

Student Satisfaction Inventory™ (SSI)

		Clarkson College (NE) - SSI (n=166)				National Four-Year Privates (n=213,573)				
Strategic Planning	Item	Importance	Satisfaction	/ SD	Gap	Importance	Satisfaction	/ SD	Gap	Difference
	Student Centeredness	6.43	6.03	/ 1.14	0.4	6.29	5.48	/ 1.19	0.81	0.55***
	1. Most students feel a sense of belonging here.	6.25	5.86	/ 1.3	0.39	6.1	5.28	/ 1.44	0.82	0.58***
Strength	2. The campus staff are caring and helpful.	6.6	6.21	/ 1.17	0.39	6.39	5.65	/ 1.32	0.74	0.56***
	10. Administrators are approachable to students.	6.28	5.87	/ 1.29	0.41	6.07	5.4	/ 1.43	0.67	0.47***
	29. It is an enjoyable experience to be a student on this campus.	6.4	5.99	/ 1.39	0.41	6.44	5.47	/ 1.56	0.97	0.52***
Strength	45. Students are made to feel welcome on this campus.	6.43	6.21	/ 1.24	0.22	6.37	5.66	/ 1.44	0.71	0.55***
Challenge	59. This institution shows concern for students as individuals.	6.58	5.99	/ 1.55	0.59	6.37	5.42	/ 1.58	0.95	0.57***
	Campus Life	5.91	5.48	/ 1.13	0.43	5.9	5.11	/ 1.17	0.79	0.37***
	9. A variety of intramural activities are offered.	4.75	4.69	/ 1.78	0.06	5.23	5.17	/ 1.55	0.06	-0.48***
	23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.19	5.87	/ 1.33	0.32	6.19	4.76	/ 1.73	1.43	1.11***
	24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5	4.46	/ 2.07	0.54	5.34	4.62	/ 1.82	0.72	-0.16
	30. Residence hall staff are concerned about me as an individual.	6.1	5.82	/ 1.48	0.28	5.88	5.17	/ 1.67	0.71	0.65**
	31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.83	5.75	/ 1.8	0.08	5.87	5.68	/ 1.48	0.19	0.07
	38. There is an adequate selection of food available in the cafeteria.	5.3	3.14	/ 2.14	2.16	6.09	4.28	/ 1.94	1.81	-1.14***
	40. Residence hall regulations are reasonable.	6	6.03	/ 1.32	-0.03	5.98	5.03	/ 1.71	0.95	1.00***
	42. There are a sufficient number of weekend activities for students.	5	4.31	/ 1.94	0.69	5.58	4.75	/ 1.77	0.83	-0.44*
	46. I can easily get involved in campus organizations.	5.97	5.96	/ 1.26	0.01	5.97	5.48	/ 1.51	0.49	0.48***
	52. The student center is a comfortable place for students to spend their leisure time.	6.3	5.97	/ 1.4	0.33	5.91	5.3	/ 1.63	0.61	0.67***
	56. The student handbook provides helpful information about campus life.	6.13	6.14	/ 1.18	-0.01	5.71	5.32	/ 1.51	0.39	0.82***
	63. Student disciplinary procedures are fair.	6.46	6.07	/ 1.45	0.39	6.18	5.36	/ 1.59	0.82	0.71***
	64. New student orientation services help students adjust to college.	6.32	6.14	/ 1.26	0.18	6.08	5.35	/ 1.58	0.73	0.79***
	67. Freedom of expression is protected on campus.	6.29	5.71	/ 1.66	0.58	6.28	5.48	/ 1.56	0.8	0.23
	73. Student activities fees are put to good use.	6.2	5.04	/ 1.73	1.16	6.11	4.87	/ 1.71	1.24	0.17

