



Executive Summary: Student Satisfaction Inventory (SSI)

Wright State University Lake Campus

2022



Introduction

Our institution administered the Student Satisfaction Inventory (SSI) which is part of the Ruffalo Noel Levitz (RNL) Satisfaction and Priorities Surveys (SPS).

The surveys which are included in the RNL Satisfaction and Priorities Survey family are:

- **Student Satisfaction Inventory™** (SSI) for traditional undergraduate students at four-year and two-year institutions;
- **Adult Student Priorities Survey™** (ASPS) for students 25 years of age and older, primarily at four-year institutions; the survey is appropriate for undergraduate and graduate level students;
- **Priorities Survey for Online Learners™** (PSOL) for students in online learning programs;

Satisfaction assessments are a key indicator for the institution of the current student experience. The data from the assessments provide direction for our campus to make improvements in the areas that matter most to your students.

The RNL family of Satisfaction and Priorities Surveys ask students to indicate both the level of importance they place on an item, as well as their level of satisfaction that the institution is meeting this expectation. The results provide a roadmap for next steps that the institution can and should take to respond to the issues that students have identified.



Data left on a shelf has no power; data actively used and discussed provides the opportunity to initiate significant change on campus.

As we review these data, it is important to keep in mind how the results will be shared on our campus. **The greatest power of the data comes when the findings are shared, discussed, and analyzed by multiple constituencies on campus.**

Populations we will want to share these results with include:

- President and campus leadership;
- Deans, and directors;
- Student life personnel;
- Admissions and financial aid personnel;
- Faculty;
- Staff, especially those with face-to-face interaction with students;
- Board of trustees;
- Student government leadership;
- General student population;
- Parents of students;
- Alumni; and
- Local community.

Our Administration

The Student Satisfaction Inventory (SSI) was administered on our campus during the **Spring of 2022**.

The survey was completed by **117** students. We had a response rate of **14%** out of the **831** who were invited to complete the online survey.

Demographic Overview

The students who completed the survey are representative of our overall population. This is an overview of the students reflected in this data set.

GENDER	Count	Percentage
Female	76	68.47 %
Male	34	30.63 %
Prefer not to respond	1	.90 %
Transgender	0	0 %
Genderqueer	0	0 %
Additional gender category or Other	0	0 %

CLASS LEVEL	Count	Percentage
Freshmen	28	25.93 %
Sophomore	18	16.67 %
Junior	26	24.07 %
Senior	36	33.33 %
Graduate/Professional	0	0 %

AGE	Count	Percentage
18 and under	6	5.50 %
19 to 24	87	79.82 %
25 to 34	9	8.26 %
35 to 44	5	4.59 %
45 and over	2	1.83 %

Race/Ethnicity	Count	Percentage
American Indian or Alaskan Native	1	.92 %
Asian or Pacific Islander	1	.92 %
Black or African American	5	4.59 %
Caucasian/White	99	90.83 %
Hispanic	0	0 %
Multi-racial	1	.92 %
Other race	0	0 %
Prefer not to respond	2	1.83%

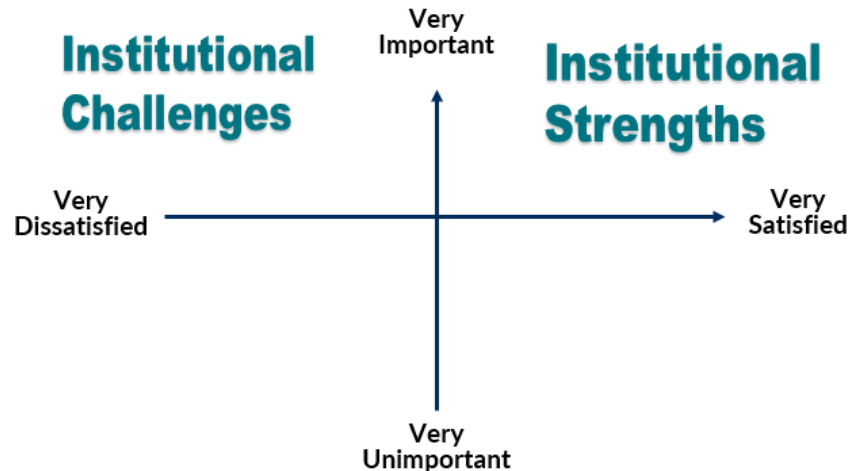
It is important to track institutional choice because it has been documented that students who perceive themselves to be at their first-choice institution tend to have higher satisfaction than students who perceive themselves to be at their second or third choice institution.

