



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. 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 a performance gap.

In spring 2014, St. John's students were randomly selected from the following three groups: 1) Undergraduates on Queens Campus (906 participants, 9% of student population), 2) Undergraduates on Staten Island (89, 13%), and 3) Graduate students of both Queens and SI campuses (424, 12%). For 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. Before 2014, SSI had been conducted five times at St. John's (1997, 1999, 2004, 2007, and 2010).

Both strengths and challenges have been identified in this report. 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.

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 three parts: a) The scale-level results (the 73 items are grouped into 12 scales) and overall satisfaction, b) Areas of strength, and c) Areas of challenge. Section IV is the summary and conclusion.

II. HIGHLIGHTS

In St. John's 2004-08 and 2008-14 Strategic Plans, student overall satisfaction, one of the SSI items, is one of the institutional success measures. Following are the survey results in 2007, 2010, and 2014, with the target for 2014:

	2007	2010	2014	Target for 2014
Undergraduates on Queens Campus	4.6	4.6	4.9	5.3
Undergraduates on Staten Island	5.0	5.1	5.2	5.3
Graduate students on both campuses	5.0	5.2	5.3	5.3

As indicated above, in general there has been improvement in satisfaction ratings for each group. Regarding the target for 2014, graduate students on both campuses have met the target, i.e., 5.3, and undergraduates on Staten Island were very close to the target (5.2) while undergraduates on Queens campus were fairly below the target (4.9).

In 2014, the following areas were identified as **St. John's strengths** for undergraduates on both Queens and Staten Island campuses:

1. The University has a good reputation within the community.
2. The campus is safe and secure for all students.
3. Computer labs are adequate and accessible.
4. Academic advisors are approachable.
5. Security staff respond quickly in emergencies.
6. Adjunct faculty are competent as classroom instructors.

Additional strengths for Queens campus were:

7. Academic advisors are knowledgeable about requirements in students' majors.
8. On the whole, the campus is well-maintained.
9. Faculty are usually available after class and during office hours.
10. Nearly all of the faculty are knowledgeable in their fields.
11. Variety of courses are provided on this campus.

Additional strengths for Staten Island campus were:

7. Faculty care about students as individuals.
8. Academic advisors are concerned about students' success as individuals.
9. There is a commitment to academic excellence on this campus.

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

1. Billing policies.
2. Tuition paid as a worthwhile investment.
3. Use of student activities fees.
4. Availability of channels for expressing student complaints.
5. Selection of food in the cafeteria.
6. Availability of financial aid.
7. Conflicts in class registration.
8. Timing for announcing financial aid awards being helpful in college planning.
9. Financial aid counselors being helpful.
10. Experience to be a student on this campus.

Additional challenges for Queens campus were:

11. Students getting the “run-around” when seeking information on campus.
12. The University showing concern for students as individuals.

Additional challenges for Staten Island campus were:

11. Variety of courses provided on this campus.
12. Adequate services helping students decide upon a career.
13. The student center as a comfortable place for students to spend their leisure time.

In general, satisfaction ratings were higher on Staten Island than on Queens campus. There was also a pattern in the satisfaction ratings by level: the ratings by the first-year students were the highest, then the ratings revealed a downward trend from the first- to the second year and from the second- to the third-year, but the ratings went up for the fourth year. Satisfaction ratings by New York State students were higher than by out-of-state students. For out-of-state students, there has been some improvement from 2010 to 2014 in such areas as “selection of food” (the satisfaction rating increased from 3.4 to 3.9 on Queens campus) and “residence hall regulations” (3.1 to 3.8) though the ratings were still low in 2014.

The survey results for St. John’s University were quite consistent with the findings from the four-year private institutions: similar areas of strength and challenge have been identified. The satisfaction ratings were similar for St. John’s Staten Island campus and private institutions while the ratings for St. John’s Queens campus were fairly lower.

III. DETAILED SURVEY RESULTS

This section consists of four parts: 1) The Overall Satisfaction, 2) The scale-level results (the 73 items are grouped into 12 scales), 3) Areas of strength, and 4) Areas of challenge.

1. The Overall Satisfaction

In St. John's 2004-08 and 2008-14 Strategic Plans, student overall satisfaction, one of the SSI items, is one of the institutional success measures. Following are the survey results in 2007, 2010, and 2014, with the target for 2014:

