



POINT PARK
UNIVERSITY

Noel-Levitz
2004 Student Satisfaction
Inventory:
A Summary of Results

Prepared by the Office of Institutional Research
Spring 2004

Point Park University Student Satisfaction Inventory

Background.....	Page 1
Sample Size.....	Page 1
Results Overview	
2004 Strengths	Page 2
2004 Challenges.....	Page 2
Comparisons to other four-year private institutions	Page 3
Strengths and Challenges (historical perspectives).....	Page 4
2004 by selected demographic variables	
Day/Evening/Weekend Students	Pages 5-7
Traditional aged/Non-traditional aged.....	Pages 7-8
Full-time/Part-time Students	Pages 9-10
COPA/Non-COPA Students	Pages 11-12
Tables	
Overall Strengths and Challenges at Point Park University	Page 13
Strengths and Challenges at other 4-yr private institutions	Page 14
Strengths and Challenges by Year (Point Park Univ).....	Pages 15-16
Strengths and Challenges by Demographic Variable (summary).....	Pages 17-18
Strengths and Challenges – Detail	
Day	Page 19
Evening	Page 20
Weekend	Page 21
Traditional.....	Page 22
Non-traditional.....	Page 23
Full-time.....	Page 24
Part-time.....	Page 25
COPA Students	Page 26
Non-COPA Students.....	Page 27
Performance Gap Summary	Pages 28-29

Point Park University

Noel-Levitz Student Satisfaction Inventory

Background

As per Noel-Levitz’s recommendation, it is important to consider all of the information provided by the SSI. There are three areas of measurement (scores) that can be examined from the data: importance, satisfaction and performance gaps. A combination of these three scores provide the most information for institutions to consider when developing an action agenda.

The recommended approach is to say that any 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 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.

C	S
Importance	Satisfaction

Sample Size

<u>Year Admin.</u>	<u># of resp</u>	<u>Census</u>	<u>% of census</u>
Spring 1999	490	2,464	20%
Spring 2000	590	2,565	23%
Spring 2002	590	2,883	20%
Spring 2004	860	3,100	28%

2004 Strengths

Low performance gaps (items in the “low” gap quartile)

- My professors are available through email (local item)
- Fac. are usually available after class and during office hours
- Campus is safe and secure for all students
- Adjunct faculty are competent as classroom instructors

Moderate performance gaps (<1.50)

- Instruction in my major field is excellent
- Content of major courses are valuable
- Nearly all of the faculty are knowledgeable in their field
- My academic advisor is knowledgeable about my major requirements
- My academic advisor is approachable
- Major requirements are clear and reasonable
- My professors use innovative or varied teaching techniques (local item)
- My academic advisor is concerned about my success

High performance gaps (> 1.49)

- When I graduate, I will be prepared to use the latest technology in my field (local item)
- The quality of instruction I receive in most of my classes is excellent

Aside from the local items, all but two items were identified as “strengths” at other 4-yr private institutions.

Note: Local items are those questions on the SSI that were customized by Point Park

2004 Challenges (note: all 2004 challenges were in the “high” gap quartile)

- Tuition paid is a worthwhile investment
- Amount of student parking space is adequate
- Billing and collecting procedures are customer friendly and efficient (local item)
- I seldom get the 'run-around' when seeking info. on this campus
- Billing policies are reasonable

Aside from the local question, all but the question pertaining to student parking were identified as “challenges” at other 4-yr private institutions.

➤ Details of this data can be reviewed in Table 1 (page 13).

Comparisons to other four-year private institutions

Additional items that were identified as strengths at other 4-yr private institutions but were not at Point Park include:

- I am able to experience intellectual growth here.
- There is a commitment to academic excellence on this campus.
- The campus staff are caring and helpful.
- Students are made to feel welcome on this campus.
- On the whole, the campus is well-maintained.
- This institution has a good reputation within the community.
- Faculty care about me as an individual.

Additional items that were identified as challenges at other 4-yr private institutions but were not 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.

➤ Details of this data can be reviewed in Table 2 (page 14).

Strengths and Challenges (historical perspectives)

New strengths that weren't strengths in Spring 2002

- My academic advisor is concerned about my success.
- Adjunct faculty are competent as classroom instructors.
- My professors use innovative or varied teaching techniques (local item).

New challenge that wasn't a challenge in Spring 2002

- Billing and collecting procedures are customer friendly and efficient (local item).

*Old challenges that are no longer considered challenges in Spring 2004**

- On the whole, the campus is well-maintained.
- In general, the facilities at the University are well-maintained and clean (local item).

* These were considered challenges for all three prior SSI administrations (Spring 1999, Spring 2000 and Spring 2002).

Trends

The following items have been identified as strengths every year that the SSI has been administered:

- My academic advisor is approachable
- Campus is safe and secure for all students
- Content of major courses are valuable
- Instruction in my major field is excellent
- My academic advisor is knowledgeable about my major requirements
- Major requirements are clear and reasonable
- The quality of instruction I receive in most of my classes is excellent
- Fac. are usually available after class and during office hours

The question, "I seldom get the run-around when seeking information on this campus" has been a challenge every year that the SSI has been administered.

➤ Details of this data can be reviewed in Table 3 (page 15).

2004 by selected demographic variables

A. Day/Evening/Weekend Students

Day student

Strengths:

- Instruction in my major field is excellent (PG > 1.49)
- Content of major courses are valuable
- Nearly all of the faculty are knowledgeable in their field
- My academic advisor is knowledgeable about my major requirements
- When I graduate, I will be prepared to use the latest technology in my field (local item) (PG > 1.49)
- My academic advisor is approachable
- Major requirements are clear and reasonable
- Fac. are usually available after class and during office hours
- Faculty care about me as an individual
- My professors are available through email (local item)
- Campus is safe and secure for all students
- Freedom of expression is protected on campus
- Adjunct faculty are competent as classroom instructors
- Library resources and services are adequate

Challenges:

- Fin Aid counselors are helpful
- Billing policies are reasonable
- Amount of student parking space is adequate
- I am able to register for classes I need with few conflicts
- I seldom get the 'run-around' when seeking info. on this campus.
- Tuition paid is a worthwhile investment
- Billing and collecting procedures are customer friendly and efficient

Note: 34 additional items have performance gaps greater than 1.49.

Evening student

Strengths:

- My academic advisor is knowledgeable about my major requirements
- Instruction in my major field is excellent
- Content of major courses are valuable
- The quality of instruction I receive in most of my classes is excellent
- I am able to register for classes I need with few conflicts
- Nearly all of the faculty are knowledgeable in their field

- My academic advisor is approachable
- My professors are available through email (local item)
- Major requirements are clear and reasonable
- Fac. are usually available after class and during office hours
- Faculty are fair and unbiased in their treatment of students
- I am able to experience intellectual growth here
- Fac. provide timely feedback about student progress in a course.
- My academic advisor is concerned about my success
- Campus is safe and secure for all students
- The core curriculum is challenging (local item)
- Staff are caring and helpful
- Adjunct faculty are competent as classroom instructors
- In general, the written publications are helpful and informative (local item)
- Faculty care about me as an individual

Challenges:

- Amount of student parking space is adequate
- Parking lots are well-lighted and secure
- I seldom get the 'run-around' when seeking info. on this campus.

