



POINT PARK
UNIVERSITY

2006 Student Satisfaction Inventory

Prepared by the Office of Institutional Research

Point Park University

2006 Student Satisfaction Inventory

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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

Year Admin.	# of resp	Census	% of census
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%

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Executive Summary and Overall Results

2006 Strengths (items in the top half of importance and top quartile in satisfaction)

Strengths with low performance gaps

- This institution has a good reputation within the community. (low gap quartile)
- Faculty are usually available after class and during office hours. (low gap quartile)
- The campus is safe and secure for all students. (low gap quartile)
- My professors are available through email. (local item) (low gap quartile)
- My academic advisor is approachable.

Other strengths with moderate performance gaps (1.00 to 1.49)

- When I graduate, I'll be prepared to use the latest technology in my field. (local item)
- The content of the courses within my major is valuable.
- The quality of instruction I receive in most of my classes is excellent.
- The instruction in my major field is excellent.
- Major requirements are clear and reasonable.
- My professors use innovative or varied teaching techniques. (local item)
- My academic advisor is concerned about my success as an individual.
- My academic advisor is knowledgeable about requirements in my major.
- Adjunct faculty are competent as classroom instructors.
- Nearly all of the faculty are knowledgeable in their field.
- In general, the facilities at the University are well-maintained and clean. (local item)
- On the whole, the campus is well-maintained.
- Faculty care about me as an individual.

Note: Local items are those questions that were customized by Point Park.

Aside from the local items, all but two items were identified as “strengths” at other 4-yr private institutions. None of the items identified as “strengths” have a performance gap greater than 1.49, whereas there were two in Spring 2004

Point Park University – Student Satisfaction Inventory

2006 Challenges (items in the top half of importance and bottom quartile in satisfaction)

Note: All 2006 challenges were in the “high” gap quartile

- Tuition paid is a worthwhile investment.
- I seldom get the 'run-around' when seeking information on this campus.
- Billing policies are reasonable.
- Billing and collecting procedures are customer-friendly and efficient. (local item)
- There are adequate services to help me decide upon a career.

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

➤ Details of this data can be reviewed in Appendix A. (page 35).

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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:

- Computer labs are adequate and accessible.
- I am able to experience intellectual growth here.
- There is a commitment to academic excellence on this campus.
- Students are made to feel welcome on this campus.
- The campus staff are caring and helpful.

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.

➤ Details of this data can be reviewed in Appendix B. (page 36).

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Strengths and Challenges (Trends)

New strengths that weren't strengths in Spring 2004

- This institution has a good reputation within the community. (This item was never a strength prior to 2006)
- On the whole, the campus is well-maintained. (This item was a challenge from 1999-2002)
- In general, the facilities at the University are well-maintained and clean. (This item was a challenge from 1999-2002)
- Faculty care about me as an individual.

New challenge that wasn't a challenge in Spring 2004

- There are adequate services to help me decide upon a career.

Old challenge that is no longer considered a challenge in Spring 2006

- The amount of student parking space on campus is adequate.

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
- Faculty are usually available after class and during office hours
- Nearly all of the faculty are knowledgeable in their field.

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.

Overall Summary:

The average satisfaction rating for all 83 items increased from **4.58** in 2004 to **4.71** in 2006.

The average performance gap for all 83 items decreased from **1.35** in 2004 to **1.17** in 2006.

Point Park University - Student Satisfaction Inventory

Table 1. Strengths and Challenges (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	2006
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			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
7	Campus is safe and secure for all students	S	S	S	S	S
8	Content of major courses are valuable	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
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
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	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					

Point Park University - Student Satisfaction Inventory

Table 1. Strengths and Challenges (Historical Trends)

#		1999	2000	2002	2004	2006
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					
51	Point Park has a good reputation within the community.					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
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
58	The quality of instruction I receive in most of my classes is excellent	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
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
66	Tuition paid is a worthwhile investment			C	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	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
73	Student activities fees are put to good use					
74	Billing and collecting procedures are customer friendly and efficient				C	C
75	The core curriculum is challenging	C	C			
76	My professors use innovative or varied teaching techniques	S	S		S	S
77	When I graduate, I will be prepared to use the latest technology in my field	S		S	S	S
78	My professors are available through email			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.	C	C	C		S
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 - Student Satisfaction Inventory

Table 2. Satisfaction Ratings Summary

	A	B	C	D	E	F	G	H
1	NOTE: Shaded rows represent statistically significant increases in satisfaction from 2004 to 2006.							
2								
3	Q#	Question	2006 SAT Rate	2004 SAT Rate	SAT +/-	SAT Rank	IMP Rate	IMP Rank
4	78	My professors are available through email.	5.83	5.76	0.07	1	6.39	9
5	7	The campus is safe and secure for all students.	5.48	5.29	0.19	2	6.29	14
6	6	My academic advisor is approachable.	5.42	5.29	0.13	3	6.4	8
7	13	Library staff are helpful and approachable.	5.41	5.38	0.03	4	5.49	70
8	33	My academic advisor is knowledgeable about requirements in my major.	5.37	5.33	0.04	5	6.46	5
9	68	Nearly all of the faculty are knowledgeable in their field.	5.36	5.28	0.08	6	6.44	6
10	16	The instruction in my major field is excellent.	5.32	5.25	0.07	7	6.56	2
11	65	Faculty are usually available after class and during office hours.	5.32	5.2	0.12	8	6.21	16
12	8	The content of the courses within my major is valuable.	5.22	5.21	0.01	9	6.59	1
13	54	Bookstore staff are helpful.	5.17	4.94	0.23	10	5.71	58
14	55	Major requirements are clear and reasonable.	5.11	5.07	0.04	11	6.33	11
15	67	Freedom of expression is protected on campus.	5.11	4.91	0.2	12	5.94	47
16	58	The quality of instruction I receive in most of my classes is excellent.	5.1	4.96	0.14	13	6.43	7
17	80	In general, the facilities at the University are well-maintained and clean.	5.1	4.89	0.21	14	6.18	20
18	72	On the whole, the campus is well-maintained.	5.1	4.85	0.25	15	6.14	26
19	77	When I graduate, I'll be prepared to use the latest technology in my field.	5.09	5.03	0.06	16	6.48	4
20	14	My academic advisor is concerned about my success as an individual.	5.06	4.9	0.16	17	6.2	17
21	51	This institution has a good reputation within the community.	5.06	4.75	0.31	18	6	42
22	76	My professors use innovative or varied teaching techniques.	5.04	4.9	0.14	19	6.19	18
23	61	Adjunct faculty are competent as classroom instructors.	5.04	5.07	-0.03	20	6.13	29
24	3	Faculty care about me as an individual.	5.04	4.85	0.19	21	6.06	34
25	62	There is a strong commitment to racial harmony on this campus.	5.03	5.03	0	22	5.75	56
26	2	The campus staff are caring and helpful.	5.01	4.8	0.21	23	6.15	21
27	81	In general, the written publications are helpful and informative.	5	4.92	0.08	24	5.98	43
28	50	Class change (drop/add) policies are reasonable.	4.96	4.95	0.01	25	5.97	44
29	45	Students are made to feel welcome on this campus.	4.95	4.68	0.27	26	6.03	38
30	39	I am able to experience intellectual growth here.	4.92	4.8	0.12	27	6.18	19
31	18	Library resources and services are adequate.	4.91	4.84	0.07	28	5.89	49
32	26	Computer labs are adequate and accessible.	4.9	4.87	0.03	29	6.13	27
33	82	The Mission Statement is appropriate for Point Park.	4.9	4.94	-0.04	30	5.46	71
34	32	Tutoring services are readily available.	4.88	4.79	0.09	31	5.58	65
35	47	Faculty provide timely feedback about student progress in a course.	4.84	4.72	0.12	32	6.14	25
36	36	Security staff respond quickly in emergencies.	4.82	4.41	0.41	33	6.05	35
37	83	My academic program has met the goals outlined in the Mission Statement.	4.82	4.87	-0.05	34	5.72	57
38	29	It is an enjoyable experience to be a student on this campus.	4.79	4.54	0.25	35	6.14	24
39	53	Faculty take into consideration student differences as they teach a course.	4.78	4.67	0.11	36	6.03	39

Point Park University - Student Satisfaction Inventory

Table 2. Satisfaction Ratings Summary

	A	B	C	D	E	F	G	H
3	Q#	Question	2006 SAT Rate	2004 SAT Rate	SAT +/-	SAT Rank	IMP Rate	IMP Rank
40	35	The assessment and course placement procedures are reasonable.	4.77	4.66	0.11	37	6.03	37
41	56	The student handbook provides helpful information about campus life.	4.77	4.63	0.14	38	5.43	73
42	44	Academic support services adequately meet the needs of students.	4.75	4.51	0.24	39	5.77	54
43	15	The staff in the health services area are competent.	4.74	4.6	0.14	40	5.56	67
44	1	Most students feel a sense of belonging here.	4.74	4.57	0.17	41	5.34	75
45	69	There is a good variety of courses provided on this campus.	4.73	4.69	0.04	42	6.32	12
46	59	This institution shows concern for students as individuals.	4.73	4.53	0.2	43	6.13	28
47	27	The personnel involved in registration are helpful.	4.72	4.5	0.22	44	6.14	23
48	75	The core curriculum is challenging.	4.71	4.73	-0.02	45	5.95	46
49	63	Student disciplinary procedures are fair.	4.71	4.7	0.01	46	5.66	63
50	31	Males and females have equal opportunities in intercollegiate athletics.	4.7	4.67	0.03	47	4.97	80
51	41	There is a commitment to academic excellence on this campus.	4.69	4.47	0.22	48	6.09	32
52	20	The business office is open during hours which are convenient for most students.	4.68	4.39	0.29	49	5.82	51
53	25	Faculty are fair and unbiased in their treatment of individual students.	4.67	4.64	0.03	50	6.27	15
54	70	Graduate teaching assistants are competent as classroom instructors.	4.66	4.61	0.05	51	5.62	64
55	4	Admissions staff are knowledgeable.	4.65	4.57	0.08	52	6.14	22
56	12	Financial aid awards are announced in time to be helpful in college planning.	4.64	4.61	0.03	53	6.11	30
57	43	Admissions counselors respond to prospective students' unique needs and requests.	4.63	4.51	0.12	54	5.76	55
58	34	I am able to register for classes I need with few conflicts.	4.61	4.55	0.06	55	6.48	3
59	10	Administrators are approachable to students.	4.61	4.48	0.13	56	5.7	59
60	64	New student orientation services help students adjust to college.	4.59	4.35	0.24	57	5.55	68
61	19	My academic advisor helps me set goals to work toward.	4.58	4.47	0.11	58	5.95	45
62	52	The student center is a comfortable place for students to spend their leisure time.	4.58	4.23	0.35	59	5.58	66
63	5	Financial aid counselors are helpful.	4.57	4.42	0.15	60	6.1	31
64	17	Adequate financial aid is available for most students.	4.55	4.55	0	61	6.31	13
65	48	Admissions counselors accurately portray the campus in their recruiting practices.	4.55	4.32	0.23	62	5.7	60
66	46	I can easily get involved in campus organizations.	4.52	4.44	0.08	63	5.33	76
67	49	There are adequate services to help me decide upon a career.	4.49	4.35	0.14	64	6.01	40
68	79	The recreational facilities at the University are adequate.	4.48	4.17	0.31	65	5.53	69
69	37	I feel a sense of pride about my campus.	4.47	4.09	0.38	66	5.45	72
70	22	Counseling staff care about students as individuals.	4.44	4.4	0.04	67	5.68	61
71	74	Billing and collecting procedures are customer-friendly and efficient.	4.43	4.31	0.12	68	6.04	36
72	60	I generally know what's happening on campus.	4.37	4.21	0.16	69	5.43	74
73	66	Tuition paid is a worthwhile investment.	4.36	4.13	0.23	70	6.35	10
74	40	Residence hall regulations are reasonable.	4.3	4.29	0.01	71	5.23	78
75	71	Channels for expressing student complaints are readily available.	4.28	4.08	0.2	72	5.8	53
76	9	A variety of intramural activities are offered.	4.27	4.08	0.19	73	4.23	83
77	11	Billing policies are reasonable.	4.26	4.14	0.12	74	6	41

Point Park University - Student Satisfaction Inventory

Table 2. Satisfaction Ratings Summary

	A	B	C	D	E	F	G	H
3	Q#	Question	2006 SAT Rate	2004 SAT Rate	SAT +/-	SAT Rank	IMP Rate	IMP Rank
78	30	Residence hall staff are concerned about me as an individual.	4.21	4.06	0.15	75	5.12	79
79	57	I seldom get the 'run-around' when seeking information on this campus.	4.11	3.87	0.24	76	6.09	33
80	42	There are a sufficient number of weekend activities for students.	4.03	3.8	0.23	77	4.86	81
81	23	Living conditions in the residence halls are comfortable.	3.92	3.84	0.08	78	5.27	77
82	73	Student activities fees are put to good use.	3.87	3.91	-0.04	79	5.82	52
83	38	There is an adequate selection of food available in the cafeteria.	3.85	3.73	0.12	80	5.66	62
84	28	Parking lots are well-lighted and secure.	3.77	3.67	0.1	81	5.85	50
85	24	The intercollegiate athletic programs contribute to a strong sense of school spirit.	3.65	3.47	0.18	82	4.32	82
86	21	The amount of student parking space on campus is adequate.	2.36	2.27	0.09	83	5.92	48
87								
88								
89	Other notes:							
90	1. Satisfaction ratings increased for 76 out of 83 items (92%) from 2004 to 2006.							
91	2. Of those increases in satisfaction, 43% were statistically significant.							

