

# STUDENT SATISFACTION INVENTORY

## 4-Year College and University Version

Laurie A. Schreiner, Ph.D., and Stephanie L. Juillerat, Ph.D. Copyright 1994, Noel-Levitz, Inc. All rights reserved.

Dear Student.

Your institution is interested in systematically listening to its students. Therefore, your thoughtful and honest responses to this inventory are very important.

You are part of a sample of students carefully selected to share feedback about your college experiences thus far. Your responses will give your campus leadership insights about the aspects of college that are important to you as well as how satisfied you are with them.

To preserve confidentiality, your name is not requested.

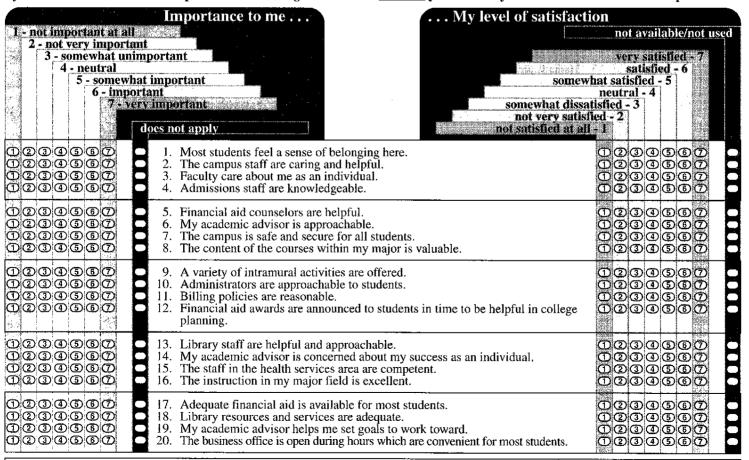
— Thank you for your participation.

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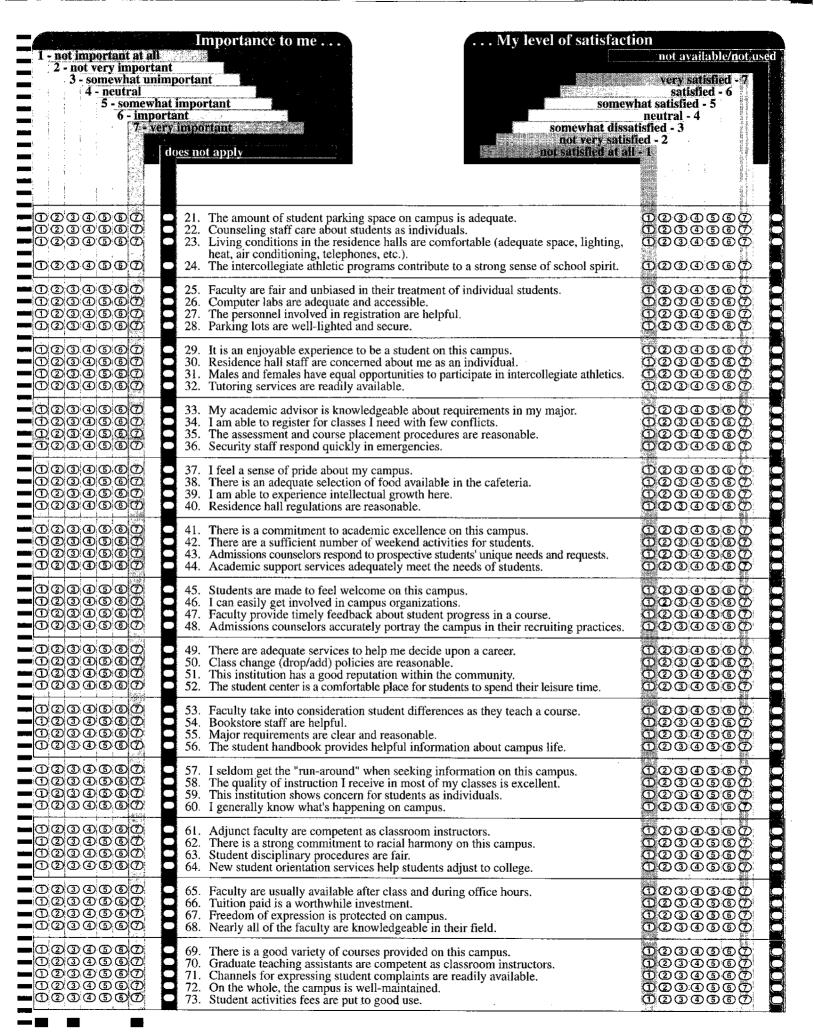


- Use a No. 2 pencil only. Please do not use ink or ballpoint pen.
- Erase changes completely and cleanly.
- Completely darken the oval that corresponds to your response.

