



# **Student Satisfaction Inventory**

**Academic Years 2005 - 2016**

## **SCC Totals**

**Faribault Campus**

# Directions for Interpreting SSI Report

**Importance:** How important this item is to our students

**Satisfaction:** How satisfied our students are with this item

**Performance Gap:** The difference between how important the item is to our students and their level of satisfaction

Total number of students who responded

Scale	Importance						Satisfaction						Performance Gap (difference between mean scores)					
	2005	2006	2007	2008	2009	2010	2005	2006	2007	2008	2009	2010	2005	2006	2007	2008	2009	2010
Total Responses:	1002	1064	1218	1133	1264	1112	1002	1064	1218	1133	1264	1112	1002	1064	1218	1133	1264	1112
Academic Advising/Counseling	6.07	6.09	6.02	6.03	6.09	6.07	5.35	5.35	5.35	3.40	5.34	3.54	1.01	0.99	0.67	0.61	0.75	0.73
Academic Services	5.85	3.50	3.94	5.83	5.91	5.87	5.06	6.10	6.07	5.41	5.49	5.40	0.79	-0.09	0.00	0.42	0.42	0.47

Scales and individual questions

Mean score from 1-7 for each scale and question.

## Legend

### Color Codes for SSI

Importance	
Greater than 6.00	
Less than 4.00	
Satisfaction	
Greater than 6.00	
Less than 4.00	
Performance Gap	
Greater than 0.90	
Less than 0.01	

Student Satisfaction Inventory  
Survey Results by Year  
(Mean Scores)

**Faribault Campus Totals**

**Legend:**

Importance: Yellow: greater than 6.00, Blue: less than 4.00

Satisfaction: Green: greater than 6.00, Gray: less than 4.00

Performance Gap: Tan: greater than .90, Pink less than .01

	Importance						Satisfaction						Performance Gap					
	2005	2006	2007	2009	2012	2016	2005	2006	2007	2009	2012	2016	2005	2006	2007	2009	2012	2016
<i>Total Responses</i>	296	341	329	278	191	89	296	341	329	278	191	89	296	341	329	278	191	89
<b>Scale</b>																		
Academic Advising/Counseling	6.20	6.16	6.05	6.06	6.48	6.34	5.29	5.12	5.22	5.35	5.74	5.19	0.91	1.04	0.83	0.71	0.74	1.15
Academic Services	5.96	5.89	5.89	5.94	6.22	6.25	5.27	5.19	5.32	5.34	5.78	5.53	0.69	0.70	0.57	0.60	0.44	0.72
Admissions and Financial Aid	6.05	5.96	5.93	6.00	6.31	6.36	5.28	5.09	5.26	5.33	5.73	6.36	0.77	0.87	0.67	0.67	0.58	0.83
Campus Climate	6.00	5.98	5.91	5.95	6.24	6.26	5.26	5.25	5.40	5.44	5.63	5.39	0.74	0.73	0.51	0.51	0.61	0.87
Campus Support Services	5.43	5.30	5.34	5.39	5.72	5.68	4.96	4.86	4.98	4.98	5.27	4.80	0.47	0.44	0.36	0.41	0.45	0.88
Concern for the Individual	6.15	6.10	6.01	6.08	6.38	6.37	5.23	5.15	5.30	5.40	5.64	5.30	0.92	0.95	0.71	0.68	0.74	1.07
Instructional Effectiveness	6.19	6.18	6.12	6.18	6.43	6.37	5.29	5.25	5.42	5.51	5.70	5.36	0.90	0.93	0.70	0.67	0.73	1.01
Registration Effectiveness	6.11	6.12	6.07	6.10	6.40	6.29	5.41	5.26	5.28	5.41	5.71	5.41	0.70	0.86	0.79	0.69	0.69	0.88
Responsiveness to Diverse Populations	na	na	na	na	na	na	5.31	5.21	5.30	5.38	5.73	5.27	na	na	na	na	na	na
Safety and Security	5.80	5.79	5.75	5.85	6.13	6.14	5.05	5.05	5.15	5.06	5.70	5.37	0.75	0.74	0.60	0.79	0.43	0.77
Service Excellence	5.98	5.96	5.88	5.91	6.22	6.21	5.23	5.14	5.30	5.37	5.67	5.41	0.75	0.82	0.58	0.54	0.55	0.80
Student Centeredness	6.01	6.06	5.95	5.97	6.25	6.31	5.33	5.36	5.47	5.48	5.67	5.41	0.68	0.70	0.48	0.49	0.58	0.90
<b>Academic Advising/Counseling</b>	<b>6.20</b>	<b>6.16</b>	<b>6.05</b>	<b>6.06</b>	<b>6.48</b>	<b>6.34</b>	<b>5.29</b>	<b>5.12</b>	<b>5.22</b>	<b>5.35</b>	<b>5.74</b>	<b>5.19</b>	<b>0.91</b>	<b>1.04</b>	<b>0.83</b>	<b>0.71</b>	<b>0.74</b>	<b>1.15</b>
6. My academic advisor is approachable.	6.37	6.33	6.18	6.21	6.61	6.46	5.44	5.33	5.35	5.55	5.97	5.63	0.93	1.00	0.83	0.66	0.64	0.83
12. My academic advisor helps me set goals to work toward.	6.08	5.92	5.89	5.90	6.26	6.04	5.15	4.82	4.85	5.11	5.42	4.94	0.93	1.10	1.04	0.79	0.84	1.1
25. My academic advisor concerned about my success as an individual.	6.27	6.26	6.10	6.07	6.43	6.41	5.28	5.11	5.19	5.23	5.65	5.06	0.99	1.15	0.91	0.84	0.78	1.35
32. My academic advisor is knowledgeable about my program requirements.	6.39	6.39	6.27	6.28	6.69	6.48	5.61	5.57	5.51	5.76	6.05	5.43	0.78	0.82	0.76	0.52	0.64	1.05
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.10	6.06	6.05	5.95	6.50	6.34	5.24	5.01	5.13	5.15	5.75	4.73	0.86	1.05	0.92	0.80	0.75	1.61
48. Counseling staff care about students as individuals.	5.98	5.91	5.77	5.93	6.39	6.29	5.14	4.94	5.15	5.31	5.82	5.32	0.84	0.97	0.62	0.62	0.57	0.97
52. This school does whatever it can to help me reach my educational goals.	6.17	6.20	6.08	6.09	6.50	6.38	5.12	5.00	5.29	5.32	5.54	5.21	1.05	1.20	0.79	0.77	0.96	1.17