Point Park University - Student Satisfaction Inventory

Table 3. Performance Gap Summary

	A	B	C	D	E	F	G	H	I
1	Q#	Question	2006 PG	2004 PG	PG +/-	IMP Rate	IMP Rank	SAT Rate	SAT Rank
2	21	The amount of student parking space on campus is adequate.	3.56	3.91	-0.35	5.92	48	2.36	83
3	28	Parking lots are well-lighted and secure.	2.08	2.31	-0.23	5.85	50	3.77	81
4	66	Tuition paid is a worthwhile investment.	1.99	2.36	-0.37	6.35	10	4.36	70
5	57	I seldom get the 'run-around' when seeking information on this campus.	1.98	2.24	-0.26	6.09	33	4.11	76
6	73	Student activities fees are put to good use.	1.95	1.90	0.05	5.82	52	3.87	79
7	34	I am able to register for classes I need with few conflicts.	1.87	1.98	-0.11	6.48	3	4.61	55
8	38	There is an adequate selection of food available in the cafeteria.	1.81	1.96	-0.15	5.66	62	3.85	80
9	17	Adequate financial aid is available for most students.	1.76	1.82	-0.06	6.31	13	4.55	61
10	11	Billing policies are reasonable.	1.74	1.96	-0.22	6	41	4.26	74
11	74	Billing and collecting procedures are customer-friendly and efficient.	1.61	1.83	-0.22	6.04	36	4.43	68
12	25	Faculty are fair and unbiased in their treatment of individual students.	1.60	1.75	-0.15	6.27	15	4.67	50
13	69	There is a good variety of courses provided on this campus.	1.59	1.68	-0.09	6.32	12	4.73	42
14	5	Financial aid counselors are helpful.	1.53	1.72	-0.19	6.1	31	4.57	60
15	71	Channels for expressing student complaints are readily available.	1.52	1.79	-0.27	5.8	53	4.28	72
16	49	There are adequate services to help me decide upon a career.	1.52	1.63	-0.11	6.01	40	4.49	64
17	4	Admissions staff are knowledgeable.	1.49	1.65	-0.16	6.14	22	4.65	52
18	12	Financial aid awards are announced in time to be helpful in college planning.	1.47	1.52	-0.05	6.11	30	4.64	53
19	27	The personnel involved in registration are helpful.	1.42	1.70	-0.28	6.14	23	4.72	44
20	41	There is a commitment to academic excellence on this campus.	1.40	1.73	-0.33	6.09	32	4.69	48
21	59	This institution shows concern for students as individuals.	1.40	1.68	-0.28	6.13	28	4.73	43
22	77	When I graduate, I'll be prepared to use the latest technology in my field.	1.39	1.50	-0.11	6.48	4	5.09	16
23	19	My academic advisor helps me set goals to work toward.	1.37	1.44	-0.07	5.95	45	4.58	58
24	8	The content of the courses within my major is valuable.	1.37	1.41	-0.04	6.59	1	5.22	9
25	29	It is an enjoyable experience to be a student on this campus.	1.35	1.64	-0.29	6.14	24	4.79	35
26	23	Living conditions in the residence halls are comfortable.	1.35	1.62	-0.27	5.27	77	3.92	78
27	58	The quality of instruction I receive in most of my classes is excellent.	1.33	1.57	-0.24	6.43	7	5.1	13
28	47	Faculty provide timely feedback about student progress in a course.	1.30	1.53	-0.23	6.14	25	4.84	32
29	39	I am able to experience intellectual growth here.	1.26	1.55	-0.29	6.18	19	4.92	27
30	35	The assessment and course placement procedures are reasonable.	1.26	1.45	-0.19	6.03	37	4.77	37
31	53	Faculty take into consideration student differences as they teach a course.	1.25	1.43	-0.18	6.03	39	4.78	36
32	16	The instruction in my major field is excellent.	1.24	1.41	-0.17	6.56	2	5.32	7
33	22	Counseling staff care about students as individuals.	1.24	1.34	-0.10	5.68	61	4.44	67
34	75	The core curriculum is challenging.	1.24	1.32	-0.08	5.95	46	4.71	45
35	36	Security staff respond quickly in emergencies.	1.23	1.70	-0.47	6.05	35	4.82	33
36	26	Computer labs are adequate and accessible.	1.23	1.18	0.05	6.13	27	4.9	29
37	55	Major requirements are clear and reasonable.	1.22	1.33	-0.11	6.33	11	5.11	11
38	48	Admissions counselors accurately portray the campus in their recruiting practices.	1.15	1.47	-0.32	5.7	60	4.55	62
39	76	My professors use innovative or varied teaching techniques.	1.15	1.35	-0.20	6.19	18	5.04	19
40	20	The business office is open during hours which are convenient for most students.	1.14	1.46	-0.32	5.82	51	4.68	49

Point Park University - Student Satisfaction Inventory

Table 3. Performance Gap Summary

	A	B	C	D	E	F	G	H	I
1	Q#	Question	2006 PG	2004 PG	PG +/-	IMP Rate	IMP Rank	SAT Rate	SAT Rank
41	2	The campus staff are caring and helpful.	1.14	1.41	-0.27	6.15	21	5.01	23
42	14	My academic advisor is concerned about my success as an individual.	1.14	1.32	-0.18	6.2	17	5.06	17
43	43	Admissions counselors respond to prospective students' unique needs and requests.	1.13	1.32	-0.19	5.76	55	4.63	54
44	10	Administrators are approachable to students.	1.09	1.23	-0.14	5.7	59	4.61	56
45	33	My academic advisor is knowledgeable about requirements in my major.	1.09	1.18	-0.09	6.46	5	5.37	5
46	61	Adjunct faculty are competent as classroom instructors.	1.09	1.07	0.02	6.13	29	5.04	20
47	45	Students are made to feel welcome on this campus.	1.08	1.36	-0.28	6.03	38	4.95	26
48	80	In general, the facilities at the University are well-maintained and clean.	1.08	1.29	-0.21	6.18	20	5.1	14
49	68	Nearly all of the faculty are knowledgeable in their field.	1.08	1.27	-0.19	6.44	6	5.36	6
50	60	I generally know what's happening on campus.	1.06	1.19	-0.13	5.43	74	4.37	69
51	79	The recreational facilities at the University are adequate.	1.05	1.26	-0.21	5.53	69	4.48	65
52	72	On the whole, the campus is well-maintained.	1.04	1.33	-0.29	6.14	26	5.1	15
53	3	Faculty care about me as an individual.	1.02	1.30	-0.28	6.06	34	5.04	21
54	44	Academic support services adequately meet the needs of students.	1.02	1.23	-0.21	5.77	54	4.75	39
55	50	Class change (drop/add) policies are reasonable.	1.01	1.06	-0.05	5.97	44	4.96	25
56	52	The student center is a comfortable place for students to spend their leisure time.	1.00	1.23	-0.23	5.58	66	4.58	59
57	37	I feel a sense of pride about my campus.	0.98	1.44	-0.46	5.45	72	4.47	66
58	18	Library resources and services are adequate.	0.98	1.13	-0.15	5.89	49	4.91	28
59	6	My academic advisor is approachable.	0.98	1.12	-0.14	6.4	8	5.42	3
60	81	In general, the written publications are helpful and informative.	0.98	1.07	-0.09	5.98	43	5	24
61	64	New student orientation services help students adjust to college.	0.96	1.17	-0.21	5.55	68	4.59	57
62	70	Graduate teaching assistants are competent as classroom instructors.	0.96	1.08	-0.12	5.62	64	4.66	51
63	63	Student disciplinary procedures are fair.	0.95	0.93	0.02	5.66	63	4.71	46
64	51	This institution has a good reputation within the community.	0.94	1.27	-0.33	6	42	5.06	18
65	40	Residence hall regulations are reasonable.	0.93	0.96	-0.03	5.23	78	4.3	71
66	30	Residence hall staff are concerned about me as an individual.	0.91	1.15	-0.24	5.12	79	4.21	75
67	83	My academic program has met the goals outlined in the Mission Statement.	0.90	1.00	-0.10	5.72	57	4.82	34
68	65	Faculty are usually available after class and during office hours.	0.89	1.08	-0.19	6.21	16	5.32	8
69	42	There are a sufficient number of weekend activities for students.	0.83	1.15	-0.32	4.86	81	4.03	77
70	67	Freedom of expression is protected on campus.	0.83	1.06	-0.23	5.94	47	5.11	12
71	15	The staff in the health services area are competent.	0.82	1.09	-0.27	5.56	67	4.74	40
72	46	I can easily get involved in campus organizations.	0.81	0.85	-0.04	5.33	76	4.52	63
73	7	The campus is safe and secure for all students.	0.81	0.93	-0.12	6.29	14	5.48	2
74	62	There is a strong commitment to racial harmony on this campus.	0.72	0.70	0.02	5.75	56	5.03	22
75	32	Tutoring services are readily available.	0.70	0.71	-0.01	5.58	65	4.88	31
76	24	The intercollegiate athletic programs contribute to a strong sense of school spirit.	0.67	0.83	-0.16	4.32	82	3.65	82
77	56	The student handbook provides helpful information about campus life.	0.66	0.81	-0.15	5.43	73	4.77	38
78	1	Most students feel a sense of belonging here.	0.60	0.80	-0.20	5.34	75	4.74	41
79	82	The Mission Statement is appropriate for Point Park.	0.56	0.63	-0.07	5.46	71	4.9	30

Point Park University - Student Satisfaction Inventory

Table 3. Performance Gap Summary

	A	B	C	D	E	F	G	H	I
1	Q#	Question	2006 PG	2004 PG	PG +/-	IMP Rate	IMP Rank	SAT Rate	SAT Rank
80	78	My professors are available through email.	0.56	0.57	-0.01	6.39	9	5.83	1
81	54	Bookstore staff are helpful.	0.54	0.80	-0.26	5.71	58	5.17	10
82	31	Males and females have equal opportunities in intercollegiate athletics.	0.27	0.25	0.02	4.97	80	4.7	47
83	13	Library staff are helpful and approachable.	0.08	0.15	-0.07	5.49	70	5.41	4
84	9	A variety of intramural activities are offered.	-0.04	0.12	-0.16	4.23	83	4.27	73
85									
86	Notes:								
87	1. Performance Gaps decreased for 77 out of 83 items (93%) from 2004 to 2006.								
88	2. In 2004, there were 27 items with PG's greater than 1.49, whereas there are only 15 in 2006.								
89	3. Additionally, there were 15 items with PG's less than 1.00 in 2004, whereas there are 28 or 2006.								

Point Park University – Student Satisfaction Inventory

2006 by selected demographic variables

A. Day/Evening/Weekend Students

Day student (n=808)

Strengths:

- The content of the courses within my major is valuable.
- The instruction in my major field is excellent.
- My academic advisor is knowledgeable about requirements in my major.
- When I graduate, I'll be prepared to use the latest technology in my field. (PG > 1.49)
- Nearly all of the faculty are knowledgeable in their field.
- The quality of instruction I receive in most of my classes is excellent.
- My academic advisor is approachable.
- My professors are available through email.
- Major requirements are clear and reasonable.
- The campus is safe and secure for all students.
- My academic advisor is concerned about my success as an individual.
- In general, the facilities at the University are well-maintained and clean.
- Faculty are usually available after class and during office hours.
- My professors use innovative or varied teaching techniques.
- On the whole, the campus is well-maintained.
- Faculty care about me as an individual.
- Adjunct faculty are competent as classroom instructors.
- Freedom of expression is protected on campus.

Challenges:

- I am able to register for classes I need with few conflicts.
- Adequate financial aid is available for most students.
- Tuition paid is a worthwhile investment.
- Financial aid counselors are helpful.
- I seldom get the 'run-around' when seeking information on this campus.
- Billing and collecting procedures are customer-friendly and efficient.
- Billing policies are reasonable.

Note: 17 additional items have performance gaps greater than 1.49.

Point Park University – Student Satisfaction Inventory

Evening student (n=245)

Strengths:

- When I graduate, I'll be prepared to use the latest technology in my field.
- The content of the courses within my major is valuable.
- Nearly all of the faculty are knowledgeable in their field.
- The instruction in my major field is excellent.
- My academic advisor is knowledgeable about requirements in my major.
- The quality of instruction I receive in most of my classes is excellent.
- My professors are available through email.
- My academic advisor is approachable.
- Major requirements are clear and reasonable.
- Faculty are usually available after class and during office hours.
- Faculty are fair and unbiased in their treatment of individual students.
- I am able to experience intellectual growth here.
- The core curriculum is challenging.
- The campus is safe and secure for all students.
- In general, the facilities at the University are well-maintained and clean.
- In general, the written publications are helpful and informative.
- The campus staff are caring and helpful.
- On the whole, the campus is well-maintained.

Challenges:

- The amount of student parking space on campus is adequate.
- The business office is open during hours which are convenient for most students.
- Parking lots are well-lighted and secure.

Note: 2 additional items have performance gaps greater than 1.49.

Weekend student (n=156)

Strengths:

- My professors are available through email.
- 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.
- The campus is safe and secure for all students.
- When I graduate, I'll be prepared to use the latest technology in my field.
- My academic advisor is approachable.
- Nearly all of the faculty are knowledgeable in their field.
- My academic advisor is knowledgeable about requirements in my major.

