

Student Satisfaction Inventory™ (SSI)

2017	Clarkson College (n=168)				National Four-Year Privates (n=260824)				
Scale / Item	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference
Student Centeredness (6)	6.46	5.95	1.07	0.51	6.27	5.46	1.2	0.81	0.49***
1. Most students feel a sense of belonging here.	6.28	5.78	1.34	0.5	6.03	5.27	1.46	0.76	0.51***
2. The campus staff are caring and helpful.	6.59	6.15	1.13	0.44	6.36	5.61	1.34	0.75	0.54***
10. Administrators are approachable to students.	6.29	5.75	1.29	0.54	6.05	5.37	1.43	0.68	0.38***
29. It is an enjoyable experience to be a student on this campus.	6.5	5.91	1.33	0.59	6.44	5.47	1.55	0.97	0.44***
45. Students are made to feel welcome on this campus.	6.53	6.21	1.19	0.32	6.35	5.63	1.45	0.72	0.58***
59. This institution shows concern for students as individuals.	6.56	5.93	1.38	0.63	6.38	5.4	1.57	0.98	0.53***
Campus Life (15)	5.87	5.38	1.14	0.49	5.85	5.07	1.18	0.78	0.31***
9. A variety of intramural activities are offered.	4.95	4.53	1.73	0.42	5.15	5.1	1.56	0.05	-0.57***
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.07	5.56	1.33	0.51	6.14	4.8	1.73	1.34	0.76***
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.13	4.09	2.22	1.04	5.29	4.55	1.82	0.74	-0.46*
30. Residence hall staff are concerned about me as an individual.	6.03	5.64	1.57	0.39	5.83	5.13	1.66	0.7	0.51*
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.89	5.97	1.5	-0.08	5.7	5.53	1.53	0.17	0.44*
38. There is an adequate selection of food available in the cafeteria.	5.54	3.9	1.85	1.64	6.08	4.3	1.93	1.78	-0.40*
40. Residence hall regulations are reasonable.	6.04	5.93	1.46	0.11	5.94	5	1.7	0.94	0.93***
42. There are a sufficient number of weekend activities for students.	4.81	4.27	2.05	0.54	5.56	4.72	1.75	0.84	-0.45*
46. I can easily get involved in campus organizations.	5.77	5.64	1.4	0.13	5.94	5.43	1.51	0.51	0.21
52. The student center is a comfortable place for students to spend their leisure time.	6.22	5.94	1.4	0.28	5.91	5.21	1.65	0.7	0.73***
56. The student handbook provides helpful information about campus life.	5.98	5.95	1.28	0.03	5.67	5.26	1.5	0.41	0.69***
63. Student disciplinary procedures are fair.	6.36	5.92	1.29	0.44	6.15	5.32	1.57	0.83	0.60***
64. New student orientation services help students adjust to college.	6.27	5.84	1.31	0.43	6.04	5.33	1.57	0.71	0.51***
67. Freedom of expression is protected on campus.	6.3	5.95	1.35	0.35	6.26	5.46	1.55	0.8	0.49***

73. Student activities fees are put to good use.	6.15	4.78	/	1.83	1.37	6.11	4.82	/	1.7	1.29	-0.04
Instructional Effectiveness (14)	6.54	5.95	/	1.05	0.59	6.39	5.56	/	1.07	0.83	0.39***
3. Faculty care about me as an individual.	6.52	5.99	/	1.32	0.53	6.26	5.56	/	1.39	0.7	0.43***
8. The content of the courses within my major is valuable.	6.68	5.97	/	1.18	0.71	6.6	5.69	/	1.33	0.91	0.28**
16. The instruction in my major field is excellent.	6.61	5.83	/	1.42	0.78	6.57	5.68	/	1.37	0.89	0.15
