



University of San Francisco vs. Specialized Comparison - 6/2006

Student Satisfaction Inventory

Institutional Summary

Scale	University of San Francisco			Univ. of San Francisco Requested Group			Mean Difference
	Import	Satis / SD	Gap	Import	Satis / SD	Gap	
▼ Student Centeredness	6.46	5.33 / 1.11	1.13	6.28	5.40 / 1.05	0.88	-0.07
1. Most students feel a sense of belonging here.	6.39	5.03 / 1.42	1.36	6.13	5.30 / 1.38	0.83	-0.27 *
2. The campus staff are caring and helpful.	6.58	5.49 / 1.37	1.09	6.33	5.47 / 1.24	0.86	0.02
10. Administrators are approachable to students.	6.16	5.24 / 1.26	0.92	5.88	5.11 / 1.29	0.77	0.13
29. It is an enjoyable experience to be a student on this campus.	6.65	5.34 / 1.42	1.31	6.58	5.55 / 1.46	1.03	-0.21
45. Students are made to feel welcome on this campus.	6.47	5.47 / 1.47	1.00	6.38	5.59 / 1.36	0.79	-0.12
59. This institution shows concern for students as individuals.	6.50	5.40 / 1.34	1.10	6.38	5.38 / 1.39	1.00	0.02
▼ Campus Life	5.94	4.95 / 0.93	0.99	5.87	4.92 / 0.98	0.95	0.03
9. A variety of intramural activities are offered.	5.19	4.92 / 1.35	0.27	5.03	5.21 / 1.33	-0.18	-0.29 *
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.46	4.71 / 1.50	1.75	6.40	4.67 / 1.65	1.73	0.04
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.17	4.17 / 1.46	1.00	5.36	4.68 / 1.70	0.68	-0.51 ***
30. Residence hall staff are concerned about me as an individual.	5.95	4.69 / 1.49	1.26	5.91	5.02 / 1.63	0.89	-0.33 *
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.70	5.23 / 1.30	0.47	5.59	5.39 / 1.36	0.20	-0.16
38. There is an adequate selection of food available in the cafeteria.	6.40	4.23 / 1.73	2.17	6.20	3.87 / 1.84	2.33	0.36 *
40. Residence hall regulations are reasonable.	6.07	4.98 / 1.64	1.09	6.09	4.28 / 1.87	1.81	0.70 ***
42. There are a sufficient number of weekend activities for students.	5.37	4.59 / 1.47	0.78	5.66	4.74 / 1.58	0.92	-0.15
46. I can easily get involved in campus organizations.	6.11	5.33 / 1.53	0.78	6.05	5.51 / 1.36	0.54	-0.18
52. The student center is a comfortable place for students to spend their leisure time.	5.97	5.01 / 1.51	0.96	5.74	5.05 / 1.54	0.69	-0.04
56. The student handbook provides helpful information about campus life.	5.56	5.23 / 1.43	0.33	5.64	5.24 / 1.35	0.40	-0.01
63. Student disciplinary procedures are fair.	6.15	5.35 / 1.27	0.80	6.09	4.96 / 1.57	1.13	0.39 **
64. New student orientation services help students adjust to college.	6.32	5.54 / 1.40	0.78	6.02	5.25 / 1.53	0.77	0.29 *
67. Freedom of expression is protected on campus.	6.35	5.58 / 1.28	0.77	6.18	5.24 / 1.44	0.94	0.34 **
73. Student activities fees are put to good use.	6.21	4.55 / 1.64	1.66	6.12	4.66 / 1.57	1.46	-0.11
▼ Instructional Effectiveness	6.54	5.41 / 0.97	1.13	6.40	5.44 / 0.88	0.96	-0.03
3. Faculty care about me as an individual.	6.49	5.48 / 1.33	1.01	6.23	5.35 / 1.27	0.88	0.13
8. The content of the courses within my major is valuable.	6.81	5.52 / 1.38	1.29	6.61	5.57 / 1.23	1.04	-0.05
16. The instruction in my major field is excellent.	6.75	5.47 / 1.43	1.28	6.60	5.53 / 1.29	1.07	-0.06
25. Faculty are fair and unbiased in their treatment of individual students.	6.61	5.32 / 1.37	1.29	6.45	5.29 / 1.36	1.16	0.03
39. I am able to experience intellectual growth here.	6.59	5.56 / 1.35	1.03	6.50	5.70 / 1.22	0.80	-0.14

