

STUDENT SATISFACTION WITH INSTRUCTIONAL EFFECTIVENESS

Report to the Faculty

Noel-Levitz Student Satisfaction Inventory Spring 2011



INSTRUCTIONAL EFFECTIVENESS SCALE

INSTRUCTIONAL EFFECTIVENESS SCALE- FACULTY CENTRIC ITEMS

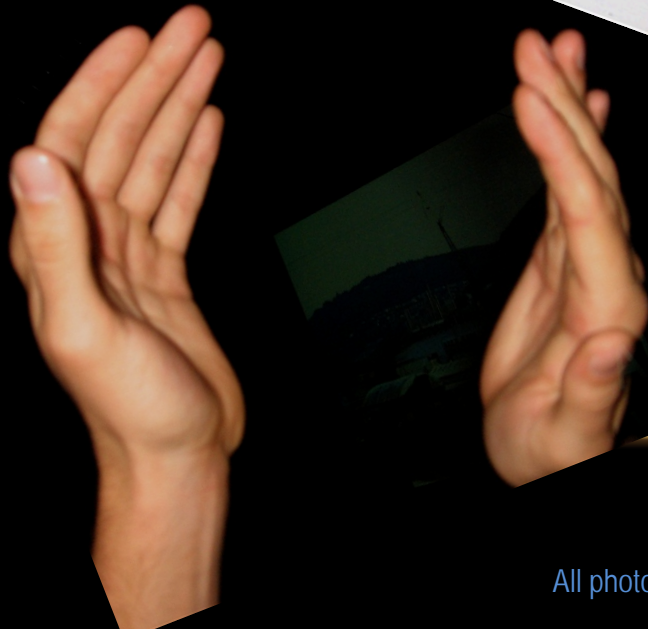
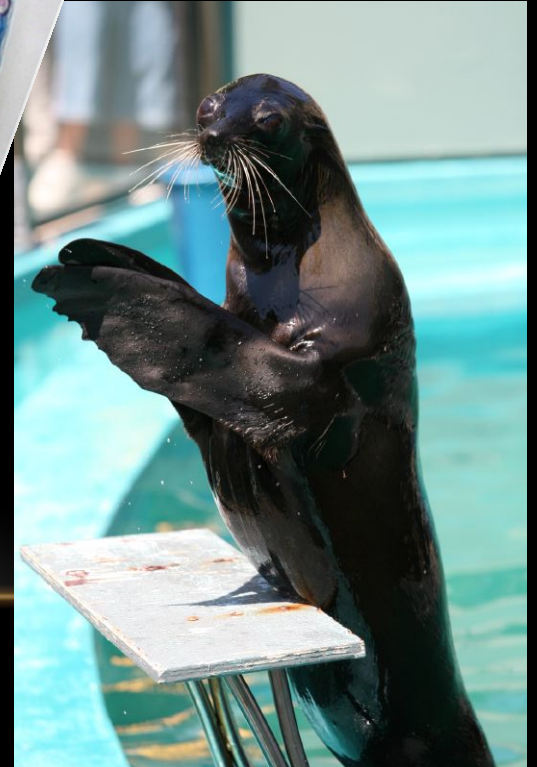
- Faculty care about me as an individual.
- Faculty are fair and unbiased in their treatment of individual students.
- Faculty provide timely feedback about student progress in a course.
- Faculty take into consideration student differences as they teach a course.
- Faculty are usually available after class and during office hours.
- Nearly all of the faculty are knowledgeable in their field.

INSTRUCTIONAL EFFECTIVENESS SCALE – INSTRUCTIONAL AND CULTURE ITEMS

- The content of the courses within my major is valuable.
- The instruction in my major field is excellent.
- The quality of instruction I receive in most of my classes is excellent.
- Adjunct faculty are competent as classroom instructors.
- There is a good variety of courses provided on this campus.
- Graduate teaching assistants are competent as classroom instructors.

- I am able to experience intellectual growth here.
- There is a commitment to academic excellence on this campus.

HOW ARE WE DOING?



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SATISFACTION OF CHAMPLAIN STUDENTS WHEN COMPARED TO OTHERS...

National 4-Year Privates

- 9 items higher
- 4 items equal
- 1 item lower

Eastern 4-Year Privates

- 12 items higher
- 2 items equal
- 0 items lower



CHANGES SINCE 2008 - CONTEXT

- Full implementation of the Core
- New course & faculty evaluation systems
- Many curricular revisions (formal and informal)
- More Full-time faculty
- More faculty concern over workload
- Students with higher academic ability who are more troubled.
- Changes in advising requirements for students.



CHANGES SINCE 2008 - DATA

- Significant increases in student satisfaction
 - Faculty care about me as an individual.
 - The content of the courses within my major is valuable.



