



POINT PARK  
UNIVERSITY

Noel-Levitz  
2008 Student Satisfaction  
Inventory:  
A Summary of Results

Prepared by the Office of Institutional Research  
Spring 2008

# Point Park University

## 2008 Student Satisfaction Inventory

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## **Survey Background**

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

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

## **Sample and Response Rates**

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

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

## **Data Analysis and Interpretation**

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

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

## Respondent Profile (2008)

<u>Current enrollment status</u>	<u>N</u>	<u>%</u>
Day student	973	67.29%
Evening	284	19.64%
Weekend	189	13.07%
Total valid responses	1446	100
No Answer	71	

<u>Age</u>	<u>N</u>	<u>%</u>
Traditional aged (18 to 24)	1083	72.34
Non-traditional aged (> 25)	414	27.65
Total valid responses	1497	100
No Answer	20	

<u>Current class load</u>	<u>N</u>	<u>%</u>
Full-time	1247	83.47
Part-time	247	16.53
Total valid responses	1494	100
No Answer	23	

<u>Gender</u>	<u>N</u>	<u>%</u>
Female	922	61.63
Male	574	38.37
Total valid responses	1496	100
No Answer	21	

<u>Ethnicity/race</u>	<u>N</u>	<u>%</u>
African-American	188	12.61
Am. Indian/Alaskan Native	9	.60
Asian/Pacific Islander	33	2.21
Caucasian/White	1070	71.76
Hispanic	30	2.01
Other race	45	3.02
Race – prefer not to respond	116	7.78
Total valid responses	1491	100
No Answer	26	

<u>Class Level</u>	<u>N</u>	<u>%</u>
Freshman	252	16.86
Sophomore	292	19.53
Junior	422	28.23
Senior	360	24.08
Graduate	143	9.57
Other class level	26	1.74
Total valid responses	1495	100
No Answer	22	

<u>Current Residence</u>	<u>N</u>	<u>%</u>
Residence hall	393	26.32
Commuter	1100	73.68
Total valid responses	1493	100
No Answer	24	

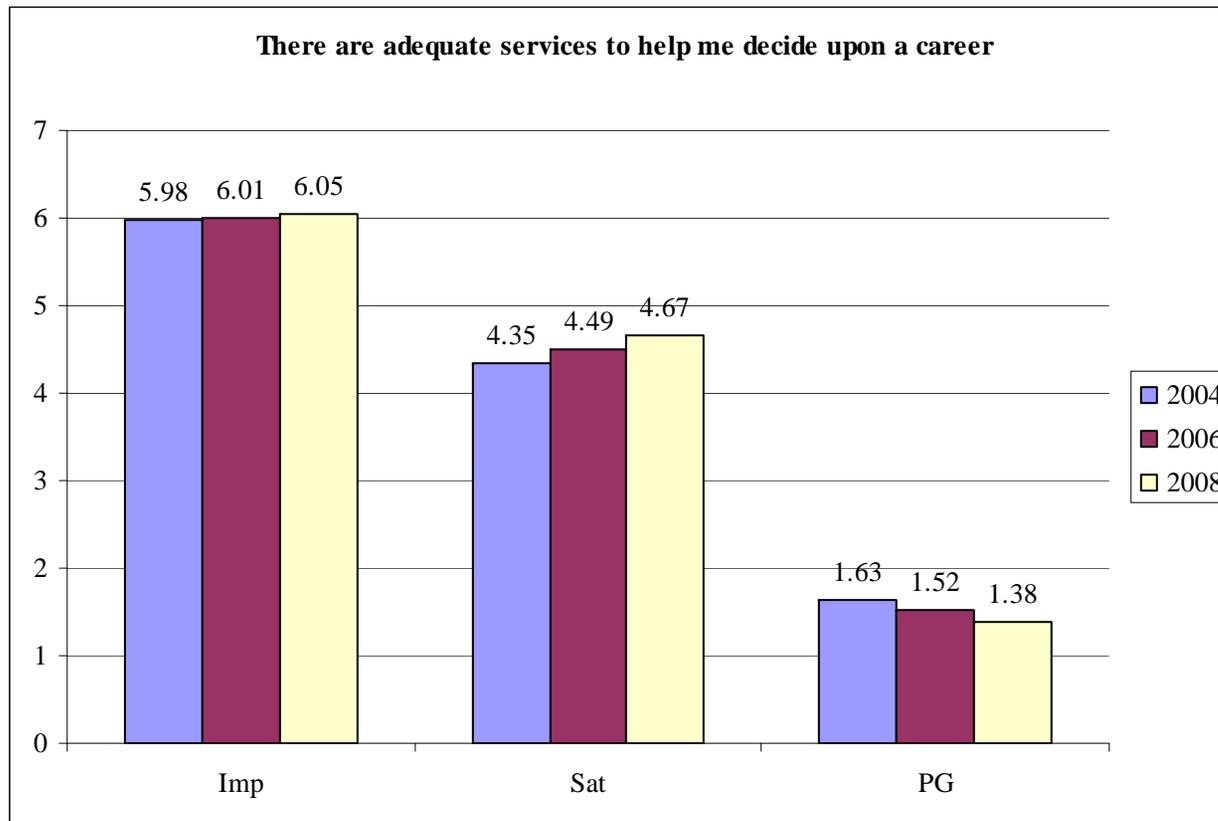
<u>Residence classification</u>	<u>N</u>	<u>%</u>
In-state	1171	78.59
Out-of-state	290	19.46
International	29	1.95
Total valid responses	1490	100
No Answer	27	

<u>Employment</u>	<u>N</u>	<u>%</u>
Full-time off campus	476	32.10
Part-time off campus	465	31.36
Full-time on campus	40	2.70
Part-time on campus	207	13.96
Not employed	295	19.89
Total	1483	100
No Answer	34	

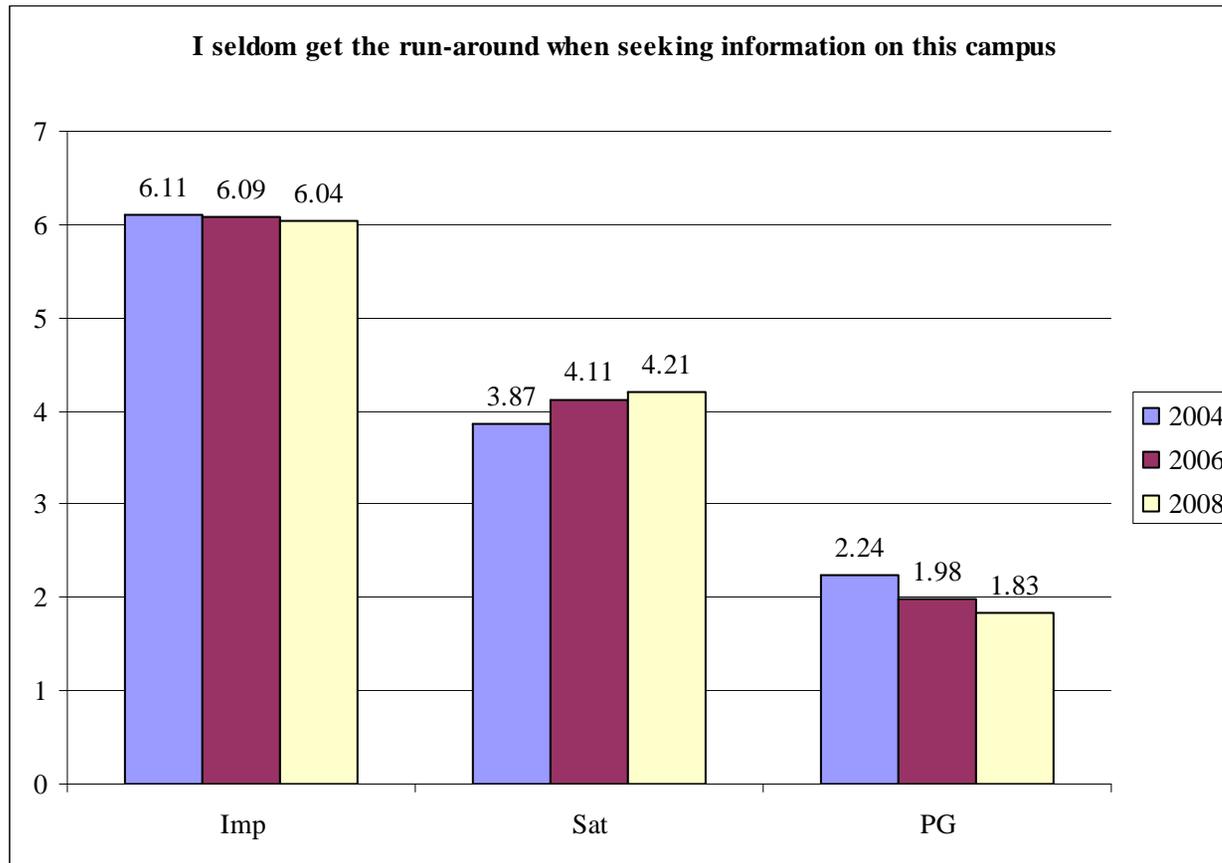
<u>Institution was my....</u>	<u>N</u>	<u>%</u>
1 <sup>st</sup> choice	837	56.36
2 <sup>nd</sup> choice	471	31.72
3 <sup>rd</sup> choice or lower	177	11.92
Total valid responses	1485	100
No Answer	32	

## Highlights

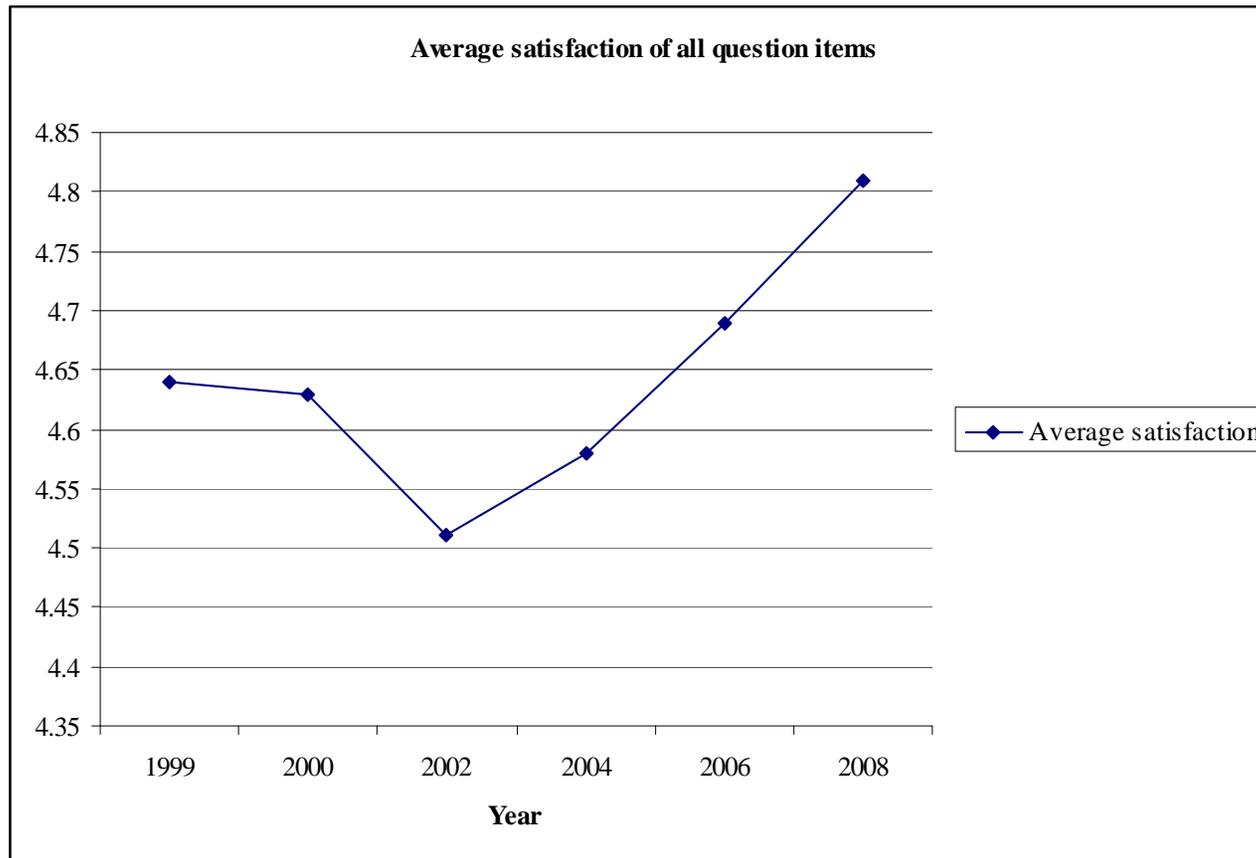
1. As a result of the SSI administered in Spring 2006, the institution made a purposeful decision to focus on two items that were identified as challenges (top half of importance and bottom quartile in satisfaction).
  - a. The question, “There are adequate services to help me decide upon a career” is no longer considered a challenge. Importance and satisfaction ratings have increased over the last three administrations while performance gaps have decreased over that same timeframe.



b. The question, “I seldom get the ‘run-around’ when seeking information on this campus” continues to be a challenge here and at other 4-year private institutions. However, satisfaction ratings have increased at Point Park over the last three administrations (from 3.87 in 2004 to 4.21 in 2008) while importance ratings have decreased slightly over that same time period. Performance gaps have decreased from 2.24 in 2004 to 1.83 in 2008.



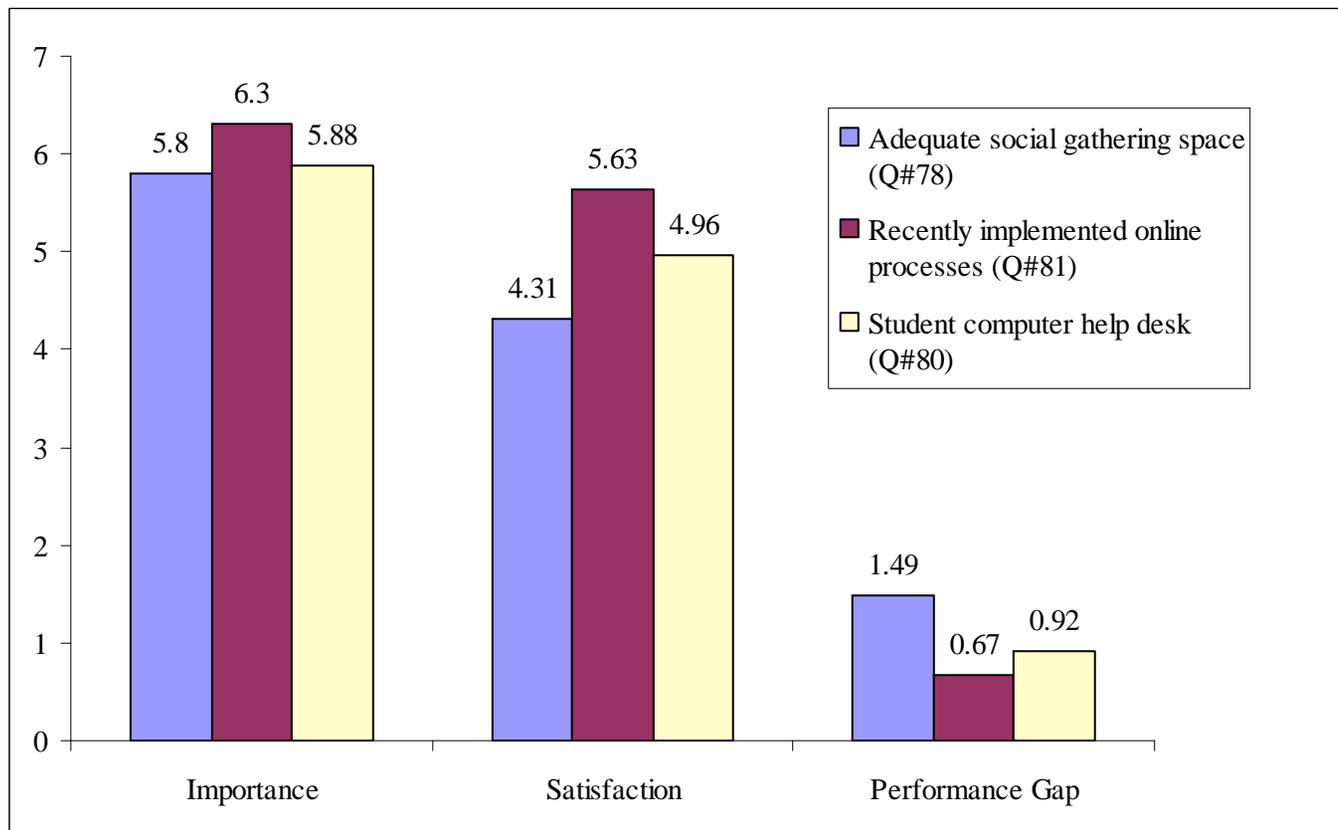
2. Satisfaction ratings continue to increase.
  - a. Satisfaction has increased for 71 out of 80 survey items (89%) from 2006 to 2008.
  - b. Of these increases, 61% were statistically significant.
  - c. Moreover, the average satisfaction rating for all items increased from 4.69 in 2006 to 4.81 in 2008.



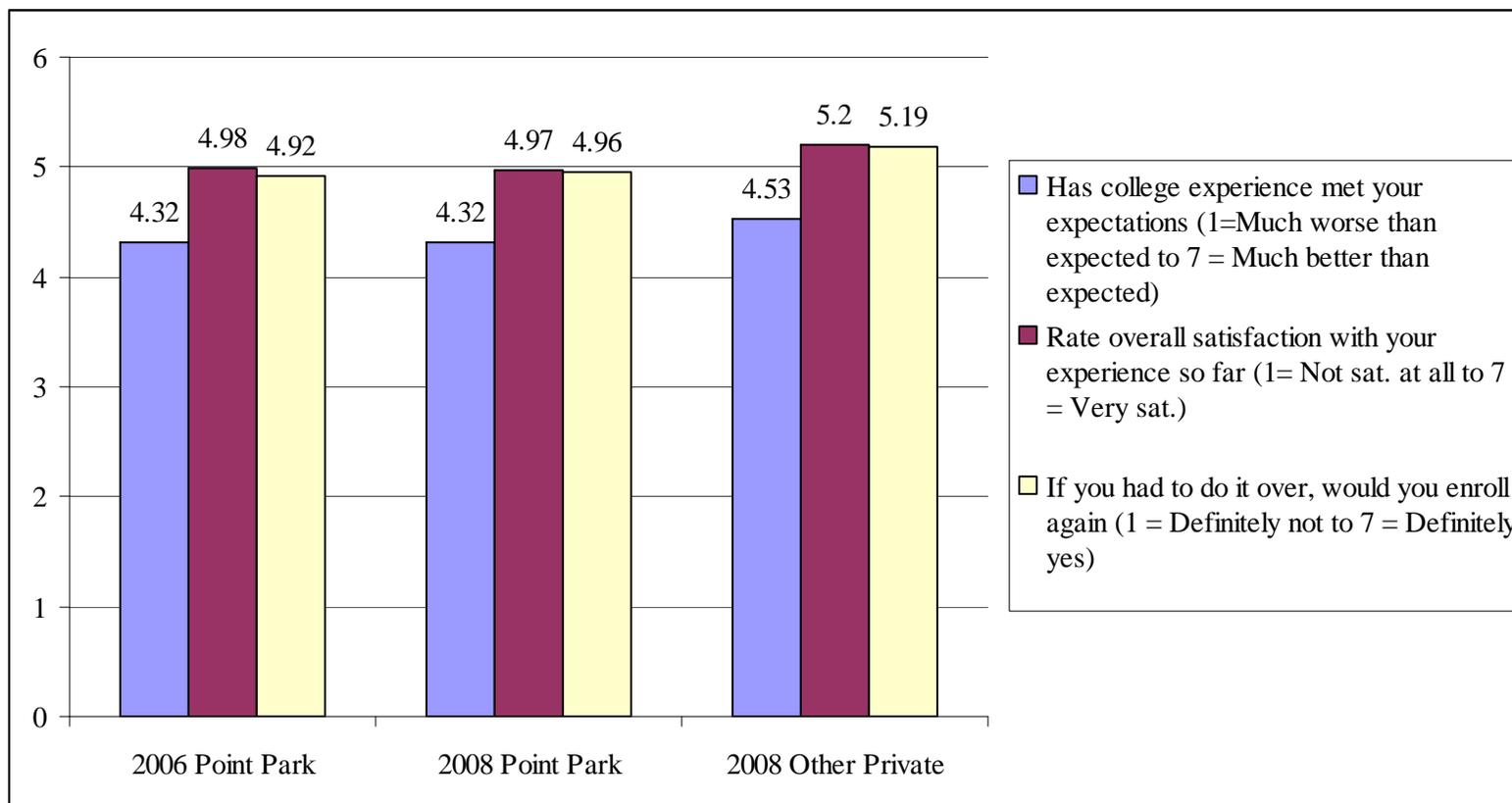
3. Performance gaps continue to decrease.
  - a. They decreased for 58 of the 80 survey items (73%) from 2006 to 2008.
  - b. Further, the number of items with significantly large performance gaps (greater than 1.49) have decreased. Specifically, in 2004, 27 question items had gaps larger than 1.49. In 2008, only 10 items had gaps larger than 1.49.
  - c. Similarly, the number of items with performance gaps less than 1.00 have increased from 15 in 2004 to 32 in 2008.
  - d. The average performance gap for all question items decreased from 1.17 in 2006 to 1.12 in 2008.

