

Ruffalo Noel-Levitz Student Satisfaction Inventory (SSI) EMCC Spring 2022 Summary Results

Purpose and Background

The purpose of the Ruffalo Noel-Levitz Student Satisfaction Inventory (SSI) is to evaluate a college's academic, instructional, and student support services from the student perspective. Estrella Mountain's most recent SSI administration occurred during spring 2022. EMCC Student Satisfaction Inventory results offer opportunities for improving services provided to students.

The Ruffalo Noel-Levitz survey instrument provides a dual rating system, (using a 7-point Likert scale) to measure the perceived importance and relative satisfaction with student services and programs. Survey results present performance gap analysis and national satisfaction mean comparisons. Performance gap analysis measures the mean difference between importance ratings and satisfaction ratings. Comparison data also provides Estrella Mountain student ratings to a national norm for community and 2-year colleges.

Summary Report link <https://www.estrellamountain.edu/opie/noel-levitz>

| Ruffalo Noel Levitz Student Satisfaction Survey Results Spring 2022 | Estrella Mountain Community College | | | National Community Colleges | | |
|---|-------------------------------------|--------------|------|-----------------------------|--------------|------|
| | Importance | Satisfaction | Gap | Importance | Satisfaction | Gap |
| Scale Categories | | | | | | |
| Academic Advising/Counseling | 6.39 | 5.90 | 0.49 | 6.37 | 5.69 | 0.68 |
| Academic Services | 6.48 | 6.34 | 0.14 | 6.32 | 5.94 | 0.38 |
| Admissions and Financial Aid | 6.44 | 6.07 | 0.37 | 6.31 | 5.66 | 0.65 |
| Campus Climate | 6.37 | 6.08 | 0.29 | 6.25 | 5.74 | 0.51 |
| Campus Support Services | 6.31 | 6.05 | 0.26 | 5.98 | 5.54 | 0.44 |
| Concern for the Individual | 6.36 | 5.94 | 0.42 | 6.30 | 5.66 | 0.64 |
| Instructional Effectiveness | 6.45 | 6.07 | 0.38 | 6.37 | 5.78 | 0.59 |
| Registration Effectiveness | 6.46 | 6.19 | 0.27 | 6.36 | 5.83 | 0.53 |
| Responsiveness to Diverse Populations | | 6.23 | | | 5.90 | |
| Safety and Security | 6.49 | 6.31 | 0.18 | 6.32 | 5.71 | 0.61 |
| Service Excellence | 6.36 | 6.11 | 0.25 | 6.23 | 5.73 | 0.50 |
| Student Centeredness | 6.37 | 6.11 | 0.26 | 6.26 | 5.79 | 0.47 |

See EMCC Sharepoint Site for more detail and interactive link at [Noel Levitz Dashboard 2022](https://www.estrellamountain.edu/opie/noel-levitz)
Surveys/Noel-Levitz/Noel Levitz 2022 <https://www.estrellamountain.edu/opie/noel-levitz>

Areas Reporting High Importance and High Satisfaction

*For individual items, strengths are identified as “at or above top half of importance scores” and at or above top 25% satisfaction rank scores. *Note: Some questions appear in more than one scale.*

Items indicating both high levels of importance and high levels of satisfaction listed as strengths in order of importance. Individual items by scale categories:

Academic Services

- Computer labs are adequate and accessible.
- Tutoring services are readily available.
- There are a sufficient number of study areas on campus.
- Library staff are helpful and approachable.

Campus Climate

- Students are made to feel welcome on this campus.
- People on this campus respect and are supportive of each other
- The campus staff are caring and helpful

Instructional Effectiveness

- I am able to experience intellectual growth here.
- There is a good variety of courses provided on this campus.

Not on Scale

- On the whole, the campus is well-maintained.

Registration Effectiveness

- There are convenient ways of paying my school bill.
- Class change (drop/add)policies are reasonable
- Bookstore staff are helpful

Safety and Security

- The campus is safe and secure for all students.
- Parking lots are well-lighted and secure

Opportunities for Improvement

Opportunities for Improvement in increasing student satisfaction and meeting the expectations of students. Areas indicate opportunities for improvement.

Academic Advising/Counseling

- My academic advisor is knowledgeable about my program requirements.

Admissions and Financial Aid

- Adequate financial aid is available for most students.
- Financial aid awards are announced to students in time to be helpful in college planning.

Campus Climate/Concern for the Individual/Student Centeredness

- The school does whatever it can to help me reach my educational goals.

Instructional Effectiveness

- The quality of instruction I receive in most of my classes is excellent

Not on Scale

- Campus Item: The college provides the support that I need to be successful