

Student Satisfaction Inventory and Institutional Priorities Survey, 2004

Executive Summary

Highlights of the Survey Results

Strengths perceived by undergraduate students:

- Academic advisors are approachable. (Queens & Staten Island)
- Faculty are available after class and during office hours. (Queens & Staten Island)
- Library resources and services are adequate. (Queens)
- Academic advisors are concerned about student success as an individual. (SI)
- Academic advisors help students set goals to work toward. (SI)

Strengths perceived by graduate students on both campuses:

- Academic advisors are approachable.
- Academic advisors are knowledgeable about requirements in the major.
- The instruction in the major field is excellent.
- Major requirements are clear and reasonable.
- Students are able to experience intellectual growth.

Challenges identified by undergraduate and graduate students on both campuses:

- Tuition paid as a worthwhile investment
- Getting the "run-around" when seeking information on this campus

Additional challenges perceived by undergraduate students:

- Conflicts in registering for classes (Queens & SI)
- Faculty providing timely feedback about student progress in a course (Queens)
- Faculty taking into consideration student differences as they teach a course (Queens)
- The institution showing concern for students as individuals (Queens)
- Channels for expressing student complaints (Queens)
- Faculty being fair and unbiased in their treatment of individual students (SI)
- Variety of courses provided (SI)

Additional challenges perceived by graduate students on both campuses:

- Academic support services adequately meeting the needs of students
- Faculty providing timely feedback about student progress in a course
- Adjunct faculty being competent as classroom instructors
- Graduate teaching assistants being competent as classroom instructors
- Freedom of expression being protected

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, but 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 the College of Professional Studies

For the College of Professional Studies, the undergraduate sample size is 217 (6% of student population) for Queens campus, and 122 (19%) for Staten Island campus. The graduate sample size is 16 (18%, not separated by campus). The demographic characteristics of the student sample indicate that the sample represents the student population fairly well.

On Queens campus, 23 faculty, 6 administrators, and 5 staff participated in IPS. For SI campus, only 3 faculty, 2 administrators, and 1 staff did. The IPS data are provided for Queens faculty, and administrators and staff combined, but not for SI campus since the number of participants is too small to generate meaningful results.

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	CPS Students	CPS Faculty	CPS Adm & Staff	SJU Students
99	So far, how has your college experience met your expectations?	3.9	4.4	4.1	4.0
100	Rate your overall satisfaction with your experience thus far.	4.4	5.1	5.1	4.4
101	All in all, if you had to do it over, would you enroll here again?	4.2	5.5	5.6	4.3

The above results indicate that the overall satisfaction ratings by students of the College of Professional Studies are similar to those by all the students of the University. However, the ratings by faculty, administrators, and staff of the College are fairly higher than the ratings by the students. Please note that for the items with both importance and satisfaction ratings, both ratings (importance and satisfaction) by faculty, administrators, and staff are also higher than by students.

SSI strengths compared with IPS data

Following are the strengths identified by students in the College of Professional Studies, together with perceptions by faculty, administrators, and staff in the College of Professional Studies. The results of all St. John's 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 that indicates an IPS item. (In the column headings, I = Importance; S = Satisfaction; A=Agreement).

Item #	Item	CPS Students		CPS Faculty		CPS Adm. & Staff		SJU Students	
		I	S	I	A	I	A	I	S
6	My academic advisor is approachable.	6.4	5.2	6.9	6.1	6.9	6.3	6.4	4.9
65	Faculty are usually available after class and during office hours.	6.2	5.1	6.7	6.2	6.3	5.8	6.3	5.0
7	The campus is safe and secure for all students.	6.2	5.2	6.9	5.8	6.8	6.2	6.4	5.1
50	Class change (drop/add) policies are reasonable.	6.1	4.8	6.6	5.9	6.6	6.5	6.1	4.9
79	St. John's Central is easy and convenient to use.	6.1	5.0	6.2	5.3	5.6	4.5	6.2	5.1
72	On the whole, the campus is well-maintained.	6.1	5.0	6.6	6.0	6.1	6.5	6.2	4.9
74	I have found quiet places to study on campus.	6.2	5.0	6.7	5.8	6.2	5.5	6.3	4.9
18	Library resources and services are adequate.	6.1	4.9	6.8	5.6	6.2	5.1	6.1	4.8
51	This institution has a good reputation within the community.	6.0	4.8	6.6	5.3	6.2	5.3	6.1	4.8