41. There is a commitment to academic excellence on this campus.	6.53	5.38 / 1.32	1.15	6.42	5.68 / 1.22	0.74	-0.30 **
47. Faculty provide timely feedback about student progress in a course.	6.37	5.22 / 1.47	1.15	6.30	5.16 / 1.40	1.14	0.06
53. Faculty take into consideration student differences as they teach a course.	6.40	5.23 / 1.40	1.17	6.11	4.98 / 1.41	1.13	0.25 *
58. The quality of instruction I receive in most of my classes is excellent.	6.71	5.35 / 1.28	1.36	6.57	5.53 / 1.24	1.04	-0.18
61. Adjunct faculty are competent as classroom instructors.	6.24	5.16 / 1.47	1.08	6.15	5.25 / 1.33	0.90	-0.09
65. Faculty are usually available after class and during office hours.	6.53	5.79 / 1.37	0.74	6.39	5.75 / 1.23	0.64	0.04
68. Nearly all of the faculty are knowledgeable in their field.	6.66	5.73 / 1.30	0.93	6.60	5.88 / 1.13	0.72	-0.15
69. There is a good variety of courses provided on this campus.	6.61	5.38 / 1.38	1.23	6.50	5.38 / 1.44	1.12	0.00
70. Graduate teaching assistants are competent as classroom instructors.	6.14	4.87 / 1.57	1.27	6.08	4.91 / 1.47	1.17	-0.04
▼Recruitment and Financial Aid	6.26	5.01 / 1.07	1.25	6.19	5.06 / 1.08	1.13	-0.05
4. Admissions staff are knowledgeable.	6.34	5.51 / 1.20	0.83	6.13	5.27 / 1.33	0.86	0.24 *
5. Financial aid counselors are helpful.	6.19	4.82 / 1.51	1.37	6.15	4.82 / 1.55	1.33	0.00
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.37	4.82 / 1.60	1.55	6.32	5.09 / 1.54	1.23	-0.27 *
17. Adequate financial aid is available for most students.	6.51	4.49 / 1.80	2.02	6.48	4.80 / 1.66	1.68	-0.31 *
43. Admissions counselors respond to prospective students' unique needs and requests.	6.03	5.23 / 1.31	0.80	5.97	5.19 / 1.36	0.78	0.04
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.12	5.23 / 1.38	0.89	6.09	5.17 / 1.45	0.92	0.06
▼Campus Support Services	6.22	5.58 / 0.88	0.64	6.00	5.42 / 0.89	0.58	0.16 *
13. Library staff are helpful and approachable.	6.01	5.72 / 1.28	0.29	5.67	5.47 / 1.28	0.20	0.25 *
18. Library resources and services are adequate.	6.35	5.78 / 1.16	0.57	6.21	5.59 / 1.24	0.62	0.19
26. Computer labs are adequate and accessible.	6.25	5.73 / 1.23	0.52	6.15	5.59 / 1.35	0.56	0.14
32. Tutoring services are readily available.	6.31	5.51 / 1.29	0.80	6.00	5.57 / 1.31	0.43	-0.06
44. Academic support services adequately meet the needs of students.	6.29	5.27 / 1.22	1.02	6.07	5.25 / 1.27	0.82	0.02
49. There are adequate services to help me decide upon a career.	6.33	5.36 / 1.40	0.97	6.23	5.18 / 1.42	1.05	0.18
54. Bookstore staff are helpful.	6.03	5.66 / 1.39	0.37	5.69	5.29 / 1.45	0.40	0.37 **
▼Academic Advising	6.59	5.41 / 1.36	1.18	6.32	5.27 / 1.26	1.05	0.14
6. My academic advisor is approachable.	6.66	5.52 / 1.65	1.14	6.40	5.43 / 1.64	0.97	0.09
14. My academic advisor is concerned about my success as an individual.	6.58	5.11 / 1.81	1.47	6.28	5.20 / 1.61	1.08	-0.09
19. My academic advisor helps me set goals to work toward.	6.40	4.85 / 1.77	1.55	5.96	4.76 / 1.67	1.20	0.09
33. My academic advisor is knowledgeable about requirements in my major.	6.68	5.74 / 1.62	0.94	6.52	5.45 / 1.63	1.07	0.29 *
55. Major requirements are clear and reasonable.	6.63	5.83 / 1.26	0.80	6.43	5.48 / 1.33	0.95	0.35 **
▼Registration Effectiveness	6.34	5.13 / 1.06	1.21	6.13	5.00 / 1.05	1.13	0.13
11. Billing policies are reasonable.	6.27	4.58 / 1.54	1.69	6.08	4.48 / 1.58	1.60	0.10
20. The business office is open during hours which are convenient for most students.	6.14	5.06 / 1.35	1.08	5.77	5.07 / 1.35	0.70	-0.01
27. The personnel involved in registration are helpful.	6.30	5.39 / 1.31	0.91	6.10	5.26 / 1.36	0.84	0.13
34. I am able to register for classes I need with few conflicts.	6.72	5.08 / 1.71	1.64	6.55	4.81 / 1.74	1.74	0.27
50. Class change (drop/add) policies are reasonable.	6.24	5.53 / 1.32	0.71	6.09	5.42 / 1.42	0.67	0.11
▼Safety and Security	6.31	4.12 / 1.13	2.19	6.23	4.75 / 1.16	1.48	-0.63 ***

