

CUNY Baruch College - SSI Year to Year - 05/2015



Student Satisfaction Inventory

Welcome

Welcome and thank you for administering this Noel-Levitz survey. This HTML version of your report contains results of the satisfaction-priorities survey administered on your campus.

Below are short descriptions of the reports you may find within your file. Please refer to the Interpretive Guides (general and survey-specific) delivered with your results for additional details. These documents contain direction on all aspects of your results and can also be found at www.noellevitz.com/SSIInterpretiveGuides.


As you review and analyze your results, you may consider ordering additional reporting options from Noel-Levitz. For more information on these options and applicable fees, please contact Noel-Levitz at 800-876-1117 or at SSI-Tech@noellevitz.com.

Saving and Sharing Your Reports

We strongly encourage you to save all documents to a safe location on your own computer right away. SafeMail files will remain available within your myNoel-Levitz account for only 90 days.

Save your files on your computer in order to access them again at another time. Once on your computer, the files can be forwarded as attachments to others on your campus or posted to a secured, shared area of your local network.

Electronic reports

The HTML results are delivered to you with reports reflected in a tabulated view. Select the report page by clicking the related tab. Reports are interactive - sorting by column header and expand/toggle options are available to view the data in several ways. Information buttons  can be found in various areas to provide additional information about the data presented.

You may print each of these reports or all of the reports at once. The document(s) will print as you have adjusted each report and as it appears on the screen. Note, however, every time the HTML is opened, it is in the original delivery format. It will not remember the previous sorting.

You may need to allow blocked content to fully review your report.

HTML results*:



- Strategic Planning Overview (not included with all reporting): an executive summary of your strengths and challenges for the first column of data, as well as information on how the two columns of data compare
- Item Report: responses for each individual item on the survey
- Scale Report: responses for the survey scales and the items clustered within the scales
- Summary Report: responses to the summary items on the survey
- Item Percentage Report: reflects the percent of responses for answers 6 and 7 for all items on the survey
- Demographic Report: responses to the demographic items on the survey

*Not all HTML files will include all of these reports and some reports will have different combinations. The report segments are dependent on the standard reporting for the specific survey version and the optional, value-added reporting selected.



Reviewing Your Data

Strategic Planning Overview (if included):

This report provides the best summary of your results for immediate action planning. It lists strengths (high importance and high satisfaction) and challenges (high importance and low satisfaction and/or large performance gap) for the first column of data in your report. It also compares your first column of data to your second column of data and identifies where satisfaction levels are significantly higher or lower, as well as any large differences in importance scores.

For your strengths and challenges, additional indicators are also included. These indicators allow you to easily see if the item is significantly higher in satisfaction (reflected with a plus sign  for significantly greater) or if the item is significantly lower in satisfaction (shown with a minus sign  for significantly less) as compared with your comparison group.

Item Report

This report provides the detailed scores for all items on the survey, including custom defined items you may have chosen to include. You have the option to sort on any of the columns on this screen by simply selecting the column you want to sort on. The first selection will sort in descending order and the second selection will sort in ascending order. Indicators are included in this report with a star  for items that are strengths or a flag  for items that are challenges, as originally listed in your Strategic Planning Overview.

The SD in the Satisfaction column refers to the standard deviation. This is the amount of variability in the responses.

The far right mean difference column reflects the column one satisfaction score minus the column two satisfaction score. The asterisks in this mean difference column indicate statistical significance. The key is as follows:

* Difference statistically significant at the .05 level



** Difference statistically significant at the .01 level

*** Difference statistically significant at the .001 level

When the second column of data is a national comparison group, the number of student records included in the group is reported at the bottom of the item report. This number also appears at the bottom of the scale report.

Scale Report

This report provides a top line overview of your results and shows the items clustered within the scales or categories on the survey. Collapse and expand by selecting the arrow to the left of the desired scale to see the items within each scale. You can also choose to expand/toggle all scales at one time. You may sort on the scale name, importance, satisfaction, performance gap, and mean difference columns as outlined above.



Indicators are included in this report with a star  for items that are strengths or a flag  for items that are challenges.

Summary Report


The summary report includes the average score for the responses to the summary items on the survey, as well as the percentage of responses for each of the possible indications. These scores provide a bottom line on the experience at your institution.

Item Percentage Report

This is a new way to review your results. The percentage responses may be better understood on your campus than the average scores reported in the other segments of the results. This report provides a look at the percentage of responses that indicated an answer of 6 or 7 to the items in the survey: 6 is considered "important" or "satisfied" and 7 is considered "very important" or "very satisfied." The gap percentage equals the importance percentage minus the satisfaction percentage. The difference column provides the difference between the first column satisfaction percentage and the second column satisfaction percentage for each item. You may sort on any of the columns, as described above.