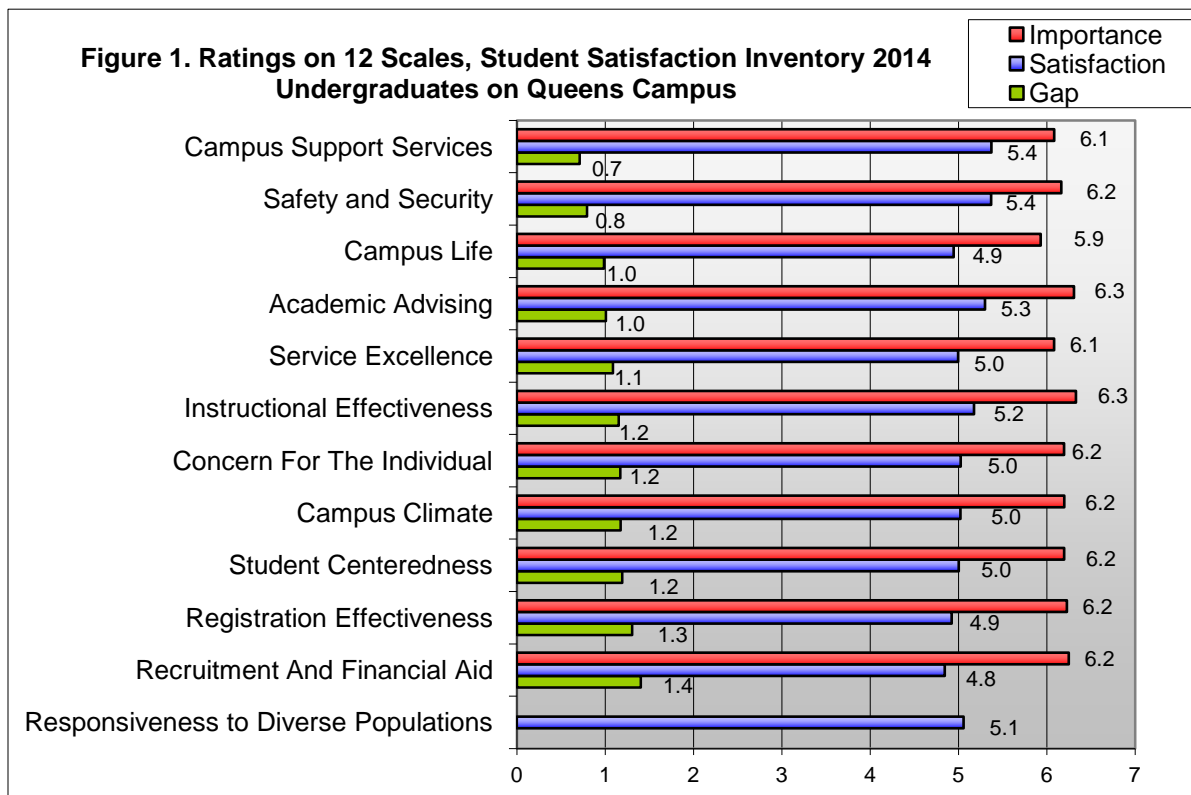
	2007	2010	2014	Target for 2014
Undergraduates on Queens Campus	4.6	4.6	4.9	5.3
Undergraduates on Staten Island	5.0	5.1	5.2	5.3
Graduate students on both campuses	5.0	5.2	5.3	5.3

As indicated above, in general there has been improvement in satisfaction ratings for each group. Regarding the target for 2014, graduate students on both campuses have met the target, i.e., 5.3, and undergraduates on Staten Island were very close (5.2) to the target while undergraduates on Queens campus were fairly below (4.9) the target.

2. The Scale-Level Results and Overall Satisfaction

A. Undergraduates on Queens Campus

Figure 1 below presents the importance and satisfaction ratings of the 12 scales.

