

April 20, 2017

### *Siena Fast Facts*

We recently finished administering the Noel-Levitz Student Satisfaction Inventory (NLSSI) to our undergraduate students. The NLSSI is a nationally normed survey which elicits satisfaction ratings in the areas of instructional effectiveness, student activities, performance of college offices, and other areas of institutional performance. We had just over 600 respondents for a response rate of about 21%.

The individual survey items are combined into several “scales” or composite scores. The table below shows how we did on these scale scores compared to 2011 and 2014, when we last administered the survey. (Note that all survey items are scored on a seven-point scale, from 1=“not at all satisfied” to 7=“very satisfied”.)

Scale	Siena		
	2011	2014	2017
Campus Life	5.11	4.75	5.33
Student Centeredness	5.51	5.21	5.75
Campus Climate	5.53	5.24	5.72
Concern for the Individual	5.45	5.25	5.66
Service Excellence	5.36	5.17	5.59
Recruitment and Financial Aid	5.36	5.22	5.58
Responsiveness to Diverse Populations	5.28	5.24	5.52
Academic Advising	5.50	5.48	5.76
Instructional Effectiveness	5.59	5.53	5.79
Registration Effectiveness	5.17	5.09	5.34
Campus Support Services	5.63	5.55	5.79
Safety and Security	5.31	5.12	5.22

On almost all scales, there was a decline from 2011 to 2014, but then an increase from 2014 to 2017. The largest increase from 2014 to 2017 was on the following scales: “Campus Life”, “Student Centeredness,” and “Campus Climate”.

One caveat: As noted in our previous *Fast Facts*, the somewhat low score for the scale “Safety and Security” is a bit misleading, as this scale includes the item “The amount of student parking space on campus is adequate,” which was a very low scoring item but is not really a safety issue.

In addition to the scale scores, there are three questions on the survey assessing overall satisfaction with the institution. These items are also rated on a seven-point scale (1 low, 7 high). Results for these items are shown below.

Survey item	Siena		
	2011	2014	2017
So far, how has your college experience met your expectations?	4.51	4.31	4.91
Rate your overall satisfaction with your experience here thus far.	5.26	4.96	5.56
All in all, if you had to do it over, would you enroll here again?	5.15	4.73	5.51

For these global questions, we see the same pattern: a decline from 2011 to 2014, followed by an increase from 2014 to 2017.

Next week we’ll take a look at individual survey items with the highest and lowest rating scores. Stay tuned!