

Student Satisfaction Inventory 2010

National Comparisons

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National Comparisons

ERAU Responses for each campus are compared to those of participants from other four-year Universities who also participated in the study. Areas where the difference between ERAU campus and national group is statistically significant at the .001 level are noted by shaded cells.

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National Comparisons

Survey Question	Average			% Satisfied		% Dissatisfied	
	Nat'l	DB	PC	DB	PC	DB	PC
Academic Advising							
My academic advisor is approachable	5.62	5.79	6.30	75%	84%	15%	7%
My academic advisor is concerned about my success as an individual	5.38	5.44*	6.09	66%	77%	18%	8%
My academic advisor helps me set goals to work toward	4.96	5.07*	5.38	56%	62%	20%	16%
My academic advisor is knowledgeable about requirements in my major	5.61	6.22*	6.38*	82%	85%	8%	6%
Major requirements are clear and reasonable	5.51	6.09	6.39*	80%	84%	10%	5%
Campus Climate							
Most students feel a sense of belonging here	5.22	5.68	5.73	69%	70%	13%	12%
The campus staff are caring and helpful	5.50	6.12	6.53*	81%	88%	10%	4%
Administrators are approachable to students	5.21	5.64*	6.08	64%	77%	9%	8%
It is an enjoyable experience to be a student on this campus	5.37	5.65*	5.77	71%	74%	16%	15%
Students are made to feel welcome on this campus	5.51	5.98*	6.21	76%	82%	10%	8%
This institution has a good reputation within the community	5.57	6.16*	6.08	81%	79%	9%	10%
There is a strong commitment to racial harmony on this campus	5.44	5.96	6.00	73%	73%	8%	6%
Tuition paid is a worthwhile investment	4.85	4.68*	5.31	55%	66%	32%	22%
Freedom of expression is protected on campus	5.30	5.78	5.89	71%	72%	12%	9%
Channels for expressing student complaints are readily available	4.75	4.76*	5.28	51%	59%	25%	17%
Campus Life							
A variety of intramural activities are offered	4.83	5.85*	5.32	69%	59%	8%	15%
Living conditions in the residence halls are comfortable.	4.63	4.99	5.13	57%	60%	24%	22%
The intercollegiate athletic programs contribute to a strong sense of school spirit	4.37	4.53	4.07*	44%	36%	26%	34%
Males and females have equal opportunities to participate in intercollegiate athletics	5.25	5.66	5.58	62%	60%	6%	7%
There is an adequate selection of food available in the cafeteria	4.17	4.09*	3.37*	44%	30%	41%	51%
Residence hall regulations are reasonable	4.73	5.20	5.15	60%	58%	20%	20%
There are a sufficient number of weekend activities for students	4.49	4.83	4.86	52%	52%	24%	23%
I can easily get involved in campus organizations	5.25	6.25*	6.20*	81%	80%	6%	7%
The student center is a comfortable place for students to spend their leisure time	4.99	5.28	6.32*	63%	82%	20%	5%
The student handbook provides helpful information about campus life	5.17	5.68	5.62	65%	63%	9%	9%
Student disciplinary procedures are fair	5.14	5.45	5.68	61%	64%	13%	8%
New student orientation services help students adjust to college	5.18	5.52	5.73	65%	68%	14%	10%
S.G.A. fees are put to good use	4.67	4.79	5.19	52%	58%	26%	19%
Campus Support Services							
Library staff are helpful and approachable	5.53	6.52*	6.37*	87%	82%	3%	3%
Library resources and services are adequate	5.42	6.37*	6.51*	84%	87%	5%	3%
Computer labs are adequate and accessible	5.36	5.97	6.35*	78%	85%	12%	7%
Tutoring services are readily available	5.40	6.12*	6.00	79%	73%	9%	7%
Academic support services adequately meet the needs of students	5.23	5.73	6.06	67%	72%	10%	4%
There are adequate services to help me decide upon a career	5.18	5.85	5.99*	74%	76%	12%	10%
Bookstore staff are helpful	5.44	6.36*	6.20*	84%	80%	5%	7%
Concern for the Individual							
Faculty care about me as an individual	5.42	5.90*	6.42*	75%	85%	12%	5%
Counseling staff care about students as individuals	5.10	5.30*	5.71	54%	61%	10%	4%
Residence hall staff are concerned about me as an individual	4.90	5.23	5.15	57%	56%	16%	18%
This institution shows concern for students as individuals	5.30	5.57*	6.05	69%	78%	16%	10%
Responsiveness to Diverse Populations							
Institution's commitment to part-time students	5.15	5.72	5.50	62%	56%	5%	6%
Institution's commitment to evening students	5.15	5.21*	5.08	54%	53%	14%	17%
Institution's commitment to older, returning students	5.26	5.71	5.83	64%	66%	8%	5%
Institution's commitment to underrepresented populations	5.17	5.75	5.69*	64%	63%	5%	6%
Institution's commitment to commuters	5.02	4.95*	5.70	56%	64%	25%	7%
Institution's commitment to students with disabilities	5.24	5.84	5.82	66%	66%	5%	5%

- Average Score: 1=Not satisfied at all; 2=Not very satisfied; 3=Somewhat dissatisfied; 4=Neutral; 5=Somewhat satisfied; 6=Satisfied; 7=Very satisfied.
- (*) Difference between ERAU campus and national group is statistically significant at the .001 level.
- Blue shaded cells represent areas where at least 75% of ERAU students indicated satisfaction.
- Gold shaded cells represent areas where at least 25% of ERAU students indicated dissatisfaction.

