



# REPORT OF STUDENT SATISFACTION INVENTORY (SSI) 2010 FOR ST. JOHN'S COLLEGE OF LIBERAL ARTS AND SCIENCES

## I. 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 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 considered as a performance gap.

In spring 2010, St. John's classes were randomly selected from the following three groups: 1) Undergraduates on Queens Campus (832 participants, 8% of student population), 2) Undergraduates on Staten Island (246, 20%), and 3) Graduate students of both Queens and SI campuses (422, 11%). 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. Four similar studies were conducted in 1997, 1999, 2004, and 2007.

For St. John's College, the sample included 217 undergraduates on Queens Campus (7% of student population), 49 undergraduates on Staten Island (15%), and 104 graduate students on Queens campus (9%).

This report highlights the survey results for St. John's College. Both strengths and challenges have been identified for the 2010 survey, and they are compared to the 2007 data. Corresponding ratings from the entire university in 2010 are provided for comparison purposes. Strengths are areas of high importance, high satisfaction, and small gaps. Challenges are 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, prepared by the Office of Institutional Research, consists of four sections, including this introduction (Section I). Section II provides highlights of the survey results. Section III presents a more detailed analysis which includes four parts: 1) The scale-level results (the 83 items are grouped into 12 scales) and overall satisfaction, 2) Areas of strength, 3) Areas of challenge, and 4) Areas of significant change from 2007 to 2010. Section IV is the summary and conclusion. The appendix to this report provides detailed results at both the scale and item levels, and for both St. John's College and the University for comparative purposes.

## II. HIGHLIGHTS

In St. John's both the 2004-08 and 2008-13 Strategic Plan, student overall satisfaction, one of the SSI items, is one of the institutional success measures. Following are the SJC survey results in 2004, 2007, and 2010, with the University target for 2013:

	2004	2007	2010	STJ Target for 2013
Undergraduates on Queens Campus	4.5	4.6	4.9	5.3
Undergraduates on Staten Island	4.7	4.7	5.0	5.3
Graduate students on Queens Campus	5.1	5.1	5.5	5.3

As indicated above, in general there has been improvement in satisfaction ratings, especially from 2007 to 2010. The university target of 5.3 has been met by graduate students while the ratings for undergraduates on both campuses are below the target.

In 2010, the following areas were identified as strengths **for undergraduates on both Queens and Staten Island campuses:**

1. St. John's Central is easy and convenient to use.
2. Faculty are usually available after class and during office hours.
3. Computer labs are adequate and accessible.
4. I have been able to socialize with other students on campus.
5. Nearly all of the faculty are knowledgeable in their fields.

**Additional strengths for Queens campus** were:

6. The campus is safe and secure for all students.
7. On the whole, the campus is well-maintained.

**Additional strengths for Staten Island campus** were:

6. My academic advisor is approachable.
7. I use my campus email account regularly.
8. My academic advisor is knowledgeable about requirements in my major.
9. The use of technology in the classroom is adequate.
10. My academic advisor is concerned about my success as an individual.
11. I have found quiet places to study on campus.
12. This institution has a good reputation within the community.
13. I have found the Public Safety staff helpful and approachable
14. Major requirements are clear and reasonable.
15. New student orientation services help students adjust to college.

The following areas were identified as **challenges for undergraduate students on both campuses:**

1. Billing policies being reasonable.
2. Tuition paid as a worthwhile investment.
3. Availability of an adequate selection of food in the cafeteria.

4. Use of student activities fees.
5. Financial aid awards being announced to students in time to be helpful in college planning.
6. Availability of adequate financial aid for most students.
7. Conflicts in registering for classes.
8. Financial aid counselors being helpful.

**Additional Challenges for Queens campus include:**

9. Getting the "run-around" when seeking information on campus.
10. Channels for expressing student complaint.
11. Living conditions in the residence halls (space, lighting, heat, air conditioning, telephones, etc.).
12. Academic advisors helping students set goals to work toward.
13. Concerns shown for students as individuals.
14. Internship opportunities for students.
15. Services to help students decide upon a career.
16. Academic advisor being concerned about students' success as individuals.
17. Admission staff being knowledgeable.

**Additional Challenges for Staten Island campus were:**

9. Variety of courses provided on the campus.
10. The business office hours being convenient for students.
11. The assessment and course placement procedures being reasonable.
12. Response of security staff in emergencies.
13. Faculty being fair and unbiased in their treatment of individual students.
14. Students being aware of what's happening on campus.

In general, satisfaction ratings for St. John's College increased from 2007 to 2010 for both undergraduate and graduate students on both Queens and Staten Island campuses. The satisfactions ratings for St. John's College in 2010 were fairly higher than the University average.