Note: The SSI uses the following 7-pt scale: 1=Not at all satisfied/important, 2=Not very satisfied/important, 3=Somewhat dissatisfied/unimportant, 4=Neutral, 5=Somewhat satisfied/important, 6=Satisfied/important, 7=Very satisfied/important

Student Satisfaction Inventory  
Survey Results by Year  
(Mean Scores)

**Faribault Campus Totals**

**Legend:**

Importance: Yellow: greater than 6.00, Blue: less than 4.00

Satisfaction: Green: greater than 6.00, Gray: less than 4.00

Performance Gap: Tan: greater than .90, Pink less than .01

	Importance						Satisfaction						Performance Gap					
	2005	2006	2007	2009	2012	2016	2005	2006	2007	2009	2012	2016	2005	2006	2007	2009	2012	2016
<i>Total Responses</i>	296	341	329	278	191	89	296	341	329	278	191	89	296	341	329	278	191	89
<b>Academic Services</b>	<b>5.96</b>	<b>5.89</b>	<b>5.89</b>	<b>5.94</b>	<b>6.22</b>	<b>6.25</b>	<b>5.27</b>	<b>5.19</b>	<b>5.32</b>	<b>5.34</b>	<b>5.78</b>	<b>5.53</b>	<b>0.69</b>	<b>0.70</b>	<b>0.57</b>	<b>0.60</b>	<b>0.44</b>	<b>0.72</b>
14. Library resources and services are adequate.	6.02	5.85	5.96	5.99	6.20	6.27	5.49	5.26	5.48	5.33	5.83	5.68	0.53	0.59	0.48	0.66	0.37	0.59
21. There are a sufficient number of study areas on campus.	5.77	5.63	5.62	5.78	6.01	6.12	4.96	4.63	4.88	5.12	5.63	5.38	0.81	1.00	0.74	0.66	0.38	0.74
26. Library staff are helpful and approachable.	5.91	5.90	5.88	5.83	6.19	6.25	5.53	5.32	5.59	5.52	6.08	5.58	0.38	0.58	0.29	0.31	0.11	0.67
34. Computer labs are adequate and accessible.	6.11	6.07	6.12	6.06	6.29	6.25	5.45	5.50	5.57	5.29	5.74	5.59	0.66	0.57	0.55	0.77	0.55	0.66
42. The equipment in the lab facilities is kept up to date.	6.18	6.13	5.99	6.17	6.29	6.31	5.27	5.44	5.41	5.43	5.62	5.59	0.91	0.69	0.58	0.74	0.67	0.72
50. Tutoring services are readily available.	5.76	5.76	5.80	5.78	6.22	6.27	5.13	4.93	5.15	5.39	5.85	5.46	0.63	0.83	0.65	0.39	0.37	0.81
55. Academic support services adequately meet the needs of students.	5.99	5.87	5.88	5.95	6.37	6.29	5.06	5.19	5.12	5.33	5.70	5.39	0.93	0.68	0.76	0.62	0.67	0.90
<b>Admissions and Financial Aid</b>	<b>6.05</b>	<b>5.96</b>	<b>5.93</b>	<b>6.00</b>	<b>6.31</b>	<b>6.36</b>	<b>5.28</b>	<b>5.09</b>	<b>5.26</b>	<b>5.33</b>	<b>5.73</b>	<b>5.53</b>	<b>0.77</b>	<b>0.87</b>	<b>0.67</b>	<b>0.67</b>	<b>0.58</b>	<b>0.83</b>
7. Adequate financial aid is available for most students.	6.34	6.15	6.15	6.20	6.42	6.51	5.31	5.08	5.22	5.34	5.88	5.96	1.03	1.07	0.93	0.86	0.54	0.55
13. Financial Aid awards are announced to students in time to be helpful in college planning.	5.93	5.90	5.95	6.08	6.26	6.41	5.08	4.97	5.24	5.35	5.60	5.48	0.85	0.93	0.71	0.73	0.66	0.93
20. Financial aid counselors are helpful.	6.03	5.97	5.91	6.06	6.18	6.41	5.23	4.99	5.21	5.31	5.69	5.70	0.80	0.98	0.70	0.75	0.49	0.71
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.90	5.80	5.70	5.71	6.26	6.08	5.29	5.07	5.16	5.13	5.58	5.01	0.61	0.73	0.54	0.58	0.68	1.07
41. Admissions staff are knowledgeable.	6.19	6.11	6.06	6.09	6.44	6.48	5.55	5.39	5.51	5.50	5.85	5.55	0.64	0.72	0.55	0.59	0.59	0.93
49. Admissions counselors respond to prospective students' unique needs and requests.	5.92	5.83	5.77	5.84	6.29	6.26	5.20	5.00	5.19	5.32	5.74	5.47	0.72	0.83	0.58	0.52	0.55	0.79

