

**POINT PARK**  
UNIVERSITY

Noel-Levitz  
2010 Student Satisfaction  
Inventory:  
A Summary of Results

Prepared by the Office of Institutional Research  
Fall 2010

# Point Park University

## 2010 Student Satisfaction Inventory

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#### Survey instrument



# SSI 2010

## Background and Respondent Profile

## **Survey Background**

The Student Satisfaction Inventory (SSI), a standardized survey instrument from Noel-Levitz, is designed to measure students' satisfaction with a wide range of college experiences, programs, and services. It allows institutions to set priorities that are closely aligned with those of the students, pinpoint institutional strengths, and identify challenges in need of improvement.

The survey consists of 73 standard items and 10 additional ones supplied by Point Park University. Each item is expressed as a statement of expectation. For each item, students are asked to rate both the level of importance (a scale of 1 to 7, with 1 as "not important at all" and 7 as "very important") and level of satisfaction (a scale of 1 to 7, with 1 as "not satisfied at all" and 7 as "very satisfied"). Differences in importance and satisfaction ratings are referred to as performance gaps.

## **Sample and Response Rates**

In Spring 2010, stratified random samples of classes were invited to participate. The sampling methodology ensured adequate representation from the various student populations (i.e., undergraduate/graduate, day/evening/weekend, school/dept.). Subsequent demographic comparisons between survey respondents and non-respondents did not reveal major differences in key demographic and background areas (ethnicity, gender, class, etc.). We consider this sample and our results to be representative of the overall Point Park University student population. See the following page for a complete respondent profile. Six similar studies were conducted in 1999, 2000, 2002, 2004, 2006, and 2008. Response rates for all seven years can be found below.

<b><u>Year Admin.</u></b>	<b><u># of resp</u></b>	<b><u>Census</u></b>	<b><u>% of census</u></b>
Spring 1999	490	2,464	20%
Spring 2000	590	2,565	23%
Spring 2002	590	2,883	20%
Spring 2004	860	3,100	28%
Spring 2006	1,286	3,240	40%
Spring 2008	1,517	3,444	44%
Spring 2010	1,680	3,815	44%

## **Data Analysis and Interpretation**

The recommended approach to analyzing the data is to say that any question item with a mean rating that falls in the top half of importance and in the top quartile of satisfaction will be defined as a **"strength"**. Any question item with a mean rating that falls in the top half of importance and in the bottom quartile of satisfaction will be defined as a **"challenge"**. The size of the performance gaps for each of these items can then be used to measure how well the institution is meeting students' expectations.

Applying this methodology will assist Point Park with identifying the areas that the students indicate matter most to them and they are most satisfied with, as well as the areas that students indicate as their greatest needs for improvement.

## Respondent Profile (2010)

<u>Current enrollment status</u>	<u>N</u>	<u>%</u>	<u>% est. actual*</u>
Day student	1053	66.86	na
Evening	317	20.13	na
Weekend	205	13.01	na
Total valid responses	1575	100	
No Answer	105		

<u>Age</u>	<u>N</u>	<u>%</u>	<u>% est. actual*</u>
Traditional aged (18 to 24)	1151	70.79	62
Non-traditional aged (> 25)	475	29.21	38
Total valid responses	1626	100	
No Answer	54		

<u>Current class load</u>	<u>N</u>	<u>%</u>	<u>% est. actual*</u>
Full-time	1315	81.07	71
Part-time	307	18.93	29
Total valid responses	1622	100	
No Answer	58		

<u>Gender</u>	<u>N</u>	<u>%</u>	<u>% est. actual*</u>
Female	983	60.49	60
Male	642	39.51	40
Total valid responses	1625	100	
No Answer	55		

<u>Ethnicity/race</u>	<u>N</u>	<u>%</u>	<u>% est. actual*</u>
African-American	228	14.08	20.4
Am. Indian/Alaskan Native	4	0.25	.3
Asian/Pacific Islander	39	2.41	1.1
Caucasian/White	1148	70.91	74.3
Hispanic	40	2.47	1.7
Other race	61	3.77	0
Race – prefer not to respond	99	6.11	.6
Total valid responses	1619	100	
No Answer	61		

\* Note: % est. actual based on Fall 2009 census

<u>Class Level</u>	<u>N</u>	<u>%</u>	<u>% est. actual*</u>
Freshman	327	20.11	20
Sophomore	320	19.68	17
Junior	395	24.29	23
Senior	360	22.14	22
Graduate	181	11.13	14
Other class level	43	2.65	2
Total valid responses	1626	100	
No Answer	54		

<u>Current Residence</u>	<u>N</u>	<u>%</u>	<u>% est. actual*</u>
Residence hall	460	28.27	22
Commuter	1167	71.73	78
Total valid responses	1627	100	
No Answer	53		

<u>Residence classification</u>	<u>N</u>	<u>%</u>	<u>% est. actual*</u>
In-state	1310	80.76	84
Out-of-state	282	17.39	15
International	30	1.85	1
Total valid responses	1622	100	
No Answer	58		

<u>Employment</u>	<u>N</u>	<u>%</u>	<u>% est. actual*</u>
Full-time off campus	471	29.24	na
Part-time off campus	470	29.17	na
Full-time on campus	83	5.15	na
Part-time on campus	216	13.41	na
Not employed	371	23.03	na
Total	1611	100	
No Answer	69		

<u>Institution was my....</u>	<u>N</u>	<u>%</u>	<u>% est. actual*</u>
1 <sup>st</sup> choice	914	56.63	na
2 <sup>nd</sup> choice	502	31.10	na
3 <sup>rd</sup> choice or lower	198	12.27	na
Total valid responses	1614	100	
No Answer	66		



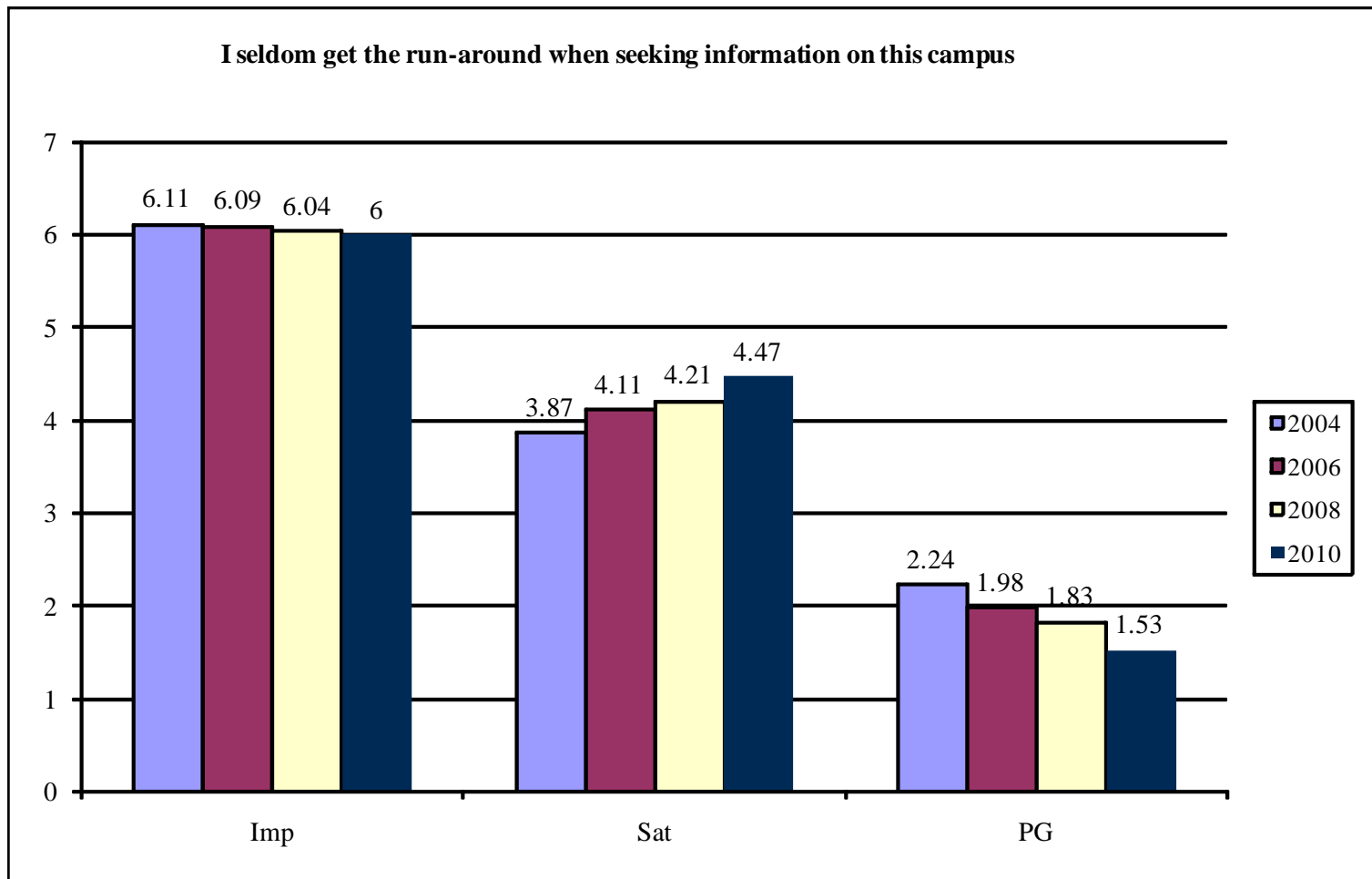
# SSI 2010

## Highlights and Summary

## Highlights

1. Prior to 2010, the question item “**I seldom get the run-around when seeking information on this campus**” had been identified as a “challenge” every year the SSI had been administered. Subsequently, the institution has focused on this issue through the objectives of several University initiatives, such as school-based success centers, the University Retention Committee and the STARS service initiative focusing on staff service quality to students. In 2010, this item is no longer identified as a “challenge”.

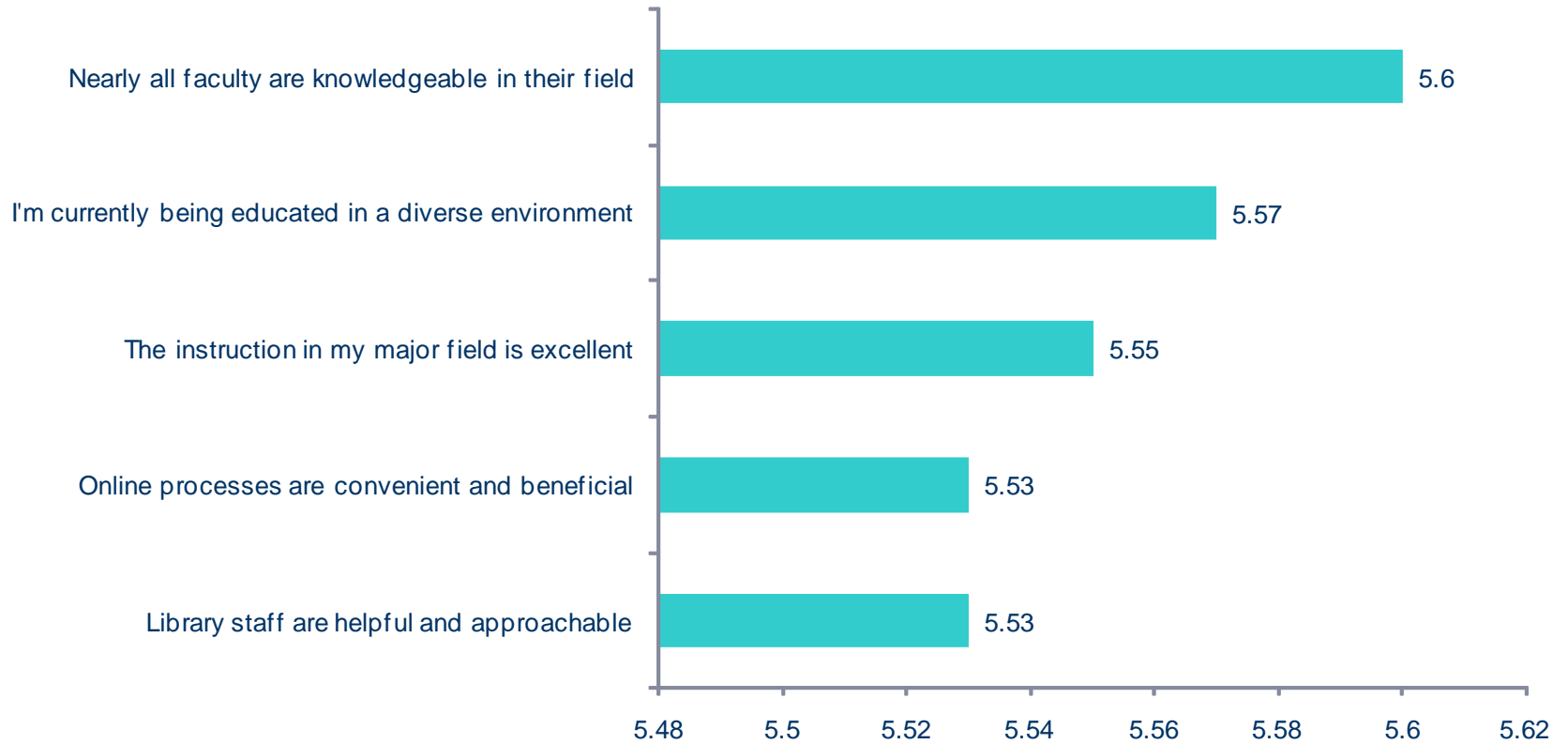
It is important to note that the satisfaction rating is still in the bottom quartile of satisfaction, but it has increased over the last four administrations. The main reason it is no longer considered a challenge is that the importance rating just barely fell into the bottom half of importance.



2. **Satisfaction ratings continue to increase.**

- a. Satisfaction has increased for 69 out of 79 survey items (87%) from 2008 to 2010.
- b. The second highest rated item (“I am currently being educated in a diverse environment”) is a newly added custom question. It was ranked in the bottom half of importance (47 out of 83), so it was not identified as a strength.
- c. The remaining four items were also highly rated in terms of satisfaction in 2008.

### The top 5 items in satisfaction

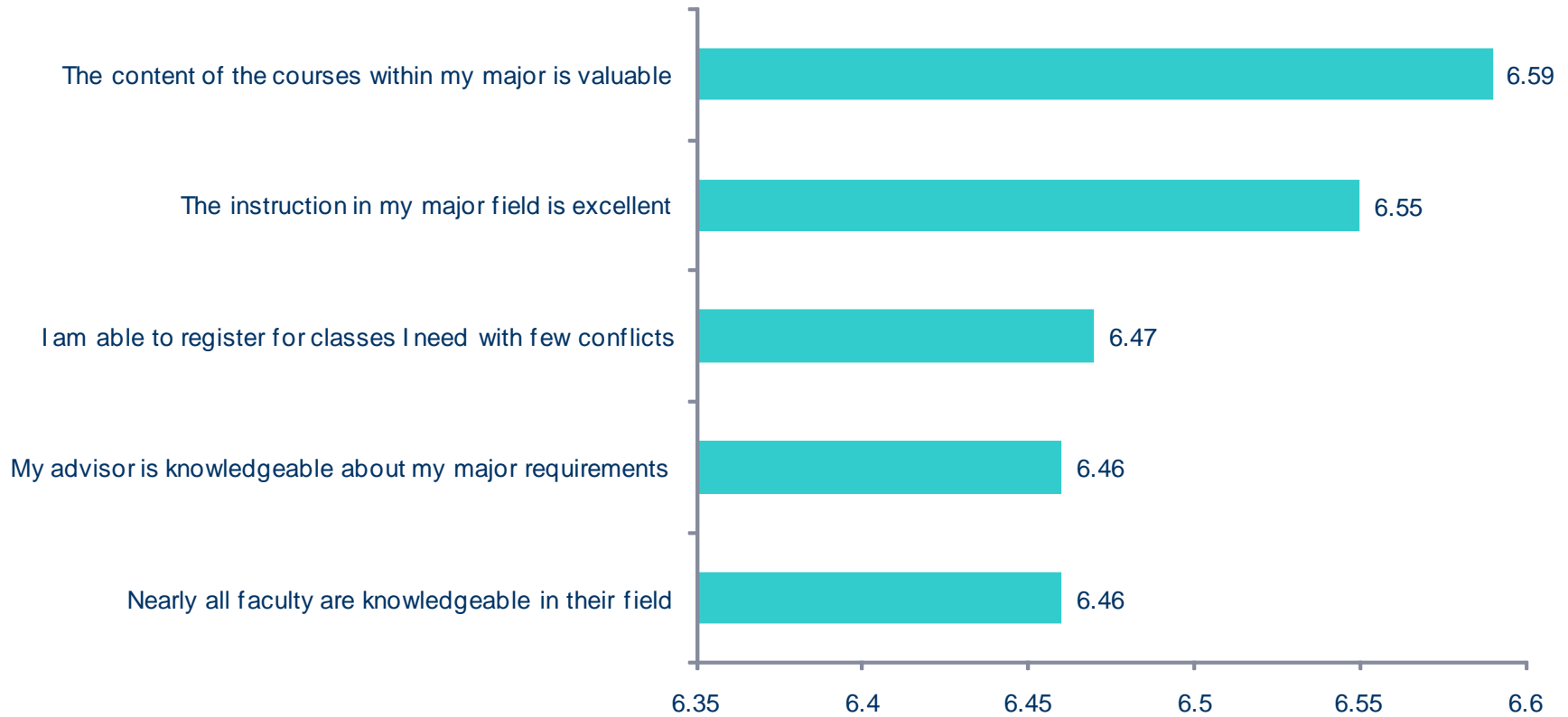




3. Importance ratings

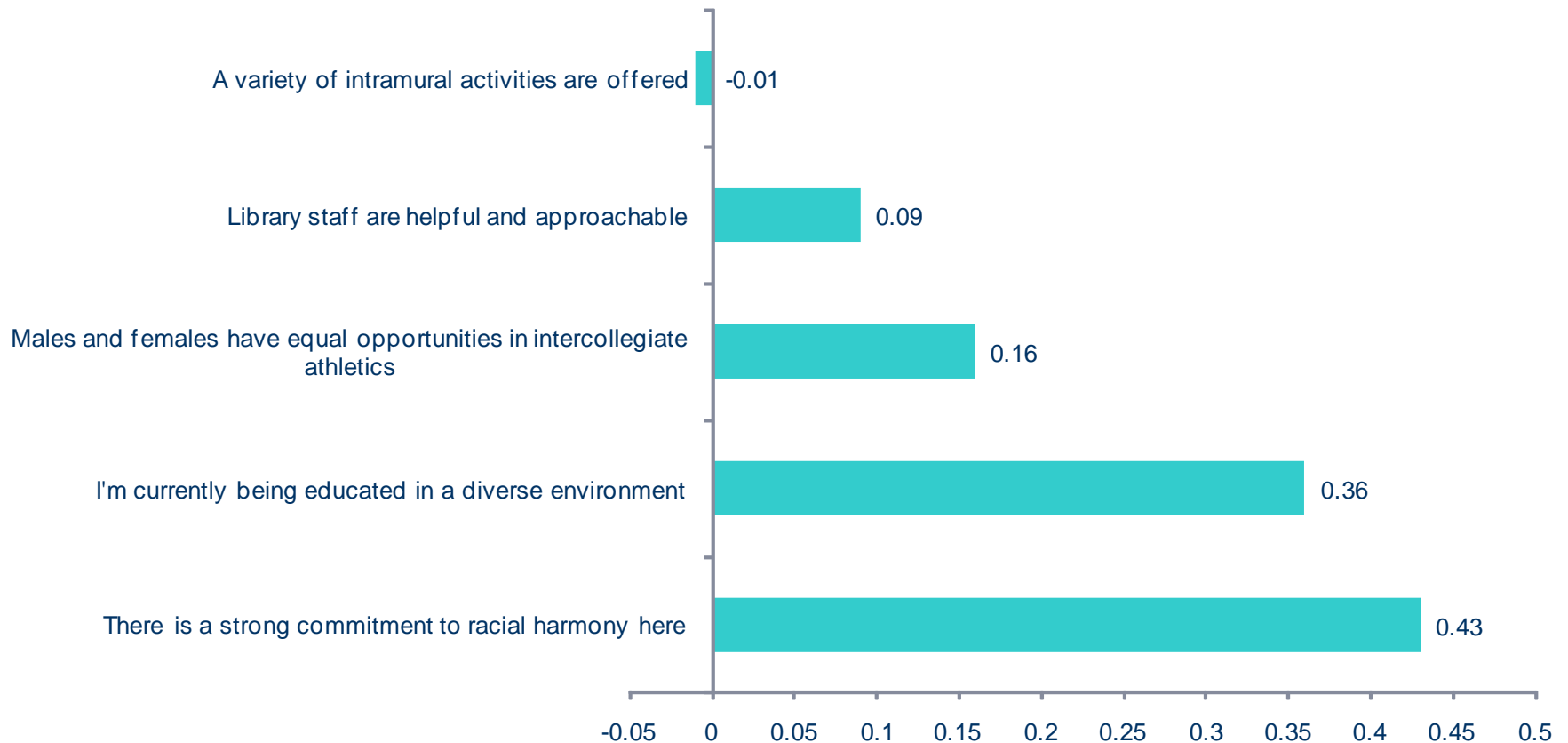
a. Importance ratings have increased for 44 of the 79 (56%) items from 2008 to 2010.

### The top 5 items in importance



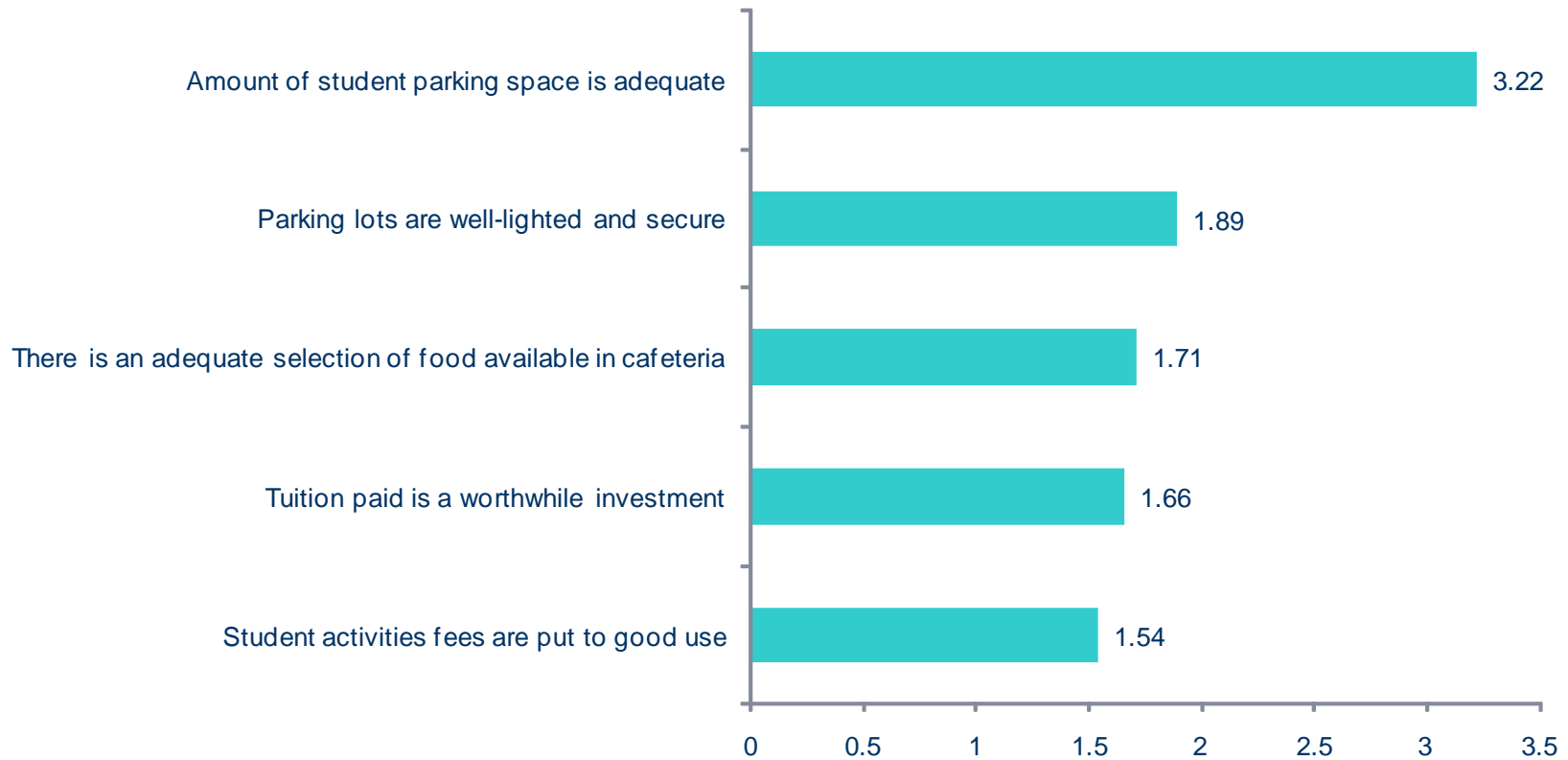
4. Performance gaps continue to decrease.
  - a. Performance gaps (i.e., the difference between importance ratings and satisfaction) have decreased for 63 of the 79 items (80%) from 2008 to 2010.
  - b. Further, the number of items with significantly large performance gaps (greater than 1.49) have decreased. Specifically, in 2004, 27 question items had gaps larger than 1.49. In 2006, 15 items had gaps larger than 1.49, 10 in 2008, and only 8 items had performance gaps larger than 1.49 in 2010.
  - c. Similarly, the number of items with performance gaps less than 1.00 have increased from 15 in 2004, 28 in 2006, 32 in 2008, and 45 in 2010.

