



## Noel-Levitz Winter 2014

During Winter Quarter 2014, 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.

3,132 students in over 200 classes completed the inventory during February 2014. Classes were selected to provide a balance among morning, afternoon, evening, and weekend; vocational and academic; location; and pre-college, 100 and 200 level courses. Additionally, students in online classes were sent an email invitation to complete the inventory online.

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.

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 previous year 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

## Noel-Levitz Student Satisfaction Inventory

Winter 2014 compared with Winter 2012, Winter 2010, Spring 2008, Spring 2006 and Spring 2004

### Overall Satisfaction Questions

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

	2004	2006	2008	2010	2012	2014
Much better than I expected	9%	9%	11%	10%	10%	10%
Quite a bit better than I expected	9%	10%	12%	13%	12%	12%
Better than I expected	24%	26%	26%	27%	26%	25%
About what I expected	46%	44%	39%	40%	41%	41%
Worse than I expected	9%	8%	6%	5%	5%	6%
Quite a bit worse than I expected	2%	1%	1%	1%	1%	1%
Much worse than I expected	2%	2%	1%	1%	1%	1%

#### Rate your overall satisfaction with your experience here thus far.

	2004	2006	2008	2010	2012	2014
Very satisfied	12%	13%	16%	16%	14%	15%
Satisfied	39%	41%	43%	44%	42%	43%
Somewhat satisfied	24%	21%	19%	19%	19%	18%
Neutral	13%	14%	11%	12%	12%	14%
Somewhat dissatisfied	7%	8%	5%	4%	6%	5%
Not very satisfied	4%	3%	2%	1%	2%	2%
Not satisfied at all	1%	1%	1%	0%	1%	0%

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

	2004	2006	2008	2010	2012	2014
Definitely yes	31%	32%	39%	38%	36%	34%
Probably yes	37%	35%	34%	36%	34%	34%
Maybe yes	9%	11%	10%	9%	11%	12%
I don't know	10%	11%	8%	7%	8%	9%
Maybe not	4%	4%	3%	3%	3%	3%
Probably not	6%	4%	3%	3%	3%	3%
Definitely not	2%	2%	1%	1%	1%	2%

#### Institution was my:

	2004	2006	2008	2010	2012	2014
1st choice	77%	74%	78%	81%	81%	79%
2nd choice	14%	18%	15%	13%	14%	13%
3rd choice or lower	8%	8%	7%	6%	6%	7%