Note: The SSI uses the following 7-pt scale: 1=Not at all satisfied/important, 2=Not very satisfied/important, 3=Somewhat dissatisfied/unimportant, 4=Neutral, 5=Somewhat satisfied/important, 6=Satisfied/important, 7=Very satisfied/important

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	Importance						Satisfaction						Performance Gap					
	2005	2006	2007	2009	2012	2016	2005	2006	2007	2009	2012	2016	2005	2006	2007	2009	2012	2016
<i>Total Responses</i>	296	341	329	278	191	89	296	341	329	278	191	89	296	341	329	278	191	89
<b>Campus Climate</b>	<b>6.00</b>	<b>5.98</b>	<b>5.91</b>	<b>5.95</b>	<b>6.24</b>	<b>6.26</b>	<b>5.26</b>	<b>5.25</b>	<b>5.40</b>	<b>5.44</b>	<b>5.63</b>	<b>5.39</b>	<b>0.74</b>	<b>0.73</b>	<b>0.51</b>	<b>0.51</b>	<b>0.61</b>	<b>0.87</b>
1. Most students feel a sense of belonging here.	5.56	5.61	5.59	5.50	5.82	5.84	5.18	5.36	5.46	5.39	5.46	5.2	0.38	0.25	0.13	0.11	0.36	0.64
2. Faculty care about me as an individual.	6.13	5.98	5.94	6.06	6.35	6.29	5.30	5.43	5.55	5.63	5.72	5.42	0.83	0.55	0.39	0.43	0.63	0.87
16. The college shows concern for students as individuals.	6.11	6.12	6.04	6.05	6.32	6.36	5.12	5.01	5.20	5.21	5.37	5.16	0.99	1.11	0.84	0.84	0.95	1.2
22. People on this campus respect and are supportive of each other.	6.04	6.01	5.95	5.94	6.25	6.30	5.38	5.43	5.53	5.55	5.75	5.89	0.66	0.58	0.42	0.39	0.5	0.41
27. The campus staff are caring and helpful.	6.13	6.16	6.01	6.07	6.28	6.39	5.52	5.47	5.60	5.59	5.85	5.46	0.61	0.69	0.41	0.48	0.43	0.93
28. It is an enjoyable experience to be a student on this campus.	6.22	6.21	6.09	6.18	6.31	6.39	5.47	5.40	5.63	5.62	5.67	5.41	0.75	0.81	0.46	0.56	0.64	0.98
31. The campus is safe and secure for all students.	6.11	6.14	6.12	6.19	6.48	6.49	5.53	5.63	5.65	5.58	6.06	5.81	0.58	0.51	0.47	0.61	0.42	0.68
36. Students are made to feel welcome on this campus.	6.11	6.23	6.05	6.11	6.44	6.47	5.53	5.69	5.64	5.73	5.91	5.75	0.58	0.54	0.41	0.38	0.53	0.72
44. I generally know what's happening on campus.	5.52	5.43	5.38	5.40	5.60	5.73	4.91	4.78	5.05	5.22	5.45	5.2	0.61	0.65	0.33	0.18	0.15	0.53
45. This institution has a good reputation within the community.	5.93	5.86	5.88	5.92	6.28	6.14	5.45	5.32	5.47	5.67	5.76	5.33	0.48	0.54	0.41	0.25	0.52	0.81
52. This school does whatever it can to help me reach my educational goals.	6.17	6.20	6.08	6.09	6.50	6.38	5.12	5.00	5.29	5.32	5.54	5.21	1.05	1.20	0.79	0.77	0.96	1.17
57. Administrators are approachable to students.	5.95	6.03	5.95	5.90	6.31	6.40	5.17	5.24	5.32	5.34	5.78	5.46	0.78	0.79	0.63	0.56	0.53	0.94
59. New student orientation services help students adjust to college.	5.92	5.76	5.83	5.86	6.13	6.32	5.20	5.29	5.43	5.43	5.57	5.42	0.72	0.47	0.40	0.43	0.56	0.90
63. I seldom get the "run-around" when seeking information on this campus.	6.13	6.01	5.98	6.12	6.31	6.18	5.09	4.78	5.13	5.22	5.5	5.22	1.04	1.23	0.85	0.90	0.81	0.96
67. Channels for expressing student complaints are readily available.	5.97	5.97	5.78	5.86	6.24	6.18	4.88	4.80	5.00	5.01	5.02	4.86	1.09	1.17	0.78	0.85	1.22	1.32

