

April 27, 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. This week our *Fast Facts* will take a look at individual survey items with the highest and lowest scores.

The table below shows the items with the highest rating scores. (Note that all survey items are scored on a seven-point scale, from 1="not at all satisfied" to 7="very satisfied".)

Survey Item	Score
This institution has a good reputation within the community.	6.38
Faculty are usually available after class and during office hours.	6.17
Nearly all of the faculty are knowledgeable in their field.	6.16
My academic advisor is knowledgeable about requirements in my major.	6.12
I am able to experience intellectual growth here.	6.08
I have benefited from interactions with students from a different background.	6.07
I can easily get involved in campus organizations.	6.06
The campus is safe and secure for all students.	6.04
There is a commitment to academic excellence on this campus.	6.02
Library resources and services are adequate.	6.00

The highest rated item concerns institutional reputation, while the next two highest items concern faculty availability and competence. Other items with high ratings relate to intellectual growth, advising, campus safety, student activities, and library resources.

The table below shows the survey items with the lowest rating scores.

Survey Item	Score
Tuition paid is a worthwhile investment.	5.19
The staff in the health services area are competent.	5.18
Student activities fees are put to good use.	5.14
I am able to register for classes I need with few conflicts.	5.14
Channels for expressing student complaints are readily available.	5.08
Residence hall regulations are reasonable.	5.07
Billing policies are reasonable.	4.65
Living conditions in the residence halls are comfortable.	4.32
There is an adequate selection of food available in the cafeteria.	3.81
The amount of student parking space on campus is adequate.	3.42

Three of these items concern cost of attendance and billing policies. Other items with low ratings include course registration, residence hall conditions, food selection, and parking.

Next week we will take a look at how specific populations of students responded to key items on the survey.

Meanwhile, good luck to our students (and faculty!) as we approach finals week and the end of the term.

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Scale	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.

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Survey item	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!