4. A brief look at three new custom questions:

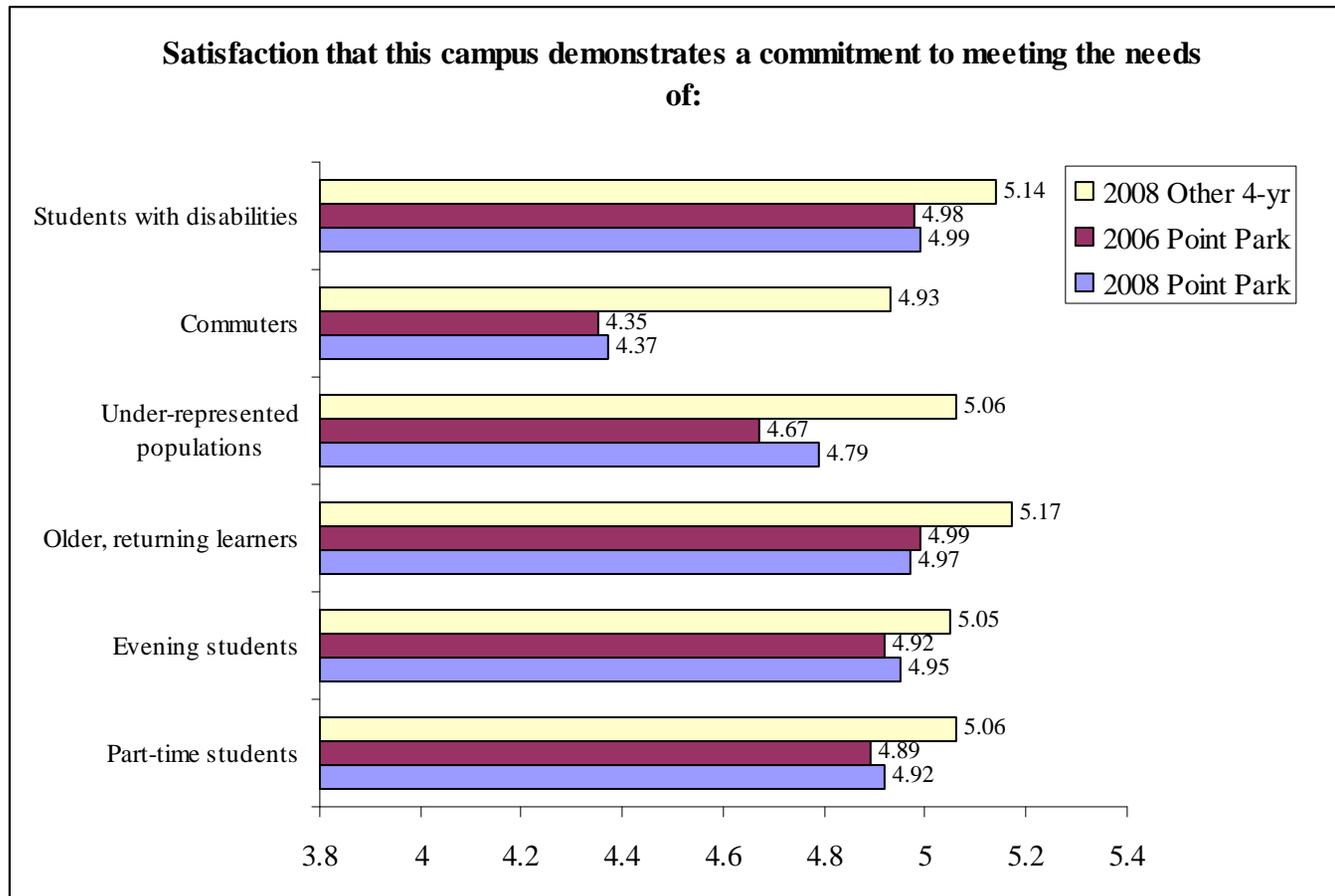
- a. The question, “Point Park and it’s surrounding neighborhood provide adequate social gathering space for students outside the classroom” received very low satisfaction ratings (4.31) that ranked 74<sup>th</sup> out of 83 in satisfaction. However, since the importance rating (5.80) fell in the bottom half of importance, this item was not identified as a challenge.
- b. The question, “Point Park recently implemented online processes that allow students to view grades and financial statements and to make tuition payments online. These processes are convenient and beneficial” received the highest satisfaction rating than any other question item (5.63). This item was also perceived as being very important as it was ranked 15<sup>th</sup> out 83 in importance with a rating of 6.30.
- c. Students were asked to assess student computer help desk personnel in their knowledge and ability to resolve computer problems. Results for importance and satisfaction were moderate (ranked 51 and 32, respectively). However, a performance gap less than 1.00 indicates that we’re meeting students’ expectations.



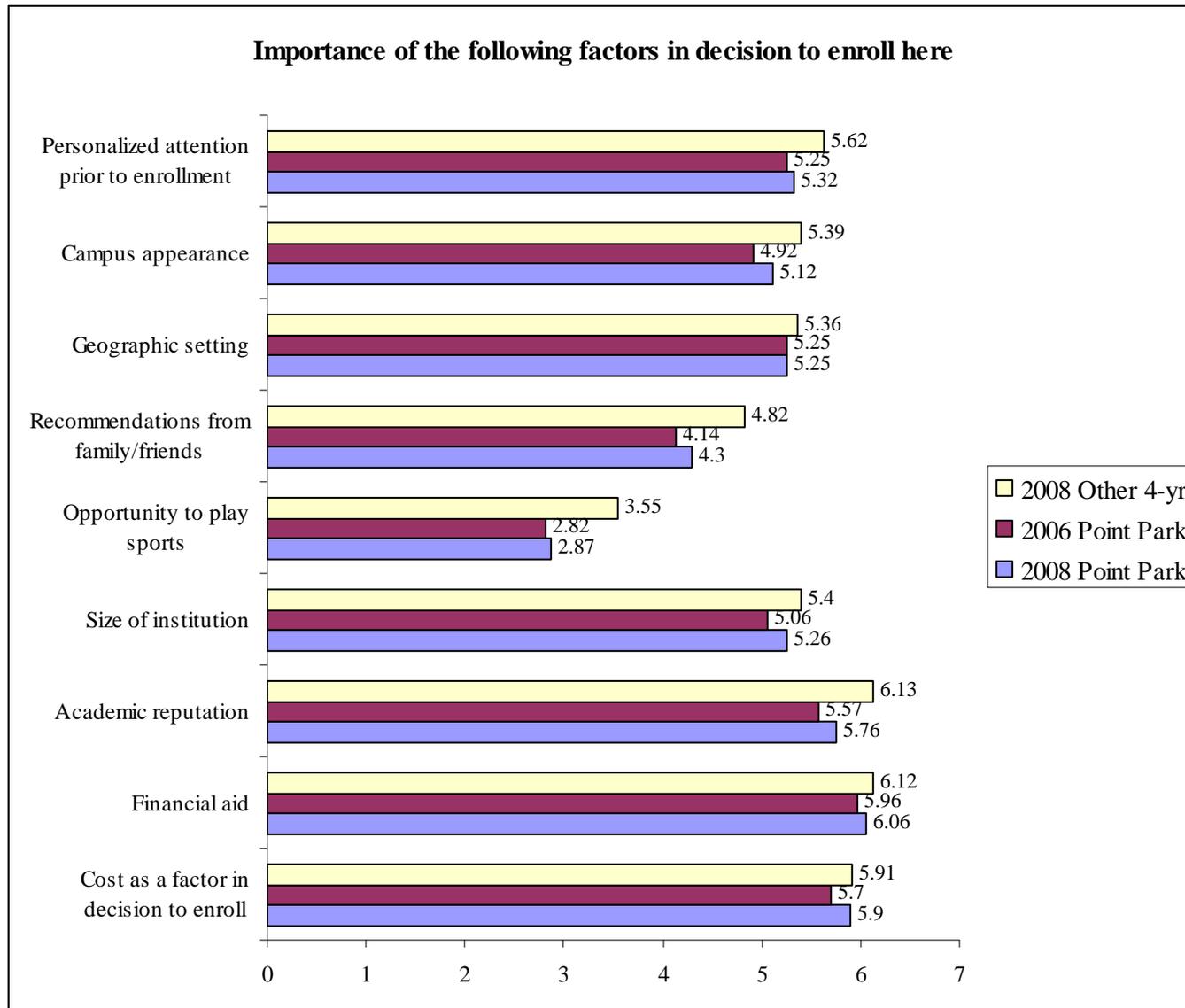
5. The survey instrument includes three questions that attempt to assess students overall perceptions about the institution.
- The first question asks students to rate the extent to which their college experience has met their expectations so far (1 = “much worse than expected” to 7 = “much better than expected”). For the last two administrations of the survey (2006 and 2008), the average rating was 4.32 while the average rating for students at other four-year private institutions in 2008 was 4.53.
  - The second overall question asks students to rate their overall satisfaction with their experience thus far (1 = “not satisfied at all” to 7 = “very satisfied”). Average satisfaction decreased slightly from 2006 to 2008 (4.98 and 4.97, respectively) for Point Park students while average satisfaction for students at other schools in 2008 was 5.20.
  - The last overall question asks students if they would enroll here again if they had to do it all over (1 = “definitely not” to 7 = “definitely yes”). Here, the average rating has increased from 2006 to 2008 (4.92 and 4.96, respectively). Again, students at other institutions in 2008 indicate a more favorable average rating (5.19).



6. Average satisfaction ratings that Point Park demonstrates a commitment to meeting the needs of diverse populations has increased for all but one category from 2006 to 2008, however those ratings are significantly lower than that of students from other 4-year private institutions.



7. Importance ratings of factors used by Point Park students in their decision to enroll at Point Park have increased for all items between 2006 and 2008.



## **Summary Findings**

### **2008 Strengths (items in the top half of importance and top quartile in satisfaction)**

#### *Strengths with low performance gaps (under 1.00)*

- On the whole, the campus is well-maintained. (low gap quartile)
- This institution has a good reputation within the community. (low gap quartile)
- Recently implemented online processes are convenient and beneficial (custom). (low gap quartile)
- Faculty are usually available after class and during office hours.
- My academic advisor is knowledgeable about requirements in my major.
- In general, the facilities at the University are well-maintained and clean. (custom)
- Adjunct faculty are competent as classroom instructors.
- Nearly all of the faculty are knowledgeable in their field.

#### *Other strengths with moderate performance gaps (1.00 to 1.26)*

- The campus is safe and secure for all students.
- When I graduate, I'll be prepared to use latest technology in my field (custom).
- 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.
- Professors use innovative or varied teaching techniques (custom).
- My academic advisor is approachable.

Note: Items marked “custom” are locally-developed questions.

Aside from the local items, all but one item was identified as a “strength” at other 4-yr private institutions (“adjunct faculty are competent as classroom instructors”)

The highest performance gap for “strengths” was 1.26. This is well below what is considered to be high (i.e., 1.50 and higher)

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## **Summary Findings (con't)**

### **2008 Challenges (items in the top half of importance and bottom quartile in satisfaction)**

**Note: All 2008 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)
- Adequate financial aid is available for most students.

Aside from the local item, all but the question, “billing policies are reasonable” were identified as “challenges” at other 4-yr private institutions.

➤ Details of this data can be reviewed in Appendix A. (page 40).

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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:

- Faculty care about me as an individual.
- 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:

- 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 41).

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## **Longitudinal Analysis of Strengths and Challenges (Trends)**

### *New strength that wasn't identified as a strength in Spring 2006*

- Recently implemented online processes are convenient and beneficial (note: custom question added in Spring 2008)

### *New challenge that wasn't a challenge in Spring 2006*

- Adequate financial aid is available for most students.

### *Old challenge that is no longer considered a challenge in Spring 2008*

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

### *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.

Table 1. Strengths and Challenges by Year

**KEY:**

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

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

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

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

Table 1. Strengths and Challenges by Year

Q#		1999	2000	2002	2004	2006	2008
32	Tutoring services are readily available						
33	My academic advisor is knowledgeable about my major requirements	S	S	S	S	S	S
34	I am able to register for classes I need with few conflicts			S			
35	The assessment and course placement procedures are reasonable						
36	Security staff respond quickly in emergencies	C					
37	I feel a sense of pride about my campus						
38	There is an adequate selection of food avail. in the cafeteria						
39	I am able to experience intellectual growth here						
40	Residence hall regulations are reasonable						
41	There is a commit. to acad. excellence on this campus						
42	There are a sufficient number of weekend activities						
43	Adm. counselors respond to prospective students' unique needs						
44	Acad. support services adequately meet the needs of students						
45	Students are made to feel welcome on this campus						
46	I can easily get involved in campus organizations						
47	Fac. provide timely feedback about student progress in a course.						
48	Adm. counselors accurately portray the campus in their recruiting practices.						
49	There are adequate services to help me decide upon a career					C	
50	Class change (drop/add) policies are reasonable						
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						
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
58	The quality of instruction I receive in most of my classes is excellent	S	S	S	S	S	S
59	Point Park shows concern for students as individuals						
60	I generally know what's happening on campus						
61	Adjunct faculty are competent as classroom instructors	S			S	S	S
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

Table 1. Strengths and Challenges by Year

Q#		1999	2000	2002	2004	2006	2008	
66	Tuition paid is a worthwhile investment			C	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	S	
69	There is a good variety of courses provided on this campus							
70	Graduate teaching assist. are competent as instructors							
71	Channels for expressing student complaints are readily available							
72	On the whole, the campus is well-maintained	C	C	C		S	S	
73	Student activities fees are put to good use							
74	Billing and collecting procedures are customer friendly and efficient (custom)				C	C	C	
75	The core curriculum is challenging (custom)	C	C					
76	My professors use innovative or varied teaching techniques (custom)	S	S		S	S	S	
77	When I graduate, I'll be prepared to use the latest technology in my field (custom)	S		S	S	S	S	
78	Point Park and its surrounding neighborhood provide adequate social gathering space (custom).							Added Spring 2008
79	The facilities at the Univ. are well-maintained and clean (custom).	C	C	C		S	S	
80	Computer help desk personnel are knowledgeable and resolve my computer problems (custom).							Added Spring 2008
81	Recently implemented online processes are convenient and beneficial (custom).						S	Added Spring 2008
82	The Mission Statement is appropriate for Point Park University (custom)							
83	My acad. program has met the goals outlined in the Mission (custom)							

Table 2. Satisfaction Ratings Summary

	A	B	C	D	E	F	G	H	J
1	<b>Note: Sorted by 2008 satisfaction ratings in descending order</b>								
2	Q#	Question	2008 SAT Rate	2006 SAT Rate	SAT +/-	2008 SAT Rank	2008 IMP Rate	2008 IMP Rank	2004 SAT Rate
3	81	Recently implemented online processes are convenient and beneficial (custom).	5.63	new	na	1	6.30	15	
4	13	Library staff are helpful and approachable.*	5.61	5.41	0.20	2	5.55	70	5.38
5	68	Nearly all of the faculty are knowledgeable in their field.*	5.55	5.36	0.19	3	6.45	6	5.28
6	33	My academic advisor is knowledgeable about requirements in my major.*	5.51	5.37	0.14	4	6.50	4	5.33
7	16	The instruction in my major field is excellent.*	5.48	5.32	0.16	5	6.59	2	5.25
8	6	My academic advisor is approachable.	5.41	5.42	-0.01	6	6.42	8	5.29
9	8	The content of the courses within my major is valuable.*	5.38	5.22	0.16	7	6.61	1	5.21
10	65	Faculty are usually available after class and during office hours.	5.32	5.32	0.00	8	6.22	21	5.2
11	67	Freedom of expression is protected on campus.*	5.31	5.11	0.20	9	6.02	45	4.91
12	7	The campus is safe and secure for all students.*	5.31	5.48	-0.17	9	6.37	10	5.29
13	18	Library resources and services are adequate.*	5.26	4.91	0.35	11	5.98	47	4.84
14	77	When I graduate, I'll be prepared to use latest technology in my field (custom).*	5.26	5.09	0.17	11	6.52	3	5.03
15	79	Facilities are well-maintained and clean (custom).*	5.24	5.1	0.14	13	6.21	22	4.89
16	72	On the whole, the campus is well-maintained.*	5.24	5.1	0.14	13	6.12	34	4.85
17	51	This institution has a good reputation within the community.*	5.24	5.06	0.18	13	6.06	38	4.75
18	58	The quality of instruction I receive in most of my classes is excellent.*	5.23	5.1	0.13	16	6.43	7	4.96
19	83	My academic program is meeting the goals outlined in the Mission Statement (custom).*	5.22	4.82	0.40	17	5.90	50	4.87
20	76	Professors use innovative or varied teaching techniques (custom).*	5.21	5.04	0.17	18	6.24	19	4.9
21	82	The Point Park Univ Mission Statement is appropriate (custom).*	5.20	4.9	0.30	19	5.66	65	4.94
22	55	Major requirements are clear and reasonable.	5.19	5.11	0.08	20	6.34	12	5.07
23	61	Adjunct faculty are competent as classroom instructors.*	5.19	5.04	0.15	20	6.15	29	5.07
24	62	There is a strong commitment to racial harmony on this campus.*	5.17	5.03	0.14	22	5.76	59	5.03
25	14	My academic advisor is concerned about my success as an individual.	5.16	5.06	0.10	23	6.28	16	4.9
26	54	Bookstore staff are helpful.	5.16	5.17	-0.01	23	5.76	59	4.94
27	2	The campus staff are caring and helpful.*	5.15	5.01	0.14	25	6.19	23	4.8
28	3	Faculty care about me as an individual.	5.12	5.04	0.08	26	6.17	27	4.85
29	39	I am able to experience intellectual growth here.*	5.06	4.92	0.14	27	6.25	17	4.8
30	45	Students are made to feel welcome on this campus.	5.03	4.95	0.08	28	6.03	44	4.68
31	32	Tutoring services are readily available.*	5.02	4.88	0.14	29	5.63	66	4.79
32	50	Class change (drop/add) policies are reasonable.	5.00	4.96	0.04	30	6.02	45	4.95
33	36	Security staff respond quickly in emergencies.*	4.99	4.82	0.17	31	6.14	32	4.41
34	80	Student computer help desk personnel are knowledgeable and resolve my computer problems (cus	4.96	new	na	32	5.88	51	
35	26	Computer labs are adequate and accessible.	4.95	4.9	0.05	33	6.23	20	4.87
36	69	There is a good variety of courses provided on this campus.*	4.95	4.73	0.22	33	6.34	12	4.69
37	75	Core curriculum is challenging (custom).*	4.90	4.71	0.19	35	6.05	40	4.73
38	56	The student handbook provides helpful information about campus life.*	4.89	4.77	0.12	36	5.46	75	4.63

