

Noel-Levitz 2002 (Undergraduate) Student Satisfaction Inventory item summary
(importance and satisfaction shown as relative distance =/- mean of all items)

GENERAL ITEMS		Mean Rating (1-7 scale)		
		MU	MidW	Diff
G1	So far, how has your college experience met your expectations?	4.79	4.55	0.24
G2	Rate your overall satisfaction with your experience here thus far.	5.69	5.28	0.41
G3	All in all, if you had to do it over, would you enroll here again?	5.69	5.39	0.30

High Satisfaction/Low Importance		Import	Satisf	High Importance/High Satisfaction		Import	Satisf
*77	Community service oppor.	-0.72	2.06	51	<u>Reputation in community</u>	0.52	2.12
24	<u>Athletics contribute to spirit</u>	-0.35	1.40	65	<u>Faculty available</u>	0.80	1.51
32	<u>Tutoring available</u>	-0.80	1.21	68	Knowledgeable faculty	1.49	1.40
46	<u>Easily get involved</u>	-0.19	1.12	39	Experience IQ growth	1.13	1.27
50	<u>Drop/add policies</u>	-0.61	1.03	41	<u>Commitment to excellence</u>	0.99	1.27
37	<u>Feel Sense of pride</u>	-0.08	1.03	29	<u>Enjoyable experience</u>	1.49	1.25
18	<u>Library resources</u>	-0.11	0.95	72	Well maintained campus	0.58	1.21
13	Helpful library staff	-2.17	0.86	45	Students feel welcome	0.83	1.10
9	<u>Intramurals</u>	-3.16	0.77	55	Requirements in my major	0.94	0.93
52	<u>Student center</u>	-1.32	0.77	2	Caring staff	0.66	0.75
64	<u>Student orientation</u>	-0.17	0.73	16	Instruction in major	1.57	0.69
*75	Sense of religious community	-2.12	0.71	33	Advisors knowledgeable	1.27	0.60
31	Male and female athletics	-1.98	0.47	1	Sense of belonging	0.30	0.58
60	<u>Know what's happening</u>	-0.30	0.36	58	Quality of instruction	1.49	0.56
44	<u>Academic support services</u>	-0.47	0.34	36	<u>Security responds quickly</u>	1.16	0.53
56	Student handbook	-1.73	0.30	79	Univ. practices its values	0.52	0.53
22	<u>Caring counselors</u>	-0.33	0.27	8	Course content	1.51	0.51
4	Admissions knowledgeable	-0.41	-0.14	59	Concern for students	0.85	0.47
*78	Campus entertainment	-1.02	0.12	6	Advisor approachable	0.85	0.47
43	Admissions responds to indiv	-0.74	0.08	3	Caring faculty	0.39	0.34
27	Registration staff	-0.77	0.04	26	<u>Computer labs</u>	0.06	0.30
48	Admission counselors	-0.14	0.01	25	Faculty unbiased and fair	0.96	0.27
				69	Course variety	0.99	0.25
				47	Faculty feedback	0.44	0.08
				35	Assessment procedures	0.03	0.06
Low Satisfaction/ ^{MU} Low Importance		Import	Satisf	Low Satisfaction/High Importance		Import	Satisf
63	Fair discipline	-0.39	-0.07	49	Help deciding career	0.30	-0.01
*76	Promotes diversity	-1.24	-0.07	14	Advisor concerned	0.44	-0.05
67	Freedom of expression	-0.17	-0.18	61	Competent adjunct faculty	0.28	-0.12
30	Caring residence hall staff	-0.66	-0.27	12	<u>Fin aid announced in time</u>	0.47	-0.23
54	Bookstore staff	-1.73	-0.36	*82	Advisor is helpful	0.77	-0.25
10	Administrators approachable	-0.99	-0.44	*81	Education is worth the cost	1.57	-0.40
57	<u>Seldom get the run-around</u>	-0.08	-0.49	*80	Career services	0.72	-0.49
20	Business office hours	-1.49	-0.49	7	Safe campus	1.07	-0.59
62	Promotes racial harmony	-0.52	-0.51	23	<u>Residence halls</u>	0.77	-0.62
42	<u>Weekend activities</u>	-1.12	-0.51	66	Tuition worthwhile investment	1.40	-0.81
53	Faculty consider indiv dif	-0.33	-0.77	28	Secure parking	0.00	0.99
5	Financial aid counselors	-0.06	-0.96	34	Register w/few conflicts	1.38	-0.99
19	Advisor sets goals	-0.99	-1.35	70	Grad TAs competent	0.52	-1.31
11	Billing policies	-0.28	-1.42	11	Enough financial aid	1.02	-1.33
71	Complaint channels	-0.11	-1.48	*83	Addresses student complaint	0.33	-1.44
73	Activity fee used well	-0.33	-1.51	*74	Admin seeks student input	0.00	-1.75
15	Health services staff	-0.06	-1.64				
40	Residence hall regulations	-0.11	-2.51				
38	Cafeteria selection	-0.19	-2.77				
21	Parking space	-1.21	-3.24				

* = MU authored items. No comparison with other Universities available

Underlined = more satisfaction at MU than Midwestern 4-year privates.

Bold = less satisfaction at MU than Midwestern 4-year privates.