

South Plains College  
Noel Levitz Student Satisfaction Inventory  
Fall 2017

The Noel Levitz Student Satisfaction Inventory (SSI) is an assessment of student satisfaction. It was administered to students on the Levelland campus, Reese Center, Lubbock Center and Plainveiw Center. The results are based on a 7-point scale and measure students' satisfaction with various aspects of South Plains College. The SSI was completed by 548 students.

**Strengths**

- 46. I am learning skills needed for my career. (5.82)
- 8. The quality of instruction I receive in most of my classes is excellent. (5.89)
- 13. The campus is safe and secure for all students. (5.94)
- 14. My academic advisor is knowledgeable about my program requirements. (5.85)
- 2. Classes are scheduled at times that are convenient for me. (6.00)
- 20. Students are made to feel welcome here. (6.12)
- 12. Faculty are fair and unbiased in their treatment of individual students. (5.81)
- 28. This campus provides online access to services I need. (5.91)
- 1. The campus staff are caring and helpful. (5.95)
- 34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail). (5.86)
- 19. Registration processes and procedures are convenient. (5.85)

**Lowest Student Satisfaction Ratings**

- 21. The amount of student parking space on campus is adequate. (4.76)
- 43. The financial aid process is explained clearly. (5.11)
- 37. I seldom get the "run-around" when seeking information on this campus. (5.17)
- 35. I receive ongoing feedback about progress toward my academic goals. (5.18)
- 5. Financial aid awards are announced in time to be helpful in college planning. (5.27)

A comparison of the data was done by location. The number of students at each location who completed the inventory are Levelland (n=279), Reese Center (n=154), Lubbock Center (n=52) and Plainview (n=63).

A few interesting things that came from that analysis follow.

10. Parking lots are well-lighted and secure.

Levelland (5.07), Reese Center (5.13), Lubbock Center (6.21) and Plainview Center (4.47)  
All Responses (5.27)

21. The amount of student parking space on campus is adequate.

Levelland (4.06), Reese Center (5.24), Lubbock Center (5.54) and Plainview Center (5.79)  
All Responses (4.76)

4. Security staff respond quickly to calls for assistance.

Levelland (5.50), Reese Center (5.23), Lubbock Center (5.90) and Plainview Center (4.88)  
All Responses (5.50)

37. I seldom get the "run-around" when seeking information on this campus.

Levelland (5.04), Reese Center (5.25), Lubbock Center (5.53) and Plainview Center (4.68)  
All Responses (5.17)

24. The equipment in the lab facilities is kept up to date.

Levelland (5.63), Reese Center (5.73), Lubbock Center (5.91) and Plainview Center (5.06)  
All Responses (5.68)

South Plains College  
 Noel Levitz Student Satisfaction Inventory  
 Comparison for 5 administrations  
 Fall 2017, Fall 2015, Fall 2013, Fall 2011 and Fall 2009

	2017		2015		2014 (Fall 2013)		2011		2009	
	n=548		n=543		n=109		n=253		n=297	
	Importance	Satisfaction	Importance	Satisfaction	Importance	Satisfaction	Importance	Satisfaction	Importance	Satisfaction
7-point scale										
1. The campus staff are caring and helpful.	6.40	5.95	6.39	5.89	6.61	6.33	6.47	5.87	6.52	5.98
02. Classes are scheduled at times that are convenient for me.	6.51	6.00	6.51	5.9	6.75	6.41	6.59	6.02	6.65	5.87
03. My academic advisor is available when I need help.	6.31	5.67	6.26	5.59	6.45	5.91	6.44	5.78	6.39	5.58
04. Security staff respond quickly to calls for assistance.	6.20	5.5	6.06	5.34	6.4	6.05	6.01	5.46	6.19	5.51
05. Financial aid awards are announced in time to be helpful in college planning.	6.37	5.27	6.24	5.17	6.61	5.96	6.51	5.14	6.39	5.50
06. Library resources and services are adequate.	6.05	5.77	6.04	5.81	6.39	6.32	6.01	5.94	6.17	5.76
07. Admissions staff provide personalized attention prior to enrollment.	6.07	5.46	6.13	5.48	6.45	6.1	6.29	5.67	6.26	5.53
08. The quality of instruction I receive in most of my classes is excellent.	6.63	5.89	6.54	5.79	6.83	6.17	6.67	6.04	6.61	5.91