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Institutional Effectiveness							
The content of the courses within my major is valuable	5.60	6.40*	6.48	87%	88%	7%	6%
The instruction in my major field is excellent	5.55	6.39*	6.51*	86%	89%	7%	6%
Faculty are fair and unbiased in their treatment of individual students	5.25	5.85	6.08	73%	79%	11%	10%
I am able to experience intellectual growth here	5.58	6.31	6.49*	84%	88%	7%	5%
There is a commitment to academic excellence on this campus	5.48	6.35	6.61*	85%	90%	6%	3%
Faculty provide timely feedback about student progress in a course	5.16	5.60	5.74	70%	73%	17%	15%
Faculty take into consideration student differences as they teach a course	5.10	5.30*	5.52	62%	66%	19%	16%
The quality of instruction I receive in most of my classes is excellent	5.48	6.17	6.48*	82%	89%	10%	6%
Adjunct faculty are competent as classroom instructors	5.29	5.84	5.98	71%	75%	10%	9%
Faculty are usually available after class and during office hours	5.60	6.32	6.59*	85%	91%	8%	5%
Nearly all of the faculty are knowledgeable in their field	5.78	6.53*	6.62*	90%	92%	6%	4%
There is a good variety of courses provided on this campus	5.32	5.78	5.60	75%	71%	16%	17%
Graduate teaching assistants are competent as classroom instructors	5.12	5.43*	5.18*	64%	49%	17%	9%
Safety and Security							
The campus is safe and secure for all students	5.63	5.99*	6.50*	78%	88%	12%	5%
The amount of student parking space on campus is adequate	3.90	2.2*	5.02*	15%	60%	75%	26%
Parking lots are well-lighted and secure	4.99	5.32	6.10*	65%	79%	21%	9%
Security staff respond quickly in emergencies	5.02	5.25	4.92*	58%	51%	17%	21%
Recruitment and Financial Aid							
Admissions staff are knowledgeable	5.32	5.68*	6.16	71%	78%	15%	6%
Financial aid counselors are helpful	5.04	4.88	5.44	55%	65%	26%	17%
Financial aid awards are announced to students in time to be helpful in college planning	4.87	4.71*	5.41	51%	64%	27%	17%
Adequate financial aid is available for most students	4.80	4.29*	4.77*	45%	53%	35%	27%
Admissions counselors respond to prospective students' unique needs and requests	5.18	5.53*	5.89	63%	69%	12%	6%
Admissions counselors accurately portray the campus in their recruiting practices	5.02	5.06*	5.32	56%	64%	20%	20%
Registration Effectiveness							
Billing policies are reasonable	4.62	4.06*	5.07	38%	20%	40%	56%
The business office is open during hours which are convenient for most students	5.18	5.11*	5.81	18%	9%	55%	69%
The personnel involved in registration are helpful	5.37	5.76*	6.15	15%	7%	73%	79%
I am able to register for classes I need with few conflicts	5.06	5.22*	5.69	24%	15%	65%	72%
Class change (drop/add) policies are reasonable	5.29	5.81	5.89	14%	11%	74%	74%
Service Excellence							
The staff in the health services area are competent	4.89	5.78*	5.95*	69%	73%	10%	8%
I seldom get the 'run-around' when seeking information on this campus	4.74	3.59*	4.69*	36%	54%	50%	32%
I generally know what's happening on campus	5.09	5.60	5.83	68%	73%	15%	12%
Other Items							
The assessment and course placement procedures are reasonable	5.24	5.63*	5.84	67%	70%	13%	9%
On the whole, the campus is well maintained	5.66	6.50*	6.56*	89%	90%	5%	5%
ERAU Specific Items							
ERAU treatment of students is fair and unbiased regardless of race and gender	N/A	6.29	6.23	83%	82%	6%	8%
There is an adequate selection of courses I want offered at times I can take them	N/A	5.21	5.32	64%	66%	23%	21%
Class sizes are appropriate relative to types of courses	N/A	6.48	6.67	88%	92%	5%	2%
The quality of instruction during summer terms is similar to that of fall and spring terms	N/A	5.87	5.69	70%	63%	8%	6%
The quality of the ERAU College catalog and admission publications is excellent	N/A	6.05	5.89	75%	69%	6%	6%
International Student Services meet the needs of international students	N/A	5.10	4.92	49%	36%	12%	6%
Career Services Office is helpful in preparing me to search for a job	N/A	5.57	5.70	65%	69%	13%	12%
The services of the Student Employment Office adequately meets my employment needs	N/A	5.38	5.32	62%	60%	16%	16%
Flight training department policies help prepare me for the real world	N/A	5.59	5.48	68%	65%	16%	16%
Generally, flight dispatcher serve me in a timely and polite manner	N/A	5.69	6.14	70%	79%	13%	7%

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