



# Slippery Rock University Student Satisfaction Inventory (SSI)

2023

# Student Satisfaction Inventory

“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

# Comparing SRU Survey Respondents with Undergraduate Student Body

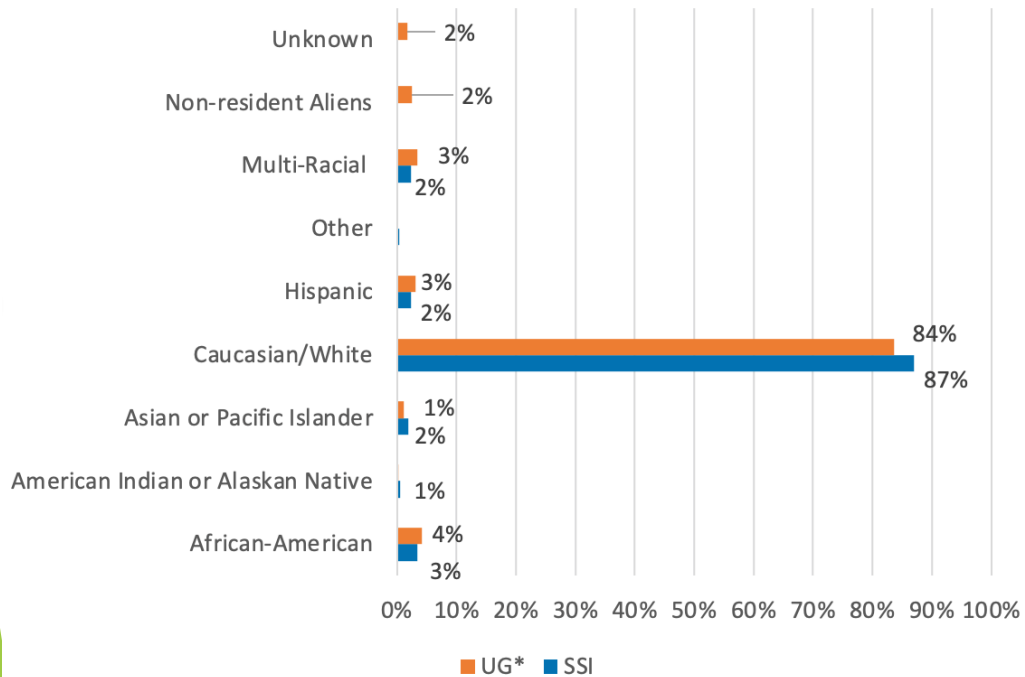
	SSI	UG
Total	969	6,243
Females	66%	56%
Males	29%	44%
Other Genders*	3%	0%
Prefer Not to Say*	1%	0%

