

# Ruffalo Noel-Levitz *Student Satisfaction Inventory* 2019: Executive Summary

## Background

The *Student Satisfaction Inventory* (SSI) is a 70-item survey asking students to rate their level of importance and their level of satisfaction (each on a scale from 1 to 7, where 7 is highest) with a variety of statements. Massasoit Community College was able to insert an additional 10 custom statements; results of the custom questions appear on page xx.

The Office of Institutional Research sent students a preliminary email the week before the survey was sent out making them aware of the upcoming survey, assuring them the survey was confidential and anonymous as it would be analyzed by an outside provider and encouraging them to participate. Noel-Levitz e-mailed the online survey to all students on March 19, 2019 identifying Institutional Research as the sender. Students were informed that the survey was confidential and anonymous as it would be analyzed by an outside provider and encouraging them to participate. Students were also informed that those who completed the survey would be entered into raffle drawings for one of ten fifty dollar Amazon gift cards.

Five reminder emails were sent during the month of March and April before the survey closed on April 30, 2019. Emails were also sent from the Dean of Students and Student Life encouraging the students to participate in the survey. A total of **445** students completed the online survey.

## Demographics

The respondents to the survey were representative of the student population in terms of race, age and class-load status. A greater percentage of females completed the survey (71% vs. 57.5% enrolled). More than three-quarters of respondents were employed either full or part-time and 65% of respondents had a GPA of 3.0 or higher. About 73% of respondents were day students and 32% had been enrolled for two or more years.

## Massasoit as Compared to National Community Colleges: Scales

Noel Levitz provides 12 scales that group questions related to certain categories, such as *Safety & Security* or *Instructional Effectiveness*. Comparisons are provided to National Community Colleges administering the survey within the past XX years.

The table on the following page lists the scales in descending order by the *Importance* that 2019 Massasoit respondents gave the group of questions, with their *Satisfaction* (on a scale from 1 to 7) in the next column. The difference between *Importance* and *Satisfaction* is referred to as the *Performance Gap* in the next column. Massasoit rated all scale areas as more important, and with a higher level of satisfaction, than the national average (next three columns); the mean difference was found to be statistically significant at the .001 level.

For further detail about the scales and which questions make up each area, please see Appendix A starting on page 14.

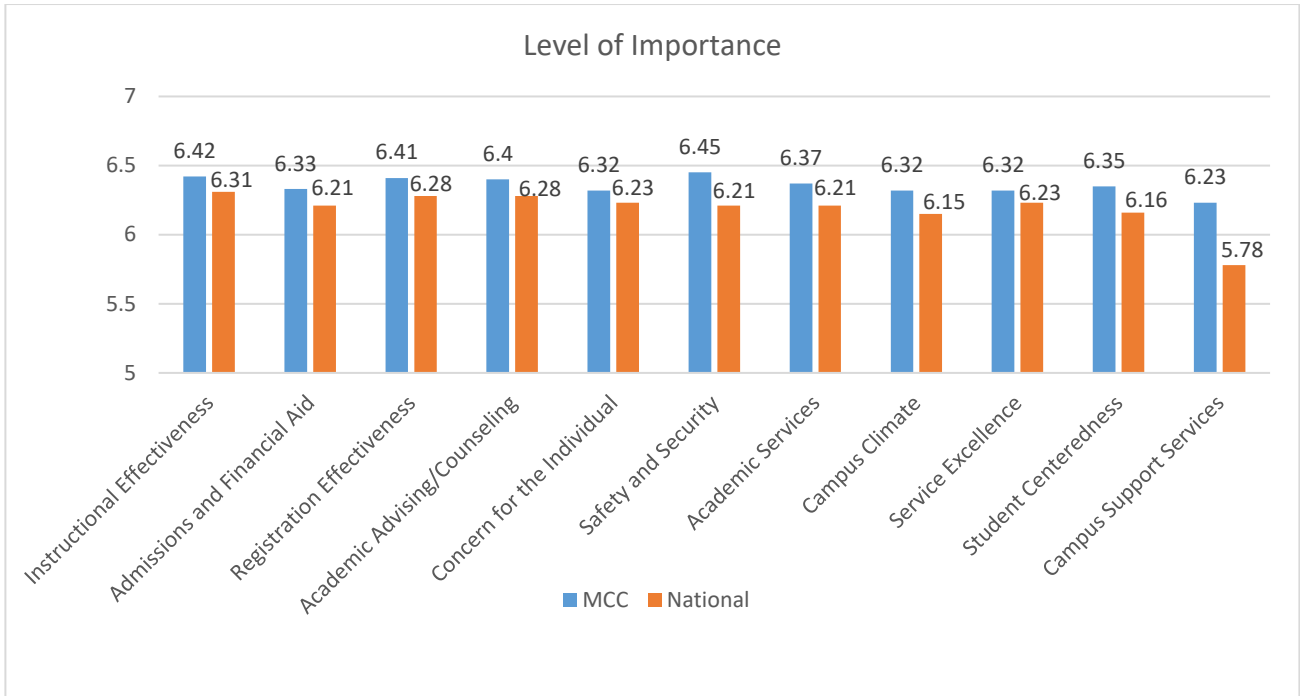
**Institutional Summary**  
Scales: In Order of Importance