7-point scale	Importance	Satisfaction	Importance	Satisfaction	Importance	Satisfaction	Importance	Satisfaction	Importance	Satisfaction
09. I am able to register for the classes I need with few conflicts.	6.45	5.79	6.47	5.77	6.73	6.26	6.60	5.90	6.65	5.92
10. Parking lots are well-lighted and secure.	6.14	5.27	6.05	5.36	6.37	5.93	6.19	5.78	6.25	5.41
11. Counseling services are available if I need them.	5.97	5.61	6.05	5.75	6.49	6.34	6.29	5.89	6.38	5.87
12. Faculty are fair and unbiased in their treatment of individual students.	6.44	5.81	6.36	5.66	6.66	6.2	6.63	5.88	6.58	5.92
13. The campus is safe and secure for all students.	6.55	5.94	6.54	5.9	6.7	6.38	6.58	6.10	6.62	6.03
14. My academic advisor is knowledgeable about my program requirements.	6.55	5.85	6.48	5.84	6.71	6.18	6.65	6.01	6.63	5.84
15. Financial aid counseling is available if I need it.	6.24	5.48	6.2	5.43	6.71	6.21	6.42	5.46	6.52	5.78
16. My advisor helps me apply my program of study to career goals.	6.38	5.67	6.39	5.63	6.67	6.06	6.49	5.90	6.45	5.70
17. Admissions counselors accurately portray program offerings in their recruiting practices.	6.03	5.39	5.95	5.40	6.48	6.12	6.29	5.59	6.25	5.59
18. Computer labs are adequate and accessible.	6.33	6.10	6.3	6.09	6.64	6.42	6.43	6.19	6.53	6.00
19. Registration processes and procedures are convenient.	6.34	5.85	6.4	5.85	6.73	6.25	6.55	5.97	6.67	6.04

	<b>Importance</b>	<b>Satisfaction</b>	<b>Importance</b>	<b>Satisfaction</b>	<b>Importance</b>	<b>Satisfaction</b>	<b>Importance</b>	<b>Satisfaction</b>	<b>Importance</b>	<b>Satisfaction</b>
7-point scale										
20. Students are made to feel welcome here.	6.47	6.12	6.48	6.03	6.64	6.34	6.51	6.19	6.60	6.26
21. The amount of student parking space on campus is adequate.	6.24	4.76	6.25	4.65	6.57	5.63	6.39	4.88	6.46	4.83
22. My academic advisor is knowledgeable about transfer requirements of other schools.	6.38	5.63	6.29	5.53	6.62	5.96	6.54	5.85	6.62	5.81
23. This institution helps me identify resources to finance my education.	6.29	5.42	6.32	5.39	6.73	6.01	6.46	5.56	6.55	5.57
24. The equipment in the lab facilities is kept up to date.	6.21	5.68	6.22	5.69	6.67	6.24	6.42	5.98	6.46	5.94
25. Faculty provide timely feedback about my academic progress.	6.38	5.37	6.41	5.43	6.61	5.9	6.47	5.69	6.56	5.51
26. There are adequate services to help me decide upon a career.	6.31	5.48	6.32	5.58	6.61	6.06	6.46	5.74	6.49	5.70
27. Tutoring services are readily available.	6.28	5.72	6.2	5.75	6.43	6.13	6.29	5.85	6.38	5.72
28. This campus provides online access to services I need.	6.41	5.91	6.37	6	6.68	6.47	6.44	6.07	6.62	6.13
29. There are convenient ways of paying my school bill.	6.36	5.62	6.38	5.54	6.69	6.22	6.54	6.05	6.60	6.16
30. The assessment and course placement procedures are reasonable.	6.19	5.63	6.2	5.67	6.52	6.31	6.39	5.96	6.40	5.81

7-point scale	Importance	Satisfaction	Importance	Satisfaction	Importance	Satisfaction	Importance	Satisfaction	Importance	Satisfaction
31. Faculty use a variety of technology and media in the classroom.	5.87	5.65	5.88	5.71	6.21	6.24	6.12	5.94	6.06	5.84
32. I am able to take care of college-related business at times that are convenient for me.	6.36	5.59	6.41	5.68	6.64	6.11	6.49	5.69	6.52	5.78
33. Administrators are available to hear students' concerns.	6.20	5.6	6.22	5.57	6.54	6.05	6.41	5.76	6.43	5.57
34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	6.38	5.86	6.44	6	6.62	6.46	6.52	6.04	6.58	6.02
35. I receive ongoing feedback about progress toward my academic goals.	6.29	5.18	6.24	5.23	6.54	5.76	6.40	5.20	6.48	5.31
36. Tuition paid is a worthwhile investment.	6.47	5.64	6.48	5.87	6.62	6.43	6.70	6.04	6.74	6.11
37. I seldom get the "run-around" when seeking information on this campus.	5.95	5.17	6.02	5.18	6.43	6.02	6.36	5.43	6.37	5.36
38. Most classes deal with practical experiences and applications.	6.17	5.59	6.12	5.63	6.51	6.21	6.37	5.95	6.29	5.76
39. On the whole, the campus is well-maintained.	6.33	5.95	6.42	6.01	6.57	6.5	6.38	6.18	6.48	6.18

