

# NOEL-LEVITZ STUDENT SATISFACTION INVENTORY

## JOHNSON COUNTY COMMUNITY COLLEGE

### SPRING 2021

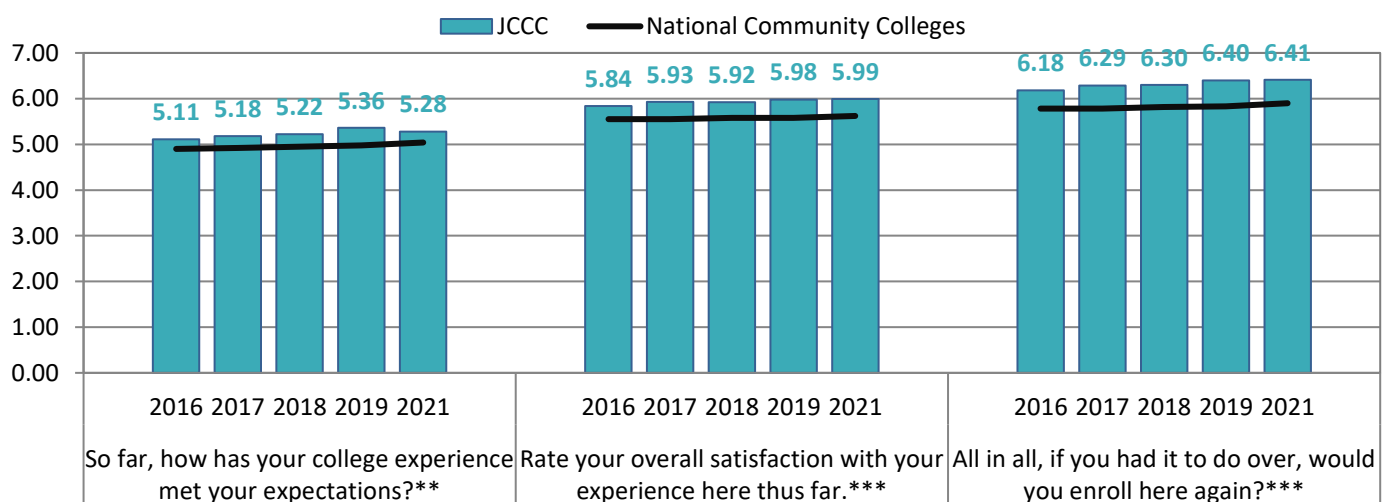
Johnson County Community College first administered the Noel-Levitz Student Satisfaction Inventory (SSI) to students during the spring 2000 semester and administered it annually thereafter through 2004. After the 2004 survey cycle, JCCC began administering the Inventory biennially through the spring 2014 semester; the college then returned to administering the SSI on an annual basis except for the 2020 spring semester in which the survey was not administered due to the pandemic. During the spring 2021 semester, the SSI was administered online to a sample of roughly 3,700 students. In total, 331 surveys were completed. The national community college group contains 100,104 records from 131 two-year institutions and includes surveys completed through the fall of 2018 to the spring of 2021.

The Student Satisfaction Inventory contains 70 items grouped into 12 scales. For most of the items, students rate the importance of the item and how satisfied they are with the item at their institution. All items are rated using a 1 to 7 Likert scale, with 7 being high. Performance gap means are then calculated by taking the difference between the importance rating and the satisfaction rating. Small gaps indicate students' expectations are being met while large gaps indicate room for improvement.

Major findings are highlighted in the following bulleted points and figures; summaries for the 12 scales appear on the following pages in descending order of importance as rated by students.

**OVERALL SATISFACTION:** These three summary items provide a good bottom-line overview of how students feel about their overall experiences at the College.