Note: 7 additional items have performance gaps greater than 1.49.

Weekend student

Strengths:

- Content of major courses are valuable
- Nearly all of the faculty are knowledgeable in their field
- The quality of instruction I receive in most of my classes is excellent
- Instruction in my major field is excellent
- When I graduate, I will be prepared to use the latest technology in my field (local item)
- My professors are available through email (local item)
- I am able to register for classes I need with few conflicts
- Major requirements are clear and reasonable
- Adequate fin aid is available for most students
- My professors use innovative or varied teaching techniques (local item)
- My academic advisor is approachable
- I am able to experience intellectual growth here
- In general, the facilities at the Univ. are well-maintained and clean (local item)
- There is a good variety of courses provided on this campus
- The core curriculum is challenging (local item)
- Fac. are usually available after class and during office hours
- My academic advisor is knowledgeable about my major requirements
- Campus is safe and secure for all students
- In general, the written publications are helpful and informative

- On the whole, the campus is well-maintained

Challenges:

- Business office is open during hours convenient for students
- Amount of student parking space is adequate

Note: 5 additional items have performance gaps greater than 1.49.

➤ Details of this data can be reviewed in Tables 5-7 (pages 19-21).

B. Traditional aged (18-24)/Non-Traditional aged (25 and older) Students

Traditional

Strengths:

- Instruction in my major field is excellent (PG > 1.49)
- Content of major courses are valuable
- Nearly all of the faculty are knowledgeable in their field
- When I graduate, I will be prepared to use the latest technology in my field (local item) (PG > 1.49)
- My academic advisor is knowledgeable about my major requirements
- My academic advisor is approachable
- Major requirements are clear and reasonable
- My professors are available through email (local item)
- My academic advisor is concerned about my success
- Fac. are usually available after class and during office hours
- Campus is safe and secure for all students
- Adjunct faculty are competent as classroom instructors
- Freedom of expression is protected on campus
- Class change (drop/add) policies are reasonable

Challenges:

- Tuition paid is a worthwhile investment
- Fin Aid counselors are helpful
- Billing and collecting procedures are customer friendly and efficient
- Billing policies are reasonable
- Amount of student parking space is adequate
- I seldom get the 'run-around' when seeking info. on this campus

Note: 34 additional items have performance gaps greater than 1.49.

Non-traditional

Strengths:

- Instruction in my major field is excellent
- Content of major courses are valuable
- The quality of instruction I receive in most of my classes is excellent
- Nearly all of the faculty are knowledgeable in their field
- When I graduate, I will be prepared to use the latest technology in my field (local item)
- I am able to register for classes I need with few conflicts
- My academic advisor is knowledgeable about my major requirements
- My academic advisor is approachable
- My professors are available through email (local item)
- Faculty are fair and unbiased in their treatment of students
- Fac. are usually available after class and during office hours
- I am able to experience intellectual growth here
- Campus is safe and secure for all students
- My professors use innovative or varied teaching techniques (local item)
- Adjunct faculty are competent as classroom instructors
- The core curriculum is challenging (local item)
- In general, the facilities at the Univ. are well-maintained and clean.
- On the whole, the campus is well-maintained
- In general, the written publications are helpful and informative (local item)

Challenges:

- Amount of student parking space is adequate
- I seldom get the 'run-around' when seeking info. on this campus.
- Parking lots are well-lighted and secure
- Business office is open during hours convenient for students

Note: 3 additional items have performance gaps greater than 1.49.

➤ Details of this data can be reviewed in Tables 8-9 (pages 22-23).

Full-time/Part-time Students

Full-time student

Strengths:

- Instruction in my major field is excellent (PG>1.49)
- Content of major courses are valuable
- Nearly all of the faculty are knowledgeable in their field
- When I graduate, I will be prepared to use the latest tech. in my field (local item) (PG>1.49)
- The quality of instruction I receive in most of my classes is excellent (PG>1.49)
- My academic advisor is knowledgeable about my major requirements
- My academic advisor is approachable
- Major requirements are clear and reasonable
- My professors are available through email (local item)
- Fac. are usually available after class and during office hours
- Campus is safe and secure for all students
- My academic advisor is concerned about my success
- Adjunct faculty are competent as classroom instructors
- Computer labs are adequate and accessible

Challenges:

- Tuition paid is a worthwhile investment
- Amount of student parking space is adequate
- Billing and collecting procedures are customer friendly and efficient (local item)
- Billing policies are reasonable
- I seldom get the 'run-around' when seeking info. on this campus.

Note: 30 additional items have performance gaps greater than 1.49.

Part-time student

Strengths:

- Instruction in my major field is excellent
- When I graduate, I will be prepared to use the latest tech. in my field (local item)
- Nearly all of the faculty are knowledgeable in their field
- The quality of instruction I receive in most of my classes is excellent
- Content of major courses are valuable
- My academic advisor is knowledgeable about my major requirements
- I am able to register for classes I need with few conflicts
- My professors are available through email (local item)
- My academic advisor is approachable
- Major requirements are clear and reasonable
- There is a good variety of courses provided on this campus
- Fac. are usually available after class and during office hours
- I am able to experience intellectual growth here
- Faculty are fair and unbiased in their treatment of students
- My professors use innovative or varied teaching techniques (local item)
- Campus is safe and secure for all students
- Adjunct faculty are competent as classroom instructors
- In general, the written publications are helpful and informative (local item)
- In general, the facilities at the Univ. are well-maintained and clean (local item)
- The core curriculum is challenging (local item)

Challenges:

- Amount of student parking space is adequate
- I seldom get the 'run-around' when seeking info. on this campus.

Note: one additional item has a performance gap greater than 1.49.

➤ Details of this data can be reviewed in Tables 10-11 (pages 24-25).

COPA/Non-COPA Students

COPA student

Strengths:

- Instruction in my major field is excellent
- Content of major courses are valuable
- Nearly all of the faculty are knowledgeable in their field (PG > 1.49)
- The quality of instruction I receive in most of my classes is excellent (PG > 1.49)
- My academic advisor is knowledgeable about my major requirements
- Major requirements are clear and reasonable
- When I graduate, I will be prepared to use the latest tech. in my field (local item) (PG > 1.49)
- Faculty care about me as an individual (PG > 1.49)
- My academic advisor is approachable
- Campus is safe and secure for all students
- Fac. are usually available after class and during office hours
- Freedom of expression is protected on campus
- My professors are available through email (local item)
- Adjunct faculty are competent as classroom instructors
- Library resources and services are adequate

Challenges:

- I am able to register for classes I need with few conflicts
- Tuition paid is a worthwhile investment
- Faculty are fair and unbiased in their treatment of students
- Living conditions in residence halls are comfortable
- There is an adequate selection of food avail. in the cafeteria
- Fin Aid counselors are helpful
- Billing policies are reasonable
- There is a commit. to acad. excellence on this campus
- Billing and collecting procedures are customer friendly and efficient

Note: 40 additional items have performance gaps greater than 1.49.