Column totals may not add to 100% due to rounding

# Noel-Levitz Student Satisfaction Inventory

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	2004			2006			2008			2010			2012			2014		
	Imp	Sat	Gap	Imp	Sat	Gap	Imp	Sat	Gap	Imp	Sat	Gap	Imp	Sat	Gap	Imp	Sat	Gap
<b>ACADEMIC ADVISING/COUNSELING</b>	<b>6.02</b>	<b>4.60</b>	<b>1.42</b>	<b>6.05</b>	<b>4.77</b>	<b>1.28</b>	<b>6.04</b>	<b>4.83</b>	<b>1.21</b>	<b>6.06</b>	<b>4.95</b>	<b>1.11</b>	<b>6.12</b>	<b>4.90</b>	<b>1.22</b>	<b>6.11</b>	<b>5.10</b>	<b>1.01</b>
Counseling staff care about students as individuals.	5.80	4.66	1.14	5.85	4.87	0.98	5.91	4.91	1.00	5.89	4.98	0.91	5.95	4.99	0.96	5.98	5.16	0.82
My academic advisor helps me set goals to work toward.	5.85	4.39	1.46	5.90	4.53	1.37	5.84	4.58	1.26	5.93	4.78	1.15	5.98	4.81	1.17	5.98	5.03	0.95
My academic advisor is approachable.	6.11	4.92	1.19	6.15	5.11	1.04	6.08	5.02	1.06	6.14	5.12	1.02	6.18	4.99	1.19	6.17	5.27	0.90
My academic advisor is concerned about my success as an individual.	5.93	4.34	1.59	5.95	4.52	1.43	5.96	4.64	1.32	5.97	4.70	1.27	6.03	4.67	1.36	5.99	4.87	1.12
My academic advisor is knowledgeable about my program requirements.	6.25	4.84	1.41	6.25	4.97	1.28	6.21	4.98	1.23	6.22	5.14	1.08	6.32	5.06	1.26	6.32	5.31	1.01
My academic advisor is knowledgeable about the transfer requirements of other schools.	6.13	4.44	1.69	6.14	4.64	1.50	6.11	4.70	1.41	6.10	4.81	1.29	6.20	4.79	1.41	6.17	4.94	1.23
This school does whatever it can to help me reach my educational goals.	6.04	4.61	1.43	6.12	4.76	1.36	6.16	4.97	1.19	6.13	5.08	1.05	6.18	4.97	1.21	6.17	5.10	1.07
<b>ACADEMIC SERVICES</b>	<b>5.93</b>	<b>5.22</b>	<b>0.71</b>	<b>5.97</b>	<b>5.34</b>	<b>0.62</b>	<b>5.98</b>	<b>5.40</b>	<b>0.58</b>	<b>6.00</b>	<b>5.44</b>	<b>0.56</b>	<b>6.04</b>	<b>5.47</b>	<b>0.57</b>	<b>6.02</b>	<b>5.48</b>	<b>0.53</b>
Academic support services adequately meet the needs of students.	5.72	4.71	1.01	5.77	4.89	0.88	5.85	5.07	0.78	5.85	5.11	0.74	5.91	5.10	0.81	5.94	5.13	0.81
Computer labs are adequate and accessible.	6.07	5.30	0.77	6.14	5.46	0.68	6.11	5.50	0.61	6.14	5.42	0.72	6.16	5.45	0.71	6.16	5.63	0.54
Library resources and services are adequate.	6.18	5.56	0.62	6.18	5.60	0.58	6.14	5.69	0.45	6.11	5.67	0.44	6.15	5.70	0.45	6.09	5.67	0.42
Library staff are helpful and approachable.	5.89	5.48	0.41	5.91	5.51	0.40	5.90	5.46	0.44	5.90	5.59	0.31	5.94	5.63	0.31	5.89	5.57	0.32
The equipment in the lab facilities is kept up to date.	5.99	5.19	0.80	6.05	5.37	0.68	6.03	5.42	0.61	6.02	5.41	0.61	6.04	5.48	0.56	6.04	5.49	0.55
There are a sufficient number of study areas on campus.	5.88	5.16	0.72	5.91	5.39	0.52	5.98	5.43	0.55	6.02	5.42	0.60	6.05	5.43	0.62	6.01	5.48	0.53
Tutoring services are readily available.	5.77	5.04	0.73	5.82	5.14	0.68	5.84	5.25	0.59	5.96	5.44	0.52	6.04	5.42	0.62	5.99	5.42	0.57
<b>ADMISSIONS AND FINANCIAL AID</b>	<b>5.83</b>	<b>4.56</b>	<b>1.27</b>	<b>5.88</b>	<b>4.77</b>	<b>1.11</b>	<b>5.88</b>	<b>4.82</b>	<b>1.06</b>	<b>5.95</b>	<b>4.91</b>	<b>1.04</b>	<b>6.01</b>	<b>4.91</b>	<b>1.10</b>	<b>5.97</b>	<b>5.00</b>	<b>0.97</b>
Adequate financial aid is available for most students.	6.11	4.48	1.63	6.14	4.65	1.49	6.10	4.75	1.35	6.24	4.90	1.34	6.25	4.90	1.35	6.19	4.98	1.21
Admissions counselors accurately portray the campus in their recruiting practices.	5.37	4.56	0.81	5.47	4.75	0.72	5.50	4.86	0.64	5.52	4.95	0.57	5.60	4.95	0.65	5.61	5.01	0.60
Admissions counselors respond to prospective students' unique needs and requests.	5.65	4.64	1.01	5.72	4.82	0.90	5.85	4.87	0.98	5.77	4.95	0.82	5.86	4.98	0.88	5.87	5.08	0.79
Admissions staff are knowledgeable.	5.97	5.04	0.93	6.03	5.18	0.85	6.03	5.16	0.87	6.02	5.26	0.76	6.10	5.26	0.84	6.08	5.35	0.73
Financial aid awards are announced to students in time to be helpful in college planning.	5.93	4.25	1.68	5.96	4.54	1.42	5.93	4.64	1.29	6.06	4.61	1.45	6.10	4.68	1.42	6.03	4.73	1.30
Financial aid counselors are helpful.	5.88	4.34	1.54	5.89	4.59	1.30	5.89	4.66	1.23	6.01	4.78	1.23	6.08	4.68	1.40	6.00	4.86	1.14

2014-greater than 1.0 gap between importance and satisfaction

# Noel-Levitz Student Satisfaction Inventory

Winter 2014 compared with Winter 2012, Winter 2010, Spring 2008, Spring 2006 and Spring 2004

