



Student Satisfaction Inventory (SSI), 2007

Survey Results for School of Education

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 School of Education, the sample included 72 undergraduates on Queens Campus (16% of student population), 41 undergraduates on Staten Island (31%), and 134 graduate students of both Queens and SI campuses (8%).

This report highlights the survey results for School of Education. 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 four 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; Part Four, Graduate Students on Both Queens and Staten Island Campuses. 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 increased, resulting in smaller performance gaps for the majority of the 12 scales, especially for Student Centeredness and Campus Climate.

For undergraduate students on Staten Island Campus, importance ratings decreased slightly from 2004 to 2007, while satisfaction ratings increased, especially for Safety and Security, Student Centeredness, and Campus Climate.

For graduate students on both Queens and Staten Island Campuses, importance and satisfaction ratings both increased from 2004 to 2007, especially for Student Centeredness and Campus Climate.

The overall satisfaction rating, one of St. John's institutional success measures showed a slight increase in all three groups: Queens undergraduate students (4.4 in 2004 to 4.6 in 2007), SI undergraduate students (4.6 to 5.1) and for graduate students on both campuses (5.0 to 5.5).

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 BLUE are strengths) | Importance | | | Satisfaction | | |
|---|------------|------|--------|--------------|------------|--------|
| | 2004 | 2007 | 07- 04 | 2004 | 2007 | 07- 04 |
| 51. This institution has a good reputation within the community. | 6.1 | 6.4 | 0.3 | 4.7 | 5.5 | 0.8 |
| 80. I use my campus email account regularly. | 5.4 | 6.3 | 0.9 | 5.0 | 5.8 | 0.8 |
| 6. My academic advisor is approachable. | 6.5 | 6.6 | 0.1 | 4.9 | 5.6 | 0.7 |
| 72. On the whole, the campus is well-maintained. | 6.3 | 6.4 | 0.1 | 4.9 | 5.6 | 0.7 |
| 79. St. John's Central is easy and convenient to use. | 6.2 | 6.5 | 0.3 | 5.4 | 6.0 | 0.6 |
| 83. I have found places on campus to study or work in groups. | 6.0 | 6.4 | 0.4 | 4.9 | 5.5 | 0.6 |
| 7. The campus is safe and secure for all students. | 6.4 | 6.5 | 0.0 | 5.0 | 5.5 | 0.5 |
| 61. Adjunct faculty are competent as classroom instructors. | 6.1 | 6.3 | 0.2 | 4.7 | 5.3 | 0.5 |
| 62. There is a strong commitment to racial harmony on this campus. | 6.2 | 6.3 | 0.1 | 4.6 | 5.1 | 0.5 |
| 65. Faculty are usually available after class and during office hours. | 6.4 | 6.4 | 0.0 | 4.9 | 5.3 | 0.4 |
| 33. My academic advisor is knowledgeable about requirements in my major. | 6.6 | 6.7 | 0.0 | 5.4 | 5.7 | 0.3 |
| 50. Class change (drop/add) policies are reasonable. | 6.1 | 6.5 | 0.4 | 5.1 | 5.3 | 0.2 |

As indicated in the above table, the importance rating on using the campus email increased from 5.4 to 6.3, and so did the satisfaction ratings, from 5.0 to 5.8. The satisfaction rating for campus being safe and secure has increased, while the importance

rating has remained unchanged. Both importance and satisfaction ratings for the institution having a good reputation within the community have increased.

