



Noel-Levitz spring 2008 compared with spring 2006 and spring 2004

The Office of Planning and Advancement, in cooperation with over 100 faculty, administered the Noel-Levitz Student Satisfaction Inventory (SSI) to 1,680 students during the third and fourth weeks of spring quarter. This year the survey was also administered online to students taking online courses. This same survey was conducted in spring quarter 2006 with 2,100 students and spring quarter 2004 with 1,840 students.

Overall, the results of the 2008 SSI are remarkably consistent with those of the 2004 and 2006 inventories. Overall satisfaction rose slightly. Improvements – higher satisfaction or reduced gaps - have been made on many items and the college’s strengths are consistent across time.

Scales

	Importance	Satisfied
1	Not important at all	Not satisfied at all
2	Not very important	Not very satisfied
3	Somewhat unimportant	Somewhat dissatisfied
4	Neutral	Neutral
5	Somewhat important	Somewhat satisfied
6	Important	Satisfied
7	Very important	Very satisfied

Strengths - A “strength” is any item that is ranked high by students on both importance (in the top 50% ranked by importance) and satisfaction (in the top 25% ranked by satisfaction). In 2004, there were 16 items identified as strengths for the college. Eleven of these items remained as strengths for 2006 and 2008. All narrowed the gap between importance and satisfaction from 2004. Two items that were strengths in 2004 and 2006 are no longer strengths. These two items are still high in terms of importance and satisfaction but no longer meet the specific criteria for a strength.

Challenges - A “challenge” is any item that is ranked high by students on importance (in the top 50% ranked by importance) and ranked low on satisfaction (in the bottom 25% ranked by satisfaction) or the 25% with highest gaps. In 2004, there were 15 items identified as “challenges” for the college. Twelve of these items remained as challenges for 2006. Only ten of the original 15 challenges remain. However, all ten narrowed the gap between importance and satisfaction from 2004. The number one challenge in 2004 was adequate parking. This remained the number one challenge in 2006, and again in 2008. However, the gap has narrowed by 1.18 over the course of those two years.

Three items that were challenges in 2004 and 2006 are no longer challenges. No new challenges were identified for 2008.

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Strengths	2008			2006			2004			2004-2008 Change in Gap
	Imp	Sat	Gap	Imp	Sat	Gap	Imp	Sat	Gap	
Strengths 2008, 2006 and 2004										
On the whole, the campus is well-maintained.	6.07	5.96	0.11	6.02	5.91	0.11	5.99	5.76	0.23	-0.12
Library resources and services are adequate.	6.14	5.69	0.45	6.18	5.60	0.58	6.18	5.56	0.62	-0.17
There is a good variety of courses provided on this campus.	6.32	5.62	0.70	6.27	5.45	0.82	6.29	5.31	0.98	-0.28
Nearly all of the faculty are knowledgeable in their fields.	6.29	5.60	0.69	6.33	5.47	0.86	6.34	5.41	0.93	-0.24
The quality of instruction I receive in most of my classes is excellent.	6.44	5.52	0.92	6.45	5.39	1.06	6.47	5.33	1.14	-0.22
It is an enjoyable experience to be a student on this campus.	6.09	5.50	0.59	6.02	5.32	0.70	5.96	5.16	0.80	-0.21
Computer labs are adequate and accessible.	6.11	5.50	0.61	6.14	5.46	0.68	6.07	5.30	0.77	-0.16
Students are made to feel welcome on this campus.	6.08	5.47	0.61	6.00	5.36	0.64	5.93	5.18	0.75	-0.14
Faculty are usually available after class and during office hours.	6.10	5.44	0.66	6.11	5.35	0.76	6.16	5.31	0.85	-0.19
The campus is safe and secure for all students.	6.34	5.44	0.90	6.28	5.35	0.93	6.25	5.21	1.04	-0.14
The equipment in the lab facilities is kept up to date.	6.03	5.42	0.61	6.05	5.37	0.68	5.99	5.19	0.80	-0.19
Online services are available on the college web site. *	6.28	5.93	0.35	6.27	5.85	0.42	na*	na*	na*	-0.07
My courses at this college are clearly relevant to my future transfer, work, or personal goals.*	6.38	5.62	0.76	6.39	5.54	0.85	na*	na*	na*	-0.09
Clark College helps me become a self sufficient student - taking responsibility for my own education. *	6.14	5.66	0.48	6.10	5.51	0.59	na*	na*	na*	-0.11
Strength 2004 and 2006 but not 2008										
Class change (drop/add) policies are reasonable.	6.00	5.35	0.65	6.00	5.26	0.74	5.97	5.21	0.76	-0.02
The personnel involved in registration are helpful.	6.13	5.30	0.83	6.15	5.38	0.77	6.09	5.22	0.87	-0.10

strengths = top 50% in importance and top 25% in satisfaction

*additional college questions new in 2006

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Challenges

Challenges 2008, 2006 and 2004

	2008			2006			2004			2004-2008 Change in Gap
	Imp	Sat	Gap	Imp	Sat	Gap	Imp	Sat	Gap	
The amount of student parking space on campus is adequate	6.31	3.22	3.09	6.34	3.13	3.21	6.44	2.17	4.27	-1.18
Students are notified early in the term if they are doing poorly in a class	6.08	4.44	1.64	6.05	4.26	1.79	6.02	4.12	1.90	-0.26
My academic advisor is knowledgeable about the transfer requirements of other schools	6.11	4.70	1.41	6.14	4.64	1.50	6.13	4.44	1.69	-0.28
Adequate financial aid is available for most students	6.10	4.75	1.35	6.14	4.65	1.49	6.11	4.48	1.63	-0.28
I seldom get the "run-around" when seeking information on this campus	6.00	4.90	1.10	6.03	4.83	1.20	6.01	4.68	1.33	-0.23
Parking lots are well-lighted and secure	6.16	4.94	1.22	6.12	4.74	1.38	6.13	4.20	1.93	-0.71
This school does whatever it can to help me reach my educational goals	6.16	4.97	1.19	6.12	4.76	1.36	6.04	4.61	1.43	-0.24
My academic advisor is knowledgeable about my program requirements	6.21	4.98	1.23	6.25	4.97	1.28	6.25	4.84	1.41	-0.18
Classes are scheduled at times that are convenient for me	6.42	4.99	1.43	6.44	4.87	1.57	6.41	4.70	1.71	-0.28
I am able to register for classes I need with few conflicts	6.36	5.11	1.25	6.41	5.06	1.35	6.42	4.69	1.73	-0.48
Classes that help me achieve my goals are available at times I can attend *	6.36	5.02	1.34	6.38	4.81	1.57	na*	na*	na*	-0.23

Challenges for 2006 and 2004 but not 2008

My academic advisor is concerned about my success as an individual.	5.96	4.64	1.32	5.95	4.52	1.43	5.93	4.34	1.59	-0.27
Financial aid awards are announced to students in time to be helpful in college planning	5.93	4.64	1.29	5.96	4.54	1.42	5.93	4.25	1.68	-0.39
Faculty provide timely feedback about student progress in a course	6.16	5.12	1.04	6.08	4.93	1.15	6.08	4.87	1.21	-0.17

challenges = top 50% importance and either lowest 25% satisfaction or highest 25% gap

*additional college questions new in 2006

Noel-Levitz Student Satisfaction Inventory
Spring 2008 compared with Spring 2006 and Spring 2004

Overall Satisfaction Questions

So far, how has your college experience met your expectations?