### Top 5 smallest performance gaps



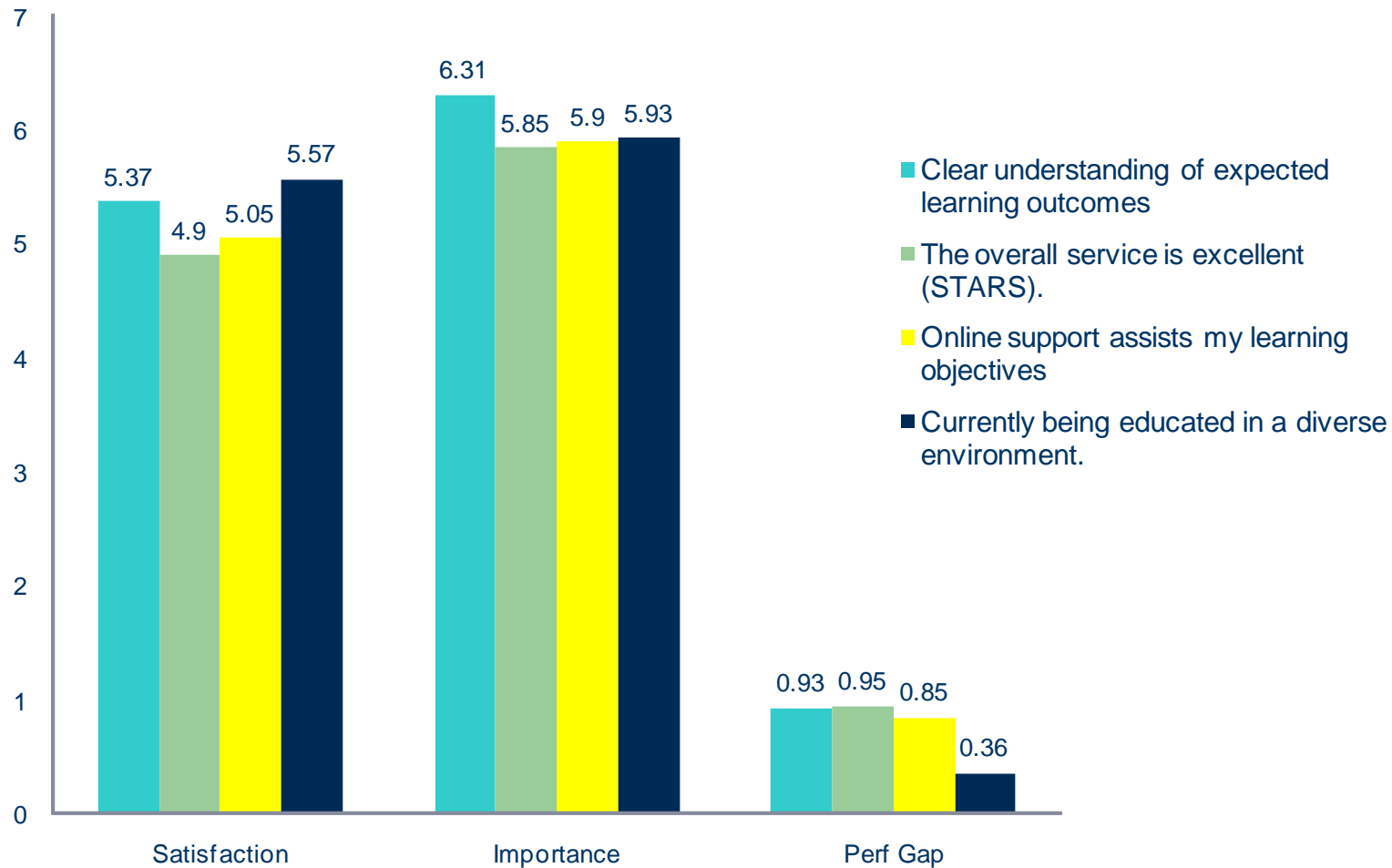
- 5. Items with large performance gaps (over 1.49) may suggest Point Park isn't meeting student expectations
  - a. The five items with the largest performance gaps in 2010 were the five largest gaps in 2008.
  - b. Although, all of the performance gaps over 1.49 have decreased from 2008 to 2010.

### Top 5 largest performance gaps



6. New custom questions for 2010:

- a. "I have a clear understanding of learning outcomes expected in my major."
  - This was identified as a "strength". Satisfaction was ranked 12<sup>th</sup> (out of 83) and importance was ranked 14<sup>th</sup> (out of 83).
- b. "The overall service I experience from staff on campus is excellent (STARS initiative)"
- c. "Online support, such as Blackboard, assists me with my learning objectives and is available for most of my courses."
- d. "I am currently being educated in a diverse environment."
  - This was neither a strength or a challenge, but it is the second highest ranked item in terms of satisfaction (5.57). Unfortunately, it was ranked moderate in importance (47<sup>th</sup>). This question was added to specifically assess the University Mission Statement.



7. Why do students enroll at Point Park University?

- a. The top three reasons for enrolling at Point Park are the same as the top three reasons given in 2008.
- b. The top three reasons at Point Park, are the top three reasons expressed by students at other 4-yr private institutions.

<i>1 = not important at all, 7 = very important</i>	<b>2010</b>	<b>2008</b>	<b>Diff betw</b>	<b>2010</b>	<b>Mean diff.</b>
	<b>Point Park</b>	<b>Point Park</b>	<b>2010 and</b>	<b>4-yr private</b>	<b>between Point</b>
	<b>imp rate</b>	<b>imp rate</b>	<b>2010 and</b>	<b>imp rate</b>	<b>Park and othr</b>
			<b>2008</b>		
Financial aid	6.15	6.06	0.09	6.17	-0.02
Cost as a factor in decision to enroll	5.97	5.9	0.07	5.97	0
Academic reputation	5.77	5.76	0.01	6.15	-0.38
Geographic setting	5.46	5.25	0.21	5.39	0.07
Personalized attention prior to enrollment	5.35	5.32	0.03	5.67	-0.32
Size of institution	5.31	5.26	0.05	5.42	-0.11
Campus appearance	5.27	5.12	0.15	5.43	-0.16
Recommendations from family/friends	4.36	4.3	0.06	4.82	-0.46
Opportunity to play sports	2.99	2.87	0.12	3.57	-0.58

8. Additional Summary Tables:

a. The extent to which Point Park has met student expectations

	2010	2008		2010	
	%	%	Diff	4-yr private	Diff
Worse than expected	15	19	-4	16	-1
About what I expected	40	40	0	35	5
Better than expected	42	38	4	46	-4

b. Overall satisfaction with Point Park thus far

	2010	2008		2010	
	%	%	Diff	4-yr private	Diff
Dissatisfied	13	19	-6	14	-1
Neutral	12	10	2	10	2
Satisfied	71	69	2	73	-2

# Overall Summary Findings by strengths and challenges

## A. 2010 STRENGTHS

(items in the top half of importance and top quartile in satisfaction)

*Strengths with low performance gaps (under 1.00)*

- My program is meeting goals outlined in Mission (custom) (new strength in 2010)
- Drop/add policies are reasonable (new strength in 2010)
- Freedom of expression is protected on campus (new strength in 2010)
- Clear understanding of learning outcomes expectations (custom) (new strength in 2010)
- Campus staff are caring and helpful (new strength in 2010)
- On the whole, the campus is well-maintained.
- Faculty are usually available after class and during office hours.
- This institution has a good reputation within the community.
- Online processes are convenient and beneficial (custom).
- Adjunct faculty are competent as classroom instructors.
- The campus is safe and secure for all students.
- Nearly all of the faculty are knowledgeable in their field.
- Major requirements are clear and reasonable.

*Strengths with moderate performance gaps (1.00 to 1.07)*

- Content of the courses within my major is valuable.
- The instruction in my major field is excellent.
- My academic advisor is approachable.
- My academic advisor is knowledgeable about requirements in my major.

Notes:

1. Aside from the custom questions, most items identified as strengths at Point Park are also strengths at other institutions.
2. The highest performance gap for “strengths” was 1.07. This is well below what is considered to be high (i.e., 1.50 and higher)

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## **B. 2010 CHALLENGES**

(items in the top half of importance and bottom quartile in satisfaction)

- Tuition paid is a worthwhile investment.
- Billing policies are reasonable.

Note:

3. Of the two challenges, only “tuition paid is a worthwhile investment” is a challenge at other institutions.

➤ Details of this data can be reviewed in Appendix A.



### C. Comparisons to other four-year private institutions

Items that were identified as *strengths* at other 4-yr private institutions, but were not strengths at Point Park include:

- The quality of instruction I receive in most of my classes is excellent.
- I am able to experience intellectual growth here.
- There is a commitment to academic excellence on this campus.
- Faculty care about me as an individual.
- Students are made to feel welcome on this campus.

Items that were identified as *challenges* at other 4-yr private institutions but were not challenges at Point Park include:

- Adequate financial aid is available for most students.
- Financial aid awards are announced to students in time to be helpful in college planning.
- Security staff respond quickly in emergencies.
- I seldom get the 'run-around' when seeking information on this campus.

➤ Details of this data can be reviewed in Appendix B.

## D. Longitudinal Analysis of Strengths and Challenges (Trends)

1. The following items have been identified as strengths every year that the SSI has been administered:
  - Faculty are usually available after class and during office hours.
  - My academic advisor is knowledgeable about requirements in my major.
  - Nearly all of the faculty are knowledgeable in their field.
  - The campus is safe and secure for all students.
  - Content of the courses within my major is valuable.
  - The quality of instruction I receive in most of my classes is excellent.
  - Major requirements are clear and reasonable.
  - My academic advisor is approachable.
  
2. New strengths that weren't identified as strengths in Spring 2008:
  - Staff are caring and helpful.
  - Class change policies are reasonable.
  - Freedom of expression is protected on campus.
  - Clear understanding of learning outcomes expectations in my major (*custom*).
  - My academic program has met the goals outlined in the mission (*custom*).
  
3. 2008 challenges no longer challenges in 2010:
  - Adequate financial aid is available for most students.
  - I seldom get the "run-around" when seeking information on this campus.
  - Billing and collecting procedures are customer friendly and efficient (*custom*).



# SSI 2010

## Overall Tables

Table 1. Strengths and Challenges by Year

**KEY:**

**C = Challenges:** Items in the top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)

**S = Strengths:** Items in the top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)

**Note: Sorted by question number in ascending order**

Q#		1999	2000	2002	2004	2006	2008	2010
1	Students feel sense of belonging							
2	Staff are caring and helpful	S	S	S				S
3	Faculty care about me as an individual	S	S			S		
4	Admissions staff are knowledgeable							
5	Fin Aid counselors are helpful	C	C					
6	My academic advisor is approachable	S	S	S	S	S	S	S
7	Campus is safe and secure for all students	S	S	S	S	S	S	S
8	Content of major courses are valuable	S	S	S	S	S	S	S
9	Variety of intramural activities are offered							
10	Administrators are approachable to students							
11	Billing policies are reasonable			C	C	C	C	C
12	Fin Aid awards are announced in timely fashion							
13	Library staff are helpful and approachable							
14	My academic advisor is concerned about my success	S			S	S		
15	Health services staff are competent							
16	Instruction in my major field is excellent	S	S	S	S	S	S	S
17	Adequate fin aid is available for most students						C	
18	Library resources and services are adequate		S	S				
19	My academic advisor helps me set goals							
20	Business office is open during hours convenient for students							
21	Amount of student parking space is adequate			C	C			
22	Counseling staff care about students							
23	Living conditions in residence halls are comfortable							
24	The athletic programs contribute to school spirit							
25	Faculty are fair and unbiased in their treatment of students							
26	Computer labs are adequate and accessible	C	C					
27	Personnel involved in registration are helpful	S		S				
28	Parking lots are well-lighted and secure							
29	It is an enjoyable experience to be a Point Park student							
30	Residence hall staff are concerned about me							
31	Males and females have equal opportunities to participate in athletics							

Table 1. Strengths and Challenges by Year

Q#		1999	2000	2002	2004	2006	2008	2010
32	Tutoring services are readily available							
33	My academic advisor is knowledgeable about my major requirements	S	S	S	S	S	S	S
34	I am able to register for classes I need with few conflicts			S				
35	The assessment and course placement procedures are reasonable							
36	Security staff respond quickly in emergencies	C						
37	I feel a sense of pride about my campus							
38	There is an adequate selection of food avail. in the cafeteria							
39	I am able to experience intellectual growth here							
40	Residence hall regulations are reasonable							
41	There is a commit. to acad. excellence on this campus							
42	There are a sufficient number of weekend activities							
43	Adm. counselors respond to prospective students' unique needs							
44	Acad. support services adequately meet the needs of students							
45	Students are made to feel welcome on this campus							
46	I can easily get involved in campus organizations							
47	Fac. provide timely feedback about student progress in a course.							
48	Adm. counselors accurately portray the campus in their recruiting practices.							
49	There are adequate services to help me decide upon a career					C		
50	Class change (drop/add) policies are reasonable							S
51	Point Park has a good reputation within the community.					S	S	S
52	The student ctr is a comfortable place for students to spend their leisure time							
53	Fac. consider student differences as they teach a course							
54	Bookstore staff are helpful							
55	Major requirements are clear and reasonable	S	S	S	S	S	S	S
56	Student handbook provides helpful information about campus life							
57	I seldom get the 'run-around' when seeking info. on this campus.	C	C	C	C	C	C	
58	The quality of instruction I receive in most of my classes is excellent	S	S	S	S	S	S	
59	Point Park shows concern for students as individuals							
60	I generally know what's happening on campus							
61	Adjunct faculty are competent as classroom instructors	S			S	S	S	S
62	There is a strong commit. to racial harmony on this campus							
63	Student disciplinary procedures are fair							
64	New student orient. services help students adjust to college							
65	Fac. are usually available after class and during office hours	S	S	S	S	S	S	S

Table 1. Strengths and Challenges by Year

Q#		1999	2000	2002	2004	2006	2008	2010	
66	Tuition paid is a worthwhile investment			C	C	C	C	C	
67	Freedom of expression is protected on campus							S	
68	Nearly all of the faculty are knowledgeable in their field	S	S	S	S	S	S	S	
69	There is a good variety of courses provided on this campus								
70	Graduate teaching assist. are competent as instructors								
71	Channels for expressing student complaints are readily available								
72	On the whole, the campus is well-maintained	C	C	C		S	S	S	
73	Student activities fees are put to good use								
74	Billing and collecting procedures are customer friendly and efficient (custom)				C	C	C		
75	The core curriculum is challenging (custom)	C	C						
76	I have a clear understanding of learning outcomes expected in my academic major (custom)							S	Added Spring 2010
77	STARS Program: The overall service I experience from the staff on campus is excellent(custom)								Added Spring 2010
78	Point Park and surrounding neighborhood provide adequate social gathering space (custom)								Added Spring 2008
79	Online support assists my learning objectives and is available for most of my courses (custom)								Added Spring 2010
80	Computer help desk personnel are knowledgeable and resolve my computer problems (custom)								Added Spring 2008
81	Recently implemented online processes are convenient and beneficial (custom).						S	S	Added Spring 2008
82	I am currently being educated in a diverse environment (custom)								Added Spring 2010
83	My acad. program has met the goals outlined in the Mission (custom)							S	

Table 2. Satisfaction Ratings Summary

	A	B	C	D	E	F	G	H	I	J
1	<b>Note: Sorted by 2010 satisfaction ratings in descending order</b>									
2	Q#	Question	2010 SAT Rate	2008 SAT Rate	SAT +/-	2010 SAT Rank	2010 IMP Rate	2010 IMP Rank	2006 SAT Rate	2004 SAT Rate
3	68	Nearly all of the faculty are knowledgeable in their field.	5.60	5.55	0.05	1	6.46	4	5.36	5.28
4	82	I am currently being educated in a diverse environment (custom)	5.57	new	n/a	2	5.93	47	new	new
5	16	The instruction in my major field is excellent.	5.55	5.48	0.06	3	6.55	2	5.32	5.25
6	13	Library staff are helpful and approachable.	5.53	5.61	-0.08	4	5.62	69	5.41	5.38
7	81	Recently implemented online processes are convenient and beneficial (custom).	5.53	5.63	-0.10	5	6.31	13	new	new
8	8	The content of the courses within my major is valuable.	5.52	5.38	0.14	6	6.59	1	5.22	5.21
9	7	The campus is safe and secure for all students.	5.50	5.31	0.19	7	6.34	10	5.48	5.29
10	65	Faculty are usually available after class and during office hours.	5.45	5.32	0.13	8	6.20	22	5.32	5.2
11	72	On the whole, the campus is well-maintained.	5.44	5.24	0.20	9	6.18	26	5.1	4.85
12	33	My academic advisor is knowledgeable about requirements in my major.	5.42	5.51	-0.10	10	6.46	5	5.37	5.33
13	83	My academic program is meeting the goals outlined in the Mission Statement (custom).	5.40	5.22	0.18	11	6.11	33	4.82	4.87
14	76	I have a clear understanding of learning outcomes expected in my academic major (custom)	5.37	new	n/a	12	6.31	14	new	new
15	51	This institution has a good reputation within the community.	5.37	5.24	0.13	13	6.14	30	5.06	4.75
16	50	Class change (drop/add) policies are reasonable.	5.36	5.00	0.36	14	6.09	35	4.96	4.95
17	6	My academic advisor is approachable.	5.35	5.41	-0.05	15	6.41	7	5.42	5.29
18	62	There is a strong commitment to racial harmony on this campus.	5.34	5.17	0.17	16	5.77	61	5.03	5.03
19	67	Freedom of expression is protected on campus.	5.34	5.31	0.02	17	6.07	41	5.11	4.91
20	55	Major requirements are clear and reasonable.	5.33	5.19	0.14	18	6.31	12	5.11	5.07
21	18	Library resources and services are adequate.	5.33	5.26	0.07	19	5.97	46	4.91	4.84
22	2	The campus staff are caring and helpful.	5.33	5.15	0.18	20	6.20	21	5.01	4.8
23	61	Adjunct faculty are competent as classroom instructors.	5.32	5.19	0.12	21	6.14	31	5.04	5.07
24	58	The quality of instruction I receive in most of my classes is excellent.	5.31	5.23	0.08	22	6.43	6	5.1	4.96
25	54	Bookstore staff are helpful.	5.30	5.16	0.14	23	5.77	60	5.17	4.94
26	39	I am able to experience intellectual growth here.	5.27	5.06	0.21	24	6.29	15	4.92	4.8
27	3	Faculty care about me as an individual.	5.24	5.12	0.12	25	6.13	32	5.04	4.85
28	26	Computer labs are adequate and accessible.	5.22	4.95	0.26	26	6.26	18	4.9	4.87
29	69	There is a good variety of courses provided on this campus.	5.21	4.95	0.26	27	6.33	11	4.73	4.69
30	4	Admissions staff are knowledgeable.	5.18	4.86	0.32	28	6.18	25	4.65	4.57
31	45	Students are made to feel welcome on this campus.	5.17	5.03	0.14	29	6.09	36	4.95	4.68
32	27	The personnel involved in registration are helpful.	5.14	4.79	0.35	30	6.17	28	4.72	4.5
33	29	It is an enjoyable experience to be a student on this campus.	5.09	4.80	0.29	31	6.21	20	4.79	4.54
34	14	My academic advisor is concerned about my success as an individual.	5.09	5.16	-0.07	32	6.25	19	5.06	4.9
35	59	This institution shows concern for students as individuals.	5.08	4.88	0.20	33	6.18	24	4.73	4.53
36	35	The assessment and course placement procedures are reasonable.	5.06	4.79	0.27	34	6.09	34	4.77	4.66
37	79	Online support assists my learning objectives and is available for most of my courses (custom)	5.05	new	n/a	35	5.90	48	new	new
38	41	There is a commitment to academic excellence on this campus.	5.04	4.84	0.20	36	6.15	29	4.69	4.47

Table 2. Satisfaction Ratings Summary

	A	B	C	D	E	F	G	H	I	J
2	Q#	Question	2010 SAT Rate	2008 SAT Rate	SAT +/-	2010 SAT Rank	2010 IMP Rate	2010 IMP Rank	2006 SAT Rate	2004 SAT Rate
39	75	Core curriculum is challenging (custom).	5.02	4.90	0.12	37	5.98	45	4.71	4.73
40	25	Faculty are fair and unbiased in their treatment of individual students.	5.02	4.77	0.25	38	6.28	16	4.67	4.64
41	80	Computer help desk personnel are knowledgeable and resolve my computer problems (custom)	5.02	4.96	0.06	39	5.88	49	new	new
42	56	The student handbook provides helpful information about campus life.	5.01	4.89	0.12	40	5.49	76	4.77	4.63
43	47	Faculty provide timely feedback about student progress in a course.	5.00	4.88	0.12	41	6.20	23	4.84	4.72
44	31	Males and females have equal opportunities in intercollegiate athletics.	5.00	4.85	0.14	42	5.15	80	4.7	4.67
45	5	Financial aid counselors are helpful.	5.00	4.69	0.31	43	6.27	17	4.57	4.42
46	10	Administrators are approachable to students.	4.99	4.78	0.21	44	5.76	62	4.61	4.48
47	53	Faculty take into consideration student differences as they teach a course.	4.98	4.86	0.13	45	6.08	38	4.78	4.67
48	43	Admissions counselors respond to prospective students' unique needs and requests.	4.98	4.76	0.22	46	5.86	51	4.63	4.51
49	32	Tutoring services are readily available.	4.96	5.02	-0.06	47	5.60	71	4.88	4.79
50	44	Academic support services adequately meet the needs of students.	4.96	4.80	0.16	48	5.88	50	4.75	4.51
51	63	Student disciplinary procedures are fair.	4.96	4.86	0.10	49	5.74	64	4.71	4.7
52	12	Financial aid awards are announced in time to be helpful in college planning.	4.95	4.79	0.16	50	6.18	27	4.64	4.61
53	34	I am able to register for classes I need with few conflicts.	4.94	4.69	0.26	51	6.47	3	4.61	4.55
54	1	Most students feel a sense of belonging here.	4.94	4.81	0.13	52	5.66	67	4.74	4.57
55	36	Security staff respond quickly in emergencies.	4.92	4.99	-0.07	53	6.08	37	4.82	4.41
56	77	STARS Program: The overall service I experience from the staff on campus is excellent(custom)	4.90	new	n/a	54	5.85	53	new	new
57	64	New student orientation services help students adjust to college.	4.90	4.56	0.34	55	5.58	73	4.59	4.35
58	49	There are adequate services to help me decide upon a career.	4.90	4.67	0.23	56	6.07	40	4.49	4.35
59	46	I can easily get involved in campus organizations.	4.89	4.77	0.13	57	5.50	75	4.52	4.44
60	74	Billing and collecting procedures are customer friendly and efficient (custom).	4.88	4.60	0.28	58	6.01	42	4.43	4.31
61	48	Admissions counselors accurately portray the campus in their recruiting practices.	4.87	4.69	0.19	59	5.77	59	4.55	4.32
62	17	Adequate financial aid is available for most students.	4.84	4.61	0.22	60	6.35	9	4.55	4.55
63	20	The business office is open during hours which are convenient for most students.	4.83	4.66	0.17	61	5.81	56	4.68	4.39
64	70	Graduate teaching assistants are competent as classroom instructors.	4.79	4.72	0.07	62	5.63	68	4.66	4.61
65	60	I generally know what's happening on campus.	4.76	4.66	0.09	63	5.56	74	4.37	4.21
66	37	I feel a sense of pride about my campus.	4.74	4.54	0.20	64	5.59	72	4.47	4.09
67	40	Residence hall regulations are reasonable.	4.73	4.64	0.09	65	5.38	78	4.3	4.29
68	66	Tuition paid is a worthwhile investment.	4.71	4.43	0.28	66	6.37	8	4.36	4.13
69	19	My academic advisor helps me set goals to work toward.	4.69	4.73	-0.05	67	5.99	44	4.58	4.47
70	78	Point Park and surrounding neighborhood provide adequate social gathering space (custom)	4.67	4.31	0.36	68	5.82	55	new	new
71	52	The student center is a comfortable place for students to spend their leisure time.	4.65	4.43	0.23	69	5.61	70	4.58	4.23
72	22	Counseling staff care about students as individuals.	4.63	4.46	0.17	70	5.75	63	4.44	4.4
73	11	Billing policies are reasonable.	4.60	4.37	0.23	71	6.07	39	4.26	4.14
74	71	Channels for expressing student complaints are readily available.	4.57	4.42	0.15	72	5.79	58	4.28	4.08
75	9	A variety of intramural activities are offered.	4.53	4.43	0.09	73	4.52	83	4.27	4.08



