



Ruffalo Noel Levitz
2020 Student Satisfaction Inventory:
A Summary of Results

Prepared by the Office of Institutional Research and Planning
Spring 2021

Point Park University

2020 Student Satisfaction Inventory

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Survey instrument & Custom Questions for Point Park University

Survey Background

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

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

Sample and Response Rates

In spring 2020, stratified random samples of classes were invited to participate. The sampling methodology ensured adequate representation from the various student populations (i.e., undergraduate/graduate, day/evening/weekend, school/dept.). See the following page for a complete respondent profile. Similar studies were conducted in 1999 and 2000 and every other year after that (2002-2020). Response rates for all twelve years can be found below.

<u>Year</u> <u>Admin</u>	<u># of</u> <u>resp</u>	<u>Census</u>	<u>% of</u> <u>census</u>	<u>Year</u> <u>Admin</u>	<u># of</u> <u>resp</u>	<u>Census</u>	<u>% of</u> <u>census</u>
Spring 1999	490	2,464	20%	Spring 2010	1,680	3,815	44%
Spring 2000	590	2,565	23%	Spring 2012	1,732	3,662	47%
Spring 2002	590	2,883	20%	Spring 2014	1,625	3,531	46%
Spring 2004	860	3,100	28%	Spring 2016	1,609	3,308	49%
Spring 2006	1,286	3,240	40%	Spring 2018	1,669	3,130	53%
Spring 2008	1,517	3,444	44%	Spring 2020	1,112	2,825	39%

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 (2020)

<u>Current enrollment status</u>	<u>N</u>	<u>%</u>	<u>% est. actual*</u>
Day student	949	89.4	na
Evening	110	10.4	na
Weekend	3	0.3	na
Total valid responses	1062	100	
No Answer	50		

<u>Age</u>	<u>N</u>	<u>%</u>	<u>% est. actual*</u>
Traditional aged (18 to 24)	971	89.9	66.7
Non-traditional aged (> 25)	109	10.1	33.3
Total valid responses	1080	100	100
No Answer	32		

<u>Current class load</u>	<u>N</u>	<u>%</u>	<u>% est. actual*</u>
Full-time	1017	94.1	72.0
Part-time	64	5.9	28.0
Total valid responses	1081	100	100
No Answer	31		

<u>Gender</u>	<u>N</u>	<u>%</u>	<u>% est. actual*</u>
Female	673	62.5	61.0
Male	404	37.5	39.0
Total valid responses	1077	100	100
No Answer	35		

<u>Ethnicity/race</u>	<u>N</u>	<u>%</u>	<u>% est. actual*</u>
African-American	138	12.8	14.1
Am. Indian/Alaskan Native	1	0.1	0.2
Asian/Pacific Islander	28	2.6	1.4
Caucasian/White	781	72.4	71.0
Hispanic	65	6.0	5.3
Other race	36	3.3	7.4
Race – prefer not to respond	29	2.7	0.6
Total valid responses	1078	99.9	100
No Answer	34		

* Note: % est. actual based on Fall 2019 census

<u>Class Level</u>	<u>N</u>	<u>%</u>	<u>% est. actual*</u>
Freshman	269	24.8	20.3
Sophomore	298	27.5	17.4
Junior	266	24.5	17.9
Senior	171	15.8	23.2
Graduate	54	5.0	21.1
Other class level	27	2.5	0
Total valid responses	1085	100.1	99.9
No Answer	27		

<u>Current Residence</u>	<u>N</u>	<u>%</u>	<u>% est. actual*</u>
Residence hall	442	40.7	26.7
Commuter	643	59.3	73.3
Total valid responses	1085	100	100
No Answer	27		

<u>Residence classification</u>	<u>N</u>	<u>%</u>	<u>% est. actual*</u>
In-state	760	70.1	74.6
Out-of-state	284	26.2	21.8
International	40	3.7	3.6
Total valid responses	1084	100	100
No Answer	28		

<u>Employment</u>	<u>N</u>	<u>%</u>	<u>% est. actual*</u>
Full-time off campus	146	13.6	na
Part-time off campus	431	40.2	na
Full-time on campus	58	5.4	na
Part-time on campus	127	11.8	na
Not employed	311	29.0	na
Total	1073	100	
No Answer	39		

<u>Institution was my....</u>	<u>N</u>	<u>%</u>	<u>% est. actual*</u>
1 st choice	607	56.1	na
2 nd choice	337	31.1	na
3 rd choice or lower	138	12.8	na
Total valid responses	1082	100	
No Answer	30		

Table 1. Strengths and Challenges by Year

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

Note: Sorted by question number in ascending order

Q#		1999	2000	2002	2004	2006	2008	2010	2012	2014	2016	2018	2020
1	Students feel sense of belonging												
2	Staff are caring and helpful	S	S	S				S	S	S	S	S	S
3	Faculty care about me as an individual	S	S			S				S	S	S	
4	Admissions staff are knowledgeable												
5	Fin Aid counselors are helpful	C	C										
6	My academic advisor is approachable	S	S	S	S	S	S	S	S	S	S		S
7	Campus is safe and secure for all students	S	S	S	S	S	S	S	S	S	S		
8	Content of major courses are valuable	S	S	S	S	S	S	S	S	S	S	S	S
9	Variety of intramural activities are offered												
10	Administrators are approachable to students												
11	Billing policies are reasonable			C	C	C	C	C	C	C			C
12	Fin Aid awards are announced in timely fashion												
13	Library staff are helpful and approachable												
14	My academic advisor is concerned about my success	S			S	S					S		
15	Health services staff are competent												
16	Instruction in my major field is excellent	S	S	S	S	S	S	S	S	S	S	S	S
17	Adequate fin aid is available for most students						C		C				
18	Library resources and services are adequate		S	S									
19	My academic advisor helps me set goals									C			
20	Business office is open during hours convenient for students												
21	Amount of student parking space is adequate			C	C								
22	Counseling staff care about students												C
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						S	S	S	S	S
27	Personnel involved in registration are helpful	S		S									
28	Parking lots are well-lighted and secure												
29	It is an enjoyable experience to be a Point Park student												
30	Residence hall staff are concerned about me												
31	Males and females have equal opportunities to participate in athletics												

Table 1. Strengths and Challenges by Year

Q#		1999	2000	2002	2004	2006	2008	2010	2012	2014	2016	2018	2020
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
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												
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										S		S
40	Residence hall regulations are reasonable												
41	There is a commit. to acad. excellence on this campus												
42	There are a sufficient number of weekend activities												
43	Adm. counselors respond to prospective students' unique needs												
44	Acad. support services adequately meet the needs of students												
45	Students are made to feel welcome on this campus										S	S	S
46	I can easily get involved in campus organizations												
47	Fac. provide timely feedback about student progress in a course.								C				
48	Adm. counselors accurately portray the campus in their recruiting practices.												
49	There are adequate services to help me decide upon a career					C							
50	Class change (drop/add) policies are reasonable							S					
51	Point Park has a good reputation within the community.					S	S	S	S	S	S	S	
52	The student ctr is a comfortable place for students to spend their leisure time												
53	Fac. consider student differences as they teach a course												
54	Bookstore staff are helpful												
55	Major requirements are clear and reasonable	S	S	S	S	S	S	S	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			S			S
59	Point Park shows concern for students as individuals												C
60	I generally know what's happening on campus												
61	Adjunct faculty are competent as classroom instructors	S			S	S	S	S	S	S	S	S	S
62	There is a strong commit. to racial harmony on this campus											S	
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

Table 1. Strengths and Challenges by Year

Q#		1999	2000	2002	2004	2006	2008	2010	2012	2014	2016	2018	2020	
66	Tuition paid is a worthwhile investment			C	C	C	C	C	C	C	C	C	C	
67	Freedom of expression is protected on campus							S	S	S	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	
69	There is a good variety of courses provided on this campus													S
70	Graduate teaching assist. are competent as instructors													
71	Channels for expressing student complaints are readily available													
72	On the whole, the campus is well-maintained	C	C	C		S	S	S	S	S				C
73	Student activities fees are put to good use													
74	Point Park provides opportunities to utilize commun bus and orgs as learning exper (custom)													Added Sp 2016
75	Instructors post course materials & learning opportunities in learning mgmt system (custom)													Added Sp 2014
76	My instructors post grades in learning mgmt system (custom)										C	C	C	Added Sp 2014
77	Career Center provides progs & svcs that prep students for successful careers (custom)													Added Sp 2020
78	Career Center svcs are available & resources are easy to access/navigate (custom)													Added Sp 2020
79	Point Park support/encour climate that values equity, diversity, uniq perspec (custom)													Added Sp 2020
80	I am able to engage in applicable research in several of my courses (custom)													Added Sp 2014
81	Help desk personnel are knowledgeable and resolve my computer problems (custom)									S				Added Sp 2008
82	Ctr for Student Success Coordinators are knowledgeable and helpful (custom)													Added Sp 2014
83	My university experience is meeting goals outlined in the Mission Stmt (custom)											S		Added Sp 2016

