“The Student Satisfaction Inventory is a powerful tool to improve the quality of student life and learning. It measures student satisfaction and priorities, showing you how satisfied students are, as well as, what issues are important to them.” - RNL

- Designed and released by Ruffalo Noel Levitz, LLC
- 2,700 institutions have implemented the SSI on their campuses
- The SSI asks degree-seeking undergraduate students to rate 98 questions on a scale of importance (1-7) and satisfaction (1-7)
- importance - satisfaction = performance gap
- In Spring 2018, SRU had smaller performance gaps for all items when compared against national 4 year public institutions
Comparing SRU Survey Respondents with Undergraduate Student Body

**ETHNICITY**

- **Caucasian/White**: 88% UG*, 85% SSI
- **Unknown**: 1% UG*, 3% SSI
- **Other**: 5% UG*, 1% SSI
- **Hispanic**: 2% UG*, 2% SSI
- **Asian or Pacific Islander**: 1% UG*, 1% SSI
- **American Indian or Alaskan Native**: 0% UG*, 28% SSI
- **African-American**: 5% UG*, 4% SSI

**EMPLOYMENT**

- Full-time off-campus: 32%
- Part-time off-campus: 7%
- Full-time on-campus: 20%
- Part-time on campus: 4%
- Not employed: 37%

**Gender Distribution**

- Female: 69% (31% Male)
- Male: 59% Female* (43% Male)*

**Choosing UG**

- 64% 1st Choice
- 27% 2nd Choice
- 3% 3rd Choice

- 31% 1st Choice
- 31% 2nd Choice
- 31% 3rd Choice

*Data taken from 15th day PRMA reports, Spring 2018

* = 500 Students
Challenges identified by RNL

- 8. The content of the courses within my major is valuable.
- 34. I am able to register for classes I need with few conflicts.
- 58. The quality of instruction I receive in most of my classes is excellent.
- 66. Tuition paid is a worthwhile investment.
- 17. Adequate financial aid is available for most students.
- 25. Faculty are fair and unbiased in their treatment of individual students.
- 47. Faculty provide timely feedback about student progress in a course.
- 22. Counseling staff care about students as individuals.
- 76. Campus item: It is easy to take classes at other colleges/universities and have them count toward my degree here.
- 12. Financial aid awards are announced to students in time to be helpful in college planning.
- 5. Financial aid counselors are helpful.
FINANCE CHALLENGES:
PERFORMANCE GAPS OVER TIME

Adequate financial aid is available to most students
Tuition paid is a worthwhile investment

SPRING 2014
SPRING 2016
SPRING 2018
ADMINISTRATIVE CHALLENGES:
PERFORMANCE GAPS OVER TIME

- Financial aid awards are announced to students in time to be helpful for college planning

- Campus item: It is easy to take classes at other colleges/universities and have them count toward my degree

- I am able to register for classes I need with few conflicts

Graph showing performance gaps over time:
- Spring 2014: 1.62
- Spring 2016: 1.43
- Spring 2018: 1.17

Other points:
- Spring 2014: 0.91
- Spring 2016: 0.84
- Spring 2018: 0.86
STAFFING CHALLENGES: PERFORMANCE GAPS OVER TIME

Counseling Staff care about students as individuals
Financial Aid counselors are helpful

SPRING 2014  SPRING 2016  SPRING 2018
ACADEMIC CHALLENGES: PERFORMANCE GAPS OVER TIME

- The content of courses within my major is valuable
- The quality of instruction I receive in most of my classes is excellent
- Faculty are fair and unbiased in their treatment of individual students
- Faculty provide timely feedback about student progress in a course

SPRING 2014 | SPRING 2016 | SPRING 2018
0.97 | 1.00 | 1.02
0.92 | 0.90 | 0.96
0.90 | 0.86 | 0.89
0.81 | 0.75 | 0.75
Strengths identified by RNL

- 33. My academic advisor is knowledgeable about requirements in my major.
- 7. The campus is safe and secure for all students.
- 68. Nearly all of the faculty are knowledgeable in their field.
- 29. It is an enjoyable experience to be a student on this campus.
- 39. I am able to experience intellectual growth here.
- 78. Campus item: The information on My Rock Audit is useful for understanding my degree requirements.
- 55. Major requirements are clear and reasonable.
- 69. There is a good variety of courses provided on this campus.
- 45. Students are made to feel welcome on this campus.
- 41. There is a commitment to academic excellence on this campus.
- 72. On the whole, the campus is well-maintained.
- 65. Faculty are usually available after class and during office hours.
- 32. Tutoring services are readily available.
- 51. This institution has a good reputation within the community.
## SRU Scale Comparison by Year