Point Park University – Student Satisfaction Inventory

- Major requirements are clear and reasonable.
- The core curriculum is challenging.
- In general, the facilities at the University are well-maintained and clean.
- On the whole, the campus is well-maintained.
- I am able to experience intellectual growth here.
- Faculty are usually available after class and during office hours.
- The campus staff are caring and helpful.
- This institution has a good reputation within the community.
- It is an enjoyable experience to be a student on this campus.
- Students are made to feel welcome on this campus.

Challenges:

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

Note: No additional items have performance gaps greater than 1.49.

➤ Details of this data can be reviewed in Appendices C-E (pages 37-39).

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

Traditional (n=841)

Strengths:

- The content of the courses within my major is valuable.
- The instruction in my major field is excellent.
- My academic advisor is knowledgeable about requirements in my major.
- When I graduate, I'll be prepared to use the latest technology in my field.
- Nearly all of the faculty are knowledgeable in their field.
- The quality of instruction I receive in most of my classes is excellent.
- My academic advisor is approachable.
- My professors are available through email.
- Major requirements are clear and reasonable.
- The campus is safe and secure for all students.
- My academic advisor is concerned about my success as an individual.
- In general, the facilities at the University are well-maintained and clean.
- Faculty are usually available after class and during office hours.

Point Park University – Student Satisfaction Inventory

- My professors use innovative or varied teaching techniques.
- On the whole, the campus is well-maintained.
- Adjunct faculty are competent as classroom instructors.
- Faculty care about me as an individual.
- Freedom of expression is protected on campus.
- This institution has a good reputation within the community.

Challenges:

- I am able to register for classes I need with few conflicts.
- Adequate financial aid is available for most students.
- Tuition paid is a worthwhile investment.
- Financial aid counselors are helpful.
- I seldom get the 'run-around' when seeking information on this campus.
- Billing and collecting procedures are customer-friendly and efficient.
- Billing policies are reasonable.

Note: 16 additional items have performance gaps greater than 1.49.

Non-traditional (n=418)

Strengths:

- The content of the courses within my major is valuable.
- When I graduate, I'll be prepared to use the latest technology in my field.
- The instruction in my major field is excellent.
- The quality of instruction I receive in most of my classes is excellent.
- My academic advisor is knowledgeable about requirements in my major.
- My professors are available through email.
- Nearly all of the faculty are knowledgeable in their field.
- My academic advisor is approachable.
- Major requirements are clear and reasonable.
- The campus is safe and secure for all students.
- Faculty are usually available after class and during office hours.
- My professors use innovative or varied teaching techniques.
- The core curriculum is challenging.
- I am able to experience intellectual growth here.
- In general, the facilities at the University are well-maintained and clean.
- The campus staff are caring and helpful.
- On the whole, the campus is well-maintained.
- In general, the written publications are helpful and informative.

Point Park University – Student Satisfaction Inventory

Challenges:

- Amount of student parking space is adequate
- Billing policies are reasonable.

Note: 1 additional item has a performance gap greater than 1.49.

➤ Details of this data can be reviewed in Appendices F-G (pages 40-41).

Full-time/Part-time Students

Full-time student (n=1,029)

Strengths:

- The content of the courses within my major is valuable.
- The instruction in my major field is excellent.
- My academic advisor is knowledgeable about requirements in my major.
- When I graduate, I'll be prepared to use the latest technology in my field.
- Nearly all of the faculty are knowledgeable in their field.
- The quality of instruction I receive in most of my classes is excellent.
- My academic advisor is approachable.
- My professors are available through email.
- Major requirements are clear and reasonable.
- The campus is safe and secure for all students.
- My academic advisor is concerned about my success as an individual.
- Faculty are usually available after class and during office hours.
- In general, the facilities at the University are well-maintained and clean.
- My professors use innovative or varied teaching techniques.
- On the whole, the campus is well-maintained.
- Faculty care about me as an individual.
- Freedom of expression is protected on campus.

Challenges:

- Adequate financial aid is available for most students.
- Tuition paid is a worthwhile investment.
- I seldom get the 'run-around' when seeking information on this campus.
- There are adequate services to help me decide upon a career.
- Billing and collecting procedures are customer-friendly and efficient.
- Billing policies are reasonable.

Point Park University – Student Satisfaction Inventory

Note: 14 additional items have performance gaps greater than 1.49.

Part-time student (n=227)

Strengths:

- When I graduate, I'll be prepared to use the latest technology in my field.
- The content of the courses within my major is valuable.
- The quality of instruction I receive in most of my classes is excellent.
- The instruction in my major field is excellent.
- Nearly all of the faculty are knowledgeable in their field.
- My academic advisor is knowledgeable about requirements in my major.
- My professors are available through email.
- My academic advisor is approachable.
- Major requirements are clear and reasonable.
- My professors use innovative or varied teaching techniques.
- Faculty are usually available after class and during office hours.
- Adjunct faculty are competent as classroom instructors.
- Faculty are fair and unbiased in their treatment of individual students.
- I am able to experience intellectual growth here.
- The campus is safe and secure for all students.
- The core curriculum is challenging.
- In general, the written publications are helpful and informative.
- The campus staff are caring and helpful.
- On the whole, the campus is well-maintained.
- Faculty take into consideration student differences as they teach a course.

Challenges:

- The amount of student parking space on campus is adequate.
- My academic advisor helps me set goals to work toward.
- Billing policies are reasonable.

Note: No additional items have a performance gap greater than 1.49.

➤ Details of this data can be reviewed in Appendices H-I (pages 42-43).

Point Park University – Student Satisfaction Inventory

COPA/Non-COPA Students

COPA student (n=354)

Strengths:

- The content of the courses within my major is valuable.
- The instruction in my major field is excellent.
- Nearly all of the faculty are knowledgeable in their field.
- The quality of instruction I receive in most of my classes is excellent.
- My academic advisor is knowledgeable about requirements in my major.
- When I graduate, I'll be prepared to use the latest technology in my field.
- My academic advisor is approachable.
- My professors are available through email.
- The campus is safe and secure for all students.
- Major requirements are clear and reasonable.
- My professors use innovative or varied teaching techniques.
- My academic advisor is concerned about my success as an individual.
- Faculty care about me as an individual.
- Faculty are usually available after class and during office hours.
- Freedom of expression is protected on campus.
- Adjunct faculty are competent as classroom instructors.
- This institution has a good reputation within the community.

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 individual students.
- Adequate financial aid is available for most students.
- There is an adequate selection of food available in the cafeteria.
- Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air conditioning, telephones, etc.).
- Financial aid counselors are helpful.
- I seldom get the 'run-around' when seeking information on this campus.

Note: 31 additional items have performance gaps greater than 1.49.

Point Park University – Student Satisfaction Inventory

Non-COPA student (n=838)

Strengths:

- The content of the courses within my major is valuable.
- When I graduate, I'll be prepared to use the latest technology in my field.
- The instruction in my major field is excellent.
- My academic advisor is knowledgeable about requirements in my major.
- The quality of instruction I receive in most of my classes is excellent.
- Nearly all of the faculty are knowledgeable in their field.
- My professors are available through email.
- My academic advisor is approachable.
- Major requirements are clear and reasonable.
- The campus is safe and secure for all students.
- Faculty are usually available after class and during office hours.
- In general, the facilities at the University are well-maintained and clean.
- My academic advisor is concerned about my success as an individual.
- I am able to experience intellectual growth here.
- On the whole, the campus is well-maintained.
- The campus staff are caring and helpful.
- In general, the written publications are helpful and informative.

Challenges:

- Tuition paid is a worthwhile investment.
- I seldom get the 'run-around' when seeking information on this campus.
- Billing and collecting procedures are customer-friendly and efficient.
- There are adequate services to help me decide upon a career.
- Billing policies are reasonable.
- The amount of student parking space on campus is adequate.

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

➤ Details of this data can be reviewed in Appendices J-K (pages 44-45).

Point Park University – Student Satisfaction Inventory

Resident/Commuter Students

Resident student (n=303)

Strengths:

- Faculty care about me as an individual.
- Freedom of expression is protected on campus.
- Faculty are usually available after class and during office hours.
- Students are made to feel welcome on this campus.
- The campus staff are caring and helpful.
- My academic advisor is concerned about my success as an individual.
- Major requirements are clear and reasonable.
- My academic advisor is approachable.
- My professors are available through email.
- The quality of instruction I receive in most of my classes is excellent.
- The campus is safe and secure for all students.
- Nearly all of the faculty are knowledgeable in their field.
- When I graduate, I'll be prepared to use the latest technology in my field.
- My academic advisor is knowledgeable about requirements in my major.
- The instruction in my major field is excellent.
- The content of the courses within my major is valuable.

Challenges:

- Student activities fees are put to good use.
- There is a commitment to academic excellence on this campus.
- Residence hall regulations are reasonable.
- There is an adequate selection of food available in the cafeteria.
- Tuition paid is a worthwhile investment.
- Adequate financial aid is available for most students.
- Living conditions in the residence halls are comfortable

Note: 26 additional items have performance gaps greater than 1.49.

Point Park University – Student Satisfaction Inventory

Commuter student (n=955)

Strengths:

- The content of the courses within my major is valuable.
- The instruction in my major field is excellent.
- When I graduate, I'll be prepared to use the latest technology in my field.
- My academic advisor is knowledgeable about requirements in my major.
- The quality of instruction I receive in most of my classes is excellent.
- Nearly all of the faculty are knowledgeable in their field.
- My academic advisor is approachable.
- My professors are available through email.
- Major requirements are clear and reasonable.
- The campus is safe and secure for all students.
- Faculty are usually available after class and during office hours.
- My professors use innovative or varied teaching techniques.
- Adjunct faculty are competent as classroom instructors.
- In general, the facilities at the University are well-maintained and clean.
- On the whole, the campus is well-maintained.
- Faculty care about me as an individual.
- This institution has a good reputation within the community.
- In general, the written publications are helpful and informative.

Challenges:

- Tuition paid is a worthwhile investment.
- I seldom get the 'run-around' when seeking information on this campus.
- Billing and collecting procedures are customer-friendly and efficient.
- The amount of student parking space on campus is adequate.
- Billing policies are reasonable.

Note: 6 additional items have performance gaps greater than 1.49.

➤ Details of this data can be reviewed in Appendices L-M (pages 46-47).

Point Park University - Student Satisfaction Inventory

Table 4. Strengths and Challenges by Demographic Variable (SP 2006)

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	
3	Faculty care about me as an individual	S			S		S		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	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
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			S		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	S
17	Adequate fin aid is available for most students	C			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	C								
21	Amount of student parking space is adequate		C	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											
27	Personnel involved in registration are helpful											
28	Parking lots are well-lighted and secure		C									
29	It is an enjoyable experience to be a Point Park student			S								
30	Residence hall staff are concerned about me											
31	Males/females have equal opportunity to participate in athletics											
32	Tutoring services are readily available											
33	My academic advisor is knowledgeable about my major req	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		S	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	
39	I am able to experience intellectual growth here		S	S		S		S		S		
40	Residence hall regulations are reasonable										C	
41	There is a commit. to acad. excellence on this campus										C	

Point Park University - Student Satisfaction Inventory

Table 4. Strengths and Challenges by Demographic Variable (SP 2006)

#	Question	Day	Eve	Wkend	Trad	Non-Trad	Full-time	Part-time	Copa	Non-Copa	Resident	Commuter
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. couns accurately portray the campus in 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	Point Park has a good reputation within the community.			S	S				S			S
52	Student ctr is a comfortable place for students											
53	Fac. consider student differences as they teach a course							S				
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 info. 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 my classes is excellent	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
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
66	Tuition paid is a worthwhile investment	C			C		C		C	C	C	C
67	Freedom of expression is protected on campus	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											
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	
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				
76	My professors use innovative or varied teaching techniques	S			S	S	S	S	S			S
77	When I graduate, I'll be prepared to use latest tech. in my field	S	S	S	S	S	S	S	S	S	S	S
78	My professors are available through email	S	S	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	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											

Point Park University - Student Satisfaction Inventory
Table 5. Strengths and Challenges by Demographic Variable (2004 and 2006)

		Day		Eve		Wkend		Trad		Non-Trad		Full-time		Part-time		Copa		Non-Copa	
#	Question	2004	2006	2004	2006	2004	2006	2004	2006	2004	2006	2004	2006	2004	2006	2004	2006	2004	2006
1	Students feel sense of belonging																		
2	Staff are caring and helpful			S	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	Fin Aid counselors are helpful	C	C					C	C							C	C		
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
8	Content of major courses are valuable	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
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			S	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	S	S	S	S	S	S	S	S
17	Adequate fin aid is available for most students		C			S			C				C				C		
18	Library resources and services are adequate	S														S			
19	My academic advisor helps me set goals																		C
20	Business office is open during hours convenient for students				C	C	C				C								
21	Amount of student parking space is adequate	C		C	C	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		
24	The athletic programs contribute to school spirit																		
25	Faculty are fair and unbiased in their treatment of students			S	S					S				S	S	C	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									C
29	It is an enjoyable experience to be a Point Park student						S												
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	S	S	S	S	S	S	S	S	S
34	I am able to register for classes I need with few conflicts	C	C	S		S	S		C	S				S		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		
39	I am able to experience intellectual growth here			S	S	S	S			S	S			S	S				S
40	Residence hall regulations are reasonable																		