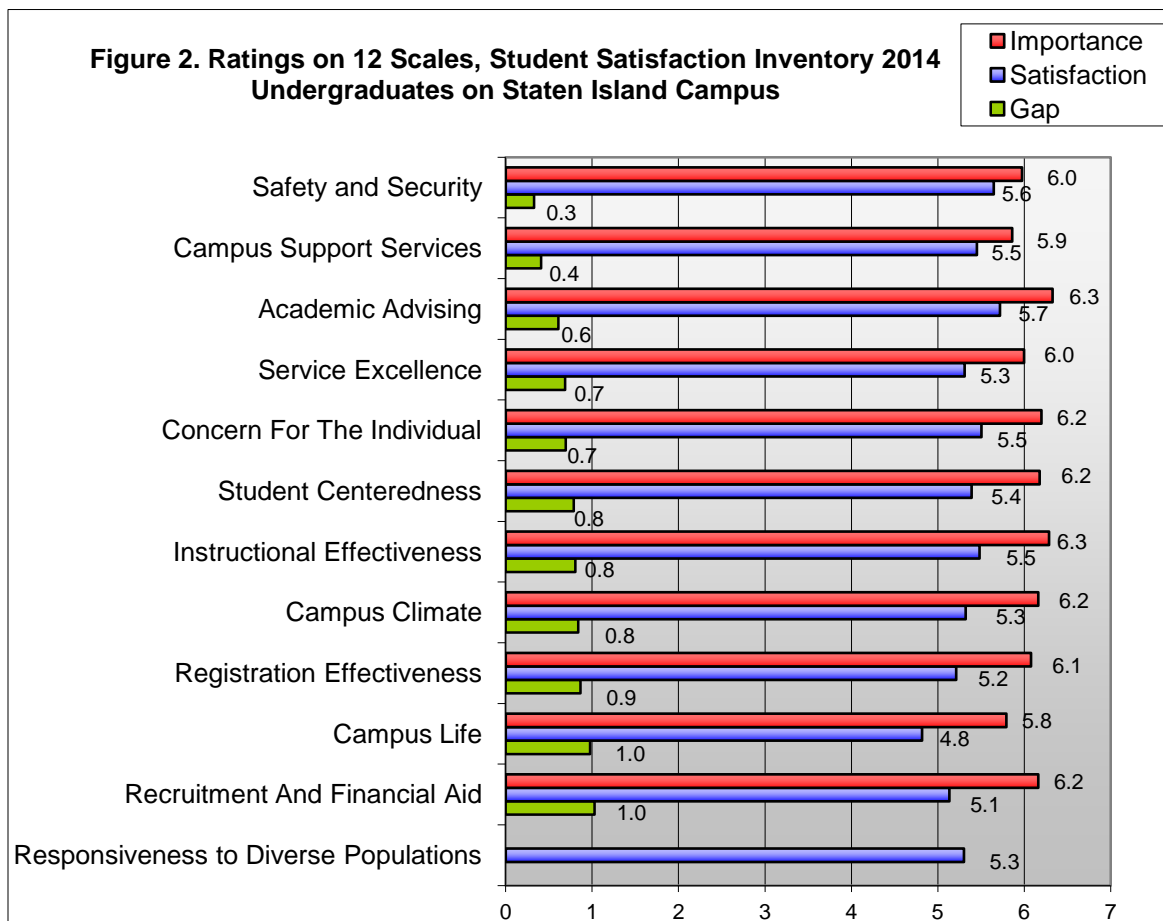


In Figure 1, the scales were sorted by the performance gap, i.e., the importance rating minus the satisfaction rating (the scale of Responsiveness to Diverse Populations has the satisfaction rating only). As the figure indicates, Campus Support Services and Safety & Security had the smallest gaps which were 0.7 and 0.8 respectively, while Recruitment & Financial Aid had the largest gap which was 1.4.

As compared to SSI 2010, the satisfaction ratings on all 12 scales in 2014 increased by an average of half a point (0.5) while the importance ratings went up slightly (by an average of 0.2).

B. Undergraduates on Staten Island Campus

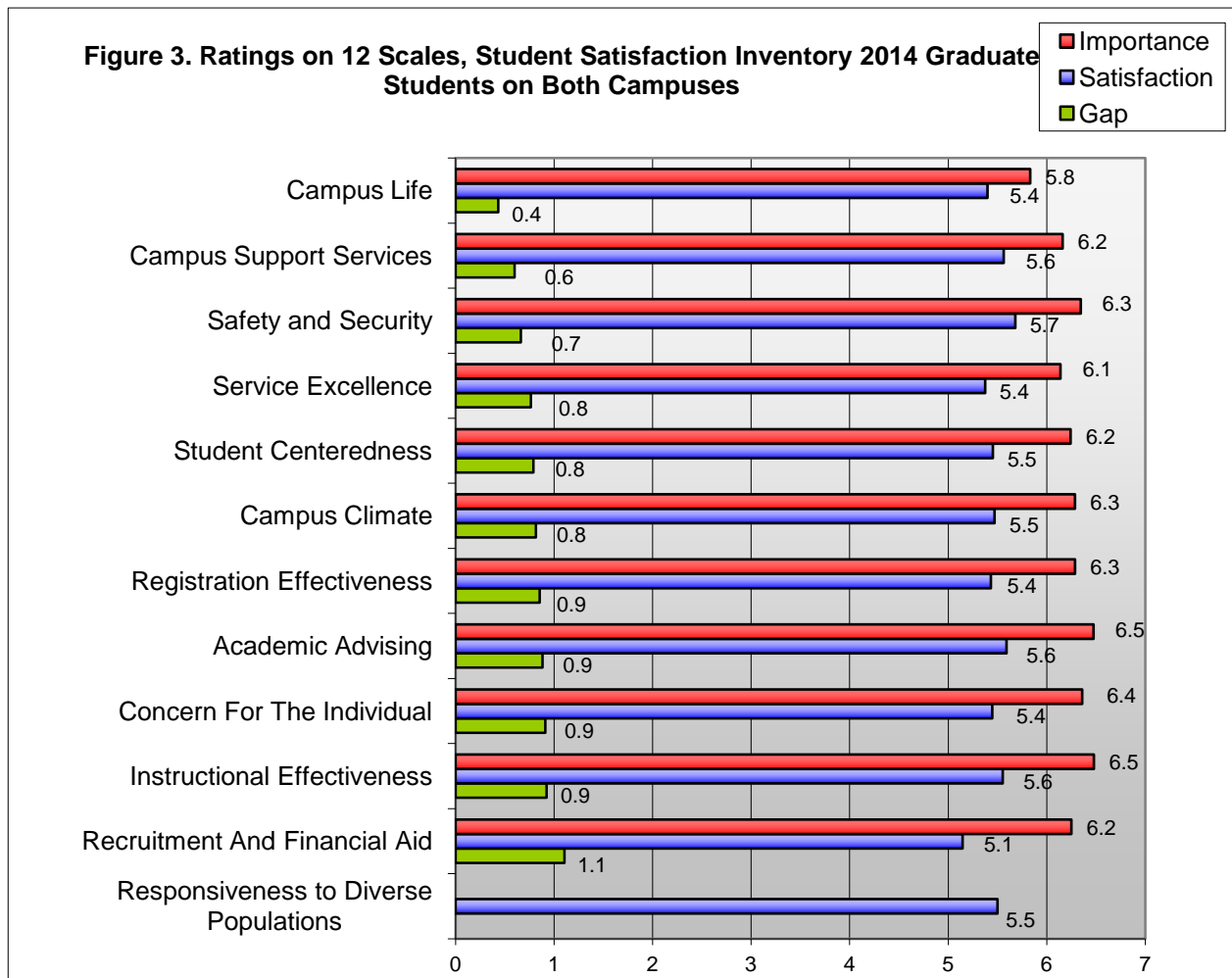
Figure 2 presents the importance and satisfaction ratings of the 12 scales by undergraduates on Staten Island campus. As the figure reveals, Safety & Security and Campus Support Services had the smallest gaps which were 0.3 and 0.4 respectively, while Campus Life and Recruitment & Financial Aid had the largest gap which was 1.0.



