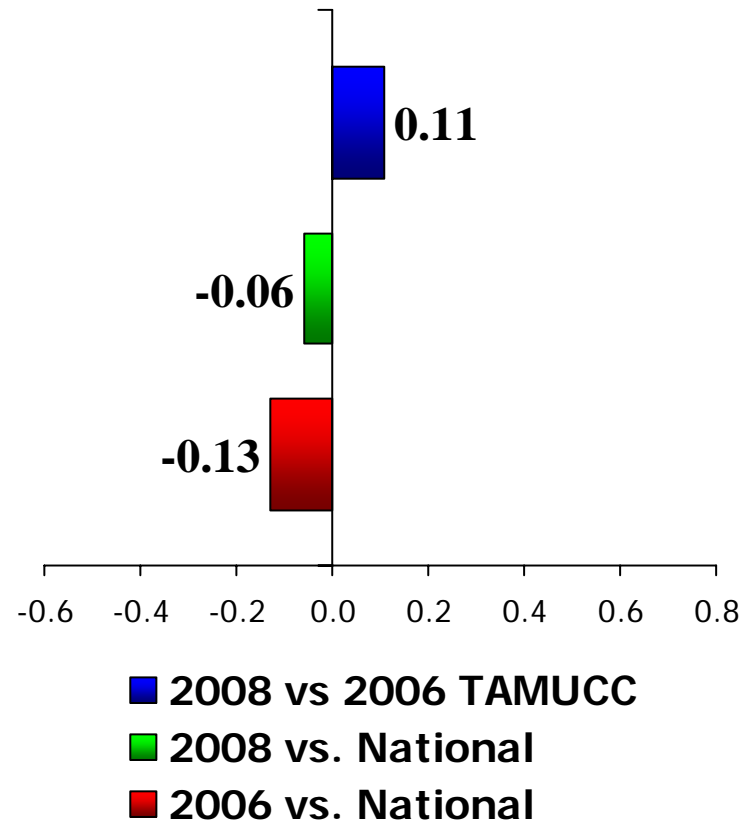
Concern for the Individual Scale ~ Item by Item Detail:

- Faculty are fair and unbiased in their treatment of individual students.
- **Statistical Significance:**
 - vs Ourselves
 - vs National '08 .05
 - vs National '06 .01



Concern for the Individual Scale ~ Item by Item Detail:

- My academic advisor is concerned about my success as an individual.
- **Statistical Significance:**
 - vs Ourselves
 - vs National '08
 - vs National '06

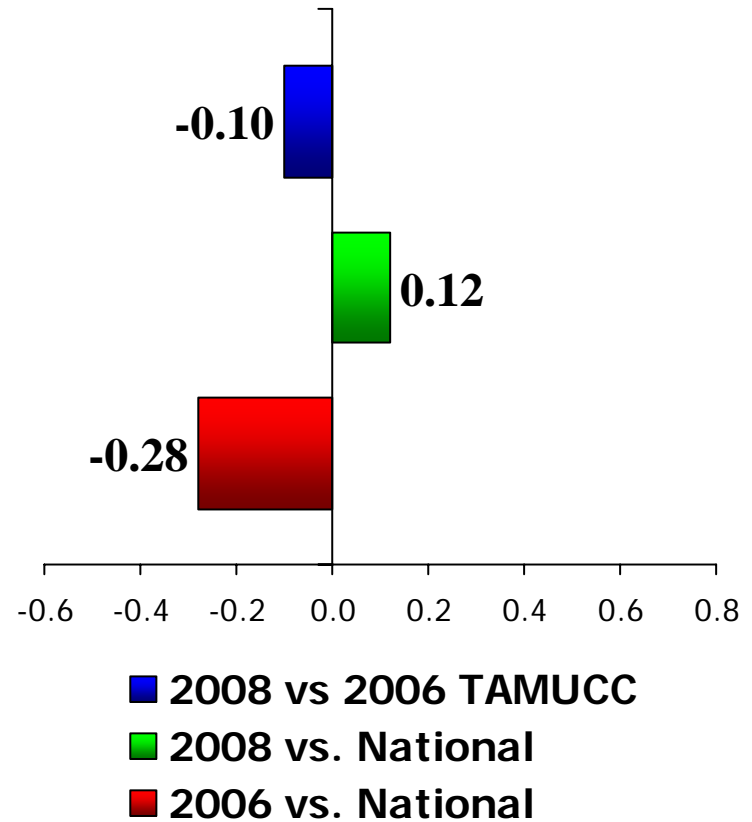


Concern for the Individual Scale ~ Item by Item Detail:

- This institution shows concern for students as individuals

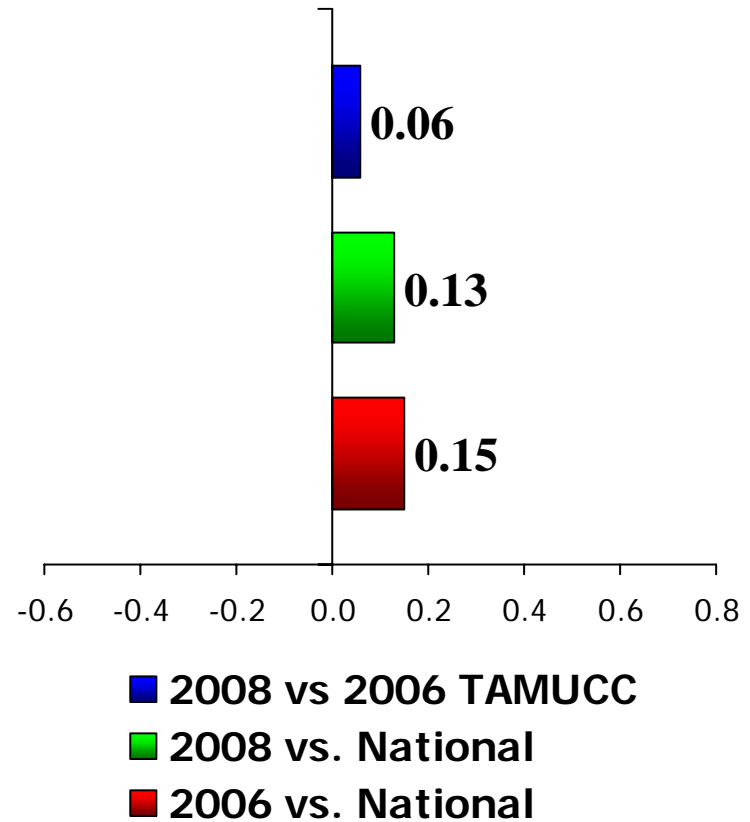
- **Statistical Significance:**

- vs Ourselves
- vs National '08 .05
- vs National '06 .001



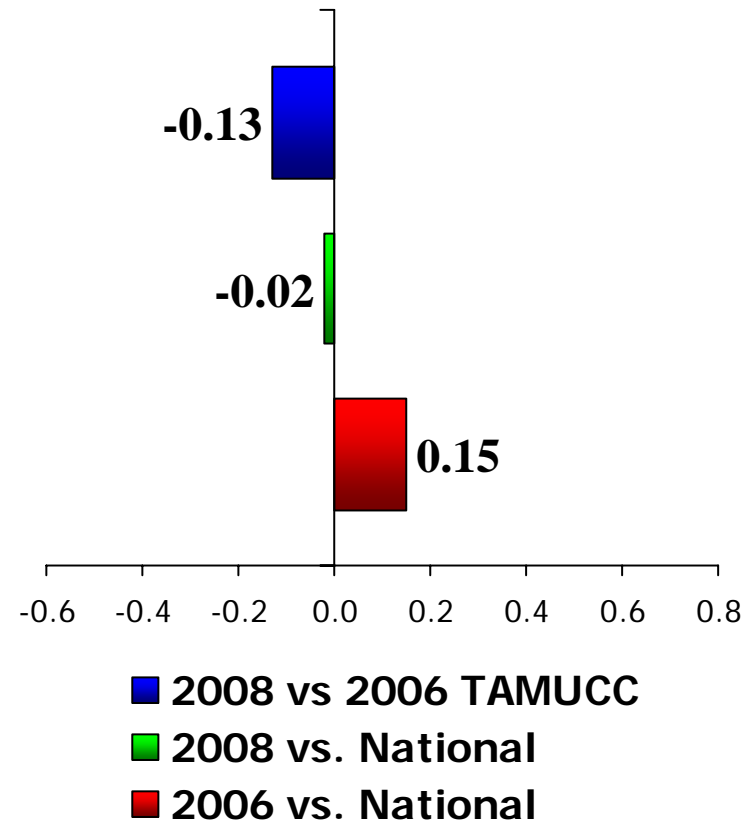
Concern for the Individual Scale ~ Item by Item Detail:

- Faculty care about me as an individual.
- **Statistical Significance:**
 - vs Ourselves
 - vs National '08 .01
 - vs National '06 .01



Concern for the Individual Scale ~ Item by Item Detail:

- Counseling staff care about students as individuals.
- **Statistical Significance:**
 - vs Ourselves
 - vs National '08
 - vs National '06 .05

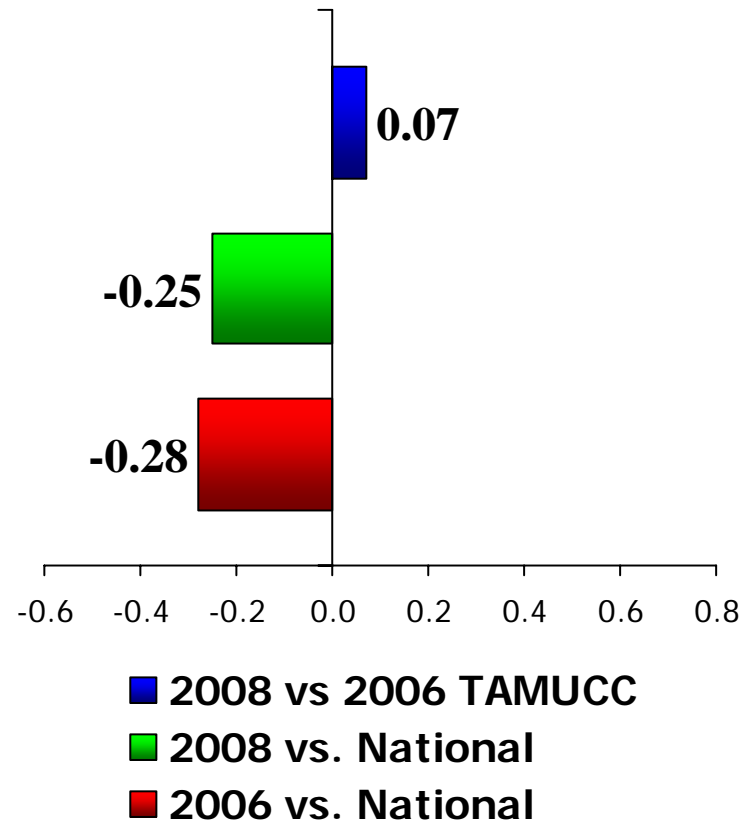


Concern for the Individual Scale ~ Item by Item Detail:

- Residence hall staff are concerned about me as an individual.

- **Statistical Significance:**

- vs Ourselves
- vs National '08 .001
- vs National '06 .001

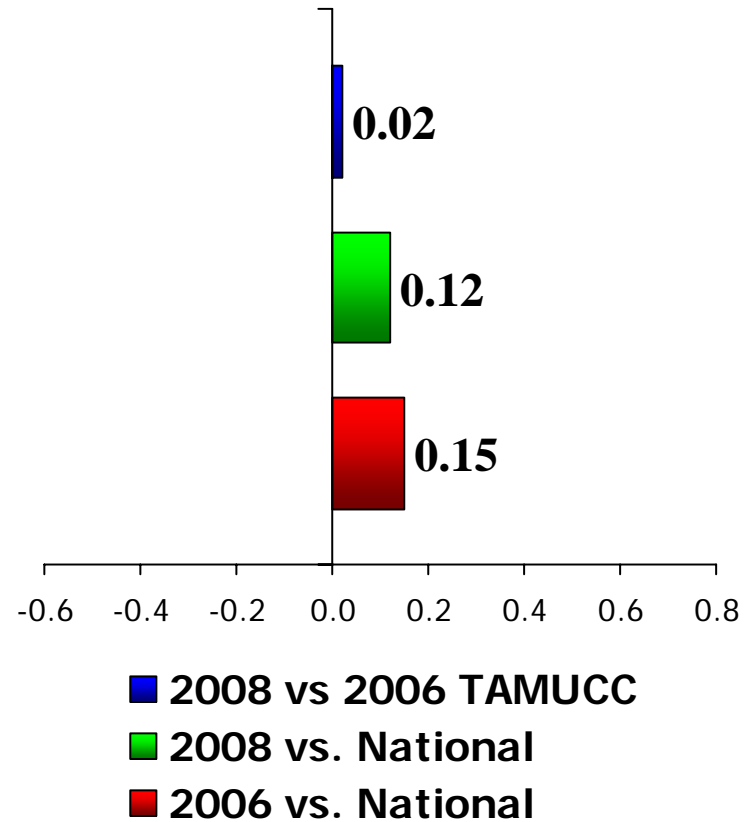


Instructional Effectiveness Scale

Instructional Effectiveness Scale ~ Item by Item Detail:

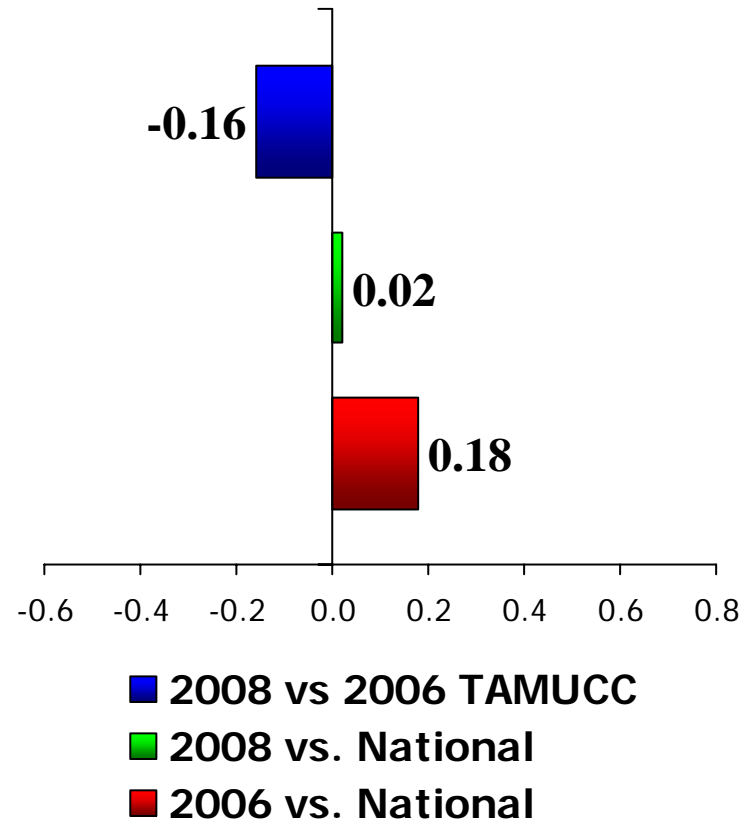
- The content of the courses within my major is valuable.