INSTITUTIONAL CHOICE	Count	Percentage
1 st choice	77	70 %
2 nd choice	27	24.55 %
3 rd choice or lower	6	5.45 %

Our Strengths and Challenges

Matrix for Prioritizing Action:

This visual helps to conceptualize the results from our survey results.



Strengths

Strengths are items with high importance and high satisfaction. These are specifically identified as items above the mid-point in importance (top half) and in the upper quartile (25 percent) of our satisfaction scores. The strengths are listed in descending order of importance.

1. *The **campus is safe** and secure for all students.*
2. *My **academic advisor** is knowledgeable about requirements in my major.*
3. *I am able to **register for classes** I need with few conflicts.*
4. *My **academic advisor** is approachable.*
5. ***Major requirements** are clear and reasonable.*
6. *Nearly all of the **faculty** are knowledgeable in their field.*
7. ***Security staff** respond quickly in emergencies.*
8. *On the whole, the **campus is well-maintained**.*
9. ***Class change (drop/add) policies** are reasonable.*
10. *This institution has a **good reputation** within the community.*
11. ***Faculty** are usually available after class and during office hours.*
12. *Wright State **communicates** important information in a timely manner.*
13. ***Tutoring services** are readily available.*
14. ***Living conditions** in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)*

We will want to celebrate our strengths!

Challenges

Challenges are items with high importance and low satisfaction or a large performance gap. These are specifically identified as items above the mid-point in importance (top half) and in the lower quartile (25 percent) of your satisfaction scores **or** items above the mid-point in importance (top half) and in the top quartile (25 percent) of our performance gap scores. The performance gap score is likely the reason the item has been identified as a challenge. The challenges are listed in descending order of importance.

1. *The **campus staff** are caring and helpful.*
2. *The **instruction** in my major field is excellent.*
3. ***Tuition** paid is a worthwhile investment.*
4. *The **content of the courses** within my major is valuable.*
5. *The **quality of instruction** I receive in most of my classes is excellent.*
6. ***Faculty and staff** respond to inquiries in a timely manner.*
7. ***Faculty** provide timely feedback about student progress in a course.*
8. *There is a good variety of **courses** provided on this campus.*
9. *Adequate **financial aid** is available for most students.*
10. *It is an **enjoyable experience** to be a student on this campus.*
11. ***Financial aid counselors** are helpful.*
12. *This institution shows **concern for students** as individuals.*

We will need to respond to our challenges!

Appendix: Wright State University Lake Campus Item Report vs. the National Comparison

	Wright State University Lake 2022		National Four-Year Publics 2018-2021		Difference & Statistical Significance	
	Importance	Satisfaction	Importance	Satisfaction	Difference	SS
Most students feel a sense of belonging here.	5.86	5.3	6.1	5.42	-0.12	
The campus staff are caring and helpful.	6.56	5.85	6.37	5.61	0.24	
Faculty care about me as an individual.	6.14	5.52	6.15	5.4	0.12	
Admissions staff are knowledgeable.	6.31	5.74	6.31	5.55	0.19	
Financial aid counselors are helpful.	6.16	5.45	6.3	5.27	0.18	
My academic advisor is approachable.	6.53	5.9	6.51	5.9	0.00	
The campus is safe and secure for all students.	6.70	6.47	6.55	5.75	0.72	★★★
The content of the courses within my major is valuable.	6.38	5.23	6.57	5.71	-0.48	★★★
A variety of intramural activities are offered.	4.95	4.03	5.58	5.67	-1.64	★★★
Administrators are approachable to students.	5.96	5.39	6.15	5.43	-0.04	
Billing policies are reasonable.	6.17	5.55	6.15	4.99	0.56	★★★
Financial aid awards are announced to be helpful in planning.	6.32	5.78	6.34	5.23	0.55	★★
Library staff are helpful and approachable.	5.91	5.97	6.11	6.03	-0.06	
My academic advisor is concerned about my success as an individual.	6.20	5.71	6.41	5.71	0.00	
The staff in the health services area are competent.	5.94	5.55	6.35	5.76	-0.21	
The instruction in my major field is excellent.	6.45	5.62	6.57	5.73	-0.11	
Adequate financial aid is available for most students.	6.26	5.5	6.38	5.1	0.40	★
Library resources and services are adequate.	6.09	5.83	6.33	6.06	-0.23	
My academic advisor helps me set goals to work toward.	5.86	5.25	6.21	5.43	-0.18	
The business office is open during hours convenient for most students.	5.80	5.43	6.14	5.61	-0.18	
The amount of student parking space on campus is adequate.	5.96	5.86	6.01	3.61	2.25	★★★
Counseling staff care about students as individuals.	6.06	5.55	6.33	5.63	-0.08	

