



APPENDIX C

Category 3 – Understanding Students’ and Other Stakeholders’ Needs

Category 4 – Valuing People

Category 6 – Supporting Institutional Operations

Noel-Levitz Student Satisfaction Inventory Comparison Data

Scale	Southwestern College 2003			National Group Means Four-Year Private Institutions		
	Import	Satis	Gap	Import	Satis	Gap
Academic Advising	6.43	5.41	1.02	6.24	5.19	1.05
Campus Climate	6.37	5.43	0.94	6.11	5.07	1.04
Campus Life	6.18	5.1	1.08	5.64	4.7	0.94
Campus Support Services	6.12	5.55	0.57	5.98	5.1	0.88
Concern for the Individual	6.37	5.43	0.94	6.12	5.05	1.07
Instructional Effectiveness	6.47	5.43	1.04	6.32	5.22	1.1
Recruitment and Financial Aid	6.39	5.28	1.11	6.13	4.81	1.32
Registration Effectiveness	6.26	5.38	0.88	6.13	4.88	1.25
Responsiveness to Diverse Populations		5.04				4.94
Safety and Security	6.38	4.47	1.91	6.16	4.69	1.47
Service Excellence	6.18	5.36	0.82	5.97	4.91	1.06
Student Centeredness	6.37	5.47	0.9	6.12	5.15	0.97

Scale	Southwestern College 2004			National Group Means Four-Year Private Institutions		
	Import	Satis	Gap	Import	Satis	Gap
Academic Advising	6.14	5.68	0.46	6.24	5.2	1.04
Campus Climate	6.08	5.46	0.62	6.11	5.08	1.03
Campus Life	5.81	5.17	0.64	6.11	5.08	1.03
Campus Support Services	5.89	5.53	0.36	5.98	5.14	0.84
Concern for the Individual	6.02	5.52	0.5	6.11	5.06	1.05
Instructional Effectiveness	6.15	5.53	0.62	6.31	5.24	1.07
Recruitment and Financial Aid	6.14	5.37	0.77	6.12	4.83	1.29
Registration Effectiveness	6.03	5.46	0.57	6.13	4.9	1.23
Responsiveness to Diverse Populations		5.04			4.95	
Safety and Security	6.05	4.75	1.3	6.16	4.68	1.48
Service Excellence	5.92	5.36	0.56	5.97	4.92	1.05
Student Centeredness	6.07	5.47	0.6	6.12	5.17	0.95



Scale	Southwestern College 2005			National Group Means Four-Year Private Institutions		
	Import	Satis	Gap	Import	Satis	Gap
Academic Advising	6.48	5.75	0.73	6.25	5.23	1.02
Campus Climate	6.34	5.62	0.72	6.12	5.10	1.02
Campus Life	5.98	5.35	0.63	5.67	4.73	0.94
Campus Support Services	5.96	5.77	0.19	5.99	5.18	0.81
Concern for the Individual	6.31	5.71	0.60	6.12	5.08	1.04
Instructional Effectiveness	6.46	5.77	0.69	6.31	5.26	1.05
Recruitment and Financial Aid	6.36	5.50	0.86	6.13	4.86	1.27
Registration Effectiveness	6.18	5.58	0.60	6.14	4.93	1.21
Responsiveness to Diverse Populations		5.66			4.97	
Safety and Security	6.17	4.97	1.20	6.17	4.66	1.51
Service Excellence	6.10	5.52	0.58	5.98	4.95	1.03
Student Centeredness	6.42	5.75	0.67	6.13	5.19	0.94

Scale	Southwestern College 2006			National Group Means Four-Year Private Institutions		
	Import	Satis	Gap	Import	Satis	Gap
Academic Advising	6.53	5.84	0.69	6.26	5.26	1
Campus Climate	6.4	5.71	0.69	6.13	5.13	1
Campus Life	6	5.25	0.75	5.68	4.75	0.93
Campus Support Services	6.08	5.78	0.3	5.98	5.21	0.77
Concern for the Individual	6.34	5.72	0.62	6.12	5.11	1.01
Instructional Effectiveness	6.55	5.77	0.78	6.31	5.29	1.02
Recruitment and Financial Aid	6.44	5.60	0.84	6.13	4.88	1.25
Registration Effectiveness	6.32	5.62	0.7	6.14	4.95	1.19
Responsiveness to Diverse Populations		5.69			5	
Safety and Security	6.27	5.13	1.14	6.17	4.69	1.48
Service Excellence	6.18	5.53	0.65	5.98	4.98	1
Student Centeredness	6.45	5.86	0.59	6.14	5.22	0.92