Indicators are included in this report with a star  for items that are strengths or a flag  for items that are challenges.

Demographic Report














This report provides the overview of the individuals who completed the survey. You can collapse and expand individual demographic populations by selecting the arrow to the left of the desired demographic category. You also have the option to expand all/toggle all demographic categories at the same time. A  indicates the response option that was selected by the majority of survey participants.

Note: These report options are not all included in the target group reporting.

Printing Your Reports

You may print from any of the HTML report pages. The report will print as it appears on your screen. An alternative option for printing your reports is to use the PDF version of your report(s) included with your zipped file; simply open that report and use your local Adobe Reader settings to print the pages.

We know you will find these data to be very valuable. Please contact us at 800-876-1117 or at SSI-Tech@noellevitz.com to let us know how else we can be helpful.

Strengths and Challenges	
Strengths	vs. Comparison
8. The content of the courses within my major is valuable.	
7. The campus is safe and secure for all students.	
68. Nearly all of the faculty are knowledgeable in their field.	
39. I am able to experience intellectual growth here.	
66. Tuition paid is a worthwhile investment.	
69. There is a good variety of courses provided on this campus.	
26. Computer labs are adequate and accessible.	
51. This institution has a good reputation within the community.	
72. On the whole, the campus is well-maintained.	
41. There is a commitment to academic excellence on this campus.	
36. Security staff respond quickly in emergencies.	
18. Library resources and services are adequate.	
65. Faculty are usually available after class and during office hours.	
67. Freedom of expression is protected on campus.	
32. Tutoring services are readily available.	
Challenges	
34. I am able to register for classes I need with few conflicts.	
58. The quality of instruction I receive in most of my classes is excellent.	
75. Campus item: I have been able to register for courses required in my major, itself.	
55. Major requirements are clear and reasonable.	
76. Campus item: CUNYfirst was easy to use to register for classes.	
16. The instruction in my major field is excellent.	
6. My academic advisor is approachable.	
27. The personnel involved in registration are helpful.	
35. The assessment and course placement procedures are reasonable.	
59. This institution shows concern for students as individuals.	
12. Financial aid awards are announced to students in time to be helpful in college planning.	
4. Admissions staff are knowledgeable.	
2. The campus staff are caring and helpful.	
83. Campus item: I am a Transfer student and I am satisfied with the Pathways Common Core Curriculum.	
14. My academic advisor is concerned about my success as an individual.	
5. Financial aid counselors are helpful.	
Trends	
Higher Satisfaction vs. May 2013	
75. Campus item: I have been able to register for courses required in my major, itself.	
74. Campus item: I have been able to register for pre-requisite course(s) required to get into my major.	
51. This institution has a good reputation within the community.	
77. Campus item: I would take summer courses if financial aid was available.	
Lower Satisfaction vs. May 2013	
34. I am able to register for classes I need with few conflicts.	
58. The quality of instruction I receive in most of my classes is excellent.	

55. Major requirements are clear and reasonable.	
76. Campus item: CUNYfirst was easy to use to register for classes.	
16. The instruction in my major field is excellent.	
33. My academic advisor is knowledgeable about requirements in my major.	
66. Tuition paid is a worthwhile investment.	
6. My academic advisor is approachable.	
72. On the whole, the campus is well-maintained.	
27. The personnel involved in registration are helpful.	
49. There are adequate services to help me decide upon a career.	
35. The assessment and course placement procedures are reasonable.	
47. Faculty provide timely feedback about student progress in a course.	
50. Class change (drop/add) policies are reasonable.	
59. This institution shows concern for students as individuals.	
12. Financial aid awards are announced to students in time to be helpful in college planning.	
4. Admissions staff are knowledgeable.	
11. Billing policies are reasonable.	
61. Adjunct faculty are competent as classroom instructors.	
2. The campus staff are caring and helpful.	
44. Academic support services adequately meet the needs of students.	
83. Campus item: I am a Transfer student and I am satisfied with the Pathways Common Core Curriculum.	
14. My academic advisor is concerned about my success as an individual.	
Higher Importance vs. May 2013	
7. The campus is safe and secure for all students.	
76. Campus item: CUNYfirst was easy to use to register for classes.	
6. My academic advisor is approachable.	
77. Campus item: I would take summer courses if financial aid was available.	
36. Security staff respond quickly in emergencies.	
83. Campus item: I am a Transfer student and I am satisfied with the Pathways Common Core Curriculum.	

Sort on each column to see data from highest to lowest.

