



## Student Satisfaction Inventory (SSI), 2007

### Survey Results for College of Pharmacy

#### 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 Pharmacy, the sample included 38 undergraduates on Queens Campus (2% of student population) and 40 graduate students on Queens Campus (6%).

This report highlights the survey results for College of Pharmacy. 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, Graduate Students on Queens Campus. 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 increased, while satisfaction ratings on some scales decreased slightly from 2004 to 2007, resulting in a larger performance gaps for the majority of the 12 scales, especially for Academic Advising, Recruitment & Financial Aid and Campus Support Services.

For graduate students on Queens Campus, importance ratings on some scales decreased slightly from 2004 to 2007, while all satisfaction ratings increased, especially for Student Centeredness, Safety & Security, Recruitment & Financial Aid, and Service Excellence.

The overall satisfaction rating, one of St. John's institutional success measures, showed a decrease for Queens undergraduate students (4.3 in 2004 to 4.1 in 2007) and an increase for graduate students on Queens campus (4.1 to 5.4).

## 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
80. I use my campus email account regularly.	5.7	6.3	0.6	5.0	<b>5.6</b>	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	6.3	0.4	4.9	<b>5.5</b>	0.6
79. St. John's Central is easy and convenient to use.	6.3	6.5	0.1	<b>5.0</b>	<b>5.4</b>	0.4
65. Faculty are usually available after class and during office hours.	6.3	6.3	-0.1	4.7	<b>4.9</b>	0.2
41. There is a commitment to academic excellence on this campus.	6.2	6.2	0.0	4.4	<b>4.6</b>	0.2
32. Tutoring services are readily available.	5.9	6.3	0.4	4.5	<b>4.6</b>	0.1
51. This institution has a good reputation within the community.	6.2	6.3	0.1	<b>4.8</b>	<b>4.8</b>	0.0
69. There is a good variety of courses provided on this campus.	6.3	6.3	0.1	<b>4.9</b>	<b>4.8</b>	-0.1
26. Computer labs are adequate and accessible.	6.5	6.4	-0.1	4.8	<b>4.7</b>	-0.1
8. The content of the courses within my major is valuable.	6.5	6.5	0.0	<b>5.0</b>	<b>4.8</b>	-0.3

As indicated in the above table, the importance rating on using the campus email increased from 5.7 to 6.3, and so did the satisfaction ratings, from 5.0 to 5.6. 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.	6.3	6.1	-0.2	<b>2.9</b>	<b>3.5</b>	0.5
11. Billing policies are reasonable.	6.2	6.3	0.1	<b>3.4</b>	<b>3.7</b>	0.3
73. Student activities fees are put to good use.	6.2	6.1	-0.1	<b>3.3</b>	<b>3.4</b>	0.0
38. There is an adequate selection of food available in the cafeteria.	6.2	6.1	-0.1	<b>3.6</b>	<b>3.6</b>	0.0
17. Adequate financial aid is available for most students.	6.5	6.5	0.0	<b>3.8</b>	<b>3.8</b>	-0.1
66. Tuition paid is a worthwhile investment.	6.4	6.4	0.0	<b>3.5</b>	<b>3.1</b>	-0.4

As revealed in the above table, the challenges identified in 2004 remained to be challenges in 2007. However, some improvement has been made in student parking space and in several other areas, while satisfaction ratings decreased for tuition paid being a worthwhile investment (from 3.5 in 2004 to 3.1 in 2007).

## 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
43. Admissions counselors respond to prospective students' unique needs and requests.	5.8	5.9	0.0	4.0	4.4	0.5
46. I can easily get involved in campus organizations.	5.8	5.8	0.0	4.3	4.7	0.4
57. I seldom get the "run-around" when seeking information on this campus.	6.3	6.2	-0.1	<b>3.4</b>	3.8	0.3
60. I generally know what's happening on campus.	5.8	5.9	0.1	4.0	4.3	0.3
25. Faculty are fair and unbiased in their treatment of individual students.	6.4	6.4	0.0	<b>4.2</b>	4.5	0.3
82. There are enough classes offered after 2 p.m. on weekdays here.	5.4	5.9	0.5	4.8	5.1	0.3
70. Graduate teaching assistants are competent as classroom instructors.	6.3	6.1	-0.2	4.4	4.6	0.3
34. I am able to register for classes I need with few conflicts.	6.6	6.4	-0.2	<b>3.7</b>	3.9	0.2
48. Admissions counselors accurately portray the campus in their recruiting practices.	5.9	6.0	0.1	4.0	4.2	0.2
71. Channels for expressing student complaint are readily available.	6.1	6.1	-0.1	<b>3.8</b>	4.0	0.2
10. Administrators are approachable to students.	6.0	6.3	0.3	4.3	4.5	0.2