	2008	2006	2004	2004-2008 change
Much better than I expected	11%	9%	9%	2%
Quite a bit better than I expected	12%	10%	9%	3%
Better than I expected	26%	26%	24%	2%
About what I expected	39%	44%	46%	-7%
Worse than I expected	6%	8%	9%	-3%
Quite a bit worse than I expected	1%	1%	2%	-1%
Much worse than I expected	1%	2%	2%	-1%

Rate your overall satisfaction with your experience here thus far.

	2008	2006	2004	2004-2008 change
Very satisfied	16%	13%	12%	4%
Satisfied	43%	41%	39%	4%
Somewhat satisfied	19%	21%	24%	-5%
Neutral	11%	14%	13%	-2%
Somewhat dissatisfied	5%	8%	7%	-2%
Not very satisfied	2%	3%	4%	-2%
Not satisfied at all	1%	1%	1%	0%

All in all, if you had it to do over again, would you enroll here?

	2008	2006	2004	2004-2008 change
Definitely yes	39%	32%	31%	8%
Probably yes	34%	35%	37%	-3%
Maybe yes	10%	11%	9%	1%
I don't know	8%	11%	10%	-2%
Maybe not	3%	4%	4%	-1%
Probably not	3%	4%	6%	-3%
Definitely not	1%	2%	2%	-1%

Institution was my:

	2008	2006	2004	2004-2008 change
1st choice	78%	74%	77%	1%
2nd choice	15%	18%	14%	1%
3rd choice or lower	7%	8%	8%	-1%

Column totals may not add to 100% due to rounding

Noel-Levitz Student Satisfaction Inventory
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Demographic Comparisons

Noel-Levitz Student Sample 2008 compared with Fall 2007 credit students, Noel-Levitz 2006 and 2004

Gender	Noel Levitz 2008		Campus Data Fall 2007		Noel Levitz 2006		Noel Levitz 2004	
	N	%	N	%	N	%	N	%
Female	942	60.08%	6832	59.50%	1192	60.32%	1018	58.04%
Male	626	39.92%	4651	40.50%	784	39.68%	736	41.96%
Total	1568	100.00%	11483	100.00%	1976	100.00%	1754	100.00%
No Answer	112		45		124		90	

Age	Noel Levitz 2008		Campus Data Fall 2007		Noel Levitz 2006		Noel Levitz 2004	
	N	%	N	%	N	%	N	%
18 and under	294	18.79%	1099	8.71%	274	13.87%	226	12.91%
19 to 24	666	42.56%	5297	41.97%	916	46.38%	833	47.57%
25 to 34	311	19.87%	2505	19.85%	383	19.39%	332	18.96%
35 to 44	155	9.90%	1524	12.08%	249	12.61%	202	11.54%
45 and over	139	8.88%	2196	17.40%	153	7.75%	158	9.02%
Total	1565	100.00%	12621	100.00%	1975	100.00%	1751	100.00%
No Answer	115		130		125		93	

Ethnicity/Race	Noel Levitz 2008		Campus Data Fall 2007		Noel Levitz 2006		Noel Levitz 2004	
	N	%	N	%	N	%	N	%
African-American	40	2.57%	288	2.50%	54	2.75%	45	2.58%
American Indian or Alaskan Native	26	1.67%	122	1.06%	30	1.53%	19	1.09%
Asian or Pacific Islander	109	6.99%	720	6.25%	129	6.57%	115	6.60%
Caucasian/White	1154	74.02%	8,297	71.97%	1438	73.26%	1292	74.17%
Hispanic	85	5.45%	993	8.61%	91	4.64%	57	3.27%
Other race	59	3.78%	401	3.48%	80	4.08%	80	4.59%
Race - Prefer not to respond	86	5.52%	707	6.13%	141	7.18%	134	7.69%
Total	1559	100.00%	11,528	100.00%	1963	100.00%	1742	100.00%
No Answer	121				137		102	

Disabilities	Noel Levitz 2008		Campus Data Fall 2007		Noel Levitz 2006		Noel Levitz 2004	
	N	%	N	%	N	%	N	%
Yes - Disability	104	6.67%	554	4.81%	119	6.03%	125	7.16%
No - Disability	1456	93.33%	10974	95.19%	1856	93.97%	1620	92.84%
Total	1560	100.00%	11528	100.00%	1975	100.00%	1745	100.00%
No Answer	120				125		99	

Noel-Levitz Student Satisfaction Inventory
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Demographic Comparisons

Current Enrollment Status

	Noel Levitz 2008		Noel Levitz 2006		Noel Levitz 2004	
	N	%	N	%	N	%
Day	1121	74.58%	1441	77.06%	1352	80.96%
Evening	360	23.95%	401	21.44%	301	18.02%
Weekend	22	1.46%	28	1.50%	17	1.02%
Total	1503	100.00%	1870	100.00%	1670	100.00%
No response	177		230		174	

Current Class Load

	Noel Levitz 2008		Noel Levitz 2006		Noel Levitz 2004	
	N	%	N	%	N	%
Full-time	1022	65.51%	1304	66.13%	1245	71.18%
Part-time	538	34.49%	668	33.87%	504	28.82%
Total	1560	100.00%	1972	100.00%	1749	100.00%
No response	120		128		95	

Class Level

	Noel Levitz 2008		Noel Levitz 2006		Noel Levitz 2004	
	N	%	N	%	N	%
1 year or less	795	50.83%	980	49.57%	776	44.29%
2 years	466	29.80%	597	30.20%	638	36.42%
3 years	173	11.06%	255	12.90%	216	12.33%
4 or more years	130	8.31%	145	7.33%	122	6.96%
Total	1564	100.00%	1977	100.00%	1752	100.00%
No response	116		123		92	

Current GPA

	Noel Levitz 2008		Noel Levitz 2006		Noel Levitz 2004	
	N	%	N	%	N	%
No credits earned	153	9.88%	161	8.25%	104	6.02%
1.99 or below	40	2.58%	29	1.49%	41	2.37%
2.0 - 2.49	122	7.88%	150	7.68%	134	7.75%
2.5 - 2.99	270	17.43%	368	18.85%	364	21.06%
3.0 - 3.49	478	30.86%	659	33.76%	540	31.25%
3.5 or above	486	31.38%	585	29.97%	545	31.54%
Total	1549	100.00%	1952	100.00%	1728	100.00%
No response			148		116	

