

Table 1. SSI 2016 Strengths and Challenges By Year

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	<b>KEY:</b>												
2	C = <b>Challenges:</b> Items in the top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)												
3	S = <b>Strengths:</b> Items in the top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)												
4	<b>Note: Sorted by question number in ascending order</b>												
5	<b>Q#</b>		<b>1999</b>	<b>2000</b>	<b>2002</b>	<b>2004</b>	<b>2006</b>	<b>2008</b>	<b>2010</b>	<b>2012</b>	<b>2014</b>	<b>2016</b>	
6	1	Students feel sense of belonging											
7	2	Staff are caring and helpful	S	S	S				S	S	S	S	
8	3	Faculty care about me as an individual	S	S			S				S	S	
9	4	Admissions staff are knowledgeable											
10	5	Fin Aid counselors are helpful	C	C									
11	6	My academic advisor is approachable	S	S	S	S	S	S	S	S	S	S	
12	7	Campus is safe and secure for all students	S	S	S	S	S	S	S	S	S	S	
13	8	Content of major courses are valuable	S	S	S	S	S	S	S	S	S	S	
14	9	Variety of intramural activities are offered											
15	10	Administrators are approachable to students											
16	11	Billing policies are reasonable			C	C	C	C	C	C	C		
17	12	Fin Aid awards are announced in timely fashion											
18	13	Library staff are helpful and approachable											
19	14	My academic advisor is concerned about my success	S			S	S					S	
20	15	Health services staff are competent											
21	16	Instruction in my major field is excellent	S	S	S	S	S	S	S	S	S	S	
22	17	Adequate fin aid is available for most students						C		C			
23	18	Library resources and services are adequate		S	S								
24	19	My academic advisor helps me set goals									C		
25	20	Business office is open during hours convenient for students											
26	21	Amount of student parking space is adequate			C	C							
27	22	Counseling staff care about students											
28	23	Living conditions in residence halls are comfortable											
29	24	The athletic programs contribute to school spirit											
30	25	Faculty are fair and unbiased in their treatment of students											
31	26	Computer labs are adequate and accessible	C	C						S	S	S	
32	27	Personnel involved in registration are helpful	S		S								
33	28	Parking lots are well-lighted and secure											
34	29	It is an enjoyable experience to be a Point Park student											
35	30	Residence hall staff are concerned about me											
36	31	Males and females have equal opportunities to participate in athletics											

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37	32	Tutoring services are readily available											
38	33	My academic advisor is knowledgeable about my major requirements	S	S	S	S	S	S	S	S	S	S	
39	34	I am able to register for classes I need with few conflicts			S								C
40	35	The assessment and course placement procedures are reasonable											
41	36	Security staff respond quickly in emergencies	C										
42	37	I feel a sense of pride about my campus											
43	38	There is an adequate selection of food avail. in the cafeteria											
44	39	I am able to experience intellectual growth here											S
45	40	Residence hall regulations are reasonable											
46	41	There is a commit. to acad. excellence on this campus											
47	42	There are a sufficient number of weekend activities											
48	43	Adm. counselors respond to prospective students' unique needs											
49	44	Acad. support services adequately meet the needs of students											
50	45	Students are made to feel welcome on this campus											S
51	46	I can easily get involved in campus organizations											
52	47	Fac. provide timely feedback about student progress in a course.								C			
53	48	Adm. counselors accurately portray the campus in their recruiting practices.											
54	49	There are adequate services to help me decide upon a career					C						
55	50	Class change (drop/add) policies are reasonable							S				
56	51	Point Park has a good reputation within the community.					S	S	S	S	S	S	
57	52	The student ctr is a comfortable place for students to spend their leisure time											
58	53	Fac. consider student differences as they teach a course											
59	54	Bookstore staff are helpful											
60	55	Major requirements are clear and reasonable	S	S	S	S	S	S	S	S			
61	56	Student handbook provides helpful information about campus life											
62	57	I seldom get the 'run-around' when seeking info. on this campus.	C	C	C	C	C	C					
63	58	The quality of instruction I receive in most of my classes is excellent	S	S	S	S	S	S			S		
64	59	Point Park shows concern for students as individuals											
65	60	I generally know what's happening on campus											
66	61	Adjunct faculty are competent as classroom instructors	S			S	S	S	S	S	S	S	
67	62	There is a strong commit. to racial harmony on this campus											
68	63	Student disciplinary procedures are fair											
69	64	New student orient. services help students adjust to college											
70	65	Fac. are usually available after class and during office hours	S	S	S	S	S	S	S	S	S	S	

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71	66	Tuition paid is a worthwhile investment			C	C	C	C	C	C	C	C	
72	67	Freedom of expression is protected on campus							S	S	S	S	
73	68	Nearly all of the faculty are knowledgeable in their field	S	S	S	S	S	S	S	S	S	S	
74	69	There is a good variety of courses provided on this campus											
75	70	Graduate teaching assist. are competent as instructors											
76	71	Channels for expressing student complaints are readily available											
77	72	On the whole, the campus is well-maintained	C	C	C		S	S	S	S	S		
78	73	Student activities fees are put to good use											
79	74	Point Park provides opportunities to utilize com bus and orgs as learning exper (custom)	*	*	*	*	*	*	*	*	*	*	Added Spring 2016
80	75	Instructors post course materials & learning opportunities on Blackboard. (custom)	*	*	*	*	*	*	*	*	*	*	Added Spring 2014
81	76	My instructors post grades on Blackboard. (custom)	*	*	*	*	*	*	*	*	*	C	Added Spring 2014
82	77	Internship/practicum opportunities are readily available.(custom)	*	*	*	*	*	*	*	*	C	C	Added Spring 2014
83	78	Career Development Center helps me with internship opportunities. (custom)	*	*	*	*	*	*	*	*	*	*	Added Spring 2014
84	79	Svcs from acad.schools or grad progs help w/ intern and practicum opportunities. (custom)	*	*	*	*	*	*	*	*	*	*	Added Spring 2014
85	80	I am able to engage in applicable research in several of my courses.(custom)	*	*	*	*	*	*	*	*	*	*	Added Spring 2014
86	81	Help desk personnel are knowledgeable and resolve my comp. problems (custom)	*	*	*	*	*					S	Added Spring 2008
87	82	Ctr for Student Success Coordinators are knowledgeable and helpful. (custom)	*	*	*	*	*	*	*	*	*	*	Added Spring 2014
88	83	My UNIV EXPER is meeting goals outlined in the Mission Stmt .(custom)	*	*	*	*	*	*	*	*	*	*	Added Spring 2016