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	Importance						Satisfaction						Performance Gap					
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<i>Total Responses</i>	296	341	329	278	191	89	296	341	329	278	191	89	296	341	329	278	191	89
<b>Campus Support Services</b>	<b>5.43</b>	<b>5.30</b>	<b>5.34</b>	<b>5.39</b>	<b>5.72</b>	<b>5.68</b>	<b>4.96</b>	<b>4.86</b>	<b>4.98</b>	<b>4.98</b>	<b>5.27</b>	<b>4.80</b>	<b>0.47</b>	<b>0.44</b>	<b>0.36</b>	<b>0.41</b>	<b>0.45</b>	<b>0.88</b>
10. Child care facilities are available on campus.	4.63	4.23	4.41	4.49	4.47	4.33	4.81	4.76	4.90	4.70	3.76	3.07	-0.18	-0.53	-0.49	-0.21	0.71	1.26
17. Personnel in the Veterans' Services program are helpful.	4.61	4.35	4.38	4.57	4.91	4.80	4.48	4.41	4.41	4.42	5.10	4.46	0.13	-0.06	-0.03	0.15	-0.19	0.34
19. This campus provides effective support services for displaced homemakers.	5.10	4.83	5.04	5.09	5.26	5.30	4.78	4.56	4.68	4.66	5.04	4.49	0.32	0.27	0.36	0.43	0.22	0.81
30. The career services office provides students with the help they need to get a job.	5.90	5.79	5.77	5.89	6.15	6.16	4.99	4.74	4.94	4.86	5.21	5.02	0.91	1.05	0.83	1.03	0.94	1.14
38. The student center is a comfortable place for students to spend their leisure time.	5.56	5.64	5.61	5.49	5.84	5.81	5.03	4.97	5.14	5.10	5.58	5.18	0.53	0.67	0.47	0.39	0.26	0.63
47. There are adequate services to help me decide upon a career.	5.96	5.97	5.87	5.91	6.25	6.25	5.23	5.00	5.08	5.36	5.60	5.03	0.73	0.97	0.79	0.55	0.65	1.22
59. New student orientation services help students adjust to college.	5.92	5.76	5.83	5.86	6.13	6.32	5.20	5.29	5.43	5.43	5.57	5.42	0.72	0.47	0.40	0.43	0.56	0.90
<b>Concern for the Individual</b>	<b>6.15</b>	<b>6.10</b>	<b>6.01</b>	<b>6.08</b>	<b>6.38</b>	<b>6.37</b>	<b>5.23</b>	<b>5.15</b>	<b>5.30</b>	<b>5.40</b>	<b>5.64</b>	<b>5.30</b>	<b>0.92</b>	<b>0.95</b>	<b>0.71</b>	<b>0.68</b>	<b>0.74</b>	<b>1.07</b>
2. Faculty care about me as an individual.	6.13	5.98	5.94	6.06	6.35	6.29	5.30	5.43	5.55	5.63	5.72	5.42	0.83	0.55	0.39	0.43	0.63	0.87
16. The college shows concern for students as individuals.	6.11	6.12	6.04	6.05	6.32	6.36	5.12	5.01	5.20	5.21	5.37	5.16	0.99	1.11	0.84	0.84	0.95	1.20
25. My academic advisor concerned about my success as an individual.	6.27	6.26	6.10	6.07	6.43	6.41	5.28	5.11	5.19	5.23	5.65	5.06	0.99	1.15	0.91	0.84	0.78	1.35
29. Faculty are fair and unbiased in their treatment of individual students.	6.24	6.23	6.19	6.26	6.43	6.49	5.29	5.24	5.37	5.57	5.70	5.54	0.95	0.99	0.82	0.69	0.73	0.95
48. Counseling staff care about students as individuals.	5.98	5.91	5.77	5.93	6.39	6.29	5.14	4.94	5.15	5.31	5.82	5.32	0.84	0.97	0.62	0.62	0.57	0.97
<b>Instructional Effectiveness</b>	<b>6.19</b>	<b>6.18</b>	<b>6.12</b>	<b>6.18</b>	<b>6.43</b>	<b>6.37</b>	<b>5.29</b>	<b>5.25</b>	<b>5.42</b>	<b>5.51</b>	<b>5.70</b>	<b>5.36</b>	<b>0.90</b>	<b>0.93</b>	<b>0.70</b>	<b>0.67</b>	<b>0.73</b>	<b>1.01</b>
2. Faculty care about me as an individual.	6.13	5.98	5.94	6.06	6.35	6.29	5.30	5.43	5.55	5.63	5.72	5.42	0.83	0.55	0.39	0.43	0.63	0.87
18. The quality of instruction I receive in most of my classes is excellent.	6.42	6.41	6.38	6.38	6.54	6.35	5.39	5.38	5.64	5.65	5.61	5.30	1.03	1.03	0.74	0.73	0.93	1.05
23. Faculty are understanding of students' unique life circumstances.	6.12	6.17	6.08	6.14	6.36	6.42	5.23	5.14	5.37	5.37	5.70	5.17	0.89	1.03	0.71	0.77	0.66	1.25
29. Faculty are fair and unbiased in their treatment of individual students.	6.24	6.23	6.19	6.26	6.43	6.49	5.29	5.24	5.37	5.57	5.70	5.54	0.95	0.99	0.82	0.69	0.73	0.95
37. Faculty take into consideration student differences as they teach a course.	6.09	6.11	6.06	6.06	6.40	6.23	5.14	5.23	5.38	5.31	5.64	5.36	0.95	0.88	0.68	0.75	0.76	0.87

Note: The SSI uses the following 7-pt scale: 1=Not at all satisfied/important, 2=Not very satisfied/important, 3=Somewhat dissatisfied/unimportant, 4=Neutral, 5=Somewhat satisfied/important, 6=Satisfied/important, 7=Very satisfied/important

Student Satisfaction Inventory  
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**Faribault Campus Totals**