Educational Goal

	Noel Levitz 2008		Noel Levitz 2006		Noel Levitz 2004	
	N	%	N	%	N	%
Associate degree	547	35.15%	675	34.44%	522	30.05%
Voc/tech program	98	6.30%	140	7.14%	164	9.44%
Transfer	650	41.77%	889	45.36%	820	47.21%
Certification	92	5.91%	84	4.29%	78	4.49%
Self-improvement/ pleasure	35	2.25%	34	1.73%	44	2.53%
Job-related Training	62	3.98%	56	2.86%	40	2.30%
Other	72	4.63%	82	4.18%	69	3.97%
Total	1556	100.00%	1960	100.00%	1737	100.00%
No response	124		140		107	

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Employment

	Noel Levitz 2008		Noel Levitz 2006		Noel Levitz 2004	
	N	%	N	%	N	%
Full-time off campus	386	24.65%	537	27.15%	388	22.26%
Part-time off campus	558	35.63%	731	36.96%	646	37.06%
Full-time on campus	20	1.28%	18	0.91%	9	0.52%
Part-time on campus	90	5.75%	101	5.11%	78	4.48%
Not employed	512	32.69%	591	29.88%	622	35.69%
Total	1566	100.00%	1978	100.00%	1743	100.00%
No response	114		122		101	

Current Residence

	Noel Levitz 2008		Noel Levitz 2006		Noel Levitz 2004	
	N	%	N	%	N	%
Residence hall	4	0.26%	7	0.35%	4	0.23%
Own house	346	22.17%	497	25.10%	435	24.91%
Rent room/apt off campus	404	25.88%	539	27.22%	464	26.58%
Parent's home	721	46.19%	823	41.57%	744	42.61%
Other residence	86	5.51%	114	5.76%	99	5.67%
Total	1561	100.00%	1980	100.00%	1746	100.00%
No response	119		120		98	

Residence Classification

	Noel Levitz 2008		Noel Levitz 2006		Noel Levitz 2004	
	N	%	N	%	N	%
In-state	1476	94.37%	1885	95.15%	1626	92.86%
Out-of-state	51	3.26%	74	3.74%	93	5.31%
International (not US citizen)	37	2.37%	22	1.11%	32	1.83%
Total	1564	100.00%	1981	100.00%	1751	100.00%
No response	116		119		93	

Institution Was My

	Noel Levitz 2008		Noel Levitz 2006		Noel Levitz 2004	
	N	%	N	%	N	%
1st choice	1215	78.08%	1461	74.35%	1335	77.48%
2nd choice	237	15.23%	345	17.56%	247	14.34%
3rd choice or lower	104	6.68%	159	8.09%	141	8.18%
Total	1556	100.00%	1965	100.00%	1723	100.00%
No response	124		135		121	

2006 Institution Question:

My parent's college education

	Noel Levitz 2008		Noel Levitz 2006	
	N	%	N	%
Both earned degree	231	19.68%	149	10.34%
Mother earned degree	121	10.31%	186	12.91%
Father earned degree	138	11.75%	265	18.39%
Attended but no degree	364	31.01%	434	30.12%
Neither attended	320	27.26%	407	28.24%
Total	1174	100.00%	1441	100.00%
No Answer	506		659	

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	2008			2006			2004			2004-2008 Change		
	<u>Imp</u>	<u>Sat</u>	<u>Gap</u>	<u>Imp</u>	<u>Sat</u>	<u>Gap</u>	<u>Imp</u>	<u>Sat</u>	<u>Gap</u>	<u>Imp</u>	<u>Sat</u>	<u>Gap</u>
ACADEMIC ADVISING/COUNSELING	6.04	4.83	1.21	6.05	4.77	1.28	6.02	4.60	1.42	0.02	0.23	-0.21
Counseling staff care about students as individuals.	5.91	4.91	1.00	5.85	4.87	0.98	5.80	4.66	1.14	0.11	0.25	-0.14
My academic advisor helps me set goals to work toward.	5.84	4.58	1.26	5.90	4.53	1.37	5.85	4.39	1.46	-0.01	0.19	-0.20
My academic advisor is approachable.	6.08	5.02	1.06	6.15	5.11	1.04	6.11	4.92	1.19	-0.03	0.10	-0.13
My academic advisor is concerned about my success as an individual.	5.96	4.64	1.32	5.95	4.52	1.43	5.93	4.34	1.59	0.03	0.30	-0.27
My academic advisor is knowledgeable about my program requirements.	6.21	4.98	1.23	6.25	4.97	1.28	6.25	4.84	1.41	-0.04	0.14	-0.18
My academic advisor is knowledgeable about the transfer requirements of other schools.	6.11	4.70	1.41	6.14	4.64	1.50	6.13	4.44	1.69	-0.02	0.26	-0.28
This school does whatever it can to help me reach my educational goals.	6.16	4.97	1.19	6.12	4.76	1.36	6.04	4.61	1.43	0.12	0.36	-0.24
ACADEMIC SERVICES	5.98	5.40	0.58	5.97	5.34	0.62	5.93	5.22	0.71	0.05	0.18	-0.13
Academic support services adequately meet the needs of students.	5.85	5.07	0.78	5.77	4.89	0.88	5.72	4.71	1.01	0.13	0.36	-0.23
Computer labs are adequate and accessible.	6.11	5.50	0.61	6.14	5.46	0.68	6.07	5.30	0.77	0.04	0.20	-0.16
Library resources and services are adequate.	6.14	5.69	0.45	6.18	5.60	0.58	6.18	5.56	0.62	-0.04	0.13	-0.17
Library staff are helpful and approachable.	5.90	5.46	0.44	5.91	5.51	0.40	5.89	5.48	0.41	0.01	-0.02	0.03
The equipment in the lab facilities is kept up to date.	6.03	5.42	0.61	6.05	5.37	0.68	5.99	5.19	0.80	0.04	0.23	-0.19
There are a sufficient number of study areas on campus.	5.98	5.43	0.55	5.91	5.39	0.52	5.88	5.16	0.72	0.10	0.27	-0.17
Tutoring services are readily available.	5.84	5.25	0.59	5.82	5.14	0.68	5.77	5.04	0.73	0.07	0.21	-0.14
ADMISSIONS AND FINANCIAL AID	5.88	4.82	1.06	5.88	4.77	1.11	5.83	4.56	1.27	0.05	0.26	-0.21
Adequate financial aid is available for most students.	6.10	4.75	1.35	6.14	4.65	1.49	6.11	4.48	1.63	-0.01	0.27	-0.28
Admissions counselors accurately portray the campus in their recruiting practices.	5.50	4.86	0.64	5.47	4.75	0.72	5.37	4.56	0.81	0.13	0.30	-0.17
Admissions counselors respond to prospective students' unique needs and requests.	5.85	4.87	0.98	5.72	4.82	0.90	5.65	4.64	1.01	0.20	0.23	-0.03
Admissions staff are knowledgeable.	6.03	5.16	0.87	6.03	5.18	0.85	5.97	5.04	0.93	0.06	0.12	-0.06
Financial aid awards are announced to students in time to be helpful in college planning.	5.93	4.64	1.29	5.96	4.54	1.42	5.93	4.25	1.68	0.00	0.39	-0.39
Financial aid counselors are helpful.	5.89	4.66	1.23	5.89	4.59	1.30	5.88	4.34	1.54	0.01	0.32	-0.31

