

2017 Student Satisfaction Inventory for University Campus



Strengths and Challenges	
Strengths	vs. Comparison
81. Campus item: The courses I need to graduate are offered.	
33. My academic advisor is knowledgeable about requirements in my major.	+
76. Campus item: My academic program is preparing me to achieve my career goals.	
68. Nearly all of the faculty are knowledgeable in their field.	
36. Security staff respond quickly in emergencies.	+
6. My academic advisor is approachable.	+
14. My academic advisor is concerned about my success as an individual.	+
75. Campus item: The MSU Billings web site is a good way to locate information about needed services.	
39. I am able to experience intellectual growth here.	
65. Faculty are usually available after class and during office hours.	
7. The campus is safe and secure for all students.	+
72. On the whole, the campus is well-maintained.	
32. Tutoring services are readily available.	+
63. Student disciplinary procedures are fair.	+
74. Campus item: The MSU Billings website was a primary resource for me when I applied to MSU Billings.	
44. Academic support services adequately meet the needs of students.	+
18. Library resources and services are adequate.	+
26. Computer labs are adequate and accessible.	+
Challenges	
16. The instruction in my major field is excellent.	
58. The quality of instruction I receive in most of my classes is excellent.	
34. I am able to register for classes I need with few conflicts.	+
2. The campus staff are caring and helpful.	
66. Tuition paid is a worthwhile investment.	
69. There is a good variety of courses provided on this campus.	-
17. Adequate financial aid is available for most students.	
47. Faculty provide timely feedback about student progress in a course.	

59. This institution shows concern for students as individuals.	
12. Financial aid awards are announced to students in time to be helpful in college planning.	
49. There are adequate services to help me decide upon a career.	
Benchmarks	
Higher Satisfaction vs. National Four-Year Publics	
33. My academic advisor is knowledgeable about requirements in my major.	
34. I am able to register for classes I need with few conflicts.	
36. Security staff respond quickly in emergencies.	
6. My academic advisor is approachable.	
14. My academic advisor is concerned about my success as an individual.	
7. The campus is safe and secure for all students.	
32. Tutoring services are readily available.	
63. Student disciplinary procedures are fair.	
44. Academic support services adequately meet the needs of students.	
18. Library resources and services are adequate.	
26. Computer labs are adequate and accessible.	
Lower Satisfaction vs. National Four-Year Publics	
69. There is a good variety of courses provided on this campus.	
Higher Importance vs. National Four-Year Publics	
36. Security staff respond quickly in emergencies.	
14. My academic advisor is concerned about my success as an individual.	
32. Tutoring services are readily available.	
63. Student disciplinary procedures are fair.	
44. Academic support services adequately meet the needs of students.	
18. Library resources and services are adequate.	

2017 Student Satisfaction Inventory for City College



Student Satisfaction Inventory

Strengths and Challenges	
Strengths	vs. Comparison
32. My academic advisor is knowledgeable about my program requirements.	
73. Campus item: My academic program is preparing me to achieve my career goals.	
78. Campus item: The courses I need to graduate are offered.	
58. Nearly all of the faculty are knowledgeable in their fields.	
6. My academic advisor is approachable.	
31. The campus is safe and secure for all students.	
72. Campus item: The MSU Billings web site is a good way to locate information about needed services.	
70. I am able to experience intellectual growth here.	
50. Tutoring services are readily available.	
51. There are convenient ways of paying my school bill.	
61. Faculty are usually available after class and during office hours.	
56. The business office is open during hours which are convenient for most students.	
41. Admissions staff are knowledgeable.	
36. Students are made to feel welcome on this campus.	
Challenges	
42. The equipment in the lab facilities is kept up to date.	
18. The quality of instruction I receive in most of my classes is excellent.	
52. This school does whatever it can to help me reach my educational goals.	
3. The quality of instruction in the vocational/technical programs is excellent.	
47. There are adequate services to help me decide upon a career.	
7. Adequate financial aid is available for most students.	
29. Faculty are fair and unbiased in their treatment of individual students.	
12. My academic advisor helps me set goals to work toward.	
46. Faculty provide timely feedback about student progress in a course.	
17. Personnel in the Veterans' Services program are helpful.	
30. The career services office provides students with the help they need to get a job.	
Benchmarks	

Higher Satisfaction vs. National Community Colleges	
50. Tutoring services are readily available.	
56. The business office is open during hours which are convenient for most students.	
41. Admissions staff are knowledgeable.	
Lower Satisfaction vs. National Community Colleges	
18. The quality of instruction I receive in most of my classes is excellent.	
Higher Importance vs. National Community Colleges	
32. My academic advisor is knowledgeable about my program requirements.	
6. My academic advisor is approachable.	
42. The equipment in the lab facilities is kept up to date.	
50. Tutoring services are readily available.	
48. Counseling staff care about students as individuals.	
55. Academic support services adequately meet the needs of students.	
3. The quality of instruction in the vocational/technical programs is excellent.	
47. There are adequate services to help me decide upon a career.	
56. The business office is open during hours which are convenient for most students.	
49. Admissions counselors respond to prospective students' unique needs and requests.	