	Instructional Effectiveness	6.56	6.12	/	1.04	0.44	6.39	5.59	/	1.05	0.8	0.53***
	3. Faculty care about me as an individual.	6.56	6.03	/	1.42	0.53	6.26	5.58	/	1.38	0.68	0.45***
	8. The content of the courses within my major is valuable.	6.72	6.19	/	1.24	0.53	6.6	5.71	/	1.33	0.89	0.48***
Strength	16. The instruction in my major field is excellent.	6.68	6.2	/	1.1	0.48	6.57	5.71	/	1.36	0.86	0.49***
Challenge	25. Faculty are fair and unbiased in their treatment of individual students.	6.54	5.72	/	1.56	0.82	6.38	5.38	/	1.52	1	0.34**
Strength	39. I am able to experience intellectual growth here.	6.53	6.37	/	1.09	0.16	6.49	5.79	/	1.34	0.7	0.58***
Strength	41. There is a commitment to academic excellence on this campus.	6.59	6.42	/	1.12	0.17	6.38	5.67	/	1.39	0.71	0.75***
	47. Faculty provide timely feedback about student progress in a course.	6.53	6.14	/	1.23	0.39	6.34	5.27	/	1.5	1.07	0.87***
	53. Faculty take into consideration student differences as they teach a course.	6.38	5.69	/	1.58	0.69	6.21	5.23	/	1.54	0.98	0.46***
Challenge	58. The quality of instruction I receive in most of my classes is excellent.	6.61	6.04	/	1.32	0.57	6.5	5.61	/	1.36	0.89	0.43***
	61. Adjunct faculty are competent as classroom instructors.	6.42	6.11	/	1.28	0.31	6.23	5.51	/	1.45	0.72	0.60***
Strength	65. Faculty are usually available after class and during office hours.	6.58	6.29	/	1.22	0.29	6.33	5.81	/	1.3	0.52	0.48***
Strength	68. Nearly all of the faculty are knowledgeable in their field.	6.68	6.31	/	1.11	0.37	6.55	5.94	/	1.26	0.61	0.37***
	69. There is a good variety of courses provided on this campus.	6.46	5.97	/	1.38	0.49	6.41	5.57	/	1.48	0.84	0.40***
Strength	70. Graduate teaching assistants are competent as classroom instructors.	6.51	6.41	/	0.99	0.1	6.07	5.43	/	1.44	0.64	0.98***
	Recruitment and Financial Aid	6.44	5.88	/	1.11	0.56	6.23	5.25	/	1.23	0.98	0.63***
	4. Admissions staff are knowledgeable.	6.59	6.19	/	1.15	0.4	6.22	5.47	/	1.44	0.75	0.72***
Challenge	5. Financial aid counselors are helpful.	6.48	5.64	/	1.62	0.84	6.26	5.2	/	1.63	1.06	0.44***
Challenge	12. Financial aid awards are announced to students in time to be helpful in college planning.	6.41	5.82	/	1.34	0.59	6.27	5.19	/	1.61	1.08	0.63***
	17. Adequate financial aid is available for most students.	6.4	5.26	/	1.68	1.14	6.38	5.02	/	1.64	1.36	0.24
Strength	43. Admissions counselors respond to prospective students' unique needs and requests.	6.46	6.25	/	1.14	0.21	6.09	5.43	/	1.47	0.66	0.82***
	48. Admissions counselors accurately portray the campus in their recruiting practices.	6.3	6.13	/	1.19	0.17	6.16	5.21	/	1.63	0.95	0.92***
	Campus Support Services	6.34	6.2	/	0.85	0.14	6.07	5.61	/	1.04	0.46	0.59***
	13. Library staff are helpful and approachable.	6.16	6.32	/	1.06	-0.16	5.8	5.78	/	1.31	0.02	0.54***
	18. Library resources and services are adequate.	6.38	6.21	/	1.2	0.17	6.11	5.71	/	1.3	0.4	0.50***
	26. Computer labs are adequate and accessible.	6.29	6.2	/	1.14	0.09	6.19	5.58	/	1.5	0.61	0.62***
Strength	32. Tutoring services are readily available.	6.44	6.23	/	1.11	0.21	6.11	5.69	/	1.41	0.42	0.54***
Strength	44. Academic support services adequately meet the needs of students.	6.47	6.2	/	1.16	0.27	6.2	5.5	/	1.4	0.7	0.70***
	49. There are adequate services to help me decide upon a career.	6.41	6.14	/	1.26	0.27	6.29	5.4	/	1.52	0.89	0.74***
	54. Bookstore staff are helpful.	6.26	6.11	/	1.27	0.15	5.83	5.61	/	1.46	0.22	0.50***
	Academic Advising	6.52	6.07	/	1.28	0.45	6.36	5.64	/	1.26	0.72	0.43***

