

Student Satisfaction Inventory (SSI)

November, 2016

Summary

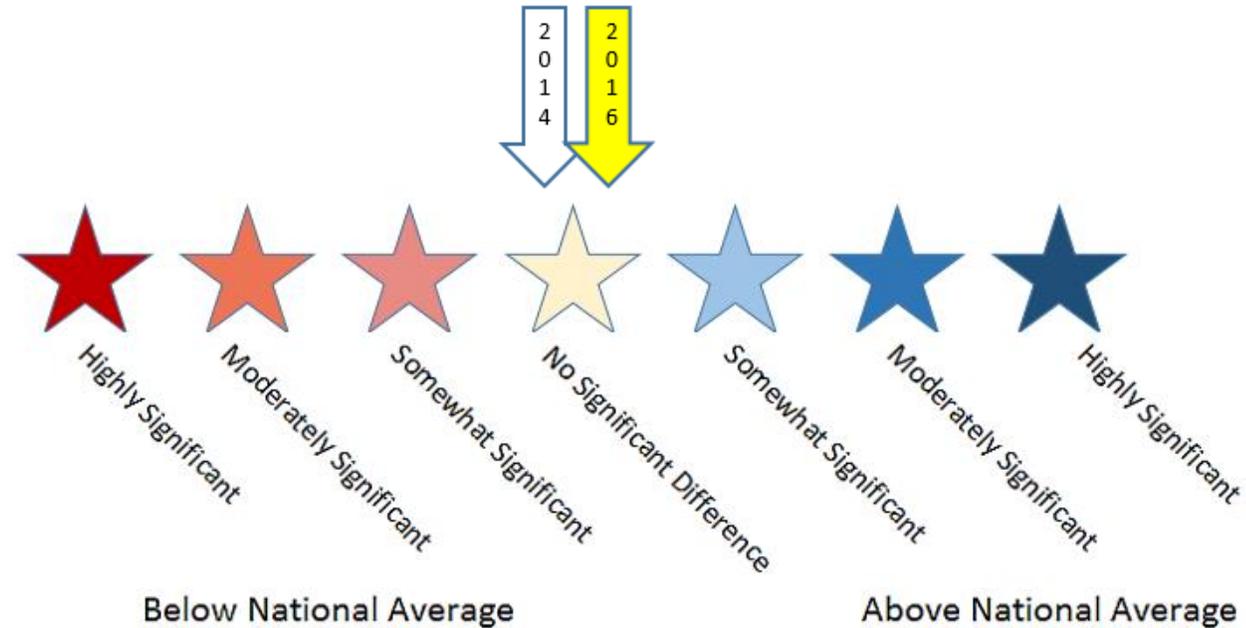
Students were asked to evaluate 58 items. They were asked to indicate how important each item is to them, and to rate their satisfaction with SFCC's performance on that item.

The items are grouped into eight Scales, or areas of emphasis.

The following summary shows how SFCC rated in comparison to the national survey cohort in each of the eight Scales, presented in order of importance to students. It also includes the items of highest importance, highest satisfaction, and lowest satisfaction within each Scale. Where the survey indicated no significant difference but SFCC rated lower than the national average, a – will be seen in the star.

[Click here](http://www.sfccmo.edu) to find the full report at www.sfccmo.edu

1. Registration Effectiveness



Most Important to Students: I am able to register for the classes I need with few conflicts



Highest Point of Satisfaction: Registration process and procedures are convenient



Lowest Point of Satisfaction: Classes are scheduled at times that are convenient for me