Table 2. Satisfaction Ratings Summary

	A	B	C	D	E	F	G	H	I	J
2	Q#	Question	2010 SAT Rate	2008 SAT Rate	SAT +/-	2010 SAT Rank	2010 IMP Rate	2010 IMP Rank	2006 SAT Rate	2004 SAT Rate
76	30	Residence hall staff are concerned about me as an individual.	4.49	4.27	0.22	74	5.22	79	4.21	4.06
77	57	I seldom get the 'run-around' when seeking information on this campus.	4.47	4.21	0.26	75	6.00	43	4.11	3.87
78	42	There are a sufficient number of weekend activities for students.	4.32	4.08	0.24	76	5.14	81	4.03	3.8
79	15	The staff in the health services area are competent.	4.31	4.32	-0.02	77	5.67	66	4.74	4.6
80	73	Student activities fees are put to good use.	4.31	4.06	0.24	78	5.85	54	3.87	3.91
81	23	Living conditions in the residence halls are comfortable.	4.20	4.02	0.19	79	5.48	77	3.92	3.84
82	38	There is an adequate selection of food available in the cafeteria.	3.98	3.89	0.09	80	5.69	65	3.85	3.73
83	28	Parking lots are well-lighted and secure.	3.92	3.71	0.21	81	5.81	57	3.77	3.67
84	24	The intercollegiate athletic programs contribute to a strong sense of school spirit.	3.63	3.71	-0.08	82	4.56	82	3.65	3.47
85	21	The amount of student parking space on campus is adequate.	2.63	2.42	0.21	83	5.85	52	2.36	2.27
86										
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88	<b>Note:</b>									
89	<b>Satisfaction ratings increased for 69 out of 79 items (87%) from 2008 to 2010.</b>									

Table 3. Importance Ratings Summary

	A	B	C	D	E	F	G	H	I	J
1	<b>Note: Sorted by 2010 importance ratings in descending order</b>									
2	Q#	Question	2010 IMP Rate	2008 IMP Rate	IMP +/-	2010 IMP Rank	2010 SAT Rate	2010 SAT Rank	2006 IMP Rate	2004 IMP Rate
3	8	The content of the courses within my major is valuable.	6.59	6.61	-0.02	1	5.52	6	6.59	6.62
4	16	The instruction in my major field is excellent.	6.55	6.59	-0.04	2	5.55	3	6.56	6.66
5	34	I am able to register for classes I need with few conflicts.	6.47	6.48	-0.01	3	4.94	51	6.48	6.53
6	68	Nearly all of the faculty are knowledgeable in their field.	6.46	6.45	0.01	4	5.60	1	6.44	6.55
7	33	My academic advisor is knowledgeable about requirements in my major.	6.46	6.50	-0.04	5	5.42	10	6.46	6.51
8	58	The quality of instruction I receive in most of my classes is excellent.	6.43	6.43	0.00	6	5.31	22	6.43	6.53
9	6	My academic advisor is approachable.	6.41	6.42	-0.01	7	5.35	15	6.40	6.41
10	66	Tuition paid is a worthwhile investment.	6.37	6.42	-0.05	8	4.71	66	6.35	6.49
11	17	Adequate financial aid is available for most students.	6.35	6.35	0.01	9	4.84	60	6.31	6.37
12	7	The campus is safe and secure for all students.	6.34	6.37	-0.03	10	5.50	7	6.29	6.22
13	69	There is a good variety of courses provided on this campus.	6.33	6.34	-0.01	11	5.21	27	6.32	6.37
14	55	Major requirements are clear and reasonable.	6.31	6.34	-0.03	12	5.33	18	6.33	6.40
15	81	Recently implemented online processes are convenient and beneficial (custom).	6.31	6.30	0.01	13	5.53	5	new	new
16	76	I have a clear understanding of learning outcomes expected in my academic major (custom)	6.31	new	n/a	14	5.37	12	new	new
17	39	I am able to experience intellectual growth here.	6.29	6.25	0.04	15	5.27	24	6.18	6.35
18	25	Faculty are fair and unbiased in their treatment of individual students.	6.28	6.32	-0.03	16	5.02	38	6.27	6.39
19	5	Financial aid counselors are helpful.	6.27	6.14	0.13	17	5.00	43	6.10	6.14
20	26	Computer labs are adequate and accessible.	6.26	6.23	0.03	18	5.22	26	6.13	6.05
21	14	My academic advisor is concerned about my success as an individual.	6.25	6.28	-0.03	19	5.09	32	6.20	6.22
22	29	It is an enjoyable experience to be a student on this campus.	6.21	6.18	0.03	20	5.09	31	6.14	6.18
23	2	The campus staff are caring and helpful.	6.20	6.19	0.02	21	5.33	20	6.15	6.21
24	65	Faculty are usually available after class and during office hours.	6.20	6.22	-0.01	22	5.45	8	6.21	6.28
25	47	Faculty provide timely feedback about student progress in a course.	6.20	6.25	-0.05	23	5.00	41	6.14	6.25
26	59	This institution shows concern for students as individuals.	6.18	6.18	0.00	24	5.08	33	6.13	6.21
27	4	Admissions staff are knowledgeable.	6.18	6.17	0.02	25	5.18	28	6.14	6.22
28	72	On the whole, the campus is well-maintained.	6.18	6.12	0.06	26	5.44	9	6.14	6.18
29	12	Financial aid awards are announced to students in time to be helpful in college planning.	6.18	6.15	0.03	27	4.95	50	6.11	6.13
30	27	The personnel involved in registration are helpful.	6.17	6.18	-0.01	28	5.14	30	6.14	6.20
31	41	There is a commitment to academic excellence on this campus.	6.15	6.16	-0.01	29	5.04	36	6.09	6.20
32	51	This institution has a good reputation within the community.	6.14	6.06	0.08	30	5.37	13	6.00	6.02
33	61	Adjunct faculty are competent as classroom instructors.	6.14	6.15	-0.02	31	5.32	21	6.13	6.14
34	3	Faculty care about me as an individual.	6.13	6.17	-0.04	32	5.24	25	6.06	6.15
35	83	My acad. program has met the goals outlined in the Mission (custom)	6.11	5.90	0.22	33	5.40	11	5.72	5.87
36	35	The assessment and course placement procedures are reasonable.	6.09	6.09	0.00	34	5.06	34	6.03	6.11
37	50	Class change (drop/add) policies are reasonable.	6.09	6.02	0.07	35	5.36	14	5.97	6.01
38	45	Students are made to feel welcome on this campus.	6.09	6.03	0.06	36	5.17	29	6.03	6.04

Table 3. Importance Ratings Summary

	A	B	C	D	E	F	G	H	I	J
2	Q#	Question	2010 IMP Rate	2008 IMP Rate	IMP +/-	2010 IMP Rank	2010 SAT Rate	2010 SAT Rank	2006 IMP Rate	2004 IMP Rate
39	36	Security staff respond quickly in emergencies.	6.08	6.14	-0.06	37	4.92	53	6.05	6.11
40	53	Faculty take into consideration student differences as they teach a course.	6.08	6.07	0.01	38	4.98	45	6.03	6.10
41	11	Billing policies are reasonable.	6.07	6.06	0.01	39	4.60	71	6.00	6.10
42	49	There are adequate services to help me decide upon a career.	6.07	6.05	0.02	40	4.90	56	6.01	5.98
43	67	Freedom of expression is protected on campus.	6.07	6.02	0.05	41	5.34	17	5.94	5.97
44	74	Billing and collecting procedures are customer friendly and efficient (custom)	6.01	6.10	-0.09	42	4.88	58	6.04	6.14
45	57	I seldom get the 'run-around' when seeking information on this campus.	6.00	6.04	-0.04	43	4.47	75	6.09	6.11
46	19	My academic advisor helps me set goals to work toward.	5.99	6.04	-0.05	44	4.69	67	5.95	5.91
47	75	The core curriculum is challenging (custom)	5.98	6.05	-0.06	45	5.02	37	5.95	6.05
48	18	Library resources and services are adequate.	5.97	5.98	0.00	46	5.33	19	5.89	5.97
49	82	I am currently being educated in a diverse environment (custom)	5.93	new	n/a	47	5.57	2	new	new
50	79	Online support assists my learning objectives and is available for most of my courses (custom)	5.90	new	n/a	48	5.05	35	new	new
51	80	Computer help desk personnel are knowledgeable and resolve my computer problems (custom)	5.88	5.88	0.00	49	5.02	39	new	new
52	44	Academic support services adequately meet the needs of students.	5.88	5.81	0.06	50	4.96	48	5.77	5.74
53	43	Admissions counselors respond to prospective students' unique needs and requests.	5.86	5.81	0.05	51	4.98	46	5.76	5.83
54	21	The amount of student parking space on campus is adequate.	5.85	5.98	-0.13	52	2.63	83	5.92	6.18
55	77	STARS Program: The overall service I experience from the staff on campus is excellent(custom)	5.85	new	n/a	53	4.90	54	new	new
56	73	Student activities fees are put to good use.	5.85	5.83	0.02	54	4.31	78	5.82	5.81
57	78	Point Park and surrounding neighborhood provide adequate social gathering space (custom)	5.82	5.80	0.02	55	4.67	68	new	new
58	20	The business office is open during hours which are convenient for most students.	5.81	5.81	0.00	56	4.83	61	5.82	5.85
59	28	Parking lots are well-lighted and secure.	5.81	5.94	-0.12	57	3.92	81	5.85	5.98
60	71	Channels for expressing student complaints are readily available.	5.79	5.80	-0.01	58	4.57	72	5.80	5.87
61	48	Admissions counselors accurately portray the campus in their recruiting practices.	5.77	5.82	-0.04	59	4.87	59	5.70	5.79
62	54	Bookstore staff are helpful.	5.77	5.76	0.02	60	5.30	23	5.71	5.74
63	62	There is a strong commitment to racial harmony on this campus.	5.77	5.76	0.01	61	5.34	16	5.75	5.73
64	10	Administrators are approachable to students.	5.76	5.67	0.09	62	4.99	44	5.70	5.71
65	22	Counseling staff care about students as individuals.	5.75	5.72	0.02	63	4.63	70	5.68	5.74
66	63	Student disciplinary procedures are fair.	5.74	5.74	0.00	64	4.96	49	5.66	5.63
67	38	There is an adequate selection of food available in the cafeteria.	5.69	5.73	-0.04	65	3.98	80	5.66	5.69
68	15	The staff in the health services area are competent.	5.67	5.62	0.06	66	4.31	77	5.56	5.69
69	1	Most students feel a sense of belonging here.	5.66	5.49	0.16	67	4.94	52	5.34	5.37
70	70	Graduate teaching assistants are competent as classroom instructors.	5.63	5.59	0.05	68	4.79	62	5.62	5.69
71	13	Library staff are helpful and approachable.	5.62	5.55	0.07	69	5.53	4	5.49	5.53
72	52	The student center is a comfortable place for students to spend their leisure time.	5.61	5.57	0.05	70	4.65	69	5.58	5.46
73	32	Tutoring services are readily available.	5.60	5.63	-0.03	71	4.96	47	5.58	5.50
74	37	I feel a sense of pride about my campus.	5.59	5.51	0.08	72	4.74	64	5.45	5.53
75	64	New student orientation services help students adjust to college.	5.58	5.53	0.06	73	4.90	55	5.55	5.52

Table 3. Importance Ratings Summary

	A	B	C	D	E	F	G	H	I	J
2	Q#	Question	2010 IMP Rate	2008 IMP Rate	IMP +/-	2010 IMP Rank	2010 SAT Rate	2010 SAT Rank	2006 IMP Rate	2004 IMP Rate
76	60	I generally know what's happening on campus.	5.56	5.54	0.01	74	4.76	63	5.43	5.40
77	46	I can easily get involved in campus organizations.	5.50	5.43	0.08	75	4.89	57	5.33	5.29
78	56	The student handbook provides helpful information about campus life.	5.49	5.46	0.03	76	5.01	40	5.43	5.44
79	23	Living conditions in the residence halls are comfortable	5.48	5.42	0.06	77	4.20	79	5.27	5.46
80	40	Residence hall regulations are reasonable.	5.38	5.27	0.10	78	4.73	65	5.23	5.25
81	30	Residence hall staff are concerned about me as an individual.	5.22	5.14	0.08	79	4.49	74	5.12	5.21
82	31	Males and females have equal opportunities to participate in intercollegiate athletics.	5.15	4.89	0.27	80	5.00	42	4.97	4.92
83	42	There are a sufficient number of weekend activities for students.	5.14	4.92	0.22	81	4.32	76	4.86	4.95
84	24	The intercollegiate athletic programs contribute to a strong sense of school spirit.	4.56	4.35	0.21	82	3.63	82	4.32	4.30
85	9	A variety of intramural activities are offered.	4.52	4.35	0.17	83	4.53	73	4.23	4.20
86										
87										
88										
89	<b>Other notes:</b>									
90	<b>1. Importance ratings increased for 44 out of 79 items (56%) from 2008 to 2010.</b>									
91	<b>2. Importance ratings decreased for 28 out of 79 items (35%) from 2008 to 2010.</b>									

Table 4. Performance Gap Summary

	A	B	C	D	E	F	G	H	I	J	K
1	<b>Note: Sorted by 2010 performance gap in ascending order</b>					<b>2010</b>	<b>2010</b>	<b>2010</b>	<b>2010</b>		
2	Q#	Question	2010 PG	2008 PG	PG +/-	IMP Rate	IMP Rank	SAT Rate	SAT Rank	2006 PG	2004 PG
3	9	A variety of intramural activities are offered.	-0.01	-0.09	0.08	4.52	83	4.53	73	-0.04	0.12
4	13	Library staff are helpful and approachable.	0.09	-0.06	0.15	5.62	69	5.53	4	0.08	0.15
5	31	Males and females have equal opportunities in intercollegiate athletics.	0.16	0.03	0.13	5.15	80	5.00	42	0.27	0.25
6	82	I am currently being educated in a diverse environment (custom)	0.36	new	n/a	5.93	47	5.57	2	new	new
7	62	There is a strong commitment to racial harmony on this campus.	0.43	0.59	-0.16	5.77	61	5.34	16	0.72	0.70
8	54	Bookstore staff are helpful.	0.48	0.60	-0.13	5.77	60	5.30	23	0.54	0.80
9	56	The student handbook provides helpful information about campus life.	0.48	0.57	-0.09	5.49	76	5.01	40	0.66	0.81
10	46	I can easily get involved in campus organizations.	0.61	0.66	-0.05	5.50	75	4.89	57	0.81	0.85
11	18	Library resources and services are adequate.	0.64	0.71	-0.07	5.97	46	5.33	19	0.98	1.13
12	32	Tutoring services are readily available.	0.64	0.61	0.03	5.60	71	4.96	47	0.70	0.71
13	40	Residence hall regulations are reasonable.	0.64	0.63	0.01	5.38	78	4.73	65	0.93	0.96
14	64	New student orientation services help students adjust to college.	0.69	0.97	-0.28	5.58	73	4.90	55	0.96	1.17
15	83	My academic program is meeting the goals outlined in the Mission Statement (custom).	0.71	0.68	0.03	6.11	33	5.40	11	0.90	1.00
16	1	Most students feel a sense of belonging here.	0.71	0.69	0.03	5.66	67	4.94	52	0.60	0.80
17	50	Class change (drop/add) policies are reasonable.	0.73	1.02	-0.29	6.09	35	5.36	14	1.01	1.06
18	30	Residence hall staff are concerned about me as an individual.	0.73	0.87	-0.14	5.22	79	4.49	74	0.91	1.15
19	67	Freedom of expression is protected on campus.	0.73	0.71	0.02	6.07	41	5.34	17	0.83	1.06
20	72	On the whole, the campus is well-maintained.	0.74	0.88	-0.14	6.18	26	5.44	9	1.04	1.33
21	65	Faculty are usually available after class and during office hours.	0.75	0.90	-0.15	6.20	22	5.45	8	0.89	1.08
22	10	Administrators are approachable to students.	0.77	0.90	-0.13	5.76	62	4.99	44	1.09	1.23
23	51	This institution has a good reputation within the community.	0.77	0.82	-0.05	6.14	30	5.37	13	0.94	1.27
24	63	Student disciplinary procedures are fair.	0.78	0.88	-0.10	5.74	64	4.96	49	0.95	0.93
25	81	Recently implemented online processes are convenient and beneficial (custom).	0.78	0.67	0.12	6.31	13	5.53	5	new	new
26	60	I generally know what's happening on campus.	0.80	0.88	-0.08	5.56	74	4.76	63	1.06	1.19
27	42	There are a sufficient number of weekend activities for students.	0.81	0.84	-0.02	5.14	81	4.32	76	0.83	1.15
28	61	Adjunct faculty are competent as classroom instructors.	0.82	0.96	-0.14	6.14	31	5.32	21	1.09	1.07
29	7	The campus is safe and secure for all students.	0.84	1.06	-0.22	6.34	10	5.50	7	0.81	0.93
30	70	Graduate teaching assistants are competent as classroom instructors.	0.85	0.87	-0.02	5.63	68	4.79	62	0.96	1.08
31	79	Online support assists my learning objectives and is available for most of my courses (custom)	0.85	new	n/a	5.90	48	5.05	35	new	new
32	37	I feel a sense of pride about my campus.	0.85	0.97	-0.12	5.59	72	4.74	64	0.98	1.44

Table 4. Performance Gap Summary

	A	B	C	D	E	F	G	H	I	J	K
1	<b>Note: Sorted by 2010 performance gap in ascending order</b>					<b>2010</b>	<b>2010</b>	<b>2010</b>	<b>2010</b>		
2	Q#	Question	<b>2010 PG</b>	<b>2008 PG</b>	<b>PG +/-</b>	<b>IMP Rate</b>	<b>IMP Rank</b>	<b>SAT Rate</b>	<b>SAT Rank</b>	<b>2006 PG</b>	<b>2004 PG</b>
33	68	Nearly all of the faculty are knowledgeable in their field.	0.86	0.90	-0.04	6.46	4	5.60	1	1.08	1.27
34	80	Computer help desk personnel are knowledgeable and resolve my computer problems (custom)	0.86	0.92	-0.06	5.88	49	5.02	39	new	new
35	2	The campus staff are caring and helpful.	0.88	1.04	-0.16	6.20	21	5.33	20	1.14	1.41
36	43	Admissions counselors respond to prospective students' unique needs and requests.	0.88	1.05	-0.17	5.86	51	4.98	46	1.13	1.32
37	3	Faculty care about me as an individual.	0.89	1.05	-0.16	6.13	32	5.24	25	1.02	1.30
38	48	Admissions counselors accurately portray the campus in their recruiting practices.	0.90	1.13	-0.23	5.77	59	4.87	59	1.15	1.47
39	44	Academic support services adequately meet the needs of students.	0.92	1.01	-0.10	5.88	50	4.96	48	1.02	1.23
40	45	Students are made to feel welcome on this campus.	0.92	1.00	-0.09	6.09	36	5.17	29	1.08	1.36
41	24	The intercollegiate athletic programs contribute to a strong sense of school spirit.	0.93	0.64	0.29	4.56	82	3.63	82	0.67	0.83
42	76	I have a clear understanding of learning outcomes expected in my academic major (custom)	0.93	new	n/a	6.31	14	5.37	12	new	new
43	77	STARS Program: The overall service I experience from the staff on campus is excellent(custom)	0.95	new	n/a	5.85	53	4.90	54	new	new
44	52	The student center is a comfortable place for students to spend their leisure time.	0.96	1.14	-0.18	5.61	70	4.65	69	1.00	1.23
45	75	Core curriculum is challenging (custom).	0.96	1.14	-0.18	5.98	45	5.02	37	1.24	1.32
46	55	Major requirements are clear and reasonable.	0.98	1.15	-0.17	6.31	12	5.33	18	1.22	1.33
47	20	The business office is open during hours which are convenient for most students.	0.98	1.15	-0.17	5.81	56	4.83	61	1.14	1.46
48	4	Admissions staff are knowledgeable.	1.00	1.31	-0.30	6.18	25	5.18	28	1.49	1.65
49	16	The instruction in my major field is excellent.	1.01	1.11	-0.10	6.55	2	5.55	3	1.24	1.41
50	39	I am able to experience intellectual growth here.	1.03	1.19	-0.16	6.29	15	5.27	24	1.26	1.55
51	35	The assessment and course placement procedures are reasonable.	1.03	1.29	-0.26	6.09	34	5.06	34	1.26	1.45
52	27	The personnel involved in registration are helpful.	1.03	1.39	-0.36	6.17	28	5.14	30	1.42	1.70
53	26	Computer labs are adequate and accessible.	1.04	1.27	-0.23	6.26	18	5.22	26	1.23	1.18
54	33	My academic advisor is knowledgeable about requirements in my major.	1.05	0.99	0.06	6.46	5	5.42	10	1.09	1.18
55	6	My academic advisor is approachable.	1.05	1.01	0.04	6.41	7	5.35	15	0.98	1.12
56	8	The content of the courses within my major is valuable.	1.07	1.22	-0.15	6.59	1	5.52	6	1.37	1.41
57	53	Faculty take into consideration student differences as they teach a course.	1.09	1.21	-0.12	6.08	38	4.98	45	1.25	1.43
58	41	There is a commitment to academic excellence on this campus.	1.10	1.32	-0.21	6.15	29	5.04	36	1.40	1.73
59	59	This institution shows concern for students as individuals.	1.10	1.30	-0.20	6.18	24	5.08	33	1.40	1.68
60	69	There is a good variety of courses provided on this campus.	1.12	1.39	-0.27	6.33	11	5.21	27	1.59	1.68