**Figure 1**  
Overall Satisfaction

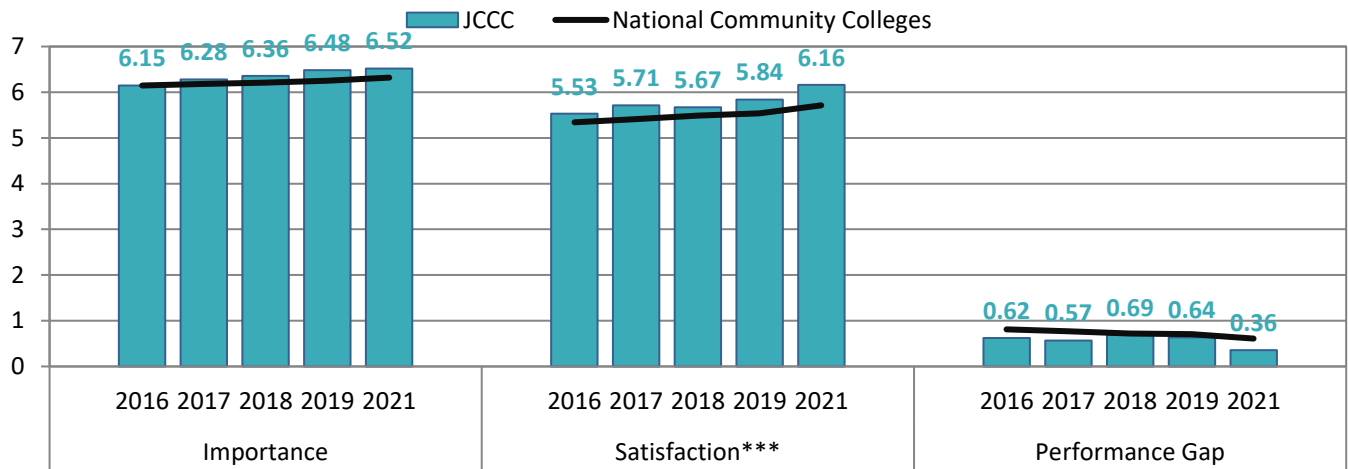


\*\*\* JCCC's score is significantly above the comparison group at the .001 level.

\*\* JCCC's score is significantly above the comparison group at the .01 level.

**SAFETY AND SECURITY:** assesses the institution’s responsiveness to students’ personal safety and security on campus. This scale measures the effectiveness of both security personnel and campus facilities.

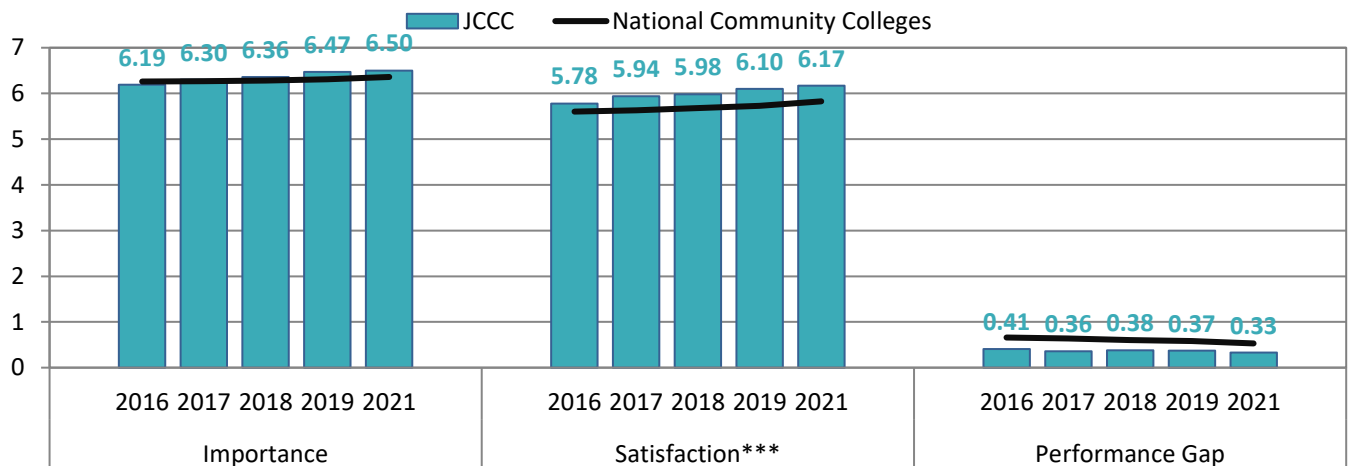
**Figure 2**  
Safety and Security



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**REGISTRATION EFFECTIVENESS:** assesses issues associated with registration and billing. This scale also measures the college’s commitment to making this process as smooth and effective as possible.