\* only reported for SSI respondents

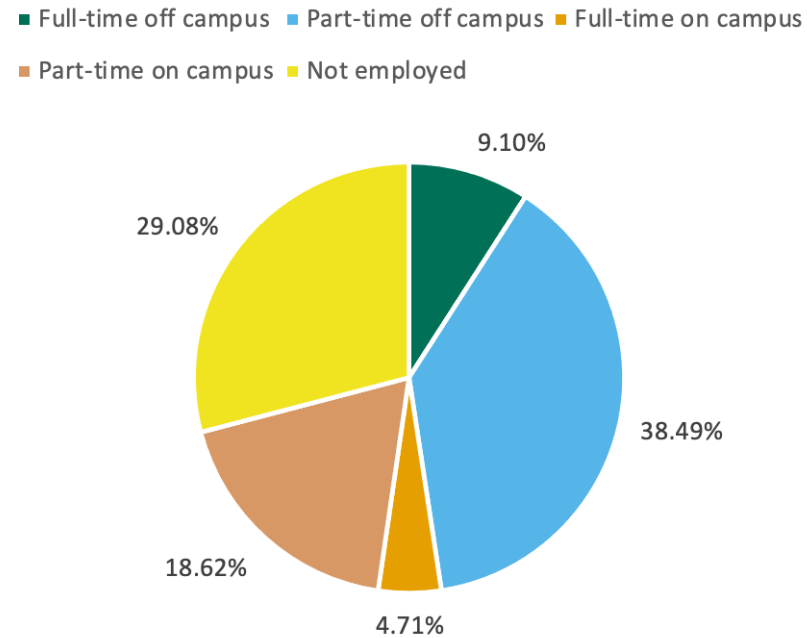
16% of the student body took the SSI

	Top school choice
1st Choice	67%
2nd Choice	27%
3rd Choice	6%

Ethnicity



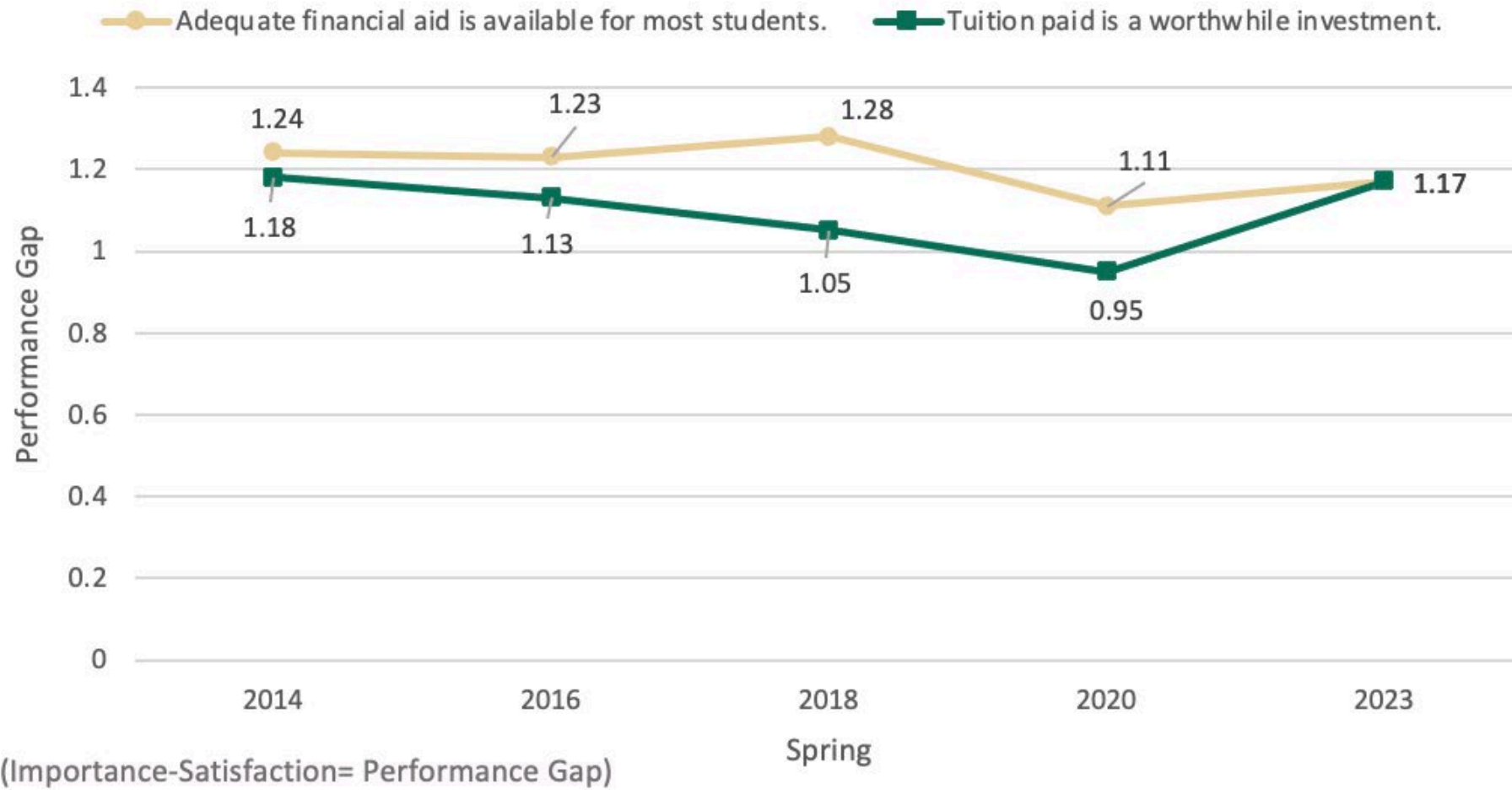
Employment Status



# Challenges identified by RNL

- ▶ 16. The instruction in my major field is excellent.
- ▶ 8. The content of the courses within my major is valuable.
- ▶ 74. Campus item: The coursework in my major prepares me for my career.
- ▶ 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.
- ▶ 17. Adequate financial aid is available for most students.
- ▶ 25. Faculty are fair and unbiased in their treatment of individual students.
- ▶ 59. This institution shows concern for students as individuals.
- ▶ 66. Tuition paid is a worthwhile investment.
- ▶ 26. Computers and/or Wi-Fi are adequate and accessible.
- ▶ 47. Faculty provide timely feedback about student progress in a course.
- ▶ 76. Campus item: It is easy to take classes at other colleges/universities and have them count toward my degree here.
- ▶ 53. Faculty take into consideration student differences as they teach a course.

## Finance Challenges: Performance Gaps Over Time



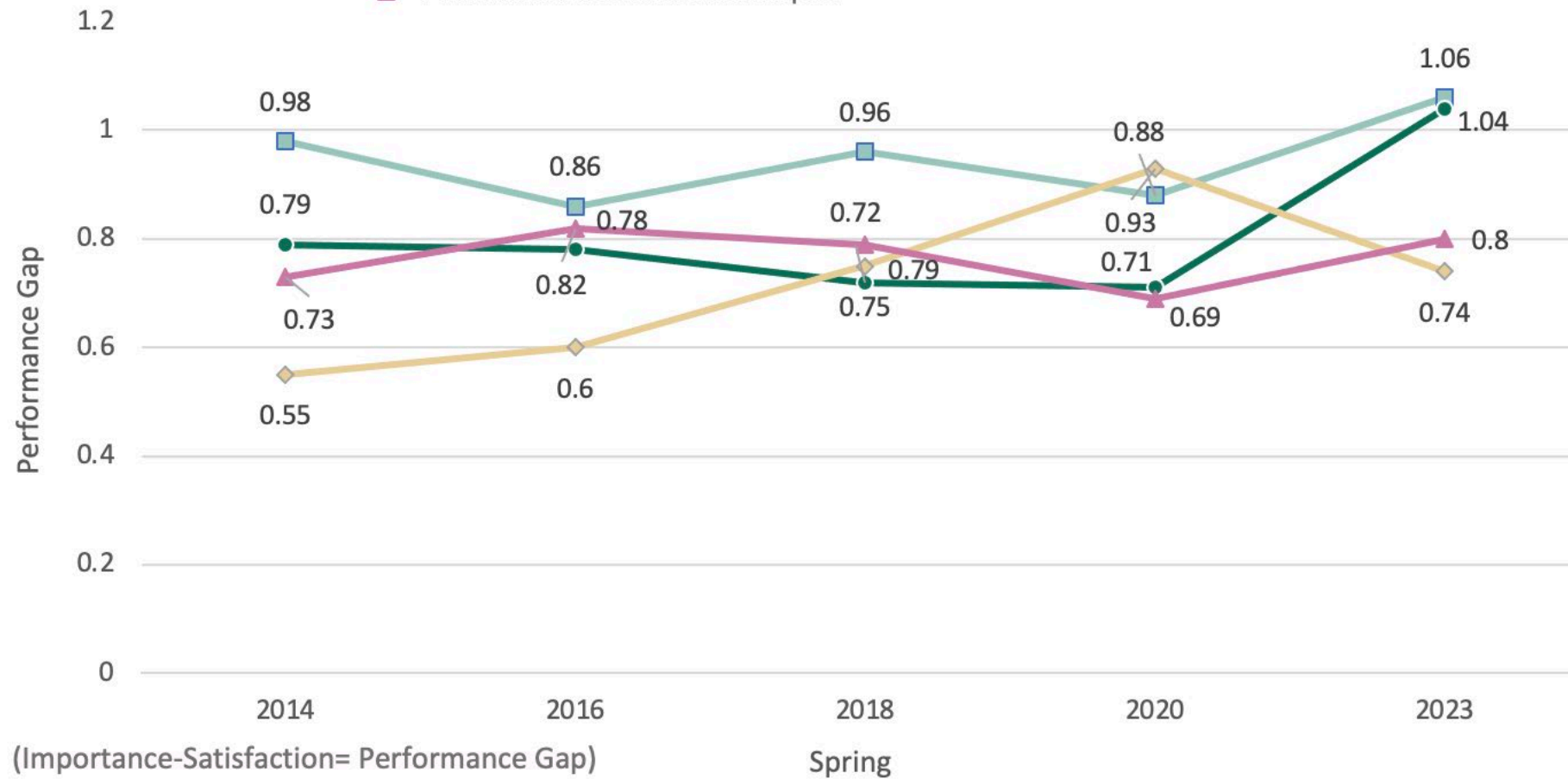
## Staffing Challenges: Attitudes Towards Students

Faculty are fair and unbiased in their treatment of individual students.