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	2008			2006			2004			2004-2008 Change		
	<u>Imp</u>	<u>Sat</u>	<u>Gap</u>	<u>Imp</u>	<u>Sat</u>	<u>Gap</u>	<u>Imp</u>	<u>Sat</u>	<u>Gap</u>	<u>Imp</u>	<u>Sat</u>	<u>Gap</u>
CAMPUS CLIMATE	5.87	5.14	0.74	5.79	4.99	0.80	5.76	4.82	0.93	0.11	0.32	-0.20
Administrators are approachable to students.	5.83	5.06	0.77	5.73	4.82	0.91	5.71	4.65	1.06	0.12	0.41	-0.29
Channels for expressing student complaints are readily available.	5.78	4.58	1.20	5.74	4.39	1.35	5.72	4.24	1.48	0.06	0.34	-0.28
Faculty care about me as an individual.	5.83	5.21	0.62	5.76	5.07	0.69	5.74	4.92	0.82	0.09	0.29	-0.20
I generally know what's happening on campus.	5.26	4.57	0.69	5.07	4.37	0.70	5.02	4.23	0.79	0.24	0.34	-0.10
I seldom get the "run-around" when seeking information on this campus.	6.00	4.90	1.10	6.03	4.83	1.20	6.01	4.68	1.33	-0.01	0.22	-0.23
It is an enjoyable experience to be a student on this campus.	6.09	5.50	0.59	6.02	5.32	0.70	5.96	5.16	0.80	0.13	0.34	-0.21
Most students feel a sense of belonging here.	5.30	5.14	0.16	5.15	5.00	0.15	5.12	4.91	0.21	0.18	0.23	-0.05
New student orientation services help students adjust to college.	5.60	5.04	0.56	5.48	4.88	0.60	5.48	4.59	0.89	0.12	0.45	-0.33
People on this campus respect and are supportive of each other.	5.91	5.25	0.66	5.84	5.14	0.70	5.78	4.99	0.79	0.13	0.26	-0.13
Students are made to feel welcome on this campus.	6.08	5.47	0.61	6.00	5.36	0.64	5.93	5.18	0.75	0.15	0.29	-0.14
The campus is safe and secure for all students.	6.34	5.44	0.90	6.28	5.35	0.93	6.25	5.21	1.04	0.09	0.23	-0.14
The campus staff are caring and helpful.	5.97	5.39	0.58	5.88	5.25	0.63	5.83	5.05	0.78	0.14	0.34	-0.20
The college shows concern for students as individuals.	5.97	4.91	1.06	5.90	4.69	1.21	5.85	4.46	1.39	0.12	0.45	-0.33
This institution has a good reputation within the community.	5.97	5.61	0.36	5.83	5.48	0.35	5.86	5.41	0.45	0.11	0.20	-0.09
This school does whatever it can to help me reach my educational goals.	6.16	4.97	1.19	6.12	4.76	1.36	6.04	4.61	1.43	0.12	0.36	-0.24
CAMPUS SUPPORT SERVICES	5.27	4.85	0.42	5.22	4.78	0.44	5.22	4.60	0.62	0.05	0.25	-0.20
Child care facilities are available on campus.	4.54	4.65	-0.11	4.42	4.65	-0.23	4.52	4.54	-0.02	0.02	0.11	-0.09
New student orientation services help students adjust to college.	5.60	5.04	0.56	5.48	4.88	0.60	5.48	4.59	0.89	0.12	0.45	-0.33
Personnel in the Veterans' Services program are helpful.	4.62	4.60	0.02	4.43	4.52	-0.09	4.45	4.38	0.07	0.17	0.22	-0.05
The career services office provides students with the help they need to get a job.	5.79	4.84	0.95	5.65	4.71	0.94	5.65	4.61	1.04	0.14	0.23	-0.09
The student center is a comfortable place for students to spend their leisure time.	5.50	5.21	0.29	5.42	5.07	0.35	5.32	4.73	0.59	0.18	0.48	-0.30
There are adequate services to help me decide upon a career.	5.94	4.95	0.99	5.85	4.88	0.97	5.84	4.75	1.09	0.10	0.20	-0.10
This campus provides effective support services for displaced homemakers.	4.93	4.67	0.26	4.84	4.53	0.31	4.81	4.45	0.36	0.12	0.22	-0.10

Noel-Levitz Student Satisfaction Inventory
Spring 2008 compared with Spring 2006 and Spring 2004