Table 2. Satisfaction Ratings Summary

Q#	Question	2020 SAT Rate	2018 SAT Rate	SAT +/-	2020 SAT Rank	2020 IMP Rate	2020 IMP Rank	2016 SAT Rate	2014 SAT Rate	2012 SAT Rate	2010 SAT Rate	2008 SAT Rate
13	Library staff are helpful and approachable	5.84	5.80	0.04	1	5.65	75	5.83	5.64	5.59	5.53	5.61
18	Library resources and services are adequate	5.65	5.57	0.09	2	5.98	60	5.56	5.49	5.35	5.33	5.26
68	Nearly all of the faculty are knowledgeable in their field	5.62	5.61	0.01	3	6.63	3	5.60	5.56	5.50	5.60	5.55
61	Adjunct faculty are competent as classroom instructors	5.50	5.34	0.16	4	6.27	32	5.40	5.43	5.22	5.32	5.19
65	Fac. are usually available after class and during office hours	5.49	5.52	-0.02	5	6.32	26	5.47	5.39	5.29	5.45	5.32
16	Instruction in my major field is excellent	5.48	5.60	-0.12	6	6.69	2	5.58	5.57	5.48	5.55	5.48
33	My academic advisor is knowledgeable about my major requirements	5.43	5.30	0.13	7	6.56	6	5.42	5.50	5.29	5.42	5.51
8	Content of major courses are valuable	5.37	5.46	-0.10	8	6.72	1	5.52	5.49	5.43	5.52	5.38
80	I am able to engage in applicable research in several of my courses (custom)	5.34	5.25	0.09	9	5.82	65	5.37	5.28	new	new	new
6	My academic advisor is approachable	5.34	5.27	0.06	10	6.45	16	5.51	5.42	5.20	5.35	5.41
26	Computer labs are adequate and accessible	5.34	5.28	0.06	11	6.25	33	5.34	5.30	5.52	5.22	4.95
55	Major requirements are clear and reasonable	5.33	5.35	-0.02	12	6.47	12	5.18	5.21	5.23	5.33	5.19
50	Class change (drop/add) policies are reasonable	5.31	5.24	0.07	13	6.13	46	5.14	5.17	5.17	5.36	5.00
69	There is a good variety of courses provided on this campus	5.29	5.24	0.05	14	6.46	13	5.18	5.20	5.10	5.21	4.95
54	Bookstore staff are helpful	5.29	5.31	-0.02	15	5.55	78	5.25	5.09	5.20	5.30	5.16
39	I am able to experience intellectual growth here	5.27	5.24	0.03	16	6.52	8	5.24	5.22	5.15	5.27	5.06
67	Freedom of expression is protected on campus	5.26	5.54	-0.28	17	6.38	18	5.40	5.34	5.30	5.34	5.31
2	Staff are caring and helpful	5.26	5.35	-0.09	18	6.45	15	5.28	5.29	5.21	5.33	5.15
58	The quality of instruction I receive in most of my classes is excellent	5.24	5.26	-0.02	19	6.49	10	5.21	5.23	5.18	5.31	5.23
45	Students are made to feel welcome on this campus	5.23	5.38	-0.15	20	6.35	21	5.28	5.21	5.16	5.17	5.03
51	Point Park has a good reputation within the community.	5.22	5.36	-0.13	21	6.15	43	5.29	5.37	5.29	5.37	5.24
31	Males and females have equal opportunities to participate in athletics	5.22	5.30	-0.08	22	5.79	66	5.17	5.07	5.03	5.00	4.85
3	Faculty care about me as an individual	5.18	5.30	-0.12	23	6.30	28	5.25	5.25	5.13	5.24	5.12
32	Tutoring services are readily available	5.18	5.33	-0.15	24	5.93	63	4.90	4.99	5.04	4.96	5.02
12	Fin Aid awards are announced in timely fashion	5.17	5.09	0.08	25	6.31	27	4.97	4.99	4.86	4.95	4.79
74	Point Park provides opportunities to utilize commun bus and orgs as learning exper (custom)	5.14	5.09	0.05	26	5.98	59	5.03	new	new	new	new
35	The assessment and course placement procedures are reasonable	5.13	5.11	0.02	27	6.20	37	4.97	5.05	4.95	5.06	4.79
46	I can easily get involved in campus organizations	5.13	5.19	-0.06	28	5.69	74	5.09	5.05	4.95	4.89	4.77
4	Admissions staff are knowledgeable	5.11	5.18	-0.07	29	6.25	34	5.04	5.15	4.98	5.18	4.86
82	Ctr for Student Success Coordinators are knowledgeable and helpful (custom)	5.10	5.00	0.10	30	6.15	41	5.04	5.01	new	new	new
14	My academic advisor is concerned about my success	5.10	5.11	-0.01	31	6.38	19	5.30	5.21	5.01	5.09	5.16
83	My university experience is meeting goals outlined in the Mission Stmt (custom)	5.09	5.35	-0.26	32	6.21	36	5.22	new	new	new	new
27	Personnel involved in registration are helpful	5.04	5.07	-0.03	33	6.14	45	5.04	5.06	5.07	5.14	4.79
70	Graduate teaching assist. are competent as instructors	5.01	4.92	0.09	34	5.78	69	4.85	4.75	4.87	4.79	4.72
41	There is a commit. to acad. excellence on this campus	5.00	5.02	-0.01	35	6.19	38	4.97	4.98	4.88	5.04	4.84
79	Point Park support/encour climate that values equity, diversity, uniq perspec (custom)	5.00	new	new	36	6.32	25	new	new	new	new	new
5	Fin Aid counselors are helpful	5.00	4.97	0.02	37	6.24	35	4.93	4.98	4.88	5.00	4.69
63	Student disciplinary procedures are fair	4.97	5.15	-0.18	38	6.03	53	5.10	5.03	4.97	4.96	4.86
75	Instructors post course materials & learning opportunities in learning mgmt system (custom)	4.97	5.04	-0.07	39	6.15	42	5.09	4.92	new	new	new
81	Help desk personnel are knowledgeable and resolve my computer problems (custom)	4.96	5.16	-0.21	40	6.06	50	5.07	5.26	5.12	5.02	4.96
49	There are adequate services to help me decide upon a career	4.95	4.96	-0.01	41	6.28	30	4.98	4.88	4.85	4.90	4.67
44	Acad. support services adequately meet the needs of students	4.94	5.00	-0.06	42	6.07	49	4.95	4.96	4.89	4.96	4.80
62	There is a strong commit. to racial harmony on this campus	4.93	5.55	-0.62	43	6.30	29	5.38	5.38	5.33	5.34	5.17
43	Adm. counselors respond to prospective students' unique needs	4.91	4.97	-0.07	44	5.90	64	4.92	4.93	4.90	4.98	4.76