As compared to SSI 2010, both importance and satisfaction ratings increased slightly for the majority of the 12 scales in 2014, with the satisfaction rating on Safety & Security increasing the most, from 5.2 to 5.6.

C. Graduate Students on Both Queens and Staten Island Campuses

Graduate students on both Queens and Staten Island were sampled as one group. Figure 3 below presents the importance and satisfaction ratings of the 12 scales by graduate students on both Queens and Staten Island campuses. As the figure demonstrates, Campus Life had the smallest gap which was 0.4, and Recruitment & Financial Aid had the largest gap which was 1.1.



As compared to SSI 2010, both importance and satisfaction ratings went up for all the 12 scales in 2014, with the satisfaction rating on Safety & Security increasing the most, from 5.0 to 5.7.

3. Areas of Strength

Areas of strength 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 strength 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 strength 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 be all strengths because the importance rating is a factor in determining strengths.

A. An Overview: Strengths for Undergraduates of St. John's and Private Institutions

Following are the areas of strength for St. John's undergraduates on either Queens or Staten Island campus, or for undergraduates of private Institutions. The table indicates that St. John's shares similar strengths with private institutions. There is only one area, i.e., variety of courses provided on this campus, which was a strength for St. John's Queens campus while it was a challenge for St. John's Staten Island campus. The values in the table are the average satisfaction ratings. The data reveal that for the majority of the items, the ratings were similar for St. John's Staten Island campus and private institutions while the ratings for St. John's Queens campus were fairly lower. (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.)

Survey Item (Items with satisfaction ratings in BLUE are strengths, in Red are challenges. Items with missing ratings for private institutions are St. John's additional items)	Queens	Staten Island	Private
	2014	2014	2014
7. The campus is safe and secure for all students.	5.7	6.0	5.7
72. On the whole, the campus is well-maintained.	5.6	5.4	5.8
26. Computer labs are adequate and accessible.	5.5	5.9	5.4
51. This institution has a good reputation within the community.	5.5	5.9	5.6
65. Faculty are usually available after class and during office hours.	5.5	5.7	5.7
45. Students are made to feel welcome on this campus.	5.3	5.5	5.6
6. My academic advisor is approachable.	5.4	6.1	5.7
14. My academic advisor is concerned about my success as an individual.	5.2	5.8	5.5
3. Faculty care about me as an individual.	4.9	5.6	5.5
33. My academic advisor is knowledgeable about requirements in my major.	5.6	5.6	5.7
68. Nearly all of the faculty are knowledgeable in their field.	5.5	5.8	5.9
36. Security staff respond quickly in emergencies.	5.6	5.7	5.2
69. There is a good variety of courses provided on this campus.	5.4	4.4	5.5
61. Adjunct faculty are competent as classroom instructors.	5.3	5.6	5.4
41. There is a commitment to academic excellence on this campus.	5.1	5.6	5.5

B. Undergraduates on Both Queens and SI Campuses

The table below presents areas of strength for undergraduates on both Queens and Staten Island campuses in 2014, and for comparison purposes, St. John's 2010 data and the data for four-year private universities are also presented. The values in the table are the mean satisfaction ratings.

