

University of San Francisco - SSI - 05/2014



Student Satisfaction Inventory

Sort on each column to see data from highest to lowest.

Scale / Item	University of San Francisco - SSI			National Four-Year Privates			Difference
	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap	
▼ Student Centeredness	6.26	5.45 / 1.15	0.81	6.26	5.43 / 1.19	0.83	0.02
1. Most students feel a sense of belonging here.	5.93	5.15 / 1.45	0.78	5.98	5.28 / 1.45	0.70	-0.13 ***
2. The campus staff are caring and helpful.	6.36	5.54 / 1.33	0.82	6.37	5.56 / 1.36	0.81	-0.02
10. Administrators are approachable to students.	6.00	5.27 / 1.47	0.73	6.04	5.32 / 1.42	0.72	-0.05
29. It is an enjoyable experience to be a student on this campus.	6.47	5.55 / 1.45	0.92	6.44	5.44 / 1.55	1.00	0.11 *
* 45. Students are made to feel welcome on this campus.	6.36	5.67 / 1.36	0.69	6.34	5.60 / 1.44	0.74	0.07
59. This institution shows concern for students as individuals.	6.45	5.52 / 1.49	0.93	6.37	5.36 / 1.56	1.01	0.16 ***
▼ Campus Life	5.75	5.13 / 1.16	0.62	5.82	5.01 / 1.16	0.81	0.12 ***
9. A variety of intramural activities are offered.	4.77	5.13 / 1.45	-0.36	5.09	4.98 / 1.57	0.11	0.15 **
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.04	4.88 / 1.63	1.16	6.09	4.74 / 1.73	1.35	0.14 *
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	4.98	4.57 / 1.66	0.41	5.25	4.47 / 1.82	0.78	0.10
30. Residence hall staff are concerned about me as an individual.	5.79	5.12 / 1.60	0.67	5.78	5.02 / 1.66	0.76	0.10
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.63	5.60 / 1.36	0.03	5.58	5.39 / 1.58	0.19	0.21 **
38. There is an adequate selection of food available in the cafeteria.	6.03	4.16 / 1.94	1.87	6.03	4.26 / 1.93	1.77	-0.10
40. Residence hall regulations are reasonable.	5.84	5.22 / 1.52	0.62	5.91	4.91 / 1.71	1.00	0.31 ***
42. There are a sufficient number of weekend activities for students.	5.32	4.92 / 1.66	0.40	5.50	4.61 / 1.74	0.89	0.31 ***
46. I can easily get involved in campus organizations.	5.87	5.40 / 1.53	0.47	5.90	5.38 / 1.51	0.52	0.02