Table 4. Performance Gap Summary

	A	B	C	D	E	F	G	H	I	J	K
1	<b>Note: Sorted by 2010 performance gap in ascending order</b>					<b>2010</b>	<b>2010</b>	<b>2010</b>	<b>2010</b>		
2	Q#	Question	<b>2010 PG</b>	<b>2008 PG</b>	<b>PG +/-</b>	<b>IMP Rate</b>	<b>IMP Rank</b>	<b>SAT Rate</b>	<b>SAT Rank</b>	<b>2006 PG</b>	<b>2004 PG</b>
61	29	It is an enjoyable experience to be a student on this campus.	1.12	1.38	-0.26	6.21	20	5.09	31	1.35	1.64
62	22	Counseling staff care about students as individuals.	1.12	1.27	-0.14	5.75	63	4.63	70	1.24	1.34
63	58	The quality of instruction I receive in most of my classes is excellent.	1.13	1.21	-0.08	6.43	6	5.31	22	1.33	1.57
64	74	Billing and collecting procedures are customer friendly and efficient (custom).	1.13	1.49	-0.36	6.01	42	4.88	58	1.61	1.83
65	78	Point Park and surrounding neighborhood provide adequate social gathering space (custom)	1.15	1.49	-0.34	5.82	55	4.67	68	new	new
66	36	Security staff respond quickly in emergencies.	1.16	1.15	0.01	6.08	37	4.92	53	1.23	1.70
67	14	My academic advisor is concerned about my success as an individual.	1.16	1.12	0.04	6.25	19	5.09	32	1.14	1.32
68	49	There are adequate services to help me decide upon a career.	1.17	1.38	-0.21	6.07	40	4.90	56	1.52	1.63
69	47	Faculty provide timely feedback about student progress in a course.	1.20	1.37	-0.16	6.20	23	5.00	41	1.30	1.53
70	71	Channels for expressing student complaints are readily available.	1.23	1.39	-0.16	5.79	58	4.57	72	1.52	1.79
71	12	Financial aid awards are announced in time to be helpful in college planning.	1.23	1.37	-0.14	6.18	27	4.95	50	1.47	1.52
72	25	Faculty are fair and unbiased in their treatment of individual students.	1.26	1.55	-0.29	6.28	16	5.02	38	1.60	1.75
73	5	Financial aid counselors are helpful.	1.27	1.45	-0.18	6.27	17	5.00	43	1.53	1.72
74	23	Living conditions in the residence halls are comfortable.	1.28	1.40	-0.13	5.48	77	4.20	79	1.35	1.62
75	19	My academic advisor helps me set goals to work toward.	1.30	1.30	0.00	5.99	44	4.69	67	1.37	1.44
76	15	The staff in the health services area are competent.	1.36	1.29	0.07	5.67	66	4.31	77	0.82	1.09
77	11	Billing policies are reasonable.	1.47	1.69	-0.22	6.07	39	4.60	71	1.74	1.96
78	17	Adequate financial aid is available for most students.	1.52	1.74	-0.22	6.35	9	4.84	60	1.76	1.82
79	57	I seldom get the 'run-around' when seeking information on this campus.	1.53	1.83	-0.30	6.00	43	4.47	75	1.98	2.24
80	34	I am able to register for classes I need with few conflicts.	1.53	1.80	-0.27	6.47	3	4.94	51	1.87	1.98
81	73	Student activities fees are put to good use.	1.54	1.76	-0.22	5.85	54	4.31	78	1.95	1.90
82	66	Tuition paid is a worthwhile investment.	1.66	1.99	-0.33	6.37	8	4.71	66	1.99	2.36
83	38	There is an adequate selection of food available in the cafeteria.	1.71	1.84	-0.14	5.69	65	3.98	80	1.81	1.96
84	28	Parking lots are well-lighted and secure.	1.89	2.23	-0.34	5.81	57	3.92	81	2.08	2.31
85	21	The amount of student parking space on campus is adequate.	3.22	3.57	-0.34	5.85	52	2.63	83	3.56	3.91
87	<b>Notes:</b>										
88	<b>1. Performance Gaps decreased for 63 out of 79 items (80%) from 2008 to 2010.</b>										
89	<b>2. In 2004, there were 27 items with PG's greater than 1.49, 15 in 2006, 10 in 2008 and only 8 in 2010.</b>										
90	<b>3. Additionally, there were 15 items with PG's less than 1.00 in 2004, 28 in 2006, 32 in 2008, and 45 in 2010.</b>										

# SSI 2010

## Selected Characteristics



Noel-Levitz

# 2010 Student Satisfaction Inventory:

Strengths and Challenges for Selected Student Characteristics by:

- Day, Evening and Weekend
- Traditional and Nontraditional Aged
- Full-time and Part-time Status
- Conservatory and NonConservatory
- Resident and Commuter

Table 6. Strengths and Challenges by Demographic Variables (SP 2010)

C = Challenges: Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)												
S = Strengths: Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)												
#	Question	Day	Eve	Wkend	Trad	Non-Trad	Full-time	Part-time	Copa	Non-Copa	Resident	Commuter
1	Students feel sense of belonging											
2	Staff are caring and helpful	S	S		S	S	S	S		S	S	S
3	Faculty care about me as an individual								S		S	
4	Admissions staff are knowledgeable											
5	Fin Aid counselors are helpful											
6	My academic advisor is approachable	S			S		S		S		S	S
7	Campus is safe and secure for all students	S	S	S	S	S	S	S	S	S	S	S
8	Content of major courses are valuable	S	S	S	S	S	S	S	S	S	S	S
9	Variety of intramural activities are offered											
10	Administrators are approachable to students											
11	Billing policies are reasonable	C	C		C		C	C		C		C
12	Fin Aid awards are announced in timely fashion											
13	Library staff are helpful and approachable											
14	My academic advisor is concerned about my success								S			
15	Health services staff are competent								C			
16	Instruction in my major field is excellent	S	S	S	S		S		S	S	S	S
17	Adequate fin aid is available for most students	C			C				C		C	
18	Library resources and services are adequate											
19	My academic advisor helps me set goals							C				
20	Business office is open during hours convenient for students			C								
21	Amount of student parking space is adequate		C	C		C		C				C
22	Counseling staff care about students											
23	Living conditions in residence halls are comfortable								C		C	
24	The athletic programs contribute to school spirit											
25	Faculty are fair and unbiased in their treatment of students		S					S	C			
26	Computer labs are adequate and accessible		S			S		S				
27	Personnel involved in registration are helpful			S								
28	Parking lots are well-lighted and secure							C				
29	It is an enjoyable experience to be a Point Park student											
30	Residence hall staff are concerned about me											
31	Males and females have equal opportunities to participate in athletics											
32	Tutoring services are readily available											
33	My academic advisor is knowledgeable about my major requirements	S	S		S		S		S	S	S	S
34	I am able to register for classes I need with few conflicts											
35	The assessment and course placement procedures are reasonable											
36	Security staff respond quickly in emergencies											
37	I feel a sense of pride about my campus											
38	There is an adequate selection of food avail. in the cafeteria								C		C	
39	I am able to experience intellectual growth here		S	S		S		S		S		
40	Residence hall regulations are reasonable											

Table 6. Strengths and Challenges by Demographic Variables (SP 2010)

#	Question	Day	Eve	Wkend	Trad	Non-Trad	Full-time	Part-time	Copa	Non-Copa	Resident	Commuter
41	There is a commit. to acad. excellence on this campus							S				
42	There are a sufficient number of weekend activities											
43	Adm. counselors respond to prospective students' unique needs											
44	Acad. support services adequately meet the needs of students											
45	Students are made to feel welcome on this campus			S		S						
46	I can easily get involved in campus organizations											
47	Fac. provide timely feedback about student progress in a course.											
48	Adm. counselors accurately portray the campus in recruiting practices.											
49	There are adequate services to help me decide upon a career											
50	Class change (drop/add) policies are reasonable	S		S	S		S		S	S		S
51	Point Park has a good reputation within the community.	S		S	S	S	S	S	S	S	S	S
52	Student ctr is a comfortable place for students to spend leisure time											
53	Fac. consider student differences as they teach a course											
54	Bookstore staff are helpful											
55	Major requirements are clear and reasonable	S	S	S	S	S	S	S	S	S	S	S
56	Student handbook provides helpful information about campus life											
57	I seldom get the 'run-around' when seeking info. on this campus.									C		
58	The quality of instruction I receive in my classes is excellent	S	S		S	S		S	S		S	S
59	Point Park shows concern for students as individuals											
60	I generally know what's happening on campus											
61	Adjunct faculty are competent as classroom instructors	S			S		S	S	S		S	
62	There is a strong commit. to racial harmony on this campus											
63	Student disciplinary procedures are fair											
64	New student orient. services help students adjust to college											
65	Fac. are usually available after class and during office hours	S	S		S	S	S	S	S	S	S	S
66	Tuition paid is a worthwhile investment	C			C		C			C	C	C
67	Freedom of expression is protected on campus	S			S		S		S	S	S	S
68	Nearly all of the faculty are knowledgeable in their field	S	S	S	S	S	S	S	S	S	S	S
69	There is a good variety of courses provided on this campus			S		S						
70	Graduate teaching assist. are competent as instructors											
71	Channels for expressing student complaints are readily available											
72	On the whole, the campus is well-maintained	S	S	S	S	S	S	S		S		S
73	Student activities fees are put to good use								C		C	
74	Billing and collecting procedures are customer friendly and efficient											
75	The core curriculum is challenging		S			S		S				
76	I have a clear understanding of learning outcomes expected in my academi	S		S	S		S		S	S	S	S
77	STARS: Overall service I experience from staff on campus is excellent			C								
78	Point Park and surrounding neighborhood provide adequate social gatherin	C									C	
79	Online support assists learning objectives and is avail.for most of courses											
80	Computer help desk personnel are knowledgeable and resolve problems											
81	Recently implemented online processes are convenient and beneficial .	S	S	S	S	S	S	S	S	S	S	S
82	I am currently being educated in a diverse environment											
83	My acad. program has met the goals outlined in the Mission	S	S		S	S	S	S	S	S	S	S

Table 7. Strengths and Challenges by Demographic Variable (2008 and 2010)

		C = Challenges: Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)																					
		S = Strengths: Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)																					
		Day		Eve		Wkend		Trad		Non-Trad		Full-time		Part-time		Copa		Non-Copa		Res		Commuter	
#	Question	2008	2010	2008	2010	2008	2010	2008	2010	2008	2010	2008	2010	2008	2010	2008	2010	2008	2010	2008	2010	2008	2010
1	Students feel sense of belonging																						
2	Staff are caring and helpful		S	S	S					S	S	S		S	S	S	S	S		S	S		S
3	Faculty care about me as an individual																S	S		S	S		
4	Admissions staff are knowledgeable																						
5	Fin Aid counselors are helpful																						
6	My academic advisor is approachable	S	S	S				S	S	S		S	S	S	S	S	S	S	S	S	S	S	S
7	Campus is safe and secure for all students	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
8	Content of major courses are valuable	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
9	Variety of intramural activities are offered																						
10	Administrators are approachable to students																						
11	Billing policies are reasonable	C	C	C	C			C	C	C		C	C	C	C	C		C	C	C			C
12	Fin Aid awards are announced in timely fashion														C								
13	Library staff are helpful and approachable																						
14	My academic advisor is concerned about my success	S						S									S	S		S			
15	Health services staff are competent																	C			C		
16	Instruction in my major field is excellent	S	S	S	S		S	S	S	S		S	S	S		S	S	S	S	S	S	S	S
17	Adequate fin aid is available for most students	C	C					C	C			C						C			C	C	
18	Library resources and services are adequate																						
19	My academic advisor helps me set goals					C									C								
20	Business office is open during hours convenient for students			C		C	C			C					C								
21	Amount of student parking space is adequate			C	C		C			C	C				C	C			C			C	C
22	Counseling staff care about students																						
23	Living conditions in residence halls are comfortable																C	C			C	C	
24	The athletic programs contribute to school spirit																						
25	Faculty are fair and unbiased in their treatment of students	C		S	S	S									S	S	C	C			C		
26	Computer labs are adequate and accessible				S						S					S							
27	Personnel involved in registration are helpful						S																
28	Parking lots are well-lighted and secure			C						C					C	C							
29	It is an enjoyable experience to be a Point Park student																						
30	Residence hall staff are concerned about me																						
31	Males and females have equal opportunities to participate in athletics																						

Table 7. Strengths and Challenges by Demographic Variable (2008 and 2010)

#	Question	Day		Eve		Wkend		Trad		Non-Trad		Full-time		Part-time		Copa		Non-Copa		Res		Commuter	
		2008	2010	2008	2010	2008	2010	2008	2010	2008	2010	2008	2010	2008	2010	2008	2010	2008	2010	2008	2010	2008	2010
32	Tutoring services are readily available																						
33	My academic advisor is knowledgeable about my major requirements	S	S	S	S			S	S	S		S	S	S		S	S	S	S	S	S	S	S
34	I am able to register for classes I need with few conflicts	C						C								C							
35	The assessment and course placement procedures are reasonable																						
36	Security staff respond quickly in emergencies																						
37	I feel a sense of pride about my campus																						
38	There is an adequate selection of food avail. in the cafeteria															C	C			C	C		
39	I am able to experience intellectual growth here			S	S	S	S			S	S			S	S			S	S				
40	Residence hall regulations are reasonable																						
41	There is a commit. to acad. excellence on this campus													S		C							
42	There are a sufficient number of weekend activities																						
43	Adm. counselors respond to prospective students' unique needs					C																	
44	Acad. support services adequately meet the needs of students																						
45	Students are made to feel welcome on this campus						S				S												
46	I can easily get involved in campus organizations																						
47	Fac. provide timely feedback about student progress in a course.																						
48	Adm. counselors accurately portray the campus in recruiting practices.																						
49	There are adequate services to help me decide upon a career																		C				
50	Class change (drop/add) policies are reasonable		S				S		S				S				S		S				S
51	Point Park has a good reputation within the community.	S	S			S	S	S	S		S	S	S	S		S	S	S	S		S	S	S
52	Student ctr is a comfortable place for students to spend leisure time																						
53	Fac. consider student differences as they teach a course																						
54	Bookstore staff are helpful																						
55	Major requirements are clear and reasonable	S	S		S	S	S	S	S		S	S		S		S	S		S	S			
56	Student handbook provides helpful information about campus life																						

Table 7. Strengths and Challenges by Demographic Variable (2008 and 2010)

#	Question	Day		Eve		Wkend		Trad		Non-Trad		Full-time		Part-time		Copa		Non-Copa		Res		Commuter	
		2008	2010	2008	2010	2008	2010	2008	2010	2008	2010	2008	2010	2008	2010	2008	2010	2008	2010	2008	2010	2008	2010
57	I seldom get the 'run-around' when seeking info. on this campus.					C											C	C			C		
58	The quality of instruction I receive in most of my classes is excellent	S	S	S	S	S		S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	
59	Point Park shows concern for students as individuals																						
60	I generally know what's happening on campus																						
61	Adjunct faculty are competent as classroom instructors	S	S	S		S		S	S			S	S	S	S	S				S	S	S	
62	There is a strong commit. to racial harmony on this campus																						
63	Student disciplinary procedures are fair																						
64	New student orient. services help students adjust to college																						
65	Fac. are usually available after class and during office hours	S	S	S	S	S		S	S	S	S	S		S	S	S	S	S	S	S	S	S	
66	Tuition paid is a worthwhile investment	C	C	C				C	C			C	C	C		C	S	C	C	C	C	C	
67	Freedom of expression is protected on campus	S	S					S	S			S	S			S	S		S	S	S	S	
68	Nearly all of the faculty are knowledgeable in their field	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	
69	There is a good variety of courses provided on this campus						S			S													
70	Graduate teaching assist. are competent as instructors																						
71	Channels for expressing student complaints are readily available																						
72	On the whole, the campus is well-maintained	S	S		S	S	S	S	S	S	S	S	S	S	S	S		S	S		S	S	
73	Student activities fees are put to good use														C					C			
74	Billing and collecting procedures are customer friendly and efficient					C		C				C					C			C			
75	The core curriculum is challenging			S	S	S				S	S			S	S								
76	I have a clear understanding of learning outcomes expected in my academic major	*	S	*		*	S	*	S	*		*	S	*		*	S	*	S	*	S	S	
77	STARS Program: The overall service I experience from the staff on campus is excellent	*		*		*	C	*		*		*		*		*		*		*	*		
78	Point Park and surrounding neighborhood provide adequate social gathering space		C											C					C	C			
79	Online support assists my learning objectives and is available for most of my courses	*		*		*		*		*		*		*		*		*		*	*		

Table 7. Strengths and Challenges by Demographic Variable (2008 and 2010)

#	Question	Day		Eve		Wkend		Trad		Non-Trad		Full-time		Part-time		Copa		Non-Copa		Res		Commuter	
		2008	2010	2008	2010	2008	2010	2008	2010	2008	2010	2008	2010	2008	2010	2008	2010	2008	2010	2008	2010	2008	2010
80	Computer help desk personnel are knowledgeable and resolve my computer problems					S																	
81	Recently implemented online processes are convenient and beneficial .	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
82	I am currently being educated in a diverse environment	*		*		*		*		*		*		*		*		*		*		*	
83	My acad. program has met the goals outlined in the Mission		S		S				S		S			S		S		S		S		S	
* New custom questions added for 2010																							

# SSI 2010

## School and Department



Noel-Levitz  
2010 Student Satisfaction  
Inventory:

Strengths and Challenges by School and Academic Department

Table 7. Respondents by School, Academic Department and Major 2010

<b>School of Business (n=366)</b>	<b># of resp</b>
Business Management	69
Accounting	37
Economics and Finance	4
Management Services	2
Information Technology	11
Human Resources Mgmt	5
Sport, Art and Ent.Mgmt	64
Public Administration	5
Business (Saturday Fast)	36
MBA	92
Professional Studies	4
Info Tech and Mgmt	18
Organizational Leadership (BA)	9
Organizational Leadership (MA)	7
Leadership and Public Service	3
<b>Total</b>	<b>366</b>

<b>School of Communication (n=255)</b>	<b># of resp</b>
Photojournalism	25
Photography	15
Journalism and Mass Comm.	52
Broadcasting	69
Advertising and PR	48
Mass Comm/New Media Tech	11
MA Journalism and Mass Comm.	18
Digital Media	8
Integrated Marketing Comm.	9
<b>Total</b>	<b>255</b>

<b>School of Arts &amp; Sciences (n=488)</b>	<b># of resp</b>
<b>Education</b>	
Citizenship/Secondary Ed	7
English/Secondary Ed	16
Mass Comm/Secondary Ed	2
Math/Secondary Ed	9
Biology/Secondary Ed	1
Early Childhood Ed	40
Elementary Ed	53
Elem Ed/ Theatre Arts	1
Instructional Studies	2
Curriculum and Instruction	7
Teaching and Leadership	7
<b>Total</b>	<b>145</b>

<b>Humanities and Human Sciences</b>	<b># of resp</b>
Applied History	9
Political Science	10
Psychology	47
Behavioral Sciences	7
English	21
Legal Studies	12
Liberal Arts	3
Global Cultural Studies	5
Interdisciplinary Studies	2
English/Creative Writing	8
<b>Total</b>	<b>124</b>

<b>Natural Sciences and Eng Tech</b>	<b># of resp</b>
Biological Sciences	7
Biotechnology	3
Health Services	6
Civil Eng Technology	22
Mechanical Eng Tech	12
Environmental Health	2
Electrical Eng Tech	27
Funeral Service	3
MS Engineering Mgmt	10
<b>Total</b>	<b>92</b>

<b>Crim Justice and Intell Studies</b>	<b># of resp</b>
Criminal Justice (non-accel)	37
Accel Criminal Justice	48
Intelligence and Natl Security	34
MA Crim Justice Administration	5
Forensic Science	3
<b>Total</b>	<b>127</b>

<b>Conservatory of Performing Arts (n=356)</b>	<b># of resp</b>
<b>Dance</b>	
Dance	120
<b>Total</b>	<b>120</b>

<b>Theatre</b>	<b># of resp</b>
Applied Arts	2
Theatre Arts	149
MFA Acting	1
<b>Total</b>	<b>152</b>

<b>Cinema and Digital Arts</b>	<b># of resp</b>
Film and Video Production	5
Cinema and Digital Arts	78
Screenwriting	1
<b>Total</b>	<b>84</b>

<b>Miscellaneous</b>	<b># of resp</b>
High School	9
Major not specified	185
Cross Registration	1
Other	1
Undecided	19
<b>Total</b>	<b>215</b>

<b>All Respondents (n= 1,680)</b>
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Table 8. Strengths and Challenges by School (SP 2008 and 2010)

C = **Challenges:** Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)

S = **Strengths:** Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)

#	Question	A&S (n=488)		Business (n=366)		Conserv. (n=356)		**Comm. (n=255)	
		2008	2010	2008	2010	2008	2010	2008	2010
1	Most students feel a sense of belonging here.								
2	The campus staff are caring and helpful.	S	S		S	S			S
3	Faculty care about me as an individual.					S	S		S
4	Admissions staff are knowledgeable.								
5	Financial aid counselors are helpful.								
6	My academic advisor is approachable.	S		S		S	S	S	S
7	The campus is safe and secure for all students.	S	S	S	S	S	S	S	S
8	The content of the courses within my major is valuable.	S	S	S	S	S	S	S	S
9	A variety of intramural activities are offered.								
10	Administrators are approachable to students.								
11	Billing policies are reasonable.	C	C			C		C	
12	Fin aid awards announced in time to be helpful in college planning.		C						
13	Library staff are helpful and approachable.								
14	My academic advisor is concerned about my success as an individual.					S	S	S	
15	The staff in the health services area are competent.						C		
16	The instruction in my major field is excellent.	S	S		S	S	S	S	S
17	Adequate financial aid is available for most students.	C					C	C	
18	Library resources and services are adequate.								S
19	My academic advisor helps me set goals to work toward.		C	C					C
20	The business office is open during convenient hours for most students.								
21	The amount of student parking space on campus is adequate.	C		C					
22	Counseling staff care about students as individuals.								
23	Living conditions in the residence halls are comfortable					C	C		
24	The athletic programs contribute to a strong sense of school spirit.								
25	Faculty are fair and unbiased in their treatment of individual students.			S	S	C	C		
26	Computer labs are adequate and accessible.		S						
27	The personnel involved in registration are helpful.								
28	Parking lots are well-lighted and secure.								
29	It is an enjoyable experience to be a student on this campus.								
30	Residence hall staff are concerned about me as an individual.								
31	Males and females have equal opportunities to participate in athletics.								
32	Tutoring services are readily available.								
33	My academic advisor is knowledgeable about requirements in my major.	S	S	S	S	S	S	S	S
34	I am able to register for classes I need with few conflicts.					C			
35	The assessment and course placement procedures are reasonable.								
36	Security staff respond quickly in emergencies.								

Table 8. Strengths and Challenges by School (SP 2008 and 2010)

#	Question	A&S (n=488)		Business (n=366)		Conserv. (n=356)		**Comm. (n=255)	
		2008	2010	2008	2010	2008	2010	2008	2010
37	I feel a sense of pride about my campus.								
38	There is an adequate selection of food available in the cafeteria.					C	C		
39	I am able to experience intellectual growth here.	S	S		S				S
40	Residence hall regulations are reasonable.								
41	There is a commitment to academic excellence on this campus.					C			
42	There are a sufficient number of weekend activities for students.								
43	Admissions counselors respond to prospective students' unique needs and requests.								
44	Academic support services adequately meet the needs of students.								
45	Students are made to feel welcome on this campus.				S				
46	I can easily get involved in campus organizations.								
47	Faculty provide timely feedback about student progress in a course.								
48	Admissions counselors accurately portray the campus in their recruiting practices.								
49	There are adequate services to help me decide upon a career.			C	C				
50	Class change (drop/add) policies are reasonable.		S				S		S
51	This institution has a good reputation within the community.		S	S	S	S	S	S	S
52	The student center is a comfortable place for students to spend their leisure time.								
53	Faculty take into consideration student differences as they teach a course.								
54	Bookstore staff are helpful.								
55	Major requirements are clear and reasonable.			S	S	S	S	S	
56	The student handbook provides helpful information about campus life.								
57	I seldom get the 'run-around' when seeking information on this campus.	C	C					C	
58	The quality of instruction I receive in most of my classes is excellent.	S		S		S	S		
59	This institution shows concern for students as individuals.								
60	I generally know what's happening on campus.								
61	Adjunct faculty are competent as classroom instructors.					S	S		S
62	There is a strong commitment to racial harmony on this campus.								
63	Student disciplinary procedures are fair.								
64	New student orientation services help students adjust to college.								
65	Faculty are usually available after class and during office hours.	S	S	S	S	S	S	S	S
66	Tuition paid is a worthwhile investment.	C	C		C	C		C	C
67	Freedom of expression is protected on campus.					S	S	S	S
68	Nearly all of the faculty are knowledgeable in their field.	S	S	S	S	S	S	S	S
69	There is a good variety of courses provided on this campus.				S				
70	Graduate teaching assistants are competent as classroom instructors.								
71	Channels for expressing student complaints are readily available.								
72	On the whole, the campus is well-maintained.	S	S	S	S			S	S
73	Student activities fees are put to good use.						C		
74	Billing and collecting procedures are customer-friendly and efficient.	C						C	
75	The core curriculum is challenging.								

