

Student Satisfaction Inventory and Institutional Priorities Survey, 2004

Executive Summary

Highlights for St. John's College

Strengths identified by undergraduates (UG) on both Queens and Staten Island (SI) campuses:

- Library resources and services are adequate.
- Class change policies are reasonable.
- Faculty are usually available after class and during office hours. (also by graduate students)

Additional **strengths** perceived by students:

- A good variety of courses are provided. (Queens UG)
- Faculty are knowledgeable in their field. (Queens UG)
- Campus staff are caring and helpful. (SI UG)
- Academic advisors are approachable. (SI UG)
- Academic advisors are concerned about student success. (SI UG, Graduate)
- Major requirements are clear and reasonable. (Graduate)
- The instruction in the major field is excellent. (Graduate)
- Faculty care about students as individuals. (Graduate)
- Academic advisors are knowledgeable about requirements in majors. (Graduate)

Challenges identified by undergraduate and graduate students on both campuses:

- Tuition paid as a worthwhile investment (perceived as a strength by faculty)
- Channels for expressing student complaints
- Getting the “run-around” when seeking information on campus

Additional **challenges** identified by undergraduates on both campuses:

- Conflicts in registering for classes
- Experience as a student on the campus
- The concern this institution shows for students as individuals

Additional **challenges** perceived by undergraduates on Queens campus:

- The campus staff being caring and helpful
- Faculty being fair and unbiased in their treatment of individual students (perceived as a strength by faculty)
- Faculty caring about students as individuals
- Faculty providing timely feedback about student progress in a course
- Academic advisors help students set goals to work toward

Additional **challenges** perceived by undergraduates on SI campus:

- Variety of courses provided
- Services to help students decide upon a career

Additional **challenge** perceived by graduate students on both campuses:

- Adjunct faculty being competent as classroom instructors

Faculty on both campuses share the following as **challenges**:

- Quality of instruction
- Intellectual growth experienced by students

Following the highlights is the introduction to and detailed results of the two surveys.

Introduction

The Student Satisfaction Inventory (SSI, filled out by students), a standardized survey instrument from Noel-Levitz, is designed to measure students' satisfaction with a wide range of college experiences, programs, and services. The Institutional Priorities Survey (IPS, filled out by faculty, administrators, and staff), closely parallel to SSI, assesses the priority that faculty, administrators, and staff believe the institution should place on the same range of student experiences. SSI and IPS together can be used to set priorities that are closely aligned with those of the students, pinpoint distinctive competencies, and identify challenges in need of improvement.

SSI consists of 73 standard items and 10 additional ones supplied by St. John's University. Each item is expressed as a statement of expectation. For each item, students are asked to rate both the level of importance (a scale of 1 to 7, with 1 as NOT IMPORTANT AT ALL and 7 as VERY IMPORTANT) and level of satisfaction (a scale of 1 to 7, with 1 as NOT SATISFIED AT ALL and 7 as VERY SATISFIED). The difference in the importance and satisfaction ratings is considered as a performance gap. (For St. John's University as a whole, the median performance gap for Queens Campus is 1.5, and for Staten Island is 1.1.)

IPS consists of 50 standard items and 10 additional ones supplied by St. John's University. As with SSI, two questions are asked for each item. One question is "How important is it that your institution meets the student expectation?" and the other is "What is your level of agreement that your institution is meeting this expectation?" The level of importance is on a 7-point scale, the same as that in SSI, and the level of agreement is also on a 7-point scale (with 1 as STRONGLY DISAGREE and 7 as STRONGLY AGREE).

Both strengths and challenges have been identified in this summary. Strengths are the areas of high importance, high satisfaction, and small gaps. Challenges are the areas of high importance, low satisfaction, and large gaps, and they are the areas in need of improvement. (Appendix IV provides the formulas used to identify strengths and challenges.)

