The following results are from the Student Satisfaction Inventory (SSI) and organized by our Student Affairs outcomes. The Office of Institutional Research administered the SSI in spring 2012 to all undergraduate students at Messiah College. A total of 1,249 undergraduate students completed the survey (a response rate of 46%). All of the questions used the following scale to measure the importance and satisfaction levels of students: 1 = not at all important/satisfied to 7 = very important/satisfied.

**Cognitive Development**

Students are equally satisfied in 2008 and 2012 with their ability to experience intellectual growth at Messiah.

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Students are more satisfied now (6.29) with the College’s positive reinforcement of their values and beliefs than they were in 2008 (6.08)*

Students are more satisfied now (5.59) with the college’s contribution to their spiritual development than they were in 2008 (5.37)*

**Leadership and Civic Engagement**

It is important (6.10) to our students that Messiah College helps them understand the value of service to neighboring communities and organizations, which is similar to the 2008 importance level (6.04).

Students are more satisfied now (6.09) with the college’s strong commitment to racial harmony on campus in 2012 (5.51) than they were in 2008 (5.68)*

Students are similarly satisfied in 2008 (5.75) and 2012 (5.82) with the college encouraging them to develop values which reflect their faith in Jesus Christ.

Students are similarly satisfied in 2008 (5.75) and 2012 (5.87) that the college encourages them to worship God in meaningful ways.

Students are satisfied (5.93) with the college’s strong commitment to its identity and mission as a Christian college, which is similar to 2008 (5.89).

**Identity Development and Spiritual Formation**

Students have a comparable level of satisfaction in 2008 (5.54) and 2012 (5.59) with the college contributing to their understanding of leadership.

Students are satisfied (5.35) with the institutions commitment to under-represented populations, this is comparable to 2008 (5.39).

Students are satisfied (5.45) with the college’s contributing to their understanding of people of other cultural, racial, and ethnic background, which is similar to 2008 (5.59).

**Understand and Value the Complexity of Diversity and Multiculturalism...**

Students are less satisfied (5.51) with the commitment to racial harmony on campus in 2012 (5.51) than they were in 2008 (5.68)*

Students are satisfied (5.45) with the college’s contributing to their understanding of people of other cultural, racial, and ethnic background, which is similar to 2008 (5.59).

**Interpersonal and Intrapersonal Competence**

Messiah College students are more satisfied (5.45) with their academic advisors helping them set goals to work towards than they were in 2008 (5.24)*

*statistically significant p< .05

Questions? Contact Laura Miller, Office of Institutional Research at lmiller@messiah.edu or x3630