Table 2. Satisfaction Ratings Summary

Q#	Question	2020 SAT Rate	2018 SAT Rate	SAT +/-	2020 SAT Rank	2020 IMP Rate	2020 IMP Rank	2016 SAT Rate	2014 SAT Rate	2012 SAT Rate	2010 SAT Rate	2008 SAT Rate
47	Fac. provide timely feedback about student progress in a course.	4.89	4.95	-0.06	45	6.32	24	5.00	4.91	4.76	5.00	4.88
1	Students feel sense of belonging	4.89	5.12	-0.23	46	6.14	44	5.07	4.97	4.90	4.94	4.81
40	Residence hall regulations are reasonable	4.88	4.90	-0.02	47	5.72	71	4.91	4.88	4.79	4.73	4.64
36	Security staff respond quickly in emergencies	4.87	5.01	-0.14	48	6.46	14	5.07	5.20	5.10	4.92	4.99
25	Faculty are fair and unbiased in their treatment of students	4.87	4.95	-0.08	49	6.47	11	4.97	4.88	4.84	5.02	4.77
56	Student handbook provides helpful information about campus life	4.87	4.94	-0.07	50	5.36	80	4.91	4.91	4.99	5.01	4.89
7	Campus is safe and secure for all students	4.86	5.07	-0.21	51	6.58	4	5.56	5.59	5.52	5.50	5.31
10	Administrators are approachable to students	4.85	5.03	-0.19	52	6.01	56	4.95	4.95	4.96	4.99	4.78
34	I am able to register for classes I need with few conflicts	4.84	4.77	0.07	53	6.58	5	4.66	4.92	4.84	4.94	4.69
78	Career Center svcs are available & resources are easy to access/navigate (custom)	4.82	new	new	54	6.00	58	new	new	new	new	new
29	It is an enjoyable experience to be a Point Park student	4.82	5.05	-0.23	55	6.42	17	5.08	5.05	5.04	5.09	4.80
60	I generally know what's happening on campus	4.81	4.90	-0.09	56	5.72	70	4.79	4.76	4.73	4.76	4.66
77	Career Center provides progs & svcs that prep students for successful careers (custom)	4.79	new	new	57	6.02	54	new	new	new	new	new
64	New student orient. services help students adjust to college	4.79	5.10	-0.30	58	5.96	61	5.01	4.98	5.00	4.90	4.56
17	Adequate fin aid is available for most students	4.77	4.86	-0.09	59	6.50	9	4.81	4.76	4.70	4.84	4.61
53	Fac. consider student differences as they teach a course	4.76	4.91	-0.15	60	6.28	31	4.95	4.95	4.90	4.98	4.86
20	Business office is open during hours convenient for students	4.73	4.77	-0.04	61	5.69	73	4.75	4.77	4.77	4.83	4.66
52	The student ctr is a comfortable place for students to spend their leisure time	4.72	4.89	-0.16	62	5.70	72	5.05	5.07	5.14	4.65	4.43
59	Point Park shows concern for students as individuals	4.72	4.97	-0.25	63	6.38	20	4.95	4.93	4.94	5.08	4.88
48	Adm. counselors accurately portray the campus in their recruiting practices.	4.70	4.82	-0.12	64	5.94	62	4.78	4.78	4.81	4.87	4.69
72	On the whole, the campus is well-maintained	4.67	4.99	-0.32	65	6.34	23	5.21	5.28	5.42	5.44	5.24
19	My academic advisor helps me set goals	4.61	4.65	-0.05	66	6.00	57	4.85	4.75	4.61	4.69	4.73
30	Residence hall staff are concerned about me	4.59	4.71	-0.12	67	5.49	79	4.77	4.68	4.64	4.49	4.27
9	Variety of intramural activities are offered	4.56	4.65	-0.09	68	5.01	82	4.58	4.66	4.77	4.53	4.43
37	I feel a sense of pride about my campus	4.53	4.75	-0.22	69	5.57	77	4.77	4.76	4.72	4.74	4.54
22	Counseling staff care about students	4.49	4.70	-0.21	70	6.17	40	4.72	4.63	4.58	4.63	4.46
15	Health services staff are competent	4.48	4.70	-0.22	71	6.12	47	4.75	4.66	4.45	4.31	4.32
76	My instructors post grades in learning mgmt system (custom)	4.44	4.65	-0.20	72	6.35	22	4.60	4.35	new	new	new
57	I seldom get the 'run-around' when seeking info. on this campus.	4.42	4.49	-0.07	73	5.79	67	4.39	4.40	4.42	4.47	4.21
11	Billing policies are reasonable	4.41	4.55	-0.14	74	6.18	39	4.37	4.47	4.47	4.60	4.37
71	Channels for expressing student complaints are readily available	4.35	4.60	-0.25	75	6.09	48	4.49	4.47	4.57	4.57	4.42
42	There are a sufficient number of weekend activities	4.32	4.58	-0.26	76	5.12	81	4.41	4.33	4.40	4.32	4.08
66	Tuition paid is a worthwhile investment	4.30	4.44	-0.14	77	6.53	7	4.28	4.42	4.48	4.71	4.43
73	Student activities fees are put to good use	4.10	4.39	-0.29	78	6.03	52	4.25	4.29	4.21	4.31	4.06
24	The athletic programs contribute to school spirit	3.70	3.91	-0.21	79	4.63	83	3.88	4.05	3.93	3.63	3.71
23	Living conditions in residence halls are comfortable	3.56	3.87	-0.31	80	6.02	55	4.01	4.11	4.13	4.20	4.02
38	There is an adequate selection of food avail. in the cafeteria	3.34	3.59	-0.24	81	6.05	51	3.16	3.54	3.88	3.98	3.89
28	Parking lots are well-lighted and secure	3.31	3.50	-0.19	82	5.78	68	3.73	3.87	3.75	3.92	3.71
21	Amount of student parking space is adequate	2.11	2.20	-0.10	83	5.62	76	2.37	2.49	2.46	2.63	2.42
Note:												
Satisfaction ratings increased for 18 out of 80 items (22.5%) from 2018 to 2020												
Satisfaction ratings decreased for 62 out of 80 items (77.5%) from 2018 to 2020												

Table 3. Importance Ratings Survey

Q#	Question	2020 IMP Rate	2018 IMP Rate	IMP +/-	2020 IMP Rank	2020 SAT Rate	2020 SAT Rank	2016 IMP Rate	2014 IMP Rate	2012 IMP Rate	2010 IMP Rate	2008 IMP Rate
8	Content of major courses are valuable	6.72	6.63	0.09	1	5.37	8	6.64	6.61	6.57	6.59	6.61
16	Instruction in my major field is excellent	6.69	6.61	0.08	2	5.48	6	6.57	6.58	6.53	6.55	6.59
68	Nearly all of the faculty are knowledgeable in their field	6.63	6.48	0.15	3	5.62	3	6.51	6.46	6.45	6.46	6.45
7	Campus is safe and secure for all students	6.58	6.50	0.09	4	4.86	51	6.46	6.40	6.28	6.34	6.37
34	I am able to register for classes I need with few conflicts	6.58	6.48	0.10	5	4.84	53	6.49	6.46	6.47	6.47	6.48
33	My academic advisor is knowledgeable about my major requirements	6.56	6.46	0.10	6	5.43	7	6.51	6.47	6.44	6.46	6.50
66	Tuition paid is a worthwhile investment	6.53	6.39	0.14	7	4.30	77	6.43	6.37	6.38	6.37	6.42
39	I am able to experience intellectual growth here	6.52	6.40	0.12	8	5.27	16	6.38	6.31	6.28	6.29	6.25
17	Adequate fin aid is available for most students	6.50	6.35	0.15	9	4.77	59	6.37	6.35	6.35	6.35	6.35
58	The quality of instruction I receive in most of my classes is excellent	6.49	6.40	0.09	10	5.24	19	6.40	6.41	6.41	6.43	6.43
25	Faculty are fair and unbiased in their treatment of students	6.47	6.36	0.11	11	4.87	49	6.37	6.32	6.22	6.28	6.32
55	Major requirements are clear and reasonable	6.47	6.37	0.10	12	5.33	12	6.41	6.34	6.34	6.31	6.34
69	There is a good variety of courses provided on this campus	6.46	6.35	0.12	13	5.29	14	6.35	6.29	6.27	6.33	6.34
36	Security staff respond quickly in emergencies	6.46	6.36	0.10	14	4.87	48	6.26	6.26	6.19	6.08	6.14
2	Staff are caring and helpful	6.45	6.35	0.11	15	5.26	18	6.30	6.28	6.17	6.20	6.19
6	My academic advisor is approachable	6.45	6.40	0.05	16	5.34	10	6.45	6.42	6.35	6.41	6.42
29	It is an enjoyable experience to be a Point Park student	6.42	6.31	0.12	17	4.82	55	6.27	6.20	6.18	6.21	6.18
67	Freedom of expression is protected on campus	6.38	6.25	0.13	18	5.26	17	6.23	6.07	6.05	6.07	6.02
14	My academic advisor is concerned about my success	6.38	6.30	0.08	19	5.10	31	6.33	6.31	6.23	6.25	6.28
59	Point Park shows concern for students as individuals	6.38	6.26	0.12	20	4.72	63	6.23	6.19	6.22	6.18	6.18
45	Students are made to feel welcome on this campus	6.35	6.25	0.10	21	5.23	20	6.20	6.10	6.07	6.09	6.03
76	My instructors post grades in learning mgmt system (custom)	6.35	6.29	0.05	22	4.44	72	6.17	5.99	new	new	new
72	On the whole, the campus is well-maintained	6.34	6.24	0.09	23	4.67	65	6.23	6.16	6.16	6.18	6.12
47	Fac. provide timely feedback about student progress in a course.	6.32	6.28	0.04	24	4.89	45	6.27	6.24	6.22	6.20	6.25
79	Point Park support/encour climate that values equity, diversity, uniq perspec (custom)	6.32	new	new	25	5.00	36	new	new	new	new	new
65	Fac. are usually available after class and during office hours	6.32	6.22	0.09	26	5.49	5	6.23	6.22	6.18	6.20	6.22
12	Fin Aid awards are announced in timely fashion	6.31	6.19	0.12	27	5.17	25	6.18	6.21	6.17	6.18	6.15
3	Faculty care about me as an individual	6.30	6.23	0.07	28	5.18	23	6.20	6.17	6.12	6.13	6.17
62	There is a strong commit. to racial harmony on this campus	6.30	6.19	0.11	29	4.93	43	6.05	5.82	5.79	5.77	5.76
49	There are adequate services to help me decide upon a career	6.28	6.14	0.14	30	4.95	41	6.16	6.11	6.07	6.07	6.05
53	Fac. consider student differences as they teach a course	6.28	6.21	0.07	31	4.76	60	6.15	6.06	6.06	6.08	6.07
61	Adjunct faculty are competent as classroom instructors	6.27	6.24	0.03	32	5.50	4	6.27	6.24	6.15	6.14	6.15
26	Computer labs are adequate and accessible	6.25	6.26	-0.01	33	5.34	11	6.25	6.26	6.19	6.26	6.23
4	Admissions staff are knowledgeable	6.25	6.18	0.06	34	5.11	29	6.17	6.22	6.13	6.18	6.17
5	Fin Aid counselors are helpful	6.24	6.17	0.07	35	5.00	37	6.17	6.17	6.19	6.27	6.14
83	My university experience is meeting goals outlined in the Mission Stmt (custom)	6.21	6.24	-0.03	36	5.09	32	6.17	new	new	new	new
35	The assessment and course placement procedures are reasonable	6.20	6.15	0.05	37	5.13	27	6.13	6.11	6.08	6.09	6.09
41	There is a commit. to acad. excellence on this campus	6.19	6.20	-0.01	38	5.00	35	6.21	6.14	6.11	6.15	6.16
11	Billing policies are reasonable	6.18	6.08	0.10	39	4.41	74	6.05	6.03	6.02	6.07	6.06
22	Counseling staff care about students	6.17	6.03	0.14	40	4.49	70	5.91	5.74	5.71	5.75	5.72
82	Ctr for Student Success Coordinators are knowledgeable and helpful (custom)	6.15	6.10	0.05	41	5.10	30	6.00	5.78	new	new	new
75	Instructors post course materials & learning opportunities in learning mgmt system (custom)	6.15	6.12	0.03	42	4.97	39	5.92	5.80	new	new	new
51	Point Park has a good reputation within the community.	6.15	6.15	0.00	43	5.22	21	6.15	6.07	6.12	6.14	6.06
1	Students feel sense of belonging	6.14	5.96	0.18	44	4.89	46	5.82	5.72	5.59	5.66	5.49

