2005 student satisfaction inventory results

NORTHWESTERN COLLEGE _ ST. PAUL, MN

STUDENT SATISFACTION INVENTORY RESULTS

Northwestern College

Ranked by Importance

Fall 2005

Scale: 1 = Not at all, 2 = not very important, 3 = somewhat unimportant, 4 = neutral, 5 = somewhat important, 6 = important, 7 = very important

	Importance	Satisfation	GAP
16. The instruction in my major field is excellent.	6.76	5.54	1.22
8. The content of the courses within my major is valuable.	6.75	5.61	1.14
66. Tuition paid is a worthwhile investment.	6.71	5.06	1.65
58. The quality of instruction I receive in most of my classes is excellent.	6.70	5.75	0.95
68. Nearly all of the faculty are knowledgeable in their field.	6.69	6.05	0.64
75. My understanding of God is being strengthened by classroom and/or campus experiences.	*6.69*	*6.01*	*0.68*
83. I am satisfied that I have selected the appropriate major for my abilities and skills.	6.69	5.90	0.79
74. Being on campus is contributing to my spiritual growth.	*6.65*	*5.61*	*1.04*
39. I am able to experience intellectual growth here.	6.64	5.83	0.81
29. It is an enjoyable experience to be a student on this campus.	6.59	5.98	0.61
17. Adequate financial aid is available for most students.	6.59	4.67	1.92
33. My academic advisor is knowledgeable about requirements in my major.	6.58	5.60	0.98
77. Males and females are treated with equal respect on this campus.	*6.52*	*6.14*	*0.38*
76. Faculty, administrators, staff are helpful to me in processing issues related to my faith.	*6.52*	*5.51*	*1.01*
69. There is a good variety of courses provided on this campus.	6.51	5.51	1.00
34. I am able to register for classes I need with few conflicts.	6.51	5.04	1.47
41. There is a commitment to academic excellence on this campus.	6.49	5.62	0.87
81. The tone and atmosphere of Northwestern encourages me to apply myself academically.	*6.49*	*5.46*	*1.03*
59. This institution shows concern for students as individuals.	6.48	5.86	0.62
82. I feel a sense of belonging at Northwestern.	*6.47*	*5.70*	*0.77*
80. Faculty expectations for the students are clearly stated.	*6.47*	*5.62*	*0.85*
79. Given where I am spiritually right now, this campus is a good "fit" for me.	*6.46*	*5.76*	*0.70*
2. The campus staff are caring and helpful.	6.44	5.86	0.58
55. Major requirements are clear and reasonable.	6.44	5.66	0.78
45. Students are made to feel welcome on this campus.	6.43	5.81	0.62
7. The campus is safe and secure for all students.	6.43	5.73	0.70
25. Faculty are fair and unbiased in their treatment of individual students.	6.42	5.42	1.00
51. This institution has a good reputation within the community.	6.39	6.22	0.17
78. This campus provides adequate opportunities for involvement in ministry.	*6.39*	*5.90*	*0.49*
36. Security staff respond quickly in emergencies.	6.39	5.27	1.12
6. My academic advisor is approachable.	6.35	5.53	0.82
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.32	5.32	1.00
47. Faculty provide timely feedback about student progress in a course.	6.32	4.70	1.62
1. Most students feel a sense of belonging here.	6.31	5.39	0.92
65. Faculty are usually available after class and during office hours.	6.29	5.53	0.76
5. Financial aid counselors are helpful.	6.26	5.10	1.16
3. Faculty care about me as an individual.	6.25	5.65	0.60
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, etc.)	6.23	5.96	0.27
14. My academic advisor is concerned about my success as an individual.	6.18	5.38	0.80
53. Faculty take into consideration student differences as they teach a course.	6.15	5.20	0.95

