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Siena Fast Facts

This issue of *Fast Facts* will continue to look at results from the Noel-Levitz Student Satisfaction Inventory (NLSSI). 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.

There are three survey questions which measure students' overall satisfaction:

- So far, how has your college experience met your expectations?
- Rate your overall satisfaction with your experience here thus far.
- All in all, if you had to do it over, would you enroll here again?

The table below shows the rating scores on these three overall satisfaction questions, broken down by various subgroups. All survey items are scored on a seven-point scale, from 1=low to 7=high.

| Rating scores by subgroup - overall satisfaction items | | | | |
|--|------------|------------------|----------------------|--------------|
| | Count | Met expectations | Overall satisfaction | Enroll again |
| Gender | | | | |
| Female | 372 | 4.95 | 5.62 | 5.58 |
| Male | 231 | 4.83 | 5.48 | 5.39 |
| Ethnicity | | | | |
| Diverse | 118 | 4.67 | 5.26 | 5.16 |
| Non-diverse | 485 | 4.96 | 5.64 | 5.59 |
| Matriculation | | | | |
| New | 549 | 4.93 | 5.60 | 5.56 |
| Transfer | 52 | 4.71 | 5.27 | 5.00 |
| Class | | | | |
| Freshman | 101 | 4.69 | 5.31 | 5.55 |
| Sophomore | 159 | 4.89 | 5.54 | 5.46 |
| Junior | 142 | 4.88 | 5.54 | 5.42 |
| Senior | 200 | 5.06 | 5.75 | 5.60 |
| School | | | | |
| Arts | 230 | 4.89 | 5.51 | 5.44 |
| Business | 190 | 4.92 | 5.55 | 5.43 |
| Science | 183 | 4.91 | 5.64 | 5.67 |
| Housing | | | | |
| Commuter | 94 | 4.64 | 5.40 | 5.40 |
| On campus | 509 | 4.96 | 5.59 | 5.53 |
| Total | 603 | 4.91 | 5.56 | 5.51 |

Female students had somewhat higher satisfaction ratings than male students, although the difference was not marked. Of somewhat more concern, however, we see that diverse students had significantly lower satisfaction ratings than non-diverse students. Transfer students and commuter students also had somewhat lower satisfaction ratings.

Satisfaction ratings tended to increase with increasing class level, e.g. seniors had higher satisfaction ratings than freshmen. Science students had slightly higher satisfaction ratings than non-science students, but the difference was not marked.

Next week we will finish up our review of the Noel-Levitz findings.