Table 4. Performance Gap Summary

Q#	Question	2020 PG	2018 PG	PG +/-	2020 IMP Rate	2020 IMP Rank	2020 SAT Rate	2020 SAT Rank	2016 PG	2014 PG	2012 PG	2010 PG	2008 PG
21	Amount of student parking space is adequate	3.52	3.50	0.01	5.62	76	2.11	83	3.34	3.25	3.40	3.22	3.57
38	There is an adequate selection of food avail. in the cafeteria	2.71	2.39	0.32	6.05	51	3.34	81	2.70	2.22	1.87	1.71	1.84
28	Parking lots are well-lighted and secure	2.47	2.22	0.25	5.78	68	3.31	82	2.00	1.94	2.06	1.89	2.23
23	Living conditions in residence halls are comfortable	2.46	2.05	0.40	6.02	55	3.56	80	1.79	1.50	1.38	1.28	1.40
66	Tuition paid is a worthwhile investment	2.24	1.95	0.29	6.53	7	4.30	77	2.15	1.95	1.90	1.66	1.99
73	Student activities fees are put to good use	1.93	1.61	0.32	6.03	52	4.10	78	1.68	1.57	1.68	1.54	1.76
76	My instructors post grades in learning mgmt system (custom)	1.90	1.65	0.25	6.35	22	4.44	72	1.57	1.64	new	new	new
11	Billing policies are reasonable	1.77	1.53	0.24	6.18	39	4.41	74	1.68	1.56	1.55	1.47	1.69
71	Channels for expressing student complaints are readily available	1.74	1.37	0.38	6.09	48	4.35	75	1.44	1.39	1.26	1.23	1.39
34	I am able to register for classes I need with few conflicts	1.74	1.71	0.03	6.58	5	4.84	53	1.83	1.54	1.63	1.53	1.80
17	Adequate fin aid is available for most students	1.73	1.49	0.24	6.50	9	4.77	59	1.56	1.60	1.65	1.52	1.74
7	Campus is safe and secure for all students	1.73	1.43	0.30	6.58	4	4.86	51	0.90	0.82	0.76	0.84	1.06
22	Counseling staff care about students	1.68	1.34	0.34	6.17	40	4.49	70	1.18	1.11	1.13	1.12	1.27
72	On the whole, the campus is well-maintained	1.67	1.26	0.42	6.34	23	4.67	65	1.02	0.88	0.74	0.74	0.88
59	Point Park shows concern for students as individuals	1.66	1.29	0.37	6.38	20	4.72	63	1.28	1.26	1.28	1.10	1.30
15	Health services staff are competent	1.64	1.24	0.40	6.12	47	4.48	71	1.07	1.10	1.18	1.36	1.29
25	Faculty are fair and unbiased in their treatment of students	1.60	1.41	0.19	6.47	11	4.87	49	1.40	1.44	1.37	1.26	1.55
29	It is an enjoyable experience to be a Point Park student	1.60	1.26	0.35	6.42	17	4.82	55	1.20	1.15	1.14	1.12	1.38
36	Security staff respond quickly in emergencies	1.59	1.35	0.24	6.46	14	4.87	48	1.19	1.06	1.08	1.16	1.15
53	Fac. consider student differences as they teach a course	1.52	1.29	0.22	6.28	31	4.76	60	1.20	1.10	1.16	1.09	1.21
47	Fac. provide timely feedback about student progress in a course.	1.43	1.32	0.10	6.32	24	4.89	45	1.27	1.34	1.46	1.20	1.37
19	My academic advisor helps me set goals	1.40	1.36	0.04	6.00	57	4.61	66	1.25	1.28	1.38	1.30	1.30
57	I seldom get the 'run-around' when seeking info. on this campus.	1.37	1.41	-0.05	5.79	67	4.42	73	1.55	1.57	1.56	1.53	1.83
62	There is a strong commit. to racial harmony on this campus	1.36	0.64	0.73	6.30	29	4.93	43	0.66	0.45	0.46	0.43	0.59
8	Content of major courses are valuable	1.35	1.16	0.18	6.72	1	5.37	8	1.12	1.12	1.13	1.07	1.22
49	There are adequate services to help me decide upon a career	1.33	1.17	0.16	6.28	30	4.95	41	1.18	1.23	1.22	1.17	1.38
79	Point Park support/encour climate that values equity, diversity, uniq perspec (custom)	1.32	new	new	6.32	25	5.00	36	new	new	new	new	new
14	My academic advisor is concerned about my success	1.28	1.19	0.09	6.38	19	5.10	31	1.04	1.10	1.22	1.16	1.12
1	Students feel sense of belonging	1.25	0.84	0.42	6.14	44	4.89	46	0.75	0.74	0.69	0.71	0.69
39	I am able to experience intellectual growth here	1.25	1.16	0.09	6.52	8	5.27	16	1.14	1.09	1.14	1.03	1.19
58	The quality of instruction I receive in most of my classes is excellent	1.25	1.13	0.12	6.49	10	5.24	19	1.19	1.18	1.23	1.13	1.21
5	Fin Aid counselors are helpful	1.25	1.20	0.05	6.24	35	5.00	37	1.24	1.19	1.31	1.27	1.45
48	Adm. counselors accurately portray the campus in their recruiting practices.	1.24	1.11	0.14	5.94	62	4.70	64	1.13	0.99	0.99	0.90	1.13
77	Career Center provides progs & svcs that prep students for successful careers (custom)	1.23	new	new	6.02	54	4.79	57	new	new	new	new	new
16	Instruction in my major field is excellent	1.21	1.00	0.20	6.69	2	5.48	6	1.00	1.01	1.06	1.01	1.11
2	Staff are caring and helpful	1.20	1.00	0.20	6.45	15	5.26	18	1.02	0.99	0.95	0.88	1.04
75	Instructors post course materials & learning opportunities in learning mgmt system (custom)	1.19	1.08	0.10	6.15	42	4.97	39	0.83	0.87	new	new	new
41	There is a commit. to acad. excellence on this campus	1.18	1.18	0.01	6.19	38	5.00	35	1.23	1.16	1.23	1.10	1.32
78	Career Center svcs are available & resources are easy to access/navigate (custom)	1.18	new	new	6.00	58	4.82	54	new	new	new	new	new
69	There is a good variety of courses provided on this campus	1.17	1.11	0.07	6.46	13	5.29	14	1.17	1.09	1.17	1.12	1.39
10	Administrators are approachable to students	1.16	0.90	0.27	6.01	56	4.85	52	0.91	0.91	0.77	0.77	0.90
64	New student orient. services help students adjust to college	1.16	0.81	0.35	5.96	61	4.79	58	0.81	0.74	0.70	0.69	0.97
12	Fin Aid awards are announced in timely fashion	1.14	1.10	0.04	6.31	27	5.17	25	1.21	1.22	1.31	1.23	1.37
55	Major requirements are clear and reasonable	1.14	1.02	0.12	6.47	12	5.33	12	1.23	1.13	1.11	0.98	1.15
33	My academic advisor is knowledgeable about my major requirements	1.14	1.16	-0.03	6.56	6	5.43	7	1.08	0.97	1.16	1.05	0.99
4	Admissions staff are knowledgeable	1.13	1.00	0.13	6.25	34	5.11	29	1.12	1.06	1.14	1.00	1.31