	2008			2006			2004			2004-2008 Change		
	Imp	Sat	Gap	Imp	Sat	Gap	Imp	Sat	Gap	Imp	Sat	Gap
CONCERN FOR THE INDIVIDUAL	5.99	5.01	0.98	5.95	4.88	1.07	5.91	4.69	1.22	0.08	0.32	-0.25
Counseling staff care about students as individuals.	5.91	4.91	1.00	5.85	4.87	0.98	5.80	4.66	1.14	0.11	0.25	-0.14
Faculty are fair and unbiased in their treatment of individual students.	6.27	5.39	0.88	6.26	5.22	1.04	6.24	5.06	1.18	0.03	0.33	-0.30
Faculty care about me as an individual.	5.83	5.21	0.62	5.76	5.07	0.69	5.74	4.92	0.82	0.09	0.29	-0.20
My academic advisor is concerned about my success as an individual.	5.96	4.64	1.32	5.95	4.52	1.43	5.93	4.34	1.59	0.03	0.30	-0.27
The college shows concern for students as individuals.	5.97	4.91	1.06	5.90	4.69	1.21	5.85	4.46	1.39	0.12	0.45	-0.33
INSTRUCTIONAL EFFECTIVENESS	6.14	5.28	0.85	6.11	5.13	0.98	6.10	5.02	1.08	0.04	0.26	-0.23
Faculty are fair and unbiased in their treatment of individual students.	6.27	5.39	0.88	6.26	5.22	1.04	6.24	5.06	1.18	0.03	0.33	-0.30
Faculty are interested in my academic problems.	5.84	5.00	0.84	5.82	4.75	1.07	5.81	4.62	1.19	0.03	0.38	-0.35
Faculty are understanding of students' unique life circumstances.	6.04	5.11	0.93	6.02	4.94	1.08	5.99	4.83	1.16	0.05	0.28	-0.23
Faculty are usually available after class and during office hours.	6.10	5.44	0.66	6.11	5.35	0.76	6.16	5.31	0.85	-0.06	0.13	-0.19
Faculty care about me as an individual.	5.83	5.21	0.62	5.76	5.07	0.69	5.74	4.92	0.82	0.09	0.29	-0.20
Faculty provide timely feedback about student progress in a course.	6.16	5.12	1.04	6.08	4.93	1.15	6.08	4.87	1.21	0.08	0.25	-0.17
Faculty take into consideration student differences as they teach a course.	6.00	5.16	0.84	5.97	4.95	1.02	5.88	4.90	0.98	0.12	0.26	-0.14
I am able to experience intellectual growth here.	6.33	5.75	0.58	6.30	5.61	0.69	6.29	5.50	0.79	0.04	0.25	-0.21
Nearly all classes deal with practical experiences and applications.	5.96	5.27	0.69	5.94	5.09	0.85	5.90	4.97	0.93	0.06	0.30	-0.24
Nearly all of the faculty are knowledgeable in their fields.	6.29	5.60	0.69	6.33	5.47	0.86	6.34	5.41	0.93	-0.05	0.19	-0.24
Program requirements are clear and reasonable.	6.24	5.30	0.94	6.20	5.15	1.05	6.18	5.01	1.17	0.06	0.29	-0.23
Students are notified early in the term if they are doing poorly in a class.	6.08	4.44	1.64	6.05	4.26	1.79	6.02	4.12	1.90	0.06	0.32	-0.26
The quality of instruction I receive in most of my classes is excellent.	6.44	5.52	0.92	6.45	5.39	1.06	6.47	5.33	1.14	-0.03	0.19	-0.22
There is a good variety of courses provided on this campus.	6.32	5.62	0.70	6.27	5.45	0.82	6.29	5.31	0.98	0.03	0.31	-0.28
REGISTRATION EFFECTIVENESS	6.09	5.26	0.83	6.08	5.18	0.90	6.07	5.02	1.05	0.02	0.24	-0.22
Billing policies are reasonable.	5.88	5.03	0.85	5.80	4.97	0.83	5.88	4.70	1.18	0.00	0.33	-0.33
Bookstore staff are helpful.	5.96	5.76	0.20	5.90	5.70	0.20	5.91	5.68	0.23	0.05	0.08	-0.03
Class change (drop/add) policies are reasonable.	6.00	5.35	0.65	6.00	5.26	0.74	5.97	5.21	0.76	0.03	0.14	-0.11
Classes are scheduled at times that are convenient for me.	6.42	4.99	1.43	6.44	4.87	1.57	6.41	4.70	1.71	0.01	0.29	-0.28
I am able to register for classes I need with few conflicts.	6.36	5.11	1.25	6.41	5.06	1.35	6.42	4.69	1.73	-0.06	0.42	-0.48
Policies and procedures regarding registration and course selection are clear and well-publicized.	6.11	5.28	0.83	6.09	5.21	0.88	6.09	5.13	0.96	0.02	0.15	-0.13
The business office is open during hours which are convenient for most students.	5.94	5.19	0.75	5.81	5.03	0.78	5.80	4.89	0.91	0.14	0.30	-0.16
The personnel involved in registration are helpful.	6.13	5.30	0.83	6.15	5.38	0.77	6.09	5.22	0.87	0.04	0.08	-0.04
There are convenient ways of paying my school bill.	6.04	5.33	0.71	6.01	5.12	0.89	5.98	4.89	1.09	0.06	0.44	-0.38

Noel-Levitz Student Satisfaction Inventory
Spring 2008 compared with Spring 2006 and Spring 2004

	2008			2006			2004			2004-2008 Change		
	<u>Imp</u>	<u>Sat</u>	<u>Gap</u>	<u>Imp</u>	<u>Sat</u>	<u>Gap</u>	<u>Imp</u>	<u>Sat</u>	<u>Gap</u>	<u>Imp</u>	<u>Sat</u>	<u>Gap</u>
SAFETY AND SECURITY	6.09	4.75	1.34	6.03	4.56	1.47	6.03	4.21	1.82	0.06	0.54	-0.48
Parking lots are well-lighted and secure.	6.16	4.94	1.22	6.12	4.74	1.38	6.13	4.20	1.93	0.03	0.74	-0.71
Security staff are helpful.	5.62	5.18	0.44	5.43	4.89	0.54	5.42	4.86	0.56	0.20	0.32	-0.12
Security staff respond quickly in emergencies.	6.00	4.95	1.05	5.93	4.80	1.13	5.88	4.84	1.04	0.12	0.11	0.01
The amount of student parking space on campus is adequate.	6.31	3.22	3.09	6.34	3.13	3.21	6.44	2.17	4.27	-0.13	1.05	-1.18
The campus is safe and secure for all students.	6.34	5.44	0.90	6.28	5.35	0.93	6.25	5.21	1.04	0.09	0.23	-0.14
SERVICE EXCELLENCE	5.86	5.14	0.72	5.81	5.06	0.75	5.77	4.93	0.84	0.09	0.21	-0.12
Administrators are approachable to students.	5.83	5.06	0.77	5.73	4.82	0.91	5.71	4.65	1.06	0.12	0.41	-0.29
Bookstore staff are helpful.	5.96	5.76	0.20	5.90	5.70	0.20	5.91	5.68	0.23	0.05	0.08	-0.03
Channels for expressing student complaints are readily available.	5.78	4.58	1.20	5.74	4.39	1.35	5.72	4.24	1.48	0.06	0.34	-0.28
I generally know what's happening on campus.	5.26	4.57	0.69	5.07	4.37	0.70	5.02	4.23	0.79	0.24	0.34	-0.10
I seldom get the "run-around" when seeking information on this campus.	6.00	4.90	1.10	6.03	4.83	1.20	6.01	4.68	1.33	-0.01	0.22	-0.23
Library staff are helpful and approachable.	5.90	5.46	0.44	5.91	5.51	0.40	5.89	5.48	0.41	0.01	-0.02	0.03
People on this campus respect and are supportive of each other.	5.91	5.25	0.66	5.84	5.14	0.70	5.78	4.99	0.79	0.13	0.26	-0.13
The campus staff are caring and helpful.	5.97	5.39	0.58	5.88	5.25	0.63	5.83	5.05	0.78	0.14	0.34	-0.20
The personnel involved in registration are helpful.	6.13	5.30	0.83	6.15	5.38	0.77	6.09	5.22	0.87	0.04	0.08	-0.04
STUDENT CENTEREDNESS	5.87	5.25	0.63	5.78	5.08	0.70	5.73	4.91	0.82	0.14	0.34	-0.19
Administrators are approachable to students.	5.83	5.06	0.77	5.73	4.82	0.91	5.71	4.65	1.06	0.12	0.41	-0.29
It is an enjoyable experience to be a student on this campus.	6.09	5.50	0.59	6.02	5.32	0.70	5.96	5.16	0.80	0.13	0.34	-0.21
Most students feel a sense of belonging here.	5.30	5.14	0.16	5.15	5.00	0.15	5.12	4.91	0.21	0.18	0.23	-0.05
Students are made to feel welcome on this campus.	6.08	5.47	0.61	6.00	5.36	0.64	5.93	5.18	0.75	0.15	0.29	-0.14
The campus staff are caring and helpful.	5.97	5.39	0.58	5.88	5.25	0.63	5.83	5.05	0.78	0.14	0.34	-0.20
The college shows concern for students as individuals.	5.97	4.91	1.06	5.90	4.69	1.21	5.85	4.46	1.39	0.12	0.45	-0.33