### III. DETAILED SURVEY RESULTS

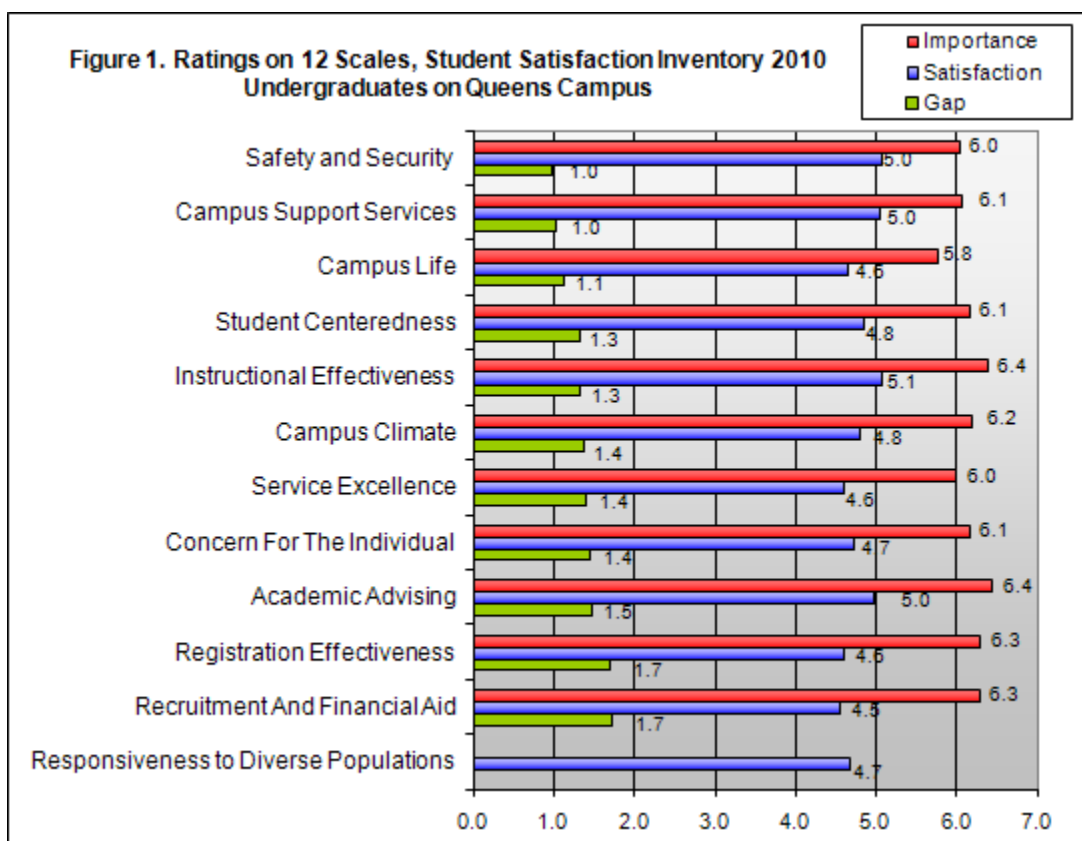
This section consists of four parts: 1) The scale-level results (the 83 items are grouped into 12 scales) and overall satisfaction, 2) Areas of strength, 3) Areas of challenge, and 4) Areas of significant changes from 2007 to 2010.

#### 1. The Scale-Level Results and Overall Satisfaction

##### A. Undergraduates on Queens Campus

For undergraduates on Queens campus, the importance ratings on the majority of the 12 scales increased slightly, and satisfaction ratings increased even more, resulting in smaller performance gaps than before. Satisfaction ratings increased most on Safety & Security (from 4.6 to 5.0) and Campus Life (from 4.2 to 4.6). (Table 1a in the appendix)

Figure 1 presents the importance and satisfaction ratings of the 12 scales (the scale of Responsiveness to Diverse Populations has only the satisfaction rating). As the figure indicates, Safety & Security, Campus Support Services, and Campus Life had the smallest gap ranging from 1.0 to 1.1, while Recruitment & Financial Aid and Registration Effectiveness had the largest gap of 1.7.

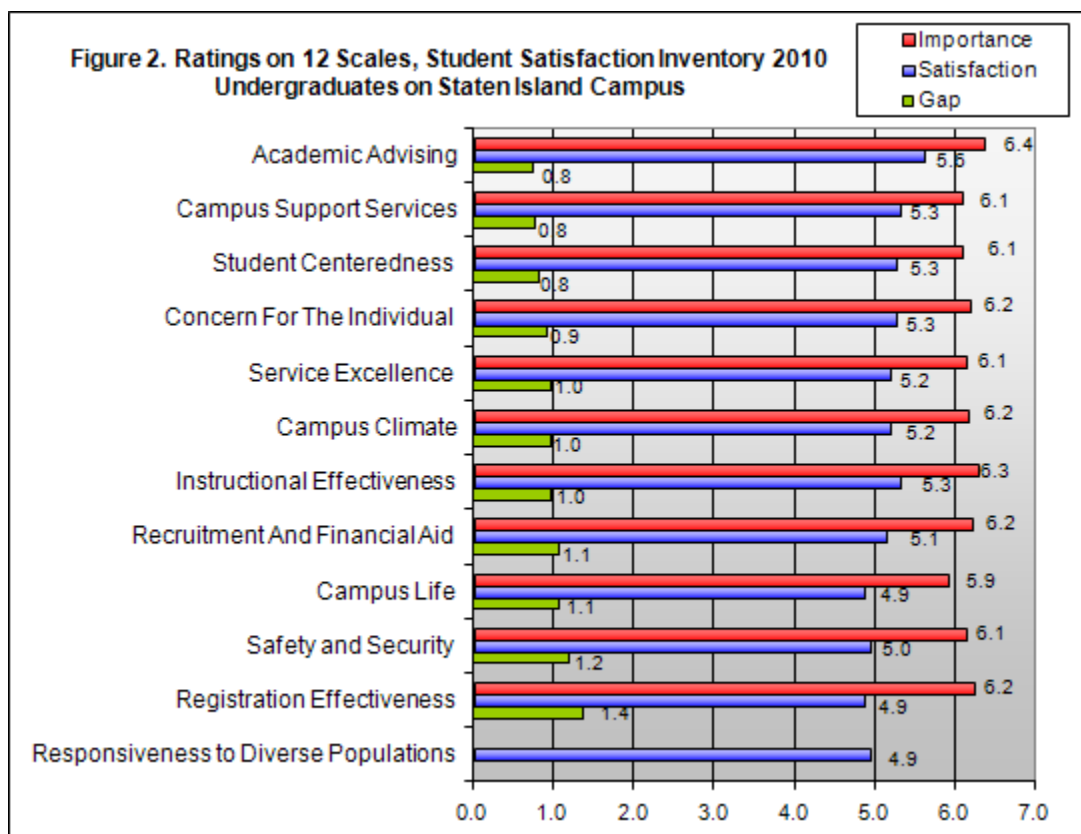


The overall satisfaction rating, one of St. John's institutional success measures, increased from 4.6 in 2007 to 4.9 in 2010.

## B. Undergraduates on Staten Island Campus

For undergraduates on Staten Island campus, both the importance and satisfaction ratings increased slightly from 2007 to 2010. Satisfaction ratings increased most on Academic Advising (from 5.2 to 5.6), followed by Recruitment and Financial Aid (from 4.8 to 5.1). (Table 2a)

Figure 2 presents the importance and satisfaction ratings of the 12 scales (the scale of Responsiveness to Diverse Populations has only the satisfaction rating). As the figure indicates, Academic Advising, Campus Support Services, and Student Centeredness had the smallest gap of 0.8, while Registration Effectiveness and Safety & Security had the largest gap ranging from 1.2 to 1.4.



