

**University of Illinois at Springfield
Noel Levitz Student Satisfaction Inventory
Data Summary**

The Student Satisfaction Inventory was administered to University of Illinois at Springfield students in 2001, 2003, and 2005; both undergraduate and graduate students were surveyed. Approximately ¼ of the student headcount participated during each survey administration. The SSI includes 73 likert scale (7-point) items which describe expectations about experiences at UIS; ten additional campus-defined questions were added each year to address campus-specific issues and/or concerns. First, students are asked to rate how important it is for UIS to meet the expectation. Second, students are asked how satisfied they are that UIS has met this expectation. The UIS data are presented longitudinally, and include mean scores for item importance, item satisfaction, and item gap (i.e., difference between importance and satisfaction). Mean difference scores also are presented, which are the difference between UIS mean satisfaction scores and the mean satisfaction scores of students at other four-year public institutions. A positive number equates to UIS students being more satisfied than the students in the national comparison group, while a negative number equates to UIS students being less satisfied than the students in the national comparison group. The original 73 items also are grouped into 11 scales, as defined by Noel-Levitz.

Scale	Importance			Satisfaction			Performance Gap			Mean ¹ Difference		
	01	03	05	01	03	05	01	03	05	01	03	05
Academic Advising	6.32	6.28	6.29	5.27	5.25	5.25	1.05	1.03	1.04	0.21***	0.14***	0.09*
Campus Climate	5.89	5.89	5.91	5.05	5.12	5.00	0.84	0.77	0.91	0.19***	0.22***	-0.01
Campus Life	4.91	5.07	5.16	4.44	4.61	4.56	0.47	0.46	0.60	-0.23***	-0.09**	-0.22***
Campus Support Services	5.85	5.83	5.80	5.10	5.13	5.12	0.75	0.70	0.68	0.13***	0.07*	-0.09**
Concern for the Individual	5.97	5.96	5.97	5.08	5.10	5.04	0.89	0.86	0.93	0.34***	0.31***	0.15***
Instructional Effectiveness	6.33	6.31	6.28	5.34	5.32	5.30	0.99	0.99	0.98	0.28***	0.23***	0.12***
Recruitment & Fin Aid	5.73	5.79	5.82	4.57	4.75	4.65	1.16	1.04	1.17	-0.01	0.10**	-0.11**
Registration Effectiveness	6.11	6.07	6.10	4.98	5.03	4.73	1.13	1.04	1.37	0.23***	0.21***	-0.17***
Responsive to Diverse Pop	--	--	--	5.26	5.27	5.19	--	--	--	0.38***	0.35***	0.17***
Safety and Security	6.16	6.16	6.14	5.13	5.10	4.99	1.03	1.06	1.15	0.82***	0.77***	0.53***
Service Excellence	5.76	5.74	5.79	4.83	4.92	4.79	0.93	0.82	1.00	0.15***	0.20***	-0.07*
Student Centeredness	5.83	5.84	5.85	5.06	5.14	5.00	0.77	0.70	0.85	0.18***	0.22***	-0.03

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Gap scores indicate the difference between the degree of importance and level of satisfaction.

Academic Advising	Importance			Satisfaction			Performance Gap			Mean Difference		
	01	03	05	01	03	05	01	03	05	01	03	05
My academic advisor is approachable	6.40	6.37	6.37	5.35	5.34	5.42	1.05	1.03	0.95	0.09	0.03	0.08
My academic advisor is concerned about my success as an individual	6.27	6.22	6.26	5.17	5.14	5.15	1.10	1.08	1.11	0.21***	0.11*	0.09
My academic advisor helps me set goals to work toward.	5.98	5.95	5.97	4.79	4.74	4.75	1.19	1.21	1.22	0.19***	0.04	0.00
My academic advisor is knowledgeable about requirements in my majors.	6.54	6.47	6.52	5.62	5.53	5.55	0.92	0.94	0.97	0.27***	0.15**	0.15**
Major requirements are clear and reasonable	6.40	6.38	6.33	5.43	5.46	5.37	0.97	0.92	0.96	0.32***	0.34***	0.12**

