

## Noel-Levitz Spring 2008

During Spring Quarter 2008, Clark College surveyed students to measure their satisfaction with a wide range of college experiences. The Noel-Levitz Student Satisfaction Inventory, a standardized national survey tool that measures both what students think is important and how satisfied they are, was chosen as the survey tool. By taking “soundings” of student satisfaction, we are able to pinpoint our College strengths as well as challenges.

1,680 students in over 100 classes completed the inventory during April 2008. Classes were selected to provide a balance among morning, afternoon, evening, and weekend; vocational and academic; and pre-college, 100 and 200 level courses.

The satisfaction inventory creates 12 scales based on 70 questions that cover instruction, registration, advising, academic and campus support services, admissions and financial aid, campus climate, student centeredness and concern for the individual, responsiveness to diverse population, and service excellence.

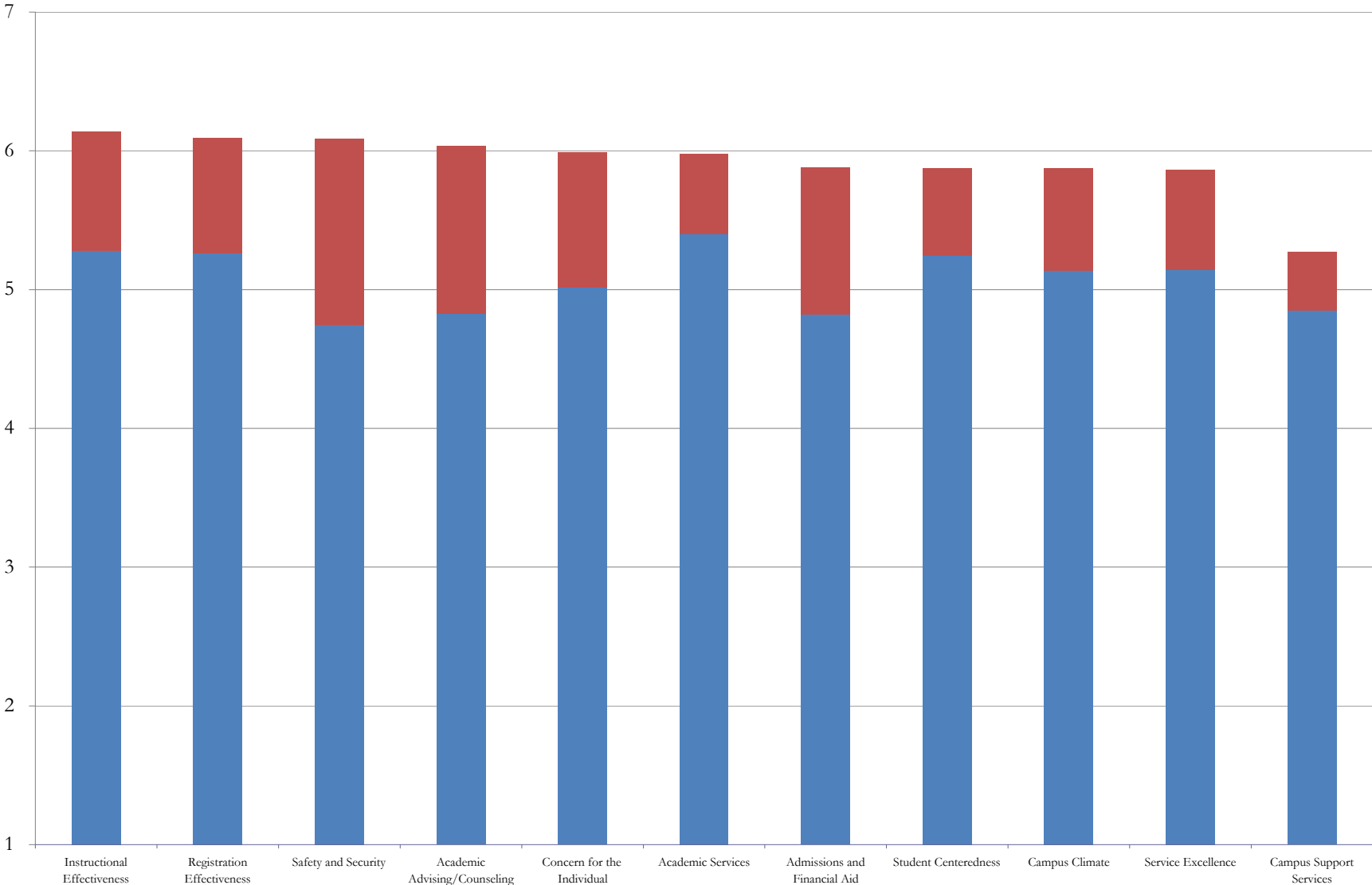
The data reported is the mean (average) for each question, with questions grouped together by scale. The mean is reported for importance and satisfaction, with “Gap” being the difference between the two. Clark College data is compared to the Nation for all scales.