Scale	Massasoit Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Safety and Security	6.45	6.05 / 1.03	0.40	6.21	5.49 / 1.19	0.72	0.56 ***
Instructional Effectiveness	6.42	5.95 / 1.03	0.47	6.31	5.65 / 1.11	0.66	0.30 ***
Registration Effectiveness	6.41	5.99 / 0.94	0.42	6.28	5.68 / 1.06	0.60	0.31 ***
Academic Advising/Counseling	6.40	5.88 / 1.33	0.52	6.28	5.53 / 1.35	0.75	0.35 ***
Academic Services	6.37	6.10 / 0.93	0.27	6.21	5.80 / 1.05	0.41	0.30 ***
Student Centeredness	6.35	5.97 / 1.10	0.38	6.16	5.65 / 1.17	0.51	0.32 ***
Admissions and Financial Aid	6.33	5.87 / 1.21	0.46	6.21	5.48 / 1.26	0.73	0.39 ***
Campus Climate	6.32	5.91 / 1.06	0.41	6.15	5.60 / 1.11	0.55	0.31 ***
Concern for the Individual	6.32	5.87 / 1.16	0.45	6.23	5.52 / 1.25	0.71	0.35 ***
Service Excellence	6.32	5.95 / 1.03	0.37	6.12	5.59 / 1.11	0.53	0.36 ***
Campus Support Services	6.23	5.88 / 1.22	0.35	5.78	5.33 / 1.27	0.45	0.55 ***
Responsiveness to Diverse Populations		6.16 / 1.16			5.74 / 1.27		0.42 ***

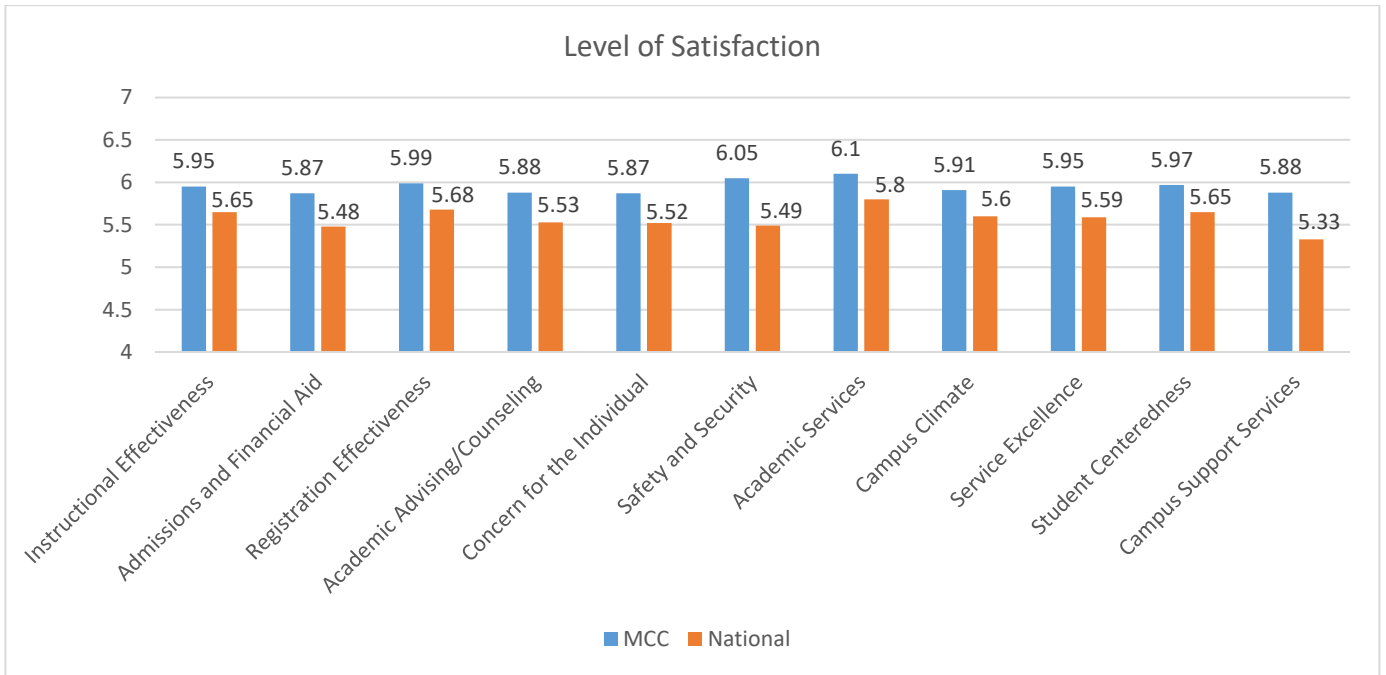
National Group Means are based on 142906 records.

