

University of San Francisco - SSI - 05/2014



Student Satisfaction Inventory

Strengths and Challenges	
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.	

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.	

