

Student Satisfaction Inventory (SSI) results

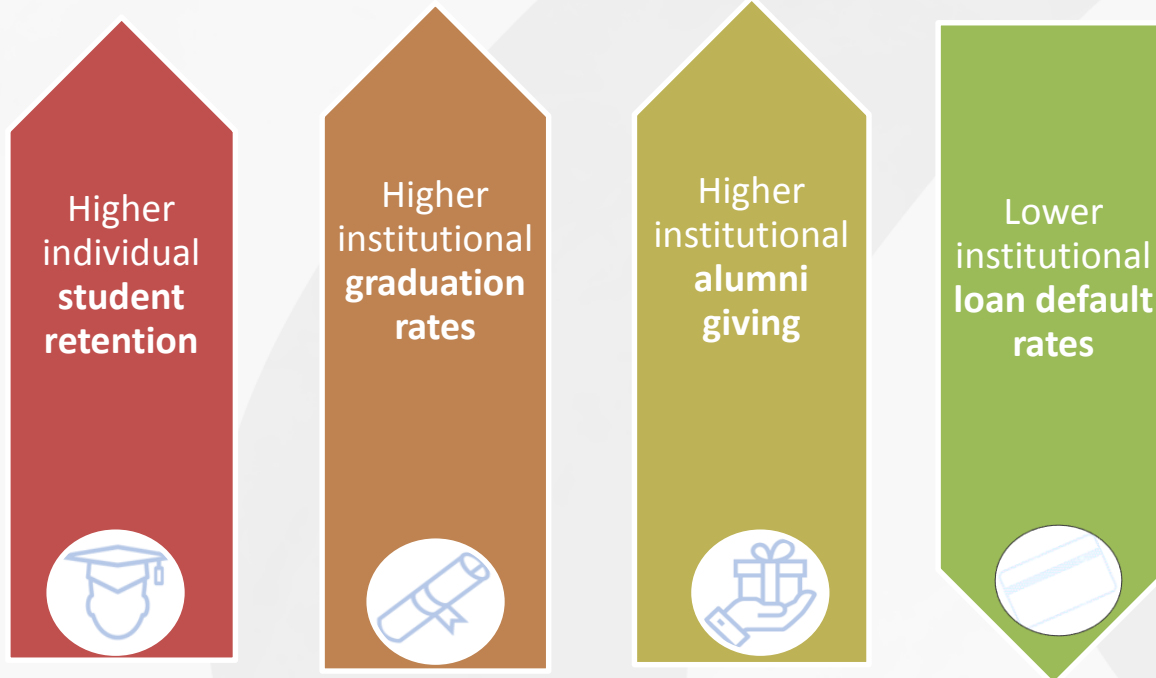
Institutional Research
Division of Organizational Learning & Effectiveness
Spring 2019

Definition of Satisfaction

“ When expectations are met or exceeded by the student’s perception of the campus reality. ”

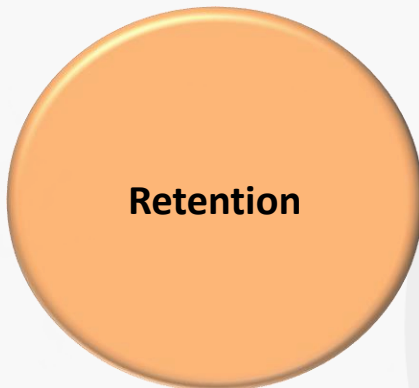
Why measure student satisfaction?

- **Evidence-based research** has documented strong links between students' scores on satisfaction surveys with several areas, including...