2. Campus Climate



Most Important to Students: The campus is secure and safe for all students



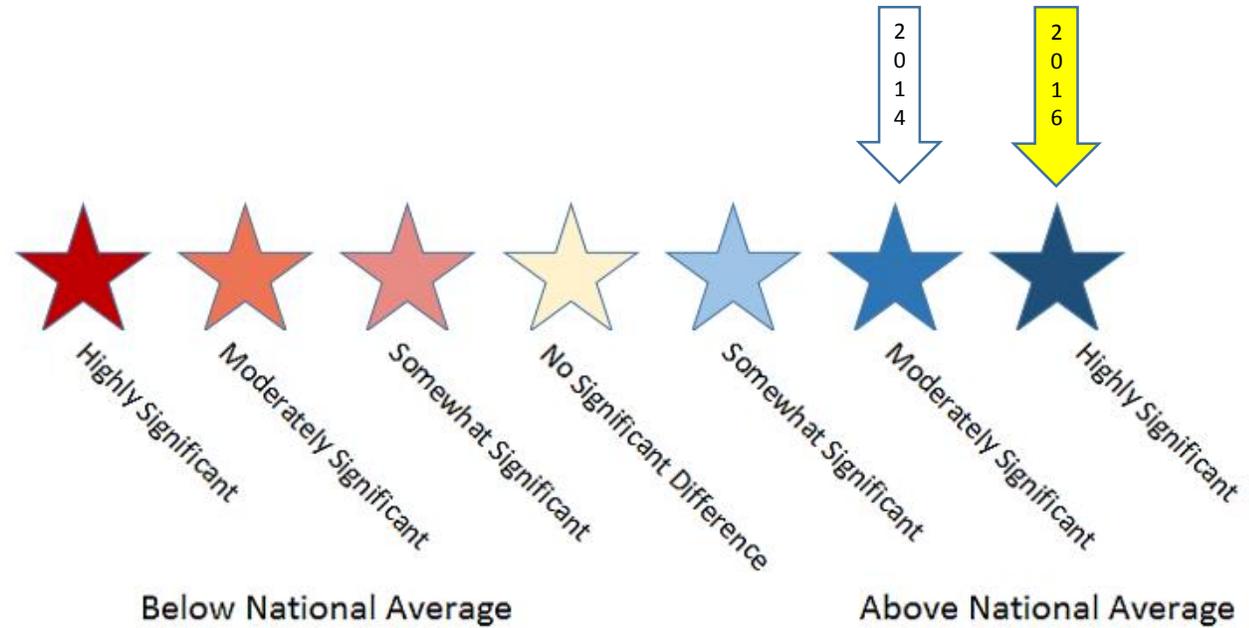
Highest Point of Satisfaction: On the whole, the campus is well-maintained



Lowest Point of Satisfaction: Tuition is a worthwhile investment



3. Student Centeredness



Most Important to Students: The campus staff is caring and helpful



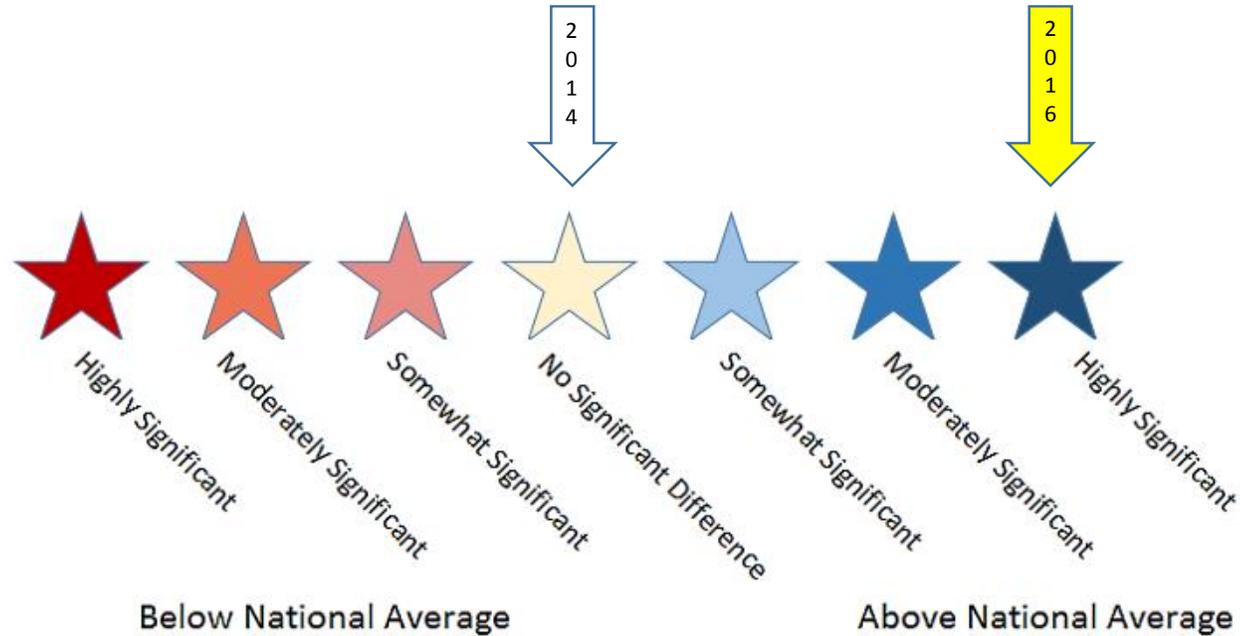
Highest Point of Satisfaction: Students are made to feel welcome here



