



Ruffalo Noel Levitz
2022 Student Satisfaction Inventory:
A Summary of Results

Prepared by the Office of Institutional Research and Planning
Spring 2022

Point Park University

2022 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 2022, an online survey link was sent to all onground students. Additionally, stratified random samples of class sections 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 (2002-2022). Response rates for all thirteen years can be found below.

<u>Year</u> <u>Admin</u>	<u># of</u> <u>resp</u>	<u>Census</u> <u>Count</u>	<u>% of</u> <u>census</u>	<u>Year</u> <u>Admin</u>	<u># of</u> <u>resp</u>	<u>Census</u> <u>Count</u>	<u>% of</u> <u>census</u>
Spring 1999	490	2,464	20%	Spring 2012	1,732	3,662	47%
Spring 2000	590	2,565	23%	Spring 2014	1,625	3,531	46%
Spring 2002	590	2,883	20%	Spring 2016	1,609	3,308	49%
Spring 2004	860	3,100	28%	Spring 2018	1,669	3,130	53%
Spring 2006	1,286	3,240	40%	Spring 2020	1,112	2,825	39%
Spring 2008	1,517	3,444	44%	Spring 2022	1,101	2,387	46%
Spring 2010	1,680	3,815	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 (2022)

Current enrollment status	N	%	% est. actual*
Day student	971	93.5	na
Evening	63	6.1	na
Weekend	4	0.4	na
Total valid responses	1038	100	
No Answer	63		

Age	N	%	% est. actual*
Traditional aged (18 to 24)	1014	92.1	83.9
Non-traditional aged (> 25)	87	7.9	16.1
Total valid responses	1101	100	100
No Answer	0		

Current class load	N	%	% est. actual*
Full-time	1071	97.3	88.2
Part-time	30	2.7	11.8
Total valid responses	1101	100	100
No Answer	0		

Gender	N	%	% est. actual*
Female	729	66.2	63.4
Male	372	33.8	36.6
Total valid responses	1101	100	100
No Answer	0		

Ethnicity/race	N	%	% est. actual*
Asian	30	2.7	2.3
Am. Indian/Alaskan Native	2	0.2	0.2
Black or African-American	103	9.4	11.8
Hispanic of any race	95	8.6	8.4
Nat. Hawaiian/Pac. Islander	0	0.0	0.0
Nonresident Alien	40	3.6	3.6
White	776	70.5	68.7
Two or more races	53	4.8	4.0
Race/Ethnicity Unknown	2	0.2	1.0
Total valid responses	1101	100	100

* Note: % est. actual based on Spring 2021-22 census students in on-ground programs

Class Level	N	%	% est. actual*
Freshman	346	31.4	21.4
Sophomore	214	19.4	19.1
Junior	245	23.1	20.8
Senior	240	21.8	26.3
Graduate	44	4.0	9.9
Other class level	3	0.3	2.5
Total valid responses	1101	100	100
No Answer	0		

Current Residence	N	%	% est. actual*
Residence hall	479	43.5	33.1
Commuter	622	56.5	66.9
Total valid responses	1101	100	100
No Answer	0		

Residence classification	N	%	% est. actual*
In-state	681	61.9	64.3
Out-of-state	383	34.8	32.2
International	37	3.4	3.6
Total valid responses	1101	100.1	100
No Answer	0		

Employment	N	%	% est. actual*
Full-time off campus	97	9.4	na
Part-time off campus	383	37.2	na
Full-time on campus	51	5.0	na
Part-time on campus	148	14.4	na
Not employed	350	34.0	na
Total	1029	100	
No Answer	72		

Institution was my....	N	%	% est. actual*
1 st choice	580	53.8	na
2 nd choice	355	32.9	na
3 rd choice or lower	144	13.3	na
Total valid responses	1079	100	
No Answer	22		

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	2022
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	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	S
17	Adequate fin aid is available for most students						C		C					C
18	Library resources and services are adequate		S	S										
19	My academic advisor helps me set goals									C				
20	Business office is open during hours convenient for students													
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													C
24	The athletic programs contribute to school spirit													
25	Faculty are fair and unbiased in their treatment of students													C
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													C
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	2022
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			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	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	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	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
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	S

Table 1. Strengths and Challenges by Year

Q#		1999	2000	2002	2004	2006	2008	2010	2012	2014	2016	2018	2020	2022	
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	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	
69	There is a good variety of courses provided on this campus												S	S	
70	Graduate teaching assist. are competent as instructors														
71	Channels for expressing student complaints are readily available														
72	On the whole, the campus is well-maintained	C	C	C		S	S	S	S	S			C	C	
73	Student activities fees are put to good use														
74	Instructors post course materials & learning opportunities in learning mgmt system (custom)													S	Added Sp 2014
75	My instructors post grades in learning mgmt system (custom)										C	C	C	C	Added Sp 2014
76	Career Center provides progs & svcs that prep students for successful careers (custom)														Added Sp 2020
77	Career Center svcs are available & resources are easy to access/navigate (custom)														Added Sp 2020
78	Point Park support/encour climate that values equity, diversity, uniq perspec (custom)														Added Sp 2020
79	Help desk personnel are knowledgeable and resolve my computer problems (custom)									S					Added Sp 2008
80	Ctr for Student Success Coordinators are knowledgeable and helpful (custom)														Added Sp 2014
81	PPU provides an innovative education in a dynamic urban setting (custom)														Added Sp 2022
82	PPU is dedicated to academic excellence and community engagement (custom)														Added Sp 2022
83	PPU prepares students of diverse backgrounds to lead meaningful lives (custom)														Added Sp 2022