25. Faculty are fair and unbiased in their treatment of individual students.	6.59	5.73	/	1.47	0.86	6.39	5.38	/	1.51	1.01	0.35**
39. I am able to experience intellectual growth here.	6.6	6.28	/	1.11	0.32	6.49	5.74	/	1.36	0.75	0.54***
41. There is a commitment to academic excellence on this campus.	6.65	6.38	/	1.14	0.27	6.37	5.6	/	1.41	0.77	0.78***
47. Faculty provide timely feedback about student progress in a course.	6.55	5.79	/	1.41	0.76	6.35	5.25	/	1.51	1.1	0.54***
53. Faculty take into consideration student differences as they teach a course.	6.38	5.42	/	1.68	0.96	6.21	5.22	/	1.53	0.99	0.2
58. The quality of instruction I receive in most of my classes is excellent.	6.65	5.81	/	1.39	0.84	6.51	5.59	/	1.37	0.92	0.22*
61. Adjunct faculty are competent as classroom instructors.	6.5	6.03	/	1.14	0.47	6.22	5.47	/	1.45	0.75	0.56***
65. Faculty are usually available after class and during office hours.	6.54	6.17	/	1.17	0.37	6.32	5.75	/	1.33	0.57	0.42***
68. Nearly all of the faculty are knowledgeable in their field.	6.69	6.14	/	1.24	0.55	6.54	5.9	/	1.28	0.64	0.24*
69. There is a good variety of courses provided on this campus.	6.23	5.86	/	1.3	0.37	6.42	5.51	/	1.49	0.91	0.35**
70. Graduate teaching assistants are competent as classroom instructors.	6.28	5.77	/	1.39	0.51	6.05	5.36	/	1.45	0.69	0.41*
Recruitment and Financial Aid (6)	6.42	5.83	/	1.08	0.59	6.22	5.2	/	1.25	1.02	0.63***
4. Admissions staff are knowledgeable.	6.51	6.16	/	1.08	0.35	6.18	5.42	/	1.46	0.76	0.74***
5. Financial aid counselors are helpful.	6.48	5.75	/	1.54	0.73	6.25	5.16	/	1.64	1.09	0.59***
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.45	5.77	/	1.31	0.68	6.27	5.13	/	1.63	1.14	0.64***
17. Adequate financial aid is available for most students.	6.35	5.15	/	1.63	1.2	6.39	4.99	/	1.65	1.4	0.16
43. Admissions counselors respond to prospective students' unique needs and requests.	6.39	6.15	/	1.18	0.24	6.05	5.37	/	1.48	0.68	0.78***
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.33	5.99	/	1.26	0.34	6.14	5.17	/	1.64	0.97	0.82***
Campus Support Services (7)	6.32	6.1	/	0.87	0.22	6.04	5.53	/	1.06	0.51	0.57***
13. Library staff are helpful and approachable.	6.21	6.32	/	0.94	-0.11	5.74	5.7	/	1.33	0.04	0.62***
18. Library resources and services are adequate.	6.34	6.07	/	1.11	0.27	6.08	5.63	/	1.33	0.45	0.44***
26. Computer labs are adequate and accessible.	6.38	6.08	/	1.2	0.3	6.2	5.49	/	1.53	0.71	0.59***
32. Tutoring services are readily available.	6.41	6.14	/	1.24	0.27	6.02	5.61	/	1.43	0.41	0.53***
44. Academic support services adequately meet the needs of students.	6.51	6.19	/	1.09	0.32	6.17	5.43	/	1.42	0.74	0.76***

49. There are adequate services to help me decide upon a career.	6.28	6.05	/	1.21	0.23	6.28	5.35	/	1.52	0.93	0.70***
54. Bookstore staff are helpful.	6.09	5.88	/	1.41	0.21	5.81	5.52	/	1.48	0.29	0.36**
Academic Advising (5)	6.51	6.24	/	0.92	0.27	6.35	5.58	/	1.28	0.77	0.66***
6. My academic advisor is approachable.	6.61	6.45	/	1	0.16	6.41	5.77	/	1.53	0.64	0.68***