Lowest Point of Satisfaction: I seldom get the “run-around” when seeking information on this campus



4. Academic Advising Effectiveness

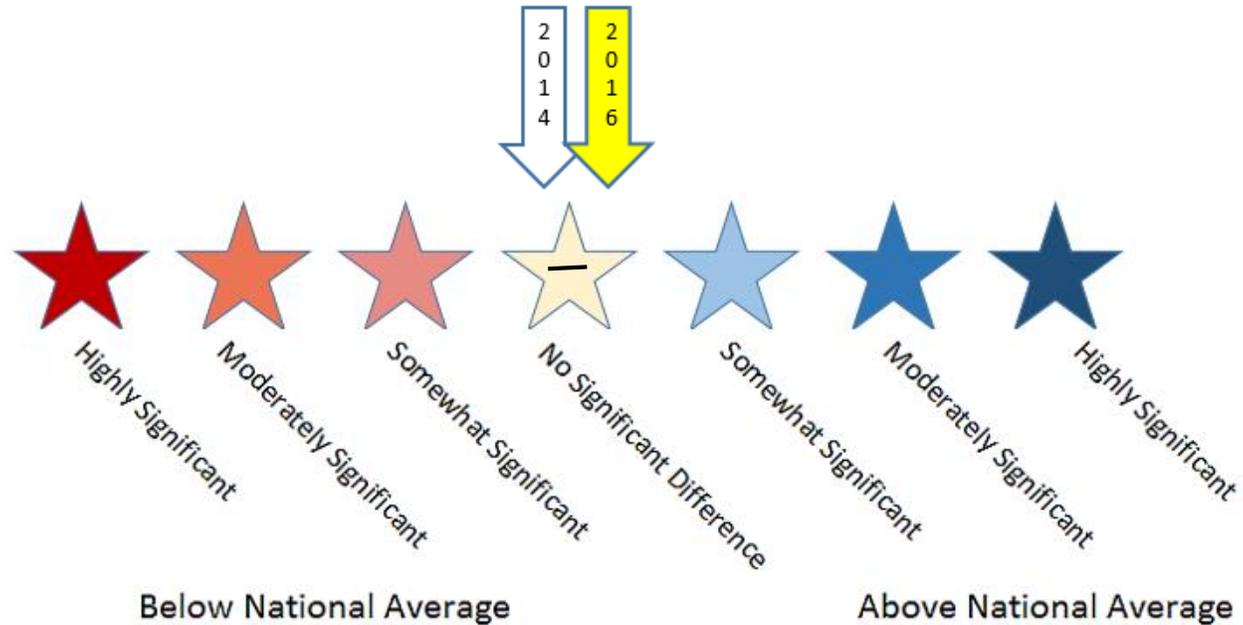


Most Important to Students: My academic advisor is knowledgeable about my program requirements ★

Highest Point of Satisfaction: My academic advisor is available when I need help ★

Lowest Point of Satisfaction: I receive ongoing feedback about progress toward my academic goal ★

5. Instructional Effectiveness



Most Important to Students: The quality of instruction I receive in most of my classes is excellent