To review the research:
www.RuffaloNL.com/Benchmark

Using satisfaction data on campus



¹More information on [Accreditation support here](#) and the [NWCCU & SSI items document here](#)

²SSI MtM infographic

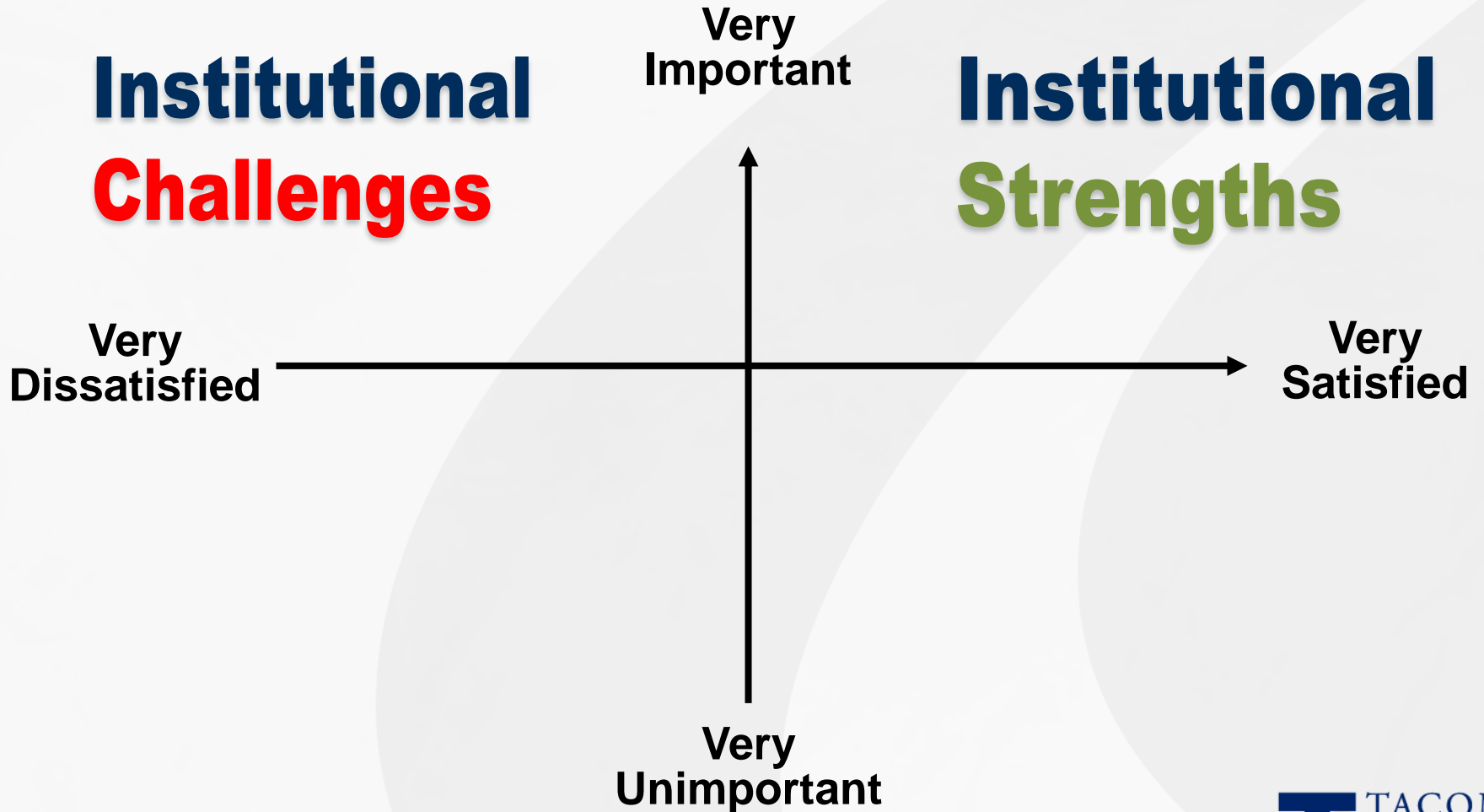
Definitions

Strengths: Survey items of high importance and high satisfaction. These are the items that students care about that should be celebrated because the institution is performing relatively well.

Challenges: Survey items that are also very important to students, but have lower satisfaction scores or large performance gaps. These are the priority areas for attention at the institution because students reflect high expectations but believe there is room for improvement.