**Legend:**

Importance: Yellow: greater than 6.00, Blue: less than 4.00

Satisfaction: Green: greater than 6.00, Gray: less than 4.00

Performance Gap: Tan: greater than .90, Pink less than .01

	Importance						Satisfaction						Performance Gap					
	2005	2006	2007	2009	2012	2016	2005	2006	2007	2009	2012	2016	2005	2006	2007	2009	2012	2016
<i>Total Responses</i>	296	341	329	278	191	89	296	341	329	278	191	89	296	341	329	278	191	89
46. Faculty provide timely feedback about student progress in a course.	6.22	6.19	6.10	6.17	6.46	6.44	5.25	5.15	5.28	5.44	5.51	5.23	0.97	1.04	0.82	0.73	0.95	1.21
54. Faculty are interested in my academic problems.	6.08	6.06	5.95	6.06	6.33	6.25	5.06	5.06	5.25	5.26	5.59	5.14	1.02	1.00	0.70	0.80	0.74	1.11
58. Nearly all of the faculty are knowledgeable in their fields.	6.24	6.23	6.22	6.29	6.57	6.46	5.48	5.48	5.65	5.80	6.03	5.58	0.76	0.75	0.57	0.49	0.54	0.88
61. Faculty are usually available after class and during office hours.	6.16	6.17	6.18	6.18	6.42	6.33	5.36	5.48	5.44	5.62	5.91	5.58	0.80	0.69	0.74	0.56	0.51	0.75
64. Nearly all classes deal with practical experiences and applications.	6.19	6.10	5.95	6.13	6.26	6.22	5.46	5.35	5.48	5.59	5.77	5.41	0.73	0.75	0.47	0.54	0.49	0.81
65. Students are notified early in the term if they are doing poorly in a class.	6.13	6.17	6.19	6.05	6.43	6.37	5.02	4.74	5.09	4.99	5.38	4.96	1.11	1.43	1.10	1.06	1.05	1.41
66. Program requirements are clear and reasonable.	6.23	6.31	6.20	6.27	6.51	6.36	5.39	5.29	5.58	5.65	5.89	5.39	0.84	1.02	0.62	0.62	0.62	0.97
69. There is a good variety of courses provided on this campus.	6.20	6.19	6.09	6.18	6.45	6.41	5.14	5.11	5.16	5.40	5.46	5.23	1.06	1.08	0.93	0.78	0.99	1.18
70. I am able to experience intellectual growth here.	6.18	6.16	6.09	6.30	6.49	6.50	5.53	5.41	5.59	5.78	5.89	5.62	0.65	0.75	0.50	0.52	0.6	0.88
<b>Registration Effectiveness</b>	<b>6.11</b>	<b>6.12</b>	<b>6.07</b>	<b>6.10</b>	<b>6.40</b>	<b>6.29</b>	<b>5.41</b>	<b>5.26</b>	<b>5.28</b>	<b>5.41</b>	<b>5.71</b>	<b>5.41</b>	<b>0.70</b>	<b>0.86</b>	<b>0.79</b>	<b>0.69</b>	<b>0.69</b>	<b>0.88</b>
5. The personnel involved in registration are helpful.	6.16	6.21	6.08	6.04	6.47	6.26	5.42	5.28	5.30	5.32	5.72	5.49	0.74	0.93	0.78	0.72	0.75	0.77
8. Classes are scheduled at times that are convenient for me.	6.39	6.38	6.28	6.41	6.53	6.45	5.51	5.24	5.12	5.15	5.39	5.05	0.88	1.14	1.16	1.26	1.14	1.4
15. I am able to register for classes I need with few conflicts.	6.30	6.33	6.31	6.34	6.53	6.52	5.48	5.16	5.20	5.35	5.53	5.19	0.82	1.17	1.11	0.99	1.00	1.33
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.10	6.18	6.14	6.14	6.39	6.28	5.50	5.28	5.36	5.39	5.68	5.48	0.60	0.90	0.78	0.75	0.71	0.80
43. Class Change (drop/add) policies are reasonable.	6.02	6.00	5.96	5.98	6.33	6.19	5.55	5.38	5.54	5.48	5.94	5.47	0.47	0.62	0.42	0.50	0.39	0.72

