

February 2, 2017

Siena Fast Facts

This week we'll continue to take a look at some key outcomes from the Noel-Levitz Student Satisfaction Inventory (NLSSI) administered in spring 2014. And just a reminder – we are currently administering the Noel-Levitz survey once again, so please encourage your students to take the survey. A better response rate will give us better data to analyze! Students will receive a reminder to participate in the survey next Tuesday.

By way of background, 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. The survey is administered online to all full-time undergraduate students.

The following table shows the survey items on which Siena had the highest satisfaction ratings compared to results for all 4-year private institutions taking the survey and for a group of select peer institutions. All items are measured on a 7-point scale (1 low, 7 high).

Item:	Siena	All 4-year	Peers
This institution has a good reputation within the community.	6.16	5.60	6.02
Security staff respond quickly in emergencies.	5.67	5.24	5.47
Parking lots are well-lighted and secure.	5.54	5.13	5.13
Faculty are usually available after class and during office hours.	6.10	5.70	5.90
Financial aid awards are announced to students in time to be helpful in college planning.	5.40	5.01	5.29
A variety of intramural activities are offered.	5.32	4.98	5.27
Institution's commitment to students with disabilities?	5.77	5.44	5.45
Adjunct faculty are competent as classroom instructors.	5.71	5.41	5.38

These items cover quite a bit of terrain, including safety/security, faculty availability, student activities, financial aid processes, disability services, and institutional reputation. Good work by all involved!

The table below shows the survey items on which Siena had the lowest satisfaction ratings compared to other institutions.

Item:	Siena	All 4-yr	Peers
Student disciplinary procedures are fair.	4.18	5.28	5.17
Living conditions in the residence halls are comfortable.	4.01	4.74	4.95
The amount of student parking space on campus is adequate.	3.27	3.99	3.84
Residence hall regulations are reasonable.	4.23	4.91	5.06
There is an adequate selection of food available in the cafeteria.	3.74	4.26	4.10
The staff in the health services area are competent.	4.57	5.06	5.22
Faculty take into consideration student differences as they teach a course.	4.75	5.19	5.22
It is an enjoyable experience to be a student on this campus.	5.05	5.44	5.60
The student center is a comfortable place for students to spend their leisure time.	4.76	5.13	5.28
Student activities fees are put to good use.	4.42	4.76	4.93

These items suggest some possible areas for improvement or at least reflection, although it is sometimes difficult to discern what lies behind our students' concerns.

It will be interesting to see how the results of the 2017 survey (currently underway) compare with these previous results, especially in light of some campus initiatives which have been implemented in the past few years. Stay tuned!