This insitution shows concern for students as individuals

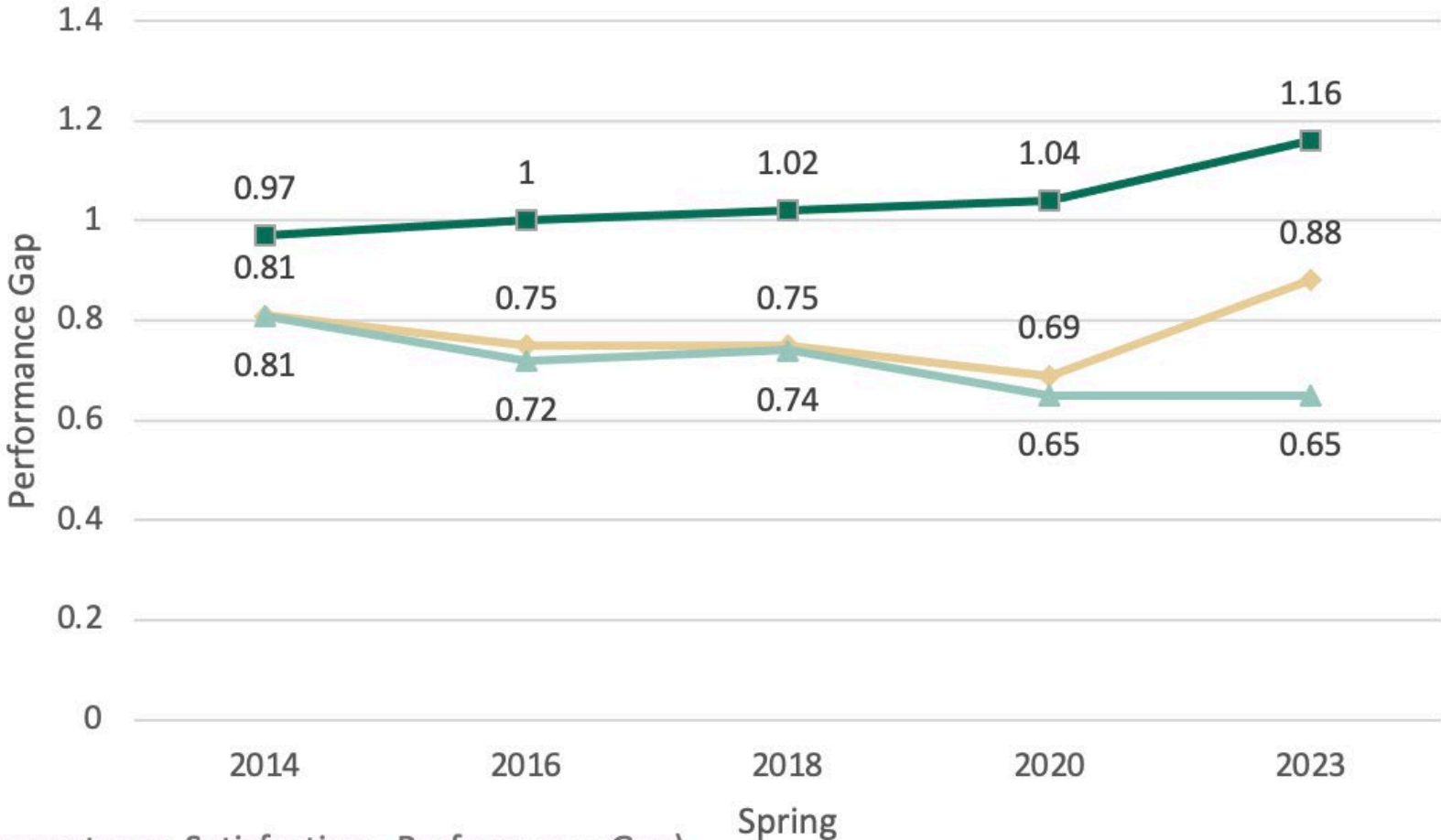
Counseling staff care about students as individual