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	Importance						Satisfaction						Performance Gap					
	2005	2006	2007	2009	2012	2016	2005	2006	2007	2009	2012	2016	2005	2006	2007	2009	2012	2016
<i>Total Responses</i>	296	341	329	278	191	89	296	341	329	278	191	89	296	341	329	278	191	89
51. There are convenient ways of paying my school bill.	6.07	6.10	6.01	6.08	6.40	6.28	5.37	5.29	5.43	5.63	5.92	5.62	0.70	0.81	0.58	0.45	0.48	0.66
56. The business office is open during hours which are convenient for most students.	5.98	5.91	5.86	5.87	6.30	6.14	5.35	5.22	5.16	5.36	5.65	5.51	0.63	0.69	0.70	0.51	0.65	0.63
60. Billing policies are reasonable.	5.97	6.08	5.99	6.02	6.33	6.25	5.40	5.40	5.33	5.58	5.81	5.49	0.57	0.68	0.66	0.44	0.52	0.76
62. Bookstore staff are helpful.	5.99	5.89	5.93	6.00	6.32	6.19	5.14	5.09	5.12	5.48	5.75	5.40	0.85	0.80	0.81	0.52	0.57	0.79
<b>Responsiveness to Diverse Populations</b>	<i>na</i>	<i>na</i>	<i>na</i>	<i>na</i>	<i>na</i>	<i>na</i>	5.31	5.21	5.30	5.38	5.73	5.27	<i>na</i>	<i>na</i>	<i>na</i>	<i>na</i>	<i>na</i>	<i>na</i>
81. Institution's commitment to part-time students?	<i>na</i>	<i>na</i>	<i>na</i>	<i>na</i>	<i>na</i>	<i>na</i>	5.45	5.32	5.37	5.61	5.82	5.38	<i>na</i>	<i>na</i>	<i>na</i>	<i>na</i>	<i>na</i>	<i>na</i>
82. Institution's commitment to evening students?	<i>na</i>	<i>na</i>	<i>na</i>	<i>na</i>	<i>na</i>	<i>na</i>	5.25	5.18	5.36	5.45	5.60	4.97	<i>na</i>	<i>na</i>	<i>na</i>	<i>na</i>	<i>na</i>	<i>na</i>
83. Institution's commitment to older, returning learners?	<i>na</i>	<i>na</i>	<i>na</i>	<i>na</i>	<i>na</i>	<i>na</i>	5.45	5.27	5.34	5.42	5.80	5.26	<i>na</i>	<i>na</i>	<i>na</i>	<i>na</i>	<i>na</i>	<i>na</i>
84. Institution's commitment to under-represented populations?	<i>na</i>	<i>na</i>	<i>na</i>	<i>na</i>	<i>na</i>	<i>na</i>	5.28	5.20	5.19	5.24	5.71	5.17	<i>na</i>	<i>na</i>	<i>na</i>	<i>na</i>	<i>na</i>	<i>na</i>
85. Institution's commitment to commuters?	<i>na</i>	<i>na</i>	<i>na</i>	<i>na</i>	<i>na</i>	<i>na</i>	5.18	5.08	5.26	5.16	5.61	5.22	<i>na</i>	<i>na</i>	<i>na</i>	<i>na</i>	<i>na</i>	<i>na</i>
86. Institution's commitment to students with disabilities?	<i>na</i>	<i>na</i>	<i>na</i>	<i>na</i>	<i>na</i>	<i>na</i>	5.24	5.21	5.28	5.41	5.90	5.66	<i>na</i>	<i>na</i>	<i>na</i>	<i>na</i>	<i>na</i>	<i>na</i>
<b>Safety and Security</b>	5.80	5.79	5.75	5.85	6.13	6.14	5.05	5.05	5.15	5.06	5.70	5.37	0.75	0.74	0.60	0.79	0.43	0.77
4. Security staff are helpful.	5.15	5.16	5.10	5.40	5.56	5.74	4.56	4.39	4.64	4.48	5.20	4.83	0.59	0.77	0.46	0.92	0.36	0.91
11. Security staff respond quickly in emergencies.	5.52	5.43	5.41	5.63	5.90	5.91	4.73	4.54	4.73	4.41	5.02	4.77	0.79	0.89	0.68	1.22	0.88	1.14
24. Parking lots are well-lighted and secure.	6.05	5.96	5.94	6.03	6.33	6.30	5.39	5.39	5.42	5.42	5.89	5.75	0.66	0.57	0.52	0.61	0.44	0.55
31. The campus is safe and secure for all students.	6.11	6.14	6.12	6.19	6.48	6.49	5.53	5.63	5.65	5.58	6.06	5.81	0.58	0.51	0.47	0.61	0.42	0.68
39. The amount of student parking space on campus is adequate.	6.05	6.09	6.05	5.94	6.23	6.20	4.88	5.02	5.11	5.12	5.89	5.38	1.17	1.07	0.94	0.82	0.34	0.82

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	Importance						Satisfaction						Performance Gap					
	2005	2006	2007	2009	2012	2016	2005	2006	2007	2009	2012	2016	2005	2006	2007	2009	2012	2016
<i>Total Responses</i>	296	341	329	278	191	89	296	341	329	278	191	89	296	341	329	278	191	89
<b>Service Excellence</b>	<b>5.98</b>	<b>5.96</b>	<b>5.88</b>	<b>5.91</b>	<b>6.22</b>	<b>6.21</b>	<b>5.23</b>	<b>5.14</b>	<b>5.30</b>	<b>5.37</b>	<b>5.67</b>	<b>5.41</b>	<b>0.75</b>	<b>0.82</b>	<b>0.58</b>	<b>0.54</b>	<b>0.55</b>	<b>0.80</b>
5. The personnel involved in registration are helpful.	6.16	6.21	6.08	6.04	6.47	6.26	5.42	5.28	5.30	5.32	5.72	5.49	0.74	0.93	0.78	0.72	0.75	0.77
22. People on this campus respect and are supportive of each other.	6.04	6.01	5.95	5.94	6.25	6.30	5.38	5.43	5.53	5.55	5.75	5.89	0.66	0.58	0.42	0.39	0.5	0.41
26. Library staff are helpful and approachable.	5.91	5.90	5.88	5.83	6.19	6.25	5.53	5.32	5.59	5.52	6.08	5.58	0.38	0.58	0.29	0.31	0.11	0.67
27. The campus staff are caring and helpful.	6.13	6.16	6.01	6.07	6.28	6.39	5.52	5.47	5.60	5.59	5.85	5.46	0.61	0.69	0.41	0.48	0.43	0.93
44. I generally know what's happening on campus.	5.52	5.43	5.38	5.40	5.60	5.73	4.91	4.78	5.05	5.22	5.45	5.20	0.61	0.65	0.33	0.18	0.15	0.53
57. Administrators are approachable to students.	5.95	6.03	5.95	5.90	6.31	6.40	5.17	5.24	5.32	5.34	5.78	5.46	0.78	0.79	0.63	0.56	0.53	0.94
62. Bookstore staff are helpful.	5.99	5.89	5.93	6.00	6.32	6.19	5.14	5.09	5.12	5.48	5.75	5.40	0.85	0.80	0.81	0.52	0.57	0.79
63. I seldom get the "run-around" when seeking information on this campus.	6.13	6.01	5.98	6.12	6.31	6.18	5.09	4.78	5.13	5.22	5.50	5.22	1.04	1.23	0.85	0.90	0.81	0.96
67. Channels for expressing student complaints are readily available.	5.97	5.97	5.78	5.86	6.24	6.18	4.88	4.80	5.00	5.01	5.02	4.86	1.09	1.17	0.78	0.85	1.22	1.32
<b>Student Centeredness</b>	<b>6.01</b>	<b>6.06</b>	<b>5.95</b>	<b>5.97</b>	<b>6.25</b>	<b>6.31</b>	<b>5.33</b>	<b>5.36</b>	<b>5.47</b>	<b>5.48</b>	<b>5.67</b>	<b>5.41</b>	<b>0.68</b>	<b>0.70</b>	<b>0.48</b>	<b>0.49</b>	<b>0.58</b>	<b>0.90</b>
1. Most students feel a sense of belonging here.	5.56	5.61	5.59	5.50	5.82	5.84	5.18	5.36	5.46	5.39	5.46	5.20	0.38	0.25	0.13	0.11	0.36	0.64
16. The college shows concern for students as individuals.	6.11	6.12	6.04	6.05	6.32	6.36	5.12	5.01	5.20	5.21	5.37	5.16	0.99	1.11	0.84	0.84	0.95	1.20
27. The campus staff are caring and helpful.	6.13	6.16	6.01	6.07	6.28	6.39	5.52	5.47	5.60	5.59	5.85	5.46	0.61	0.69	0.41	0.48	0.43	0.93
28. It is an enjoyable experience to be a student on this campus.	6.22	6.21	6.09	6.18	6.31	6.39	5.47	5.40	5.63	5.62	5.67	5.41	0.75	0.81	0.46	0.56	0.64	0.98
36. Students are made to feel welcome on this campus.	6.11	6.23	6.05	6.11	6.44	6.47	5.53	5.69	5.64	5.73	5.91	5.75	0.58	0.54	0.41	0.38	0.53	0.72
57. Administrators are approachable to students.	5.95	6.03	5.95	5.90	6.31	6.40	5.17	5.24	5.32	5.34	5.78	5.46	0.78	0.79	0.63	0.56	0.53	0.94

