

Student Satisfaction Inventory (SSI)

STUDENT SATISFACTION INVENTORY™ RESULTS, Fall 2024 ADMINISTRATION

Calhoun Community College

N=

735

Students
(Number of completed surveys)

Student satisfaction is defined as “when expectations are met or exceeded by the student’s perception of the campus reality.”** **Remember perception is reality!**

*Schreiner & Juillerat, 1994

Why does student satisfaction matter?

Student satisfaction has been positively linked to:



Individual student retention



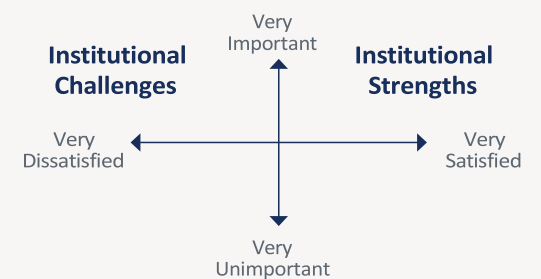
Annual giving



College completion rates

Priorities for Our Students

Matrix for prioritizing action:



1 Our Institutional Strengths

These are the top areas our students care about, where we are meeting their expectations.**

1. The campus is safe and secure for all students.
2. Thinking critically is useful to me in making decisions.
3. Faculty are fair and unbiased in their treatment of individual students.
4. Security staff respond quickly to calls for assistance.
5. Computers and/or Wi-Fi are adequate and accessible.
6. Thinking critically will be useful for my future, professionally.
7. Students are made to feel welcome here.
8. This campus provides online access to services I need.
9. There are convenient ways of paying my school bill.
10. I expect that I will have to think critically in the courses I take.
11. On the whole, the campus is well-maintained.
12. Tutoring services are readily available.

2 Our Institutional Challenges

These items are the key areas to improve, based on the priorities of our students.**

1. The quality of instruction I receive in most of my classes is excellent.
2. I am able to register for the classes I need with few conflicts.
3. Tuition paid is a worthwhile investment.
4. Registration processes and procedures are convenient.
5. There are sufficient courses within my program of study available for each term
6. Classes are scheduled at times that are convenient for me.
7. Faculty provide timely feedback about my academic progress.

3 The Importance of Institutional Choice

Students attending their first choice institution are more likely to have higher satisfaction levels overall.

The percentage of our students indicating that we are their:

1ST CHOICE	78%
2ND CHOICE	17%
3RD CHOICE OR LOWER	5%

4 What Factors Influence Our Student to Enroll?

These items are the key areas to improve, based on the priorities of our students.

Important factors in the decision to enroll at our institution are:

COST	86%
CAREER OPPORTUNITIES	85%
FINANCIAL AID	81%

5 Bottom Line Indicators

How satisfied are our students compared with students nationally?

PERCENTAGE SATISFIED/VERY SATISFIED	73%
NATIONAL LEVEL SATISFIED/VERY SATISFIED	71%

How likely are our students to enroll again if they had it to do over?

PERCENTAGE PROBABLY/DEFINITELY YES	83%
NATIONAL LEVEL PROBABLY/DEFINITELY YES	78%

**These areas will be further explored with additional data analysis and conversations on campus to determine how to best improve the student experience.

For more information, contact:

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