



## Student Satisfaction Inventory (SSI), 2007

# Survey Results for College of Professional Studies

### Introduction

The Student Satisfaction Inventory (SSI), a standardized survey instrument from Noel-Levitz, is designed to measure students' satisfaction with a wide range of college experiences, programs, and services. It allows institutions to set priorities that are closely aligned with those of the students, pinpoint institutional strengths, and identify challenges in need of improvement.

The version of SSI administered at St. John's University in Spring 2007 is designed specifically for four-year colleges and universities. Three similar studies were conducted in 1997, 1999, and 2004. The survey 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 regarded as a performance gap.

In spring 2007, St. John's classes were randomly selected from the following three groups: 1) Undergraduates on Queens Campus (840 participants, 7% of student population), 2) Undergraduates on Staten Island (384, 19%), and 3) Graduate students of both Queens and SI campuses (385, 10%). For all the three groups and at both the University and college/school levels, the samples are fairly representative of student populations in terms of gender and ethnicity.

For College of Professional Studies, the sample included 255 undergraduates on Queens Campus (8% of student population), 101 undergraduates on Staten Island (16%), and 8 graduate students of both Queens and SI campuses (11%).

This report highlights the survey results for College of Professional Studies. Both strengths and challenges have been identified for the 2007 survey, and they are compared to the 2004 data. 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. (The Appendix provides the formulas used to identify strengths and challenges.)

This report consists of three parts. Part One, An Overview, highlights the results at the scale level (the 83 items are grouped into 12 scales with one scale having satisfaction ratings only) and the overall satisfaction; Part Two, Undergraduates on Queens Campus; Part Three, Undergraduates on Staten Island Campus. (The number of graduate participants is too small to generate meaningful results.) The Appendix provides the survey results on the scale level and also for each item in the survey.

## Part One: An Overview

For undergraduates on Queens Campus, importance ratings decreased slightly from 2004 to 2007, while satisfaction ratings remained unchanged, resulting in smaller performance gaps for the majority of the 12 scales, especially for Safety and Security.

For undergraduate students on Staten Island Campus, both importance and satisfaction ratings decreased slightly for some of the scales from 2004 to 2007, especially for Safety and Security, and for Recruitment & Financial Aid.

**The overall satisfaction rating, one of St. John's institutional success measures remained unchanged for both Queens undergraduate students (4.5), and SI undergraduate students (4.8) from 2004 to 2007.**

## Part Two: Undergraduates on Queens Campus

### I. Strengths

The following areas have been identified as strengths by the 2007 survey, and they are compared with the 2004 data (the table is sorted by the last column: the change in satisfaction ratings from 2004 to 2007).

Survey Item (Items with satisfaction ratings in <b>BLUE</b> are strengths)	Importance			Satisfaction		
	2004	2007	07- 04	2004	2007	07- 04
51. This institution has a good reputation within the community.	6.0	6.0	0.0	<b>4.8</b>	<b>5.3</b>	0.5
79. St. John's Central is easy and convenient to use.	6.1	6.2	0.1	<b>5.0</b>	<b>5.4</b>	0.4
26. Computer labs are adequate and accessible.	6.3	6.1	-0.2	4.9	<b>5.2</b>	0.4
69. There is a good variety of courses provided on this campus.	6.3	6.2	-0.1	4.8	<b>5.1</b>	0.3
72. On the whole, the campus is well-maintained.	6.1	5.9	-0.2	<b>5.0</b>	<b>5.2</b>	0.2
75. I have been able to socialize with other students on campus.	6.0	6.0	0.0	4.9	<b>5.2</b>	0.2
7. The campus is safe and secure for all students.	6.2	6.3	0.1	<b>5.2</b>	<b>5.3</b>	0.1
81. (2007) The use of technology in the classroom is adequate. (2004) The use of technology by faculty in the classroom has been helpful to me.	5.8	6.0	0.2	4.9	<b>5.1</b>	0.1
6. My academic advisor is approachable.	6.4	6.3	-0.2	<b>5.2</b>	<b>5.2</b>	0.1
65. Faculty are usually available after class and during office hours.	6.2	6.0	-0.2	<b>5.1</b>	<b>5.2</b>	0.1

As indicated in the above table, the importance rating on using the St. John's Central increased from 6.1 to 6.2, and so did the satisfaction ratings, from 5.0 to 5.4. The satisfaction for the institution having a good reputation within the community has increased, while importance remained the same. Both important and satisfaction ratings also increased for the use of technology in the classroom.

## II. Challenges

The following areas have been identified as challenges by the 2007 survey, and they are compared with the 2004 data.