Point Park University - Student Satisfaction Inventory

Table 5. Strengths and Challenges by Demographic Variable (2004 and 2006)

#	Question	Day		Eve		Wkend		Trad		Non-Trad		Full-time		Part-time		Copa		Non-Copa	
		2004	2006	2004	2006	2004	2006	2004	2006	2004	2006	2004	2006	2004	2006	2004	2006	2004	2006
41	There is a commit. to acad. excellence on this campus																C		
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												
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 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											
51	Point Park has a good reputation within the community.						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													S					
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	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	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	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	
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
66	Tuition paid is a worthwhile investment	C	C					C	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	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
73	Student activities fees are put to good use																		
74	Billing and collecting procedures are customer friendly and efficient	C	C					C	C			C	C				C		C
75	The core curriculum is challenging			S	S	S	S			S	S			S	S			S	
76	My professors use innovative or varied teaching techniques		S			S			S	S	S		S	S	S		S		
77	When I graduate, I'll be prepared to use latest technology in my field	S	S		S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
78	My professors are available through email	S	S	S	S	S	S	S	S	S	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		S	S	S		S		S			S	S
81	In general, the written publications are helpful and informative			S	S	S				S	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																		

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Respondents by Major 2006

School of Business	# of resp
Business Management	63
Accounting	23
Management Services	2
Information Technology	9
Sport, Art and Ent.Mgmt	47
Public Administration	5
Business (Saturday Fast)	27
MBA	36
Info Tech and Mgmt	12
Total	224

Arts & Sciences	# of resp
<i>Education Department</i>	
Citizenship/Secondary Ed	2
English/Secondary Ed	18
Social Sciences/Secondary Ed	4
Mass Comm/Secondary Ed	3
Math/Secondary Ed	7
Biology/Secondary Ed	4
Mass Comm./Secondary Ed	3
Early Childhood Ed	2
Elementary Ed	36
Principalship Certificate	1
Curriculum and Instruction	9
Total	89

<i>Humanities Department</i>	# of resp
Applied History	4
Political Science	7
Psychology	36
Behavioral Sciences	8

<i>Humanities Department(cont)</i>	# of resp
English	16
Human Resources Mgmt	9
Legal Studies	5
General Studies	1
Global Cultural Studies	1
Total	87

<i>Journalism Department</i>	# of resp
Photojournalism	7
Photography	8
Journalism and Mass Comm.	53
Broadcasting	42
Advertising and PR	28
Mass Comm/New Media Tech	4
Applied Corporate Comm.	9
Journalism and Mass Comm.	23
Total	174

<i>Natural Sciences Department</i>	# of resp
Biological Sciences	8
Biotechnology	5
Health Services	4
Civil Eng Technology	28
Mechanical Eng Tech	39
Environmental Health	1
Electrical Eng Tech	56
Funeral Service	10
Systems Process Ctrl Eng Tech	1
Total	152

Conservatory	# of resp
Film and Video Production	12
Cinema and Digital Arts	65
Elem Ed/Theatre Arts	2
Theatre Arts	156
Dance	117
Dance Pedagogy	2
Total	354

Adult and Professional Studies	# of resp
Undecided/Pathways	4
Criminal Justice (non-accel)	43
Accel Criminal Justice	22
Intelligence and Natl Security	12
Law Enforcement	1
Prof. Studies/Law Enforcement	1
Prof. Studies/Org. Leadership	5
Masters-NonDegree	1
Crim Justice Administration	14
Total	103

Miscellaneous	# of resp
Non-degree	2
Undecided	7

Unknown	# of resp
Major not specified	94

Point Park University - Student Satisfaction Inventory

Table 6. Strengths and Challenges by School (SP 2004 and 2006)

	A	B	C	D	E	F	G	H	I	J
1	C = Challenges: Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)									
2	S = Strengths: Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)									
3										
4			Business		Conservatory		Prof Studies		Arts & Sci	
5	#	Question	2004	2006	2004	2006	2004	2006	2004	2006
6	1	Students feel sense of belonging								
7	2	Staff are caring and helpful		S						S
8	3	Faculty care about me as an individual			S	S				S
9	4	Admissions staff are knowledgeable				C				
10	5	Fin Aid counselors are helpful			C	C				
11	6	My academic advisor is approachable	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
13	8	Content of major courses are valuable	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
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
20	15	Health services staff are competent								
21	16	Instruction in my major field is excellent	S		S	S	S	S	S	S
22	17	Adequate fin aid is available for most students				C	S	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	C				C			
26	21	Amount of student parking space is adequate	C				C	C	C	C
27	22	Counseling staff care about students								
28	23	Living conditions in residence halls are comfortable			C	C				
29	24	The athletic programs contribute to school spirit								
30	25	Faculty are fair and unbiased in their treatment of students	S		C	C	C			S
31	26	Computer labs are adequate and accessible								
32	27	Personnel involved in registration are helpful					S			
33	28	Parking lots are well-lighted and secure	C					C		
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								
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
39	34	I am able to register for classes I need with few conflicts	S	S	C	C	S	S		

Point Park University - Student Satisfaction Inventory

Table 6. Strengths and Challenges by School (SP 2004 and 2006)

	A	B	C	D	E	F	G	H	I	J
4			Business		Conservatory		Prof Studies		Arts & Sci	
5	#	Question	2004	2006	2004	2006	2004	2006	2004	2006
40	35	The assessment and course placement procedures are reasonable		S						
41	36	Security staff respond quickly in emergencies								
42	37	I feel a sense of pride about my campus								
43	38	There is an adequate selection of food avail. in the cafeteria			C	C				
44	39	I am able to experience intellectual growth here	S				S		S	S
45	40	Residence hall regulations are reasonable								
46	41	There is a commit. to acad. excellence on this campus			C					
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								
51	46	I can easily get involved in campus organizations								
52	47	Fac. provide timely feedback about student progress in a course.								
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						C
55	50	Class change (drop/add) policies are reasonable								
56	51	Point Park has a good reputation within the community.				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
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					C			
65	60	I generally know what's happening on campus								
66	61	Adjunct faculty are competent as classroom instructors	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
71	66	Tuition paid is a worthwhile investment		C	C	C	C	C	C	C
72	67	Freedom of expression is protected on campus			S	S				
73	68	Nearly all of the faculty are knowledgeable in their field	S	S	S	S	S	S	S	S
74	69	There is a good variety of courses provided on this campus	S				S	S		
75	70	Graduate teaching assist. are competent as instructors								
76	71	Channels for expressing student complaints are readily available								

Point Park University - Student Satisfaction Inventory

Table 6. Strengths and Challenges by School (SP 2004 and 2006)

	A	B	C	D	E	F	G	H	I	J
4			Business		Conservatory		Prof Studies		Arts & Sci	
5	#	Question	2004	2006	2004	2006	2004	2006	2004	2006
77	72	On the whole, the campus is well-maintained		S				S	S	S
78	73	Student activities fees are put to good use								
79	74	Billing and collecting procedures are customer friendly and efficient		C	C					C
80	75	The core curriculum is challenging	S				S	S		
81	76	My professors use innovative or varied teaching techniques	S			S	S	S		
82	77	When I graduate, I will be prepared to use the latest technology in my field	S		S	S	S	S	S	
83	78	My professors are available through email	S	S	S	S	S	S	S	S
84	79	The rec. facilities at the Univ. are well-maintained and clean.								
85	80	In general, the facilities at the Univ. are well-maintained and clean.	S	S			S		S	S
86	81	In general, the written publications are helpful and informative	S	S				S	S	S
87	82	The Mission Statement is appropriate for Point Park University								
88	83	My acad. program has met the goals outlined in the Mission					S	S		

Point Park University - Student Satisfaction Inventory

Table 7. Strengths and Challenges for Arts and Sciences by Dept (SP 2004 and 2006)

		Arts & Sci		Education		Humanities		Journalism		Nat Sciences	
#	Question	2004	2006	2004	2006	2004	2006	2004	2006	2004	2006
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)											
1	Students feel sense of belonging										
2	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	Fin Aid counselors are helpful										
6	My academic advisor is approachable	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
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	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	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										
19	My academic advisor helps me set goals			S	S	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	C		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		S		S		S			S	S
26	Computer labs are adequate and accessible										
27	Personnel involved in registration are helpful			C							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										
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			C	C		C				
35	The assessment and course placement procedures are reasonable										
36	Security staff respond quickly in emergencies										

Point Park University - Student Satisfaction Inventory

Table 7. Strengths and Challenges for Arts and Sciences by Dept (SP 2004 and 2006)

#	Question	Arts & Sci		Education		Humanities		Journalism		Nat Sciences	
		2004	2006	2004	2006	2004	2006	2004	2006	2004	2006
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	S	S	S	S				S	S	
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				S		S				
46	I can easily get involved in campus organizations										
47	Fac. provide timely feedback about student progress in a course.			S						S	
48	Adm. counselors accurately portray the campus in their recruiting practices.										
49	There are adequate services to help me decide upon a career		C		C		C				
50	Class change (drop/add) policies are reasonable					S	S	S			
51	Point Park has a good reputation within the community.				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						S				
54	Bookstore staff are helpful										
55	Major requirements are clear and reasonable	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		C
58	The quality of instruction I receive in most of 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
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	C	C	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	S	S	S	S	S	S	S	S
69	There is a good variety of courses provided on this campus				C		C				
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		
73	Student activities fees are put to good use								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

Point Park University - Student Satisfaction Inventory

Table 7. Strengths and Challenges for Arts and Sciences by Dept (SP 2004 and 2006)

#	Question	Arts & Sci		Education		Humanities		Journalism		Nat Sciences	
		2004	2006	2004	2006	2004	2006	2004	2006	2004	2006
76	My professors use innovative or varied teaching techniques			S		S	S			S	S
77	When I graduate, I will be prepared to use the latest technology in my field	S		S			S	S			
78	My professors are available through email	S	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	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										

Point Park University - Student Satisfaction Inventory

Appendix A. Overall Strengths and Challenges (2006)

	A	B	C	D	E	F	G	H	I
1	Overall								
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	4-yr private
7	8	The content of the courses within my major is valuable.	6.59	1	5.22	9	1.37		S
8	16	The instruction in my major field is excellent.	6.56	2	5.32	7	1.24		S
9	77	When I graduate, I'll be prepared to use the latest technology in my field.	6.48	4	5.09	16	1.39		n/a
10	33	My academic advisor is knowledgeable about my major requirements	6.46	5	5.37	5	1.09		S
11	68	Nearly all of the faculty are knowledgeable in their field.	6.44	6	5.36	6	1.08		S
12	58	The quality of instruction I receive in most of my classes is excellent.	6.43	7	5.1	13	1.33		S
13	6	My academic advisor is approachable.	6.4	8	5.42	3	0.98		S
14	78	My professors are available through email.	6.39	9	5.83	1	0.56	X	n/a
15	55	Major requirements are clear and reasonable.	6.33	11	5.11	11	1.22		S
16	7	The campus is safe and secure for all students.	6.29	14	5.48	2	0.81	X	S
17	65	Faculty are usually available after class and during office hours.	6.21	16	5.32	8	0.89	X	S
18	14	My academic advisor is concerned about my success as an individual.	6.2	17	5.06	17	1.14		
19	76	My professors use innovative or varied teaching techniques.	6.19	18	5.04	19	1.15		n/a
20	80	In general, the facilities at the University are well-maintained and clean.	6.18	20	5.1	14	1.08		n/a
21	72	On the whole, the campus is well-maintained.	6.14	26	5.1	15	1.04		S
22	61	Adjunct faculty are competent as classroom instructors.	6.13	29	5.04	20	1.09		
23	3	Faculty care about me as an individual.	6.06	34	5.04	21	1.02		S
24	51	This institution has a good reputation within the community.	6	42	5.06	18	0.94	X	S
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 rate	imp rank	sat rate	sat rank	Perf Gap	quartile	4-yr private
31	66	Tuition paid is a worthwhile investment.	6.35	10	4.36	70	1.99	X	C
32	57	I seldom get the 'run-around' when seeking information on this campus.	6.09	33	4.11	76	1.98	X	C
33	74	Billing and collecting procedures are customer-friendly and efficient.	6.04	36	4.43	68	1.61	X	n/a
34	49	There are adequate services to help me decide upon a career.	6.01	40	4.49	64	1.52	X	
35	11	Billing policies are reasonable.	6	41	4.26	74	1.74	X	C