\* Difference statistically significant at the .05 level  
 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level

The following charts demonstrate areas where Massasoit Community College scored higher than the national comparison on the Scales.



5= Somewhat important, 6= Important, 7= Very important

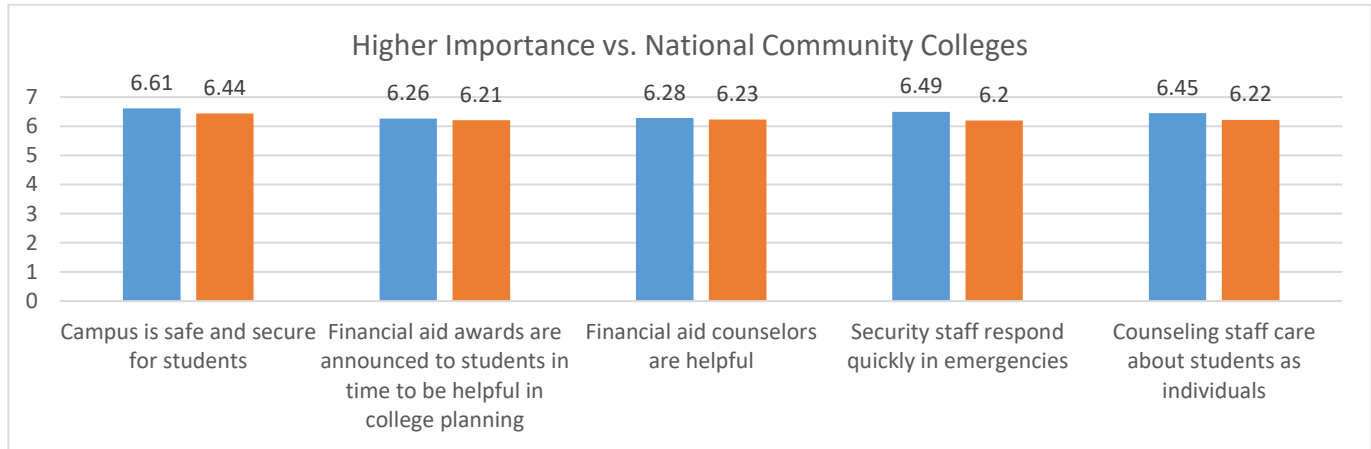


5= Somewhat satisfied, 6= Satisfied, 7= Very satisfied

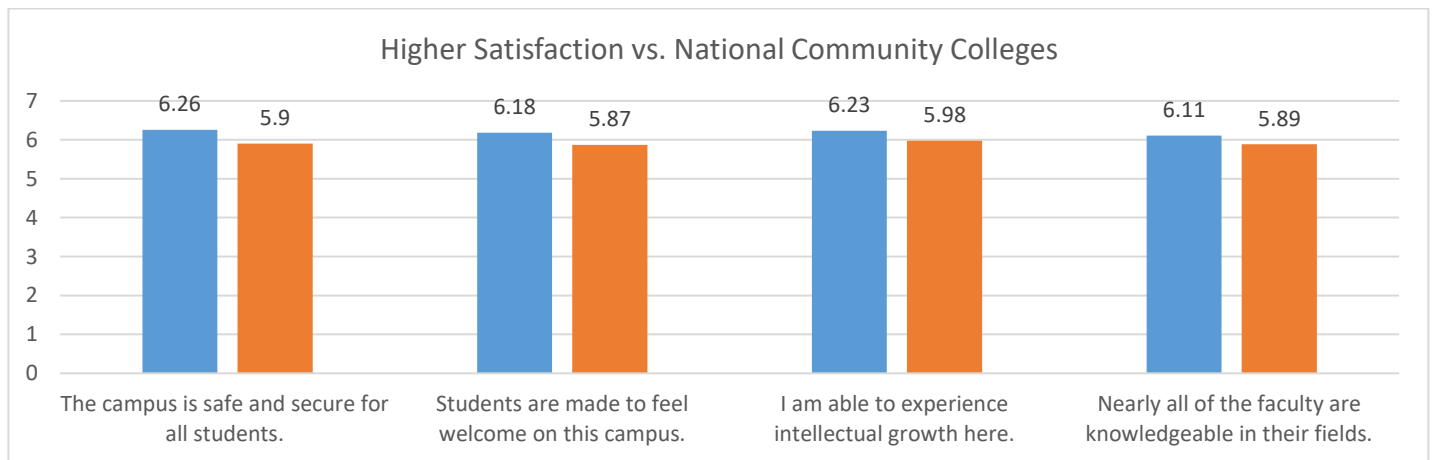
## Massasoit as Compared to National Community Colleges: Results of Individual Questions

- Item by item (in descending order by Importance to Massasoit 2019 respondents) results for each question begin on Appendix A, page 7.
- Item by item (sequential order by question number) results begin on Appendix A, page 27.

The following individual survey items showed **the highest importance** among MCC students (top five) as compared to importance national community colleges.



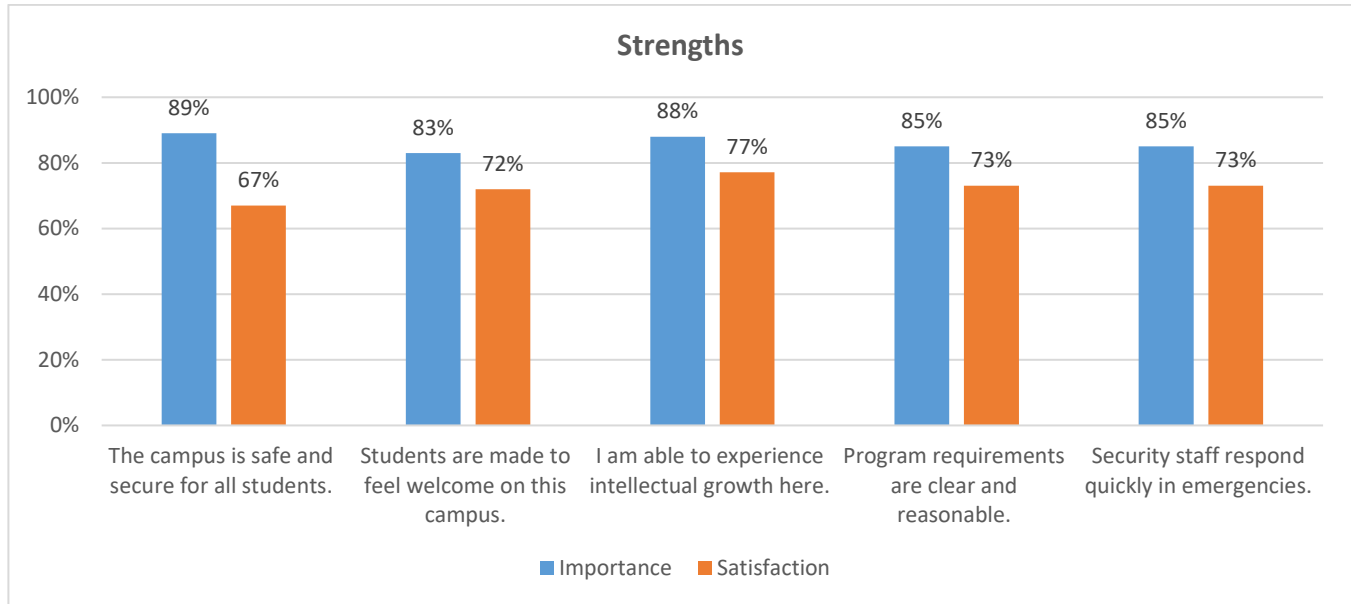
The following individual survey items showed **highest satisfaction** among MCC students (top four) compared to national community colleges.