Item	May 2015			May 2013			Difference
	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap	
1. Most students feel a sense of belonging here.	5.52	4.49 / 1.60	1.03	5.58	4.59 / 1.55	0.99	-0.10
2. The campus staff are caring and helpful.	6.03	4.47 / 1.66	1.56	5.97	4.73 / 1.54	1.24	-0.26 ***
3. Faculty care about me as an individual.	5.84	4.40 / 1.64	1.44	5.75	4.60 / 1.53	1.15	-0.20 ***
4. Admissions staff are knowledgeable.	6.09	4.51 / 1.69	1.58	5.96	4.84 / 1.55	1.12	-0.33 ***
5. Financial aid counselors are helpful.	6.01	4.44 / 1.77	1.57	5.84	4.72 / 1.59	1.12	-0.28 ***
6. My academic advisor is approachable.	6.22	4.63 / 1.88	1.59	6.04	5.11 / 1.57	0.93	-0.48 ***
7. The campus is safe and secure for all students.	6.34	5.80 / 1.28	0.54	6.15	5.76 / 1.23	0.39	0.04
8. The content of the courses within my major is valuable.	6.39	5.15 / 1.49	1.24	6.26	5.21 / 1.38	1.05	-0.06
9. A variety of intramural activities are offered.	5.31	4.83 / 1.54	0.48	5.34	4.92 / 1.45	0.42	-0.09
10. Administrators are approachable to students.	5.88	4.50 / 1.63	1.38	5.77	4.85 / 1.41	0.92	-0.35 ***
11. Billing policies are reasonable.	6.05	4.66 / 1.62	1.39	5.95	4.97 / 1.50	0.98	-0.31 ***
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.09	4.51 / 1.77	1.58	5.96	4.85 / 1.64	1.11	-0.34 ***
13. Library staff are helpful and approachable.	5.83	5.49 / 1.38	0.34	5.69	5.39 / 1.36	0.30	0.10 *
14. My academic advisor is concerned about my success as an individual.	6.02	4.43 / 1.83	1.59	5.93	4.86 / 1.59	1.07	-0.43 ***
15. The staff in the health services area are competent.	5.71	4.87 / 1.48	0.84	5.56	4.92 / 1.34	0.64	-0.05
16. The instruction in my major field is excellent.	6.27	4.85 / 1.58	1.42	6.20	4.97 / 1.45	1.23	-0.12 *
17. Adequate financial aid is available for most students.	6.12	4.88 / 1.74	1.24	6.03	4.99 / 1.61	1.04	-0.11
18. Library resources and services are adequate.	6.11	5.51 / 1.35	0.60	6.03	5.47 / 1.32	0.56	0.04
19. My academic advisor helps me set goals to work toward.	5.96	4.38 / 1.85	1.58	5.84	4.81 / 1.60	1.03	-0.43 ***
20. The business office is open during hours which are convenient for most students.	5.95	4.76 / 1.63	1.19	5.83	4.99 / 1.42	0.84	-0.23 ***
21. The amount of student parking space on campus is adequate.	4.78	3.59 / 2.01	1.19	4.75	3.76 / 1.99	0.99	-0.17
22. Counseling staff care about students as individuals.	5.86	4.59 / 1.71	1.27	5.76	4.80 / 1.48	0.96	-0.21 ***

Item	May 2015			May 2013			Difference
	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap	
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	5.39	4.77 / 1.56	0.62	5.40	4.83 / 1.57	0.57	-0.06
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.07	4.51 / 1.68	0.56	5.13	4.53 / 1.63	0.60	-0.02
25. Faculty are fair and unbiased in their treatment of individual students.	6.23	4.96 / 1.60	1.27	6.16	5.00 / 1.54	1.16	-0.04
★ 26. Computer labs are adequate and accessible.	6.22	5.44 / 1.44	0.78	6.17	5.39 / 1.42	0.78	0.05
☐ 27. The personnel involved in registration are helpful.	6.15	4.46 / 1.79	1.69	6.04	4.87 / 1.56	1.17	-0.41 ***
28. Parking lots are well-lighted and secure.	5.05	4.22 / 1.80	0.83	4.99	4.40 / 1.68	0.59	-0.18 *
29. It is an enjoyable experience to be a student on this campus.	6.09	4.69 / 1.69	1.40	6.07	4.78 / 1.60	1.29	-0.09
30. Residence hall staff are concerned about me as an individual.	5.33	4.65 / 1.55	0.68	5.18	4.70 / 1.45	0.48	-0.05
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.66	5.27 / 1.46	0.39	5.50	5.24 / 1.38	0.26	0.03
★ 32. Tutoring services are readily available.	6.01	5.16 / 1.53	0.85	5.90	5.33 / 1.37	0.57	-0.17 **
33. My academic advisor is knowledgeable about requirements in my major.	6.26	4.86 / 1.77	1.40	6.19	5.23 / 1.51	0.96	-0.37 ***
☐ 34. I am able to register for classes I need with few conflicts.	6.40	4.15 / 1.97	2.25	6.34	4.44 / 1.91	1.90	-0.29 ***
☐ 35. The assessment and course placement procedures are reasonable.	6.12	4.61 / 1.71	1.51	6.11	4.86 / 1.57	1.25	-0.25 ***
★ 36. Security staff respond quickly in emergencies.	6.13	5.07 / 1.52	1.06	5.95	4.98 / 1.44	0.97	0.09
37. I feel a sense of pride about my campus.	5.67	4.75 / 1.71	0.92	5.64	4.71 / 1.63	0.93	0.04
38. There is an adequate selection of food available in the cafeteria.	5.45	4.33 / 1.72	1.12	5.52	4.66 / 1.64	0.86	-0.33 ***
★ 39. I am able to experience intellectual growth here.	6.26	5.21 / 1.49	1.05	6.19	5.25 / 1.38	0.94	-0.04
40. Residence hall regulations are reasonable.	5.37	4.83 / 1.49	0.54	5.25	4.90 / 1.40	0.35	-0.07
★ 41. There is a commitment to academic excellence on this campus.	6.16	5.18 / 1.51	0.98	6.06	5.25 / 1.40	0.81	-0.07
42. There are a sufficient number of weekend activities for students.	5.14	4.29 / 1.75	0.85	5.19	4.53 / 1.62	0.66	-0.24 ***