Performance gaps: The difference between the importance score and the satisfaction score.

Matrix for prioritizing action



Our survey administration

The Student Satisfaction Inventory was administered in the *fall of 2018*

Type of survey	Completed	Response rate
Paper	778	65%
Online	29	6%

Our institutional strengths

These are the top areas our students care about, where we are meeting their expectations;

- 1.** The campus is safe and secure for all students.
- 2.** My academic advisor is knowledgeable about my program requirements.
- 3.** I am able to experience intellectual growth here.
- 4.** Nearly all of the faculty are knowledgeable in their fields.
- 5.** My academic advisor is approachable.

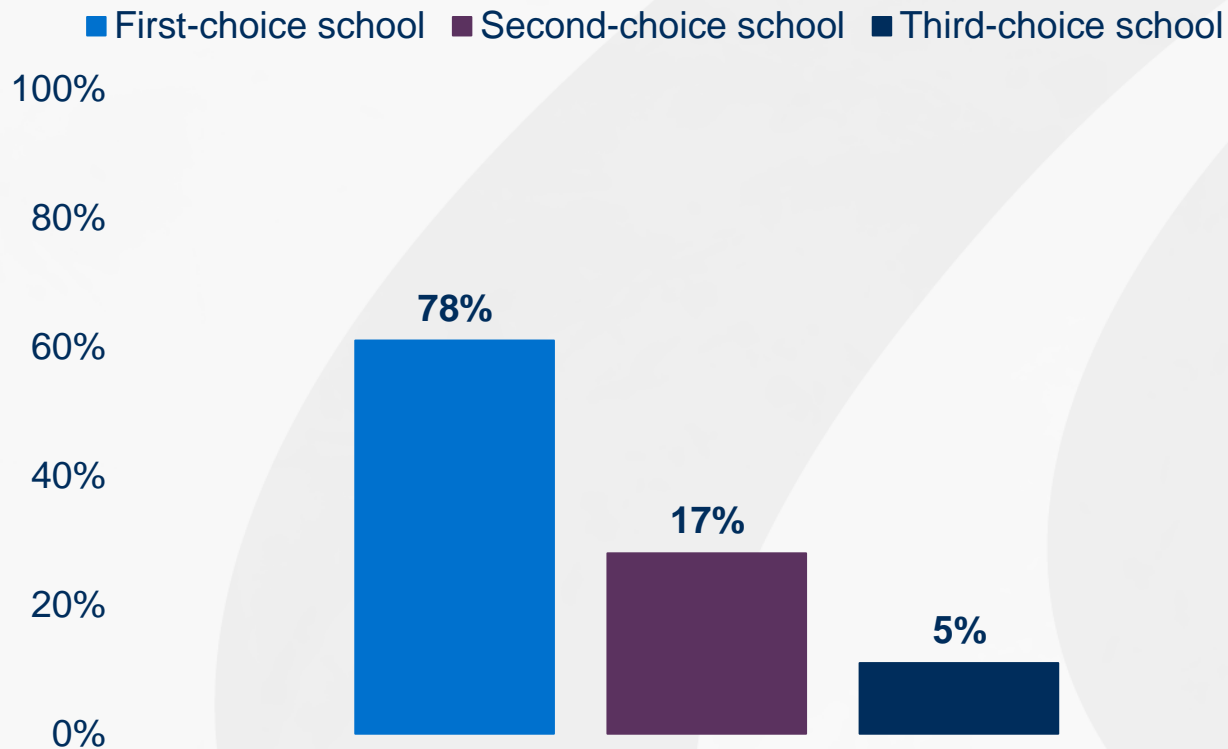
Our institutional challenges

These are the key areas to improve, based on the priorities of our students;

1. The quality of instruction I receive in most of my classes is excellent.
2. I am able to register for classes I need with few conflicts.
3. Classes are scheduled at times that are convenient for me.
4. Security staff respond quickly in emergencies.
5. Faculty provide timely feedback about student progress in a course.