7. The campus is safe and secure for all students.	6.69	4.76 / 1.42	1.93	6.49	5.35 / 1.39	1.14	-0.59 ***
21. The amount of student parking space on campus is adequate.	5.79	2.38 / 1.44	3.41	5.87	3.48 / 1.80	2.39	-1.10 ***
28. Parking lots are well-lighted and secure.	6.06	4.44 / 1.38	1.62	6.10	5.02 / 1.50	1.08	-0.58 ***
36. Security staff respond quickly in emergencies.	6.65	4.87 / 1.58	1.78	6.42	5.06 / 1.56	1.36	-0.19
▼Concern for the Individual	6.41	5.18 / 1.06	1.23	6.22	5.23 / 1.01	0.99	-0.05
3. Faculty care about me as an individual.	6.49	5.48 / 1.33	1.01	6.23	5.35 / 1.27	0.88	0.13
14. My academic advisor is concerned about my success as an individual.	6.58	5.11 / 1.81	1.47	6.28	5.20 / 1.61	1.08	-0.09
22. Counseling staff care about students as individuals.	6.25	4.96 / 1.48	1.29	6.02	5.09 / 1.35	0.93	-0.13
25. Faculty are fair and unbiased in their treatment of individual students.	6.61	5.32 / 1.37	1.29	6.45	5.29 / 1.36	1.16	0.03
30. Residence hall staff are concerned about me as an individual.	5.95	4.69 / 1.49	1.26	5.91	5.02 / 1.63	0.89	-0.33 *
59. This institution shows concern for students as individuals.	6.50	5.40 / 1.34	1.10	6.38	5.38 / 1.39	1.00	0.02
▼Service Excellence	6.24	5.12 / 1.03	1.12	6.05	5.11 / 0.96	0.94	0.01
2. The campus staff are caring and helpful.	6.58	5.49 / 1.37	1.09	6.33	5.47 / 1.24	0.86	0.02
13. Library staff are helpful and approachable.	6.01	5.72 / 1.28	0.29	5.67	5.47 / 1.28	0.20	0.25 *
15. The staff in the health services area are competent.	6.20	4.78 / 1.50	1.42	6.11	4.84 / 1.65	1.27	-0.06
22. Counseling staff care about students as individuals.	6.25	4.96 / 1.48	1.29	6.02	5.09 / 1.35	0.93	-0.13
27. The personnel involved in registration are helpful.	6.30	5.39 / 1.31	0.91	6.10	5.26 / 1.36	0.84	0.13
57. I seldom get the "run-around" when seeking information on this campus.	6.35	4.69 / 1.57	1.66	6.15	4.74 / 1.71	1.41	-0.05
60. I generally know what's happening on campus.	6.04	5.16 / 1.35	0.88	5.98	5.21 / 1.46	0.77	-0.05
71. Channels for expressing student complaints are readily available.	6.19	4.59 / 1.63	1.60	6.05	4.69 / 1.56	1.36	-0.10
▼Responsiveness to Diverse Populations		5.12 / 1.24			5.03 / 1.26		0.09
84. Institution's commitment to part-time students?		5.06 / 1.43			4.95 / 1.28		0.11
85. Institution's commitment to evening students?		5.04 / 1.28			4.98 / 1.27		0.06