	2004			2006			2008			2010			2012			2014		
	<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>	<u>Imp</u>	<u>Sat</u>	<u>Gap</u>	<u>Imp</u>	<u>Sat</u>	<u>Gap</u>
<b>CAMPUS CLIMATE</b>	<b>5.76</b>	<b>4.82</b>	<b>0.93</b>	<b>5.79</b>	<b>4.99</b>	<b>0.80</b>	<b>5.87</b>	<b>5.14</b>	<b>0.74</b>	<b>5.84</b>	<b>5.19</b>	<b>0.65</b>	<b>5.89</b>	<b>5.16</b>	<b>0.73</b>	<b>5.90</b>	<b>5.21</b>	<b>0.68</b>
Administrators are approachable to students.	5.71	4.65	1.06	5.73	4.82	0.91	5.83	5.06	0.77	5.80	5.06	0.74	5.89	5.08	0.81	5.89	5.17	0.72
Channels for expressing student complaints are readily available.	5.72	4.24	1.48	5.74	4.39	1.35	5.78	4.58	1.20	5.74	4.62	1.12	5.83	4.62	1.21	5.79	4.77	1.02
Faculty care about me as an individual.	5.74	4.92	0.82	5.76	5.07	0.69	5.83	5.21	0.62	5.76	5.23	0.53	5.81	5.22	0.59	5.85	5.26	0.59
I generally know what's happening on campus.	5.02	4.23	0.79	5.07	4.37	0.70	5.26	4.57	0.69	5.21	4.53	0.68	5.24	4.75	0.49	5.31	4.97	0.34
I seldom get the "run-around" when seeking information on this campus.	6.01	4.68	1.33	6.03	4.83	1.20	6.00	4.90	1.10	6.03	4.90	1.13	6.08	4.80	1.28	6.02	4.97	1.05
It is an enjoyable experience to be a student on this campus.	5.96	5.16	0.80	6.02	5.32	0.70	6.09	5.50	0.59	6.11	5.56	0.55	6.09	5.42	0.67	6.11	5.43	0.67
Most students feel a sense of belonging here.	5.12	4.91	0.21	5.15	5.00	0.15	5.30	5.14	0.16	5.20	5.17	0.03	5.34	5.17	0.17	5.41	5.22	0.19
New student orientation services help students adjust to college.	5.48	4.59	0.89	5.48	4.88	0.60	5.60	5.04	0.56	5.62	5.12	0.50	5.68	5.11	0.57	5.70	5.09	0.61
People on this campus respect and are supportive of each other.	5.78	4.99	0.79	5.84	5.14	0.70	5.91	5.25	0.66	5.90	5.34	0.56	5.94	5.28	0.66	5.96	5.34	0.63
Students are made to feel welcome on this campus.	5.93	5.18	0.75	6.00	5.36	0.64	6.08	5.47	0.61	6.03	5.54	0.49	6.07	5.50	0.57	6.08	5.53	0.55
The campus is safe and secure for all students.	6.25	5.21	1.04	6.28	5.35	0.93	6.34	5.44	0.90	6.31	5.57	0.74	6.34	5.56	0.78	6.34	5.53	0.81
The campus staff are caring and helpful.	5.83	5.05	0.78	5.88	5.25	0.63	5.97	5.39	0.58	5.91	5.39	0.52	5.99	5.40	0.59	5.98	5.40	0.57
The college shows concern for students as individuals.	5.85	4.46	1.39	5.90	4.69	1.21	5.97	4.91	1.06	5.90	4.85	1.05	5.97	4.75	1.22	5.95	4.89	1.05
This institution has a good reputation within the community.	5.86	5.41	0.45	5.83	5.48	0.35	5.97	5.61	0.36	5.94	5.66	0.28	5.93	5.58	0.35	5.90	5.54	0.36
This school does whatever it can to help me reach my educational goals.	6.04	4.61	1.43	6.12	4.76	1.36	6.16	4.97	1.19	6.13	5.08	1.05	6.18	4.97	1.21	6.17	5.10	1.08
<b>CAMPUS SUPPORT SERVICES</b>	<b>5.22</b>	<b>4.60</b>	<b>0.62</b>	<b>5.22</b>	<b>4.78</b>	<b>0.44</b>	<b>5.27</b>	<b>4.85</b>	<b>0.42</b>	<b>5.31</b>	<b>4.88</b>	<b>0.43</b>	<b>5.37</b>	<b>4.91</b>	<b>0.46</b>	<b>5.37</b>	<b>4.96</b>	<b>0.41</b>
Child care facilities are available on campus.	4.52	4.54	-0.02	4.42	4.65	-0.23	4.54	4.65	-0.11	4.43	4.66	-0.23	4.49	4.73	-0.24	4.37	4.73	-0.36
New student orientation services help students adjust to college.	5.48	4.59	0.89	5.48	4.88	0.60	5.60	5.04	0.56	5.62	5.12	0.50	5.68	5.11	0.57	5.70	5.09	0.61
Personnel in the Veterans' Services program are helpful.	4.45	4.38	0.07	4.43	4.52	-0.09	4.62	4.60	0.02	4.64	4.54	0.10	4.67	4.53	0.14	4.75	4.68	0.07
The career services office provides students with the help they need to get a job.	5.65	4.61	1.04	5.65	4.71	0.94	5.79	4.84	0.95	5.74	4.79	0.95	5.78	4.80	0.98	5.82	4.96	0.86
The student center is a comfortable place for students to spend their leisure time.	5.32	4.73	0.59	5.42	5.07	0.35	5.50	5.21	0.29	5.41	5.15	0.26	5.47	5.18	0.29	5.49	5.20	0.28
There are adequate services to help me decide upon a career.	5.84	4.75	1.09	5.85	4.88	0.97	5.94	4.95	0.99	5.92	5.00	0.92	5.95	5.03	0.92	5.96	5.10	0.87
This campus provides effective support services for displaced homemakers.	4.81	4.45	0.36	4.84	4.53	0.31	4.93	4.67	0.26	4.94	4.66	0.28	5.00	4.66	0.34	5.00	4.69	0.30