Financial aid counselors are helpful



# Academic Challenges: Performance Gap Over Time

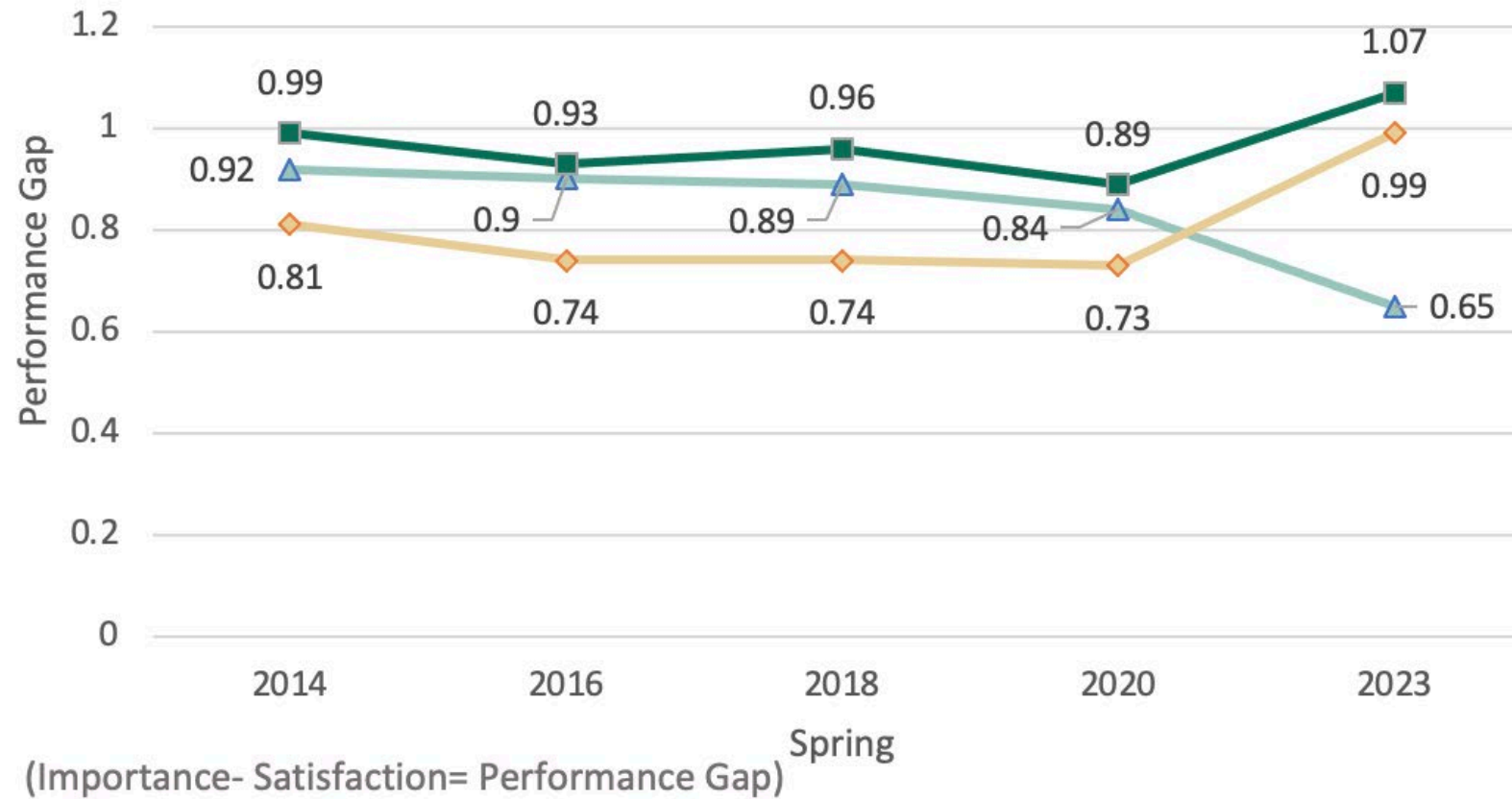
- ◆— The content of the courses within my major is valuable.
- ▲— The instruction in my major field is excellent.
- Faculty provide timely feedback about student progress in a course.



(Importance-Satisfaction= Performance Gap)

## Academic Challenges: Performance Gap Over Time (Cont.)

- ▲ The quality of instruction I receive in most of my classes is excellent.
- ◆ Campus item: The coursework in my major prepares me for my career.
- Faculty take into consideration student differences as they teach a course.



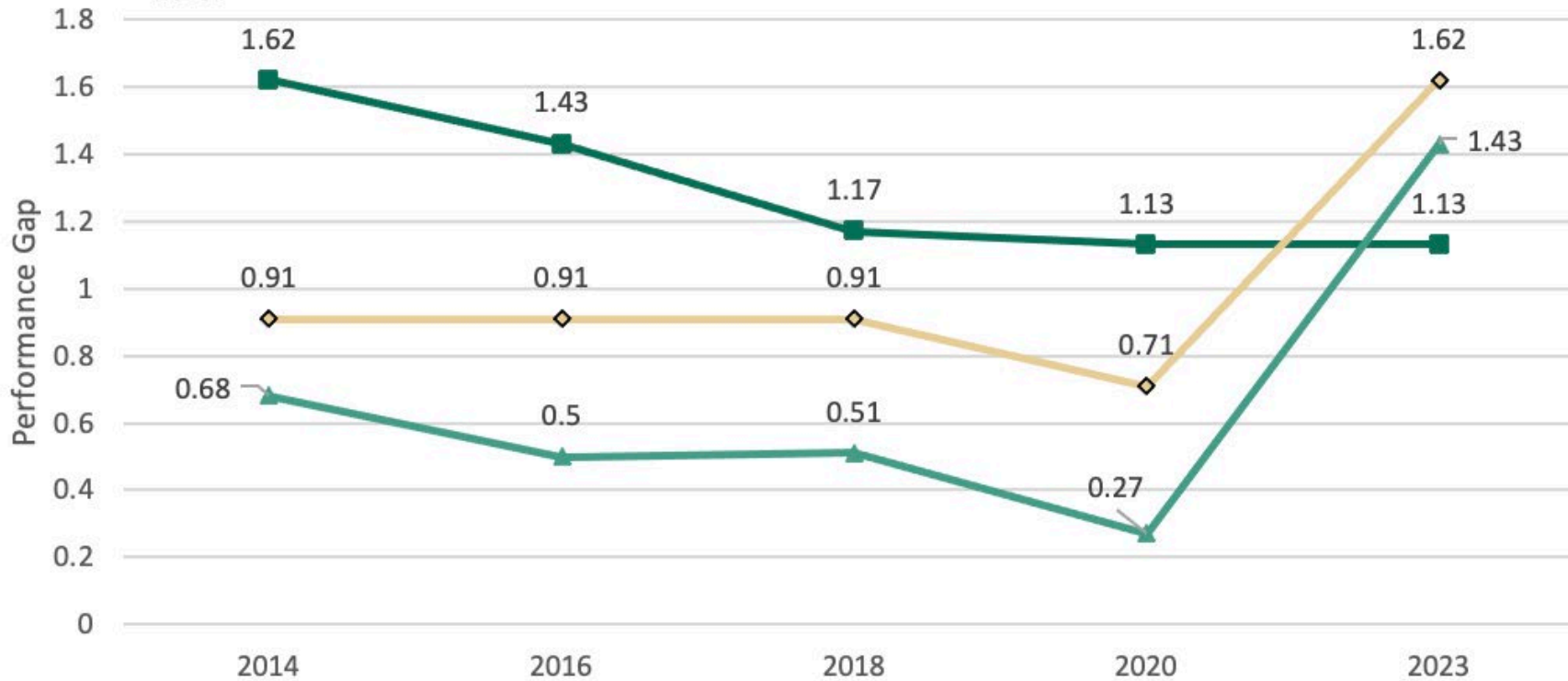


# Challenges Being A Student: Performance Gap Over Time

■ I am able to register for classes I need with few conflicts.