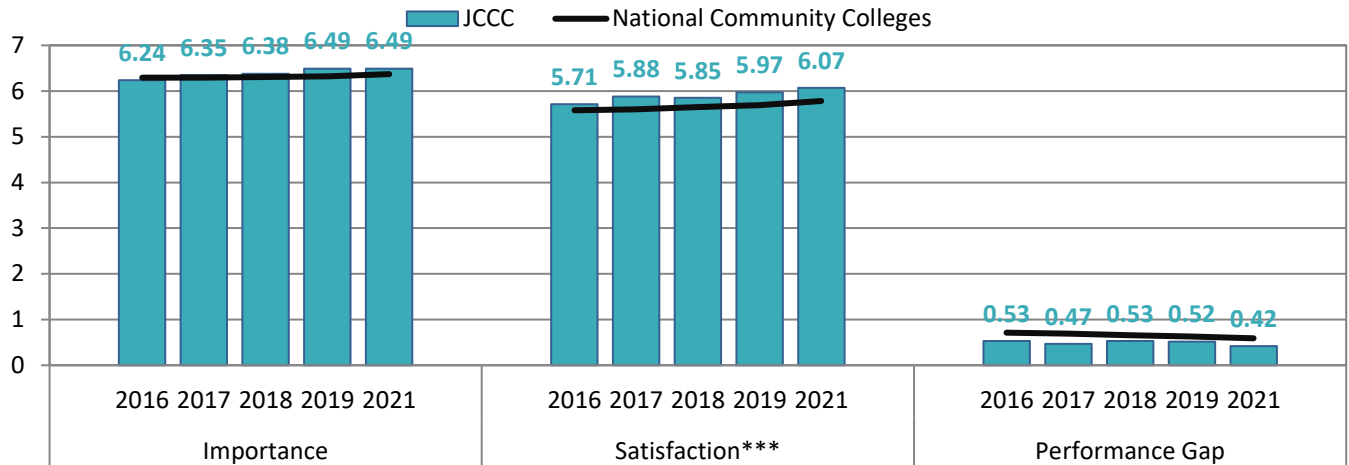
**Figure 3**  
Registration Effectiveness



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**INSTRUCTIONAL EFFECTIVENESS:** assesses students' academic experience, the curriculum, and the campus's overriding commitment to academic excellence. This comprehensive scale covers areas such as the effectiveness of faculty in and out of the classroom, content of the courses, and sufficient course offerings.

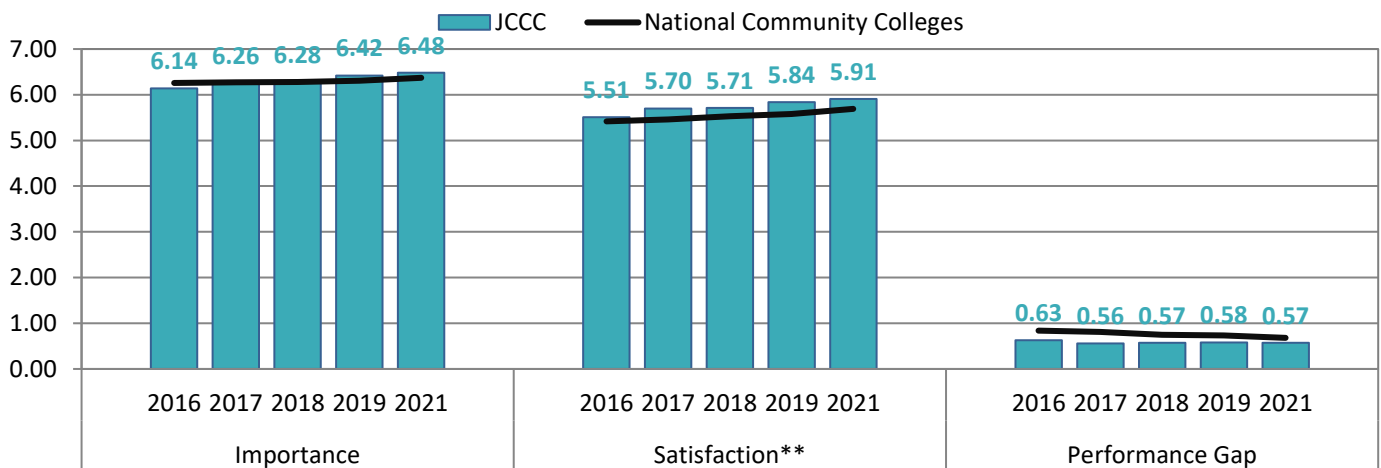
**Figure 4**  
Instructional Effectiveness