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<b>CONCERN FOR THE INDIVIDUAL</b>	<b>5.91</b>	<b>4.69</b>	<b>1.22</b>	<b>5.95</b>	<b>4.88</b>	<b>1.07</b>	<b>5.99</b>	<b>5.01</b>	<b>0.98</b>	<b>5.95</b>	<b>5.05</b>	<b>0.90</b>	<b>6.01</b>	<b>5.02</b>	<b>0.99</b>	<b>6.01</b>	<b>5.13</b>	<b>0.88</b>
Counseling staff care about students as individuals.	5.80	4.66	1.14	5.85	4.87	0.98	5.91	4.91	1.00	5.89	4.98	0.91	5.95	4.99	0.96	5.98	5.16	0.82
Faculty are fair and unbiased in their treatment of individual students.	6.24	5.06	1.18	6.26	5.22	1.04	6.27	5.39	0.88	6.22	5.44	0.78	6.28	5.43	0.85	6.29	5.45	0.84
Faculty care about me as an individual.	5.74	4.92	0.82	5.76	5.07	0.69	5.83	5.21	0.62	5.76	5.23	0.53	5.81	5.22	0.59	5.85	5.26	0.59
My academic advisor is concerned about my success as an individual.	5.93	4.34	1.59	5.95	4.52	1.43	5.96	4.64	1.32	5.97	4.70	1.27	6.03	4.67	1.36	5.99	4.87	1.12
The college shows concern for students as individuals.	5.85	4.46	1.39	5.90	4.69	1.21	5.97	4.91	1.06	5.90	4.85	1.05	5.97	4.75	1.22	5.95	4.89	1.06
<b>INSTRUCTIONAL EFFECTIVENESS</b>	<b>6.10</b>	<b>5.02</b>	<b>1.08</b>	<b>6.11</b>	<b>5.13</b>	<b>0.98</b>	<b>6.14</b>	<b>5.28</b>	<b>0.85</b>	<b>6.12</b>	<b>5.33</b>	<b>0.79</b>	<b>6.17</b>	<b>5.32</b>	<b>0.85</b>	<b>6.18</b>	<b>5.33</b>	<b>0.84</b>
Faculty are fair and unbiased in their treatment of individual students.	6.24	5.06	1.18	6.26	5.22	1.04	6.27	5.39	0.88	6.22	5.44	0.78	6.28	5.43	0.85	6.29	5.45	0.84
Faculty are interested in my academic problems.	5.81	4.62	1.19	5.82	4.75	1.07	5.84	5.00	0.84	5.85	5.00	0.85	5.90	5.00	0.90	5.91	5.05	0.87
Faculty are understanding of students' unique life circumstances.	5.99	4.83	1.16	6.02	4.94	1.08	6.04	5.11	0.93	6.03	5.16	0.87	6.10	5.09	1.01	6.09	5.18	0.91
Faculty are usually available after class and during office hours.	6.16	5.31	0.85	6.11	5.35	0.76	6.10	5.44	0.66	6.10	5.47	0.63	6.17	5.55	0.62	6.15	5.56	0.60
Faculty care about me as an individual.	5.74	4.92	0.82	5.76	5.07	0.69	5.83	5.21	0.62	5.76	5.23	0.53	5.81	5.22	0.59	5.85	5.26	0.59
Faculty provide timely feedback about student progress in a course.	6.08	4.87	1.21	6.08	4.93	1.15	6.16	5.12	1.04	6.13	5.11	1.02	6.18	5.13	1.05	6.25	5.20	1.05
Faculty take into consideration student differences as they teach a course.	5.88	4.90	0.98	5.97	4.95	1.02	6.00	5.16	0.84	5.93	5.12	0.81	6.00	5.11	0.89	6.04	5.10	0.94
I am able to experience intellectual growth here.	6.29	5.50	0.79	6.30	5.61	0.69	6.33	5.75	0.58	6.35	5.81	0.54	6.37	5.81	0.56	6.35	5.76	0.59
Nearly all classes deal with practical experiences and applications.	5.90	4.97	0.93	5.94	5.09	0.85	5.96	5.27	0.69	5.97	5.25	0.72	5.99	5.18	0.81	6.03	5.20	0.82
Nearly all of the faculty are knowledgeable in their fields.	6.34	5.41	0.93	6.33	5.47	0.86	6.29	5.60	0.69	6.31	5.62	0.69	6.37	5.65	0.72	6.35	5.63	0.72
Program requirements are clear and reasonable.	6.18	5.01	1.17	6.20	5.15	1.05	6.24	5.30	0.94	6.23	5.33	0.90	6.30	5.34	0.96	6.29	5.41	0.88
Students are notified early in the term if they are doing poorly in a class.	6.02	4.12	1.90	6.05	4.26	1.79	6.08	4.44	1.64	6.06	4.77	1.29	6.14	4.70	1.44	6.13	4.78	1.35
The quality of instruction I receive in most of my classes is excellent.	6.47	5.33	1.14	6.45	5.39	1.06	6.44	5.52	0.92	6.46	5.55	0.91	6.47	5.51	0.96	6.44	5.46	0.98
There is a good variety of courses provided on this campus.	6.29	5.31	0.98	6.27	5.45	0.82	6.32	5.62	0.70	6.31	5.70	0.61	6.36	5.65	0.71	6.33	5.64	0.70
<b>REGISTRATION EFFECTIVENESS</b>	<b>6.07</b>	<b>5.02</b>	<b>1.05</b>	<b>6.08</b>	<b>5.18</b>	<b>0.90</b>	<b>6.09</b>	<b>5.26</b>	<b>0.83</b>	<b>6.12</b>	<b>5.27</b>	<b>0.85</b>	<b>6.18</b>	<b>5.21</b>	<b>0.97</b>	<b>6.15</b>	<b>5.30</b>	<b>0.85</b>
Billing policies are reasonable.	5.88	4.70	1.18	5.80	4.97	0.83	5.88	5.03	0.85	5.94	5.12	0.82	5.99	5.12	0.87	5.99	5.15	0.85
Bookstore staff are helpful.	5.91	5.68	0.23	5.90	5.70	0.20	5.96	5.76	0.20	5.98	5.74	0.24	6.01	5.72	0.29	5.99	5.71	0.28
Class change (drop/add) policies are reasonable.	5.97	5.21	0.76	6.00	5.26	0.74	6.00	5.35	0.65	6.00	5.37	0.63	6.10	5.38	0.72	6.08	5.43	0.65
Classes are scheduled at times that are convenient for me.	6.41	4.70	1.71	6.44	4.87	1.57	6.42	4.99	1.43	6.44	5.10	1.34	6.48	5.04	1.44	6.40	5.13	1.27
I am able to register for classes I need with few conflicts.	6.42	4.69	1.73	6.41	5.06	1.35	6.36	5.11	1.25	6.40	5.00	1.40	6.45	4.81	1.64	6.42	5.03	1.39
Policies and procedures regarding registration and course selection are clear and well-publicized.	6.09	5.13	0.96	6.09	5.21	0.88	6.11	5.28	0.83	6.15	5.20	0.95	6.21	5.10	1.11	6.17	5.26	0.91
The business office is open during hours which are convenient for most students.	5.80	4.89	0.91	5.81	5.03	0.78	5.94	5.19	0.75	5.87	5.24	0.63	5.96	5.18	0.78	5.95	5.26	0.68
The personnel involved in registration are helpful.	6.09	5.22	0.87	6.15	5.38	0.77	6.13	5.30	0.83	6.18	5.36	0.82	6.23	5.24	0.99	6.13	5.33	0.81
There are convenient ways of paying my school bill.	5.98	4.89	1.09	6.01	5.12	0.89	6.04	5.33	0.71	6.05	5.31	0.74	6.13	5.35	0.78	6.13	5.40	0.74