Survey Item Items with satisfaction ratings in BLUE are strengths, and in Red are challenges.	Queens		Staten Island		4-yr Private	
	2010	2014	2010	2014	2010	2014
6. My academic advisor is approachable.	5.1	5.4	5.8	6.1	5.6	5.7
7. The campus is safe and secure for all students.	5.3	5.7	5.7	6.0	5.6	5.7
26. Computer labs are adequate and accessible.	5.1	5.5	5.6	5.9	5.4	5.4
51. This institution has a good reputation within the community.	5.1	5.5	5.6	5.9	5.5	5.6
36. Security staff respond quickly in emergencies.	5.0	5.6	5.2	5.7	4.5	5.2
61. Adjunct faculty are competent as classroom instructors.	4.8	5.3	5.2	5.6	5.3	5.4

As revealed in the table above, satisfaction ratings all increased on both campuses from 2010 to 2014. There is only one area, i.e., security staff respond quickly in emergencies, which was a strength for St. John's Queens campus and Staten Island campus while it was a challenge for private institutions.

On Queens campus, additional areas of strength are:

Survey Item Items with satisfaction ratings in BLUE are strengths	Queens		4-yr Private	
	2010	2014	2010	2014
33. My academic advisor is knowledgeable about requirements in my major.	5.1	5.6	5.6	5.7
72. On the whole, the campus is well-maintained.	5.2	5.6	5.6	5.8
65. Faculty are usually available after class and during office hours.	5.1	5.5	5.6	5.7
68. Nearly all of the faculty are knowledgeable in their fields.	4.9	5.5	5.7	5.9
69. There is a good variety of courses provided on this campus.	4.9	5.4	5.3	5.5

As indicated above, academic advisors being knowledgeable about requirements in students' majors remained a strength from 2010 to 2014, and its satisfaction rating increased from 5.1 to 5.6. There are two areas, i.e., a good variety of courses being provided on this campus and nearly all of the faculty being knowledgeable in their fields, which were not strengths in 2010, but became ones in 2014.

On Staten Island campus, additional areas of strength are:

Survey Item Items with satisfaction ratings in BLUE are strengths	Staten Island		4-yr Private	
	2010	2014	2010	2014
41. There is a commitment to academic excellence on this campus.	5.3	5.6	5.4	5.5
14. My academic advisor is concerned about my success as an individual.	5.5	5.8	5.3	5.5
3. Faculty care about me as an individual.	5.4	5.6	5.4	5.5

As indicated above, a commitment to academic excellence on this campus was not a strength in 2010, but became one in 2014. Satisfaction ratings of all the three areas have a slight increase from 2010 to 2014.

C. Graduate Students on Both Queens and SI Campuses

Graduate students on both Queens and Staten Island were sampled as one group, and the following are the areas of strength in 2014:

Survey Item Items with satisfaction ratings in BLUE are strengths	Queens & SI Campuses	
	2010	2014
7. The campus is safe and secure for all students	5.5	6.0
72. On the whole, the campus is well-maintained.	5.6	5.9
36. Security staff respond quickly in emergencies.	5.3	6.0
51. This institution has a good reputation within the community.	5.5	5.8
45. Students are made to feel welcome on this campus.	5.3	5.7

As indicated above, all satisfaction ratings increased slightly from 2010 to 2014. By the way, the SSI participants in other institutions were mainly undergraduates. Therefore, no comparison data were available for graduate students.

4. Areas of Challenge

Areas of challenge are determined in a similar way as areas of strength, 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 of St. John's three student groups, and satisfaction ratings by students of the four-year private institutions are also presented for comparison purposes.

A. An Overview: Challenges for Undergraduates of St. John's and Private Institutions

Following are the areas of challenge for St. John's undergraduates on either Queens or Staten Island campus, or for undergraduates of private Institutions.