In addition to the 70 items that make up the scales, students were asked to rate their satisfaction with the college’s responsiveness to diverse populations, and the importance of factors in their decision to enroll at the college. Students also responded to ten Clark College questions, which have no outside comparisons.

### Scales

	<b>Importance</b>	<b>Satisfied</b>
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

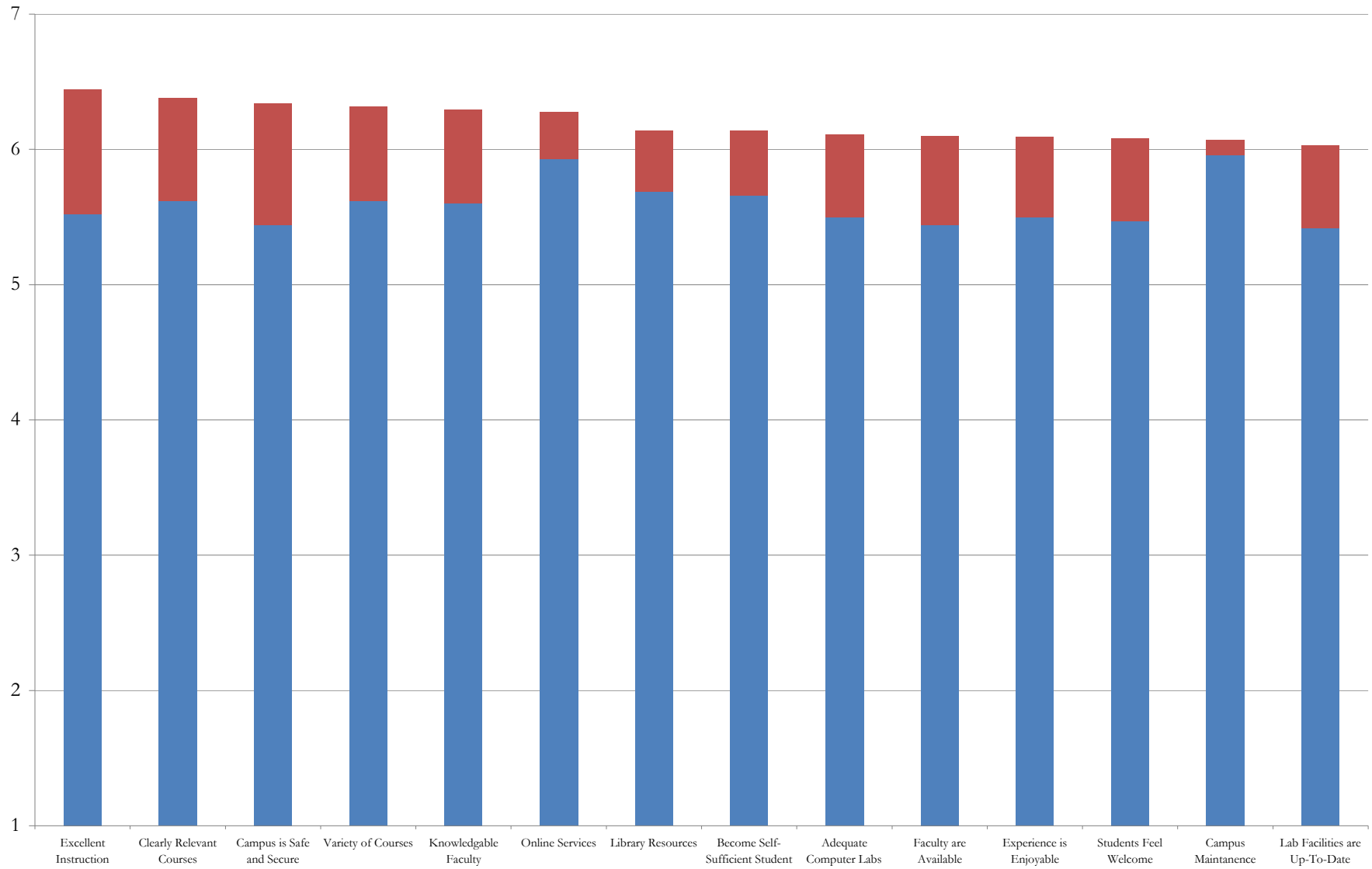
# 2008 Scales



**Note:** Importance is the sum of Gap and Satisfaction.

■ Satisfaction ■ Gap

## 2008 Strengths - Individual Items



**Note:** Importance is the sum of Gap and Satisfaction.

■ Satisfaction ■ Gap

## Noel-Levitz Student Satisfaction Inventory Spring 2008

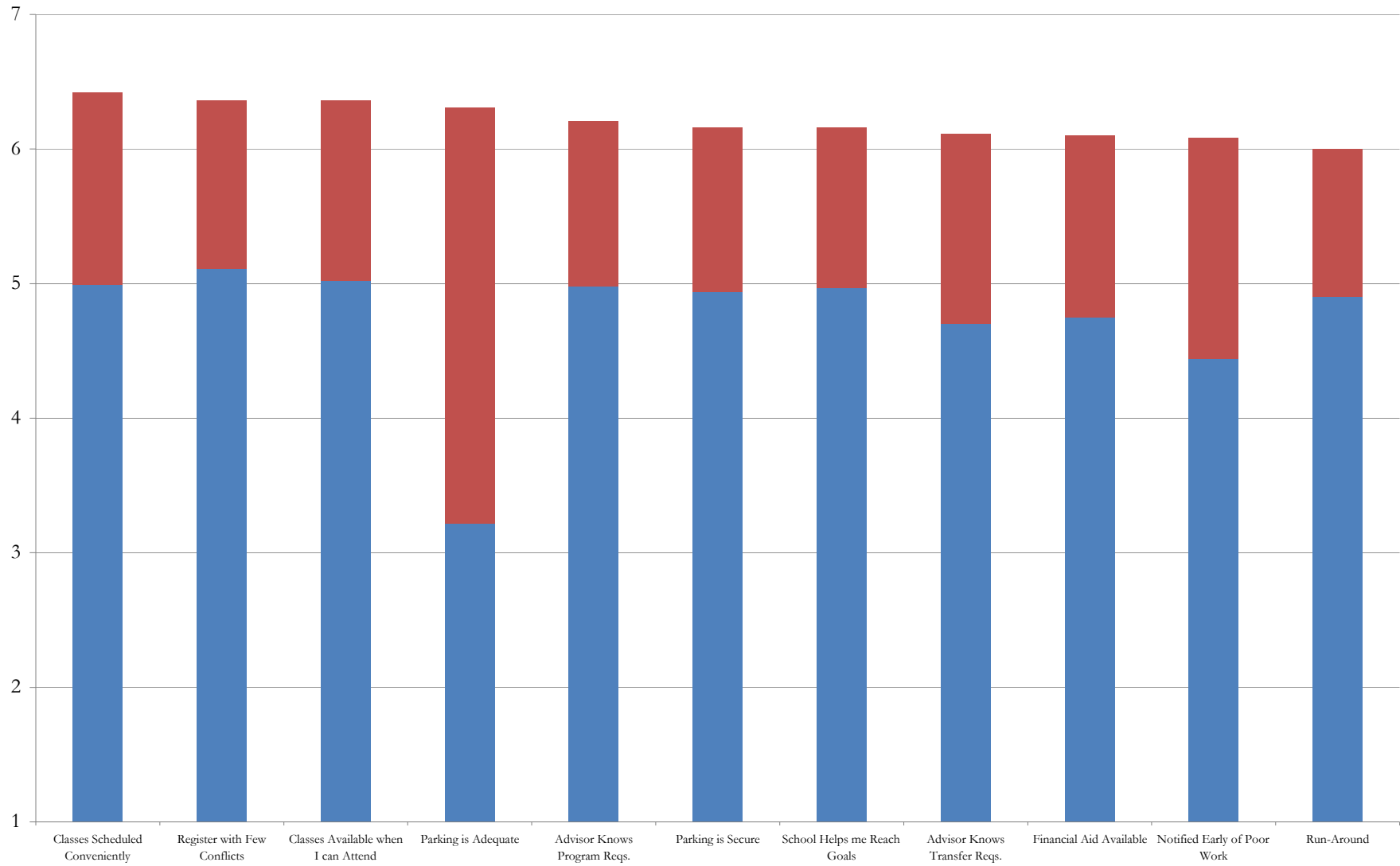
### Strengths

	<u>Imp</u>	<u>Sat</u>	<u>Gap</u>
On the whole, the campus is well-maintained	6.07	5.96	0.11
Online services are available on the the college website*	6.28	5.93	0.35
I am able to experience intellectual growth here	6.33	5.75	0.58
Library resources and services are adequate	6.14	5.69	0.45
Clark College helps me become a self sufficient student*	6.14	5.66	0.48
My courses at this college are clearly relevant to my future transfer, work, or personal goals*	6.38	5.62	0.76
There is a good variety of courses provided on this campus	6.32	5.62	0.70
Nearly all of the faculty are knowledgeable in their fields	6.29	5.60	0.69