Noel-Levitz Student Satisfaction Inventory
Spring 2008 compared with Spring 2006 and Spring 2004

	2008			2006			2004			2004-2008 Change		
	Imp	Sat	Gap	Imp	Sat	Gap	Imp	Sat	Gap	Imp	Sat	Gap
CLARK COLLEGE ADDITIONAL QUESTIONS												
Academic advising is available to assist me at various stages in my program	6.13	5.13	1.00	6.11	5.05	1.06	na*	na*	na*	0.02	0.08	-0.06
Adequate instructional support services are available for night or weekend studen	6.02	5.05	0.97	5.98	4.93	1.05	na*	na*	na*	0.04	0.12	-0.08
Adequate student support services are available for night or weekend students.	5.95	4.86	1.09	5.89	4.73	1.16	na*	na*	na*	0.06	0.13	-0.07
Clark College helps me become a self sufficient student.	6.14	5.66	0.48	6.1	5.51	0.59	na*	na*	na*	0.04	0.15	-0.11
Classes that help me achieve my goals are available at times I can attend.	6.36	5.02	1.34	6.38	4.81	1.57	na*	na*	na*	-0.02	0.21	-0.23
My courses at this college are clearly relevant to my future transfer, work, or persc	6.38	5.62	0.76	6.39	5.54	0.85	na*	na*	na*	-0.01	0.08	-0.09
Online services are available on the the college website.	6.28	5.93	0.35	6.27	5.85	0.42	na*	na*	na*	0.01	0.08	-0.07
The college effectively uses technology in the classroom	5.93	5.58	0.35	5.85	5.26	0.59	na*	na*	na*	0.08	0.32	-0.24
The college offers adequate online courses.	5.71	5.01	0.70	5.47	4.74	0.73	na*	na*	na*	0.24	0.27	-0.03
This college demonstrates a respect for differences and an appreciation of multiple perspectives.	5.91	5.39	0.52	5.88	5.15	0.73	5.99	5.22	0.77	-0.08	0.17	-0.25
NOEL-LEVITZ ITEMS NOT INCLUDED IN SCALES												
Internships or practical experiences are provided in my degree/certificate program.	5.79	4.72	1.07	5.72	4.63	1.09	5.72	4.54	1.18	0.07	0.18	-0.11
On the whole, the campus is well-maintained.	6.07	5.96	0.11	6.02	5.91	0.11	5.99	5.76	0.23	0.08	0.20	-0.12
The assessment and course placement procedures are reasonable.	5.93	5.14	0.79	5.88	4.92	0.96	5.87	4.79	1.08	0.06	0.35	-0.29
The quality of instruction in the vocational/technical programs is excellent.	5.99	5.28	0.71	5.94	5.18	0.76	5.91	5.11	0.8	0.08	0.17	-0.09
Average Scores --all items unduplicated (scale and non-scale)	5.95	5.13	0.83	5.91	5.01	0.90	5.87	4.82	1.05	0.08	0.30	-0.22

Items highlighted in red have seen an increase in gap.

Items highlighted in blue have seen a higher than average decrease in gap.

Noel-Levitz Student Satisfaction Inventory Spring 2006
Overall Satisfaction Means by Demographic Data

	Experience met expectations			Overall satisfaction with experience			Would you enroll again?		
	<u>2004</u>	<u>2006</u>	<u>2008</u>	<u>2004</u>	<u>2006</u>	<u>2008</u>	<u>2004</u>	<u>2006</u>	<u>2008</u>
GENDER									
Female	4.52	4.59	4.79	5.30	5.30	5.49	5.63	5.68	5.89
Male	4.43	4.48	4.64	5.09	5.12	5.33	5.44	5.52	5.75
Total	4.49	4.55	4.72	5.21	5.22	5.41	5.55	5.62	5.83
AGE									
18 and under	4.48	4.60	4.79	5.31	5.25	5.52	5.56	5.49	5.77
19 to 24	4.29	4.37	4.56	4.95	5.01	5.24	5.24	5.36	5.58
25 to 34	4.58	4.59	4.81	5.36	5.28	5.42	5.77	5.87	5.92
35 to 44	4.86	4.81	5.05	5.62	5.56	5.71	6.06	5.95	6.34
45 and over	4.89	4.97	4.92	5.58	5.76	5.82	6.07	6.28	6.40
Total	4.49	4.55	4.72	5.21	5.22	5.41	5.55	5.62	5.83
ETHNIC									
African American	4.68	4.73	4.77	5.19	5.01	5.00	5.29	5.02	5.56
American Indian or Alaskan Native	4.26	4.52	5.08	4.47	5.24	5.35	5.05	5.79	6.12
Asian or Pacific Islander	4.33	4.32	4.91	4.87	4.80	5.40	5.04	5.18	5.76
Caucasian / White	4.53	4.58	4.73	5.31	5.32	5.46	5.68	5.69	5.87
Hispanic	4.50	4.8	5.06	5.30	5.28	5.68	5.53	5.94	6.10
Other	4.13	4.16	4.62	4.64	4.67	5.28	5.00	5.29	5.61
Prefer not to respond	4.25	4.39	4.19	4.82	4.99	4.99	5.03	5.43	5.38
Total	4.49	4.55	4.72	5.21	5.22	5.41	5.55	5.62	5.83
ENROLLMENT									
Day	4.50	4.54	4.72	5.21	5.23	5.43	5.54	5.59	5.78
Evening	4.47	4.57	4.71	5.27	5.24	5.39	5.64	5.74	5.94
Weekend	4.44	4.63	4.91	5.69	5.25	5.55	5.94	5.79	6.24
Total	4.49	4.55	4.72	5.21	5.22	5.41	5.55	5.62	5.83