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Campus Climate	Importance			Satisfaction			Performance Gap			Mean Difference		
	01	03	05	01	03	05	01	03	05	01	03	05
Most students feel a sense of belonging here.	5.16	5.23	5.26	4.93	4.99	4.84	0.23	0.24	0.42	0.05	0.06	-0.16***
The campus staff are caring and helpful.	6.27	6.26	6.19	5.34	5.43	5.23	0.93	0.83	0.96	0.40***	0.44***	0.12**
Faculty care about me as an individual.	6.14	6.14	6.09	5.39	5.35	5.32	0.75	0.79	0.77	0.65***	0.54***	0.39***
The campus is safe and secure for all students.	6.33	6.37	6.39	5.54	5.67	5.57	0.79	0.70	0.82	0.34***	0.41***	0.22***
Administrators are approachable to students.	5.42	5.48	5.55	4.63	4.87	4.76	0.79	0.61	0.79	-0.03	0.17***	-0.05
It is an enjoyable experience to be a student on this campus.	6.02	6.03	6.04	5.14	5.13	5.00	0.88	0.90	1.04	0.06	0.04	-0.20***
I feel a sense of pride about my campus.	5.30	5.37	5.46	4.76	4.74	4.70	0.54	0.63	0.76	-0.18***	-0.21***	-0.32***
There is a commitment to academic excellence on this campus.	6.37	6.31	6.28	5.38	5.36	5.33	0.99	0.95	0.95	0.30***	0.27***	0.15***
Students are made to feel welcome on this campus.	5.94	5.91	5.94	5.10	5.22	5.08	0.84	0.69	0.86	0.04	0.13**	-0.13**
This institution has a good reputation within the community.	6.12	6.05	6.01	5.39	5.43	5.20	0.73	0.62	0.81	0.07	0.13**	-0.22***
I seldom get the "run-around" when seeking information on this campus.	6.15	6.13	6.15	4.60	4.63	4.36	1.55	1.50	1.79	0.49***	0.47***	-0.02
This institution shows concern for students as individuals.	6.17	6.11	6.13	5.18	5.19	5.06	0.99	0.92	1.07	0.52***	0.48***	0.20***
I generally know what's happening on campus.	4.88	4.99	5.15	4.29	4.50	4.69	0.59	0.49	0.46	-0.33***	-0.13**	-0.08
There is a strong commitment to racial harmony on this campus.	5.70	5.72	5.64	5.07	5.16	5.07	0.63	0.56	0.57	0.23***	0.18***	-0.04
Tuition paid is a worthwhile investment.	6.39	6.39	6.39	5.44	5.35	5.12	0.95	1.04	1.27	0.48***	0.31***	0.14**
Freedom of expression is protected on campus.	5.87	5.83	5.92	5.08	5.21	5.11	0.79	0.62	0.81	0.05	0.16***	-0.06
Channels for expressing student complaints are readily available.	5.67	5.68	5.73	4.28	4.46	4.34	1.39	1.22	1.39	-0.06	0.09	-0.17**