Table 2. Satisfaction Ratings Summary

Q#	Question	2022 SAT Rate	2020 SAT Rate	SAT +/-	2022 SAT Rank	2022 IMP Rate	2022 IMP Rank	2018 SAT Rate	2016 SAT Rate	2014 SAT Rate	2012 SAT Rate	2010 SAT Rate
1	Students feel sense of belonging	4.79	4.89	-0.10	60	6.30	44	5.12	5.07	4.97	4.90	4.94
2	Staff are caring and helpful	5.17	5.26	-0.09	35	6.47	19	5.35	5.28	5.29	5.21	5.33
3	Faculty care about me as an individual	5.17	5.18	-0.01	34	6.36	36	5.30	5.25	5.25	5.13	5.24
4	Admissions staff are knowledgeable	5.24	5.11	0.13	27	6.34	41	5.18	5.04	5.15	4.98	5.18
5	Fin Aid counselors are helpful	5.07	5.00	0.08	44	6.38	34	4.97	4.93	4.98	4.88	5.00
6	My academic advisor is approachable	5.24	5.34	-0.09	26	6.45	22	5.27	5.51	5.42	5.20	5.35
7	Campus is safe and secure for all students	4.94	4.86	0.08	54	6.57	7	5.07	5.56	5.59	5.52	5.50
8	Content of major courses are valuable	5.49	5.37	0.12	12	6.68	2	5.46	5.52	5.49	5.43	5.52
9	Variety of intramural activities are offered	4.89	4.56	0.33	58	5.52	82	4.65	4.58	4.66	4.77	4.53
10	Administrators are approachable to students	5.05	4.85	0.20	47	6.23	53	5.03	4.95	4.95	4.96	4.99
11	Billing policies are reasonable	4.45	4.41	0.04	73	6.21	58	4.55	4.37	4.47	4.47	4.60
12	Fin Aid awards are announced in timely fashion	5.33	5.17	0.16	23	6.47	21	5.09	4.97	4.99	4.86	4.95
13	Library staff are helpful and approachable	6.24	5.84	0.40	1	6.03	69	5.80	5.83	5.64	5.59	5.53
14	My academic advisor is concerned about my success	4.95	5.10	-0.15	53	6.38	35	5.11	5.30	5.21	5.01	5.09
15	Health services staff are competent	5.11	4.48	0.64	39	6.42	26	4.70	4.75	4.66	4.45	4.31
16	Instruction in my major field is excellent	5.66	5.48	0.18	6	6.73	1	5.60	5.58	5.57	5.48	5.55
17	Adequate fin aid is available for most students	4.75	4.77	-0.01	64	6.58	5	4.86	4.81	4.76	4.70	4.84
18	Library resources and services are adequate	5.97	5.65	0.32	2	6.23	54	5.57	5.56	5.49	5.35	5.33
19	My academic advisor helps me set goals	4.36	4.61	-0.24	75	6.03	70	4.65	4.85	4.75	4.61	4.69
20	Business office is open during hours convenient for students	4.91	4.73	0.18	57	5.89	76	4.77	4.75	4.77	4.77	4.83
21	Amount of student parking space is adequate	2.14	2.11	0.03	83	5.74	79	2.20	2.37	2.49	2.46	2.63
22	Counseling staff care about students	4.93	4.49	0.44	55	6.40	30	4.70	4.72	4.63	4.58	4.63
23	Living conditions in residence halls are comfortable	3.42	3.56	-0.15	80	6.38	33	3.87	4.01	4.11	4.13	4.20
24	The athletic programs contribute to school spirit	3.82	3.70	0.13	79	4.96	83	3.91	3.88	4.05	3.93	3.63
25	Faculty are fair and unbiased in their treatment of students	4.75	4.87	-0.12	65	6.47	18	4.95	4.97	4.88	4.84	5.02
26	Computer labs are adequate and accessible	5.50	5.34	0.17	11	6.25	51	5.28	5.34	5.30	5.52	5.22
27	Personnel involved in registration are helpful	5.27	5.04	0.23	25	6.34	40	5.07	5.04	5.06	5.07	5.14
28	Parking lots are well-lighted and secure	3.41	3.31	0.09	81	6.00	71	3.50	3.73	3.87	3.75	3.92
29	It is an enjoyable experience to be a Point Park student	4.71	4.82	-0.10	67	6.50	15	5.05	5.08	5.05	5.04	5.09
30	Residence hall staff are concerned about me	4.77	4.59	0.18	62	5.95	72	4.71	4.77	4.68	4.64	4.49
31	Males and females have equal opportunities to participate in athletics	5.54	5.22	0.32	10	6.29	47	5.30	5.17	5.07	5.03	5.00
32	Tutoring services are readily available	5.56	5.18	0.38	8	6.14	65	5.33	4.90	4.99	5.04	4.96
33	My academic advisor is knowledgeable about my major requirements	5.55	5.43	0.12	9	6.57	6	5.30	5.42	5.50	5.29	5.42
34	I am able to register for classes I need with few conflicts	4.79	4.84	-0.05	59	6.53	11	4.77	4.66	4.92	4.84	4.94
35	The assessment and course placement procedures are reasonable	5.23	5.13	0.10	28	6.31	43	5.11	4.97	5.05	4.95	5.06
36	Security staff respond quickly in emergencies	4.92	4.87	0.05	56	6.56	9	5.01	5.07	5.20	5.10	4.92
37	I feel a sense of pride about my campus	4.44	4.53	-0.09	74	5.71	80	4.75	4.77	4.76	4.72	4.74
38	There is an adequate selection of food avail. in the cafeteria	3.37	3.34	0.02	82	6.20	60	3.59	3.16	3.54	3.88	3.98
39	I am able to experience intellectual growth here	5.38	5.27	0.11	19	6.55	10	5.24	5.24	5.22	5.15	5.27
40	Residence hall regulations are reasonable	5.10	4.88	0.22	41	6.07	68	4.90	4.91	4.88	4.79	4.73
41	There is a commit. to acad. excellence on this campus	5.11	5.00	0.10	40	6.29	46	5.02	4.97	4.98	4.88	5.04
42	There are a sufficient number of weekend activities	4.59	4.32	0.27	70	5.52	81	4.58	4.41	4.33	4.40	4.32
43	Adm. counselors respond to prospective students' unique needs	5.07	4.91	0.16	45	6.20	59	4.97	4.92	4.93	4.90	4.98
44	Acad. support services adequately meet the needs of students	5.10	4.94	0.16	42	6.26	49	5.00	4.95	4.96	4.89	4.96

Table 2. Satisfaction Ratings Summary

Q#	Question	2022 SAT Rate	2020 SAT Rate	SAT +/-	2022 SAT Rank	2022 IMP Rate	2022 IMP Rank	2018 SAT Rate	2016 SAT Rate	2014 SAT Rate	2012 SAT Rate	2010 SAT Rate
45	Students are made to feel welcome on this campus	5.15	5.23	-0.08	37	6.44	24	5.38	5.28	5.21	5.16	5.17
46	I can easily get involved in campus organizations	5.38	5.13	0.25	20	5.94	73	5.19	5.09	5.05	4.95	4.89
47	Fac. provide timely feedback about student progress in a course.	4.97	4.89	0.07	52	6.41	28	4.95	5.00	4.91	4.76	5.00
48	Adm. counselors accurately portray the campus in their recruiting practices.	4.69	4.70	0.00	68	6.22	57	4.82	4.78	4.78	4.81	4.87
49	There are adequate services to help me decide upon a career	5.05	4.95	0.10	48	6.39	32	4.96	4.98	4.88	4.85	4.90
50	Class change (drop/add) policies are reasonable	5.39	5.31	0.08	17	6.22	56	5.24	5.14	5.17	5.17	5.36
51	Point Park has a good reputation within the community.	5.14	5.22	-0.09	38	6.18	61	5.36	5.29	5.37	5.29	5.37
52	The student ctr is a comfortable place for students to spend their leisure time	5.03	4.72	0.31	49	5.91	74	4.89	5.05	5.07	5.14	4.65
53	Fac. consider student differences as they teach a course	4.79	4.76	0.02	61	6.35	37	4.91	4.95	4.95	4.90	4.98
54	Bookstore staff are helpful	5.87	5.29	0.58	3	5.89	77	5.31	5.25	5.09	5.20	5.30
55	Major requirements are clear and reasonable	5.40	5.33	0.08	16	6.56	8	5.35	5.18	5.21	5.23	5.33
56	Student handbook provides helpful information about campus life	5.27	4.87	0.40	24	5.85	78	4.94	4.91	4.91	4.99	5.01
57	I seldom get the 'run-around' when seeking info. on this campus.	4.56	4.42	0.14	72	6.07	67	4.49	4.39	4.40	4.42	4.47
58	The quality of instruction I receive in most of my classes is excellent	5.36	5.24	0.12	22	6.59	4	5.26	5.21	5.23	5.18	5.31
59	Point Park shows concern for students as individuals	4.59	4.72	-0.13	71	6.47	20	4.97	4.95	4.93	4.94	5.08
60	I generally know what's happening on campus	4.72	4.81	-0.09	66	5.90	75	4.90	4.79	4.76	4.73	4.76
61	Adjunct faculty are competent as classroom instructors	5.65	5.50	0.16	7	6.45	23	5.34	5.40	5.43	5.22	5.32
62	There is a strong commit. to racial harmony on this campus	5.18	4.93	0.25	33	6.51	12	5.55	5.38	5.38	5.33	5.34
63	Student disciplinary procedures are fair	5.02	4.97	0.05	50	6.31	42	5.15	5.10	5.03	4.97	4.96
64	New student orient. services help students adjust to college	4.97	4.79	0.17	51	6.16	63	5.10	5.01	4.98	5.00	4.90
65	Fac. are usually available after class and during office hours	5.73	5.49	0.24	5	6.34	38	5.52	5.47	5.39	5.29	5.45
66	Tuition paid is a worthwhile investment	4.29	4.30	-0.01	77	6.44	25	4.44	4.28	4.42	4.48	4.71
67	Freedom of expression is protected on campus	5.48	5.26	0.22	13	6.50	14	5.54	5.40	5.34	5.30	5.34
68	Nearly all of the faculty are knowledgeable in their field	5.83	5.62	0.21	4	6.67	3	5.61	5.60	5.56	5.50	5.60
69	There is a good variety of courses provided on this campus	5.43	5.29	0.14	15	6.51	13	5.24	5.18	5.20	5.10	5.21
70	Graduate teaching assist. are competent as instructors	5.45	5.01	0.44	14	6.16	62	4.92	4.85	4.75	4.87	4.79
71	Channels for expressing student complaints are readily available	4.33	4.35	-0.02	76	6.26	50	4.60	4.49	4.47	4.57	4.57
72	On the whole, the campus is well-maintained	4.77	4.67	0.10	63	6.39	31	4.99	5.21	5.28	5.42	5.44
73	Student activities fees are put to good use	4.21	4.10	0.11	78	6.11	66	4.39	4.25	4.29	4.21	4.31
74	Instructors post course materials & learning opportunities in learning mgmt system (custom)	5.38	4.97	0.42	18	6.40	29	5.04	5.09	4.92	new	new
75	My instructors post grades in learning mgmt system (custom)	4.68	4.44	0.24	69	6.41	27	4.65	4.60	4.35	new	new
76	Career Center provides progs & svcs that prep students for successful careers (custom)	5.16	4.79	0.36	36	6.24	52	new	new	new	new	new
77	Career Center svcs are available & resources are easy to access/navigate (custom)	5.06	4.82	0.24	46	6.15	64	new	new	new	new	new
78	Point Park support/encour climate that values equity, diversity, uniq perspec (custom)	5.20	5.00	0.19	32	6.49	16	new	new	new	new	new
79	Help desk personnel are knowledgeable and resolve my computer problems (custom)	5.21	4.96	0.25	31	6.28	48	5.16	5.07	5.26	5.12	5.02
80	Ctr for Student Success Coordinators are knowledgeable and helpful (custom)	5.36	5.10	0.26	21	6.30	45	5.00	5.04	5.01	new	new
81	PPU provides an innovative education in a dynamic urban setting (custom)	5.22	new	new	30	6.22	55	new	new	new	new	new
82	PPU is dedicated to academic excellence and community engagement (custom)	5.09	new	new	43	6.34	39	new	new	new	new	new
83	PPU prepares students of diverse backgrounds to lead meaningful lives (custom)	5.23	new	new	29	6.49	17	new	new	new	new	new
Note:												
Satisfaction ratings increased for 61 out of 80 items (76.25%) from 2020 to 2022												
Satisfaction ratings decreased for 18 out of 80 items (22.5%) from 2020 to 2022												