In spring 2004, three separate sample groups were randomly selected for SSI at St. John's University. They were undergraduates on Queens campus (946 participants, 10% of student population), undergraduates on Staten Island (429, 25%), and graduate students of both Queens and SI campuses (331, 7%). Students filled out the SSI paper version in the classroom. For IPS, all St. John's full-time faculty, administrators, and staff were invited through email to fill out IPS online. The overall response rate is 24%, with 19% for faculty (Queens 18%, SI 30%), 37% for administrators (Queens 36%, SI 51%), and 15% for staff (Queens 15%, SI 7%).

The identification of challenges and strengths is based on the distribution of ratings on importance and satisfaction (agreement for IPS), and gaps within each category (students, faculty, administrators, and staff) of survey participants, not based on the cross-category comparative data. Therefore, it is meaningful to look at an item identified as a challenge from SSI and then see whether this item is a challenge or a strength from IPS, and it is sometimes misleading to compare a rating from SSI with a rating from IPS (e.g., comparing an SSI satisfaction score with an IPS agreement score to see which category is more satisfied) because the ranges of ratings differ from category to category. The Spring 2004 data indicate that both importance and satisfaction ratings by students (SSI) are fairly lower than by faculty, administrators, and staff (IPS).

Summary for St. John's College

For St. John's College, the undergraduate sample size is 200 (8% of student population) on Queens campus and 86 (17%) on Staten Island, and the graduate sample is 58 (6%, not separated by campus). The demographic characteristics of the student sample indicate that the sample represents the student population fairly well.

On Queens campus, 30 faculty members, 12 administrators, and 8 staff participated in IPS, and on Staten Island 8 faculty and 2 staff did. Since the number of IPS participants is too small to generate meaningful results for staff on SI campus, only the results for faculty on SI campus are provided.

This summary consists of three parts. Part One: Undergraduates on Queens Campus; Part Two, Undergraduates on Staten Island Campus; Part Three, Graduate Students on Both Queens and SI Campuses.

Part One: Undergraduates on Queens Campus

Overall satisfaction

There are three questions at the end of SSI that ask for student overall satisfaction, and the same three questions are also in IPS with the following instructions: "Indicate how you believe students at this institution would respond to the following questions". The mean scores of these three questions are as follows. (The ratings of these three questions are all on a 7-point scale. For Question 99, the value of 1 is defined as MUCH WORSE THAN I EXPECTED, 4 as ABOUT WHAT I EXPECTED, and 7 as MUCH BETTER THAN I EXPECTED; for Question 100, 1 is defined as NOT SATISFIED AT ALL, 4 as NEUTRAL, and 7 as VERY SATISFIED; for Question 101, 1 is defined as DEFINITELY NOT, 4 as I DON'T KNOW, and 7 as DEFINITELY YES.)

Item #	Item	SJC Students	SJC Faculty	SJC Adm	SJC Staff	SJU Students
99	So far, how has your college experience met your expectations?	4.0	4.0	4.3	4.5	4.0
100	Rate your overall satisfaction with your experience thus far.	4.5	5.0	4.6	5.0	4.4
101	All in all, if you had to do it over, would you enroll here again?	4.2	5.0	5.1	5.3	4.3

The above results indicate that the overall satisfaction ratings by faculty, administrators, and staff are fairly higher than the ratings by students. Please note that for the items with both importance and satisfaction/agreement ratings, both ratings (importance and satisfaction/agreement) by faculty, administrators, and staff are also higher than by students.

SSI strengths compared with IPS data

Following are the eight strengths identified by students in St. John's College, together with perceptions by faculty, administrators, and staff in St. John's College. The results of all students on Queens campus are also provided for comparison purposes. The values are item mean scores, challenges are in blue and strengths in red, and a blank indicates that the item is not listed in IPS or the number of participants is too small (fewer than five) to generate meaningful results. The item number and contents are all from SSI unless noted with an asterisk which indicates an IPS item. (In the column headings, I = Importance; S = Satisfaction; A = Agreement).