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 Red are challenges.) | Importance | | | Satisfaction | | |
|--|------------|------|--------|--------------|------------|--------|
| | 2004 | 2007 | 07- 04 | 2004 | 2007 | 07- 04 |
| 73. Student activities fees are put to good use. | 6.1 | 6.3 | 0.2 | 3.5 | 4.6 | 1.1 |
| 66. Tuition paid is a worthwhile investment. | 6.5 | 6.5 | 0.1 | 3.5 | 4.3 | 0.8 |
| 45. Students are made to feel welcome on this campus. | 6.2 | 6.4 | 0.3 | 4.4 | 4.9 | 0.5 |
| 34. I am able to register for classes I need with few conflicts. | 6.6 | 6.5 | -0.1 | 4.3 | 4.7 | 0.4 |
| 47. Faculty provide timely feedback about student progress in a course. | 6.2 | 6.4 | 0.1 | 4.5 | 4.8 | 0.3 |
| 57. I seldom get the “run-around” when seeking information on this campus. | 6.2 | 6.2 | 0.0 | 4.1 | 4.4 | 0.3 |
| 59. This institution shows concern for students as individuals. | 6.3 | 6.3 | 0.1 | 4.3 | 4.6 | 0.3 |
| 27. The personnel involved in registration are helpful. | 6.2 | 6.3 | 0.2 | 4.5 | 4.7 | 0.2 |
| 2. The campus staff are caring and helpful. | 6.1 | 6.4 | 0.3 | 4.7 | 4.8 | 0.1 |
| 25. Faculty are fair and unbiased in their treatment of individual students. | 6.4 | 6.3 | 0.0 | 4.7 | 4.8 | 0.1 |
| 5. Financial aid counselors are helpful. | 6.2 | 6.3 | 0.1 | 4.3 | 4.3 | 0.0 |
| 17. Adequate financial aid is available for most students. | 6.2 | 6.3 | 0.1 | 4.0 | 4.0 | 0.0 |
| 38. There is an adequate selection of food available in the cafeteria. | 6.0 | 6.2 | 0.2 | 4.3 | 4.3 | 0.0 |
| 49. There are adequate services to help me decide upon a career. | 6.2 | 6.4 | 0.2 | 4.8 | 4.9 | 0.0 |
| 40. Residence hall regulations are reasonable. | 5.5 | 6.1 | 0.6 | 3.7 | 3.2 | -0.5 |
| 11. Billing policies are reasonable. | 6.0 | 6.3 | 0.3 | 3.8 | 3.6 | -0.2 |
| 12. Financial aid awards are announced to students in time to be helpful in college planning. | 6.1 | 6.2 | 0.1 | 4.3 | 4.2 | -0.1 |
| 23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air conditioning, telephones, etc.). | 5.1 | 6.1 | 1.0 | 4.4 | 4.3 | -0.1 |

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 residence hall having reasonable regulations (from 3.7 in 2004 to 3.2 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 Red are challenges.) | Importance | | | Satisfaction | | |
|---|------------|------|--------|--------------|------|--------|
| | 2004 | 2007 | 07- 04 | 2004 | 2007 | 07- 04 |
| 52. The student center is a comfortable place for students to spend their leisure time. | 5.8 | 6.1 | 0.3 | 4.1 | 4.9 | 0.9 |
| 60. I generally know what’s happening on campus. | 5.8 | 6.0 | 0.2 | 4.0 | 4.9 | 0.8 |
| 42. There are a sufficient number of weekend activities for students. | 5.3 | 5.9 | 0.6 | 3.9 | 4.7 | 0.8 |
| 37. I feel a sense of pride about my campus. | 5.9 | 6.2 | 0.3 | 4.5 | 5.1 | 0.7 |

| | | | | | | |
|--|-----|-----|------|------------|-----|-----|
| 46. I can easily get involved in campus organizations. | 5.9 | 6.1 | 0.2 | 4.4 | 5.0 | 0.7 |
| 71. Channels for expressing student complaint are readily available. | 6.1 | 6.2 | 0.1 | 3.9 | 4.5 | 0.7 |
| 35. The assessment and course placement procedures are reasonable. | 6.3 | 6.4 | 0.2 | 4.6 | 5.2 | 0.6 |
| 76. There is an adequate variety of events and programs to attend on campus. | 5.7 | 5.9 | 0.3 | 4.7 | 5.3 | 0.6 |
| 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. | 5.9 | 6.2 | 0.3 | 5.2 | 5.7 | 0.5 |
| 21. The amount of student parking space on campus is adequate. | 6.1 | 6.0 | -0.1 | 2.6 | 3.2 | 0.5 |
| 28. Parking lots are well-lighted and secure. | 6.1 | 6.2 | 0.0 | 4.5 | 5.0 | 0.5 |
| 36. Security staff respond quickly in emergencies. | 6.2 | 6.2 | 0.0 | 4.5 | 5.0 | 0.5 |
| 43. Admissions counselors respond to prospective students' unique needs and requests. | 5.9 | 6.1 | 0.2 | 4.4 | 5.0 | 0.5 |

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 Red are challenges.) | Importance | | | Satisfaction | | |
|--|------------|------|--------|--------------|------------|--------|
| | 2004 | 2007 | 07- 04 | 2004 | 2007 | 07- 04 |
| 40. Residence hall regulations are reasonable. | 5.5 | 6.1 | 0.6 | 3.7 | 3.2 | -0.5 |