Non-COPA student

Strengths:

- Instruction in my major field is excellent
- Content of major courses are valuable
- When I graduate, I will be prepared to use the latest tech. in my field (local item) (PG > 1.49)
- Nearly all of the faculty are knowledgeable in their field
- My academic advisor is knowledgeable about my major requirements
- The quality of instruction I receive in most of my classes is excellent
- My academic advisor is approachable
- My professors are available through email (local item)
- Major requirements are clear and reasonable
- Faculty are fair and unbiased in their treatment of students
- Fac. are usually available after class and during office hours
- Campus is safe and secure for all students
- My academic advisor is concerned about my success
- In general, the facilities at the Univ. are well-maintained and clean (local item)
- On the whole, the campus is well-maintained
- Adjunct faculty are competent as classroom instructors
- The core curriculum is challenging (local item)
- In general, the written publications are helpful and informative (local item)

Challenges:

- Tuition paid is a worthwhile investment
- Amount of student parking space is adequate
- Billing policies are reasonable
- I seldom get the 'run-around' when seeking info. on this campus.
- Parking lots are well-lighted and secure

Note: 10 additional items have performance gaps greater than 1.49.

➤ Details of this data can be reviewed in Tables 12-13 (pages 26-27).

Point Park University
2004 Student Satisfaction Inventory
Table 1. Overall Strengths and Challenges

	A	B	C	D	E	F	G	H	I
1	Strengths								
2	<i>Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)</i>								
3								"low" gap	
4	Q#	Question	imp rate	imp rank	sat rate	Sat Rank	Perf Gap	quartile	4-yr private
5	16	Instruction in my major field is excellent	6.66	1	5.25	7	1.41		S
6	8	Content of major courses are valuable	6.62	2	5.21	8	1.41		S
7	68	Nearly all of the faculty are knowledgeable in their field	6.55	3	5.28	6	1.27		S
8	77	When I graduate, I will be prepared to use the latest technology in my field	6.53	6	5.03	12	1.50		na
9	58	The quality of instruction I receive in most of my classes is excellent	6.53	5	4.96	14	1.57		S
10	33	My academic advisor is knowledgeable about my major requirements	6.51	7	5.33	3	1.18		S
11	6	My academic advisor is approachable	6.41	9	5.29	4	1.12		S
12	55	Major requirements are clear and reasonable	6.40	10	5.07	10	1.33		S
13	78	My professors are available through email	6.33	15	5.76	1	0.57	X	na
14	65	Fac. are usually available after class and during office hours	6.28	16	5.20	9	1.08	X	S
15	76	My professors use innovative or varied teaching techniques	6.25	18	4.90	20	1.35		na
16	7	Campus is safe and secure for all students	6.22	20	5.29	5	0.93	X	S
17	14	My academic advisor is concerned about my success	6.22	21	4.90	21	1.32		
18	61	Adjunct faculty are competent as classroom instructors	6.14	32	5.07	11	1.07	X	
19									
20									
21	Challenges								
22	<i>Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)</i>								
23								"high" gap	
24	Q#	Question	imp rating	imp rank	sat rating	sat rank	Perf Gap	quartile	4-yr private
25	66	Tuition paid is a worthwhile investment	6.49	8	4.13	71	2.36	X	C
26	21	Amount of student parking space is adequate	6.18	26	2.27	83	3.91	X	
27	74	Billing and collecting procedures are customer friendly and efficient	6.14	33	4.31	65	1.83	X	na
28	57	I seldom get the 'run-around' when seeking info. on this campus.	6.11	37	3.87	77	2.24	X	C
29	11	Billing policies are reasonable	6.10	38	4.14	70	1.96	X	C
30									

**Other 4-yr Private Institutions
2004 Student Satisfaction Inventory**

Table 2. Strengths and Challenges at other institutions

	A	B	C	D	E	F	G	H
1	Strengths							
2	<i>Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)</i>							
3								"low" gap
4	Q#	Question	imp rate	imp rank	sat rate	Sat Rank	Perf Gap	quartile
5	8	The content of the courses within my major is valuable.	6.60	1	5.44	5	1.16	
6	16	The instruction in my major field is excellent.	6.56	2	5.33	10	1.23	
7	68	Nearly all of the faculty are knowledgeable in their field.	6.52	3	5.59	1	0.93	
8	58	The quality of instruction I receive in most of my classes is excellent.	6.49	4	5.28	16	1.21	
9	33	My academic advisor is knowledgeable about requirements in my major.	6.41	7	5.36	9	1.05	
10	39	I am able to experience intellectual growth here.	6.39	8	5.43	6	0.96	
11	7	The campus is safe and secure for all students.	6.38	9	5.45	4	0.93	
12	55	Major requirements are clear and reasonable.	6.34	13	5.33	10	1.01	
13	6	My academic advisor is approachable.	6.33	14	5.40	8	0.93	
14	41	There is a commitment to academic excellence on this campus.	6.31	15	5.33	10	0.98	
15	2	The campus staff are caring and helpful.	6.30	17	5.30	15	1.00	
16	65	Faculty are usually available after class and during office hours.	6.29	18	5.43	6	0.86	X
17	45	Students are made to feel welcome on this campus.	6.21	22	5.32	13	0.89	X
18	72	On the whole, the campus is well-maintained.	6.19	25	5.46	3	0.73	X
19	51	This institution has a good reputation within the community.	6.18	26	5.52	2	0.66	X
20	3	Faculty care about me as an individual.	6.17	28	5.21	17	0.96	
21								
22								
23	Challenges							
24	<i>Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)</i>							
25								"high" gap
26	Q#	Question	imp rating	imp rank	sat rating	sat rank	Perf Gap	quartile
27	66	Tuition paid is a worthwhile investment.	6.45	5	4.67	59	1.78	X
28	17	Adequate financial aid is available for most students.	6.37	10	4.66	60	1.71	X
29	12	Financial aid awards are announced to students in time to be helpful in college planning.	6.21	22	4.65	62	1.56	X
30	36	Security staff respond quickly in emergencies.	6.17	28	4.66	60	1.51	X
31	57	I seldom get the "run-around" when seeking information on this campus.	6.13	33	4.47	66	1.66	X
32	11	Billing policies are reasonable.	6.11	34	4.41	68	1.70	X
33								
34	shaded rows = Items that were identified as strengths and challenges at Point Park University							

Point Park University

Table 3. 2004 SSI Challenges and Strengths (Historical Trends)

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)

#		1999	2000	2002	2004
1	Students feel sense of belonging				
2	Staff are caring and helpful	S	S	S	
3	Faculty care about me as an individual	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
7	Campus is safe and secure for all students	S	S	S	S
8	Content of major courses are valuable	S	S	S	S
9	Variety of intramural activities are offered				
10	Administrators are approachable to students				
11	Billing policies are reasonable			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
15	Health services staff are competent				
16	Instruction in my major field is excellent	S	S	S	S
17	Adequate fin aid is available for most students				
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				
32	Tutoring services are readily available				
33	My academic advisor is knowledgeable about my major requirements	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				

Point Park University

Table 3. 2004 SSI Challenges and Strengths (Historical Trends)

