

Wright State University

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Student Satisfaction Inventory

Office of Institutional Research & Effectiveness

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2014

## Comparison of 2012 and 2014 Student Satisfaction Inventory

Wright State Institutional Research

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Scale	2014			2012			Difference, 2014 to 2012**		
	Importance	Satisfaction	Gap*	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
Academic Advising	6.44	5.19	1.25	6.45	5.36	1.09	↓ -0.01	↓ -0.17	↓ 0.16
Campus Climate	6.13	5.10	1.03	6.15	5.24	0.91	↓ -0.02	↓ -0.14	↓ 0.12
Campus Life	5.65	5.09	0.56	5.66	5.17	0.49	↓ -0.01	↓ -0.08	↓ 0.07
Campus Support Services	6.03	5.62	0.41	6.06	5.68	0.38	↓ -0.03	↓ -0.06	↓ 0.03
Concern for the Individual	6.20	5.08	1.12	6.21	5.19	1.02	↓ -0.01	↓ -0.11	↓ 0.07
Instructional Effectiveness	6.40	5.34	1.06	6.42	5.39	1.03	↓ -0.02	↓ -0.05	↓ 0.03
Recruitment and Financial Aid	6.23	5.06	1.17	6.27	5.20	1.07	↓ -0.04	↓ -0.14	↓ 0.10
Registration Effectiveness	6.25	5.24	1.01	6.23	5.29	0.94	↑ 0.02	↓ -0.05	↓ 0.07
Safety and Security	6.43	4.33	2.10	6.41	4.88	1.53	↑ 0.02	↓ -0.55	↓ 0.57
Service Excellence	6.01	5.08	0.93	6.03	5.22	0.81	↓ -0.02	↓ -0.14	↓ 0.12
Student Centeredness	6.15	5.10	1.05	6.12	5.20	0.92	↑ 0.03	↓ -0.10	↓ 0.13

\*Gap is calculated by subtracting Satisfaction score from Importance Score.

\*\*Difference, 2014 to 2012, calculates changes in Importance and Satisfaction Scores. Red Arrows indicate score decrease from one survey to the next while Green Arrows indicate an increase. The gap measures increase and decrease as well, but a Red Arrow indicates increase (bad) and Green Arrow indicates decrease (good).

# Academic Advising

	2014			2012			Difference, 2014-2012**		
	Importance	Satisfaction	Gap*	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
Academic Advising	6.44	5.19	1.25	6.45	5.36	1.09	↓ -0.01	↓ -0.17	↓ 0.16
6. My academic advisor is approachable.	6.54	5.28	1.26	6.53	5.50	1.03	↑ 0.1	↓ -0.22	↓ 0.23
14. My academic advisor is concerned about my success as an individual.	6.35	5.07	1.28	6.37	5.26	1.11	↓ -0.02	↓ -0.19	↓ 0.17
19. My academic advisor helps me set goals to work toward.	6.15	4.83	1.32	6.14	5.03	1.11	↑ 0.01	↓ -0.20	↓ 0.21
33. My academic advisor is knowledgeable about requirements in my major.	6.62	5.36	1.26	6.65	5.55	1.10	↓ -0.03	↓ -0.19	↓ 0.16
55. Major requirements are clear and reasonable.	6.55	5.40	1.15	6.57	5.46	1.11	↓ -0.02	↓ -0.06	↓ 0.04

\*Gap is calculated by subtracting Satisfaction score from Importance Score.

\*\*Difference, 2014 to 2012, calculates changes in Importance and Satisfaction Scores. Red Arrows indicate score decrease from one survey to the next while Green Arrows indicate an increase. The gap measures increase and decrease as well, but a Red Arrow indicates increase (bad) and Green Arrow indicates decrease (good).