▲ Computer labs, Computers and/or Wi-Fi are adequate and accessible \*Verbage changed over time

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



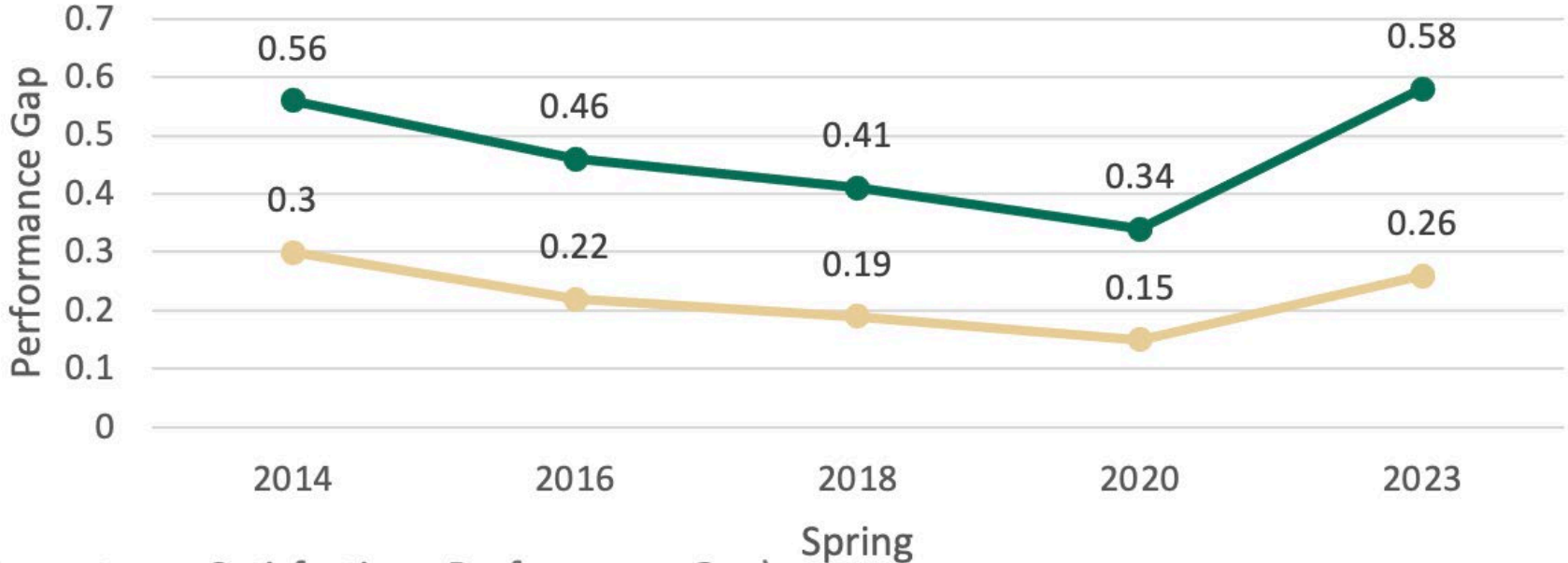
(Importance-Satisfaction= Performance Gap)

# Strengths identified by RNL

- ▶ 6. My academic advisor is approachable.
- ▶ 32. Tutoring services are readily available.
- ▶ 33. My academic advisor is knowledgeable about requirements in my major.
- ▶ 39. I am able to experience intellectual growth here.
- ▶ 44. Academic support services adequately meet the needs of students.
- ▶ 46. I can easily get involved in campus organizations.
- ▶ 65. Faculty are usually available after class and during office hours.
- ▶ 68. Nearly all of the faculty are knowledgeable in their field.
- ▶ 69. There is a good variety of courses provided on this campus.
- ▶ 72. On the whole, the campus is well-maintained.
- ▶ 78. Campus item: The information on My Rock Audit is useful for understanding my degree requirements.

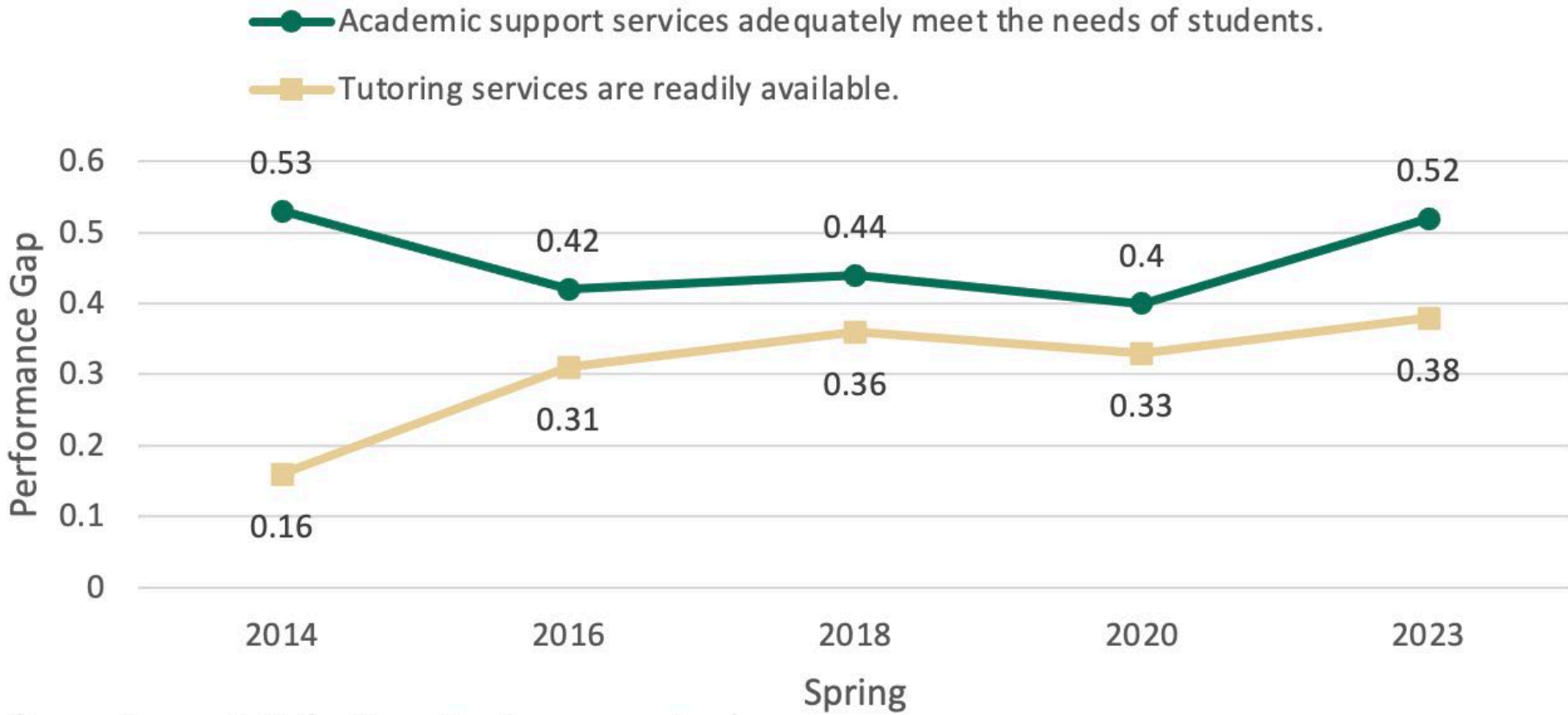
# Student Development Strengths: Performance Gaps Over Time

