

Wright State University

CORE Scholar

---

Student Satisfaction Inventory

Office of Institutional Research & Effectiveness

---

2007

## Comparison of 2002, 2005, and 2007 Student Satisfaction Inventory

Office of Institutional Research, Wright State University

Follow this and additional works at: <https://corescholar.libraries.wright.edu/student-satisfaction-inventory>



Part of the [Higher Education Commons](#)

---

### Repository Citation

(2007). Comparison of 2002, 2005, and 2007 Student Satisfaction Inventory. .  
<https://corescholar.libraries.wright.edu/student-satisfaction-inventory/1>

This Report is brought to you for free and open access by the Office of Institutional Research & Effectiveness at CORE Scholar. It has been accepted for inclusion in Student Satisfaction Inventory by an authorized administrator of CORE Scholar. For more information, please contact [library-corescholar@wright.edu](mailto:library-corescholar@wright.edu).

**Wright State University Main Campus**  
 Student Satisfaction Inventory  
 The Scales  
 2002-2007

	2007 WSU			2005 WSU			2002 WSU		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
<b>Academic Advising</b>	<b>6.44</b>	<b>4.91</b>	<b>1.53</b>	<b>6.07</b>	<b>4.89</b>	<b>1.18</b>	<b>6.19</b>	<b>4.90</b>	<b>1.29</b>
6. My academic advisor is approachable.	6.56	5.09	1.47	6.19	5.12	1.07	6.31	5.16	1.15
14. My academic advisor is concerned about my success as an individual.	6.32	4.77	1.55	5.98	4.83	1.15	6.12	4.80	1.32
19. My academic advisor helps me set goals to work toward.	6.05	4.42	1.63	5.77	4.56	1.21	5.80	4.43	1.37
33. My academic advisor is knowledgeable about requirements in my major.	6.68	5.09	1.59	6.25	5.02	1.23	6.40	5.16	1.24
55. Major requirements are clear and reasonable.	6.59	5.14	1.45	6.16	4.93	1.23	6.30	4.97	1.33
<b>Campus Climate</b>	<b>6.19</b>	<b>4.89</b>	<b>1.30</b>	<b>5.77</b>	<b>4.72</b>	<b>1.05</b>	<b>5.88</b>	<b>4.63</b>	<b>1.25</b>
1. Most students feel a sense of belonging here.	5.57	4.67	0.90	5.20	4.61	0.59	5.32	4.53	0.79
2. The campus staff are caring and helpful.	6.42	4.98	1.44	5.93	4.85	1.08	6.12	4.80	1.32
3. Faculty care about me as an individual.	6.16	4.79	1.37	5.76	4.59	1.17	5.89	4.43	1.46
7. The campus is safe and secure for all students.	6.61	5.08	1.53	6.21	5.29	0.92	6.35	5.21	1.14
10. Administrators are approachable to students.	5.95	4.69	1.26	5.61	4.66	0.95	5.66	4.59	1.07
29. It is an enjoyable experience to be a student on this campus.	6.38	5.05	1.33	5.92	4.83	1.09	6.06	4.74	1.32
37. I feel a sense of pride about my campus.	5.63	4.81	0.82	5.40	4.49	0.91	5.44	4.37	1.07
41. There is a commitment to academic excellence on this campus.	6.45	5.24	1.21	5.92	4.94	0.98	6.07	4.89	1.18
45. Students are made to feel welcome on this campus.	6.25	5.10	1.15	5.85	4.82	1.03	5.95	4.76	1.19
51. This institution has a good reputation within the community.	6.21	5.49	0.72	5.82	5.13	0.69	5.92	5.15	0.77
57. I seldom get the "run-around" when seeking information on this campus.	6.40	4.16	2.24	5.89	4.24	1.65	5.97	4.12	1.85
59. This institution shows concern for students as individuals.	6.34	4.75	1.59	5.90	4.64	1.26	6.02	4.45	1.57
60. I generally know what's happening on campus.	5.67	4.70	0.97	5.36	4.25	1.11	5.37	4.13	1.24
62. There is a strong commitment to racial harmony on this campus.	5.97	5.02	0.95	5.64	4.82	0.82	5.78	4.76	1.02
66. Tuition paid is a worthwhile investment.	6.67	5.64	1.03	6.14	4.64	1.50	6.31	4.54	1.77
67. Freedom of expression is protected on campus.	6.20	5.39	0.81	5.84	4.94	0.92	5.83	4.99	0.84
71. Channels for expressing student complaints are readily available.	6.27	4.27	2.00	5.73	4.41	1.32	5.82	4.26	1.56