# Campus Climate

	2014			2012			Difference, 2014-2012**		
	Importance	Satisfaction	Gap*	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
Campus Climate Scale	6.13	5.10	1.03	6.15	5.24	0.91	↓ -0.02	↓ -0.14	↓ 0.12
1. Most students feel a sense of belonging here.	5.75	4.85	0.90	5.74	4.91	0.83	↑ 0.01	↓ -0.06	↓ 0.07
10. Administrators are approachable to students.	5.92	4.95	0.97	5.93	5.09	0.84	↓ -0.01	↓ -0.14	↓ 0.13
2. The campus staff are caring and helpful.	6.37	5.18	1.19	6.28	5.27	1.01	↑ 0.09	↓ -0.09	↓ 0.18
29. It is an enjoyable experience to be a student on this campus.	6.34	5.18	1.16	6.31	5.34	0.97	↑ 0.03	↓ -0.16	↓ 0.19
3. Faculty care about me as an individual.	6.14	4.93	1.21	6.11	5.01	1.10	↑ 0.03	↓ -0.08	↓ 0.11
37. I feel a sense of pride about my campus.	5.69	5.00	0.69	5.73	5.08	0.65	↓ -0.04	↓ -0.08	↓ 0.04
41. There is a commitment to academic excellence on this campus.	6.36	5.33	1.03	6.40	5.44	0.96	↓ -0.04	↓ -0.11	↓ 0.07
45. Students are made to feel welcome on this campus.	6.23	5.35	0.88	6.18	5.42	0.76	↑ 0.05	↓ -0.07	↓ 0.12
51. This institution has a good reputation within the community.	6.21	5.53	0.68	6.23	5.68	0.55	↓ -0.02	↓ -0.15	↓ 0.13
57. I seldom get the "run-around" when seeking information on this campus.	6.22	4.62	1.60	6.23	4.73	1.50	↓ -0.01	↓ -0.11	↓ 0.10
59. This institution shows concern for students as individuals.	6.28	5.05	1.23	6.30	5.16	1.14	↓ -0.02	↓ -0.11	↓ 0.09
60. I generally know what's happening on campus.	5.56	4.90	0.66	5.65	5.08	0.57	↓ -0.09	↓ -0.18	↓ 0.09
62. There is a strong commitment to racial harmony on this campus.	5.88	5.52	0.36	5.95	5.52	0.43	↓ -0.07	⇒ 0.00	↑ -0.07
66. Tuition paid is a worthwhile investment.	6.55	5.08	1.47	6.56	5.20	1.36	↓ -0.01	↓ -0.12	↓ 0.11
67. Freedom of expression is protected on campus.	6.11	5.74	0.37	6.15	5.73	0.42	↓ -0.04	↑ 0.01	↑ -0.05
7. The campus is safe and secure for all students.	6.53	4.79	1.74	6.57	5.58	0.99	↓ -0.04	↓ -0.79	↓ 0.75
71. Channels for expressing student complaints are readily available.	6.05	4.60	1.45	6.11	4.79	1.32	↓ -0.06	↓ -0.19	↓ 0.13

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# Campus Life

	2014			2012			Difference, 2014-2012**		
	Importance	Satisfaction	Gap*	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
Campus Life	5.66	5.09	0.57	5.66	5.17	0.49	→ 0.00	↓ -0.08	↓ 0.08
9. A variety of intramural activities are offered.	4.61	5.19	-0.58	4.70	5.20	-0.50	↓ -0.09	↓ -0.01	↑ -0.08
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air conditioning, telephones, etc.).	5.93	5.12	0.81	5.91	5.15	0.76	↑ 0.02	↓ -0.03	↓ 0.05
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.03	4.64	0.39	5.02	4.50	0.52	↑ 0.01	↑ 0.14	↑ -0.13
30. Residence hall staff are concerned about me as an individual.	5.70	5.00	0.70	5.75	5.14	0.61	↓ -0.05	↓ -0.14	↓ 0.09
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.58	5.51	0.07	5.43	5.56	-0.13	↑ 0.15	↓ -0.05	↓ 0.20
38. There is an adequate selection of food available in the cafeteria.	5.98	4.36	1.62	5.94	4.84	1.10	↑ 0.04	↓ -0.48	↓ 0.52
40. Residence hall regulations are reasonable.	5.76	5.21	0.55	5.80	5.32	0.48	↓ -0.04	↓ -0.11	↓ 0.07
42. There are a sufficient number of weekend activities for students.	5.13	4.52	0.61	5.15	4.67	0.48	↓ -0.02	↓ -0.15	↓ 0.13
46. I can easily get involved in campus organizations.	5.78	5.39	0.39	5.72	5.32	0.40	↑ 0.06	↑ 0.07	↑ -0.01
52. The student center is a comfortable place for students to spend their leisure time.	5.77	5.44	0.33	5.80	5.51	0.29	↓ -0.03	↓ -0.07	↓ 0.04
56. The student handbook provides helpful information about campus life.	5.13	4.52	0.61	5.45	5.12	0.33	↓ -0.32	↓ -0.60	↓ 0.28
63. Student disciplinary procedures are fair.	6.09	5.52	0.57	6.12	5.60	0.52	↓ -0.03	↓ -0.08	↓ 0.05
64. New student orientation services help students adjust to college.	5.87	5.03	0.84	5.96	5.12	0.84	↓ -0.09	↓ -0.09	↓ 0.00
67. Freedom of expression is protected on campus.	6.11	5.74	0.37	6.15	5.73	0.42	↓ -0.04	↑ 0.01	↑ -0.05
73. Student activities fees are put to good use.	6.08	4.65	1.43	6.03	4.72	1.31	↑ 0.05	↓ -0.07	↓ 0.12