Table 8. Strengths and Challenges by School (SP 2008 and 2010)

#	Question	A&S (n=488)		Business (n=366)		Conserv. (n=356)		**Comm. (n=255)	
		2008	2010	2008	2010	2008	2010	2008	2010
76	I have a clear understanding of learning outcomes expected in my academic major	*	S	*		*	S	*	
77	STARS: Overall service I experience from staff on campus is excellent	*		*		*		*	
78	Point Park and surrounding neighborhood provide adequate social gathering space					C			
79	Online support assists learning objectives and is avail.for most of courses	*		*	S	*		*	
80	Computer help desk personnel are knowledgeable and resolve problems								
81	Recently implemented online processes are convenient and beneficial .	S	S	S	S	S	S	S	S
82	I am currently being educated in a diverse environment	*		*		*		*	S
83	My academic program has met the goals outlined in the Mission Statement.		S		S		S		S

\* New custom questions added for 2010

\*\*New School of Communication was Journalism Dept. in 2008

Table 9. Strengths and Challenges for Arts and Sciences by Dept (SP 2008 and 2010)

C = Challenges: Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)

S = Strengths: Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)

#	Question	A&S (n=488)		Education (n=145)		Humanities (n=124)		Natural Sciences & Eng Tech (n=92)		Criminal Just & Intel (n=127)	
		2008	2010	2008	2010	2008	2010	2008	2010	2008	2010
1	Most students feel a sense of belonging here.										
2	The campus staff are caring and helpful.	S	S		S			S	S		
3	Faculty care about me as an individual.						S				
4	Admissions staff are knowledgeable.										
5	Financial aid counselors are helpful.					C					
6	My academic advisor is approachable.	S		S	S	S	S	S	S		
7	The campus is safe and secure for all students.	S	S	S	S	S	S	S	S	S	S
8	The content of the courses within my major is valuable.	S	S	S		S		S		S	S
9	A variety of intramural activities are offered.										
10	Administrators are approachable to students.										
11	Billing policies are reasonable.	C	C	C	C	C		C	C	C	C
12	Fin aid awards announced in time to be helpful in college planning.		C		C			C		C	C
13	Library staff are helpful and approachable.										
14	My academic advisor is concerned about my success as an individual.			S		S					
15	The staff in the health services area are competent.										
16	The instruction in my major field is excellent.	S	S	S	S	S	S	S		S	S
17	Adequate financial aid is available for most students.	C		C		C		C			
18	Library resources and services are adequate.			S		S				S	S
19	My academic advisor helps me set goals to work toward.		C				C			C	C
20	The business office is open during convenient hours for most students.										
21	The amount of student parking space on campus is adequate.	C		C				C	C	C	C
22	Counseling staff care about students as individuals.										
23	Living conditions in the residence halls are comfortable										
24	The athletic programs contribute to a strong sense of school spirit.										
25	Faculty are fair and unbiased in their treatment of individual students.						S	S	S		
26	Computer labs are adequate and accessible.		S						S		
27	The personnel involved in registration are helpful.								S		
28	Parking lots are well-lighted and secure.			C		C					
29	It is an enjoyable experience to be a student on this campus.				S						
30	Residence hall staff are concerned about me as an individual.										
31	Males and females have equal opportunities to participate in athletics.										
32	Tutoring services are readily available.										
33	My academic advisor is knowledgeable about requirements in my major.	S	S	S	S	S		S	S		
34	I am able to register for classes I need with few conflicts.			C							
35	The assessment and course placement procedures are reasonable.										
36	Security staff respond quickly in emergencies.										

Table 9. Strengths and Challenges for Arts and Sciences by Dept (SP 2008 and 2010)

#	Question	A&S (n=488)		Education (n=145)		Humanities (n=124)		Natural Sciences & Eng Tech (n=92)		Criminal Just & Intel (n=127)	
		2008	2010	2008	2010	2008	2010	2008	2010	2008	2010
37	I feel a sense of pride about my campus.										
38	There is an adequate selection of food available in the cafeteria.										
39	I am able to experience intellectual growth here.	S	S	S	S	S	S	S		S	
40	Residence hall regulations are reasonable.										
41	There is a commitment to academic excellence on this campus.				S						
42	There are a sufficient number of weekend activities for students.										
43	Admissions counselors respond to prospective students' unique needs and requests.										
44	Academic support services adequately meet the needs of students.										
45	Students are made to feel welcome on this campus.				S						
46	I can easily get involved in campus organizations.										
47	Faculty provide timely feedback about student progress in a course.										
48	Admissions counselors accurately portray the campus in their recruiting practices.										
49	There are adequate services to help me decide upon a career.					C	C				
50	Class change (drop/add) policies are reasonable.		S				S		S		S
51	This institution has a good reputation within the community.		S		S		S				S
52	The student center is a comfortable place for students to spend their leisure time.										
53	Faculty take into consideration student differences as they teach a course.										
54	Bookstore staff are helpful.										
55	Major requirements are clear and reasonable.										S
56	The student handbook provides helpful information about campus life.										
57	I seldom get the 'run-around' when seeking information on this campus.	C	C	C	C	C				C	C
58	The quality of instruction I receive in most of my classes is excellent.	S		S	S	S	S	S		S	
59	This institution shows concern for students as individuals.										
60	I generally know what's happening on campus.										
61	Adjunct faculty are competent as classroom instructors.			S			S			S	
62	There is a strong commitment to racial harmony on this campus.										
63	Student disciplinary procedures are fair.										
64	New student orientation services help students adjust to college.										
65	Faculty are usually available after class and during office hours.	S	S	S		S	S	S	S	S	S
66	Tuition paid is a worthwhile investment.	C	C	C	C	C	C	C	C	C	C
67	Freedom of expression is protected on campus.				S	S	S				
68	Nearly all of the faculty are knowledgeable in their field.	S	S	S	S	S	S	S	S	S	S
69	There is a good variety of courses provided on this campus.									S	S
70	Graduate teaching assistants are competent as classroom instructors.										
71	Channels for expressing student complaints are readily available.					C					
72	On the whole, the campus is well-maintained.	S	S		S		S	S	S	S	S
73	Student activities fees are put to good use.										
74	Billing and collecting procedures are customer-friendly and efficient.	C								C	

Table 9. Strengths and Challenges for Arts and Sciences by Dept (SP 2008 and 2010)

#	Question	A&S (n=488)		Education (n=145)		Humanities (n=124)		Natural Sciences & Eng Tech (n=92)		Criminal Just & Intel (n=127)	
		2008	2010	2008	2010	2008	2010	2008	2010	2008	2010
75	The core curriculum is challenging.					C		S	S	S	S
76	I have a clear understanding of learning outcomes expected in my academic major	*	S	*	S	*		*	S	*	S
77	STARS: Overall service I experience from staff on campus is excellent	*		*		*		*		*	
78	Point Park and surrounding neighborhood provide adequate social gathering space										
79	Online support assists learning objectives and is avail.for most of courses	*		*		*		*	S	*	
80	Computer help desk personnel are knowledgeable and resolve problems										S
81	Recently implemented online processes are convenient and beneficial .	S	S	S	S	S	S	S	S	S	S
82	I am currently being educated in a diverse environment	*		*		*	S	*		*	
83	My academic program has met the goals outlined in the Mission Statement.		S		S	S	S		S	S	S

\* New custom questions added for 2010



Table 10. Strengths and Challenges for Conservatory by Dept (SP 2008 and 2010)

C = **Challenges:** Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)

S = **Strengths:** Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)

#	Question	Conservatory (n=356)		Cinema and Digital Arts (n=84)		Dance (n=120)		Theatre (n=152)	
		2008	2010	2008	2010	2008	2010	2008	2010
1	Most students feel a sense of belonging here.								
2	The campus staff are caring and helpful.	S		S		S		S	S
3	Faculty care about me as an individual.	S	S	S	S		S	S	S
4	Admissions staff are knowledgeable.								
5	Financial aid counselors are helpful.								
6	My academic advisor is approachable.	S	S	S	S	S	S	S	S
7	The campus is safe and secure for all students.	S	S	S	S	S	S		S
8	The content of the courses within my major is valuable.	S	S	S	S	S	S	S	S
9	A variety of intramural activities are offered.								
10	Administrators are approachable to students.								
11	Billing policies are reasonable.	C		C	C			C	
12	Fin aid awards announced in time to be helpful in college planning.								
13	Library staff are helpful and approachable.								
14	My academic advisor is concerned about my success as an individual.	S	S	S		S		S	S
15	The staff in the health services area are competent.		C			C	C	C	C
16	The instruction in my major field is excellent.	S	S	S	S	S	S	S	S
17	Adequate financial aid is available for most students.		C		C	C			C
18	Library resources and services are adequate.							S	
19	My academic advisor helps me set goals to work toward.								
20	The business office is open during convenient hours for most students.								
21	The amount of student parking space on campus is adequate.								
22	Counseling staff care about students as individuals.								
23	Living conditions in the residence halls are comfortable	C	C		C	C	C	C	C
24	The athletic programs contribute to a strong sense of school spirit.								
25	Faculty are fair and unbiased in their treatment of individual students.	C	C			C	C	C	C
26	Computer labs are adequate and accessible.			S	C				
27	The personnel involved in registration are helpful.							C	
28	Parking lots are well-lighted and secure.								
29	It is an enjoyable experience to be a student on this campus.								
30	Residence hall staff are concerned about me as an individual.								
31	Males and females have equal opportunities to participate in athletics.								
32	Tutoring services are readily available.								
33	My academic advisor is knowledgeable about requirements in my major.	S	S	S	S	S	S	S	S
34	I am able to register for classes I need with few conflicts.	C				C		C	
35	The assessment and course placement procedures are reasonable.					C			
36	Security staff respond quickly in emergencies.								

Table 10. Strengths and Challenges for Conservatory by Dept (SP 2008 and 2010)

#	Question	Conservatory (n=356)		Cinema and Digital Arts (n=84)		Dance (n=120)		Theatre (n=152)	
		2008	2010	2008	2010	2008	2010	2008	2010
37	I feel a sense of pride about my campus.								
38	There is an adequate selection of food available in the cafeteria.	C	C		C	C	C	C	C
39	I am able to experience intellectual growth here.				S				
40	Residence hall regulations are reasonable.								
41	There is a commitment to academic excellence on this campus.	C							
42	There are a sufficient number of weekend activities for students.								
43	Admissions counselors respond to prospective students' unique needs and requests.								
44	Academic support services adequately meet the needs of students.								
45	Students are made to feel welcome on this campus.								
46	I can easily get involved in campus organizations.								
47	Faculty provide timely feedback about student progress in a course.			S					
48	Admissions counselors accurately portray the campus in their recruiting practices.								
49	There are adequate services to help me decide upon a career.								
50	Class change (drop/add) policies are reasonable.		S		S	S	S		
51	This institution has a good reputation within the community.	S	S			S	S		S
52	The student center is a comfortable place for students to spend their leisure time.								
53	Faculty take into consideration student differences as they teach a course.								
54	Bookstore staff are helpful.			S					
55	Major requirements are clear and reasonable.	S	S	S	S	S	S	S	S
56	The student handbook provides helpful information about campus life.								
57	I seldom get the 'run-around' when seeking information on this campus.			C					C
58	The quality of instruction I receive in most of my classes is excellent.	S	S		S	S	S	S	S
59	This institution shows concern for students as individuals.								
60	I generally know what's happening on campus.								
61	Adjunct faculty are competent as classroom instructors.	S	S	S		S	S	S	S
62	There is a strong commitment to racial harmony on this campus.								
63	Student disciplinary procedures are fair.								
64	New student orientation services help students adjust to college.								
65	Faculty are usually available after class and during office hours.	S	S	S	S	S		S	S
66	Tuition paid is a worthwhile investment.	C		C		C		C	
67	Freedom of expression is protected on campus.	S	S	S	S	S	S	S	S
68	Nearly all of the faculty are knowledgeable in their field.	S	S	S	S	S	S	S	S
69	There is a good variety of courses provided on this campus.				S				
70	Graduate teaching assistants are competent as classroom instructors.								
71	Channels for expressing student complaints are readily available.								
72	On the whole, the campus is well-maintained.			S	S				
73	Student activities fees are put to good use.		C	C	C				C
74	Billing and collecting procedures are customer-friendly and efficient.								
75	The core curriculum is challenging.								

Table 10. Strengths and Challenges for Conservatory by Dept (SP 2008 and 2010)

#	Question	Conservatory (n=356)		Cinema and Digital Arts (n=84)		Dance (n=120)		Theatre (n=152)	
		2008	2010	2008	2010	2008	2010	2008	2010
76	I have a clear understanding of learning outcomes expected in my academic major	*	S	*	S	*	S	*	S
77	STARS: Overall service I experience from staff on campus is excellent	*		*		*		*	
78	Point Park and surrounding neighborhood provide adequate social gathering space	C					C	C	
79	Online support assists learning objectives and is avail.for most of courses	*		*		*		*	
80	Computer help desk personnel are knowledgeable and resolve problems								
81	Recently implemented online processes are convenient and beneficial .	S	S	S		S	S	S	S
82	I am currently being educated in a diverse environment	*		*		*		*	
83	My academic program has met the goals outlined in the Mission Statement.		S		S		S		S

\* New custom questions added for 2010

Table 11. Strengths and Challenges for Business by Dept (SP 2008 and 2010)

C = **Challenges:** Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)

S = **Strengths:** Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)

#	Question	Business (n=366)	
		2008	2010
1	Most students feel a sense of belonging here.		
2	The campus staff are caring and helpful.		S
3	Faculty care about me as an individual.		
4	Admissions staff are knowledgeable.		
5	Financial aid counselors are helpful.		
6	My academic advisor is approachable.	S	
7	The campus is safe and secure for all students.	S	S
8	The content of the courses within my major is valuable.	S	S
9	A variety of intramural activities are offered.		
10	Administrators are approachable to students.		
11	Billing policies are reasonable.		
12	Fin aid awards announced in time to be helpful in college planning.		
13	Library staff are helpful and approachable.		
14	My academic advisor is concerned about my success as an individual.		
15	The staff in the health services area are competent.		
16	The instruction in my major field is excellent.		S
17	Adequate financial aid is available for most students.		
18	Library resources and services are adequate.		
19	My academic advisor helps me set goals to work toward.	C	
20	The business office is open during convenient hours for most students.		
21	The amount of student parking space on campus is adequate.	C	
22	Counseling staff care about students as individuals.		
23	Living conditions in the residence halls are comfortable		
24	The athletic programs contribute to a strong sense of school spirit.		
25	Faculty are fair and unbiased in their treatment of individual students.	S	S
26	Computer labs are adequate and accessible.		
27	The personnel involved in registration are helpful.		
28	Parking lots are well-lighted and secure.		
29	It is an enjoyable experience to be a student on this campus.		
30	Residence hall staff are concerned about me as an individual.		
31	Males and females have equal opportunities to participate in athletics.		
32	Tutoring services are readily available.		
33	My academic advisor is knowledgeable about requirements in my major.	S	S
34	I am able to register for classes I need with few conflicts.		
35	The assessment and course placement procedures are reasonable.		

Table 11. Strengths and Challenges for Business by Dept (SP 2008 and 2010)

#	Question	Business (n=366)	
		2008	2010
36	Security staff respond quickly in emergencies.		
37	I feel a sense of pride about my campus.		
38	There is an adequate selection of food available in the cafeteria.		
39	I am able to experience intellectual growth here.		S
40	Residence hall regulations are reasonable.		
41	There is a commitment to academic excellence on this campus.		
42	There are a sufficient number of weekend activities for students.		
43	Admissions counselors respond to prospective students' unique needs and requests.		
44	Academic support services adequately meet the needs of students.		
45	Students are made to feel welcome on this campus.		S
46	I can easily get involved in campus organizations.		
47	Faculty provide timely feedback about student progress in a course.		
48	Admissions counselors accurately portray the campus in their recruiting practices.		
49	There are adequate services to help me decide upon a career.	C	C
50	Class change (drop/add) policies are reasonable.		
51	This institution has a good reputation within the community.	S	S
52	The student center is a comfortable place for students to spend their leisure time.		
53	Faculty take into consideration student differences as they teach a course.		
54	Bookstore staff are helpful.		
55	Major requirements are clear and reasonable.	S	S
56	The student handbook provides helpful information about campus life.		
57	I seldom get the 'run-around' when seeking information on this campus.		
58	The quality of instruction I receive in most of my classes is excellent.	S	
59	This institution shows concern for students as individuals.		
60	I generally know what's happening on campus.		
61	Adjunct faculty are competent as classroom instructors.		
62	There is a strong commitment to racial harmony on this campus.		
63	Student disciplinary procedures are fair.		
64	New student orientation services help students adjust to college.		
65	Faculty are usually available after class and during office hours.	S	S
66	Tuition paid is a worthwhile investment.		C
67	Freedom of expression is protected on campus.		
68	Nearly all of the faculty are knowledgeable in their field.	S	S
69	There is a good variety of courses provided on this campus.		S
70	Graduate teaching assistants are competent as classroom instructors.		
71	Channels for expressing student complaints are readily available.		
72	On the whole, the campus is well-maintained.	S	S
73	Student activities fees are put to good use.		

Table 11. Strengths and Challenges for Business by Dept (SP 2008 and 2010)

#	Question	Business (n=366)	
		2008	2010
74	Billing and collecting procedures are customer-friendly and efficient.		
75	The core curriculum is challenging.		
76	I have a clear understanding of learning outcomes expected in my academic major	*	
77	STARS: Overall service I experience from staff on campus is excellent	*	
78	Point Park and surrounding neighborhood provide adequate social gathering space		
79	Online support assists learning objectives and is avail.for most of courses	*	S
80	Computer help desk personnel are knowledgeable and resolve problems		
81	Recently implemented online processes are convenient and beneficial .	S	S
82	I am currently being educated in a diverse environment	*	
83	My academic program has met the goals outlined in the Mission Statement.		S

\* New custom questions added for 2010

Table 12. Strengths and Challenges for Communication (SP 2008 and 2010)

**C = Challenges:** Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)

**S = Strengths:** Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)

#	Question	**Comm. (n=255)	
		2008	2010
1	Most students feel a sense of belonging here.		
2	The campus staff are caring and helpful.		S
3	Faculty care about me as an individual.		S
4	Admissions staff are knowledgeable.		
5	Financial aid counselors are helpful.		
6	My academic advisor is approachable.	S	S
7	The campus is safe and secure for all students.	S	S
8	The content of the courses within my major is valuable.	S	S
9	A variety of intramural activities are offered.		
10	Administrators are approachable to students.		
11	Billing policies are reasonable.	C	
12	Fin aid awards announced in time to be helpful in college planning.		
13	Library staff are helpful and approachable.		
14	My academic advisor is concerned about my success as an individual.	S	
15	The staff in the health services area are competent.		
16	The instruction in my major field is excellent.	S	S
17	Adequate financial aid is available for most students.	C	
18	Library resources and services are adequate.		S
19	My academic advisor helps me set goals to work toward.		C
20	The business office is open during convenient hours for most students.		
21	The amount of student parking space on campus is adequate.		
22	Counseling staff care about students as individuals.		
23	Living conditions in the residence halls are comfortable		
24	The athletic programs contribute to a strong sense of school spirit.		
25	Faculty are fair and unbiased in their treatment of individual students.		
26	Computer labs are adequate and accessible.		
27	The personnel involved in registration are helpful.		
28	Parking lots are well-lighted and secure.		
29	It is an enjoyable experience to be a student on this campus.		
30	Residence hall staff are concerned about me as an individual.		
31	Males and females have equal opportunities to participate in athletics.		
32	Tutoring services are readily available.		
33	My academic advisor is knowledgeable about requirements in my major.	S	S
34	I am able to register for classes I need with few conflicts.		
35	The assessment and course placement procedures are reasonable.		
36	Security staff respond quickly in emergencies.		

Table 12. Strengths and Challenges for Communication (SP 2008 and 2010)

#	Question	**Comm. (n=255)	
		2008	2010
37	I feel a sense of pride about my campus.		
38	There is an adequate selection of food available in the cafeteria.		
39	I am able to experience intellectual growth here.		S
40	Residence hall regulations are reasonable.		
41	There is a commitment to academic excellence on this campus.		
42	There are a sufficient number of weekend activities for students.		
43	Admissions counselors respond to prospective students' unique needs and requests.		
44	Academic support services adequately meet the needs of students.		
45	Students are made to feel welcome on this campus.		
46	I can easily get involved in campus organizations.		
47	Faculty provide timely feedback about student progress in a course.		
48	Admissions counselors accurately portray the campus in their recruiting practices.		
49	There are adequate services to help me decide upon a career.		
50	Class change (drop/add) policies are reasonable.		S
51	This institution has a good reputation within the community.	S	S
52	The student center is a comfortable place for students to spend their leisure time.		
53	Faculty take into consideration student differences as they teach a course.		
54	Bookstore staff are helpful.		
55	Major requirements are clear and reasonable.	S	
56	The student handbook provides helpful information about campus life.		
57	I seldom get the 'run-around' when seeking information on this campus.	C	
58	The quality of instruction I receive in most of my classes is excellent.		
59	This institution shows concern for students as individuals.		
60	I generally know what's happening on campus.		
61	Adjunct faculty are competent as classroom instructors.		S
62	There is a strong commitment to racial harmony on this campus.		
63	Student disciplinary procedures are fair.		
64	New student orientation services help students adjust to college.		
65	Faculty are usually available after class and during office hours.	S	S
66	Tuition paid is a worthwhile investment.	C	C
67	Freedom of expression is protected on campus.	S	S
68	Nearly all of the faculty are knowledgeable in their field.	S	S
69	There is a good variety of courses provided on this campus.		
70	Graduate teaching assistants are competent as classroom instructors.		
71	Channels for expressing student complaints are readily available.		
72	On the whole, the campus is well-maintained.	S	S
73	Student activities fees are put to good use.		
74	Billing and collecting procedures are customer-friendly and efficient.	C	
75	The core curriculum is challenging.		