14. My academic advisor is concerned about my success as an individual.	6.56	6.26	/	1.02	0.3	6.33	5.57	/	1.57	0.76	0.69***
19. My academic advisor helps me set goals to work toward.	6.22	5.81	/	1.38	0.41	6.07	5.18	/	1.69	0.89	0.63***
33. My academic advisor is knowledgeable about requirements in my major.	6.63	6.43	/	1.13	0.2	6.5	5.76	/	1.53	0.74	0.67***
55. Major requirements are clear and reasonable.	6.54	6.23	/	1.07	0.31	6.43	5.63	/	1.4	0.8	0.60***
Registration Effectiveness (5)	6.36	5.86	/	0.98	0.5	6.19	5.24	/	1.19	0.95	0.62***
11. Billing policies are reasonable.	6.34	5.38	/	1.43	0.96	6.14	4.77	/	1.67	1.37	0.61***
20. The business office is open during hours which are convenient for most students.	6.1	5.84	/	1.29	0.26	5.95	5.29	/	1.47	0.66	0.55***
27. The personnel involved in registration are helpful.	6.44	6.11	/	1.04	0.33	6.21	5.48	/	1.45	0.73	0.63***
34. I am able to register for classes I need with few conflicts.	6.64	6.1	/	1.2	0.54	6.51	5.18	/	1.73	1.33	0.92***
50. Class change (drop/add) policies are reasonable.	6.26	5.9	/	1.36	0.36	6.13	5.48	/	1.51	0.65	0.42***
Safety and Security (4)	6.37	5.13	/	1.15	1.24	6.22	5.07	/	1.3	1.15	0.06
7. The campus is safe and secure for all students.	6.67	6.31	/	0.98	0.36	6.45	5.74	/	1.4	0.71	0.57***
21. The amount of student parking space on campus is adequate.	5.96	3.29	/	1.96	2.67	5.98	4.01	/	2.08	1.97	-0.72***
28. Parking lots are well-lighted and secure.	6.29	5.22	/	1.57	1.07	6.04	5.16	/	1.64	0.88	0.06
36. Security staff respond quickly in emergencies.	6.61	6.15	/	1.2	0.46	6.38	5.34	/	1.6	1.04	0.81***
Concern for the Individual (6)	6.47	5.96	/	1.08	0.51	6.23	5.41	/	1.19	0.82	0.55***
3. Faculty care about me as an individual.	6.52	5.99	/	1.32	0.53	6.26	5.56	/	1.39	0.7	0.43***
14. My academic advisor is concerned about my success as an individual.	6.56	6.26	/	1.02	0.3	6.33	5.57	/	1.57	0.76	0.69***
22. Counseling staff care about students as individuals.	6.29	6.01	/	1.2	0.28	6.12	5.33	/	1.51	0.79	0.68***
25. Faculty are fair and unbiased in their treatment of individual students.	6.59	5.73	/	1.47	0.86	6.39	5.38	/	1.51	1.01	0.35**
30. Residence hall staff are concerned about me as an individual.	6.03	5.64	/	1.57	0.39	5.83	5.13	/	1.66	0.7	0.51*
59. This institution shows concern for students as individuals.	6.56	5.93	/	1.38	0.63	6.38	5.4	/	1.57	0.98	0.53***
Service Excellence (8)	6.33	5.99	/	0.88	0.34	6.08	5.3	/	1.12	0.78	0.69***
2. The campus staff are caring and helpful.	6.59	6.15	/	1.13	0.44	6.36	5.61	/	1.34	0.75	0.54***
13. Library staff are helpful and approachable.	6.21	6.32	/	0.94	-0.11	5.74	5.7	/	1.33	0.04	0.62***
15. The staff in the health services area are competent.	6.48	6.03	/	1.15	0.45	6.02	5.15	/	1.61	0.87	0.88***
22. Counseling staff care about students as individuals.	6.29	6.01	/	1.2	0.28	6.12	5.33	/	1.51	0.79	0.68***

27. The personnel involved in registration are helpful.	6.44	6.11	/	1.04	0.33	6.21	5.48	/	1.45	0.73	0.63***