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 BLUE are strengths) | Importance | | | Satisfaction | | |
|--|------------|------|--------|--------------|------------|--------|
| | 2004 | 2007 | 07- 04 | 2004 | 2007 | 07- 04 |
| 46. I can easily get involved in campus organizations. | 5.6 | 6.4 | 0.7 | 4.7 | 5.6 | 0.9 |
| 64. New student orientation services help students adjust to college. | 5.7 | 6.4 | 0.6 | 4.8 | 5.7 | 0.9 |
| 29. It is an enjoyable experience to be a student on this campus. | 6.2 | 6.4 | 0.3 | 4.8 | 5.6 | 0.8 |
| 83. I have found places on campus to study or work in groups. | 5.6 | 6.3 | 0.7 | 5.0 | 5.6 | 0.7 |
| 55. Major requirements are clear and reasonable. | 6.4 | 6.3 | -0.1 | 5.0 | 5.6 | 0.6 |
| 75. I have been able to socialize with other students on campus. | 6.2 | 6.5 | 0.3 | 5.5 | 6.0 | 0.5 |
| 79. St. John's Central is easy and convenient to use. | 6.2 | 6.4 | 0.1 | 5.2 | 5.8 | 0.5 |
| 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 | 6.3 | 0.5 | 5.3 | 5.7 | 0.4 |

| | | | | | | |
|--|-----|-----|-----|-----|-----|-----|
| 49. There are adequate services to help me decide upon a career. | 6.2 | 6.3 | 0.1 | 5.3 | 5.6 | 0.3 |
| 74. I have found quiet places to study on campus. | 6.2 | 6.5 | 0.3 | 5.6 | 5.9 | 0.3 |
| 51. This institution has a good reputation within the community. | 6.2 | 6.3 | 0.0 | 5.6 | 5.7 | 0.2 |
| 6. My academic advisor is approachable. | 6.5 | 6.4 | 0.0 | 5.5 | 5.6 | 0.1 |
| 16. The instruction in my major field is excellent. | 6.4 | 6.5 | 0.1 | 5.7 | 5.7 | 0.0 |

As indicated in the above table, the satisfaction ratings for all the strengths increased from 2004 to 2007, especially for getting involved in campus organizations with ease (an increase of 0.9), new student orientation helping students adjusting to college (0.9), and having an enjoyable experience as a student (0.8).

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 Red are challenges.) | Importance | | | Satisfaction | | |
|--|------------|------|--------|--------------|------|--------|
| | 2004 | 2007 | 07- 04 | 2004 | 2007 | 07- 04 |
| 21. The amount of student parking space on campus is adequate. | 6.7 | 6.4 | -0.3 | 2.5 | 4.1 | 1.6 |
| 28. Parking lots are well-lighted and secure. | 6.4 | 6.3 | 0.0 | 4.2 | 5.0 | 0.8 |
| 66. Tuition paid is a worthwhile investment. | 6.3 | 6.3 | 0.0 | 4.1 | 5.0 | 0.8 |
| 36. Security staff respond quickly in emergencies. | 6.3 | 6.3 | 0.0 | 4.5 | 5.1 | 0.6 |
| 25. Faculty are fair and unbiased in their treatment of individual students. | 6.4 | 6.4 | 0.0 | 4.7 | 5.1 | 0.4 |
| 57. I seldom get the "run-around" when seeking information on this campus. | 6.3 | 6.4 | 0.1 | 4.2 | 4.6 | 0.4 |
| 73. Student activities fees are put to good use. | 5.9 | 6.2 | 0.3 | 4.2 | 4.6 | 0.4 |
| 35. The assessment and course placement procedures are reasonable. | 6.3 | 6.3 | 0.0 | 4.9 | 5.2 | 0.3 |
| 17. Adequate financial aid is available for most students. | 6.3 | 6.2 | -0.1 | 4.6 | 4.8 | 0.2 |
| 47. Faculty provide timely feedback about student progress in a course. | 6.2 | 6.4 | 0.2 | 5.0 | 5.1 | 0.2 |
| 67. Freedom of expression is protected on campus. | 6.1 | 6.4 | 0.3 | 5.0 | 5.1 | 0.1 |
| 69. There is a good variety of courses provided on this campus. | 6.4 | 6.3 | -0.1 | 4.9 | 5.0 | 0.1 |
| 61. Adjunct faculty are competent as classroom instructors. | 6.1 | 6.3 | 0.1 | 4.9 | 5.0 | 0.1 |
| 58. The quality of instruction I receive in most of my classes is excellent. | 6.3 | 6.3 | 0.0 | 5.0 | 5.0 | 0.0 |
| 34. I am able to register for classes I need with few conflicts. | 6.6 | 6.4 | -0.2 | 5.0 | 4.7 | -0.3 |