Survey Item (Items with satisfaction ratings in BLUE are strengths, in Red are challenges.)	Queens	Staten Island	Private
	2014	2014	2014
11. Billing policies are reasonable.	4.2	4.5	4.7
66. Tuition paid is a worthwhile investment.	4.3	4.5	4.9
57. I seldom get the "run-around" when seeking information on this campus.	4.7	4.8	4.9
73. Student activities fees are put to good use.	4.3	4.1	4.8
71. Channels for expressing student complaint are readily available.	4.7	4.5	4.9
38. There is an adequate selection of food available in the cafeteria.	4.5	3.9	4.3
17. Adequate financial aid is available for most students.	4.6	5.0	4.9
5. Financial aid counselors are helpful.	4.7	5.3	5.1
34. I am able to register for classes I need with few conflicts.	5.1	5.3	5.2
59. This institution shows concern for students as individuals.	4.8	5.4	5.4
12. Financial aid awards are announced to students in time to be helpful in college planning.	4.8	5.0	5.0
58. The quality of instruction I receive in most of my classes is excellent.	5.1	5.6	5.6
49. There are adequate services to help me decide upon a career.	5.2	5.3	5.3
52. The student center is a comfortable place for students to spend their leisure time.	5.4	4.9	5.1
69. There is a good variety of courses provided on this campus.	5.4	4.4	5.5
53. Faculty taking into consideration student differences as they teach a course.	4.8	5.2	5.2
47. Faculty provide timely feedback about student progress in a course.	5.0	5.3	5.2
29. It is an enjoyable experience to be a student on this campus.	5.1	5.3	5.4
36. Security staff respond quickly in emergencies.	5.6	5.7	5.2
23. Living conditions in the residence halls are comfortable(adequate space, lighting, heat, air conditioning, telephones, etc.).	4.7	4.8	4.7

The above table indicates that St. John's shares similar challenges with private institutions. There is only one area, i.e., a good variety of courses provided on this campus, which was a challenge for St. John's Staten Island campus while it was a strength for St. John's Queens campus. The values in the table are the average satisfaction ratings, and the data reveal that the ratings on the majority of the areas were similar for St. John's Staten Island campus and private institutions while these ratings for St. John's Queens campus were lower. (As stated earlier, challenges 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 challenge for both groups.)

B. Undergraduates on Both Queens and SI Campuses

Following are the areas of challenge for undergraduates on both Queens and Staten Island campuses in 2014, and for comparison purposes, St. John's 2010 data and the data for four-year private universities are also presented. The values in the table are the mean satisfaction scores.

Survey Item Items with satisfaction ratings in Red are challenges	Queens		Staten Island		4-yr Private	
	2010	2014	2010	2014	2010	2014
11. Billing policies are reasonable.	3.7	4.2	4.4	4.5	4.6	4.7
66. Tuition paid is a worthwhile investment.	3.7	4.3	4.7	4.5	4.8	4.9
73. Student activities fees are put to good use.	4.0	4.3	4.7	4.1	4.6	4.8
71. Channels for expressing student complaint are readily available.	4.0	4.7	4.8	4.5	4.7	4.9
38. There is an adequate selection of food available in the cafeteria.	4.0	4.5	4.5	3.9	4.1	4.3
17. Adequate financial aid is available for most students.	4.1	4.6	4.8	5.0	4.8	4.9
34. I am able to register for classes I need with few conflicts.	4.3	5.1	4.9	5.3	5.0	5.2
12. Financial aid awards are announced to students in time to be helpful in college planning.	4.3	4.8	4.9	5.0	4.8	5.0
5. Financial aid counselors are helpful.	4.3	4.7	5.0	5.3	5.0	5.1
29. It is an enjoyable experience to be a student on this campus.	4.7	5.1	5.1	5.3	5.3	5.4

As revealed in the above table, the satisfaction ratings on billing policies and tuition paid as a worthwhile investment remained low from 2010 to 2014 for Queens campus, and for Staten Island campus the rating on tuition paid as a worthwhile investment dropped from 4.7 to 4.5. Other areas that experienced a fairly big drop on Staten Island were selection of food in the cafeteria from 4.5 in 2010 to 3.9 in 2014, and student activities fees in good use from 4.7 in 2010 to 4.1 in 2014.

For Queens campus, additional areas of challenge are:

Survey Item Items with satisfaction ratings in Red are challenges	Queens		4-yr Private	
	2010	2014	2010	2014
57. I seldom get the "run-around" when seeking information on this campus.	3.9	4.7	4.7	4.9
59. This institution shows concern for students as individuals.	4.3	4.8	5.3	5.4

As indicated above, the satisfaction rating on getting the "run-around" improved most, from 3.9 in 2010 to 4.7 in 2014, but it was still a challenge.

For Staten Island campus, additional areas of challenge are:

Survey Item Items with satisfaction ratings in Red are challenges	Staten Island		4-yr Private	
	2010	2014	2010	2014
69. There is a good variety of courses provided on this campus.	4.7	4.4	5.3	5.5
49. There are adequate services to help me decide upon a career.	5.2	5.3	5.1	5.3
52. The student center is a comfortable place for students to spend their leisure time.	5.1	4.9	5.0	5.1

As presented above, the satisfaction ratings on a good variety of courses provided on this campus and the student center being a comfortable place for students to spend their leisure time had a slight drop from 2010 to 2014.

C. Out-of-state Undergraduates on Both Queens and SI Campuses

Satisfaction ratings by out-of-state students are fairly lower than by in-state (New York State) students for most survey items, and that’s true for both Queens and Staten Island campuses.