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# Campus Support Services

	2014			2012			Difference, 2014-2012**		
	Importance	Satisfaction	Gap*	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
Campus Support Services	6.03	5.62	0.41	6.06	5.68	0.38	↓ -0.03	↓ -0.06	↓ 0.03
13. Library staff are helpful and approachable.	5.68	5.81	-0.13	5.80	5.93	-0.13	↓ -0.12	↓ -0.12	↓ 0.00
18. Library resources and services are adequate.	6.08	5.86	0.22	6.19	5.94	0.25	↓ -0.11	↓ -0.08	↑ -0.03
26. Computer labs are adequate and accessible.	6.21	5.92	0.29	6.27	5.95	0.32	↓ -0.06	↓ -0.03	↑ -0.03
32. Tutoring services are readily available.	6.03	5.51	0.52	5.92	5.67	0.25	↑ 0.11	↓ -0.16	↓ 0.27
44. Academic support services adequately meet the needs of students.	6.14	5.32	0.82	6.14	5.36	0.78	→ 0.00	↓ -0.04	↓ 0.04
49. There are adequate services to help me decide upon a career.	6.22	5.00	1.22	6.21	5.02	1.19	↑ 0.01	↓ -0.02	↓ 0.03
54. Bookstore staff are helpful.	5.90	5.81	0.09	5.89	5.80	0.09	↑ 0.01	↑ 0.01	→ 0.00

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## Concern for the Individual

	2014			2012			Difference, 2014-2012**		
	Importance	Satisfaction	Gap*	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
Concern for the Individual	6.20	5.08	1.12	6.21	5.19	1.02	↓ -0.01	↓ -0.11	↓ 0.10
3. Faculty care about me as an individual.	6.14	4.93	1.21	6.11	5.01	1.10	↑ 0.03	↓ -0.08	↓ 0.11
14. My academic advisor is concerned about my success as an individual.	6.35	5.07	1.28	6.37	5.26	1.11	↓ -0.02	↓ -0.19	↓ 0.17
22. Counseling staff care about students as individuals.	6.04	5.07	0.97	6.05	5.20	0.85	↓ -0.01	↓ -0.13	↓ 0.12
25. Faculty are fair and unbiased in their treatment of individual students.	6.42	5.29	1.13	6.44	5.34	1.10	↓ -0.02	↓ -0.05	↓ 0.03
30. Residence hall staff are concerned about me as an individual.	5.70	5.00	0.70	5.75	5.14	0.61	↓ -0.05	↓ -0.14	↓ 0.09
59. This institution shows concern for students as individuals.	6.28	5.05	1.23	6.30	5.16	1.14	↓ -0.02	↓ -0.11	↓ 0.09