Table 2. Satisfaction Ratings Summary

	A	B	C	D	E	F	G	H	J
2	Q#	Question	2008 SAT Rate	2006 SAT Rate	SAT +/-	2008 SAT Rank	2008 IMP Rate	2008 IMP Rank	2004 SAT Rate
39	59	This institution shows concern for students as individuals.*	4.88	4.73	0.15	37	6.18	24	4.53
40	47	Faculty provide timely feedback about student progress in a course.	4.88	4.84	0.04	37	6.25	17	4.72
41	4	Admissions staff are knowledgeable.*	4.86	4.65	0.21	39	6.17	27	4.57
42	53	Faculty take into consideration student differences as they teach a course.	4.86	4.78	0.08	39	6.07	37	4.67
43	63	Student disciplinary procedures are fair.*	4.86	4.71	0.15	39	5.74	61	4.7
44	31	Males and females have equal opportunities in intercollegiate athletics.*	4.85	4.7	0.15	42	4.89	81	4.67
45	41	There is a commitment to academic excellence on this campus.*	4.84	4.69	0.15	43	6.16	28	4.47
46	1	Most students feel a sense of belonging here.	4.81	4.74	0.07	44	5.49	74	4.57
47	29	It is an enjoyable experience to be a student on this campus.	4.80	4.79	0.01	45	6.18	24	4.54
48	44	Academic support services adequately meet the needs of students.	4.80	4.75	0.05	45	5.81	54	4.51
49	35	The assessment and course placement procedures are reasonable.	4.79	4.77	0.02	47	6.09	36	4.66
50	27	The personnel involved in registration are helpful.	4.79	4.72	0.07	47	6.18	24	4.5
51	12	Financial aid awards are announced in time to be helpful in college planning.*	4.79	4.64	0.15	47	6.15	29	4.61
52	10	Administrators are approachable to students.*	4.78	4.61	0.17	50	5.67	64	4.48
53	46	I can easily get involved in campus organizations.*	4.77	4.52	0.25	51	5.43	76	4.44
54	25	Faculty are fair and unbiased in their treatment of individual students.*	4.77	4.67	0.10	51	6.32	14	4.64
55	43	Admissions counselors respond to prospective students' unique needs and requests.*	4.76	4.63	0.13	53	5.81	54	4.51
56	19	My academic advisor helps me set goals to work toward.*	4.73	4.58	0.15	54	6.04	42	4.47
57	70	Graduate teaching assistants are competent as classroom instructors.	4.72	4.66	0.06	55	5.59	68	4.61
58	48	Admissions counselors accurately portray the campus in their recruiting practices.*	4.69	4.55	0.14	56	5.82	53	4.32
59	34	I am able to register for classes I need with few conflicts.	4.69	4.61	0.08	56	6.48	5	4.55
60	5	Financial aid counselors are helpful.	4.69	4.57	0.12	56	6.14	32	4.42
61	49	There are adequate services to help me decide upon a career.*	4.67	4.49	0.18	59	6.05	40	4.35
62	20	The business office is open during hours which are convenient for most students.	4.66	4.68	-0.02	60	5.81	54	4.39
63	60	I generally know what's happening on campus.*	4.66	4.37	0.29	60	5.54	71	4.21
64	40	Residence hall regulations are reasonable.*	4.64	4.3	0.34	62	5.27	78	4.29
65	17	Adequate financial aid is available for most students.	4.61	4.55	0.06	63	6.35	11	4.55
66	74	Billing and collecting procedures are customer friendly and efficient (custom).*	4.60	4.43	0.17	64	6.10	35	4.31
67	64	New student orientation services help students adjust to college.	4.56	4.59	-0.03	65	5.53	72	4.35
68	37	I feel a sense of pride about my campus.	4.54	4.47	0.07	66	5.51	73	4.09
69	22	Counseling staff care about students as individuals.	4.46	4.44	0.02	67	5.72	63	4.4
70	9	A variety of intramural activities are offered.*	4.43	4.27	0.16	68	4.35	82	4.08
71	66	Tuition paid is a worthwhile investment.	4.43	4.36	0.07	68	6.42	8	4.13
72	52	The student center is a comfortable place for students to spend their leisure time.*	4.43	4.58	-0.15	68	5.57	69	4.23
73	71	Channels for expressing student complaints are readily available.*	4.42	4.28	0.14	71	5.80	57	4.08
74	11	Billing policies are reasonable.	4.37	4.26	0.11	72	6.06	38	4.14
75	15	The staff in the health services area are competent.*	4.32	4.74	-0.42	73	5.62	67	4.6

Table 2. Satisfaction Ratings Summary

	A	B	C	D	E	F	G	H	J
2	Q#	Question	2008 SAT Rate	2006 SAT Rate	SAT +/-	2008 SAT Rank	2008 IMP Rate	2008 IMP Rank	2004 SAT Rate
76	78	Point Park and its surrounding neighborhood provide adequate social gathering space (custom).	4.31	new	na	74	5.80	57	
77	30	Residence hall staff are concerned about me as an individual.	4.27	4.21	0.06	75	5.14	79	4.06
78	57	I seldom get the 'run-around' when seeking information on this campus.	4.21	4.11	0.10	76	6.04	42	3.87
79	42	There are a sufficient number of weekend activities for students.	4.08	4.03	0.05	77	4.92	80	3.8
80	73	Student activities fees are put to good use.*	4.06	3.87	0.19	78	5.83	52	3.91
81	23	Living conditions in the residence halls are comfortable.	4.02	3.92	0.10	79	5.42	77	3.84
82	38	There is an adequate selection of food available in the cafeteria.	3.89	3.85	0.04	80	5.73	62	3.73
83	24	The intercollegiate athletic programs contribute to a strong sense of school spirit.	3.71	3.65	0.06	81	4.35	82	3.47
84	28	Parking lots are well-lighted and secure.	3.71	3.77	-0.06	81	5.94	49	3.67
85	21	The amount of student parking space on campus is adequate.	2.42	2.36	0.06	83	5.98	47	2.27
86									
87		* represents statistically significant differences in satisfaction from 2006 to 2008.							
88									
89		<b>Other notes:</b>							
90		<b>1. Satisfaction ratings increased for 71 out of 80 items (89%) from 2006 to 2008.</b>							
91		<b>2. Of those increases in satisfaction, 61% (43/71) were statistically significant.</b>							

Table 3. Performance Gap Summary

	A	B	C	D	E	F	G	H	I	J	K
1	<b>Note: Sorted by 2008 performance gap in ascending order</b>					<b>2008</b>	<b>2008</b>	<b>2008</b>	<b>2008</b>		
2	Q#	Question	<b>2008 PG</b>	<b>2006 PG</b>	<b>PG +/-</b>	<b>IMP Rate</b>	<b>IMP Rank</b>	<b>SAT Rate</b>	<b>SAT Rank</b>		<b>2004 PG</b>
3	9	A variety of intramural activities are offered.	-0.09	-0.04	-0.05	4.35	82	4.43	68		0.12
4	13	Library staff are helpful and approachable.	-0.06	0.08	-0.14	5.55	70	5.61	2		0.15
5	31	Males and females have equal opportunities in intercollegiate athletics.	0.03	0.27	-0.24	4.89	81	4.85	42		0.25
6	82	The Point Park Univ Mission Statement is appropriate (custom).	0.45	0.56	-0.11	5.66	65	5.20	19		0.63
7	56	The student handbook provides helpful information about campus life.	0.57	0.66	-0.09	5.46	75	4.89	36		0.81
8	62	There is a strong commitment to racial harmony on this campus.	0.59	0.72	-0.13	5.76	59	5.17	22		0.70
9	54	Bookstore staff are helpful.	0.60	0.54	0.06	5.76	59	5.16	23		0.80
10	32	Tutoring services are readily available.	0.61	0.70	-0.09	5.63	66	5.02	29		0.71
11	40	Residence hall regulations are reasonable.	0.63	0.93	-0.30	5.27	78	4.64	62		0.96
12	24	The intercollegiate athletic programs contribute to a strong sense of school spirit.	0.64	0.67	-0.03	4.35	82	3.71	81		0.83
13	46	I can easily get involved in campus organizations.	0.66	0.81	-0.15	5.43	76	4.77	51		0.85
14	81	Recently implemented online processes are convenient and beneficial (custom).	0.67	new	na	6.30	15	5.63	1		
15	83	My academic program is meeting the goals outlined in the Mission Statement (custom).	0.68	0.90	-0.22	5.90	50	5.22	17		1.00
16	1	Most students feel a sense of belonging here.	0.69	0.60	0.09	5.49	74	4.81	44		0.80
17	67	Freedom of expression is protected on campus.	0.71	0.83	-0.12	6.02	45	5.31	9		1.06
18	18	Library resources and services are adequate.	0.71	0.98	-0.27	5.98	47	5.26	11		1.13
19	51	This institution has a good reputation within the community.	0.82	0.94	-0.12	6.06	38	5.24	13		1.27
20	42	There are a sufficient number of weekend activities for students.	0.84	0.83	0.01	4.92	80	4.08	77		1.15
21	70	Graduate teaching assistants are competent as classroom instructors.	0.87	0.96	-0.09	5.59	68	4.72	55		1.08
22	30	Residence hall staff are concerned about me as an individual.	0.87	0.91	-0.04	5.14	79	4.27	75		1.15
23	60	I generally know what's happening on campus.	0.88	1.06	-0.18	5.54	71	4.66	60		1.19
24	72	On the whole, the campus is well-maintained.	0.88	1.04	-0.16	6.12	34	5.24	13		1.33
25	63	Student disciplinary procedures are fair.	0.88	0.95	-0.07	5.74	61	4.86	39		0.93
26	10	Administrators are approachable to students.	0.90	1.09	-0.19	5.67	64	4.78	50		1.23
27	65	Faculty are usually available after class and during office hours.	0.90	0.89	0.01	6.22	21	5.32	8		1.08
28	68	Nearly all of the faculty are knowledgeable in their field.	0.90	1.08	-0.18	6.45	6	5.55	3		1.27
29	80	Student computer help desk personnel are knowledgeable and resolve my computer problems (custom).	0.92	new	na	5.88	51	4.96	32		
30	61	Adjunct faculty are competent as classroom instructors.	0.96	1.09	-0.13	6.15	29	5.19	20		1.07
31	79	Facilities are well-maintained and clean (custom).	0.97	1.08	-0.11	6.21	22	5.24	13		1.29

Table 3. Performance Gap Summary

	A	B	C	D	E	F	G	H	I	J	K
1	<b>Note: Sorted by 2008 performance gap in ascending order</b>					<b>2008</b>	<b>2008</b>	<b>2008</b>	<b>2008</b>		
2	Q#	Question	<b>2008 PG</b>	<b>2006 PG</b>	<b>PG +/-</b>	<b>IMP Rate</b>	<b>IMP Rank</b>	<b>SAT Rate</b>	<b>SAT Rank</b>		<b>2004 PG</b>
32	64	New student orientation services help students adjust to college.	0.97	0.96	0.01	5.53	72	4.56	65		1.17
33	37	I feel a sense of pride about my campus.	0.97	0.98	-0.01	5.51	73	4.54	66		1.44
34	33	My academic advisor is knowledgeable about requirements in my major.	0.99	1.09	-0.10	6.50	4	5.51	4		1.18
35	45	Students are made to feel welcome on this campus.	1.00	1.08	-0.08	6.03	44	5.03	28		1.36
36	6	My academic advisor is approachable.	1.01	0.98	0.03	6.42	8	5.41	6		1.12
37	44	Academic support services adequately meet the needs of students.	1.01	1.02	-0.01	5.81	54	4.80	45		1.23
38	50	Class change (drop/add) policies are reasonable.	1.02	1.01	0.01	6.02	45	5.00	30		1.06
39	76	Professors use innovative or varied teaching techniques (custom).	1.03	1.15	-0.12	6.24	19	5.21	18		1.35
40	2	The campus staff are caring and helpful.	1.04	1.14	-0.10	6.19	23	5.15	25		1.41
41	43	Admissions counselors respond to prospective students' unique needs and requests.	1.05	1.13	-0.08	5.81	54	4.76	53		1.32
42	3	Faculty care about me as an individual.	1.05	1.02	0.03	6.17	27	5.12	26		1.30
43	7	The campus is safe and secure for all students.	1.06	0.81	0.25	6.37	10	5.31	9		0.93
44	16	The instruction in my major field is excellent.	1.11	1.24	-0.13	6.59	2	5.48	5		1.41
45	14	My academic advisor is concerned about my success as an individual.	1.12	1.14	-0.02	6.28	16	5.16	23		1.32
46	48	Admissions counselors accurately portray the campus in their recruiting practices.	1.13	1.15	-0.02	5.82	53	4.69	56		1.47
47	52	The student center is a comfortable place for students to spend their leisure time.	1.14	1.00	0.14	5.57	69	4.43	68		1.23
48	75	Core curriculum is challenging (custom).	1.14	1.24	-0.10	6.05	40	4.90	35		1.32
49	55	Major requirements are clear and reasonable.	1.15	1.22	-0.07	6.34	12	5.19	20		1.33
50	20	The business office is open during hours which are convenient for most students.	1.15	1.14	0.01	5.81	54	4.66	60		1.46
51	36	Security staff respond quickly in emergencies.	1.15	1.23	-0.08	6.14	32	4.99	31		1.70
52	39	I am able to experience intellectual growth here.	1.19	1.26	-0.07	6.25	17	5.06	27		1.55
53	58	The quality of instruction I receive in most of my classes is excellent.	1.21	1.33	-0.12	6.43	7	5.23	16		1.57
54	53	Faculty take into consideration student differences as they teach a course.	1.21	1.25	-0.04	6.07	37	4.86	39		1.43
55	8	The content of the courses within my major is valuable.	1.22	1.37	-0.15	6.61	1	5.38	7		1.41
56	77	When I graduate, I'll be prepared to use latest technology in my field (custom).	1.26	1.39	-0.13	6.52	3	5.26	11		1.50
57	22	Counseling staff care about students as individuals.	1.27	1.24	0.03	5.72	63	4.46	67		1.34
58	26	Computer labs are adequate and accessible.	1.27	1.23	0.04	6.23	20	4.95	33		1.18
59	15	The staff in the health services area are competent.	1.29	0.82	0.47	5.62	67	4.32	73		1.09

Table 3. Performance Gap Summary

	A	B	C	D	E	F	G	H	I	J	K
1	<b>Note: Sorted by 2008 performance gap in ascending order</b>					<b>2008</b>	<b>2008</b>	<b>2008</b>	<b>2008</b>		
2	Q#	Question	<b>2008 PG</b>	<b>2006 PG</b>	<b>PG +/-</b>	<b>IMP Rate</b>	<b>IMP Rank</b>	<b>SAT Rate</b>	<b>SAT Rank</b>		<b>2004 PG</b>
60	35	The assessment and course placement procedures are reasonable.	1.29	1.26	0.03	6.09	36	4.79	47		1.45
61	59	This institution shows concern for students as individuals.	1.30	1.40	-0.10	6.18	24	4.88	37		1.68
62	19	My academic advisor helps me set goals to work toward.	1.30	1.37	-0.07	6.04	42	4.73	54		1.44
63	4	Admissions staff are knowledgeable.	1.31	1.49	-0.18	6.17	27	4.86	39		1.65
64	41	There is a commitment to academic excellence on this campus.	1.32	1.40	-0.08	6.16	28	4.84	43		1.73
65	12	Financial aid awards are announced in time to be helpful in college planning.	1.37	1.47	-0.10	6.15	29	4.79	47		1.52
66	47	Faculty provide timely feedback about student progress in a course.	1.37	1.30	0.07	6.25	17	4.88	37		1.53
67	29	It is an enjoyable experience to be a student on this campus.	1.38	1.35	0.03	6.18	24	4.80	45		1.64
68	49	There are adequate services to help me decide upon a career.	1.38	1.52	-0.14	6.05	40	4.67	59		1.63
69	71	Channels for expressing student complaints are readily available.	1.39	1.52	-0.13	5.80	57	4.42	71		1.79
70	69	There is a good variety of courses provided on this campus.	1.39	1.59	-0.20	6.34	12	4.95	33		1.68
71	27	The personnel involved in registration are helpful.	1.39	1.42	-0.03	6.18	24	4.79	47		1.70
72	23	Living conditions in the residence halls are comfortable.	1.40	1.35	0.05	5.42	77	4.02	79		1.62
73	5	Financial aid counselors are helpful.	1.45	1.53	-0.08	6.14	32	4.69	56		1.72
74	78	Point Park and its surrounding neighborhood provide adequate social gathering space (custom).	1.49	new	na	5.80	57	4.31	74		
75	74	Billing and collecting procedures are customer friendly and efficient (custom).	1.49	1.61	-0.12	6.10	35	4.60	64		1.83
76	25	Faculty are fair and unbiased in their treatment of individual students.	1.55	1.60	-0.05	6.32	14	4.77	51		1.75
77	11	Billing policies are reasonable.	1.69	1.74	-0.05	6.06	38	4.37	72		1.96
78	17	Adequate financial aid is available for most students.	1.74	1.76	-0.02	6.35	11	4.61	63		1.82
79	73	Student activities fees are put to good use.	1.76	1.95	-0.19	5.83	52	4.06	78		1.90
80	34	I am able to register for classes I need with few conflicts.	1.80	1.87	-0.07	6.48	5	4.69	56		1.98
81	57	I seldom get the 'run-around' when seeking information on this campus.	1.83	1.98	-0.15	6.04	42	4.21	76		2.24
82	38	There is an adequate selection of food available in the cafeteria.	1.84	1.81	0.03	5.73	62	3.89	80		1.96
83	66	Tuition paid is a worthwhile investment.	1.99	1.99	0.00	6.42	8	4.43	68		2.36
84	28	Parking lots are well-lighted and secure.	2.23	2.08	0.15	5.94	49	3.71	81		2.31
85	21	The amount of student parking space on campus is adequate.	3.57	3.56	0.01	5.98	47	2.42	83		3.91
87	<b>Notes:</b>										
88	<b>1. Performance Gaps decreased for 58 out of 80 items (73%) from 2006 to 2008.</b>										
89	<b>2. In 2004, there were 27 items with PG's greater than 1.49, 15 in 2006, and only 10 in 2008.</b>										
90	<b>3. Additionally, there were 15 items with PG's less than 1.00 in 2004, 28 in 2006, and 32 in 2008.</b>										

Table 4. Questions regarding overall institutional climate

**Satisfaction that this campus demonstrates a commitment to meeting the needs of:**

(1 = not satisfied at all to 7 = very satisfied)

	<b>2008 Point Park sat rate</b>	<b>2006 Point Park sat rate</b>	<b>Diff betw 2008 and 2006</b>	<b>2008 4-yr private sat rate</b>	<b>Mean diff. between Point Park and othr</b>	<b>Sig.</b>
Part-time students	4.92	4.89	0.03	5.06	-0.14	**
Evening students	4.95	4.92	0.03	5.05	-0.1	*
Older, returning learners	4.97	4.99	-0.02	5.17	-0.2	***
Under-represented populations	4.79	4.67	0.12	5.06	-0.27	***
Commuters	4.37	4.35	0.02	4.93	-0.56	***
Students with disabilities	4.99	4.98	0.01	5.14	-0.15	**

**Importance of factors in decision to enroll here**

(1 = not important at all to 7 = very imp)