Importance values range from 1-7. 1 = Not important at all; 2 = Not very important; 3 = Somewhat unimportant; 4 = Neutral; 5 = Somewhat important; 6 = Important; 7 = Very important. **Satisfaction** values range from 1-7. 1 = Not satisfied at all; 2 = Not very satisfied; 3 = Somewhat dissatisfied; 4 = Neutral; 5 = Somewhat satisfied; 6 = Satisfied; 7 = Very satisfied.

	Wright State University Lake 2022		National Four-Year Publics 2018-2021		Difference & Statistical Significance	
	Importance	Satisfaction	Importance	Satisfaction	Difference	SS
Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.15	5.92	6.26	5.04	0.88	★★
The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.29	4.22	5.59	5.26	-1.04	★★★
Faculty are fair and unbiased in their treatment of individual students.	6.28	5.78	6.43	5.54	0.24	
Computer labs are adequate and accessible.	6.12	6.06	6.33	5.98	0.08	
The personnel involved in registration are helpful.	6.15	5.9	6.35	5.71	0.19	
Parking lots are well-lighted and secure.	6.07	5.88	6.22	5.2	0.68	★★★
It is an enjoyable experience to be a student on this campus.	6.24	5.58	6.43	5.67	-0.09	
Residence hall staff are concerned about me as an individual.	5.63	5.12	6	5.26	-0.14	
Males and females have equal opportunities to participate in intercollegiate athletics.	5.94	5.46	6.18	5.98	-0.52	★★
Tutoring services are readily available.	6.22	6.13	6.36	5.92	0.21	
My academic advisor is knowledgeable about requirements in my major.	6.57	5.95	6.6	5.96	-0.01	
I am able to register for classes I need with few conflicts.	6.54	6.01	6.54	5.47	0.54	★★
The assessment and course placement procedures are reasonable.	6.38	5.85	6.33	5.68	0.17	
Security staff respond quickly in emergencies.	6.37	5.92	6.54	5.83	0.09	
I feel a sense of pride about my campus.	5.47	5.15	6.05	5.61	-0.46	★★
There is an adequate selection of food available in the cafeteria.	5.67	5.1	6.11	4.84	0.26	
I am able to experience intellectual growth here.	6.25	5.77	6.54	5.95	-0.18	
Residence hall regulations are reasonable.	5.98	5.71	6.13	5.48	0.23	
There is a commitment to academic excellence on this campus.	6.27	5.75	6.43	5.8	-0.05	
There are a sufficient number of weekend activities for students.	4.96	3.97	5.7	5.02	-1.05	★★★
Admissions counselors respond to prospective students' unique needs and requests.	6.07	5.66	6.25	5.63	0.03	
Academic support services adequately meet the needs of students.	6.29	5.72	6.34	5.72	0.88	★★

	Wright State University Lake 2022		National Four-Year Publics 2018-2021		Difference & Statistical Significance	
	Importance	Satisfaction	Importance	Satisfaction	Difference	SS
Students are made to feel welcome on this campus.	6.27	5.75	6.41	5.82	-0.07	
I can easily get involved in campus organizations.	5.39	4.58	6.13	5.73	-1.15	★★★
Faculty provide timely feedback about student progress in a course.	6.31	5.24	6.4	5.32	-0.08	
Admissions counselors accurately portray the campus in their recruiting practices.	6.00	5.58	6.24	5.56	0.02	
There are adequate services to help me decide upon a career.	6.25	5.66	6.33	5.54	0.12	
Class change (drop/add) policies are reasonable.	6.32	6.06	6.31	5.82	0.24	
This institution has a good reputation within the community.	6.28	6.3	6.34	5.97	0.33	★★
The student center is a comfortable place for students to spend their leisure time.	5.98	5.81	6.11	5.79	0.02	
Faculty take into consideration student differences as they teach a course.	6.09	5.3	6.24	5.25	0.05	
Bookstore staff are helpful.	5.91	6.14	6.08	5.89	0.25	
Major requirements are clear and reasonable.	6.52	5.95	6.52	5.78	0.17	
The student handbook provides helpful information about campus life.	5.83	5.55	5.93	5.63	-0.08	
I seldom get the "run-around" when seeking information on this campus.	6.02	5.47	6.18	5.19	0.28	
The quality of instruction I receive in most of my classes is excellent.	6.38	5.46	6.54	5.6	-0.14	
This institution shows concern for students as individuals.	6.16	5.36	6.37	5.46	-0.10	
I generally know what's happening on campus.	5.70	4.98	5.97	5.26	-0.28	
Adjunct faculty are competent as classroom instructors.	6.05	5.62	6.31	5.69	-0.07	
There is a strong commitment to racial harmony on this campus.	5.89	5.82	6.3	5.8	0.02	
Student disciplinary procedures are fair.	5.96	5.72	6.34	5.82	-0.10	
New student orientation services help students adjust to college.	5.98	5.47	6.18	5.49	-0.02	
Faculty are usually available after class and during office hours.	6.27	6.15	6.41	5.96	0.19	
Tuition paid is a worthwhile investment.	6.40	5.67	6.46	5.31	0.36	★
Freedom of expression is protected on campus.	5.97	5.69	6.37	5.84	-0.07	