Following are areas of challenge where ratings by out-of-state students were much lower than by in-state students, **Queens campus**:

Survey Item Items with satisfaction ratings in Red are challenges	In-state		Out-of-state		In-state minus Out-of- state
	2010	2014	2010	2014	2014
38. There is an adequate selection of food available in the cafeteria.	4.2	4.8	3.4	3.9	0.9
15. The staff in the health services area are competent.	4.4	5.0	3.9	4.2	0.8
40. Residence hall regulations are reasonable.	3.8	4.5	3.1	3.8	0.8
5. Financial aid counselors are helpful.	4.4	4.8	4.0	4.1	0.7
57. I seldom get the “run-around” when seeking information on this campus.	4.0	4.8	3.5	4.3	0.5
66. Tuition paid is a worthwhile investment.	3.7	4.4	3.5	3.9	0.5
73. Student activities fees are put to good use.	4.0	4.3	3.9	3.9	0.4
47. Faculty provide timely feedback about student progress in a course.	4.7	5.1	4.4	4.7	0.4
71. Channels for expressing student complaint are readily available.	4.1	4.8	3.7	4.4	0.4
59. This institution shows concern for students as individuals.	4.4	5.0	4.1	4.6	0.4
29. It is an enjoyable experience to be a student on this campus.	4.7	5.2	4.4	4.9	0.3
11. Billing policies are reasonable.	3.7	4.2	3.6	3.9	0.3

As indicated above, the average satisfaction rating on “adequate selection of food” in 2014 was 4.8 by in-state students versus 3.9 by out-of-state students, resulting in a

difference of 0.9. The differences in the ratings on residence hall regulations (4.5 vs. 3.8) and the staff in the health services area (5.0 vs. 4.2) were also large.

Following are areas of challenge where ratings by out-of-state students were much lower than by in-state students, **Staten Island campus**:

Survey Item Items with satisfaction ratings in Red are challenges	In-state		Out-of-state		In-state minus Out-of-state
	2010	2014	2010	2014	2014
57. I seldom get the "run-around" when seeking information on this campus.	4.9	5.1	4.7	4.2	0.9
52. The student center is a comfortable place for students to spend their leisure time.	5.1	5.3	4.8	4.4	0.9
69. There is a good variety of courses provided on this campus.	4.7	4.7	4.5	4.0	0.7
66. Tuition paid is a worthwhile investment.	4.7	4.7	4.3	4.1	0.6
38. There is an adequate selection of food available in the cafeteria.	4.7	4.2	3.7	3.6	0.6
49. There are adequate services to help me decide upon a career.	5.2	5.6	5.1	5.0	0.6
73. Student activities fees are put to good use.	4.8	4.3	4.1	3.8	0.5
11. Billing policies are reasonable.	4.5	4.7	4.2	4.1	0.6
29. It is an enjoyable experience to be a student on this campus.	5.2	5.5	4.8	5.0	0.5
30. Residence hall staff are concerned about me as an individual.	5.7	5.1	4.3	4.7	0.4
17. Adequate financial aid is available for most students.	4.9	5.2	4.5	4.7	0.5
5. Financial aid counselors are helpful.	5.0	5.5	4.8	5.1	0.4
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air conditioning, telephones, etc.).	4.5	5.0	4.2	4.7	0.3

As revealed above, the differences in ratings on getting the "run-around" (5.1 vs. 4.2) and the student center being a comfortable place (5.3 vs. 4.4) were very large between

in-state and out-of-state students on Staten Island campus, followed by a good variety of courses (4.7 vs. 4.0), and tuition paid as a worthwhile investment (4.7 vs. 4.1).

D. Undergraduates by Level on Both Queens and SI Campuses

There was a pattern in the satisfaction ratings by level: the ratings by the first-year students were the highest, then the ratings revealed a downward trend from the first- to the second year and from the second- to the third-year, but the ratings went up for the fourth year.

Following are areas of challenge by level in 2014, Queens campus.

Survey Item (Items with satisfaction ratings in Red are challenges.)	Queens Campus				
	All Levels	1st-Year	2nd-Year	3rd-Year	4th-Year
11. Billing policies are reasonable.	4.2	4.3	4.2	3.9	4.2
66. Tuition paid is a worthwhile investment.	4.3	4.6	4.2	3.9	4.2
57. I seldom get the "run-around" when seeking information on this campus.	4.7	5.1	4.6	4.3	4.6
73. Student activities fees are put to good use.	4.3	4.4	4.3	4.2	4.2
71. Channels for expressing student complaint are readily available.	4.7	5.1	4.7	4.4	4.5
38. There is an adequate selection of food available in the cafeteria.	4.5	4.4	4.5	4.5	4.7
17. Adequate financial aid is available for most students.	4.6	4.8	4.7	4.3	4.5
5. Financial aid counselors are helpful.	4.7	4.8	4.8	4.4	4.7
34. I am able to register for classes I need with few conflicts.	5.1	5.2	5.0	4.9	5.3
59. This institution shows concern for students as individuals.	4.8	5.2	4.9	4.5	4.8
12. Financial aid awards are announced to students in time to be helpful in college planning.	4.8	5.0	4.9	4.5	4.9
58. The quality of instruction I receive in most of my classes is excellent.	5.1	5.3	5.1	4.9	5.0
29. It is an enjoyable experience to be a student on this campus.	5.1	5.3	5.1	4.9	5.0

The above table indicates that areas of challenge were quite consistent by level: challenges for the whole undergraduate body apply to each of the four levels of student groups, with a few exceptions.