	<b>2008 Point Park imp rate</b>	<b>2006 Point Park imp rate</b>	<b>Diff betw 2008 and 2006</b>	<b>2008 4-yr private imp rate</b>	<b>Mean diff. between Point Park and othr</b>
Cost as a factor in decision to enroll	5.9	5.7	0.2	5.91	-0.01
Financial aid	6.06	5.96	0.1	6.12	-0.06
Academic reputation	5.76	5.57	0.19	6.13	-0.37
Size of institution	5.26	5.06	0.2	5.4	-0.14
Opportunity to play sports	2.87	2.82	0.05	3.55	-0.68
Recommendations from family/friends	4.3	4.14	0.16	4.82	-0.52
Geographic setting	5.25	5.25	0	5.36	-0.11
Campus appearance	5.12	4.92	0.2	5.39	-0.27
Personalized attention prior to enrollment	5.32	5.25	0.07	5.62	-0.3

Table 4. Questions regarding overall institutional climate

**So far, how has your college experience met your expectations?**

	2008 Point Park Percentage	2006 Point Park Percentage	Diff betw 2008 and 2006	2008 4-yr private Percentage	Mean diff. between Point Park and othr	
Much worse than I expected	3	3	0	2	1	
Quite a bit worse than I expected	2	4	-2	2	0	
Worse than I expected	14	13	1	12	2	
About what I expected	40	42	-2	35	5	
Better than I expected	23	23	0	24	-1	
Quite a bit better than I expected	8	8	0	12	-4	
Much better than I expected	7	7	0	10	-3	
<i>Average Rating (1 to 7)</i>	4.32	4.32	0	4.53	-0.21	***

**Rate your overall satisfaction with your experience here thus far**

	2008 Point Park Percentage	2006 Point Park Percentage	Diff betw 2008 and 2006	2008 4-yr private Percentage	Mean diff. between Point Park and othr	
Not satisfied at all	2	2	0	2	0	
Not very satisfied	5	6	-1	4	1	
Somewhat dissatisfied	12	10	2	9	3	
Neutral	10	13	-3	10	0	
Somewhat satisfied	22	23	-1	10	12	
Satisfied	37	35	2	37	0	
Very satisfied	10	11	-1	16	-6	
<i>Average Rating (1 to 7)</i>	4.98	4.97	0.01	5.2	-0.22	***

**All in all, if you had it to do over again, would you enroll**

	2008 Point Park Percentage	2006 Point Park Percentage	Diff betw 2008 and 2006	2008 4-yr private Percentage	Mean diff. between Point Park and othr	
Definitely not	4	6	-2	4	0	
Probably not	10	9	1	7	3	
Maybe not	8	8	0	7	1	
I don't know	12	12	0	11	1	
Maybe yes	13	14	-1	11	2	
Probably yes	29	31	-2	27	2	
Definitely yes	20	21	-1	29	-9	
<i>Average Rating (1 to 7)</i>	4.92	4.96	-0.04	5.19	-0.27	***



POINT PARK  
UNIVERSITY

Noel-Levitz

# 2008 Student Satisfaction

## Inventory:

Strengths and Challenges for Selected Student Characteristics by:

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

Prepared by the Office of Institutional Research  
Spring 2008

Table 5. Strengths and Challenges by Demographic Variables (SP 2008)

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	
3	Faculty care about me as an individual								S		S	
4	Admissions staff are knowledgeable											
5	Fin Aid counselors are helpful											
6	My academic advisor is approachable	S	S		S	S	S	S	S	S	S	S
7	Campus is safe and secure for all students	S	S	S	S	S	S	S	S	S	S	S
8	Content of major courses are valuable	S	S	S	S	S	S	S	S	S	S	S
9	Variety of intramural activities are offered											
10	Administrators are approachable to students											
11	Billing policies are reasonable	C	C		C	C	C	C	C	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	
15	Health services staff are competent										C	
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	
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		C		C				
21	Amount of student parking space is adequate		C			C		C		C		C
22	Counseling staff care about students											
23	Living conditions in residence halls are comfortable								C		C	
24	The athletic programs contribute to school spirit											
25	Faculty are fair and unbiased in their treatment of students	C	S	S				S	C		C	
26	Computer labs are adequate and accessible											
27	Personnel involved in registration are helpful											
28	Parking lots are well-lighted and secure		C			C		C				
29	It is an enjoyable experience to be a Point Park student											
30	Residence hall staff are concerned about me											
31	Males and females have equal opportunities to participate in athletics											
32	Tutoring services are readily available											
33	My academic advisor is knowledgeable about my major requirements	S	S		S	S	S	S	S	S	S	S
34	I am able to register for classes I need with few conflicts	C			C				C			
35	The assessment and course placement procedures are reasonable											
36	Security staff respond quickly in emergencies											
37	I feel a sense of pride about my campus											
38	There is an adequate selection of food avail. in the cafeteria								C		C	
39	I am able to experience intellectual growth here		S	S		S		S		S		
40	Residence hall regulations are reasonable											

Table 5. Strengths and Challenges by Demographic Variables (SP 2008)

#	Question	Day	Eve	Wkend	Trad	Non-Trad	Full-time	Part-time	Copa	Non-Copa	Resident	Commuter
41	There is a commit. to acad. excellence on this campus								C			
42	There are a sufficient number of weekend activities											
43	Adm. counselors respond to prospective students' unique needs			C								
44	Acad. support services adequately meet the needs of students											
45	Students are made to feel welcome on this campus											
46	I can easily get involved in campus organizations											
47	Fac. provide timely feedback about student progress in a course.											
48	Adm. counselors accurately portray the campus in recruiting practices.											
49	There are adequate services to help me decide upon a career									C		
50	Class change (drop/add) policies are reasonable											
51	Point Park has a good reputation within the community.	S		S	S		S		S	S		S
52	Student ctr is a comfortable place for students to spend leisure time											
53	Fac. consider student differences as they teach a course											
54	Bookstore staff are helpful											
55	Major requirements are clear and reasonable	S		S	S		S		S		S	
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
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	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
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
73	Student activities fees are put to good use											
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		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
78	Point Park & neighborhood provide adequate social gathering space								C		C	
79	Facilities are well-maintained and clean	S	S	S	S	S	S			S		S
80	Computer help desk personnel are knowledgeable and resolve problems			S								
81	Recently implemented online processes are convenient and beneficial	S	S	S	S	S	S	S	S	S	S	S
82	The Mission Statement is appropriate for Point Park University											
83	My acad. program has met the goals outlined in the Mission											

Table 6. Strengths and Challenges by Demographic Variable (2006 and 2008)

		Day		Eve		Wkend		Trad		Non-Trad		Full-time		Part-time		Copa		Non-Copa		Res		Commuter	
#	Question	2006	2008	2006	2008	2006	2008	2006	2008	2006	2008	2006	2008	2006	2008	2006	2008	2006	2008	2006	2008	2006	2008
1	Students feel sense of belonging																						
2	Staff are caring and helpful			S	S	S				S	S			S	S		S	S		S	S		
3	Faculty care about me as an individual	S						S				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	S	S	S	S	S	S	S	S	S	S
7	Campus is safe and secure for all students	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
8	Content of major courses are valuable	S	S	S	S		S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
9	Variety of intramural activities are offered																						
10	Administrators are approachable to students																						
11	Billing policies are reasonable	C	C		C			C	C	C	C	C	C	C	C		C	C	C		C	C	
12	Fin Aid awards are announced in timely fashion														C								
13	Library staff are helpful and approachable																						
14	My academic advisor is concerned about my success	S	S					S	S			S				S	S	S		S	S		
15	Health services staff are competent																				C		
16	Instruction in my major field is excellent	S	S	S	S			S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
17	Adequate fin aid is available for most students	C	C					C	C			C	C			C				C	C		
18	Library resources and services are adequate																						
19	My academic advisor helps me set goals						C						C										
20	Business office is open during hours convenient for students			C	C	C	C								C								
21	Amount of student parking space is adequate			C	C	C				C	C				C	C			C	C		C	C
22	Counseling staff care about students																						
23	Living conditions in residence halls are comfortable													C	C				C	C			
24	The athletic programs contribute to school spirit																						
25	Faculty are fair and unbiased in their treatment of students		C	S	S		S							S	S	C	C				C		
26	Computer labs are adequate and accessible																						
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	S	S	S

Table 6. Strengths and Challenges by Demographic Variable (2006 and 2008)

#	Question	Day		Eve		Wkend		Trad		Non-Trad		Full-time		Part-time		Copa		Non-Copa		Res		Commuter	
		2006	2008	2006	2008	2006	2008	2006	2008	2006	2008	2006	2008	2006	2008	2006	2008	2006	2008	2006	2008	2006	2008
34	I am able to register for classes I need with few conflicts	C	C			S		C	C							C	C						
35	The assessment and course placement procedures are reasonable																						
36	Security staff respond quickly in emergencies																						
37	I feel a sense of pride about my campus																						
38	There is an adequate selection of food avail. in the cafeteria															C	C			C	C		
39	I am able to experience intellectual growth here			S	S	S	S			S	S			S	S			S	S				
40	Residence hall regulations are reasonable																			C			
41	There is a commit. to acad. excellence on this campus																C			C			
42	There are a sufficient number of weekend activities																						
43	Adm. counselors respond to prospective students' unique needs						C																
44	Acad. support services adequately meet the needs of students																						
45	Students are made to feel welcome on this campus					S														S			
46	I can easily get involved in campus organizations																						
47	Fac. provide timely feedback about student progress in a course.																						
48	Adm. counselors accurately portray the campus in recruiting practices.																						
49	There are adequate services to help me decide upon a career											C						C	C				
50	Class change (drop/add) policies are reasonable																						
51	community.		S			S	S	S	S			S				S	S		S			S	S
52	Student ctr is a comfortable place for students to spend leisure time																						
53	Fac. consider student differences as they teach a course													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
58	The quality of instruction I receive in most of my classes is excellent	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
59	Point Park shows concern for students as individuals																						
60	I generally know what's happening on campus																						

Table 6. Strengths and Challenges by Demographic Variable (2006 and 2008)

#	Question	Day		Eve		Wkend		Trad		Non-Trad		Full-time		Part-time		Copa		Non-Copa		Res		Commuter	
		2006	2008	2006	2008	2006	2008	2006	2008	2006	2008	2006	2008	2006	2008	2006	2008	2006	2008	2006	2008	2006	2008
61	Adjunct faculty are competent as classroom instructors	S	S		S		S	S	S				S	S	S	S				S	S	S	
62	There is a strong commit. to racial harmony on this campus																						
63	Student disciplinary procedures are fair																						
64	New student orient. services help students adjust to college																						
65	Fac. are usually available after class and during office hours	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	
66	Tuition paid is a worthwhile investment	C	C		C			C	C			C	C		C	C	C	C	C	C	C	C	
67	Freedom of expression is protected on campus	S	S					S	S			S	S			S	S			S	S		
68	Nearly all of the faculty are knowledgeable in their field	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	
69	There is a good variety of courses provided on this campus																						
70	Graduate teaching assist. are competent as instructors																						
71	Channels for expressing student complaints are readily available																						
72	On the whole, the campus is well-maintained	S	S	S		S	S	S	S	S	S	S	S	S	S			S	S		S	S	
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	C					C	C		C	C	
75	The core curriculum is challenging			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	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	S	S	S	S	
78	Point Park & neighborhood provide adequate social gathering space	*		*		*		*		*		*		*		*	C	*		*	C	*	
79	Facilities are well-maintained and clean	S	S	S	S	S	S	S	S	S	S	S	S	S	S			S	S		S	S	
80	Computer help desk personnel are knowledgeable and resolve problems	*		*		*	S	*		*		*		*		*		*		*		*	
81	Recently implemented online processes are convenient and beneficial	*	S	*	S	*	S	*	S	*	S	*	S	*	S	*	S	*	S	*	S	S	
82	The Mission Statement is appropriate for Point Park University																						
83	My acad. program has met the goals outlined in the Mission																						
* New custom questions added for 2008																							



POINT PARK  
UNIVERSITY

Noel-Levitz

# 2008 Student Satisfaction

## Inventory:

Strengths and Challenges by School and Academic Department

**Point Park University**  
*Respondents by Major 2008*

<b>School of Business (n=296)</b>	<b># of resp</b>
Business Management	64
Accounting	38
Economics and Finance	5
Management Services	2
Information Technology	6
Human Resources Mgmt	11
Sport, Art and Ent.Mgmt	59
Public Administration	19
Business (Saturday Fast)	38
MBA	40
Professional Studies	3
Info Tech and Mgmt	11
<b>Total</b>	<b>296</b>

**School of Arts & Sciences (n=703)**

<i>Education</i>	<b># of resp</b>
Citizenship/Secondary Ed	2
English/Secondary Ed	17
Social Sciences/Secondary Ed	1
Mass Comm/Secondary Ed	8
Math/Secondary Ed	3
Biology/Secondary Ed	2
Early Childhood Ed	16
Elementary Ed	38
Educational Administration	10
Instructional Studies	3
Curriculum and Instruction	9
<b>Total</b>	<b>109</b>

<i>Humanities and Human Sciences</i>	<b># of resp</b>
Applied History	8
Political Science	4
Psychology	41
Behavioral Sciences	3
English	19
Legal Studies	11
Liberal Arts	2
Global Cultural Studies	4
<b>Total</b>	<b>92</b>

<i>Journalism and Mass Comm</i>	<b># of resp</b>
Photojournalism	31
Photography	19
Journalism and Mass Comm.	58
Broadcasting	59
Advertising and PR	42
Mass Comm/New Media Tech	1
MA Journalism and Mass Comm.	31
<b>Total</b>	<b>241</b>

<i>Natural Sciences and Eng Tech</i>	<b># of resp</b>
Biological Sciences	14
Biotechnology	6
Health Services	2
Civil Eng Technology	33
Mechanical Eng Tech	22
Environmental Health	1
Electrical Eng Tech	40
Funeral Service	14
Systems Process Ctrl Eng Tech	1
MS Engineering Mgmt	9
<b>Total</b>	<b>142</b>

<i>Crim Justice and Intell Studies</i>	<b># of resp</b>
Criminal Justice (non-accel)	42
Accel Criminal Justice	42
Intelligence and Natl Security	16
MA Crim Justice Administration	19
<b>Total</b>	<b>119</b>

**Conservatory of Performing Arts (n=381)**

<i>Dance</i>	<b># of resp</b>
Dance	148
<b>Total</b>	<b>148</b>

<i>Theatre</i>	<b># of resp</b>
Applied Arts	1
Elem Ed/ Theatre Arts	2
Theatre Arts	153
MFA Acting	1
<b>Total</b>	<b>157</b>

<i>Media Production</i>	<b># of resp</b>
Film and Video Production	8
Cinema and Digital Arts	68
<b>Total</b>	<b>76</b>

<b>Unknown</b>	<b># of resp</b>
Non-degree	2
Undecided	17
Undecided/ Pathways	2

<b>Miscellaneous</b>	<b># of resp</b>
Major not specified	116

**All Respondents (n= 1,517)**

Table 7. Strengths and Challenges by School (SP 2006 and 2008)

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

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

#	Question	A&S (n=703)		Business (n=296)		Conservatory (n=381)	
		2006	2008	2006	2008	2006	2008
1	Most students feel a sense of belonging here.						
2	The campus staff are caring and helpful.	S	S	S			S
3	Faculty care about me as an individual.	S				S	S
4	Admissions staff are knowledgeable.					C	
5	Financial aid counselors are helpful.					C	
6	My academic advisor is approachable.	S	S	S	S	S	S
7	The campus is safe and secure for all students.	S	S	S	S	S	S
8	The content of the courses within my major is valuable.	S	S	S	S	S	S
9	A variety of intramural activities are offered.						
10	Administrators are approachable to students.						
11	Billing policies are reasonable.	C	C	C			C
12	Fin aid awards announced in time to be helpful in college planning.						
13	Library staff are helpful and approachable.						
14	My academic advisor is concerned about my success as an individual.	S				S	S
15	The staff in the health services area are competent.						
16	The instruction in my major field is excellent.	S	S			S	S
17	Adequate financial aid is available for most students.		C			C	
18	Library resources and services are adequate.						
19	My academic advisor helps me set goals to work toward.				C		
20	The business office is open during convenient hours for most students.						
21	The amount of student parking space on campus is adequate.	C	C		C		
22	Counseling staff care about students as individuals.						
23	Living conditions in the residence halls are comfortable					C	C
24	The athletic programs contribute to a strong sense of school spirit.						
25	Faculty are fair and unbiased in their treatment of individual students.	S			S	C	C
26	Computer labs are adequate and accessible.						
27	The personnel involved in registration are helpful.						
28	Parking lots are well-lighted and secure.						
29	It is an enjoyable experience to be a student on this campus.						
30	Residence hall staff are concerned about me as an individual.						
31	Males and females have equal opportunities to participate in athletics.						
32	Tutoring services are readily available.						
33	My academic advisor is knowledgeable about requirements in my major.	S	S	S	S	S	S
34	I am able to register for classes I need with few conflicts.			S		C	C
35	The assessment and course placement procedures are reasonable.			S			
36	Security staff respond quickly in emergencies.						

Table 7. Strengths and Challenges by School (SP 2006 and 2008)

#	Question	A&S (n=703)		Business (n=296)		Conservatory (n=381)	
		2006	2008	2006	2008	2006	2008
37	I feel a sense of pride about my campus.						
38	There is an adequate selection of food available in the cafeteria.					C	C
39	I am able to experience intellectual growth here.	S	S				
40	Residence hall regulations are reasonable.						
41	There is a commitment to academic excellence on this campus.						C
42	There are a sufficient number of weekend activities for students.						
43	Admissions counselors respond to prospective students' unique needs and requests.						
44	Academic support services adequately meet the needs of students.						
45	Students are made to feel welcome on this campus.						
46	I can easily get involved in campus organizations.						
47	Faculty provide timely feedback about student progress in a course.						
48	Admissions counselors accurately portray the campus in their recruiting practices.						
49	There are adequate services to help me decide upon a career.	C		C	C		
50	Class change (drop/add) policies are reasonable.						
51	This institution has a good reputation within the community.				S	S	S
52	The student center is a comfortable place for students to spend their leisure time.						
53	Faculty take into consideration student differences as they teach a course.						
54	Bookstore staff are helpful.						
55	Major requirements are clear and reasonable.	S		S	S	S	S
56	The student handbook provides helpful information about campus life.						
57	I seldom get the 'run-around' when seeking information on this campus.	C	C	C		C	
58	The quality of instruction I receive in most of my classes is excellent.	S	S	S	S	S	S
59	This institution shows concern for students as individuals.						
60	I generally know what's happening on campus.						
61	Adjunct faculty are competent as classroom instructors.					S	S
62	There is a strong commitment to racial harmony on this campus.						
63	Student disciplinary procedures are fair.						
64	New student orientation services help students adjust to college.						
65	Faculty are usually available after class and during office hours.	S	S	S	S	S	S
66	Tuition paid is a worthwhile investment.	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
69	There is a good variety of courses provided on this campus.						
70	Graduate teaching assistants are competent as classroom instructors.						
71	Channels for expressing student complaints are readily available.						
72	On the whole, the campus is well-maintained.	S	S	S	S		
73	Student activities fees are put to good use.						
74	Billing and collecting procedures are customer-friendly and efficient.	C	C	C			
75	The core curriculum is challenging.						

Table 7. Strengths and Challenges by School (SP 2006 and 2008)

#	Question	A&S (n=703)		Business (n=296)		Conservatory (n=381)	
		2006	2008	2006	2008	2006	2008
76	My professors use innovative or varied teaching techniques.				S	S	S
77	When I graduate, I'll be prepared to use the latest technology in my field.		S			S	S
78	Point Park & neighborhood provide adequate social gathering space	*		*		*	C
79	Facilities are well-maintained and clean	S	S	S	S		
80	Computer help desk personnel are knowledgeable and resolve problems	*		*		*	
81	Recently implemented online processes are convenient and beneficial	*	S	*	S	*	S
82	The Mission Statement is appropriate for Point Park.						
83	My academic program has met the goals outlined in the Mission Statement.						