	Importance	Satisfaction	Importance	Satisfaction	Importance	Satisfaction	Importance	Satisfaction	Importance	Satisfaction
7-point scale										
40. There are sufficient courses within my program of study available each term.	6.43	5.73	6.41	5.83	6.67	6.13	6.57	5.91	6.56	5.82
<b>Campus Items 2009 to 2013</b>										
41. Campus item: Advising assistance is readily available.					6.51	6.07	6.46	5.79	6.53	5.77
42. Campus item: My advisor's name, office location and contact information is easy to find.					6.65	6.54	6.55	5.91	6.55	6.11
43. Campus item: My advisor contacts me at least once in a semester.					6.23	5.00	6.06	4.55	6.22	4.44
44. Campus item: My advisor listens to my concerns.					6.5	5.85	6.58	5.83	6.52	5.99
45. Campus item: Information about scholarship opportunities and the application process is available and accessible.					6.53	5.67	6.50	5.05	6.56	5.97
46. Campus item: I know what courses I need to graduate from South Plains College.					6.73	6.21	6.67	5.71	6.41	5.15
47. Campus item: I perceive that my advisor is sincerely concerned with my success.					6.55	5.7	6.50	5.08	6.61	5.49

	Importance	Satisfaction	Importance	Satisfaction	Importance	Satisfaction	Importance	Satisfaction	Importance	Satisfaction
7-point scale										
48. Campus item: I received adequate information regarding the financial aid process.					6.65	6.02	6.43	5.08	6.67	5.46
49. Campus item: Students are notified early if they are doing poorly in a class.					6.78	5.4	6.45	4.94	6.62	4.86
50. Campus item: The time spent with my advisor was valuable.					6.65	5.91	6.61	5.83	6.64	5.84
<b>Campus Items 2015 to 2017</b>										
41. Campus item: I have adequate contact with my advisor during the semester.	6.34	5.55	6.37	5.42						
42. Campus item: I perceive that my advisor is sincerely concerned with my success. (2015)			6.40	5.47						
42. I perceive that my advisor is knowledgeable about my chosen major. (2017)	6.53	5.79								
43. Campus item: The financial aid process is explained clearly.	6.44	5.11	6.33	5.02						
44. Campus item: My academic advisor helped me define my academic goals	6.30	5.32	6.24	5.22						
45. Campus item: I perceive that my academic confidence has increased.	6.47	5.68	6.52	5.72						



	Importance	Satisfaction	Importance	Satisfaction	Importance	Satisfaction	Importance	Satisfaction	Importance	Satisfaction
7-point scale										
46. Campus item: I am learning skills needed for my career.	6.67	5.82	6.61	5.84						
47. Campus item: I am able to identify training and skills that fit my interests and abilities.	6.51	5.75	6.5	5.93						
48. Campus item: I am developing self-confidence.	6.41	5.75	6.52	5.99						
49. Campus item: I am learning effective leadership skills.	6.30	5.66	6.37	5.78						
50. Information about South Plains College scholarship opportunities and the application process is available and easily accessible.	6.41	5.32								
51. Cost as factor in decision to enroll.	6.54		6.44		6.64		6.49		6.60	
52. Financial assistance as factor in decision to enroll.	6.32		6.26		6.48		6.40		6.27	
53. Academic reputation as factor in decision to enroll.	6.12		6.15		6.19		6.24		6.21	
54. Future career opportunities as factor in decision to enroll.	6.5		6.45		6.57		6.44		6.53	
55. Personal recommendations as factor in decision to enroll.	5.94		6.00		6.43		6.19		6.12	

	<b>Importance</b>	<b>Satisfaction</b>	<b>Importance</b>	<b>Satisfaction</b>	<b>Importance</b>	<b>Satisfaction</b>	<b>Importance</b>	<b>Satisfaction</b>	<b>Importance</b>	<b>Satisfaction</b>
7-point scale										
56. Distance from campus as factor in decision to enroll.	5.97		5.85		6.24		5.98		6.15	
57. Information on the campus Web site as factor in decision to enroll.	5.75		5.81		6.25		5.92		6.14	
58. Campus visits as factor in decision to enroll.	5.35		5.35		5.92		5.67		5.65	