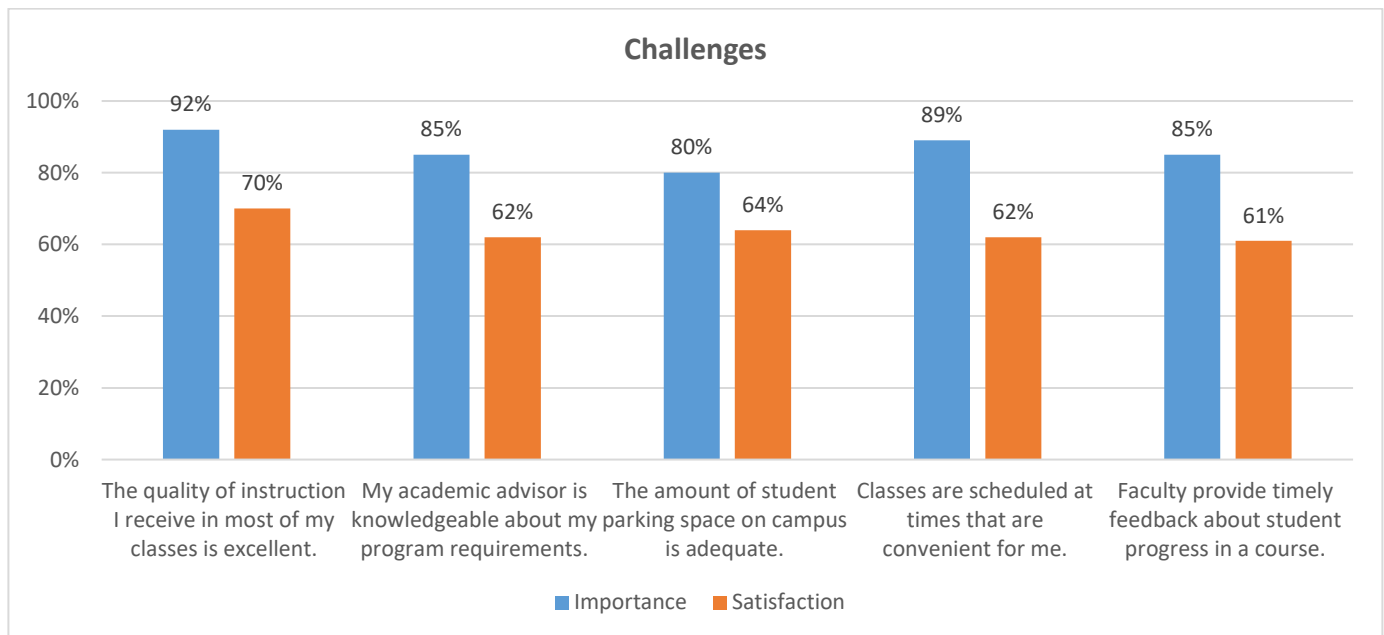
Additional items that were scored higher in satisfaction than our national peers are listed on Appendix A, page 4.

## Strengths and Challenges

The following individual survey items showed high percentages of both importance and satisfaction.



The following individual survey items showed larger gaps between level of importance and satisfaction among MCC students.



## Custom Items

The following charts show the results of the ten MCC custom added items showing the percentage of those who reported “Important” and “Very Important” as well as “Satisfied” and “Very Satisfied”.