Table 4. Performance Gap Summary

Q#	Question	2020 PG	2018 PG	PG +/-	2020 IMP Rate	2020 IMP Rank	2020 SAT Rate	2020 SAT Rank	2016 PG	2014 PG	2012 PG	2010 PG	2008 PG
44	Acad. support services adequately meet the needs of students	1.13	1.01	0.13	6.07	49	4.94	42	1.03	0.95	0.97	0.92	1.01
67	Freedom of expression is protected on campus	1.12	0.71	0.42	6.38	18	5.26	17	0.83	0.74	0.75	0.73	0.71
83	My university experience is meeting goals outlined in the Mission Stmt (custom)	1.12	0.89	0.23	6.21	36	5.09	32	0.95	new	new	new	new
3	Faculty care about me as an individual	1.12	0.93	0.19	6.30	28	5.18	23	0.95	0.92	0.99	0.89	1.05
6	My academic advisor is approachable	1.11	1.13	-0.01	6.45	16	5.34	10	0.94	0.99	1.15	1.05	1.01
45	Students are made to feel welcome on this campus	1.11	0.87	0.25	6.35	21	5.23	20	0.92	0.89	0.91	0.92	1.00
81	Help desk personnel are knowledgeable and resolve my computer problems (custom)	1.10	0.93	0.17	6.06	50	4.96	40	1.00	0.81	0.78	0.86	0.92
27	Personnel involved in registration are helpful	1.10	1.11	-0.01	6.14	45	5.04	33	1.08	1.05	1.03	1.03	1.39
35	The assessment and course placement procedures are reasonable	1.07	1.03	0.04	6.20	37	5.13	27	1.16	1.06	1.13	1.03	1.29
63	Student disciplinary procedures are fair	1.06	0.81	0.25	6.03	53	4.97	38	0.83	0.77	0.79	0.78	0.88
82	Ctr for Student Success Coordinators are knowledgeable and helpful (custom)	1.05	1.10	-0.05	6.15	41	5.10	30	0.96	0.77	new	new	new
37	I feel a sense of pride about my campus	1.04	0.97	0.07	5.57	77	4.53	69	0.82	0.82	0.86	0.85	0.97
68	Nearly all of the faculty are knowledgeable in their field	1.00	0.86	0.14	6.63	3	5.62	3	0.91	0.90	0.96	0.86	0.90
43	Adm. counselors respond to prospective students' unique needs	0.99	0.98	0.02	5.90	64	4.91	44	0.95	0.84	0.92	0.88	1.05
52	The student ctr is a comfortable place for students to spend their leisure time	0.97	0.89	0.08	5.70	72	4.72	62	0.63	0.53	0.52	0.96	1.14
20	Business office is open during hours convenient for students	0.96	0.93	0.03	5.69	73	4.73	61	0.97	0.93	0.89	0.98	1.15
24	The athletic programs contribute to school spirit	0.93	0.83	0.11	4.63	83	3.70	79	0.67	0.48	0.54	0.93	0.64
51	Point Park has a good reputation within the community.	0.92	0.79	0.13	6.15	43	5.22	21	0.86	0.69	0.83	0.77	0.82
26	Computer labs are adequate and accessible	0.91	0.98	-0.07	6.25	33	5.34	11	0.91	0.96	0.67	1.04	1.27
60	I generally know what's happening on campus	0.91	0.87	0.03	5.72	70	4.81	56	0.87	0.81	0.89	0.80	0.88
30	Residence hall staff are concerned about me	0.90	0.86	0.04	5.49	79	4.59	67	0.67	0.56	0.61	0.73	0.87
74	Point Park provides opportunities to utilize commun bus and orgs as learning exper (custom)	0.85	0.86	-0.02	5.98	59	5.14	26	0.93	new	new	new	new
40	Residence hall regulations are reasonable	0.84	0.78	0.06	5.72	71	4.88	47	0.63	0.55	0.60	0.64	0.63
50	Class change (drop/add) policies are reasonable	0.82	0.83	0.00	6.13	46	5.31	13	0.94	0.91	0.88	0.73	1.02
65	Fac. are usually available after class and during office hours	0.82	0.70	0.12	6.32	26	5.49	5	0.76	0.83	0.88	0.75	0.90
42	There are a sufficient number of weekend activities	0.81	0.74	0.07	5.12	81	4.32	76	0.80	0.76	0.69	0.81	0.84
61	Adjunct faculty are competent as classroom instructors	0.77	0.90	-0.13	6.27	32	5.50	4	0.88	0.81	0.92	0.82	0.96
70	Graduate teaching assist. are competent as instructors	0.77	0.78	-0.01	5.78	69	5.01	34	0.88	0.89	0.78	0.85	0.87
32	Tutoring services are readily available	0.74	0.40	0.35	5.93	63	5.18	24	0.73	0.65	0.61	0.64	0.61
31	Males and females have equal opportunities to participate in athletics	0.57	0.40	0.17	5.79	66	5.22	22	0.32	0.11	-0.03	0.16	0.03
46	I can easily get involved in campus organizations	0.56	0.55	0.01	5.69	74	5.13	28	0.56	0.47	0.53	0.61	0.66
56	Student handbook provides helpful information about campus life	0.49	0.45	0.04	5.36	80	4.87	50	0.45	0.41	0.39	0.48	0.57
80	I am able to engage in applicable research in several of my courses (custom)	0.48	0.55	-0.07	5.82	65	5.34	9	0.45	0.42	new	new	new
9	Variety of intramural activities are offered	0.45	0.26	0.19	5.01	82	4.56	68	0.13	-0.23	-0.40	-0.01	-0.09
18	Library resources and services are adequate	0.33	0.41	-0.09	5.98	60	5.65	2	0.46	0.50	0.56	0.64	0.71
54	Bookstore staff are helpful	0.26	0.35	-0.09	5.55	78	5.29	15	0.39	0.55	0.54	0.48	0.60
13	Library staff are helpful and approachable	-0.19	-0.09	-0.10	5.65	75	5.84	1	-0.14	-0.01	-0.01	0.09	-0.06

Notes:

1. Performance gap ratings increased for 66 out of 80 items (82.5%) from 2018 to 2020.
2. Performance gap ratings decreased for 13 out of 80 items (16%) from 2018 to 2020.
3. In 2004, there were 27 items with PG's greater than 1.49, 15 in 2006, 10 in 2008, 8 in 2010, 9 in 2012, 11 in 2014, 11 in 2016, 10 in 2018, and 20 in 2020.
4. Additionally, there were 15 items with PG's less than 1.00 in 2004, 28 in 2006, 32 in 2008, 45 in 2010, 44 in 2012, 45 in 2014, 40 in 2016, 37 in 2018, and 24 in 2020.

Table 5. Strengths and Challenges by Demographic Variable (2020 and 2018)

#	Question	Day		Evening		Traditional		Non-Trad		Full-time		Part-time		Copa		Non-Copa	
		2018	2020	2018	2020	2018	2020	2018	2020	2018	2020	2018	2020	2018	2020	2018	2020
1	Students feel sense of belonging													S			
2	Staff are caring and helpful	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
3	Faculty care about me as an individual	S		S	S	S		S		S		S		S	S		
4	Admissions staff are knowledgeable			S				S				S					
5	Fin Aid counselors are helpful												C				
6	My academic advisor is approachable		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		C			
8	Content of major courses are valuable	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																
#	Question	Day		Evening		Traditional		Non-Trad		Full-time		Part-time		Copa		Non-Copa	
		2018	2020	2018	2020	2018	2020	2018	2020	2018	2020	2018	2020	2018	2020	2018	2020
11	Billing policies are reasonable		C	C			C				C	C					C
12	Fin Aid awards are announced in timely fashion																S
13	Library staff are helpful and approachable																
14	My acad advisor is concerned about my success														S		
15	Health services staff are competent						C							C	C		
16	Instruction in my major field is excellent	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		
18	Library resources and services are adequate								S								
19	My academic advisor helps me set goals			C								C					
20	Business office is open during hours convenient for students																
#	Question	Day		Evening		Traditional		Non-Trad		Full-time		Part-time		Copa		Non-Copa	
		2018	2020	2018	2020	2018	2020	2018	2020	2018	2020	2018	2020	2018	2020	2018	2020
21	Amount of student parking space is adequate			C				C				C					
22	Counseling staff care about students		C				C				C			C	C		
23	Living conditions in res halls are comfortable													C	C		
24	The athletic programs contribute to school spirit																
25	Faculty are fair and unbiased in their treatment of students				S				S			S			C		
26	Computer labs are adequate and accessible	S	S			S	S			S	S					S	S
27	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 PPU student				C				C								C
30	Residence hall staff are concerned about me																