Table 3. Importance Ratings Survey

Q#	Question	2022 IMP Rate	2020 IMP Rate	IMP +/-	2022 IMP Rank	2022 SAT Rate	2022 SAT Rank	2018 IMP Rate	2016 IMP Rate	2014 IMP Rate	2012 IMP Rate	2010 IMP Rate
1	Students feel sense of belonging	6.30	6.14	0.16	44	4.79	60	5.96	5.82	5.72	5.59	5.66
2	Staff are caring and helpful	6.47	6.45	0.02	19	5.17	35	6.35	6.30	6.28	6.17	6.20
3	Faculty care about me as an individual	6.36	6.30	0.05	36	5.17	34	6.23	6.20	6.17	6.12	6.13
4	Admissions staff are knowledgeable	6.34	6.25	0.09	41	5.24	27	6.18	6.17	6.22	6.13	6.18
5	Fin Aid counselors are helpful	6.38	6.24	0.14	34	5.07	44	6.17	6.17	6.17	6.19	6.27
6	My academic advisor is approachable	6.45	6.45	0.00	22	5.24	26	6.40	6.45	6.42	6.35	6.41
7	Campus is safe and secure for all students	6.57	6.58	-0.01	7	4.94	54	6.50	6.46	6.40	6.28	6.34
8	Content of major courses are valuable	6.68	6.72	-0.03	2	5.49	12	6.63	6.64	6.61	6.57	6.59
9	Variety of intramural activities are offered	5.52	5.01	0.51	82	4.89	58	4.91	4.71	4.43	4.36	4.52
10	Administrators are approachable to students	6.23	6.01	0.22	53	5.05	47	5.93	5.86	5.86	5.74	5.76
11	Billing policies are reasonable	6.21	6.18	0.02	58	4.45	73	6.08	6.05	6.03	6.02	6.07
12	Fin Aid awards are announced in timely fashion	6.47	6.31	0.15	21	5.33	23	6.19	6.18	6.21	6.17	6.18
13	Library staff are helpful and approachable	6.03	5.65	0.38	69	6.24	1	5.71	5.69	5.63	5.58	5.62
14	My academic advisor is concerned about my success	6.38	6.38	0.00	35	4.95	53	6.30	6.33	6.31	6.23	6.25
15	Health services staff are competent	6.42	6.12	0.30	26	5.11	39	5.94	5.82	5.76	5.63	5.67
16	Instruction in my major field is excellent	6.73	6.69	0.04	1	5.66	6	6.61	6.57	6.58	6.53	6.55
17	Adequate fin aid is available for most students	6.58	6.50	0.08	5	4.75	64	6.35	6.37	6.35	6.35	6.35
18	Library resources and services are adequate	6.23	5.98	0.25	54	5.97	2	5.98	6.02	5.99	5.92	5.97
19	My academic advisor helps me set goals	6.03	6.00	0.03	70	4.36	75	6.01	6.10	6.03	5.99	5.99
20	Business office is open during hours convenient for students	5.89	5.69	0.20	76	4.91	57	5.71	5.72	5.70	5.66	5.81
21	Amount of student parking space is adequate	5.74	5.62	0.12	79	2.14	83	5.70	5.71	5.74	5.86	5.85
22	Counseling staff care about students	6.40	6.17	0.23	30	4.93	55	6.03	5.91	5.74	5.71	5.75
23	Living conditions in residence halls are comfortable	6.38	6.02	0.36	33	3.42	80	5.92	5.80	5.61	5.51	5.48
24	The athletic programs contribute to school spirit	4.96	4.63	0.33	83	3.82	79	4.74	4.55	4.53	4.48	4.56
25	Faculty are fair and unbiased in their treatment of students	6.47	6.47	0.00	18	4.75	65	6.36	6.37	6.32	6.22	6.28
26	Computer labs are adequate and accessible	6.25	6.25	0.00	51	5.50	11	6.26	6.25	6.26	6.19	6.26
27	Personnel involved in registration are helpful	6.34	6.14	0.20	40	5.27	25	6.17	6.12	6.11	6.10	6.17
28	Parking lots are well-lighted and secure	6.00	5.78	0.22	71	3.41	81	5.72	5.73	5.80	5.81	5.81
29	It is an enjoyable experience to be a Point Park student	6.50	6.42	0.08	15	4.71	67	6.31	6.27	6.20	6.18	6.21
30	Residence hall staff are concerned about me	5.95	5.49	0.46	72	4.77	62	5.57	5.44	5.24	5.25	5.22
31	Males and females have equal opportunities to participate in athletics	6.29	5.79	0.50	47	5.54	10	5.69	5.49	5.18	5.00	5.15
32	Tutoring services are readily available	6.14	5.93	0.22	65	5.56	8	5.73	5.63	5.64	5.65	5.60
33	My academic advisor is knowledgeable about my major requirements	6.57	6.56	0.01	6	5.55	9	6.46	6.51	6.47	6.44	6.46
34	I am able to register for classes I need with few conflicts	6.53	6.58	-0.05	11	4.79	59	6.48	6.49	6.46	6.47	6.47
35	The assessment and course placement procedures are reasonable	6.31	6.20	0.11	43	5.23	28	6.15	6.13	6.11	6.08	6.09
36	Security staff respond quickly in emergencies	6.56	6.46	0.10	9	4.92	56	6.36	6.26	6.26	6.19	6.08
37	I feel a sense of pride about my campus	5.71	5.57	0.14	80	4.44	74	5.72	5.59	5.58	5.58	5.59
38	There is an adequate selection of food avail. in the cafeteria	6.20	6.05	0.15	60	3.37	82	5.98	5.86	5.76	5.76	5.69
39	I am able to experience intellectual growth here	6.55	6.52	0.03	10	5.38	19	6.40	6.38	6.31	6.28	6.29
40	Residence hall regulations are reasonable	6.07	5.72	0.35	68	5.10	41	5.68	5.54	5.43	5.39	5.38
41	There is a commit. to acad. excellence on this campus	6.29	6.19	0.10	46	5.11	40	6.20	6.21	6.14	6.11	6.15
42	There are a sufficient number of weekend activities	5.52	5.12	0.40	81	4.59	70	5.32	5.21	5.08	5.09	5.14
43	Adm. counselors respond to prospective students' unique needs	6.20	5.90	0.30	59	5.07	45	5.95	5.87	5.77	5.82	5.86
44	Acad. support services adequately meet the needs of students	6.26	6.07	0.19	49	5.10	42	6.01	5.98	5.91	5.86	5.88

