

STONEHILL COLLEGE

Noel – Levitz

Student Satisfaction Inventory 2010 Results

Prepared By: Office of Planning and Institutional Research

Methodology

Who	<ul style="list-style-type: none">❖ Data was collected from 956 random Stonehill College students.❖ Response rate 40% vs. 22% in 2007.❖ Sample was evenly distributed across the bottom three class years, with first-year students slightly higher at 27%.
When	<ul style="list-style-type: none">❖ Survey was administered March 17-28, 2010
How	<ul style="list-style-type: none">❖ Data was collected through an online portal maintained by Noel-Levitz
What	<ul style="list-style-type: none">❖ Survey items focused on twelve institutional scales<ul style="list-style-type: none">• Student Centeredness• Campus Life• Instructional Effectiveness• Recruitment & Financial Aid• Campus Support Services• Academic Advising• Registration Effectiveness• Safety & Security• Concern for the Individual• Service Excellence• Responsiveness to Diverse Populations• Campus Climate

Respondent Demographics

	<i>Total</i>	<i>Male</i>	<i>Female</i>
Age			
17 - 18	13%	12%	14%
19 - 24	86%	88%	85%
25 +	1%	0%	1%
Race/Ethnicity			
African American	1%	1%	1%
Asian/Pacific Islander	1%	1%	1%
Caucasian/White	93%	93%	94%
Hispanic	4%	4%	3%
Other	1%	1%	1%
Class Load			
Full-Time	98%	99%	98%
Part-Time	2%	1%	2%
Class Level			
Freshman	27%	34%	24%
Sophomore	24%	25%	24%
Junior	24%	25%	24%
Senior	25%	18%	28%

Note: Variable bases

Institutional Questions

74. Stonehill's general education program fosters critical thinking and intellectual growth.
75. Stonehill's general education program helps me make connections among different field of study.
76. Stonehill's faculty, staff, programs, and curriculum helps me to clarify and strengthen my personal values.
77. Stonehill's faculty members challenge me intellectually and inspire me to achieve.
78. Stonehill provides an appropriate number of resources to help me find quality internships.
79. Stonehill's Catholic Identity has a positive impact on my experiences here.
80. The campus environment fosters a sense of personal responsibility, academic honesty, and respect for others.
81. Co-curricular programs positively contribute to my learning outside the classroom.
82. I frequently engage in discussions about topics related to diversity at Stonehill.
83. I frequently have intellectual discussions with peers outside the classroom at Stonehill.

Definitions

Strengths

Items with means above the mid-point in importance and in the top 25% of satisfaction scores.

Challenges

Items with means above the mid-point in importance, and in the bottom 25% of satisfaction scores or top 25% of performance gap scores.

Eastern 4-Yr Private and 2010 vs. 2007 Mean Differences

Mean differences are **highlighted** if they are not statistically significant at the .05 level or better; comparisons are not valid for Stonehill-specific questions, (Question numbers 74-83). Negative mean differences indicate that Stonehill's performance gap is greater than it is at other 4-year Eastern private institutions, or that it is larger than it was in 2007.

Statistical Significance

The level of significance is reflected by the number of asterisks which appear behind the mean difference number:

- No asterisk: No significant difference
- One asterisk: Difference statistically significant at the .05 level
- Two asterisks: Difference statistically significant at the .01 level
- Three asterisks: Difference statistically significant at the .001 level

Findings

Institutional Summary

Scale	Importance Mean	Satisfaction Mean	Performance Gap Mean	Mean Difference Eastern 4 Yr	Mean Difference 2010 vs. 2007
Instructional Effectiveness	6.48	5.75	0.73	0.49***	0.10*
Academic Advising	6.42	5.68	0.74	0.39***	-0.16**
Student Centeredness	6.40	5.64	0.76	0.51***	0.27***
Campus Climate	6.34	5.56	0.78	0.50***	0.25***
Concern for the Individual	6.32	5.58	0.74	0.53***	0.14***
Safety and Security	6.23	5.38	0.85	0.76***	0.48***
Service Excellence	6.13	5.51	0.62	0.57***	0.19***
Recruitment and Financial Aid	6.13	5.11	1.02	0.28***	0.16**
Registration Effectiveness	6.08	5.27	0.81	0.39***	0.07
Campus Life	6.03	5.14	0.89	0.43***	0.30***
Campus Support Services	6.03	5.78	0.25	0.53***	0.02
Responsiveness to Diverse Populations		5.09		0.14**	0.18*

Note: Variable bases

Mean differences *in red* do not report as statistically significant

Safety and Security

Scale	Importance Mean	Satisfaction Mean	Performance Gap Mean	Mean Difference Eastern 4 Yr	Mean Difference 2010 vs. 2007
Safety and Security	6.23	5.38	0.85	0.76***	0.48***
<u>7. The campus is safe and secure for all students.</u>	6.55	6.15	0.40	0.64***	0.06
21. The amount of student parking space on campus is adequate.	5.94	3.82	2.12	0.50***	0.80***
28. Parking lots are well-lighted and secure.	5.92	5.74	0.18	1.09***	0.34***
36. Security staff respond quickly in emergencies.	6.48	5.72	0.76	0.82***	0.75***

The smaller the performance gap, the better Stonehill is meeting student expectations.

The larger the performance gap, the greater the discrepancy between what students expect and their level of satisfaction

Mean differences in red do not report as statistically significant

Identified as "Strength"

Underscored items have a higher satisfaction than 4-yr Eastern Privates

Items in blue have a higher importance than 4-yr Eastern Privates

Strengths

Statement	Importance Mean	Satisfaction Mean	Performance Gap Mean	Mean Difference Eastern 4 Yr	Mean Difference 2010 vs. 2007
<u>The instruction in my major field is excellent.</u>	6.67	5.79	0.88	0.36***	-0.02
<u>The content of the courses within my major is valuable.</u>	6.67	5.81	0.86	0.34***	0.03
<u>The quality of instruction I receive in most of my classes is excellent.</u>	6.63	5.85	0.78	0.53***	0.08
<u>Nearly all of the faculty are knowledgeable in their field.</u>	6.63	6.08	0.55	0.45***	0.16*
<u>I am able to experience intellectual growth here.</u>	6.60	5.98	0.62	0.63***	0.12*
<u>My academic advisor is knowledgeable about requirements in my major.</u>	6.58	5.90	0.68	0.41***	-0.21**
<u>The campus is safe and secure for all students</u>	6.55	6.15	0.40	0.64***	0.06
<u>Major requirements are clear and reasonable.</u>	6.52	5.97	0.55	0.61***	-0.01
<u>There is a commitment to academic excellence on this campus.</u>	6.51	5.96	0.55	0.71***	0.16**

Underscored items have a higher satisfaction than 4-yr Eastern Privates
 Items in blue have a higher importance than 4-yr Eastern Privates

Mean differences in red do not report as statistically significant

Note: Variable bases

Continued

Strengths

Statement	Importance Mean	Satisfaction Mean	Performance Gap Mean	Mean Difference Eastern 4 Yr	Mean Difference 2010 vs. 2007
<u>Students are made to feel welcome on this campus</u>	6.46	5.80	0.66	0.53***	0.17*
<u>Faculty are usually available after class and during office hours.</u>	6.46	6.16	0.30	0.65***	0.12*
<u>Faculty care about me as an individual.</u>	6.45	5.82	0.63	0.56***	0.02
<u>On the whole, the campus is well-maintained.</u>	6.35	6.38	-0.03	0.95***	0.19**
<u>This institution has a good reputation within the community.</u>	6.33	6.15	0.18	0.80***	0.18**
<u>I can easily get involved in campus organizations.</u>	6.26	6.10	0.16	0.92***	0.17**
Library resources and services are adequate.	6.22	5.87	0.35	0.57***	0.13*
I generally know what's happening on campus.	6.22	5.80	0.42	0.82***	0.14*
Stonehill's faculty members challenge me intellectually and inspire me to achieve.	6.43	5.95	0.48	Institutional question	No comparative data

Underscored items have a higher satisfaction than 4-yr Eastern Privates
 Items in blue have a higher importance than 4-yr Eastern Privates

Mean difference in red does not report as statistically significant

Note: Variable bases

Challenges

Statement	Importance Mean	Satisfaction Mean	Performance Gap Mean	Mean Difference Eastern 4 Yr	Mean Difference 2010 vs. 2007
<u>Tuition paid is a worthwhile investment.</u>	6.60	5.04	1.56	0.45***	0.35***
<u>I am able to register for classes I need with few conflicts.</u>	6.59	5.22	1.37	0.38***	-0.03
<u>Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.).</u>	6.58	5.11	1.47	0.71***	-0.12
There is a good variety of courses provided on this campus.	6.54	5.41	1.13	0.25***	0.16*
<u>Adequate financial aid is available for most students.</u>	6.47	4.40	2.07	-0.21***	0.12
<u>Faculty provide timely feedback about student progress in a course.</u> (NEW CHALLENGE IN 2010)	6.46	5.46	1.00	0.42***	0.07
<u>There is an adequate selection of food available in the cafeteria.</u>	6.40	4.33	2.07	0.41***	0.14

Underscored items have a higher satisfaction than Eastern 4-Yr. Privates
Items in blue have a higher importance than 4-yr Eastern Privates

Mean differences in red do not report as statistically significant

Note: Variable bases

Continued

Challenges

Statement	Importance Mean	Satisfaction Mean	Performance Gap Mean	Mean Difference Eastern 4 Yr	Mean Difference 2010 vs. 2007
<u>The staff in the health services area are competent.</u> (NEW CHALLENGE IN 2010)	6.33	5.31	1.02	0.63***	0.13
<u>Financial aid awards are announced to students in time to be helpful in college planning.</u>	6.24	5.13	1.11	0.41***	0.08
Freedom of expression is protected on campus.	6.24	5.50	1.19	-0.10	0.25**

Underscored items have a higher satisfaction than 4-yr Eastern Privates
Items in blue have a higher importance than 4-yr Eastern Privates

Mean differences in red do not report as statistically significant

Questions?

- ❖ What 3 or 4 “strengths” and “weaknesses” should be displayed on the Executive Summary?
- ❖ If we display them does that mean we intend to work on them? (i.e., Focus Groups, etc.)
- ❖ What is/are the best scale(s) to display on the Executive Summary?
- ❖ What ways can we provide feedback to students about the Noel-Levitz SSI?



Thank You

*For additional information please contact the
Office of Planning and IR
or visit*

<http://www.stonehill.edu/x11819.xml>