The quality of instruction I receive in most of my classes is excellent	6.44	5.52	0.92
Computer labs are adequate and accessible	6.11	5.50	0.61
It is an enjoyable experience to be a student on this campus	6.09	5.50	0.59
Students are made to feel welcome on this campus	6.08	5.47	0.61
Faculty are usually available after class and during office hours	6.10	5.44	0.66
The campus is safe and secure for all students	6.34	5.44	0.90
The equipment in the lab facilities is kept up to date	6.03	5.42	0.61

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

\* additional college questions

## 2008 Challenges - Individual Items



**Note:** Importance is the sum of Gap and Satisfaction.

■ Satisfaction ■ Gap

# Noel-Levitz Student Satisfaction Inventory

## Spring 2008

### Challenges

	<u>Imp</u>	<u>Sat</u>	<u>Gap</u>
The amount of student parking space on campus is adequate	6.31	3.22	3.09
Students are notified early in the term if they are doing poorly in a class	6.08	4.44	1.64
My academic advisor is knowledgeable about the transfer requirements of other schools	6.11	4.70	1.41
Adequate financial aid is available for most students	6.10	4.75	1.35
I seldom get the "run-around" when seeking information on this campus	6.00	4.90	1.10
Parking lots are well-lighted and secure	6.16	4.94	1.22
This school does whatever it can to help me reach my educational goals	6.16	4.97	1.19
My academic advisor is knowledgeable about my program requirements	6.21	4.98	1.23