#		1999	2000	2002	2004
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				
50	Class change (drop/add) policies are reasonable				
51	Point Park has a good reputation within the community.				
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
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
58	The quality of instruction I receive in most of my classes is excellent	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
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
66	Tuition paid is a worthwhile investment			C	C
67	Freedom of expression is protected on campus				
68	Nearly all of the faculty are knowledgeable in their field	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	
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	C	C		
76	My professors use innovative or varied teaching techniques	S	S		S
77	When I graduate, I will be prepared to use the latest technology in my field	S		S	S
78	My professors are available through email			S	S
79	The rec. facilities at the Univ. are well-maintained and clean.				
80	In general, the facilities at the Univ. are well-maintained and clean.	C	C	C	
81	In general, the written publications are helpful and informative	S	S		
82	The Mission Statement is appropriate for Point Park University				
83	My acad. program has met the goals outlined in the Mission				

Point Park University

Table 4. SSI Challenges and Strengths by Demographic Variable (SP 2004)

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
1	Students feel sense of belonging									
2	Staff are caring and helpful		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				C	
6	My academic advisor is approachable	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
8	Content of major courses are valuable	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
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			S
15	Health services staff are competent									
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			S						
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			C		C				
21	Amount of student parking space is adequate	C	C	C	C	C	C	C		C
22	Counseling staff care about students									
23	Living conditions in residence halls are comfortable								C	
24	The athletic programs contribute to school spirit									
25	Faculty are fair and unbiased in their treatment of students		S			S		S	C	S
26	Computer labs are adequate and accessible						S			
27	Personnel involved in registration are helpful									
28	Parking lots are well-lighted and secure		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									
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
34	I am able to register for classes I need with few conflicts	C	S	S		S		S	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	
39	I am able to experience intellectual growth here		S	S		S		S		
40	Residence hall regulations are reasonable									
41	There is a commit. to acad. excellence on this campus								C	

Point Park University

Table 4. SSI Challenges and Strengths by Demographic Variable (SP 2004)

#	Question	Day	Eve	Wkend	Trad	Non-Trad	Full-time	Part-time	Copa	Non-Copa
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.		S							
48	Adm. 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	Point Park has a good reputation within the community.									
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	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		C
58	The quality of instruction I receive in most of my classes is excellent		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
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
66	Tuition paid is a worthwhile investment	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
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
73	Student activities fees are put to good use									
74	Billing and collecting procedures are customer friendly and efficient	C			C		C		C	
75	The core curriculum is challenging		S	S		S		S		S
76	My professors use innovative or varied teaching techniques			S		S		S		
77	When I graduate, I will be prepared to use the latest technology in my field	S		S	S	S	S	S	S	S
78	My professors are available through email	S	S	S	S	S	S	S	S	S
79	The rec. facilities at the Univ. are well-maintained and clean.									
80	In general, the facilities at the Univ. are well-maintained and clean.			S		S		S		S
81	In general, the written publications are helpful and informative		S	S		S		S		S
82	The Mission Statement is appropriate for Point Park University									
83	My acad. program has met the goals outlined in the Mission									

2004 Student Satisfaction Inventory
 Table 5. Challenges and Strengths - Day Students

	A	B	C	D	E	F	G	H
1	Day Students							
2								
3	Strengths							
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	Instruction in my major field is excellent	6.79	1	5.24	7	1.55	
8	8	Content of major courses are valuable	6.69	2	5.23	8	1.46	
9	68	Nearly all of the faculty are knowledgeable in their field	6.60	3	5.30	4	1.30	
10	33	My academic advisor is knowledgeable about my major requirements	6.59	5	5.32	3	1.27	
11	77	When I graduate, I will be prepared to use the latest technology in my field	6.59	5	5.00	15	1.59	
12	6	My academic advisor is approachable	6.48	9	5.26	6	1.22	
13	55	Major requirements are clear and reasonable	6.44	12	5.11	10	1.33	
14	65	Fac. are usually available after class and during office hours	6.31	19	5.16	9	1.15	X
15	3	Faculty care about me as an individual	6.31	19	4.91	20	1.40	
16	78	My professors are available through email	6.30	21	5.76	1	0.54	X
17	7	Campus is safe and secure for all students	6.29	23	5.28	5	1.01	X
18	67	Freedom of expression is protected on campus	6.17	36	4.97	17	1.20	
19	61	Adjunct faculty are competent as classroom instructors	6.15	40	5.09	11	1.06	X
20	18	Library resources and services are adequate	6.15	39	5.03	13	1.12	X
21								
22								
23	Challenges							
24	<i>Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)</i>							
25								"high" gap
26	Q#	Question	imp rating	imp rank	sat rating	sat rank	Perf Gap	quartile
27	34	I am able to register for classes I need with few conflicts	6.60	3	4.21	66	2.39	X
28	66	Tuition paid is a worthwhile investment	6.55	8	3.92	75	2.63	X
29	5	Fin Aid counselors are helpful	6.22	30	4.24	65	1.98	X
30	74	Billing and collecting procedures are customer friendly and efficient	6.19	33	4.09	70	2.10	X
31	11	Billing policies are reasonable	6.17	36	3.96	73	2.21	X
32	21	Amount of student parking space is adequate	6.15	40	1.64	83	4.51	X
33	57	I seldom get the 'run-around' when seeking info. on this campus.	6.14	42	3.57	79	2.57	X
34								

2004 Student Satisfaction Inventory
 Table 6. Challenges and Strengths - Evening Students

	A	B	C	D	E	F	G	H
1	Evening Students							
2								
3	Strengths							
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 my major requirements	6.57	1	5.43	3	1.14	
8	16	Instruction in my major field is excellent	6.54	2	5.28	6	1.26	
9	8	Content of major courses are valuable	6.51	3	5.22	8	1.29	
10	58	The quality of instruction I receive in most of my classes is excellent	6.49	4	5.14	12	1.35	
11	34	I am able to register for classes I need with few conflicts	6.49	4	5.01	20	1.48	
12	68	Nearly all of the faculty are knowledgeable in their field	6.48	7	5.41	4	1.07	
13	6	My academic advisor is approachable	6.42	9	5.34	5	1.08	
14	78	My professors are available through email	6.38	10	5.89	1	0.49	X
15	55	Major requirements are clear and reasonable	6.31	13	5.12	13	1.19	
16	65	Fac. are usually available after class and during office hours	6.28	14	5.47	2	0.81	
17	25	Faculty are fair and unbiased in their treatment of students	6.23	16	5.21	9	1.02	
18	39	I am able to experience intellectual growth here	6.20	18	5.10	14	1.10	
19	47	Fac. provide timely feedback about student progress in a course.	6.19	19	5.02	19	1.17	
20	14	My academic advisor is concerned about my success	6.18	20	5.07	15	1.11	
21	7	Campus is safe and secure for all students	6.16	22	5.25	7	0.91	
22	75	The core curriculum is challenging	6.10	26	5.01	20	1.09	
23	2	Staff are caring and helpful	6.09	28	5.05	16	1.04	
24	61	Adjunct faculty are competent as classroom instructors	6.08	31	5.21	9	0.87	
25	81	In general, the written publications are helpful and informative	6.07	32	5.16	11	0.91	
26	3	Faculty care about me as an individual	5.92	39	5.04	17	0.88	
27								
28								
29	Challenges							
30	<i>Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)</i>							
31								"high" gap
32	Q#	Question	imp rating	imp rank	sat rating	sat rank	Perf Gap	quartile
33	21	Amount of student parking space is adequate	6.35	11	2.65	83	3.70	X
34	57	I seldom get the 'run-around' when seeking info. on this campus.	6.10	26	4.26	70	1.84	X
35	28	Parking lots are well-lighted and secure	6.04	33	4.27	68	1.77	X
36								