**Wright State University Main Campus**  
Student Satisfaction Inventory  
The Scales  
2002-2007

	2007 WSU			2005 WSU			2002 WSU		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
<b><u>Campus Life</u></b>	<b>5.67</b>	<b>4.86</b>	<b>0.81</b>	<b>5.42</b>	<b>4.57</b>	<b>0.85</b>	<b>5.45</b>	<b>4.44</b>	<b>1.01</b>
9. A variety of intramural activities are offered.	4.58	4.98	-0.40	4.69	4.69	0.00	4.80	4.74	0.06
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.05	4.73	1.32	5.63	4.44	1.19	5.68	4.35	1.33
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.12	4.57	0.55	5.02	3.81	1.21	4.99	3.66	1.33
30. Residence hall staff are concerned about me as an individual.	5.58	4.61	0.97	5.20	4.45	0.75	5.19	4.37	0.82
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.51	5.37	0.14	5.34	4.88	0.46	5.30	4.81	0.49
38. There is an adequate selection of food available in the cafeteria.	5.92	4.79	1.13	5.70	4.67	1.03	5.81	4.07	1.74
40. Residence hall regulations are reasonable.	5.79	4.88	0.91	5.36	4.62	0.74	5.26	4.63	0.63
42. There are a sufficient number of weekend activities for students.	5.20	3.90	1.30	5.09	3.85	1.24	5.11	3.53	1.58
46. I can easily get involved in campus organizations.	5.72	5.14	0.58	5.46	4.67	0.79	5.51	4.59	0.92
52. The student center is a comfortable place for students to spend their leisure time.	5.81	5.07	0.74	5.59	4.93	0.66	5.49	4.70	0.79
56. The student handbook provides helpful information about campus life.	5.52	4.86	0.66	5.36	4.64	0.72	5.42	4.72	0.70
63. Student disciplinary procedures are fair.	6.11	5.24	0.87	5.68	4.87	0.81	5.74	4.79	0.95
64. New student orientation services help students adjust to college.	5.91	4.90	1.01	5.58	4.70	0.88	5.61	4.60	1.01
67. Freedom of expression is protected on campus.	6.20	5.39	0.81	5.84	4.92	0.92	5.83	4.99	0.84
73. Student activities fees are put to good use.	6.16	4.18	1.98	5.78	4.29	1.49	5.83	4.01	1.82
<b><u>Campus Support Services</u></b>	<b>6.09</b>	<b>5.46</b>	<b>0.63</b>	<b>5.76</b>	<b>5.03</b>	<b>0.73</b>	<b>5.82</b>	<b>5.01</b>	<b>0.81</b>
13. Library staff are helpful and approachable.	5.73	5.78	-0.05	5.52	5.18	0.34	5.62	5.27	0.35
18. Library resources and services are adequate.	6.25	5.82	0.43	5.85	5.24	0.61	6.00	5.39	0.61
26. Computer labs are adequate and accessible.	6.42	5.72	0.70	6.08	5.43	0.65	6.13	5.27	0.86
32. Tutoring services are readily available.	5.88	5.13	0.75	5.70	4.95	0.75	5.67	4.80	0.87
44. Academic support services adequately meet the needs of students.	6.22	4.88	1.34	5.71	4.67	1.04	5.74	4.60	1.14
49. There are adequate services to help me decide upon a career.	6.29	4.87	1.42	5.84	4.57	1.27	5.93	4.56	1.37
54. Bookstore staff are helpful.	5.83	5.72	0.11	5.64	5.08	0.56	5.66	5.02	0.64