- **Statistical Significance:**
 - vs Ourselves
 - vs National '08 .05
 - vs National '06 .01



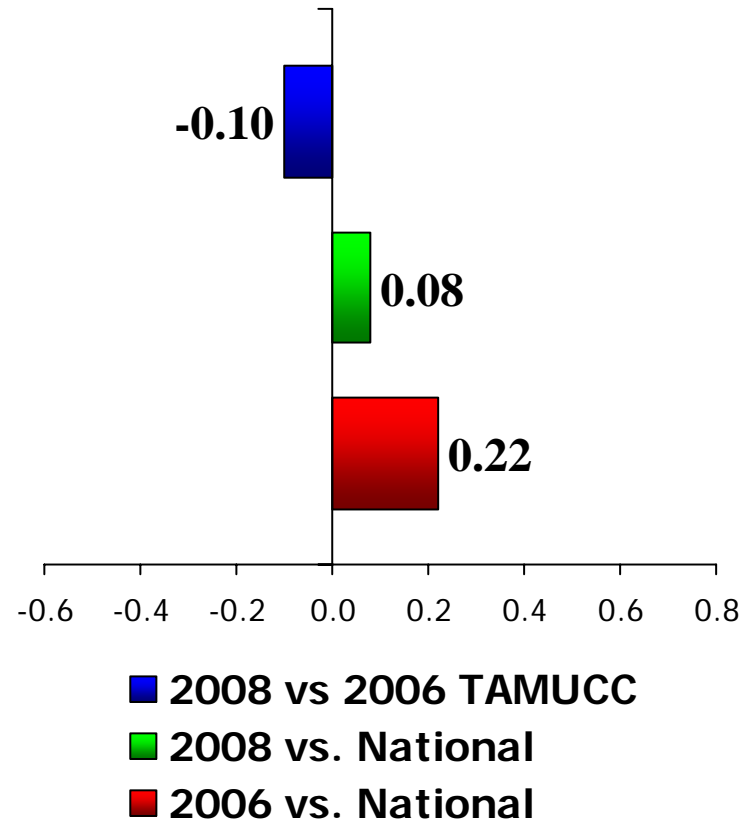
Instructional Effectiveness Scale ~ Item by Item Detail:

- Nearly all of the faculty are knowledgeable in their field.
- **Statistical Significance:**
 - vs Ourselves .05
 - vs National '08
 - vs National '06 .001



Instructional Effectiveness Scale ~ Item by Item Detail:

- The instruction in my major field is excellent.
- **Statistical Significance:**
 - vs Ourselves
 - vs National '08
 - vs National '06 .001

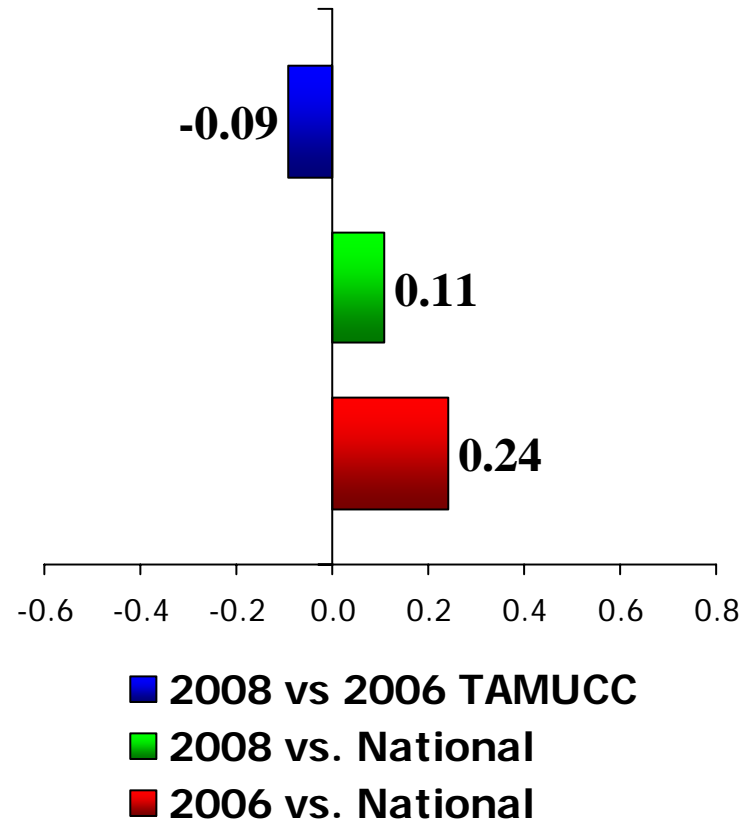


Instructional Effectiveness Scale ~ Item by Item Detail:

- The quality of instruction I receive in most of my classes is excellent.

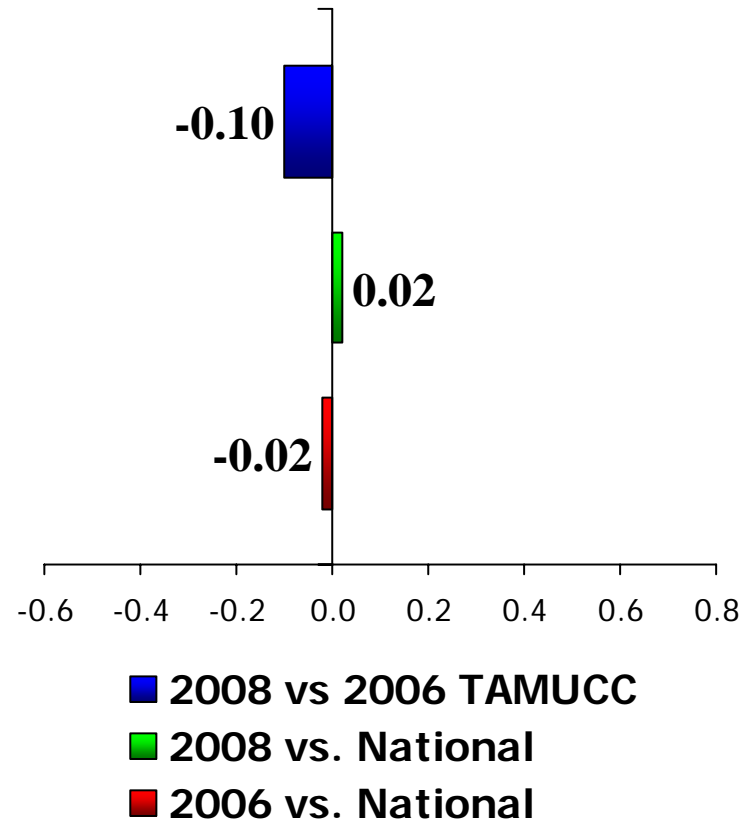
- **Statistical Significance:**

- vs Ourselves
- vs National '08 .05
- vs National '06 .001



Instructional Effectiveness Scale ~ Item by Item Detail:

- There is a good variety of courses provided on this campus.
- **Statistical Significance:**
 - vs Ourselves
 - vs National '08
 - vs National '06

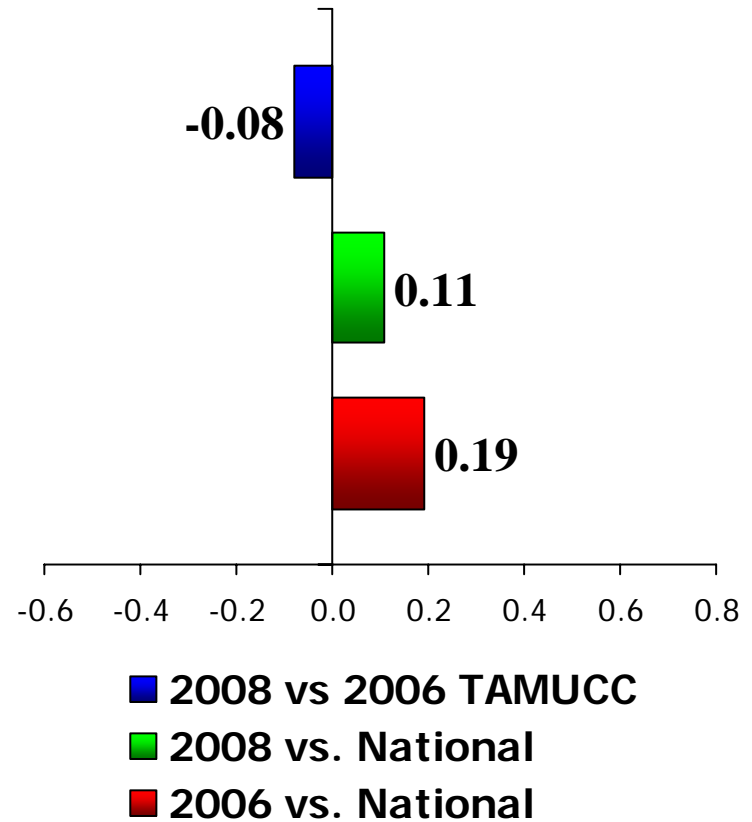


Instructional Effectiveness Scale ~ Item by Item Detail:

- Faculty are usually available after class and during office hours.

• **Statistical Significance:**

- vs Ourselves
- vs National '08 .05
- vs National '06 .001

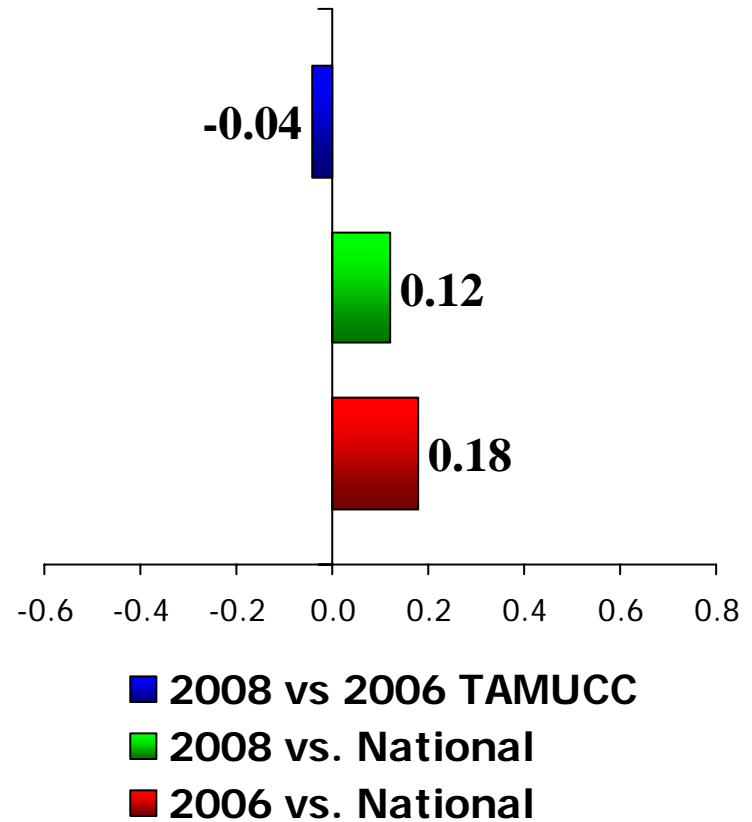


Instructional Effectiveness Scale ~ Item by Item Detail:

- Faculty are fair and unbiased in their treatment of individual students.

• **Statistical Significance:**

- vs Ourselves
- vs National '08 .05
- vs National '06 .01

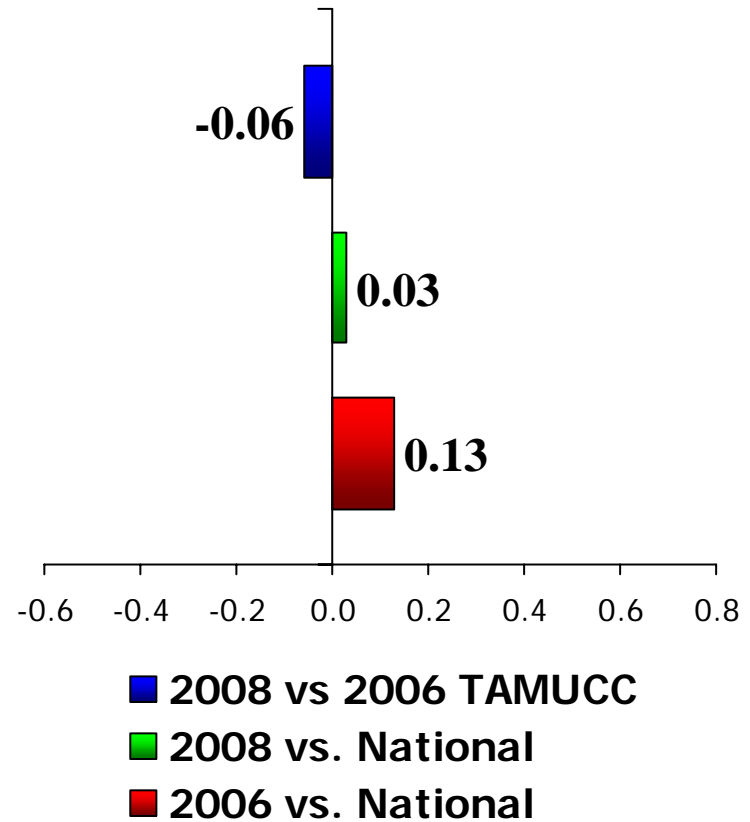


Instructional Effectiveness Scale ~ Item by Item Detail:

- I am able to experience intellectual growth here.