2004 Student Satisfaction Inventory
 Table 7. Challenges and Strengths - Weekend Students

A	B	C	D	E	F	G	H
1	Weekend Students						
2							
3	Strengths						
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 Content of major courses are valuable	6.57	1	5.18	12	1.39	
8	68 Nearly all of the faculty are knowledgeable in their field	6.49	2	5.22	9	1.27	
9	58 The quality of instruction I receive in most of my classes is excellent	6.47	3	5.07	20	1.40	
10	16 Instruction in my major field is excellent	6.45	4	5.21	10	1.24	
11	77 When I graduate, I will be prepared to use the latest technology in my field	6.42	5	5.23	7	1.19	
12	78 My professors are available through email	6.38	6	5.64	1	0.74	
13	34 I am able to register for classes I need with few conflicts	6.34	8	5.40	2	0.94	
14	55 Major requirements are clear and reasonable	6.33	9	5.12	16	1.21	
15	17 Adequate fin aid is available for most students	6.31	11	5.20	11	1.11	
16	76 My professors use innovative or varied teaching techniques	6.22	12	5.23	7	0.99	
17	6 My academic advisor is approachable	6.21	13	5.36	4	0.85	
18	39 I am able to experience intellectual growth here	6.21	13	5.13	15	1.08	
19	80 In general, the facilities at the Univ. are well-maintained and clean.	6.21	13	5.10	19	1.11	
20	69 There is a good variety of courses provided on this campus	6.18	16	5.12	16	1.06	
21	75 The core curriculum is challenging	6.17	17	5.34	5	0.83	
22	65 Fac. are usually available after class and during office hours	6.15	18	5.17	14	0.98	
23	33 My academic advisor is knowledgeable about my major requirements	6.12	25	5.31	6	0.81	
24	7 Campus is safe and secure for all students	6.10	28	5.39	3	0.71	X
25	81 In general, the written publications are helpful and informative	6.02	33	5.07	20	0.95	
26	72 On the whole, the campus is well-maintained	5.98	34	5.18	12	0.80	
27							
28							
29	Challenges						
30	<i>Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)</i>						
31							"high" gap
32	Q# Question	imp rating	imp rank	sat rating	sat rank	Perf Gap	quartile
33	20 Business office is open during hours convenient for students	6.15	18	4.04	79	2.11	X
34	21 Amount of student parking space is adequate	6.08	30	4.01	81	2.07	X
35							

2004 Student Satisfaction Inventory
 Table 8. Challenges and Strengths - Traditional Aged Students

	A	B	C	D	E	F	G	H
1	Traditional Students							
2								
3	Strengths							
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	Instruction in my major field is excellent	6.75	1	5.22	8	1.53	
8	8	Content of major courses are valuable	6.71	2	5.25	7	1.46	
9	68	Nearly all of the faculty are knowledgeable in their field	6.61	3	5.26	6	1.35	
10	77	When I graduate, I will be prepared to use the latest technology in my field	6.59	5	4.99	14	1.60	
11	33	My academic advisor is knowledgeable about my major requirements	6.58	6	5.38	3	1.20	
12	6	My academic advisor is approachable	6.50	9	5.34	4	1.16	X
13	55	Major requirements are clear and reasonable	6.45	12	5.13	10	1.32	
14	78	My professors are available through email	6.35	16	5.82	1	0.53	X
15	14	My academic advisor is concerned about my success	6.34	17	4.93	19	1.41	
16	65	Fac. are usually available after class and during office hours	6.32	19	5.18	9	1.14	X
17	7	Campus is safe and secure for all students	6.28	25	5.27	5	1.01	X
18	61	Adjunct faculty are competent as classroom instructors	6.15	37	5.08	11	1.07	X
19	67	Freedom of expression is protected on campus	6.15	37	4.95	17	1.20	
20	50	Class change (drop/add) policies are reasonable	6.14	40	4.92	21	1.22	
21								
22								
23	Challenges							
24	<i>Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)</i>							
25								"high" gap
26	Q#	Question	imp rating	imp rank	sat rating	sat rank	Perf Gap	quartile
27	66	Tuition paid is a worthwhile investment	6.55	8	3.88	76	2.67	X
28	5	Fin Aid counselors are helpful	6.22	31	4.30	64	1.92	X
29	74	Billing and collecting procedures are customer friendly and efficient	6.18	33	4.12	68	2.06	X
30	11	Billing policies are reasonable	6.16	35	3.95	73	2.21	X
31	21	Amount of student parking space is adequate	6.15	37	1.74	83	4.41	X
32	57	I seldom get the 'run-around' when seeking info. on this campus.	6.13	42	3.66	79	2.47	X
33								

2004 Student Satisfaction Inventory

Table 9. Challenges and Strengths - NonTraditional Aged Students

A	B	C	D	E	F	G	H	
1	Non-Traditional Students							
2								
3	Strengths							
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	Instruction in my major field is excellent	6.54	1	5.29	4	1.25	
8	8	Content of major courses are valuable	6.50	2	5.18	8	1.32	
9	58	The quality of instruction I receive in most of my classes is excellent	6.50	2	5.16	9	1.34	
10	68	Nearly all of the faculty are knowledgeable in their field	6.45	4	5.35	2	1.10	
11	77	When I graduate, I will be prepared to use the latest technology in my field	6.43	5	5.09	14	1.34	
12	34	I am able to register for classes I need with few conflicts	6.40	6	4.99	20	1.41	
13	33	My academic advisor is knowledgeable about my major requirements	6.38	7	5.26	6	1.12	
14	6	My academic advisor is approachable	6.29	10	5.22	7	1.07	
15	78	My professors are available through email	6.28	11	5.66	1	0.62	X
16	25	Faculty are fair and unbiased in their treatment of students	6.27	12	5.10	13	1.17	
17	65	Fac. are usually available after class and during office hours	6.22	15	5.28	5	0.94	
18	39	I am able to experience intellectual growth here	6.22	15	5.12	10	1.10	
19	7	Campus is safe and secure for all students	6.18	18	5.35	2	0.83	
20	76	My professors use innovative or varied teaching techniques	6.18	18	5.11	11	1.07	
21	61	Adjunct faculty are competent as classroom instructors	6.10	24	5.11	11	0.99	
22	75	The core curriculum is challenging	6.07	28	5.09	14	0.98	
23	80	In general, the facilities at the Univ. are well-maintained and clean.	6.04	31	5.02	17	1.02	
24	72	On the whole, the campus is well-maintained	5.98	38	5.03	16	0.95	
25	81	In general, the written publications are helpful and informative	5.98	38	5.00	19	0.98	
26								
27								
28	Challenges							
29	<i>Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)</i>							
30								"high" gap
31	Q#	Question	imp rating	imp rank	sat rating	sat rank	Perf Gap	quartile
32	21	Amount of student parking space is adequate	6.24	13	3.23	83	3.01	X
33	57	I seldom get the 'run-around' when seeking info. on this campus.	6.09	26	4.27	69	1.82	X
34	28	Parking lots are well-lighted and secure	6.08	27	4.43	64	1.65	X
35	20	Business office is open during hours convenient for students	6.04	31	4.40	65	1.64	X
36								