Point Park University - Student Satisfaction Inventory

Appendix B. Strengths and Challenges at other institutions

	A	B	C	D	E	F	G	H
1	Other 4-yr Private Institutions							
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	The content of the courses within my major is valuable.	6.58	1	5.47	4	1.11	
8	16	The instruction in my major field is excellent.	6.54	2	5.40	10	1.14	
9	68	Nearly all of the faculty are knowledgeable in their field.	6.50	3	5.64	1	0.86	X
10	58	The quality of instruction I receive in most of my classes is excellent.	6.47	4	5.34	15	1.13	
11	33	My academic advisor is knowledgeable about requirements in my major.	6.42	7	5.41	9	1.01	
12	7	The campus is safe and secure for all students.	6.38	8	5.43	8	0.95	
13	39	I am able to experience intellectual growth here.	6.38	9	5.45	6	0.93	
14	55	Major requirements are clear and reasonable.	6.34	15	5.36	11	0.98	
15	6	My academic advisor is approachable.	6.34	13	5.45	7	0.89	
16	41	There is a commitment to academic excellence on this campus.	6.30	16	5.36	12	0.94	
17	2	The campus staff are caring and helpful.	6.29	17	5.34	16	0.95	
18	65	Faculty are usually available after class and during office hours.	6.29	18	5.47	5	0.82	X
19	26	Computer labs are adequate and accessible.	6.27	19	5.26	18	1.01	
20	45	Students are made to feel welcome on this campus.	6.22	22	5.35	14	0.87	X
21	72	On the whole, the campus is well-maintained.	6.21	24	5.51	2	0.70	X
22	3	Faculty care about me as an individual.	6.17	28	5.26	19	0.91	
23	51	This institution has a good reputation within the community.	6.17	30	5.48	3	0.69	X
24								
25								
26	Challenges							
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	6	4.69	62	1.75	X
31	17	Adequate financial aid is available for most students.	6.37	10	4.67	63	1.70	X
32	12	Financial aid awards announced in time to be helpful in college planning.	6.20	25	4.73	60	1.47	X
33	36	Security staff respond quickly in emergencies.	6.19	27	4.74	58	1.45	X
34	57	I seldom get the 'run-around' when seeking information on this campus.	6.13	33	4.52	66	1.61	X
35	11	Billing policies are reasonable.	6.10	36	4.43	69	1.67	X

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Appendix C. Strengths and Challenges - Day Students

	A	B	C	D	E	F	G	H
1	Day Students							
2	<i>n=808</i>							
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	The content of the courses within my major is valuable.	6.67	1	5.26	8	1.41	
8	16	The instruction in my major field is excellent.	6.65	2	5.39	5	1.26	
9	33	My academic advisor is knowledgeable about requirements in my major.	6.52	3	5.32	7	1.2	
10	77	When I graduate, I'll be prepared to use the latest technology in my field.	6.52	5	5.01	19	1.51	
11	68	Nearly all of the faculty are knowledgeable in their field.	6.46	6	5.36	6	1.1	
12	58	The quality of instruction I receive in most of my classes is excellent.	6.45	7	5.04	14	1.41	
13	6	My academic advisor is approachable.	6.44	8	5.46	3	0.98	X
14	78	My professors are available through email.	6.42	9	5.83	1	0.59	X
15	55	Major requirements are clear and reasonable.	6.38	12	5.04	15	1.34	
16	7	The campus is safe and secure for all students.	6.37	13	5.4	4	0.97	X
17	14	My academic advisor is concerned about my success as an individual.	6.29	16	5.14	10	1.15	
18	80	In general, the facilities at the University are well-maintained and clean.	6.25	19	5.05	13	1.2	
19	65	Faculty are usually available after class and during office hours.	6.23	21	5.25	9	0.98	X
20	76	My professors use innovative or varied teaching techniques.	6.23	22	5.04	16	1.19	
21	72	On the whole, the campus is well-maintained.	6.19	24	5.01	20	1.18	
22	61	Adjunct faculty are competent as classroom instructors.	6.14	32	5.02	18	1.12	
23	3	Faculty care about me as an individual.	6.14	29	5.01	21	1.13	
24	67	Freedom of expression is protected on campus.	6.11	37	5.09	12	1.02	X
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 rate	imp rank	sat rate	sat rank	Perf Gap	quartile
31	34	I am able to register for classes I need with few conflicts.	6.52	4	4.34	67	2.18	X
32	17	Adequate financial aid is available for most students.	6.41	10	4.38	66	2.03	X
33	66	Tuition paid is a worthwhile investment.	6.39	11	4.16	73	2.23	X
34	5	Financial aid counselors are helpful.	6.13	33	4.41	62	1.72	X
35	57	I seldom get the 'run-around' when seeking information on this campus.	6.11	36	3.82	77	2.29	X
36	74	Billing and collecting procedures are customer-friendly and efficient.	6.09	40	4.19	71	1.9	X
37	11	Billing policies are reasonable.	6.03	42	4.06	75	1.97	X

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Appendix D. Strengths and Challenges - Evening Students

	A	B	C	D	E	F	G	H
1	Evening Students							
2	<i>n=245</i>							
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	77	When I graduate, I'll be prepared to use the latest technology in my field.	6.58	1	5.3	14	1.28	
8	8	The content of the courses within my major is valuable.	6.51	2	5.26	19	1.25	
9	68	Nearly all of the faculty are knowledgeable in their field.	6.49	4	5.56	4	0.93	
10	16	The instruction in my major field is excellent.	6.48	5	5.32	12	1.16	
11	33	My academic advisor is knowledgeable about requirements in my major.	6.48	6	5.59	3	0.89	
12	58	The quality of instruction I receive in most of my classes is excellent.	6.48	7	5.38	6	1.1	
13	78	My professors are available through email.	6.41	8	5.99	1	0.42	X
14	6	My academic advisor is approachable.	6.38	10	5.38	7	1	
15	55	Major requirements are clear and reasonable.	6.35	12	5.33	10	1.02	
16	65	Faculty are usually available after class and during office hours.	6.27	13	5.69	2	0.58	
17	25	Faculty are fair and unbiased in their treatment of individual students.	6.21	15	5.27	17	0.94	
18	39	I am able to experience intellectual growth here.	6.14	22	5.34	9	0.8	
19	75	The core curriculum is challenging.	6.13	23	5.33	11	0.8	
20	7	The campus is safe and secure for all students.	6.07	26	5.56	5	0.51	
21	80	In general, the facilities at the University are well-maintained and clean.	6.07	27	5.27	18	0.8	
22	81	In general, the written publications are helpful and informative.	6.06	29	5.37	8	0.69	
23	2	The campus staff are caring and helpful.	6.03	30	5.26	20	0.77	
24	72	On the whole, the campus is well-maintained.	6	34	5.31	13	0.69	
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 rate	imp rank	sat rate	sat rank	Perf Gap	quartile
31	21	The amount of student parking space on campus is adequate.	6.15	19	2.83	83	3.32	X
32	20	The business office is open during convenient hours for most students.	5.95	39	4.67	62	1.28	X
33	28	Parking lots are well-lighted and secure.	5.94	40	4.44	73	1.5	X

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Appendix E. Strengths and Challenges - Weekend Students

	A	B	C	D	E	F	G	H
1	Weekend Students							
2	<i>n=156</i>							
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	78	My professors are available through email.	6.31	2	5.71	2	0.6	
8	58	The quality of instruction I receive in most of my classes is excellent.	6.3	3	5.14	19	1.16	
9	34	I am able to register for classes I need with few conflicts.	6.29	4	5.58	3	0.71	
10	7	The campus is safe and secure for all students.	6.28	5	5.73	1	0.55	X
11	77	When I graduate, I'll be prepared to use the latest technology in my field.	6.25	6	5.14	20	1.11	
12	6	My academic advisor is approachable.	6.23	8	5.41	4	0.82	
13	68	Nearly all of the faculty are knowledgeable in their field.	6.2	10	5.16	17	1.04	
14	33	My academic advisor is knowledgeable about requirements in my major.	6.11	14	5.36	5	0.75	
15	55	Major requirements are clear and reasonable.	6.11	15	5.19	12	0.92	
16	75	The core curriculum is challenging.	6.09	17	5.19	13	0.9	
17	80	In general, the facilities at the University are well-maintained and clean.	6.05	21	5.17	16	0.88	
18	72	On the whole, the campus is well-maintained.	6.01	28	5.34	6	0.67	
19	39	I am able to experience intellectual growth here.	5.96	31	5.21	10	0.75	
20	65	Faculty are usually available after class and during office hours.	5.95	34	5.27	7	0.68	
21	2	The campus staff are caring and helpful.	5.94	35	5.13	21	0.81	
22	51	This institution has a good reputation within the community.	5.94	36	5.13	22	0.81	
23	29	It is an enjoyable experience to be a student on this campus.	5.93	37	5.24	9	0.69	
24	45	Students are made to feel welcome on this campus.	5.87	41	5.2	11	0.67	
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 rate	imp rank	sat rate	sat rank	Perf Gap	quartile
31	20	The business office is open during convenient hours for most students.	6.04	22	4.55	69	1.49	X
32	21	The amount of student parking space on campus is adequate.	5.99	29	4.02	83	1.97	X

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Appendix F. Strengths and Challenges - Traditional Aged Students

	A	B	C	D	E	F	G	H
1	Traditional Students							
2	<i>n=841</i>							
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	The content of the courses within my major is valuable.	6.68	1	5.26	8	1.42	
8	16	The instruction in my major field is excellent.	6.64	2	5.37	5	1.27	
9	33	My academic advisor is knowledgeable about requirements in my major.	6.52	4	5.36	6	1.16	
10	77	When I graduate, I'll be prepared to use the latest technology in my field.	6.52	5	5.05	14	1.47	
11	68	Nearly all of the faculty are knowledgeable in their field.	6.49	6	5.36	7	1.13	
12	58	The quality of instruction I receive in most of my classes is excellent.	6.47	7	5.03	18	1.44	
13	6	My academic advisor is approachable.	6.44	8	5.45	3	0.99	X
14	78	My professors are available through email.	6.43	9	5.83	1	0.6	X
15	55	Major requirements are clear and reasonable.	6.39	12	5.09	13	1.3	
16	7	The campus is safe and secure for all students.	6.37	13	5.41	4	0.96	X
17	14	My academic advisor is concerned about my success as an individual.	6.28	16	5.1	11	1.18	
18	80	In general, the facilities at the University are well-maintained and clean.	6.26	19	5.05	15	1.21	
19	65	Faculty are usually available after class and during office hours.	6.24	21	5.24	9	1	X
20	76	My professors use innovative or varied teaching techniques.	6.22	23	5.01	21	1.21	
21	72	On the whole, the campus is well-maintained.	6.21	24	5.01	22	1.2	
22	61	Adjunct faculty are competent as classroom instructors.	6.16	30	5.04	17	1.12	
23	3	Faculty care about me as an individual.	6.13	32	5.03	19	1.1	
24	67	Freedom of expression is protected on campus.	6.13	37	5.1	12	1.03	X
25	51	This institution has a good reputation within the community.	6.02	44	5.05	16	0.97	X
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 rate	imp rank	sat rate	sat rank	Perf Gap	quartile
32	34	I am able to register for classes I need with few conflicts.	6.54	3	4.41	63	2.13	X
33	17	Adequate financial aid is available for most students.	6.41	10	4.39	66	2.02	X
34	66	Tuition paid is a worthwhile investment.	6.41	11	4.2	73	2.21	X
35	5	Financial aid counselors are helpful.	6.13	33	4.38	67	1.75	X
36	57	I seldom get the 'run-around' when seeking information on this campus.	6.11	38	3.85	77	2.26	X
37	74	Billing and collecting procedures are customer-friendly and efficient.	6.07	41	4.25	71	1.82	X
38	11	Billing policies are reasonable.	6.02	42	4.09	75	1.93	X

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Appendix G. Strengths and Challenges - NonTraditional Aged Students

	A	B	C	D	E	F	G	H
1	Non-Traditional Students							
2	<i>n=418</i>							
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	The content of the courses within my major is valuable.	6.44	1	5.15	19	1.29	
8	77	When I graduate, I'll be prepared to use the latest technology in my field.	6.41	2	5.17	17	1.24	
9	16	The instruction in my major field is excellent.	6.4	3	5.23	14	1.17	
10	58	The quality of instruction I receive in most of my classes is excellent.	6.36	5	5.27	9	1.09	
11	33	My academic advisor is knowledgeable about requirements in my major.	6.35	6	5.41	4	0.94	
12	78	My professors are available through email.	6.35	7	5.86	1	0.49	X
13	68	Nearly all of the faculty are knowledgeable in their field.	6.33	8	5.39	5	0.94	
14	6	My academic advisor is approachable.	6.32	9	5.38	6	0.94	
15	55	Major requirements are clear and reasonable.	6.23	10	5.18	16	1.05	
16	7	The campus is safe and secure for all students.	6.15	13	5.61	2	0.54	
17	65	Faculty are usually available after class and during office hours.	6.15	14	5.51	3	0.64	
18	76	My professors use innovative or varied teaching techniques.	6.15	15	5.16	18	0.99	
19	75	The core curriculum is challenging.	6.12	18	5.31	7	0.81	
20	39	I am able to experience intellectual growth here.	6.04	27	5.26	10	0.78	
21	80	In general, the facilities at the University are well-maintained and clean.	6.04	28	5.24	11	0.8	
22	2	The campus staff are caring and helpful.	5.99	33	5.14	21	0.85	
23	72	On the whole, the campus is well-maintained.	5.98	34	5.31	8	0.67	
24	81	In general, the written publications are helpful and informative.	5.98	35	5.24	12	0.74	
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 rate	imp rank	sat rate	sat rank	Perf Gap	quartile
31	21	The amount of student parking space on campus is adequate.	6.05	26	3.13	83	2.92	X
32	11	Billing policies are reasonable.	5.97	36	4.61	65	1.36	X

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Appendix H. Strengths and Challenges - Full-time Students