Survey Item (Items with satisfaction ratings in <b>Red</b> are challenges.)	Importance			Satisfaction		
	2004	2007	07- 04	2004	2007	07- 04
21. The amount of student parking space on campus is adequate.	5.9	5.7	-0.2	<b>2.7</b>	<b>3.2</b>	0.5
73. Student activities fees are put to good use.	6.0	5.8	-0.2	<b>3.8</b>	<b>4.1</b>	0.4
11. Billing policies are reasonable.	6.0	6.0	0.0	<b>3.6</b>	<b>3.9</b>	0.3
34. I am able to register for classes I need with few conflicts.	6.4	6.3	0.0	<b>4.4</b>	<b>4.7</b>	0.3
57. I seldom get the “run-around” when seeking information on this campus.	6.0	5.8	-0.2	<b>3.8</b>	<b>4.1</b>	0.3
59. This institution shows concern for students as individuals.	6.1	6.0	-0.1	<b>4.3</b>	<b>4.5</b>	0.3
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.2	6.2	0.0	<b>4.2</b>	<b>4.4</b>	0.3
66. Tuition paid is a worthwhile investment.	6.3	6.1	-0.1	<b>3.8</b>	<b>4.0</b>	0.2
17. Adequate financial aid is available for most students.	6.3	6.3	0.0	<b>4.0</b>	<b>4.2</b>	0.2
29. It is an enjoyable experience to be a student on this campus.	6.0	6.1	0.1	4.5	<b>4.7</b>	0.2
5. Financial aid counselors are helpful.	6.2	6.0	-0.2	<b>4.3</b>	<b>4.4</b>	0.1
19. My academic advisor helps me set goals to work toward.	6.1	6.0	-0.1	4.5	<b>4.6</b>	0.1
47. Faculty provide timely feedback about student progress in a course.	6.2	6.1	-0.1	<b>4.5</b>	<b>4.6</b>	0.1
78. I have found the Public Safety staff helpful and approachable.	5.9	5.9	0.0	4.6	<b>4.5</b>	-0.1
38. There is an adequate selection of food available in the cafeteria.	5.8	5.8	0.0	4.2	<b>4.0</b>	-0.2
77. There is a variety of internship opportunities for students. (2007 only)		6.2			<b>4.7</b>	

As revealed in the above table, the majority of the challenges identified in 2004 remained to be challenges in 2007. However, some improvement has been made in getting the run-around and in several other areas, while satisfaction ratings decreased for the food in the cafeteria (from 4.2 in 2004 to 4.0 in 2007).

## III. Areas with a Significant Increase in Satisfaction

There was a significant increase in satisfaction ratings for the following areas.

Survey Item (Items with satisfaction ratings in <b>Red</b> are challenges.)	Importance			Satisfaction		
	2004	2007	07- 04	2004	2007	07- 04
80. I use my campus email account regularly.	5.0	5.9	0.9	4.6	5.5	0.8
4. Admission staff are knowledgeable.	6.0	6.0	0.0	<b>4.4</b>	4.9	0.5
3. Faculty care about me as an individual.	5.9	5.9	0.0	4.3	4.7	0.4
76. There is an adequate variety of events and programs to attend on campus.	5.6	5.8	0.2	4.5	4.9	0.4
71. Channels for expressing student complaint are readily available.	5.9	5.7	-0.2	<b>4.1</b>	4.5	0.4
2. The campus staff are caring and helpful.	6.0	6.0	0.0	4.5	4.8	0.4
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.4	5.3	-0.1	4.6	4.9	0.4
60. I generally know what’s happening on campus.	5.7	5.6	-0.1	4.2	4.5	0.4
8. The content of the courses within my major is valuable.	6.5	6.3	-0.2	4.8	5.1	0.3
49. There are adequate services to help me decide upon a career.	6.1	6.1	0.0	<b>4.5</b>	4.8	0.3

#### IV. Areas with a Significant Decrease in Satisfaction

There was a significant decrease in satisfaction ratings for the following area.

Survey Item (Items with satisfaction ratings in <b>Red</b> are challenges.)	Importance			Satisfaction		
	2004	2007	07- 04	2004	2007	07- 04
40. Residence hall regulations are reasonable.	5.5	5.4	0.0	3.9	3.6	-0.3

### Part Three: Undergraduate Students on Staten Island Campus

#### I. Strengths

The following areas have been identified as strengths by the 2007 survey, and they are compared with the 2004 data (the table is sorted by the last column: the change in satisfaction ratings from 2004 to 2007).