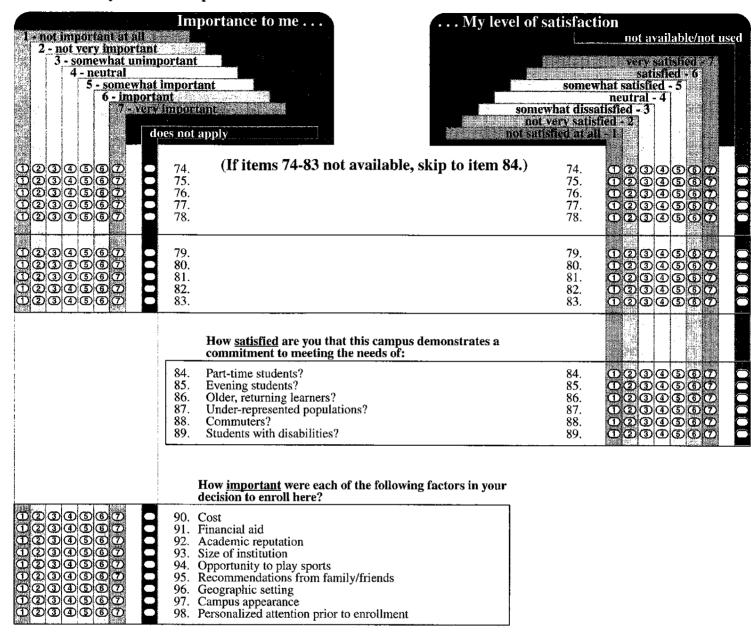
Each item below describes an expectation about your experiences on this campus. On the *left*, tell us how <u>important</u> it is for your institution to meet this expectation. On the *right* tell us how <u>satisfied</u> you are that your institution has met this expectation.



PLEASE DO NOT MARK IN THIS AREA



Your institution may choose to provide you with additional questions on a separate sheet. The section below numbered 74 - 83 is provided as a response area for those additional questions. Continue on to item 84 when you have completed this section.



Choose the <u>one</u> response that best applies to you and darken the corresponding oval for each of the questions below.

## 99. So far, how has your college experience met your expectations?

- 15 Much worse than I expected
- <sup>2</sup> Ouite a bit worse than I expected
- Worse than I expected
- 4 About what I expected
- 6 Better than I expected
- 6 Ouite a bit better than I expected
- (7) Much better than I expected

## 100. Rate your overall satisfaction with your experience here thus far.

- 1. Not satisfied at all
- Not very satisfied
- 3 Somewhat dissatisfied
- 4 Neutral
- 5 Somewhat satisfied
- 6 Satisfied
- <sup>7</sup> Very satisfied

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

- Definitely not
- 2 Probably not
- 3 Maybe not
- 4 I don't know
- (5) Maybe yes
- 6 Probably yes
- 7. Definitely yes

#### Choose the one response that best describes you and darken the corresponding oval for each of the items below. 109. Educational Goal: 102. Gender: 1 Female 11 Associate degree 2 Male Bachelor's degree Master's degree 103. Age: Doctorate or professional degree Certification (initial or renewal) 18 and under (2) 19 to 24 Self-improvement/pleasure 3 25 to 34 4 35 to 44 7 Job-related training 8 Other 5 45 and over 110. Employment: 104. Ethnicity/Race: 1 Full-time off campus 1 African-American <sup>2</sup> Part-time off campus 2 American Indian or Alaskan Native 3 Full-time on campus

33 Asian or Pacific Islander 4 Caucasian/White

5 Hispanic 6 Other

'7' Prefer not to respond

105. Current Enrollment Status:

🕩 Day

2 Evening

3 Weekend

106. Current Class Load:

· C Full-time

2 Part-time

107. Class Level:

10 Freshman 2 Sophomore

3. Junior

4: Senior

Special Student

6: Graduate/Professional

7: Other

108. Current GPA:

11 No credits earned

2: 1.99 or below

3 2.0 - 2.49 4 2.5 - 2.99 5 3.0 - 3.49

(6) 3.5 or above

Your numeric identifier is requested for research purposes and will not appear on any report.