Table 3. Importance Ratings Survey

Q#	Question	2022 IMP Rate	2020 IMP Rate	IMP +/-	2022 IMP Rank	2022 SAT Rate	2022 SAT Rank	2018 IMP Rate	2016 IMP Rate	2014 IMP Rate	2012 IMP Rate	2010 IMP Rate
45	Students are made to feel welcome on this campus	6.44	6.35	0.10	24	5.15	37	6.25	6.20	6.10	6.07	6.09
46	I can easily get involved in campus organizations	5.94	5.69	0.25	73	5.38	20	5.74	5.65	5.51	5.48	5.50
47	Fac. provide timely feedback about student progress in a course.	6.41	6.32	0.08	28	4.97	52	6.28	6.27	6.24	6.22	6.20
48	Adm. counselors accurately portray the campus in their recruiting practices.	6.22	5.94	0.27	57	4.69	68	5.92	5.91	5.77	5.80	5.77
49	There are adequate services to help me decide upon a career	6.39	6.28	0.11	32	5.05	48	6.14	6.16	6.11	6.07	6.07
50	Class change (drop/add) policies are reasonable	6.22	6.13	0.08	56	5.39	17	6.07	6.08	6.07	6.05	6.09
51	Point Park has a good reputation within the community.	6.18	6.15	0.03	61	5.14	38	6.15	6.15	6.07	6.12	6.14
52	The student ctr is a comfortable place for students to spend their leisure time	5.91	5.70	0.22	74	5.03	49	5.78	5.68	5.60	5.65	5.61
53	Fac. consider student differences as they teach a course	6.35	6.28	0.07	37	4.79	61	6.21	6.15	6.06	6.06	6.08
54	Bookstore staff are helpful	5.89	5.55	0.34	77	5.87	3	5.66	5.64	5.64	5.73	5.77
55	Major requirements are clear and reasonable	6.56	6.47	0.09	8	5.40	16	6.37	6.41	6.34	6.34	6.31
56	Student handbook provides helpful information about campus life	5.85	5.36	0.50	78	5.27	24	5.38	5.36	5.32	5.38	5.49
57	I seldom get the 'run-around' when seeking info. on this campus.	6.07	5.79	0.28	67	4.56	72	5.91	5.94	5.98	5.99	6.00
58	The quality of instruction I receive in most of my classes is excellent	6.59	6.49	0.10	4	5.36	22	6.40	6.40	6.41	6.41	6.43
59	Point Park shows concern for students as individuals	6.47	6.38	0.09	20	4.59	71	6.26	6.23	6.19	6.22	6.18
60	I generally know what's happening on campus	5.90	5.72	0.18	75	4.72	66	5.78	5.66	5.58	5.62	5.56
61	Adjunct faculty are competent as classroom instructors	6.45	6.27	0.18	23	5.65	7	6.24	6.27	6.24	6.15	6.14
62	There is a strong commit. to racial harmony on this campus	6.51	6.30	0.21	12	5.18	33	6.19	6.05	5.82	5.79	5.77
63	Student disciplinary procedures are fair	6.31	6.03	0.28	42	5.02	50	5.96	5.94	5.79	5.76	5.74
64	New student orient. services help students adjust to college	6.16	5.96	0.20	63	4.97	51	5.91	5.82	5.72	5.71	5.58
65	Fac. are usually available after class and during office hours	6.34	6.32	0.03	38	5.73	5	6.22	6.23	6.22	6.18	6.20
66	Tuition paid is a worthwhile investment	6.44	6.53	-0.09	25	4.29	77	6.39	6.43	6.37	6.38	6.37
67	Freedom of expression is protected on campus	6.50	6.38	0.12	14	5.48	13	6.25	6.23	6.07	6.05	6.07
68	Nearly all of the faculty are knowledgeable in their field	6.67	6.63	0.04	3	5.83	4	6.48	6.51	6.46	6.45	6.46
69	There is a good variety of courses provided on this campus	6.51	6.46	0.05	13	5.43	15	6.35	6.35	6.29	6.27	6.33
70	Graduate teaching assist. are competent as instructors	6.16	5.78	0.39	62	5.45	14	5.70	5.72	5.64	5.65	5.63
71	Channels for expressing student complaints are readily available	6.26	6.09	0.16	50	4.33	76	5.97	5.93	5.86	5.83	5.79
72	On the whole, the campus is well-maintained	6.39	6.34	0.05	31	4.77	63	6.24	6.23	6.16	6.16	6.18
73	Student activities fees are put to good use	6.11	6.03	0.08	66	4.21	78	6.01	5.93	5.86	5.89	5.85
74	Instructors post course materials & learning opportunities in learning mgmt system (custom)	6.40	6.15	0.25	29	5.38	18	6.12	5.92	5.80	new	new
75	My instructors post grades in learning mgmt system (custom)	6.41	6.35	0.06	27	4.68	69	6.29	6.17	5.99	new	new
76	Career Center provides progs & svcs that prep students for successful careers (custom)	6.24	6.02	0.22	52	5.16	36	new	new	new	new	new
77	Career Center svcs are available & resources are easy to access/navigate (custom)	6.15	6.00	0.15	64	5.06	46	new	new	new	new	new
78	Point Park support/encour climate that values equity, diversity, uniq perspec (custom)	6.49	6.32	0.17	16	5.20	32	new	new	new	new	new
79	Help desk personnel are knowledgeable and resolve my computer problems (custom)	6.28	6.06	0.22	48	5.21	31	6.10	6.07	6.07	5.91	5.88
80	Ctr for Student Success Coordinators are knowledgeable and helpful (custom)	6.30	6.15	0.14	45	5.36	21	6.10	6.00	5.78	new	new
81	PPU provides an innovative education in a dynamic urban setting (custom)	6.22	new	new	55	5.22	30	new	new	new	new	new
82	PPU is dedicated to academic excellence and community engagement (custom)	6.34	new	new	39	5.09	43	new	new	new	new	new
83	PPU prepares students of diverse backgrounds to lead meaningful lives (custom)	6.49	new	new	17	5.23	29	new	new	new	new	new
Other notes:												
Importance ratings increased for 72 out of 80 items (90%) from 2020 to 2022.												
Importance ratings decreased for 5 out of 80 items (6.25%) from 2020 to 2022.												