	Importance	Satisfation	GAP
72. On the whole, the campus is well-maintained.	6.14	6.25	-0.11
11. Billing policies are reasonable.	6.14	4.95	1.19
35. The assessment and course placement procedures are reasonable.	6.13	5.23	0.90
26. Computer labs are adequate and accessible.	6.12	5.46	0.66
61. Adjunct faculty are competent as classroom instructors.	6.12	5.37	0.75
27. The personnel involved in registration are helpful.	6.09	5.60	0.49
49. There are adequate services to help me decide upon a career.	6.07	5.20	0.87
4. Admissions staff are knowledgeable.	6.06	5.56	0.50
18. Library resources and services are adequate.	6.05	5.42	0.63
21. The amount of student parking space on campus is adequate.	6.05	3.30	2.75
67. Freedom of expression is protected on campus.	6.04	5.16	0.88
22. Counseling staff care about students as individuals.	6.04	5.14	0.90
30. Residence hall staff are concerned about me as an individual.	6.02	5.66	0.36
63. Student disciplinary procedures are fair.	6.00	5.25	0.75
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.00	5.20	0.80
64. New student orientation services help students adjust to college.	5.99	5.27	0.72
57. I seldom get the "run-around" when seeking information on this campus.	5.99	5.00	0.99
38. There is an adequate selection of food available in the cafeteria.	5.96	4.57	1.39
40. Residence hall regulations are reasonable.	5.95	4.76	1.19
73. Student activities fees are put to good use.	5.88	5.03	0.85
71. Channels for expressing student complaints are readily available.	5.88	4.62	1.26
28. Parking lots are well-lighted and secure.	5.84	5.10	0.74
37. I feel a sense of pride about my campus.	5.82	5.69	0.13
60. I generally know what's happening on campus.	5.82	5.44	0.38
15. The staff in the health services area are competent.	5.82	5.10	0.72
70. Graduate teaching assistants are competent as classroom instructors.	5.82	5.09	0.73
44. Academic support services adequately meet the needs of students.	5.81	5.34	0.47
50. Class change (drop/add) policies are reasonable.	5.78	5.69	0.09
46. I can easily get involved in campus organizations.	5.78	5.59	0.19
43. Admissions counselors respond to prospective students' unique needs and requests.	5.74	5.35	0.39
19. My academic advisor helps me set goals to work toward.	5.74	4.64	1.10
62. There is a strong commitment to racial harmony on this campus.	5.71	5.24	0.47
10. Administrators are approachable to students.	5.69	5.30	0.39
20. The business office is open during hours which are convenient for most students.	5.67	5.14	0.53
32. Tutoring services are readily available.	5.62	5.51	0.11
52. The student center is a comfortable place for students to spend their leisure time.	5.62	5.37	0.25
54. Bookstore staff are helpful.	5.46	5.74	-0.28
13. Library staff are helpful and approachable.	5.46	5.54	-0.08
56. The student handbook provides helpful information about campus life.	5.26	5.37	-0.11
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.12	5.45	-0.33
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	4.98	5.08	-0.10
42. There are a sufficient number of weekend activities for students.	4.90	4.77	0.13
9. A variety of intramural activities are offered.	4.39	5.03	-0.64

STUDENT SATISFACTION INVENTORY RESULTS

Ranked by Satisfaction

2005- 06

Items in parenthises are CCCU or NWC items

Scale: 1 = Not at all, 2 = Not very, 3 = Somewhat un/dissatisfied, 4 = neutral, 5 = Somewhat satisfied, 6 = Satisfied, 7 = Very satistied