Classes are scheduled at times that are convenient for me	6.42	4.99	1.43
Classes that help me achieve my goals are available at times I can attend*	6.36	5.02	1.34
I am able to register for classes I need with few conflicts	6.36	5.11	1.25

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

\* additional college questions

**Noel-Levitz Student Satisfaction Inventory**  
Spring 2008

**Overall Satisfaction Questions**

**So far, how has your college experience met your expectations?** mean=4.72

Much better than I expected	11%
Quite a bit better than I expected	12%
Better than I expected	26%
About what I expected	39%
Worse than I expected	6%
Quite a bit worse than I expected	1%
Much worse than I expected	1%

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**Rate your overall satisfaction with your experience here thus far.** mean=5.41

Very satisfied	16%
Satisfied	43%
Somewhat satisfied	19%
Neutral	11%
Somewhat dissatisfied	5%
Not very satisfied	2%
Not satisfied at all	1%

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**All in all, if you had it to do over again, would you enroll here?** mean=5.83

Definitely yes	39%
Probably yes	34%
Maybe yes	10%
I don't know	8%
Maybe not	3%
Probably not	3%
Definitely not	1%

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**Institution was my:**

1st choice	78%
2nd choice	15%
3rd choice or lower	7%

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Column totals may not add to 100% due to rounding