Item	May 2015			May 2013			Difference
	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap	
43. Admissions counselors respond to prospective students' unique needs and requests.	5.90	4.45 / 1.72	1.45	5.80	4.76 / 1.55	1.04	-0.31 ***
44. Academic support services adequately meet the needs of students.	6.03	4.63 / 1.66	1.40	5.93	4.93 / 1.49	1.00	-0.30 ***
45. Students are made to feel welcome on this campus.	5.99	4.81 / 1.65	1.18	5.98	5.01 / 1.50	0.97	-0.20 ***
46. I can easily get involved in campus organizations.	5.71	4.84 / 1.71	0.87	5.79	5.11 / 1.49	0.68	-0.27 ***
47. Faculty provide timely feedback about student progress in a course.	6.12	4.81 / 1.61	1.31	6.02	4.96 / 1.47	1.06	-0.15 **
48. Admissions counselors accurately portray the campus in their recruiting practices.	5.82	4.67 / 1.68	1.15	5.76	4.87 / 1.47	0.89	-0.20 ***
49. There are adequate services to help me decide upon a career.	6.15	4.82 / 1.62	1.33	6.13	5.08 / 1.48	1.05	-0.26 ***
50. Class change (drop/add) policies are reasonable.	6.12	5.02 / 1.66	1.10	6.05	5.16 / 1.54	0.89	-0.14 *
★ 51. This institution has a good reputation within the community.	6.21	5.53 / 1.37	0.68	6.10	5.40 / 1.34	0.70	0.13 **
52. The student center is a comfortable place for students to spend their leisure time.	5.79	4.84 / 1.65	0.95	5.75	4.94 / 1.52	0.81	-0.10
53. Faculty take into consideration student differences as they teach a course.	6.00	4.65 / 1.64	1.35	5.92	4.80 / 1.51	1.12	-0.15 **
54. Bookstore staff are helpful.	5.70	5.28 / 1.48	0.42	5.55	5.11 / 1.37	0.44	0.17 **
☞ 55. Major requirements are clear and reasonable.	6.31	4.89 / 1.68	1.42	6.16	5.27 / 1.43	0.89	-0.38 ***
56. The student handbook provides helpful information about campus life.	5.52	4.86 / 1.56	0.66	5.42	5.02 / 1.41	0.40	-0.16 **
57. I seldom get the "run-around" when seeking information on this campus.	5.99	4.11 / 1.92	1.88	5.86	4.51 / 1.73	1.35	-0.40 ***
☞ 58. The quality of instruction I receive in most of my classes is excellent.	6.32	4.87 / 1.57	1.45	6.20	5.01 / 1.45	1.19	-0.14 **
☞ 59. This institution shows concern for students as individuals.	6.11	4.48 / 1.75	1.63	6.05	4.78 / 1.54	1.27	-0.30 ***
60. I generally know what's happening on campus.	5.61	4.59 / 1.69	1.02	5.67	4.82 / 1.54	0.85	-0.23 ***
61. Adjunct faculty are competent as classroom instructors.	6.04	5.03 / 1.55	1.01	5.91	5.16 / 1.41	0.75	-0.13 *
62. There is a strong commitment to racial harmony on this campus.	5.95	5.36 / 1.47	0.59	5.84	5.43 / 1.32	0.41	-0.07
63. Student disciplinary procedures are fair.	5.91	5.23 / 1.44	0.68	5.83	5.24 / 1.34	0.59	-0.01