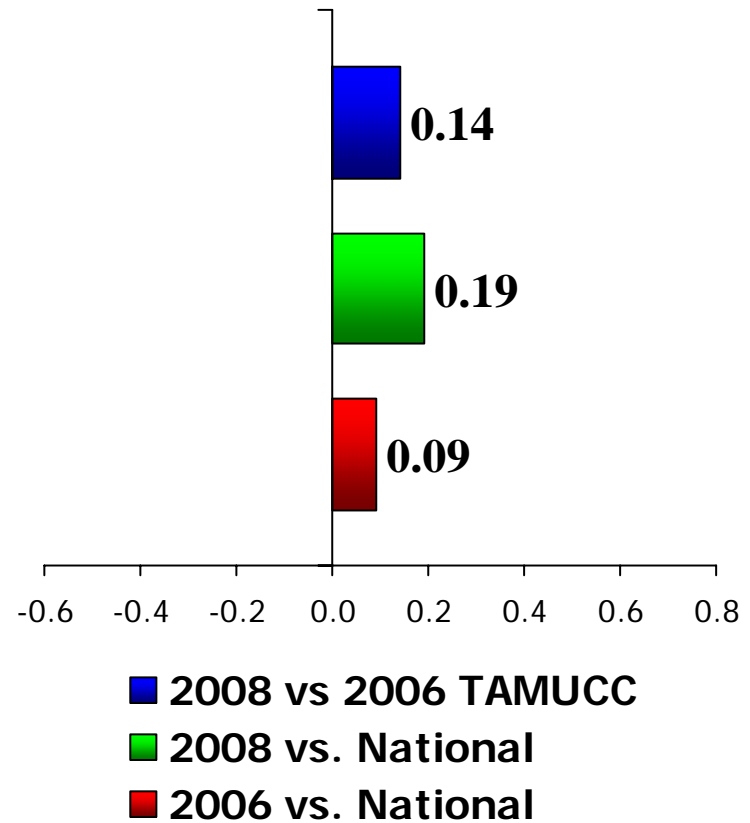
Statistical Significance:

- vs Ourselves
- vs National '08
- vs National '06 .05



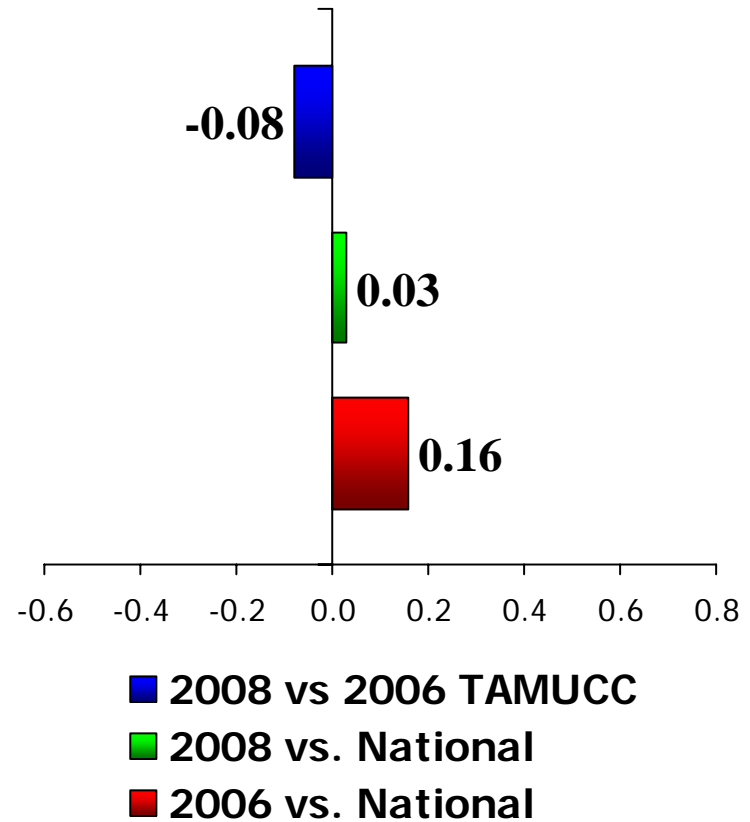
Instructional Effectiveness Scale ~ Item by Item Detail:

- Faculty provide timely feedback about student progress in a course.
- **Statistical Significance:**
 - vs Ourselves
 - vs National '08 .001
 - vs National '06



Instructional Effectiveness Scale ~ Item by Item Detail:

- There is a commitment to academic excellence on this campus.
- **Statistical Significance:**
 - vs Ourselves
 - vs National '08
 - vs National '06 **.01**

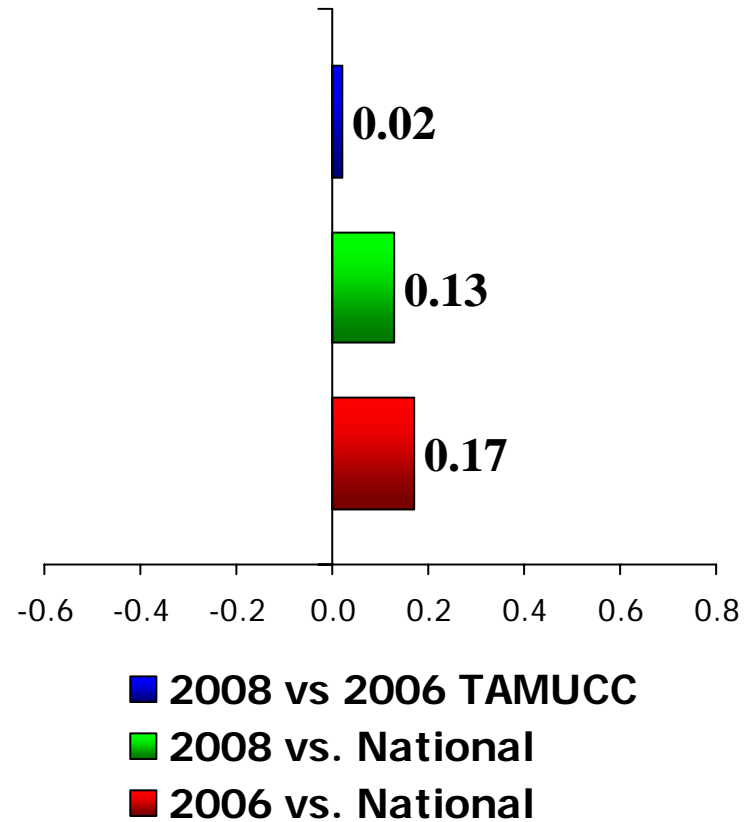


Instructional Effectiveness Scale ~ Item by Item Detail:

- Adjunct faculty are competent as classroom instructors

- **Statistical Significance:**

- vs Ourselves
- vs National '08 .05
- vs National '06 .01

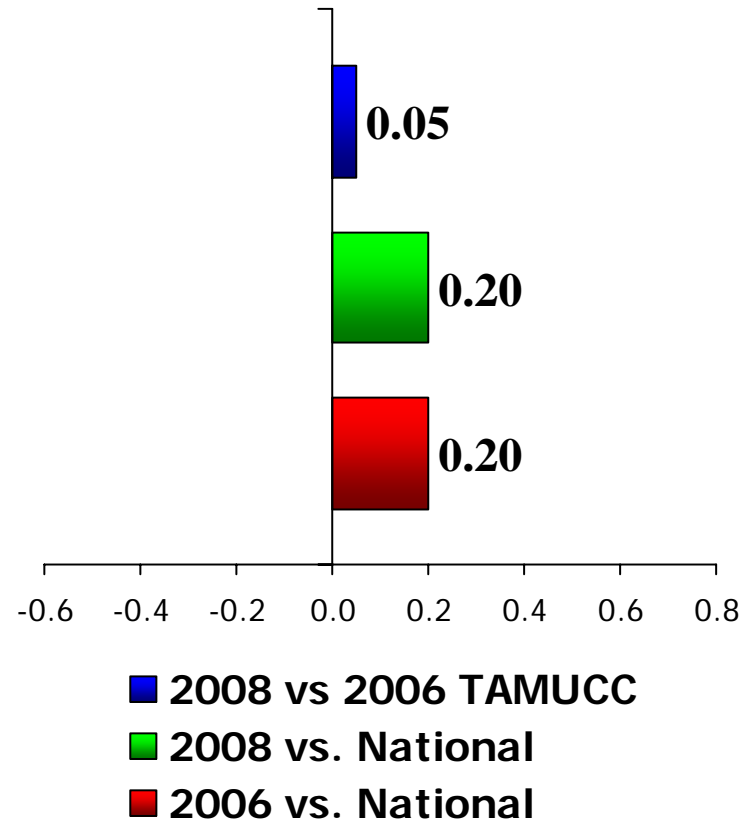


Instructional Effectiveness Scale ~ Item by Item Detail:

- Faculty take into consideration student differences as they teach a course.

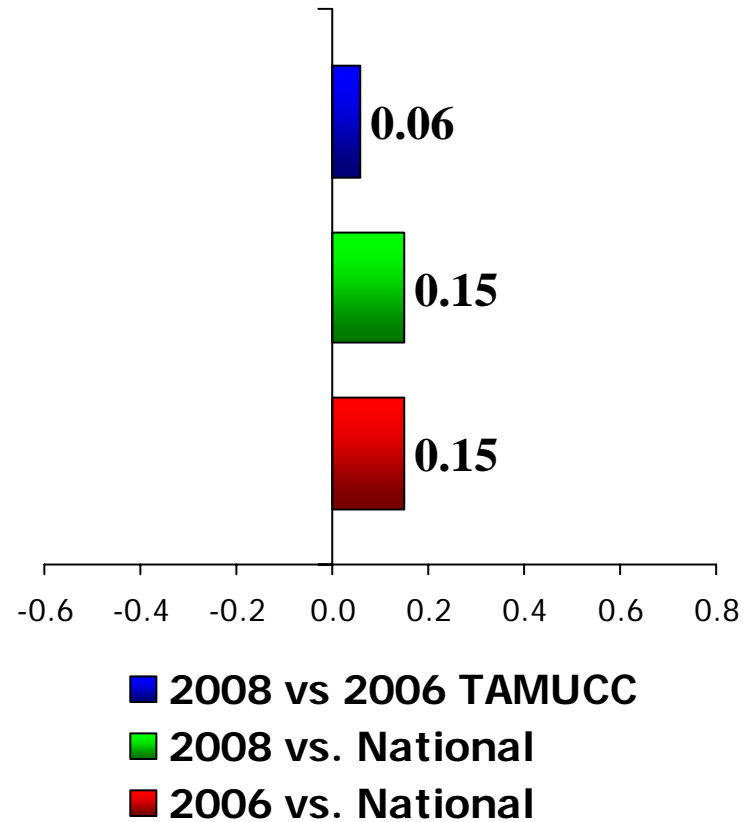
- **Statistical Significance:**

- vs Ourselves
- vs National '08 .001
- vs National '06 .001



Instructional Effectiveness Scale ~ Item by Item Detail:

- Faculty care about me as an individual.
- **Statistical Significance:**
 - vs Ourselves
 - vs National '08 .01
 - vs National '06 .01

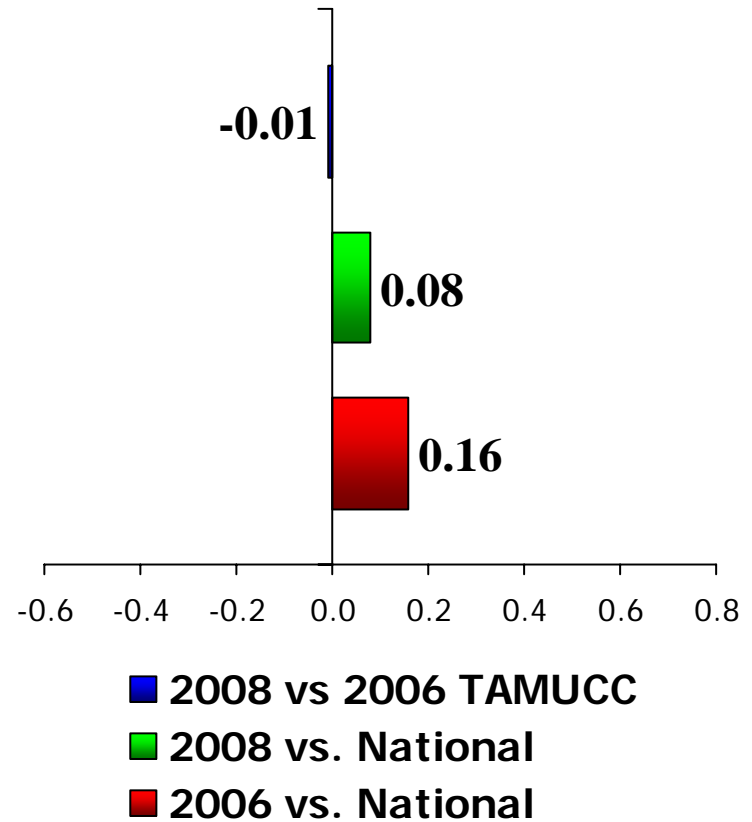


Instructional Effectiveness Scale ~ Item by Item Detail:

- Graduate teaching assistants are competent as classroom instructors.

- **Statistical Significance:**

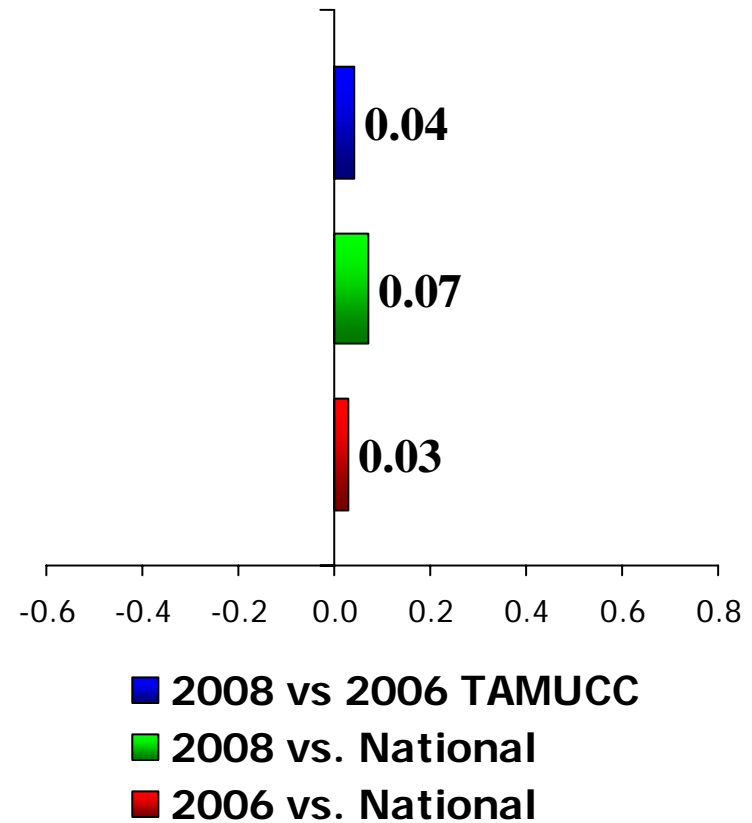
- vs Ourselves
- vs National '08
- vs National '06 .05



Recruitment & Financial Aid Scale

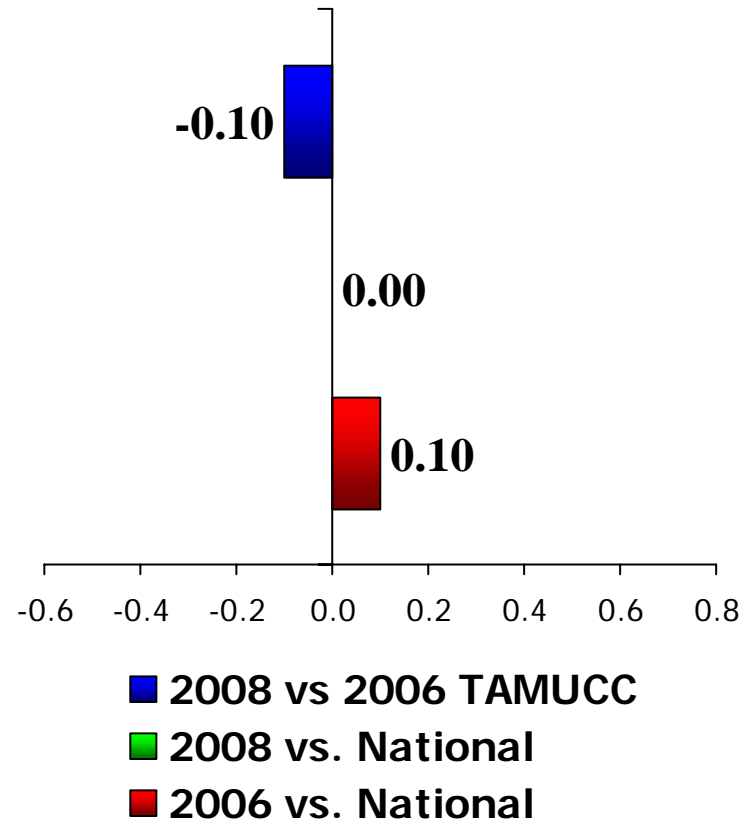
Recruitment & Financial Aid Scale ~ Item by Item Detail:

- Admissions staff are knowledgeable.
- **Statistical Significance:**
 - vs Ourselves
 - vs National '08
 - vs National '06