The above table indicates: 1) Students, faculty, administrator, and staff all agree that academic advisors are approachable; 2) students and faculty agree that faculty are available after class and during office hours; 3) Students, administrators, and staff agree that the campus is safe and secure, and that class change policies are reasonable.

Additional strengths perceived by faculty:

Item #	Item	CPS Students		CPS Faculty		CPS Adm. & Staff		SJU Students	
		I	S	I	A	I	A	I	S
8	The content of the courses within my major is valuable.	6.5	4.8	6.7	6.0	6.7	6.0	6.5	5.0
55	Major requirements are clear and reasonable.	6.2	4.8	6.7	6.3	6.6	6.0	6.3	4.8
68	Nearly all of the faculty are knowledgeable in their field.	6.4	4.9	6.9	6.3	6.7	6.0	6.4	4.9
2	The campus staff are caring and helpful.	6.0	4.5	6.8	6.0	6.9	6.1	6.1	4.4
25	Faculty are fair and unbiased in their treatment of individual students.	6.3	4.6	6.9	6.2	6.5	5.7	6.4	4.5
33	My academic advisor is knowledgeable about requirements in my major.	6.4	5.1	6.9	6.1	6.7	5.8	6.5	5.0
63	Student disciplinary procedures are fair.	5.9	4.5	6.8	6.1	6.4	5.4	6.0	4.5
58	* There is a variety of internship opportunities for students.			6.6	6.6	6.4	6.1		

Additional strengths perceived by administrators and staff:

Item #	Item	CPS Students		CPS Faculty		CPS Adm. & Staff		SJU Students	
		I	S	I	A	I	A	I	S
14	My academic advisor is concerned about my success as an individual.	6.2	4.8	6.5	6.1	6.7	6.3	6.3	4.6
69	There is a good variety of courses provided on this campus.	6.3	4.8	6.6	6.0	6.5	6.3	6.3	4.9
45	Students are made to feel welcome on this campus.	6.0	4.6	6.8	5.7	6.6	6.2	6.1	4.4
3	Faculty care about me as an individual.	5.9	4.3	6.5	6.1	6.7	6.2	6.0	4.3
16	The instruction in my major field is excellent.	6.4	4.9	6.9	5.7	6.4	5.8	6.5	4.8

SSI challenges compared with IPS data

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

Item #	Item	CPS Students		CPS Faculty		CPS Adm. & Staff		SJU Students	
		I	S	I	A	I	A	I	S
36	Security staff respond quickly in emergencies.	6.2	4.5	6.9	5.7	6.8	5.2	6.2	4.5
4	Admissions staff are knowledgeable.	6.0	4.4	6.8	5.0	5.9	5.0	6.1	4.4
5	Financial aid counselors are helpful.	6.2	4.3	6.8	4.8	6.1	3.9	6.1	4.3
12	Financial aid awards are announced to students in time to be helpful in college planning.	6.2	4.2	6.6	4.4	6.2	4.3	6.2	4.1
57	I seldom get the "run-around" when seeking information on this campus.	6.0	3.8	6.5	4.3	6.4	4.5	6.1	3.6
47	Faculty provide timely feedback about student progress in a course.	6.2	4.5	6.6	5.9	6.4	5.8	6.2	4.4
49	There are adequate services to help me decide upon a career.	6.1	4.5	6.4	5.8	6.4	5.4	6.2	4.6
34	I am able to register for classes I need with few conflicts.	6.4	4.4	6.4	5.0	6.3	5.3	6.5	4.2
53	Faculty taking into consideration student differences as they teach a course.	6.0	4.3	6.3	5.7	6.2	5.3	6.1	4.3
59	This institution shows concern for students as individuals.	6.1	4.3	6.8	5.8	6.6	5.7	6.2	4.2
71	Channels for expressing student complaints are readily available.	5.9	4.1	6.4	5.4	6.2	5.1	6.0	3.9
17	Adequate financial aid is available for most students.	6.3	4.0	6.4	5.4	6.3	5.5	6.3	4.0
66	Tuition paid is a worthwhile investment.	6.3	3.8	6.6	5.6	6.4	5.6	6.4	3.7
73	Student activities fees are put to good use.	6.0	3.8	5.9	3.8	5.6	5.0	6.0	3.7
11	Billing policies are reasonable.	6.0	3.6	6.2	3.8	5.8	5.0	6.1	3.6
21	The amount of student parking space on campus is adequate.	5.9	2.7	6.0	4.0	5.8	4.9	6.0	2.7

