



Student Satisfaction Inventory (SSI)

2015	Clarkson College				National 4-Year Privates				
Scale/Item	Importance	Satisfaction	SD	GAP	Importance	Satisfaction	SD	GAP	Difference
<b>Student Centeredness</b>	6.49	5.83	/ 1.1	0.66	6.27	5.46	/ 1.2	0.81	0.37***
1. Most students feel a sense of belonging here.	6.1	5.72	/ 1.2	0.38	6.02	5.29	/ 1.5	0.73	0.43***
2. The campus staff are caring and helpful.	6.66	5.95	/ 1.2	0.71	6.37	5.6	/ 1.4	0.77	0.35***
10. Administrators are approachable to students.	6.36	5.56	/ 1.4	0.8	6.04	5.36	/ 1.4	0.68	0.20*
29. It is an enjoyable experience to be a student on this campus.	6.61	5.86	/ 1.3	0.75	6.46	5.48	/ 1.6	0.98	0.38***
45. Students are made to feel welcome on this campus.	6.57	6.09	/ 1.1	0.48	6.35	5.64	/ 1.4	0.71	0.45***
59. This institution shows concern for students as individuals.	6.66	5.83	/ 1.4	0.83	6.39	5.4	/ 1.6	0.99	0.43***
<b>Campus Life</b>	5.82	5.37	/ 1.2	0.45	5.84	5.06	/ 1.2	0.78	0.31***
9. A variety of intramural activities are offered.	4.52	4.54	/ 1.8	-0	5.11	5.07	/ 1.6	0.04	-0.53***
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	5.63	5.44	/ 1.6	0.19	6.14	4.8	/ 1.7	1.34	0.64***
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	4.97	3.9	/ 2	1.07	5.28	4.53	/ 1.8	0.75	-0.63**
30. Residence hall staff are concerned about me as an individual.	5.61	5.21	/ 1.7	0.4	5.82	5.11	/ 1.7	0.71	0.1
31. Males and females have equal opportunities to participate in intercollegiate	5.6	5.39	/ 1.8	0.21	5.62	5.48	/ 1.6	0.14	-0.09
38. There is an adequate selection of food available in the cafeteria.	5.63	3.62	/ 2	2.01	6.07	4.3	/ 1.9	1.77	-0.68***
40. Residence hall regulations are reasonable.	5.78	5.88	/ 1.1	-0.1	5.94	4.98	/ 1.7	0.96	0.90***
42. There are a sufficient number of weekend activities for students.	4.88	4.27	/ 1.9	0.61	5.54	4.69	/ 1.7	0.85	-0.42*
46. I can easily get involved in campus organizations.	5.78	5.7	/ 1.4	0.08	5.93	5.43	/ 1.5	0.5	0.27*
52. The student center is a comfortable place for students to spend their leisure time.	6.07	5.79	/ 1.3	0.28	5.91	5.17	/ 1.7	0.74	0.62***
56. The student handbook provides helpful information about campus life.	6.22	6.15	/ 1	0.07	5.68	5.25	/ 1.5	0.43	0.90***
63. Student disciplinary procedures are fair.	6.44	5.86	/ 1.4	0.58	6.13	5.31	/ 1.6	0.82	0.55***
64. New student orientation services help students adjust to college.	6.34	5.93	/ 1.2	0.41	6.03	5.33	/ 1.6	0.7	0.60***
67. Freedom of expression is protected on campus.	6.4	5.93	/ 1.3	0.47	6.26	5.46	/ 1.5	0.8	0.47***
73. Student activities fees are put to good use.	6.26	4.95	/ 1.7	1.31	6.12	4.8	/ 1.7	1.32	0.15
<b>Instructional Effectiveness</b>	6.66	6.03	/ 0.9	0.63	6.4	5.55	/ 1.1	0.85	0.48***
3. Faculty care about me as an individual.	6.58	5.76	/ 1.4	0.82	6.27	5.55	/ 1.4	0.72	0.21*
8. The content of the courses within my major is valuable.	6.8	5.96	/ 1.2	0.84	6.62	5.7	/ 1.3	0.92	0.26**
16. The instruction in my major field is excellent.	6.77	5.96	/ 1.2	0.81	6.59	5.68	/ 1.4	0.91	0.28***