	A	B	C	D	E	F	G	H
1	Full-time Students							
2	<i>n=1029</i>							
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	The content of the courses within my major is valuable.	6.63	1	5.21	9	1.42	
8	16	The instruction in my major field is excellent.	6.6	2	5.32	7	1.28	
9	33	My academic advisor is knowledgeable about requirements in my major.	6.49	4	5.36	5	1.13	
10	77	When I graduate, I'll be prepared to use the latest technology in my field.	6.49	5	5.05	17	1.44	
11	68	Nearly all of the faculty are knowledgeable in their field.	6.45	6	5.33	6	1.12	
12	58	The quality of instruction I receive in most of my classes is excellent.	6.44	7	5.02	18	1.42	
13	6	My academic advisor is approachable.	6.42	8	5.46	4	0.96	X
14	78	My professors are available through email.	6.41	9	5.81	1	0.6	X
15	55	Major requirements are clear and reasonable.	6.35	12	5.06	14	1.29	
16	7	The campus is safe and secure for all students.	6.34	13	5.47	2	0.87	X
17	14	My academic advisor is concerned about my success as an individual.	6.22	16	5.08	12	1.14	
18	65	Faculty are usually available after class and during office hours.	6.21	18	5.26	8	0.95	X
19	80	In general, the facilities at the University are well-maintained and clean.	6.21	19	5.09	11	1.12	
20	76	My professors use innovative or varied teaching techniques.	6.19	21	5.02	19	1.17	
21	72	On the whole, the campus is well-maintained.	6.17	25	5.06	15	1.11	
22	3	Faculty care about me as an individual.	6.1	33	5.01	20	1.09	
23	67	Freedom of expression is protected on campus.	6.03	41	5.08	13	0.95	X
24								
25								
26	Challenges							
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	17	Adequate financial aid is available for most students.	6.39	10	4.49	62	1.9	X
31	66	Tuition paid is a worthwhile investment.	6.36	11	4.27	70	2.09	X
32	57	I seldom get the 'run-around' when seeking information on this campus.	6.12	32	3.97	77	2.15	X
33	49	There are adequate services to help me decide upon a career.	6.06	37	4.45	65	1.61	X
34	74	Billing and collecting procedures are customer-friendly and efficient.	6.06	39	4.36	68	1.7	X
35	11	Billing policies are reasonable.	6.02	42	4.18	74	1.84	X

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Appendix I. Strengths and Challenges - Part-time Students

	A	B	C	D	E	F	G	H
1	Part-time Students							
2	<i>n=227</i>							
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	77	When I graduate, I'll be prepared to use the latest technology in my field.	6.46	1	5.29	14	1.17	
8	8	The content of the courses within my major is valuable.	6.44	2	5.24	17	1.2	
9	58	The quality of instruction I receive in most of my classes is excellent.	6.41	3	5.48	5	0.93	
10	16	The instruction in my major field is excellent.	6.37	4	5.35	7	1.02	
11	68	Nearly all of the faculty are knowledgeable in their field.	6.37	6	5.56	3	0.81	
12	33	My academic advisor is knowledgeable about requirements in my major.	6.36	7	5.42	6	0.94	
13	78	My professors are available through email.	6.36	8	5.97	1	0.39	X
14	6	My academic advisor is approachable.	6.29	9	5.26	16	1.03	
15	55	Major requirements are clear and reasonable.	6.27	10	5.33	9	0.94	
16	76	My professors use innovative or varied teaching techniques.	6.2	13	5.22	20	0.98	
17	65	Faculty are usually available after class and during office hours.	6.18	14	5.61	2	0.57	
18	61	Adjunct faculty are competent as classroom instructors.	6.17	15	5.3	12	0.87	
19	25	Faculty are fair and unbiased in their treatment of individual students.	6.14	16	5.24	18	0.9	
20	39	I am able to experience intellectual growth here.	6.07	21	5.32	10	0.75	
21	7	The campus is safe and secure for all students.	6.06	24	5.52	4	0.54	
22	75	The core curriculum is challenging.	6.02	26	5.32	11	0.7	
23	81	In general, the written publications are helpful and informative.	6.01	28	5.34	8	0.67	
24	2	The campus staff are caring and helpful.	6	29	5.22	21	0.78	
25	72	On the whole, the campus is well-maintained.	5.98	34	5.3	13	0.68	
26	53	Faculty take into consideration student differences as they teach a course.	5.9	40	5.22	22	0.68	
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 rate	imp rank	sat rate	sat rank	Perf Gap	quartile
33	21	The amount of student parking space on campus is adequate.	6.03	25	3.13	83	2.9	X
34	19	My academic advisor helps me set goals to work toward.	5.93	37	4.7	62	1.23	X
35	11	Billing policies are reasonable.	5.88	42	4.6	71	1.28	X

Point Park University - Student Satisfaction Inventory

Appendix J. Strengths and Challenges - COPA Students

	A	B	C	D	E	F	G	H
1	COPA Students							
2	<i>n=354</i>							
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	The content of the courses within my major is valuable.	6.76	1	5.3	5	1.46	
8	16	The instruction in my major field is excellent.	6.76	2	5.57	2	1.19	
9	68	Nearly all of the faculty are knowledgeable in their field.	6.61	3	5.44	4	1.17	X
10	58	The quality of instruction I receive in most of my classes is excellent.	6.56	5	5.01	17	1.55	
11	33	My academic advisor is knowledgeable about requirements in my major.	6.54	6	5.2	8	1.34	
12	77	When I graduate, I'll be prepared to use the latest technology in my field.	6.53	7	5.06	14	1.47	
13	6	My academic advisor is approachable.	6.46	9	5.28	6	1.18	X
14	78	My professors are available through email.	6.44	11	5.84	1	0.6	X
15	7	The campus is safe and secure for all students.	6.41	15	5.28	7	1.13	X
16	55	Major requirements are clear and reasonable.	6.4	16	4.94	18	1.46	
17	76	My professors use innovative or varied teaching techniques.	6.31	20	5.02	16	1.29	
18	14	My academic advisor is concerned about my success as an individual.	6.3	21	4.93	19	1.37	
19	3	Faculty care about me as an individual.	6.29	23	4.89	20	1.4	
20	65	Faculty are usually available after class and during office hours.	6.29	25	5.2	9	1.09	X
21	67	Freedom of expression is protected on campus.	6.23	30	5.09	11	1.14	X
22	61	Adjunct faculty are competent as classroom instructors.	6.22	33	5.15	10	1.07	X
23	51	This institution has a good reputation within the community.	6.11	41	5.09	12	1.02	X
24								
25								
26	Challenges							
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	34	I am able to register for classes I need with few conflicts.	6.56	4	3.9	73	2.66	X
31	66	Tuition paid is a worthwhile investment.	6.48	8	4.06	69	2.42	X
32	25	Faculty are fair and unbiased in their treatment of individual students.	6.45	10	3.9	74	2.55	X
33	17	Adequate financial aid is available for most students.	6.42	12	4.15	66	2.27	X
34	38	There is an adequate selection of food available in the cafeteria.	6.24	28	3.03	82	3.21	X
35	23	Living conditions in the residence halls are comfortable	6.22	32	3.65	78	2.57	X
36	5	Financial aid counselors are helpful.	6.11	38	4.19	62	1.92	X
37	57	I seldom get the 'run-around' when seeking information on this campus.	6.1	42	3.42	79	2.68	X

Point Park University - Student Satisfaction Inventory

Appendix K. Strengths and Challenges - Non-COPA Students

	A	B	C	D	E	F	G	H
1	Non-COPA Students							
2	<i>n=838</i>							
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	The content of the courses within my major is valuable.	6.56	1	5.22	12	1.34	
8	77	When I graduate, I'll be prepared to use the latest technology in my field.	6.53	2	5.12	20	1.41	
9	16	The instruction in my major field is excellent.	6.51	3	5.25	10	1.26	
10	33	My academic advisor is knowledgeable about requirements in my major.	6.5	4	5.46	4	1.04	
11	58	The quality of instruction I receive in most of my classes is excellent.	6.44	6	5.16	15	1.28	
12	68	Nearly all of the faculty are knowledgeable in their field.	6.43	7	5.37	7	1.06	
13	78	My professors are available through email.	6.43	8	5.9	1	0.53	X
14	6	My academic advisor is approachable.	6.42	9	5.49	3	0.93	
15	55	Major requirements are clear and reasonable.	6.35	10	5.19	14	1.16	
16	7	The campus is safe and secure for all students.	6.27	14	5.57	2	0.7	X
17	65	Faculty are usually available after class and during office hours.	6.23	16	5.39	6	0.84	
18	80	In general, the facilities at the University are well-maintained and clean.	6.21	19	5.36	8	0.85	
19	14	My academic advisor is concerned about my success as an individual.	6.18	20	5.12	21	1.06	
20	39	I am able to experience intellectual growth here.	6.18	21	5.13	18	1.05	
21	72	On the whole, the campus is well-maintained.	6.11	28	5.3	9	0.81	
22	2	The campus staff are caring and helpful.	6.08	33	5.16	16	0.92	
23	81	In general, the written publications are helpful and informative.	6.08	34	5.22	13	0.86	
24								
25								
26	Challenges							
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.	6.35	11	4.48	68	1.87	X
31	57	I seldom get the 'run-around' when seeking information on this campus.	6.13	27	4.39	71	1.74	X
32	74	Billing and collecting procedures are customer-friendly and efficient.	6.1	31	4.63	62	1.47	X
33	49	There are adequate services to help me decide upon a career.	6.02	38	4.48	69	1.54	X
34	11	Billing policies are reasonable.	6	41	4.44	70	1.56	X
35	21	The amount of student parking space on campus is adequate.	6	42	2.48	83	3.52	X

Point Park University - Student Satisfaction Inventory

Appendix L. Strengths and Challenges - Resident Students

	A	B	C	D	E	F	G	H
1	Residents							
2	<i>n=303</i>							
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	3	Faculty care about me as an individual.	6.19	34	5.09	15	1.1	X
8	67	Freedom of expression is protected on campus.	6.22	31	5.08	16	1.14	X
9	65	Faculty are usually available after class and during office hours.	6.27	27	5.19	11	1.08	X
10	45	Students are made to feel welcome on this campus.	6.28	25	4.97	21	1.31	
11	2	The campus staff are caring and helpful.	6.3	24	5.03	19	1.27	
12	14	My academic advisor is concerned about my success as an individual.	6.37	20	5.2	10	1.17	
13	55	Major requirements are clear and reasonable.	6.39	18	5.21	9	1.18	
14	6	My academic advisor is approachable.	6.49	10	5.48	4	1.01	X
15	78	My professors are available through email.	6.49	12	5.82	1	0.67	X
16	58	The quality of instruction I receive in most of my classes is excellent.	6.52	9	5.05	18	1.47	
17	7	The campus is safe and secure for all students.	6.54	8	5.4	8	1.14	X
18	68	Nearly all of the faculty are knowledgeable in their field.	6.58	6	5.41	6	1.17	
19	77	When I graduate, I'll be prepared to use the latest technology in my field.	6.6	5	5.16	12	1.44	
20	33	My academic advisor is knowledgeable about requirements in my major.	6.63	3	5.48	3	1.15	
21	16	The instruction in my major field is excellent.	6.71	2	5.53	2	1.18	
22	8	The content of the courses within my major is valuable.	6.73	1	5.4	7	1.33	
23								
24								
25	Challenges							
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	73	Student activities fees are put to good use.	6.14	41	3.83	78	2.31	X
30	41	There is a commitment to academic excellence on this campus.	6.17	40	4.37	65	1.8	X
31	40	Residence hall regulations are reasonable.	6.18	37	4.36	66	1.82	X
32	38	There is an adequate selection of food available in the cafeteria.	6.35	22	2.98	82	3.37	X
33	66	Tuition paid is a worthwhile investment.	6.48	13	4.06	74	2.42	X
34	17	Adequate financial aid is available for most students.	6.49	11	4.28	69	2.21	X
35	23	Living conditions in the residence halls are comfortable	6.57	7	3.91	77	2.66	X

Point Park University - Student Satisfaction Inventory

Appendix M. Strengths and Challenges - Commuter Students

	A	B	C	D	E	F	G	H
1	Commuters							
2	<i>n=955</i>							
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	The content of the courses within my major is valuable.	6.55	1	5.16	12	1.39	
8	16	The instruction in my major field is excellent.	6.51	2	5.25	8	1.26	
9	77	When I graduate, I'll be prepared to use the latest technology in my field.	6.44	4	5.06	19	1.38	
10	33	My academic advisor is knowledgeable about requirements in my major.	6.41	5	5.34	7	1.07	
11	58	The quality of instruction I receive in most of my classes is excellent.	6.4	6	5.13	13	1.27	
12	68	Nearly all of the faculty are knowledgeable in their field.	6.39	7	5.36	6	1.03	
13	6	My academic advisor is approachable.	6.37	8	5.41	4	0.96	
14	78	My professors are available through email.	6.37	9	5.84	1	0.53	X
15	55	Major requirements are clear and reasonable.	6.31	10	5.08	17	1.23	
16	7	The campus is safe and secure for all students.	6.21	14	5.5	2	0.71	X
17	65	Faculty are usually available after class and during office hours.	6.19	16	5.37	5	0.82	X
18	76	My professors use innovative or varied teaching techniques.	6.17	18	5.09	16	1.08	
19	61	Adjunct faculty are competent as classroom instructors.	6.12	24	5.11	15	1.01	
20	80	In general, the facilities at the University are well-maintained and clean.	6.12	25	5.21	9	0.91	
21	72	On the whole, the campus is well-maintained.	6.07	29	5.18	11	0.89	
22	3	Faculty care about me as an individual.	6	37	5.03	21	0.97	
23	51	This institution has a good reputation within the community.	5.96	41	5.03	22	0.93	
24	81	In general, the written publications are helpful and informative.	5.96	42	5.07	18	0.89	
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 rate	imp rank	sat rate	sat rank	Perf Gap	quartile
31	66	Tuition paid is a worthwhile investment.	6.3	11	4.46	67	1.84	X
32	57	I seldom get the 'run-around' when seeking information on this campus.	6.08	28	4.23	75	1.85	X
33	74	Billing and collecting procedures are customer-friendly and efficient.	6.02	34	4.52	64	1.5	X
34	21	The amount of student parking space on campus is adequate.	6.01	35	2.47	83	3.54	X
35	11	Billing policies are reasonable.	5.98	38	4.34	70	1.64	X

Point Park University - Student Satisfaction Inventory

Appendix N. Strengths and Challenges by School/Dept.