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**ACADEMIC ADVISING/COUNSELING:** assesses the comprehensiveness of the academic advising program. Academic advisors (and counselors) are evaluated on the basis of their knowledge, competence, and personal concern for student success, as well as on their approachability.

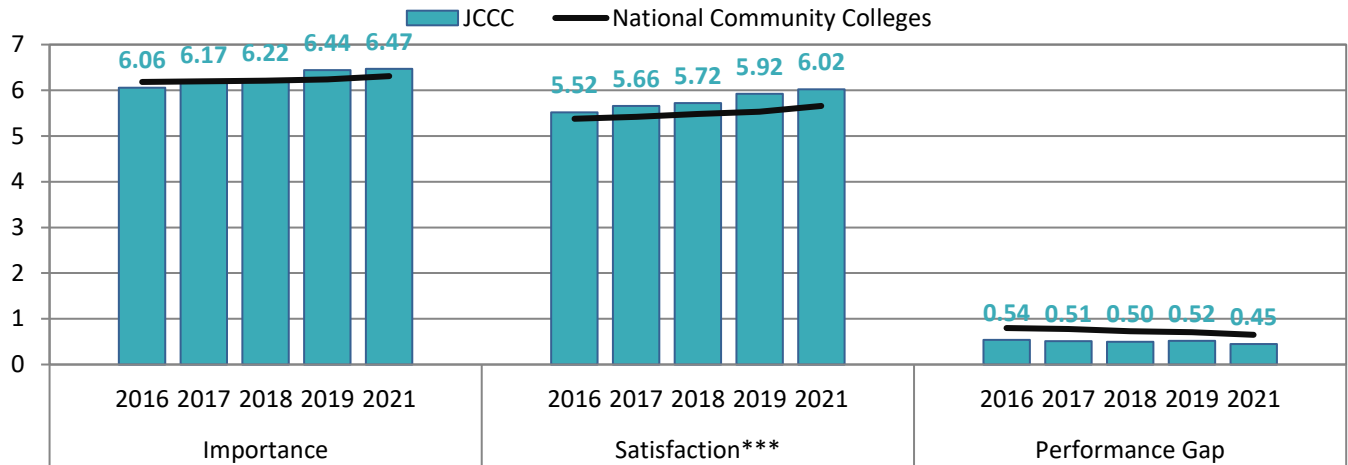
**Figure 5**  
Academic Advising/Counseling



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**ADMISSIONS AND FINANCIAL AID:** assesses the institution’s ability to enroll students in an effective manner. This scale covers issues such as competence and knowledge of admissions counselors, as well as the effectiveness and availability of financial aid programs.

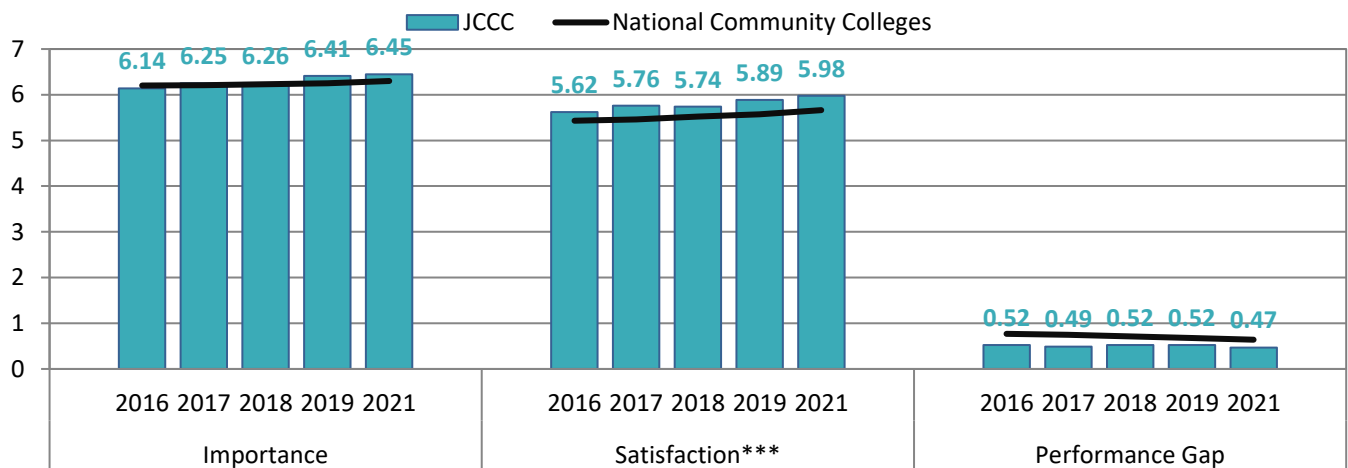
**Figure 6**  
Admissions and Financial Aid