- I am able to experience intellectual growth here.
- I can easily get involved in campus organizations.



(Importance-Satisfaction= Performance Gap)

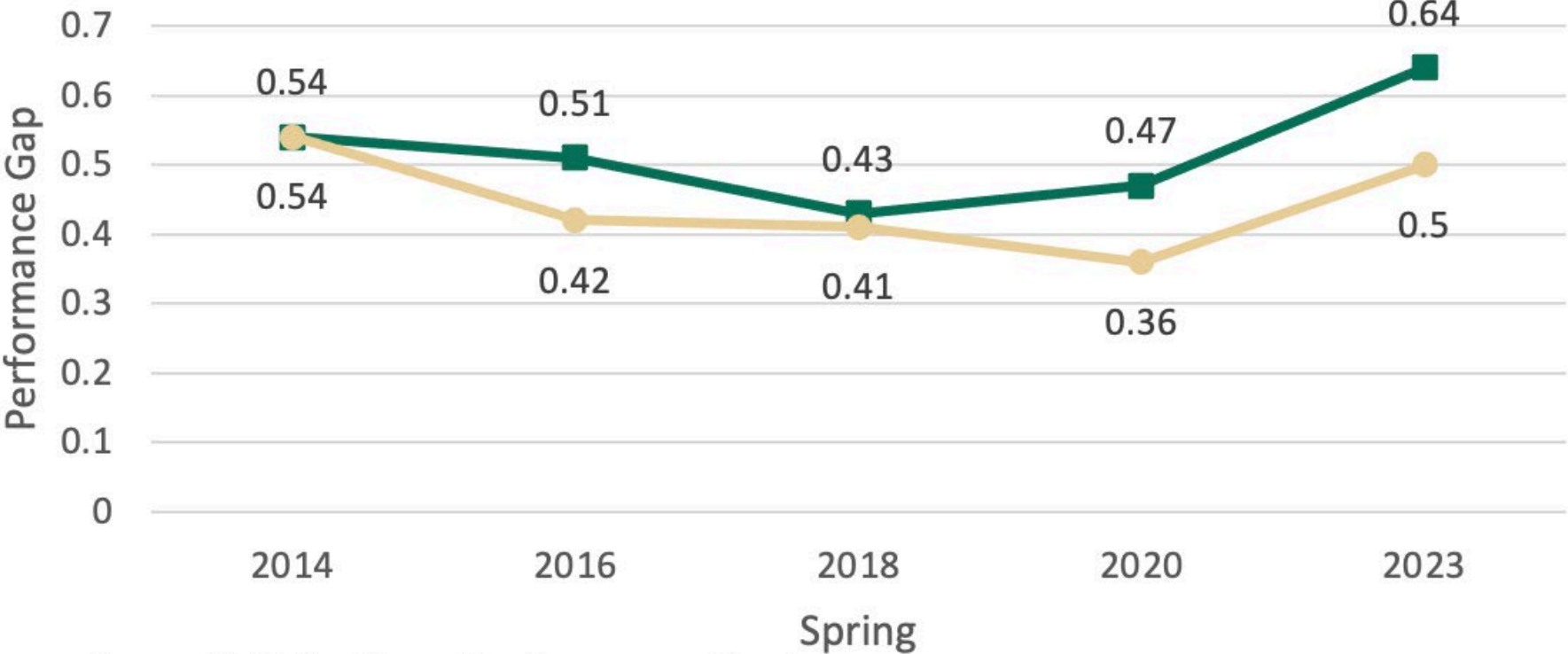
# Academic Support Strength: Performance Gaps Over Time



(Importance-Satisfaction= Performance Gap)

# Successful Course Registration

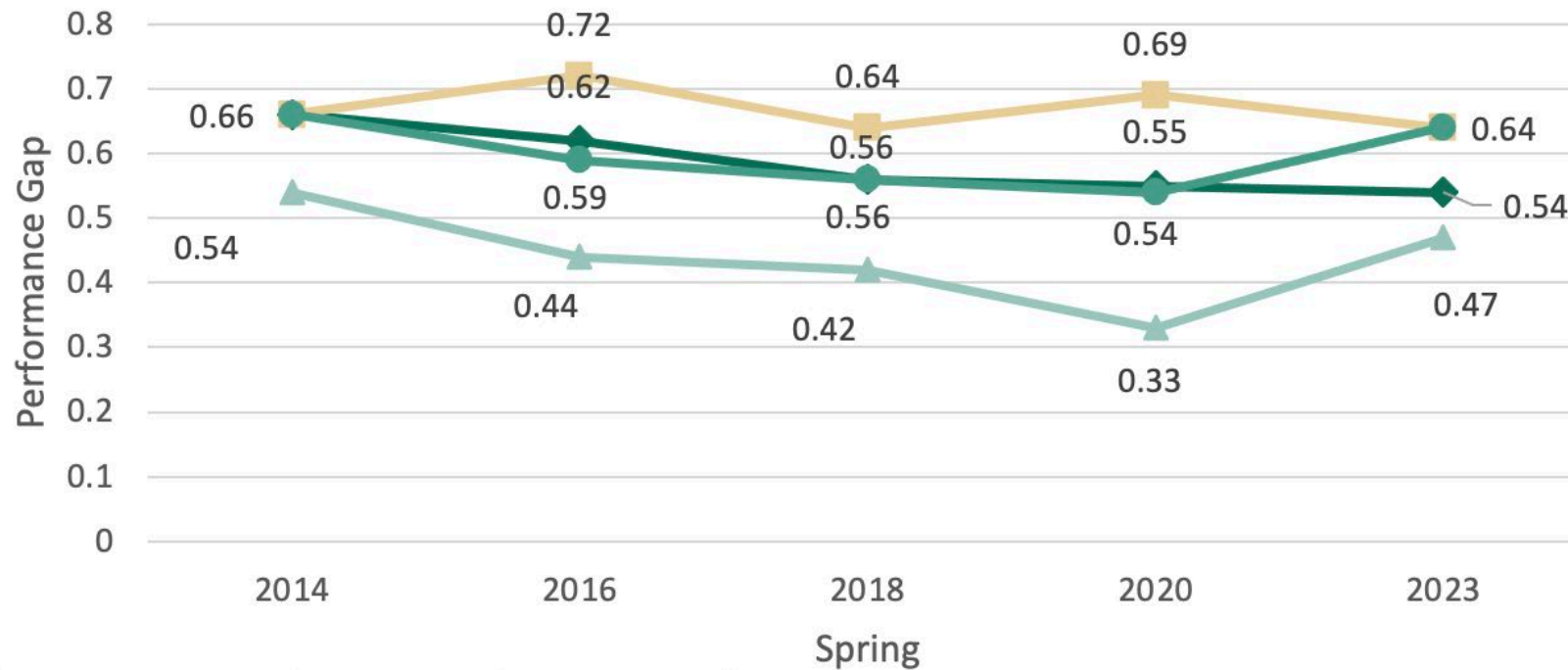
- Campus item: The information on My Rock Audit is useful for understanding my degree requirements.
- There is a good variety of courses provided on this campus.