Table 4. Performance Gap Summary

Q#	Question	2022 PG	2020 PG	PG +/-	2022 IMP Rate	2022 IMP Rank	2022 SAT Rate	2022 SAT Rank	2018 PG	2016 PG	2014 PG	2012 PG	2010 PG
1	Students feel sense of belonging	1.51	1.25	0.25	6.30	44	4.79	60	0.84	0.75	0.74	0.69	0.71
2	Staff are caring and helpful	1.31	1.20	0.11	6.47	19	5.17	35	1.00	1.02	0.99	0.95	0.88
3	Faculty care about me as an individual	1.19	1.12	0.07	6.36	36	5.17	34	0.93	0.95	0.92	0.99	0.89
4	Admissions staff are knowledgeable	1.10	1.13	-0.04	6.34	41	5.24	27	1.00	1.12	1.06	1.14	1.00
5	Fin Aid counselors are helpful	1.31	1.25	0.06	6.38	34	5.07	44	1.20	1.24	1.19	1.31	1.27
6	My academic advisor is approachable	1.21	1.11	0.09	6.45	22	5.24	26	1.13	0.94	0.99	1.15	1.05
7	Campus is safe and secure for all students	1.63	1.73	-0.09	6.57	7	4.94	54	1.43	0.90	0.82	0.76	0.84
8	Content of major courses are valuable	1.19	1.35	-0.16	6.68	2	5.49	12	1.16	1.12	1.12	1.13	1.07
9	Variety of intramural activities are offered	0.63	0.45	0.18	5.52	82	4.89	58	0.26	0.13	-0.23	-0.40	-0.01
10	Administrators are approachable to students	1.18	1.16	0.02	6.23	53	5.05	47	0.90	0.91	0.91	0.77	0.77
11	Billing policies are reasonable	1.76	1.77	-0.01	6.21	58	4.45	73	1.53	1.68	1.56	1.55	1.47
12	Fin Aid awards are announced in timely fashion	1.13	1.14	-0.01	6.47	21	5.33	23	1.10	1.21	1.22	1.31	1.23
13	Library staff are helpful and approachable	-0.21	-0.19	-0.02	6.03	69	6.24	1	-0.09	-0.14	-0.01	-0.01	0.09
14	My academic advisor is concerned about my success	1.43	1.28	0.15	6.38	35	4.95	53	1.19	1.04	1.10	1.22	1.16
15	Health services staff are competent	1.31	1.64	-0.33	6.42	26	5.11	39	1.24	1.07	1.10	1.18	1.36
16	Instruction in my major field is excellent	1.07	1.21	-0.14	6.73	1	5.66	6	1.00	1.00	1.01	1.06	1.01
17	Adequate fin aid is available for most students	1.83	1.73	0.10	6.58	5	4.75	64	1.49	1.56	1.60	1.65	1.52
18	Library resources and services are adequate	0.25	0.33	-0.07	6.23	54	5.97	2	0.41	0.46	0.50	0.56	0.64
19	My academic advisor helps me set goals	1.67	1.40	0.27	6.03	70	4.36	75	1.36	1.25	1.28	1.38	1.30
20	Business office is open during hours convenient for students	0.98	0.96	0.02	5.89	76	4.91	57	0.93	0.97	0.93	0.89	0.98
21	Amount of student parking space is adequate	3.60	3.52	0.09	5.74	79	2.14	83	3.50	3.34	3.25	3.40	3.22
22	Counseling staff care about students	1.48	1.68	-0.20	6.40	30	4.93	55	1.34	1.18	1.11	1.13	1.12
23	Living conditions in residence halls are comfortable	2.97	2.46	0.51	6.38	33	3.42	80	2.05	1.79	1.50	1.38	1.28
24	The athletic programs contribute to school spirit	1.14	0.93	0.20	4.96	83	3.82	79	0.83	0.67	0.48	0.54	0.93
25	Faculty are fair and unbiased in their treatment of students	1.72	1.60	0.12	6.47	18	4.75	65	1.41	1.40	1.44	1.37	1.26
26	Computer labs are adequate and accessible	0.74	0.91	-0.17	6.25	51	5.50	11	0.98	0.91	0.96	0.67	1.04
27	Personnel involved in registration are helpful	1.07	1.10	-0.03	6.34	40	5.27	25	1.11	1.08	1.05	1.03	1.03
28	Parking lots are well-lighted and secure	2.59	2.47	0.13	6.00	71	3.41	81	2.22	2.00	1.94	2.06	1.89
29	It is an enjoyable experience to be a Point Park student	1.78	1.60	0.18	6.50	15	4.71	67	1.26	1.20	1.15	1.14	1.12
30	Residence hall staff are concerned about me	1.19	0.90	0.28	5.95	72	4.77	62	0.86	0.67	0.56	0.61	0.73
31	Males and females have equal opportunities to participate in athletics	0.75	0.57	0.18	6.29	47	5.54	10	0.40	0.32	0.11	-0.03	0.16
32	Tutoring services are readily available	0.59	0.74	-0.16	6.14	65	5.56	8	0.40	0.73	0.65	0.61	0.64
33	My academic advisor is knowledgeable about my major requirements	1.03	1.14	-0.11	6.57	6	5.55	9	1.16	1.08	0.97	1.16	1.05
34	I am able to register for classes I need with few conflicts	1.74	1.74	0.00	6.53	11	4.79	59	1.71	1.83	1.54	1.63	1.53
35	The assessment and course placement procedures are reasonable	1.08	1.07	0.01	6.31	43	5.23	28	1.03	1.16	1.06	1.13	1.03
36	Security staff respond quickly in emergencies	1.64	1.59	0.05	6.56	9	4.92	56	1.35	1.19	1.06	1.08	1.16
37	I feel a sense of pride about my campus	1.26	1.04	0.23	5.71	80	4.44	74	0.97	0.82	0.82	0.86	0.85
38	There is an adequate selection of food avail. in the cafeteria	2.83	2.71	0.12	6.20	60	3.37	82	2.39	2.70	2.22	1.87	1.71
39	I am able to experience intellectual growth here	1.17	1.25	-0.08	6.55	10	5.38	19	1.16	1.14	1.09	1.14	1.03
40	Residence hall regulations are reasonable	0.96	0.84	0.13	6.07	68	5.10	41	0.78	0.63	0.55	0.60	0.64
41	There is a commit. to acad. excellence on this campus	1.18	1.18	0.00	6.29	46	5.11	40	1.18	1.23	1.16	1.23	1.10
42	There are a sufficient number of weekend activities	0.93	0.81	0.12	5.52	81	4.59	70	0.74	0.80	0.76	0.69	0.81
43	Adm. counselors respond to prospective students' unique needs	1.13	0.99	0.14	6.20	59	5.07	45	0.98	0.95	0.84	0.92	0.88
44	Acad. support services adequately meet the needs of students	1.16	1.13	0.03	6.26	49	5.10	42	1.01	1.03	0.95	0.97	0.92
45	Students are made to feel welcome on this campus	1.29	1.11	0.18	6.44	24	5.15	37	0.87	0.92	0.89	0.91	0.92
46	I can easily get involved in campus organizations	0.56	0.56	0.00	5.94	73	5.38	20	0.55	0.56	0.47	0.53	0.61

Table 4. Performance Gap Summary

Q#	Question	2022 PG	2020 PG	PG +/-	2022 IMP Rate	2022 IMP Rank	2022 SAT Rate	2022 SAT Rank	2018 PG	2016 PG	2014 PG	2012 PG	2010 PG
47	Fac. provide timely feedback about student progress in a course.	1.44	1.43	0.01	6.41	28	4.97	52	1.32	1.27	1.34	1.46	1.20
48	Adm. counselors accurately portray the campus in their recruiting practices.	1.52	1.24	0.28	6.22	57	4.69	68	1.11	1.13	0.99	0.99	0.90
49	There are adequate services to help me decide upon a career	1.34	1.33	0.01	6.39	32	5.05	48	1.17	1.18	1.23	1.22	1.17
50	Class change (drop/add) policies are reasonable	0.83	0.82	0.00	6.22	56	5.39	17	0.83	0.94	0.91	0.88	0.73
51	Point Park has a good reputation within the community.	1.04	0.92	0.11	6.18	61	5.14	38	0.79	0.86	0.69	0.83	0.77
52	The student ctr is a comfortable place for students to spend their leisure time	0.88	0.97	-0.09	5.91	74	5.03	49	0.89	0.63	0.53	0.52	0.96
53	Fac. consider student differences as they teach a course	1.56	1.52	0.05	6.35	37	4.79	61	1.29	1.20	1.10	1.16	1.09
54	Bookstore staff are helpful	0.01	0.26	-0.24	5.89	77	5.87	3	0.35	0.39	0.55	0.54	0.48
55	Major requirements are clear and reasonable	1.16	1.14	0.02	6.56	8	5.40	16	1.02	1.23	1.13	1.11	0.98
56	Student handbook provides helpful information about campus life	0.58	0.49	0.09	5.85	78	5.27	24	0.45	0.45	0.41	0.39	0.48
57	I seldom get the 'run-around' when seeking info. on this campus.	1.51	1.37	0.14	6.07	67	4.56	72	1.41	1.55	1.57	1.56	1.53
58	The quality of instruction I receive in most of my classes is excellent	1.23	1.25	-0.02	6.59	4	5.36	22	1.13	1.19	1.18	1.23	1.13
59	Point Park shows concern for students as individuals	1.88	1.66	0.22	6.47	20	4.59	71	1.29	1.28	1.26	1.28	1.10
60	I generally know what's happening on campus	1.18	0.91	0.27	5.90	75	4.72	66	0.87	0.87	0.81	0.89	0.80
61	Adjunct faculty are competent as classroom instructors	0.79	0.77	0.02	6.45	23	5.65	7	0.90	0.88	0.81	0.92	0.82
62	There is a strong commit. to racial harmony on this campus	1.33	1.36	-0.04	6.51	12	5.18	33	0.64	0.66	0.45	0.46	0.43
63	Student disciplinary procedures are fair	1.29	1.06	0.23	6.31	42	5.02	50	0.81	0.83	0.77	0.79	0.78
64	New student orient. services help students adjust to college	1.19	1.16	0.03	6.16	63	4.97	51	0.81	0.81	0.74	0.70	0.69
65	Fac. are usually available after class and during office hours	0.61	0.82	-0.21	6.34	38	5.73	5	0.70	0.76	0.83	0.88	0.75
66	Tuition paid is a worthwhile investment	2.15	2.24	-0.09	6.44	25	4.29	77	1.95	2.15	1.95	1.90	1.66
67	Freedom of expression is protected on campus	1.02	1.12	-0.10	6.50	14	5.48	13	0.71	0.83	0.74	0.75	0.73
68	Nearly all of the faculty are knowledgeable in their field	0.83	1.00	-0.17	6.67	3	5.83	4	0.86	0.91	0.90	0.96	0.86
69	There is a good variety of courses provided on this campus	1.08	1.17	-0.09	6.51	13	5.43	15	1.11	1.17	1.09	1.17	1.12
70	Graduate teaching assist. are competent as instructors	0.71	0.77	-0.06	6.16	62	5.45	14	0.78	0.88	0.89	0.78	0.85
71	Channels for expressing student complaints are readily available	1.93	1.74	0.19	6.26	50	4.33	76	1.37	1.44	1.39	1.26	1.23
72	On the whole, the campus is well-maintained	1.62	1.67	-0.05	6.39	31	4.77	63	1.26	1.02	0.88	0.74	0.74
73	Student activities fees are put to good use	1.90	1.93	-0.03	6.11	66	4.21	78	1.61	1.68	1.57	1.68	1.54
74	Instructors post course materials & learning opportunities in learning mgmt system (custom)	1.02	1.19	-0.16	6.40	29	5.38	18	1.08	0.83	0.87	new	new
75	My instructors post grades in learning mgmt system (custom)	1.72	1.90	-0.18	6.41	27	4.68	69	1.65	1.57	1.64	new	new
76	Career Center provides progs & svcs that prep students for successful careers (custom)	1.08	1.09	-0.01	6.24	52	5.16	36	new	new	new	new	new
77	Career Center svcs are available & resources are easy to access/navigate (custom)	1.09	1.29	-0.20	6.15	64	5.06	46	new	new	new	new	new
78	Point Park support/encour. climate that values equity, diversity, uniq perspec (custom)	1.29	1.07	0.22	6.49	16	5.20	32	new	new	new	new	new
79	Help desk personnel are knowledgeable and resolve my computer problems (custom)	1.07	1.01	0.06	6.28	48	5.21	31	0.93	1.00	0.81	0.78	0.86
80	Ctr for Student Success Coordinators are knowledgeable and helpful (custom)	0.94	1.24	-0.31	6.30	45	5.36	21	1.10	0.96	0.77	new	new
81	PPU provides an innovative education in a dynamic urban setting (custom)	1.01	new	new	6.22	55	5.22	30	new	new	new	new	new
82	PPU is dedicated to academic excellence and community engagement (custom)	1.24	new	new	6.34	39	5.09	43	new	new	new	new	new
83	PPU prepares students of diverse backgrounds to lead meaningful lives (custom)	1.26	new	new	6.49	17	5.23	29	new	new	new	new	new
Notes:													
1. Performance gap ratings increased for 44 out of 80 items (55%) from 2020 to 2022.													
2. Performance gap ratings decreased for 33 out of 80 items (41.25%) from 2020 to 2022.													
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, 20 in 2020, and 22 in 2022.													
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, 24 in 2020, and 19 in 2022.													