86. Institution's commitment to older, returning learners?		5.40 / 1.48			5.05 / 1.26		0.35 **
87. Institution's commitment to under-represented populations?		5.36 / 1.22			4.99 / 1.41		0.37 **
88. Institution's commitment to commuters?		4.60 / 1.54			4.98 / 1.49		-0.38 **
89. Institution's commitment to students with disabilities?		5.31 / 1.40			5.21 / 1.36		0.10
▼Campus Climate	6.41	5.23 / 0.97	1.18	6.24	5.30 / 0.94	0.94	-0.07
1. Most students feel a sense of belonging here.	6.39	5.03 / 1.42	1.36	6.13	5.30 / 1.38	0.83	-0.27 *
2. The campus staff are caring and helpful.	6.58	5.49 / 1.37	1.09	6.33	5.47 / 1.24	0.86	0.02
3. Faculty care about me as an individual.	6.49	5.48 / 1.33	1.01	6.23	5.35 / 1.27	0.88	0.13
7. The campus is safe and secure for all students.	6.69	4.76 / 1.42	1.93	6.49	5.35 / 1.39	1.14	-0.59 ***
10. Administrators are approachable to students.	6.16	5.24 / 1.26	0.92	5.88	5.11 / 1.29	0.77	0.13
29. It is an enjoyable experience to be a student on this campus.	6.65	5.34 / 1.42	1.31	6.58	5.55 / 1.46	1.03	-0.21
37. I feel a sense of pride about my campus.	6.18	5.24 / 1.48	0.94	6.01	5.37 / 1.48	0.64	-0.13
41. There is a commitment to academic excellence on this campus.	6.53	5.38 / 1.32	1.15	6.42	5.68 / 1.22	0.74	-0.30 **
45. Students are made to feel welcome on this campus.	6.47	5.47 / 1.47	1.00	6.38	5.59 / 1.36	0.79	-0.12
51. This institution has a good reputation within the community.	6.48	5.85 / 1.21	0.63	6.28	5.90 / 1.24	0.38	-0.05
57. I seldom get the "run-around" when seeking information on this campus.	6.35	4.69 / 1.57	1.66	6.15	4.74 / 1.71	1.41	-0.05

59. This institution shows concern for students as individuals.	6.50	5.40 / 1.34	1.10	6.38	5.38 / 1.39	1.00	0.02
60. I generally know what's happening on campus.	6.04	5.16 / 1.35	0.88	5.98	5.21 / 1.46	0.77	-0.05
62. There is a strong commitment to racial harmony on this campus.	6.40	5.64 / 1.33	0.76	6.00	5.24 / 1.44	0.76	0.40 ***
66. Tuition paid is a worthwhile investment.	6.56	4.45 / 1.76	2.11	6.56	4.83 / 1.65	1.73	-0.38 **
67. Freedom of expression is protected on campus.	6.35	5.58 / 1.28	0.77	6.18	5.24 / 1.44	0.94	0.34 **
71. Channels for expressing student complaints are readily available.	6.19	4.59 / 1.63	1.60	6.05	4.69 / 1.56	1.36	-0.10

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