

1999 Student Satisfaction Inventory
March 2001
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Highlighted Facts

The Student Satisfaction Inventory (SSI) is a survey project conducted by USA Group/Noel-Levitz. The main goal of this survey project is “to measure the strength of student expectations about their college experience, as well as their level of satisfaction with those experiences.” These measurements are taken and ranked in three different areas: (1) Importance score; (2) Satisfaction score; and (3) Gap score (the difference between 1 and 2). Responses were given on a scale of 1 to 7, with 7 being the best score. A full report is available by contacting the Institutional Research Office.

Our comparison group for this survey was all four-year private institutions (a total of 261,934 respondents).

- ! Top five areas where Messiah exceeds students’ expectations
 - " A variety of intramural activities are offered (I - 5.32; S - 5.90; Gap - (-0.58))
 - " Bookstore staff are helpful (I - 5.27; S - 5.51; Gap - (-0.24))
 - " The student handbook provides helpful information... (I - 5.26; S - 5.41; Gap - (-0.15))
 - " On the whole, the campus is well-maintained (I - 6.16; S - 6.26; Gap - (-0.10))
 - " The intercollegiate athletic programs contribute to a strong sense of school spirit (I - 5.23; S - 5.33; Gap - (-0.10))

- ! Other college strengths (*all with a gap score of less than 0.20*)
 - " Library staff are helpful and approachable
 - " Males and females have equal opportunities to participate in intercollegiate athletics
 - " Tutoring services are readily available
 - " This institution has a good reputation within the community
 - " This campus provides adequate opportunities for involvement in ministry

- ! Top five areas of concern where students’ needs are not being met
 - " Adequate financial aid is available for most students (I - 6.56; S - 4.51; Gap - 2.05)
 - Significantly worse than the comparison group (MC Gap - 2.05 vs. CG Gap - 1.73)
 - " The staff in the health services area are competent (I - 6.24; S - 4.44; Gap - 1.80)
 - Messiah women indicated slightly lower satisfaction levels than men
 - Significantly worse than the comparison group (MC Gap - 1.80 vs. CG Gap - 1.08)
 - " I am able to register for classes I need with few conflicts (I - 6.56; S - 4.83; Gap - 1.73)
 - " Tuition paid is a worthwhile investment (I - 6.62; S - 4.91; Gap - 1.71)
 - Messiah men indicate higher satisfaction than women (response of 6+: M-50%; W-39%)
 - " Billing policies are reasonable (I - 6.09; S - 4.49; Gap - 1.60)

- ! Other potential areas of concern (*gap score more than 1.20*)
 - " Lack of timely financial aid awards announcements to students to be helpful in college planning
 - " The amount of student parking space on campus
 - " Responsiveness of security staff in emergencies
 - " Helpfulness of financial aid counselors
 - " Fair and unbiased faculty in their treatment of students

- ! Top five areas of importance to Messiah students by category
 - " Instructional Effectiveness (I - 6.43; S - 5.64; Gap - 0.79)
 - " Academic Advising Effectiveness (I - 6.38; S - 5.74; Gap - 0.64)
 - " Concern for the Individual (I - 6.35; S - 5.57; Gap - 0.78)
 - " Student Centeredness (I - 6.35; S - 5.44; Gap - 0.91)
 - " Campus Climate (I - 6.28; S - 5.45; Gap - 0.83)

- ! Top five areas of highest importance to students
 - " The content of the courses within my major is valuable (I - 6.73; S - 5.82; Gap - 0.91)
 - " The instruction in my major field is excellent (I - 6.68; S - 5.63; Gap - 1.05)
 - " The campus is safe and secure for all students (I - 6.63; S - 6.13; Gap - 0.50)
 - " My academic advisor is knowledgeable about requirements in my major (I - 6.62; S - 5.86; Gap - 0.76)
 - " Tuition paid is a worthwhile investment (I - 6.62; S - 4.91; Gap - 1.71)

- ! Messiah students tend to be very satisfied in the following areas
 - " On the whole, the campus is well-maintained (I - 6.16; S - 6.26; Gap - (-0.10))
 - " This institution has a good reputation within the community (I - 6.30; S - 6.14; Gap - 0.16)
 - " The campus is safe and secure for all students (I - 6.63; S - 6.13; Gap - 0.50)
 - " This campus provides adequate opportunities for involvement in ministry (I - 6.27; S - 6.08; Gap - 0.19)
 - " I am able to experience intellectual growth here (I - 6.52; S - 6.05; Gap - 0.47)

- ! Quality living conditions are important to Messiah students. Compared by class level, satisfaction increases as class level increases from 5.57 for freshmen to 6.00 for seniors

- ! Regarding campus support services, Messiah students are significantly more satisfied than students at comparison institutions with computer labs (5.53 vs. 4.80) and career services (5.65 vs. 4.98)

- ! While Messiah students feel that their curricular and residence life staff (i.e., academic advisors, residence hall staff and faculty) care about them as individuals, when looking at the institution as a whole, students are much less satisfied at how it shows concern for students as individuals.

- ! Financial aid concerns are visible to students, both in actual dollars awarded and in the financial aid staff
 - " Adequate financial aid is of utmost concern to students; students were significantly dissatisfied (I - 6.56; S - 4.51; Gap - 2.05)
 - " Timely announcement of awards to be helpful in college planning (I - 6.40; S - 4.98; Gap -1.42)
 - " Financial aid counselors are helpful (I - 6.16; S - 4.95; Gap - 1.21)