2004 Student Satisfaction Inventory
 Table 10. Challenges and Strengths - Full-time Students

A	B	C	D	E	F	G	H
1	Full-time Students						
2							
3	Strengths						
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 Instruction in my major field is excellent	6.71	1	5.19	8	1.52	
8	8 Content of major courses are valuable	6.68	2	5.20	7	1.48	
9	68 Nearly all of the faculty are knowledgeable in their field	6.58	3	5.23	6	1.35	
10	77 When I graduate, I will be prepared to use the latest technology in my field	6.55	4	4.98	13	1.57	
11	58 The quality of instruction I receive in most of my classes is excellent	6.55	4	4.87	19	1.68	
12	33 My academic advisor is knowledgeable about my major requirements	6.53	7	5.32	3	1.21	
13	6 My academic advisor is approachable	6.45	9	5.27	4	1.18	
14	55 Major requirements are clear and reasonable	6.43	12	5.02	11	1.41	
15	78 My professors are available through email	6.32	15	5.71	1	0.61	X
16	65 Fac. are usually available after class and during office hours	6.29	16	5.14	9	1.15	
17	7 Campus is safe and secure for all students	6.27	19	5.27	4	1.00	X
18	14 My academic advisor is concerned about my success	6.26	21	4.87	19	1.39	
19	61 Adjunct faculty are competent as classroom instructors	6.14	36	5.05	10	1.09	X
20	26 Computer labs are adequate and accessible	6.12	39	4.85	21	1.27	
21							
22							
23	Challenges						
24	<i>Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)</i>						
25							"high" gap
26	Q# Question	imp rating	imp rank	sat rating	sat rank	Perf Gap	quartile
27	66 Tuition paid is a worthwhile investment	6.53	7	3.96	74	2.57	X
28	21 Amount of student parking space is adequate	6.18	32	2.04	83	4.14	X
29	74 Billing and collecting procedures are customer friendly and efficient	6.17	33	4.18	67	1.99	X
30	11 Billing policies are reasonable	6.16	34	4.04	73	2.12	X
31	57 I seldom get the 'run-around' when seeking info. on this campus.	6.12	39	3.72	79	2.40	X
32							

2004 Student Satisfaction Inventory
 Table 11. Challenges and Strengths - Part-time Students

A	B	C	D	E	F	G	H
1	Part-time Students						
2							
3	Strengths						
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 Instruction in my major field is excellent	6.58	1	5.49	4	1.09	
8	77 When I graduate, I will be prepared to use the latest technology in my field	6.49	2	5.22	17	1.27	
9	68 Nearly all of the faculty are knowledgeable in their field	6.48	3	5.56	2	0.92	
10	58 The quality of instruction I receive in most of my classes is excellent	6.48	3	5.38	9	1.10	
11	8 Content of major courses are valuable	6.46	5	5.33	11	1.13	
12	33 My academic advisor is knowledgeable about my major requirements	6.45	6	5.41	7	1.04	
13	34 I am able to register for classes I need with few conflicts	6.45	6	5.21	19	1.24	
14	78 My professors are available through email	6.39	8	6.01	1	0.38	X
15	6 My academic advisor is approachable	6.34	10	5.43	5	0.91	
16	55 Major requirements are clear and reasonable	6.31	11	5.31	12	1.00	
17	69 There is a good variety of courses provided on this campus	6.31	11	5.21	19	1.10	
18	65 Fac. are usually available after class and during office hours	6.27	13	5.51	3	0.76	
19	39 I am able to experience intellectual growth here	6.27	13	5.41	7	0.86	
20	25 Faculty are fair and unbiased in their treatment of students	6.21	15	5.35	10	0.86	
21	76 My professors use innovative or varied teaching techniques	6.20	17	5.28	14	0.92	
22	7 Campus is safe and secure for all students	6.15	20	5.45	5	0.70	
23	61 Adjunct faculty are competent as classroom instructors	6.13	23	5.28	14	0.85	
24	81 In general, the written publications are helpful and informative	6.11	24	5.24	16	0.87	
25	80 In general, the facilities at the Univ. are well-maintained and clean.	6.09	27	5.21	19	0.88	
26	75 The core curriculum is challenging	5.95	39	5.29	13	0.66	
27							
28							
29	Challenges						
30	<i>Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)</i>						
31							"high" gap
32	Q# Question	imp rating	imp rank	sat rating	sat rank	Perf Gap	quartile
33	21 Amount of student parking space is adequate	6.17	18	3.24	83	2.93	X
34	57 I seldom get the 'run-around' when seeking info. on this campus.	6.11	24	4.52	66	1.59	X

2004 Student Satisfaction Inventory
 Table 12. Challenges and Strengths - COPA Students

	A	B	C	D	E	F	G	H
1	COPA Students							
2								
3	Strengths							
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	Instruction in my major field is excellent	6.84	1	5.35	5	1.49	
8	8	Content of major courses are valuable	6.78	2	5.39	3	1.39	
9	68	Nearly all of the faculty are knowledgeable in their field	6.69	3	5.16	9	1.53	
10	58	The quality of instruction I receive in most of my classes is excellent	6.68	4	4.88	20	1.80	
11	33	My academic advisor is knowledgeable about my major requirements	6.56	7	5.36	4	1.20	X
12	55	Major requirements are clear and reasonable	6.52	8	5.21	7	1.31	
13	77	When I graduate, I will be prepared to use the latest technology in my field	6.51	10	4.97	16	1.54	
14	3	Faculty care about me as an individual	6.48	14	4.91	18	1.57	
15	6	My academic advisor is approachable	6.37	20	5.26	6	1.11	X
16	7	Campus is safe and secure for all students	6.32	24	5.12	11	1.20	X
17	65	Fac. are usually available after class and during office hours	6.30	27	5.15	10	1.15	X
18	67	Freedom of expression is protected on campus	6.26	31	4.99	14	1.27	
19	78	My professors are available through email	6.21	35	5.68	2	0.53	X
20	61	Adjunct faculty are competent as classroom instructors	6.21	35	5.17	8	1.04	X
21	18	Library resources and services are adequate	6.14	42	5.10	12	1.04	X
22								
23								
24	Challenges							
25	<i>Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)</i>							
26								"high" gap
27	Q#	Question	imp rating	imp rank	sat rating	sat rank	Perf Gap	quartile
28	34	I am able to register for classes I need with few conflicts	6.59	5	4.06	66	2.53	X
29	66	Tuition paid is a worthwhile investment	6.59	5	3.81	73	2.78	X
30	25	Faculty are fair and unbiased in their treatment of students	6.49	13	3.78	75	2.71	X
31	23	Living conditions in residence halls are comfortable	6.35	21	3.70	76	2.65	X
32	38	There is an adequate selection of food avail. in the cafeteria	6.31	25	2.97	81	3.34	X
33	5	Fin Aid counselors are helpful	6.22	34	3.99	67	2.23	X
34	11	Billing policies are reasonable	6.18	39	3.80	74	2.38	X
35	41	There is a commit. to acad. excellence on this campus	6.16	40	3.90	70	2.26	X
36	74	Billing and collecting procedures are customer friendly and efficient	6.15	41	3.88	71	2.27	X
37								

