



Student Satisfaction Inventory™ (SSI)

2015 Scale/Item	Clarkson College			National 4 Year Privates		
	Importance	Satisfaction	GAP	Importance	Satisfaction	Gap
21. The amount of student parking space on campus is adequate.	6.33	3.53	2.8	5.97	4.02	1.95
38. There is an adequate selection of food available in the cafeteria.	5.63	3.62	2.01	6.07	4.3	1.77
17. Adequate financial aid is available for most students.	6.62	5.31	1.31	6.41	4.96	1.45
73. Student activities fees are put to good use.	6.26	4.95	1.31	6.12	4.8	1.32
28. Parking lots are well-lighted and secure.	6.57	5.35	1.22	6.04	5.17	0.87
14. My academic advisor is concerned about my success as an individual.	6.68	5.58	1.1	6.34	5.54	0.8
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	4.97	3.9	1.07	5.28	4.53	0.75
66. Tuition paid is a worthwhile investment.	6.75	5.71	1.04	6.49	4.94	1.55
19. My academic advisor helps me set goals to work toward.	6.41	5.4	1.01	6.07	5.13	0.94
36. Security staff respond quickly in emergencies.	6.65	5.7	0.95	6.36	5.3	1.06
53. Faculty take into consideration student differences as they teach a course.	6.56	5.62	0.94	6.21	5.22	0.99
6. My academic advisor is approachable.	6.65	5.79	0.86	6.43	5.74	0.69
8. The content of the courses within my major is valuable.	6.8	5.96	0.84	6.62	5.7	0.92
47. Faculty provide timely feedback about student progress in a course.	6.72	5.88	0.84	6.36	5.24	1.12
59. This institution shows concern for students as individuals.	6.66	5.83	0.83	6.39	5.4	0.99
71. Channels for expressing student complaints are readily available.	6.39	5.56	0.83	6.09	4.88	1.21
3. Faculty care about me as an individual.	6.58	5.76	0.82	6.27	5.55	0.72
16. The instruction in my major field is excellent.	6.77	5.96	0.81	6.59	5.68	0.91
10. Administrators are approachable to students.	6.36	5.56	0.8	6.04	5.36	0.68
58. The quality of instruction I receive in most of my classes is excellent.	6.76	6	0.76	6.53	5.59	0.94
81. Campus item: As an online student, I am able to receive the same level of services as those who are on campus.	6.64	5.88	0.76			
25. Faculty are fair and unbiased in their treatment of individual students.	6.7	5.95	0.75	6.4	5.37	1.03
29. It is an enjoyable experience to be a student on this campus.	6.61	5.86	0.75	6.46	5.48	0.98
74. Campus item: Technology services and support meets the needs of students.	6.6	5.87	0.73			
2. The campus staff are caring and helpful.	6.66	5.95	0.71	6.37	5.6	0.77
11. Billing policies are reasonable.	6.41	5.7	0.71	6.16	4.75	1.41
78. Campus item: My online course(s) facilitates my academic ambitions .	6.65	6	0.65			

33. My academic advisor is knowledgeable about requirements in my major.	6.77	6.15	0.62	6.51	5.74	0.77
34. I am able to register for classes I need with few conflicts.	6.76	6.14	0.62	6.53	5.16	1.37
26. Computer labs are adequate and accessible.	6.45	5.84	0.61	6.25	5.47	0.78
42. There are a sufficient number of weekend activities for students.	4.88	4.27	0.61	5.54	4.69	0.85
22. Counseling staff care about students as individuals.	6.29	5.7	0.59	6.09	5.31	0.78
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.43	5.85	0.58	6.28	5.07	1.21
63. Student disciplinary procedures are fair.	6.44	5.86	0.58	6.13	5.31	0.82
57. I seldom get the "run-around" when seeking information on this campus.	6.48	5.91	0.57	6.15	4.9	1.25
76. Campus item: I found textbooks easily available.	6.63	6.06	0.57			
5. Financial aid counselors are helpful.	6.52	5.96	0.56	6.27	5.14	1.13
7. The campus is safe and secure for all students.	6.6	6.08	0.52	6.45	5.75	0.7
35. The assessment and course placement procedures are reasonable.	6.53	6.02	0.51	6.24	5.4	0.84
61. Adjunct faculty are competent as classroom instructors.	6.56	6.05	0.51	6.22	5.46	0.76
75. Campus item: The Clarkson College website is easy to navigate.	6.66	6.15	0.51			
44. Academic support services adequately meet the needs of students.	6.45	5.95	0.5	6.16	5.4	0.76
43. Admissions counselors respond to prospective students' unique needs and requests.	6.4	5.91	0.49	6.06	5.34	0.72
77. Campus item: Faculty use Service projects that compliment course material.	6.31	5.82	0.49			
45. Students are made to feel welcome on this campus.	6.57	6.09	0.48	6.35	5.64	0.71
55. Major requirements are clear and reasonable.	6.7	6.23	0.47	6.45	5.63	0.82
67. Freedom of expression is protected on campus.	6.4	5.93	0.47	6.26	5.46	0.8
69. There is a good variety of courses provided on this campus.	6.51	6.05	0.46	6.43	5.5	0.93
68. Nearly all of the faculty are knowledgeable in their field.	6.79	6.34	0.45	6.56	5.9	0.66
65. Faculty are usually available after class and during office hours.	6.65	6.21	0.44	6.34	5.75	0.59
27. The personnel involved in registration are helpful.	6.51	6.08	0.43	6.23	5.46	0.77
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.47	6.04	0.43	6.15	5.15	1
4. Admissions staff are knowledgeable.	6.53	6.12	0.41	6.2	5.4	0.8
64. New student orientation services help students adjust to college.	6.34	5.93	0.41	6.03	5.33	0.7
30. Residence hall staff are concerned about me as an individual.	5.61	5.21	0.4	5.82	5.11	0.71
39. I am able to experience intellectual growth here.	6.61	6.21	0.4	6.5	5.73	0.77
1. Most students feel a sense of belonging here.	6.1	5.72	0.38	6.02	5.29	0.73
50. Class change (drop/add) policies are reasonable.	6.35	5.97	0.38	6.15	5.46	0.69
70. Graduate teaching assistants are competent as classroom instructors.	6.39	6.01	0.38	6.04	5.34	0.7
37. I feel a sense of pride about my campus.	6.18	5.83	0.35	5.96	5.26	0.7
41. There is a commitment to academic excellence on this campus.	6.71	6.39	0.32	6.39	5.58	0.81