Table 5. Strengths and Challenges by Demographic Variable (2020 and 2018)

#	Question	Day		Evening		Traditional		Non-Trad		Full-time		Part-time		Copa		Non-Copa	
		2018	2020	2018	2020	2018	2020	2018	2020	2018	2020	2018	2020	2018	2020	2018	2020
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
34	I am able to register for classes I need with few conflicts	C				C		S		C		S		C			
35	The assessment and course placement procedures are reasonable							S					S				
36	Security staff respond quickly in emergencies																
37	I feel a sense of pride about my campus																
#	Question	Day		Evening		Traditional		Non-Trad		Full-time		Part-time		Copa		Non-Copa	
38	There is an adequate selection of food avail. in the cafeteria													C			
39	I am able to experience intellectual growth here		S	S			S	S		S	S	S		S	S	S	S
40	Residence hall regulations are reasonable																
41	There is a commit. to acad. excellence on this campus																
42	There are a sufficient number of weekend activities																
43	Adm. counselors respond to prospective students' unique needs																
44	Acad. support services adequately meet the needs of students																
#	Question	Day		Evening		Traditional		Non-Trad		Full-time		Part-time		Copa		Non-Copa	
45	Students are made to feel welcome on this campus	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
46	I can easily get involved in campus organizations																
47	Fac. provide timely feedback about student progress in a course.								S				S				
48	Adm. counselors accurately portray the campus in recruiting practices.																
49	There are adequate services to help me decide upon a career								C				C				
50	Class change (drop/add) policies are reasonable																S
51	Point Park has a good reputation within the community.	S			S	S				S		S	S	S	S	S	

Table 5. Strengths and Challenges by Demographic Variable (2020 and 2018)

#	Question	Day		Evening		Traditional		Non-Trad		Full-time		Part-time		Copa		Non-Copa	
		2018	2020	2018	2020	2018	2020	2018	2020	2018	2020	2018	2020	2018	2020	2018	2020
52	Student ctr is a comfortable place for students to spend leisure time																
53	Fac. consider student differences as they teach a course																
54	Bookstore staff are helpful																
55	Major requirements are clear and reasonable	S	S	S	S	S	S	S	S	S	S	S	S	S	S		
56	Student handbook provides helpful information about campus life																
57	I seldom get the 'run-around' when seeking info. on this campus.																
#	Question	Day		Evening		Traditional		Non-Trad		Full-time		Part-time		Copa		Non-Copa	
		2018	2020	2018	2020	2018	2020	2018	2020	2018	2020	2018	2020	2018	2020	2018	2020
58	The quality of instruction I receive in most of my classes is excellent		S				S	S	S		S		S	S	S		
59	Point Park shows concern for students as individuals		C				C				C						
60	I generally know what's happening on campus																
61	Adjunct faculty are competent as classroom instructors	S	S		S	S	S		S	S	S	S	S	S	S		S
62	There is a strong commit. to racial harmony on this campus	S				S				S			S	C			
63	Student disciplinary procedures are fair																
64	New student orient. services help students adjust to college																
#	Question	Day		Evening		Traditional		Non-Trad		Full-time		Part-time		Copa		Non-Copa	
		2018	2020	2018	2020	2018	2020	2018	2020	2018	2020	2018	2020	2018	2020	2018	2020
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
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	S		S	S
68	Nearly all faculty are knowledgeable in their field	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
69	There is a good variety of courses provided on this campus	S	S		S		S				S			S	S	S	S
70	Graduate teaching assist. are competent as instructors																
71	Channels for expressing student complaints are readily available														C		

Table 5. Strengths and Challenges by Demographic Variable (2020 and 2018)

#	Question	Day		Evening		Traditional		Non-Trad		Full-time		Part-time		Copa		Non-Copa	
		2018	2020	2018	2020	2018	2020	2018	2020	2018	2020	2018	2020	2018	2020	2018	2020
72	On the whole, the campus is well-maintained		C	S			C	S			C	S	S	C	C		C
73	Student activities fees are put to good use																
74	Point Park provides opportunities to utilize commun bus and orgs as learning exper (custom)																
75	Instructors post course materials & learning opportunities in learning mgmt system . (custom)				S				S			S	S				
76	My instructors post grades in learning mgmt system. (custom)	C	C			C	C			C	C					C	C
77*	Career Center provides progs & svcs that prep students for successful careers (custom)	*		*		*		*		*		*		*		*	
78*	Career Center svcs are available & resources are easy to access/navigate (custom)	*		*		*		*		*		*		*		*	
#	Question	Day		Evening		Traditional		Non-Trad		Full-time		Part-time		Copa		Non-Copa	
		2018	2020	2018	2020	2018	2020	2018	2020	2018	2020	2018	2020	2018	2020	2018	2020
79*	Point Park support/encour climate that values equity, diversity, uniq perspec (custom)	*		*	S	*		*		*		*	S	*		*	
80	I am able to engage in applicable research in several of my courses.(custom)																
81	Help desk personnel are knowledgeable and resolve my comp. problems (custom)																
82	Ctr for Student Success Coordinators are knowledgeable and helpful. (custom)																
83	My University Experience is meeting goals outlined in the Mission Stmt .(custom)	S		S		S				S		S	S	S		S	
*Custom questions 77, 78, and 79 are new questions for 2020																	

Table 5. Strengths and Challenges by Demographic Variable (2020 and 2018)

#	Question	Resident		Commuter		UG		Grad		Freshmen		Sophomores		Juniors		Seniors	
		2018	2020	2018	2020	2018	2020	2018	2020	2018	2020	2018	2020	2018	2020	2018	2020
1	Students feel sense of belonging																
2	Staff are caring and helpful			S	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	
4	Admissions staff are knowledgeable							S									
5	Fin Aid counselors are helpful																
6	My academic advisor is approachable		S	S	S		S	S	S		S	S		S	S	S	S
7	Campus is safe and secure for all students							S	S								
8	Content of major courses are valuable	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																
#	Question	Resident		Commuter		UG		Grad		Freshmen		Sophomores		Juniors		Seniors	
		2018	2020	2018	2020	2018	2020	2018	2020	2018	2020	2018	2020	2018	2020	2018	2020
11	Billing policies are reasonable		C		C		C			C	C				C		C
12	Fin Aid awards are announced in timely fashion		S									S					
13	Library staff are helpful and approachable																
14	My acad advisor is concerned about my success																
15	Health services staff are competent	C	C								C						C
16	Instruction in my major field is excellent	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
18	Library resources and services are adequate																
19	My academic advisor helps me set goals																
20	Business office is open during hours convenient for students																
#	Question	Resident		Commuter		UG		Grad		Freshmen		Sophomores		Juniors		Seniors	
		2018	2020	2018	2020	2018	2020	2018	2020	2018	2020	2018	2020	2018	2020	2018	2020
21	Amount of student parking space is adequate							C									
22	Counseling staff care about students		C					C			C		C	C			
23	Living conditions in res halls are comfortable	C	C							C	C	C					
24	The athletic programs contribute to school spirit																
25	Faculty are fair and unbiased in their treatment of students								S								
26	Computer labs are adequate and accessible	S	S		S	S	S				S	S		S			S
27	Personnel involved in registration are helpful							S	S								
28	Parking lots are well-lighted and secure							C	C								
29	It is an enjoyable experience to be a PPU student																C
30	Residence hall staff are concerned about me																

Table 5. Strengths and Challenges by Demographic Variable (2020 and 2018)