	Wright State University Lake 2022		National Four-Year Publics 2018-2021		Difference & Statistical Significance	
	Importance	Satisfaction	Importance	Satisfaction	Difference	SS
Nearly all of the faculty are knowledgeable in their field.	6.45	5.87	6.59	6.02	-0.15	
There is a good variety of courses provided on this campus.	6.31	5.5	6.49	5.85	-0.35	★
Graduate teaching assistants are competent as classroom instructors.	5.92	5.78	6.3	5.64	0.14	
Channels for expressing student complaints are readily available.	5.81	5.05	6.22	5.19	-0.14	
On the whole, the campus is well-maintained.	6.33	6.36	6.42	6	0.36	★★
Student activities fees are put to good use.	5.96	4.86	6.22	4.96	-0.10	
Campus item: I have been adequately informed about policies related to plagiarism, cheating, and other academic integrity issues.	6.09	6.36	-	-	-	-
Campus item: Course offerings are available in time to be helpful in college planning.	6.34	5.85	-	-	-	-
Campus item: The campus dining program meets my needs.	5.83	5.3	-	-	-	-
Campus item: Tools are available to help me plan my program of study.	6.29	5.84	-	-	-	-
Campus item: A variety of course delivery options (e.g., in person, online, hybrid) are available.	6.20	5.8	-	-	-	-
Campus item: Faculty and staff respond to inquiries in a timely manner.	6.33	5.7	-	-	-	-
Campus item: The counselors at Counseling and Wellness services help students to succeed.	6.18	5.7	-	-	-	-
Campus item: Wright State communicates important information in a timely manner.	6.25	6.19	-	-	-	-
Campus item: The university provides sufficient resources to ensure student health and wellness.	6.08	5.87	-	-	-	-
Campus item: Peer mentors support academic and student success.	5.95	5.7	-	-	-	-
Institution's commitment to part-time students?	-	5.65	-	5.65	0.00	-
Institution's commitment to evening students?	-	5.7	-	5.54	0.16	-
Institution's commitment to older, returning learners?	-	5.6	-	5.72	-0.12	-
Institution's commitment to under-represented populations?	-	5.61	-	5.66	-0.05	-
Institution's commitment to commuters?	-	5.61	-	-	0.26	-

	Wright State University Lake 2022		National Four-Year Publics 2018-2021		Difference & Statistical Significance	
	Importance	Satisfaction	Importance	Satisfaction	Difference	SS
Institution's commitment to students with disabilities?	-	5.93		5.84	0.09	-
Cost as factor in decision to enroll.	6.39	-	6.3	-	-	-
Financial aid as factor in decision to enroll.	6.32	-	6.26	-	-	-
Academic reputation as factor in decision to enroll.	5.93	-	6.06	-	-	-
Size of institution as factor in decision to enroll.	5.35	-	5.45	-	-	-
Opportunity to play sports as factor in decision to enroll.	3.49	-	3.99	-	-	-
Recommendations from family/friends as factor in decision to enroll.	4.85	-	5.07	-	-	-
Geographic setting as factor in decision to enroll.	5.52	-	5.64	-	-	-
Campus appearance as factor in decision to enroll.	5.13	-	5.49	-	-	-
Personalized attention prior to enrollment as factor in decision to enroll.	5.18	-	5.49	-	-	-

- ★ Difference statistically significant at the .05 level
- ★★ Difference statistically significant at the .01 level
- ★★★ Difference statistically significant at the .001 level