Noel-Levitz

University of San Francisco - 5/2007

Student Satisfaction Inventory

## Institutional Summary

| Scale | University of San Francisco | | | Four-Year Private Institutions | | | Mean Difference |
|---|---|---|---|---|---|---|---|
| | Import | Satis / SD | Gap | Import | Satis / SD | Gap | |
| ▼Student Centeredness | 6.33 | 5.37 / 1.08 | 0.96 | 6.14 | 5.22 / 1.15 | 0.92 | 0.15 *** |
| 1. Most students feel a sense of belonging here. | 5.99 | 5.12 / 1.45 | 0.87 | 5.81 | 5.11 / 1.44 | 0.70 | 0.01 |
| 2. The campus staff are caring and helpful. | 6.40 | 5.55 / 1.29 | 0.85 | 6.29 | 5.37 / 1.37 | 0.92 | 0.18 *** |
| 10. Administrators are approachable to students. | 6.09 | 5.15 / 1.36 | 0.94 | 5.89 | 5.03 / 1.41 | 0.86 | 0.12 ** |
| 29. It is an enjoyable experience to be a student on this campus. | 6.54 | 5.48 / 1.38 | 1.06 | 6.35 | 5.26 / 1.54 | 1.09 | 0.22 *** |
| 45. Students are made to feel welcome on this campus. | 6.44 | 5.50 / 1.37 | 0.94 | 6.23 | 5.37 / 1.45 | 0.86 | 0.13 ** |
| 59. This institution shows concern for students as individuals. | 6.52 | 5.43 / 1.44 | 1.09 | 6.28 | 5.16 / 1.52 | 1.12 | 0.27 *** |
| ▼Campus Life | 5.91 | 4.89 / 1.05 | 1.02 | 5.68 | 4.75 / 1.08 | 0.93 | 0.14 *** |
| 9. A variety of intramural activities are offered. | 5.05 | 5.04 / 1.35 | 0.01 | 4.88 | 4.73 / 1.54 | 0.15 | 0.31 *** |
| 23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.) | 6.40 | 4.41 / 1.73 | 1.99 | 6.00 | 4.50 / 1.69 | 1.50 | -0.09 |
| 24. The intercollegiate athletic programs contribute to a strong sense of school spirit. | 5.21 | 4.06 / 1.67 | 1.15 | 5.11 | 4.32 / 1.67 | 0.79 | -0.26 *** |
| 30. Residence hall staff are concerned about me as an individual. | 5.86 | 4.71 / 1.64 | 1.15 | 5.64 | 4.82 / 1.61 | 0.82 | -0.11 |
| 31. Males and females have equal opportunities to participate in intercollegiate athletics. | 5.71 | 5.45 / 1.31 | 0.26 | 5.41 | 5.14 / 1.50 | 0.27 | 0.31 *** |
| 38. There is an adequate selection of food available in the cafeteria. | 6.18 | 4.23 / 1.75 | 1.95 | 5.90 | 4.07 / 1.86 | 1.83 | 0.16 ** |
| 40. Residence hall regulations are reasonable. | 6.11 | 4.63 / 1.69 | 1.48 | 5.76 | 4.56 / 1.70 | 1.20 | 0.07 |
| 42. There are a sufficient number of weekend activities for students. | 5.37 | 4.56 / 1.58 | 0.81 | 5.32 | 4.34 / 1.65 | 0.98 | 0.22 *** |
| 46. I can easily get involved in campus organizations. | 6.02 | 5.27 / 1.42 | 0.75 | 5.73 | 5.15 / 1.48 | 0.58 | 0.12 * |
| 52. The student center is a comfortable place for students to spend their leisure time. | 5.97 | 4.93 / 1.58 | 1.04 | 5.78 | 4.82 / 1.68 | 0.96 | 0.11 |
| 56. The student handbook provides helpful information about campus life. | 5.71 | 5.18 / 1.37 | 0.53 | 5.63 | 5.09 / 1.44 | 0.54 | 0.09 |
| 63. Student disciplinary procedures are fair. | 6.23 | 5.28 / 1.46 | 0.95 | 5.99 | 4.97 / 1.54 | 1.02 | 0.31 *** |
| 64. New student orientation services help students adjust to college. | 6.20 | 5.21 / 1.53 | 0.99 | 5.88 | 5.04 / 1.56 | 0.84 | 0.17 *** |
| 67. Freedom of expression is protected on campus. | 6.38 | 5.64 / 1.33 | 0.74 | 6.12 | 5.07 / 1.56 | 1.05 | 0.57 *** |
| 73. Student activities fees are put to good use. | 6.23 | 4.56 / 1.66 | 1.67 | 6.01 | 4.49 / 1.68 | 1.52 | 0.07 |
| ▼Instructional Effectiveness | 6.52 | 5.51 / 0.97 | 1.01 | 6.31 | 5.29 / 1.02 | 1.02 | 0.22 *** |
| 3. Faculty care about me as an individual. | 6.36 | 5.57 / 1.26 | 0.79 | 6.18 | 5.31 / 1.39 | 0.87 | 0.26 *** |
| 8. The content of the courses within my major is valuable. | 6.65 | 5.61 / 1.28 | 1.04 | 6.58 | 5.50 / 1.34 | 1.08 | 0.11 ** |
| 16. The instruction in my major field is excellent. | 6.67 | 5.55 / 1.36 | 1.12 | 6.54 | 5.44 / 1.39 | 1.10 | 0.11 ** |
| 25. Faculty are fair and unbiased in their treatment of individual students. | 6.56 | 5.41 / 1.36 | 1.15 | 6.36 | 5.13 / 1.51 | 1.23 | 0.28 *** |
| 39. I am able to experience intellectual growth here. | 6.61 | 5.71 / 1.29 | 0.90 | 6.39 | 5.46 / 1.38 | 0.93 | 0.25 *** |

