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2018

## **2018 Student Satisfaction Inventory**

Southwestern Oklahoma State University

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**SOUTHWESTERN OKLAHOMA STATE UNIVERSITY**  
**RUFFALO NOEL-LEVITZ STUDENT SATISFACTION INVENTORY**  
**2018**

The Ruffalo Noel-Levitz Student Satisfaction Inventory (SSI) gives Southwestern's leadership insights about the aspects of college that are important to students as well as how satisfied students are with them. The SSI was utilized as a student satisfaction survey for the third time this year. Southwestern results of the SSI are compared nationally through Noel-Levitz, Inc. with normative data based on 71,029 student records.

For Southwestern's 2018 administration of the SSI, basically all sophomores, juniors, and graduate students were invited to participate. The online survey was accessible to 2,289 students; it was completed by 388 respondents. Results have been tabulated, and for the 2018 administration, the response rate was almost 17 percent; the response rate from the last administration was 12.27 percent. In general, respondents are female (75.77%), ages 19 to 24 (62.04%), and Caucasian/White (76.16%). The largest groups of respondents are Pharm.D. or Pre-Pharmacy, Health Sciences, and Business majors (19.79%, 5.28%, and 5.28% respectively).

The class levels of the respondents are divided as shown:

CLASSIFICATION	17-18	15-16	13-14	11-12	09-10	08-09	07-08
Sophomores	24%	24%	34%	31%	19%	16%	15%
Juniors	27%	27%	28%	33%	23%	27%	14%
Graduate/Prof. Students	42%	45%	31%	32%	24%	11%	20%
Other	7%	4%	7%	1%	1%	0%	4%

**Summary**

Students were given the opportunity to rate the importance of and satisfaction with various aspects of college. Choices for rating importance were **7 Very Important, 6 Important, 5 Somewhat Important, 4 Neutral, 3 Somewhat Unimportant, 2 Not Very Important, and 1 Not Important At All**. Satisfaction response choices were **7 Very Satisfied, 6 Satisfied, 5 Somewhat Satisfied, 4 Neutral, 3 Somewhat Dissatisfied, 2 Dissatisfied, and 1 Very Dissatisfied**. In general, Southwestern students continue to display more satisfaction than students at other four-year public colleges. Data reveals the following points of interest:

1. All but two satisfaction scores of SWOSU students were higher than the national average.
2. The highest satisfaction scores of SWOSU students (all of which are higher than the national average) apply to the following items:
  - ◆ 80. I want to continue to attend SWOSU and graduate from SWOSU. (6.49, up from 6.48 last time)
  - ◆ 51. This institution has a good reputation within the community. (6.47, up from 6.29 last time)
  - ◆ 33. My academic advisor is knowledgeable about requirements in my major. (6.42, up from 6.29 last time)
  - ◆ 68. Nearly all of the faculty are knowledgeable in their field. (6.32, up from 6.22 last time)

- ◆ 7. The campus is safe and secure for all students. (6.31, up from 6.24 last time)
  - ◆ 36. Security staff respond quickly in emergencies. (6.28, up from 5.99 last time)
  - ◆ 55. Major requirements are clear and reasonable. (6.28, up from 6.13 last time)
  - ◆ 72. On the whole, the campus is well-maintained. (6.26, up from 6.13 last time)
  - ◆ 39. I am able to experience intellectual growth here. (6.24, up from 6.14 last time)
  - ◆ 45. Students are made to feel welcome on this campus. (6.21, up from 6.01 last time)
  - ◆ 89. Institution's commitment to students with disabilities. (6.20, up from 6.11 last time)
3. For item 23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.), the satisfaction of SWOSU students was a little lower than the national average (4.61 and 4.82, respectively).
4. On item 54. Bookstore staff are helpful, the satisfaction of SWOSU students (5.41) was a little lower than the national average (5.53).

Please email [jan.kliewer@swosu](mailto:jan.kliewer@swosu) to request supporting data provided by Ruffalo Noel-Levitz.