**Noel-Levitz Student Satisfaction Inventory**  
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	Clark College			National			S/C**
	Imp	Sat	Gap	Imp	Sat	Gap	
<b>ACADEMIC ADVISING/COUNSELING</b>	<b>6.04</b>	<b>4.83</b>	<b>1.21</b>	<b>6.11</b>	<b>5.17</b>	<b>0.93</b>	
Counseling staff care about students as individuals.	5.91	4.91	1.00	6.00	5.14	0.86	
My academic advisor helps me set goals to work toward.	5.84	4.58	1.26	5.96	4.99	0.97	
My academic advisor is approachable.	6.08	5.02	1.06	6.19	5.40	0.79	
My academic advisor is concerned about my success as an individual.	5.96	4.64	1.32	6.09	5.05	1.04	
My academic advisor is knowledgeable about my program requirements.	6.21	4.98	1.23	6.25	5.36	0.89	C
My academic advisor is knowledgeable about the transfer requirements of other schools.	6.11	4.70	1.41	6.10	5.09	1.01	C
This school does whatever it can to help me reach my educational goals.	6.16	4.97	1.19	6.17	5.19	0.98	C
<b>ACADEMIC SERVICES</b>	<b>5.98</b>	<b>5.40</b>	<b>0.58</b>	<b>6.02</b>	<b>5.39</b>	<b>0.63</b>	
Academic support services adequately meet the needs of students.	5.85	5.07	0.78	5.94	5.20	0.74	
Computer labs are adequate and accessible.	6.11	5.50	0.61	6.16	5.52	0.64	S
Library resources and services are adequate.	6.14	5.69	0.45	6.12	5.54	0.58	S
Library staff are helpful and approachable.	5.90	5.46	0.44	5.92	5.45	0.47	
The equipment in the lab facilities is kept up to date.	6.03	5.42	0.61	6.11	5.40	0.71	S
There are a sufficient number of study areas on campus.	5.98	5.43	0.55	5.93	5.30	0.63	
Tutoring services are readily available.	5.84	5.25	0.59	5.94	5.33	0.61	
<b>ADMISSIONS AND FINANCIAL AID</b>	<b>5.88</b>	<b>4.82</b>	<b>1.06</b>	<b>6.00</b>	<b>5.08</b>	<b>0.92</b>	
Adequate financial aid is available for most students.	6.10	4.75	1.35	6.19	5.08	1.11	C
Admissions counselors accurately portray the campus in their recruiting practices.	5.50	4.86	0.64	5.73	5.08	0.65	
Admissions counselors respond to prospective students' unique needs and requests.	5.85	4.87	0.98	5.93	5.13	0.80	
Admissions staff are knowledgeable.	6.03	5.16	0.87	6.12	5.33	0.79	
Financial aid awards are announced to students in time to be helpful in college planning.	5.93	4.64	1.29	6.01	4.85	1.16	
Financial aid counselors are helpful.	5.89	4.66	1.23	6.03	5.01	1.02	

## Noel-Levitz Student Satisfaction Inventory Spring 2008

	2008			National			S/C**
	Imp	Sat	Gap	Imp	Sat	Gap	
<b>CAMPUS CLIMATE</b>	<b>5.87</b>	<b>5.14</b>	<b>0.74</b>	<b>5.94</b>	<b>5.25</b>	<b>0.69</b>	
Administrators are approachable to students.	5.83	5.06	0.77	5.96	5.20	0.76	
Channels for expressing student complaints are readily available.	5.78	4.58	1.20	5.90	4.87	1.03	
Faculty care about me as an individual.	5.83	5.21	0.62	5.93	5.34	0.59	
I generally know what's happening on campus.	5.26	4.57	0.69	5.50	4.88	0.62	
I seldom get the "run-around" when seeking information on this campus.	6.00	4.90	1.10	6.03	5.07	0.96	C
It is an enjoyable experience to be a student on this campus.	6.09	5.50	0.59	6.08	5.46	0.62	S
Most students feel a sense of belonging here.	5.30	5.14	0.16	5.43	5.27	0.16	
New student orientation services help students adjust to college.	5.60	5.04	0.56	5.78	5.19	0.59	
People on this campus respect and are supportive of each other.	5.91	5.25	0.66	5.89	5.22	0.67	
Students are made to feel welcome on this campus.	6.08	5.47	0.61	6.11	5.51	0.60	S
The campus is safe and secure for all students.	6.34	5.44	0.90	6.24	5.50	0.74	S
The campus staff are caring and helpful.	5.97	5.39	0.58	6.01	5.38	0.63	
The college shows concern for students as individuals.	5.97	4.91	1.06	6.08	5.09	0.99	
This institution has a good reputation within the community.	5.97	5.61	0.36	6.01	5.57	0.44	
This school does whatever it can to help me reach my educational goals.	6.16	4.97	1.19	6.17	5.19	0.98	C
<b>CAMPUS SUPPORT SERVICES</b>	<b>5.27</b>	<b>4.85</b>	<b>0.42</b>	<b>5.38</b>	<b>4.88</b>	<b>0.49</b>	
Child care facilities are available on campus.	4.54	4.65	-0.11	4.61	4.45	0.16	
New student orientation services help students adjust to college.	5.60	5.04	0.56	5.78	5.19	0.59	
Personnel in the Veterans' Services program are helpful.	4.62	4.60	0.02	4.66	4.55	0.11	
The career services office provides students with the help they need to get a job.	5.79	4.84	0.95	5.82	4.95	0.87	
The student center is a comfortable place for students to spend their leisure time.	5.50	5.21	0.29	5.66	5.15	0.51	
There are adequate services to help me decide upon a career.	5.94	4.95	0.99	6.01	5.16	0.85	
This campus provides effective support services for displaced homemakers.	4.93	4.67	0.26	5.10	4.73	0.37	