	Experience met expectations			Overall satisfaction with experience			Would you enroll again?		
	2004	2006	2008	2004	2006	2008	2004	2006	2008
CURRENT LOAD									
Full-time	4.47	4.54	4.72	5.17	5.19	5.43	5.47	5.55	5.79
Part-time	4.51	4.55	4.74	5.30	5.28	5.41	5.71	5.75	5.90
Total	4.49	4.55	4.72	5.21	5.22	5.41	5.55	5.62	5.83
YEAR AT CLARK									
1 or less	4.58	4.61	4.84	5.28	5.27	5.48	5.61	5.63	5.89
2	4.47	4.59	4.7	5.20	5.22	5.42	5.54	5.67	5.82
3	4.34	4.37	4.54	5.03	5.07	5.36	5.37	5.46	5.69
4 or more	4.26	4.25	4.44	5.13	5.19	5.17	5.50	5.64	5.72
Total	4.49	4.55	4.72	5.21	5.22	5.41	5.55	5.62	5.83
GPA									
no credits yet	4.64	4.82	4.99	5.51	5.44	5.63	5.93	5.95	6.24
1.99 or lower	4.05	3.96	4.62	4.67	4.59	4.72	4.82	5.15	5.05
2.0 to 2.49	4.27	4.16	4.32	5.03	4.52	4.81	5.30	5.05	5.40
2.5 to 2.99	4.25	4.37	4.57	4.95	4.99	5.26	5.25	5.36	5.53
3.0 to 3.49	4.48	4.55	4.73	5.25	5.26	5.47	5.50	5.61	5.88
3.5 or above	4.72	4.72	4.86	5.38	5.49	5.62	5.84	5.87	6.01
Total	4.49	4.55	4.72	5.21	5.22	5.41	5.55	5.62	5.83
Disability									
Yes	4.41	4.45	4.71	5.20	4.91	5.28	5.43	5.34	5.76
No	4.49	4.55	4.73	5.21	5.25	5.44	5.56	5.64	5.84
Total	4.49	4.55	4.72	5.21	5.22	5.41	5.55	5.62	5.83
Was this college your									
1st choice	4.63	4.71	4.86	5.42	5.46	5.60	5.85	5.93	6.09
2nd choice	4.25	4.23	4.41	4.89	4.78	5.07	5.00	5.01	5.27
3rd or higher choice	3.58	3.76	3.86	3.84	4.08	4.29	3.72	4.14	4.12
Total	4.49	4.55	4.72	5.21	5.22	5.41	5.55	5.62	5.83

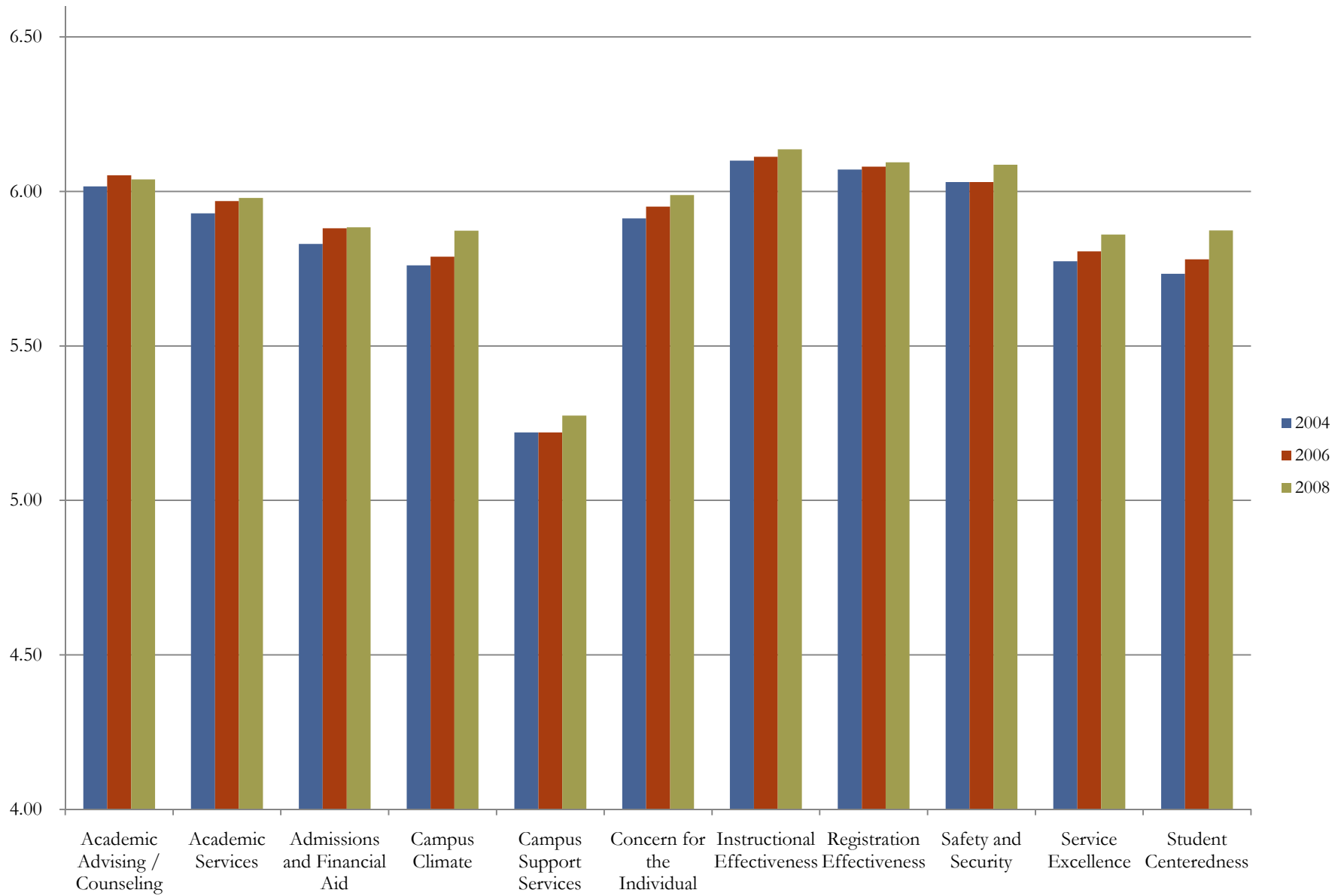
	Experience met expectations			Overall satisfaction with experience			Would you enroll again?		
	2004	2006	2008	2004	2006	2008	2004	2006	2008
My parent's college education									
Both my parent's earned their Bachelor's	na	4.38	4.80	na	5.07	5.53	na	5.47	5.86
Only my mother earned her Bachelor's	na	4.43	4.60	na	4.98	5.23	na	5.41	5.70
Only my father earned his Bachelors's	na	4.45	4.63	na	5.13	5.43	na	5.52	5.74
One or both attended, but no degree	na	4.56	4.76	na	5.33	5.56	na	5.74	6.03
Neither attended	na	4.76	4.96	na	5.45	5.68	na	5.88	6.13
Total	na	4.55	4.72	na	5.22	5.41	na	5.62	5.83
Major									
Arts and Humanities	na	4.44	4.73	na	5.08	5.55	na	5.48	5.82
Biological Sciences	na	4.32	4.64	na	5.14	5.55	na	5.56	5.89
Business	na	4.44	4.71	na	4.90	5.56	na	5.33	5.83
Education	na	4.75	4.71	na	5.36	5.36	na	5.98	5.72
Engineering	na	4.42	4.69	na	5.21	5.41	na	5.46	5.85
Physical Science	na	4.75	5.46	na	5.43	5.92	na	6.07	6.38
Professional	na	4.70	4.89	na	5.43	5.67	na	5.81	6.15
Social Science	na	4.39	4.93	na	5.12	5.45	na	5.57	5.83
Technical	na	4.76	4.78	na	5.48	5.49	na	6.06	6.11
Other Fields / Undecided	na	4.47	4.70	na	5.30	5.39	na	5.58	5.79
Total	na	4.55	4.72	na	5.22	5.41	na	5.62	5.83