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Instructional Effectiveness	2014			2012	
	Importance	Satisfaction	Gap*	Importance	Satisfaction
Instructional Effectiveness	6.40	5.39	1.01	6.42	5.39
3. Faculty care about me as an individual.	6.14	4.93	1.21	6.11	5.01
8. The content of the courses within my major is valuable.	6.61	5.37	1.24	6.63	5.36
16. The instruction in my major field is excellent.	6.60	5.28	1.32	6.60	5.35
25. Faculty are fair and unbiased in their treatment of individual students.	6.42	5.29	1.13	6.44	5.34
39. I am able to experience intellectual growth here.	6.51	5.63	0.88	6.50	5.64
41. There is a commitment to academic excellence on this campus.	6.36	5.33	1.03	6.40	5.44
47. Faculty provide timely feedback about student progress in a course.	6.43	4.99	1.44	6.44	5.08
53. Faculty take into consideration student differences as they teach a course.	6.12	4.89	1.23	6.14	5.02
58. The quality of instruction I receive in most of my classes is excellent.	6.59	5.29	1.30	6.61	5.37
61. Adjunct faculty are competent as classroom instructors.	6.26	5.38	0.88	6.28	5.41
65. Faculty are usually available after class and during office hours.	6.31	5.69	0.62	6.34	5.74
68. Nearly all of the faculty are knowledgeable in their field.	6.60	5.73	0.87	6.62	5.77
69. There is a good variety of courses provided on this campus.	6.42	5.64	0.78	6.48	5.63
70. Graduate teaching assistants are competent as classroom instructors.	6.20	5.28	0.92	6.29	5.24

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**Difference, 2014-2012\*\***

Gap	Importance	Satisfaction	Gap
1.03	↓ -0.02	→ 0.00	↑ -0.02
1.10	↑ 0.03	↓ -0.08	↓ 0.11
1.27	↓ -0.02	↑ 0.01	↑ -0.03
1.25	→ 0.00	↓ -0.07	↓ 0.07
1.10	↓ -0.02	↓ -0.05	↓ 0.03
0.86	↑ 0.01	↓ -0.01	↓ 0.02
0.96	↓ -0.04	↓ -0.11	↓ 0.07
1.36	↓ -0.01	↓ -0.09	↓ 0.08
1.12	↓ -0.02	↓ -0.13	↓ 0.11
1.24	↓ -0.02	↓ -0.08	↓ 0.06
0.87	↓ -0.02	↓ -0.03	↓ 0.01
0.60	↓ -0.03	↓ -0.05	↓ 0.02
0.85	↓ -0.02	↓ -0.04	↓ 0.02
0.85	↓ -0.06	↑ 0.01	↑ -0.07
1.05	↓ -0.09	↑ 0.04	↑ -0.13

## Recruitment and Financial Aid

	2014			2012			Difference, 2014-2012**		
	Importance	Satisfaction	Gap*	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
Recruitment and Financial Aid	6.23	5.06	1.17	6.27	5.20	1.07	↓ -0.04	↓ -0.14	↓ 0.10
4. Admissions staff are knowledgeable.	6.23	4.98	1.25	6.29	5.11	1.18	↓ -0.06	↓ -0.13	↓ 0.07
5. Financial aid counselors are helpful.	6.26	4.98	1.28	6.37	5.24	1.13	↓ -0.11	↓ -0.26	↓ 0.15
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.37	5.23	1.14	6.42	5.21	1.21	↓ -0.05	↑ 0.02	↑ -0.07
17. Adequate financial aid is available for most students.	6.46	4.92	1.54	6.42	5.11	1.31	↑ 0.04	↓ -0.19	↓ 0.23
43. Admissions counselors respond to prospective students' unique needs and requests.	6.03	5.18	0.85	6.07	5.31	0.76	↓ -0.04	↓ -0.13	↓ 0.09
48. Admissions counselors accurately portray the campus in their recruiting practices.	5.98	5.11	0.87	6.02	5.26	0.76	↓ -0.04	↓ -0.15	↓ 0.11

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# Registration Effectiveness

	2014			2012			Difference, 2014-2012**		
	Importance	Satisfaction	Gap*	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
Registration Effectiveness	6.25	5.24	1.01	6.23	5.29	0.94	↑ 0.02	↓ -0.05	↓ 0.07
11. Billing policies are reasonable.	6.21	5.06	1.15	6.23	5.13	1.10	↓ -0.02	↓ -0.07	↓ 0.05
20. The business office is open during hours which are convenient for most students.	5.91	5.13	0.78	5.84	5.21	0.63	↑ 0.07	↓ -0.08	↓ 0.15
27. The personnel involved in registration are helpful.	6.24	5.25	0.99	6.16	5.43	0.73	↑ 0.08	↓ -0.18	↓ 0.26
34. I am able to register for classes I need with few conflicts.	6.64	5.07	1.57	6.65	5.01	1.64	↓ -0.01	↑ 0.06	↑ -0.07
50. Class change (drop/add) policies are reasonable.	6.18	5.68	0.50	6.20	5.67	0.53	↓ -0.02	↑ 0.01	↑ -0.03