Strength	6. My academic advisor is approachable.	6.62	6.27	/	1.35	0.35	6.43	5.82	/	1.51	0.61	0.45***
	14. My academic advisor is concerned about my success as an individual.	6.49	6.05	/	1.47	0.44	6.35	5.64	/	1.56	0.71	0.41***
	19. My academic advisor helps me set goals to work toward.	6.25	5.73	/	1.62	0.52	6.08	5.22	/	1.7	0.86	0.51***
	33. My academic advisor is knowledgeable about requirements in my major.	6.68	6.17	/	1.53	0.51	6.51	5.82	/	1.51	0.69	0.35**
	55. Major requirements are clear and reasonable.	6.55	6.13	/	1.36	0.42	6.44	5.68	/	1.39	0.76	0.45***
	Registration Effectiveness	6.36	5.94	/	1.13	0.42	6.19	5.27	/	1.19	0.92	0.67***
	11. Billing policies are reasonable.	6.18	5.41	/	1.61	0.77	6.12	4.78	/	1.67	1.34	0.63***
	20. The business office is open during hours which are convenient for most students.	6.2	6.13	/	1.22	0.07	5.97	5.32	/	1.48	0.65	0.81***
	27. The personnel involved in registration are helpful.	6.47	6.1	/	1.4	0.37	6.22	5.53	/	1.44	0.69	0.57***
Challenge	34. I am able to register for classes I need with few conflicts.	6.58	6.04	/	1.5	0.54	6.49	5.2	/	1.73	1.29	0.84***
	50. Class change (drop/add) policies are reasonable.	6.34	6.02	/	1.47	0.32	6.15	5.56	/	1.49	0.59	0.46***
	Safety and Security	6.4	5.5	/	1.22	0.9	6.25	5.06	/	1.31	1.19	0.44***
Strength	7. The campus is safe and secure for all students.	6.69	6.24	/	1.16	0.45	6.51	5.75	/	1.41	0.76	0.49***
	21. The amount of student parking space on campus is adequate.	6.05	4.53	/	1.91	1.52	5.99	3.93	/	2.1	2.06	0.60***
	28. Parking lots are well-lighted and secure.	6.29	5.36	/	1.61	0.93	6.07	5.14	/	1.67	0.93	0.22
	36. Security staff respond quickly in emergencies.	6.65	6.12	/	1.1	0.53	6.42	5.39	/	1.6	1.03	0.73***
	Concern for the Individual	6.48	5.98	/	1.15	0.5	6.25	5.44	/	1.18	0.81	0.54***
	3. Faculty care about me as an individual.	6.56	6.03	/	1.42	0.53	6.26	5.58	/	1.38	0.68	0.45***
	14. My academic advisor is concerned about my success as an individual.	6.49	6.05	/	1.47	0.44	6.35	5.64	/	1.56	0.71	0.41***
	22. Counseling staff care about students as individuals.	6.39	6.2	/	1.22	0.19	6.19	5.41	/	1.52	0.78	0.79***
Challenge	25. Faculty are fair and unbiased in their treatment of individual students.	6.54	5.72	/	1.56	0.82	6.38	5.38	/	1.52	1	0.34**
	30. Residence hall staff are concerned about me as an individual.	6.1	5.82	/	1.48	0.28	5.88	5.17	/	1.67	0.71	0.65**
Challenge	59. This institution shows concern for students as individuals.	6.58	5.99	/	1.55	0.59	6.37	5.42	/	1.58	0.95	0.57***
	Service Excellence	6.34	6.09	/	1	0.25	6.11	5.35	/	1.11	0.76	0.74***
Strength	2. The campus staff are caring and helpful.	6.6	6.21	/	1.17	0.39	6.39	5.65	/	1.32	0.74	0.56***
	13. Library staff are helpful and approachable.	6.16	6.32	/	1.06	-0.16	5.8	5.78	/	1.31	0.02	0.54***
Strength	15. The staff in the health services area are competent.	6.46	6.28	/	1	0.18	6.11	5.23	/	1.62	0.88	1.05***
	22. Counseling staff care about students as individuals.	6.39	6.2	/	1.22	0.19	6.19	5.41	/	1.52	0.78	0.79***
	27. The personnel involved in registration are helpful.	6.47	6.1	/	1.4	0.37	6.22	5.53	/	1.44	0.69	0.57***
	57. I seldom get the "run-around" when seeking information on this campus.	6.25	5.89	/	1.5	0.36	6.08	4.98	/	1.73	1.1	0.91***
	60. I generally know what's happening on campus.	6.13	6.05	/	1.3	0.08	5.98	5.25	/	1.58	0.73	0.80***