\* New custom questions added for 2008

Table 8. Strengths and Challenges for Arts and Sciences by Dept (SP 2006 and 2008)

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

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

#	Question	A&S (n=703)		Education (n=109)		Humanities (n=92)		Journalism (n=241)		Natural Sciences (n=142)		**Prot Svcs (n=119)
		2006	2008	2006	2008	2006	2008	2006	2008	2006	2008	2008
1	Most students feel a sense of belonging here.											
2	The campus staff are caring and helpful.	S	S			S		S		S	S	
3	Faculty care about me as an individual.	S				S		S		S		
4	Admissions staff are knowledgeable.											
5	Financial aid counselors are helpful.						C					
6	My academic advisor is approachable.	S	S	S	S	S	S	S	S	S	S	
7	The campus is safe and secure for all students.	S	S	S	S	S	S	S	S	S	S	S
8	The content of the courses within my major is valuable.	S	S	S	S		S	S	S	S	S	S
9	A variety of intramural activities are offered.											
10	Administrators are approachable to students.											
11	Billing policies are reasonable.	C	C		C	C	C	C	C	C	C	C
12	Fin aid awards announced in time to be helpful in college planning.										C	C
13	Library staff are helpful and approachable.											
14	My academic advisor is concerned about my success as an individual.	S		S	S		S	S	S	S		
15	The staff in the health services area are competent.											
16	The instruction in my major field is excellent.	S	S	S	S		S	S	S	S	S	S
17	Adequate financial aid is available for most students.		C		C		C		C		C	
18	Library resources and services are adequate.				S		S					S
19	My academic advisor helps me set goals to work toward.			S								C
20	The business office is open during convenient hours for most students.											
21	The amount of student parking space on campus is adequate.	C	C		C	C				C	C	C
22	Counseling staff care about students as individuals.											
23	Living conditions in the residence halls are comfortable											
24	The athletic programs contribute to a strong sense of school spirit.											
25	Faculty are fair and unbiased in their treatment of individual students.	S		S		S				S	S	
26	Computer labs are adequate and accessible.											
27	The personnel involved in registration are helpful.									S		
28	Parking lots are well-lighted and secure.			C	C		C					
29	It is an enjoyable experience to be a student on this campus.											
30	Residence hall staff are concerned about me as an individual.											
31	Males and females have equal opportunities to participate in athletics.											
32	Tutoring services are readily available.											
33	My academic advisor is knowledgeable about requirements in my major.	S	S	S	S		S	S	S	S	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.											

Table 8. Strengths and Challenges for Arts and Sciences by Dept (SP 2006 and 2008)

#	Question	A&S (n=703)		Education (n=109)		Humanities (n=92)		Journalism (n=241)		Natural Sciences (n=142)		**Prot Svcs (n=119)
		2006	2008	2006	2008	2006	2008	2006	2008	2006	2008	2008
37	I feel a sense of pride about my campus.											
38	There is an adequate selection of food available in the cafeteria.											
39	I am able to experience intellectual growth here.	S	S	S	S		S	S			S	S
40	Residence hall regulations are reasonable.											
41	There is a commitment to academic excellence on this campus.											
42	There are a sufficient number of weekend activities for students.											
43	Admissions counselors respond to prospective students' unique needs and requests.											
44	Academic support services adequately meet the needs of students.											
45	Students are made to feel welcome on this campus.			S		S						
46	I can easily get involved in campus organizations.											
47	Faculty provide timely feedback about student progress in a course.											
48	Admissions counselors accurately portray the campus in their recruiting practices.											
49	There are adequate services to help me decide upon a career.	C		C		C	C					
50	Class change (drop/add) policies are reasonable.					S						
51	This institution has a good reputation within the community.			S				S	S			
52	The student center is a comfortable place for students to spend their leisure time.											
53	Faculty take into consideration student differences as they teach a course.					S						
54	Bookstore staff are helpful.											
55	Major requirements are clear and reasonable.	S						S	S	S		
56	The student handbook provides helpful information about campus life.											
57	I seldom get the 'run-around' when seeking information on this campus.	C	C	C	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
59	This institution shows concern for students as individuals.											
60	I generally know what's happening on campus.											
61	Adjunct faculty are competent as classroom instructors.				S					S		S
62	There is a strong commitment to racial harmony on this campus.											
63	Student disciplinary procedures are fair.											
64	New student orientation services help students adjust to college.											
65	Faculty are usually available after class and during office hours.	S	S	S	S	S	S	S	S	S	S	S
66	Tuition paid is a worthwhile investment.	C	C	C	C	C	C	C	C	C	C	C
67	Freedom of expression is protected on campus.					S	S	S	S			
68	Nearly all of the faculty are knowledgeable in their field.	S	S	S	S	S	S	S	S	S	S	S
69	There is a good variety of courses provided on this campus.			C		C						S
70	Graduate teaching assistants are competent as classroom instructors.											
71	Channels for expressing student complaints are readily available.						C					
72	On the whole, the campus is well-maintained.	S	S	S		S		S	S		S	S
73	Student activities fees are put to good use.							C				
74	Billing and collecting procedures are customer-friendly and efficient.	C	C	C				C	C			C
75	The core curriculum is challenging.						C			S	S	S

Table 8. Strengths and Challenges for Arts and Sciences by Dept (SP 2006 and 2008)

#	Question	A&S (n=703)		Education (n=109)		Humanities (n=92)		Journalism (n=241)		Natural Sciences (n=142)		**Prot Svcs (n=119)
		2006	2008	2006	2008	2006	2008	2006	2008	2006	2008	2008
76	My professors use innovative or varied teaching techniques.					S	S			S	S	
77	When I graduate, I'll be prepared to use the latest technology in my field.		S			S	S		S			
78	Point Park & neighborhood provide adequate social gathering space	*		*		*		*		*		
79	Facilities are well-maintained and clean	S	S	S	S	S	S	S	S		S	S
80	Computer help desk personnel are knowledgeable and resolve problems	*		*		*		*		*		
81	Recently implemented online processes are convenient and beneficial	*	S	*	S	*	S	*	S	*	S	S
82	The Mission Statement is appropriate for Point Park.											
83	My academic program has met the goals outlined in the Mission Statement.						S					S

\* New custom questions added for 2008

\*\* Protective Services Dept. did not exist in 2006

Table 9. Strengths and Challenges for Conservatory by Dept (SP 2006 and 2008)

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

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

#	Question	Conservatory (n=381)		Media Production (n=76)		Dance (n=148)		Theatre (n=157)	
		2006	2008	2006	2008	2006	2008	2006	2008
1	Most students feel a sense of belonging here.								
2	The campus staff are caring and helpful.		S		S		S		S
3	Faculty care about me as an individual.	S	S		S				S
4	Admissions staff are knowledgeable.	C							
5	Financial aid counselors are helpful.	C							
6	My academic advisor is approachable.	S	S		S		S		S
7	The campus is safe and secure for all students.	S	S		S		S		
8	The content of the courses within my major is valuable.	S	S		S		S		S
9	A variety of intramural activities are offered.								
10	Administrators are approachable to students.								
11	Billing policies are reasonable.		C		C				C
12	Fin aid awards announced in time to be helpful in college planning.								
13	Library staff are helpful and approachable.								
14	My academic advisor is concerned about my success as an individual.	S	S		S		S		S
15	The staff in the health services area are competent.						C		C
16	The instruction in my major field is excellent.	S	S		S		S		S
17	Adequate financial aid is available for most students.	C					C		
18	Library resources and services are adequate.								S
19	My academic advisor helps me set goals to work toward.								
20	The business office is open during convenient hours for most students.								
21	The amount of student parking space on campus is adequate.								
22	Counseling staff care about students as individuals.								
23	Living conditions in the residence halls are comfortable	C	C				C		C
24	The athletic programs contribute to a strong sense of school spirit.								
25	Faculty are fair and unbiased in their treatment of individual students.	C	C				C		C
26	Computer labs are adequate and accessible.				S				
27	The personnel involved in registration are helpful.								C
28	Parking lots are well-lighted and secure.								
29	It is an enjoyable experience to be a student on this campus.								
30	Residence hall staff are concerned about me as an individual.								
31	Males and females have equal opportunities to participate in athletics.								
32	Tutoring services are readily available.								
33	My academic advisor is knowledgeable about requirements in my major.	S	S		S		S		S
34	I am able to register for classes I need with few conflicts.	C	C				C		C
35	The assessment and course placement procedures are reasonable.						C		
36	Security staff respond quickly in emergencies.								

Table 9. Strengths and Challenges for Conservatory by Dept (SP 2006 and 2008)

#	Question	Conservatory (n=381)		Media Production (n=76)		Dance (n=148)		Theatre (n=157)	
		2006	2008	2006	2008	2006	2008	2006	2008
37	I feel a sense of pride about my campus.								
38	There is an adequate selection of food available in the cafeteria.	C	C				C		C
39	I am able to experience intellectual growth here.								
40	Residence hall regulations are reasonable.								
41	There is a commitment to academic excellence on this campus.		C						
42	There are a sufficient number of weekend activities for students.								
43	Admissions counselors respond to prospective students' unique needs and requests.								
44	Academic support services adequately meet the needs of students.								
45	Students are made to feel welcome on this campus.								
46	I can easily get involved in campus organizations.								
47	Faculty provide timely feedback about student progress in a course.				S				
48	Admissions counselors accurately portray the campus in their recruiting practices.								
49	There are adequate services to help me decide upon a career.								
50	Class change (drop/add) policies are reasonable.						S		
51	This institution has a good reputation within the community.	S	S				S		
52	The student center is a comfortable place for students to spend their leisure time.								
53	Faculty take into consideration student differences as they teach a course.								
54	Bookstore staff are helpful.				S				
55	Major requirements are clear and reasonable.	S	S		S		S		S
56	The student handbook provides helpful information about campus life.								
57	I seldom get the 'run-around' when seeking information on this campus.	C			C				
58	The quality of instruction I receive in most of my classes is excellent.	S	S				S		S
59	This institution shows concern for students as individuals.								
60	I generally know what's happening on campus.								
61	Adjunct faculty are competent as classroom instructors.	S	S		S		S		S
62	There is a strong commitment to racial harmony on this campus.								
63	Student disciplinary procedures are fair.								
64	New student orientation services help students adjust to college.								
65	Faculty are usually available after class and during office hours.	S	S		S		S		S
66	Tuition paid is a worthwhile investment.	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
69	There is a good variety of courses provided on this campus.								
70	Graduate teaching assistants are competent as classroom instructors.								
71	Channels for expressing student complaints are readily available.								
72	On the whole, the campus is well-maintained.				S				
73	Student activities fees are put to good use.				C				
74	Billing and collecting procedures are customer-friendly and efficient.								
75	The core curriculum is challenging.								

Table 9. Strengths and Challenges for Conservatory by Dept (SP 2006 and 2008)

#	Question	Conservatory (n=381)		Media Production (n=76)		Dance (n=148)		Theatre (n=157)	
		2006	2008	2006	2008	2006	2008	2006	2008
76	My professors use innovative or varied teaching techniques.	S	S				S		S
77	When I graduate, I'll be prepared to use the latest technology in my field.	S	S		S		S		S
78	Point Park & neighborhood provide adequate social gathering space	*	C	*		*		*	C
79	Facilities are well-maintained and clean				S				
80	Computer help desk personnel are knowledgeable and resolve problems	*		*		*		*	
81	Recently implemented online processes are convenient and beneficial	*	S	*	S	*	S	*	S
82	The Mission Statement is appropriate for Point Park.								
83	My academic program has met the goals outlined in the Mission Statement.								

\* New custom questions added to 2008

Table 10. Strengths and Challenges for Business by Dept (SP 2006 and 2008)

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

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

#	Question	Business (n=296)	
		2006	2008
1	Most students feel a sense of belonging here.		
2	The campus staff are caring and helpful.	S	
3	Faculty care about me as an individual.		
4	Admissions staff are knowledgeable.		
5	Financial aid counselors are helpful.		
6	My academic advisor is approachable.	S	S
7	The campus is safe and secure for all students.	S	S
8	The content of the courses within my major is valuable.	S	S
9	A variety of intramural activities are offered.		
10	Administrators are approachable to students.		
11	Billing policies are reasonable.	C	
12	Fin aid awards announced in time to be helpful in college planning.		
13	Library staff are helpful and approachable.		
14	My academic advisor is concerned about my success as an individual.		
15	The staff in the health services area are competent.		
16	The instruction in my major field is excellent.		
17	Adequate financial aid is available for most students.		
18	Library resources and services are adequate.		
19	My academic advisor helps me set goals to work toward.		C
20	The business office is open during convenient hours for most students.		
21	The amount of student parking space on campus is adequate.		C
22	Counseling staff care about students as individuals.		
23	Living conditions in the residence halls are comfortable		
24	The athletic programs contribute to a strong sense of school spirit.		
25	Faculty are fair and unbiased in their treatment of individual students.		S
26	Computer labs are adequate and accessible.		
27	The personnel involved in registration are helpful.		
28	Parking lots are well-lighted and secure.		
29	It is an enjoyable experience to be a student on this campus.		
30	Residence hall staff are concerned about me as an individual.		
31	Males and females have equal opportunities to participate in athletics.		
32	Tutoring services are readily available.		
33	My academic advisor is knowledgeable about requirements in my major.	S	S
34	I am able to register for classes I need with few conflicts.	S	
35	The assessment and course placement procedures are reasonable.	S	

Table 10. Strengths and Challenges for Business by Dept (SP 2006 and 2008)

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

*Table 10. Strengths and Challenges for Business by Dept (SP 2006 and 2008)*

<b>78</b>	Point Park & neighborhood provide adequate social gathering space	*	
<b>79</b>	Facilities are well-maintained and clean	S	S
<b>80</b>	Computer help desk personnel are knowledgeable and resolve problems	*	
<b>81</b>	Recently implemented online processes are convenient and beneficial	*	S
<b>82</b>	The Mission Statement is appropriate for Point Park.		
<b>83</b>	My academic program has met the goals outlined in the Mission Statement.		

\* **New custom questions added to 2008**



POINT PARK  
UNIVERSITY

Noel-Levitz  
2008 Student Satisfaction  
Inventory:  
- Appendices

Prepared by the Office of Institutional Research  
Spring 2008

Appendix A. Overall Strengths and Challenges (2008)

	A	B	C	D	E	F	G	H	I
1	<b>Overall Institution</b>								
2									
3	<b>Strengths</b>								
4	<i>Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)</i>								
5								"low" gap	
6	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile	4-yr private
7	8	The content of the courses within my major is valuable.	6.61	1	5.38	7	1.22		S
8	16	The instruction in my major field is excellent.	6.59	2	5.48	5	1.11		S
9	77	When I graduate, I'll be prepared to use latest technology in my field (custom).	6.52	3	5.26	11	1.26		n/a
10	33	My academic advisor is knowledgeable about requirements in my major.	6.50	4	5.51	4	0.99		S
11	68	Nearly all of the faculty are knowledgeable in their field.	6.45	6	5.55	3	0.90		S
12	58	The quality of instruction I receive in most of my classes is excellent.	6.43	7	5.23	16	1.21		S
13	6	My academic advisor is approachable.	6.42	8	5.41	6	1.01		S
14	7	The campus is safe and secure for all students.	6.37	10	5.31	9	1.06		S
15	55	Major requirements are clear and reasonable.	6.34	12	5.19	20	1.15		S
16	81	Recently implemented online processes are convenient and beneficial (custom).	6.30	15	5.63	1	0.67	X	n/a
17	76	Professors use innovative or varied teaching techniques (custom).	6.24	19	5.21	18	1.03		n/a
18	65	Faculty are usually available after class and during office hours.	6.22	21	5.32	8	0.90		S
19	79	Facilities are well-maintained and clean (custom).	6.21	22	5.24	13	0.97		n/a
20	61	Adjunct faculty are competent as classroom instructors.	6.15	29	5.19	20	0.96		
21	72	On the whole, the campus is well-maintained.	6.12	34	5.24	13	0.88	X	S
22	51	This institution has a good reputation within the community.	6.06	38	5.24	13	0.82	X	S
23									
24									
25	<b>Challenges</b>								
26	<i>Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)</i>								
27								"high" gap	
28	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile	4-yr private
29	66	Tuition paid is a worthwhile investment.	6.42	8	4.43	68	1.99	X	C
30	17	Adequate financial aid is available for most students.	6.35	11	4.61	63	1.74	X	C
31	74	Billing and collecting procedures are customer friendly and efficient (custom).	6.10	35	4.60	64	1.49	X	n/a
32	11	Billing policies are reasonable.	6.06	38	4.37	72	1.69	X	
33	57	I seldom get the 'run-around' when seeking information on this campus.	6.04	42	4.21	76	1.83	X	C

Appendix B. Strengths and Challenges at other institutions (2008)

	A	B	C	D	E	F	G	H
1	<b>Other Four-year Private Institutions</b>							
2								
3	<b>Strengths</b>							
4	<i>Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)</i>							
5								"low" gap
6	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
7	8	The content of the courses within my major is valuable.	6.59	1	5.53	3	1.06	
8	16	The instruction in my major field is excellent.	6.55	2	5.48	10	1.07	
9	68	Nearly all of the faculty are knowledgeable in their field.	6.51	3	5.71	1	0.80	X
10	58	The quality of instruction I receive in most of my classes is excellent.	6.47	4	5.42	12	1.05	
11	33	My academic advisor is knowledgeable about requirements in my major.	6.45	6	5.5	7	0.95	
12	39	I am able to experience intellectual growth here.	6.40	8	5.5	8	0.90	
13	7	The campus is safe and secure for all students.	6.39	9	5.53	4	0.86	
14	6	My academic advisor is approachable.	6.36	11	5.52	6	0.84	
15	55	Major requirements are clear and reasonable.	6.36	11	5.42	13	0.94	
16	41	There is a commitment to academic excellence on this campus.	6.32	16	5.39	17	0.93	
17	2	The campus staff are caring and helpful.	6.30	17	5.42	14	0.88	
18	65	Faculty are usually available after class and during office hours.	6.29	19	5.53	5	0.76	X
19	45	Students are made to feel welcome on this campus.	6.25	22	5.42	15	0.83	X
20	72	On the whole, the campus is well-maintained.	6.24	23	5.58	2	0.66	X
21	51	This institution has a good reputation within the community.	6.19	27	5.49	9	0.70	X
22	3	Faculty care about me as an individual.	6.19	27	5.36	18	0.83	X
23								
24								
25	<b>Challenges</b>							
26	<i>Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)</i>							
27								"high" gap
28	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
29	66	Tuition paid is a worthwhile investment.	6.44	7	4.78	60	1.66	X
30	17	Adequate financial aid is available for most students.	6.36	11	4.72	63	1.64	X
31	36	Security staff respond quickly in emergencies.	6.22	25	4.87	56	1.35	X
32	12	Financial aid awards are announced to students in time to be helpful in college planning.	6.19	27	4.78	61	1.41	X
33	57	I seldom get the "run-around" when seeking information on this campus.	6.13	34	4.63	65	1.50	X

