

TACOMA COMMUNITY COLLEGE

Student Satisfaction Inventory (SSI)



Institutional Research office
Winter 2016

Presentation Outline

- SSI overview and background at TCC.
- A few highlights –student services related scale & item level detail.
- Next steps.
- Q&A

Noel-Levitz
STUDENT SATISFACTION INVENTORY™
Community, Junior and Technical College Version
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Dear Student,
Your institution is interested in systematically listening to its students. Therefore, your thoughtful and honest responses to this inventory are very important.
You are part of a sample of students carefully selected to share feedback about your college experiences thus far. Your responses will give your campus leadership insights about the aspects of college that are important to you as well as how satisfied you are with them.
To preserve confidentiality, your name is not requested. — Thank you for your participation.

Instructions:
• Use a No. 2 pencil only. Please do not use ink or ballpoint pen.
• Erase changes completely and cleanly.
• Completely darken the oval that corresponds to your response.

Each item below describes an expectation about your experiences on this campus. On the left, tell us how important it is for your institution to meet this expectation. On the right tell us how satisfied you are that your institution has met this expectation.

Importance to me	My level of satisfaction
1 - not important at all	not available/not used
2 - not very important	very satisfied - 7
3 - somewhat unimportant	satisfied - 6
4 - neutral	neutral - 4
5 - somewhat important	somewhat dissatisfied - 3
6 - important	not very satisfied - 2
7 - very important	not satisfied at all - 1

does not apply

- Most students feel a sense of belonging here.
- Faculty care about me as an individual.
- The quality of instruction in the vocational/technical programs is excellent.
- Security staff are helpful.
- The personnel involved in registration are helpful.
- My academic advisor is approachable.
- Adequate financial aid is available for most students.
- Classes are scheduled at times that are convenient for me.
- Internships or practical experiences are provided in my degree/certificate program.
- Child care facilities are available on campus.
- Security staff respond quickly in emergencies.
- My academic advisor helps me set goals to work toward.
- My academic advisor helps me set goals to work toward.
- My academic advisor helps me set goals to work toward.
- Financial aid awards are announced to students in time to be helpful in college planning.
- Library resources and services are adequate.
- I am able to register for classes I need with few conflicts.
- The college shows concern for students as individuals.
- Personnel in the Veterans' Services program are helpful.
- The quality of instruction I receive is most of my classes is excellent.
- This campus provides effective support services for displaced homemakers.
- Financial aid counselors are helpful.

SERIAL #

PLEASE DO NOT MARK IN THIS AREA

Overview & Background

- 3 years administration cycle.
- Most recent administration- Fall 2015 (710 students).
- Randomly selected courses, in-class paper survey.
- 7 point scale – importance and satisfaction.
- 12 scales and item level detail ... and what do they mean?

Demographics

710 student respondents (71% response rate)

Demographic category	2015 administration	2013 administration
Gender: Female	58%	62%
Age: 19-24	40%	40%
Ethnicity/Race: Caucasian/White	47%	54%
Enrollment status: Full-time	76%	78%
Years in attendance: 1 year or less	45%	49%
Current GPA: 3.0 – 3.49	32%	27%*
Educational goal: Transfer	48%	49%

*Majority of survey respondents were in the 3.5 or above GPA level (34%) for the 2013 administration.