For Staten Island campus, the satisfaction ratings by level revealed a similar pattern to that for Queens campus.

Following are areas of challenge by level in 2014, Staten Island campus:

Survey Item (Items with satisfaction ratings in BLUE are strengths, in Red are challenges.)	Staten Island Campus				
	All Levels	1st-Year	2nd-Year	3rd-Year	4th-Year
11. Billing policies are reasonable.	4.4	4.5	4.6	4.3	4.1
5. Financial aid counselors are helpful.	5.3	5.5	5.3	5.0	5.3
38. There is an adequate selection of food available in the cafeteria.	4.5	4.5	4.6	4.3	4.7
73. Student activities fees are put to good use.	4.7	4.8	4.9	4.4	4.3
69. There is a good variety of courses provided on this campus.	4.7	4.8	4.7	4.7	4.4
66. Tuition paid is a worthwhile investment.	4.7	5.0	4.8	4.5	4.4
17. Adequate financial aid is available for most students.	4.8	5.1	4.9	4.7	4.4
71. Channels for expressing student complaint are readily available.	4.8	5.1	5.1	4.5	4.7
12. Financial aid awards are announced to students in time to be helpful in college planning.	4.9	5.4	5.1	4.5	4.6
34. I am able to register for classes I need with few conflicts.	4.9	5.0	4.7	4.8	5.0
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air conditioning, telephones, etc.).	4.8	5.3	5.1	3.0	5.4
49. There are adequate services to help me decide upon a career.	5.3	5.2	5.4	5.2	5.6
52. The student center is a comfortable place for students to spend their leisure time.	4.9	4.9	5.2	3.8	5.9
57. I seldom get the "run-around" when seeking information on this campus.	4.8	5.3	5.1	3.5	4.9
29. It is an enjoyable experience to be a student on this campus.	5.1	5.3	5.3	4.8	5.2

E. Graduate Students on Both Queens and SI Campuses

Graduate students on both Queens and Staten Island were sampled as one group, and the following are the areas of challenge in 2014:

Survey Item Items with satisfaction ratings in Red are challenges	Queens & SI Campuses	
	2010	2014
11. Billing policies are reasonable.	4.3	5.0
17. Adequate financial aid is available for most students.	4.3	4.9
57. I seldom get the “run-around” when seeking information on this campus.	4.4	5.0
66. Tuition paid is a worthwhile investment.	4.5	5.0
14. My academic advisor is concerned about my success as an individual.	5.3	5.5
12. Financial aid awards are announced to students in time to be helpful in college planning.	4.6	5.1
73. Student activities fees are put to good use.	4.6	4.9
5. Financial aid counselors are helpful.	4.6	5.1
71. Channels for expressing student complaint are readily available.	4.7	5.0
49. There are adequate services to help me decide upon a career.	4.9	5.3
16. The instruction in my major field is excellent.	5.4	5.5
19. My academic advisor helps me set goals to work toward.	5.0	5.3
59. This institution shows concern for students as individuals.	5.0	5.4
25. Faculty are fair and unbiased in their treatment of individual students.	5.2	5.4
47. Faculty provide timely feedback about student progress in a course.	5.2	5.5

As indicated in the above table, all areas have some improvement in satisfaction ratings from 2010 to 2014.

IV. SUMMARY AND DISCUSSION

In general, the student satisfaction ratings are consistent with the findings from other surveys such as the Graduating Student Survey (GSS) and the Freshman Survey. The satisfaction ratings by New York State students were higher than by out-of-state students; ratings on Staten Island campus were higher than on Queens campus.

There was a pattern in the satisfaction ratings by level: the ratings by the first-year students were the highest, then the ratings revealed a downward trend from the first- to the second year and from the second- to the third-year, but the ratings went up for the fourth year.

Getting the “run-around” has been a challenge for students on Queens campus. The data indicate that the satisfaction ratings by junior students were the lowest (4.3 in 2014), followed by senior and sophomore students (4.6), with the freshman ratings being the highest (5.1). This issue needs to be investigated further in order to develop some action plans.

It is true that most areas of challenge for St. John’s are also challenges for the four-year private peer institutions. Our performance gaps on Queens campus, however, are fairly larger than the gaps at the peer institutions.

The results of the SSI survey are the perceptions of students about their college experiences, programs, and services. The data are very informative, 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.