

**Ruffalo Noel Levitz
 Student Satisfaction Inventory
 (SSI)**

What is SSI?

Student Satisfaction Inventory (SSI) is a voluntary survey from Ruffalo Noel-Levitz administered to students enrolled as undergraduate and full-time in an on-campus program at NMC. The SSI survey asks students to indicate both the level of importance they place on an item, as well as their level of satisfaction that the institution is meeting this expectation. There are 26 standard items rated for importance and satisfaction in the areas of Academic Services, Enrollment Services, Institutional Perceptions, Instructional Services and Student Services. NMC administers the SSI survey every three years in spring.

Respondent Profile:

Major/Program	%	#
BSN Nursing Traditional	65%	66
BSN Nursing Accelerated	12%	12
AS Diagnostic Medical Sonography	8%	8
AS Surgical Technology	5%	5
No Answer	3%	3
AS Radiologic Technology	3%	3
AS Physical Therapist Assistant	3%	3
BNS LPN-BSN	1%	1

FT/PT	%	#
Full-time	97%	98
No Answer	2%	2
Part-time	1%	1

Gender	%	#
Female	93%	94
Male	4%	4
No Answer	2%	2
Prefer not to respond	1%	1

Age	%	#
19 to 24	69%	70
25 to 34	13%	13
35 to 44	8%	8
45 and over	6%	6
No Answer	2%	2
18 and under	2%	2

Ethnicity/Race	%	#
Caucasian / White	74%	75
Hispanic	9%	9
Black/African-American	6%	6
Asian or Pacific Islander	5%	5
No Answer	3%	3
Multi-racial	2%	2
Race - Prefer not to respond	1%	1

Student Experience: The SSI survey asks students three questions about their overall experience at NMC. (These are reported as institution only)

So far, how has your college experience met your expectations? ▾

Rate your overall satisfaction with your experience here thus far. ▾

All in all, if you had it to do over again, would you enroll here? ▾

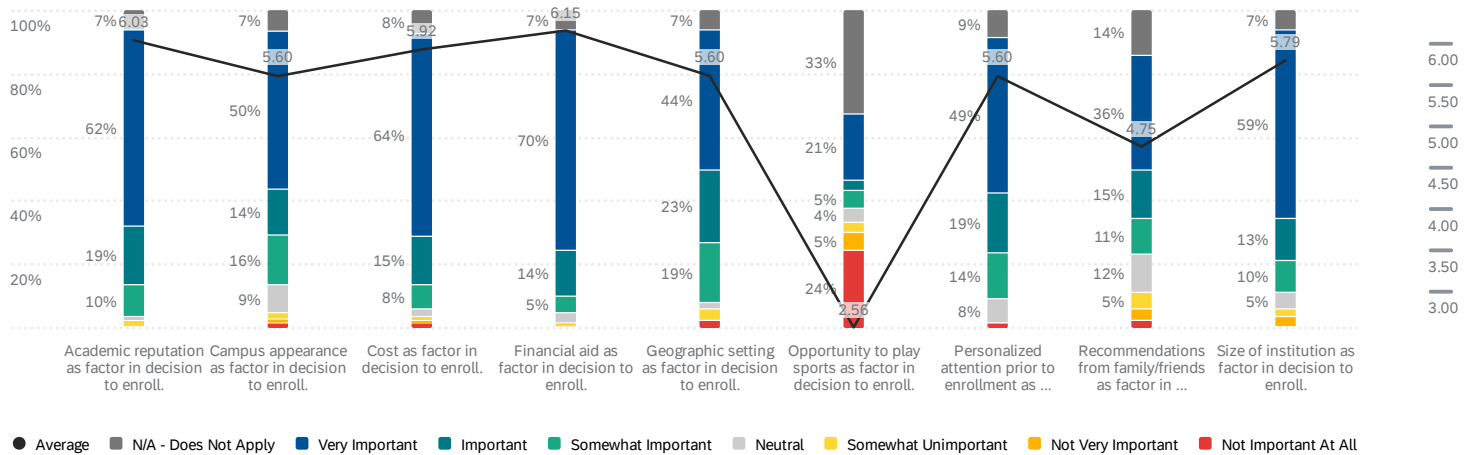
Responses ^	NMC	National 4 Year Privates - Midwestern
1=Much worse than I expected	1%	2%
2=Quite a bit worse than I expected	2%	3%
3=Worse than I expected	9%	13%
4=About what I expected	32%	31%
5=Better than I expected	26%	24%
6=Quite a bit better than I expected	12%	14%
7=Much better than I expected	18%	11%