	Satisfation	Importance	GAP
72. On the whole, the campus is well-maintained.	6.25	6.14	0.11
51. This institution has a good reputation within the community.	6.22	6.39	-0.17
77. Males and females are treated with equal respect on this campus.	*6.14*	*6.52*	*-0.38*
68. Nearly all of the faculty are knowledgeable in their field.	6.05	6.69	-0.64
75. My understanding of God is being strengthened by campus experiences.	*6.01*	*6.69*	*-0.68*
29. It is an enjoyable experience to be a student on this campus.	5.98	6.59	-0.61
23. Living conditions in the residence halls are comfortable (space, lighting, heat, etc.)	5.96	6.23	-0.27
83. I am satisfied that I have selected the appropriate major for my abilities and skills.	*5.90*	*6.69*	*-0.79*
78. This campus provides adequate opportunities for involvement in ministry.	*5.90*	*6.39*	*-0.49*
59. This institution shows concern for students as individuals.	5.86	6.48	-0.62
2. The campus staff are caring and helpful.	5.86	6.44	-0.58
39. I am able to experience intellectual growth here.	5.83	6.64	-0.81
45. Students are made to feel welcome on this campus.	5.81	6.43	-0.62
79. Given where I am spiritually right now, this campus is a good "fit" for me.	*5.76*	*6.46*	*-0.70*
58. The quality of instruction I receive in most of my classes is excellent.	5.75	6.70	-0.95
54. Bookstore staff are helpful.	5.74	5.46	0.28
7. The campus is safe and secure for all students.	5.73	6.43	-0.70
82. I feel a sense of belonging at Northwestern.	*5.70*	*6.47*	*-0.77*
50. Class change (drop/add) policies are reasonable.	5.69	5.78	-0.09
37. I feel a sense of pride about my campus.	5.69	5.82	-0.13
55. Major requirements are clear and reasonable.	5.66	6.44	-0.78
30. Residence hall staff are concerned about me as an individual.	5.66	6.02	-0.36
3. Faculty care about me as an individual.	5.65	6.25	-0.60
80. Faculty expectations for the students are clearly stated.	*5.62*	*6.47*	*-0.85*
41. There is a commitment to academic excellence on this campus.	5.62	6.49	-0.87
8. The content of the courses within my major is valuable.	5.61	6.75	-1.14
74. Being on campus is contributing to my spiritual growth.	*5.61*	*6.65*	*-1.04*
33. My academic advisor is knowledgeable about requirements in my major.	5.60	6.58	-0.98
27. The personnel involved in registration are helpful.	5.60	6.09	-0.49
46. I can easily get involved in campus organizations.	5.59	5.78	-0.19
4. Admissions staff are knowledgeable.	5.56	6.06	-0.50
16. The instruction in my major field is excellent.	5.54	6.76	-1.22
13. Library staff are helpful and approachable.	5.54	5.46	0.08
65. Faculty are usually available after class and during office hours.	5.53	6.29	-0.76
6. My academic advisor is approachable.	5.53	6.35	-0.82
76. Faculty, administrators, staff are helpful to me in processing issues related to my faith.	*5.51*	*6.52*	*-1.01*
69. There is a good variety of courses provided on this campus.	5.51	6.51	-1.00
32. Tutoring services are readily available.	5.51	5.62	-0.11
81. The tone and atmosphere of NWC encourages me to apply myself academically.	*5.46*	*6.49*	*-1.03*