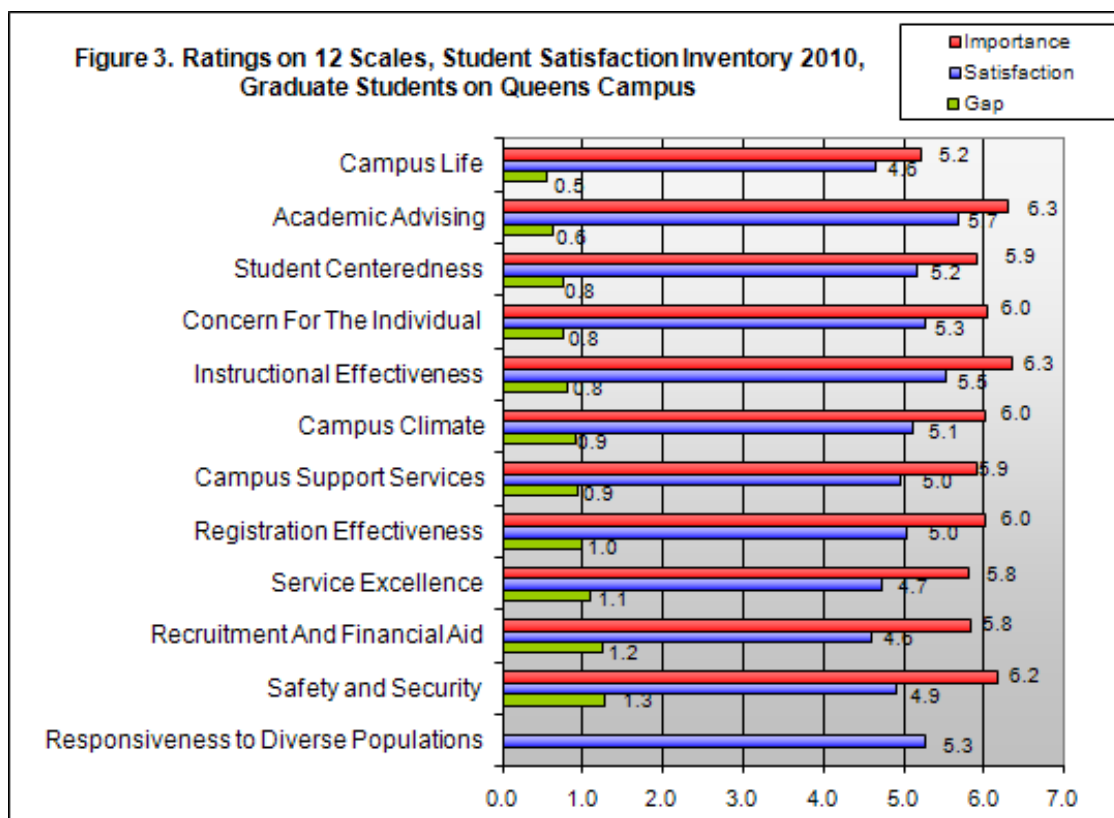
The overall satisfaction rating, one of St. John's institutional success measures, increased from 4.7 in 2007 to 5.0 in 2010.

## C. Graduate students on Queens Campus

For graduate students on Queens campus, importance ratings on all scales decreased from 2007 to 2010, while nearly all satisfaction ratings increased, resulting in smaller performance gaps. (Table 3a)

Figure 3 presents the importance and satisfaction ratings of the 12 scales. As the figure reveals, Campus Life and Academic Advising had the smallest gaps ranging from 0.5

to 0.6, while Recruitment & Financial Aid and Safety & Security had the largest gaps ranging from 1.2 to 1.3.



The overall satisfaction rating, one of St. John's institutional success measures, increased from 5.1 in 2007 to 5.5 in 2010.

## 2. Areas of Strengths

Areas of strengths are determined by the importance and satisfaction ratings within each of these three student groups: 1) Undergraduates on Queens campus, 2) Undergraduates on Staten Island campus, and 3) Graduate students on both Queens and Staten Island campuses. The criteria for areas of strengths are (in the formula, Imp = Importance rating; pt = percentile; Sat = Satisfaction rating):

(Imp  $\geq$  75th pt & Sat  $>$  Median & Gap  $<$  40th pt) or

(Imp  $>$  Median & Imp  $<$  75th pt & Sat  $>$  Median & Gap  $<$  35th pt)

As areas of strengths are based on the relative importance and satisfaction ratings within a particular student group, a survey item with certain importance and satisfaction ratings may be a strength for one group (e.g., undergraduates on Queens campus) but may not be necessarily a strength for another group (e.g., undergraduates on Staten Island campus). Also, within each group, items with the same satisfaction ratings but different importance ratings may not all be strengths because the importance rating is a factor in determining strengths.

## A. An Overview: Strengths for Undergraduates on Both Campuses

Following are the areas of strength of undergraduates for both St. John's College and the University, on both Queens and Staten Island campuses.

Survey Item (Items with satisfaction ratings in <b>BLUE</b> are strengths, in <b>Red</b> are challenges.)	SJC Queens	SJC SI	University Queens	University SI
	2010	2010	2010	2010
79. St. John's Central is easy and convenient to use.	5.8	6.1	5.4	5.7
65. Faculty are usually available after class and during office hours.	5.5	5.7	5.1	5.4
26. Computer labs are adequate and accessible.	5.4	5.4	5.1	5.6
75. I have been able to socialize with other students on campus.	5.4	5.6	5.3	5.5
68. Nearly all of the faculty are knowledgeable in their fields.	5.4	5.6	4.9	5.3
7. The campus is safe and secure for all students.	5.7	5.4	5.3	5.7
72. On the whole, the campus is well-maintained.	5.6	5.2	5.2	5.4
6. My academic advisor is approachable.	5.2	5.9	5.1	5.8
80. I use my campus email account regularly.	5.8	5.9	5.5	5.6
33. My academic advisor is knowledgeable about requirements in my major.	5.3	5.9	5.1	5.6
81. The use of technology in the classroom is adequate.	5.3	5.8	5.2	5.5
14. My academic advisor is concerned about my success as an individual.	4.7	5.7	4.7	5.5
74. I have found quiet places to study on campus.	5.4	5.7	5.0	5.4
51. This institution has a good reputation within the community.	5.3	5.7	5.1	5.6
78. I have found the Public Safety staff helpful and approachable.	5.1	5.6	4.9	5.3
55. Major requirements are clear and reasonable.	5.3	5.5	4.9	5.3
64. New student orientation services help students adjust to college.	4.9	5.3	4.7	5.3
45. Students are made to feel welcome on this campus.	5.1	5.1	4.9	5.1
2. The campus staff are caring and helpful.	5.0	5.6	4.7	5.5
3. Faculty care about me as an individual.	4.7	5.5	4.5	5.4
32. Tutoring services are readily available.	5.2	5.2	4.9	5.4