2004 Student Satisfaction Inventory
 Table 13. Challenges and Strengths - NonCOPA Students

A	B	C	D	E	F	G	H
1	Non-COPA Students						
2							
3	Strengths						
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 Instruction in my major field is excellent	6.62	1	5.22	7	1.40	
8	8 Content of major courses are valuable	6.57	2	5.16	8	1.41	
9	77 When I graduate, I will be prepared to use the latest technology in my field	6.57	2	5.07	14	1.50	
10	68 Nearly all of the faculty are knowledgeable in their field	6.52	4	5.39	3	1.13	
11	33 My academic advisor is knowledgeable about my major requirements	6.49	6	5.38	4	1.11	
12	58 The quality of instruction I receive in most of my classes is excellent	6.47	7	5.06	16	1.41	
13	6 My academic advisor is approachable	6.44	9	5.37	5	1.07	
14	78 My professors are available through email	6.39	10	5.86	1	0.53	X
15	55 Major requirements are clear and reasonable	6.36	12	5.07	14	1.29	
16	25 Faculty are fair and unbiased in their treatment of students	6.34	13	5.01	21	1.33	
17	65 Fac. are usually available after class and during office hours	6.29	15	5.27	6	1.02	
18	7 Campus is safe and secure for all students	6.19	22	5.40	2	0.79	X
19	14 My academic advisor is concerned about my success	6.18	24	5.02	19	1.16	
20	80 In general, the facilities at the Univ. are well-maintained and clean.	6.16	25	5.12	10	1.04	
21	72 On the whole, the campus is well-maintained	6.11	30	5.01	21	1.10	
22	61 Adjunct faculty are competent as classroom instructors	6.10	31	5.08	12	1.02	
23	75 The core curriculum is challenging	6.10	31	5.04	17	1.06	
24	81 In general, the written publications are helpful and informative	6.07	37	5.09	11	0.98	
25							
26							
27	Challenges						
28	<i>Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)</i>						
29							"high" gap
30	Q# Question	imp rating	imp rank	sat rating	sat rank	Perf Gap	quartile
31	66 Tuition paid is a worthwhile investment	6.47	7	4.26	70	2.21	X
32	21 Amount of student parking space is adequate	6.21	19	2.56	83	3.65	X
33	11 Billing policies are reasonable	6.09	35	4.29	68	1.80	X
34	57 I seldom get the 'run-around' when seeking info. on this campus.	6.09	35	4.12	74	1.97	X
35	28 Parking lots are well-lighted and secure	5.99	42	4.00	78	1.99	X
36							

Point Park University

Table 14. SSI 2004 Performance Gap Summary

	A	B	C	D	E	F	G	H
1	#	Question	2004 PG	IMP Rate	IMP Rank	SAT Rate	SAT Rank	2002 PG
2	21	Amount of student parking space is adequate	3.91	6.18	26	2.27	83	3.78
3	66	Tuition paid is a worthwhile investment	2.36	6.49	8	4.13	71	2.20
4	28	Parking lots are well-lighted and secure	2.31	5.98	46	3.67	81	2.37
5	57	I seldom get the 'run-around' when seeking info. on this campus.	2.24	6.11	37	3.87	77	2.08
6	34	I am able to register for classes I need with few conflicts	1.98	6.53	4	4.55	47	1.72
7	38	There is an adequate selection of food avail. in the cafeteria	1.96	5.69	63	3.73	80	2.32
8	11	Billing policies are reasonable	1.96	6.1	38	4.14	70	1.95
9	73	Student activities fees are put to good use	1.90	5.81	55	3.91	76	2.18
10	74	Billing and collecting procedures are customer friendly and efficient	1.83	6.14	33	4.31	65	1.85
11	17	Adequate fin aid is available for most students	1.82	6.37	12	4.55	48	1.77
12	71	Channels for expressing student complaints are readily available	1.79	5.87	51	4.08	73	1.87
13	25	Faculty are fair and unbiased in their treatment of students	1.75	6.39	11	4.64	40	2.09
14	41	There is a commit. to acad. excellence on this campus	1.73	6.2	25	4.47	55	1.81
15	5	Fin Aid counselors are helpful	1.72	6.14	31	4.42	58	1.78
16	27	Personnel involved in registration are helpful	1.70	6.2	24	4.5	53	1.30
17	36	Security staff respond quickly in emergencies	1.70	6.11	36	4.41	59	1.92
18	59	Point Park shows concern for students as individuals	1.68	6.21	23	4.53	50	1.67
19	69	There is a good variety of courses provided on this campus	1.68	6.37	13	4.69	35	1.74
20	4	Admissions staff are knowledgeable	1.65	6.22	19	4.57	45	1.60
21	29	It is an enjoyable experience to be a Point Park student	1.64	6.18	27	4.54	49	1.55
22	49	There are adequate services to help me decide upon a career	1.63	5.98	47	4.35	62	1.69
23	23	Living conditions in residence halls are comfortable	1.62	5.46	71	3.84	78	1.71
24	58	The quality of instruction I receive in most of my classes is excellent	1.57	6.53	5	4.96	14	1.67
25	39	I am able to experience intellectual growth here	1.55	6.35	14	4.8	28	1.66
26	47	Fac. provide timely feedback about student progress in a course.	1.53	6.25	17	4.72	33	1.68
27	12	Fin Aid awards are announced in timely fashion	1.52	6.13	34	4.61	42	1.70
28	77	When I graduate, I will be prepared to use the latest technology in my field	1.50	6.53	6	5.03	12	1.67
29	48	Adm. counselors accurately portray the campus in their recruiting practices.	1.47	5.79	56	4.32	64	1.49
30	20	Business office is open during hours convenient for students	1.46	5.85	53	4.39	61	1.43
31	35	The assessment and course placement procedures are reasonable	1.45	6.11	35	4.66	39	1.37
32	19	My academic advisor helps me set goals	1.44	5.91	50	4.47	56	1.49
33	37	I feel a sense of pride about my campus	1.44	5.53	68	4.09	72	1.44
34	53	Fac. consider student differences as they teach a course	1.43	6.1	39	4.67	37	1.72
35	2	Staff are caring and helpful	1.41	6.21	22	4.8	29	1.38
36	8	Content of major courses are valuable	1.41	6.62	2	5.21	8	1.53
37	16	Instruction in my major field is excellent	1.41	6.66	1	5.25	7	1.54
38	45	Students are made to feel welcome on this campus	1.36	6.04	42	4.68	36	1.27
39	76	My professors use innovative or varied teaching techniques	1.35	6.25	18	4.9	20	1.59
40	22	Counseling staff care about students	1.34	5.74	57	4.4	60	1.50
41	55	Major requirements are clear and reasonable	1.33	6.4	10	5.07	10	1.32
42	72	On the whole, the campus is well-maintained	1.33	6.18	28	4.85	25	2.09
43	43	Adm. counselors respond to prospective students' unique needs	1.32	5.83	54	4.51	51	1.29