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**CONCERN FOR THE INDIVIDUAL:** assesses the institution’s commitment to treating each student as an individual. Those groups who frequently deal with students on a personal level (e.g., faculty, advisors, etc.) are included in this assessment.

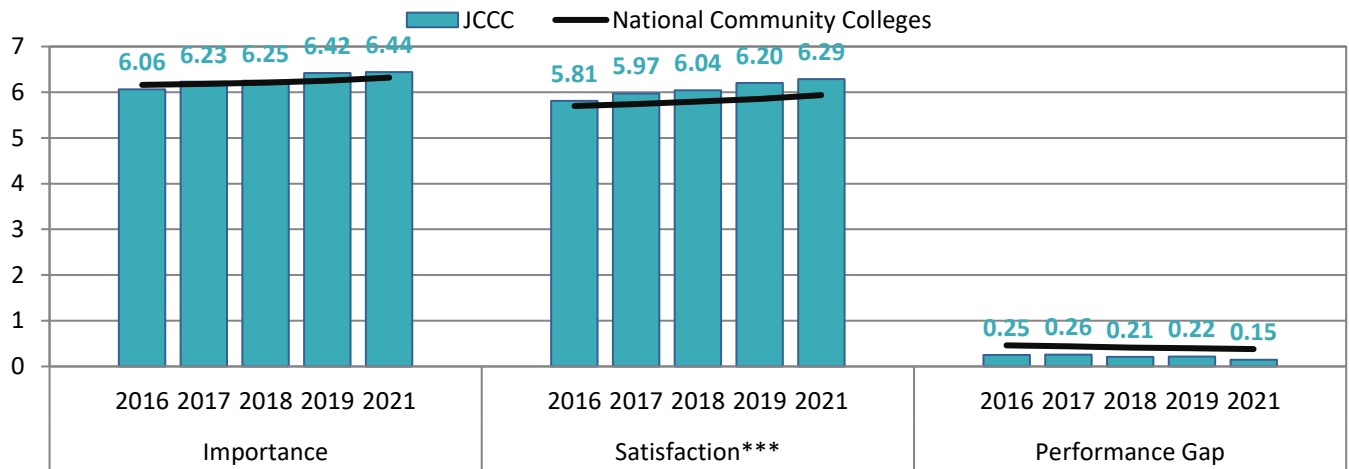
**Figure 7**  
Concern for the Individual



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**ACADEMIC SERVICES:** assesses services students utilize to achieve their academic goals. These services include the library, computer labs, tutoring, and study areas.