<table>
<thead>
<tr>
<th>Scale</th>
<th>2016</th>
<th>2018</th>
<th>Mean Difference of Satisfaction</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Importance</td>
<td>Satisfaction</td>
<td>Performance Gap</td>
</tr>
<tr>
<td>Academic advising</td>
<td>6.44</td>
<td>5.20</td>
<td>0.72</td>
</tr>
<tr>
<td>Instructional effectiveness</td>
<td>6.41</td>
<td>5.74</td>
<td>0.67</td>
</tr>
<tr>
<td>Safety and security</td>
<td>6.37</td>
<td>5.07</td>
<td>1.30</td>
</tr>
<tr>
<td>Student centeredness</td>
<td>6.28</td>
<td>5.72</td>
<td>0.56</td>
</tr>
<tr>
<td>Concern for the individual</td>
<td>6.26</td>
<td>5.52</td>
<td>0.74</td>
</tr>
<tr>
<td>Campus climate</td>
<td>6.24</td>
<td>5.65</td>
<td>0.59</td>
</tr>
<tr>
<td>Registration effectiveness</td>
<td>6.23</td>
<td>5.45</td>
<td>0.78</td>
</tr>
<tr>
<td>Recruitment and financial aid</td>
<td>6.20</td>
<td>5.47</td>
<td>0.73</td>
</tr>
<tr>
<td>Service excellence</td>
<td>6.15</td>
<td>5.58</td>
<td>0.57</td>
</tr>
<tr>
<td>Campus support services</td>
<td>6.10</td>
<td>5.79</td>
<td>0.31</td>
</tr>
<tr>
<td>Campus life</td>
<td>5.96</td>
<td>5.57</td>
<td>0.39</td>
</tr>
<tr>
<td>Responsiveness to Diverse Populations</td>
<td>5.64</td>
<td>5.74</td>
<td></td>
</tr>
</tbody>
</table>
## Campus Item Comparison by Year

<table>
<thead>
<tr>
<th>Campus Item</th>
<th>2016</th>
<th></th>
<th></th>
<th>2018</th>
<th></th>
<th></th>
<th>Mean Difference of Satisfaction</th>
</tr>
</thead>
<tbody>
<tr>
<td>The coursework in my major prepares me for my career.</td>
<td>6.02</td>
<td>5.83</td>
<td>0.19</td>
<td>6.21</td>
<td>5.99</td>
<td>0.22</td>
<td>0.16</td>
</tr>
<tr>
<td>I am content with the international experiences available, such as studying,</td>
<td>6.12</td>
<td>5.53</td>
<td>0.59</td>
<td>6.25</td>
<td>5.74</td>
<td>0.51</td>
<td>0.21</td>
</tr>
<tr>
<td>Mentor are available to guide my life and career goals.</td>
<td>6.46</td>
<td>5.95</td>
<td>0.51</td>
<td>6.60</td>
<td>6.17</td>
<td>0.43</td>
<td>0.22</td>
</tr>
<tr>
<td>The information on My Rock Audit is useful for understanding my degree</td>
<td>6.04</td>
<td>5.39</td>
<td>0.65</td>
<td>6.19</td>
<td>5.47</td>
<td>0.72</td>
<td>0.08</td>
</tr>
<tr>
<td>There is an adequate selection of online courses offered.</td>
<td>6.07</td>
<td>5.82</td>
<td>0.25</td>
<td>6.28</td>
<td>5.99</td>
<td>0.29</td>
<td>0.17</td>
</tr>
<tr>
<td>Leadership development outside of the classroom enhances my college</td>
<td>6.13</td>
<td>5.29</td>
<td>0.84</td>
<td>6.18</td>
<td>5.23</td>
<td>0.95</td>
<td>-0.06</td>
</tr>
<tr>
<td>The requirements of the Liberal Studies Program are clear and reasonable.</td>
<td>4.19</td>
<td>5.15</td>
<td>-0.96</td>
<td>4.02</td>
<td>4.85</td>
<td>-0.83</td>
<td>-0.3</td>
</tr>
<tr>
<td>At this institution, there are sufficient opportunities for post-graduate</td>
<td>5.81</td>
<td>5.32</td>
<td>0.49</td>
<td>6.17</td>
<td>5.71</td>
<td>0.46</td>
<td>0.39</td>
</tr>
</tbody>
</table>
SRU vs. Eastern Four-Year Public Institutions

ALL IN ALL, IF YOU HAD TO DO IT OVER, WOULD YOU ENROLL HERE AGAIN?

- Definitely not: Slippery Rock University of Pennsylvania (1%), Eastern Four-Year Public Institutions (3%)
- Probably not: Slippery Rock University of Pennsylvania (6%), Eastern Four-Year Public Institutions (8%)
- Maybe not: Slippery Rock University of Pennsylvania (4%), Eastern Four-Year Public Institutions (7%)
- I don't know: Slippery Rock University of Pennsylvania (6%), Eastern Four-Year Public Institutions (12%)
- Maybe yes: Slippery Rock University of Pennsylvania (10%), Eastern Four-Year Public Institutions (14%)
- Probably yes: Slippery Rock University of Pennsylvania (32%), Eastern Four-Year Public Institutions (26%)
- Definitely yes: Slippery Rock University of Pennsylvania (41%), Eastern Four-Year Public Institutions (24%)