Table 5. Strengths and Challenges by Demographic Variable (2022 and 2020)

#	Question	Day		Evening		Traditional		Non-Trad		Underserv.		White		Full-time		Part-time		Copa		Non-Copa	
		2020	2022	2020	2022	2020	2022	2020	2022	2020	2022	2020	2022	2020	2022	2020	2022	2020	2022	2020	2022
1	Students feel sense of belonging																				
2	Staff are caring and helpful	S		S		S		S		S		S		S		S		S		S	
3	Faculty care about me as an individual			S														S			
4	Admissions staff are knowledgeable									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	S	
7	Campus is safe and secure for all students			S				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	Day		Evening		Traditional		Non-Trad		Underserv.		White		Full-time		Part-time		Copa		Non-Copa	
		2020	2022	2020	2022	2020	2022	2020	2022	2020	2022	2020	2022	2020	2022	2020	2022	2020	2022	2020	2022
11	Billing policies are reasonable	C				C				C		C		C						C	
12	Fin Aid awards are announced in timely fashion															C				S	S
13	Library staff are helpful and approachable				S											S					
14	My acad advisor is concerned about my success									S								S			C
15	Health services staff are competent					C												C			S
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
17	Adequate fin aid is available for most students		C				C		C			C	C		C	C	C	C	C		
18	Library resources and services are adequate							S			S					S					
19	My academic advisor helps me set goals				C																
20	Business office is open during hours convenient for students																				
#	Question	Day		Evening		Traditional		Non-Trad		Underserv.		White		Full-time		Part-time		Copa		Non-Copa	
		2020	2022	2020	2022	2020	2022	2020	2022	2020	2022	2020	2022	2020	2022	2020	2022	2020	2022	2020	2022
21	Amount of student parking space is adequate															C					
22	Counseling staff care about students	C				C				C		C		C				C	C		
23	Living conditions in res halls are comfortable		C				C			C		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			C	S			C			C	S			C	C		
26	Computer labs are adequate and accessible	S				S			S	S	S	S		S		C				S	
27	Personnel involved in registration are helpful								S	S											
28	Parking lots are well-lighted and secure															C					
29	It is an enjoyable experience to be a PPU student		C	C	C		C	C	C	C		C		C						C	C
30	Residence hall staff are concerned about me																				C

Table 5. Strengths and Challenges by Demographic Variable (2022 and 2020)

#	Question	Day		Evening		Traditional		Non-Trad		Underserv.		White		Full-time		Part-time		Copa		Non-Copa	
		2020	2022	2020	2022	2020	2022	2020	2022	2020	2022	2020	2022	2020	2022	2020	2022	2020	2022	2020	2022
31	Males and females have equal opportunities to participate in athletics				S								S								S
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
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															S	S				
36	Security staff respond quickly in emergencies				S				S								S				
37	I feel a sense of pride about my campus																				
#	Question	Day		Evening		Traditional		Non-Trad		Underserv.		White		Full-time		Part-time		Copa		Non-Copa	
		2020	2022	2020	2022	2020	2022	2020	2022	2020	2022	2020	2022	2020	2022	2020	2022	2020	2022	2020	2022
38	There is an adequate selection of food avail. in the cafeteria				C				C								C				
39	I am able to experience intellectual growth here	S	S		S	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								S												
44	Acad. support services adequately meet the needs of students																S				
#	Question	Day		Evening		Traditional		Non-Trad		Underserv.		White		Full-time		Part-time		Copa		Non-Copa	
		2020	2022	2020	2022	2020	2022	2020	2022	2020	2022	2020	2022	2020	2022	2020	2022	2020	2022	2020	2022
45	Students are made to feel welcome on this campus	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	S				
50	Class change (drop/add) policies are reasonable								S	S							S				S
51	Point Park has a good reputation within the community.			S											S		S				

Table 5. Strengths and Challenges by Demographic Variable (2022 and 2020)

#	Question	Day		Evening		Traditional		Non-Trad		Underserv.		White		Full-time		Part-time		Copa		Non-Copa	
		2020	2022	2020	2022	2020	2022	2020	2022	2020	2022	2020	2022	2020	2022	2020	2022	2020	2022	2020	2022
52	Student ctr is a comfortable place for students to spend leisure time				S								S								
53	Fac. consider student differences as they teach a course									C	C										
54	Bookstore staff are helpful								S				S	S	S	S		S	S		
55	Major requirements are clear and reasonable	S	S	S		S	S	S		S	S	S	S	S	S	S		S	S		
56	Student handbook provides helpful information about campus life				S																
57	I seldom get the 'run-around' when seeking info. on this campus.																				
#	Question	Day		Evening		Traditional		Non-Trad		Underserv.		White		Full-time		Part-time		Copa		Non-Copa	
		2020	2022	2020	2022	2020	2022	2020	2022	2020	2022	2020	2022	2020	2022	2020	2022	2020	2022	2020	2022
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		
59	Point Park shows concern for students as individuals	C	C			C	C			C	C		C	C	C			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	S	S	S	S	S
62	There is a strong commit. to racial harmony on this campus									C	C							C			S
63	Student disciplinary procedures are fair																				
64	New student orient. services help students adjust to college															C					
#	Question	Day		Evening		Traditional		Non-Trad		Underserv.		White		Full-time		Part-time		Copa		Non-Copa	
		2020	2022	2020	2022	2020	2022	2020	2022	2020	2022	2020	2022	2020	2022	2020	2022	2020	2022	2020	2022
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
66	Tuition paid is a worthwhile investment	C	C	C	C	C	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		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	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	S	S	S
70	Graduate teaching assist. are competent as instructors															C					
71	Channels for expressing student complaints are readily available								C							C		C			