Item #	Item	SJC Students		SJC Faculty		SJC Adm		SJC Staff		SJU Students	
		I	S	I	A	I	A	I	A	I	S
68	Nearly all of the faculty are knowledgeable in their field.	6.5	5.1	6.7	5.0	6.6	5.4	6.8	5.3	6.4	4.9
18	Library resources and services are adequate.	6.2	4.9	6.7	3.9	6.6	4.1	7.0	6.0	6.1	4.8
65	Faculty are usually available after class and during office hours.	6.4	5.2	6.5	4.9	6.4	4.3	6.8	4.8	6.3	5.0
79	St. John's Central is easy and convenient to use.	6.2	5.3	6.0	4.3	6.5	4.6	6.2	6.2	6.2	5.1
50	Class change (drop/add) policies are reasonable.	6.3	5.1	5.9	5.8	6.2	5.4	6.6	5.6	6.1	4.9
7	The campus is safe and secure for all students.	6.5	5.1	6.8	5.5	6.4	5.0	6.9	5.5	6.4	5.1
69	There is a good variety of courses provided on this campus.	6.5	5.0	6.4	5.2	6.3	5.3	6.8	5.4	6.3	4.9
72	On the whole, the campus is well-maintained.	6.2	5.0	6.1	5.3	6.3	4.9	6.7	5.9	6.2	4.9

The above table indicates: 1) Students and administrators agree that faculty being knowledgeable in their fields is a strength; 2) Library resources and services are perceived as a strength by students and staff, but a challenge by faculty and administrators; 3) Faculty being available is a strength for students, but identified as a challenge by administrators and staff.

Additional strengths perceived by faculty:

Item #	Item	SJC Students		SJC Faculty		SJC Adm		SJC Staff		SJU Students	
		I	S	I	A	I	A	I	A	I	S
55	Major requirements are clear and reasonable.	6.5	4.9	6.6	5.9	6.6	5.4	6.9	5.0	6.3	4.8
33	My academic advisor is knowledgeable about requirements in my major.	6.7	4.8	6.8	5.7	6.8	5.3	6.7	5.2	6.5	5.0
14	My academic advisor is concerned about my success as an individual.	6.4	4.5	6.5	5.5	6.0	5.3	6.8	5.3	6.3	4.6

Additional strengths perceived by administrators:

Item #	Item	SJC Students		SJC Faculty		SJC Adm		SJC Staff		SJU Students	
		I	S	I	A	I	A	I	A	I	S
62	There is a strong commitment to racial harmony on this campus.	6.1	4.5	6.5	5.3	6.6	5.5	6.9	5.9	6.0	4.6
81	The use of technology by faculty in the classroom has been helpful to me.	5.7	5.0	5.6	5.0	6.4	5.4			5.8	5.0

Additional strengths perceived by staff:

Item #	Item	SJC Students		SJC Faculty		SJC Adm		SJC Staff		SJU Students	
		I	S	I	A	I	A	I	A	I	S
8	The content of the courses within my major is valuable.	6.6	5.0	6.8	5.2	5.9	5.1	6.8	6.2	6.5	5.0
28	Parking lots are well-lighted and secure.	6.0	4.6	6.3	5.1	6.6	5.3	7.0	5.7	6.0	4.5
59	* There are many opportunities for students to get involved in service learning.			5.7	5.5	5.5	5.8	6.8	6.3		

SSI challenges compared with IPS data

The following are challenges identified by students, together with the ratings by faculty, administrators, and staff of St. John's College on Queens campus, and by all students on Queens campus.