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# Safety and Security

	2014			2012			Difference, 2014-2012**		
	Importance	Satisfaction	Gap*	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
Safety and Security	6.43	4.33	2.10	6.41	4.88	1.53	 0.02	 -0.55	 0.57
7. The campus is safe and secure for all students.	6.53	4.79	1.74	6.57	5.58	0.99	 -0.04	 -0.79	 0.75
21. The amount of student parking space on campus is adequate.	6.33	2.88	3.45	6.26	3.34	2.92	 0.07	 -0.46	 0.53
28. Parking lots are well-lighted and secure.	6.35	4.78	1.57	6.29	5.33	0.96	 0.06	 -0.55	 0.61
36. Security staff respond quickly in emergencies.	6.52	5.29	1.23	6.53	5.53	1.00	 -0.01	 -0.24	 0.23

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# Student Centeredness

	2014			2012			Difference, 2014-2012**		
	Importance	Satisfaction	Gap*	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
Student Centeredness	6.15	5.1	1.05	6.12	5.2	0.92	0.03	-0.1	0.13
1. Most students feel a sense of belonging here.	5.75	4.85	0.9	5.74	4.95	0.79	0.01	-0.1	0.11
2. The campus staff are caring and helpful.	6.37	5.18	1.19	6.28	5.27	1.01	0.09	-0.09	0.18
10. Administrators are approachable to students.	5.92	4.95	0.97	5.93	5.09	0.84	-0.01	-0.14	0.13
29. It is an enjoyable experience to be a student on this campus.	6.34	5.18	1.16	6.31	5.34	0.97	0.03	-0.16	0.19
45. Students are made to feel welcome on this campus.	6.23	5.35	0.88	6.18	5.42	0.76	0.05	-0.07	0.12
59. This institution shows concern for students as individuals.	6.28	5.05	1.23	6.3	5.16	1.14	-0.02	-0.11	0.09

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## Service Excellence

	2014			2012			Difference, 2014-2012**		
	Importance	Satisfaction	Gap*	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
Service Excellence	6.04	5.08	0.96	6.03	5.22	0.81	↑ 0.01	↓ -0.14	↓ 0.15
2. The campus staff are caring and helpful.	6.37	5.18	1.19	6.28	5.27	1.01	↑ 0.09	↓ -0.09	↓ 0.18
13. Library staff are helpful and approachable.	5.68	5.81	-0.13	5.8	5.93	-0.13	↓ -0.12	↓ -0.12	↓ 0
15. The staff in the health services area are competent.	5.86	5.31	0.55	5.92	5.35	0.57	↓ -0.06	↓ -0.04	↑ -0.02
22. Counseling staff care about students as individuals.	6.04	5.07	0.97	6.05	5.2	0.85	↓ -0.01	↓ -0.13	↓ 0.12
27. The personnel involved in registration are helpful.	6.24	5.25	0.99	6.16	5.43	0.73	↑ 0.08	↓ -0.18	↓ 0.26
57. I seldom get the "run-around" when seeking information on this campus.	6.22	4.62	1.6	6.23	4.73	1.5	↓ -0.01	↓ -0.11	↓ 0.1
60. I generally know what's happening on campus.	5.56	4.9	0.66	5.65	5.08	0.57	↓ -0.09	↓ -0.18	↓ 0.09
71. Channels for expressing student complaints are readily available.	6.05	4.6	1.45	6.11	4.79	1.32	↓ -0.06	↓ -0.19	↓ 0.13

\*Gap is calculated by subtracting Satisfaction score from Importance Score.

\*\*Difference, 2014 to 2012, calculates changes in Importance and Satisfaction Scores. Red Arrows indicate score decrease from one survey to the next while Green Arrows indicate an increase. The gap measures increase and decrease as well, but a Red Arrow indicates increase (bad) and Green Arrow indicates decrease (good).