Table 12. Strengths and Challenges for Communication (SP 2008 and 2010)

#	Question	**Comm. (n=255)	
		2008	2010
76	I have a clear understanding of learning outcomes expected in my academic major	*	
77	STARS: Overall service I experience from staff on campus is excellent	*	
78	Point Park and surrounding neighborhood provide adequate social gathering space		
79	Online support assists learning objectives and is avail.for most of courses	*	
80	Computer help desk personnel are knowledgeable and resolve problems		
81	Recently implemented online processes are convenient and beneficial .	S	S
82	I am currently being educated in a diverse environment	*	S
83	My academic program has met the goals outlined in the Mission Statement.		S

\* New custom questions added for 2010

\*\*New School of Communication compared to Journalism Dept. in 2008

# SSI 2010

## Appendices

Noel-Levitz  
2010 Student Satisfaction  
Inventory:

- Appendices

Appendix A. Overall Strengths and Challenges (2010)

	A	B	C	D	E	F	G	H	I
1	<b>Overall Institution</b>								
2									
3	<b>Strengths</b>								
4	<i>Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)</i>								
5								"low" gap	
6	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile	4-yr private
7	8	The content of the courses within my major is valuable.	6.59	1	5.52	6	1.07		S
8	16	The instruction in my major field is excellent.	6.55	2	5.55	3	1.01		S
9	68	Nearly all of the faculty are knowledgeable in their field.	6.46	4	5.60	1	0.86		S
10	33	My academic advisor is knowledgeable about requirements in my major.	6.46	5	5.42	10	1.05		S
11	6	My academic advisor is approachable.	6.41	7	5.35	15	1.05		S
12	7	The campus is safe and secure for all students.	6.34	10	5.50	7	0.84		S
13	55	Major requirements are clear and reasonable.	6.31	12	5.33	18	0.98		S
14	81	Online processes are convenient and beneficial (custom)	6.31	13	5.53	5	0.78		n/a
15	76	Have a clear understanding of learning outcomes expected in my major (custom)	6.31	14	5.37	12	0.93		n/a
16	2	The campus staff are caring and helpful.	6.20	21	5.33	20	0.88		S
17	65	Faculty are usually available after class and during office hours.	6.20	22	5.45	8	0.75	X	S
18	72	On the whole, the campus is well-maintained.	6.18	26	5.44	9	0.74	X	S
19	51	This institution has a good reputation within the community.	6.14	30	5.37	13	0.77	X	S
20	61	Adjunct faculty are competent as classroom instructors.	6.14	31	5.32	21	0.82		
21	83	My academic program is meeting goals outlined in the Mission (custom)	6.11	33	5.40	11	0.71	X	n/a
22	50	Class change (drop/add) policies are reasonable.	6.09	35	5.36	14	0.73	X	
23	67	Freedom of expression is protected on campus.	6.07	41	5.34	17	0.73	X	
24									
25									
26	<b>Challenges</b>								
27	<i>Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)</i>								
28								"high" gap	
29	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile	4-yr private
30	66	Tuition paid is a worthwhile investment.	6.37	8	4.71	66	1.66	X	C
31	11	Billing policies are reasonable.	6.07	39	4.60	71	1.47	X	

Appendix B. Strengths and Challenges at Other Four-Year Private Institutions (2010)

	A	B	C	D	E	F	G	H
1		Other Four-year Private Institutions						
2								
3		<b>Strengths</b>						
4		<i>Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)</i>						
5								"low" gap
6	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
7	8	The content of the courses within my major is valuable.	6.60	1	5.56	5	1.04	
8	16	The instruction in my major field is excellent.	6.56	2	5.52	10	1.04	
9	68	Nearly all of the faculty are knowledgeable in their field.	6.52	3	5.74	1	0.78	X
10	58	The quality of instruction I receive in most of my classes is excellent.	6.48	5	5.45	15	1.03	
11	33	My academic advisor is knowledgeable about requirements in my major.	6.46	6	5.55	7	0.91	
12	7	The campus is safe and secure for all students.	6.41	8	5.59	3	0.82	
13	39	I am able to experience intellectual growth here.	6.41	9	5.53	8	0.88	
14	6	My academic advisor is approachable.	6.38	11	5.57	4	0.81	X
15	55	Major requirements are clear and reasonable.	6.38	13	5.47	12	0.91	
16	41	There is a commitment to academic excellence on this campus.	6.33	16	5.43	16	0.9	
17	2	The campus staff are caring and helpful.	6.32	17	5.47	13	0.85	
18	65	Faculty are usually available after class and during office hours.	6.30	19	5.56	6	0.74	X
19	45	Students are made to feel welcome on this campus.	6.27	22	5.47	14	0.8	X
20	72	On the whole, the campus is well-maintained.	6.26	24	5.61	2	0.65	X
21	51	This institution has a good reputation within the community.	6.21	29	5.53	9	0.68	X
22	3	Faculty care about me as an individual.	6.20	30	5.39	19	0.81	X
23								
24								
25		<b>Challenges</b>						
26		<i>Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)</i>						
27								"high" gap
28	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
29	66	Tuition paid is a worthwhile investment.	6.45	7	4.83	60	1.62	X
30	17	Adequate financial aid is available for most students.	6.38	12	4.78	62	1.60	X
31	36	Security staff respond quickly in emergencies.	6.24	26	4.94	56	1.30	X
32	12	Financial aid awards are announced to students in time to be helpful in college planning.	6.20	31	4.83	61	1.37	X
33	57	I seldom get the 'run-around' when seeking information on this campus.	6.14	36	4.7	65	1.44	X

Appendix C. Strengths and Challenges - Day Students

	A	B	C	D	E	F	G	H
1	<b>Day Students</b>							
2	<i>n=1053</i>							
3	<b>Strengths</b>							
4	<i>Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)</i>							
5								"low" gap
6	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
7	8	The content of the courses within my major is valuable.	6.61	1	5.57	3	1.04	
8	16	The instruction in my major field is excellent.	6.57	2	5.64	1	0.93	
9	68	Nearly all of the faculty are knowledgeable in their field.	6.49	3	5.60	2	0.89	
10	33	My academic advisor is knowledgeable about requirements in my major.	6.46	4	5.45	9	1.01	
11	6	My academic advisor is approachable.	6.42	6	5.46	8	0.96	
12	58	The quality of instruction I receive in most of my classes is excellent.	6.41	7	5.30	21	1.11	
13	7	The campus is safe and secure for all students.	6.32	11	5.50	6	0.82	X
14	76	I have a clear understanding of what learning outcomes are expected in my acad	6.30	13	5.39	14	0.91	
15	55	Major requirements are clear and reasonable.	6.29	15	5.32	19	0.97	
16	81	Point Park's online processes that allow students to view grades and financial st	6.26	17	5.41	11	0.85	
17	2	The campus staff are caring and helpful.	6.22	23	5.30	20	0.92	
18	72	On the whole, the campus is well-maintained.	6.19	24	5.36	17	0.83	X
19	65	Faculty are usually available after class and during office hours.	6.18	25	5.46	7	0.72	X
20	67	Freedom of expression is protected on campus.	6.16	28	5.41	12	0.75	X
21	83	My academic program is meeting the goals outlined in the Mission Statement	6.13	32	5.39	13	0.74	X
22	51	This institution has a good reputation within the community.	6.12	34	5.36	16	0.76	X
23	61	Adjunct faculty are competent as classroom instructors.	6.10	36	5.33	18	0.77	X
24	50	Class change (drop/add) policies are reasonable.	6.09	38	5.41	10	0.68	X
25								
26								
27	<b>Challenges</b>							
28	<i>Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)</i>							
29								"high" gap
30	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
31	66	Tuition paid is a worthwhile investment.	6.36	9	4.60	69	1.76	X
32	17	Adequate financial aid is available for most students.	6.38	12	4.73	65	1.65	X
33	11	Billing policies are reasonable.	6.07	41	4.55	74	1.51	X
34	78	Point Park University and its surrounding neighborhood provide adequate socia	6.02	42	4.60	68	1.42	X
35								
36								

Appendix D. Strengths and Challenges - Evening Students

	A	B	C	D	E	F	G	H
1	<b>Evening Students</b>							
2	<i>n=317</i>							
3	<b>Strengths</b>							
4	<i>Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)</i>							
5								"low" gap
6	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
7	8	The content of the courses within my major is valuable.	6.54	2	5.45	9	1.08	
8	16	The instruction in my major field is excellent.	6.51	3	5.37	21	1.14	
9	58	The quality of instruction I receive in most of my classes is excellent.	6.45	4	5.39	19	1.06	
10	33	My academic advisor is knowledgeable about requirements in my major.	6.45	5	5.50	8	0.94	
11	68	Nearly all of the faculty are knowledgeable in their field.	6.39	7	5.67	2	0.72	
12	55	Major requirements are clear and reasonable.	6.37	8	5.44	13	0.94	
13	25	Faculty are fair and unbiased in their treatment of individual students.	6.29	11	5.41	17	0.89	
14	81	Point Park's online processes that allow students to view grades and financial st	6.36	12	5.79	1	0.57	
15	7	The campus is safe and secure for all students.	6.28	12	5.43	15	0.84	
16	65	Faculty are usually available after class and during office hours.	6.23	16	5.58	5	0.65	
17	26	Computer labs are adequate and accessible.	6.20	18	5.55	6	0.65	
18	39	I am able to experience intellectual growth here.	6.14	25	5.39	18	0.75	
19	75	The core curriculum is challenging	6.13	26	5.45	10	0.67	
20	72	On the whole, the campus is well-maintained.	6.11	28	5.60	4	0.51	
21	2	The campus staff are caring and helpful.	6.09	30	5.43	14	0.66	
22	83	My academic program is meeting the goals outlined in the Mission Statement	5.98	41	5.45	11	0.53	
23								
24								
25	<b>Challenges</b>							
26	<i>Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)</i>							
27								"high" gap
28	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
29	11	Billing policies are reasonable.	6.06	32	4.74	65	1.33	X
30	21	The amount of student parking space on campus is adequate.	6.05	34	3.15	83	2.90	X

Appendix E. Strengths and Challenges - Weekend Students

	A	B	C	D	E	F	G	H
1	<b>Weekend Students</b>							
2	<i>n=205</i>							
3	<b>Strengths</b>							
4	<i>Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)</i>							
5								"low" gap
6	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
7	8	The content of the courses within my major is valuable.	6.57	1	5.41	12	1.16	
8	16	The instruction in my major field is excellent.	6.48	3	5.36	13	1.12	
9	81	Point Park's online processes that allow students to view grades and financial st	6.45	6	5.78	1	0.67	
10	7	The campus is safe and secure for all students.	6.44	7	5.56	5	0.88	
11	68	Nearly all of the faculty are knowledgeable in their field.	6.44	8	5.47	7	0.97	
12	39	I am able to experience intellectual growth here.	6.37	11	5.43	10	0.94	
13	76	I have a clear understanding of what learning outcomes are expected in my acad	6.37	12	5.28	19	1.09	
14	69	There is a good variety of courses provided on this campus.	6.35	15	5.33	15	1.02	
15	27	The personnel involved in registration are helpful.	6.30	23	5.33	16	0.98	
16	51	This institution has a good reputation within the community.	6.30	24	5.44	9	0.86	
17	55	Major requirements are clear and reasonable.	6.30	26	5.36	14	0.94	
18	72	On the whole, the campus is well-maintained.	6.21	30	5.59	3	0.63	
19	50	Class change (drop/add) policies are reasonable.	6.12	38	5.28	21	0.84	
20	45	Students are made to feel welcome on this campus.	6.10	42	5.28	20	0.82	
21								
22								
23	<b>Challenges</b>							
24	<i>Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)</i>							
25								"high" gap
26	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
27	20	The business office is open during hours which are convenient for most student	6.16	35	4.64	69	1.52	X
28	21	The amount of student parking space on campus is adequate.	6.12	39	4.48	74	1.64	X
29	77	Point Park recently implemented the STARS program (Striving to Achieve Ren	6.11	41	4.77	65	1.34	X
30								



Appendix F. Strengths and Challenges - Traditional Aged Students

	A	B	C	D	E	F	G	H
1	<b>Traditional Students</b>							
2	<i>n=1151</i>							
3	<b>Strengths</b>							
4	<i>Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)</i>							
5								"low" gap
6	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
7	8	The content of the courses within my major is valuable.	6.62	1	5.55	3	1.07	
8	16	The instruction in my major field is excellent.	6.58	2	5.63	1	0.95	
9	68	Nearly all of the faculty are knowledgeable in their field.	6.48	3	5.62	2	0.87	
10	33	My academic advisor is knowledgeable about requirements in my major.	6.48	4	5.45	7	1.03	
11	6	My academic advisor is approachable.	6.44	6	5.41	10	1.03	
12	58	The quality of instruction I receive in most of my classes is excellent.	6.42	7	5.27	21	1.15	
13	7	The campus is safe and secure for all students.	6.34	10	5.48	6	0.86	
14	55	Major requirements are clear and reasonable.	6.31	12	5.30	19	1.01	
15	76	I have a clear understanding of what learning outcomes are expected in my acad	6.31	14	5.39	14	0.91	
16	81	Point Park's online processes that allow students to view grades and financial st	6.27	19	5.43	9	0.84	X
17	2	The campus staff are caring and helpful.	6.24	21	5.30	20	0.94	
18	65	Faculty are usually available after class and during office hours.	6.19	24	5.45	8	0.74	X
19	72	On the whole, the campus is well-maintained.	6.19	25	5.37	15	0.82	X
20	67	Freedom of expression is protected on campus.	6.15	29	5.40	11	0.75	X
21	83	My academic program is meeting the goals outlined in the Mission Statement	6.12	32	5.40	12	0.72	X
22	51	This institution has a good reputation within the community.	6.12	33	5.34	16	0.78	X
23	50	Class change (drop/add) policies are reasonable.	6.11	35	5.40	13	0.72	X
24	61	Adjunct faculty are competent as classroom instructors.	6.10	38	5.31	18	0.79	X
25								
26								
27	<b>Challenges</b>							
28	<i>Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)</i>							
29								"high" gap
30	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
31	17	Adequate financial aid is available for most students.	6.40	8	4.74	64	1.66	X
32	66	Tuition paid is a worthwhile investment.	6.37	9	4.59	69	1.78	X
33	11	Billing policies are reasonable.	6.08	40	4.51	74	1.57	X
34								

Appendix G. Strengths and Challenges - Non-Traditional Aged Students

	A	B	C	D	E	F	G	H
1	<b>Non-Traditional Students</b>							
2	<i>n=475</i>							
3	<b>Strengths</b>							
4	<i>Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)</i>							
5								"low" gap
6	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
7	8	The content of the courses within my major is valuable.	6.51	1	5.47	10	1.04	
8	58	The quality of instruction I receive in most of my classes is excellent.	6.44	4	5.40	18	1.04	
9	68	Nearly all of the faculty are knowledgeable in their field.	6.41	6	5.58	4	0.83	
10	81	Point Park's online processes that allow students to view grades and financial st	6.40	7	5.75	1	0.66	
11	7	The campus is safe and secure for all students.	6.32	9	5.53	5	0.79	
12	55	Major requirements are clear and reasonable.	6.31	11	5.43	13	0.88	
13	69	There is a good variety of courses provided on this campus.	6.29	13	5.42	15	0.88	
14	39	I am able to experience intellectual growth here.	6.23	18	5.44	11	0.79	
15	26	Computer labs are adequate and accessible.	6.22	21	5.39	20	0.83	
16	65	Faculty are usually available after class and during office hours.	6.22	23	5.48	9	0.74	
17	75	The core curriculum is challenging	6.21	24	5.42	14	0.79	
18	51	This institution has a good reputation within the community.	6.18	27	5.44	12	0.75	
19	72	On the whole, the campus is well-maintained.	6.16	28	5.63	3	0.53	
20	2	The campus staff are caring and helpful.	6.12	29	5.40	17	0.72	
21	83	My academic program is meeting the goals outlined in the Mission Statement	6.11	30	5.41	16	0.71	
22	45	Students are made to feel welcome on this campus.	6.02	39	5.38	21	0.64	
23								
24								
25	<b>Challenges</b>							
26	<i>Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)</i>							
27								"high" gap
28	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
29	21	The amount of student parking space on campus is adequate.	6.04	37	3.55	83	2.49	X
30								

Appendix H. Strengths and Challenges - Full-Time Students

	A	B	C	D	E	F	G	H
1	<b>Full-Time Students</b>							
2	<i>n=1315</i>							
3	<b>Strengths</b>							
4	<i>Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)</i>							
5								"low" gap
6	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
7	8	The content of the courses within my major is valuable.	6.62	1	5.56	5	1.06	
8	16	The instruction in my major field is excellent.	6.57	2	5.60	1	0.97	
9	33	My academic advisor is knowledgeable about requirements in my major.	6.50	3	5.44	8	1.05	
10	68	Nearly all of the faculty are knowledgeable in their field.	6.49	4	5.59	2	0.90	
11	6	My academic advisor is approachable.	6.44	6	5.41	10	1.03	
12	7	The campus is safe and secure for all students.	6.35	10	5.50	6	0.85	
13	76	I have a clear understanding of what learning outcomes are expected in my acad	6.32	13	5.38	13	0.94	
14	55	Major requirements are clear and reasonable.	6.32	14	5.32	19	0.99	
15	81	Point Park's online processes that allow students to view grades and financial st	6.31	15	5.47	7	0.85	
16	2	The campus staff are caring and helpful.	6.23	23	5.29	20	0.94	
17	65	Faculty are usually available after class and during office hours.	6.21	25	5.43	9	0.78	X
18	72	On the whole, the campus is well-maintained.	6.20	26	5.40	11	0.81	X
19	51	This institution has a good reputation within the community.	6.16	30	5.36	17	0.80	X
20	61	Adjunct faculty are competent as classroom instructors.	6.15	32	5.29	21	0.86	
21	67	Freedom of expression is protected on campus.	6.14	33	5.37	15	0.77	X
22	83	My academic program is meeting the goals outlined in the Mission Statement	6.14	34	5.39	12	0.75	X
23	50	Class change (drop/add) policies are reasonable.	6.13	35	5.38	14	0.75	X
24								
25								
26	<b>Challenges</b>							
27	<i>Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)</i>							
28								"high" gap
29	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
30	66	Tuition paid is a worthwhile investment.	6.39	9	4.63	67	1.76	X
31	11	Billing policies are reasonable.	6.10	41	4.57	71	1.53	X
32								

Appendix I. Strengths and Challenges - Part-Time Students

	A	B	C	D	E	F	G	H
1	<b>Part-Time Students</b>							
2	<i>n=307</i>							
3	<b>Strengths</b>							
4	<i>Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)</i>							
5								"low" gap
6	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
7	8	The content of the courses within my major is valuable.	6.49	1	5.40	18	1.09	
8	58	The quality of instruction I receive in most of my classes is excellent.	6.38	4	5.44	12	0.94	
9	68	Nearly all of the faculty are knowledgeable in their field.	6.38	5	5.68	2	0.69	
10	81	Point Park's online processes that allow students to view grades and financial st	6.30	8	5.81	1	0.49	
11	55	Major requirements are clear and reasonable.	6.29	9	5.42	17	0.87	
12	7	The campus is safe and secure for all students.	6.27	10	5.48	10	0.78	
13	25	Faculty are fair and unbiased in their treatment of individual students.	6.20	14	5.43	16	0.78	
14	65	Faculty are usually available after class and during office hours.	6.19	15	5.61	5	0.58	
15	41	There is a commitment to academic excellence on this campus.	6.14	19	5.36	21	0.78	
16	61	Adjunct faculty are competent as classroom instructors.	6.12	20	5.44	14	0.68	
17	26	Computer labs are adequate and accessible.	6.11	21	5.62	4	0.49	
18	72	On the whole, the campus is well-maintained.	6.10	25	5.64	3	0.46	
19	2	The campus staff are caring and helpful.	6.10	26	5.49	8	0.61	
20	39	I am able to experience intellectual growth here.	6.09	27	5.48	9	0.60	
21	75	The core curriculum is challenging	6.08	28	5.44	13	0.63	
22	51	This institution has a good reputation within the community.	6.06	29	5.43	15	0.63	
23	83	My academic program is meeting the goals outlined in the Mission Statement	5.99	32	5.45	11	0.54	
24								
25								
26	<b>Challenges</b>							
27	<i>Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)</i>							
28								"high" gap
29	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
30	11	Billing policies are reasonable.	6.01	31	4.82	65	1.20	X
31	21	The amount of student parking space on campus is adequate.	5.94	37	3.46	83	2.48	X
32	28	Parking lots are well-lighted and secure.	5.91	43	4.59	73	1.31	X
33	19	My academic advisor helps me set goals to work toward.	5.91	44	4.59	74	1.31	X
34								

Appendix J. Strengths and Challenges - COPA Students

	A	B	C	D	E	F	G	H
1	<b>COPA Students</b>							
2	<i>n=356</i>							
3	<b>Strengths</b>							
4	<i>Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)</i>							
5								"low" gap
6	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
7	16	The instruction in my major field is excellent.	6.74	1	5.90	1	0.83	X
8	8	The content of the courses within my major is valuable.	6.71	2	5.84	2	0.87	X
9	68	Nearly all of the faculty are knowledgeable in their field.	6.57	3	5.49	5	1.08	
10	33	My academic advisor is knowledgeable about requirements in my major.	6.51	5	5.47	6	1.04	
11	58	The quality of instruction I receive in most of my classes is excellent.	6.49	6	5.32	14	1.17	
12	6	My academic advisor is approachable.	6.44	8	5.57	3	0.87	X
13	7	The campus is safe and secure for all students.	6.34	13	5.40	9	0.94	
14	14	My academic advisor is concerned about my success as an individual.	6.33	14	5.34	11	1.00	
15	55	Major requirements are clear and reasonable.	6.33	15	5.42	8	0.90	
16	3	Faculty care about me as an individual.	6.32	17	5.25	19	1.07	
17	76	I have a clear understanding of what learning outcomes are expected in my academic program.	6.30	18	5.44	7	0.86	X
18	67	Freedom of expression is protected on campus.	6.21	27	5.32	13	0.89	X
19	81	Point Park's online processes that allow students to view grades and financial statements.	6.20	28	5.31	15	0.89	X
20	61	Adjunct faculty are competent as classroom instructors.	6.16	31	5.34	10	0.82	X
21	65	Faculty are usually available after class and during office hours.	6.12	34	5.34	12	0.79	X
22	51	This institution has a good reputation within the community.	6.10	37	5.18	21	0.92	
23	83	My academic program is meeting the goals outlined in the Mission Statement	6.10	38	5.30	16	0.80	X
24	50	Class change (drop/add) policies are reasonable.	6.08	42	5.18	20	0.89	X
25								
26								
27	<b>Challenges</b>							
28	<i>Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)</i>							
29								"high" gap
30	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
31	17	Adequate financial aid is available for most students.	6.48	7	4.44	68	2.04	X
32	25	Faculty are fair and unbiased in their treatment of individual students.	6.32	16	4.33	73	1.99	X
33	23	Living conditions in the residence halls are comfortable (adequate space, lighting, etc.)	6.24	24	4.00	78	2.24	X
34	38	There is an adequate selection of food available in the cafeteria.	6.23	26	3.31	82	2.91	X
35	15	The staff in the health services area are competent.	6.11	36	3.60	79	2.51	X
36	73	Student activities fees are put to good use.	6.10	39	4.28	75	1.81	X

Appendix K. Strengths and Challenges - Non-COPA Students

	A	B	C	D	E	F	G	H
1	<b>Non-COPA Students</b>							
2	<i>n=1139</i>							
3	<b>Strengths</b>							
4	<i>Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)</i>							
5								"low" gap
6	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
7	8	The content of the courses within my major is valuable.	6.58	1	5.44	11	1.14	
8	16	The instruction in my major field is excellent.	6.52	2	5.46	8	1.06	
9	33	My academic advisor is knowledgeable about requirements in my major.	6.49	4	5.42	14	1.07	
10	68	Nearly all of the faculty are knowledgeable in their field.	6.47	5	5.65	2	0.82	
11	81	Point Park's online processes that allow students to view grades and financial st	6.37	9	5.63	3	0.74	
12	7	The campus is safe and secure for all students.	6.35	11	5.54	5	0.81	
13	55	Major requirements are clear and reasonable.	6.35	12	5.34	21	1.01	
14	76	I have a clear understanding of what learning outcomes are expected in my acad	6.34	13	5.34	20	0.99	
15	39	I am able to experience intellectual growth here.	6.28	18	5.41	15	0.87	
16	65	Faculty are usually available after class and during office hours.	6.26	19	5.52	7	0.74	
17	2	The campus staff are caring and helpful.	6.22	24	5.41	16	0.81	
18	72	On the whole, the campus is well-maintained.	6.20	26	5.56	4	0.64	X
19	51	This institution has a good reputation within the community.	6.19	29	5.45	9	0.74	
20	83	My academic program is meeting the goals outlined in the Mission Statement	6.15	32	5.43	13	0.72	X
21	50	Class change (drop/add) policies are reasonable.	6.11	33	5.44	10	0.67	X
22	67	Freedom of expression is protected on campus.	6.03	42	5.37	18	0.66	X
23								
24								
25	<b>Challenges</b>							
26	<i>Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)</i>							
27								"high" gap
28	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
29	66	Tuition paid is a worthwhile investment.	6.39	8	4.74	66	1.65	X
30	11	Billing policies are reasonable.	6.10	37	4.65	71	1.45	X
31	57	I seldom get the 'run-around' when seeking information on this campus.	6.03	43	4.63	72	1.40	X
32								