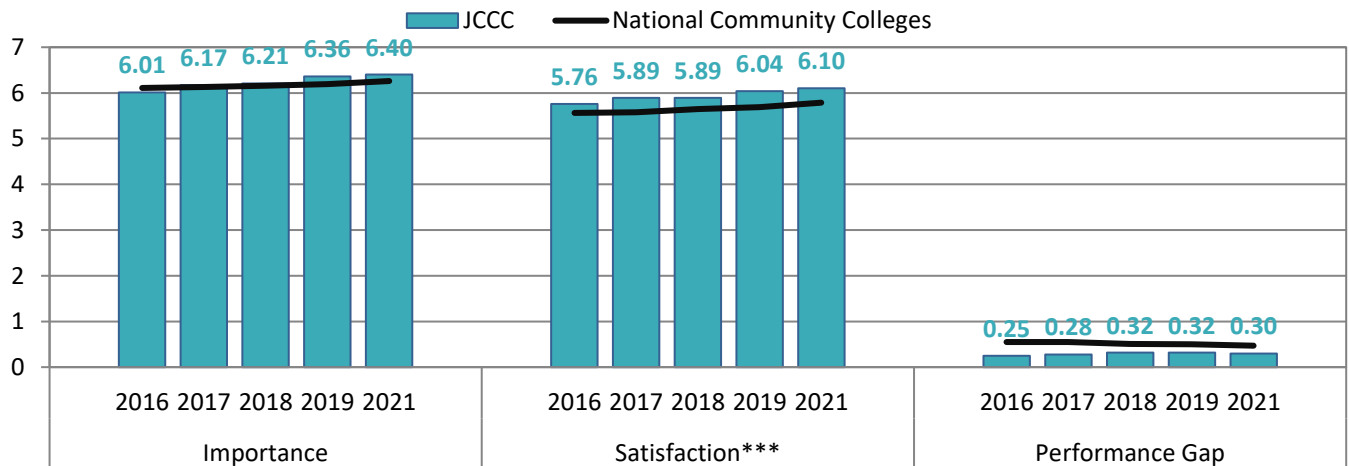
**Figure 8**  
Academic Services



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**STUDENT CENTEREDNESS:** assesses the campus's efforts to convey to students that they are important to our institution. This scale measures the extent to which students feel welcome and valued.

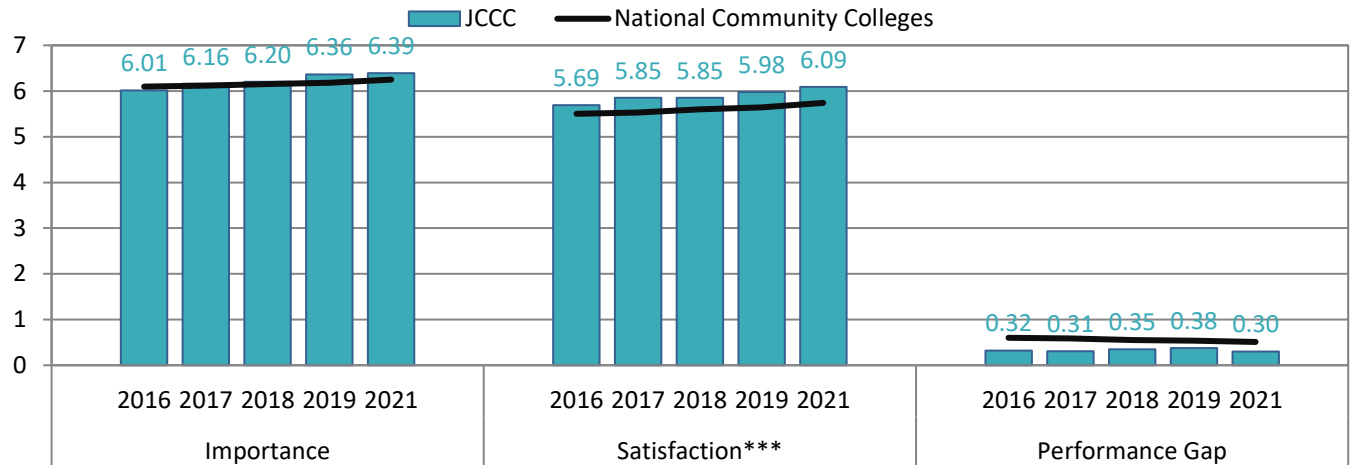
**Figure 9**  
Student Centeredness



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**CAMPUS CLIMATE:** assesses the extent to which the institution provides experiences that promote a sense of campus pride and feelings of belonging. This scale also assesses the effectiveness of the institution’s channels of communication for students.