18. Library resources and services are adequate.	6.46	6.16	0.3	6.12	5.61	0.51
49. There are adequate services to help me decide upon a career.	6.33	6.03	0.3	6.28	5.33	0.95
15. The staff in the health services area are competent.	6.36	6.07	0.29	6	5.12	0.88
52. The student center is a comfortable place for students to spend their leisure time.	6.07	5.79	0.28	5.91	5.17	0.74
20. The business office is open during hours which are convenient for most students.	6.27	6.03	0.24	5.96	5.29	0.67
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.6	5.39	0.21	5.62	5.48	0.14
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air,	5.63	5.44	0.19	6.14	4.8	1.34
32. Tutoring services are readily available.	6.34	6.15	0.19	6	5.6	0.4
80. Campus item: Class size at this institution facilitates my learning.	6.67	6.48	0.19			
60. I generally know what's happening on campus.	6.08	5.9	0.18	5.97	5.22	0.75
51. This institution has a good reputation within the community.	6.69	6.52	0.17	6.26	5.63	0.63
54. Bookstore staff are helpful.	6.32	6.19	0.13	5.85	5.52	0.33
79. Campus item: This institution fosters the value of service to our community.	6.37	6.26	0.11			
72. On the whole, the campus is well-maintained.	6.52	6.42	0.1	6.33	5.79	0.54
46. I can easily get involved in campus organizations.	5.78	5.7	0.08	5.93	5.43	0.5
56. The student handbook provides helpful information about campus life.	6.22	6.15	0.07	5.68	5.25	0.43
62. There is a strong commitment to racial harmony on this campus.	6.27	6.23	0.04	6.05	5.59	0.46
13. Library staff are helpful and approachable.	6.26	6.26	0	5.76	5.7	0.06
9. A variety of intramural activities are offered.	4.52	4.54	-0.02	5.11	5.07	0.04
40. Residence hall regulations are reasonable.	5.78	5.88	-0.1	5.94	4.98	0.96
84. Institution's commitment to part-time students?		6.09			5.27	
85. Institution's commitment to evening students?		5.59			5.28	
86. Institution's commitment to older, returning learners?		6.04			5.41	
87. Institution's commitment to under-represented populations?		5.86			5.33	
88. Institution's commitment to commuters?		5.74			5.14	
89. Institution's commitment to students with disabilities?		5.87			5.5	
90. Cost as factor in decision to enroll.	6.43			6.11		
91. Financial aid as factor in decision to enroll.	6.07			6.26		
92. Academic reputation as factor in decision to enroll.	6.66			6.17		
93. Size of institution as factor in decision to enroll.	5.96			5.49		
94. Opportunity to play sports as factor in decision to enroll.	2.54			3.73		
95. Recommendations from family/friends as factor in decision to enroll.	5.46			4.92		
96. Geographic setting as factor in decision to enroll.	5.49			5.51		
97. Campus appearance as factor in decision to enroll.	5.13			5.53		

98. Personalized attention prior to enrollment as factor in decision to enroll.	6.01			5.71		
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Sorted by 2015 GAP - Highest to Lowest

Challenges are selected on the basis of a GAP of 0.75 or higher