**Wright State University Main Campus**  
 Student Satisfaction Inventory  
 The Scales  
 2002-2007

	2007 WSU			2005 WSU			2002 WSU		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
<b><u>Concern for the Individual</u></b>	<b>6.24</b>	<b>4.79</b>	<b>1.45</b>	<b>5.80</b>	<b>4.63</b>	<b>1.17</b>	<b>5.91</b>	<b>4.54</b>	<b>1.37</b>
3. Faculty care about me as an individual.	6.16	4.79	1.37	5.76	4.59	1.17	5.89	4.43	1.46
14. My academic advisor is concerned about my success as an individual.	6.32	4.77	1.55	5.98	4.83	1.15	6.12	4.80	1.32
22. Counseling staff care about students as individuals.	6.13	4.64	1.49	5.68	4.47	1.21	5.76	4.33	1.43
25. Faculty are fair and unbiased in their treatment of individual students.	6.53	5.02	1.51	6.11	4.73	1.38	6.28	4.78	1.50
30. Residence hall staff are concerned about me as an individual.	5.58	4.61	0.97	5.20	4.45	0.75	5.19	4.37	0.82
59. This institution shows concern for students as individuals.	6.34	4.75	1.59	5.90	4.64	1.26	6.02	4.45	1.57
<b><u>Instructional Effectiveness</u></b>	<b>6.49</b>	<b>5.21</b>	<b>1.28</b>	<b>6.04</b>	<b>4.93</b>	<b>1.11</b>	<b>6.18</b>	<b>4.92</b>	<b>1.26</b>
3. Faculty care about me as an individual.	6.16	4.79	1.37	5.76	4.59	1.17	5.89	4.43	1.46
8. The content of the courses within my major is valuable.	6.71	5.19	1.52	6.34	5.06	1.28	6.44	5.10	1.34
16. The instruction in my major field is excellent.	6.69	5.20	1.49	6.24	4.99	1.25	6.43	4.98	1.45
25. Faculty are fair and unbiased in their treatment of individual students.	6.53	5.02	1.51	6.11	4.73	1.38	6.28	4.78	1.50
39. I am able to experience intellectual growth here.	6.53	5.55	0.98	6.05	5.20	0.85	6.19	5.16	1.03
41. There is a commitment to academic excellence on this campus.	6.45	5.24	1.21	5.92	4.94	0.98	6.07	4.89	1.18
47. Faculty provide timely feedback about student progress in a course.	6.46	4.96	1.50	5.98	4.70	1.28	6.07	4.50	1.57
53. Faculty take into consideration student differences as they teach a course.	6.21	4.83	1.38	5.82	4.55	1.27	5.90	4.52	1.38
58. The quality of instruction I receive in most of my classes is excellent.	6.65	5.23	1.42	6.15	4.97	1.18	6.32	4.92	1.40
61. Adjunct faculty are competent as classroom instructors.	6.41	5.23	1.18	5.87	4.90	0.97	5.98	4.81	1.17
65. Faculty are usually available after class and during office hours.	6.42	5.57	0.85	6.05	5.22	0.83	6.20	5.38	0.82
68. Nearly all of the faculty are knowledgeable in their field.	6.67	5.64	1.03	6.19	5.20	0.99	6.38	5.39	0.99
69. There is a good variety of courses provided on this campus.	6.56	5.47	1.09	6.11	5.10	1.01	6.29	5.23	1.06
70. Graduate teaching assistants are competent as classroom instructors.	6.32	5.08	1.24	5.93	4.89	1.04	6.03	4.87	1.16
<b><u>Recruitment and Financial Aid</u></b>	<b>6.28</b>	<b>4.64</b>	<b>1.64</b>	<b>5.80</b>	<b>4.52</b>	<b>1.28</b>	<b>5.86</b>	<b>4.52</b>	<b>1.34</b>
4. Admissions staff are knowledgeable.	6.27	4.61	1.66	5.93	4.67	1.26	5.96	4.67	1.29
5. Financial aid counselors are helpful.	6.33	4.61	1.72	5.74	4.37	1.37	5.80	4.52	1.28
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.36	4.65	1.71	5.89	4.53	1.36	6.00	4.41	1.59
17. Adequate financial aid is available for most students.	6.50	4.49	2.01	6.03	4.31	1.72	6.11	4.38	1.73
43. Admissions counselors respond to prospective students' unique needs and requests.	6.09	4.73	1.36	5.59	4.61	0.98	5.67	4.57	1.10
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.11	4.82	1.29	5.60	4.64	0.96	5.58	4.54	1.04

**Wright State University Main Campus**

Student Satisfaction Inventory  
The Scales  
2002-2007

**2007 WSU**

**2005 WSU**

**2002 WSU**

Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
------------	--------------	-----	------------	--------------	-----	------------	--------------	-----