Item	May 2015			May 2013			Difference
	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap	
64. New student orientation services help students adjust to college.	5.90	4.79 / 1.71	1.11	5.78	5.05 / 1.55	0.73	-0.26 ***
★ 65. Faculty are usually available after class and during office hours.	6.09	5.33 / 1.44	0.76	5.98	5.40 / 1.32	0.58	-0.07
★ 66. Tuition paid is a worthwhile investment.	6.25	5.12 / 1.64	1.13	6.18	5.24 / 1.50	0.94	-0.12 *
★ 67. Freedom of expression is protected on campus.	6.04	5.36 / 1.43	0.68	5.96	5.39 / 1.34	0.57	-0.03
★ 68. Nearly all of the faculty are knowledgeable in their field.	6.30	5.29 / 1.48	1.01	6.21	5.34 / 1.38	0.87	-0.05
★ 69. There is a good variety of courses provided on this campus.	6.25	5.07 / 1.54	1.18	6.18	5.17 / 1.50	1.01	-0.10
70. Graduate teaching assistants are competent as classroom instructors.	5.92	4.97 / 1.54	0.95	5.84	5.03 / 1.39	0.81	-0.06
71. Channels for expressing student complaints are readily available.	5.93	4.40 / 1.78	1.53	5.84	4.74 / 1.56	1.10	-0.34 ***
★ 72. On the whole, the campus is well-maintained.	6.19	5.13 / 1.57	1.06	6.13	5.25 / 1.47	0.88	-0.12 *
73. Student activities fees are put to good use.	5.95	4.48 / 1.72	1.47	5.94	4.79 / 1.60	1.15	-0.31 ***
74. Campus item: I have been able to register for pre-requisite course(s) required to get into my major.	6.31	5.03 / 1.77	1.28	6.29	4.76 / 1.73	1.53	0.27 ***
🚩 75. Campus item: I have been able to register for courses required in my major, itself.	6.32	4.85 / 1.83	1.47	6.27	4.60 / 1.72	1.67	0.25 ***
🚩 76. Campus item: CUNYfirst was easy to use to register for classes.	6.28	4.54 / 1.97	1.74	5.67	4.86 / 1.55	0.81	-0.32 ***
77. Campus item: I would take summer courses if financial aid was available.	6.18	5.05 / 1.95	1.13	4.86	4.51 / 1.73	0.35	0.54 ***
78. Campus item: There are a sufficient number of weekend classes that I plan to take to help me graduate sooner.	5.67	4.53 / 1.77	1.14	5.25	4.76 / 1.56	0.49	-0.23 ***
79. Campus item: There are a sufficient number of weekend classes that I plan to take for my major requirements.	5.64	4.45 / 1.78	1.19	5.29	4.76 / 1.55	0.53	-0.31 ***
80. Campus item: There are a sufficient number of evening classes that I plan to take to help me graduate sooner.	5.88	4.78 / 1.73	1.10	5.51	4.93 / 1.52	0.58	-0.15 *
81. Campus item: I would like to live in a residence hall.	4.90	4.43 / 1.89	0.47	4.97	4.77 / 1.63	0.20	-0.34 ***
82. Campus item: I plan to attend graduate school after I complete my undergraduate degree.	5.94	5.32 / 1.63	0.62	5.92	5.25 / 1.48	0.67	0.07

Item	May 2015			May 2013			Difference
	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap	
83. Campus item: I am a Transfer student and I am satisfied with the Pathways Common Core Curriculum.	6.03	4.54 / 1.93	1.49	5.64	5.14 / 1.55	0.50	-0.60 ***
84. Institution's commitment to part-time students?		4.90 / 1.61			5.04 / 1.37		-0.14 *
85. Institution's commitment to evening students?		5.02 / 1.60			5.18 / 1.36		-0.16 **
86. Institution's commitment to older, returning learners?		5.03 / 1.59			5.09 / 1.35		-0.06
87. Institution's commitment to under-represented populations?		5.13 / 1.54			5.24 / 1.34		-0.11
88. Institution's commitment to commuters?		4.92 / 1.68			5.15 / 1.54		-0.23 ***
89. Institution's commitment to students with disabilities?		5.26 / 1.51			5.20 / 1.35		0.06
90. Cost as factor in decision to enroll.	6.14			6.23			
91. Financial aid as factor in decision to enroll.	5.83			5.80			
92. Academic reputation as factor in decision to enroll.	6.13			6.17			
93. Size of institution as factor in decision to enroll.	5.07			5.18			
94. Opportunity to play sports as factor in decision to enroll.	3.66			4.04			
95. Recommendations from family/friends as factor in decision to enroll.	4.90			5.11			
96. Geographic setting as factor in decision to enroll.	5.78			5.89			
97. Campus appearance as factor in decision to enroll.	5.09			5.28			
98. Personalized attention prior to enrollment as factor in decision to enroll.	5.29			5.21			

*Difference statistically significant at the .05 level

**Difference statistically significant at the .01 level

***Difference statistically significant at the .001 level

Sort on each column to see data from highest to lowest.