2014-greater than 1.0 gap between importance and satisfaction

# Noel-Levitz Student Satisfaction Inventory

Winter 2014 compared with Winter 2012, Winter 2010, Spring 2008, Spring 2006 and Spring 2004

	2004			2006			2008			2010			2012			2014		
	Imp	Sat	Gap	Imp	Sat	Gap	Imp	Sat	Gap	Imp	Sat	Gap	Imp	Sat	Gap	Imp	Sat	Gap
<b>SAFETY AND SECURITY</b>	<b>6.03</b>	<b>4.21</b>	<b>1.82</b>	<b>6.03</b>	<b>4.56</b>	<b>1.47</b>	<b>6.09</b>	<b>4.75</b>	<b>1.34</b>	<b>6.04</b>	<b>4.54</b>	<b>1.50</b>	<b>6.07</b>	<b>4.56</b>	<b>1.51</b>	<b>6.10</b>	<b>4.66</b>	<b>1.44</b>
Parking lots are well-lighted and secure.	6.13	4.20	1.93	6.12	4.74	1.38	6.16	4.94	1.22	6.11	4.78	1.33	6.12	4.77	1.35	6.12	4.75	1.37
Security staff are helpful.	5.42	4.86	0.56	5.43	4.89	0.54	5.62	5.18	0.44	5.47	5.02	0.45	5.53	4.99	0.54	5.62	5.05	0.57
Security staff respond quickly in emergencies.	5.88	4.84	1.04	5.93	4.80	1.13	6.00	4.95	1.05	5.88	4.93	0.95	5.93	4.89	1.04	6.03	5.03	0.99
The amount of student parking space on campus is adequate.	6.44	2.17	4.27	6.34	3.13	3.21	6.31	3.22	3.09	6.38	2.57	3.81	6.40	2.71	3.69	6.36	3.04	3.32
The campus is safe and secure for all students.	6.25	5.21	1.04	6.28	5.35	0.93	6.34	5.44	0.90	6.31	5.57	0.74	6.34	5.56	0.78	6.34	5.53	0.81
<b>SERVICE EXCELLENCE</b>	<b>5.77</b>	<b>4.93</b>	<b>0.84</b>	<b>5.81</b>	<b>5.06</b>	<b>0.75</b>	<b>5.86</b>	<b>5.14</b>	<b>0.72</b>	<b>5.85</b>	<b>5.18</b>	<b>0.67</b>	<b>5.91</b>	<b>5.18</b>	<b>0.73</b>	<b>5.89</b>	<b>5.25</b>	<b>0.63</b>
Administrators are approachable to students.	5.71	4.65	1.06	5.73	4.82	0.91	5.83	5.06	0.77	5.80	5.06	0.74	5.89	5.08	0.81	5.89	5.17	0.72
Bookstore staff are helpful.	5.91	5.68	0.23	5.90	5.70	0.20	5.96	5.76	0.20	5.98	5.74	0.24	6.01	5.72	0.29	5.99	5.71	0.28
Channels for expressing student complaints are readily available.	5.72	4.24	1.48	5.74	4.39	1.35	5.78	4.58	1.20	5.74	4.62	1.12	5.83	4.62	1.21	5.79	4.77	1.02
I generally know what's happening on campus.	5.02	4.23	0.79	5.07	4.37	0.70	5.26	4.57	0.69	5.21	4.53	0.68	5.24	4.75	0.49	5.31	4.97	0.34
I seldom get the "run-around" when seeking information on this campus.	6.01	4.68	1.33	6.03	4.83	1.20	6.00	4.90	1.10	6.03	4.90	1.13	6.08	4.80	1.28	6.02	4.97	1.05
Library staff are helpful and approachable.	5.89	5.48	0.41	5.91	5.51	0.40	5.90	5.46	0.44	5.90	5.59	0.31	5.94	5.63	0.31	5.89	5.57	0.32
People on this campus respect and are supportive of each other.	5.78	4.99	0.79	5.84	5.14	0.70	5.91	5.25	0.66	5.90	5.34	0.56	5.94	5.28	0.66	5.96	5.34	0.63
The campus staff are caring and helpful.	5.83	5.05	0.78	5.88	5.25	0.63	5.97	5.39	0.58	5.91	5.39	0.52	5.99	5.44	0.59	5.98	5.40	0.57
The personnel involved in registration are helpful.	6.09	5.22	0.87	6.15	5.38	0.77	6.13	5.30	0.83	6.18	5.36	0.82	6.23	5.24	0.99	6.13	5.33	0.81
<b>STUDENT CENTEREDNESS</b>	<b>5.73</b>	<b>4.91</b>	<b>0.82</b>	<b>5.78</b>	<b>5.08</b>	<b>0.70</b>	<b>5.87</b>	<b>5.25</b>	<b>0.63</b>	<b>5.82</b>	<b>5.27</b>	<b>0.55</b>	<b>5.89</b>	<b>5.23</b>	<b>0.66</b>	<b>5.90</b>	<b>5.27</b>	<b>0.62</b>
Administrators are approachable to students.	5.71	4.65	1.06	5.73	4.82	0.91	5.83	5.06	0.77	5.80	5.06	0.74	5.89	5.08	0.81	5.89	5.17	0.72
It is an enjoyable experience to be a student on this campus.	5.96	5.16	0.80	6.02	5.32	0.70	6.09	5.50	0.59	6.11	5.56	0.55	6.09	5.42	0.67	6.11	5.43	0.67
Most students feel a sense of belonging here.	5.12	4.91	0.21	5.15	5.00	0.15	5.30	5.14	0.16	5.20	5.17	0.03	5.34	5.17	0.17	5.41	5.22	0.19
Students are made to feel welcome on this campus.	5.93	5.18	0.75	6.00	5.36	0.64	6.08	5.47	0.61	6.03	5.54	0.49	6.07	5.50	0.57	6.08	5.53	0.55
The campus staff are caring and helpful.	5.83	5.05	0.78	5.88	5.25	0.63	5.97	5.39	0.58	5.91	5.39	0.52	5.99	5.40	0.59	5.98	5.40	0.57
The college shows concern for students as individuals.	5.85	4.46	1.39	5.90	4.69	1.21	5.97	4.91	1.06	5.90	4.85	1.05	5.97	4.75	1.22	5.95	4.89	1.05