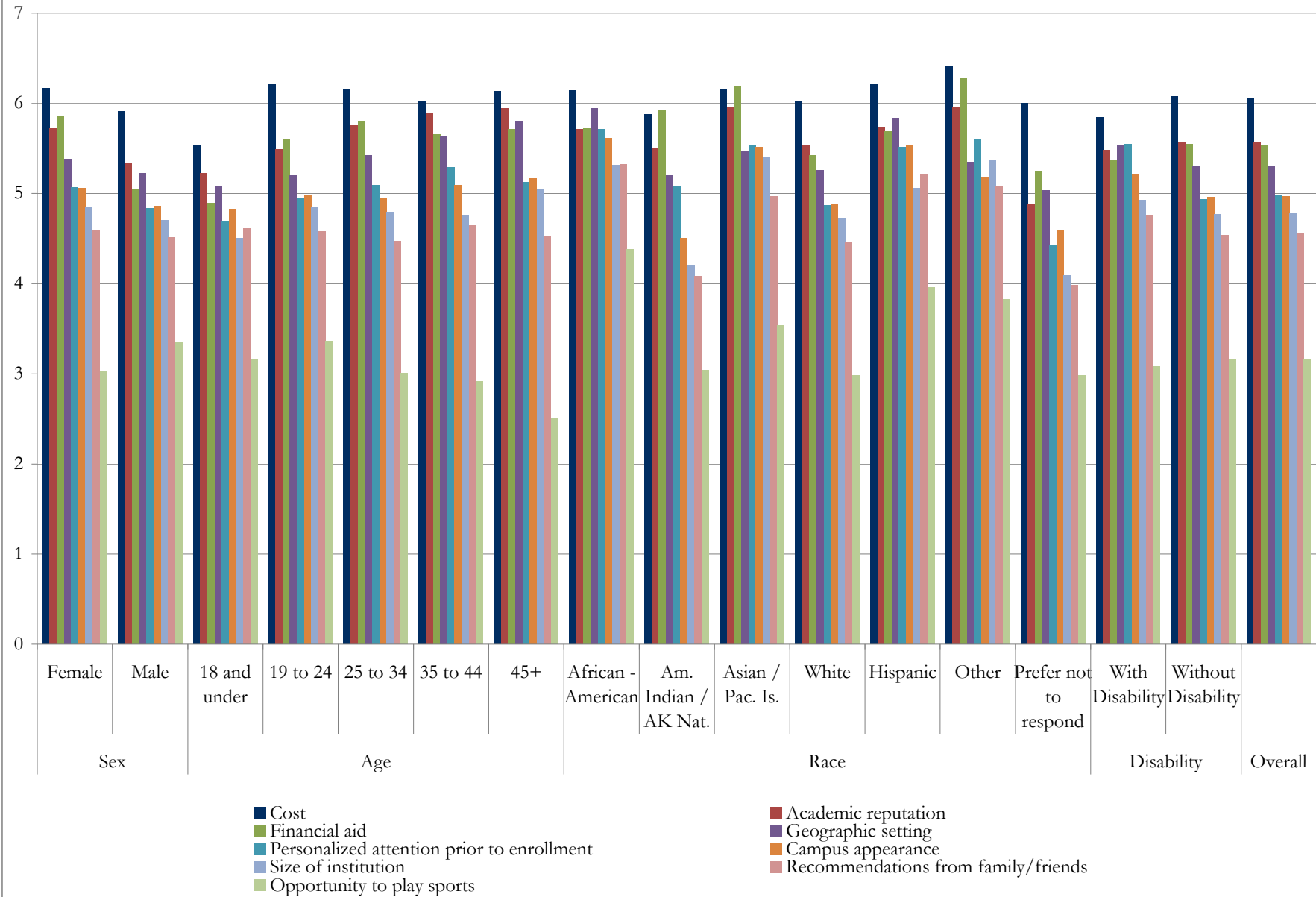
## Noel-Levitz Student Satisfaction Inventory Spring 2008