#	Question	Resident		Commuter		UG		Grad		Freshmen		Sophomores		Juniors		Seniors	
		2018	2020	2018	2020	2018	2020	2018	2020	2018	2020	2018	2020	2018	2020	2018	2020
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
34	I am able to register for classes I need with few conflicts	C				C		S	S	C		C		C		C	
35	The assessment and course placement procedures are reasonable							S									
36	Security staff respond quickly in emergencies																
37	I feel a sense of pride about my campus																
#	Question	Resident		Commuter		UG		Grad		Freshmen		Sophomores		Juniors		Seniors	
		2018	2020	2018	2020	2018	2020	2018	2020	2018	2020	2018	2020	2018	2020	2018	2020
38	There is an adequate selection of food avail. in the cafeteria	C	C							C	C	C					
39	I am able to experience intellectual growth here		S	S	S		S	S			S		S	S	S	S	S
40	Residence hall regulations are reasonable																
41	There is a commit. to acad. excellence on this campus																
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																
#	Question	Resident		Commuter		UG		Grad		Freshmen		Sophomores		Juniors		Seniors	
		2018	2020	2018	2020	2018	2020	2018	2020	2018	2020	2018	2020	2018	2020	2018	2020
45	Students are made to feel welcome on this campus	S		S	S	S	S			S		S		S	S	S	S
46	I can easily get involved in campus organizations																
47	Fac. provide timely feedback about student progress in a course.								S								
48	Adm. counselors accurately portray the campus in recruiting practices.																
49	There are adequate services to help me decide upon a career																
50	Class change (drop/add) policies are reasonable				S										S		
51	Point Park has a good reputation within the community.			S	S	S	S			S	S	S		S	S	S	

Table 5. Strengths and Challenges by Demographic Variable (2020 and 2018)

#	Question	Resident		Commuter		UG		Grad		Freshmen		Sophomores		Juniors		Seniors	
		2018	2020	2018	2020	2018	2020	2018	2020	2018	2020	2018	2020	2018	2020	2018	2020
52	Student ctr is a comfortable place for students to spend leisure time																
53	Fac. consider student differences as they teach a course									C					C		C
54	Bookstore staff are helpful																
55	Major requirements are clear and reasonable	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.																
#	Question	Resident		Commuter		UG		Grad		Freshmen		Sophomores		Juniors		Seniors	
		2018	2020	2018	2020	2018	2020	2018	2020	2018	2020	2018	2020	2018	2020	2018	2020
58	The quality of instruction I receive in most of my classes is excellent		S		S	S	S		S		S		S	S	S	S	
59	Point Park shows concern for students as individuals		C										C				C
60	I generally know what's happening on campus																
61	Adjunct faculty are competent as classroom instructors	S	S	S	S	S	S		S			S	S	S	S	S	S
62	There is a strong commit. to racial harmony on this campus	S		S		S				S		S		S		S	
63	Student disciplinary procedures are fair																
64	New student orient. services help students adjust to college																
#	Question	Resident		Commuter		UG		Grad		Freshmen		Sophomores		Juniors		Seniors	
		2018	2020	2018	2020	2018	2020	2018	2020	2018	2020	2018	2020	2018	2020	2018	2020
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
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	S	S	S	S	S
68	Nearly all faculty are knowledgeable in their field	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
69	There is a good variety of courses provided on this campus	S	S		S		S		S	S	S		S		S	S	S
70	Graduate teaching assist. are competent as instructors																
71	Channels for expressing student complaints are readily available																

Table 5. Strengths and Challenges by Demographic Variable (2020 and 2018)

#	Question	Resident		Commuter		UG		Grad		Freshmen		Sophomores		Juniors		Seniors	
		2018	2020	2018	2020	2018	2020	2018	2020	2018	2020	2018	2020	2018	2020	2018	2020
72	On the whole, the campus is well-maintained	C	C				C	S		C	C		C				
73	Student activities fees are put to good use																
74	Point Park provides opportunities to utilize commun bus and orgs as learning exper (custom)																
75	Instructors post course materials & learning opportunities in learning mgmt system . (custom)								S								
76	My instructors post grades in learning mgmt system. (custom)	C	C	C	C	C	C		S	C	C	C	C	C	C	C	C
77*	Career Center provides progs & svcs that prep students for successful careers (custom)	*		*		*		*		*		*		*		*	
78*	Career Center svcs are available & resources are easy to access/navigate (custom)	*		*		*		*		*		*		*		*	
#	Question	Resident		Commuter		UG		Grad		Freshmen		Sophomores		Juniors		Seniors	
		2018	2020	2018	2020	2018	2020	2018	2020	2018	2020	2018	2020	2018	2020	2018	2020
79*	Point Park support/encour climate that values equity, diversity, uniq perspec (custom)	*		*		*		*		*		*		*		*	
80	I am able to engage in applicable research in several of my courses.(custom)																
81	Help desk personnel are knowledgeable and resolve my comp. problems (custom)																
82	Ctr for Student Success Coordinators are knowledgeable and helpful. (custom)											S					
83	My University Experience is meeting goals outlined in the Mission Stmt .(custom)	S		S		S		S		S		S		S		S	
*Custom questions 77, 78, and 79 are new questions for 2020																	

Table 6. Respondents by School, Academic Department and Major 2020

School of Arts & Sciences (n=237)

<i>Crim Justice and Intell Studies</i>	# of resp
Criminal Justice	22
Forensic Science	17
Intelligence and Natl Security	15
Total	54

<i>Humanities and Social Sciences</i>	# of resp
Global Cultural Studies	4
History	4
Interdisciplinary Design	6
Legal Studies	7
Liberal Studies	1
Political Science	12
Total	34

<i>Literary Arts</i>	# of resp
Creative Writing	9
English	10
English/Creative Writing	2
Social Justice Studies	1
Total	22

<i>Natural Sciences and Engr Tech</i>	# of resp
Biological Sciences	20
Civil Engr Technology	11
Electrical Engr Tech	1
Electrical Engineering	8
Funeral Services	14
Mechanical Engr Tech	2
Mechanical Engineering	10
Premedical & PreProfess Studies	3
Total	69

<i>Psychology</i>	# of resp
Behavioral Sciences	7
Psychology	43
MA Clinical-Comm Psychology	5
MA Community Psychology	2
PsyD Clinical-Comm Psychology	1
Total	58

School of Business (n=264)

<i>Acct, Econ-Fin, Info Tech</i>	# of resp
Accounting	23
Economics and Finance	7
Information Technology	14
Total	44

<i>Business Management</i>	# of resp
Business Management	43
Human Resources Mgmt	10
Marketing and Sales	7
Organization Leadership (BA)	1
MBA	41
Total	102

<i>Sports, Arts & Entertainment Mgmt</i>	# of resp
Sports, Arts & Enter Mgmt	118
Total	118

School of Communication (n=133)

<i>Communication</i>	# of resp
Broadcast Production & Media Mgt	24
Broadcast Reporting	2
Graphic and Interactive Design	8
Journalism	19
Mass Communication	7
Multimedia	33
Photography	9
Photojournalism	4
Public Relations & Advertising	25
MA Jour&Com/MBA(concurrent)	2
Total	133

Community Engagement (n=1)

<i>Community Engagement</i>	# of resp
PhD Community Engagement	1
Total	1

Conservatory of Performing Arts (n=310)

<i>Cinema Arts</i>	# of resp
Animation & Visual Effects	16
Cinema and Media Studies	5
Cinema Production	53
Screenwriting	6
Writing for the Screen & Media	1
Total	81

<i>Dance</i>	# of resp
Dance	126
Total	126

<i>Theatre</i>	# of resp
Acting	16
Musical Theatre	26
Theatre Arts (BFA)	13
Theatre Arts: Perf&Pract. (BA)	17
Theatre Production (BFA)	31
Total	103

School of Education (n=46)

<i>Education</i>	# of resp
Early Childhood Education	2
Education PreK-4th Grade	26
Educ 4-8 (English/Math/Science)	4
Educ 7-12 (Engl/Math/SocStudies)	11
Secondary Educ (Social Studies)	1
Instructional Studies	2
Total	46

Miscellaneous (n=121)

	# of resp
Major not specified	94
Other	13
Undecided	14
Total	121

All Respondents (n= 1,112)

File Format for the
STUDENT SATISFACTION
INVENTORY™

Four-Year College and University Version

Form A

RUFFALO™
NOEL LEVITZ



DEFINED VALUES:

Section #1 - Items 1 – 98

For importance scores, the values are as follows:

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

For satisfaction scores, the values are as follows:

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

NOTE:

Zeros = does not apply/not available/not used

Blanks = No response was provided for this item

“*” = Individual penciled in more than one response, so the scanner was unable to read the response; calculations are treated the same as blanks

Averages are calculated based on the number of students who indicated a response of 1 through 7 and are calculated separately for the importance response and the satisfaction response.

Items 1 - 98 are as follows:

1. Most students feel a sense of belonging here.
2. The campus staff are caring and helpful.
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.
7. The campus is safe and secure for all students.
8. The content of the courses within my major is valuable.
9. A variety of intramural activities are offered.
10. Administrators are approachable to students.
11. Billing policies are reasonable.
12. Financial aid awards are announced to students 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.
20. The business office is open during hours which are convenient 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 (adequate space, lighting, heat, air etc.).
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.
25. Faculty are fair and unbiased in their treatment of individual students.
26. Computer labs are adequate and accessible.
27. The personnel involved in registration are helpful.
28. Parking lots are well-lighted and secure.
29. It is an enjoyable experience to be a student on this campus.
30. Residence hall staff are concerned about me as an individual.
31. Males and females have equal opportunities to participate in intercollegiate athletics.

