

South Plains College  
Noel Levitz Student Satisfaction Inventory  
Fall 2015

The Noel Levitz Student Satisfaction Inventory (SSI) is an assessment of student satisfaction. It was administered to students on the Levelland campus, Reese Center, Plainview Center, Byron Martin Advanced Technology Center, and online. The results are based on a 7-point scale and measure students' satisfaction with various aspects of South Plains College. The SSI was completed by 543 students.

Top things students feel we are doing well:

- 18. Computer labs are adequate and accessible. (6.09)
- 20. Students are made to feel welcome here. (6.03)
- 39. On the whole, the campus is well-maintained. (6.01)
- 34. Faculty are usually available to students outside of class (during office hours, by phone, or by email.) (6.00)
- 28. This campus provides online access to services I need. (6.00)
- 48. Campus item: I am developing self-confidence. (5.99)
- 47. Campus item: I am able to identify training and skills that fit my interests and abilities. (5.93)
- 13. The campus is safe and secure for all students. (5.90)
- 02. Classes are scheduled at times that are convenient for me. (5.90)
- 01. The campus staff are caring and helpful. (5.89)

Lowest rated statements by students.

- 21. The amount of student parking space on campus is adequate. (4.65)
- 43. Campus item: The financial aid process is explained clearly. (5.02)
- 05. Financial aid awards are announced in time to be helpful in college planning. (5.17)
- 37. I seldom get the "run-around" when seeking information on this campus. (5.18)
- 44. Campus item: My academic advisor helped me define my academic goals. (5.22)

South Plains College  
 Noel Levitz Student Satisfaction Inventory  
 Comparison for 4 administrations  
 Fall 2015, Fall 2013, Fall 2011 and Fall 2009

	2015		2014 (Fall 2013)		2011		2009	
	n=543		n=109		n=253		n=297	
7-point scale	Importance	Satisfaction	Importance	Satisfaction	Importance	Satisfaction	Importance	Satisfaction
1. The campus staff are caring and helpful.	6.39	5.89	6.61	6.33	6.47	5.87	6.52	5.98
02. Classes are scheduled at times that are convenient for me.	6.51	5.9	6.75	6.41	6.59	6.02	6.65	5.87
03. My academic advisor is available when I need help.	6.26	5.59	6.45	5.91	6.44	5.78	6.39	5.58
04. Security staff respond quickly to calls for assistance.	6.06	5.34	6.4	6.05	6.01	5.46	6.19	5.51
05. Financial aid awards are announced in time to be helpful in college planning.	6.24	5.17	6.61	5.96	6.51	5.14	6.39	5.50
06. Library resources and services are adequate.	6.04	5.81	6.39	6.32	6.01	5.94	6.17	5.76
07. Admissions staff provide personalized attention prior to enrollment.	6.13	5.48	6.45	6.1	6.29	5.67	6.26	5.53
08. The quality of instruction I receive in most of my classes is excellent.	6.54	5.79	6.83	6.17	6.67	6.04	6.61	5.91
09. I am able to register for the classes I need with few conflicts.	6.47	5.77	6.73	6.26	6.60	5.90	6.65	5.92

7-point scale	Importance	Satisfaction	Importance	Satisfaction	Importance	Satisfaction	Importance	Satisfaction
10. Parking lots are well-lighted and secure.	6.05	5.36	6.37	5.93	6.19	5.78	6.25	5.41
11. Counseling services are available if I need them.	6.05	5.75	6.49	6.34	6.29	5.89	6.38	5.87
12. Faculty are fair and unbiased in their treatment of individual students.	6.36	5.66	6.66	6.2	6.63	5.88	6.58	5.92
13. The campus is safe and secure for all students.	6.54	5.9	6.7	6.38	6.58	6.10	6.62	6.03
14. My academic advisor is knowledgeable about my program requirements.	6.48	5.84	6.71	6.18	6.65	6.01	6.63	5.84
15. Financial aid counseling is available if I need it.	6.2	5.43	6.71	6.21	6.42	5.46	6.52	5.78
16. My advisor helps me apply my program of study to career goals.	6.39	5.63	6.67	6.06	6.49	5.90	6.45	5.70
17. Admissions counselors accurately portray program offerings in their recruiting practices.	5.95	5.4	6.48	6.12	6.29	5.59	6.25	5.59
18. Computer labs are adequate and accessible.	6.3	6.09	6.64	6.42	6.43	6.19	6.53	6.00
19. Registration processes and procedures are convenient.	6.4	5.85	6.73	6.25	6.55	5.97	6.67	6.04
20. Students are made to feel welcome here.	6.48	6.03	6.64	6.34	6.51	6.19	6.60	6.26
21. The amount of student parking space on campus is adequate.	6.25	4.65	6.57	5.63	6.39	4.88	6.46	4.83