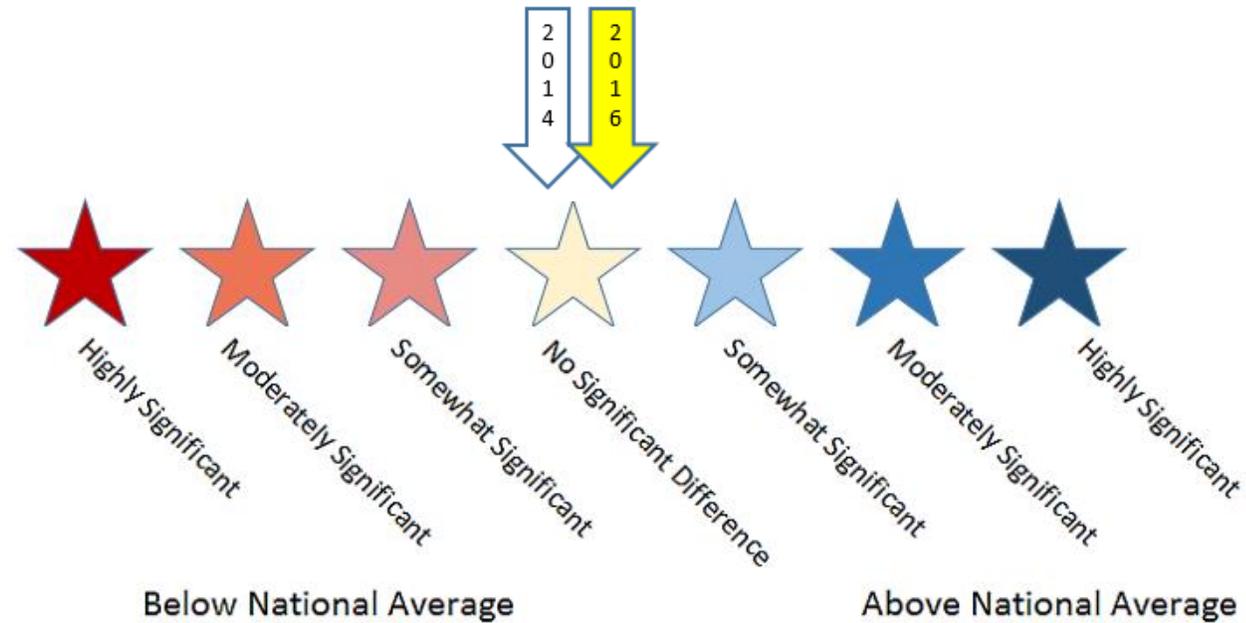
Highest Point of Satisfaction: Faculty use a variety of technology and media in the classroom



Lowest Point of Satisfaction: The quality of instruction I receive in most of my classes is excellent



6. Safety and Security



Most Important to Students: The campus is safe and secure for all students ★

Highest Point of Satisfaction: The campus is safe and secure for all students ★

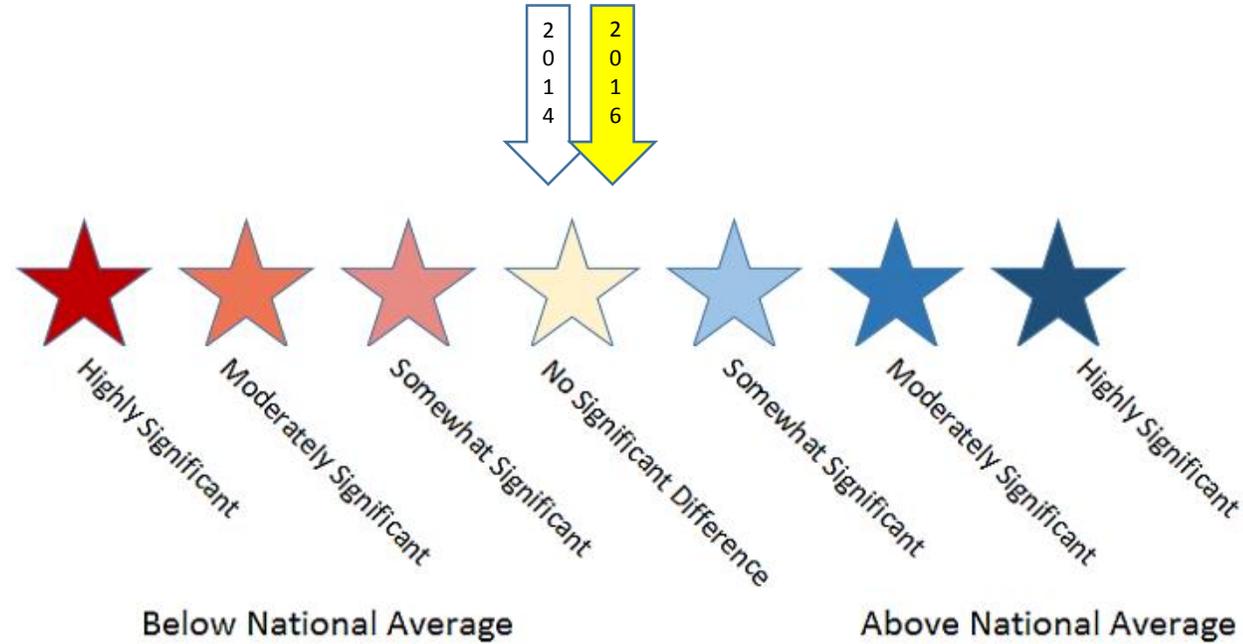
Lowest Point of Satisfaction: The amount of parking space on campus is adequate ★