Additional challenges perceived by faculty:

Item #	Item	CPS Students		CPS Faculty		CPS Adm. & Staff		SJU Students	
		I	S	I	A	I	A	I	S
41	There is a commitment to academic excellence on this campus.	6.1	4.7	6.9	4.8	6.6	5.5	6.2	4.5
58	The quality of instruction I receive in most of my classes is excellent.	6.3	4.7	6.8	5.2	6.6	5.4	6.3	4.6
39	I am able to experience intellectual growth here.	6.2	4.8	6.9	5.4	6.5	5.6	6.3	4.7
44	Academic support services adequately meet the needs of students.	5.8	4.5	6.6	4.5	6.4	5.4	5.9	4.4
48	Admissions counselors accurately portray the campus in their recruiting practices.	5.8	4.3	6.5	4.0	6.0	5.2	5.8	4.2

Additional challenges perceived by administrators & staff:

Item #	Item	CPS Students		CPS Faculty		CPS Adm. & Staff		SJU Students	
		I	S	I	A	I	A	I	S
26	Computer labs are adequate and accessible.	6.3	4.9	6.8	5.7	6.2	5.0	6.3	4.8
61	Adjunct faculty are competent as classroom instructors.	6.0	4.7	6.4	4.8	6.5	4.9	6.1	4.6
53	* Communication between the Administration and the student body is adequate.			6.4	4.1	6.3	4.9		
55	* The University website is easy and convenient to use.			6.4	4.7	6.4	5.2		

Part Two: Undergraduates on Staten Island Campus

Overall satisfaction

Item #	Item	CPS Students	SJU Students
99	So far, how has your college experience met your expectations?	4.2	4.3
100	Rate your overall satisfaction with your experience thus far.	4.6	4.8
101	All in all, if you had to do it over, would you enroll here again?	4.6	4.8

SSI strengths

The following are strengths identified by undergraduate students of the College of Professional Studies on SI campus, together with the ratings by all St. John's undergraduates on SI campus.

Item #	Item	CPS Students		SJU Students	
		I	S	I	S
6	My academic advisor is approachable.	6.4	5.6	6.4	5.6
14	My academic advisor is concerned about my success as an individual.	6.2	5.4	6.2	5.3
51	This institution has a good reputation within the community.	6.0	5.3	6.1	5.3
65	Faculty are usually available after class and during office hours.	6.1	5.3	6.1	5.3
75	I have been able to socialize with other students on campus.	6.0	5.2	6.0	5.2
50	Class change (drop/add) policies are reasonable.	6.1	5.2	6.1	5.2
79	St. John's Central is easy and convenient to use.	6.0	5.2	6.0	5.1
68	Nearly all of the faculty are knowledgeable in their field.	6.3	5.4	6.3	5.2
19	My academic advisor helps me set goals to work toward.	6.1	5.2	6.2	5.1