52. The student center is a comfortable place for students to spend their leisure time.	5.94	5.56 / 1.38	0.38	5.92	5.13 / 1.67	0.79	0.43 ***
56. The student handbook provides helpful information about campus life.	5.57	5.30 / 1.43	0.27	5.69	5.24 / 1.49	0.45	0.06
63. Student disciplinary procedures are fair.	6.11	5.43 / 1.47	0.68	6.12	5.28 / 1.56	0.84	0.15 **
64. New student orientation services help students adjust to college.	6.00	5.30 / 1.52	0.70	6.02	5.30 / 1.57	0.72	0.00
★ 67. Freedom of expression is protected on campus.	6.26	5.72 / 1.36	0.54	6.25	5.44 / 1.53	0.81	0.28 ***
73. Student activities fees are put to good use.	6.00	4.75 / 1.66	1.25	6.12	4.76 / 1.72	1.36	-0.01
▼ Instructional Effectiveness	6.49	5.64 / 1.02	0.85	6.39	5.51 / 1.06	0.88	0.13 ***
3. Faculty care about me as an individual.	6.37	5.63 / 1.33	0.74	6.25	5.49 / 1.40	0.76	0.14 ***
⚠ 8. The content of the courses within my major is valuable.	6.67	5.66 / 1.34	1.01	6.61	5.67 / 1.33	0.94	-0.01
⚠ 16. The instruction in my major field is excellent.	6.65	5.56 / 1.39	1.09	6.59	5.65 / 1.36	0.94	-0.09 *
⚠ 25. Faculty are fair and unbiased in their treatment of individual students.	6.51	5.56 / 1.42	0.95	6.40	5.34 / 1.51	1.06	0.22 ***
★ 39. I am able to experience intellectual growth here.	6.61	5.81 / 1.30	0.80	6.48	5.68 / 1.37	0.80	0.13 ***
41. There is a commitment to academic excellence on this campus.	6.48	5.62 / 1.35	0.86	6.38	5.54 / 1.43	0.84	0.08 *
⚠ 47. Faculty provide timely feedback about student progress in a course.	6.44	5.33 / 1.51	1.11	6.35	5.21 / 1.52	1.14	0.12 **
53. Faculty take into consideration student differences as they teach a course.	6.26	5.41 / 1.46	0.85	6.21	5.19 / 1.52	1.02	0.22 ***
⚠ 58. The quality of instruction I receive in most of my classes is excellent.	6.66	5.63 / 1.37	1.03	6.52	5.55 / 1.38	0.97	0.08 *
61. Adjunct faculty are competent as classroom instructors.	6.39	5.58 / 1.46	0.81	6.20	5.41 / 1.44	0.79	0.17 ***
★ 65. Faculty are usually available after class and during office hours.	6.36	5.94 / 1.21	0.42	6.34	5.70 / 1.35	0.64	0.24 ***
★ 68. Nearly all of the faculty are knowledgeable in their field.	6.62	5.98 / 1.19	0.64	6.56	5.86 / 1.29	0.70	0.12 ***
★ 69. There is a good variety of courses provided on this campus.	6.50	5.67 / 1.38	0.83	6.43	5.45 / 1.51	0.98	0.22 ***
70. Graduate teaching assistants	6.17	5.49 / 1.44	0.68	6.03	5.28 / 1.45	0.75	

are competent as classroom instructors.								0.21 ***
▼ Recruitment and Financial Aid	6.21	5.09 / 1.28	1.12	6.23	5.13 / 1.25	1.10		-0.04
4. Admissions staff are knowledgeable.	6.20	5.39 / 1.41	0.81	6.22	5.38 / 1.48	0.84		0.01
5. Financial aid counselors are helpful.	6.12	4.99 / 1.64	1.13	6.29	5.12 / 1.66	1.17		-0.13 *
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.26	5.01 / 1.67	1.25	6.27	5.01 / 1.67	1.26		0.00
17. Adequate financial aid is available for most students.	6.40	4.54 / 1.85	1.86	6.41	4.93 / 1.68	1.48		-0.39 ***
43. Admissions counselors respond to prospective students' unique needs and requests.	6.08	5.39 / 1.47	0.69	6.05	5.29 / 1.49	0.76		0.10 *
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.15	5.23 / 1.54	0.92	6.14	5.10 / 1.66	1.04		0.13 *
▼ Campus Support Services	6.05	5.64 / 1.01	0.41	6.08	5.48 / 1.04	0.60		0.16 ***
13. Library staff are helpful and approachable.	5.85	5.94 / 1.21	-0.09	5.80	5.69 / 1.32	0.11		0.25 ***
18. Library resources and services are adequate.	6.27	5.87 / 1.20	0.40	6.14	5.57 / 1.34	0.57		0.30 ***
26. Computer labs are adequate and accessible.	6.08	5.65 / 1.40	0.43	6.28	5.41 / 1.56	0.87		0.24 ***
32. Tutoring services are readily available.	5.96	5.43 / 1.46	0.53	6.02	5.57 / 1.43	0.45		-0.14 **
44. Academic support services adequately meet the needs of students.	6.27	5.51 / 1.41	0.76	6.15	5.35 / 1.42	0.80		0.16 ***
49. There are adequate services to help me decide upon a career.	6.25	5.31 / 1.51	0.94	6.28	5.27 / 1.54	1.01		0.04
54. Bookstore staff are helpful.	5.70	5.62 / 1.40	0.08	5.89	5.51 / 1.48	0.38		0.11 *
▼ Academic Advising	6.38	5.57 / 1.30	0.81	6.36	5.52 / 1.28	0.84		0.05
6. My academic advisor is approachable.	6.41	5.66 / 1.58	0.75	6.43	5.72 / 1.55	0.71		-0.06
14. My academic advisor is concerned about my success as an individual.	6.39	5.43 / 1.61	0.96	6.33	5.49 / 1.59	0.84		-0.06
19. My academic advisor helps me set goals to work toward.	6.11	5.12 / 1.68	0.99	6.08	5.09 / 1.69	0.99		0.03
33. My academic advisor is knowledgeable about requirements in my major.	6.51	5.75 / 1.52	0.76	6.51	5.71 / 1.55	0.80		0.04
55. Major requirements are clear	6.49	5.86 / 1.26	0.63	6.44	5.60 / 1.40	0.84		0.26 ***