The importance of institutional choice

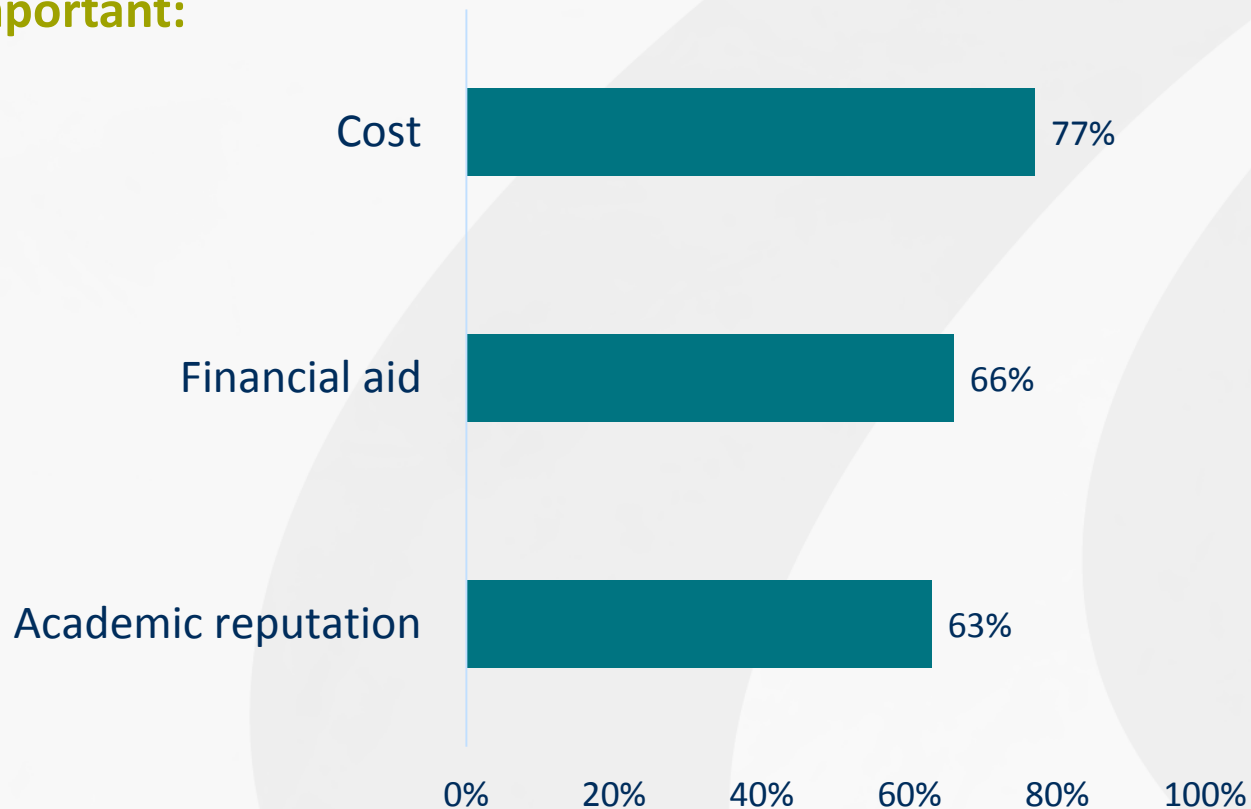
Students attending their first choice institution are more likely to have higher satisfaction levels overall. TCC was my...



What factors influence our students decision to enroll?