The table indicates that St. John's College shares some strengths with the University as a whole. St. John's Central and computer labs were the common strengths for the College and University, on both Queens and Staten Island campuses. "Academic advisors being concerned about students' success as individuals" was a strength for St. John's College students on Staten Island while it was a challenge on Queens campus. "Nearly all of the faculty members being knowledgeable in their fields" was a strength for St. John's College on both campuses while it was not for the University. (As stated earlier, strengths were determined by the importance and satisfaction ratings within each student group. Therefore, an area with similar satisfaction ratings by two groups of students was not necessarily a strength for both groups.)

## B. Undergraduates on Queens Campus

The following areas have been identified as strengths by the 2010 survey, and they are compared with the 2007 data. The university-wide ratings are also provided for comparison.

Survey Item (Items with satisfaction ratings in <b>BLUE</b> are strengths.)	SJC Queens		University Queens	
	2007	2010	2007	2010
79. St. John's Central is easy and convenient to use.	5.4	5.8	5.4	5.4
7. The campus is safe and secure for all students.	5.4	5.7	5.3	5.3
72. On the whole, the campus is well-maintained.	5.2	5.6	5.1	5.2
65. Faculty are usually available after class and during office hours.	5.2	5.5	5.1	5.1
26. Computer labs are adequate and accessible.	5.0	5.4	5.0	5.1
75. I have been able to socialize with other students on campus.	5.2	5.4	5.1	5.3
68. Nearly all of the faculty are knowledgeable in their field.	5.1	5.4	5.0	4.9

As indicated in the above table, the strengths in 2010 were also strengths in 2007 for St. John's College. However, the satisfaction ratings all increased from 2007 to 2010 for the College while the ratings didn't change much for the University.

## C. Undergraduates on Staten Island Campus

The following areas have been identified as strengths by the 2010 survey, and they are compared with the 2007 data.

Survey Item (Items with satisfaction ratings in <b>BLUE</b> are strengths, in <b>Red</b> are challenges.)	SJC Staten Island		University Staten Island	
	2007	2010	2007	2010
79. St. John's Central is easy and convenient to use.	5.5	6.1	5.4	5.7
6. My academic advisor is approachable.	5.7	5.9	5.6	5.8
80. I use my campus email account regularly.	5.5	5.9	5.4	5.6
33. My academic advisor is knowledgeable about requirements in my major.	5.3	5.9	5.3	5.6
81. The use of technology in the classroom is adequate.	5.2	5.8	5.2	5.5
14. My academic advisor is concerned about my success as an individual.	5.3	5.7	5.4	5.5
74. I have found quiet places to study on campus.	5.3	5.7	5.3	5.4
51. This institution has a good reputation within the community.	5.4	5.7	5.3	5.6
65. Faculty are usually available after class and during office hours.	5.2	5.7	5.2	5.4
75. I have been able to socialize with other students on campus.	5.1	5.6	5.3	5.5
78. I have found the Public Safety staff helpful and approachable.	5.2	5.6	5.1	5.3
68. Nearly all of the faculty are knowledgeable in their field.	5.2	5.6	5.2	5.3
55. Major requirements are clear and reasonable.	4.8	5.5	5.2	5.3
26. Computer labs are adequate and accessible.	5.6	5.4	5.5	5.6
64. New student orientation services help students adjust to college.	4.8	5.3	5.1	5.3



As indicated in the above table, nearly all satisfaction ratings increased from 2007 to 2010 for St. John’s College, and the increase was especially big in the areas that were not strengths in 2007 but became strengths in 2010. It should be noted that “major requirements being clear and reasonable” was a challenge in 2007, but became a strength in 2010.

In 2010, the satisfaction ratings on most areas of strength for St. John’s College were higher than those for the University.

**D. Graduate Students on Queens Campus**

The following areas have been identified as strengths by the 2010 survey, and they are compared with the 2007 data. The ratings for the University are also provided for comparison purposes.

Survey Item (Items with satisfaction ratings in BLUE are strengths.)	SJC Graduate Students		University Graduate Students	
	2007	2010	2007	2010
65. Faculty are usually available after class and during office hours.	5.5	6.1	5.4	5.6
68. Nearly all of the faculty are knowledgeable in their field.	5.7	6.0	5.5	5.5
33. My academic advisor is knowledgeable about requirements in my major.	5.7	6.0	5.4	5.6
72. On the whole, the campus is well-maintained.	5.6	5.9	5.4	5.6
6. My academic advisor is approachable.	5.7	5.9	5.4	5.5
55. Major requirements are clear and reasonable.	5.3	5.7	5.2	5.3
14. My academic advisor is concerned about my success as an individual.	5.5	5.6	5.2	5.3
51. This institution has a good reputation within the community.	5.2	5.5	5.3	5.5
70. Graduate teaching assistants are competent as classroom instructors.	4.7	5.5	4.8	5.3
78. I have found the Public Safety staff helpful and approachable.	4.9	5.4	5.0	5.3

As revealed in the table above, the satisfaction ratings on areas of strengths for St. John’s College all increased from 2007 to 2010. The ratings for the College in 2010 were higher than those for the University for almost all areas listed in the table.