2014-greater than 1.0 gap between importance and satisfaction



# Noel-Levitz Student Satisfaction Inventory

Winter 2014 compared with Winter 2012, Winter 2010, Spring 2008, Spring 2006 and Spring 2004

	2004			2006			2008			2010			2012			2014		
	Imp	Sat	Gap	Imp	Sat	Gap	Imp	Sat	Gap	Imp	Sat	Gap	Imp	Sat	Gap	Imp	Sat	Gap
<b>CLARK COLLEGE ADDITIONAL QUESTIONS 2014</b>																		
My instructors use technology to enhance my learning experiences.	na	na	na	na	na	na	na	na	na	5.79	5.69	0.10	5.73	5.63	0.10	5.65	5.60	0.05
Clark College encourages me to apply new ideas and information to real-world situations.	na	na	na	na	na	na	na	na	na	na	na	na	na	na	na	5.75	5.05	0.70
I can access the Clark College services I need online (e.g. admissions, registration, etc.)	na	na	na	na	na	na	na	na	na	6.39	5.87	0.52	6.45	5.82	0.63	6.38	5.81	0.57
I can easily find the information I need to accomplish my educational goals at Clark College.	na	na	na	na	na	na	na	na	na	6.28	5.33	0.95	6.34	5.22	1.12	6.29	5.29	1.00
Clark College communicates procedural changes to students in a timely and effective way.	na	na	na	na	na	na	na	na	na	5.95	5.06	0.89	6.01	5.13	0.88	5.95	5.24	0.71
My experiences at Clark College expose me to a variety of beliefs, cultures, and differences.	na	na	na	na	na	na	na	na	na	5.45	5.26	0.19	5.45	5.28	0.17	5.50	5.34	0.16
Clark College challenges inequality, power, and privilege related to historically disadvantaged groups.	na	na	na	na	na	na	na	na	na	5.34	5.06	0.28	5.40	5.09	0.31	5.38	5.10	0.28
Clark College gives me clear information about what knowledge and skills I can expect to learn in my classes.	na	na	na	na	na	na	na	na	na	na	na	na	na	na	na	6.12	5.47	0.65
During my first quarter at Clark, I received the information and services I needed to be a successful student.	na	na	na	na	na	na	na	na	na	na	na	na	na	na	na	6.23	5.16	1.07
I feel accepted and included as part of the Clark College community.	na	na	na	na	na	na	na	na	na	na	na	na	na	na	na	5.65	5.38	0.27
<b>NOEL-LEVITZ ITEMS NOT INCLUDED IN SCALES</b>																		
Internships or practical experiences are provided in my degree/certificate program.	5.72	4.54	1.18	5.72	4.63	1.09	5.79	4.72	1.07	5.73	4.67	1.06	5.79	4.64	1.15	5.74	4.63	1.11
On the whole, the campus is well-maintained.	5.99	5.76	0.23	6.02	5.91	0.11	6.07	5.96	0.11	6.05	5.90	0.15	6.09	5.89	0.20	6.08	5.84	0.24
The assessment and course placement procedures are reasonable.	5.87	4.79	1.08	5.88	4.92	0.96	5.93	5.14	0.79	5.96	5.27	0.69	6.02	5.27	0.75	6.01	5.26	0.75
The quality of instruction in the vocational/technical programs is excellent.	5.91	5.11	0.80	5.94	5.18	0.76	5.99	5.28	0.71	6.01	5.32	0.69	5.99	5.29	0.70	5.97	5.27	0.70

