

January 26, 2017

### *Siena Fast Facts*

This week we'll take a look at some key outcomes from the Noel-Levitz Student Satisfaction Inventory (NLSSI), which was last administered in spring 2014. These data are obviously a bit dated in one sense, but timely in another. We'll be administering the Noel-Levitz survey again this spring, with an email invitation going out to students on January 31 (i.e. next Tuesday). Please encourage your students to take the survey, so we'll have good data moving forward!

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.

When we administered the survey in spring 2014, we had 327 respondents for a somewhat modest 11.3% response rate.

Survey items on the NLSSI are grouped into several scales. The table below shows the average satisfaction score for Siena students on each of these scales, 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).

**Table 1: Mean ratings for composite scales**

<b>Composite Scale:</b>	<b>Siena</b>	<b>All 4-year</b>	<b>Peers</b>
Student Centeredness	5.21	5.43	5.52
Campus Life	4.75	5.01	5.12
Instructional Effectiveness	5.53	5.51	5.62
Recruitment and Financial Aid	5.22	5.13	5.23
Campus Support Services	5.55	5.48	5.57
Academic Advising	5.48	5.52	5.63
Registration Effectiveness	5.09	5.19	5.14
Safety and Security	5.12	5.04	5.10
Concern for the Individual	5.25	5.34	5.52
Service Excellence	5.17	5.24	5.34
Responsiveness to Diverse Populations	5.24	5.29	5.22
Campus Climate	5.24	5.35	5.48

Overall Siena College performed slightly worse than the two comparison groups, although there was some variation across scales. (Blue shading indicates a statistically significant difference.) In relative terms, Siena scored worst on the scales for "Student Centeredness" and "Campus Life."

The NLSSI also includes three questions pertaining to students' overall level of satisfaction with the institution. The table below shows results for these three questions.

**Table 2: Ratings on overall satisfaction questions**

<b>Overall Satisfaction:</b>	<b>Siena</b>	<b>All 4-year</b>	<b>Peers</b>
So far, how has your college experience met your expectations?	4.31	4.62	4.73
Rate your overall satisfaction with your experience here thus far.	4.96	5.27	5.51
All in all, if you had to do it over, would you enroll here again?	4.73	5.21	5.51

Once again, Siena did somewhat worse than the two comparison groups on these questions of global satisfaction.

Next week we'll take a closer look at some individual items on the survey.