	2008			National			S/C**
	Imp	Sat	Gap	Imp	Sat	Gap	
<b>CONCERN FOR THE INDIVIDUAL</b>	<b>5.99</b>	<b>5.01</b>	<b>0.98</b>	<b>6.06</b>	<b>5.19</b>	<b>0.88</b>	
Counseling staff care about students as individuals.	5.91	4.91	1.00	6.00	5.14	0.86	
Faculty are fair and unbiased in their treatment of individual students.	6.27	5.39	0.88	6.21	5.31	0.90	
Faculty care about me as an individual.	5.83	5.21	0.62	5.93	5.34	0.59	
My academic advisor is concerned about my success as an individual.	5.96	4.64	1.32	6.09	5.05	1.04	
The college shows concern for students as individuals.	5.97	4.91	1.06	6.08	5.09	0.99	
<b>INSTRUCTIONAL EFFECTIVENESS</b>	<b>6.14</b>	<b>5.28</b>	<b>0.85</b>	<b>6.16</b>	<b>5.36</b>	<b>0.80</b>	
Faculty are fair and unbiased in their treatment of individual students.	6.27	5.39	0.88	6.21	5.31	0.90	
Faculty are interested in my academic problems.	5.84	5.00	0.84	5.99	5.14	0.85	
Faculty are understanding of students' unique life circumstances.	6.04	5.11	0.93	6.09	5.17	0.92	
Faculty are usually available after class and during office hours.	6.10	5.44	0.66	6.18	5.54	0.64	S
Faculty care about me as an individual.	5.83	5.21	0.62	5.93	5.34	0.59	
Faculty provide timely feedback about student progress in a course.	6.16	5.12	1.04	6.14	5.26	0.88	
Faculty take into consideration student differences as they teach a course.	6.00	5.16	0.84	6.04	5.19	0.85	
I am able to experience intellectual growth here.	6.33	5.75	0.58	6.26	5.64	0.62	S
Nearly all classes deal with practical experiences and applications.	5.96	5.27	0.69	6.04	5.38	0.66	
Nearly all of the faculty are knowledgeable in their fields.	6.29	5.60	0.69	6.28	5.62	0.66	S
Program requirements are clear and reasonable.	6.24	5.30	0.94	6.21	5.47	0.74	
Students are notified early in the term if they are doing poorly in a class.	6.08	4.44	1.64	6.14	4.88	1.26	C
The quality of instruction I receive in most of my classes is excellent.	6.44	5.52	0.92	6.39	5.56	0.83	S
There is a good variety of courses provided on this campus.	6.32	5.62	0.70	6.27	5.51	0.76	S
<b>REGISTRATION EFFECTIVENESS</b>	<b>6.09</b>	<b>5.26</b>	<b>0.83</b>	<b>6.13</b>	<b>5.37</b>	<b>0.77</b>	
Billing policies are reasonable.	5.88	5.03	0.85	6.02	5.26	0.76	
Bookstore staff are helpful.	5.96	5.76	0.20	6.00	5.48	0.52	
Class change (drop/add) policies are reasonable.	6.00	5.35	0.65	6.06	5.40	0.66	
Classes are scheduled at times that are convenient for me.	6.42	4.99	1.43	6.41	5.38	1.03	C
I am able to register for classes I need with few conflicts.	6.36	5.11	1.25	6.33	5.37	0.96	C
Policies and procedures regarding registration and course selection are clear and well-publicized.	6.11	5.28	0.83	6.12	5.39	0.73	
The business office is open during hours which are convenient for most students.	5.94	5.19	0.75	6.01	5.33	0.68	
The personnel involved in registration are helpful.	6.13	5.30	0.83	6.15	5.32	0.83	
There are convenient ways of paying my school bill.	6.04	5.33	0.71	6.11	5.36	0.75	