## 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
75. I have been able to socialize with other students on campus.	6.2	6.2	0.0	5.0	4.6	-0.4
5. Financial aid counselors are helpful.	6.1	6.2	0.1	4.3	4.0	-0.4
76. There is an adequate variety of events and programs to attend on campus.	5.7	5.8	0.1	4.5	4.1	-0.4
36. Security staff respond quickly in emergencies.	6.4	6.1	-0.2	4.3	3.9	-0.4
7. The campus is safe and secure for all students.	6.5	6.5	0.0	4.9	4.5	-0.4
4. Admission staff are knowledgeable.	6.0	6.3	0.2	4.5	4.1	-0.4
49. There are adequate services to help me decide upon a career.	5.9	6.2	0.2	4.6	4.2	-0.4
33. My academic advisor is knowledgeable about requirements in my major.	6.5	6.5	0.1	5.1	4.7	-0.5
6. My academic advisor is approachable.	6.4	6.6	0.2	4.7	4.2	-0.5
83. I have found places on campus to study or work in groups.	6.1	6.2	0.1	4.9	4.3	-0.5
74. I have found quiet places to study on campus.	6.6	6.6	0.0	4.8	4.2	-0.6

### Part Three: Graduate Students 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
16. The instruction in my major field is excellent.	6.4	6.4	0.1	4.6	5.7	1.1
29. It is an enjoyable experience to be a student on this campus.	5.8	6.0	0.2	4.4	5.3	0.9
83. I have found places on campus to study or work in groups.	6.1	6.1	0.0	4.7	5.4	0.7
78. I have found the Public Safety staff helpful and approachable.	5.8	6.1	0.3	4.6	5.3	0.7
8. The content of the courses within my major is valuable.	6.6	6.3	-0.2	5.0	5.7	0.7
79. St. John's Central is easy and convenient to use.	6.2	6.2	0.0	4.9	5.4	0.5
14. My academic advisor is concerned about my success as an individual.	6.2	6.1	-0.1	5.0	5.5	0.5
7. The campus is safe and secure for all students.	6.4	6.2	-0.2	5.2	5.6	0.4
6. My academic advisor is approachable.	6.4	6.0	-0.4	5.5	5.4	-0.1

As indicated in the above table, the satisfaction rating on the instruction provided in the major field being excellent has increased from 4.6 to 5.7. Both importance and satisfaction ratings increased for having an enjoyable experience being a student on the campus.

## 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
71. Channels for expressing student complaint are readily available.	5.9	5.9	0.0	3.6	4.6	0.9
41. There is a commitment to academic excellence on this campus.	6.3	6.3	0.0	4.3	5.1	0.8
73. Student activities fees are put to good use.	5.8	5.8	0.0	3.8	4.4	0.6
66. Tuition paid is a worthwhile investment.	6.3	6.2	-0.1	3.9	4.5	0.6
36. Security staff respond quickly in emergencies.	6.3	6.1	-0.2	4.4	4.9	0.5
18. Library resources and services are adequate.	6.2	6.0	-0.2	4.4	4.8	0.4
74. I have found quiet places to study on campus.	6.4	6.5	0.1	4.6	5.0	0.4
67. Freedom of expression is protected on campus.	5.9	6.1	0.2	4.5	4.8	0.3
25. Faculty are fair and unbiased in their treatment of individual students.	6.2	6.4	0.2	4.6	4.9	0.3
28. Parking lots are well-lighted and secure.	5.7	5.9	0.1	4.3	4.6	0.3
11. Billing policies are reasonable.	6.0	5.7	-0.3	3.9	4.2	0.2
20. The business office is open during hours which are convenient for most students.	5.7	5.9	0.2	4.5	4.7	0.2
49. There are adequate services to help me decide upon a career.	6.0	5.9	-0.1	4.6	4.6	0.0
17. Adequate financial aid is available for most students.	6.4	6.0	-0.3	4.3	4.0	-0.3

As revealed in the above table, the majority of the challenges identified in 2004 remained to be challenges in 2007. However, improvement has been made in almost all areas except for the availability of financial aid.

## 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
37. I feel a sense of pride about my campus.	5.5	6.1	0.6	4.1	5.1	1.0
3. Faculty care about me as an individual.	6.2	5.8	-0.4	4.6	5.5	0.9
59. This institution shows concern for students as individuals.	5.9	6.1	0.2	4.2	5.1	0.9
27. The personnel involved in registration are helpful.	6.0	6.2	0.2	4.4	5.3	0.8
4. Admission staff are knowledgeable.	5.8	5.6	-0.2	4.4	5.2	0.8
34. I am able to register for classes I need with few conflicts.	6.3	6.2	-0.1	4.5	5.3	0.8
60. I generally know what's happening on campus.	5.3	5.4	0.1	3.9	4.7	0.8
38. There is an adequate selection of food available in the cafeteria.	6.0	5.7	-0.3	3.8	4.6	0.7

52. The student center is a comfortable place for students to spend their leisure time.	5.5	5.9	0.4	4.4	5.1	0.7
58. The quality of instruction I receive in most of my classes is excellent.	6.1	6.1	0.0	4.5	5.3	0.7
57. I seldom get the "run-around" when seeking information on this campus.	5.8	5.8	0.0	3.9	4.6	0.7

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

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

Survey Item	Importance			Satisfaction		
	2004	2007	07- 04	2004	2007	07- 04
17. Adequate financial aid is available for most students.	6.4	6.0	-0.3	4.3	4.0	-0.3