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 2.5 to 4.1). 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 Blue are strengths, and in Red are challenges.) | Importance | | | Satisfaction | | |
|---|------------|------|--------|--------------|------|--------|
| | 2004 | 2007 | 07- 04 | 2004 | 2007 | 07- 04 |
| 54. Bookstore staff are helpful. | 5.9 | 6.0 | 0.1 | 4.7 | 5.7 | 1.0 |
| 80. I use my campus email account regularly. | 4.9 | 5.9 | 1.0 | 4.5 | 5.3 | 0.8 |
| 15. The staff in the health services area are competent. | 5.9 | 6.0 | 0.0 | 4.7 | 5.5 | 0.8 |
| 26. Computer labs are adequate and accessible. | 5.9 | 6.1 | 0.2 | 5.0 | 5.8 | 0.8 |
| 48. Admissions counselors accurately portray the campus in their recruiting practices. | 5.9 | 6.3 | 0.3 | 4.6 | 5.3 | 0.8 |
| 4. Admission staff are knowledgeable. | 6.3 | 6.4 | 0.0 | 4.5 | 5.3 | 0.7 |
| 52. The student center is a comfortable place for students to spend their leisure time. | 5.9 | 6.1 | 0.1 | 4.6 | 5.3 | 0.7 |
| 56. The student handbook provides helpful information about campus life. | 5.4 | 5.9 | 0.5 | 4.7 | 5.4 | 0.7 |
| 38. There is an adequate selection of food available in the cafeteria. | 5.5 | 6.1 | 0.6 | 4.2 | 4.9 | 0.7 |
| 44. Academic support services adequately meet the needs of students. | 5.9 | 6.2 | 0.3 | 4.9 | 5.6 | 0.7 |
| 45. Students are made to feel welcome on this campus. | 6.1 | 6.3 | 0.2 | 4.7 | 5.4 | 0.7 |
| 11. Billing policies are reasonable. | 6.2 | 6.0 | -0.2 | 3.8 | 4.5 | 0.7 |
| 13. Library staff are helpful and approachable. | 5.7 | 5.6 | -0.1 | 4.6 | 5.3 | 0.6 |
| 1. Most students feel a sense of belonging here. | 5.8 | 6.0 | 0.2 | 4.9 | 5.6 | 0.6 |
| 72. On the whole, the campus is well-maintained. | 6.5 | 6.3 | -0.1 | 4.8 | 5.3 | 0.6 |
| 27. The personnel involved in registration are helpful. | 6.3 | 6.1 | -0.1 | 4.9 | 5.4 | 0.6 |

IV. Areas with a Significant Decrease in Satisfaction

| Survey Item (Items with satisfaction ratings in Blue are strengths, and in Red are challenges.) | Importance | | | Satisfaction | | |
|--|------------|------|--------|--------------|------------|--------|
| | 2004 | 2007 | 07- 04 | 2004 | 2007 | 07- 04 |
| 34. I am able to register for classes I need with few conflicts. | 6.6 | 6.4 | -0.2 | 5.0 | 4.7 | -0.3 |
| 23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air conditioning, telephones, etc.). | 5.4 | 5.6 | 0.1 | 4.7 | 4.0 | -0.6 |

Part Four: Graduate Students on Both Queens & Staten Island Campuses

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 BLUE are strengths) | Importance | | | Satisfaction | | |
|---|------------|------|--------|--------------|------------|--------|
| | 2004 | 2007 | 07- 04 | 2004 | 2007 | 07- 04 |
| 79. St. John's Central is easy and convenient to use. | 5.4 | 6.3 | 0.9 | 4.8 | 5.7 | 0.9 |
| 26. Computer labs are adequate and accessible. | 6.1 | 6.0 | -0.1 | 4.7 | 5.4 | 0.7 |
| 47. Faculty provide timely feedback about student progress in a course. | 6.3 | 6.2 | 0.0 | 4.8 | 5.5 | 0.7 |
| 51. This institution has a good reputation within the community. | 6.2 | 6.2 | 0.0 | 5.3 | 5.6 | 0.4 |

| | | | | | | |
|---|-----|-----|-----|-----|-----|-----|
| 68. Nearly all of the faculty are knowledgeable in their field. | 6.4 | 6.4 | 0.0 | 5.3 | 5.7 | 0.4 |
| 72. On the whole, the campus is well-maintained. | 6.1 | 6.1 | 0.0 | 5.3 | 5.5 | 0.2 |

As indicated in the above table, the satisfaction ratings for all the strengths increased from 2004 to 2007, especially for the usage of St. John's Central (increase of 0.9).