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Campus Life	Importance			Satisfaction			Performance Gap			Mean Difference		
	01	03	05	01	03	05	01	03	05	01	03	05
A variety of intramural activities are offered.	3.80	3.97	4.23	4.08	4.41	4.43	-0.28	-0.44	-0.20	-0.86***	-0.51***	-0.54***
Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc).	4.80	5.05	5.17	4.53	4.81	4.73	0.27	0.24	0.44	0.34***	0.55***	0.39***
The intercollegiate athletic programs contribute to a strong sense of school spirit.	4.11	4.36	4.55	3.87	4.00	3.96	0.24	0.36	0.59	-0.68***	-0.60***	-0.69***
Residence hall staff are concerned about me as an individual.	4.45	4.64	4.91	4.17	4.39	4.36	0.28	0.25	0.55	-0.33***	-0.15**	-0.24***
Males and females have equal opportunities to participate in intercollegiate athletics.	4.58	4.84	4.96	4.36	4.77	4.69	0.22	0.07	0.27	-0.61***	-0.24***	-0.41***
There is an adequate selection of food available in the cafeteria.	5.00	5.29	5.34	4.67	5.02	4.88	0.33	0.27	0.46	0.50***	0.81***	0.54***
Residence hall regulations are reasonable.	4.50	4.77	4.89	4.43	4.54	4.36	0.07	0.23	0.53	-0.05	0.04	-0.19**
There are a sufficient number of weekend activities for students.	4.33	4.67	4.73	3.89	3.93	4.08	0.44	0.74	0.65	-0.26***	-0.29***	-0.21***
I can easily get involved in campus organizations.	4.83	5.07	5.19	4.46	4.75	4.78	0.37	0.32	0.41	-0.51***	-0.26***	-0.33***
The student center is a comfortable place for students to spend their leisure time.	4.99	5.08	5.12	4.61	4.74	4.70	0.38	0.34	0.42	-0.31***	-0.22***	-0.39***
The student handbook provides helpful information about campus life.	5.41	5.39	5.29	5.06	4.97	4.77	0.35	0.42	0.52	0.09*	-0.02	-0.27***
Student disciplinary procedures are fair.	5.49	5.59	5.63	4.78	4.83	4.75	0.71	0.76	0.88	-0.09	-0.07	-0.26***
New student orientation services help students adjust to college.	5.22	5.30	5.41	4.50	4.64	4.70	0.72	0.66	0.71	-0.33***	-0.22***	-0.24***
Freedom of expression is protected on campus.	5.87	5.83	5.92	5.08	5.21	5.11	0.79	0.62	0.81	0.05	0.16***	-0.06**
Student activities fees are put to good use.	5.52	5.62	5.76	3.77	3.86	3.93	1.75	1.76	1.83	-0.45***	-0.42***	-0.39***

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Campus Support Services	Importance			Satisfaction			Performance Gap			Mean Difference		
	01	03	05	01	03	05	01	03	05	01	03	05
Library staff are helpful and approachable.	5.97	5.84	5.80	5.39	5.35	5.32	0.58	0.49	0.48	0.20***	0.11**	-0.02
Library resources and services are adequate.	6.27	6.11	6.12	5.32	5.35	5.31	0.95	0.76	0.81	0.27***	0.20***	-0.05
Computer labs are adequate and accessible.	6.08	6.02	6.08	5.33	5.37	5.52	0.75	0.65	0.56	0.47***	0.23***	0.15**
Tutoring services are readily available.	5.14	5.39	5.24	4.56	4.76	4.62	0.58	0.63	0.62	-0.44***	-0.28***	-0.56***
Academic support services adequately meet the needs of students.	5.82	5.76	5.71	4.82	4.93	4.81	1.00	0.83	0.90	0.07	0.13**	-0.13**
There are adequate services to help me decide upon a career.	5.79	5.84	5.91	4.59	4.69	4.60	1.20	1.15	1.31	-0.18***	-0.10*	-0.28***
Bookstore staff are helpful.	5.70	5.75	5.68	5.32	5.26	5.39	0.38	0.49	0.29	0.16***	0.05	0.08