Appendix C. Strengths and Challenges - Day Students

	A	B	C	D	E	F	G	H
1	<b>Day Students</b>							
2	<i>n=973</i>							
3	<b>Strengths</b>							
4	<i>Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)</i>							
5								"low" gap
6	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
7	8	The content of the courses within my major is valuable.	6.64	1	5.39	7	1.26	
8	16	The instruction in my major field is excellent.	6.64	2	5.53	3	1.11	
9	33	My academic advisor is knowledgeable about requirements in my major.	6.53	3	5.48	5	1.05	
10	77	When I graduate, I'll be prepared to use latest technology in my field (custom).	6.53	4	5.22	12	1.31	
11	68	Nearly all of the faculty are knowledgeable in their field.	6.51	5	5.53	4	0.98	X
12	58	The quality of instruction I receive in most of my classes is excellent.	6.48	7	5.13	21	1.35	
13	6	My academic advisor is approachable.	6.45	8	5.42	6	1.03	
14	7	The campus is safe and secure for all students.	6.42	11	5.22	11	1.20	
15	55	Major requirements are clear and reasonable.	6.38	13	5.12	22	1.26	
16	14	My academic advisor is concerned about my success as an individual.	6.31	15	5.18	14	1.13	
17	81	Recently implemented online processes are convenient and beneficial (custom)	6.29	19	5.59	2	0.70	X
18	76	Professors use innovative or varied teaching techniques (custom).	6.28	21	5.15	16	1.12	
19	79	Facilities are well-maintained and clean (custom).	6.27	22	5.16	15	1.12	
20	65	Faculty are usually available after class and during office hours.	6.24	24	5.30	9	0.93	X
21	72	On the whole, the campus is well-maintained.	6.20	29	5.15	18	1.05	
22	61	Adjunct faculty are competent as classroom instructors.	6.17	33	5.14	19	1.03	
23	67	Freedom of expression is protected on campus.	6.14	36	5.34	8	0.80	X
24	51	This institution has a good reputation within the community.	6.08	42	5.22	13	0.86	X
25								
26								
27	<b>Challenges</b>							
28	<i>Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)</i>							
29								"high" gap
30	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
31	34	I am able to register for classes I need with few conflicts.	6.50	6	4.48	63	2.02	X
32	66	Tuition paid is a worthwhile investment.	6.45	9	4.24	72	2.20	X
33	17	Adequate financial aid is available for most students.	6.42	10	4.45	65	1.97	X
34	25	Faculty are fair and unbiased in their treatment of individual students.	6.37	14	4.48	64	1.89	X
35	11	Billing policies are reasonable.	6.08	43	4.24	71	1.84	X
36								

Appendix D. Strengths and Challenges - Evening Students

	A	B	C	D	E	F	G	H
1	<b>Evening Students</b>							
2	<i>n=284</i>							
3	<b>Strengths</b>							
4	<i>Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)</i>							
5								"low" gap
6	<b>Q#</b>	<b>Question</b>	<b>imp rate</b>	<b>imp rank</b>	<b>sat rate</b>	<b>sat rank</b>	<b>Perf Gap</b>	<b>quartile</b>
7	16	The instruction in my major field is excellent.	6.62	1	5.46	7	1.16	
8	8	The content of the courses within my major is valuable.	6.53	2	5.40	11	1.14	
9	77	When I graduate, I'll be prepared to use latest technology in my field (custom).	6.48	3	5.31	20	1.17	
10	33	My academic advisor is knowledgeable about requirements in my major.	6.47	5	5.74	2	0.73	
11	6	My academic advisor is approachable.	6.42	6	5.49	4	0.93	
12	58	The quality of instruction I receive in most of my classes is excellent.	6.39	7	5.46	6	0.92	
13	68	Nearly all of the faculty are knowledgeable in their field.	6.37	9	5.63	3	0.74	
14	81	Recently implemented online processes are convenient and beneficial (custom)	6.35	10	5.79	1	0.55	
15	7	The campus is safe and secure for all students.	6.26	13	5.41	9	0.86	
16	25	Faculty are fair and unbiased in their treatment of individual students.	6.22	15	5.32	19	0.90	
17	65	Faculty are usually available after class and during office hours.	6.19	18	5.33	17	0.86	
18	61	Adjunct faculty are competent as classroom instructors.	6.14	21	5.33	16	0.80	
19	39	I am able to experience intellectual growth here.	6.13	23	5.41	10	0.73	
20	2	The campus staff are caring and helpful.	6.12	24	5.36	14	0.77	
21	79	Facilities are well-maintained and clean (custom).	6.04	28	5.38	13	0.66	
22	75	Core curriculum is challenging (custom).	6.01	31	5.30	21	0.71	
23								
24								
25	<b>Challenges</b>							
26	<i>Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)</i>							
27								"high" gap
28	<b>Q#</b>	<b>Question</b>	<b>imp rate</b>	<b>imp rank</b>	<b>sat rate</b>	<b>sat rank</b>	<b>Perf Gap</b>	<b>quartile</b>
29	66	Tuition paid is a worthwhile investment.	6.37	8	4.70	66	1.68	X
30	21	The amount of student parking space on campus is adequate.	6.21	17	2.87	83	3.34	X
31	20	The business office is open during hours which are convenient for most students.	6.01	30	4.74	64	1.27	X
32	11	Billing policies are reasonable.	6.01	32	4.49	76	1.52	X
33	28	Parking lots are well-lighted and secure.	5.93	42	4.38	78	1.55	X
34								

Appendix E. Strengths and Challenges - Weekend Students

	A	B	C	D	E	F	G	H
1	<b>Weekend Students</b>							
2	<i>n=189</i>							
3	<b>Strengths</b>							
4	<i>Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)</i>							
5								"low" gap
6	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
7	77	When I graduate, I'll be prepared to use latest technology in my field (custom).	6.54	1	5.45	16	1.09	
8	81	Recently implemented online processes are convenient and beneficial (custom)	6.48	2	5.83	1	0.65	
9	8	The content of the courses within my major is valuable.	6.45	3	5.44	17	1.01	
10	68	Nearly all of the faculty are knowledgeable in their field.	6.31	7	5.59	5	0.72	
11	76	Professors use innovative or varied teaching techniques (custom).	6.31	8	5.50	12	0.80	
12	58	The quality of instruction I receive in most of my classes is excellent.	6.30	9	5.46	14	0.84	
13	75	Core curriculum is challenging (custom).	6.30	10	5.55	9	0.76	
14	7	The campus is safe and secure for all students.	6.27	11	5.66	2	0.61	
15	79	Facilities are well-maintained and clean (custom).	6.26	13	5.63	3	0.63	
16	55	Major requirements are clear and reasonable.	6.23	16	5.51	11	0.72	
17	39	I am able to experience intellectual growth here.	6.21	18	5.51	10	0.70	
18	25	Faculty are fair and unbiased in their treatment of individual students.	6.18	23	5.40	20	0.78	
19	65	Faculty are usually available after class and during office hours.	6.16	25	5.40	19	0.75	
20	61	Adjunct faculty are competent as classroom instructors.	6.13	28	5.38	22	0.75	
21	80	Student computer help desk personnel are knowledgeable and resolve my comp	6.06	35	5.59	6	0.48	X
22	72	On the whole, the campus is well-maintained.	6.01	39	5.56	8	0.46	X
23	51	This institution has a good reputation within the community.	6.01	40	5.46	15	0.55	
24								
25								
26	<b>Challenges</b>							
27	<i>Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)</i>							
28								"high" gap
29	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
30	74	Billing and collecting procedures are customer friendly and efficient (custom).	6.15	27	4.74	67	1.41	X
31	57	I seldom get the 'run-around' when seeking information on this campus.	6.11	30	4.61	72	1.50	X
32	19	My academic advisor helps me set goals to work toward.	6.02	38	4.60	73	1.42	X
33	43	Admissions counselors respond to prospective students' unique needs and requ	5.99	42	4.81	64	1.18	X
34	20	The business office is open during hours which are convenient for most studen	5.99	44	4.51	79	1.48	X
35								

Appendix F. Strengths and Challenges - Traditional Aged Students

	A	B	C	D	E	F	G	H
1	<b>Traditional Students</b>							
2	<i>n=1083</i>							
3	<b>Strengths</b>							
4	<i>Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)</i>							
5								"low" gap
6	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
7	8	The content of the courses within my major is valuable.	6.63	1	5.39	7	1.25	
8	16	The instruction in my major field is excellent.	6.63	2	5.50	5	1.13	
9	33	My academic advisor is knowledgeable about requirements in my major.	6.52	3	5.51	4	1.01	
10	77	When I graduate, I'll be prepared to use latest technology in my field (custom).	6.52	4	5.23	10	1.29	
11	68	Nearly all of the faculty are knowledgeable in their field.	6.48	6	5.52	3	0.97	X
12	58	The quality of instruction I receive in most of my classes is excellent.	6.45	7	5.12	22	1.33	
13	6	My academic advisor is approachable.	6.45	9	5.40	6	1.05	
14	7	The campus is safe and secure for all students.	6.40	11	5.23	11	1.17	
15	55	Major requirements are clear and reasonable.	6.37	13	5.16	15	1.21	
16	14	My academic advisor is concerned about my success as an individual.	6.30	15	5.15	19	1.14	
17	81	Recently implemented online processes are convenient and beneficial (custom)	6.28	17	5.55	2	0.73	X
18	76	Professors use innovative or varied teaching techniques (custom).	6.26	21	5.13	20	1.13	
19	79	Facilities are well-maintained and clean (custom).	6.23	25	5.16	17	1.07	
20	65	Faculty are usually available after class and during office hours.	6.22	26	5.29	9	0.93	X
21	72	On the whole, the campus is well-maintained.	6.16	31	5.19	14	0.97	X
22	61	Adjunct faculty are competent as classroom instructors.	6.15	32	5.16	18	1.00	
23	67	Freedom of expression is protected on campus.	6.12	37	5.35	8	0.77	X
24	51	This institution has a good reputation within the community.	6.06	40	5.21	13	0.86	X
25								
26								
27	<b>Challenges</b>							
28	<i>Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)</i>							
29								"high" gap
30	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
31	34	I am able to register for classes I need with few conflicts.	6.49	5	4.51	63	1.98	X
32	66	Tuition paid is a worthwhile investment.	6.45	8	4.27	71	2.18	X
33	17	Adequate financial aid is available for most students.	6.40	10	4.48	65	1.92	X
34	74	Billing and collecting procedures are customer friendly and efficient (custom).	6.12	36	4.50	64	1.62	X
35	11	Billing policies are reasonable.	6.05	42	4.26	72	1.80	X
36								

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

	A	B	C	D	E	F	G	H
1	<b>Non-Traditional Students</b>							
2	<i>n=414</i>							
3	<b>Strengths</b>							
4	<i>Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)</i>							
5								"low" gap
6	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
7	8	The content of the courses within my major is valuable.	6.53	1	5.37	21	1.16	
8	16	The instruction in my major field is excellent.	6.50	3	5.45	12	1.05	
9	33	My academic advisor is knowledgeable about requirements in my major.	6.44	5	5.51	6	0.93	
10	58	The quality of instruction I receive in most of my classes is excellent.	6.39	6	5.52	5	0.88	
11	68	Nearly all of the faculty are knowledgeable in their field.	6.37	7	5.67	2	0.70	
12	6	My academic advisor is approachable.	6.37	8	5.45	14	0.92	
13	81	Recently implemented online processes are convenient and beneficial (custom)	6.36	9	5.88	1	0.48	X
14	7	The campus is safe and secure for all students.	6.28	11	5.53	4	0.76	
15	39	I am able to experience intellectual growth here.	6.20	17	5.45	11	0.75	
16	65	Faculty are usually available after class and during office hours.	6.20	20	5.40	18	0.80	
17	76	Professors use innovative or varied teaching techniques (custom).	6.19	22	5.45	13	0.74	
18	75	Core curriculum is challenging (custom).	6.17	23	5.51	7	0.66	
19	79	Facilities are well-maintained and clean (custom).	6.15	26	5.49	8	0.65	
20	2	The campus staff are caring and helpful.	6.08	30	5.38	20	0.70	
21	72	On the whole, the campus is well-maintained.	6.00	40	5.39	19	0.61	
22								
23								
24	<b>Challenges</b>							
25	<i>Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)</i>							
26								"high" gap
27	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
28	21	The amount of student parking space on campus is adequate.	6.14	27	3.35	83	2.79	X
29	11	Billing policies are reasonable.	6.08	31	4.66	72	1.42	X
30	28	Parking lots are well-lighted and secure.	6.02	38	4.46	77	1.55	X
31	20	The business office is open during hours which are convenient for most studen	5.98	42	4.74	64	1.24	X
32								

Appendix H. Strengths and Challenges - Full-time Students

	A	B	C	D	E	F	G	H
1	<b>Full-Time Students</b>							
2	<i>n=1247</i>							
3	<b>Strengths</b>							
4	<i>Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)</i>							
5								"low" gap
6	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
7	8	The content of the courses within my major is valuable.	6.62	1	5.37	7	1.25	
8	16	The instruction in my major field is excellent.	6.61	2	5.47	5	1.13	
9	77	When I graduate, I'll be prepared to use latest technology in my field (custom).	6.53	3	5.23	12	1.30	
10	33	My academic advisor is knowledgeable about requirements in my major.	6.52	4	5.48	4	1.04	
11	68	Nearly all of the faculty are knowledgeable in their field.	6.48	6	5.53	3	0.95	X
12	58	The quality of instruction I receive in most of my classes is excellent.	6.45	8	5.17	19	1.28	
13	6	My academic advisor is approachable.	6.44	9	5.39	6	1.05	
14	7	The campus is safe and secure for all students.	6.40	10	5.26	11	1.14	
15	55	Major requirements are clear and reasonable.	6.36	13	5.17	21	1.19	
16	81	Recently implemented online processes are convenient and beneficial (custom)	6.28	17	5.59	2	0.69	X
17	76	Professors use innovative or varied teaching techniques (custom).	6.27	19	5.18	17	1.09	
18	79	Facilities are well-maintained and clean (custom).	6.25	20	5.21	15	1.05	
19	65	Faculty are usually available after class and during office hours.	6.24	23	5.33	9	0.91	X
20	72	On the whole, the campus is well-maintained.	6.16	33	5.21	14	0.95	X
21	67	Freedom of expression is protected on campus.	6.09	39	5.34	8	0.75	X
22	51	This institution has a good reputation within the community.	6.08	41	5.23	13	0.85	X
23								
24								
25	<b>Challenges</b>							
26	<i>Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)</i>							
27								"high" gap
28	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
29	66	Tuition paid is a worthwhile investment.	6.45	7	4.36	70	2.09	X
30	17	Adequate financial aid is available for most students.	6.39	11	4.58	63	1.82	X
31	74	Billing and collecting procedures are customer friendly and efficient (custom).	6.10	38	4.55	64	1.55	X
32	11	Billing policies are reasonable.	6.07	43	4.33	72	1.74	X
33								

Appendix I. Strengths and Challenges - Part-time Students

	A	B	C	D	E	F	G	H
1	<b>Part-Time Students</b>							
2	<i>n=247</i>							
3	<b>Strengths</b>							
4	<i>Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)</i>							
5								"low" gap
6	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
7	8	The content of the courses within my major is valuable.	6.53	1	5.45	10	1.08	
8	16	The instruction in my major field is excellent.	6.52	2	5.54	5	0.97	
9	77	When I graduate, I'll be prepared to use latest technology in my field (custom).	6.48	3	5.38	20	1.10	
10	81	Recently implemented online processes are convenient and beneficial (custom)	6.43	4	5.85	1	0.57	
11	33	My academic advisor is knowledgeable about requirements in my major.	6.40	6	5.65	3	0.75	
12	58	The quality of instruction I receive in most of my classes is excellent.	6.38	7	5.53	6	0.84	
13	6	My academic advisor is approachable.	6.36	8	5.51	7	0.85	
14	68	Nearly all of the faculty are knowledgeable in their field.	6.31	9	5.69	2	0.62	
15	7	The campus is safe and secure for all students.	6.19	13	5.59	4	0.59	
16	25	Faculty are fair and unbiased in their treatment of individual students.	6.16	16	5.39	16	0.77	
17	61	Adjunct faculty are competent as classroom instructors.	6.15	17	5.39	17	0.76	
18	39	I am able to experience intellectual growth here.	6.14	18	5.43	13	0.70	
19	2	The campus staff are caring and helpful.	6.13	19	5.45	9	0.68	
20	76	Professors use innovative or varied teaching techniques (custom).	6.08	27	5.39	18	0.69	
21	75	Core curriculum is challenging (custom).	6.04	29	5.47	8	0.57	
22	79	Facilities are well-maintained and clean (custom).	5.99	33	5.44	11	0.54	
23	72	On the whole, the campus is well-maintained.	5.91	40	5.44	12	0.47	
24								
25								
26	<b>Challenges</b>							
27	<i>Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)</i>							
28								"high" gap
29	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
30	66	Tuition paid is a worthwhile investment.	6.29	10	4.83	62	1.46	X
31	21	The amount of student parking space on campus is adequate.	6.22	12	3.12	83	3.10	X
32	11	Billing policies are reasonable.	5.99	31	4.60	76	1.39	X
33	28	Parking lots are well-lighted and secure.	5.99	32	4.63	75	1.37	X
34	20	The business office is open during hours which are convenient for most student	5.92	39	4.81	64	1.10	X
35	12	Financial aid awards are announced to students in time to be helpful in college	5.89	43	4.78	67	1.11	X
36								

Appendix J. Strengths and Challenges - COPA Students

	A	B	C	D	E	F	G	H
1	<b>COPA Students</b>							
2	<i>n=381</i>							
3	<b>Strengths</b>							
4	<i>Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)</i>							
5								"low" gap
6	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
7	8	The content of the courses within my major is valuable.	6.75	1	5.61	3	1.14	
8	16	The instruction in my major field is excellent.	6.74	2	5.83	1	0.92	X
9	77	When I graduate, I'll be prepared to use latest technology in my field (custom).	6.58	3	5.35	8	1.23	
10	58	The quality of instruction I receive in most of my classes is excellent.	6.55	4	5.20	15	1.36	
11	68	Nearly all of the faculty are knowledgeable in their field.	6.54	5	5.46	6	1.08	
12	33	My academic advisor is knowledgeable about requirements in my major.	6.53	6	5.54	4	0.99	X
13	3	Faculty care about me as an individual.	6.46	9	5.13	16	1.33	
14	7	The campus is safe and secure for all students.	6.45	10	5.08	18	1.37	
15	55	Major requirements are clear and reasonable.	6.42	12	5.23	14	1.19	
16	6	My academic advisor is approachable.	6.41	13	5.49	5	0.93	X
17	76	Professors use innovative or varied teaching techniques (custom).	6.39	15	5.24	11	1.15	
18	14	My academic advisor is concerned about my success as an individual.	6.34	19	5.28	10	1.06	
19	81	Recently implemented online processes are convenient and beneficial (custom)	6.29	23	5.41	7	0.88	X
20	65	Faculty are usually available after class and during office hours.	6.25	26	5.28	9	0.97	X
21	67	Freedom of expression is protected on campus.	6.24	28	5.23	13	1.00	X
22	2	The campus staff are caring and helpful.	6.23	29	5.05	21	1.19	
23	61	Adjunct faculty are competent as classroom instructors.	6.22	30	5.24	12	0.98	X
24	51	This institution has a good reputation within the community.	6.07	42	5.10	17	0.97	X
25								
26								
27	<b>Challenges</b>							
28	<i>Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)</i>							
29								"high" gap
30	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
31	66	Tuition paid is a worthwhile investment.	6.50	7	4.21	66	2.29	X
32	34	I am able to register for classes I need with few conflicts.	6.49	8	4.19	68	2.29	X
33	25	Faculty are fair and unbiased in their treatment of individual students.	6.41	14	3.85	75	2.56	X
34	38	There is an adequate selection of food available in the cafeteria.	6.21	31	3.03	82	3.18	X
35	23	Living conditions in the residence halls are comfortable (adequate space, lighti	6.20	32	3.79	76	2.41	X
36	78	Point Park and its surrounding neighborhood provide adequate social gathering	6.15	35	3.75	77	2.40	X
37	11	Billing policies are reasonable.	6.09	40	4.16	70	1.93	X
38	41	There is a commitment to academic excellence on this campus.	6.07	43	4.20	67	1.88	X

