

University of San Francisco - SSI - 05/2014



Student Satisfaction Inventory

| Strengths and Challenges | |
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| Strengths | vs. Comparison |
| 8. The content of the courses within my major is valuable. | |
| 68. Nearly all of the faculty are knowledgeable in their field. | + |
| 81. Campus item: USF meets my expectations for a quality education. | |
| 39. I am able to experience intellectual growth here. | + |
| 33. My academic advisor is knowledgeable about requirements in my major. | |
| 69. There is a good variety of courses provided on this campus. | + |
| 55. Major requirements are clear and reasonable. | + |
| 7. The campus is safe and secure for all students. | |
| 6. My academic advisor is approachable. | |
| 51. This institution has a good reputation within the community. | + |
| 45. Students are made to feel welcome on this campus. | |
| 65. Faculty are usually available after class and during office hours. | + |
| 72. On the whole, the campus is well-maintained. | + |
| 18. Library resources and services are adequate. | + |
| 67. Freedom of expression is protected on campus. | + |
| 79. Campus item: The offerings in the library are adequate. | |
| 78. Campus item: The Library services have been very useful to me. | |
| Challenges | |
| 8. The content of the courses within my major is valuable. | |
| 58. The quality of instruction I receive in most of my classes is excellent. | + |
| 16. The instruction in my major field is excellent. | - |
| 81. Campus item: USF meets my expectations for a quality education. | |
| 34. I am able to register for classes I need with few conflicts. | + |
| 66. Tuition paid is a worthwhile investment. | - |
| 25. Faculty are fair and unbiased in their treatment of individual students. | + |
| 47. Faculty provide timely feedback about student progress in a course. | + |
| 17. Adequate financial aid is available for most students. | - |
| 14. My academic advisor is concerned about my success as an individual. | |
| 12. Financial aid awards are announced to students in time to be helpful in college planning. | |
| 49. There are adequate services to help me decide upon a career. | |
| 11. Billing policies are reasonable. | |
| 57. I seldom get the "run-around" when seeking information on this campus. | + |
| Benchmarks | |
| Higher Satisfaction vs. National Four-Year Privates | |
| 58. The quality of instruction I receive in most of my classes is excellent. | |
| 68. Nearly all of the faculty are knowledgeable in their field. | |
| 34. I am able to register for classes I need with few conflicts. | |

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| 39. I am able to experience intellectual growth here. | |
| 25. Faculty are fair and unbiased in their treatment of individual students. | |
| 69. There is a good variety of courses provided on this campus. | |
| 55. Major requirements are clear and reasonable. | |
| 41. There is a commitment to academic excellence on this campus. | |
| 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. | |
| 36. Security staff respond quickly in emergencies. | |
| 61. Adjunct faculty are competent as classroom instructors. | |
| 3. Faculty care about me as an individual. | |
| 51. This institution has a good reputation within the community. | |
| 65. Faculty are usually available after class and during office hours. | |
| 35. The assessment and course placement procedures are reasonable. | |
| 72. On the whole, the campus is well-maintained. | |
| 18. Library resources and services are adequate. | |
| 44. Academic support services adequately meet the needs of students. | |
| 53. Faculty take into consideration student differences as they teach a course. | |
| 67. Freedom of expression is protected on campus. | |
| 57. I seldom get the "run-around" when seeking information on this campus. | |
| Lower Satisfaction vs. National Four-Year Privates | |
| 16. The instruction in my major field is excellent. | |
| 66. Tuition paid is a worthwhile investment. | |
| 17. Adequate financial aid is available for most students. | |
| Higher Importance vs. National Four-Year Privates | |
| 61. Adjunct faculty are competent as classroom instructors. | |