	A	B	C	D	E	F	G	H
1	School of Business							
2	<i>n=224</i>							
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	The content of the courses within my major is valuable.	6.49	1	5.09	17	1.4	
8	6	My academic advisor is approachable.	6.38	3	5.34	5	1.04	
9	33	My academic advisor is knowledgeable about requirements in my major.	6.35	4	5.22	11	1.13	
10	78	My professors are available through email.	6.35	5	5.83	1	0.52	X
11	34	I am able to register for classes I need with few conflicts.	6.34	6	5.14	13	1.2	
12	58	The quality of instruction I receive in most of my classes is excellent.	6.34	7	5.08	19	1.26	
13	68	Nearly all of the faculty are knowledgeable in their field.	6.32	8	5.28	9	1.04	
14	55	Major requirements are clear and reasonable.	6.22	12	5.28	10	0.94	
15	7	The campus is safe and secure for all students.	6.17	14	5.6	2	0.57	X
16	80	In general, the facilities at the University are well-maintained and clean.	6.17	15	5.4	3	0.77	X
17	65	Faculty are usually available after class and during office hours.	6.07	21	5.29	8	0.78	
18	72	On the whole, the campus is well-maintained.	6.05	25	5.35	4	0.7	X
19	2	The campus staff are caring and helpful.	5.99	29	5.07	20	0.92	
20	81	In general, the written publications are helpful and informative.	5.98	35	5.14	14	0.84	
21	35	The assessment and course placement procedures are reasonable.	5.93	41	5.1	16	0.83	
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 rate	imp rank	sat rate	sat rank	Perf Gap	quartile
28	66	Tuition paid is a worthwhile investment.	6.24	11	4.52	69	1.72	X
29	74	Billing and collecting procedures are customer-friendly and efficient.	6.02	27	4.67	62	1.35	X
30	49	There are adequate services to help me decide upon a career.	5.94	38	4.46	71	1.48	X
31	57	I seldom get the 'run-around' when seeking information on this campus.	5.94	39	4.62	63	1.32	X
32	11	Billing policies are reasonable.	5.92	42	4.52	70	1.4	X

Point Park University - Student Satisfaction Inventory

Appendix O. Strengths and Challenges by School/Dept.

	A	B	C	D	E	F	G	H
1	Conservatory of Performing Arts							
2	<i>n=354</i>							
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	The content of the courses within my major is valuable.	6.76	1	5.3	5	1.46	
8	16	The instruction in my major field is excellent.	6.76	2	5.57	2	1.19	
9	68	Nearly all of the faculty are knowledgeable in their field.	6.61	3	5.44	4	1.17	X
10	58	The quality of instruction I receive in most of my classes is excellent.	6.56	5	5.01	17	1.55	
11	33	My academic advisor is knowledgeable about requirements in my major.	6.54	6	5.2	8	1.34	
12	77	When I graduate, I'll be prepared to use the latest technology in my field.	6.53	7	5.06	14	1.47	
13	6	My academic advisor is approachable.	6.46	9	5.28	6	1.18	X
14	78	My professors are available through email.	6.44	11	5.84	1	0.6	X
15	7	The campus is safe and secure for all students.	6.41	15	5.28	7	1.13	X
16	55	Major requirements are clear and reasonable.	6.4	16	4.94	18	1.46	
17	76	My professors use innovative or varied teaching techniques.	6.31	20	5.02	16	1.29	
18	14	My academic advisor is concerned about my success as an individual.	6.3	21	4.93	19	1.37	
19	3	Faculty care about me as an individual.	6.29	23	4.89	20	1.4	
20	65	Faculty are usually available after class and during office hours.	6.29	25	5.2	9	1.09	X
21	67	Freedom of expression is protected on campus.	6.23	30	5.09	11	1.14	X
22	61	Adjunct faculty are competent as classroom instructors.	6.22	33	5.15	10	1.07	X
23	51	This institution has a good reputation within the community.	6.11	41	5.09	12	1.02	X
24								
25								
26	Challenges							
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	34	I am able to register for classes I need with few conflicts.	6.56	4	3.9	73	2.66	X
31	66	Tuition paid is a worthwhile investment.	6.48	8	4.06	69	2.42	X
32	25	Faculty are fair and unbiased in their treatment of individual students.	6.45	10	3.9	74	2.55	X
33	17	Adequate financial aid is available for most students.	6.42	12	4.15	66	2.27	X
34	4	Admissions staff are knowledgeable.	6.24	27	4.19	61	2.05	X
35	38	There is an adequate selection of food available in the cafeteria.	6.24	28	3.03	82	3.21	X
36	23	Living conditions in the residence halls are comfortable (adequate space, l	6.22	32	3.65	78	2.57	X
37	5	Financial aid counselors are helpful.	6.11	38	4.19	62	1.92	X
38	57	I seldom get the 'run-around' when seeking information on this campus.	6.1	42	3.42	79	2.68	X

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Appendix P. Strengths and Challenges by School/Dept.

	A	B	C	D	E	F	G	H
1	School of Adult and Professional Studies							
2	<i>n=103</i>							
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	The instruction in my major field is excellent.	6.53	1	5.62	5	0.91	
8	8	The content of the courses within my major is valuable.	6.52	2	5.63	4	0.89	
9	34	I am able to register for classes I need with few conflicts.	6.52	3	5.55	11	0.97	
10	77	When I graduate, I'll be prepared to use the latest technology in my field.	6.49	4	5.71	2	0.78	
11	78	My professors are available through email.	6.47	5	5.82	1	0.65	
12	33	My academic advisor is knowledgeable about requirements in my major.	6.46	6	5.64	3	0.82	
13	7	The campus is safe and secure for all students.	6.39	7	5.6	6	0.79	
14	6	My academic advisor is approachable.	6.36	8	5.53	12	0.83	
15	76	My professors use innovative or varied teaching techniques.	6.33	9	5.52	13	0.81	
16	81	In general, the written publications are helpful and informative.	6.24	13	5.58	8	0.66	
17	58	The quality of instruction I receive in most of my classes is excellent.	6.23	15	5.57	10	0.66	
18	69	There is a good variety of courses provided on this campus.	6.23	16	5.45	16	0.78	
19	55	Major requirements are clear and reasonable.	6.19	19	5.41	20	0.78	
20	68	Nearly all of the faculty are knowledgeable in their field.	6.17	21	5.48	14	0.69	
21	75	The core curriculum is challenging.	6.1	30	5.47	15	0.63	
22	72	On the whole, the campus is well-maintained.	6.07	34	5.44	18	0.63	
23	18	Library resources and services are adequate.	6.01	38	5.59	7	0.42	X
24	83	My academic program has met the goals outlined in the Mission Statement	6.01	41	5.45	17	0.56	X
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 rate	imp rank	sat rate	sat rank	Perf Gap	quartile
31	17	Adequate financial aid is available for most students.	6.26	10	4.74	67	1.52	X
32	21	The amount of student parking space on campus is adequate.	6.14	24	2.79	83	3.35	X
33	66	Tuition paid is a worthwhile investment.	6.11	28	4.72	68	1.39	X
34	28	Parking lots are well-lighted and secure.	6.03	36	3.87	82	2.16	X
35	11	Billing policies are reasonable.	6	42	4.45	78	1.55	X
36	57	I seldom get the 'run-around' when seeking information on this campus.	6	44	4.82	62	1.18	X

Point Park University - Student Satisfaction Inventory

Appendix Q. Strengths and Challenges by School/Dept.

	A	B	C	D	E	F	G	H
1	School of Arts and Sciences							
2	<i>n=502</i>							
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	The content of the courses within my major is valuable.	6.61	1	5.21	11	1.4	
8	16	The instruction in my major field is excellent.	6.61	2	5.28	9	1.33	
9	33	My academic advisor is knowledgeable about requirements in my major.	6.57	3	5.54	4	1.03	
10	68	Nearly all of the faculty are knowledgeable in their field.	6.54	6	5.39	7	1.15	
11	58	The quality of instruction I receive in most of my classes is excellent.	6.52	7	5.11	19	1.41	
12	6	My academic advisor is approachable.	6.47	8	5.56	2	0.91	
13	78	My professors are available through email.	6.46	9	5.94	1	0.52	X
14	55	Major requirements are clear and reasonable.	6.43	11	5.1	20	1.33	
15	65	Faculty are usually available after class and during office hours.	6.34	13	5.49	5	0.85	X
16	25	Faculty are fair and unbiased in their treatment of individual students.	6.31	15	5.06	21	1.25	
17	7	The campus is safe and secure for all students.	6.3	16	5.56	3	0.74	X
18	39	I am able to experience intellectual growth here.	6.29	17	5.13	17	1.16	
19	14	My academic advisor is concerned about my success as an individual.	6.27	19	5.17	15	1.1	
20	80	In general, the facilities at the University are well-maintained and clean.	6.22	22	5.35	8	0.87	
21	72	On the whole, the campus is well-maintained.	6.15	29	5.25	10	0.9	
22	2	The campus staff are caring and helpful.	6.12	30	5.16	16	0.96	
23	81	In general, the written publications are helpful and informative.	6.09	35	5.2	12	0.89	
24	3	Faculty care about me as an individual.	6.05	38	5.2	13	0.85	X
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 rate	imp rank	sat rate	sat rank	Perf Gap	quartile
31	66	Tuition paid is a worthwhile investment.	6.45	10	4.41	69	2.04	X
32	57	I seldom get the 'run-around' when seeking information on this campus.	6.24	21	4.2	75	2.04	X
33	49	There are adequate services to help me decide upon a career.	6.1	33	4.47	66	1.63	X
34	74	Billing and collecting procedures are customer-friendly and efficient.	6.09	34	4.54	62	1.55	X
35	21	The amount of student parking space on campus is adequate.	6.05	39	2.16	83	3.89	X
36	11	Billing policies are reasonable.	6.03	42	4.4	70	1.63	X

Point Park University - Student Satisfaction Inventory

Appendix R. Strengths and Challenges by School/Dept.

	A	B	C	D	E	F	G	H
1	Department of Education							
2	<i>n=89</i>							
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	6	My academic advisor is approachable.	6.69	1	5.77	3	0.92	
8	8	The content of the courses within my major is valuable.	6.69	2	5.33	20	1.36	
9	33	My academic advisor is knowledgeable about requirements in my major.	6.69	3	5.75	6	0.94	
10	16	The instruction in my major field is excellent.	6.68	4	5.49	12	1.19	
11	58	The quality of instruction I receive in most of my classes is excellent.	6.56	7	5.39	15	1.17	
12	68	Nearly all of the faculty are knowledgeable in their field.	6.56	9	5.48	13	1.08	
13	78	My professors are available through email.	6.54	10	5.85	1	0.69	
14	7	The campus is safe and secure for all students.	6.46	15	5.78	2	0.68	X
15	25	Faculty are fair and unbiased in their treatment of individual students.	6.44	17	5.51	11	0.93	
16	19	My academic advisor helps me set goals to work toward.	6.43	18	5.34	19	1.09	
17	65	Faculty are usually available after class and during office hours.	6.42	19	5.58	9	0.84	
18	14	My academic advisor is concerned about my success as an individual.	6.36	24	5.66	7	0.7	
19	39	I am able to experience intellectual growth here.	6.34	26	5.57	10	0.77	
20	72	On the whole, the campus is well-maintained.	6.31	30	5.66	8	0.65	X
21	51	This institution has a good reputation within the community.	6.29	32	5.45	14	0.84	
22	45	Students are made to feel welcome on this campus.	6.22	38	5.36	18	0.86	
23	80	In general, the facilities at the University are well-maintained and clean.	6.2	40	5.77	4	0.43	X
24								
25								
26	Challenges							
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	34	I am able to register for classes I need with few conflicts.	6.68	5	4.64	67	2.04	X
31	66	Tuition paid is a worthwhile investment.	6.56	8	4.66	65	1.9	X
32	69	There is a good variety of courses provided on this campus.	6.53	11	4.63	68	1.9	X
33	57	I seldom get the 'run-around' when seeking information on this campus.	6.36	25	4.19	78	2.17	X
34	74	Billing and collecting procedures are customer-friendly and efficient.	6.28	34	4.7	62	1.58	X
35	28	Parking lots are well-lighted and secure.	6.27	35	3.75	81	2.52	X
36	49	There are adequate services to help me decide upon a career.	6.23	37	4.68	64	1.55	X

Point Park University - Student Satisfaction Inventory

Appendix S. Strengths and Challenges by School/Dept.