Responses ^	NMC	National 4 Year Privates - Midwestern
1=Not satisfied at all	0%	1%
2=Not very satisfied	3%	4%
3=Somewhat dissatisfied	7%	8%
4=Neutral	5%	10%
5=Somewhat satisfied	17%	18%
6=Satisfied	41%	37%
7=Very satisfied	27%	18%

Responses ^	NMC	National 4 Year Privates - Midwestern
1=Definitely not	4%	4%
2=Probably not	2%	7%
3=Maybe not	2%	6%
4=I don't know	7%	9%
5=Maybe yes	11%	11%
6=Probably yes	32%	29%
7=Definitely yes	41%	31%

Factor to Enroll:

Why Students Picked NMC: Students were asked to rate the importance of several factors in their decision to enroll at NMC. ▾



Strengths and Challenges:

Strengths - Noel-Levitz defines Strengths as items rated with high importance and high satisfaction. These are specifically identified as items above the mid-point in importance (top half) and in the upper quartile (25 percent) of your satisfaction scores.

Challenges - Noel-Levitz defines Challenges as items with high importance and low satisfaction or a large performance gap. These are specifically identified as items above the mid-point in importance (top half) and in the lower quartile (25 percent) of your performance gap scores.

Definition of performance gap - A performance gap is simply the importance score minus the satisfaction score. The larger the performance gap, the greater the discrepancy between what students expect and their level of satisfaction with the current situation. The smaller the performance gap, the better the institution is doing at meeting student expectations.

STRENGTHS 

ITEMS	Importance NMC	Satisfaction NMC	Gap NMC	Importance MWP	Satisfaction MWP	Gap MWP	Difference
My academic advisor is knowledgeable about requirements in my major.	6.70	6.32	0.38	6.59	6.11	0.48	0.21
The campus is safe and secure for all students.	6.77	6.46	0.31	6.59	5.72	0.87	0.74
I am able to experience intellectual growth here.	6.66	6.36	0.30	6.52	5.94	0.58	0.42
Security staff respond quickly in emergencies.	6.68	6.48	0.20	6.5	5.57	0.93	0.91
Major requirements are clear and reasonable.	6.71	6.32	0.39	6.49	5.82	0.67	0.50
Students are made to feel welcome on this campus.	6.70	6.35	0.35	6.44	5.67	0.77	0.68
Faculty are usually available after class and during office hours.	6.69	6.4	0.29	6.34	6.05	0.29	0.35
Counseling staff care about students as individuals.	6.70	6.38	0.32	6.34	5.66	0.68	0.72
On the whole, the campus is well-maintained.	6.72	6.67	0.05	6.32	5.81	0.51	0.86
This institution has a good reputation within the community.	6.57	6.43	0.14	6.25	5.92	0.33	0.51
Graduate teaching assistants are competent as classroom instructors.	6.57	6.43	0.14	6.13	5.76	0.37	0.67

CHALLENGES

ITEMS	Importance NMC	Satisfaction NMC	Gap NMC	Importance MWP	Satisfaction MWP	Gap MWP	Difference
Computers and/or Wi-Fi are adequate and accessible.	6.68	5.79	0.89	6.03	5.71	0.32	0.08
Campus item: Brightspace is user-friendly.	6.58	5.72	0.86	N/A	N/A	N/A	N/A
Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.63	5.82	0.81	6.28	4.63	1.65	1.19
Tuition paid is a worthwhile investment.	6.57	5.56	1.01	6.42	5.01	1.41	0.55
Faculty are fair and unbiased in their treatment of individual students.	6.71	5.82	0.89	6.41	5.45	0.96	0.37
The quality of instruction I receive in most of my classes is excellent.	6.71	5.74	0.97	6.53	5.68	0.85	0.06
This institution shows concern for students as individuals.	6.68	6.04	0.64	6.42	5.41	1.01	0.63
Faculty provide timely feedback about student progress in a course.	6.62	5.88	0.74	6.33	5.34	0.99	0.54
The content of the courses within my major is valuable.	6.65	5.92	0.73	6.61	5.8	0.81	0.12
Adequate financial aid is available for most students.	6.57	5.69	0.88	6.42	5.18	1.24	0.51