Survey Item (Items with satisfaction ratings in <b>BLUE</b> are strengths)	Importance			Satisfaction		
	2004	2007	07- 04	2004	2007	07- 04
7. The campus is safe and secure for all students.	6.3	6.1	-0.1	5.3	<b>5.7</b>	0.4
61. Adjunct faculty are competent as classroom instructors.	5.9	5.9	-0.1	4.9	<b>5.3</b>	0.4
72. On the whole, the campus is well-maintained.	6.0	5.9	-0.1	5.0	<b>5.4</b>	0.4
75. I have been able to socialize with other students on campus.	6.0	5.9	-0.1	<b>5.2</b>	<b>5.5</b>	0.3
59. This institution shows concern for students as individuals.	6.0	5.8	-0.2	5.1	<b>5.3</b>	0.3
14. My academic advisor is concerned about my success as an individual.	6.2	6.1	-0.2	<b>5.4</b>	<b>5.5</b>	0.2
6. My academic advisor is approachable.	6.4	6.2	-0.2	<b>5.6</b>	<b>5.7</b>	0.1
51. This institution has a good reputation within the community.	6.0	5.9	-0.1	<b>5.3</b>	<b>5.4</b>	0.1

As indicated in the above table, the satisfaction ratings for all the strengths increased from 2004 to 2007, especially for campus being a safe and secure place for students (an increase of 0.4), adjunct faculty being competent as classroom instructors (0.4), and the campus being well maintained (0.4).

#### II. Challenges

The following areas have been identified as challenges by the 2007 survey, and they are compared with the 2004 data.

Survey Item (Items with satisfaction ratings in <b>Red</b> are challenges.)	Importance			Satisfaction		
	2004	2007	07- 04	2004	2007	07- 04
21. The amount of student parking space on campus is adequate.	6.2	6.0	-0.2	<b>2.3</b>	<b>3.9</b>	1.6

11. Billing policies are reasonable.	5.9	5.8	0.0	3.8	4.5	0.7
73. Student activities fees are put to good use.	5.9	5.7	-0.1	4.1	4.8	0.7
66. Tuition paid is a worthwhile investment.	6.1	5.9	-0.3	4.1	4.7	0.6
12. Financial aid awards are announced to students in time to be helpful in college planning.	5.8	5.9	0.2	4.4	4.9	0.5
28. Parking lots are well-lighted and secure.	5.9	5.8	-0.1	4.4	4.9	0.5
29. It is an enjoyable experience to be a student on this campus.	6.1	5.9	-0.2	4.6	5.1	0.5
34. I am able to register for classes I need with few conflicts.	6.4	6.1	-0.2	4.6	5.0	0.4
17. Adequate financial aid is available for most students.	5.9	5.9	0.0	4.4	4.8	0.3
69. There is a good variety of courses provided on this campus.	6.2	6.0	-0.2	4.7	5.0	0.3
35. The assessment and course placement procedures are reasonable.	6.0	6.0	0.0	4.9	5.1	0.2

As revealed in the above table, satisfaction ratings for the majority of the challenges increased from 2004 to 2007, especially for student parking space (from 2.3 to 3.9). However, there is still room for further improvement.

### III. Areas with a Significant Increase in Satisfaction

There was a significant increase in satisfaction ratings for the following areas.

Survey Item (Items with satisfaction ratings in <b>Blue</b> are strengths, and in <b>Red</b> are challenges.)	Importance			Satisfaction		
	2004	2007	07- 04	2004	2007	07- 04
42. There are a sufficient number of weekend activities for students.	5.2	5.3	0.0	4.0	4.8	0.9
1. Most students feel a sense of belonging here.	5.6	5.7	0.1	4.3	5.1	0.8
37. I feel a sense of pride about my campus.	5.6	5.6	0.0	4.2	5.0	0.8
11. Billing policies are reasonable.	5.9	5.8	0.0	3.8	4.5	0.7
52. The student center is a comfortable place for students to spend their leisure time.	5.9	5.6	-0.3	4.3	5.1	0.7
80. I use my campus email account regularly.	5.3	5.9	0.7	4.8	5.5	0.7
26. Computer labs are adequate and accessible.	6.0	5.9	-0.1	4.8	5.5	0.7
9. A variety of intramural activities are offered.	5.1	5.2	0.1	4.0	4.7	0.7
73. Student activities fees are put to good use.	5.9	5.7	-0.1	4.1	4.8	0.7
10. Administrators are approachable to students.	5.9	5.9	0.0	4.8	5.4	0.6
66. Tuition paid is a worthwhile investment.	6.1	5.9	-0.3	4.1	4.7	0.6
45. Students are made to feel welcome on this campus.	6.1	5.9	-0.2	4.5	5.1	0.6
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.4	5.3	-0.1	3.7	4.3	0.6
54. Bookstore staff are helpful.	5.7	5.6	0.0	4.8	5.4	0.6

### IV. Areas with a Significant Decrease in Satisfaction

There are no areas with a significant decrease in satisfaction.