Scale / Item	May 2015			May 2013			Difference
	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap	
Student Centeredness	5.93	4.57 / 1.39	1.36	5.90	4.79 / 1.24	1.11	-0.22 ***
Campus Life	5.59	4.80 / 1.28	0.79	5.55	4.94 / 1.13	0.61	-0.14 ***
Instructional Effectiveness	6.16	4.98 / 1.23	1.18	6.06	5.08 / 1.10	0.98	-0.10 *
Recruitment and Financial Aid	6.01	4.57 / 1.43	1.44	5.89	4.84 / 1.26	1.05	-0.27 ***
Campus Support Services	6.01	5.21 / 1.13	0.80	5.92	5.25 / 1.08	0.67	-0.04
Academic Advising	6.16	4.64 / 1.56	1.52	6.03	5.06 / 1.30	0.97	-0.42 ***
Registration Effectiveness	6.14	4.60 / 1.37	1.54	6.04	4.88 / 1.22	1.16	-0.28 ***
Safety and Security	5.74	4.94 / 1.41	0.80	5.55	4.87 / 1.34	0.68	0.07
Concern for the Individual	5.95	4.58 / 1.39	1.37	5.84	4.80 / 1.25	1.04	-0.22 ***
Service Excellence	5.90	4.62 / 1.32	1.28	5.80	4.85 / 1.16	0.95	-0.23 ***
Responsiveness to Diverse Populations		5.03 / 1.48			5.15 / 1.29		-0.12 *
Campus Climate	5.98	4.83 / 1.22	1.15	5.91	4.98 / 1.10	0.93	-0.15 ***

*Difference statistically significant at the .05 level

**Difference statistically significant at the .01 level

***Difference statistically significant at the .001 level

	May 2015	May 2013	
Summary			Difference
So far, how has your college experience met your expectations?	4.10	4.19	-0.10 *
1=Much worse than expected	4%	3%	
2=Quite a bit worse than I expected	5%	4%	
3=Worse than I expected	15%	14%	
4=About what I expected	42%	43%	
5=Better than I expected	18%	19%	
6=Quite a bit better than I expected	7%	9%	
7=Much better than expected	6%	5%	
Rate your overall satisfaction with your experience here thus far.	4.61	4.73	-0.12 *
1=Not satisfied at all	4%	3%	
2=Not very satisfied	7%	5%	
3=Somewhat dissatisfied	11%	10%	
4=Neutral	18%	20%	
5=Somewhat satisfied	23%	25%	
6=Satisfied	27%	27%	
7=Very satisfied	7%	7%	
All in all, if you had to do it over, would you enroll here again?	4.93	4.84	0.08
1=Definitely not	4%	4%	
2=Probably not	8%	8%	
3=Maybe not	8%	7%	
4=I don't know	14%	18%	
5=Maybe yes	16%	17%	
6=Probably yes	26%	29%	
7=Definitely yes	20%	14%	

Sort on each column to see data from highest to lowest.

This report provides a look at the percentage of responses that indicated an answer of 6 or 7 to the items in the survey: 6 is considered "important" or "satisfied" and 7 is considered "very important" or "very satisfied."

Item	May 2015			May 2013			Difference
	Importance %	Satisfaction %	Gap	Importance %	Satisfaction %	Gap	
1. Most students feel a sense of belonging here.	58%	29%	29%	57%	31%	26%	-2%
🚩 2. The campus staff are caring and helpful.	74%	31%	43%	71%	35%	36%	-4%
3. Faculty care about me as an individual.	68%	28%	40%	64%	31%	33%	-3%
🚩 4. Admissions staff are knowledgeable.	76%	32%	44%	71%	39%	32%	-7%
🚩 5. Financial aid counselors are helpful.	74%	31%	43%	67%	35%	32%	-4%
🚩 6. My academic advisor is approachable.	79%	39%	40%	73%	47%	26%	-8%
★ 7. The campus is safe and secure for all students.	83%	69%	14%	77%	67%	10%	2%
★ 8. The content of the courses within my major is valuable.	84%	48%	36%	80%	47%	33%	1%
9. A variety of intramural activities are offered.	50%	38%	12%	50%	39%	11%	-1%
10. Administrators are approachable to students.	68%	30%	38%	64%	35%	29%	-5%
11. Billing policies are reasonable.	74%	34%	40%	70%	41%	29%	-7%
🚩 12. Financial aid awards are announced to students in time to be helpful in college planning.	76%	34%	42%	71%	40%	31%	-6%
13. Library staff are helpful and approachable.	66%	57%	9%	61%	53%	8%	4%
🚩 14. My academic advisor is concerned about my success as an individual.	73%	32%	41%	70%	39%	31%	-7%
15. The staff in the health services area are competent.	64%	37%	27%	57%	35%	22%	2%
🚩 16. The instruction in my major field is excellent.	81%	39%	42%	80%	41%	39%	-2%
17. Adequate financial aid is available for most students.	76%	43%	33%	74%	44%	30%	-1%
★ 18. Library resources and services are adequate.	76%	58%	18%	73%	56%	17%	2%
19. My academic advisor helps me set goals to work toward.	71%	33%	38%	68%	38%	30%	-5%
20. The business office is open during hours which are convenient for most students.	71%	37%	34%	67%	40%	27%	-3%
21. The amount of student parking space on campus is adequate.	45%	21%	24%	43%	23%	20%	-2%
22. Counseling staff care about students as individuals.	68%	34%	34%	64%	36%	28%	-2%
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	58%	36%	22%	57%	38%	19%	-2%
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	47%	32%	15%	46%	30%	16%	2%
25. Faculty are fair and unbiased in their treatment of individual students.	80%	43%	37%	78%	45%	33%	-2%
★ 26. Computer labs are adequate and accessible.	80%	57%	23%	78%	55%	23%	2%