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|---|---|---|---|---|---|---|---|
| **41. There is a commitment to academic excellence on this campus.** | 6.52 | 5.43 / 1.40 | 1.09 | 6.30 | 5.37 / 1.41 | 0.93 | 0.06 |
| **47. Faculty provide timely feedback about student progress in a course.** | 6.51 | 5.27 / 1.45 | 1.24 | 6.23 | 5.05 / 1.48 | 1.18 | 0.22 *** |
| **53. Faculty take into consideration student differences as they teach a course.** | 6.29 | 5.19 / 1.42 | 1.10 | 6.11 | 4.96 / 1.49 | 1.15 | 0.23 *** |
| **58. The quality of instruction I receive in most of my classes is excellent.** | 6.68 | 5.54 / 1.33 | 1.14 | 6.47 | 5.38 / 1.39 | 1.09 | 0.16 *** |
| **61. Adjunct faculty are competent as classroom instructors.** | 6.41 | 5.47 / 1.37 | 0.94 | 6.08 | 5.13 / 1.44 | 0.95 | 0.34 *** |
| **65. Faculty are usually available after class and during office hours.** | 6.50 | 5.83 / 1.21 | 0.67 | 6.28 | 5.49 / 1.39 | 0.79 | 0.34 *** |
| **68. Nearly all of the faculty are knowledgeable in their field.** | 6.66 | 5.85 / 1.22 | 0.81 | 6.50 | 5.67 / 1.33 | 0.83 | 0.18 *** |
| **69. There is a good variety of courses provided on this campus.** | 6.59 | 5.38 / 1.44 | 1.21 | 6.38 | 5.16 / 1.54 | 1.22 | 0.22 *** |
| **70. Graduate teaching assistants are competent as classroom instructors.** | 6.21 | 5.23 / 1.38 | 0.98 | 5.85 | 4.92 / 1.40 | 0.93 | 0.31 *** |
| **Recruitment and Financial Aid** | 6.29 | 4.96 / 1.23 | 1.33 | 6.13 | 4.88 / 1.19 | 1.25 | 0.08 * |
| **4. Admissions staff are knowledgeable.** | 6.23 | 5.25 / 1.42 | 0.98 | 6.14 | 5.14 / 1.47 | 1.00 | 0.11 * |
| **5. Financial aid counselors are helpful.** | 6.29 | 4.86 / 1.63 | 1.43 | 6.18 | 4.89 / 1.65 | 1.29 | -0.03 |
| **12. Financial aid awards are announced to students in time to be helpful in college planning.** | 6.36 | 4.88 / 1.69 | 1.48 | 6.19 | 4.75 / 1.65 | 1.44 | 0.13 * |
| **17. Adequate financial aid is available for most students.** | 6.49 | 4.50 / 1.85 | 1.99 | 6.36 | 4.68 / 1.69 | 1.68 | -0.18 *** |
| **43. Admissions counselors respond to prospective students' unique needs and requests.** | 6.14 | 5.18 / 1.44 | 0.96 | 5.90 | 5.00 / 1.46 | 0.90 | 0.18 *** |
| **48. Admissions counselors accurately portray the campus in their recruiting practices.** | 6.21 | 5.04 / 1.51 | 1.17 | 6.00 | 4.84 / 1.62 | 1.16 | 0.20 *** |
| **Campus Support Services** | 6.17 | 5.57 / 0.91 | 0.60 | 5.98 | 5.21 / 1.01 | 0.77 | 0.36 *** |
| **13. Library staff are helpful and approachable.** | 5.88 | 5.79 / 1.20 | 0.09 | 5.70 | 5.40 / 1.38 | 0.30 | 0.39 *** |