**3. Areas of Challenge**

Areas of challenge are determined in a similar way as areas of strengths, i.e., by the importance and satisfaction ratings within each student group. The criterion for areas of challenge is (in the formula, Imp = Importance rating; pt = percentile; Sat = Satisfaction rating):

- (Imp > Median & Sat < Median & Gap > 75th pt) or
- (Imp > 25th pt & Imp <= Median & Gap > 85th pt)

Following are areas of challenge for each the three student groups of St. John’s College. Satisfaction ratings for the whole university are also presented for comparison purposes.

## A. An Overview: Challenges for Undergraduates of St. John's College and St. John's University

Following are the areas of challenge for undergraduates of either St. John's College or St. John's University. Both the 2007 and 2010 data are provided.

Survey Item (Items with satisfaction ratings in <b>BLUE</b> are strengths, in <b>Red</b> are challenges.)	SJC Queens	SJC SI	University Queens	University SI
	2010	2010	2010	2010
11. Billing policies are reasonable.	3.8	4.3	3.7	4.4
66. Tuition paid is a worthwhile investment.	4.0	4.8	3.7	4.7
38. There is an adequate selection of food available in the cafeteria.	4.3	4.5	4.0	4.5
73. Student activities fees are put to good use.	4.3	4.7	4.0	4.7
12. Financial aid awards are announced to students in time to be helpful in college planning.	4.4	5.1	4.3	4.9
17. Adequate financial aid is available for most students.	4.5	4.7	4.1	4.8
34. I am able to register for classes I need with few conflicts.	4.5	4.7	4.3	4.9
5. Financial aid counselors are helpful.	4.6	5.1	4.3	5.0
57. I seldom get the "run-around" when seeking information on this campus.	4.0	4.9	3.9	4.9
71. Channels for expressing student complaint are readily available.	4.2	4.9	4.0	4.8
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air conditioning, telephones, etc.).	4.2	4.5	4.3	4.5
19. My academic advisor helps me set goals to work toward.	4.5	5.2	4.5	5.2
59. This institution shows concern for students as individuals.	4.6	5.2	4.3	5.3
77. There is a variety of internship opportunities for students.	4.6	5.3	4.4	5.1
49. There are adequate services to help me decide upon a career.	4.7	5.2	4.7	5.2
14. My academic advisor is concerned about my success as an individual.	4.7	5.7	4.7	5.5
4. Admission staff are knowledgeable.	4.8	5.3	4.6	5.3
69. There is a good variety of courses provided on this campus.	5.2	4.6	4.9	4.7
20. The business office is open during hours which are convenient for most students.	4.7	4.7	4.5	5.1
35. The assessment and course placement procedures are reasonable.	4.8	5.0	4.5	5.1
36. Security staff respond quickly in emergencies.	5.2	5.1	5.0	5.2
25. Faculty are fair and unbiased in their treatment of individual students.	5.0	5.1	4.6	5.0
60. I generally know what's happening on campus.	4.6	5.1	4.5	4.9
21. The amount of student parking space on campus is adequate.	3.7	4.6	3.6	4.5
53. Faculty taking into consideration student differences as they teach a course.	4.6	5.3	4.3	5.0
45. Students are made to feel welcome on this campus.	5.1	5.1	4.9	5.1
47. Faculty provide timely feedback about student progress in a course.	5.0	5.4	4.6	5.1
29. It is an enjoyable experience to be a student on this campus.	5.0	5.2	4.7	5.1

As the above table indicates, there were some common areas of challenge for both St. John's College and St. John's University while the College had its own challenges on either Queens or Staten Island campus. On Queens campus, the satisfaction ratings on the majority of challenges were higher for the College than for the University while there was no such pattern on Staten Island campus.

## B. Undergraduates on Queens Campus

The following areas have been identified as challenges by the 2010 survey for St. John's College. The ratings for the University are also presented for comparison purposes.

Survey Item (Items with satisfaction ratings in <b>Red</b> are challenges.)	SJC Queens		University Queens	
	2007	2010	2007	2010
11. Billing policies are reasonable.	<b>3.6</b>	<b>3.8</b>	<b>3.7</b>	<b>3.7</b>
57. I seldom get the "run-around" when seeking information on this campus.	<b>3.6</b>	<b>4.0</b>	<b>3.9</b>	<b>3.9</b>
66. Tuition paid is a worthwhile investment.	<b>3.8</b>	<b>4.0</b>	<b>3.9</b>	<b>3.7</b>
71. Channels for expressing student complaint are readily available.	<b>4.0</b>	<b>4.2</b>	4.3	<b>4.0</b>
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air conditioning, telephones, etc.).	4.1	<b>4.2</b>	4.1	4.3
38. There is an adequate selection of food available in the cafeteria.	<b>3.5</b>	<b>4.3</b>	<b>3.8</b>	<b>4.0</b>
73. Student activities fees are put to good use.	<b>3.8</b>	<b>4.3</b>	<b>4.0</b>	<b>4.0</b>
12. Financial aid awards are announced to students in time to be helpful in college planning.	<b>4.0</b>	<b>4.4</b>	<b>4.2</b>	<b>4.3</b>
17. Adequate financial aid is available for most students.	<b>4.1</b>	<b>4.5</b>	<b>4.1</b>	<b>4.1</b>
19. My academic advisor helps me set goals to work toward.	<b>4.4</b>	<b>4.5</b>	<b>4.5</b>	<b>4.5</b>
34. I am able to register for classes I need with few conflicts.	<b>4.4</b>	<b>4.5</b>	<b>4.4</b>	<b>4.3</b>
5. Financial aid counselors are helpful.	<b>4.2</b>	<b>4.6</b>	<b>4.2</b>	<b>4.3</b>
59. This institution shows concern for students as individuals.	<b>4.2</b>	<b>4.6</b>	<b>4.3</b>	<b>4.3</b>
77. There is a variety of internship opportunities for students.	<b>4.1</b>	<b>4.6</b>	<b>4.4</b>	<b>4.4</b>
49. There are adequate services to help me decide upon a career.	<b>4.3</b>	<b>4.7</b>	<b>4.6</b>	4.7
14. My academic advisor is concerned about my success as an individual.	4.7	<b>4.7</b>	4.8	4.7
4. Admission staff are knowledgeable.	4.4	<b>4.8</b>	4.6	4.6

As revealed in the above table, the majority of the challenges identified in 2007 remained to be challenges in 2010. However, there was improvement in satisfaction ratings for almost all areas of challenge. The College shares most of the challenges with the University. In 2007, the satisfaction ratings were similar for the College and University, but in 2010 the ratings for the College were higher than for the University in most areas.