and reasonable.							
▼ Registration Effectiveness	6.24	5.31 / 1.18	0.93	6.22	5.19 / 1.18	1.03	0.12 ***
11. Billing policies are reasonable.	6.23	4.71 / 1.74	1.52	6.16	4.71 / 1.68	1.45	0.00
20. The business office is open during hours which are convenient for most students.	5.93	5.28 / 1.43	0.65	5.99	5.28 / 1.45	0.71	0.00
27. The personnel involved in registration are helpful.	6.25	5.49 / 1.42	0.76	6.25	5.44 / 1.46	0.81	0.05
34. I am able to register for classes I need with few conflicts.	6.61	5.45 / 1.73	1.16	6.52	5.15 / 1.74	1.37	0.30 ***
50. Class change (drop/add) policies are reasonable.	6.13	5.69 / 1.38	0.44	6.15	5.40 / 1.54	0.75	0.29 ***
▼ Safety and Security	6.12	4.86 / 1.33	1.26	6.21	5.04 / 1.28	1.17	-0.18 ***
7. The campus is safe and secure for all students.	6.46	5.72 / 1.33	0.74	6.45	5.73 / 1.38	0.72	-0.01
21. The amount of student parking space on campus is adequate.	5.69	3.31 / 2.08	2.38	5.98	3.99 / 2.06	1.99	-0.68 ***
28. Parking lots are well-lighted and secure.	5.88	4.93 / 1.61	0.95	6.07	5.13 / 1.64	0.94	-0.20 ***
36. Security staff respond quickly in emergencies.	6.42	5.52 / 1.40	0.90	6.34	5.24 / 1.59	1.10	0.28 ***
▼ Concern for the Individual	6.32	5.47 / 1.14	0.85	6.22	5.34 / 1.18	0.88	0.13 ***
3. Faculty care about me as an individual.	6.37	5.63 / 1.33	0.74	6.25	5.49 / 1.40	0.76	0.14 ***
14. My academic advisor is concerned about my success as an individual.	6.39	5.43 / 1.61	0.96	6.33	5.49 / 1.59	0.84	-0.06
22. Counseling staff care about students as individuals.	6.14	5.36 / 1.45	0.78	6.06	5.24 / 1.49	0.82	0.12 *
25. Faculty are fair and unbiased in their treatment of individual students.	6.51	5.56 / 1.42	0.95	6.40	5.34 / 1.51	1.06	0.22 ***
30. Residence hall staff are concerned about me as an individual.	5.79	5.12 / 1.60	0.67	5.78	5.02 / 1.66	0.76	0.10
59. This institution shows concern for students as individuals.	6.45	5.52 / 1.49	0.93	6.37	5.36 / 1.56	1.01	0.16 ***
▼ Service Excellence	6.08	5.35 / 1.10	0.73	6.08	5.24 / 1.11	0.84	0.11 ***
2. The campus staff are caring and helpful.	6.36	5.54 / 1.33	0.82	6.37	5.56 / 1.36	0.81	-0.02
13. Library staff are helpful and approachable.	5.85	5.94 / 1.21	-0.09	5.80	5.69 / 1.32	0.11	0.25 ***
15. The staff in the health services area are competent.	5.95	5.16 / 1.54	0.79	5.97	5.06 / 1.62	0.91	0.10
22. Counseling staff care about	6.14	5.36 / 1.45	0.78	6.06	5.24 / 1.49	0.82	0.12 *