	71. Channels for expressing student complaints are readily available.	6.23	5.69	/	1.61	0.54	6.11	4.91	/	1.73	1.2	0.78***
	Responsiveness to Diverse Populations		5.76	/	1.46			5.36	/	1.41		0.40***
	84. Institution's commitment to part-time students?		5.98	/	1.36			5.34	/	1.49		0.64***
	85. Institution's commitment to evening students?		5.27	/	1.96			5.32	/	1.51		-0.05
	86. Institution's commitment to older, returning learners?		5.72	/	1.73			5.46	/	1.47		0.26
	87. Institution's commitment to under-represented populations?		5.89	/	1.55			5.35	/	1.53		0.54***
	88. Institution's commitment to commuters?		5.68	/	1.58			5.19	/	1.65		0.49***
	89. Institution's commitment to students with disabilities?		5.98	/	1.46			5.52	/	1.52		0.46**
	Campus Climate	6.43	6.05	/	1.05	0.38	6.25	5.42	/	1.12	0.83	0.63***
	1. Most students feel a sense of belonging here.	6.25	5.86	/	1.3	0.39	6.1	5.28	/	1.44	0.82	0.58***
Strength	2. The campus staff are caring and helpful.	6.6	6.21	/	1.17	0.39	6.39	5.65	/	1.32	0.74	0.56***
	3. Faculty care about me as an individual.	6.56	6.03	/	1.42	0.53	6.26	5.58	/	1.38	0.68	0.45***
Strength	7. The campus is safe and secure for all students.	6.69	6.24	/	1.16	0.45	6.51	5.75	/	1.41	0.76	0.49***
	10. Administrators are approachable to students.	6.28	5.87	/	1.29	0.41	6.07	5.4	/	1.43	0.67	0.47***
	29. It is an enjoyable experience to be a student on this campus.	6.4	5.99	/	1.39	0.41	6.44	5.47	/	1.56	0.97	0.52***
	37. I feel a sense of pride about my campus.	6.26	6.01	/	1.38	0.25	5.96	5.3	/	1.65	0.66	0.71***
Strength	41. There is a commitment to academic excellence on this campus.	6.59	6.42	/	1.12	0.17	6.38	5.67	/	1.39	0.71	0.75***
Strength	45. Students are made to feel welcome on this campus.	6.43	6.21	/	1.24	0.22	6.37	5.66	/	1.44	0.71	0.55***
Strength	51. This institution has a good reputation within the community.	6.68	6.55	/	0.85	0.13	6.26	5.65	/	1.52	0.61	0.90***
	57. I seldom get the "run-around" when seeking information on this campus.	6.25	5.89	/	1.5	0.36	6.08	4.98	/	1.73	1.1	0.91***
Challenge	59. This institution shows concern for students as individuals.	6.58	5.99	/	1.55	0.59	6.37	5.42	/	1.58	0.95	0.57***
	60. I generally know what's happening on campus.	6.13	6.05	/	1.3	0.08	5.98	5.25	/	1.58	0.73	0.80***
Strength	62. There is a strong commitment to racial harmony on this campus.	6.49	6.22	/	1.27	0.27	6.17	5.58	/	1.49	0.59	0.64***
Challenge	66. Tuition paid is a worthwhile investment.	6.53	5.79	/	1.4	0.74	6.44	4.95	/	1.73	1.49	0.84***
	67. Freedom of expression is protected on campus.	6.29	5.71	/	1.66	0.58	6.28	5.48	/	1.56	0.8	0.23
	71. Channels for expressing student complaints are readily available.	6.23	5.69	/	1.61	0.54	6.11	4.91	/	1.73	1.2	0.78***

Sorted by Scales
7-Point Likert Scale

PSOL Strengths: Items with an importance score of 6.65 or higher AND a satisfaction score of 6.3 or higher

PSOL Challenges: Items with an importance score of 6.65 or higher AND a performance gap of 0.65 or higher

* Difference statistically significant at the .05 level

** Difference statistically significant at the .01 level

*** Difference statistically significant at the .001 level