| **18. Library resources and services are adequate.** | 6.34 | 5.79 / 1.14 | 0.55 | 6.10 | 5.22 / 1.43 | 0.88 | 0.57 *** |
| **26. Computer labs are adequate and accessible.** | 6.34 | 5.73 / 1.30 | 0.61 | 6.26 | 5.27 / 1.57 | 0.99 | 0.46 *** |
| **32. Tutoring services are readily available.** | 6.11 | 5.53 / 1.37 | 0.58 | 5.86 | 5.23 / 1.45 | 0.63 | 0.30 *** |
| **44. Academic support services adequately meet the needs of students.** | 6.26 | 5.32 / 1.38 | 0.94 | 5.99 | 5.04 / 1.40 | 0.95 | 0.28 *** |
| **49. There are adequate services to help me decide upon a career.** | 6.38 | 5.16 / 1.48 | 1.22 | 6.17 | 4.99 / 1.53 | 1.18 | 0.17 *** |
| **54. Bookstore staff are helpful.** | 5.93 | 5.56 / 1.35 | 0.37 | 5.80 | 5.31 / 1.50 | 0.49 | 0.25 *** |
| **Academic Advising** | 6.45 | 5.30 / 1.37 | 1.15 | 6.26 | 5.26 / 1.29 | 1.00 | 0.04 |
| **6. My academic advisor is approachable.** | 6.47 | 5.33 / 1.78 | 1.14 | 6.34 | 5.48 / 1.60 | 0.86 | -0.15 ** |
| **14. My academic advisor is concerned about my success as an individual.** | 6.40 | 5.18 / 1.73 | 1.22 | 6.22 | 5.21 / 1.64 | 1.01 | -0.03 |
| **19. My academic advisor helps me set goals to work toward.** | 6.20 | 4.82 / 1.79 | 1.38 | 5.95 | 4.78 / 1.68 | 1.17 | 0.04 |
| **33. My academic advisor is knowledgeable about requirements in my major.** | 6.62 | 5.50 / 1.67 | 1.12 | 6.43 | 5.45 / 1.61 | 0.98 | 0.05 |
| **55. Major requirements are clear and reasonable.** | 6.55 | 5.66 / 1.30 | 0.89 | 6.35 | 5.38 / 1.41 | 0.97 | 0.28 *** |
| **Registration Effectiveness** | 6.31 | 5.10 / 1.14 | 1.21 | 6.14 | 4.95 / 1.14 | 1.19 | 0.15 *** |
| **11. Billing policies are reasonable.** | 6.26 | 4.45 / 1.76 | 1.81 | 6.09 | 4.46 / 1.65 | 1.63 | -0.01 |
| **20. The business office is open during hours which are convenient for most students.** | 6.03 | 5.29 / 1.37 | 0.74 | 5.92 | 5.02 / 1.47 | 0.90 | 0.27 *** |
| **27. The personnel involved in registration are helpful.** | 6.32 | 5.29 / 1.42 | 1.03 | 6.14 | 5.20 / 1.47 | 0.94 | 0.09 * |
| **34. I am able to register for classes I need with few conflicts.** | 6.67 | 5.05 / 1.77 | 1.62 | 6.46 | 4.89 / 1.75 | 1.57 | 0.16 ** |
| **50. Class change (drop/add) policies are reasonable.** | 6.25 | 5.50 / 1.37 | 0.75 | 6.05 | 5.19 / 1.52 | 0.86 | 0.31 *** |
| **Safety and Security** | 6.26 | 4.44 / 1.33 | 1.82 | 6.17 | 4.69 / 1.26 | 1.48 | -0.25 *** |
| **7. The campus is safe and secure for all students.** | 6.45 | 5.24 / 1.43 | 1.21 | 6.38 | 5.46 / 1.45 | 0.92 | -0.22 *** |

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|---|---|---|---|---|---|---|---|
| **21. The amount of student parking space on campus is adequate.** | 5.93 | 2.92 / 1.99 | 3.01 | 6.02 | 3.63 / 2.01 | 2.39 | -0.71 *** |
| **28. Parking lots are well-lighted and secure.** | 6.12 | 4.74 / 1.54 | 1.38 | 6.06 | 4.83 / 1.67 | 1.23 | -0.09 |
| **36. Security staff respond quickly in emergencies.** | 6.52 | 4.78 / 1.67 | 1.74 | 6.20 | 4.79 / 1.57 | 1.41 | -0.01 |
| **Concern for the Individual** | 6.34 | 5.27 / 1.08 | 1.07 | 6.12 | 5.11 / 1.14 | 1.01 | 0.16 *** |
| **3. Faculty care about me as an individual.** | 6.36 | 5.57 / 1.26 | 0.79 | 6.18 | 5.31 / 1.39 | 0.87 | 0.26 *** |
| **14. My academic advisor is concerned about my success as an individual.** | 6.40 | 5.18 / 1.73 | 1.22 | 6.22 | 5.21 / 1.64 | 1.01 | -0.03 |
| **22. Counseling staff care about students as individuals.** | 6.20 | 5.06 / 1.52 | 1.14 | 5.93 | 4.92 / 1.44 | 1.01 | 0.14 ** |
| **25. Faculty are fair and unbiased in their treatment of individual students.** | 6.56 | 5.41 / 1.36 | 1.15 | 6.36 | 5.13 / 1.51 | 1.23 | 0.28 *** |
| **30. Residence hall staff are concerned about me as an individual.** | 5.86 | 4.71 / 1.64 | 1.15 | 5.64 | 4.82 / 1.61 | 0.82 | -0.11 |
| **59. This institution shows concern for students as individuals.** | 6.52 | 5.43 / 1.44 | 1.09 | 6.28 | 5.16 / 1.52 | 1.12 | 0.27 *** |
| **Service Excellence** | 6.19 | 5.16 / 1.03 | 1.03 | 5.98 | 4.98 / 1.06 | 1.00 | 0.18 *** |
| **2. The campus staff are caring and helpful.** | 6.40 | 5.55 / 1.29 | 0.85 | 6.29 | 5.37 / 1.37 | 0.92 | 0.18 *** |
| **13. Library staff are helpful and approachable.** | 5.88 | 5.79 / 1.20 | 0.09 | 5.70 | 5.40 / 1.38 | 0.30 | 0.39 *** |
| **15. The staff in the health services area are competent.** | 6.04 | 4.74 / 1.61 | 1.30 | 5.81 | 4.78 / 1.56 | 1.03 | -0.04 |
| **22. Counseling staff care about students as individuals.** | 6.20 | 5.06 / 1.52 | 1.14 | 5.93 | 4.92 / 1.44 | 1.01 | 0.14 ** |
| **27. The personnel involved in registration are helpful.** | 6.32 | 5.29 / 1.42 | 1.03 | 6.14 | 5.20 / 1.47 | 0.94 | 0.09 * |
| **57. I seldom get the "run-around" when seeking information on this campus.** | 6.37 | 4.62 / 1.79 | 1.75 | 6.13 | 4.56 / 1.78 | 1.57 | 0.06 |
| **60. I generally know what's happening on campus.** | 6.03 | 5.20 / 1.46 | 0.83 | 5.80 | 4.94 / 1.55 | 0.86 | 0.26 *** |
| **71. Channels for expressing student complaints are readily available.** | 6.23 | 4.77 / 1.69 | 1.46 | 5.99 | 4.59 / 1.62 | 1.40 | 0.18 *** |
| **Responsiveness to Diverse Populations** | | 5.33 / 1.33 | | | 5.00 / 1.31 | | 0.33 *** |
| **84. Institution's commitment to part-time students?** | | 5.32 / 1.40 | | | 4.98 / 1.42 | | 0.34 *** |
| **85. Institution's commitment to evening students?** | | 5.43 / 1.41 | | | 4.97 / 1.46 | | 0.46 *** |
| **86. Institution's commitment to older, returning learners?** | | 5.62 / 1.44 | | | 5.11 / 1.40 | | 0.51 *** |
| **87. Institution's commitment to under-represented populations?** | | 5.52 / 1.39 | | | 4.99 / 1.43 | | 0.53 *** |
| **88. Institution's commitment to commuters?** | | 4.67 / 1.78 | | | 4.88 / 1.58 | | -0.21 *** |
| **89. Institution's commitment to students with disabilities?** | | 5.54 / 1.36 | | | 5.05 / 1.48 | | 0.49 *** |
| **Campus Climate** | 6.33 | 5.30 / 0.99 | 1.03 | 6.13 | 5.13 / 1.07 | 1.00 | 0.17 *** |
| **1. Most students feel a sense of belonging here.** | 5.99 | 5.12 / 1.45 | 0.87 | 5.81 | 5.11 / 1.44 | 0.70 | 0.01 |
| **2. The campus staff are caring and helpful.** | 6.40 | 5.55 / 1.29 | 0.85 | 6.29 | 5.37 / 1.37 | 0.92 | 0.18 *** |
| **3. Faculty care about me as an individual.** | 6.36 | 5.57 / 1.26 | 0.79 | 6.18 | 5.31 / 1.39 | 0.87 | 0.26 *** |
| **7. The campus is safe and secure for all students.** | 6.45 | 5.24 / 1.43 | 1.21 | 6.38 | 5.46 / 1.45 | 0.92 | -0.22 *** |
| **10. Administrators are approachable to students.** | 6.09 | 5.15 / 1.36 | 0.94 | 5.89 | 5.03 / 1.41 | 0.86 | 0.12 ** |
| **29. It is an enjoyable experience to be a student on this campus.** | 6.54 | 5.48 / 1.38 | 1.06 | 6.35 | 5.26 / 1.54 | 1.09 | 0.22 *** |
| **37. I feel a sense of pride about my campus.** | 5.99 | 5.24 / 1.49 | 0.75 | 5.81 | 5.02 / 1.59 | 0.79 | 0.22 *** |
| **41. There is a commitment to academic excellence on this campus.** | 6.52 | 5.43 / 1.40 | 1.09 | 6.30 | 5.37 / 1.41 | 0.93 | 0.06 |
| **45. Students are made to feel welcome on this campus.** | 6.44 | 5.50 / 1.37 | 0.94 | 6.23 | 5.37 / 1.45 | 0.86 | 0.13 ** |
| **51. This institution has a good reputation within the community.** | 6.39 | 5.82 / 1.24 | 0.57 | 6.17 | 5.47 / 1.47 | 0.70 | 0.35 *** |
| **57. I seldom get the "run-around" when seeking information on this campus.** | 6.37 | 4.62 / 1.79 | 1.75 | 6.13 | 4.56 / 1.78 | 1.57 | 0.06 |
| **59. This institution shows concern for students as individuals.** | 6.52 | 5.43 / 1.44 | 1.09 | 6.28 | 5.16 / 1.52 | 1.12 | 0.27 *** |
| **60. I generally know what's happening on campus.** | 6.03 | 5.20 / 1.46 | 0.83 | 5.80 | 4.94 / 1.55 | 0.86 | 0.26 *** |
| **62. There is a strong commitment to racial harmony on this campus.** | 6.31 | 5.76 / 1.26 | 0.55 | 5.96 | 5.25 / 1.47 | 0.71 | 0.51 *** |

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|---|---|---|---|---|---|---|---|
| **66. Tuition paid is a worthwhile investment.** | 6.64 | 4.55 / 1.78 | 2.09 | 6.43 | 4.71 / 1.71 | 1.72 | -0.16 ** |
| **67. Freedom of expression is protected on campus.** | 6.38 | 5.64 / 1.33 | 0.74 | 6.12 | 5.07 / 1.56 | 1.05 | 0.57 *** |
| **71. Channels for expressing student complaints are readily available.** | 6.23 | 4.77 / 1.69 | 1.46 | 5.99 | 4.59 / 1.62 | 1.40 | 0.18 *** |

National Group Means are based on 285292 records

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