(Importance-Satisfaction= Performance Gap)

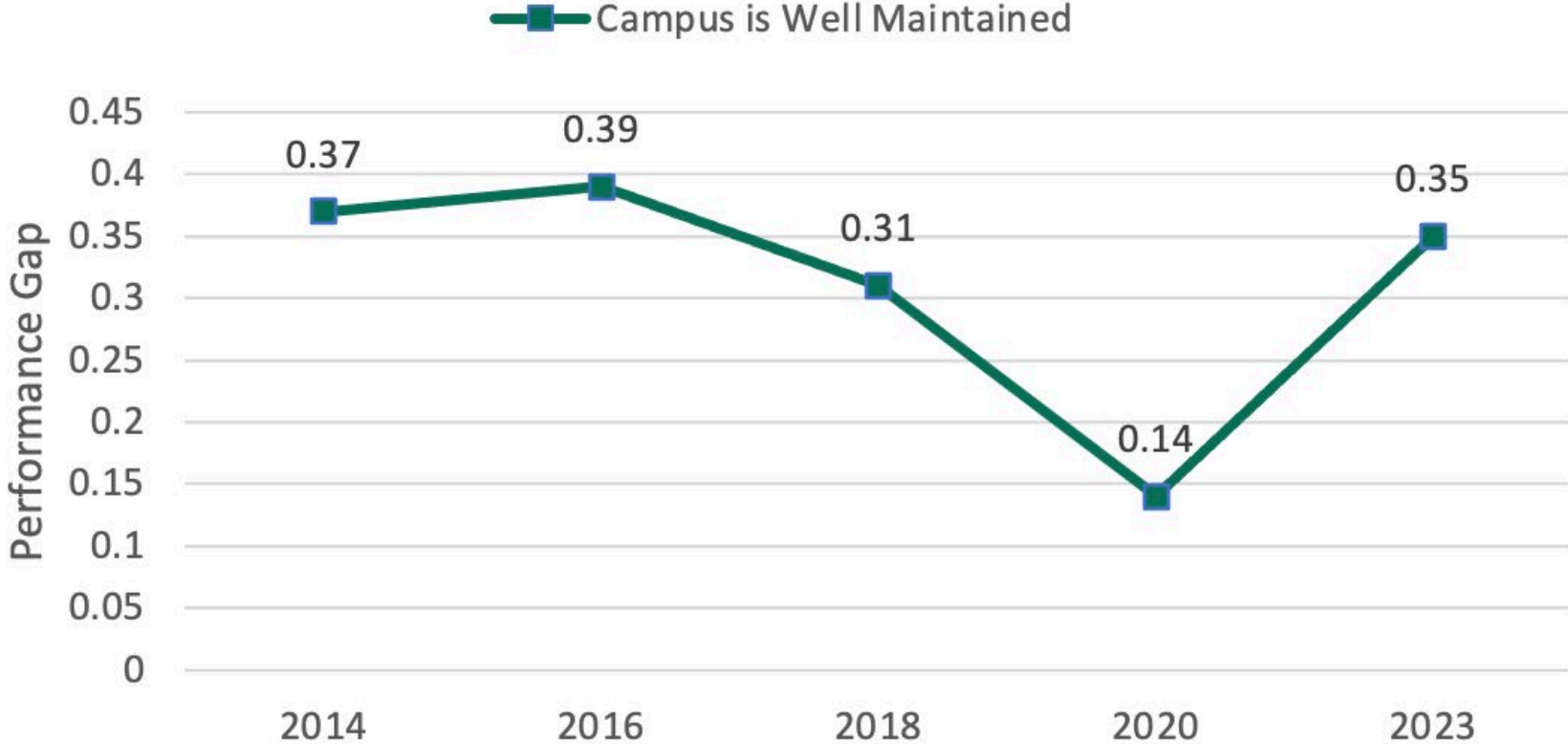
## Academic Strengths: Access to Knowledgeable Faculty

- ◆ My academic advisor is knowledgeable about requirements in my major.
- My academic advisor is approachable.
- ▲ Faculty are usually available after class and during office hours.
- Nearly all of the faculty are knowledgeable in their field.