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Concern for the Individual	Importance			Satisfaction			Performance Gap			Mean Difference		
	01	03	05	01	03	05	01	03	05	01	03	05
Faculty care about me as an individual.	6.14	6.14	6.09	5.39	5.35	5.32	0.75	0.79	0.77	0.65***	0.54***	0.39***
My academic advisor is concerned about my success as an individual.	6.27	6.22	6.26	5.17	5.14	5.15	1.10	1.08	1.11	0.21***	0.11*	0.09
Counseling staff care about students as individuals.	5.62	5.59	5.62	4.66	4.81	4.66	0.96	0.78	0.96	0.07	0.21***	-0.06
Faculty are fair and unbiased in their treatment of individual students.	6.44	6.42	6.41	5.31	5.31	5.30	1.13	1.11	1.11	0.43***	0.38***	0.26**
Residence hall staff are concerned about me as an individual.	4.45	4.64	4.91	4.17	4.39	4.36	0.28	0.25	0.55	-0.33***	-0.15**	-0.24***
This institution shows concern for students as individuals.	6.17	6.11	6.13	5.18	5.19	5.06	0.99	0.92	1.07	0.52***	0.48***	0.20***

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Instructional Effectiveness	Importance			Satisfaction			Performance Gap			Mean Difference		
	01	03	05	01	03	05	01	03	05	01	03	05
Faculty care about me as an individual.	6.14	6.14	6.09	5.39	5.35	5.32	0.75	0.79	0.77	0.65***	0.54***	0.39***
The content of the course within my major is valuable.	6.62	6.63	6.60	5.56	5.52	5.47	1.06	1.11	1.13	0.28***	0.23***	0.12**
The instruction in my major field is excellent.	6.60	6.59	6.57	5.58	5.49	5.53	1.02	1.10	1.04	0.35***	0.24***	0.20***
Faculty are fair and unbiased in their treatment of individual students.	6.44	6.42	6.41	5.31	5.31	5.30	1.13	1.11	1.11	0.43***	0.38***	0.26***
I am able to experience intellectual growth here.	6.35	6.33	6.29	5.56	5.55	5.47	0.79	0.78	0.82	0.21***	0.21***	0.08*
There is a commitment to academic excellence on this campus.	6.37	6.31	6.28	5.38	5.36	5.33	0.99	0.95	0.95	0.30***	0.27***	0.15***
Faculty provide timely feedback about student progress in a course.	6.29	6.30	6.24	5.22	5.10	5.11	1.07	1.20	1.13	0.45***	0.25***	0.16***
Faculty take into consideration student differences as they teach a course.	6.04	5.99	5.98	5.11	5.07	5.04	0.93	0.92	0.94	0.54***	0.42***	0.26***
The quality of instruction I receive in most of my classes is excellent.	6.58	6.52	6.50	5.59	5.47	5.49	0.99	1.05	1.01	0.48***	0.34***	0.27***
Adjunct faculty are competent as classroom instructors.	6.00	6.05	6.07	5.12	5.12	5.08	0.88	0.93	0.99	0.25***	0.20***	0.04
Faculty are usually available after class and during office hours.	6.36	6.31	6.31	5.50	5.61	5.59	0.86	0.70	0.72	0.14***	0.20***	0.10*
Nearly all of the faculty are knowledgeable in their field.	6.59	6.52	6.50	5.78	5.79	5.74	0.81	0.73	0.76	0.27***	0.28***	0.16***
There is a good variety of courses provided on this campus.	6.47	6.39	6.40	4.80	4.80	4.83	1.67	1.59	1.57	-0.42***	-0.39***	-0.40***
Graduate teaching assistants are competent as classroom instructors.	5.57	5.61	5.54	4.54	4.56	4.60	1.03	1.05	0.94	-0.20***	-0.22***	-0.29***

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Recruitment and Financial Aid	Importance			Satisfaction			Performance Gap			Mean Difference		
	01	03	05	01	03	05	01	03	05	01	03	05
Admissions staff are knowledgeable.	6.11	6.18	6.08	4.72	4.99	4.76	1.39	1.19	1.32	-0.07	0.19***	-0.18***
Financial aid counselors are helpful.	5.61	5.71	5.81	4.49	4.83	4.81	1.12	0.88	1.00	-0.01	0.25***	0.10
Financial aid awards are announced to students in time to be helpful in college planning.	5.57	5.67	5.80	4.43	4.61	4.61	1.14	1.06	1.19	0.01	0.07	-0.05
Adequate financial aid is available for most students.	5.81	5.87	5.99	4.56	4.62	4.58	1.25	1.25	1.41	0.13*	0.05	-0.03
Admissions counselors respond to prospective students' unique needs and requests.	5.71	5.72	5.67	4.62	4.76	4.64	1.09	0.96	1.03	0.00	0.09*	-0.17***
Admissions counselors accurately portray the campus in their recruiting practices.	5.44	5.49	5.54	4.58	4.60	4.49	0.86	0.89	1.05	-0.10*	-0.11*	-0.35***