Table 5. Strengths and Challenges by Demographic Variable (2022 and 2020)

#	Question	Day		Evening		Traditional		Non-Trad		Underserv.		White		Full-time		Part-time		Copa		Non-Copa	
		2020	2022	2020	2022	2020	2022	2020	2022	2020	2022	2020	2022	2020	2022	2020	2022	2020	2022	2020	2022
72	On the whole, the campus is well-maintained	C	C			C	C					C	C	C	C	S		C	C	C	
73	Student activities fees are put to good use				C																
74	Instructors post course materials & learning opportunities in learning mgmt system (custom)		S	S	S		S	S	S		S		S	S	S			S			S
75	My instructors post grades in learning mgmt system. (custom)	C	C			C	C					C	C	C	C				C	C	C
76	Career Center provides progs & svcs that prep students for successful careers (custom)				S																
77	Career Center svcs are available & resources are easy to access/navigate (custom)																				
78	Point Park support/encour climate that values equity, diversity, uniq perspec (custom)			S	S					C						S					
#	Question	Day		Evening		Traditional		Non-Trad		Underserv.		White		Full-time		Part-time		Copa		Non-Copa	
79	Help desk personnel are knowledgeable and resolve my comp. problems (custom)								S												
80	Ctr for Student Success Coordinators are knowledgeable and helpful. (custom)																				S
81*	PPU provides an innovative education in a dynamic urban setting (custom)	*		*		*		*		*		*		*		*		*		*	
82*	PPU is dedicated to academic excellence and community engagement (custom)	*		*		*		*		*		*		*		*		*		*	
83*	PPU prepares students of diverse backgrounds to lead meaningful lives (custom)	*		*		*		*		*		*		*		*		*		*	S
* Custom questions 81, 82, and 83 are new questions for 2022																					

Table 5. Strengths and Challenges by Demographic Variable (2022 and 2020)

#	Question	Resident		Commuter		UG		Grad		Freshmen		Sophomores		Juniors		Seniors	
		2020	2022	2020	2022	2020	2022	2020	2022	2020	2022	2020	2022	2020	2022	2020	2022
1	Students feel sense of belonging										C						
2	Staff are caring and helpful			S		S		S		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								
6	My academic advisor is approachable	S		S		S		S		S		S		S		S	
7	Campus is safe and secure for all students		C					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	Resident		Commuter		UG		Grad		Freshmen		Sophomores		Juniors		Seniors	
		2020	2022	2020	2022	2020	2022	2020	2022	2020	2022	2020	2022	2020	2022	2020	2022
11	Billing policies are reasonable	C		C		C				C				C		C	
12	Fin Aid awards are announced in timely fashion	S	S								S	S			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	
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				C		C		
18	Library resources and services are adequate											S					
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	
		2020	2022	2020	2022	2020	2022	2020	2022	2020	2022	2020	2022	2020	2022	2020	2022
21	Amount of student parking space is adequate								S	C	C	C					
22	Counseling staff care about students	C				C											
23	Living conditions in res halls are comfortable	C	C				C			C	C				C		C
24	The athletic programs contribute to school spirit																
25	Faculty are fair and unbiased in their treatment of students		C				C	S			C		C				C
26	Computer labs are adequate and accessible	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									
29	It is an enjoyable experience to be a PPU student		C		C		C								C	C	C
30	Residence hall staff are concerned about me																C

Table 5. Strengths and Challenges by Demographic Variable (2022 and 2020)

#	Question	Resident		Commuter		UG		Grad		Freshmen		Sophomores		Juniors		Seniors	
		2020	2022	2020	2022	2020	2022	2020	2022	2020	2022	2020	2022	2020	2022	2020	2022
31	Males and females have equal opportunities to participate in athletics										S						
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
34	I am able to register for classes I need with few conflicts				C			S	C				C		C		C
35	The assessment and course placement procedures are reasonable																
36	Security staff respond quickly in emergencies								S								C
37	I feel a sense of pride about my campus																
#	Question	Resident		Commuter		UG		Grad		Freshmen		Sophomores		Juniors		Seniors	
38	There is an adequate selection of food avail. in the cafeteria	C								C							
39	I am able to experience intellectual growth here	S	S	S	S	S	S	S	S	S		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	
45	Students are made to feel welcome on this campus			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			

Table 5. Strengths and Challenges by Demographic Variable (2022 and 2020)

#	Question	Resident		Commuter		UG		Grad		Freshmen		Sophomores		Juniors		Seniors	
		2020	2022	2020	2022	2020	2022	2020	2022	2020	2022	2020	2022	2020	2022	2020	2022
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	
		2020	2022	2020	2022	2020	2022	2020	2022	2020	2022	2020	2022	2020	2022	2020	2022
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
59	Point Park shows concern for students as individuals	C	C		C		C				C	C	C		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	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																
#	Question	Resident		Commuter		UG		Grad		Freshmen		Sophomores		Juniors		Seniors	
		2020	2022	2020	2022	2020	2022	2020	2022	2020	2022	2020	2022	2020	2022	2020	2022
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
66	Tuition paid is a worthwhile investment	C	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
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	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 (2022 and 2020)

#	Question	Resident		Commuter		UG		Grad		Freshmen		Sophomores		Juniors		Seniors	
		2020	2022	2020	2022	2020	2022	2020	2022	2020	2022	2020	2022	2020	2022	2020	2022
72	On the whole, the campus is well-maintained	C	C			C	C		S	C	C	C					
73	Student activities fees are put to good use								C								
74	Instructors post course materials & learning opportunities in learning mgmt system (custom)				S		S	S	S		S		S		S		S
75	My instructors post grades in learning mgmt system. (custom)	C	C	C	C	C	C	S		C	C	C	C	C	C	C	C
76	Career Center provides progs & svcs that prep students for successful careers (custom)																
77	Career Center svcs are available & resources are easy to access/navigate (custom)																
78	Point Park support/encour climate that values equity, diversity, uniq perspec (custom)																
#	Question	Resident		Commuter		UG		Grad		Freshmen		Sophomores		Juniors		Seniors	
#	Question	2020	2022	2020	2022	2020	2022	2020	2022	2020	2022	2020	2022	2020	2022	2020	2022
79	Help desk personnel are knowledgeable and resolve my comp. problems (custom)																
80	Ctr for Student Success Coordinators are knowledgeable and helpful. (custom)				S				S		S	S	S				
81*	PPU provides an innovative education in a dynamic urban setting (custom)	*		*		*		*	S	*		*		*		*	
82*	PPU is dedicated to academic excellence and community engagement (custom)	*		*		*		*		*		*		*		*	
83*	PPU prepares students of diverse backgrounds to lead meaningful lives (custom)	*		*		*		*		*		*		*		*	
* Custom questions 81, 82, and 83 are new questions for 2022																	

Table 6. Respondents by School, Academic Department and Major 2022

School of Arts & Sciences (n=269)

<i>Crim Justice and Intell Studies</i>	# of resp
Criminal Justice	20
Forensic Science	44
Intelligence and Natl Security	9
MS in Criminal Justice Admin	3
Total	76

<i>Humanities and Social Sciences</i>	# of resp
Global Cultural Studies	2
History	6
Interdisciplinary Design	1
Interdisciplinary Studies	5
Legal Studies	7
Liberal Studies	1
Political Science	16
Total	38

<i>Literary Arts & Social Justice</i>	# of resp
Creative Writing	12
English	8
English/Creative Writing	3
Social Justice Studies	2
Total	25

<i>Natural Sciences and Engr Tech</i>	# of resp
Biological Sciences	16
Civil Engineering Tech	19
Electrical Engineering	4
Funeral Service	11
Mechanical Engineering	14
Mechanical Engineering Tech	1
MS in Engineering Management	1
MS in Environmental Studies	2
Total	68

