

# STUDENT SATISFACTION INVENTORY

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



**6.1 vs. 6.2**  
(2008) (2012)

## Identity Development and Spiritual Formation



**6.08 6.29**

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 then they were in **2008 (5.37)\***

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 **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)**

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

## 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)**

Compared to the importance level in **2008 (6.10)**, our students find it similarly important **now (6.09)** that they can get easily involved in campus organizations.



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

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

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

Our 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 contribution to their understanding 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  $p < .05$



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