Noel-Levitz Student Satisfaction Inventory
Spring 2008 compared with Spring 2006 and Spring 2004

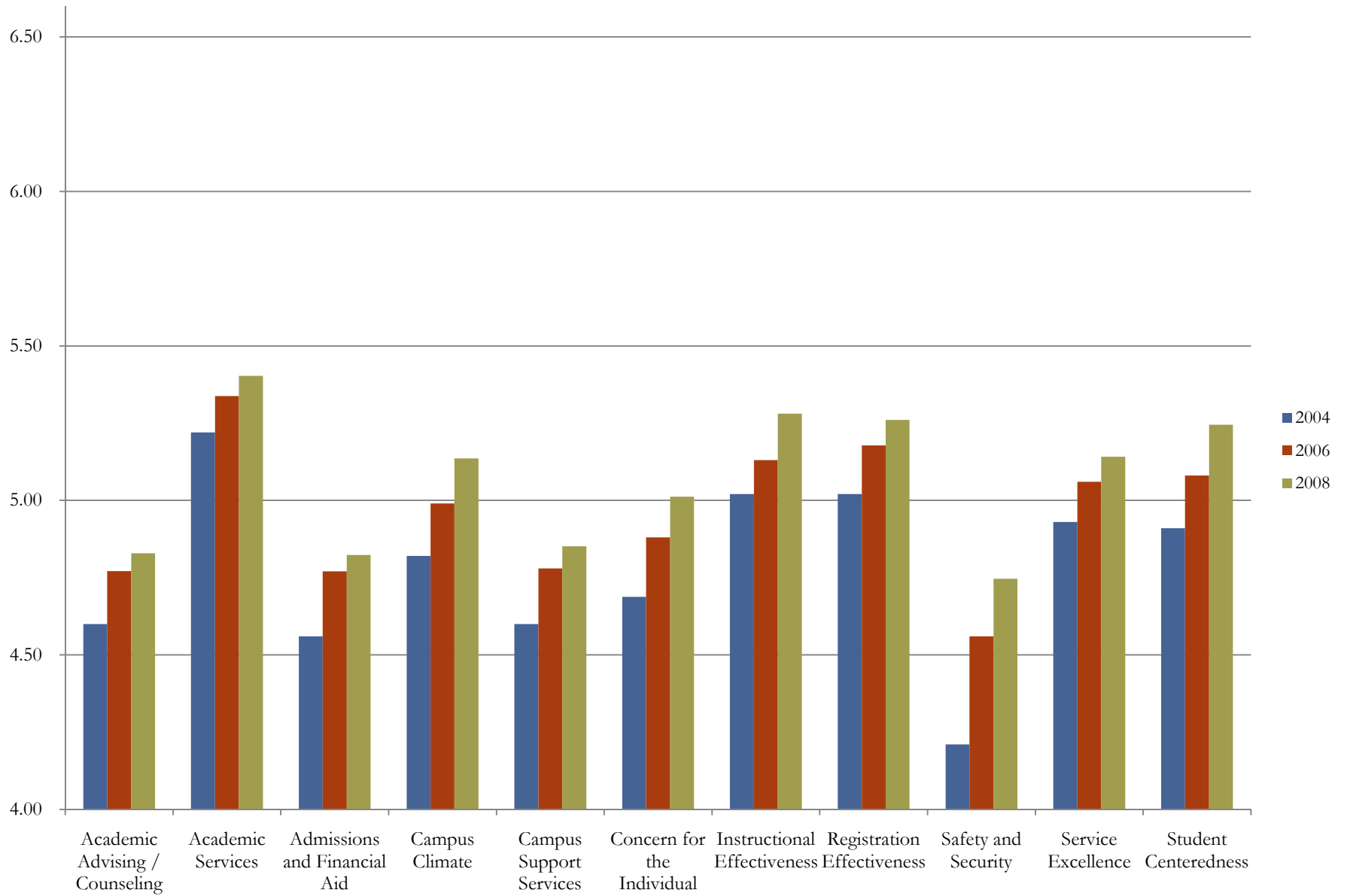
Satisfaction with Responsiveness to Diverse Populations	<u>2008 Sat</u>	<u>2006 Sat</u>	<u>2004 Sat</u>	<u>Change in Sat</u>
Institution's commitment to commuters?	5.03	4.86	4.56	0.47
Institution's commitment to evening students?	5.21	5.00	4.85	0.36
Institution's commitment to older, returning learners?	5.37	5.20	5.12	0.25
Institution's commitment to part-time students?	5.46	5.30	5.22	0.24
Institution's commitment to students with disabilities?	5.34	5.16	5.12	0.22
Institution's commitment to under-represented populations?	5.21	5.03	4.94	0.27

Importance of Factors in Decision to Enroll	<u>2008 Imp</u>	<u>2006 Imp</u>	<u>2004 Imp</u>	<u>Change in Imp</u>
Academic reputation as factor in decision to enroll.	5.57	5.39	5.42	0.15
Campus appearance as factor in decision to enroll.	4.97	4.86	4.70	0.27
Cost as factor in decision to enroll.	6.06	6.06	6.06	0.00
Financial aid as factor in decision to enroll.	5.54	5.49	5.48	0.06
Geographic setting as factor in decision to enroll.	5.30	5.32	5.31	-0.01
Opportunity to play sports as factor in decision to enroll.	3.16	3.13	2.93	0.23
Personalized attention prior to enrollment as factor in decision to enroll.	4.98	4.77	4.68	0.30
Recommendations from family/friends as factor in decision to enroll.	4.56	4.35	4.35	0.21
Size of institution as factor in decision to enroll.	4.78	4.70	4.70	0.08

Importance - Scales (2004-2008)



Satisfaction - Scales (2004-2008)



Gap - Scales (2004-2008)