25. Faculty are fair and unbiased in their treatment of individual students.	6.7	5.95	/	1.3	0.75	6.4	5.37	/	1.5	1.03	0.58***
39. I am able to experience intellectual growth here.	6.61	6.21	/	1	0.4	6.5	5.73	/	1.4	0.77	0.48***
41. There is a commitment to academic excellence on this campus.	6.71	6.39	/	0.9	0.32	6.39	5.58	/	1.4	0.81	0.81***
47. Faculty provide timely feedback about student progress in a course.	6.72	5.88	/	1.3	0.84	6.36	5.24	/	1.5	1.12	0.64***
53. Faculty take into consideration student differences as they teach a course.	6.56	5.62	/	1.4	0.94	6.21	5.22	/	1.5	0.99	0.40***
58. The quality of instruction I receive in most of my classes is excellent.	6.76	6	/	1.2	0.76	6.53	5.59	/	1.4	0.94	0.41***
61. Adjunct faculty are competent as classroom instructors.	6.56	6.05	/	1.1	0.51	6.22	5.46	/	1.4	0.76	0.59***
65. Faculty are usually available after class and during office hours.	6.65	6.21	/	1.1	0.44	6.34	5.75	/	1.3	0.59	0.46***
68. Nearly all of the faculty are knowledgeable in their field.	6.79	6.34	/	1	0.45	6.56	5.9	/	1.3	0.66	0.44***
69. There is a good variety of courses provided on this campus.	6.51	6.05	/	1.1	0.46	6.43	5.5	/	1.5	0.93	0.55***
70. Graduate teaching assistants are competent as classroom instructors.	6.39	6.01	/	1.2	0.38	6.04	5.34	/	1.5	0.7	0.67***
<b>Recruitment and Financial Aid</b>	<b>6.5</b>	<b>5.86</b>	<b>/</b>	<b>0.9</b>	<b>0.64</b>	<b>6.23</b>	<b>5.18</b>	<b>/</b>	<b>1.3</b>	<b>1.05</b>	<b>0.68***</b>
4. Admissions staff are knowledgeable.	6.53	6.12	/	1.1	0.41	6.2	5.4	/	1.5	0.8	0.72***
5. Financial aid counselors are helpful.	6.52	5.96	/	1.2	0.56	6.27	5.14	/	1.7	1.13	0.82***
12. Financial aid awards are announced to students in time to be helpful in college	6.43	5.85	/	1.3	0.58	6.28	5.07	/	1.7	1.21	0.78***
17. Adequate financial aid is available for most students.	6.62	5.31	/	1.7	1.31	6.41	4.96	/	1.7	1.45	0.35**
43. Admissions counselors respond to prospective students' unique needs and	6.4	5.91	/	1.3	0.49	6.06	5.34	/	1.5	0.72	0.57***
48. Admissions counselors accurately portray the campus in their recruiting	6.47	6.04	/	1.1	0.43	6.15	5.15	/	1.7	1	0.89***
<b>Campus Support Services</b>	<b>6.37</b>	<b>6.09</b>	<b>/</b>	<b>0.8</b>	<b>0.28</b>	<b>6.06</b>	<b>5.52</b>	<b>/</b>	<b>1</b>	<b>0.54</b>	<b>0.57***</b>
13. Library staff are helpful and approachable.	6.26	6.26	/	1	0	5.76	5.7	/	1.3	0.06	0.56***
18. Library resources and services are adequate.	6.46	6.16	/	1.1	0.3	6.12	5.61	/	1.3	0.51	0.55***
26. Computer labs are adequate and accessible.	6.45	5.84	/	1.4	0.61	6.25	5.47	/	1.5	0.78	0.37**
32. Tutoring services are readily available.	6.34	6.15	/	1.1	0.19	6	5.6	/	1.4	0.4	0.55***
44. Academic support services adequately meet the needs of students.	6.45	5.95	/	1.2	0.5	6.16	5.4	/	1.4	0.76	0.55***
49. There are adequate services to help me decide upon a career.	6.33	6.03	/	1.1	0.3	6.28	5.33	/	1.5	0.95	0.70***
54. Bookstore staff are helpful.	6.32	6.19	/	1.2	0.13	5.85	5.52	/	1.5	0.33	0.67***
<b>Academic Advising</b>	<b>6.64</b>	<b>5.83</b>	<b>/</b>	<b>1.2</b>	<b>0.81</b>	<b>6.36</b>	<b>5.56</b>	<b>/</b>	<b>1.3</b>	<b>0.8</b>	<b>0.27***</b>
6. My academic advisor is approachable.	6.65	5.79	/	1.6	0.86	6.43	5.74	/	1.6	0.69	0.05
14. My academic advisor is concerned about my success as an individual.	6.68	5.58	/	1.7	1.1	6.34	5.54	/	1.6	0.8	0.04
19. My academic advisor helps me set goals to work toward.	6.41	5.4	/	1.7	1.01	6.07	5.13	/	1.7	0.94	0.27*
33. My academic advisor is knowledgeable about requirements in my major.	6.77	6.15	/	1.3	0.62	6.51	5.74	/	1.5	0.77	0.41***
55. Major requirements are clear and reasonable.	6.7	6.23	/	1.1	0.47	6.45	5.63	/	1.4	0.82	0.60***
<b>Registration Effectiveness</b>	<b>6.47</b>	<b>5.98</b>	<b>/</b>	<b>0.9</b>	<b>0.49</b>	<b>6.21</b>	<b>5.22</b>	<b>/</b>	<b>1.2</b>	<b>0.99</b>	<b>0.76***</b>
11. Billing policies are reasonable.	6.41	5.7	/	1.3	0.71	6.16	4.75	/	1.7	1.41	0.95***