The Voice of our students

54%

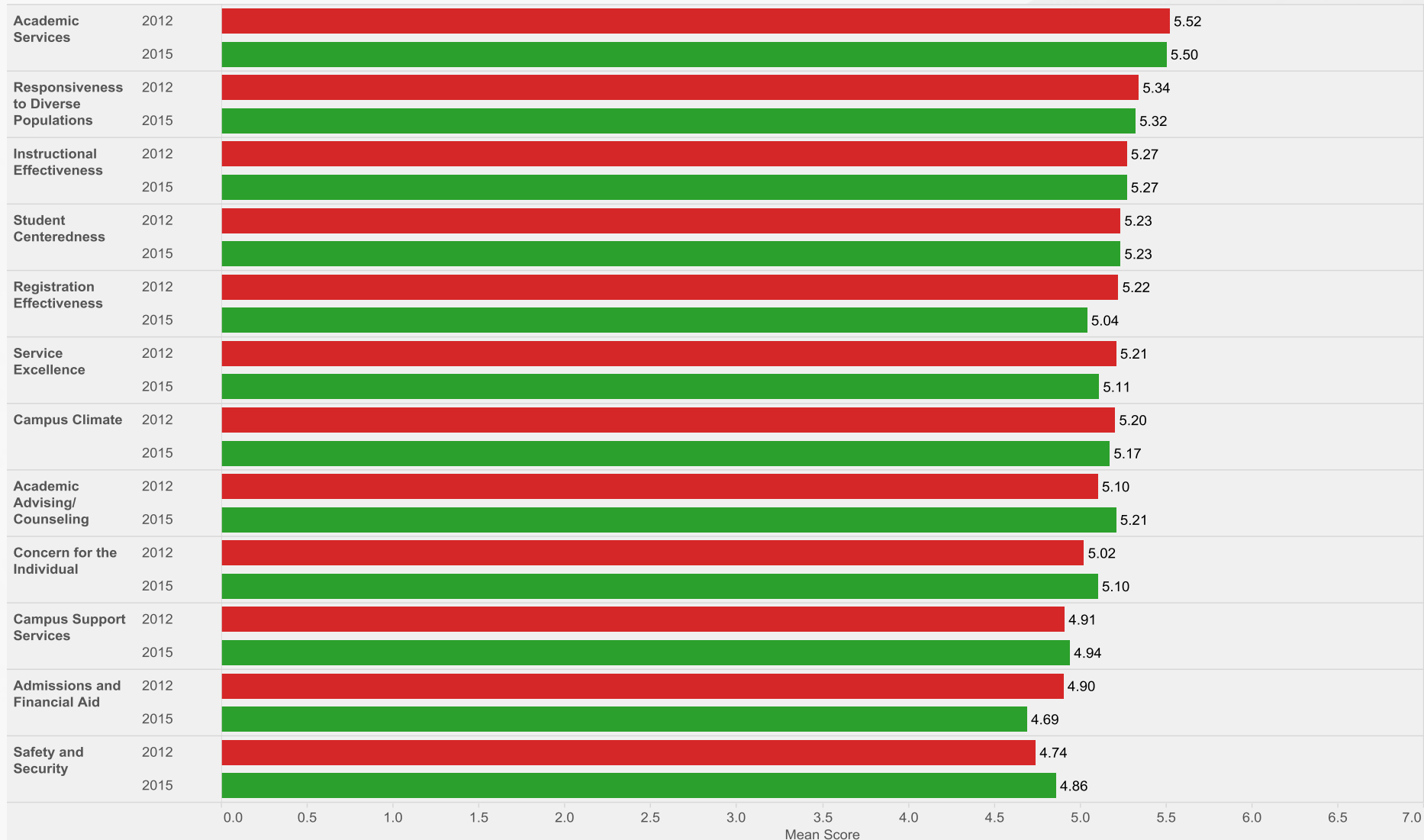
of students say they
are satisfied with
their experience at
TCC thus far.