<i>Psychology</i>	# of resp
Behavioral Sciences	1
Psychology	47
MA Community Psychology	3
Ph.D Critical Psychology	1
PsyD Clinical-Comm Psychology	10
Total	62

School of Business (n=162)

<i>Acct, Econ-Fin, Comp Sci</i>	# of resp
Accounting	5
Applied Computer Science	11
Economics and Finance	6
Information Technology	2
Total	24

<i>Business Management</i>	# of resp
Business Administration	1
Business Management	30
Human Resource Mgmt	11
Marketing & Sales	13
Public Administration	1
Master of Business Admin	10
MS Info Systems/MBA (dual)	1
MS Info Systems and Bus Analytics	1
Total	68

<i>Sports, Arts & Entertainment Mgmt</i>	# of resp
Sports, Arts & Enter Mgmt	70
Total	70

School of Education (n=34)

<i>Education</i>	# of resp
Education - PreK-4th Grade	19
Educ. 4-8 Gr. (Math/Eng/Sci/SS)	2
Educ. 7-12 Gr. (Bio/Eng/Math/SS)	10
Instructional Studies	2
Ed.D Leadership & Administration	1
Total	34

<i>Miscellaneous (n=19)</i>	# of resp
Other	4
Undecided	15
Total	19

Community Engagement (n=0)

<i>Community Engagement</i>	# of resp
PhD Community Engagement	0
Total	0

Conservatory of Performing Arts (n=511)

<i>Cinema Arts</i>	# of resp
Animation	12
Animation and Visual Effects	22
Cinema and Media Studies	5
Cinema Arts	14
Cinema Production	49
Screenwriting	13
Writing for the Screen and Media	1
MFA-Writing for the Screen & Stage	1
Total	117

<i>Dance</i>	# of resp
Dance	194
Total	194

<i>Theatre</i>	# of resp
Acting	47
Musical Theatre	68
Theatre Arts (BFA)	35
Theatre Arts: Perf. & Pract. (BA)	6
Theatre Production (BFA)	44
Total	200

School of Communication (n=106)

<i>Communication</i>	# of resp
Broadcast Production & Media Mgt	17
Broadcast Reporting	2
Graphic and Interactive Design	12
Journalism	17
Multimedia	16
Photography	6
Photojournalism	2
Public Relations & Advertising (BA)	12
Sports Communication	12
MA Jour & Comm/MBA(concurrent)	2
MA Media Comm/MBA (concurrent)	1
MA Media Comm (Journalism Spec.)	1
MA in Public Relations & Advertising	6
Total	106

All Respondents (n= 1,101)



Student Satisfaction Inventory™

Four-Year College and University Version

Form A

Section #1: Items 1 - 98 are responded as follows:

Each item below describes an expectation about your experiences with this program. For each item, please tell us:

how important it is for your institution to meet this expectation?

- 1 - not important at all*
- 2 - not very important*
- 3 - somewhat unimportant*
- 4 - neutral*
- 5 - somewhat important*
- 6 - important*
- 7 - very important*
- N/A - does not apply*

how satisfied you are that your institution has met this expectation?

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

The questions 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 - My instructors post course materials and provide learning opportunities in the Schoology learning management system.
75. Campus item - My instructors regularly post grades in the Schoology learning management system.
76. Campus item - The Professional Career Readiness Center provides programs/services that allow students to prepare for successful careers.
77. Campus item - The Professional Career Readiness Center services are readily available and resources are easy to access/navigate.

- 78. Campus item - The PPU environment supports and encourages a campus climate that values equity, diversity, and unique perspectives.
- 79. Campus item - Computer help desk personnel are knowledgeable and resolve my computer problems.
- 80. Campus item - The Center for Student Success Coordinators are knowledgeable and helpful.
- 81. Campus item - PPU provides an innovative education in a dynamic urban setting.
- 82. Campus item - PPU is dedicated to academic excellence and community engagement.
- 83. Campus item - PPU prepares students of diverse backgrounds with knowledge, skill, and experience to lead meaningful lives.

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

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 - Demographics

1. Gender

- 1 - Female
- 2 - Male
- 3 - Prefer not to respond
- 4 - Transgender
- 5 - Genderqueer; neither exclusively male nor female
- 6 - Additional gender category/ Other

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 - Black/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
- 8 - Multi-racial

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

SSI Four-Year Form A Survey Instrument

List of majors/programs utilized by the institution in the survey:

Code	Program/Major - Undergraduate
1100	Accounting
1110	Acting
1120	Animation
1121	Animation and Visual Effects
1130	Applied Computer Science
1140	Behavioral Sciences
1150	Biological Sciences
1160	Broadcast Production & Media Mgmt.
1165	Broadcasting Reporting
1170	Business Administration
1180	Business Management
1190	Cinema and Media Studies
1195	Cinema Arts
1200	Cinema Production
1210	Civil Engineering Technology
1220	Creative Writing
1230	Criminal Justice
1240	Dance
1245	Dance: Ballet
1250	Dance: Jazz
1255	Dance: Modern
1260	Early Childhood Education
1270	Economics and Finance
1280	Education - PreK-4th Grade
1285	Education - 4th-8th Grade (English)
1290	Education - 4th-8th Grade (Math)
1295	Education - 4th-8th Grade (Science)
1300	Education - 4th-8th Grade (Social Studies)
1305	Education - 7th-12th Grade (Biology)
1310	Education - 7th-12th Grade (English)
1315	Education - 7th-12th Grade (Mathematics)
1320	Education - 7th-12th Grade (Social Studies)
1330	Electrical Engineering
1335	Electrical Engineering Technology
1340	English
1345	English/Creative Writing
1350	Forensic Science
1360	Funeral Service
1370	Global Cultural Studies

1380	Graphic and Interactive Design
1390	History
1400	Human Resources Management
1410	Information Technology
1420	Instructional Studies
1430	Intelligence and National Security
1440	Interdisciplinary Design
1445	Interdisciplinary Studies
1450	Journalism
1460	Legal Studies
1470	Liberal Studies
1480	Marketing and Sales
1490	Mass Communication
1500	Mechanical Engineering
1505	Mechanical Engineering Technology
1510	Multimedia
1520	Musical Theatre
1530	Photography
1540	Photojournalism
1550	Political Science
1560	Premedical & Preprofessional Studies
1570	Psychology
1580	Public Administration
	Public Relations and Advertising - Undergrad
1590	
1600	Screenwriting
1610	Social Justice Studies
1620	Sports Communication
1630	Sports, Arts, & Entertainment Mgmt.
1640	Theatre Arts (BFA)
1645	Theatre Arts: Performance & Practices
1650	Theatre Production: Design
1655	Theatre Production: Stage Mgmt.
1660	Theatre Production: Tech Design & Mgmt.
1670	Writing for the Screen and Media
1008	Undecided
Code	Program/Major - Graduate
5100	MA in Clinical-Community Psychology
5150	MA in Communication Technology
5200	MA in Community Psychology
5250	MA in Jour & Comm/MBA (concurrent)
5260	MA in Media Comm/MBA (concurrent)
5270	MA in Media Communication (Docu. Spec.)

5280	MA in Media Communication (Journ. Spec.)
5290	MA in Public Relations and Advertising
5300	MBA in Master of Business Administration
5350	MED in Secondary Education 7th-12th
5400	MFA in Writing for the Screen & Stage
5450	MS in Criminal Justice Administration
5500	MS in Engineering Management
5550	MS in Environmental Studies
5560	MS in Information Systems
5570	MS in Information Systems/MBA (dual)
5580	MS in Info. Systems/MS in Engr Mgmt (dual)
7000	Ed.D Leadership & Administration
7100	Ph.D Community Engagement
7200	Ph.D Critical Psychology
7230	Psy.D Clinical Psychology
7250	Psy.D Clinical-Community Psychology
Code	Program/Major - Miscellaneous
1000	Non-Degree Undergraduate
1001	Professional Development/Undergrad
1003	Cross Registration
1005	High School Program (College Now)
	High School Program (College in High School)
1006	
8000	Reading Recovery Program
8100	Non-Degree/Masters
8200	Professional Development/GR
9000	Other

How likely is it that you would recommend our institution to a friend or colleague? (0 through 10)
0 - Not at all likely
5 - Neutral
10 - Extremely likely

Please enter any comments you would like to share with this institution.