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 Red are challenges.) | Importance | | | Satisfaction | | |
|---|------------|------|--------|--------------|------|--------|
| | 2004 | 2007 | 07- 04 | 2004 | 2007 | 07- 04 |
| 66. Tuition paid is a worthwhile investment. | 6.4 | 6.2 | -0.3 | 4.0 | 4.7 | 0.7 |
| 12. Financial aid awards are announced to students in time to be helpful in college planning. | 5.6 | 5.9 | 0.3 | 3.9 | 4.4 | 0.5 |
| 17. Adequate financial aid is available for most students. | 5.9 | 6.2 | 0.3 | 3.9 | 4.4 | 0.5 |
| 11. Billing policies are reasonable. | 6.2 | 6.0 | -0.2 | 3.9 | 4.3 | 0.4 |
| 71. Channels for expressing student complaint are readily available. | 6.0 | 5.7 | -0.2 | 4.0 | 4.4 | 0.4 |
| 19. My academic advisor helps me set goals to work toward. | 6.3 | 6.1 | -0.2 | 4.6 | 4.9 | 0.3 |
| 74. I have found quiet places to study on campus. | 5.3 | 6.1 | 0.8 | 4.6 | 5.0 | 0.3 |
| 20. The business office is open during hours which are convenient for most students. | 6.4 | 5.9 | -0.5 | 4.3 | 4.5 | 0.2 |
| 36. Security staff respond quickly in emergencies. | 6.5 | 6.2 | -0.3 | 4.5 | 4.7 | 0.2 |
| 57. I seldom get the "run-around" when seeking information on this campus. | 6.2 | 6.2 | 0.0 | 4.1 | 4.2 | 0.1 |
| 21. The amount of student parking space on campus is adequate. | 6.3 | 6.0 | -0.3 | 4.0 | 4.1 | 0.0 |
| 28. Parking lots are well-lighted and secure. | 6.5 | 6.2 | -0.3 | 4.8 | 4.9 | 0.0 |
| 5. Financial aid counselors are helpful. | 6.1 | 6.0 | -0.1 | 4.5 | 4.4 | -0.1 |
| 77. There is a variety of internship opportunities for students. (2007 only) | | 5.9 | | | 4.5 | |

As revealed in the above table, satisfaction ratings for the majority of the challenges increased from 2004 to 2007, especially for tuition paid as a worthwhile investment (4.0 to 4.7).

III. Areas with a significant increase in satisfaction

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

| Survey Item | Importance | | | Satisfaction | | |
|---|------------|------|--------|--------------|------|--------|
| | 2004 | 2007 | 07- 04 | 2004 | 2007 | 07- 04 |
| 47. Faculty provide timely feedback about student progress in a course. | 6.3 | 6.2 | 0.0 | 4.8 | 5.5 | 0.7 |
| 73. Student activities fees are put to good use. | 5.6 | 5.8 | 0.2 | 3.6 | 4.5 | 0.9 |
| 59. This institution shows concern for students as individuals. | 6.0 | 6.2 | 0.2 | 4.6 | 5.3 | 0.7 |
| 27. The personnel involved in registration are helpful. | 6.3 | 6.0 | -0.3 | 4.7 | 5.2 | 0.5 |

IV. Areas with a Significant Decrease in Satisfaction

There was a significant decrease in satisfaction ratings for the following areas:

| Survey Item | Importance | | | Satisfaction | | |
|---|------------|------|--------|--------------|------|--------|
| | 2004 | 2007 | 07- 04 | 2004 | 2007 | 07- 04 |
| 30. Residence hall staff are concerned about me as an individual. | 4.7 | 4.7 | 0.0 | 4.7 | 4.5 | -0.3 |
| 31. Males and females have equal opportunities to participate in intercollegiate athletics. | 5.1 | 5.4 | 0.2 | 5.0 | 4.7 | -0.3 |
| 40. Residence hall regulations are reasonable. | 4.4 | 4.6 | 0.2 | 4.5 | 4.2 | -0.3 |
| 33. My academic advisor is knowledgeable about requirements in my major. | 6.7 | 6.6 | -0.1 | 5.7 | 5.3 | -0.3 |