20. The business office is open during hours which are convenient for most students.	6.27	6.03	/	1.1	0.24	5.96	5.29	/	1.5	0.67	0.74***
27. The personnel involved in registration are helpful.	6.51	6.08	/	1.2	0.43	6.23	5.46	/	1.5	0.77	0.62***
34. I am able to register for classes I need with few conflicts.	6.76	6.14	/	1.3	0.62	6.53	5.16	/	1.7	1.37	0.98***
50. Class change (drop/add) policies are reasonable.	6.35	5.97	/	1.2	0.38	6.15	5.46	/	1.5	0.69	0.51***
<b>Safety and Security</b>	<b>6.53</b>	<b>5.1</b>	<b>/</b>	<b>1.2</b>	<b>1.43</b>	<b>6.21</b>	<b>5.07</b>	<b>/</b>	<b>1.3</b>	<b>1.14</b>	<b>0.03</b>
7. The campus is safe and secure for all students.	6.6	6.08	/	1.2	0.52	6.45	5.75	/	1.4	0.7	0.33***
21. The amount of student parking space on campus is adequate.	6.33	3.53	/	1.8	2.8	5.97	4.02	/	2.1	1.95	-0.49***
28. Parking lots are well-lighted and secure.	6.57	5.35	/	1.4	1.22	6.04	5.17	/	1.6	0.87	0.18
36. Security staff respond quickly in emergencies.	6.65	5.7	/	1.5	0.95	6.36	5.3	/	1.6	1.06	0.40**
<b>Concern for the Individual</b>	<b>6.52</b>	<b>5.73</b>	<b>/</b>	<b>1.2</b>	<b>0.79</b>	<b>6.24</b>	<b>5.4</b>	<b>/</b>	<b>1.2</b>	<b>0.84</b>	<b>0.33***</b>
3. Faculty care about me as an individual.	6.58	5.76	/	1.4	0.82	6.27	5.55	/	1.4	0.72	0.21*
14. My academic advisor is concerned about my success as an individual.	6.68	5.58	/	1.7	1.1	6.34	5.54	/	1.6	0.8	0.04
22. Counseling staff care about students as individuals.	6.29	5.7	/	1.5	0.59	6.09	5.31	/	1.5	0.78	0.39***
25. Faculty are fair and unbiased in their treatment of individual students.	6.7	5.95	/	1.3	0.75	6.4	5.37	/	1.5	1.03	0.58***
30. Residence hall staff are concerned about me as an individual.	5.61	5.21	/	1.7	0.4	5.82	5.11	/	1.7	0.71	0.1
59. This institution shows concern for students as individuals.	6.66	5.83	/	1.4	0.83	6.39	5.4	/	1.6	0.99	0.43***
<b>Service Excellence</b>	<b>6.39</b>	<b>5.94</b>	<b>/</b>	<b>0.9</b>	<b>0.45</b>	<b>6.09</b>	<b>5.28</b>	<b>/</b>	<b>1.1</b>	<b>0.81</b>	<b>0.66***</b>
2. The campus staff are caring and helpful.	6.66	5.95	/	1.2	0.71	6.37	5.6	/	1.4	0.77	0.35***
13. Library staff are helpful and approachable.	6.26	6.26	/	1	0	5.76	5.7	/	1.3	0.06	0.56***
15. The staff in the health services area are competent.	6.36	6.07	/	1.2	0.29	6	5.12	/	1.6	0.88	0.95***
22. Counseling staff care about students as individuals.	6.29	5.7	/	1.5	0.59	6.09	5.31	/	1.5	0.78	0.39***
27. The personnel involved in registration are helpful.	6.51	6.08	/	1.2	0.43	6.23	5.46	/	1.5	0.77	0.62***
57. I seldom get the "run-around" when seeking information on this campus.	6.48	5.91	/	1.4	0.57	6.15	4.9	/	1.8	1.25	1.01***
60. I generally know what's happening on campus.	6.08	5.9	/	1.2	0.18	5.97	5.22	/	1.6	0.75	0.68***
71. Channels for expressing student complaints are readily available.	6.39	5.56	/	1.6	0.83	6.09	4.88	/	1.7	1.21	0.68***
<b>Responsiveness to Diverse Populations</b>		<b>5.88</b>	<b>/</b>	<b>1.2</b>			<b>5.32</b>	<b>/</b>	<b>1.4</b>		<b>0.56***</b>
84. Institution's commitment to part-time students?		6.09	/	1.2			5.27	/	1.5		0.82***
85. Institution's commitment to evening students?		5.59	/	1.6			5.28	/	1.5		0.31*
86. Institution's commitment to older, returning learners?		6.04	/	1.3			5.41	/	1.5		0.63***
87. Institution's commitment to under-represented populations?		5.86	/	1.2			5.33	/	1.5		0.53***
88. Institution's commitment to commuters?		5.74	/	1.4			5.14	/	1.7		0.60***
89. Institution's commitment to students with disabilities?		5.87	/	1.2			5.5	/	1.5		0.37**
<b>Campus Climate</b>	<b>6.48</b>	<b>5.93</b>	<b>/</b>	<b>0.9</b>	<b>0.55</b>	<b>6.24</b>	<b>5.39</b>	<b>/</b>	<b>1.1</b>	<b>0.85</b>	<b>0.54***</b>
1. Most students feel a sense of belonging here.	6.1	5.72	/	1.2	0.38	6.02	5.29	/	1.5	0.73	0.43***