2014-greater than 1.0 gap between importance and satisfaction

## Noel-Levitz Student Satisfaction Inventory

Winter 2014 compared with Winter 2012, Winter 2010, Spring 2008, Spring 2006 and Spring 2004

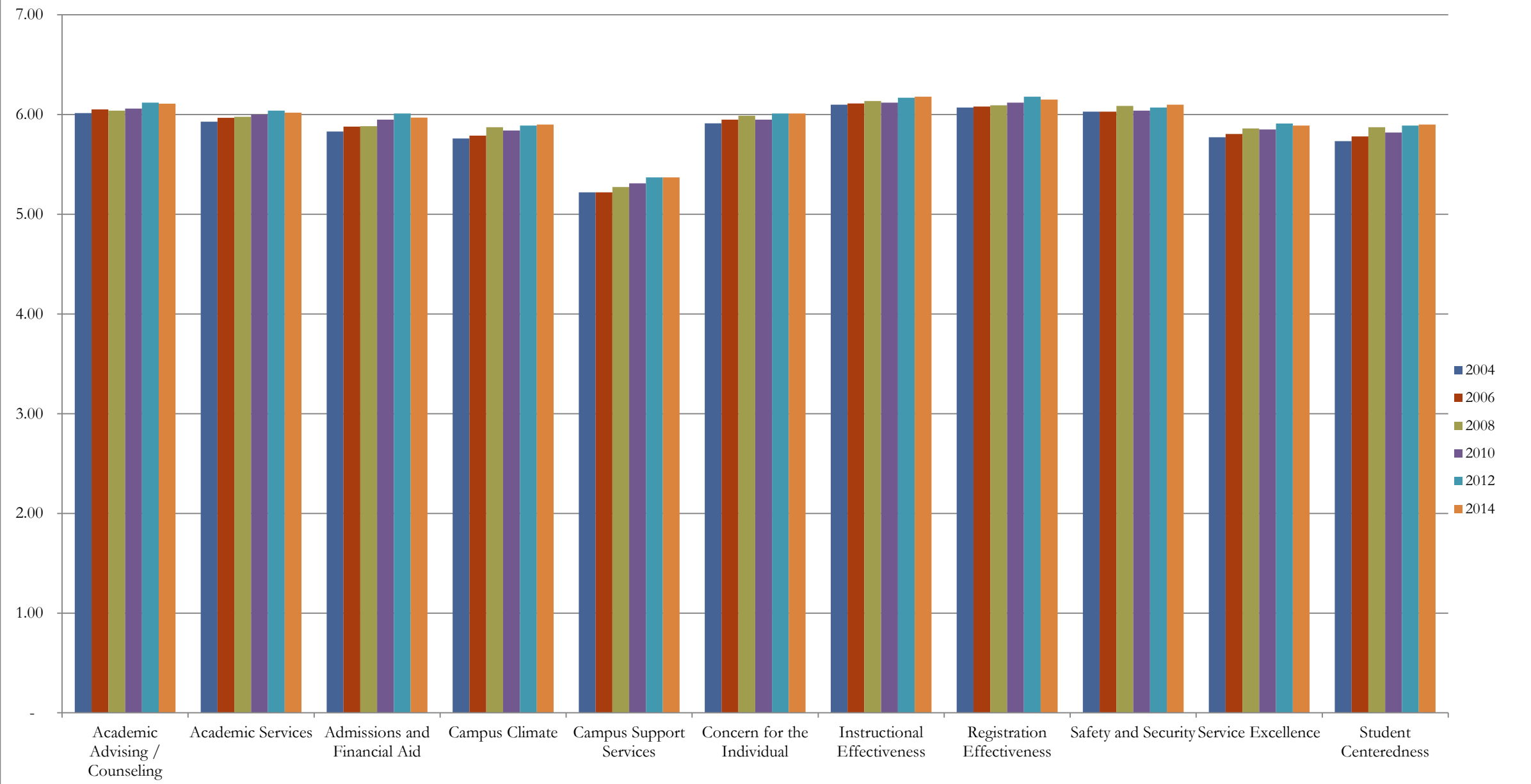
<b>Satisfaction with Responsiveness to Diverse Populations</b>	<b><u>2004 Sat</u></b>	<b><u>2006 Sat</u></b>	<b><u>2008 Sat</u></b>	<b><u>2010 Sat</u></b>	<b><u>2012 Sat</u></b>	<b><u>2014 Sat</u></b>
Institution's commitment to commuters?	4.56	4.86	5.03	4.94	4.96	5.13
Institution's commitment to evening students?	4.85	5.00	5.21	5.34	5.28	5.35
Institution's commitment to older, returning learners?	5.12	5.20	5.37	5.54	5.40	5.44
Institution's commitment to part-time students?	5.22	5.30	5.46	5.51	5.47	5.52
Institution's commitment to students with disabilities?	5.12	5.16	5.34	5.39	5.33	5.46
Institution's commitment to under-represented populations?	4.94	5.03	5.21	5.23	5.19	5.27