Item #	Item	SJC Students		SJC Faculty		SJC Adm		SJC Staff		SJU Students	
		I	S	I	A	I	A	I	A	I	S
36	Security staff respond quickly in emergencies.	6.4	4.4	6.6	5.7	6.7	4.8	6.7	5.4	6.2	4.5
2	The campus staff are caring and helpful.	6.3	4.4	6.5	5.3	6.1	5.8	6.8	5.4	6.1	4.4
66	Tuition paid is a worthwhile investment.	6.5	3.7	6.5	5.4	6.1	4.1	6.4	5.7	6.4	3.7
25	Faculty are fair and unbiased in their treatment of individual students.	6.6	4.4	6.7	5.5	6.8	4.5	6.7	4.7	6.4	4.5
57	I seldom get the "run-around" when seeking information on this campus.	6.2	3.3	6.5	3.6	6.3	3.8	6.9	4.4	6.1	3.6
41	There is a commitment to academic excellence on this campus.	6.4	4.4	6.8	3.8	6.5	3.9	6.6	5.1	6.2	4.5
12	Financial aid awards are announced to students in time to be helpful in college planning.	6.4	4.3	6.7	4.6	6.4	3.7			6.2	4.1
34	I am able to register for classes I need with few conflicts.	6.7	4.4	6.4	3.9	6.0	4.3	6.9	4.7	6.5	4.2
5	Financial aid counselors are helpful.	6.2	4.2	6.8	4.4	6.3	4.2	6.9	3.6	6.1	4.3
4	Admissions staff are knowledgeable.	6.3	4.2	6.5	4.4	6.2	4.4	6.6	4.7	6.1	4.4
11	Billing policies are reasonable.	6.4	3.6	6.2	4.3	6.1	3.8			6.1	3.6
59	This institution shows concern for students as individuals.	6.4	4.2	6.6	5.1	6.3	4.2	6.7	5.4	6.2	4.2
17	Adequate financial aid is available for most students.	6.5	4.1	6.6	5.3	6.8	4.2			6.3	4.0
71	Channels for expressing student complaints are readily available.	6.1	3.8	6.4	4.8	6.1	4.8	6.8	5.0	6.0	3.9
3	Faculty care about me as an individual.	6.2	4.3	6.7	5.0	6.1	5.1	6.8	5.5	6.0	4.3
47	Faculty provide timely feedback about student progress in a course.	6.3	4.3	6.5	5.2	6.3	4.6	6.7	5.2	6.2	4.4
19	My academic advisor helps me set goals to work toward.	6.3	4.2	6.0	4.8	5.8	4.7	6.8	5.0	6.2	4.4
73	Student activities fees are put to good use.	6.1	3.8	5.9	4.2	6.0	3.9	6.6	4.8	6.0	3.7
29	It is an enjoyable experience to be a student on this campus.	6.4	4.3							6.1	4.4

Tuition paid as a worthwhile investment and faculty being fair and unbiased are perceived as challenges by students, but as strengths by faculty.

Additional challenges perceived by faculty:

Item #	Item	SJC Students		SJC Faculty		SJC Adm		SJC Staff		SJU Students	
		I	S	I	A	I	A	I	A	I	S
74	I have found quiet places to study on campus.	6.4	4.8	6.4	3.6	6.3	3.5	6.7	5.5	6.3	4.9
58	The quality of instruction I receive in most of my classes is excellent.	6.5	4.6	6.7	4.3	6.4	4.2			6.3	4.6
61	Adjunct faculty are competent as classroom instructors.	6.3	4.5	6.5	3.8	6.7	4.7	6.7	5.8	6.1	4.6
39	I am able to experience intellectual growth here.	6.4	4.7	6.7	4.6	6.8	4.7	6.6	5.5	6.3	4.7
55	* The University website is easy and convenient to use.			6.4	3.4	6.7	2.8	6.7	6.0		

Additional challenges perceived by administrators:

Item #	Item	SJC Students		SJC Faculty		SJC Adm		SJC Staff		SJU Students	
		I	S	I	A	I	A	I	A	I	S
48	Admissions counselors accurately portray the campus in their recruiting practices.	5.8	4.2	6.4	4.4	6.6	4.2			5.8	4.2
44	Academic support services adequately meet the needs of students.	6.1	4.5	6.5	4.6	6.4	4.4	6.7	5.0	5.9	4.4

Additional challenge perceived by staff:

Item #	Item	SJC Students		SJC Faculty		SJC Adm		SJC Staff		SJU Students	
		I	S	I	A	I	A	I	A	I	S
49	There are adequate services to help me decide upon a career.	6.4	4.7	6.2	5.2	6.1	4.3	6.9	5.0	6.2	4.6

Part Two: Undergraduates on Staten Island Campus

Overall satisfaction

Item #	Item	SJC Students	SJC Faculty	SJU Students
99	So far, how has your college experience met your expectations?	4.1	4.3	4.3
100	Rate your overall satisfaction with your experience thus far.	4.7	5.3	4.8
101	All in all, if you had to do it over, would you enroll here again?	4.6	5.0	4.8

SSI strengths

The following are strengths identified by students of St. John's College on SI campus, together with the ratings by the faculty of St. John's College and all students on SI campus.

Item #	Item	SJC Students		SJC Faculty		SJU Students	
		I	S	I	A	I	S
7	The campus is safe and secure for all students.	6.4	5.5	7.0	6.4	6.3	5.4
6	My academic advisor is approachable.	6.5	5.5	6.3	6.0	6.4	5.6
65	Faculty are usually available after class and during office hours.	6.3	5.3	6.4	5.3	6.1	5.3
14	My academic advisor is concerned about my success as an individual.	6.3	5.2	5.6	5.8	6.2	5.3
50	Class change (drop/add) policies are reasonable.	6.3	5.2	5.7	6.1	6.1	5.2
18	Library resources and services are adequate.	6.1	5.0	7.0	5.1	5.9	5.1
2	The campus staff are caring and helpful.	6.2	5.1	6.6	6.0	6.1	5.1
26	Computer labs are adequate and accessible.	6.2	5.0	6.3	5.4	6.0	4.9

Additional strengths perceived by faculty:

Item #	Item	SJC Students		SJC Faculty		SJU Students	
		I	S	I	A	I	S
22	Counseling staff care about students as individuals.	6.1	4.5	6.6	6.3	5.9	4.7
33	My academic advisor is knowledgeable about requirements in my major.	6.6	5.1	6.6	6.3	6.4	5.2
37	I feel a sense of pride about my campus.	5.6	4.4	6.5	6.0	5.6	4.6
55	Major requirements are clear and reasonable.	6.5	4.8	6.5	6.0	6.3	5.0

SSI challenges

The following are challenges identified by students of St. John's College on SI campus, together with the ratings by all students on SI campus.

Item #	Item	SJC Students		SJC Faculty		SJU Students	
		I	S	I	A	I	S
69	There is a good variety of courses provided on this campus.	6.3	4.3	6.6	3.9	6.2	4.6
29	It is an enjoyable experience to be a student on this campus.	6.2	4.6			6.0	4.7
34	I am able to register for classes I need with few conflicts.	6.6	4.6	6.6	5.2	6.4	4.6
17	Adequate financial aid is available for most students.	6.3	4.5	6.1	6.0	6.1	4.5
71	Channels for expressing student complaints are readily available.	6.0	4.3	6.0	6.5	5.9	4.5
66	Tuition paid is a worthwhile investment.	6.3	4.1	6.6	6.0	6.2	4.2
73	Student activities fees are put to good use.	6.1	4.0			5.9	4.2
11	Billing policies are reasonable.	6.0	4.0			6.0	4.0
57	I seldom get the "run-around" when seeking information on this campus.	6.0	3.8	6.0	5.0	6.0	4.3
21	The amount of student parking space on campus is adequate.	6.1	2.8	5.4	4.1	6.3	2.6
72	On the whole, the campus is well-maintained.	6.2	4.7	6.4	5.9	6.1	4.9
49	There are adequate services to help me decide upon a career.	6.3	4.6	6.4	5.8	6.2	4.9
59	This institution shows concern for students as individuals.	6.4	4.6	6.0	5.8	6.1	4.9

Additional challenges perceived by faculty:

Item #	Item	SJC Students		SJC Faculty		SJU Students	
		I	S	I	A	I	S
51	This institution has a good reputation within the community.	6.2	5.1	6.7	4.4	6.1	5.3
39	I am able to experience intellectual growth here.	6.3	5.0	6.9	5.0	6.1	5.0
16	The instruction in my major field is excellent.	6.5	5.1	7.0	4.9	6.3	5.3
58	The quality of instruction I receive in most of my classes is excellent.	6.5	5.0	6.8	4.9	6.2	5.1
38	There is an adequate selection of food available in the cafeteria.	5.5	4.1	6.4	4.1	5.4	4.1
41	There is a commitment to academic excellence on this campus.	6.3	4.8	6.8	4.1	6.1	4.9
60	I generally know what's happening on campus.	5.9	4.4	6.3	4.0	5.8	4.5
83	I have found places on campus to study or work in groups.	5.6	4.9	6.3	4.0	5.5	5.0
61	Adjunct faculty are competent as classroom instructors.	6.1	4.9	6.6	3.7	6.0	4.9
53	* Communication between the Administration and the student body is adequate.			6.3	4.3		

Part Three: Graduate Students on Both Queens and SI Campuses

Overall satisfaction

Item #	Item	SJC Students	SJU Students
99	So far, how has your college experience met your expectations?	4.5	4.3
100	Rate your overall satisfaction with your experience thus far.	5.1	4.8
101	All in all, if you had to do it over, would you enroll here again?	5.2	4.8

SSI strengths

The following are strengths identified by graduate students of St. John's College (Queens and SI campuses combined), together with the ratings by all graduate students of St. John's University on Queens and SI campuses (combined).

Item #	Item	SJC Students		SJU Students	
		I	S	I	S
33	My academic advisor is knowledgeable about requirements in my major.	6.7	5.8	6.4	5.4
16	The instruction in my major field is excellent.	6.7	5.7	6.5	5.0
65	Faculty are usually available after class and during office hours.	6.4	5.4	6.2	5.2
14	My academic advisor is concerned about my success as an individual.	6.4	5.4	6.2	5.1
55	Major requirements are clear and reasonable.	6.4	5.4	6.2	5.1
3	Faculty care about me as an individual.	6.3	5.3	6.1	4.9

SSI challenges

The following are challenges identified by graduate students of St. John's College (Queens and SI campuses combined), together with the ratings by all graduate students on Queens and SI campuses (combined).

Item #	Item	SJC Students		SJU Students	
		I	S	I	S
66	Tuition paid is a worthwhile investment.	6.5	4.7	6.3	4.3
28	Parking lots are well-lighted and secure.	6.4	4.7	6.0	4.6
27	The personnel involved in registration are helpful.	6.2	4.7	6.0	4.5
74	I have found quiet places to study on campus.	6.2	4.5	6.1	4.6
17	Adequate financial aid is available for most students.	6.3	4.4	6.0	4.1
11	Billing policies are reasonable.	6.4	4.2	6.0	4.1
71	Channels for expressing student complaints are readily available.	6.1	4.1	5.8	4.1
73	Student activities fees are put to good use.	6.0	4.0	5.7	4.0
57	I seldom get the "run-around" when seeking information on this campus.	6.3	3.9	6.0	4.1
21	The amount of student parking space on campus is adequate.	6.0	3.3	6.1	3.3
51	This institution has a good reputation within the community.	6.3	4.8	6.0	5.0
61	Adjunct faculty are competent as classroom instructors.	6.2	4.7	6.0	4.7
26	Computer labs are adequate and accessible.	6.4	4.6	6.2	4.7
12	Financial aid awards are announced to students in time to be helpful in college planning.	6.1	4.5	5.7	4.2
38	There is an adequate selection of food available in the cafeteria.	6.0	4.2	5.5	4.1

Appendixes I to III provide mean scores for all the items in SSI and IPS. The SSI data are aggregated by campus, and IPS data by campus and employee category (faculty, administrators, and staff).