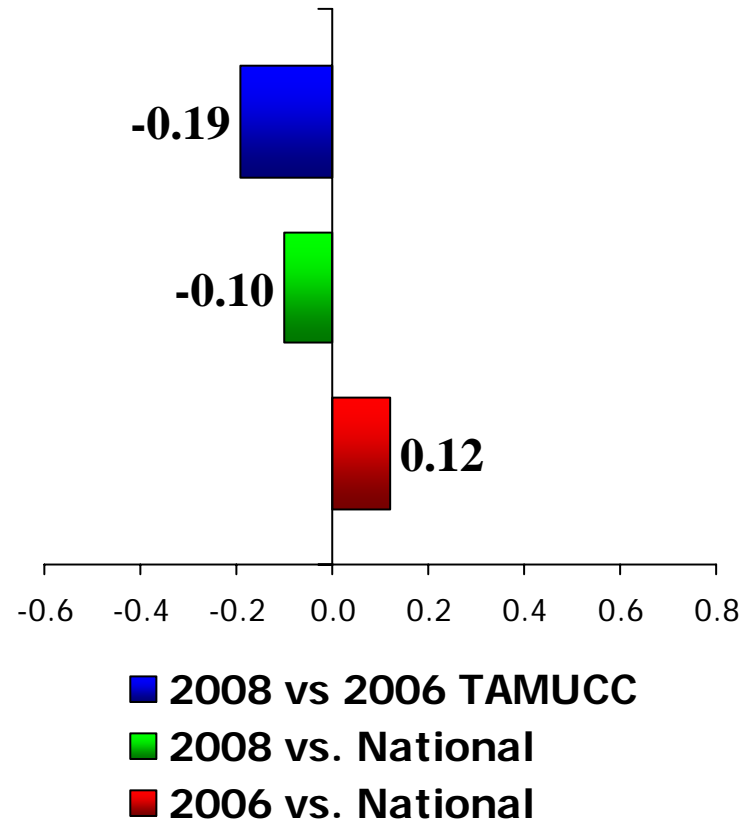
Recruitment & Financial Aid Scale ~ Item by Item Detail:

- Adequate financial aid is available for most students.
- **Statistical Significance:**
 - vs Ourselves
 - vs National '08
 - vs National '06



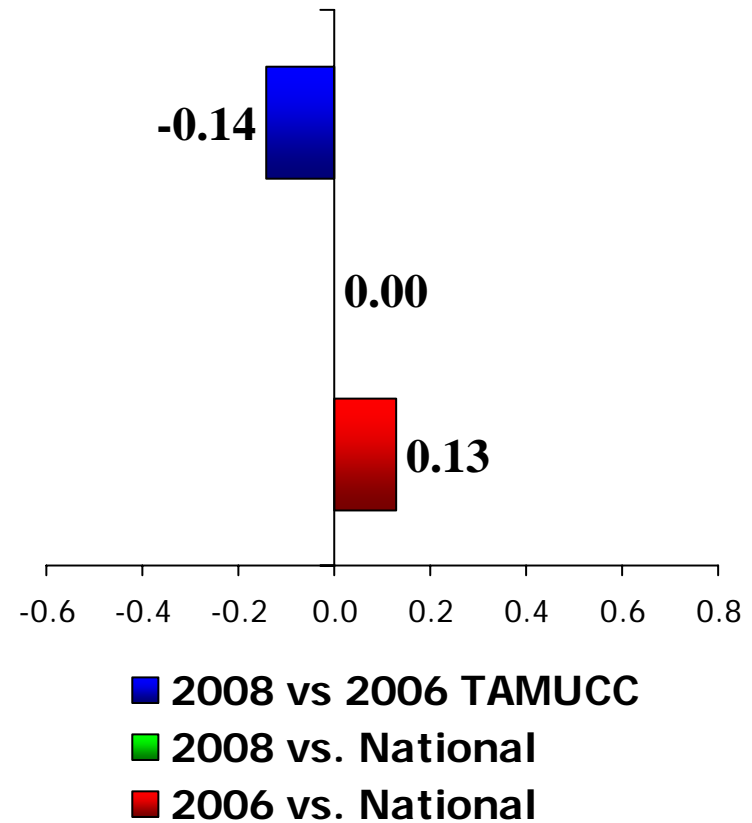
Recruitment & Financial Aid Scale ~ Item by Item Detail:

- Financial aid awards are announced to students in time to be helpful in college planning.
- **Statistical Significance:**
 - vs Ourselves .05
 - vs National '08
 - vs National '06



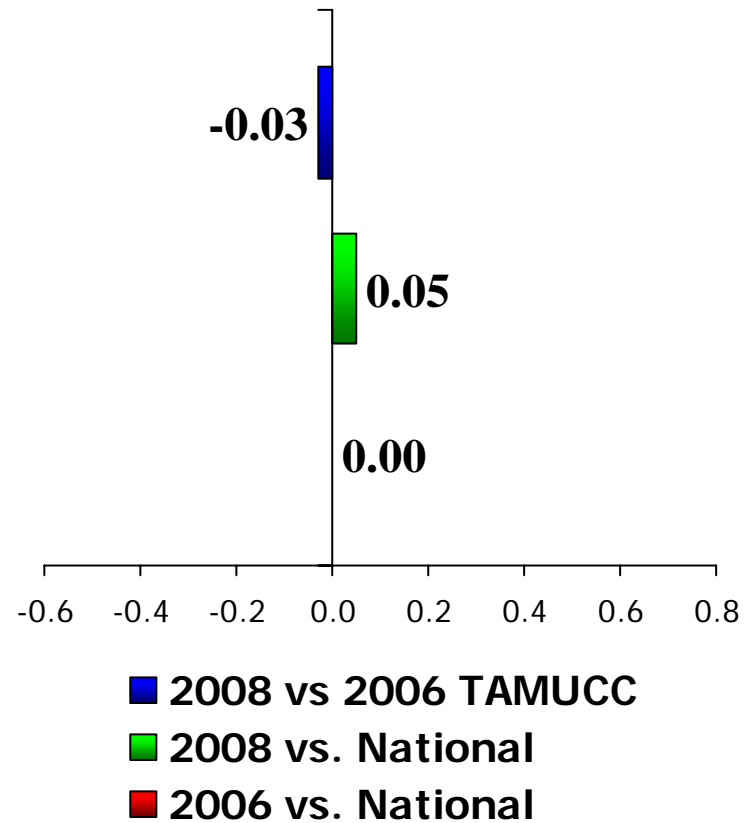
Recruitment & Financial Aid Scale ~ Item by Item Detail:

- Financial aid counselors are helpful.
- **Statistical Significance:**
 - vs Ourselves
 - vs National '08
 - vs National '06



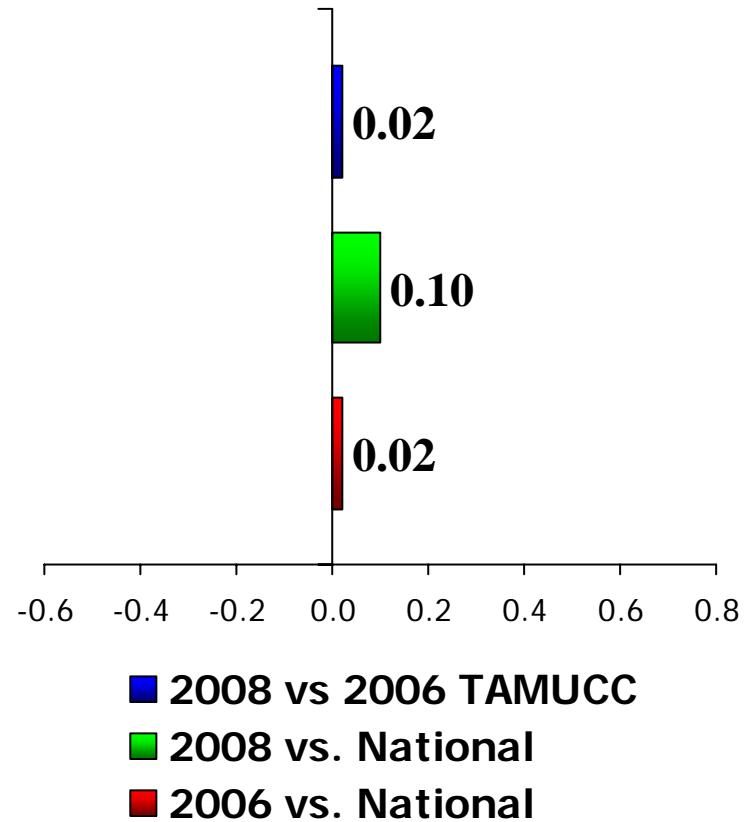
Recruitment & Financial Aid Scale ~ Item by Item Detail:

- Admissions counselors respond to prospective students' unique needs and requests.
- **Statistical Significance:**
 - vs Ourselves
 - vs National '08
 - vs National '06



Recruitment & Financial Aid Scale ~ Item by Item Detail:

- Admissions counselors accurately portray the campus in their recruiting practices.
- **Statistical Significance:**
 - vs Ourselves
 - vs National '08
 - vs National '06 .05



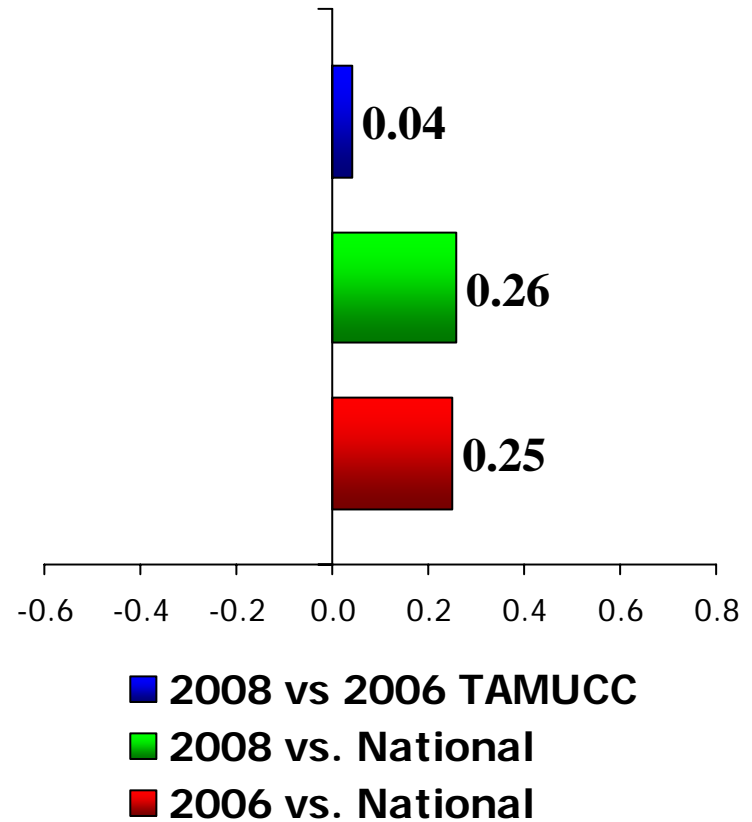
Registration Effectiveness Scale

Registration Effectiveness Scale~ Item by Item Detail:

- I am able to register for classes I need with few conflicts.

Statistical Significance:

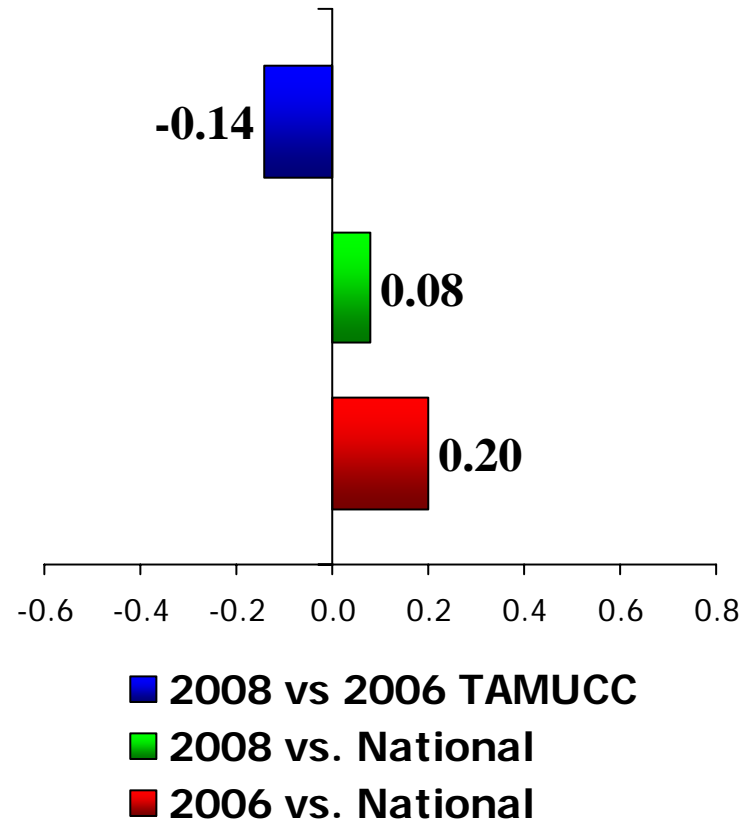
- vs Ourselves
- vs National '08 .001
- vs National '06 .001



Registration Effectiveness Scale~ Item by Item Detail:

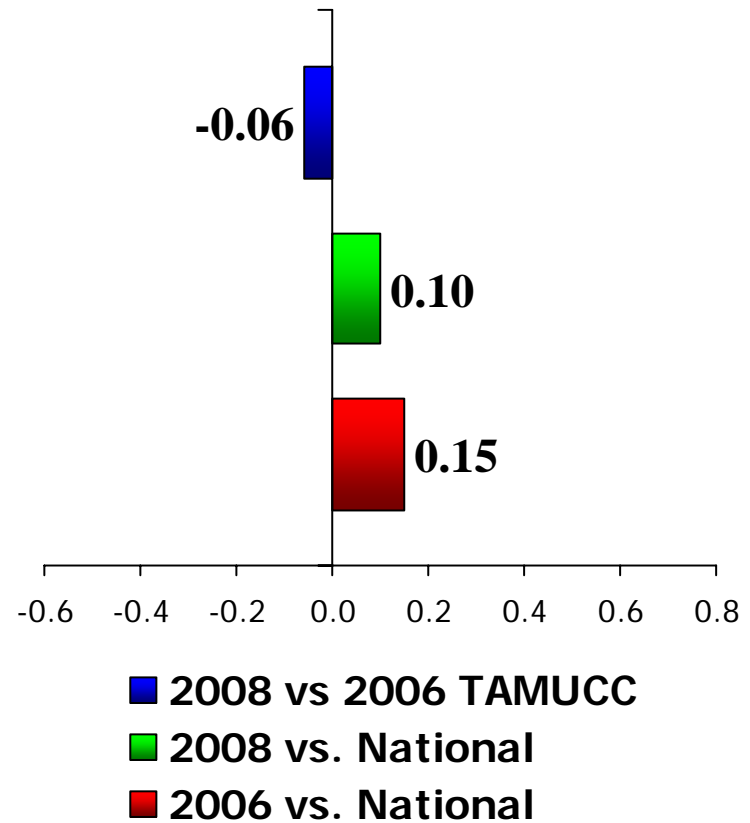
- The personnel involved in registration are helpful.