Item	May 2015			May 2013			Difference
	Importance %	Satisfaction %	Gap	Importance %	Satisfaction %	Gap	
27. The personnel involved in registration are helpful.	78%	33%	45%	74%	40%	34%	-7%
28. Parking lots are well-lighted and secure.	49%	27%	22%	47%	29%	18%	-2%
29. It is an enjoyable experience to be a student on this campus.	75%	37%	38%	73%	37%	36%	0%
30. Residence hall staff are concerned about me as an individual.	54%	32%	22%	50%	32%	18%	0%
31. Males and females have equal opportunities to participate in intercollegiate athletics.	63%	49%	14%	58%	47%	11%	2%
32. Tutoring services are readily available.	73%	47%	26%	69%	51%	18%	-4%
33. My academic advisor is knowledgeable about requirements in my major.	80%	44%	36%	78%	51%	27%	-7%
34. I am able to register for classes I need with few conflicts.	84%	31%	53%	82%	35%	47%	-4%
35. The assessment and course placement procedures are reasonable.	76%	35%	41%	74%	40%	34%	-5%
36. Security staff respond quickly in emergencies.	76%	45%	31%	71%	40%	31%	5%
37. I feel a sense of pride about my campus.	62%	39%	23%	60%	36%	24%	3%
38. There is an adequate selection of food available in the cafeteria.	56%	27%	29%	56%	33%	23%	-6%
39. I am able to experience intellectual growth here.	81%	50%	31%	78%	50%	28%	0%
40. Residence hall regulations are reasonable.	56%	36%	20%	52%	36%	16%	0%
41. There is a commitment to academic excellence on this campus.	78%	49%	29%	75%	49%	26%	0%
42. There are a sufficient number of weekend activities for students.	49%	28%	21%	49%	30%	19%	-2%
43. Admissions counselors respond to prospective students' unique needs and requests.	69%	30%	39%	65%	35%	30%	-5%
44. Academic support services adequately meet the needs of students.	74%	34%	40%	69%	39%	30%	-5%
45. Students are made to feel welcome on this campus.	73%	40%	33%	71%	42%	29%	-2%
46. I can easily get involved in campus organizations.	64%	41%	23%	65%	46%	19%	-5%
47. Faculty provide timely feedback about student progress in a course.	77%	39%	38%	73%	40%	33%	-1%
48. Admissions counselors accurately portray the campus in their recruiting practices.	67%	36%	31%	65%	39%	26%	-3%
49. There are adequate services to help me decide upon a career.	78%	38%	40%	77%	44%	33%	-6%
50. Class change (drop/add) policies are reasonable.	77%	46%	31%	74%	49%	25%	-3%