Appendix K. Strengths and Challenges - Non-COPA Students

	A	B	C	D	E	F	G	H
1	Non-COPA Students							
2	<i>n=1020</i>							
3	<b>Strengths</b>							
4	<i>Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)</i>							
5								"low" gap
6	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
7	8	The content of the courses within my major is valuable.	6.57	1	5.31	16	1.26	
8	16	The instruction in my major field is excellent.	6.55	2	5.38	11	1.17	
9	77	When I graduate, I'll be prepared to use latest technology in my field (custom).	6.52	3	5.23	21	1.29	
10	33	My academic advisor is knowledgeable about requirements in my major.	6.52	4	5.55	4	0.97	
11	68	Nearly all of the faculty are knowledgeable in their field.	6.45	6	5.65	2	0.80	
12	6	My academic advisor is approachable.	6.44	7	5.42	7	1.03	
13	58	The quality of instruction I receive in most of my classes is excellent.	6.42	9	5.27	17	1.15	
14	81	Recently implemented online processes are convenient and beneficial (custom)	6.35	10	5.79	1	0.56	X
15	7	The campus is safe and secure for all students.	6.34	13	5.42	6	0.91	
16	39	I am able to experience intellectual growth here.	6.24	19	5.25	18	0.99	
17	65	Faculty are usually available after class and during office hours.	6.23	20	5.38	10	0.86	
18	79	Facilities are well-maintained and clean (custom).	6.20	24	5.46	5	0.75	
19	72	On the whole, the campus is well-maintained.	6.08	38	5.38	8	0.69	X
20	51	This institution has a good reputation within the community.	6.06	41	5.32	14	0.75	
21								
22								
23	<b>Challenges</b>							
24	<i>Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)</i>							
25								"high" gap
26	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
27	66	Tuition paid is a worthwhile investment.	6.42	8	4.54	72	1.88	X
28	74	Billing and collecting procedures are customer friendly and efficient (custom).	6.10	32	4.69	63	1.41	X
29	21	The amount of student parking space on campus is adequate.	6.09	36	2.54	83	3.55	X
30	57	I seldom get the 'run-around' when seeking information on this campus.	6.09	37	4.44	75	1.65	X
31	11	Billing policies are reasonable.	6.07	40	4.48	74	1.60	X
32	49	There are adequate services to help me decide upon a career.	6.06	43	4.70	62	1.36	X
33								

Appendix L. Strengths and Challenges - Resident Students

	A	B	C	D	E	F	G	H
1	<b>Resident Students</b>							
2	<i>n=393</i>							
3	<b>Strengths</b>							
4	<i>Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)</i>							
5								"low" gap
6	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
7	16	The instruction in my major field is excellent.	6.73	1	5.58	3	1.15	
8	8	The content of the courses within my major is valuable.	6.72	2	5.48	5	1.24	
9	77	When I graduate, I'll be prepared to use latest technology in my field (custom).	6.63	3	5.21	11	1.43	
10	33	My academic advisor is knowledgeable about requirements in my major.	6.61	4	5.64	1	0.97	X
11	68	Nearly all of the faculty are knowledgeable in their field.	6.54	5	5.47	6	1.07	X
12	7	The campus is safe and secure for all students.	6.52	8	5.14	15	1.38	
13	58	The quality of instruction I receive in most of my classes is excellent.	6.50	9	5.10	19	1.40	
14	6	My academic advisor is approachable.	6.48	12	5.47	7	1.02	X
15	55	Major requirements are clear and reasonable.	6.41	16	5.27	9	1.14	
16	3	Faculty care about me as an individual.	6.35	21	5.05	21	1.31	
17	81	Recently implemented online processes are convenient and beneficial (custom).	6.35	22	5.60	2	0.75	X
18	2	The campus staff are caring and helpful.	6.35	23	5.04	22	1.31	
19	76	Professors use innovative or varied teaching techniques (custom).	6.33	25	5.14	17	1.19	
20	14	My academic advisor is concerned about my success as an individual.	6.33	26	5.19	13	1.14	
21	65	Faculty are usually available after class and during office hours.	6.32	29	5.20	12	1.12	
22	67	Freedom of expression is protected on campus.	6.21	37	5.27	8	0.94	X
23	61	Adjunct faculty are competent as classroom instructors.	6.21	38	5.14	16	1.07	X
24								
25								
26	<b>Challenges</b>							
27	<i>Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)</i>							
28								"high" gap
29	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
30	23	Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air cond	6.53	6	3.78	78	2.75	X
31	66	Tuition paid is a worthwhile investment.	6.49	10	4.12	71	2.37	X
32	17	Adequate financial aid is available for most students.	6.49	11	4.32	67	2.17	X
33	25	Faculty are fair and unbiased in their treatment of individual students.	6.42	15	4.34	66	2.08	X
34	38	There is an adequate selection of food available in the cafeteria.	6.36	20	3.03	82	3.33	X
35	78	Point Park and its surrounding neighborhood provide adequate social gathering space (custom).	6.25	34	3.85	76	2.40	X
36	74	Billing and collecting procedures are customer friendly and efficient (custom).	6.23	36	4.37	65	1.86	X
37	15	The staff in the health services area are competent.	6.18	41	3.89	75	2.30	X
38	11	Billing policies are reasonable.	6.18	42	4.20	70	1.98	X

Appendix M. Strengths and Challenges - Commuter Students

	A	B	C	D	E	F	G	H
1	<b>Commuter Students</b>							
2	<i>n=1100</i>							
3	<b>Strengths</b>							
4	<i>Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)</i>							
5								"low" gap
6	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
7	8	The content of the courses within my major is valuable.	6.56	1	5.35	11	1.21	
8	16	The instruction in my major field is excellent.	6.54	2	5.45	5	1.09	
9	77	When I graduate, I'll be prepared to use latest technology in my field (custom).	6.48	3	5.27	16	1.21	
10	33	My academic advisor is knowledgeable about requirements in my major.	6.46	5	5.46	4	1.00	
11	68	Nearly all of the faculty are knowledgeable in their field.	6.43	6	5.59	3	0.83	
12	58	The quality of instruction I receive in most of my classes is excellent.	6.41	7	5.28	15	1.14	
13	6	My academic advisor is approachable.	6.40	8	5.38	6	1.02	
14	7	The campus is safe and secure for all students.	6.31	11	5.38	7	0.93	
15	81	Recently implemented online processes are convenient and beneficial (custom)	6.28	15	5.64	1	0.64	X
16	76	Professors use innovative or varied teaching techniques (custom).	6.21	19	5.24	19	0.97	
17	65	Faculty are usually available after class and during office hours.	6.18	21	5.37	10	0.81	
18	79	Facilities are well-maintained and clean (custom).	6.14	25	5.37	9	0.77	
19	61	Adjunct faculty are competent as classroom instructors.	6.14	26	5.21	21	0.93	
20	72	On the whole, the campus is well-maintained.	6.05	35	5.37	8	0.67	X
21	51	This institution has a good reputation within the community.	6.03	40	5.26	18	0.77	
22								
23								
24	<b>Challenges</b>							
25	<i>Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)</i>							
26								"high" gap
27	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
28	66	Tuition paid is a worthwhile investment.	6.39	9	4.55	67	1.85	X
29	21	The amount of student parking space on campus is adequate.	6.09	30	2.59	83	3.50	X
30	57	I seldom get the 'run-around' when seeking information on this campus.	6.04	38	4.38	75	1.65	X

Appendix N. Strengths and Challenges by School

	A	B	C	D	E	F	G	H
1	School of Business							
2	<i>n=296</i>							
3	<b>Strengths</b>							
4	<i>Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)</i>							
5								"low" gap
6	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
7	8	The content of the courses within my major is valuable.	6.44	2	5.28	21	1.16	
8	33	My academic advisor is knowledgeable about requirements in my major.	6.38	5	5.33	14	1.05	
9	81	Recently implemented online processes are convenient and beneficial (custom).	6.33	6	6.00	1	0.33	X
10	6	My academic advisor is approachable.	6.30	8	5.32	15	0.98	
11	58	The quality of instruction I receive in most of my classes is excellent.	6.29	9	5.33	13	0.96	
12	68	Nearly all of the faculty are knowledgeable in their field.	6.28	10	5.59	3	0.70	
13	76	Professors use innovative or varied teaching techniques (custom).	6.18	13	5.31	16	0.87	
14	55	Major requirements are clear and reasonable.	6.18	14	5.36	10	0.82	
15	79	Facilities are well-maintained and clean (custom).	6.16	16	5.60	2	0.56	X
16	7	The campus is safe and secure for all students.	6.15	17	5.33	12	0.82	
17	25	Faculty are fair and unbiased in their treatment of individual students.	6.11	19	5.31	18	0.80	
18	65	Faculty are usually available after class and during office hours.	6.06	26	5.30	19	0.76	
19	51	This institution has a good reputation within the community.	6.00	31	5.33	11	0.66	
20	72	On the whole, the campus is well-maintained.	5.97	33	5.42	5	0.55	X
21								
22								
23	<b>Challenges</b>							
24	<i>Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)</i>							
25								"high" gap
26	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
27	21	The amount of student parking space on campus is adequate.	5.96	34	2.90	83	3.06	X
28	49	There are adequate services to help me decide upon a career.	5.96	35	4.70	68	1.26	X
29	19	My academic advisor helps me set goals to work toward.	5.95	40	4.70	69	1.24	X

Appendix O. Strengths and Challenges by School

	A	B	C	D	E	F	G	H
1	School of Arts and Sciences							
2	<i>n=703</i>							
3	<b>Strengths</b>							
4	<i>Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)</i>							
5								"low" gap
6	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
7	8	The content of the courses within my major is valuable.	6.63	1	5.34	12	1.30	
8	16	The instruction in my major field is excellent.	6.61	2	5.43	7	1.17	
9	33	My academic advisor is knowledgeable about requirements in my major.	6.57	3	5.64	3	0.93	
10	77	When I graduate, I'll be prepared to use latest technology in my field (custom).	6.54	4	5.23	20	1.31	
11	68	Nearly all of the faculty are knowledgeable in their field.	6.51	6	5.68	2	0.83	
12	6	My academic advisor is approachable.	6.50	7	5.45	6	1.06	
13	58	The quality of instruction I receive in most of my classes is excellent.	6.47	8	5.26	17	1.21	
14	7	The campus is safe and secure for all students.	6.41	11	5.47	5	0.95	
15	81	Recently implemented online processes are convenient and beneficial (custom).	6.36	16	5.72	1	0.63	X
16	39	I am able to experience intellectual growth here.	6.31	18	5.26	18	1.06	
17	65	Faculty are usually available after class and during office hours.	6.31	19	5.40	9	0.90	
18	2	The campus staff are caring and helpful.	6.26	23	5.19	22	1.08	
19	79	Facilities are well-maintained and clean (custom).	6.22	26	5.40	10	0.82	
20	72	On the whole, the campus is well-maintained.	6.11	41	5.37	11	0.74	X
21								
22								
23	<b>Challenges</b>							
24	<i>Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)</i>							
25								"high" gap
26	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
27	66	Tuition paid is a worthwhile investment.	6.46	9	4.43	73	2.03	X
28	17	Adequate financial aid is available for most students.	6.39	12	4.68	63	1.71	X
29	74	Billing and collecting procedures are customer friendly and efficient (custom).	6.18	32	4.60	66	1.58	X
30	57	I seldom get the 'run-around' when seeking information on this campus.	6.16	36	4.32	76	1.84	X
31	11	Billing policies are reasonable.	6.15	37	4.35	75	1.80	X
32	21	The amount of student parking space on campus is adequate.	6.14	38	2.39	83	3.75	X

Appendix P. Strengths and Challenges by School

	A	B	C	D	E	F	G	H
1	<b>Conservatory of Performing Arts</b>							
2	<i>n=381</i>							
3	<b>Strengths</b>							
4	<i>Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)</i>							
5								"low" gap
6	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
7	8	The content of the courses within my major is valuable.	6.75	1	5.61	3	1.14	
8	16	The instruction in my major field is excellent.	6.74	2	5.83	1	0.92	X
9	77	When I graduate, I'll be prepared to use latest technology in my field (custom).	6.58	3	5.35	8	1.23	
10	58	The quality of instruction I receive in most of my classes is excellent.	6.55	4	5.20	15	1.36	
11	68	Nearly all of the faculty are knowledgeable in their field.	6.54	5	5.46	6	1.08	
12	33	My academic advisor is knowledgeable about requirements in my major.	6.53	6	5.54	4	0.99	X
13	3	Faculty care about me as an individual.	6.46	9	5.13	16	1.33	
14	7	The campus is safe and secure for all students.	6.45	10	5.08	18	1.37	
15	55	Major requirements are clear and reasonable.	6.42	12	5.23	14	1.19	
16	6	My academic advisor is approachable.	6.41	13	5.49	5	0.93	X
17	76	Professors use innovative or varied teaching techniques (custom).	6.39	15	5.24	11	1.15	
18	14	My academic advisor is concerned about my success as an individual.	6.34	19	5.28	10	1.06	
19	81	Recently implemented online processes are convenient and beneficial (custom).	6.29	23	5.41	7	0.88	X
20	65	Faculty are usually available after class and during office hours.	6.25	26	5.28	9	0.97	X
21	67	Freedom of expression is protected on campus.	6.24	28	5.23	13	1.00	X
22	2	The campus staff are caring and helpful.	6.23	29	5.05	21	1.19	
23	61	Adjunct faculty are competent as classroom instructors.	6.22	30	5.24	12	0.98	X
24	51	This institution has a good reputation within the community.	6.07	42	5.10	17	0.97	X
25								
26								
27	<b>Challenges</b>							
28	<i>Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)</i>							
29								"high" gap
30	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
31	66	Tuition paid is a worthwhile investment.	6.50	7	4.21	66	2.29	X
32	34	I am able to register for classes I need with few conflicts.	6.49	8	4.19	68	2.29	X
33	25	Faculty are fair and unbiased in their treatment of individual students.	6.41	14	3.85	75	2.56	X
34	38	There is an adequate selection of food available in the cafeteria.	6.21	31	3.03	82	3.18	X
35	23	Living conditions in the residence halls are comfortable	6.20	32	3.79	76	2.41	X
36	78	Point Park and its surrounding neighborhood provide adequate social gathering space (custom).	6.15	35	3.75	77	2.40	X
37	11	Billing policies are reasonable.	6.09	40	4.16	70	1.93	X
38	41	There is a commitment to academic excellence on this campus.	6.07	43	4.20	67	1.88	X

Appendix Q. Strengths and Challenges by School or Department

	A	B	C	D	E	F	G	H
1	Education Department							
2	<i>n=109</i>							
3	<b>Strengths</b>							
4	<i>Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)</i>							
5								"low" gap
6	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
7	8	The content of the courses within my major is valuable.	6.66	1	5.43	20	1.24	
8	33	My academic advisor is knowledgeable about requirements in my major.	6.60	3	5.77	3	0.84	
9	68	Nearly all of the faculty are knowledgeable in their field.	6.59	4	5.76	4	0.83	
10	6	My academic advisor is approachable.	6.56	6	5.81	1	0.75	X
11	7	The campus is safe and secure for all students.	6.55	8	5.57	8	0.98	
12	16	The instruction in my major field is excellent.	6.52	10	5.56	9	0.97	
13	81	Recently implemented online processes are convenient and beneficial (custom).	6.51	12	5.79	2	0.73	X
14	58	The quality of instruction I receive in most of my classes is excellent.	6.47	14	5.42	22	1.05	
15	65	Faculty are usually available after class and during office hours.	6.46	15	5.67	5	0.79	
16	14	My academic advisor is concerned about my success as an individual.	6.40	21	5.61	7	0.79	
17	79	Facilities are well-maintained and clean (custom).	6.36	28	5.44	18	0.92	
18	39	I am able to experience intellectual growth here.	6.31	35	5.47	15	0.84	
19	18	Library resources and services are adequate.	6.24	40	5.45	17	0.79	
20	61	Adjunct faculty are competent as classroom instructors.	6.24	41	5.43	19	0.81	
21								
22								
23	<b>Challenges</b>							
24	<i>Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)</i>							
25								"high" gap
26	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
27	34	I am able to register for classes I need with few conflicts.	6.61	2	4.47	77	2.14	X
28	17	Adequate financial aid is available for most students.	6.52	11	4.72	67	1.80	X
29	28	Parking lots are well-lighted and secure.	6.43	17	3.45	82	2.98	X
30	66	Tuition paid is a worthwhile investment.	6.42	18	4.63	72	1.79	X
31	21	The amount of student parking space on campus is adequate.	6.36	29	2.48	83	3.88	X
32	57	I seldom get the 'run-around' when seeking information on this campus.	6.35	31	4.64	70	1.71	X
33	11	Billing policies are reasonable.	6.25	39	4.59	73	1.66	X

Appendix R. Strengths and Challenges by School or Department

	A	B	C	D	E	F	G	H
1	<b>Humanities Department</b>							
2	<i>n=92</i>							
3	<b>Strengths</b>							
4	<i>Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)</i>							
5								"low" gap
6	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
7	8	The content of the courses within my major is valuable.	6.70	1	5.12	19	1.58	
8	6	My academic advisor is approachable.	6.60	2	5.58	2	1.01	X
9	16	The instruction in my major field is excellent.	6.58	4	5.43	9	1.16	
10	68	Nearly all of the faculty are knowledgeable in their field.	6.56	5	5.56	3	1.01	X
11	58	The quality of instruction I receive in most of my classes is excellent.	6.51	8	5.34	12	1.16	
12	33	My academic advisor is knowledgeable about requirements in my major.	6.51	9	5.51	6	1.00	X
13	7	The campus is safe and secure for all students.	6.49	10	5.45	7	1.04	
14	39	I am able to experience intellectual growth here.	6.43	13	5.14	16	1.29	
15	77	When I graduate, I'll be prepared to use latest technology in my field (custom).	6.39	17	5.14	17	1.25	
16	14	My academic advisor is concerned about my success as an individual.	6.39	18	5.11	22	1.28	
17	76	Professors use innovative or varied teaching techniques (custom).	6.35	23	5.39	10	0.96	X
18	81	Recently implemented online processes are convenient and beneficial (custom).	6.31	28	5.54	4	0.78	X
19	67	Freedom of expression is protected on campus.	6.31	29	5.53	5	0.78	X
20	65	Faculty are usually available after class and during office hours.	6.28	34	5.30	13	0.98	X
21	83	My academic program is meeting the goals outlined in the Mission Statement (custom).	6.28	35	5.12	20	1.16	
22	79	Facilities are well-maintained and clean (custom).	6.21	40	5.44	8	0.76	X
23	18	Library resources and services are adequate.	6.20	42	5.23	15	0.98	X
24								
25								
26	<b>Challenges</b>							
27	<i>Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)</i>							
28								"high" gap
29	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
30	5	Financial aid counselors are helpful.	6.58	3	4.45	68	2.14	X
31	17	Adequate financial aid is available for most students.	6.56	6	4.48	65	2.08	X
32	66	Tuition paid is a worthwhile investment.	6.42	15	4.19	73	2.23	X
33	57	I seldom get the 'run-around' when seeking information on this campus.	6.32	27	4.02	78	2.29	X
34	49	There are adequate services to help me decide upon a career.	6.31	30	4.18	74	2.13	X
35	75	Core curriculum is challenging (custom).	6.28	32	4.51	62	1.76	X
36	11	Billing policies are reasonable.	6.23	38	4.11	76	2.12	X
37	28	Parking lots are well-lighted and secure.	6.21	39	3.51	82	2.70	X
38	71	Channels for expressing student complaints are readily available.	6.21	41	4.39	70	1.82	X