### C. Undergraduates on Staten Island Campus

The following areas have been identified as challenges for St. John's College by the 2010 survey, and they are compared with the 2007 data. The satisfaction ratings for the University are also provided.

Survey Item (Items with satisfaction ratings in <b>BLUE</b> are strengths, in <b>Red</b> are challenges.)	SJC Staten Island		University Staten Island	
	2007	2010	2007	2010
11. Billing policies are reasonable.	4.3	4.3	4.5	4.4
38. There is an adequate selection of food available in the cafeteria.	4.2	4.5	4.4	4.5
69. There is a good variety of courses provided on this campus.	4.3	4.6	4.8	4.7
34. I am able to register for classes I need with few conflicts.	4.8	4.7	4.9	4.9
20. The business office is open during hours which are convenient for most students.	4.8	4.7	5.0	5.1
73. Student activities fees are put to good use.	4.3	4.7	4.6	4.7
17. Adequate financial aid is available for most students.	4.6	4.7	4.7	4.8
66. Tuition paid is a worthwhile investment.	4.4	4.8	4.6	4.7
35. The assessment and course placement procedures are reasonable.	5.2	5.0	5.0	5.1
12. Financial aid awards are announced to students in time to be helpful in college planning.	4.7	5.1	4.9	4.9
36. Security staff respond quickly in emergencies.	5.1	5.1	5.1	5.2
60. I generally know what's happening on campus.	4.3	5.1	4.8	4.9
5. Financial aid counselors are helpful.	4.8	5.1	5.0	5.0
25. Faculty are fair and unbiased in their treatment of individual students.	5.2	5.1	5.0	5.0

As revealed in the above table, over one half of the challenges in 2007 remained challenges in 2010 for St. John's College. The College shared the majority of the challenges with the University. In 2010, satisfaction ratings on most challenges for St. John's College were similar to those for the University.

### D. Undergraduates by Level on Queens Campus

Following are areas of challenge by level in 2010, Queens campus (The sample for Staten Island was too small to break by level). As the table indicates, in general the challenges for the college apply to each level, from the first year to the fourth year. However, there was a pattern in the satisfaction ratings by level: the ratings by the first-year students were the highest, and with the level getting higher, the ratings became lower.

<b>Survey Item (Items with satisfaction ratings in Red are challenges.)</b>	<b>Total</b>	<b>1st Year</b>	<b>2nd Year</b>	<b>3rd Year</b>	<b>4th Year</b>
11. Billing policies are reasonable.	3.8	4.4	3.7	3.7	3.0
57. I seldom get the “run-around” when seeking information on this campus.	4.0	4.6	3.9	4.0	3.0
66. Tuition paid is a worthwhile investment.	4.0	4.2	4.3	4.1	3.4
71. Channels for expressing student complaint are readily available.	4.2	4.6	4.1	4.3	3.5
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air conditioning, telephones, etc.).	4.2	4.3	3.7	4.5	4.0
38. There is an adequate selection of food available in the cafeteria.	4.3	4.3	4.3	4.3	4.1
73. Student activities fees are put to good use.	4.3	4.9	4.6	4.3	3.2
12. Financial aid awards are announced to students in time to be helpful in college planning.	4.4	4.9	4.6	4.5	3.7
17. Adequate financial aid is available for most students.	4.5	5.1	4.1	4.2	4.1
19. My academic advisor helps me set goals to work toward.	4.5	4.9	4.7	4.4	3.9
34. I am able to register for classes I need with few conflicts.	4.5	4.7	4.9	4.3	4.4
5. Financial aid counselors are helpful.	4.6	4.9	4.5	4.7	4.0
59. This institution shows concern for students as individuals.	4.6	5.0	4.6	4.7	3.9
77. There is a variety of internship opportunities for students.	4.6	4.7	4.6	4.8	4.0
49. There are adequate services to help me decide upon a career.	4.7	5.1	5.0	4.8	3.8
14. My academic advisor is concerned about my success as an individual.	4.7	5.4	4.6	4.5	4.2
4. Admission staff are knowledgeable.	4.8	5.3	4.5	4.9	4.2

## E. Graduate Students on Queens Campus

The following areas have been identified as challenges for St. John’s College by the 2010 survey:

<b>Survey Item (Items with satisfaction ratings in Red are challenges.)</b>	<b>SJC Graduate Students</b>		<b>University Graduate Students</b>	
	<b>2007</b>	<b>2010</b>	<b>2007</b>	<b>2010</b>
21. The amount of student parking space on campus is adequate.	3.9	3.7	3.9	4.0
57. I seldom get the “run-around” when seeking information on this campus.	4.0	4.0	4.2	4.4
11. Billing policies are reasonable.	4.3	4.4	4.2	4.3
5. Financial aid counselors are helpful.	4.3	4.4	4.4	4.6
17. Adequate financial aid is available for most students.	4.0	4.5	4.1	4.3
73. Student activities fees are put to good use.	3.9	4.5	4.3	4.6
12. Financial aid awards are announced to students in time to be helpful in college planning.	4.1	4.6	4.3	4.6
26. Computer labs are adequate and accessible.	5.0	4.7	5.1	5.2
71. Channels for expressing student complaint are readily available.	3.8	4.7	4.3	4.7
77. There is a variety of internship opportunities for students.	4.2	4.8	4.5	4.6
66. Tuition paid is a worthwhile investment.	4.5	4.8	4.4	4.5
28. Parking lots are well-lighted and secure.	4.6	4.9	4.7	5.1
49. There are adequate services to help me decide upon a career.	4.5	4.9	4.8	4.9
18. Library resources and services are adequate.	4.8	5.0	4.9	5.0
27. The personnel involved in registration are helpful.	4.9	5.0	5.0	5.1

As revealed in the above table, St. John's College shared almost all challenges with the University, and satisfaction ratings were also similar for most areas.