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	2005	2006	2007	2009	2012	2016	2005	2006	2007	2009	2012	2016	2005	2006	2007	2009	2012	2016
<i>Total Responses</i>	296	341	329	278	191	89	296	341	329	278	191	89	296	341	329	278	191	89
<b>Other Questions</b>																		
3. The quality of instruction in the vocational/technical program is excellent.	6.31	6.38	6.25	6.29	6.43	6.32	5.30	5.37	5.54	5.61	5.59	5.16	1.01	1.01	0.71	0.68	0.84	1.16
9. Internships or practical experiences are provided in my degree/certificate program.	6.13	5.94	5.99	6.09	6.04	5.97	5.22	5.18	5.33	5.45	5.17	5.38	0.91	0.76	0.66	0.64	0.87	0.59
53. The assessment and course placement procedures are reasonable.	5.89	5.93	5.93	5.89	6.26	6.23	5.27	5.12	5.27	5.27	5.75	5.25	0.62	0.81	0.66	0.62	0.51	0.98
68. On the whole, the campus is well-maintained.	6.10	6.11	6.06	6.09	6.44	6.24	5.73	5.64	5.70	5.75	6.17	5.94	0.37	0.47	0.36	0.34	0.27	0.3
Many classes in my program area involve me in some writing assignments which help me improve my writing skills by applying them within my career field (samples: writing summaries, letters, or reports which have progressive drafts).	na	na	na	na	na	na	na	na	na	na	na	na	na	na	na	na	na	na
Many classes in my program area involve me in some writing assignments (samples: writing summaries, letters, or reports).	5.44	na	na	na	na	na	5.41	na	na	na	na	na	0.03	na	na	na	na	na
Writing assignments (e.g. writing summaries, letters, reports) in my courses help me better understand the material.	na	5.64	5.64	5.68	5.93	5.99	na	5.05	5.31	5.38	5.53	5.57	na	0.59	0.33	0.30	0.40	0.42
Many classes in my program area require me to work in a small group to produce a design or a product.	na	na	na	na	na	na	na	na	na	na	na	na	na	na	na	na	na	na
Many classes in my program area require me to work in a small group.	5.57	na	na	na	na	na	5.47	na	na	na	na	na	0.10	na	na	na	na	na
Small group activities in my course help me better understand the material.	na	5.76	5.84	5.81	5.93	5.93	na	5.23	5.50	5.50	5.58	5.41	na	0.53	0.34	0.31	0.35	0.52
Many classes in my program area bring in outside experts to speak and/or take us out for meaningful field trips.	na	na	na	na	na	na	na	na	na	na	na	na	na	na	na	na	na	na

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<i>Total Responses</i>	296	341	329	278	191	89	296	341	329	278	191	89	296	341	329	278	191	89
Many classes in my program area require a lot of student-to-student participation in class (such as presentations by students, demonstrations by students, debates, small group discussions, giving feedback to one-another on projects, etc.).	na	na	na	na	na	na	na	na	na	na	na	na	na	na	na	na	na	na
Most "lab" classes in my program area keep me actively involved during class time (rather than just listening or watching).	na	na	na	na	na	na	na	na	na	na	na	na	na	na	na	na	na	na
Most of my "lecture" classes keep me actively involved during class time, (rather than just listening and taking notes).	6.07	6.09	6.03	6.13	6.38	6.22	5.15	4.92	5.37	5.42	5.58	5.34	0.92	1.17	0.66	0.71	0.8	0.88
Classes include frequent ungraded assessments of how well students are learning.	na	na	na	na	na	na	na	na	na	na	na	na	na	na	na	na	na	na
My instructors ask for and use some student suggestions for improving assignments and classes.	na	na	na	na	na	na	na	na	na	na	na	na	na	na	na	na	na	na
I have the opportunity to learn challenging, in-depth material in my program area which really stretches me and adds to my knowledge considerably.	na	na	na	na	na	na	na	na	na	na	na	na	na	na	na	na	na	na
My program instructors teach in varied ways to fit our different learning styles.	na	na	na	na	na	na	na	na	na	na	na	na	na	na	na	na	na	na
Course grading systems are set up so that I can monitor my own grades during the semester.	6.21	6.36	6.30	6.44	6.65	6.42	5.35	4.94	5.46	5.98	6.1	5.82	0.86	1.42	0.84	0.46	0.55	0.60
I am able to interpret my course progress (pass/fail) from the feedback I receive or can monitor.	6.26	6.23	6.22	6.29	6.56	6.29	5.50	5.24	5.53	5.73	5.97	5.75	0.76	0.99	0.69	0.56	0.59	0.54
My program instructors properly use technology in class.	6.21	6.15	6.13	6.18	6.48	6.33	5.49	5.64	5.72	5.88	5.98	5.85	0.72	0.51	0.41	0.30	0.50	0.48
Open computer lab staff are knowledgeable.	5.97	na	na	na	na	na	5.38	na	na	na	na	na	0.59	na	na	na	na	na
College computer lab staff are helpful.	na	5.83	5.81	5.85	6.21	5.80	na	5.26	5.39	5.33	5.89	5.59	na	0.57	0.42	0.52	0.32	0.21
My program instructors effectively use online applications (e.g. WebCT, Internet, email) for instruction.	5.96	5.72	5.92	na	na	na	5.41	5.08	5.49	na	na	na	0.55	0.64	0.43	na	na	na