57. I seldom get the "run-around" when seeking information on this campus.	6.26	5.84	/	1.33	0.42	6.12	4.93	/	1.75	1.19	0.91***
60. I generally know what's happening on campus.	6.11	6.01	/	1.27	0.1	5.97	5.22	/	1.57	0.75	0.79***
71. Channels for expressing student complaints are readily available.	6.21	5.41	/	1.69	0.8	6.1	4.89	/	1.72	1.21	0.52***
Responsiveness to Diverse Populations (6)		5.86	/	1.18			5.33	/	1.41		0.53***
84. Institution's commitment to part-time students?		6.04	/	1.08			5.3	/	1.5		0.74***
85. Institution's commitment to evening students?		5.42	/	1.68			5.3	/	1.52		0.12
86. Institution's commitment to older, returning learners?		6.02	/	1.18			5.43	/	1.47		0.59***
87. Institution's commitment to under-represented populations?		6.07	/	1.2			5.33	/	1.52		0.74***
88. Institution's commitment to commuters?		5.6	/	1.54			5.15	/	1.66		0.45**
89. Institution's commitment to students with disabilities?		6.06	/	1.15			5.51	/	1.5		0.55***
Campus Climate (17)	6.43	5.99	/	0.97	0.44	6.23	5.39	/	1.13	0.84	0.60***
1. Most students feel a sense of belonging here.	6.28	5.78	/	1.34	0.5	6.03	5.27	/	1.46	0.76	0.51***
2. The campus staff are caring and helpful.	6.59	6.15	/	1.13	0.44	6.36	5.61	/	1.34	0.75	0.54***
3. Faculty care about me as an individual.	6.52	5.99	/	1.32	0.53	6.26	5.56	/	1.39	0.7	0.43***
7. The campus is safe and secure for all students.	6.67	6.31	/	0.98	0.36	6.45	5.74	/	1.4	0.71	0.57***
10. Administrators are approachable to students.	6.29	5.75	/	1.29	0.54	6.05	5.37	/	1.43	0.68	0.38***
29. It is an enjoyable experience to be a student on this campus.	6.5	5.91	/	1.33	0.59	6.44	5.47	/	1.55	0.97	0.44***
37. I feel a sense of pride about my campus.	6.27	5.92	/	1.31	0.35	5.95	5.26	/	1.64	0.69	0.66***
41. There is a commitment to academic excellence on this campus.	6.65	6.38	/	1.14	0.27	6.37	5.6	/	1.41	0.77	0.78***
45. Students are made to feel welcome on this campus.	6.53	6.21	/	1.19	0.32	6.35	5.63	/	1.45	0.72	0.58***
51. This institution has a good reputation within the community.	6.7	6.52	/	0.91	0.18	6.24	5.6	/	1.52	0.64	0.92***
57. I seldom get the "run-around" when seeking information on this campus.	6.26	5.84	/	1.33	0.42	6.12	4.93	/	1.75	1.19	0.91***
59. This institution shows concern for students as individuals.	6.56	5.93	/	1.38	0.63	6.38	5.4	/	1.57	0.98	0.53***
60. I generally know what's happening on campus.	6.11	6.01	/	1.27	0.1	5.97	5.22	/	1.57	0.75	0.79***
62. There is a strong commitment to racial harmony on this campus.	6.33	6.16	/	1.2	0.17	6.08	5.57	/	1.46	0.51	0.59***
66. Tuition paid is a worthwhile investment.	6.44	5.53	/	1.53	0.91	6.47	4.94	/	1.73	1.53	0.59***
67. Freedom of expression is protected on campus.	6.3	5.95	/	1.35	0.35	6.26	5.46	/	1.55	0.8	0.49***
71. Channels for expressing student complaints are readily available.	6.21	5.41	/	1.69	0.8	6.1	4.89	/	1.72	1.21	0.52***

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*