(Importance- Satisfaction= Performance Gap)

# Physical Environment Strength: Campus is well Maintained



(Importance- Satisfaction= Performance Gap)

# Campus Item Comparison by Year

Campus Item	2020			2023			Mean Diff. of Sat.
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	
The coursework in my major prepares me for my career.	6.65	5.92	0.69	6.59	5.6	0.99	-0.32
I am content with the international experiences available, such as studying, working, or service-learning abroad.	6.18	6.06	0.12	6.16	5.82	0.34	-0.24
It is easy to take classes at other colleges/universities and have them count toward my degree here.	6.32	5.61	0.71	6.36	5.49	0.87	-0.12
Mentors are available to guide my life and career goals.	6.25	5.81	0.71	6.27	5.72	0.55	-0.09
The information on My Rock Audit is useful for understanding my degree requirements.	6.61	6.14	0.47	6.55	5.91	0.64	-0.23
There is an adequate selection of online courses offered.	6.14	5.48	0.66	6.19	5.39	0.80	-0.09
Leadership development outside of the classroom enhances my college experience.	6.23	6	0.23	6.19	5.84	0.35	-0.16
The requirements of the Liberal Studies (or Rock Studies) Program are clear and reasonable.	6.08	5.1	0.98	5.93	4.99	0.94	-0.11
Having successful athletic teams was a consideration when I chose to enroll at this institution.	3.94	5.17	-1.2	4.15	4.54	-0.39	-0.63
At this institution, there are sufficient opportunities for post-graduate coursework that would further my career.	6.15	5.74	0.41	6.18	5.66	0.52	-0.08

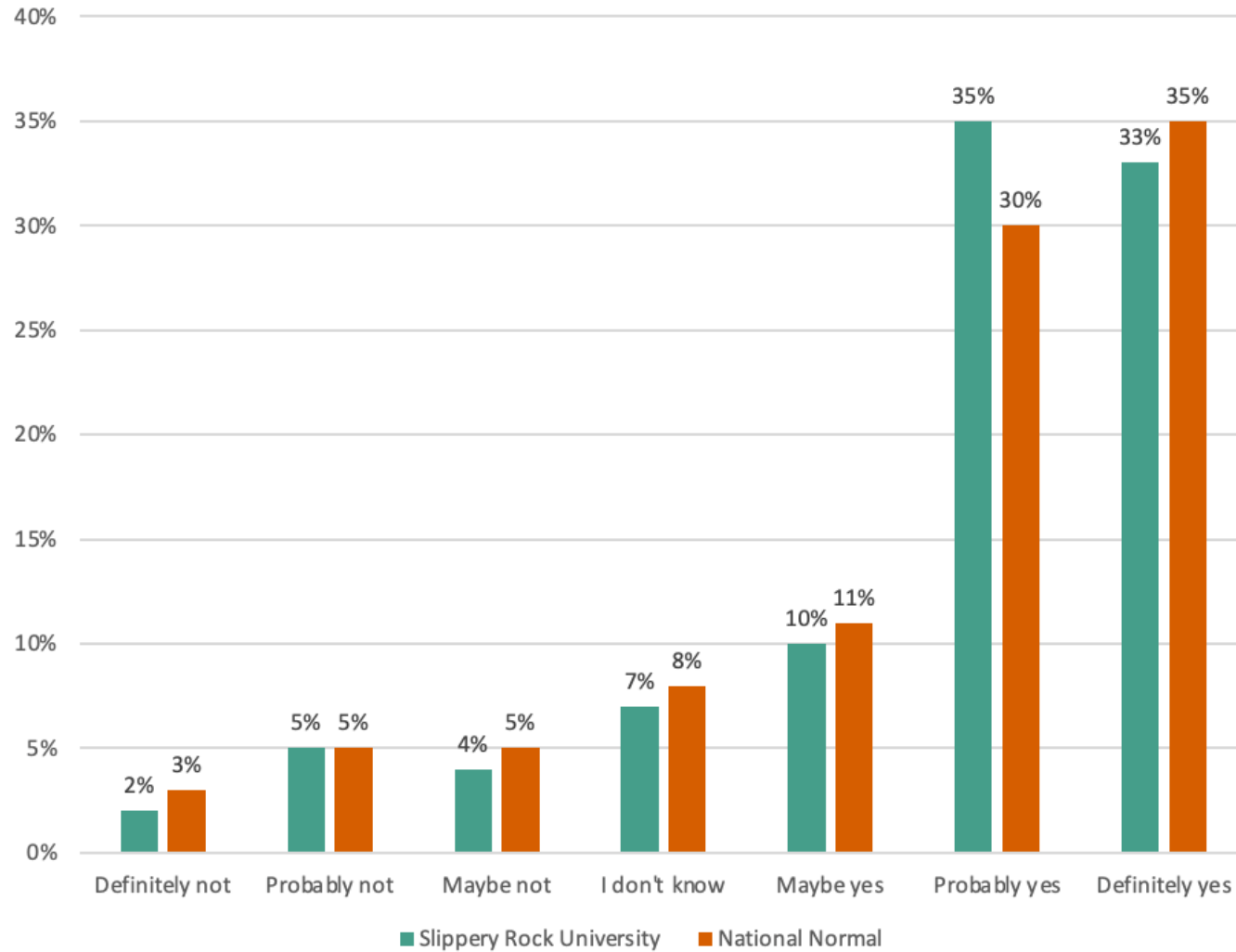


# SRU Scale Comparison by Year

Scale	2020			2023			Mean Diff. of Sat.
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	
Academic Advising	6.49	5.79	0.70	6.47	5.77	0.70	0.00
Campus Climate	6.4	5.87	0.53	6.3	5.53	0.77	0.24
Campus Life	6.2	5.83	0.37	6.19	5.64	0.55	0.18
Campus Support Services	6.27	6.04	0.23	6.27	5.78	0.49	0.26
Concern for the Individual	6.38	5.65	0.73	6.35	5.48	0.87	0.14
Instructional Effectiveness	6.5	5.89	0.61	6.44	5.65	0.79	0.18
Recruitment and Financial Aid	6.33	5.7	0.63	6.31	5.55	0.76	0.13
Registration Effectiveness	6.31	5.69	0.62	6.28	5.47	0.81	0.19
Responsiveness to Diverse Populations		5.82			5.61		0.00
Safety and Security	6.29	4.85	1.44	6.25	4.72	1.53	0.09
Service Excellence	6.3	5.72	0.58	6.26	5.56	0.70	0.12
Student Centeredness	6.45	5.93	0.52	6.37	5.53	0.84	0.32

# SRU vs. National Normal

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



# SlipperyRock<sup>SM</sup> University

**Analytics and Decision  
Support**

Questions or additional analyses, please contact:

Director of Analytics & Decision Support

Kevin McCarthy

[kevin.mccarthy@sru.edu](mailto:kevin.mccarthy@sru.edu)

724.738.4582