Point Park University

Table 14. SSI 2004 Performance Gap Summary

	A	B	C	D	E	F	G	H
1	#	Question	2004 PG	IMP Rate	IMP Rank	SAT Rate	SAT Rank	2002 PG
44	14	My academic advisor is concerned about my success	1.32	6.22	21	4.9	21	1.47
45	75	The core curriculum is challenging	1.32	6.05	41	4.73	32	1.55
46	3	Faculty care about me as an individual	1.30	6.15	30	4.85	26	1.37
47	80	In general, the facilities at the Univ. are well-maintained and clean.	1.29	6.18	29	4.89	22	2.10
48	51	Point Park has a good reputation within the community.	1.27	6.02	43	4.75	31	1.17
49	68	Nearly all of the faculty are knowledgeable in their field	1.27	6.55	3	5.28	6	1.38
50	79	The rec. facilities at the Univ. are well-maintained and clean.	1.26	5.43	74	4.17	69	1.46
51	44	Acad. support services adequately meet the needs of students	1.23	5.74	58	4.51	52	1.35
52	10	Administrators are approachable to students	1.23	5.71	61	4.48	54	1.22
53	52	The student ctr is a comfortable place for students to spend their leisure time	1.23	5.46	72	4.23	67	1.63
54	60	I generally know what's happening on campus	1.19	5.4	75	4.21	68	1.27
55	26	Computer labs are adequate and accessible	1.18	6.05	40	4.87	23	1.46
56	33	My academic advisor is knowledgeable about my major requirements	1.18	6.51	7	5.33	3	1.17
57	64	New student orient. services help students adjust to college	1.17	5.52	69	4.35	63	1.12
58	30	Residence hall staff are concerned about me	1.15	5.21	79	4.06	75	0.94
59	42	There are a sufficient number of weekend activities	1.15	4.95	80	3.8	79	1.12
60	18	Library resources and services are adequate	1.13	5.97	48	4.84	27	0.96
61	6	My academic advisor is approachable	1.12	6.41	9	5.29	4	1.30
62	15	Health services staff are competent	1.09	5.69	62	4.6	44	1.26
63	65	Fac. are usually available after class and during office hours	1.08	6.28	16	5.2	9	1.12
64	70	Graduate teaching assist. are competent as instructors	1.08	5.69	64	4.61	43	1.32
65	81	In general, the written publications are helpful and informative	1.07	5.99	45	4.92	18	1.15
66	61	Adjunct faculty are competent as classroom instructors	1.07	6.14	32	5.07	11	1.30
67	50	Class change (drop/add) policies are reasonable	1.06	6.01	44	4.95	15	0.99
68	67	Freedom of expression is protected on campus	1.06	5.97	49	4.91	19	0.94
69	83	My acad. program has met the goals outlined in the Mission	1.00	5.87	52	4.87	24	1.17
70	40	Residence hall regulations are reasonable	0.96	5.25	78	4.29	66	1.09
71	7	Campus is safe and secure for all students	0.93	6.22	20	5.29	5	1.41
72	63	Student disciplinary procedures are fair	0.93	5.63	65	4.7	34	0.91
73	46	I can easily get involved in campus organizations	0.85	5.29	77	4.44	57	0.95
74	24	The athletic programs contribute to school spirit	0.83	4.3	82	3.47	82	0.72
75	56	Student handbook provides helpful information about campus life	0.81	5.44	73	4.63	41	0.87
76	1	Students feel sense of belonging	0.80	5.37	76	4.57	46	0.73
77	54	Bookstore staff are helpful	0.80	5.74	59	4.94	16	1.16
78	32	Tutoring services are readily available	0.71	5.5	70	4.79	30	0.79
79	62	There is a strong commit. to racial harmony on this campus	0.70	5.73	60	5.03	13	0.78
80	82	The Mission Statement is appropriate for Point Park University	0.63	5.57	66	4.94	17	0.65
81	78	My professors are available through email	0.57	6.33	15	5.76	1	0.63
82	31	Males and females have equal opportunities to participate in athletics	0.25	4.92	81	4.67	38	0.36
83	13	Library staff are helpful and approachable	0.15	5.53	67	5.38	2	0.43
84	9	Variety of intramural activities are offered	0.12	4.2	83	4.08	74	0.11

STUDENT SATISFACTION INVENTORY™

4-Year College and University Version

Laurie A. Schreiner, Ph.D., and Stephanie L. Juillerat, Ph.D.
Copyright 1994, Noel/Levitz Centers, Inc. All rights reserved.

Dear Student,

Your institution is interested in systematically listening to its students. Therefore, your thoughtful and honest responses to this inventory are very important.

You are part of a sample of students carefully selected to share feedback about your college experiences thus far. Your responses will give your campus leadership insights about the aspects of college that are important to you as well as how satisfied you are with them.

To preserve confidentiality, your name is not requested.

— Thank you for your participation.



Instructions:

- Use a No. 2 pencil only. Please do not use ink or ballpoint pen.
- Erase changes completely and cleanly.
- Completely darken the oval that corresponds to your response.

Each item below describes an expectation about your experiences at this campus. On the left, tell us how **important** it is for your institution to meet this expectation. On the right tell us how **satisfied** you are that your institution has met this expectation.

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
1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

PLEASE DO NOT MARK IN THIS AREA

1443863

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 made 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"/>

SAMPLE
Copyrighted Items and Materials

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	
(If items 74-83 not available, skip to item 84.)					
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		
How satisfied are you that this campus demonstrates a commitment to meeting the needs of:					
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		
How important is each of the following factors in your decision to enroll here?					
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				

SAMPLE
 Copyrighted Items and Materials

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</p> <p>② Quite a bit worse than I expected</p> <p>③ Worse than I expected</p> <p>④ About what I expected</p> <p>⑤ Better than I expected</p> <p>⑥ Quite a bit better than I expected</p> <p>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</p> <p>② Not very satisfied</p> <p>③ Somewhat dissatisfied</p> <p>④ Neutral</p> <p>⑤ Somewhat satisfied</p> <p>⑥ Satisfied</p> <p>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</p> <p>② Probably not</p> <p>③ Maybe not</p> <p>④ I don't know</p> <p>⑤ Maybe yes</p> <p>⑥ Probably yes</p> <p>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

SAMPLE Copyrighted Items and Materials

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 inventory 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. My professors use innovative or varied teaching techniques.

77. When I graduate, I will be prepared with knowledge of, and the ability to use the latest technology in my field.

78. My professors are available through e-mail.

79. The recreational facilities at the University are adequate.

80. In general, the facilities at the University are well-maintained and clean.

81. In general, the written publications (catalogues, coursebooks, etc.) are helpful and informative.

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

82. The Mission Statement is appropriate for Point Park University.

83. My academic program has met the goals outlined in the Mission Statement

Point Park University Mission Statement

Values of Point Park University

- Student Achievement
- Collegiality
- Innovation
- Diversity
- Community Involvement
- Career Enhancement

Mission of Point Park University

The mission of the University is to enrich the lives and enhance the careers of our students through education.

116. I participated in **EDUC 195, Freshman Seminar**

1. Yes 2. No