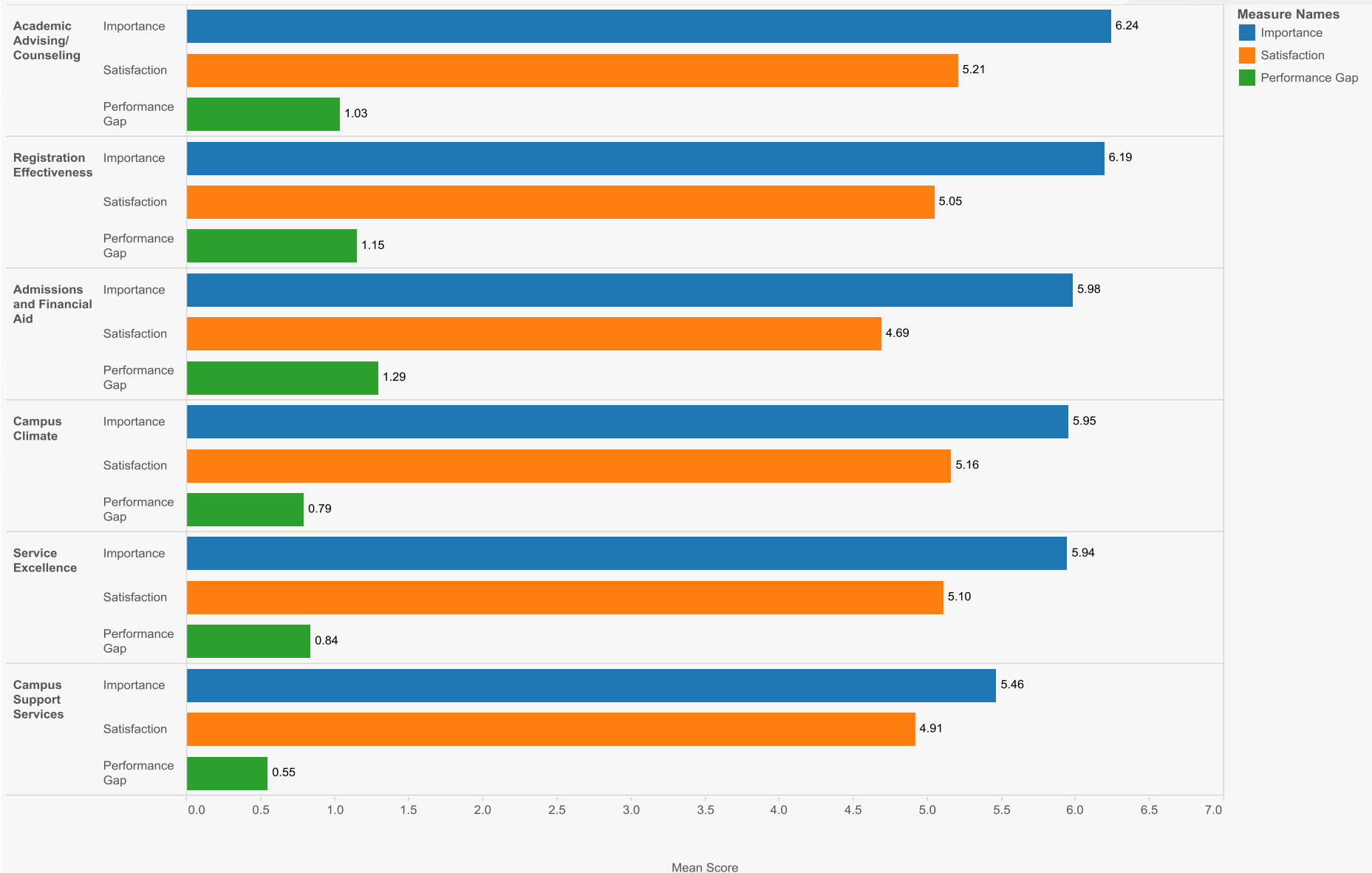
Scales

- **Academic Advising/Counseling**
Advisors and counselors.
- **Academic Services**
Library, computer labs, tutoring, and study areas.
- **Admissions and Financial Aid**
Admissions staff, effectiveness and availability of financial aid.
- **Campus Climate**
Campus pride, feelings of belonging, and channels of communication.
- **Campus Support Services**
Career services, new student orientation, veterans, student center, child care facilities.
- **Concern for the Individual**
Treating each student as an individual – (faculty, advisors, counselors).
- **Instructional Effectiveness**
Academic experience, curriculum, commitment to academic excellence: faculty, course content, course offerings.
- **Registration Effectiveness**
Smooth and effective registration and billing, business office, registration staff, bookstore staff.
- **Responsiveness to Diverse Populations**
Underrepresented groups, students with disabilities, part-time students, returning students, & older learners.
- **Safety and Security**
Responsiveness to students personal safety & security. Security personnel and campus facilities.
- **Service Excellence**
Perceived attitude of staff esp. front-line staff.
- **Student Centeredness**
The extent to which students feel welcome & valued.