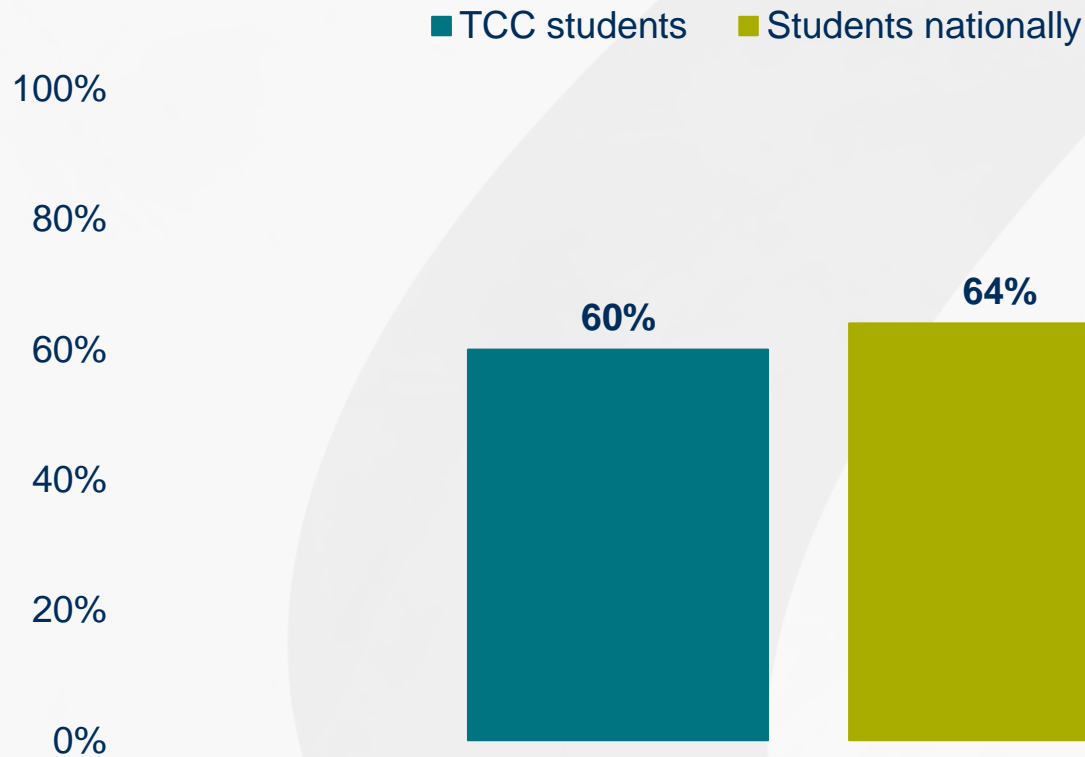
It is important to understand why students enroll at TCC.

The percentage of student saying the following factors were important or very important:



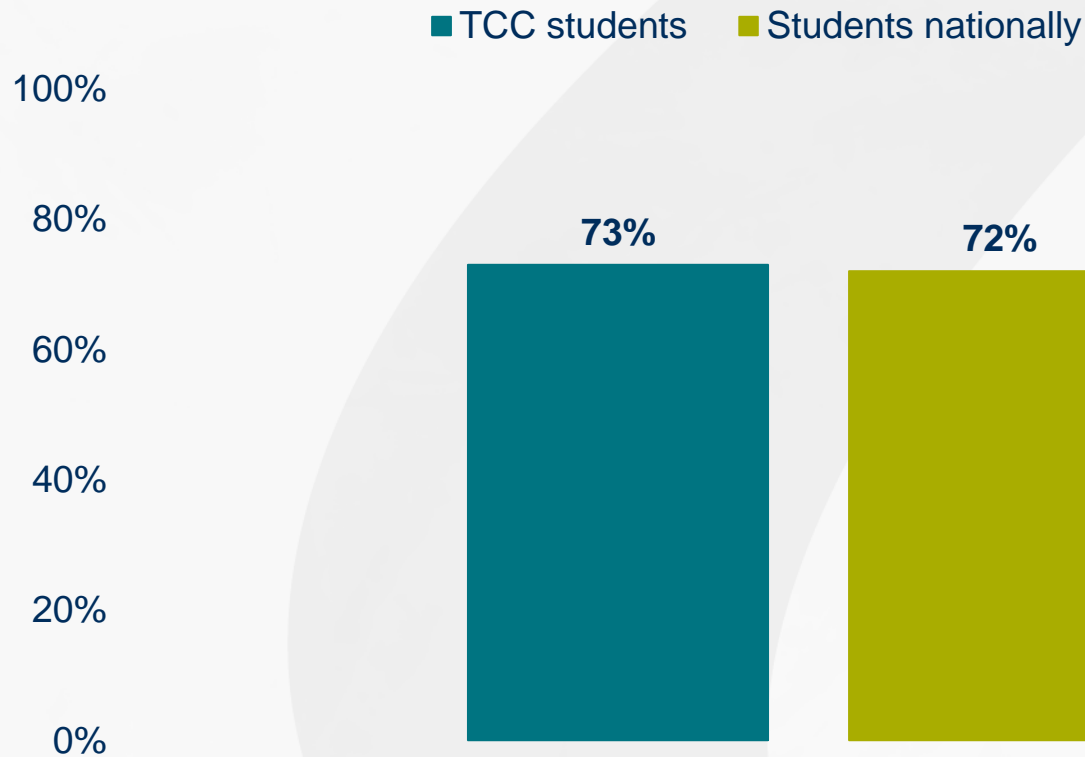
Bottom line indicator: Satisfaction

How satisfied are our students compared with students nationally?



Bottom line indicator: Re-enrollment

How likely are our students to enroll again if they had to do it over, compared with students nationally?



Next steps on our campus

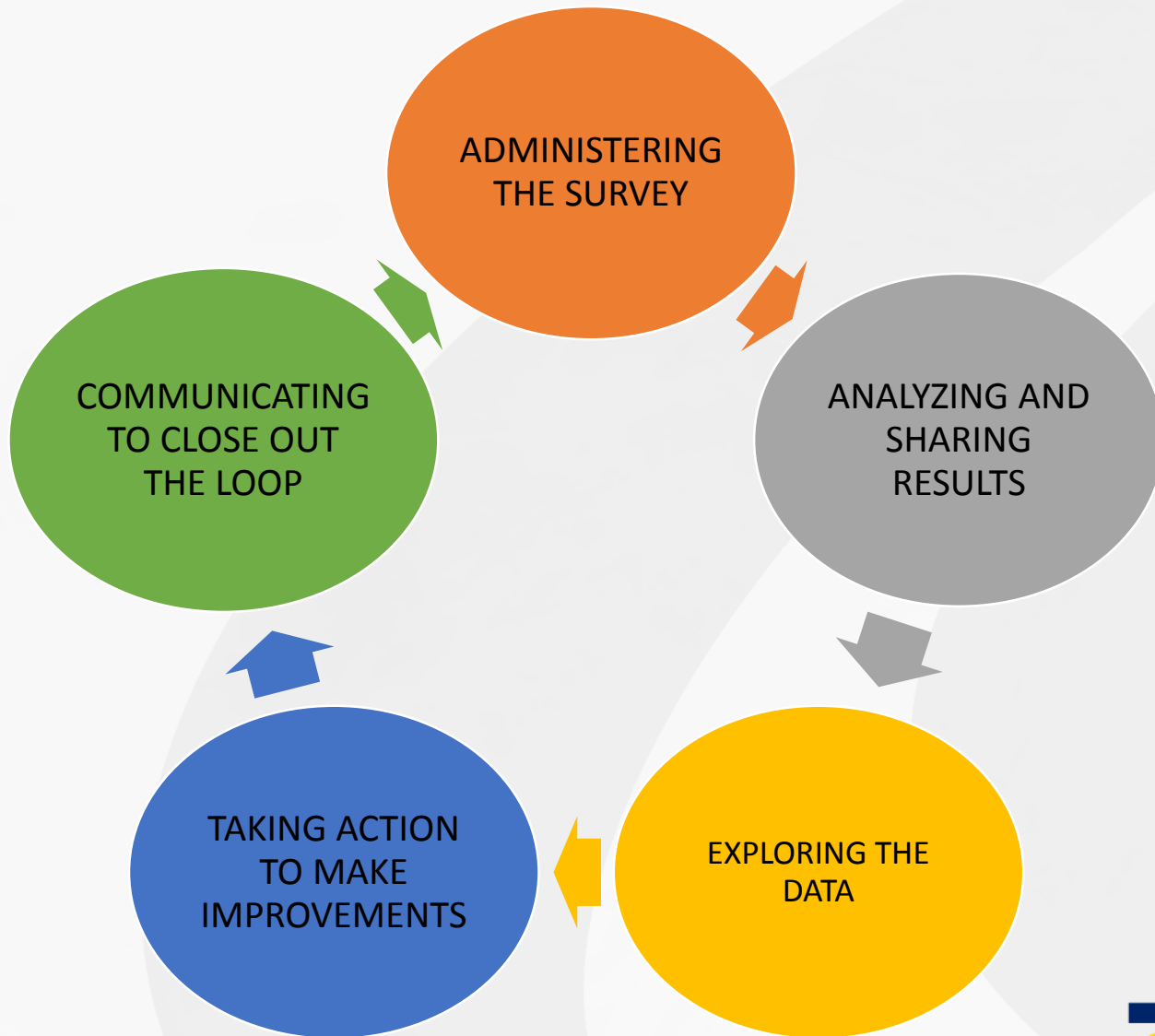
These are our planned next steps with using the data on campus:

Widespread results sharing with key stakeholders such as; faculty, staff, administration, board of trustees, and the student senate through a variety of communication vehicles such as;

- Committees- and councils-specific presentations.
- Measures that Matter newsletter focused on the satisfaction survey results.
- Internally distributed summary infographic.
- Data-inspired discussion session following the release of Measures that Matter newsletter.

In addition, these results along with previous two administrations results are shared on the TCC portal and available to all faculty and staff.

Continuous Improvement Cycle



Surveys page on the portal

College Info » Organizational Learning & Effectiveness » Institutional Research » Surveys » Student Satisfaction Inventory (SSI)

Surveys

[Back](#)
Organizational Learning & Effectiveness » Institutional Research » Surveys

[SURVEY SCHEDULE 2010-2024](#)

Graduating Student Survey (GSS):

- [2018 Survey](#); [Summary Data](#)

[Click on this link for a preview of the GSS questions](#). This is just a preview and your responses will not be recorded).

Community College Faculty Survey of Student Engagement (CCFSSE):

- [2017 Survey](#) (Username: [redacted]; Password: [redacted]); [Frequency Report](#)

Community College Survey of Student Engagement (CCSSE):

- [2017 Survey](#) (Username: [redacted]; Password: [redacted]); [Benchmark Scores Report](#)
- [2014 Survey](#) (Same username and password as above); [Benchmark Scores Report](#) and [2014 CCSSE presentation](#)
- [2011 Survey Benchmark Scores Report](#)

Student Satisfaction Inventory (SSI):

- 2018 SSI Results : [Year-to-Year](#) and [Peer Comparison](#)
- 2015 SSI Results : [Year-to-Year](#) and [Peer Comparison](#) and [Presentation](#)
- 2012 SSI Results : [Year-to-Year](#) and [Peer Comparison](#) and [Presentation](#)

Survey of Entering Student Engagement (SENSE):

- [2014 Survey](#) (Username: Tacoma ; Password: YBJVZO\$4); [Benchmark Scores Report](#) and [2015 SENSE presentation](#)
- [2011 Survey Benchmark Scores Report](#)

Personal Assessment of the College Environment (PACE):

- [2016 Survey \(old format\)](#) and [Overview](#) and [Presentation](#) and [Recording](#)

Here, you will find the [year to year results](#), [peer comparison results](#), [overview slides](#), and an [additional infographic](#). Also want to know what the satisfaction trend has been? Check out the [satisfaction trend report](#) that provides the additional information. Be sure to check out the [Measures that Matter newsletter](#) as well and come participate in the data-inspired discussion this quarter. Tuesday, April 30 1:30pm-2:30pm. Save the date! More information to be communicated via the Organizational Learning & Effectiveness PD email.