

CHART I.2

STUDENT SATISFACTION INVENTORY			
Question	MSU B 2006	MSU B 2008	National 2008
Met Expectations	4.60	4.66	4.49
Overall Satisfaction	5.35	5.45	5.20
Enroll Here Again	5.53	5.62	5.28

The mean scores for the three questions for the 2006 MSU Billings SSI, the 2008 MSU Billings SSI, and the 2008 Noel-Levitz national data base.

CHART I.3

STUDENT SATISFACTION MEAN SCORES			
Scale	MSU B 2006	MSU B 2008	National 2008
Student Centeredness	5.23	5.37	5.08
Campus Life	5.03	5.14	4.84
Instructional Effectiveness	5.41	5.49	5.22
Recruitment and Financial Aid	4.99	5.14	4.78
Campus Support Services	5.63	5.66	5.25
Academic Advising	5.26	5.52	5.18
Registration Effectiveness	5.36	5.43	4.91
Safety and Security	5.03	5.12	4.48
Concern for the Individual	5.14	5.30	4.93
Service Excellence	5.16	5.29	4.89
Responsiveness to Diverse Population	5.49	5.44	5.04
Campus Climate	5.22	5.34	5.04

The mean for the 12 SSI student satisfaction scales for the 2006 MSU Billings SSI, the 2008 MSU Billings SSI, and the 2008 Noel-Levitz national data base