CHANGES SINCE 2008 - DATA

- Significant increases in student satisfaction
 - Faculty care about me as an individual.
 - The content of the courses within my major is valuable.
- Significant decreases in student satisfaction
 - Faculty are fair and unbiased in their treatment of individual students.
 - Faculty provide timely feedback about student progress in a course.

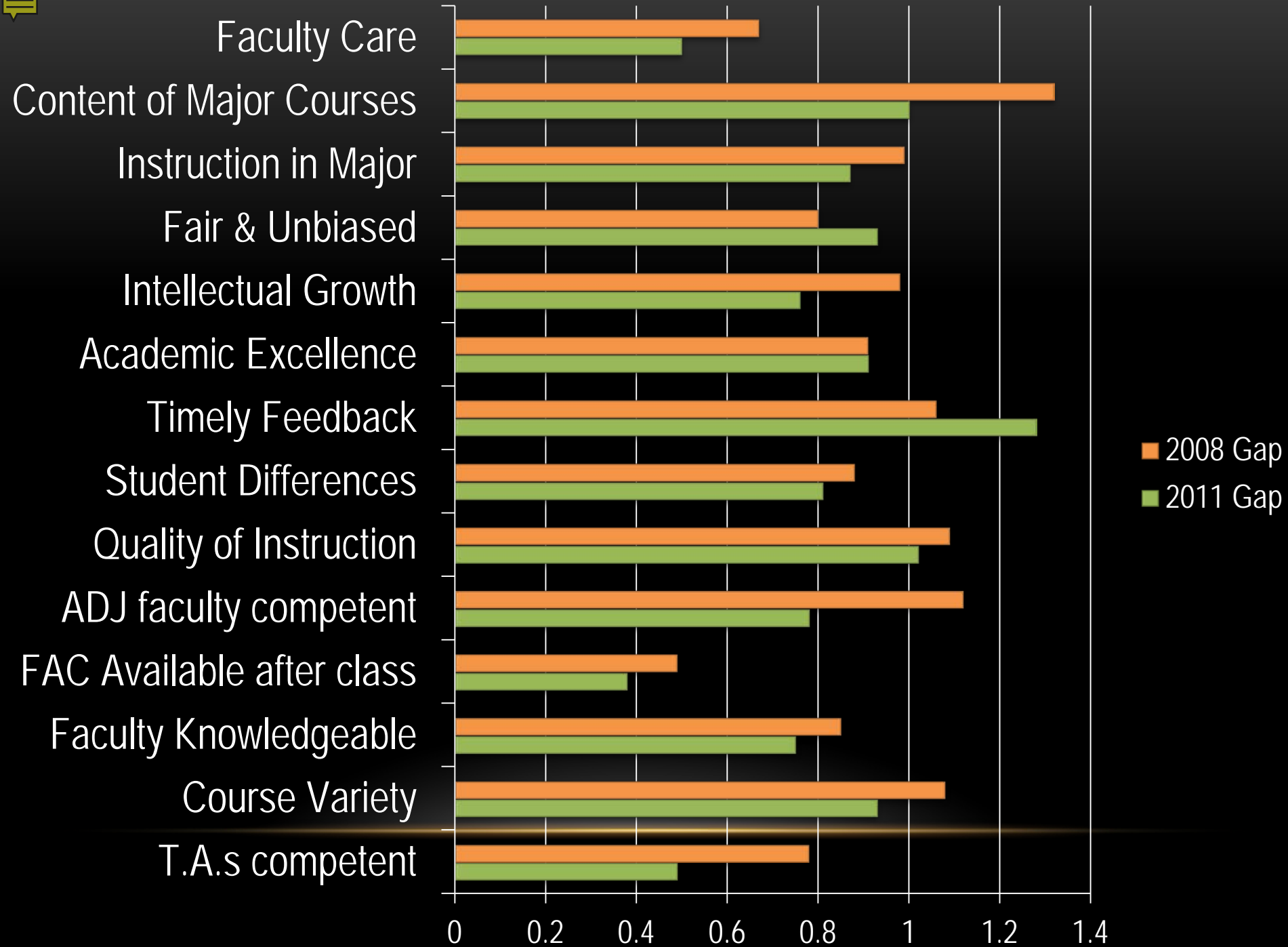


CHANGES SINCE 2008 - DATA

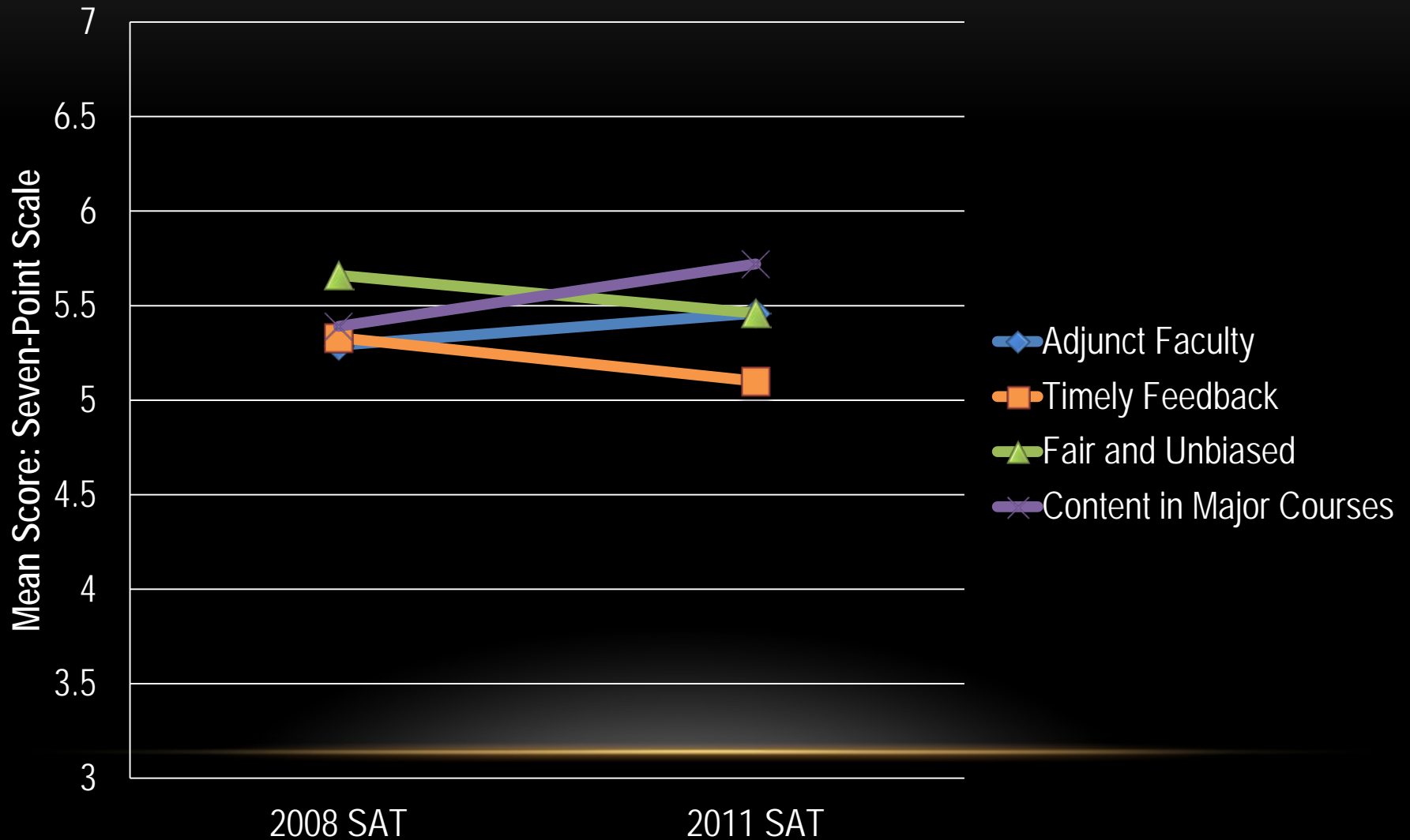
- Significant increases in student satisfaction
 - Faculty care about me as an individual.
 - The content of the courses within my major is valuable.
- Significant decreases in student satisfaction
 - Faculty are fair and unbiased in their treatment of individual students.
 - Faculty provide timely feedback about student progress in a course.
- Trends to watch:
 - There is a commitment to academic excellence on this campus.



GAP ANALYSIS



Noel-Levitz Student Satisfaction Inventory Instructional Effectiveness Items with Large Gap Changes 2008 to 2011





SO WHAT?



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FYI – WHOLE SURVEY RESULTS

Top Seven Satisfaction Items

1. Campus safe and secure for all students
2. Campus is well-maintained
3. Academic advisor knowledgeable about major requirements
4. Students made to feel welcome
5. Library staff helpful & approachable
6. Faculty available after class
7. Good reputation in community

Top Seven Importance Items

1. Content of courses in my major
2. Faculty are knowledgeable in field
3. Instruction in my major is excellent
4. Tuition paid is a worthwhile investment
5. Enjoyable to be a student on this campus
6. Quality of instruction is excellent
7. Able to register for classes with few conflicts

FYI – CAMPUS ADDED ITEMS

Competency	Importance	Satisfaction
Critical & Creative Thinking	6.20	5.46
Ethical Reasoning	5.95	5.36
Written Communication	6.13	5.49
Oral Communication	6.14	5.39
Quantitative Literacy	6.02	5.27
Technology & Information Literacy	6.26	5.56
Global Appreciation	5.90	5.33