Note: The SSI uses the following 7-pt scale: 1=Not at all satisfied/important, 2=Not very satisfied/important, 3=Somewhat dissatisfied/unimportant, 4=Neutral, 5=Somewhat satisfied/important, 6=Satisfied/important, 7=Very satisfied/important

Student Satisfaction Inventory  
Survey Results by Year  
(Mean Scores)

**Faribault Campus Totals**

**Legend:**

Importance: Yellow: greater than 6.00, Blue: less than 4.00

Satisfaction: Green: greater than 6.00, Gray: less than 4.00

Performance Gap: Tan: greater than .90, Pink less than .01

	Importance						Satisfaction						Performance Gap					
	2005	2006	2007	2009	2012	2016	2005	2006	2007	2009	2012	2016	2005	2006	2007	2009	2012	2016
<i>Total Responses</i>	296	341	329	278	191	89	296	341	329	278	191	89	296	341	329	278	191	89
My program instructors effectively use online applications (e.g. D2L, Internet, email) for instruction.	na	na	na	6.13	6.43	6.30	na	na	na	5.85	5.94	5.82	na	na	na	0.28	0.49	0.48
I would use an online course schedule instead of the current paper course schedules.	5.38	na	na	na	na	na	4.98	na	na	na	na	na	0.40	na	na	na	na	na
I would use an online college catalog instead of the current paper catalog.	5.39	na	na	na	na	na	5.02	na	na	na	na	na	0.37	na	na	na	na	na
I am interested in opportunities to participate in intercollegiate/intramural sports on this campus.	na	4.29	4.29	na	na	na	na	4.46	4.27	na	na	na	na	-0.17	0.02	na	na	na
There are a good variety of student life opportunities on this campus.	na	4.95	5.07	5.18	5.49	5.54	na	4.61	4.76	4.94	5.19	5.29	na	0.34	0.31	0.24	0.30	0.25
My schedule allows me to participate in student life events and activities held on campus.	na	na	na	4.92	5.33	5.12	na	na	na	4.74	4.75	4.79	na	na	na	0.18	0.54	0.37
87. Cost as factor in decision to enroll.	6.12	6.12	5.99	6.21	6.25	6.43	na	na	na	na	na	na	na	na	na	na	na	na
88. Financial aid as factor in decision to enroll.	5.84	5.61	5.80	5.93	6.23	6.49	na	na	na	na	na	na	na	na	na	na	na	na
89. Academic reputation as factor in decision to enroll.	5.69	5.55	5.53	5.62	5.92	5.80	na	na	na	na	na	na	na	na	na	na	na	na
90. Size of institution as factor in decision to enroll.	5.50	5.17	5.36	5.29	5.40	5.23	na	na	na	na	na	na	na	na	na	na	na	na
91. Opportunity to play sports as factor in decision to enroll.	3.21	3.00	3.06	2.70	2.91	2.93	na	na	na	na	na	na	na	na	na	na	na	na
92. Recommendations from family/friends as factor in decision to enroll.	4.84	4.40	4.56	4.46	4.77	4.59	na	na	na	na	na	na	na	na	na	na	na	na
93. Geographic setting as factor in decision to enroll.	5.80	5.65	5.65	5.62	5.97	5.57	na	na	na	na	na	na	na	na	na	na	na	na
94. Campus appearance as factor in decision to enroll.	5.21	4.82	5.02	4.90	5.12	5.06	na	na	na	na	na	na	na	na	na	na	na	na
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.55	5.32	5.47	5.35	5.70	5.37	na	na	na	na	na	na	na	na	na	na	na	na

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	Importance						Satisfaction						Performance Gap					
	2005	2006	2007	2009	2012	2016	2005	2006	2007	2009	2012	2016	2005	2006	2007	2009	2012	2016
Total Responses	296	341	329	278	191	89	296	341	329	278	191	89	296	341	329	278	191	89
So far, how has your college experience met your expectations? (1=Much worse than expected, 7=Much better than I expected)	na	na	na	na	na	na	4.65	4.59	4.85	4.71	4.82	4.42	na	na	na	na	na	na
Rate your overall satisfaction with your experience here thus far. (1=Not satisfied at all, 7=Very satisfied)	na	na	na	na	na	na	5.23	5.10	5.36	5.51	5.42	5.24	na	na	na	na	na	na
All in all, if you had to do it over, would you enroll here again? (1=Definitely not, 7=Definitely yes)	na	na	na	na	na	na	5.36	5.20	5.48	5.69	5.64	5.40	na	na	na	na	na	na

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