students as individuals.								
27. The personnel involved in registration are helpful.	6.25	5.49 / 1.42	0.76	6.25	5.44 / 1.46	0.81	0.05	
57. I seldom get the "run-around" when seeking information on this campus.	6.21	4.99 / 1.76	1.22	6.16	4.85 / 1.78	1.31	0.14 **	
60. I generally know what's happening on campus.	5.71	5.17 / 1.54	0.54	5.96	5.18 / 1.57	0.78	-0.01	
71. Channels for expressing student complaints are readily available.	6.16	4.93 / 1.72	1.23	6.09	4.86 / 1.69	1.23	0.07	
▼ Responsiveness to Diverse Populations		5.39 / 1.43			5.29 / 1.38		0.10 *	
84. Institution's commitment to part-time students?		5.38 / 1.53			5.24 / 1.48		0.14 *	
85. Institution's commitment to evening students?		5.43 / 1.54			5.26 / 1.51		0.17 **	
86. Institution's commitment to older, returning learners?		5.53 / 1.50			5.39 / 1.46		0.14 **	
87. Institution's commitment to under-represented populations?		5.38 / 1.51			5.30 / 1.47		0.08	
88. Institution's commitment to commuters?		5.02 / 1.71			5.11 / 1.65		-0.09	
89. Institution's commitment to students with disabilities?		5.68 / 1.43			5.44 / 1.48		0.24 ***	
▼ Campus Climate	6.26	5.43 / 1.05	0.83	6.23	5.35 / 1.11	0.88	0.08 **	
1. Most students feel a sense of belonging here.	5.93	5.15 / 1.45	0.78	5.98	5.28 / 1.45	0.70	-0.13 ***	
2. The campus staff are caring and helpful.	6.36	5.54 / 1.33	0.82	6.37	5.56 / 1.36	0.81	-0.02	
3. Faculty care about me as an individual.	6.37	5.63 / 1.33	0.74	6.25	5.49 / 1.40	0.76	0.14 ***	
7. The campus is safe and secure for all students.	6.46	5.72 / 1.33	0.74	6.45	5.73 / 1.38	0.72	-0.01	
10. Administrators are approachable to students.	6.00	5.27 / 1.47	0.73	6.04	5.32 / 1.42	0.72	-0.05	
29. It is an enjoyable experience to be a student on this campus.	6.47	5.55 / 1.45	0.92	6.44	5.44 / 1.55	1.00	0.11 *	
37. I feel a sense of pride about my campus.	5.94	5.36 / 1.55	0.58	5.95	5.22 / 1.63	0.73	0.14 **	
41. There is a commitment to academic excellence on this campus.	6.48	5.62 / 1.35	0.86	6.38	5.54 / 1.43	0.84	0.08 *	
45. Students are made to feel welcome on this campus.	6.36	5.67 / 1.36	0.69	6.34	5.60 / 1.44	0.74	0.07	
51. This institution has a good	6.37	5.81 / 1.32	0.56	6.26	5.60 / 1.49	0.66	0.21 ***	

reputation within the community.							
57. I seldom get the "run-around" when seeking information on this campus.	6.21	4.99 / 1.76	1.22	6.16	4.85 / 1.78	1.31	0.14 **
59. This institution shows concern for students as individuals.	6.45	5.52 / 1.49	0.93	6.37	5.36 / 1.56	1.01	0.16 ***
60. I generally know what's happening on campus.	5.71	5.17 / 1.54	0.54	5.96	5.18 / 1.57	0.78	-0.01
62. There is a strong commitment to racial harmony on this campus.	6.16	5.71 / 1.39	0.45	6.04	5.57 / 1.44	0.47	0.14 ***
66. Tuition paid is a worthwhile investment.	6.59	4.78 / 1.72	1.81	6.49	4.90 / 1.75	1.59	-0.12 *
67. Freedom of expression is protected on campus.	6.26	5.72 / 1.36	0.54	6.25	5.44 / 1.53	0.81	0.28 ***
71. Channels for expressing student complaints are readily available.	6.16	4.93 / 1.72	1.23	6.09	4.86 / 1.69	1.23	0.07

National Group Means are based on 249985 records

*Difference statistically significant at the .05 level

**Difference statistically significant at the .01 level

***Difference statistically significant at the .001 level