7-point scale	Importance	Satisfaction	Importance	Satisfaction	Importance	Satisfaction	Importance	Satisfaction
22. My academic advisor is knowledgeable about transfer requirements of other schools.	6.29	5.53	6.62	5.96	6.54	5.85	6.62	5.81
23. This institution helps me identify resources to finance my education.	6.32	5.39	6.73	6.01	6.46	5.56	6.55	5.57
24. The equipment in the lab facilities is kept up to date.	6.22	5.69	6.67	6.24	6.42	5.98	6.46	5.94
25. Faculty provide timely feedback about my academic progress.	6.41	5.43	6.61	5.9	6.47	5.69	6.56	5.51
26. There are adequate services to help me decide upon a career.	6.32	5.58	6.61	6.06	6.46	5.74	6.49	5.70
27. Tutoring services are readily available.	6.2	5.75	6.43	6.13	6.29	5.85	6.38	5.72
28. This campus provides online access to services I need.	6.37	6	6.68	6.47	6.44	6.07	6.62	6.13
29. There are convenient ways of paying my school bill.	6.38	5.54	6.69	6.22	6.54	6.05	6.60	6.16
30. The assessment and course placement procedures are reasonable.	6.2	5.67	6.52	6.31	6.39	5.96	6.40	5.81
31. Faculty use a variety of technology and media in the classroom.	5.88	5.71	6.21	6.24	6.12	5.94	6.06	5.84
32. I am able to take care of college-related business at times that are convenient for me.	6.41	5.68	6.64	6.11	6.49	5.69	6.52	5.78
33. Administrators are available to hear students' concerns.	6.22	5.57	6.54	6.05	6.41	5.76	6.43	5.57

7-point scale	Importance	Satisfaction	Importance	Satisfaction	Importance	Satisfaction	Importance	Satisfaction
34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	6.44	6	6.62	6.46	6.52	6.04	6.58	6.02
35. I receive ongoing feedback about progress toward my academic goals.	6.24	5.23	6.54	5.76	6.40	5.20	6.48	5.31
36. Tuition paid is a worthwhile investment.	6.48	5.87	6.62	6.43	6.70	6.04	6.74	6.11
37. I seldom get the "run-around" when seeking information on this campus.	6.02	5.18	6.43	6.02	6.36	5.43	6.37	5.36
38. Most classes deal with practical experiences and applications.	6.12	5.63	6.51	6.21	6.37	5.95	6.29	5.76
39. On the whole, the campus is well-maintained.	6.42	6.01	6.57	6.5	6.38	6.18	6.48	6.18
<b>Campus Items 2015</b>								
40. There are sufficient courses within my program of study available each term.	6.41	5.83						
41. Campus item: I have adequate contact with my advisor during the semester	6.37	5.42						
42. Campus item: I perceive that my advisor is sincerely concerned with my success.	6.4	5.47						
43. Campus item: The financial aid process is explained clearly.	6.33	5.02						

7-point scale	Importance	Satisfaction	Importance	Satisfaction	Importance	Satisfaction	Importance	Satisfaction
44. Campus item: My academic advisor helped me define my academic goals	6.24	5.22						
45. Campus item: I perceive that my academic confidence has increased.	6.52	5.72						
46. Campus item: I am learning skills needed for my career.	6.61	5.84						
47. Campus item: I am able to identify training and skills that fit my interests and abilities.	6.5	5.93						
48. Campus item: I am developing self-confidence.	6.52	5.99						
49. Campus item: I am learning effective leadership skills.	6.37	5.78						

A comparison of the data was done by location. The number of students at each location who completed the inventory are Levelland (n=398), Reese Center (n=98), Plainview (n=40), BMATC (n=10) and online (n=5). Due to the low responses at BMATC and online the focus of the analysis by center was primarily based on Levelland, Reese Center and Plainview Center.

A few interesting things that came from that analysis follow.

04. Security staff respond quickly to calls for assistance.  
Levelland (4.54), Reese Center (5.31), Plainview Center (5.98)

33. Administrators are available to hear students' concerns.  
Levelland (5.24), Reese Center (5.32), Plainview Center (6.20)

13. The campus is safe and secure for all students.  
Levelland (5.90), Reese Center (5.54), Plainview Center (6.28)

21. The amount of student parking space on campus is adequate.  
Levelland (4.17), Reese Center (5.75), Plainview Center (5.88)