2. The campus staff are caring and helpful.	6.66	5.95	/	1.2	0.71	6.37	5.6	/	1.4	0.77	0.35***
3. Faculty care about me as an individual.	6.58	5.76	/	1.4	0.82	6.27	5.55	/	1.4	0.72	0.21*
7. The campus is safe and secure for all students.	6.6	6.08	/	1.2	0.52	6.45	5.75	/	1.4	0.7	0.33***
10. Administrators are approachable to students.	6.36	5.56	/	1.4	0.8	6.04	5.36	/	1.4	0.68	0.20*
29. It is an enjoyable experience to be a student on this campus.	6.61	5.86	/	1.3	0.75	6.46	5.48	/	1.6	0.98	0.38***
37. I feel a sense of pride about my campus.	6.18	5.83	/	1.3	0.35	5.96	5.26	/	1.6	0.7	0.57***
41. There is a commitment to academic excellence on this campus.	6.71	6.39	/	0.9	0.32	6.39	5.58	/	1.4	0.81	0.81***
45. Students are made to feel welcome on this campus.	6.57	6.09	/	1.1	0.48	6.35	5.64	/	1.4	0.71	0.45***
51. This institution has a good reputation within the community.	6.69	6.52	/	0.8	0.17	6.26	5.63	/	1.5	0.63	0.89***
57. I seldom get the "run-around" when seeking information on this campus.	6.48	5.91	/	1.4	0.57	6.15	4.9	/	1.8	1.25	1.01***
59. This institution shows concern for students as individuals.	6.66	5.83	/	1.4	0.83	6.39	5.4	/	1.6	0.99	0.43***
60. I generally know what's happening on campus.	6.08	5.9	/	1.2	0.18	5.97	5.22	/	1.6	0.75	0.68***
62. There is a strong commitment to racial harmony on this campus.	6.27	6.23	/	1	0.04	6.05	5.59	/	1.4	0.46	0.64***
66. Tuition paid is a worthwhile investment.	6.75	5.71	/	1.4	1.04	6.49	4.94	/	1.7	1.55	0.77***
67. Freedom of expression is protected on campus.	6.4	5.93	/	1.3	0.47	6.26	5.46	/	1.5	0.8	0.47***
71. Channels for expressing student complaints are readily available.	6.39	5.56	/	1.6	0.83	6.09	4.88	/	1.7	1.21	0.68***

Sorted by Scales

7-Point Likert Scale

**Challenges are selected on the basis of a GAP of 0.7 or higher**

\* Difference statistically significant at the .05 level

\*\* Difference statistically significant at the .01 level

\*\*\* Difference statistically significant at the .001 level