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Registration Effectiveness	Importance			Satisfaction			Performance Gap			Mean Difference		
	01	03	05	01	03	05	01	03	05	01	03	05
Billing policies are reasonable.	5.98	5.99	6.10	4.97	4.91	4.26	1.01	1.08	1.84	0.47***	0.33***	-0.31***
The business office is open during hours which are convenient for most students.	5.90	5.87	5.86	4.45	4.60	4.50	1.45	1.27	1.36	-0.35***	-0.26***	-0.45***
The personnel involved in registration are helpful.	6.10	5.98	6.08	5.09	5.17	4.86	1.01	0.81	1.22	0.22***	0.26***	-0.18***
I am able to register for classes I need with few conflicts.	6.60	6.52	6.53	5.16	5.15	4.95	1.44	1.37	1.58	0.57***	0.50***	0.22***
Class change (drop/add) policies are reasonable.	5.95	5.94	5.92	5.24	5.31	5.10	0.71	0.63	0.82	0.22***	0.22***	-0.13**

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Responsiveness to Diverse Populations	Importance			Satisfaction			Performance Gap			Mean Difference		
	01	03	05	01	03	05	01	03	05	01	03	05
Institution's commitment to part-time students?				5.35	5.34	5.22				0.45***	0.39***	0.19***
Institution's commitment to evening students?				5.51	5.55	5.47				0.70***	0.68***	0.48***
Institution's commitment to older, returning learners?				5.39	5.38	5.28				0.39***	0.34***	0.15**
Institution's commitment to under-represented populations?				4.95	4.96	4.91				0.07	0.05	-0.10*
Institution's commitment to commuters?				5.15	5.17	5.06				0.44***	0.43***	0.24***
Institution's commitment to students with disabilities?				5.11	5.15	5.11				0.10*	0.09	-0.07

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Safety and Security	Importance			Satisfaction			Performance Gap			Mean Difference		
	01	03	05	01	03	05	01	03	05	01	03	05
The campus is safe and secure for all students.	6.33	6.37	6.39	5.54	5.67	5.57	0.79	0.70	0.82	0.34***	0.41***	0.22***
The amount of student parking space on campus is adequate.	6.08	6.00	6.03	4.73	4.59	4.36	1.35	1.41	1.67	1.89***	1.79***	1.38***
Parking lots are well-lighted and secure.	6.25	6.20	6.11	5.40	5.28	5.19	0.85	0.92	0.92	0.80***	0.66***	0.43***
Security staff respond quickly in emergencies.	5.93	6.04	6.00	4.68	4.69	4.78	1.25	1.35	1.22	0.00	-0.03	-0.05

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Gap scores indicate the difference between the degree of importance and level of satisfaction.