Appendix L. Strengths and Challenges - Resident Students

	A	B	C	D	E	F	G	H
1	<b>Resident Students</b>							
2	<i>n=460</i>							
3	<b>Strengths</b>							
4	<i>Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)</i>							
5								"low" gap
6	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
7	8	The content of the courses within my major is valuable.	6.67	1	5.68	2	0.99	
8	16	The instruction in my major field is excellent.	6.63	2	5.74	1	0.88	X
9	68	Nearly all of the faculty are knowledgeable in their field.	6.53	3	5.56	3	0.97	
10	33	My academic advisor is knowledgeable about requirements in my major.	6.52	4	5.45	7	1.07	
11	6	My academic advisor is approachable.	6.46	6	5.42	11	1.04	
12	58	The quality of instruction I receive in most of my classes is excellent.	6.43	9	5.26	20	1.17	
13	7	The campus is safe and secure for all students.	6.40	12	5.55	4	0.85	X
14	76	I have a clear understanding of what learning outcomes are expected in my academic major.	6.32	16	5.43	10	0.89	
15	55	Major requirements are clear and reasonable.	6.32	17	5.43	9	0.88	X
16	2	The campus staff are caring and helpful.	6.32	18	5.27	19	1.04	
17	81	Point Park's online processes that allow students to view grades and financial statements and to	6.28	24	5.29	18	0.99	
18	3	Faculty care about me as an individual.	6.28	25	5.24	21	1.04	
19	65	Faculty are usually available after class and during office hours.	6.23	30	5.38	13	0.85	X
20	67	Freedom of expression is protected on campus.	6.21	31	5.35	15	0.86	X
21	51	This institution has a good reputation within the community.	6.21	32	5.37	14	0.84	X
22	83	My academic program is meeting the goals outlined in the Mission Statement	6.18	35	5.39	12	0.80	X
23	61	Adjunct faculty are competent as classroom instructors.	6.15	39	5.33	16	0.81	X
24								
25								
26	<b>Challenges</b>							
27	<i>Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)</i>							
28								"high" gap
29	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
30	66	Tuition paid is a worthwhile investment.	6.45	7	4.61	70	1.84	X
31	23	Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air condi	6.44	8	4.37	75	2.07	X
32	17	Adequate financial aid is available for most students.	6.42	10	4.74	63	1.69	X
33	38	There is an adequate selection of food available in the cafeteria.	6.28	26	3.34	82	2.94	X
34	78	Point Park University and its surrounding neighborhood provide adequate social gathering space	6.23	29	4.51	73	1.72	X
35	73	Student activities fees are put to good use.	6.18	37	4.47	74	1.70	X

Appendix M. Strengths and Challenges - Commuter Students

	A	B	C	D	E	F	G	H
1	<b>Commuter Students</b>							
2	<i>n=1167</i>							
3	<b>Strengths</b>							
4	<i>Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)</i>							
5								"low" gap
6	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
7	8	The content of the courses within my major is valuable.	6.56	1	5.47	9	1.09	
8	16	The instruction in my major field is excellent.	6.53	2	5.47	8	1.05	
9	33	My academic advisor is knowledgeable about requirements in my major.	6.44	4	5.41	10	1.03	
10	68	Nearly all of the faculty are knowledgeable in their field.	6.44	5	5.63	1	0.81	
11	58	The quality of instruction I receive in most of my classes is excellent.	6.43	6	5.33	21	1.10	
12	6	My academic advisor is approachable.	6.39	7	5.33	20	1.05	
13	81	Point Park's online processes that allow students to view grades and financial st	6.32	10	5.63	2	0.69	X
14	7	The campus is safe and secure for all students.	6.31	12	5.47	7	0.84	
15	76	I have a clear understanding of what learning outcomes are expected in my acad	6.30	14	5.34	18	0.96	
16	65	Faculty are usually available after class and during office hours.	6.19	20	5.50	6	0.70	
17	2	The campus staff are caring and helpful.	6.16	25	5.35	16	0.81	
18	72	On the whole, the campus is well-maintained.	6.13	29	5.54	5	0.60	X
19	51	This institution has a good reputation within the community.	6.11	31	5.38	13	0.73	
20	83	My academic program is meeting the goals outlined in the Mission Statement	6.09	33	5.41	11	0.68	X
21	50	Class change (drop/add) policies are reasonable.	6.08	35	5.34	19	0.74	
22	67	Freedom of expression is protected on campus.	6.01	42	5.34	17	0.66	X
23								
24								
25	<b>Challenges</b>							
26	<i>Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)</i>							
27								"high" gap
28	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
29	66	Tuition paid is a worthwhile investment.	6.35	8	4.76	65	1.59	X
30	11	Billing policies are reasonable.	6.09	32	4.65	69	1.44	X
31	21	The amount of student parking space on campus is adequate.	6.04	39	2.82	83	3.22	X



Appendix N. Strengths and Challenges by School

	A	B	C	D	E	F	G	H
1	School of Business							
2	<i>n=366</i>							
3	<b>Strengths</b>							
4	<i>Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)</i>							
5								"low" gap
6	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
7	8	The content of the courses within my major is valuable.	6.54	1	5.53	7	1.01	
8	16	The instruction in my major field is excellent.	6.45	3	5.43	16	1.02	
9	81	Point Park's online processes that allow students to view grades and financial statements	6.37	5	5.87	1	0.51	X
10	68	Nearly all of the faculty are knowledgeable in their field.	6.36	6	5.62	4	0.74	
11	33	My academic advisor is knowledgeable about requirements in my major.	6.35	8	5.48	12	0.87	
12	7	The campus is safe and secure for all students.	6.34	9	5.58	5	0.76	
13	55	Major requirements are clear and reasonable.	6.28	11	5.50	11	0.78	
14	69	There is a good variety of courses provided on this campus.	6.26	14	5.40	18	0.86	
15	25	Faculty are fair and unbiased in their treatment of individual students.	6.21	16	5.44	15	0.77	
16	39	I am able to experience intellectual growth here.	6.16	19	5.41	17	0.75	
17	51	This institution has a good reputation within the community.	6.15	20	5.45	14	0.71	
18	65	Faculty are usually available after class and during office hours.	6.15	21	5.52	8	0.63	
19	2	The campus staff are caring and helpful.	6.14	25	5.52	9	0.62	
20	72	On the whole, the campus is well-maintained.	6.11	27	5.64	3	0.47	X
21	83	My academic program is meeting the goals outlined in the Mission Statement	6.07	31	5.45	13	0.62	
22	79	Online support, such as Blackboard, assists my learning objectives and is available for	6.03	36	5.54	6	0.49	X
23	45	Students are made to feel welcome on this campus.	6.01	38	5.39	21	0.62	
24								
25								
26	<b>Challenges</b>							
27	<i>Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)</i>							
28								"high" gap
29	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
30	66	Tuition paid is a worthwhile investment.	6.36	7	4.86	63	1.50	X
31	49	There are adequate services to help me decide upon a career.	6.00	39	4.84	66	1.16	X

Appendix O. Strengths and Challenges by School

	A	B	C	D	E	F	G	H
1		School of Arts and Sciences						
2		<i>n=488</i>						
3		<b>Strengths</b>						
4		<i>Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)</i>						
5								"low" gap
6	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
7	33	My academic advisor is knowledgeable about requirements in my major.	6.55	1	5.42	16	1.13	
8	8	The content of the courses within my major is valuable.	6.55	2	5.43	15	1.12	
9	16	The instruction in my major field is excellent.	6.53	3	5.55	6	0.98	
10	68	Nearly all of the faculty are knowledgeable in their field.	6.48	5	5.64	3	0.83	
11	81	Point Park's online processes that allow students to view grades and financial statement	6.39	8	5.70	1	0.69	
12	76	I have a clear understanding of what learning outcomes are expected in my academic m	6.38	12	5.43	14	0.94	
13	26	Computer labs are adequate and accessible.	6.34	14	5.42	17	0.92	
14	7	The campus is safe and secure for all students.	6.32	15	5.50	10	0.82	
15	65	Faculty are usually available after class and during office hours.	6.31	18	5.53	8	0.78	
16	39	I am able to experience intellectual growth here.	6.28	20	5.47	12	0.81	
17	2	The campus staff are caring and helpful.	6.22	25	5.37	21	0.84	
18	72	On the whole, the campus is well-maintained.	6.20	27	5.60	4	0.60	X
19	51	This institution has a good reputation within the community.	6.17	31	5.39	20	0.79	
20	83	My academic program is meeting the goals outlined in the Mission Statement	6.16	32	5.53	7	0.63	X
21	50	Class change (drop/add) policies are reasonable.	6.16	33	5.51	9	0.66	X
22								
23								
24		<b>Challenges</b>						
25		<i>Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)</i>						
26								"high" gap
27	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
28	66	Tuition paid is a worthwhile investment.	6.38	11	4.68	69	1.70	X
29	12	Financial aid awards are announced to students in time to be helpful in college planning	6.25	21	4.84	64	1.41	X
30	11	Billing policies are reasonable.	6.14	35	4.56	74	1.58	X
31	19	My academic advisor helps me set goals to work toward.	6.13	38	4.77	68	1.35	X
32	57	I seldom get the 'run-around' when seeking information on this campus.	6.10	39	4.57	73	1.53	X

Appendix P. Strengths and Challenges by School

	A	B	C	D	E	F	G	H
1	COPA Students							
2	<i>n=356</i>							
3	<b>Strengths</b>							
4	<i>Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)</i>							
5								"low" gap
6	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
7	16	The instruction in my major field is excellent.	6.74	1	5.90	1	0.83	X
8	8	The content of the courses within my major is valuable.	6.71	2	5.84	2	0.87	X
9	68	Nearly all of the faculty are knowledgeable in their field.	6.57	3	5.49	5	1.08	
10	33	My academic advisor is knowledgeable about requirements in my major.	6.51	5	5.47	6	1.04	
11	58	The quality of instruction I receive in most of my classes is excellent.	6.49	6	5.32	14	1.17	
12	6	My academic advisor is approachable.	6.44	8	5.57	3	0.87	X
13	7	The campus is safe and secure for all students.	6.34	13	5.40	9	0.94	
14	14	My academic advisor is concerned about my success as an individual.	6.33	14	5.34	11	1.00	
15	55	Major requirements are clear and reasonable.	6.33	15	5.42	8	0.90	
16	3	Faculty care about me as an individual.	6.32	17	5.25	19	1.07	
17	76	I have a clear understanding of what learning outcomes are expected in my academic program.	6.30	18	5.44	7	0.86	X
18	67	Freedom of expression is protected on campus.	6.21	27	5.32	13	0.89	X
19	81	Point Park's online processes that allow students to view grades and financial statements.	6.20	28	5.31	15	0.89	X
20	61	Adjunct faculty are competent as classroom instructors.	6.16	31	5.34	10	0.82	X
21	65	Faculty are usually available after class and during office hours.	6.12	34	5.34	12	0.79	X
22	51	This institution has a good reputation within the community.	6.10	37	5.18	21	0.92	
23	83	My academic program is meeting the goals outlined in the Mission Statement	6.10	38	5.30	16	0.80	X
24	50	Class change (drop/add) policies are reasonable.	6.08	42	5.18	20	0.89	X
25								
26								
27	<b>Challenges</b>							
28	<i>Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)</i>							
29								"high" gap
30	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
31	17	Adequate financial aid is available for most students.	6.48	7	4.44	68	2.04	X
32	25	Faculty are fair and unbiased in their treatment of individual students.	6.32	16	4.33	73	1.99	X
33	23	Living conditions in the residence halls are comfortable (adequate space, lighting, etc.)	6.24	24	4.00	78	2.24	X
34	38	There is an adequate selection of food available in the cafeteria.	6.23	26	3.31	82	2.91	X
35	15	The staff in the health services area are competent.	6.11	36	3.60	79	2.51	X
36	73	Student activities fees are put to good use.	6.10	39	4.28	75	1.81	X

Appendix Q. Strengths and Challenges by School

	A	B	C	D	E	F	G	H
1		School of Communication						
2		<i>n=255</i>						
3		<b>Strengths</b>						
4		<i>Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)</i>						
5								"low" gap
6	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
7	8	The content of the courses within my major is valuable.	6.70	1	5.36	14	1.35	
8	16	The instruction in my major field is excellent.	6.65	2	5.41	10	1.24	
9	33	My academic advisor is knowledgeable about requirements in my major.	6.58	3	5.38	12	1.20	
10	68	Nearly all of the faculty are knowledgeable in their field.	6.58	4	5.69	1	0.89	X
11	6	My academic advisor is approachable.	6.52	6	5.30	18	1.22	
12	39	I am able to experience intellectual growth here.	6.43	9	5.33	16	1.10	
13	7	The campus is safe and secure for all students.	6.39	11	5.56	4	0.83	X
14	81	Point Park's online processes that allow students to view grades and financial statement	6.33	18	5.26	21	1.07	
15	3	Faculty care about me as an individual.	6.30	22	5.34	15	0.96	
16	2	The campus staff are caring and helpful.	6.30	24	5.30	19	1.00	
17	65	Faculty are usually available after class and during office hours.	6.27	27	5.49	6	0.78	X
18	72	On the whole, the campus is well-maintained.	6.26	29	5.37	13	0.90	X
19	51	This institution has a good reputation within the community.	6.26	30	5.57	3	0.69	X
20	67	Freedom of expression is protected on campus.	6.26	32	5.39	11	0.87	X
21	83	My academic program is meeting the goals outlined in the Mission Statement	6.23	34	5.27	20	0.96	
22	61	Adjunct faculty are competent as classroom instructors.	6.17	38	5.43	8	0.74	X
23	50	Class change (drop/add) policies are reasonable.	6.16	39	5.41	9	0.75	X
24	18	Library resources and services are adequate.	6.11	40	5.44	7	0.67	X
25	82	I am currently being educated in a diverse environment	6.10	41	5.52	5	0.58	X
26								
27								
28		<b>Challenges</b>						
29		<i>Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)</i>						
30								"high" gap
31	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
32	66	Tuition paid is a worthwhile investment.	6.40	10	4.71	66	1.70	X
33	19	My academic advisor helps me set goals to work toward.	6.18	37	4.55	69	1.63	X

Appendix R. Strengths and Challenges by Department

	A	B	C	D	E	F	G	H
1	<b>Education Department</b>							
2	<i>n=145</i>							
3	<b>Strengths</b>							
4	<i>Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)</i>							
5								"low" gap
6	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
7	33	My academic advisor is knowledgeable about requirements in my major.	6.69	1	5.74	7	0.95	
8	68	Nearly all of the faculty are knowledgeable in their field.	6.58	4	5.80	5	0.78	
9	58	The quality of instruction I receive in most of my classes is excellent.	6.57	5	5.61	20	0.97	
10	6	My academic advisor is approachable.	6.57	6	5.61	16	0.96	
11	16	The instruction in my major field is excellent.	6.57	7	5.69	11	0.88	
12	39	I am able to experience intellectual growth here.	6.50	11	5.91	2	0.59	X
13	7	The campus is safe and secure for all students.	6.46	14	5.75	6	0.71	
14	76	I have a clear understanding of what learning outcomes are expected in my academic major.	6.46	16	5.74	8	0.71	
15	41	There is a commitment to academic excellence on this campus.	6.44	18	5.61	17	0.83	
16	81	Point Park's online processes that allow students to view grades and financial statements and to	6.42	20	5.93	1	0.50	X
17	72	On the whole, the campus is well-maintained.	6.36	26	5.84	4	0.52	X
18	51	This institution has a good reputation within the community.	6.36	27	5.74	9	0.62	X
19	29	It is an enjoyable experience to be a student on this campus.	6.35	29	5.61	19	0.74	
20	2	The campus staff are caring and helpful.	6.35	30	5.66	14	0.69	
21	67	Freedom of expression is protected on campus.	6.31	34	5.64	15	0.67	
22	45	Students are made to feel welcome on this campus.	6.27	39	5.60	21	0.66	
23	83	My academic program is meeting the goals outlined in the Mission Statement	6.24	41	5.68	12	0.56	X
24								
25								
26	<b>Challenges</b>							
27	<i>Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)</i>							
28								"high" gap
29	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
30	66	Tuition paid is a worthwhile investment.	6.49	12	5.01	65	1.47	X
31	12	Financial aid awards are announced to students in time to be helpful in college planning.	6.35	28	5.08	64	1.27	X
32	57	I seldom get the 'run-around' when seeking information on this campus.	6.31	33	4.80	73	1.51	X
33	11	Billing policies are reasonable.	6.27	38	4.92	69	1.35	X

Appendix S. Strengths and Challenges by Department

	A	B	C	D	E	F	G	H
1	<b>Humanities and Human Sciences Department</b>							
2	<i>n=124</i>							
3	<b>Strengths</b>							
4	<i>Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)</i>							
5								"low" gap
6	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
7	68	Nearly all of the faculty are knowledgeable in their field.	6.57	1	5.81	1	0.76	
8	16	The instruction in my major field is excellent.	6.55	3	5.68	6	0.87	
9	58	The quality of instruction I receive in most of my classes is excellent.	6.50	6	5.55	11	0.95	
10	6	My academic advisor is approachable.	6.46	8	5.39	21	1.07	
11	81	Point Park's online processes that allow students to view grades and financial statements and to	6.45	9	5.55	12	0.90	
12	25	Faculty are fair and unbiased in their treatment of individual students.	6.40	14	5.46	16	0.94	
13	7	The campus is safe and secure for all students.	6.40	15	5.46	15	0.93	
14	39	I am able to experience intellectual growth here.	6.36	19	5.51	13	0.85	
15	67	Freedom of expression is protected on campus.	6.32	21	5.61	9	0.72	X
16	65	Faculty are usually available after class and during office hours.	6.32	22	5.73	4	0.59	X
17	72	On the whole, the campus is well-maintained.	6.31	23	5.66	7	0.65	X
18	83	My academic program is meeting the goals outlined in the Mission Statement	6.29	27	5.50	14	0.79	
19	61	Adjunct faculty are competent as classroom instructors.	6.28	28	5.56	10	0.73	X
20	82	I am currently being educated in a diverse environment	6.19	34	5.80	2	0.39	X
21	3	Faculty care about me as an individual.	6.18	35	5.40	20	0.79	
22	51	This institution has a good reputation within the community.	6.17	37	5.42	18	0.75	X
23	50	Class change (drop/add) policies are reasonable.	6.16	38	5.72	5	0.45	X
24								
25								
26	<b>Challenges</b>							
27	<i>Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)</i>							
28								"high" gap
29	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
30	66	Tuition paid is a worthwhile investment.	6.44	10	4.69	71	1.75	X
31	49	There are adequate services to help me decide upon a career.	6.15	41	4.77	63	1.38	X
32	19	My academic advisor helps me set goals to work toward.	6.15	42	4.73	68	1.41	X

Appendix T. Strengths and Challenges by Department

	A	B	C	D	E	F	G	H
1	<b>Natural Sciences and Engineering Technology Department</b>							
2	<i>n=92</i>							
3	<b>Strengths</b>							
4	<i>Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)</i>							
5								"low" gap
6	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
7	33	My academic advisor is knowledgeable about requirements in my major.	6.40	3	5.48	5	0.92	
8	76	I have a clear understanding of what learning outcomes are expected in my academic major.	6.34	5	5.27	11	1.08	
9	6	My academic advisor is approachable.	6.30	7	5.20	16	1.10	
10	68	Nearly all of the faculty are knowledgeable in their field.	6.26	10	5.17	18	1.09	
11	81	Point Park's online processes that allow students to view grades and financial statements and to	6.25	11	5.59	2	0.65	
12	26	Computer labs are adequate and accessible.	6.19	12	5.71	1	0.48	X
13	75	The core curriculum is challenging	6.17	13	5.23	12	0.95	
14	65	Faculty are usually available after class and during office hours.	6.12	15	5.52	4	0.61	
15	7	The campus is safe and secure for all students.	6.08	18	5.29	9	0.79	
16	79	Online support, such as Blackboard, assists my learning objectives and is available for most of m	6.01	19	5.30	8	0.72	
17	27	The personnel involved in registration are helpful.	6.00	21	5.28	10	0.72	
18	25	Faculty are fair and unbiased in their treatment of individual students.	5.99	22	5.12	21	0.87	
19	2	The campus staff are caring and helpful.	5.97	24	5.18	17	0.79	
20	72	On the whole, the campus is well-maintained.	5.94	26	5.22	13	0.72	
21	83	My academic program is meeting the goals outlined in the Mission Statement	5.84	35	5.54	3	0.31	X
22	50	Class change (drop/add) policies are reasonable.	5.80	41	5.13	20	0.67	
23								
24								
25	<b>Challenges</b>							
26	<i>Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)</i>							
27								"high" gap
28	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
29	66	Tuition paid is a worthwhile investment.	6.33	6	4.47	63	1.85	X
30	21	The amount of student parking space on campus is adequate.	6.14	14	2.63	83	3.51	X
31	11	Billing policies are reasonable.	5.95	25	4.39	68	1.57	X

Appendix U. Strengths and Challenges by Department

	A	B	C	D	E	F	G	H
1		Department of Criminal Justice and Intelligence Studies						
2		<i>n=127</i>						
3		<b>Strengths</b>						
4		<i>Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)</i>						
5								"low" gap
6	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
7	8	The content of the courses within my major is valuable.	6.66	1	5.73	1	0.93	
8	16	The instruction in my major field is excellent.	6.54	2	5.64	4	0.90	
9	68	Nearly all of the faculty are knowledgeable in their field.	6.43	9	5.64	3	0.78	
10	81	Point Park's online processes that allow students to view grades and financial statements and to	6.43	10	5.72	2	0.71	X
11	69	There is a good variety of courses provided on this campus.	6.35	14	5.46	10	0.89	
12	50	Class change (drop/add) policies are reasonable.	6.33	16	5.49	9	0.84	
13	65	Faculty are usually available after class and during office hours.	6.29	18	5.28	21	1.01	
14	55	Major requirements are clear and reasonable.	6.28	19	5.34	15	0.93	
15	76	I have a clear understanding of what learning outcomes are expected in my academic major.	6.28	20	5.34	17	0.94	
16	7	The campus is safe and secure for all students.	6.28	21	5.41	11	0.86	
17	51	This institution has a good reputation within the community.	6.21	27	5.30	19	0.92	
18	83	My academic program is meeting the goals outlined in the Mission Statement	6.20	28	5.39	14	0.82	
19	18	Library resources and services are adequate.	6.13	36	5.54	8	0.59	X
20	72	On the whole, the campus is well-maintained.	6.10	38	5.55	7	0.55	X
21	80	The student computer help desk personnel are knowledgeable and resolve my computer problem	6.07	40	5.39	13	0.68	X
22	75	The core curriculum is challenging	6.04	42	5.39	12	0.65	X
23								
24								
25		<b>Challenges</b>						
26		<i>Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)</i>						
27								"high" gap
28	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
29	12	Financial aid awards are announced to students in time to be helpful in college planning.	6.41	11	4.58	69	1.83	X
30	66	Tuition paid is a worthwhile investment.	6.23	25	4.41	75	1.82	X
31	11	Billing policies are reasonable.	6.22	26	4.33	77	1.89	X
32	19	My academic advisor helps me set goals to work toward.	6.18	32	4.53	72	1.65	X
33	21	The amount of student parking space on campus is adequate.	6.16	34	2.61	83	3.55	X
34	57	I seldom get the 'run-around' when seeking information on this campus.	6.05	41	4.29	79	1.76	X



Appendix V. Strengths and Challenges by Department

	A	B	C	D	E	F	G	H
1	<b>Dance Department</b>							
2	<i>n=120</i>							
3	<b>Strengths</b>							
4	<i>Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)</i>							
5								"low" gap
6	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
7	16	The instruction in my major field is excellent.	6.84	1	6.14	1	0.70	X
8	8	The content of the courses within my major is valuable.	6.81	2	5.92	2	0.89	
9	7	The campus is safe and secure for all students.	6.71	4	5.58	7	1.13	
10	33	My academic advisor is knowledgeable about requirements in my major.	6.68	6	5.44	14	1.24	
11	68	Nearly all of the faculty are knowledgeable in their field.	6.66	7	5.36	20	1.31	
12	58	The quality of instruction I receive in most of my classes is excellent.	6.64	8	5.38	18	1.27	
13	6	My academic advisor is approachable.	6.58	11	5.36	19	1.21	
14	81	Point Park's online processes that allow students to view grades and financial statement	6.54	16	5.90	3	0.64	X
15	3	Faculty care about me as an individual.	6.49	18	5.33	21	1.16	
16	55	Major requirements are clear and reasonable.	6.49	19	5.59	6	0.90	
17	76	I have a clear understanding of what learning outcomes are expected in my academic m	6.44	22	5.71	4	0.73	X
18	61	Adjunct faculty are competent as classroom instructors.	6.42	26	5.56	9	0.86	X
19	67	Freedom of expression is protected on campus.	6.40	28	5.47	13	0.93	
20	50	Class change (drop/add) policies are reasonable.	6.32	31	5.43	15	0.89	
21	83	My academic program is meeting the goals outlined in the Mission Statement	6.31	32	5.55	11	0.76	X
22	51	This institution has a good reputation within the community.	6.21	42	5.40	17	0.81	X
23								
24								
25	<b>Challenges</b>							
26	<i>Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)</i>							
27								"high" gap
28	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
29	23	Living conditions in the residence halls are comfortable (adequate space, lighting, heat,	6.58	10	3.94	78	2.64	X
30	38	There is an adequate selection of food available in the cafeteria.	6.52	17	2.99	82	3.53	X
31	25	Faculty are fair and unbiased in their treatment of individual students.	6.47	21	4.09	76	2.38	X
32	15	The staff in the health services area are competent.	6.43	23	3.36	81	3.07	X
33	78	Point Park University and its surrounding neighborhood provide adequate social gatheri	6.26	39	4.32	73	1.94	X