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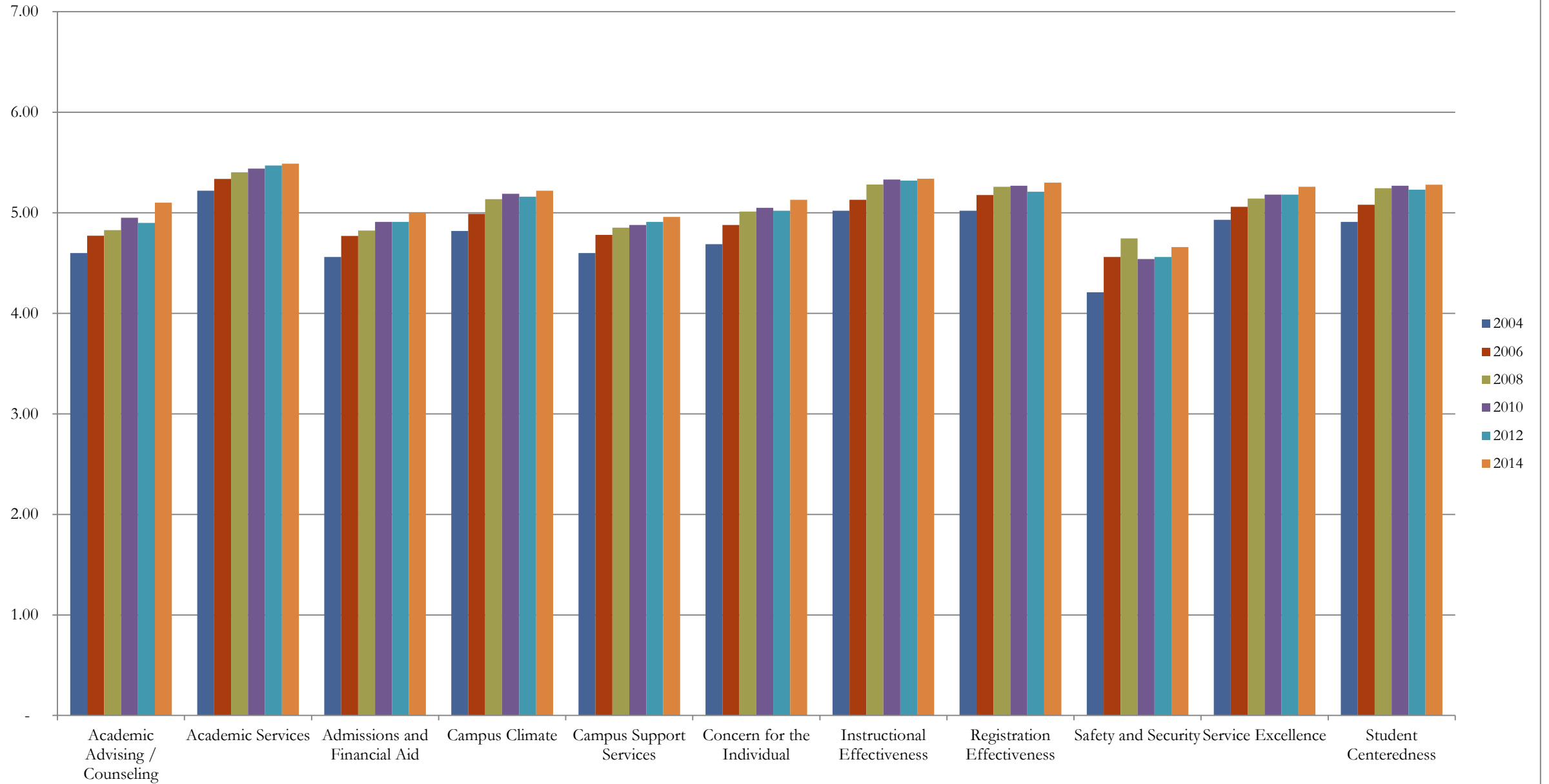
<b>Importance of Factors in Decision to Enroll</b>	<b><u>2004 Imp</u></b>	<b><u>2006 Imp</u></b>	<b><u>2008 Imp</u></b>	<b><u>2010 Imp</u></b>	<b><u>2012 Imp</u></b>	<b><u>2014 Imp</u></b>
Academic reputation as factor in decision to enroll.	5.42	5.39	5.57	5.56	5.63	5.53
Campus appearance as factor in decision to enroll.	4.70	4.86	4.97	4.95	4.91	4.92
Cost as factor in decision to enroll.	6.06	6.06	6.06	6.14	6.24	6.20
Financial aid as factor in decision to enroll.	5.48	5.49	5.54	5.81	5.93	5.83
Geographic setting as factor in decision to enroll.	5.31	5.32	5.30	5.38	5.35	5.38
Opportunity to play sports as factor in decision to enroll.	2.93	3.13	3.16	3.17	3.18	3.24
Personalized attention prior to enrollment as factor in decision to enroll.	4.68	4.77	4.98	4.93	4.92	4.86
Recommendations from family/friends as factor in decision to enroll.	4.35	4.35	4.56	4.58	4.63	4.65
Size of institution as factor in decision to enroll.	4.70	4.70	4.78	4.76	4.79	4.71



Importance - Scales (2004-2014)



# Satisfaction - Scales (2004-2014)



Gap - Scales (2004-2014)