7. Admissions and Financial Aid Effectiveness



- Most Important to Students: Financial aid awards are announced in time to be helpful in college planning 
- Highest Point of Satisfaction: Admissions staff provide personalized attention prior to enrollment 
- Lowest Point of Satisfaction: Financial aid awards are announced in time to be helpful in college planning 

8. Campus Services



Most Important to Students: The campus provides online access to services I need



Highest Point of Satisfaction: Computer labs are adequate and accessible



Lowest Point of Satisfaction: There are adequate services to help me decide upon a career



2014/2016 Survey Comparisons

	Fall 2014 SSI	Fall 2016 SSI
Higher by a statistically significant margin	11 items	17 items
Lower by a statistically significant margin	7 items	1 item
Percentage of SFCC students satisfied or very satisfied with overall experience at the college	60%	63%

2014/2016 Demographic Comparisons

	Fall 2014 SSI	Fall 2016 SSI
“Traditional” students – under the age of 25	79%	78%
Gender (Female / Male)	63% / 37%	56% / 44%
Ethnicity (Caucasian / Minority)	88% / 12%	88% / 12%
Class Load (Full Time / Part Time)	80% / 20%	82% / 18%

Top 10 Strengths

Items above the mid-point in importance (top half) and in the upper quartile (25 percent) of satisfaction scores

- The campus is safe and secure for all students
- The campus staff are caring and helpful
- My academic advisor is knowledgeable about my program requirements
- Students are made to feel welcome here
- Classrooms and laboratories in which I study are adequate for my learning*
- This campus provides online access to services I need
- Faculty are usually available to students outside of class (office hours, by phone, email)
- Registration processes and procedures are convenient
- On the whole, the campus is well-maintained
- During class, my instructor actively engages students*

*Campus items, not included in Scales

Top 10 Challenges

Items above the mid-point in importance (top half) and in the lower quartile (25 percent) of satisfaction scores or items above the mid-point in importance (top half) and in the top quartile (25 percent) of performance gap scores

- The quality of instruction I receive in most of my classes is excellent
- There are sufficient courses within my program of study available each term
- Classes are scheduled at times that are convenient for me
- Faculty post grades on assignments and tests within a week*
- Tuition paid is a worthwhile investment
- Faculty provide feedback on my work*
- Faculty provide timely feedback about my academic progress
- My academic advisor is knowledgeable about transfer requirements for other schools
- I am able to take care of college-related business at times that are convenient for me
- Financial aid awards are announced in time to be helpful in college planning

*Campus items, not included in Scales

Consistencies with Spring 2016 CCSSE

- Academic feedback is an area of potential growth
- Computer labs are top notch
- Academic advising services are well above average
- Students perceive faculty and staff in a positive way (friendly, helpful, good relationships)
- Students lack knowledge about campus services that are offered for their assistance

Demographics of the two surveys also reflect consistency:

	Spring 2016 CCSSE	Fall 2016 SSI
“Traditional” students – under the age of 25	75%	78%
Gender (Female / Male)	55% / 45%	56% / 44%
Ethnicity (Caucasian / Minority)	83% / 17%	88% / 12%
Class Load (Full Time / Part Time)	82% / 18%	82% / 18%