Appendix S. Strengths and Challenges by School or Department

	A	B	C	D	E	F	G	H
1	<b>Journalism Department</b>							
2	<i>n=241</i>							
3	<b>Strengths</b>							
4	<i>Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)</i>							
5								"low" gap
6	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
7	33	My academic advisor is knowledgeable about requirements in my major.	6.69	1	5.82	1	0.87	
8	8	The content of the courses within my major is valuable.	6.64	2	5.36	9	1.28	
9	16	The instruction in my major field is excellent.	6.62	3	5.43	6	1.19	
10	68	Nearly all of the faculty are knowledgeable in their field.	6.56	4	5.78	3	0.78	X
11	77	When I graduate, I'll be prepared to use latest technology in my field (custom).	6.55	5	5.27	16	1.28	
12	6	My academic advisor is approachable.	6.53	7	5.40	7	1.13	
13	55	Major requirements are clear and reasonable.	6.46	10	5.24	17	1.22	
14	7	The campus is safe and secure for all students.	6.44	12	5.31	12	1.13	
15	14	My academic advisor is concerned about my success as an individual.	6.31	20	5.23	18	1.09	
16	81	Recently implemented online processes are convenient and beneficial (custom).	6.31	21	5.78	2	0.53	X
17	65	Faculty are usually available after class and during office hours.	6.28	23	5.39	8	0.89	
18	67	Freedom of expression is protected on campus.	6.22	30	5.56	5	0.66	X
19	79	Facilities are well-maintained and clean (custom).	6.20	33	5.28	15	0.91	
20	72	On the whole, the campus is well-maintained.	6.17	36	5.32	11	0.85	X
21	51	This institution has a good reputation within the community.	6.15	37	5.36	10	0.78	X
22								
23								
24	<b>Challenges</b>							
25	<i>Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)</i>							
26								"high" gap
27	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
28	66	Tuition paid is a worthwhile investment.	6.53	8	4.29	72	2.24	X
29	17	Adequate financial aid is available for most students.	6.40	14	4.60	63	1.80	X
30	57	I seldom get the 'run-around' when seeking information on this campus.	6.12	40	4.06	76	2.05	X
31	11	Billing policies are reasonable.	6.09	41	4.29	73	1.81	X
32	74	Billing and collecting procedures are customer friendly and efficient (custom).	6.08	42	4.50	67	1.59	X

Appendix T. Strengths and Challenges by School or Department

A	B		C	D	E	F	G	H
1	Natural Sciences Department							
2	<i>n=142</i>							
3	<b>Strengths</b>							
4	<i>Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)</i>							
5								"low" gap
6	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
7	16	The instruction in my major field is excellent.	6.69	1	5.39	10	1.30	
8	8	The content of the courses within my major is valuable.	6.55	3	5.34	14	1.21	
9	33	My academic advisor is knowledgeable about requirements in my major.	6.44	4	5.73	2	0.71	
10	58	The quality of instruction I receive in most of my classes is excellent.	6.44	5	5.36	13	1.08	
11	6	My academic advisor is approachable.	6.38	7	5.51	4	0.86	
12	68	Nearly all of the faculty are knowledgeable in their field.	6.37	8	5.51	5	0.86	
13	81	Recently implemented online processes are convenient and beneficial (custom).	6.32	10	5.78	1	0.54	
14	25	Faculty are fair and unbiased in their treatment of individual students.	6.23	12	5.27	21	0.96	
15	65	Faculty are usually available after class and during office hours.	6.18	16	5.39	11	0.79	
16	7	The campus is safe and secure for all students.	6.14	19	5.55	3	0.59	
17	39	I am able to experience intellectual growth here.	6.13	20	5.28	18	0.85	
18	2	The campus staff are caring and helpful.	6.11	22	5.41	9	0.70	
19	76	Professors use innovative or varied teaching techniques (custom).	6.10	23	5.30	16	0.81	
20	75	Core curriculum is challenging (custom).	6.08	27	5.45	6	0.63	
21	79	Facilities are well-maintained and clean (custom).	6.02	31	5.42	8	0.60	
22	72	On the whole, the campus is well-maintained.	5.86	41	5.29	17	0.57	
23								
24								
25	<b>Challenges</b>							
26	<i>Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)</i>							
27								"high" gap
28	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
29	66	Tuition paid is a worthwhile investment.	6.35	9	4.49	74	1.86	X
30	21	The amount of student parking space on campus is adequate.	6.20	13	2.87	83	3.33	X
31	17	Adequate financial aid is available for most students.	6.08	24	4.70	64	1.38	X
32	11	Billing policies are reasonable.	6.06	29	4.30	77	1.76	X
33	12	Financial aid awards are announced to students in time to be helpful in college planning.	5.86	40	4.58	72	1.28	X

Appendix U. Strengths and Challenges by School or Department

	A	B	C	D	E	F	G	H
1		<b>Protective Services Department</b>						
2		<i>n=119</i>						
3		<b>Strengths</b>						
4		<i>Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)</i>						
5								"low" gap
6	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
7	8	The content of the courses within my major is valuable.	6.63	1	5.37	16	1.26	
8	16	The instruction in my major field is excellent.	6.58	4	5.39	13	1.19	
9	7	The campus is safe and secure for all students.	6.51	6	5.59	4	0.92	
10	68	Nearly all of the faculty are knowledgeable in their field.	6.46	11	5.72	1	0.74	X
11	58	The quality of instruction I receive in most of my classes is excellent.	6.42	13	5.30	20	1.12	
12	81	Recently implemented online processes are convenient and beneficial (custom).	6.42	14	5.61	3	0.81	
13	69	There is a good variety of courses provided on this campus.	6.41	17	5.32	19	1.10	
14	65	Faculty are usually available after class and during office hours.	6.41	18	5.29	21	1.11	
15	79	Facilities are well-maintained and clean (custom).	6.41	19	5.59	5	0.82	
16	39	I am able to experience intellectual growth here.	6.35	25	5.42	11	0.93	
17	72	On the whole, the campus is well-maintained.	6.31	30	5.51	9	0.80	
18	18	Library resources and services are adequate.	6.28	32	5.55	6	0.72	X
19	61	Adjunct faculty are competent as classroom instructors.	6.22	36	5.29	22	0.93	
20	75	Core curriculum is challenging (custom).	6.20	38	5.37	14	0.83	
21	83	My academic program is meeting the goals outlined in the Mission Statement (custom).	6.18	40	5.37	15	0.81	
22								
23								
24		<b>Challenges</b>						
25		<i>Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)</i>						
26								"high" gap
27	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
28	66	Tuition paid is a worthwhile investment.	6.51	5	4.63	65	1.89	X
29	12	Financial aid awards are announced to students in time to be helpful in college planning.	6.42	15	4.59	66	1.83	X
30	19	My academic advisor helps me set goals to work toward.	6.37	22	4.49	69	1.88	X
31	57	I seldom get the 'run-around' when seeking information on this campus.	6.25	34	4.22	80	2.03	X
32	11	Billing policies are reasonable.	6.22	35	4.51	68	1.71	X
33	74	Billing and collecting procedures are customer friendly and efficient (custom).	6.18	39	4.30	75	1.88	X
34	21	The amount of student parking space on campus is adequate.	6.17	42	2.90	83	3.26	X

Appendix V. Strengths and Challenges by School or Department

	A	B	C	D	E	F	G	H
1		<b>Dance Department</b>						
2		<i>n=148</i>						
3		<b>Strengths</b>						
4		<i>Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)</i>						
5								"low" gap
6	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
7	16	The instruction in my major field is excellent.	6.77	1	5.96	1	0.81	X
8	8	The content of the courses within my major is valuable.	6.76	2	5.46	7	1.30	
9	58	The quality of instruction I receive in most of my classes is excellent.	6.71	3	5.22	15	1.49	
10	33	My academic advisor is knowledgeable about requirements in my major.	6.67	5	5.68	2	0.99	X
11	68	Nearly all of the faculty are knowledgeable in their field.	6.66	6	5.48	6	1.18	
12	7	The campus is safe and secure for all students.	6.64	7	5.26	14	1.39	
13	55	Major requirements are clear and reasonable.	6.59	9	5.28	13	1.31	
14	77	When I graduate, I'll be prepared to use latest technology in my field (custom).	6.57	11	5.43	9	1.14	
15	76	Professors use innovative or varied teaching techniques (custom).	6.48	17	5.20	17	1.28	
16	81	Recently implemented online processes are convenient and beneficial (custom).	6.43	24	5.63	3	0.80	X
17	14	My academic advisor is concerned about my success as an individual.	6.41	26	5.19	18	1.22	
18	6	My academic advisor is approachable.	6.40	28	5.43	8	0.97	X
19	65	Faculty are usually available after class and during office hours.	6.37	29	5.38	10	0.99	X
20	61	Adjunct faculty are competent as classroom instructors.	6.34	31	5.32	11	1.02	X
21	67	Freedom of expression is protected on campus.	6.29	33	5.21	16	1.08	
22	50	Class change (drop/add) policies are reasonable.	6.28	35	5.18	20	1.10	
23	2	The campus staff are caring and helpful.	6.28	36	5.12	21	1.16	
24	51	This institution has a good reputation within the community.	6.18	42	5.52	5	0.66	X
25								
26								
27		<b>Challenges</b>						
28		<i>Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)</i>						
29								"high" gap
30	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
31	34	I am able to register for classes I need with few conflicts.	6.67	4	4.18	69	2.49	X
32	66	Tuition paid is a worthwhile investment.	6.63	8	4.28	65	2.34	X
33	25	Faculty are fair and unbiased in their treatment of individual students.	6.56	12	3.57	78	2.99	X
34	17	Adequate financial aid is available for most students.	6.54	13	4.18	70	2.36	X
35	23	Living conditions in the residence halls are comfortable	6.46	19	3.85	75	2.61	X
36	35	The assessment and course placement procedures are reasonable.	6.43	22	4.21	67	2.22	X
37	38	There is an adequate selection of food available in the cafeteria.	6.41	27	2.74	82	3.66	X
38	15	The staff in the health services area are competent.	6.31	32	3.47	79	2.85	X

Appendix W. Strengths and Challenges by School or Department

	A	B	C	D	E	F	G	H
1	<b>Theatre Department</b>							
2	<i>n=157</i>							
3	<b>Strengths</b>							
4	<i>Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)</i>							
5								"low" gap
6	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
7	16	The instruction in my major field is excellent.	6.80	1	5.88	2	0.91	X
8	8	The content of the courses within my major is valuable.	6.79	2	5.75	3	1.04	
9	77	When I graduate, I'll be prepared to use latest technology in my field (custom).	6.57	3	5.30	10	1.26	
10	68	Nearly all of the faculty are knowledgeable in their field.	6.56	4	5.47	5	1.09	
11	58	The quality of instruction I receive in most of my classes is excellent.	6.53	5	5.33	9	1.21	
12	33	My academic advisor is knowledgeable about requirements in my major.	6.46	6	5.38	8	1.08	
13	3	Faculty care about me as an individual.	6.44	7	5.23	15	1.21	
14	6	My academic advisor is approachable.	6.44	8	5.54	4	0.90	X
15	14	My academic advisor is concerned about my success as an individual.	6.37	13	5.42	7	0.94	X
16	76	Professors use innovative or varied teaching techniques (custom).	6.35	16	5.45	6	0.89	X
17	55	Major requirements are clear and reasonable.	6.34	17	5.19	16	1.15	
18	2	The campus staff are caring and helpful.	6.24	20	5.01	17	1.23	
19	65	Faculty are usually available after class and during office hours.	6.19	27	5.26	13	0.94	X
20	67	Freedom of expression is protected on campus.	6.18	29	5.25	14	0.93	X
21	61	Adjunct faculty are competent as classroom instructors.	6.18	28	5.30	12	0.88	X
22	18	Library resources and services are adequate.	6.15	30	4.99	18	1.16	
23	81	Recently implemented online processes are convenient and beneficial (custom).	6.13	32	5.30	11	0.83	X
24								
25								
26	<b>Challenges</b>							
27	<i>Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)</i>							
28								"high" gap
29	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
30	34	I am able to register for classes I need with few conflicts.	6.42	9	3.88	70	2.54	X
31	66	Tuition paid is a worthwhile investment.	6.41	10	4.07	64	2.34	X
32	25	Faculty are fair and unbiased in their treatment of individual students.	6.35	15	3.75	73	2.60	X
33	78	Point Park and its surrounding neighborhood provide adequate social gathering space (custom).	6.20	24	3.58	77	2.62	X
34	23	Living conditions in the residence halls are comfortable	6.14	31	3.65	76	2.49	X
35	38	There is an adequate selection of food available in the cafeteria.	6.12	33	3.02	80	3.10	X
36	27	The personnel involved in registration are helpful.	6.12	34	4.07	65	2.05	X
37	11	Billing policies are reasonable.	6.08	37	3.93	68	2.15	X
38	15	The staff in the health services area are competent.	6.05	41	3.28	79	2.77	X

Appendix X. Strengths and Challenges by School or Department

	A	B	C	D	E	F	G	H
1	<b>Cinema Department</b>							
2	<i>n=76</i>							
3	<b>Strengths</b>							
4	<i>Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)</i>							
5								"low" gap
6	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
7	8	The content of the courses within my major is valuable.	6.66	1	5.61	2	1.04	
8	77	When I graduate, I'll be prepared to use latest technology in my field (custom).	6.62	2	5.28	8	1.34	
9	16	The instruction in my major field is excellent.	6.58	3	5.45	5	1.13	
10	33	My academic advisor is knowledgeable about requirements in my major.	6.39	5	5.61	3	0.79	X
11	6	My academic advisor is approachable.	6.39	6	5.51	4	0.88	X
12	81	Recently implemented online processes are convenient and beneficial (custom).	6.31	9	5.13	15	1.18	
13	3	Faculty care about me as an individual.	6.29	11	5.32	7	0.97	X
14	7	The campus is safe and secure for all students.	6.27	14	5.24	9	1.03	
15	55	Major requirements are clear and reasonable.	6.25	16	5.20	12	1.05	
16	68	Nearly all of the faculty are knowledgeable in their field.	6.25	17	5.37	6	0.88	X
17	67	Freedom of expression is protected on campus.	6.25	20	5.23	10	1.02	
18	79	Facilities are well-maintained and clean (custom).	6.24	21	5.02	17	1.22	
19	26	Computer labs are adequate and accessible.	6.22	24	4.95	20	1.28	
20	47	Faculty provide timely feedback about student progress in a course.	6.20	27	4.95	21	1.25	
21	72	On the whole, the campus is well-maintained.	6.19	29	5.12	16	1.07	
22	14	My academic advisor is concerned about my success as an individual.	6.15	32	5.15	13	1.00	X
23	2	The campus staff are caring and helpful.	6.12	37	4.96	19	1.16	
24	65	Faculty are usually available after class and during office hours.	6.12	39	5.13	14	0.99	X
25	54	Bookstore staff are helpful.	6.07	41	4.99	18	1.08	
26	61	Adjunct faculty are competent as classroom instructors.	6.05	42	4.95	22	1.11	
27								
28								
29	<b>Challenges</b>							
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	66	Tuition paid is a worthwhile investment.	6.43	4	4.34	70	2.09	X
34	11	Billing policies are reasonable.	6.15	31	4.21	75	1.94	X
35	73	Student activities fees are put to good use.	6.12	36	4.13	76	2.00	X
36	57	I seldom get the 'run-around' when seeking information on this campus.	6.12	38	4.01	77	2.11	X

Appendix Y. Strengths and Challenges by School or Department

	A	B	C	D	E	F	G	H
1	<b>Unknown Major</b>							
2	<i>n=116</i>							
3	<b>Strengths</b>							
4	<i>Top half of importance and top quartile in satisfaction (as defined by Noel-Levitz)</i>							
5								"low" gap
6	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
7	16	The instruction in my major field is excellent.	6.46	1	5.29	2	1.17	
8	8	The content of the courses within my major is valuable.	6.43	2	5.27	3	1.16	
9	7	The campus is safe and secure for all students.	6.35	3	5.05	11	1.30	
10	77	When I graduate, I'll be prepared to use latest technology in my field (custom).	6.29	5	5.12	6	1.17	
11	33	My academic advisor is knowledgeable about requirements in my major.	6.25	6	5.07	9	1.19	
12	6	My academic advisor is approachable.	6.20	9	5.04	12	1.17	
13	68	Nearly all of the faculty are knowledgeable in their field.	6.19	10	4.97	17	1.22	
14	58	The quality of instruction I receive in most of my classes is excellent.	6.15	12	4.93	20	1.23	
15	39	I am able to experience intellectual growth here.	6.09	18	4.94	19	1.14	
16	55	Major requirements are clear and reasonable.	6.02	20	5.02	13	1.00	
17	72	On the whole, the campus is well-maintained.	5.97	25	4.98	15	0.99	
18	61	Adjunct faculty are competent as classroom instructors.	5.96	28	5.06	10	0.91	
19	51	This institution has a good reputation within the community.	5.91	34	4.98	16	0.93	
20	67	Freedom of expression is protected on campus.	5.91	35	5.01	14	0.90	X
21	18	Library resources and services are adequate.	5.91	36	5.14	5	0.77	X
22	76	Professors use innovative or varied teaching techniques (custom).	5.83	43	5.08	8	0.75	X
23								
24								
25	<b>Challenges</b>							
26	<i>Top half of importance and bottom quartile in satisfaction (as defined by Noel-Levitz)</i>							
27								"high" gap
28	Q#	Question	imp rate	imp rank	sat rate	sat rank	Perf Gap	quartile
29	28	Parking lots are well-lighted and secure.	6.14	14	3.77	82	2.38	X
30	21	The amount of student parking space on campus is adequate.	6.13	16	2.75	83	3.38	X
31	66	Tuition paid is a worthwhile investment.	6.12	17	4.19	72	1.93	X
32	49	There are adequate services to help me decide upon a career.	5.92	33	4.41	64	1.51	X
33	11	Billing policies are reasonable.	5.83	42	4.18	74	1.66	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 able 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		
<b>How satisfied are you that this campus demonstrates a commitment to meeting the needs of:</b>					
1 2 3 4 5 6 7	84. Part-time students?	84.	1 2 3 4 5 6 7		
1 2 3 4 5 6 7	85. Evening students?	85.	1 2 3 4 5 6 7		
1 2 3 4 5 6 7	86. Older, returning learners?	86.	1 2 3 4 5 6 7		
1 2 3 4 5 6 7	87. Under-represented populations?	87.	1 2 3 4 5 6 7		
1 2 3 4 5 6 7	88. Commuters?	88.	1 2 3 4 5 6 7		
1 2 3 4 5 6 7	89. Students with disabilities?	89.	1 2 3 4 5 6 7		
<b>How important is each of the following factors in your decision to enroll here?</b>					
1 2 3 4 5 6 7	90. Cost				
1 2 3 4 5 6 7	91. Financial aid				
1 2 3 4 5 6 7	92. Academic reputation				
1 2 3 4 5 6 7	93. Size of institution				
1 2 3 4 5 6 7	94. Opportunity to play sports				
1 2 3 4 5 6 7	95. Recommendations from family/friends				
1 2 3 4 5 6 7	96. Geographic setting				
1 2 3 4 5 6 7	97. Campus appearance				
1 2 3 4 5 6 7	98. Personalized attention prior to enrollment				

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

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

CONTINUE TO THE NEXT PAGE

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

**102. Gender:**

- ① Female
- ② Male

**103. Age:**

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

**104. Ethnicity/Race:**

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

**105. Current Enrollment Status:**

- ① Day
- ② Evening
- ③ Weekend

**106. Current Class Load:**

- ① Full-time
- ② Part-time

**107. Class Level:**

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

**108. Current GPA:**

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

**109. Educational Goal:**

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

**110. Employment:**

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

**111. Current Residence:**

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

**112. Residence Classification:**

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

**113. Disabilities:**

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

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

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

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

**Social Security Number:**

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

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

**115. Major:**

Fill in major code from list provided by your institution.

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

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

- ①
- ②
- ③
- ④
- ⑤
- ⑥

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



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## Additional questions for Student Satisfaction Inventory

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

74. Billing and collecting procedures are customer friendly and efficient.
75. The core curriculum is challenging.
76. 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. Point Park University and its surrounding neighborhood provide adequate social gathering space for students outside the classroom.
79. In general, the facilities at the University are well-maintained and clean.
80. The student computer help desk personnel are knowledgeable and resolve my computer problems.
81. Point Park recently implemented online processes that allow students to view grades and financial statements and to make tuition payments online. These processes are convenient and beneficial.

*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 is meeting the goals outlined in the Mission Statement

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## Point Park University Mission Statement

### Mission Statement

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

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