- **Statistical Significance:**
 - vs Ourselves
 - vs National '08
 - vs National '06 .001



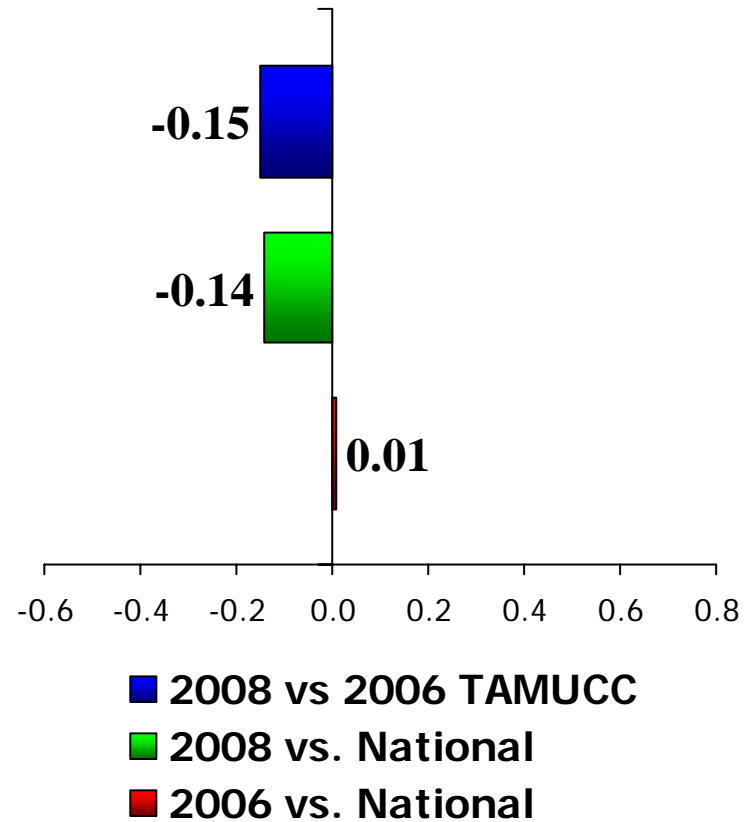
Registration Effectiveness Scale~ Item by Item Detail:

- Class change (drop/add) policies are reasonable.
- **Statistical Significance:**
 - vs Ourselves
 - vs National '08
 - vs National '06 .05



Registration Effectiveness Scale~ Item by Item Detail:

- Billing policies are reasonable.
- **Statistical Significance:**
 - vs Ourselves
 - vs National '08 .05
 - vs National '06

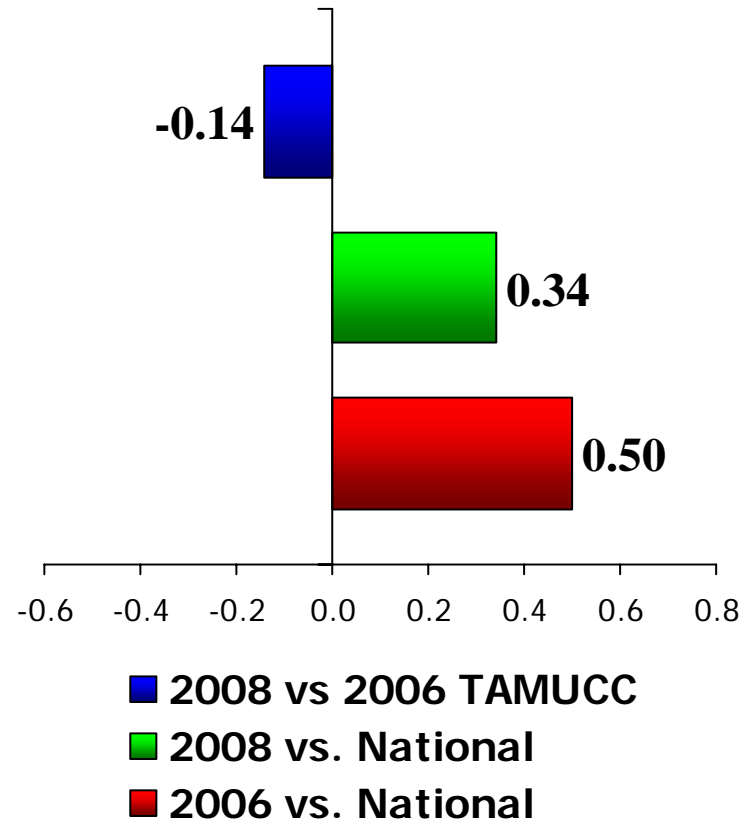


Registration Effectiveness Scale~ Item by Item Detail:

- The business office is open during hours which are convenient for most students.

• **Statistical Significance:**

- vs Ourselves
- vs National '08 .001
- vs National '06 .001



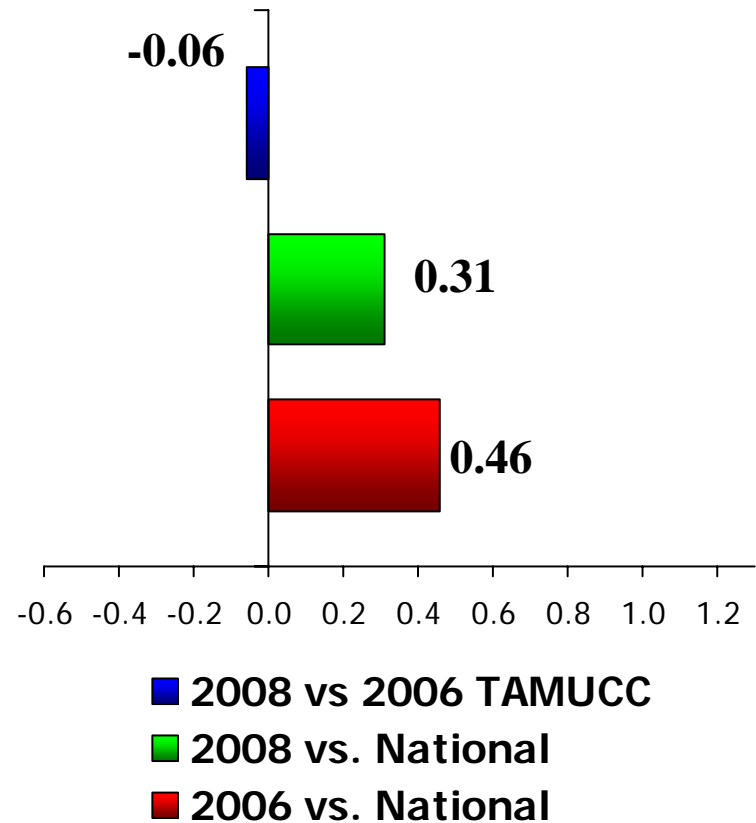
Safety and Security Scale

Safety and Security Scale ~ Item by Item Detail:

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

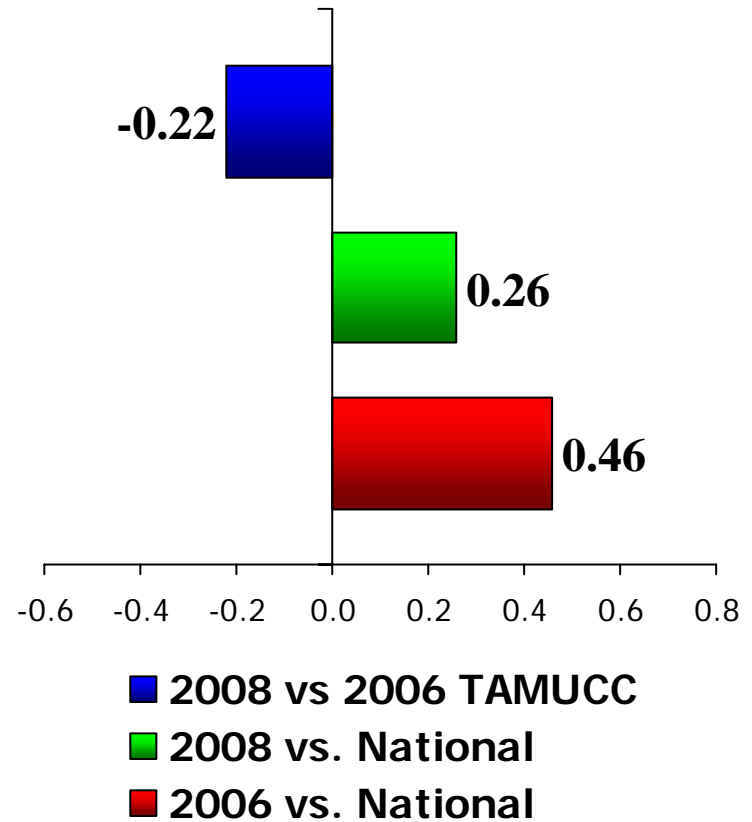
- **Statistical Significance:**

- vs Ourselves
- vs National '08 .001
- vs National '06 .001



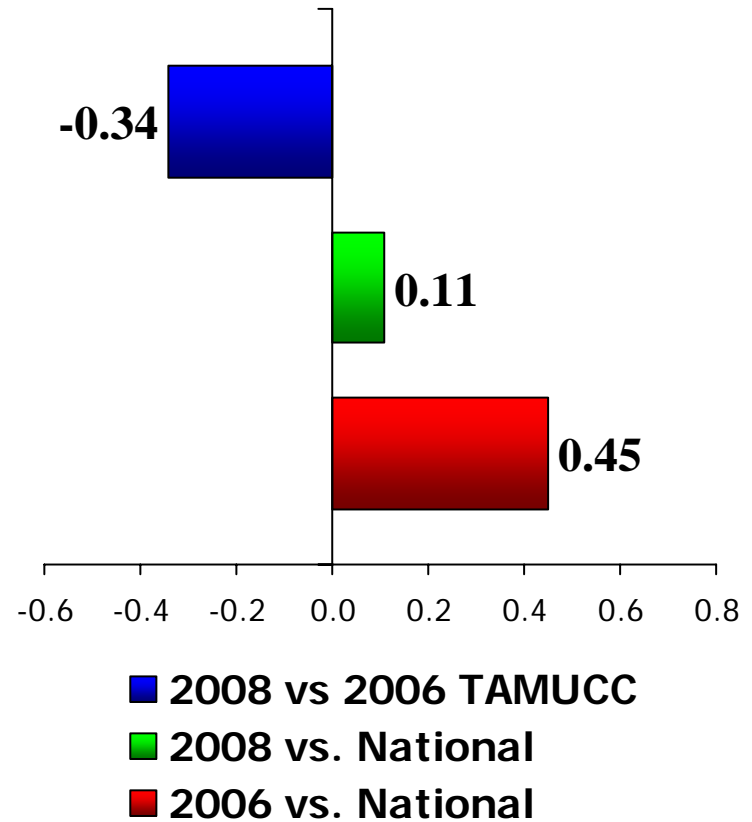
Safety and Security Scale ~ Item by Item Detail:

- The campus is safe and secure for all students.
- **Statistical Significance:**
 - vs Ourselves .001
 - vs National '08 .001
 - vs National '06 .001



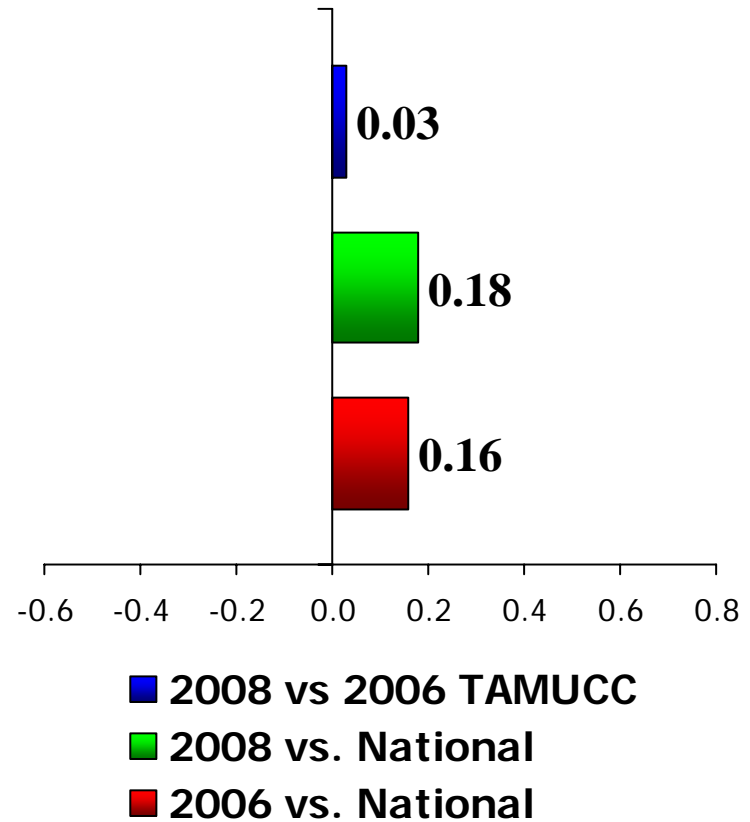
Safety and Security Scale ~ Item by Item Detail:

- Parking lots are well-lighted and secure.
- **Statistical Significance:**
 - vs Ourselves .001
 - vs National '08
 - vs National '06 .001



Safety and Security Scale ~ Item by Item Detail:

- Security staff respond quickly in emergencies.
- **Statistical Significance:**
 - vs Ourselves
 - vs National '08 .01
 - vs National '06 .05

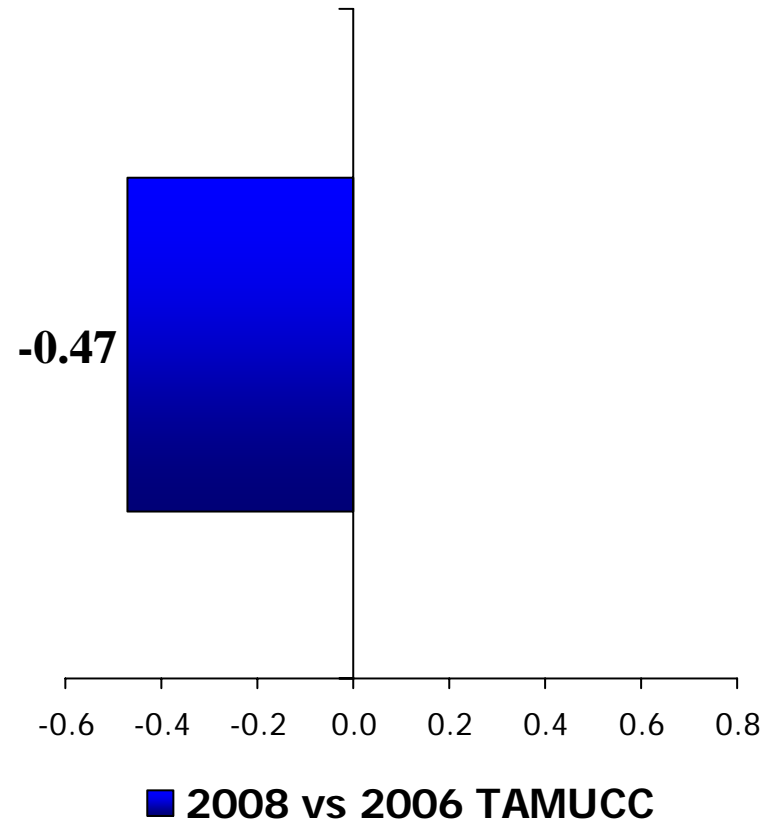


Service Excellence Scale

Service Excellence Scale ~ Item by Item Detail:

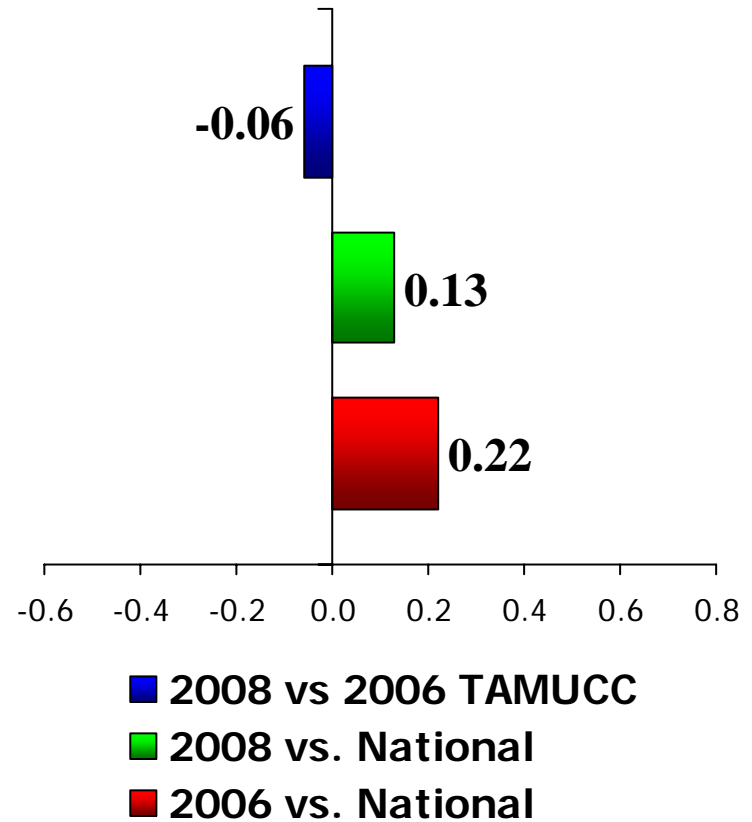
- The WEB registration process through SAIL works well for me. (Local item)

- **Statistical Significance:**
 - vs Ourselves .001



Service Excellence Scale ~ Item by Item Detail:

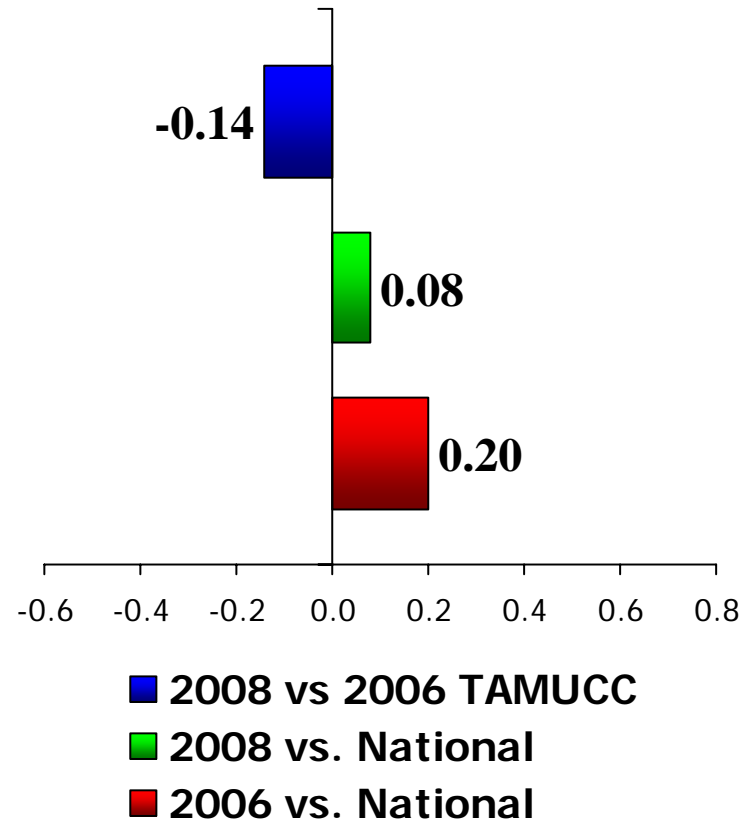
- The campus staff are caring and helpful.
- **Statistical Significance:**
 - vs Ourselves
 - vs National '08 .05
 - vs National '06 .001



Service Excellence Scale ~ Item by Item Detail:

- The personnel involved in registration are helpful.

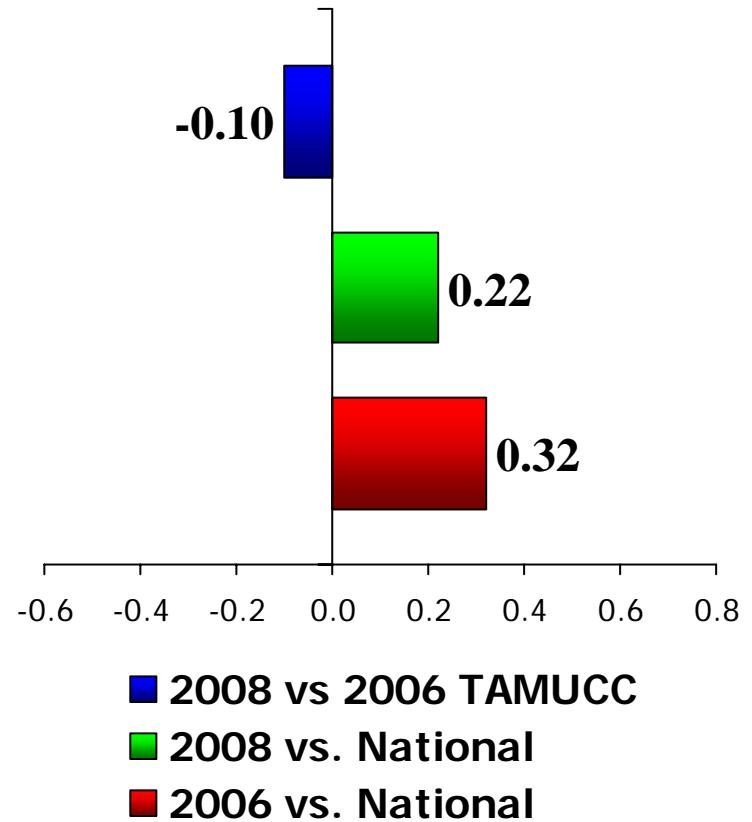
- **Statistical Significance:**
 - vs Ourselves
 - vs National '08
 - vs National '06 .001



Service Excellence Scale ~ Item by Item Detail:

- I seldom get the “run-around” when seeking information on this campus.

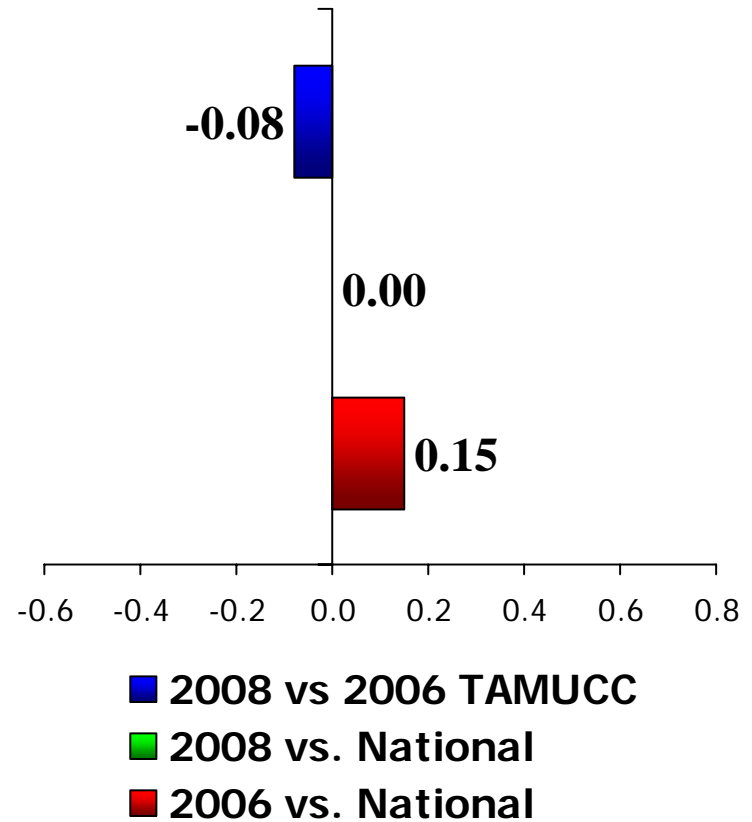
- Statistical Significance:
 - vs Ourselves
 - vs National '08 .01
 - vs National '06 .001



Service Excellence Scale ~ Item by Item Detail:

- Channels for expressing student complaints are readily available.

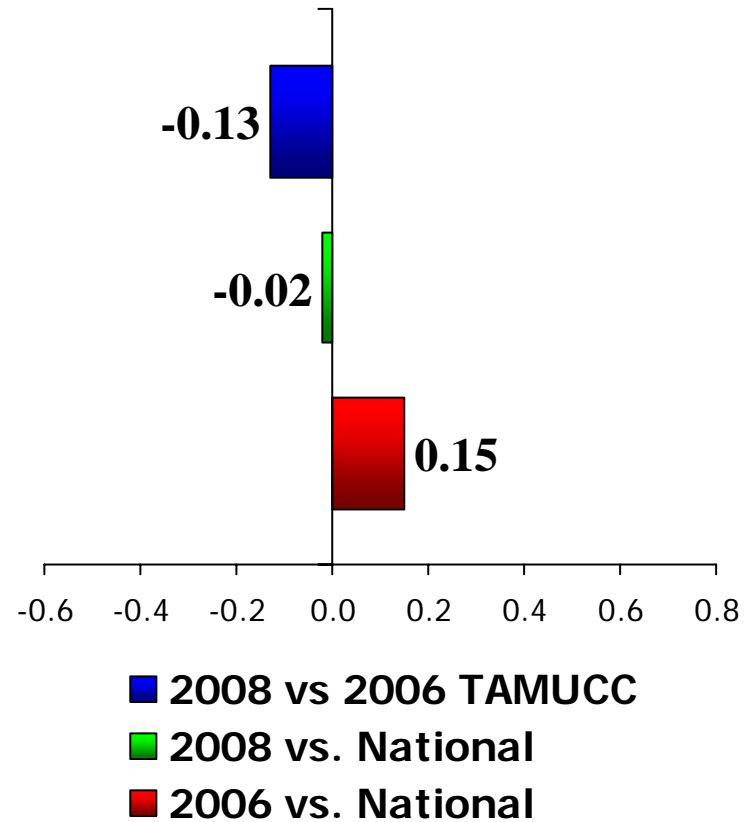
- **Statistical Significance:**
 - vs Ourselves
 - vs National '08
 - vs National '06 .05



Service Excellence Scale ~ Item by Item Detail:

- Counseling staff care about students as individuals.

- **Statistical Significance:**
 - vs Ourselves
 - vs National '08
 - vs National '06 .05

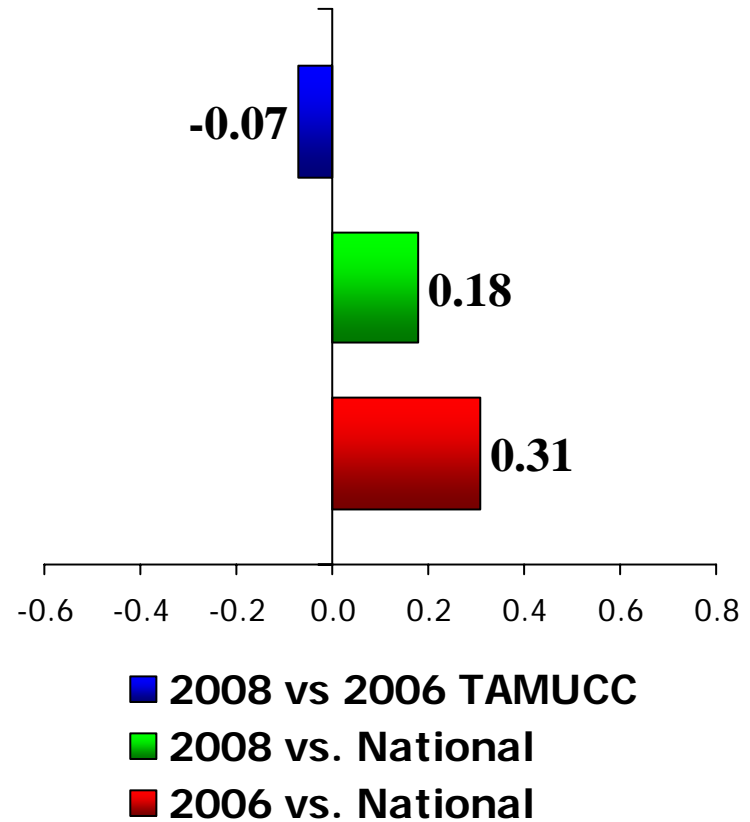


Service Excellence Scale ~ Item by Item Detail:

- Library staff are helpful and approachable.

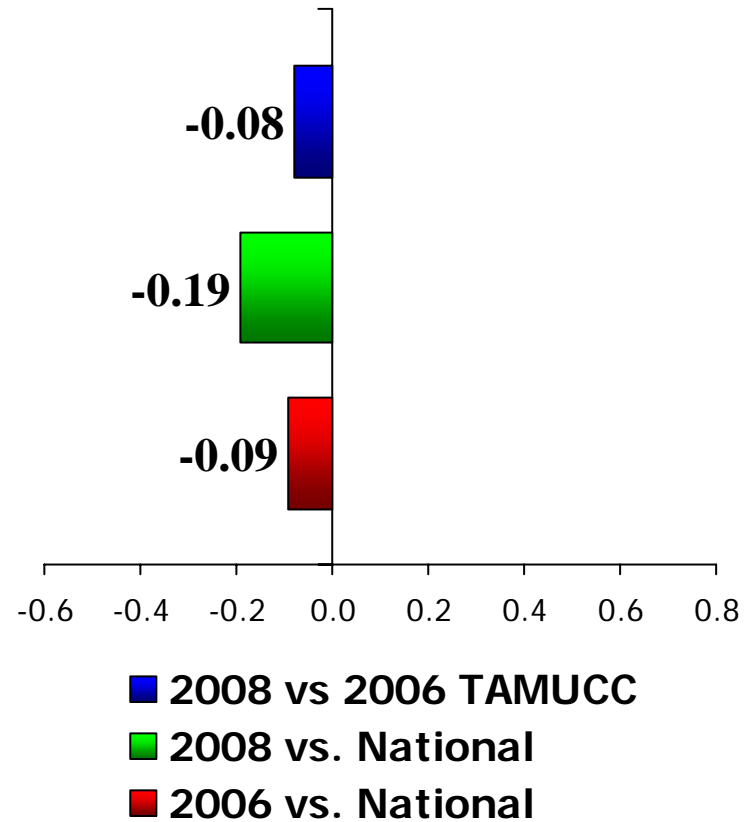
- **Statistical Significance:**

- vs Ourselves
- vs National '08 .001
- vs National '06 .001



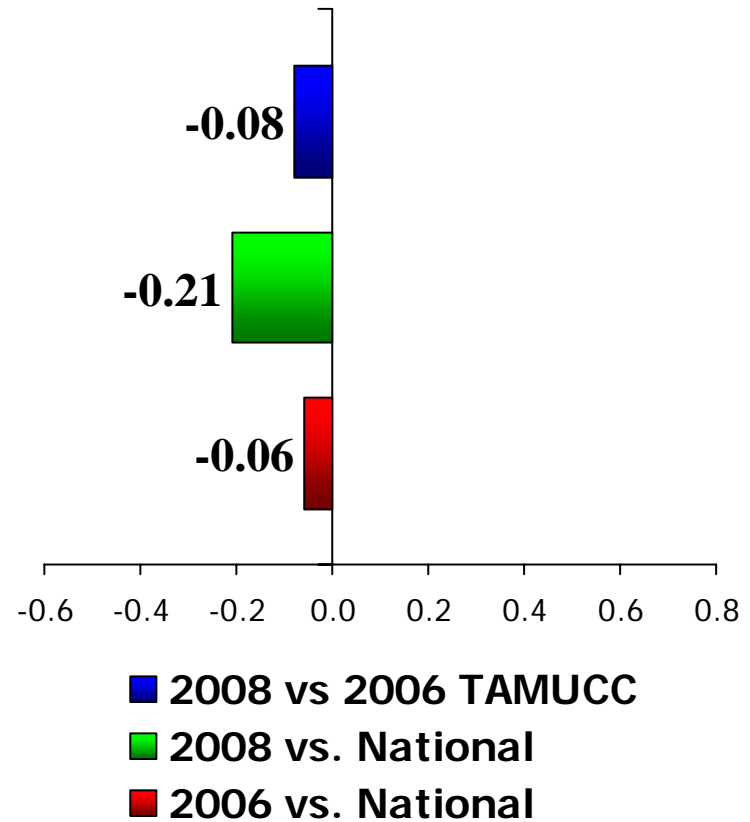
Service Excellence Scale ~ Item by Item Detail:

- The staff in the health services area are competent.
- **Statistical Significance:**
 - vs Ourselves
 - vs National '08 .001
 - vs National '06



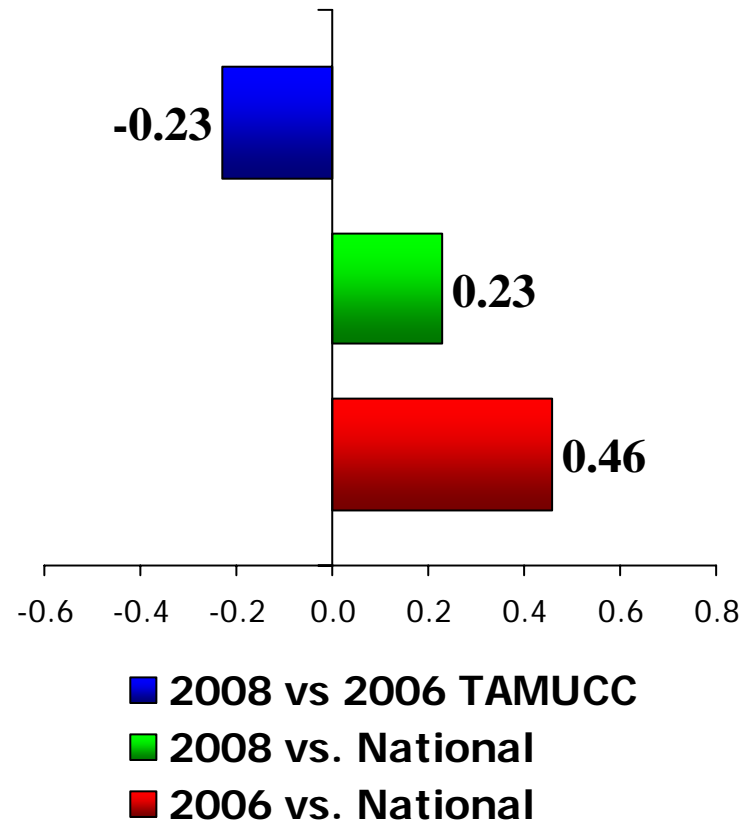
Service Excellence Scale ~ Item by Item Detail:

- I generally know what's happening on campus.
- **Statistical Significance:**
 - vs Ourselves
 - vs National '08 .001
 - vs National '06



Service Excellence Scale ~ Item by Item Detail:

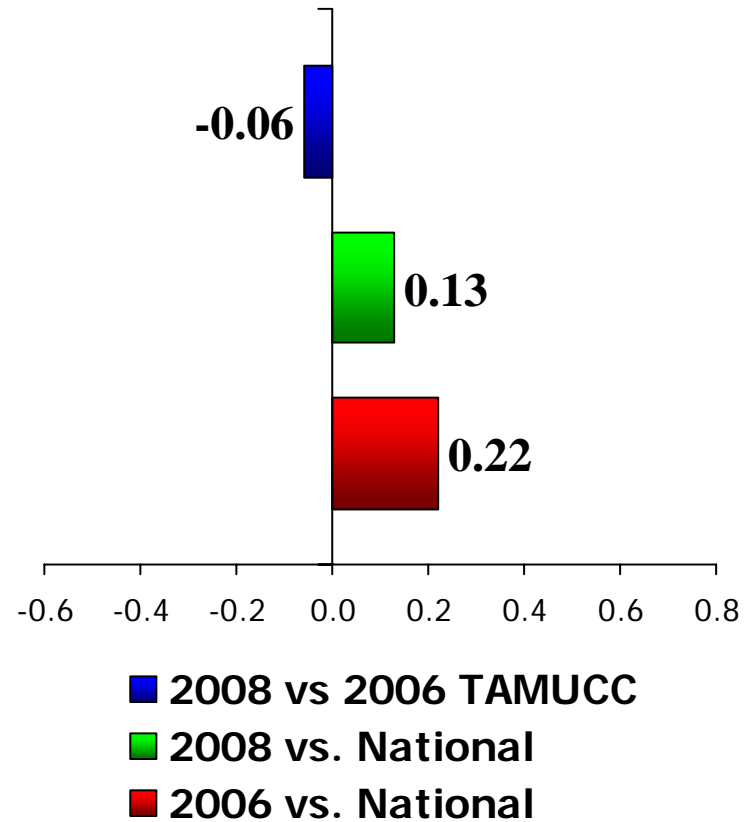
- On a whole, the campus is well-maintained.
- **Statistical Significance:**
 - vs Ourselves .001
 - vs National '08 .001
 - vs National '06 .001



Student Centeredness Scale

Student Centeredness Scale ~ Item by Item Detail:

- The campus staff are caring and helpful.
- **Statistical Significance:**
 - vs Ourselves
 - vs National '08 .05
 - vs National '06 .001

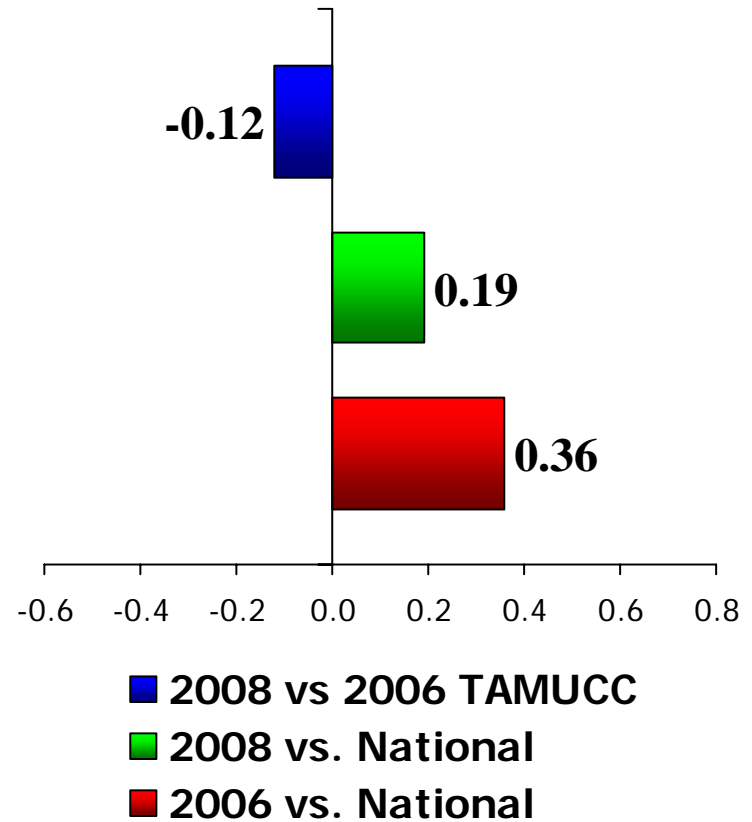


Student Centeredness Scale ~ Item by Item Detail:

- It is an enjoyable experience to be a student on this campus.

- **Statistical Significance:**

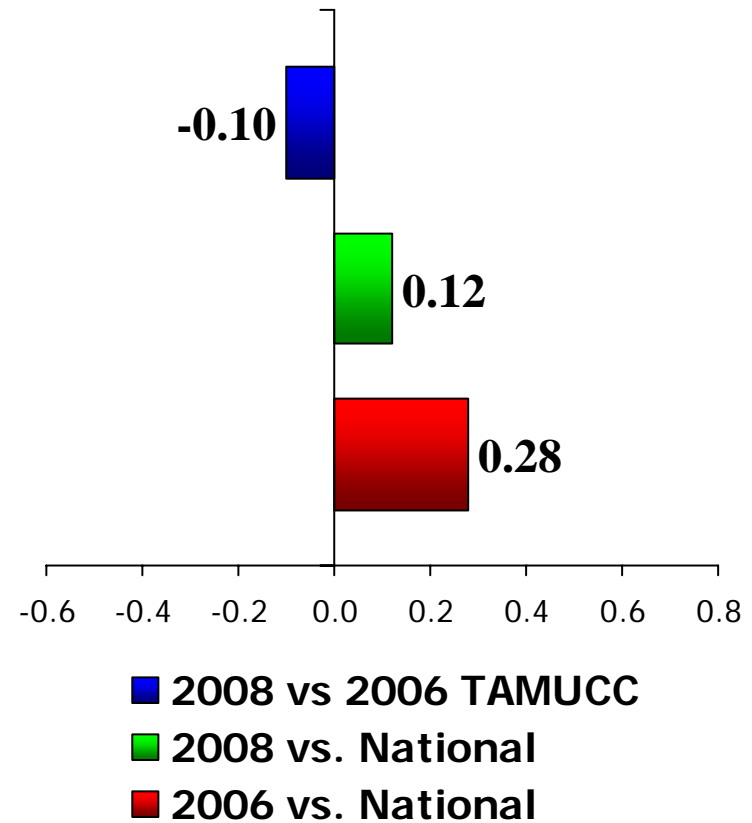
- vs Ourselves
- vs National '08 .001
- vs National '06 .001



Student Centeredness Scale ~ Item by Item Detail:

- This institution shows concern for students as individuals.

- **Statistical Significance:**
 - vs Ourselves
 - vs National '08 .05
 - vs National '06 .001

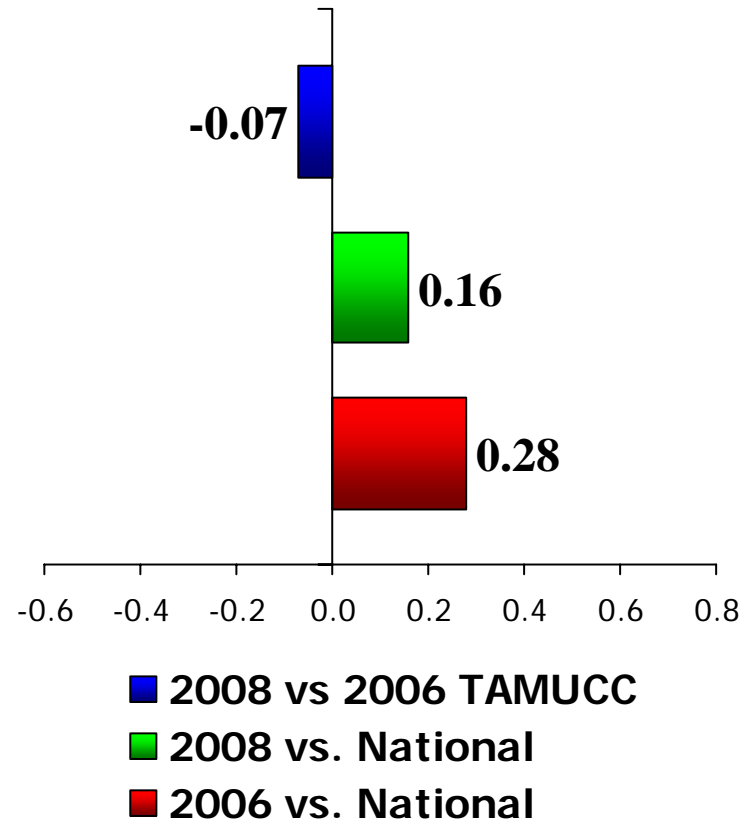


Student Centeredness Scale ~ Item by Item Detail:

- Students are made to feel welcome on this campus.

- **Statistical Significance:**

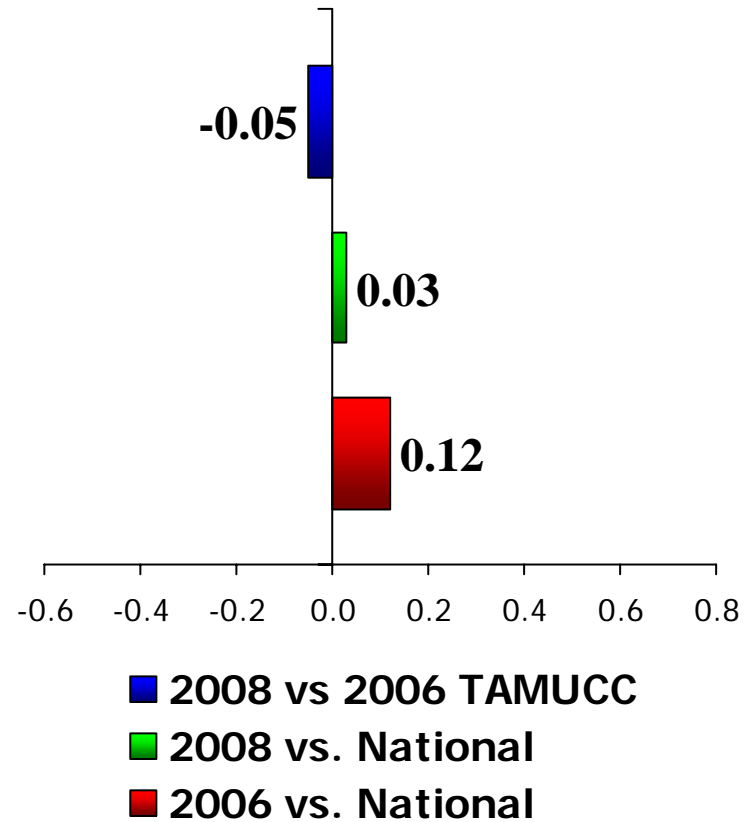
- vs Ourselves
- vs National '08 .01
- vs National '06 .001



Student Centeredness Scale ~ Item by Item Detail:

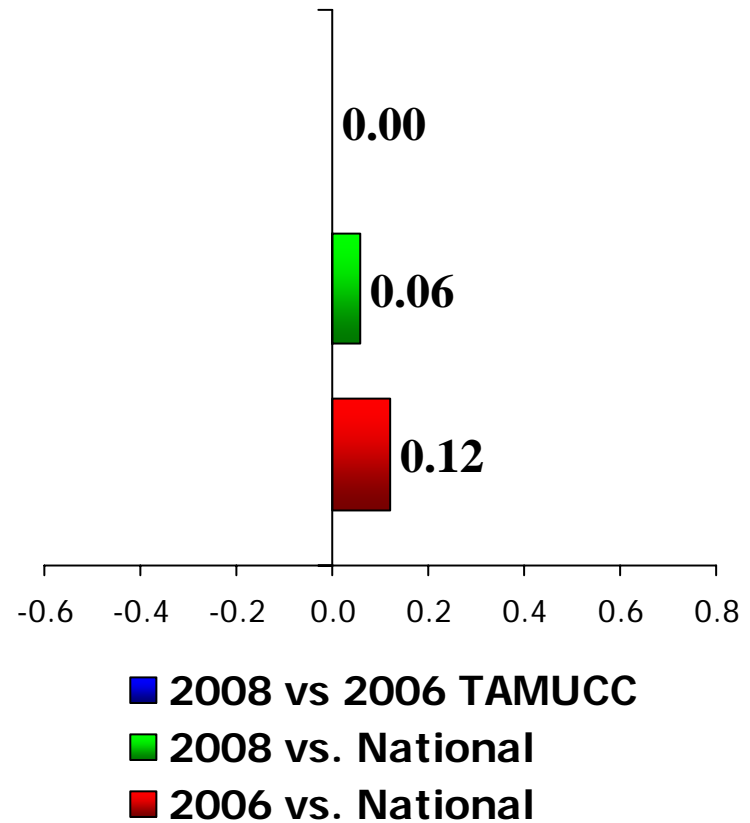
- Administrators are approachable to students.