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Your response is voluntary.

4 Part-time on campus

Not employed

## 111. Current Residence:

Residence hall

<sup>2</sup> Fraternity / Sorority

3: Own house

:4: Rent room or apartment off campus

⇒ Parent's home

6 Other

### 112. Residence Classification:

:1: In-state

2 Out-of-state

<sup>13</sup> International (not U.S. citizen)

### 113. Disabilities:

Physical disability or a diagnosed learning disability?

1 Yes

## 114. When I entered this institution, it was my:

□ 1st choice

2 2nd choice 3 3rd choice or lower

## Student ID/SSN if requested by your institution:

Write the requested number in the spaces of the box provided. Completely darken the corresponding oval.

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## 115. Major:

Fill in major code from list provided by your institution.



## 116. Item requested by your institution:

€1.

(2)

: 3 4:

5 :

Thank you for taking the time to complete this inventory. Please do not fold.



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# STUDENT SATISFACTION INVENTORY 2010 DAYTONA BEACH CAMPUS

Questions 74 to 83. Please answer on the Student Satisfaction Inventory Survey.

- 74. ERAU treatment of students is fair and unbiased regardless of race and gender.
- 75. There is an adequate selection of courses I want offered at times I can take them.
- 76. Class sizes are appropriate relative to the types of courses.
- 77. The quality of instruction during summer terms is similar to that of fall and spring terms.
- 78. The quality of the ERAU College catalog and admission publications is excellent.
- 79. International Student Services meet the needs of international students.
- 80. The Career Services Office is helpful in preparing me to search for a job upon completion of studies at ERAU.
- 81. The services of the Student Employment Office adequately meet my employment needs.
- 82. Flight Training department policies (e.g. alcohol, failing to show on time or properly prepared) help prepare me for the real world. (If you have not taken flight training at ERAU please mark 'Does not apply')
- 83. Generally, Flight Dispatchers serve me in a timely and polite manner. (If you have not taken flight training at ERAU please mark 'Does not apply')

Question 115. Please use the code that corresponds to your major.

#### **BACHELOR'S DEGREE**

## 2201 Aeronautical Science

- 2202 Aeronautical Systems Maintenance
- 2203 Aeronautics
- 2204 Aerospace Electronics
- 2205 Aerospace Engineering
- 2206 Air Traffic Management
- 2207 Applied Meteorology
- 2208 Aviation Maintenance Science
- 2209 Aviation Management
- 2210 Business Administration
- 2211 Civil Engineering
- 2212 Communication
- 2213 Computational Mathematics
- 2214 Computer Engineering
- 2215 Computer Science
- 2216 Electrical Engineering
- 2217 Engineering Physics
- 2218 ERLI
- 2219 Homeland Security
- 2220 Human Factors Psychology
- 2221 Interdisciplinary Studies
- 2222 Mechanical Engineering
- 2223 Non-Degree
- 2224 Safety Science
- 2225 Software Engineering
- 2226 Space Physics
- 2227 Still Exploring Arts and Sciences
- 2228 Still Exploring Aviation
- 2229 Still Exploring Engineering