SSI challenges

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

Item #	Item	CPS Students		SJU Students	
		I	S	I	S
25	Faculty are fair and unbiased in their treatment of individual students.	6.3	4.8	6.3	4.8
36	Security staff respond quickly in emergencies.	6.0	4.7	6.1	4.8
69	There is a good variety of courses provided on this campus.	6.2	4.7	6.2	4.6
34	I am able to register for classes I need with few conflicts.	6.4	4.6	6.4	4.6
29	It is an enjoyable experience to be a student on this campus.	6.1	4.6	6.0	4.7
45	Students are made to feel welcome on this campus.	6.1	4.5	6.0	4.7
17	Adequate financial aid is available for most students.	5.9	4.4	6.1	4.5
28	Parking lots are well-lighted and secure.	5.9	4.4	6.0	4.6
57	I seldom get the "run-around" when seeking information on this campus.	5.9	4.3	6.0	4.3
73	Student activities fees are put to good use.	5.9	4.1	5.9	4.2
66	Tuition paid is a worthwhile investment.	6.1	4.1	6.2	4.2
11	Billing policies are reasonable.	5.9	3.8	6.0	4.0
21	The amount of student parking space on campus is adequate.	6.2	2.3	6.3	2.6
52	The student center is a comfortable place for students to spend their leisure time.	5.9	4.3	5.9	4.6

Part Three: Graduate Students on Both Campuses

Overall satisfaction

Item #	Item	CPS Students	SJU Students
99	So far, how has your college experience met your expectations?	4.4	4.3
100	Rate your overall satisfaction with your experience thus far.	5.0	4.8
101	All in all, if you had to do it over, would you enroll here again?	4.7	4.8

SSI strengths

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

Item #	Item	CPS Students		SJU Students	
		I	S	I	S
6	My academic advisor is approachable.	6.1	5.0	6.3	5.4
33	My academic advisor is knowledgeable about requirements in my major.	6.0	4.9	6.4	5.4
16	The instruction in my major field is excellent.	6.0	5.2	6.5	5.0
55	Major requirements are clear and reasonable.	5.9	4.8	6.2	5.1
39	I am able to experience intellectual growth here.	5.8	4.8	6.2	5.0
29	It is an enjoyable experience to be a student on this campus.	5.6	4.6	6.0	4.7
51	This institution has a good reputation within the community.	5.7	4.6	6.0	5.0

SSI challenges

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

Item #	Item	CPS Students		SJU Students	
		I	S	I	S
73	Student activities fees are put to good use.	5.7	3.9	5.7	4.0
66	Tuition paid is a worthwhile investment.	5.5	3.9	6.3	4.3
57	I seldom get the "run-around" when seeking information on this campus.	5.5	3.6	6.0	4.1
11	Billing policies are reasonable.	5.5	3.1	6.0	4.1
21	The amount of student parking space on campus is adequate.	6.2	3.1	6.1	3.3
72	On the whole, the campus is well-maintained.	5.9	4.2	6.0	5.1

Item #	Item	CPS Students		SJU Students	
		I	S	I	S
44	Academic support services adequately meet the needs of students.	5.8	4.3	5.7	4.6
47	Faculty provide timely feedback about student progress in a course.	5.8	4.2	6.1	4.9
54	Bookstore staff are helpful.	5.8	4.2	5.6	4.7
67	Freedom of expression is protected on campus.	5.8	4.1	5.8	4.7
70	Graduate teaching assistants are competent as classroom instructors.	5.7	4.1	5.8	4.8
79	St. John's Central is easy and convenient to use.	6.1	4.0	6.0	4.9
61	Adjunct faculty are competent as classroom instructors.	5.9	3.9	6.0	4.7
52	The student center is a comfortable place for students to spend their leisure time.	6.1	3.9	5.4	4.5
40	Residence hall regulations are reasonable.	5.6	3.9	4.8	4.3
7	The campus is safe and secure for all students.	6.0	3.8	6.4	5.3
5	Financial aid counselors are helpful.	5.5	3.5	5.8	4.5
12	Financial aid awards are announced to students in time to be helpful in college planning.	5.6	3.3	5.7	4.2

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