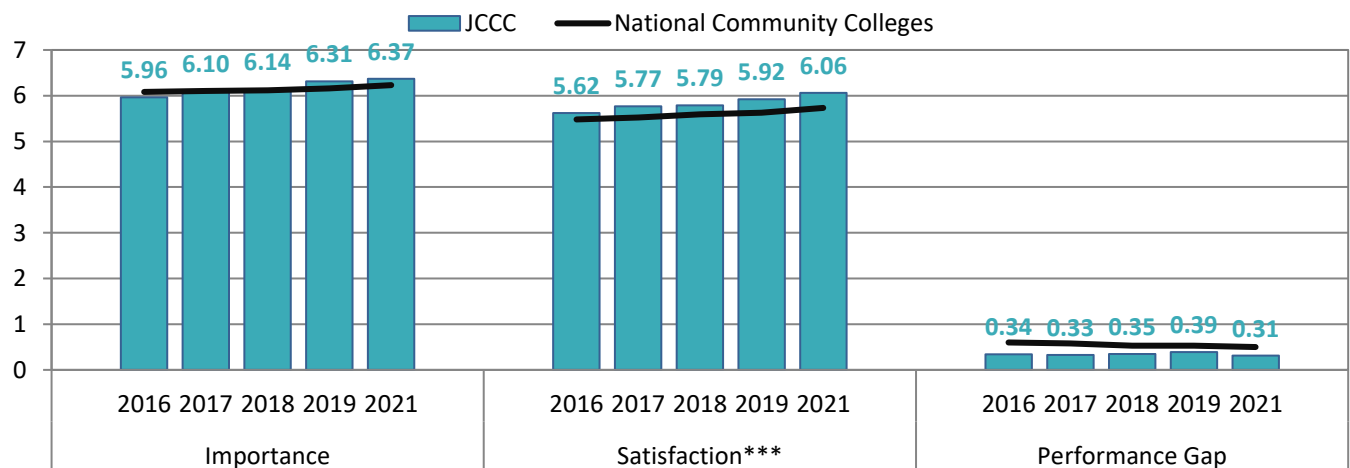
**Figure 10**  
Campus Climate



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**SERVICE EXCELLENCE:** assesses the perceived attitude of staff, especially front-line staff, toward students. This scale pinpoints the areas of your campus where quality service and personal concern for students are rated most and least favorable.

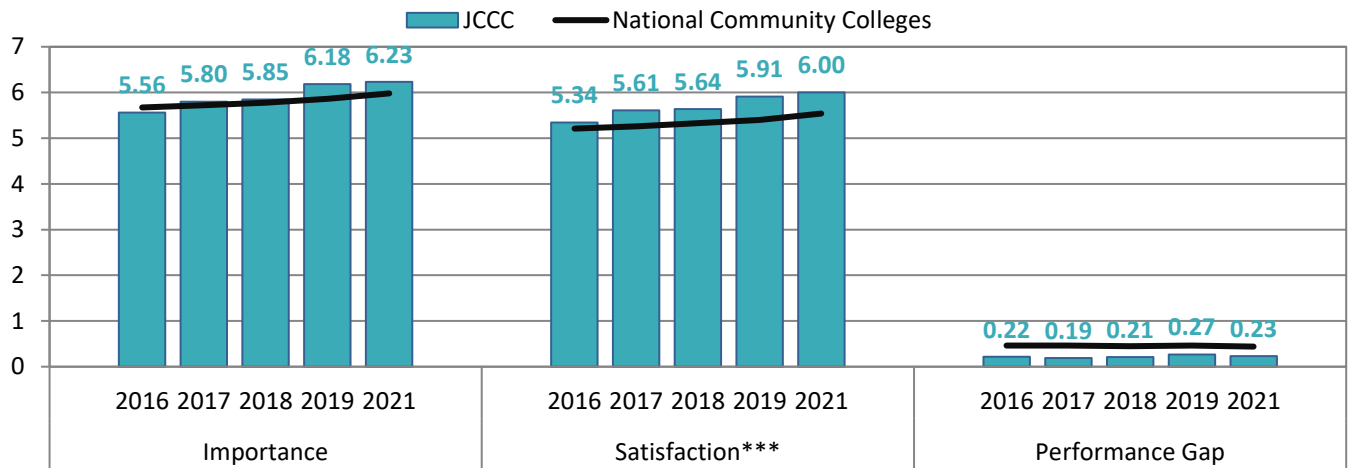
**Figure 11**  
Service Excellence



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**CAMPUS SUPPORT SERVICES:** assesses the quality of our support programs and services which students utilize to make their educational experiences more meaningful and productive. This scale covers a variety of areas.