	A	B	C	D	E	F	G	H
1	Department of Humanities							
2	<i>n=87</i>							
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	6	My academic advisor is approachable.	6.6	4	5.31	10	1.29	
8	77	When I graduate, I'll be prepared to use the latest technology in my field.	6.58	6	5.16	16	1.42	
9	68	Nearly all of the faculty are knowledgeable in their field.	6.56	7	5.36	7	1.2	
10	58	The quality of instruction I receive in most of my classes is excellent.	6.55	8	5.07	20	1.48	
11	78	My professors are available through email.	6.53	9	5.78	1	0.75	X
12	7	The campus is safe and secure for all students.	6.48	12	5.58	4	0.9	X
13	65	Faculty are usually available after class and during office hours.	6.42	16	5.51	5	0.91	X
14	76	My professors use innovative or varied teaching techniques.	6.39	18	5.2	15	1.19	
15	25	Faculty are fair and unbiased in their treatment of individual students.	6.38	19	5.07	21	1.31	
16	2	The campus staff are caring and helpful.	6.31	25	5.28	11	1.03	
17	67	Freedom of expression is protected on campus.	6.29	26	5.23	13	1.06	
18	80	In general, the facilities at the University are well-maintained and clean.	6.26	28	5.59	2	0.67	X
19	50	Class change (drop/add) policies are reasonable.	6.24	31	5.24	12	1	
20	81	In general, the written publications are helpful and informative.	6.2	33	5.14	18	1.06	
21	3	Faculty care about me as an individual.	6.19	34	5.33	9	0.86	X
22	45	Students are made to feel welcome on this campus.	6.16	37	5.08	19	1.08	
23	53	Faculty take into consideration student differences as they teach a course.	6.13	39	5.07	22	1.06	
24	72	On the whole, the campus is well-maintained.	6.1	41	5.45	6	0.65	X
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 rate	imp rank	sat rate	sat rank	Perf Gap	quartile
31	34	I am able to register for classes I need with few conflicts.	6.59	5	4.45	62	2.14	X
32	66	Tuition paid is a worthwhile investment.	6.51	11	4.44	65	2.07	X
33	69	There is a good variety of courses provided on this campus.	6.47	14	4.27	71	2.2	X
34	49	There are adequate services to help me decide upon a career.	6.36	22	4.17	75	2.19	X
35	57	I seldom get the 'run-around' when seeking information on this campus.	6.34	23	4.2	74	2.14	X
36	21	The amount of student parking space on campus is adequate.	6.12	40	2.05	83	4.07	X
37	11	Billing policies are reasonable.	6.08	42	4.44	66	1.64	X

Point Park University - Student Satisfaction Inventory

Appendix T. Strengths and Challenges by School/Dept.

	A	B	C	D	E	F	G	H
1	Department of Journalism and Mass Communication							
2	<i>n=174</i>							
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	The content of the courses within my major is valuable.	6.7	1	5.41	7	1.29	
8	16	The instruction in my major field is excellent.	6.67	2	5.4	8	1.27	
9	68	Nearly all of the faculty are knowledgeable in their field.	6.66	3	5.42	6	1.24	
10	33	My academic advisor is knowledgeable about requirements in my major.	6.64	5	5.73	2	0.91	X
11	78	My professors are available through email.	6.6	7	6.04	1	0.56	X
12	6	My academic advisor is approachable.	6.54	12	5.6	3	0.94	X
13	55	Major requirements are clear and reasonable.	6.51	13	5.2	14	1.31	
14	7	The campus is safe and secure for all students.	6.47	15	5.47	4	1	X
15	39	I am able to experience intellectual growth here.	6.47	16	5.1	21	1.37	
16	65	Faculty are usually available after class and during office hours.	6.43	18	5.39	9	1.04	X
17	14	My academic advisor is concerned about my success as an individual.	6.42	19	5.12	20	1.3	
18	67	Freedom of expression is protected on campus.	6.33	24	5.16	18	1.17	
19	80	In general, the facilities at the University are well-maintained and clean.	6.33	25	5.33	10	1	X
20	72	On the whole, the campus is well-maintained.	6.3	27	5.26	13	1.04	X
21	3	Faculty care about me as an individual.	6.25	32	5.32	11	0.93	X
22	51	This institution has a good reputation within the community.	6.17	40	5.29	12	0.88	X
23	2	The campus staff are caring and helpful.	6.16	41	5.19	15	0.97	X
24								
25								
26	Challenges							
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.	6.55	11	4.33	70	2.22	X
31	57	I seldom get the 'run-around' when seeking information on this campus.	6.34	22	3.99	76	2.35	X
32	74	Billing and collecting procedures are customer-friendly and efficient.	6.24	35	4.42	68	1.82	X
33	11	Billing policies are reasonable.	6.17	39	4.44	66	1.73	X
34	73	Student activities fees are put to good use.	6.13	42	3.55	80	2.58	X

Point Park University - Student Satisfaction Inventory

Appendix U. Strengths and Challenges by School/Dept.

	A	B	C	D	E	F	G	H
1	Department of Natural Sciences and Engineering Technology							
2	<i>n=152</i>							
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	The instruction in my major field is excellent.	6.46	2	5.15	8	1.31	
8	8	The content of the courses within my major is valuable.	6.43	3	5.04	17	1.39	
9	58	The quality of instruction I receive in most of my classes is excellent.	6.4	4	5.09	12	1.31	
10	68	Nearly all of the faculty are knowledgeable in their field.	6.39	6	5.32	6	1.07	
11	33	My academic advisor is knowledgeable about requirements in my major.	6.34	8	5.56	2	0.78	
12	55	Major requirements are clear and reasonable.	6.23	10	5.11	11	1.12	
13	6	My academic advisor is approachable.	6.21	11	5.53	5	0.68	
14	78	My professors are available through email.	6.19	12	5.97	1	0.22	X
15	65	Faculty are usually available after class and during office hours.	6.16	13	5.55	3	0.61	
16	76	My professors use innovative or varied teaching techniques.	6.04	17	5.02	21	1.02	
17	81	In general, the written publications are helpful and informative.	6.03	18	5.18	7	0.85	
18	27	The personnel involved in registration are helpful.	6.01	19	5.09	13	0.92	
19	25	Faculty are fair and unbiased in their treatment of individual students.	6	20	5.09	14	0.91	
20	61	Adjunct faculty are competent as classroom instructors.	5.99	23	5.06	15	0.93	
21	2	The campus staff are caring and helpful.	5.93	27	5.04	18	0.89	
22	14	My academic advisor is concerned about my success as an individual.	5.91	28	5.06	16	0.85	
23	7	The campus is safe and secure for all students.	5.89	31	5.54	4	0.35	X
24	75	The core curriculum is challenging.	5.89	33	5.13	9	0.76	
25	3	Faculty care about me as an individual.	5.71	42	5.04	19	0.67	
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 rate	imp rank	sat rate	sat rank	Perf Gap	quartile
32	21	The amount of student parking space on campus is adequate.	6.35	7	2.54	83	3.81	X
33	66	Tuition paid is a worthwhile investment.	6.25	9	4.35	70	1.9	X
34	57	I seldom get the 'run-around' when seeking information on this campus.	5.99	22	4.46	64	1.53	X
35	11	Billing policies are reasonable.	5.81	36	4.18	78	1.63	X

Point Park University - Student Satisfaction Inventory

Appendix V. Strengths and Challenges by School/Dept.

	A	B	C	D	E	F	G	H
1	Unknown Major							
2	<i>n=94</i>							
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	The content of the courses within my major is valuable.	6.22	1	4.85	16	1.37	
8	16	The instruction in my major field is excellent.	6.16	2	4.94	10	1.22	
9	7	The campus is safe and secure for all students.	6.07	3	5.37	1	0.7	
10	14	My academic advisor is concerned about my success as an individual.	5.99	7	5.07	6	0.92	
11	6	My academic advisor is approachable.	5.95	8	5.34	2	0.61	X
12	55	Major requirements are clear and reasonable.	5.9	9	5.09	5	0.81	
13	33	My academic advisor is knowledgeable about requirements in my major.	5.84	13	5.24	3	0.6	X
14	58	The quality of instruction I receive in most of my classes is excellent.	5.79	15	4.86	15	0.93	
15	68	Nearly all of the faculty are knowledgeable in their field.	5.73	24	4.97	8	0.76	
16	4	Admissions staff are knowledgeable.	5.71	26	4.87	13	0.84	
17	61	Adjunct faculty are competent as classroom instructors.	5.67	32	4.96	9	0.71	
18	44	Academic support services adequately meet the needs of students.	5.65	33	4.9	11	0.75	
19	50	Class change (drop/add) policies are reasonable.	5.58	41	5.03	7	0.55	X
20	65	Faculty are usually available after class and during office hours.	5.55	43	5.16	4	0.39	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 rate	imp rank	sat rate	sat rank	Perf Gap	quartile
27	11	Billing policies are reasonable.	5.76	20	4.38	69	1.38	X
28	25	Faculty are fair and unbiased in their treatment of individual students.	5.76	21	4.34	73	1.42	X
29	18	Library resources and services are adequate.	5.75	22	4.4	68	1.35	X
30	21	The amount of student parking space on campus is adequate.	5.73	23	2.96	83	2.77	X
31	66	Tuition paid is a worthwhile investment.	5.69	30	4.41	67	1.28	X
32	22	Counseling staff care about students as individuals.	5.67	31	4.46	62	1.21	X
33	28	Parking lots are well-lighted and secure.	5.64	36	4.26	76	1.38	X
34	57	I seldom get the 'run-around' when seeking information on this campus.	5.64	37	4.2	77	1.44	X
35	10	Administrators are approachable to students.	5.55	42	4.43	64	1.12	X

STUDENT SATISFACTION INVENTORY™

4-Year College and University Version

Laurie A. Schreiner, Ph.D., and Stephanie L. Juillerat, Ph.D.
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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			not available/not used
2 - not very important			very satisfied - 7
3 - somewhat unimportant			satisfied - 6
4 - neutral			somewhat satisfied - 5
5 - somewhat important			neutral - 4
6 - important			somewhat dissatisfied - 3
7 - very important			not very satisfied - 2
does not apply			not satisfied at all - 1
1 2 3 4 5 6 7	1. Most students feel a sense of belonging here.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	2. The campus staff are caring and helpful.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	3. Faculty care about me as an individual.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	4. Admissions staff are knowledgeable.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	5. Financial aid counselors are helpful.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	6. My academic advisor is approachable.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	7. The campus is safe and secure for all students.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	8. The content of the courses within my major is valuable.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	9. A variety of intramural activities are offered.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	10. Administrators are approachable to students.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	11. Billing policies are reasonable.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	12. Financial aid awards are announced to students in time to be helpful in college planning.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	13. Library staff are helpful and approachable.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	14. My academic advisor is concerned about my success as an individual.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	15. The staff in the health services area are competent.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	16. The instruction in my major field is excellent.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	17. Adequate financial aid is available for most students.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	18. Library resources and services are adequate.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	19. My academic advisor helps me set goals to work toward.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	20. The business office is open during hours which are convenient for most students.	1 2 3 4 5 6 7	

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	
1 2 3 4 5 6 7	22. Counseling staff care about students as individuals.	1 2 3 4 5 6 7	
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	
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	
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	
1 2 3 4 5 6 7	26. Computer labs are adequate and accessible.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	27. The personnel involved in registration are helpful.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	28. Parking lots are well-lighted and secure.	1 2 3 4 5 6 7	
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	
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	
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	
1 2 3 4 5 6 7	32. Tutoring services are readily available.	1 2 3 4 5 6 7	
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	
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	
1 2 3 4 5 6 7	35. The assessment and course placement procedures are reasonable.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	36. Security staff respond quickly in emergencies.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	37. I feel a sense of pride about my campus.	1 2 3 4 5 6 7	
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	
1 2 3 4 5 6 7	39. I am able to experience intellectual growth here.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	40. Residence hall regulations are reasonable.	1 2 3 4 5 6 7	
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	
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	
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	
1 2 3 4 5 6 7	44. Academic support services adequately meet the needs of students.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	45. Students are made to feel welcome on this campus.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	46. I can easily get involved in campus organizations.	1 2 3 4 5 6 7	
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	
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	
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	
1 2 3 4 5 6 7	50. Class change (drop/add) policies are reasonable.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	51. This institution has a good reputation within the community.	1 2 3 4 5 6 7	
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	
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	
1 2 3 4 5 6 7	54. Bookstore staff are helpful.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	55. Major requirements are clear and reasonable.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	56. The student handbook provides helpful information about campus life.	1 2 3 4 5 6 7	
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	
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	
1 2 3 4 5 6 7	59. This institution shows concern for students as individuals.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	60. I generally know what's happening on campus.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	61. Adjunct faculty are competent as classroom instructors.	1 2 3 4 5 6 7	
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	
1 2 3 4 5 6 7	63. Student disciplinary procedures are fair.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	64. New student orientation services help students adjust to college.	1 2 3 4 5 6 7	
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	
1 2 3 4 5 6 7	66. Tuition paid is a worthwhile investment.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	67. Freedom of expression is protected on campus.	1 2 3 4 5 6 7	
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	
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	
1 2 3 4 5 6 7	70. Graduate teaching assistants are competent as classroom instructors.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	71. Channels for expressing student complaints are readily available.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	72. On the whole, the campus is well-maintained.	1 2 3 4 5 6 7	
1 2 3 4 5 6 7	73. Student activities fees are put to good use.	1 2 3 4 5 6 7	

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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	
(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				

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



PLEASE DO NOT MARK IN THIS AREA

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 disciplined, innovative education.

116. If you've taken the Freshman Seminar or The University Experience course (EDUC 195 or HUMA 150), did you find it helpful? (If you haven't taken this course, please leave it blank)

1. Yes 2. No