Service Excellence	Importance			Satisfaction			Performance Gap			Mean Difference		
	01	03	05	01	03	05	01	03	05	01	03	05
The campus staff are caring and helpful.	6.27	6.26	6.19	5.34	5.43	5.23	0.93	0.83	0.96	0.40***	0.44***	0.12**
Library staff are helpful and approachable.	5.97	5.84	5.80	5.39	5.35	5.32	0.58	0.49	0.48	0.20***	0.11**	-0.02
The staff in the health services area are competent.	5.19	5.28	5.48	4.67	4.80	4.74	0.52	0.48	0.74	-0.07	0.00	-0.20***
Counseling staff care about students as individuals.	5.62	5.59	5.62	4.66	4.81	4.66	0.96	0.78	0.96	0.07	0.21***	-0.06
The personnel involved in registration are helpful.	6.10	5.98	6.08	5.09	5.17	4.86	1.01	0.81	1.22	0.22***	0.26***	-0.18***
I seldom get the "run-around" when seeking information on campus.	6.15	6.13	6.15	4.60	4.63	4.36	1.55	1.50	1.79	0.49***	0.47***	-0.02
I generally know what's happening on campus.	4.88	4.99	5.15	4.29	4.50	4.69	0.59	0.49	0.46	-0.33***	-0.13**	-0.08
Channels for expressing student complaints are readily available.	5.67	5.68	5.73	4.28	4.46	4.34	1.39	1.22	1.39	-0.06	0.09	-0.17**

[†] Mean Difference is the difference between UIS mean satisfaction score and the mean satisfaction score of students at other four-year public institutions. A positive number equates to UIS students being more satisfied than the students in the national comparison group, while a negative number equates to UIS students being less satisfied than the students in the national comparison group.

* difference statistically significant at the .05 level; ** difference statistically significant at the .01 level; *** difference statistically significant at the .001 level.

Gap scores indicate the difference between the degree of importance and level of satisfaction.

Student Centeredness	Importance			Satisfaction			Performance Gap			Mean Difference		
	01	03	05	01	03	05	01	03	05	01	03	05
Most students feel a sense of belonging here.	5.16	5.23	5.26	4.93	4.99	4.84	0.23	0.24	0.42	0.05	0.06	-0.16***
The campus staff are caring and helpful.	6.27	6.26	6.19	5.34	5.43	5.23	0.93	0.83	0.96	0.40***	0.44***	0.12**
Administrators are approachable to students.	5.42	5.48	5.55	4.63	4.87	4.76	0.79	0.61	0.79	-0.03	0.17***	-0.05
It is an enjoyable experience to be a student on this campus.	6.02	6.03	6.04	5.14	5.13	5.00	0.88	0.90	1.04	0.06	0.04	-0.20***
Students are made to feel welcome on this campus.	5.94	5.91	5.94	5.10	5.22	5.08	0.84	0.69	0.86	0.04	0.13**	-0.13**
This institution shows concern for students as individuals.	6.17	6.11	6.13	5.18	5.19	5.06	0.99	0.92	1.07	0.52***	0.48***	0.20***

Mean Difference is the difference between UIS mean satisfaction score and the mean satisfaction score of students at other four-year public institutions. A positive number equates to UIS students being more satisfied than the students in the national comparison group, while a negative number equates to UIS students being less satisfied than the students in the national comparison group.

* difference statistically significant at the .05 level; ** difference statistically significant at the .01 level; *** difference statistically significant at the .001 level.

Gap scores indicate the difference between the degree of importance and level of satisfaction.

Institutional Items	Importance			Satisfaction			Performance Gap			Mean Difference		
	01	03	05	01	03	05	01	03	05	01	03	05
It is easy to register for courses at this campus.							.56	.41				
Courses I need are offered often enough.							2.42	2.27	2.25			
Classes are available at convenient times.							1.67	1.83	1.89			
I seldom get the "run-around" when seeking information on this campus.							1.55	1.50	1.79			
The business office is open during hours convenient for students.							1.45		1.36			
I am able to register for classes I need with few conflicts.							1.45	1.37	1.58			
Tuition paid is a worthwhile investment.							1.31	1.18				
The procedures for applying for graduate assistantships/internships are clear.							1.30					
My financial aid application was processed in a timely manner.							1.25					
This campus effectively serves the needs of the graduate student.							1.23	1.12				
My academic adviser offers the quality of academic advising that I desire.								1.34				
Billing policies are reasonable.									1.84			

Gap scores indicate the difference between the degree of importance and level of satisfaction.