**Noel-Levitz Student Satisfaction Inventory**  
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	2008			National			S/C**
	Imp	Sat	Gap	Imp	Sat	Gap	
<b>SAFETY AND SECURITY</b>	<b>6.09</b>	<b>4.75</b>	<b>1.34</b>	<b>5.96</b>	<b>4.93</b>	<b>1.02</b>	
Parking lots are well-lighted and secure.	6.16	4.94	1.22	6.09	5.06	1.03	C
Security staff are helpful.	5.62	5.18	0.44	5.47	4.83	0.64	
Security staff respond quickly in emergencies.	6.00	4.95	1.05	5.84	4.82	1.02	
The amount of student parking space on campus is adequate.	6.31	3.22	3.09	6.15	4.46	1.69	C
The campus is safe and secure for all students.	6.34	5.44	0.90	6.24	5.50	0.74	S
<b>SERVICE EXCELLENCE</b>	<b>5.86</b>	<b>5.14</b>	<b>0.72</b>	<b>5.93</b>	<b>5.21</b>	<b>0.72</b>	
Administrators are approachable to students.	5.83	5.06	0.77	5.96	5.20	0.76	
Bookstore staff are helpful.	5.96	5.76	0.20	6.00	5.48	0.52	
Channels for expressing student complaints are readily available.	5.78	4.58	1.20	5.90	4.87	1.03	
I generally know what's happening on campus.	5.26	4.57	0.69	5.50	4.88	0.62	
I seldom get the "run-around" when seeking information on this campus.	6.00	4.90	1.10	6.03	5.07	0.96	C
Library staff are helpful and approachable.	5.90	5.46	0.44	5.92	5.45	0.47	
People on this campus respect and are supportive of each other.	5.91	5.25	0.66	5.89	5.22	0.67	
The campus staff are caring and helpful.	5.97	5.39	0.58	6.01	5.38	0.63	
The personnel involved in registration are helpful.	6.13	5.30	0.83	6.15	5.32	0.83	
<b>STUDENT CENTEREDNESS</b>	<b>5.87</b>	<b>5.25</b>	<b>0.63</b>	<b>5.95</b>	<b>5.32</b>	<b>0.63</b>	
Administrators are approachable to students.	5.83	5.06	0.77	5.96	5.20	0.76	
It is an enjoyable experience to be a student on this campus.	6.09	5.50	0.59	6.08	5.46	0.62	S
Most students feel a sense of belonging here.	5.30	5.14	0.16	5.43	5.27	0.16	
Students are made to feel welcome on this campus.	6.08	5.47	0.61	6.11	5.51	0.60	S
The campus staff are caring and helpful.	5.97	5.39	0.58	6.01	5.38	0.63	
The college shows concern for students as individuals.	5.97	4.91	1.06	6.08	5.09	0.99	
<b>NOEL-LEVITZ ITEMS NOT INCLUDED IN SCALES</b>							
Internships or practical experiences are provided in my degree/certificate program.	5.79	4.72	1.07	5.89	5.02	0.87	
On the whole, the campus is well-maintained.	6.07	5.96	0.11	6.13	5.70	0.43	S
The assessment and course placement procedures are reasonable.	5.93	5.14	0.79	5.98	5.24	0.74	
The quality of instruction in the vocational/technical programs is excellent.	5.99	5.28	0.71	6.02	5.38	0.64	

## 2008 Importance of Factors in Enrollment by Demographics



**Noel-Levitz Student Satisfaction Inventory**  
Spring 2008

	<b>Clark College</b>	<b>National</b>
<b>SATISFACTION WITH RESPONSIVENESS TO DIVERSE POPULATIONS</b>	<b>5.27</b>	<b>5.42</b>
Institution's commitment to commuters?	5.03	5.32
Institution's commitment to evening students?	5.21	5.42
Institution's commitment to older, returning learners?	5.37	5.50
Institution's commitment to part-time students?	5.46	5.53
Institution's commitment to students with disabilities?	5.34	5.44
Institution's commitment to under-represented populations?	5.21	5.31
<b>IMPORTANCE OF FACTORS IN DECISION TO ENROLL</b>		
Cost as factor in decision to enroll.	6.06	6.21
Financial aid as factor in decision to enroll.	5.54	5.85
Academic reputation as factor in decision to enroll.	5.57	5.76
Size of institution as factor in decision to enroll.	4.78	5.17
Opportunity to play sports as factor in decision to enroll.	3.16	3.53
Recommendations from family/friends as factor in decision to enroll.	4.56	4.85
Geographic setting as factor in decision to enroll.	5.30	5.41
Personalized attention prior to enrollment as factor in decision to enroll.	4.97	5.18
Campus appearance as factor in decision to enroll.	4.98	5.34

## Noel-Levitz Student Satisfaction Inventory Spring 2008

### CLARK COLLEGE QUESTIONS

	<u>Imp</u>	<u>Sat</u>	<u>Gap</u>	<u>S/C**</u>
This college demonstrates a respect for differences and an appreciation of multiple perspectives.	6.13	5.13	1.00	
The college effectively uses technology in the classroom.	6.02	5.05	0.97	
Academic advising is available to assist me at various stages in my program.	5.95	4.86	1.09	
Online services (e.g. Schedule Planner, Web Registration) are available on the college website.	6.14	5.66	0.48	S
The college offers adequate online courses.	6.36	5.02	1.34	
Classes that help me achieve my goals are available at time I can attend.	6.38	5.62	0.76	C
My courses at this college are clearly relevant to my future transfer, work, or personal goals.	6.28	5.93	0.35	S
Adequate instructional support services are available for night and weekend students (e.g. library hours, computer lab hours, tutoring).	5.93	5.58	0.35	
Adequate student services are available for night and weekend students (e.g. bookstore, advising, registration, information).	5.71	5.01	0.70	
Clark College helps me become a self sufficient student -- taking responsibility for my own education.	5.91	5.39	0.52	S