	Satisfation	Importance	GAP
26. Computer labs are adequate and accessible.	5.46	6.12	-0.66
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.45	5.12	0.33
60. I generally know what's happening on campus.	5.44	5.82	-0.38
25. Faculty are fair and unbiased in their treatment of individual students.	5.42	6.42	-1.00
18. Library resources and services are adequate.	5.42	6.05	-0.63
1. Most students feel a sense of belonging here.	5.39	6.31	-0.92
14. My academic advisor is concerned about my success as an individual.	5.38	6.18	-0.80
61. Adjunct faculty are competent as classroom instructors.	5.37	6.12	-0.75
56. The student handbook provides helpful information about campus life.	5.37	5.26	0.11
52. The student center is a comfortable place for students to spend their leisure time.	5.37	5.62	-0.25
43. Admissions counselors respond to prospective students' unique needs and requests.	5.35	5.74	-0.39
44. Academic support services adequately meet the needs of students.	5.34	5.81	-0.47
12. Financial aid awards are announced to students in time to be helpful in planning.	5.32	6.32	-1.00
10. Administrators are approachable to students.	5.30	5.69	-0.39
64. New student orientation services help students adjust to college.	5.27	5.99	-0.72
36. Security staff respond quickly in emergencies.	5.27	6.39	-1.12
63. Student disciplinary procedures are fair.	5.25	6.00	-0.75
62. There is a strong commitment to racial harmony on this campus.	5.24	5.71	-0.47
35. The assessment and course placement procedures are reasonable.	5.23	6.13	-0.90
53. Faculty take into consideration student differences as they teach a course.	5.20	6.15	-0.95
49. There are adequate services to help me decide upon a career.	5.20	6.07	-0.87
48. Admissions counselors accurately portray the campus in their recruiting practices.	5.20	6.00	-0.80
67. Freedom of expression is protected on campus.	5.16	6.04	-0.88
22. Counseling staff care about students as individuals.	5.14	6.04	-0.90
20. The business office is open during hours which are convenient for most students.	5.14	5.67	-0.53
5. Financial aid counselors are helpful.	5.10	6.26	-1.16
28. Parking lots are well-lighted and secure.	5.10	5.84	-0.74
15. The staff in the health services area are competent.	5.10	5.82	-0.72
70. Graduate teaching assistants are competent as classroom instructors.	5.09	5.82	-0.73
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.08	4.98	0.10
66. Tuition paid is a worthwhile investment.	5.06	6.71	-1.65
34. I am able to register for classes I need with few conflicts.	5.04	6.51	-1.47
9. A variety of intramural activities are offered.	5.03	4.39	0.64
73. Student activities fees are put to good use.	5.03	5.88	-0.85
57. I seldom get the "run-around" when seeking information on this campus.	5.00	5.99	-0.99
11. Billing policies are reasonable.	4.95	6.14	0.11
42. There are a sufficient number of weekend activities for students.	4.77	4.90	-0.17
40. Residence hall regulations are reasonable.	4.76	5.95	-0.38
47. Faculty provide timely feedback about student progress in a course.	4.70	6.32	-0.64
17. Adequate financial aid is available for most students.	4.67	6.59	-0.68
19. My academic advisor helps me set goals to work toward.	4.64	5.74	-0.61
71. Channels for expressing student complaints are readily available.	4.62	5.88	-0.27
38. There is an adequate selection of food available in the cafeteria.	4.57	5.96	-0.79
21. The amount of student parking space on campus is adequate.	3.30	6.05	-0.49

STUDENT SATISFACTION INVENTORY RESULTS - 2005

INSTITUTIONAL CHALLENGES

Importance above the midpoint, Satisfaction lowest quartile, top quartile of performance gap.

	Importance	Satisfaction	Gap
The amount of student parking space on campus is adequate	6.05	3.30	2.75
There is an adequate selection of food available in the cafeteria.	5.96	4.57	1.39
Channels for expressing student complaints are readily available.	5.88	4.62	1.26
My academic advisor helps me set goals to work toward.	5.74	4.64	1.10
Adequate financial aid is available for most students.	6.59	4.67	1.92
Faculty provide timely feedback about student progress in a course.	6.32	4.70	1.62
Residence hall regulations are reasonable.	5.95	4.76	1.19
Billing policies are reasonable.	6.14	4.95	1.19
I am able to register for classes I need with few conflicts.	6.51	5.04	1.47
Tuition paid is a worthwhile investment.	6.71	5.06	1.65
Financial aid counselors are helpful.	6.26	5.10	1.16
Security staff respond quickly in emergencies.	6.39	5.27	1.12
Financial aid awards are announced in time to be helpful in college planning	6.32	5.32	1.00
The tone and atmosphere of NWC encourages me to apply myself academically.	6.49	5.46	1.03
Faculty, administrators, staff are helpful to me in processing my faith.	6.52	5.51	1.01
The instruction in my major field is excellent.	6.76	5.54	1.22
The content of the courses within my major is valuable.	6.75	5.61	1.14
Being on campus is contributing to my spiritual growth.	6.65	5.61	1.04

Lower Satisfaction vs. CCCU

	Satisfaction	
	NWC	**CCCU**
Faculty provide timely feedback about student progress in a course	4.70***	5.16
Faculty are usually available after class and during office hours.	5.53*	5.76
My academic advisor is concerned about my success as an individual.	5.38*	5.62