Item	May 2015			May 2013			Difference
	Importance %	Satisfaction %	Gap	Importance %	Satisfaction %	Gap	
★ 51. This institution has a good reputation within the community.	79%	59%	20%	75%	53%	22%	6%
52. The student center is a comfortable place for students to spend their leisure time.	66%	40%	26%	63%	40%	23%	0%
53. Faculty take into consideration student differences as they teach a course.	72%	34%	38%	69%	35%	34%	-1%
54. Bookstore staff are helpful.	62%	51%	11%	55%	43%	12%	8%
🚩 55. Major requirements are clear and reasonable.	82%	43%	39%	77%	51%	26%	-8%
56. The student handbook provides helpful information about campus life.	58%	38%	20%	53%	40%	13%	-2%
57. I seldom get the "run-around" when seeking information on this campus.	72%	28%	44%	66%	33%	33%	-5%
🚩 58. The quality of instruction I receive in most of my classes is excellent.	82%	39%	43%	79%	43%	36%	-4%
🚩 59. This institution shows concern for students as individuals.	76%	32%	44%	73%	37%	36%	-5%
60. I generally know what's happening on campus.	59%	33%	26%	61%	36%	25%	-3%
61. Adjunct faculty are competent as classroom instructors.	73%	45%	28%	70%	45%	25%	0%
62. There is a strong commitment to racial harmony on this campus.	72%	54%	18%	67%	55%	12%	-1%
63. Student disciplinary procedures are fair.	70%	49%	21%	67%	47%	20%	2%
64. New student orientation services help students adjust to college.	70%	40%	30%	66%	45%	21%	-5%
★ 65. Faculty are usually available after class and during office hours.	75%	53%	22%	72%	53%	19%	0%
★ 66. Tuition paid is a worthwhile investment.	81%	48%	33%	78%	50%	28%	-2%
★ 67. Freedom of expression is protected on campus.	74%	53%	21%	72%	53%	19%	0%
★ 68. Nearly all of the faculty are knowledgeable in their field.	83%	53%	30%	80%	52%	28%	1%
★ 69. There is a good variety of courses provided on this campus.	82%	45%	37%	78%	48%	30%	-3%
70. Graduate teaching assistants are competent as classroom instructors.	70%	42%	28%	66%	42%	24%	0%
71. Channels for expressing student complaints are readily available.	70%	32%	38%	67%	36%	31%	-4%
★ 72. On the whole, the campus is well-maintained.	80%	48%	32%	77%	51%	26%	-3%
73. Student activities fees are put to good use.	72%	32%	40%	71%	37%	34%	-5%
74. Campus item: I have been able to register for pre-requisite course(s) required to get into my major.	83%	49%	34%	82%	40%	42%	9%

Item	May 2015			May 2013			Difference
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	
	%	%		%	%		
75. Campus item: I have been able to register for courses required in my major, itself.	83%	45%	38%	82%	36%	46%	9%
76. Campus item: CUNYfirst was easy to use to register for classes.	82%	39%	43%	63%	39%	24%	0%
77. Campus item: I would take summer courses if financial aid was available.	78%	51%	27%	46%	31%	15%	20%
78. Campus item: There are a sufficient number of weekend classes that I plan to take to help me graduate sooner.	65%	33%	32%	53%	36%	17%	-3%
79. Campus item: There are a sufficient number of weekend classes that I plan to take for my major requirements.	64%	31%	33%	55%	37%	18%	-6%
80. Campus item: There are a sufficient number of evening classes that I plan to take to help me graduate sooner.	70%	40%	30%	61%	41%	20%	-1%
81. Campus item: I would like to live in a residence hall.	50%	33%	17%	50%	37%	13%	-4%
82. Campus item: I plan to attend graduate school after I complete my undergraduate degree.	72%	53%	19%	70%	49%	21%	4%
83. Campus item: I am a Transfer student and I am satisfied with the Pathways Common Core Curriculum.	75%	39%	36%	62%	47%	15%	-8%
84. Institution's commitment to part-time students?		41%			39%		2%
85. Institution's commitment to evening students?		44%			45%		-1%
86. Institution's commitment to older, returning learners?		45%			41%		4%
87. Institution's commitment to under-represented populations?		47%			46%		1%
88. Institution's commitment to commuters?		43%			48%		-5%
89. Institution's commitment to students with disabilities?		51%			46%		5%
90. Cost as factor in decision to enroll.	77%			80%			
91. Financial aid as factor in decision to enroll.	71%			70%			
92. Academic reputation as factor in decision to enroll.	77%			78%			
93. Size of institution as factor in decision to enroll.	45%			47%			
94. Opportunity to play sports as factor in decision to enroll.	25%			28%			
95. Recommendations from family/friends as factor in decision to enroll.	44%			47%			
96. Geographic setting as factor in decision to enroll.	66%			69%			
97. Campus appearance as factor in decision to enroll.	47%			50%			

Item	May 2015			May 2013			Difference
	Importance %	Satisfaction %	Gap	Importance %	Satisfaction %	Gap	
98. Personalized attention prior to enrollment as factor in decision to enroll.	53%			50%			

* Indicates the response option that was selected by the majority of survey participants.

Gender	Current Residence
Age	Residence Classification
Ethnicity/Race	Disabilities
Current Enrollment Status	Institution Was My
Current Class Load	What is the highest level of education
Class Level	attained by your parent/guardian with the
Current GPA	most education?
Educational Goal	Institution Question 2
Employment	Group Code

* Indicates the response option that was selected by the majority of survey participants.

Gender	Current Residence
Age	Residence Classification
Ethnicity/Race	Disabilities
Current Enrollment Status	Institution Was My
Current Class Load	Institution Question
Class Level	Institution Question 2
Current GPA	Group Code
Educational Goal	
Employment	