

Summary of Noel-Levitz Survey Results

The **Student Satisfaction Inventory™** (SSI) measures student satisfaction and priorities, showing how satisfied students are with various aspects of the College and what issues are most important to them.

Administration: March 2016

Response rates

1455 students responded to the survey (10% response rate)

Overall Impressions

Overall, students expressed high levels of satisfaction with nearly all aspects of the College and outperformed the national benchmark in all scale areas.

Noel-Levitz Scales

Noel-Levitz combines several different groupings of survey items to form 12 composite scales:

<p>Academic Advising (and Counseling) Effectiveness: assesses the comprehensiveness of College's academic advising program. Academic advisors (and counselors) are evaluated on the basis of their knowledge, competence, and personal concern for student success, as well as on their approachability.</p>	<p>Recruitment (or Admissions) and Financial Aid Effectiveness: assesses College's ability to enroll students in an effective manner. This scale covers issues such as competence and knowledge of admissions counselors, as well as the effectiveness and availability of financial aid programs.</p>
<p>Academic Services: assesses services students utilize to achieve their academic goals. These services include the library, computer labs, tutoring and study areas.</p>	<p>Registration Effectiveness: assesses issues associated with registration and billing. This scale also measures College's commitment to making this process as smooth and effective as possible.</p>
<p>Campus Climate: assesses the extent to which College provides experiences that promote a sense of campus pride and feelings of belonging. This scale also assesses the effectiveness of College's channels of communication for students.</p>	<p>Responsiveness to Diverse Populations: assesses College's commitment to specific groups of students, e.g., under-represented populations; students with disabilities; and older, returning learners.</p>
<p>Campus Support Services: assesses the quality of College's support programs and services which students utilize to make their educational experiences more meaningful and productive.</p>	<p>Safety and Security: assesses College's responsiveness to students' personal safety and security on campus. This scale measures the effectiveness of both security personnel and campus facilities.</p>
<p>Concern for the Individual: assesses College's commitment to treating each student as an individual. Those groups who frequently deal with students on a personal level (e.g., faculty, advisors, etc.) are included in this assessment.</p>	<p>Service Excellence: assesses the perceived attitude of staff, especially front-line staff, toward students. This scale pinpoints the areas of the campus where quality service and personal concern for students are rated most and least favorably.</p>
<p>Instructional Effectiveness: assesses College's students' academic experiences, the curriculum, and the campus's overriding commitment to academic excellence. This comprehensive scale covers areas such as the effectiveness of College's faculty in and out of the classroom, content of the courses, and sufficient course offerings.</p>	<p>Student Centeredness: assesses College's efforts to convey to students that they are important to the institution. This scale measures the extent to which students feel welcome and valued.</p>

Scales Rated in Terms of Importance and Satisfaction:

Importance (7-highest, 1-lowest)	Satisfaction (7-highest, 1-lowest)
Instructional Effectiveness 6.4	Academic Services 5.9
Academic Advising/Counseling 6.4	Service Excellence 5.9
Safety and Security 6.4	Campus Climate 5.9
Registration Effectiveness 6.4	Responsiveness to Diverse Populations 5.8
Admissions and Financial Aid 6.3	Registration Effectiveness 5.7
Concern for the Individual 6.3	Student Centeredness 5.6
Academic Services 6.3	Admissions and Financial Aid 5.6
Student Centeredness 6.2	Instructional Effectiveness 5.6
Campus Climate 6.1	Campus Support Services 5.5
Service Excellence 6.1	Concern for the Individual 5.5
Campus Support Services 5.9	Academic Advising/Counseling 5.4
	Safety and Security 5.4

Noel-Levitz Definitions

Strengths

Strengths are items rated with high importance and high satisfaction.

Challenges

Challenges are items rated with high importance and lower satisfaction or that have a performance gap.

Performance Gap:

A performance gap is the importance score minus the satisfaction score for each item. The larger the performance gap, the greater the discrepancy between what students expect and their level of satisfaction with the current situation. The smaller the performance gap, the better the institution is doing at meeting student expectations.



Strengths: Strengths are survey items ranked high in terms of **both** importance and satisfaction.

The campus is safe and secure for all students
Nearly all of the faculty are knowledgeable in their fields
I am able to experience intellectual growth here
There is a good variety of courses provided on this campus
Security staff respond quickly in emergencies
There are convenient ways of paying my school bill
Policies and procedures regarding registration and course selection are clear and well publicized
Computer labs are adequate and accessible
Faculty are usually available after class and during office hours
On the whole, the campus is well maintained
Students are made to feel welcome on this campus
The equipment in the lab facilities is kept up to date
Tutoring services are readily available

Challenges: Challenges are survey items with performance gaps between importance and satisfaction ratings.

The quality of instruction I receive in most of my classes is excellent.
I am able to register for classes I need with few conflicts.
My academic advisor is knowledgeable about my program requirements
Classes are scheduled at times that are convenient for me
My academic advisor is knowledgeable about the transfer requirements of other schools
Faculty provide timely feedback about student progress in a course
My academic advisor is approachable
This school does whatever it can to help me reach my educational goals
Adequate financial aid is available for most students
Faculty are understanding of students' unique life circumstances
My academic advisor is concerned about my success as an individual
The amount of student parking space on campus is adequate
Faculty are interested in my academic problems

Student Satisfaction Items Ranked Below National Community College Benchmark

My academic advisor is knowledgeable about my program requirements
Classes are scheduled at times that are convenient for me
The amount of student parking space on campus is adequate

Items Rated of Higher Importance at GRCC than the National Community College Benchmark

Security staff respond quickly in emergencies
My academic advisor is knowledgeable about the transfer requirements of other schools
There are convenient ways of paying my school bills
Financial aid counselors are helpful
Counseling staff care about students as individuals
Financial aid awards are announced to students in time to be helpful in college planning
Billing policies are reasonable
Academic support services adequately meet the needs of students

Student Satisfaction for Students of Color

For all Scale areas, student satisfaction ratings for students of color were equal to or higher than the total group averages.

Student Satisfaction Summary Items

So far, how has your college experience met your expectations? (57% positive compared to 55% nationally)

Rate your overall satisfaction with your experience here thus far. (65% satisfaction compared to 62% nationally)

All in all, if you had to do it over, would you enroll here again? (79% positive compared to 71% nationally).