Lower Satisfaction Vs. Four-year Private Colleges

	Satisfaction	
	NWC	**4 yr Private**
Faculty provide timely feedback about student progress in a course	4.70**	5.02

*** Mean difference is lower at the .05 level,**
**** Mean difference is lower at the .01 level.**
***** Mean difference is lower at the .001 level.**

STUDENT SATISFACTION INVENTORY RESULTS - 2005

INSTITUTIONAL STRENGTHS

Importance score above the Midpoint and Satisfaction score in the top Quartile

	Importance	Satisfaction
On the whole, the campus is well-maintained.	6.14	6.25
This institution has a good reputation within the community.	6.39	6.22
Males and females are treated with equal respect on this campus.	6.52	6.14
Nearly all of the faculty are knowledgeable in their field.	6.69	6.05
My understanding of God is being strengthened by classroom and/or campus experiences.	6.69	6.01
It is an enjoyable experience to be a student on this campus.	6.59	5.98
Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.23	5.96
I am satisfied that I have selected the appropriate major for my abilities and skills.	6.69	5.90
This campus provides adequate opportunities for involvement in ministry.	6.39	5.90
This institution shows concern for students as individuals.	6.48	5.86
The campus staff are caring and helpful.	6.44	5.86
I am able to experience intellectual growth here.	6.64	5.83
Students are made to feel welcome on this campus.	6.43	5.81
Given where I am spiritually right now, this campus is a good "fit" for me.	6.46	5.76
The quality of instruction I receive in most of my classes is excellent.	6.70	5.75
The campus is safe and secure for all students.	6.43	5.73
I feel a sense of belonging at Northwestern.	6.47	5.70
Major requirements are clear and reasonable.	6.44	5.66
Faculty care about me as an individual.	6.25	5.65
There is a commitment to academic excellent on this campus	6.49	5.62
Faculty expectations for students are clearly stated.	6.47	5.62

Higher Satisfaction vs. CCCU

	Satisfaction	
	NWC	**CCCU**
It is an enjoyable experience to be a student on this campus.	5.98*	5.71
This institution shows concern for students as individuals.	5.86*	5.65
This institution has a good reputation within the community.	6.22**	5.89
Financial aid awards are announced to students in time to be helpful in college planning	5.32*	5.03
Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	5.96***	5.09
On the whole, the campus is well-maintained.	6.25**	5.95

*** Mean difference is higher at the .05 level**

**** Mean difference is higher at the .01 level**

***** Mean difference is higher at the ,001 level**

Higher Satisfaction vs. National Private Colleges

	Satisfaction	
	NWC	**4 yr Private**
Nearly all of the faculty are knowledgeable in their field.	6.05***	5.34
It is an enjoyable experience to be a student on this campus.	5.98***	5.64
This institution shows concern for students as individuals.	5.86***	5.45
I am able to experience intellectual growth here.	5.83***	5.23
The quality of instruction I receive in most of my classes is excellent.	5.75***	5.12
There is a commitment to academic excellent on this campus	5.62*	5.36
There is a good variety of courses provided on this campus	5.51**	5.13
On the whole, the campus is well-maintained.	6.25***	5.51
This institution has a good reputation within the community.	6.22***	5.48
Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	5.96***	4.45
The campus staff are caring and helpful.	5.86***	5.34
Students are made to feel welcome on this campus.	5.81***	5.35
The campus is safe and secure for all students.	5.73**	5.43
Major requirements are clear and reasonable.	5.66**	5.36
Faculty care about me as an individual	5.65***	5.26
Faculty are fair and unbiased in their treatment of individual students	5.42**	5.11
Most students feel a sense of belonging here.	5.39*	5.1
Financial aid awards are announced to students in time to be helpful in college planning	5.32***	4.73
Security staff respond quickly in emergencies	5.27***	4.74
Billing policies are reasonable	4.95***	4.43
Tuition paid is a worthwhile investment	5.06**	4.69

*** Mean difference is higher at the .05 level,**

**** Mean difference is higher at the .01 level.**

***** Mean difference is higher at the ,001 level.**