#### 4. Areas of Significant Change from 2007 to 2010

Presented in this section are the areas on which satisfaction ratings for St. John's College either increased or decreased significantly from 2007 to 2010.

##### A. Undergraduates on Queens Campus

Following are the top 15 areas on which satisfaction ratings increased (by at least 0.5 of a 7-point scale) from 2007 to 2010

Survey Item (Items with satisfaction ratings in <b>BLUE</b> are strengths, in <b>Red</b> are challenges.)	SJC Queens			University Queens		
	2007	2010	10-07	2007	2010	10-07
52. The student center is a comfortable place for students to spend their leisure time.	4.4	5.4	1.0	4.5	5.1	0.6
38. There is an adequate selection of food available in the cafeteria.	<b>3.5</b>	<b>4.3</b>	0.7	<b>3.8</b>	<b>4.0</b>	0.2
21. The amount of student parking space on campus is adequate.	3.1	3.7	0.7	3.2	3.6	0.4
20. The business office is open during hours which are convenient for most students.	4.1	4.7	0.6	4.4	4.5	0.1
78. I have found the Public Safety staff helpful and approachable.	4.5	5.1	0.6	4.5	4.9	0.4
62. There is a strong commitment to racial harmony on this campus.	4.9	5.4	0.5	4.9	5.1	0.2
36. Security staff respond quickly in emergencies.	4.7	5.2	0.5	4.7	5.0	0.3
46. I can easily get involved in campus organizations.	4.6	5.1	0.5	4.7	4.8	0.0
28. Parking lots are well-lighted and secure.	4.6	5.1	0.5	4.7	4.7	0.0
76. There is an adequate variety of events and programs to attend on campus.	4.7	5.2	0.5	4.7	4.9	0.2
77. There is a variety of internship opportunities for students.	<b>4.1</b>	<b>4.6</b>	0.5	<b>4.4</b>	<b>4.4</b>	-0.1
42. There are a sufficient number of weekend activities for students.	4.0	4.4	0.5	4.2	4.2	0.1
58. The quality of instruction I receive in most of my classes is excellent.	4.7	5.2	0.5	4.7	4.7	0.0
73. Student activities fees are put to good use.	<b>3.8</b>	<b>4.3</b>	0.5	<b>4.0</b>	<b>4.0</b>	-0.1
41. There is a commitment to academic excellence on this campus.	<b>4.5</b>	4.9	0.5	4.7	4.7	0.0

As indicated in the above table, the satisfaction ratings increased most on "the student center for students' leisure time", from an average rating of 4.4 in 2007 to 5.4 in 2010. The table also reveals: out of the 15 areas with a significant increase in satisfaction ratings for St. John's College, only a few areas experienced a similar trend for the University.

No areas had significant drops in satisfaction ratings from 2007 to 2010 for St. John's College.

## B. Undergraduates on Staten Island Campus

Following are the top 10 areas on which satisfaction ratings increased (by at least 0.6 of a 7-point scale) from 2007 to 2010

Survey Item (Items with satisfaction ratings in <b>BLUE</b> are strengths, in <b>Red</b> are challenges.)	SJC Staten Island			University		
	2007	2010	10-07	2007	2010	10-07
48. Admissions counselors accurately portray the campus in their recruiting practices.	4.6	5.5	0.9	4.9	5.2	0.2
46. I can easily get involved in campus organizations.	4.4	5.3	0.8	4.9	5.1	0.2
77. There is a variety of internship opportunities for students. (added in 2007)	<b>4.5</b>	5.3	0.8	<b>4.9</b>	<b>5.1</b>	0.2
41. There is a commitment to academic excellence on this campus.	<b>4.7</b>	5.5	0.8	<b>5.0</b>	5.3	0.3
60. I generally know what's happening on campus.	4.3	<b>5.1</b>	0.7	4.8	4.9	0.1
57. I seldom get the "run-around" when seeking information on this campus.	<b>4.1</b>	4.9	0.7	<b>4.6</b>	4.9	0.3
81. (2007) The use of technology in the classroom is adequate.	5.2	<b>5.8</b>	0.7	<b>5.2</b>	<b>5.5</b>	0.2
6. There is an adequate variety of events and programs to attend on campus.	4.6	5.2	0.7	4.9	5.1	0.2
55. Major requirements are clear and reasonable.	<b>4.8</b>	<b>5.5</b>	0.6	5.2	5.3	0.1
21. The amount of student parking space on campus is adequate.	<b>3.9</b>	4.6	0.6	<b>4.0</b>	<b>4.5</b>	0.5

As indicated in the above table, for the 10 areas with a significant increase in satisfaction ratings for St. John's College, the ratings for the University didn't increase as much.

Following are the five areas on which satisfaction ratings dropped most (by 0.2 of a 7-point scale) from 2007 to 2010.

Survey Item (Items with satisfaction ratings in <b>BLUE</b> are strengths, in <b>Red</b> are challenges.)	SJC Staten Island			University		
	2007	2010	10-07	2007	2010	10-07
28. Parking lots are well-lighted and secure.	5.0	4.8	-0.2	4.9	5.2	0.2
7. The campus is safe and secure for all students.	<b>5.6</b>	5.4	-0.2	<b>5.6</b>	<b>5.7</b>	0.1
32. Tutoring services are readily available.	<b>5.4</b>	5.2	-0.2	<b>5.3</b>	<b>5.4</b>	0.2
34. I am able to register for classes I need with few conflicts.	<b>4.8</b>	<b>4.7</b>	-0.2	<b>4.9</b>	<b>4.9</b>	0.0
35. The assessment and course placement procedures are reasonable.	5.2	<b>5.0</b>	-0.2	5.0	<b>5.1</b>	0.0

The above table indicates that for the five areas on which satisfaction ratings dropped most for St. John's College, the corresponding ratings for the University didn't drop.

## C. Graduate Students on Queens Campus

Following are the top 15 areas on which satisfaction ratings increased (by at least 0.5 of a 7-point scale) from 2007 to 2010.