Appendix W. Strengths and Challenges by Department

	A	B	C	D	E	F	G	H
1	<b>Theatre Department</b>							
2	<i>n=152</i>							
3	<b>Strengths</b>							
4	<i>Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)</i>							
5								"low" gap
6	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
7	16	The instruction in my major field is excellent.	6.72	1	5.79	1	0.92	
8	8	The content of the courses within my major is valuable.	6.64	2	5.75	3	0.90	
9	68	Nearly all of the faculty are knowledgeable in their field.	6.56	3	5.62	5	0.94	
10	58	The quality of instruction I receive in most of my classes is excellent.	6.51	4	5.34	11	1.17	
11	33	My academic advisor is knowledgeable about requirements in my major.	6.47	5	5.50	6	0.97	
12	6	My academic advisor is approachable.	6.39	7	5.78	2	0.61	X
13	3	Faculty care about me as an individual.	6.33	11	5.26	14	1.07	
14	14	My academic advisor is concerned about my success as an individual.	6.27	12	5.64	4	0.64	X
15	2	The campus staff are caring and helpful.	6.24	14	5.11	17	1.14	
16	55	Major requirements are clear and reasonable.	6.24	15	5.35	10	0.89	X
17	76	I have a clear understanding of what learning outcomes are expected in my academic major.	6.22	18	5.21	15	1.01	
18	67	Freedom of expression is protected on campus.	6.16	22	5.32	13	0.83	X
19	7	The campus is safe and secure for all students.	6.13	24	5.34	12	0.80	X
20	61	Adjunct faculty are competent as classroom instructors.	6.08	29	5.47	7	0.61	X
21	65	Faculty are usually available after class and during office hours.	6.08	30	5.42	8	0.66	X
22	51	This institution has a good reputation within the community.	6.01	37	5.08	18	0.93	
23	83	My academic program is meeting the goals outlined in the Mission Statement	5.98	40	5.14	16	0.84	X
24	81	Point Park's online processes that allow students to view grades and financial statements and to make tuit	5.97	42	5.01	20	0.96	
25								
26								
27	<b>Challenges</b>							
28	<i>Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)</i>							
29								"high" gap
30	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
31	17	Adequate financial aid is available for most students.	6.36	8	4.28	69	2.08	X
32	25	Faculty are fair and unbiased in their treatment of individual students.	6.23	16	4.20	74	2.03	X
33	23	Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air conditioning, t	6.09	27	3.86	78	2.23	X
34	38	There is an adequate selection of food available in the cafeteria.	6.09	28	3.27	82	2.81	X
35	73	Student activities fees are put to good use.	6.02	36	4.21	73	1.80	X
36	57	I seldom get the 'run-around' when seeking information on this campus.	6.00	39	3.96	77	2.04	X
37	15	The staff in the health services area are competent.	5.98	41	3.48	79	2.50	X

Appendix X. Strengths and Challenges by Department

	A	B	C	D	E	F	G	H
1	<b>Cinema and Digital Arts Department</b>							
2	<i>n=84</i>							
3	<b>Strengths</b>							
4	<i>Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)</i>							
5								"low" gap
6	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
7	8	The content of the courses within my major is valuable.	6.69	1	5.89	1	0.80	X
8	16	The instruction in my major field is excellent.	6.63	2	5.75	2	0.87	X
9	39	I am able to experience intellectual growth here.	6.46	3	5.24	12	1.22	
10	68	Nearly all of the faculty are knowledgeable in their field.	6.45	4	5.43	8	1.02	
11	33	My academic advisor is knowledgeable about requirements in my major.	6.36	9	5.45	5	0.91	
12	6	My academic advisor is approachable.	6.32	11	5.48	4	0.85	X
13	69	There is a good variety of courses provided on this campus.	6.27	14	5.11	20	1.15	
14	55	Major requirements are clear and reasonable.	6.24	15	5.30	9	0.94	
15	58	The quality of instruction I receive in most of my classes is excellent.	6.23	16	5.20	14	1.03	
16	76	I have a clear understanding of what learning outcomes are expected in my academic program.	6.22	17	5.44	6	0.78	X
17	72	On the whole, the campus is well-maintained.	6.19	19	5.44	7	0.75	X
18	7	The campus is safe and secure for all students.	6.16	21	5.26	10	0.90	
19	3	Faculty care about me as an individual.	6.05	33	5.11	21	0.94	
20	67	Freedom of expression is protected on campus.	6.02	37	5.12	19	0.90	
21	65	Faculty are usually available after class and during office hours.	6.00	38	5.23	13	0.77	X
22	83	My academic program is meeting the goals outlined in the Mission Statement	5.97	41	5.20	15	0.77	X
23	50	Class change (drop/add) policies are reasonable.	5.96	42	5.13	18	0.83	X
24								
25								
26	<b>Challenges</b>							
27	<i>Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)</i>							
28								"high" gap
29	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
30	26	Computer labs are adequate and accessible.	6.43	5	4.28	76	2.16	X
31	17	Adequate financial aid is available for most students.	6.39	7	4.40	70	1.99	X
32	11	Billing policies are reasonable.	6.16	20	4.29	75	1.88	X
33	73	Student activities fees are put to good use.	6.08	30	4.44	67	1.63	X
34	38	There is an adequate selection of food available in the cafeteria.	6.04	35	3.85	80	2.19	X
35	23	Living conditions in the residence halls are comfortable (adequate space, lighting, heat)	6.03	36	4.36	72	1.67	X

Appendix Y. Strengths and Challenges by School or Department

	A	B	C	D	E	F	G	H
1		<b>Unknown Major</b>						
2		<i>n=185</i>						
3		<b>Strengths</b>						
4		<i>Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)</i>						
5								"low" gap
6	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
7	8	The content of the courses within my major is valuable.	6.39	1	5.41	6	0.98	
8	16	The instruction in my major field is excellent.	6.38	2	5.38	8	1.00	
9	7	The campus is safe and secure for all students.	6.25	4	5.39	7	0.86	
10	68	Nearly all of the faculty are knowledgeable in their field.	6.21	7	5.54	3	0.67	X
11	58	The quality of instruction I receive in most of my classes is excellent.	6.21	8	5.19	19	1.01	
12	39	I am able to experience intellectual growth here.	6.19	9	5.21	17	0.98	
13	26	Computer labs are adequate and accessible.	6.16	11	5.15	21	1.00	
14	33	My academic advisor is knowledgeable about requirements in my major.	6.15	12	5.25	12	0.90	
15	81	Point Park's online processes that allow students to view grades and financial statements	6.05	18	5.26	11	0.80	
16	72	On the whole, the campus is well-maintained.	6.03	21	5.22	13	0.81	
17	76	I have a clear understanding of what learning outcomes are expected in my academic program	6.02	23	5.43	5	0.60	X
18	2	The campus staff are caring and helpful.	6.01	24	5.26	10	0.75	
19	65	Faculty are usually available after class and during office hours.	5.98	27	5.22	14	0.76	
20	75	The core curriculum is challenging	5.93	33	5.21	16	0.71	
21	51	This institution has a good reputation within the community.	5.89	39	5.22	15	0.67	X
22	61	Adjunct faculty are competent as classroom instructors.	5.87	42	5.20	18	0.67	X
23								
24								
25		<b>Challenges</b>						
26		<i>Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)</i>						
27								"high" gap
28	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
29	66	Tuition paid is a worthwhile investment.	6.23	6	4.64	66	1.59	X
30	11	Billing policies are reasonable.	5.91	35	4.55	73	1.36	X
31	49	There are adequate services to help me decide upon a career.	5.88	40	4.59	71	1.29	X

# SSI 2010

Survey Instrument and  
Custom Questions





Importance to me . . .

- 1 - not important at all
- 2 - not very important
- 3 - somewhat unimportant
- 4 - neutral
- 5 - somewhat important
- 6 - important
- 7 - very important

does not apply

. . . My level of satisfaction

not available/not used

- very satisfied - 7
- satisfied - 6
- somewhat satisfied - 5
- neutral - 4
- somewhat dissatisfied - 3
- not very satisfied - 2
- not satisfied at all - 1

1 2 3 4 5 6 7	21. The amount of student parking space on campus is adequate.	1 2 3 4 5 6 7	<input type="radio"/>
1 2 3 4 5 6 7	22. Counseling staff care about students as individuals.	1 2 3 4 5 6 7	<input type="radio"/>
1 2 3 4 5 6 7	23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air conditioning, telephones, etc.).	1 2 3 4 5 6 7	<input type="radio"/>
1 2 3 4 5 6 7	24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	1 2 3 4 5 6 7	<input type="radio"/>
1 2 3 4 5 6 7	25. Faculty are fair and unbiased in their treatment of individual students.	1 2 3 4 5 6 7	<input type="radio"/>
1 2 3 4 5 6 7	26. Computer labs are adequate and accessible.	1 2 3 4 5 6 7	<input type="radio"/>
1 2 3 4 5 6 7	27. The personnel involved in registration are helpful.	1 2 3 4 5 6 7	<input type="radio"/>
1 2 3 4 5 6 7	28. Parking lots are well-lighted and secure.	1 2 3 4 5 6 7	<input type="radio"/>
1 2 3 4 5 6 7	29. It is an enjoyable experience to be a student on this campus.	1 2 3 4 5 6 7	<input type="radio"/>
1 2 3 4 5 6 7	30. Residence hall staff are concerned about me as an individual.	1 2 3 4 5 6 7	<input type="radio"/>
1 2 3 4 5 6 7	31. Males and females have equal opportunities to participate in intercollegiate athletics.	1 2 3 4 5 6 7	<input type="radio"/>
1 2 3 4 5 6 7	32. Tutoring services are readily available.	1 2 3 4 5 6 7	<input type="radio"/>
1 2 3 4 5 6 7	33. My academic advisor is knowledgeable about requirements in my major.	1 2 3 4 5 6 7	<input type="radio"/>
1 2 3 4 5 6 7	34. I am able to register for classes I need with few conflicts.	1 2 3 4 5 6 7	<input type="radio"/>
1 2 3 4 5 6 7	35. The assessment and course placement procedures are reasonable.	1 2 3 4 5 6 7	<input type="radio"/>
1 2 3 4 5 6 7	36. Security staff respond quickly in emergencies.	1 2 3 4 5 6 7	<input type="radio"/>
1 2 3 4 5 6 7	37. I feel a sense of pride about my campus.	1 2 3 4 5 6 7	<input type="radio"/>
1 2 3 4 5 6 7	38. There is an adequate selection of food available in the cafeteria.	1 2 3 4 5 6 7	<input type="radio"/>
1 2 3 4 5 6 7	39. I am able to experience intellectual growth here.	1 2 3 4 5 6 7	<input type="radio"/>
1 2 3 4 5 6 7	40. Residence hall regulations are reasonable.	1 2 3 4 5 6 7	<input type="radio"/>
1 2 3 4 5 6 7	41. There is a commitment to academic excellence on this campus.	1 2 3 4 5 6 7	<input type="radio"/>
1 2 3 4 5 6 7	42. There are a sufficient number of work-study activities for students.	1 2 3 4 5 6 7	<input type="radio"/>
1 2 3 4 5 6 7	43. Admissions counselors respond to respective students' unique needs and requests.	1 2 3 4 5 6 7	<input type="radio"/>
1 2 3 4 5 6 7	44. Academic support services adequately meet the needs of students.	1 2 3 4 5 6 7	<input type="radio"/>
1 2 3 4 5 6 7	45. Students are able to feel welcome on this campus.	1 2 3 4 5 6 7	<input type="radio"/>
1 2 3 4 5 6 7	46. I can easily get involved in campus organizations.	1 2 3 4 5 6 7	<input type="radio"/>
1 2 3 4 5 6 7	47. Faculty provide timely feedback about student progress in a course.	1 2 3 4 5 6 7	<input type="radio"/>
1 2 3 4 5 6 7	48. Admissions counselors accurately portray the campus in their recruiting practices.	1 2 3 4 5 6 7	<input type="radio"/>
1 2 3 4 5 6 7	49. There are adequate services to help me decide upon a career.	1 2 3 4 5 6 7	<input type="radio"/>
1 2 3 4 5 6 7	50. Class change (drop/add) policies are reasonable.	1 2 3 4 5 6 7	<input type="radio"/>
1 2 3 4 5 6 7	51. This institution has a good reputation within the community.	1 2 3 4 5 6 7	<input type="radio"/>
1 2 3 4 5 6 7	52. The student center is a comfortable place for students to spend their leisure time.	1 2 3 4 5 6 7	<input type="radio"/>
1 2 3 4 5 6 7	53. Faculty take into consideration student differences as they teach a course.	1 2 3 4 5 6 7	<input type="radio"/>
1 2 3 4 5 6 7	54. Bookstore staff are helpful.	1 2 3 4 5 6 7	<input type="radio"/>
1 2 3 4 5 6 7	55. Major requirements are clear and reasonable.	1 2 3 4 5 6 7	<input type="radio"/>
1 2 3 4 5 6 7	56. The student handbook provides helpful information about campus life.	1 2 3 4 5 6 7	<input type="radio"/>
1 2 3 4 5 6 7	57. I seldom get the "run-around" when seeking information on this campus.	1 2 3 4 5 6 7	<input type="radio"/>
1 2 3 4 5 6 7	58. The quality of instruction I receive in most of my classes is excellent.	1 2 3 4 5 6 7	<input type="radio"/>
1 2 3 4 5 6 7	59. This institution shows concern for students as individuals.	1 2 3 4 5 6 7	<input type="radio"/>
1 2 3 4 5 6 7	60. I generally know what's happening on campus.	1 2 3 4 5 6 7	<input type="radio"/>
1 2 3 4 5 6 7	61. Adjunct faculty are competent as classroom instructors.	1 2 3 4 5 6 7	<input type="radio"/>
1 2 3 4 5 6 7	62. There is a strong commitment to racial harmony on this campus.	1 2 3 4 5 6 7	<input type="radio"/>
1 2 3 4 5 6 7	63. Student disciplinary procedures are fair.	1 2 3 4 5 6 7	<input type="radio"/>
1 2 3 4 5 6 7	64. New student orientation services help students adjust to college.	1 2 3 4 5 6 7	<input type="radio"/>
1 2 3 4 5 6 7	65. Faculty are usually available after class and during office hours.	1 2 3 4 5 6 7	<input type="radio"/>
1 2 3 4 5 6 7	66. Tuition paid is a worthwhile investment.	1 2 3 4 5 6 7	<input type="radio"/>
1 2 3 4 5 6 7	67. Freedom of expression is protected on campus.	1 2 3 4 5 6 7	<input type="radio"/>
1 2 3 4 5 6 7	68. Nearly all of the faculty are knowledgeable in their field.	1 2 3 4 5 6 7	<input type="radio"/>
1 2 3 4 5 6 7	69. There is a good variety of courses provided on this campus.	1 2 3 4 5 6 7	<input type="radio"/>
1 2 3 4 5 6 7	70. Graduate teaching assistants are competent as classroom instructors.	1 2 3 4 5 6 7	<input type="radio"/>
1 2 3 4 5 6 7	71. Channels for expressing student complaints are readily available.	1 2 3 4 5 6 7	<input type="radio"/>
1 2 3 4 5 6 7	72. On the whole, the campus is well-maintained.	1 2 3 4 5 6 7	<input type="radio"/>
1 2 3 4 5 6 7	73. Student activities fees are put to good use.	1 2 3 4 5 6 7	<input type="radio"/>

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Your institution may choose to provide you with additional questions on a separate sheet. The section below numbered 74 - 83 is provided as a response area for those additional questions. Continue on to item 84 when you have completed this section.

Importance to me ...				... My level of satisfaction	
1 - not important at all 2 - not very important 3 - somewhat unimportant 4 - neutral 5 - somewhat important 6 - important 7 - very important does not apply				not available/not used very satisfied - 7 satisfied - 6 somewhat satisfied - 5 neutral - 4 somewhat dissatisfied - 3 not very satisfied - 2 not satisfied at all - 1	
<b>(If items 74-83 not available, skip to item 84.)</b>					
1 2 3 4 5 6 7	74.	74.	1 2 3 4 5 6 7		
1 2 3 4 5 6 7	75.	75.	1 2 3 4 5 6 7		
1 2 3 4 5 6 7	76.	76.	1 2 3 4 5 6 7		
1 2 3 4 5 6 7	77.	77.	1 2 3 4 5 6 7		
1 2 3 4 5 6 7	78.	78.	1 2 3 4 5 6 7		
1 2 3 4 5 6 7	79.	79.	1 2 3 4 5 6 7		
1 2 3 4 5 6 7	80.	80.	1 2 3 4 5 6 7		
1 2 3 4 5 6 7	81.	81.	1 2 3 4 5 6 7		
1 2 3 4 5 6 7	82.	82.	1 2 3 4 5 6 7		
1 2 3 4 5 6 7	83.	83.	1 2 3 4 5 6 7		
<b>How satisfied are you that this campus demonstrates a commitment to meeting the needs of:</b>					
1 2 3 4 5 6 7	84. Part-time students?	84.	1 2 3 4 5 6 7		
1 2 3 4 5 6 7	85. Evening students?	85.	1 2 3 4 5 6 7		
1 2 3 4 5 6 7	86. Older, returning learners?	86.	1 2 3 4 5 6 7		
1 2 3 4 5 6 7	87. Under-represented populations?	87.	1 2 3 4 5 6 7		
1 2 3 4 5 6 7	88. Commuters?	88.	1 2 3 4 5 6 7		
1 2 3 4 5 6 7	89. Students with disabilities?	89.	1 2 3 4 5 6 7		
<b>How important is each of the following factors in your decision to enroll here?</b>					
1 2 3 4 5 6 7	90. Cost				
1 2 3 4 5 6 7	91. Financial aid				
1 2 3 4 5 6 7	92. Academic reputation				
1 2 3 4 5 6 7	93. Size of institution				
1 2 3 4 5 6 7	94. Opportunity to play sports				
1 2 3 4 5 6 7	95. Recommendations from family/friends				
1 2 3 4 5 6 7	96. Geographic setting				
1 2 3 4 5 6 7	97. Campus appearance				
1 2 3 4 5 6 7	98. Personalized attention prior to enrollment				

Choose the one response that best applies to you and darken the corresponding oval for each of the questions below.

- |   |   |  |
|---|---|--|
| <p>99. So far, how has your college experience met your expectations?</p> <p>① Much worse than I expected<br/>         ② Quite a bit worse than I expected<br/>         ③ Worse than I expected<br/>         ④ About what I expected<br/>         ⑤ Better than I expected<br/>         ⑥ Quite a bit better than I expected<br/>         ⑦ Much better than I expected</p> | <p>100. Rate your overall satisfaction with your experience here thus far.</p> <p>① Not satisfied at all<br/>         ② Not very satisfied<br/>         ③ Somewhat dissatisfied<br/>         ④ Neutral<br/>         ⑤ Somewhat satisfied<br/>         ⑥ Satisfied<br/>         ⑦ Very satisfied</p> | <p>101. All in all, if you had it to do over again, would you enroll here?</p> <p>① Definitely not<br/>         ② Probably not<br/>         ③ Maybe not<br/>         ④ I don't know<br/>         ⑤ Maybe yes<br/>         ⑥ Probably yes<br/>         ⑦ Definitely yes</p> |
|---|---|--|

**CONTINUE TO THE NEXT PAGE**



Choose the one response that best describes you and darken the corresponding oval for each of the items below.

**102. Gender:**

- ① Female
- ② Male

**103. Age:**

- ① 18 and under
- ② 19 to 24
- ③ 25 to 34
- ④ 35 to 44
- ⑤ 45 and over

**104. Ethnicity/Race:**

- ① African-American
- ② American Indian or Alaskan Native
- ③ Asian or Pacific Islander
- ④ Caucasian/White
- ⑤ Hispanic
- ⑥ Other
- ⑦ Prefer not to respond

**105. Current Enrollment Status:**

- ① Day
- ② Evening
- ③ Weekend

**106. Current Class Load:**

- ① Full-time
- ② Part-time

**107. Class Level:**

- ① Freshman
- ② Sophomore
- ③ Junior
- ④ Senior
- ⑤ Special Student
- ⑥ Graduate/Professional
- ⑦ Other

**108. Current GPA:**

- ① No credits earned
- ② 1.99 or below
- ③ 2.0 - 2.49
- ④ 2.5 - 2.99
- ⑤ 3.0 - 3.49
- ⑥ 3.5 or above

**109. Educational Goal:**

- ① Associate degree
- ② Bachelor's degree
- ③ Master's degree
- ④ Doctorate or professional degree
- ⑤ Certification (initial or renewal)
- ⑥ Self-improvement/pleasure
- ⑦ Job-related training
- ⑧ Other

**110. Employment:**

- ① Full-time off campus
- ② Part-time off campus
- ③ Full-time on campus
- ④ Part-time on campus
- ⑤ Not employed

**111. Current Residence:**

- ① Residence hall
- ② Fraternity / Sorority
- ③ Own house
- ④ Rent room or apartment off campus
- ⑤ Parent's home
- ⑥ Other

**112. Residence Classification:**

- ① In-state
- ② Out-of-state
- ③ International (not U.S. citizen)

**113. Disabilities:**

- Physical disability or a diagnosed learning disability?
- ① Yes
  - ② No

**114. When I entered this institution, it was my:**

- ① 1st choice
- ② 2nd choice
- ③ 3rd choice or lower

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Your Social Security Number is requested for research purposes and will not appear on any report.

**Social Security Number:**

Write your Social Security number in the nine spaces of the box provided. Completely darken the corresponding oval.

0	0	0	0	0	0	0	0	0
1	1	1	1	1	1	1	1	1
2	2	2	2	2	2	2	2	2
3	3	3	3	3	3	3	3	3
4	4	4	4	4	4	4	4	4
5	5	5	5	5	5	5	5	5
6	6	6	6	6	6	6	6	6
7	7	7	7	7	7	7	7	7
8	8	8	8	8	8	8	8	8
9	9	9	9	9	9	9	9	9

**115. Major:**

Fill in major code from list provided by your institution.

0	0	0	0
1	1	1	1
2	2	2	2
3	3	3	3
4	4	4	4
5	5	5	5
6	6	6	6
7	7	7	7
8	8	8	8
9	9	9	9

**116. Item requested by your institution:**

- ①
- ②
- ③
- ④
- ⑤
- ⑥

Thank you for taking the time to complete this inventory.  
Please do not fold.



1443863

## Additional questions for Student Satisfaction Inventory

Please respond to the following additional items and record your responses on the **actual survey** in the spaces provided next to the number indicated.

74. Billing and collecting procedures are customer friendly and efficient.

75. The core curriculum is challenging.

76. I have a clear understanding of what learning outcomes are expected in my academic major.

77. Point Park recently implemented the STARS program (Striving to Achieve Remarkable Service) that supports the University's guiding principle of creating a quality student experience. The overall service I experience from the staff on campus is excellent.

78. Point Park University and its surrounding neighborhood provide adequate social gathering space for students outside the classroom.

79. Online support, such as Blackboard, assists my learning objectives and is available for most of my courses.

80. The student computer help desk personnel are knowledgeable and resolve my computer problems.

81. Point Park's online processes that allow students to view grades and financial statements and to make tuition payments online are convenient and beneficial.

*Please refer to the Mission Statement below for the following two questions.*

82. I am currently being educated in a diverse environment.

83. My academic program is meeting the goals outlined in the Mission Statement

---

## Point Park University Mission Statement

### Mission Statement

Point Park University educates students in a diverse environment and prepares graduates to apply knowledge to achieve their goals, advance their professions and serve their communities.

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