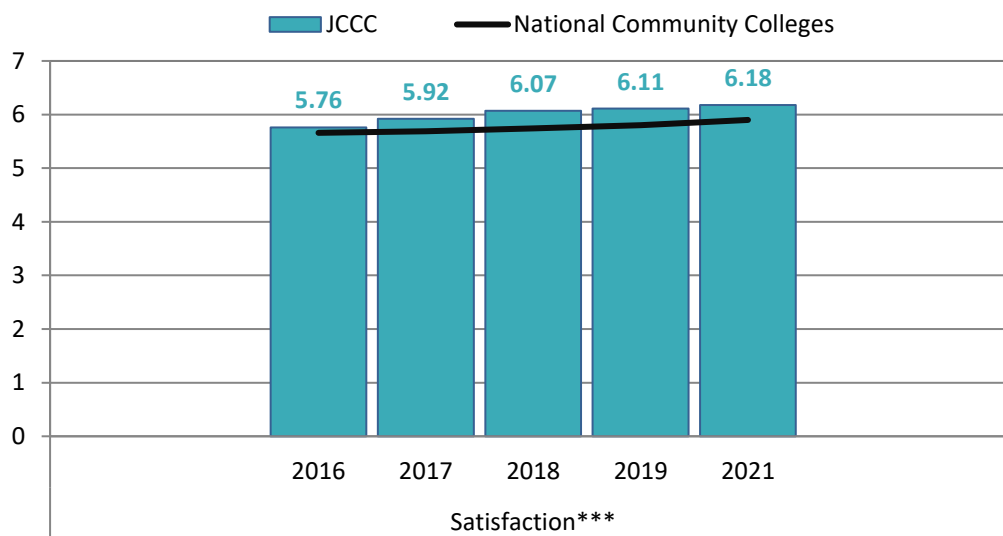
**Figure 12**  
Campus Support Services



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**RESPONSIVENESS TO DIVERSE POPULATIONS:** assesses the institution's commitment to specific groups of students enrolled at our institution, e.g., under-represented populations; students with disabilities; commuters; part-time students; and older, returning learners.

**Figure 13**  
Responsiveness to Diverse Populations



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**STRENGTHS:** items with high importance and high satisfaction. These are specifically identified as items above the mid-point in importance and in the upper quartile of satisfaction scores. The following items have been identified as strengths and are listed in descending order of importance.

- The campus is safe and secure for all students.\*
- Security staff respond quickly in emergencies.\*
- Nearly all of the faculty are knowledgeable in their fields.\*
- I am able to experience intellectual growth here.\*
- There are convenient ways of paying my school bill.\*
- There is a good variety of courses provided on this campus.\*
- On the whole, the campus is well-maintained.\*
- Library resources and services are adequate.\*
- Students are made to feel welcome on this campus.\*
- People on this campus respect and are supportive of each other.\*
- The campus staff are caring and helpful.\*
- Computer labs are adequate and accessible.\*
- This institution has a good reputation within the community.\*
- Library staff are helpful and approachable.\*

\*JCCC's satisfaction score is significantly above the comparison group.

**CHALLENGES:** items with high importance and low satisfaction or large performance gaps. These are specifically identified as items above the mid-point in importance and in the lower quartile of satisfaction scores or items above the mid-point in importance and in the top quartile of performance gap scores. The following items have been identified as challenges and are listed in descending order of importance.

- The quality of instruction I receive in most of my classes is excellent.\*
- I am able to register for classes I need with few conflicts. \*
- My academic advisor is knowledgeable about my program requirements.
- My academic advisor is knowledgeable about the transfer requirements of other schools.\*
- Adequate financial aid is available for most students.\*
- Financial aid counselors are helpful.\*
- Counseling staff care about students as individuals.\*
- Faculty provide timely feedback about student progress in a course.\*
- Classes are scheduled at times that are convenient for me.
- Admissions counselors respond to prospective students' unique needs and requests.

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