## ASSOCIATE'S DEGREE

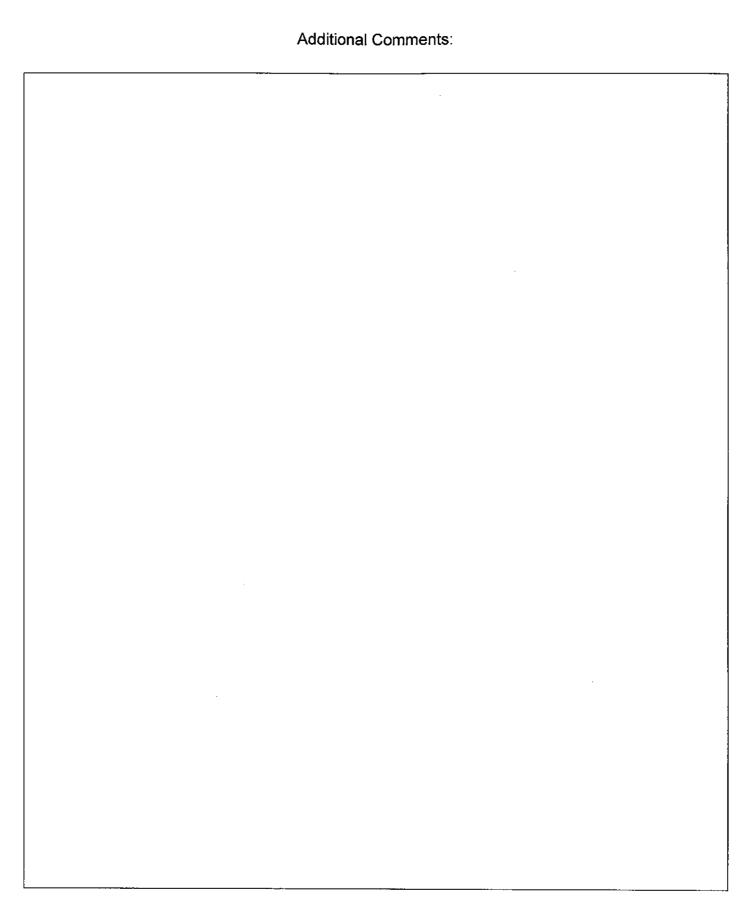
2101	Aviation Business Administration
2102	Aviation Maintenance Science

### **MASTER'S DEGREE**

2301	Aeronautics
2302	Aerospace Engineering
2303	Business Administration
2304	Electrical/Computer Engineering
2305	Engineering Physics
2306	Human Factors and Systems
2307	Mechanical Engineering
2308	Software Engineering

## Question 116. Please indicate your admission status:

- 1 Began at ERAU in Summer or Fall 2010, and had not previously attended another college
- 2 Began at ERAU in Summer or Fall 2010, but had previously attended another college
- 3 Began at ERAU at any point before Summer 2010



Thank you for your participation.

# STUDENT SATISFACTION INVENTORY 2010 PRESCOTT CAMPUS

Questions 74 to 83. Please answer on the Student Satisfaction Inventory Survey.

- 74. ERAU treatment of students is fair and unbiased regardless of race and gender.
- 75. There is an adequate selection of courses I want offered at times I can take them.
- 76. Class sizes are appropriate relative to the types of courses.
- 77. The quality of instruction during summer terms is similar to that of fall and spring terms.
- 78. The quality of the ERAU College catalog and admission publications is excellent.
- 79. International Student Services meet the needs of international students.
- 80. The Career Services Office is helpful in preparing me to search for a job upon completion of studies at ERAU.
- 81. The services of the Student Employment Office adequately meet my employment needs.
- 82. Flight Training department policies (e.g. alcohol, failing to show on time or properly prepared) help prepare me for the real world. (If you have not taken flight training at ERAU please mark 'Does not apply')
- 83. Generally, Flight Dispatchers serve me in a timely and polite manner. (If you have not taken flight training at ERAU please mark 'Does not apply')

Question 115. Please use the code that corresponds to your major.

#### **BACHELOR'S DEGREE BACHELOR'S DEGREE (Continued)** 1201 Aeronautical Science 1216 Undergraduate Non Degree/Undeclared 1202 Aeronautics 1217 Still Exploring Arts and Sciences 1218 Still Exploring Aviation 1203 Aerospace Engineering 1204 Aerospace Studies 1219 Still Exploring Engineering 1205 Applied Meteorology 1206 Aviation Business Administration 1207 Aviation Environmental Sci MASTER'S DEGREE 1208 Computer Engineering 1209 Computer Science 1301 Safety Science 1302 Graduate Non Degree/Undeclared 1210 Electrical Engineering 1211 Global Security and Intelligence Studies 1212 Interdisciplinary Studies 1213 Mechanical Engineering 1214 Software Engineering 1215 Space Physics

Question 116. Please indicate your admission status:

- 1 Began at ERAU in Summer or Fall 2010, and had not previously attended another college
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Please write any additional comments: