

STUDENT SATISFACTION INVENTORY™

4-Year College and University Version

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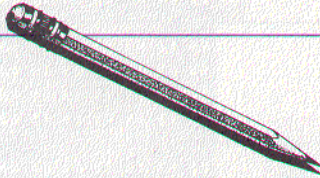
Dear Student,

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.



Instructions:

- 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 important it is for your institution to meet this expectation. On the *right* tell us how satisfied you are that your institution has met this expectation.

Importance to me My level of satisfaction						
1 - not important at all 2 - not very important 3 - somewhat unimportant 4 - neutral 5 - somewhat important 6 - important 7 - very important							not available/not used very satisfied - 7 satisfied - 6 somewhat satisfied - 5 neutral - 4 somewhat dissatisfied - 3 not very satisfied - 2 not satisfied at all - 1						
does not apply													
1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	
1. Most students feel a sense of belonging here.													
2. The campus staff are caring and helpful.													
3. Faculty care about me as an individual.													
4. Admissions staff are knowledgeable.													
5. Financial aid counselors are helpful.													
6. My academic advisor is approachable.													
7. The campus is safe and secure for all students.													
8. The content of the courses within my major is valuable.													
9. A variety of intramural activities are offered.													
10. Administrators are approachable to students.													
11. Billing policies are reasonable.													
12. Financial aid awards are announced to students in time to be helpful in college planning.													
13. Library staff are helpful and approachable.													
14. My academic advisor is concerned about my success as an individual.													
15. The staff in the health services area are competent.													
16. The instruction in my major field is excellent.													
17. Adequate financial aid is available for most students.													
18. Library resources and services are adequate.													
19. My academic advisor helps me set goals to work toward.													
20. The business office is open during hours which are convenient for most students.													

Importance to me ...

- 1 - not important at all
- 2 - not very important
- 3 - somewhat unimportant
- 4 - neutral
- 5 - somewhat important
- 6 - important
- 7 - very important

does not apply

... My level of satisfaction

- not available/not used
- very satisfied - 7
- satisfied - 6
- somewhat satisfied - 5
- neutral - 4
- somewhat dissatisfied - 3
- not very satisfied - 2
- not satisfied at all - 1

21. The amount of student parking space on campus is adequate.
22. Counseling staff care about students as individuals.
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air conditioning, telephones, etc.).
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.
25. Faculty are fair and unbiased in their treatment of individual students.
26. Computer labs are adequate and accessible.
27. The personnel involved in registration are helpful.
28. Parking lots are well-lighted and secure.
29. It is an enjoyable experience to be a student on this campus.
30. Residence hall staff are concerned about me as an individual.
31. Males and females have equal opportunities to participate in intercollegiate athletics.
32. Tutoring services are readily available.
33. My academic advisor is knowledgeable about requirements in my major.
34. I am able to register for classes I need with few conflicts.
35. The assessment and course placement procedures are reasonable.
36. Security staff respond quickly in emergencies.
37. I feel a sense of pride about my campus.
38. There is an adequate selection of food available in the cafeteria.
39. I am able to experience intellectual growth here.
40. Residence hall regulations are reasonable.
41. There is a commitment to academic excellence on this campus.
42. There are a sufficient number of weekend activities for students.
43. Admissions counselors respond to prospective students' unique needs and requests.
44. Academic support services adequately meet the needs of students.
45. Students are made to feel welcome on this campus.
46. I can easily get involved in campus organizations.
47. Faculty provide timely feedback about student progress in a course.
48. Admissions counselors accurately portray the campus in their recruiting practices.
49. There are adequate services to help me decide upon a career.
50. Class change (drop/add) policies are reasonable.
51. This institution has a good reputation within the community.
52. The student center is a comfortable place for students to spend their leisure time.
53. Faculty take into consideration student differences as they teach a course.
54. Bookstore staff are helpful.
55. Major requirements are clear and reasonable.
56. The student handbook provides helpful information about campus life.
57. I seldom get the "run-around" when seeking information on this campus.
58. The quality of instruction I receive in most of my classes is excellent.
59. This institution shows concern for students as individuals.
60. I generally know what's happening on campus.
61. Adjunct faculty are competent as classroom instructors.
62. There is a strong commitment to racial harmony on this campus.
63. Student disciplinary procedures are fair.
64. New student orientation services help students adjust to college.
65. Faculty are usually available after class and during office hours.
66. Tuition paid is a worthwhile investment.
67. Freedom of expression is protected on campus.
68. Nearly all of the faculty are knowledgeable in their field.
69. There is a good variety of courses provided on this campus.
70. Graduate teaching assistants are competent as classroom instructors.
71. Channels for expressing student complaints are readily available.
72. On the whole, the campus is well-maintained.
73. Student activities fees are put to good use.

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.

Importance to me My level of satisfaction								
1 - not important at all 2 - not very important 3 - somewhat unimportant 4 - neutral 5 - somewhat important 6 - important 7 - very important does not apply							not available/not used very satisfied - 7 satisfied - 6 somewhat satisfied - 5 neutral - 4 somewhat dissatisfied - 3 not very satisfied - 2 not satisfied at all - 1								
(If items 74-83 not available, skip to item 84.)															
74.	1	2	3	4	5	6	7	74.	1	2	3	4	5	6	7
75.	1	2	3	4	5	6	7	75.	1	2	3	4	5	6	7
76.	1	2	3	4	5	6	7	76.	1	2	3	4	5	6	7
77.	1	2	3	4	5	6	7	77.	1	2	3	4	5	6	7
78.	1	2	3	4	5	6	7	78.	1	2	3	4	5	6	7
79.	1	2	3	4	5	6	7	79.	1	2	3	4	5	6	7
80.	1	2	3	4	5	6	7	80.	1	2	3	4	5	6	7
81.	1	2	3	4	5	6	7	81.	1	2	3	4	5	6	7
82.	1	2	3	4	5	6	7	82.	1	2	3	4	5	6	7
83.	1	2	3	4	5	6	7	83.	1	2	3	4	5	6	7
How <u>satisfied</u> are you that this campus demonstrates a commitment to meeting the needs of:															
84.	1	2	3	4	5	6	7	84.	1	2	3	4	5	6	7
85.	1	2	3	4	5	6	7	85.	1	2	3	4	5	6	7
86.	1	2	3	4	5	6	7	86.	1	2	3	4	5	6	7
87.	1	2	3	4	5	6	7	87.	1	2	3	4	5	6	7
88.	1	2	3	4	5	6	7	88.	1	2	3	4	5	6	7
89.	1	2	3	4	5	6	7	89.	1	2	3	4	5	6	7
How <u>important</u> were each of the following factors in your decision to enroll here?															
90.	1	2	3	4	5	6	7	90.	1	2	3	4	5	6	7
91.	1	2	3	4	5	6	7	91.	1	2	3	4	5	6	7
92.	1	2	3	4	5	6	7	92.	1	2	3	4	5	6	7
93.	1	2	3	4	5	6	7	93.	1	2	3	4	5	6	7
94.	1	2	3	4	5	6	7	94.	1	2	3	4	5	6	7
95.	1	2	3	4	5	6	7	95.	1	2	3	4	5	6	7
96.	1	2	3	4	5	6	7	96.	1	2	3	4	5	6	7
97.	1	2	3	4	5	6	7	97.	1	2	3	4	5	6	7
98.	1	2	3	4	5	6	7	98.	1	2	3	4	5	6	7

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

- | | | |
|---|---|--|
| <p>99. So far, how has your college experience met your expectations?</p> <p>① Much worse than I expected</p> <p>② Quite a bit worse than I expected</p> <p>③ Worse than I expected</p> <p>④ About what I expected</p> <p>⑤ Better than I expected</p> <p>⑥ Quite a bit better than I expected</p> <p>⑦ Much better than I expected</p> | <p>100. Rate your overall satisfaction with your experience here thus far.</p> <p>① Not satisfied at all</p> <p>② Not very satisfied</p> <p>③ Somewhat dissatisfied</p> <p>④ Neutral</p> <p>⑤ Somewhat satisfied</p> <p>⑥ Satisfied</p> <p>⑦ Very satisfied</p> | <p>101. All in all, if you had it to do over again, would you enroll here?</p> <p>① Definitely not</p> <p>② Probably not</p> <p>③ Maybe not</p> <p>④ I don't know</p> <p>⑤ Maybe yes</p> <p>⑥ Probably yes</p> <p>⑦ Definitely yes</p> |
|---|---|--|

CONTINUE TO THE NEXT PAGE

Choose the one response that best describes you and darken the corresponding oval for each of the items below.

102. Gender:

- ① Female
- ② Male

103. Age:

- ① 18 and under
- ② 19 to 24
- ③ 25 to 34
- ④ 35 to 44
- ⑤ 45 and over

104. Ethnicity/Race:

- ① African-American
- ② American Indian or Alaskan Native
- ③ Asian or Pacific Islander
- ④ Caucasian/White
- ⑤ Hispanic
- ⑥ Other
- ⑦ Prefer not to respond

105. Current Enrollment Status:

- ① Day
- ② Evening
- ③ Weekend

106. Current Class Load:

- ① Full-time
- ② Part-time

107. Class Level:

- ① Freshman
- ② Sophomore
- ③ Junior
- ④ Senior
- ⑤ Special Student
- ⑥ Graduate/Professional
- ⑦ Other

108. Current GPA:

- ① 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

109. Educational Goal:

- ① Associate degree
- ② Bachelor's degree
- ③ Master's degree
- ④ Doctorate or professional degree
- ⑤ Certification (initial or renewal)
- ⑥ Self-improvement/pleasure
- ⑦ Job-related training
- ⑧ Other

110. Employment:

- ① Full-time off campus
- ② Part-time off campus
- ③ Full-time on campus
- ④ Part-time on campus
- ⑤ Not employed

111. Current Residence:

- ① Residence hall
- ② Fraternity / Sorority
- ③ Own house
- ④ Rent room or apartment off campus
- ⑤ Parent's home
- ⑥ Other

112. Residence Classification:

- ① In-state
- ② Out-of-state
- ③ International (not U.S. citizen)

113. Disabilities:

Physical disability or a diagnosed learning disability?

- ① Yes
- ② No

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

- ① 1st choice
- ② 2nd choice
- ③ 3rd choice or lower

Your Social Security Number is requested for research purposes and will not appear on any report.

Colleague ID
Social Security Number:

Write your Social Security number in the nine spaces of the box provided. Completely darken the corresponding oval.

0	0	0	0	0	0	0	0	0
1	1	1	1	1	1	1	1	1
2	2	2	2	2	2	2	2	2
3	3	3	3	3	3	3	3	3
4	4	4	4	4	4	4	4	4
5	5	5	5	5	5	5	5	5
6	6	6	6	6	6	6	6	6
7	7	7	7	7	7	7	7	7
8	8	8	8	8	8	8	8	8
9	9	9	9	9	9	9	9	9

115. Major:

Fill in major code from list provided by your institution.

0	0	0	0
1	1	1	1
2	2	2	2
3	3	3	3
4	4	4	4
5	5	5	5
6	6	6	6
7	7	7	7
8	8	8	8
9	9	9	9

116. Item requested by your institution:

- ①
- ②
- ③
- ④
- ⑤
- ⑥

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



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**STUDENT SATISFACTION INVENTORY 2006
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

- 1201 Aeronautical Science
- 1202 Aeronautics
- 1203 Aerospace Engineering
- 1204 Aerospace Studies
- 1205 Applied Meteorology
- 1206 Aviation Business Administration
- 1207 Computer Engineering
- 1208 Computer Science
- 1209 Electrical Engineering
- 1210 Global Security and Intelligence Studies
- 1211 Science, Technology and Globalization
- 1212 Software Engineering
- 1213 Space Physics

BACHELOR'S DEGREE (Continued)

- 1214 Undergraduate Non Degree/Undeclared
- 1215 Still Exploring Arts and Sciences
- 1216 Still Exploring Aviation
- 1217 Still Exploring Engineering

MASTER'S DEGREE

- 1301 Safety Science
- 1302 Graduate Non Degree/Undeclared

Question 116. Please indicate your admission status:

- 1 - Began at ERAU in Summer or Fall 2006, and had not previously attended another college
- 2 - Began at ERAU in Summer or Fall 2006, but had previously attended another college
- 3 - Began at ERAU at any point before Summer 2006

Please write any additional comments:

Thank you for your time and assistance!

**STUDENT SATISFACTION INVENTORY 2006
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 Aerospace Studies
- 2207 Air Traffic Management
- 2208 Aircraft Engineering Technology
- 2209 Applied Meteorology
- 2210 Aviation Business Administration
- 2211 Aviation Management
- 2212 Aviation Maintenance Science
- 2213 Aviation Technology
- 2214 Avionics Engineering Technology
- 2215 Civil Engineering
- 2216 Communication
- 2217 Computer Engineering
- 2218 Computer Science
- 2219 Electrical Engineering
- 2220 Engineering Physics
- 2221 Homeland Security
- 2222 Human Factors Psychology
- 2223 Management of Technical Operations
- 2224 Mechanical Engineering
- 2225 Non-Degree
- 2226 Safety Science
- 2227 Software Engineering
- 2228 Space Physics
- 2229 Still Exploring Arts and Sciences
- 2230 Still Exploring Aviation
- 2231 Still Exploring Engineering

ASSOCIATE'S DEGREE

- 2101 Airway Science
- 2102 Aviation Business Administration

MASTER'S DEGREE

- 2301 Aeronautics
- 2302 Aerospace Engineering
- 2303 Business Administration in Aviation
- 2304 Executive MBA in Aviation
- 2305 Human Factors and Systems
- 2306 Software Engineering
- 2307 Space Science
- 2308 Non-Degree

Question 116. Please indicate your admission status:

- 1 - Began at ERAU in Summer or Fall 2006, and had not previously attended another college
- 2 - Began at ERAU in Summer or Fall 2006, but had previously attended another college
- 3 - Began at ERAU at any point before Summer 2006

Please write any additional comments on the back of this page.

Additional Comments:

Thank you for your participation.