



Student Satisfaction Inventory

University of San Francisco - 5/2007

Strategic Planning Overview

Strengths and Challenges

Strengths

58. The quality of instruction I receive in most of my classes is excellent.

16. The instruction in my major field is excellent.

68. Nearly all of the faculty are knowledgeable in their field.

81. Campus item 8

8. The content of the courses within my major is valuable.

33. My academic advisor is knowledgeable about requirements in my major.

39. I am able to experience intellectual growth here.

55. Major requirements are clear and reasonable.

65. Faculty are usually available after class and during office hours.

72. On the whole, the campus is well-maintained.

45. Students are made to feel welcome on this campus.

2. The campus staff are caring and helpful.

51. This institution has a good reputation within the community.

75. Campus item 2

67. Freedom of expression is protected on campus.

3. Faculty care about me as an individual.

18. Library resources and services are adequate.

26. Computer labs are adequate and accessible.

62. There is a strong commitment to racial harmony on this campus.

Challenges

34. I am able to register for classes I need with few conflicts.

66. Tuition paid is a worthwhile investment.

69. There is a good variety of courses provided on this campus.

36. Security staff respond quickly in emergencies.

47. Faculty provide timely feedback about student progress in a course.

17. Adequate financial aid is available for most students.

7. The campus is safe and secure for all students.

14. My academic advisor is concerned about my success as an individual.

23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)

49. There are adequate services to help me decide upon a career.

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

12. Financial aid awards are announced to students in time to be helpful in college planning.

5. Financial aid counselors are helpful.
Benchmarks
Higher Satisfaction vs. Four-Year Private Institutions
58. The quality of instruction I receive in most of my classes is excellent.
16. The instruction in my major field is excellent.
34. I am able to register for classes I need with few conflicts.
68. Nearly all of the faculty are knowledgeable in their field.
8. The content of the courses within my major is valuable.
39. I am able to experience intellectual growth here.
69. There is a good variety of courses provided on this campus.
25. Faculty are fair and unbiased in their treatment of individual students.
55. Major requirements are clear and reasonable.
29. It is an enjoyable experience to be a student on this campus.
59. This institution shows concern for students as individuals.
47. Faculty provide timely feedback about student progress in a course.
65. Faculty are usually available after class and during office hours.
72. On the whole, the campus is well-maintained.
45. Students are made to feel welcome on this campus.
61. Adjunct faculty are competent as classroom instructors.
2. The campus staff are caring and helpful.
51. This institution has a good reputation within the community.
49. There are adequate services to help me decide upon a career.
67. Freedom of expression is protected on campus.
12. Financial aid awards are announced to students in time to be helpful in college planning.
3. Faculty care about me as an individual.
35. The assessment and course placement procedures are reasonable.
18. Library resources and services are adequate.
26. Computer labs are adequate and accessible.
27. The personnel involved in registration are helpful.
62. There is a strong commitment to racial harmony on this campus.
53. Faculty take into consideration student differences as they teach a course.
Lower Satisfaction vs. Four-Year Private Institutions
66. Tuition paid is a worthwhile investment.
17. Adequate financial aid is available for most students.
6. My academic advisor is approachable.
7. The campus is safe and secure for all students.
Higher Importance vs. Four-Year Private Institutions
58. The quality of instruction I receive in most of my classes is excellent.
34. I am able to register for classes I need with few conflicts.
68. Nearly all of the faculty are knowledgeable in their field.
66. Tuition paid is a worthwhile investment.

33. My academic advisor is knowledgeable about requirements in my major.
39. I am able to experience intellectual growth here.
69. There is a good variety of courses provided on this campus.
25. Faculty are fair and unbiased in their treatment of individual students.
55. Major requirements are clear and reasonable.
29. It is an enjoyable experience to be a student on this campus.
36. Security staff respond quickly in emergencies.
41. There is a commitment to academic excellence on this campus.
59. This institution shows concern for students as individuals.
47. Faculty provide timely feedback about student progress in a course.
65. Faculty are usually available after class and during office hours.
72. On the whole, the campus is well-maintained.
45. Students are made to feel welcome on this campus.
61. Adjunct faculty are competent as classroom instructors.
14. My academic advisor is concerned about my success as an individual.
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)
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