Survey Item (Items with satisfaction ratings in <b>BLUE</b> are strengths, in <b>Red</b> are challenges.)	SJC Graduate Students			University Graduate Students		
	2007	2010	10-07	2007	2010	10-07
52. The student center is a comfortable place for students to spend their leisure time.	4.5	5.5	1.0	4.7	5.4	0.6
71. Channels for expressing student complaint are readily available.	<b>3.8</b>	<b>4.7</b>	0.9	<b>4.3</b>	<b>4.7</b>	0.4
70. Graduate teaching assistants are competent as classroom instructors.	4.7	<b>5.5</b>	0.8	4.8	5.3	0.5
73. Student activities fees are put to good use.	<b>3.9</b>	<b>4.5</b>	0.6	<b>4.3</b>	<b>4.6</b>	0.3
20. The business office is open during hours which are convenient for most students.	<b>4.1</b>	4.8	0.6	<b>4.4</b>	4.9	0.4
76. There is an adequate variety of events and programs to attend on campus.	4.7	5.3	0.6	4.9	5.2	0.3
1. Most students feel a sense of belonging here.	4.5	5.0	0.6	4.9	5.1	0.3
77. There is a variety of internship opportunities for students.	<b>4.2</b>	<b>4.8</b>	0.5	<b>4.5</b>	<b>4.6</b>	0.1
17. Adequate financial aid is available for most students.	<b>4.0</b>	<b>4.5</b>	0.5	<b>4.1</b>	<b>4.3</b>	0.2
83. I have found places on campus to study or work in groups.	4.8	5.3	0.5	4.9	5.2	0.3
65. Faculty are usually available after class and during office hours.	<b>5.5</b>	<b>6.1</b>	0.5	<b>5.4</b>	<b>5.6</b>	0.2
78. I have found the Public Safety staff helpful and approachable.	4.9	<b>5.4</b>	0.5	5.0	5.3	0.3
74. I have found quiet places to study on campus.	<b>4.6</b>	5.1	0.5	<b>4.8</b>	<b>5.1</b>	0.2
12. Financial aid awards are announced to students in time to be helpful in college planning.	<b>4.1</b>	<b>4.6</b>	0.5	<b>4.3</b>	<b>4.6</b>	0.3
29. It is an enjoyable experience to be a student on this campus.	4.9	5.4	0.5	5.0	5.3	0.3

The above table reveals that for the top 15 areas with a significant increase in satisfaction ratings, the corresponding ratings for the University also increased, but not as much as for the College.

Following are the four areas on which satisfaction ratings dropped most (by at least 0.3 of a 7-point scale) from 2007 to 2010.

Survey Item (Items with satisfaction ratings in <b>BLUE</b> are strengths, in <b>Red</b> are challenges.)	SJC Graduate Students			University Graduate Students		
	2007	2010	10-07	2007	2010	10-07
80. I use my campus email account regularly.	5.5	4.9	-0.6	5.3	5.1	-0.1
26. Computer labs are adequate and accessible.	5.0	<b>4.7</b>	-0.3	5.1	5.2	0.1
54. Bookstore staff are helpful.	5.2	4.9	-0.3	5.0	4.9	-0.1
21. The amount of student parking space on campus is adequate.	3.9	<b>3.7</b>	-0.3	<b>3.9</b>	4.0	0.1

The above table indicates that for the four areas on which satisfaction ratings dropped most for St. John's College, the corresponding ratings for the university didn't change much.



#### IV. SUMMARY AND DISCUSSION

In general, satisfaction ratings for St. John's College increased from 2007 to 2010 for both undergraduate and graduate students on both Queens and Staten Island campuses. The satisfaction ratings for St. John's College in 2010 were fairly higher than the University average.

St. John's College shares some strengths and challenges with the University and also has its own strengths and challenges. For undergraduate students on Queens campus, the strengths that the College shares with the University include: 1) St. John's Central is easy and convenient to use, 2) Faculty are usually available after class and during office hours, and 3) Students are able to socialize with other students. The College's own unique strengths include that nearly all of the faculty members are knowledgeable in their fields.

For undergraduate students on Staten Island campus, the strengths that the College shares with the University include: 1) Academic advisors are approachable, 2) Academic advisors are concerned about students' success as individuals, and 3) The use of technology in the classroom is adequate. The College's own unique strengths include: 1) Faculty are usually available after class and during office hours, 2) Nearly all of the faculty members are knowledgeable in their fields, 3) Academic advisors are knowledgeable about requirements in majors, and 4) Major requirements are clear and reasonable.

For graduate students on Queens Campus, the strengths that the College shares with the University include: 1) Academic advisors are approachable, 2) Faculty are usually available after class and during office hours, and 3) The University has a good reputation within the community. The College's own unique strengths include: 1) Nearly all of the faculty members are knowledgeable in their fields, 2) Academic advisors are knowledgeable about requirements in majors, and 3) Academic advisors are concerned about students' success as individuals.

For undergraduate students on Queens campus, the challenges that the College shares with the University include: 1) Tuition paid as a worthwhile investment, 2) Academic advisors helping students set goals to work toward, and 3) Availability of internship opportunities. The College's own unique challenges include: 1) Academic advisors being concerned about students' success individuals, and 2) Services to help students decide upon a career.

For undergraduate students on Staten Island campus, the challenges that the College shares with the University include: 1) Tuition paid as a worthwhile investment, 2) Variety of courses being provided on this campus, and 3) faculty being fair and unbiased in their treatment of individual students. The College's own unique challenges include: 1) The business office being open during hours which is convenient for students, and 2) Students' knowledge of what's happening on campus.

For graduate students on Queens Campus, the challenges that the College shares with the University include: 1) Services to help students decide upon a career, 2) Internship opportunities for students, and 3) Channels for expressing student complaints. The College's own unique challenges include: 1) Computer labs being adequate and accessible,

2) Library resources and services, and 3) The personnel involved in registration being helpful.

The results of the SSI survey are the perceptions of students about their college experiences, programs, and services. The data are very useful, and can be used with other data for action plans and improvement purposes. Please share any initiatives you develop to respond to these results, with Dr. Yuxiang Liu, director of institutional assessment, in the Office of Institutional Research at [LiuY@stjohns.edu](mailto:LiuY@stjohns.edu).