- **Statistical Significance:**
 - vs Ourselves
 - vs National '08
 - vs National '06 .05



Student Centeredness Scale ~ Item by Item Detail:

- Most students feel a sense of belonging here.
- **Statistical Significance:**
 - vs Ourselves
 - vs National '08
 - vs National '06 .05

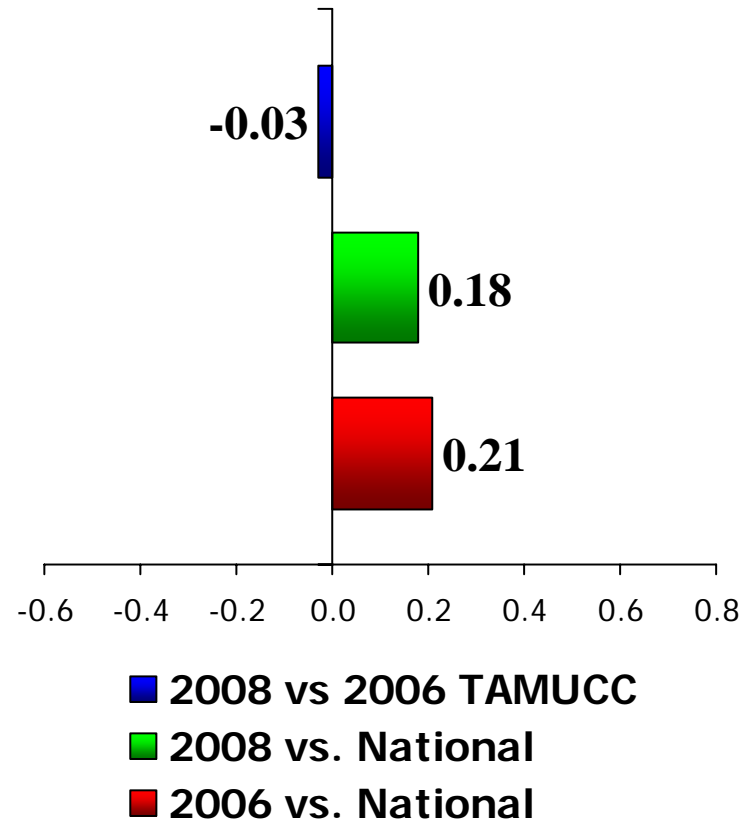


Responsiveness to Diverse Populations Scale

Responsiveness to Diverse Populations Scale ~

Item by Item Detail:

- Institution's commitment to Part-time students.
- **Statistical Significance:**
 - vs Ourselves
 - vs National '08 .01
 - vs National '06 .001

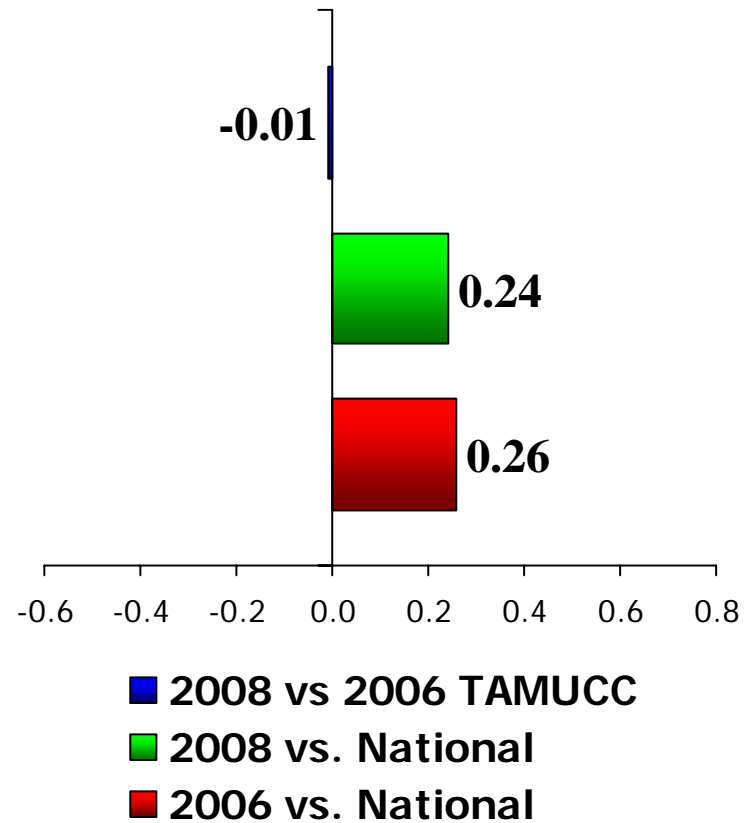


Responsiveness to Diverse Populations Scale ~

Item by Item Detail:

- Institution's commitment to evening students.

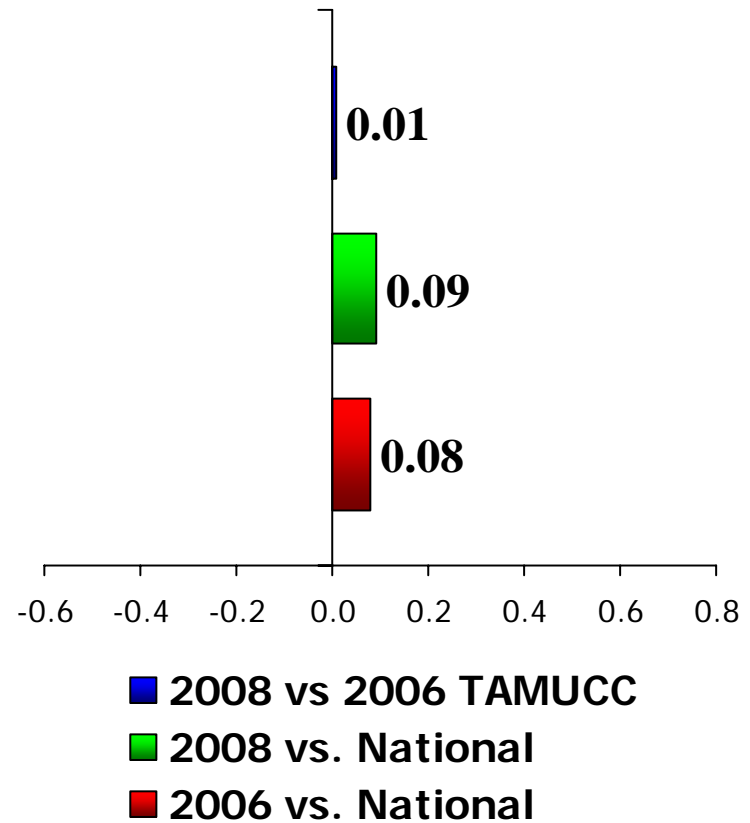
- **Statistical Significance:**
 - vs Ourselves
 - vs National '08 .001
 - vs National '06 .001



Responsiveness to Diverse Populations Scale ~

Item by Item Detail:

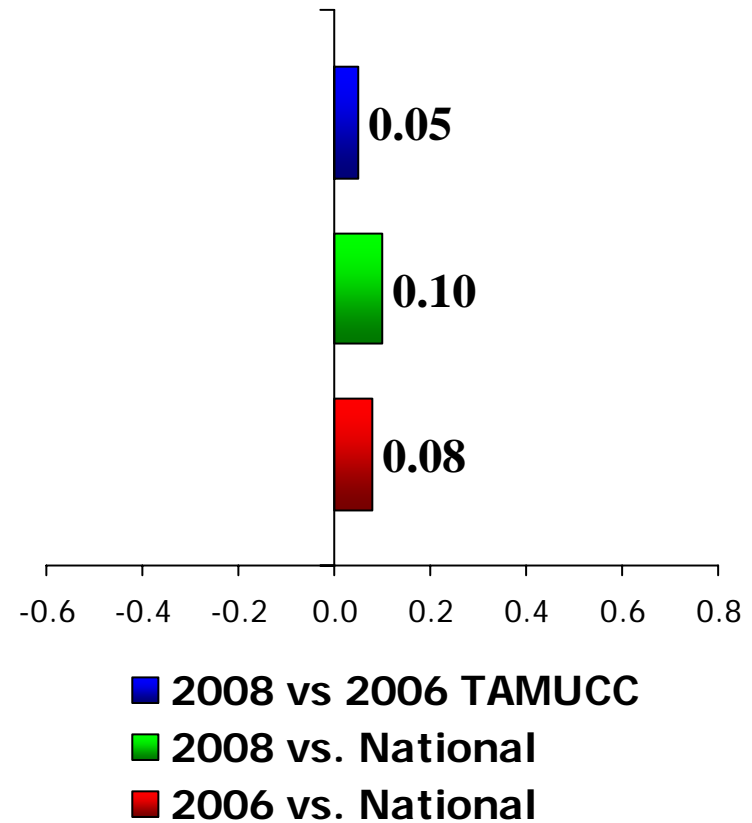
- Institution's commitment to older, returning learners.
- **Statistical Significance:**
 - vs Ourselves
 - vs National '08
 - vs National '06



Responsiveness to Diverse Populations Scale ~

Item by Item Detail:

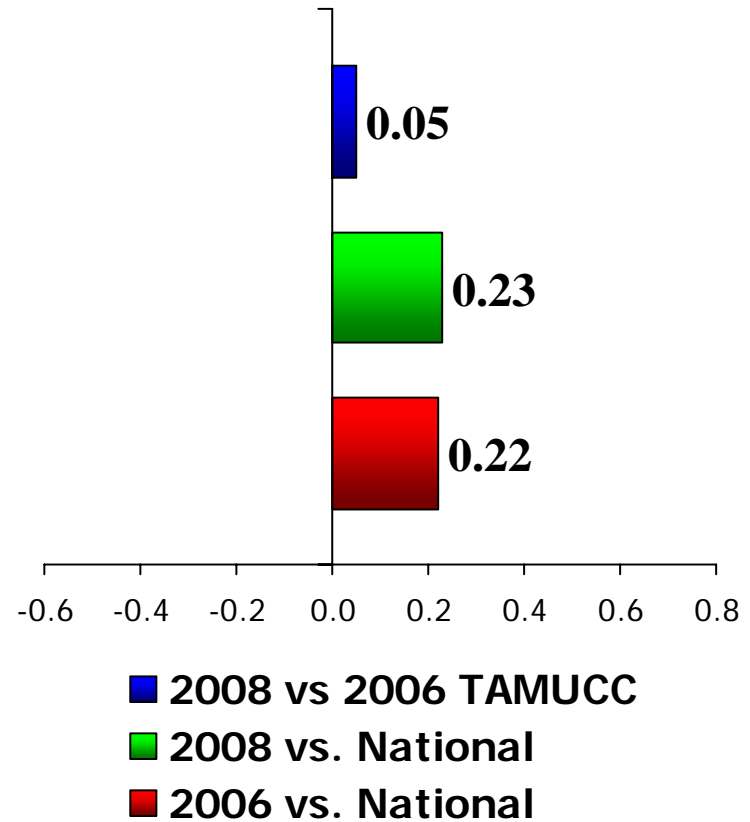
- Institution's commitment to under-represented populations.
- **Statistical Significance:**
 - vs Ourselves
 - vs National '08
 - vs National '06



Responsiveness to Diverse Populations Scale ~

Item by Item Detail:

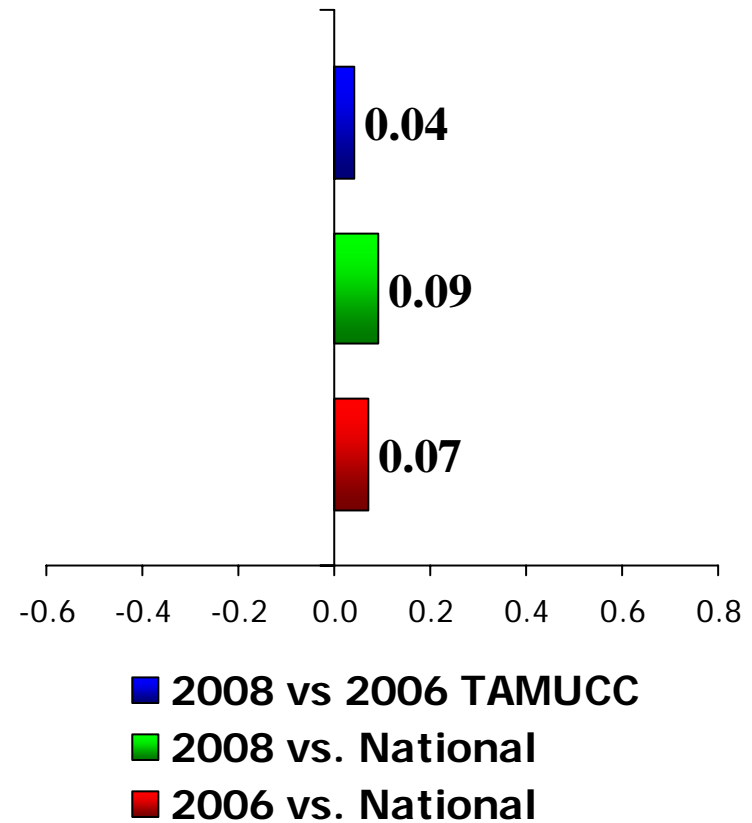
- Institution's commitment to commuters.
- **Statistical Significance:**
 - vs Ourselves
 - vs National '08 .001
 - vs National '06 .01



Responsiveness to Diverse Populations Scale ~

Item by Item Detail:

- Institution's commitment to students with disabilities.
- **Statistical Significance:**
 - vs Ourselves
 - vs National '08
 - vs National '06



The Office of Planning & Institutional Effectiveness hopes you find the results of this report both useful and informative.

If you should have additional questions regarding the Noel-Levitz Student Satisfaction Inventory 2008 results for our University feel free to contact our office at extension 5989.

