

# Executive Summary



Stonehill College

Noel-Levitz Student Satisfaction Inventory  
May 2010

**Noel-Levitz Student Satisfaction Inventory (N-L SSI)** measures students' perception of how well the College is meeting student expectations for their overall campus experience. N-L SSI focuses on the following institutional areas: Student Centeredness, Campus Life, Instructional Effectiveness, Recruitment and Financial Aid, Campus Support Services, Academic Advising, Registration Effectiveness, Safety and Security, Concern for the Individual, Service Excellence, Responsiveness to Diverse Populations and Campus Climate.

**For additional information, please contact Jean R. Hamler (X 1334) or visit the Assessment and Survey Results web page: <http://www.stonehill.edu/x11819.xml>**

## Respondent Demographics

- The response rate for N-L SSI in 2010 was 40%, almost double the rate in 2007. This increase can be credited in part to InHouse Design, who created a 3-phase publicity campaign and to an additional incentive, a pizza party for the resident area (DuLac) with the highest percentage of student completes. The entire student population was invited to participate in N-L, through a series of personal emails. Data was collected from 956 random Stonehill students with an equal number of respondents in all four classes. 70% were females and 30% were males.

## Stonehill Strengths

Institutional Area	Strengths	2007	2010	Institutional Area	Strengths	2007	2010
Student Centeredness	<i>Students are made to feel welcome on this campus</i>	Yes	No		<i>My academic advisor is knowledgeable about requirements in my field</i>	Yes	Yes
Campus Life	<i>I can easily get involved in campus organizations</i>	Yes	Yes	Academic Advising	<i>Major requirements are clear and reasonable</i>	Yes	Yes
	<i>The instruction in my major field is excellent</i>	Yes	Yes		<i>My academic advisor is approachable</i>	Yes	No
	<i>The content of the courses within my major is valuable</i>	Yes	Yes		<i>My academic advisor is concerned about my success as an individual</i>	Yes	No
	<i>The quality of instruction I receive in most of my classes is excellent</i>	Yes	Yes	Service Excellence	<i>I generally know what's happening on campus</i>	No	Yes
Instructional Effectiveness	<i>Nearly all of the faculty are knowledgeable in their field</i>	Yes	Yes	Campus Climate	<i>The campus is safe and secure for all students</i>	Yes	Yes
	<i>I am able to experience intellectual growth here</i>	Yes	Yes		<i>This institution has a good reputation within the community</i>	Yes	Yes
	<i>There is a commitment to academic excellence on this campus</i>	Yes	Yes	No Assignment	<i>On the whole, the campus is well-maintained</i>	Yes	Yes
	<i>Faculty are usually available after class and during office hours</i>	Yes	Yes		<i>Stonehill's faculty members challenge me intellectually and inspire me to achieve</i>	NA	Yes
Campus Support Services	<i>Library resources and services are adequate</i>	No	Yes	Institutional Question	<i>My Stonehill professors create a challenging learning environment</i>	Yes	NA
Concern for the Individual	<i>Faculty care about me as an individual</i>	Yes	Yes		<i>I am confident that a Stonehill education will assist me in achieving my career goals</i>	Yes	NA

*Italicized items are rated by Stonehill students as having a higher satisfaction than students at 4-Yr Eastern Private Colleges*

- Of the 18 items reported as "strengths" in 2010, 12 or 66% reflect student satisfaction with Academics.
- When comparing strengths in 2010 vs. 2007, three new items (No in 2007, Yes in 2010) were identified as strengths in 2010 while three other items (Yes in 2010, No in 2010) identified as strengths in 2007 were not classified as strengths in 2010. NA represents institutional questions not asked in a particular year.

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## Stonehill Challenges

Institutional Area	Challenges	2007	2010	Institutional Area	Challenges	2007	2010
	Living conditions in the residence hall are comfortable (adequate space, lighting, heat, air, etc.)	Yes	Yes	Instructional Effectiveness	<i>Faculty provide timely feedback about student progress in a course</i>	No	Yes
	<i>There is an adequate selection of food available in the cafeteria</i>	Yes	Yes			There is a good variety of courses provided on this campus	Yes
Campus Life	Freedom of expression is protected on campus	Yes	Yes	Service Excellence	<i>The staff in the health services area are competent</i>	No	Yes
	Student disciplinary procedures are fair	Yes	No			I seldom get the "run-around" when seeking information on this campus	Yes
	Residence hall regulations are reasonable	Yes	No	Safety and Security	<i>Security staff respond quickly in emergencies</i>	Yes	No
	There are sufficient number of weekend activities for students	Yes	No	Student Centeredness	<i>It is an enjoyable experience to be a student on this campus</i>	Yes	No
Recruitment and Financial Aid	<i>Adequate financial aid is available for most students</i>	Yes	Yes	Registration Effectiveness	<i>I am able to register for classes I need with few conflicts</i>	Yes	Yes
	<i>Financial aid awards are announced to students in time to be helpful in college planning</i>	Yes	Yes	Campus Climate	<i>Tuition paid is a worthwhile investment</i>	Yes	Yes

Although the above items are presented as "challenges," italicized items are rated by Stonehill students as having a higher satisfaction than students at 4-Yr Eastern Private Colleges

- Of the 10 items reported as "challenges" in 2010, two focus on Instructional Effectiveness and the remainder on issues of Institutional Effectiveness.
- When comparing challenges in 2010 vs. 2007, two new items (No in 2007, Yes in 2010) were identified as a challenge in 2010 while six items (Yes in 2007, No in 2010) identified as a challenge in 2007 were no longer classified as challenges in 2010.

## Overall Satisfaction

- When asked about their college experience, 30% of respondents said their Stonehill experience is quite a bit/much better than they expected (vs. 22% for National Four-Year Privates). The mean difference (0.29) is statistically significant at the .001 level.
- When asked about overall satisfaction, 68% of students said they were very satisfied/satisfied with their Stonehill experience (vs. 54% for National Four-Year Privates). The mean difference (0.45) is statistically significant at the .001 level.
- When asked if they would enroll again, 65% of students said definitely/probably would enroll at Stonehill (vs. 57% for National Four-Year Privates). The mean difference (0.31) is statistically significant at the .001 level.

*Definitions:* Survey questions (Likert Scale, 1-7). Nationally the mean for importance is between 5 and 6 and the mean for satisfaction is between 4 and 5. **Strengths** represent items with means above mid-point in importance and in the top 25% of satisfaction scores. **Challenges** represent items with means above the mid-point in importance and the bottom 25% of satisfaction scores or top 25% of performance gap scores.

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