32. Tutoring services are readily available.
33. My academic advisor is knowledgeable about requirements in my major.
34. I am able to register for classes I need with few conflicts.
35. The assessment and course placement procedures are reasonable.
36. Security staff respond quickly in emergencies.
37. I feel a sense of pride about my campus.
38. There is an adequate selection of food 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.
50. Class change (drop/add) policies are reasonable.
51. This institution has a good reputation within the community.
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.
56. The student handbook provides helpful information about campus life.
57. I seldom get the "run-around" when seeking information on this campus.
58. The quality of instruction I receive in most of my classes is excellent.
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.
66. Tuition paid is a worthwhile investment.
67. Freedom of expression is protected on campus.
68. Nearly all of the faculty are knowledgeable in their field.
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.
73. Student activities fees are put to good use.
74. Campus item - Point Park University provides opportunities to utilize community businesses and organizations as part of the learning experience.
75. Campus item - My instructors post course materials and provide learning opportunities in the Schoology learning management system.
76. Campus item - My instructors post grades in the Schoology learning management system.
77. Campus item - The Professional Career-Readiness Center provides programs and services that allow students to prepare for successful careers.
78. Campus item - Career Center services are readily available and resources are easy to access/navigate.
79. Campus item - The Point Park University environment supports and encourages a campus climate that values equity, diversity, and unique perspectives.
80. Campus item - I am able to engage in applicable research (i.e., research papers and projects) in several of my courses.
81. Campus item - Computer help desk personnel are knowledgeable and resolve my computer problems.
82. Campus item - The Center for Student Success Coordinators are knowledgeable and helpful.
83. Campus item - My university experience is meeting the goals outlined in the Mission Statement below.

How satisfied are you that your institution has met this expectation.

- 84. Institution's commitment to part-time students?
- 85. Institution's commitment to evening students?
- 86. Institution's commitment to older, returning learners?
- 87. Institution's commitment to under-represented populations?
- 88. Institution's commitment to commuters?
- 89. Institution's commitment to students with disabilities?

How important were each of the following factors in your decision to enroll at this institution?

- 90. Cost as factor in decision to enroll.
- 91. Financial aid as factor in decision to enroll.
- 92. Academic reputation as factor in decision to enroll.
- 93. Size of institution as factor in decision to enroll.
- 94. Opportunity to play sports as factor in decision to enroll.
- 95. Recommendations from family/friends as factor in decision to enroll.
- 96. Geographic setting as factor in decision to enroll.
- 97. Campus appearance as factor in decision to enroll.
- 98. Personalized attention prior to enrollment as factor in decision to enroll.

Section #2 - Summary Questions

1. So far, how has your college experience met your expectations?

- 1 - Much worse than I expected
- 2 - Quite a bit worse than I expected
- 3 - Worse than I expected
- 4 - About what I expected
- 5 - Better than I expected
- 6 - Quite a bit better than I expected
- 7 - Much better than I expected

2. Rate your overall satisfaction with your experience here thus far.

- 1 - Not satisfied at all
- 2 - Not very satisfied
- 3 - Somewhat dissatisfied
- 4 - Neutral
- 5 - Somewhat satisfied
- 6 - Satisfied
- 7 - Very satisfied

3. All in all, if you had it to do over again, would you enroll here?

- 1 - Definitely not
- 2 - Probably not
- 3 - Maybe not
- 4 - I don't know
- 5 - Maybe yes
- 6 - Probably yes
- 7 - Definitely yes

Section #3 – Demographic Questions

1. Gender

- 1 - Female
- 2 - Male

2. Age

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

3. Ethnicity/Race

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

4. Current Enrollment Status

- 1 - Day
- 2 - Evening
- 3 - Weekend

5. Current Class Load

- 1 - Full-time
- 2 - Part-time

6. Class Level

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

7. 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

8. 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 educational goal

9. Employment

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

10. Current Residence

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

11. Residence Classification

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

12. Disabilities

- 1 - Yes - Disability
- 2 - No - Disability

13. When I entered this institution, it was my:

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

Selection of program/major utilized by institution:

Undergraduate Majors	Code#
Accounting	0113
Acting	0115
Animation and Visual Effects	0143
Behavioral Sciences	0161
Biological Sciences	0166
Biology/Secondary Education	0176
Biotechnology	0171
Broadcast Production & Media Mgmt.	0135
Broadcasting Reporting	0136
Business Management	0110
Cinema and Media Studies	0201
Cinema Production	0138
Citizenship/Secondary Education	0144
Civil Engineering Technology	0184
Creative Writing	0200
Criminal Justice	0124
Dance	0151
Dance: Ballet	0145
Dance: Jazz	0119
Dance: Modern	0125
Early Childhood Education	0194
Economics and Finance	0132
Education - PreK-4th Grade	0191
Education - 4th-8th Grade (English)	0192
Education - 4th-8th Grade (Math)	0193
Education - 4th-8th Grade (Science)	0112
Education - 4th-8th Grade (Social Studies)	0149
Education - 7th-12th (Citizenship)	0190
Education - 7th-12th (English)	0142
Education - 7th-12th (Math)	0198
Education - 7th-12th (Social Studies)	0199
Electrical Engineering	0129
Electrical Engineering Technology	0189
English	0162
English/Creative Writing	0181
English/Secondary Education	0163
Forensic Science	0131
Funeral Service	0195

Undergraduate Majors (continued)	Code#
Global Cultural Studies	0205
Graphic and Interactive Design	0197
Health Services	0183
History	0127
Human Resources Management	0172
Information Technology	0133
Instructional Studies	0207
Intelligence and National Security	0206
Interdisciplinary Design	0140
Journalism	0111
Legal Studies	0177
Liberal Studies	0168
Marketing and Sales	0116
Mass Communication	0202
Mathematics/Secondary Education	0173
Mechanical Engineering	0182
Mechanical Engineering Technology	0187
Multimedia	0196
Musical Theatre	0180
Organizational Leadership	0165
Photography	0157
Photojournalism	0156
Political Science	0159
Premedical & Preprofessional Studies	0185
Psychology	0160
Public Administration	0175
Public Relations and Advertising	0188
Screenwriting	0164
Social Justice Studies	0147
Social Studies/Secondary Education	0117
Sports, Arts, & Entertainment Mgmt.	0155
Theatre Arts	0150
Theatre Arts: Performance & Practices	0170
Theatre Production: Design	0178
Theatre Production: Stage Mgmt.	0167
Theatre Production: Tech Design & Mgmt.	0169
Writing for the Screen and Media	0130

Graduate Majors	Code #
EDD in Leadership & Administration	0881
MA in Clinical-Community Psychology	0550
MA in Communication Technology	0552
MA in Community Psychology	0554
MA in Jour & Comm/MBA (concurrent)	0584
MA in Media Comm (Documentary Spec.)	0588
MA in Media Comm (Journalism Specializ.)	0586
MA in Media Comm (PR & Advertis Spec.)	0587
MBA in Master of Business Administration	0510
MED in Secondary Education 7th-12th	0520
MFA in Writing for the Screen & Stage	0889
MS in Criminal Justice Administration	0883
MS in Engineering Management	0884
MS in Environmental Studies	0530
PHD in Community Engagement	0880
PSYD in Clinical-Community Psychology	0888
Professional Development/GR	0540
Non-Degree/Masters	0885
Miscellaneous Programs	Code #
Cross Registration	0102
High School Program (College Now)	0103
Non-Degree Undergraduate	0100
Other	0999
Professional Development/UG	0101
Undecided	0107

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. Point Park University provides opportunities to utilize community businesses and organizations as part of the learning experience.
75. My instructors post course materials and provide learning opportunities in the Schoology learning management system.
76. My instructors post grades in the Schoology learning management system.
77. The Professional Career-Readiness Center provides programs and services that allow students to prepare for successful careers.
78. Career Center services are readily available and resources are easy to access/navigate.
79. The Point Park University environment supports and encourages a campus climate that values equity, diversity, and unique perspectives.
80. I am able to engage in applicable research (i.e., research papers and projects) in several of my courses.
81. Computer help desk personnel are knowledgeable and resolve my computer problems.
82. The Center for Student Success Coordinators are knowledgeable and helpful.
83. My university experience is meeting the goals outlined in the Mission Statement below.

Point Park University Mission Statement

Point Park University provides innovative undergraduate and graduate education in a dynamic urban setting. Dedicated to academic excellence and community engagement, we prepare students of diverse backgrounds with the knowledge, skill, and experience to lead meaningful lives as informed citizens and successful professionals.