**Wright State University Main Campus**  
Student Satisfaction Inventory  
The Scales  
2002-2007

	2007 WSU			2005 WSU			2002 WSU		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
<b><u>Registration Effectiveness</u></b>	<b>6.31</b>	<b>4.85</b>	<b>1.46</b>	<b>5.93</b>	<b>4.7</b>	<b>1.23</b>	<b>6.05</b>	<b>4.72</b>	<b>1.33</b>
11. Billing policies are reasonable.	6.35	4.5	1.85	5.90	4.42	1.48	6.04	4.25	1.79
20. The business office is open during hours which are convenient for most students.	6.03	4.83	1.20	5.69	4.70	0.99	5.78	4.75	1.03
27. The personnel involved in registration are helpful.	6.21	4.96	1.25	5.82	4.84	0.98	5.94	4.94	1.00
34. I am able to register for classes I need with few conflicts.	6.73	4.60	2.13	6.33	4.41	1.92	6.49	4.54	1.95
50. Class change (drop/add) policies are reasonable.	6.21	5.38	0.83	5.92	5.14	0.78	5.97	5.15	0.82
<b><u>Safety and Security</u></b>	<b>6.52</b>	<b>4.28</b>	<b>2.24</b>	<b>6.13</b>	<b>4.32</b>	<b>1.81</b>	<b>6.29</b>	<b>4.13</b>	<b>2.16</b>
7. The campus is safe and secure for all students.	6.61	5.08	1.53	6.21	5.29	0.92	6.35	5.21	1.14
21. The amount of student parking space on campus is adequate.	6.49	2.71	3.78	6.32	2.56	3.76	6.48	2.24	4.24
28. Parking lots are well-lighted and secure.	6.41	4.77	1.64	6.01	4.80	1.21	6.17	4.62	1.55
36. Security staff respond quickly in emergencies.	6.60	4.80	1.80	5.96	4.72	1.24	6.12	4.60	1.52
<b><u>Service Excellence</u></b>	<b>6.10</b>	<b>4.82</b>	<b>1.28</b>	<b>5.68</b>	<b>4.64</b>	<b>1.04</b>	<b>5.78</b>	<b>4.58</b>	<b>1.20</b>
2. The campus staff are caring and helpful.	6.42	4.98	1.44	5.93	4.85	1.08	6.12	4.80	1.32
13. Library staff are helpful and approachable.	5.73	5.78	-0.05	5.52	5.18	0.34	5.62	5.27	0.35
15. The staff in the health services area are competent.	5.87	5.04	0.83	5.54	4.81	0.73	5.61	4.69	0.92
22. Counseling staff care about students as individuals.	6.13	4.64	1.49	5.68	4.47	1.21	5.76	4.33	1.43
27. The personnel involved in registration are helpful.	6.21	4.96	1.25	5.82	4.84	0.98	5.94	4.94	1.00
57. I seldom get the "run-around" when seeking information on this campus.	6.40	4.16	2.24	5.89	4.24	1.65	5.97	4.12	1.85
60. I generally know what's happening on campus.	5.67	4.70	0.97	5.36	4.25	1.11	5.37	4.13	1.24
71. Channels for expressing student complaints are readily available.	6.27	4.27	2.00	5.73	4.41	1.32	5.82	4.26	1.56
<b><u>Student Centeredness</u></b>	<b>6.15</b>	<b>4.87</b>	<b>1.28</b>	<b>5.73</b>	<b>4.73</b>	<b>1.00</b>	<b>5.85</b>	<b>4.65</b>	<b>1.20</b>
1. Most students feel a sense of belonging here.	5.57	4.67	0.90	5.20	4.61	0.59	5.32	4.53	0.79
2. The campus staff are caring and helpful.	6.42	4.98	1.44	5.93	4.85	1.08	6.12	4.80	1.32
10. Administrators are approachable to students.	5.95	4.69	1.26	5.61	4.66	0.95	5.66	4.59	1.07
29. It is an enjoyable experience to be a student on this campus.	6.38	5.05	1.33	5.92	4.83	1.09	6.06	4.74	1.32
45. Students are made to feel welcome on this campus.	6.25	5.10	1.15	5.85	4.82	1.03	5.95	4.76	1.19
59. This institution shows concern for students as individuals.	6.34	4.75	1.59	5.90	4.64	1.26	6.02	4.45	1.57

Scales:  
Importance: 1 = not important at all to 7 = very important

**Wright State University Main Campus**

Student Satisfaction Inventory  
The Scales  
2002-2007

**2007 WSU**

**2005 WSU**

**2002 WSU**

Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
------------	--------------	-----	------------	--------------	-----	------------	--------------	-----

Satisfaction: 1 = not satisfied at all to 7 = very satisfied