Satisfaction Scores, by Scale

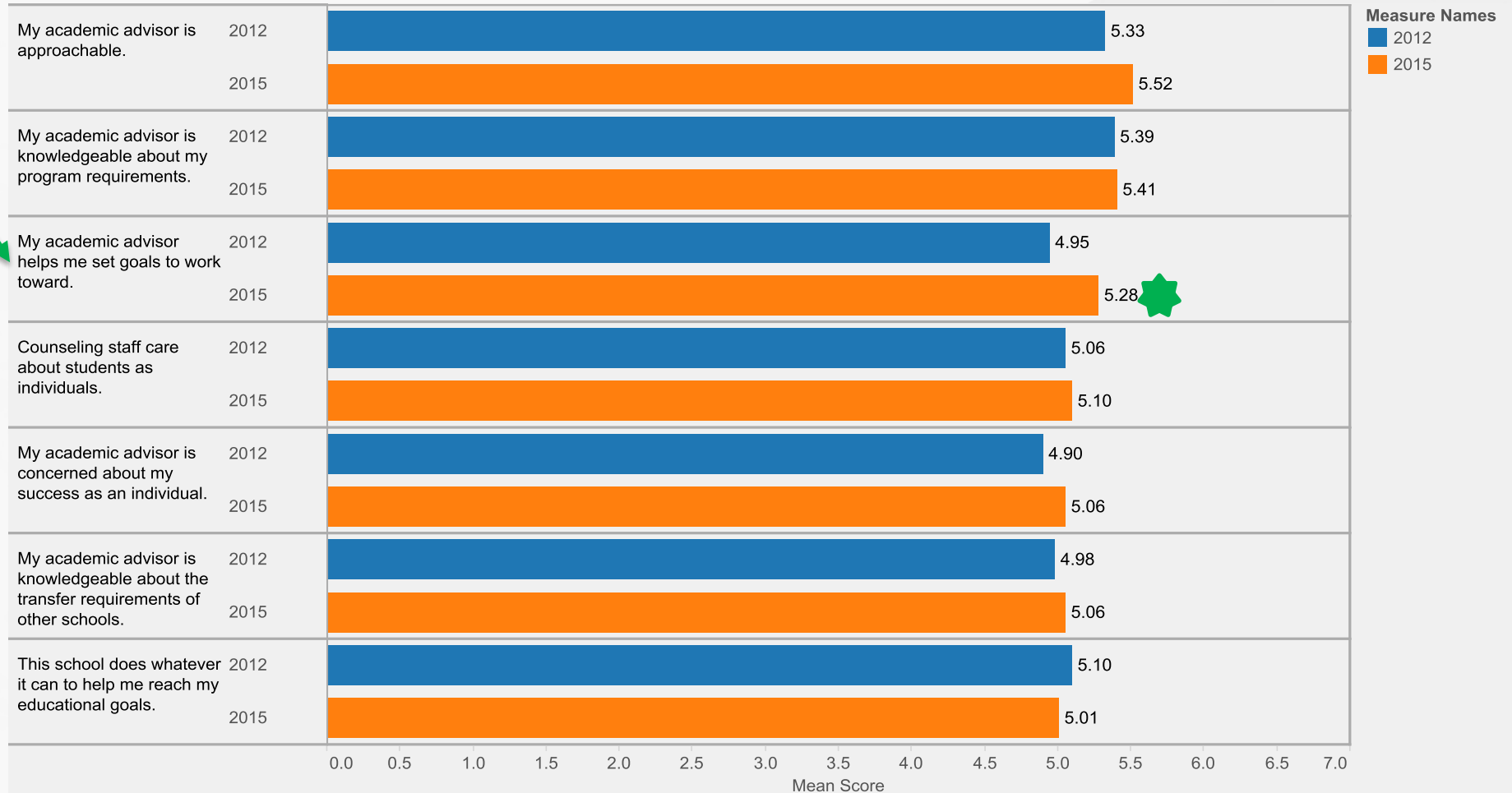


Student Services related scales



Academic Advising & Counseling

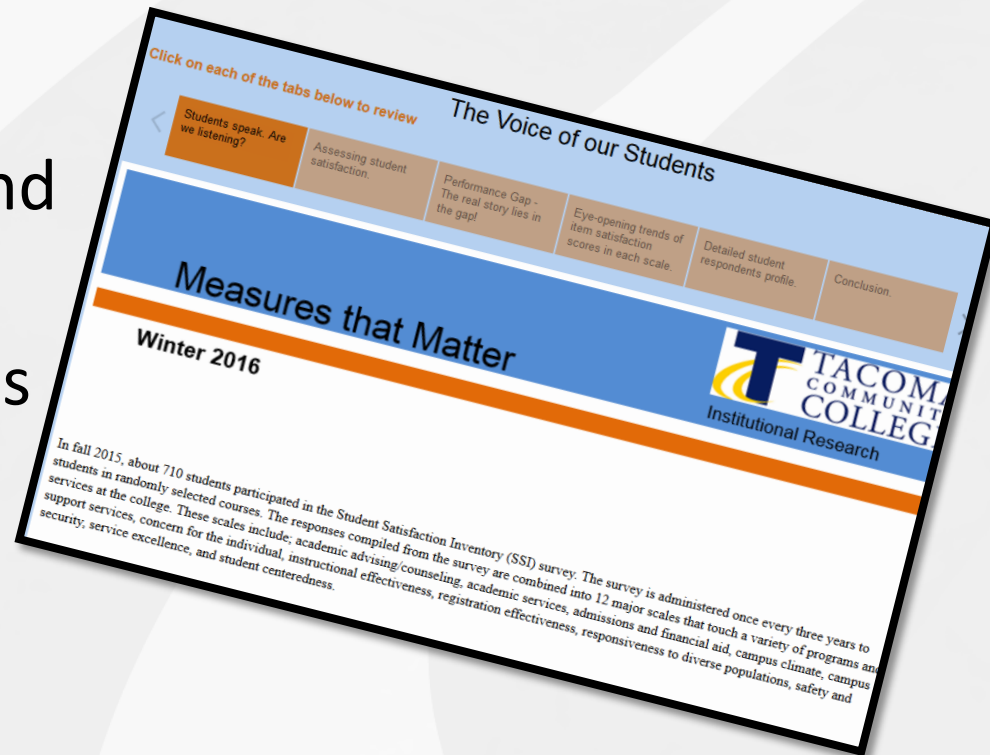
Most improved & highest satisfaction student services scale



Difference statistically significant at the .001 level

Next steps

- Value-added improvement.
- Transparency - Results available to all faculty and staff.
- Committees and councils specific presentations.
- SSI-focused [newsletter](#) and data-inspired discussion.



Surveys Page on the Portal



The screenshot shows a web browser window with the URL https://my.tacomacc.edu/uPortal/f/u2211s29/p/ResearchAndPlanning.u2211n149/max/render.uP?pCp#PLPluto_184_u2211n149_7672_=30282. The page features a dark blue header with the text "MY TCC" and a navigation menu with tabs for "Main", "College Info", "Campus Services", "Instruction", "Learning Resources", "Student Services", and "Personal". A yellow banner below the header contains a tip: "Tip #5: Some portlets have configurable options (click on the gear icon in their header)". The main content area is titled "Surveys" and includes a "Back" link and a breadcrumb trail: "Organizational Learning & Effectiveness > Institutional Research > Surveys". The page lists several survey categories with links to reports and presentations:

- SURVEY SCHEDULE 2010-2021**
- Survey of Entering Student Engagement (SENSE):**
 - 2014 Survey (Username: [redacted]; Password: [redacted]; [Benchmark Scores Report](#) and [2015 SENSE presentation](#))
 - 2011 Survey Benchmark Scores Report
- Community College Survey of Student Engagement (CCSSE):**
 - 2014 Survey (Username: [redacted]; Password: [redacted]; [Benchmark Scores Report](#) and [2014 CCSSE presentation](#))
 - 2011 Survey Benchmark Scores Report
- Student Satisfaction Inventory (SSI):**
 - 2015 SSI Survey
 - 2012 SSI Survey and 2013 SSI Presentation
 - 2009 SSI Survey
- Personal Assessment of the College Environment (PACE):**
 - 2013 Survey
 - 2009 Survey

Q&A



Thank you