

Table 3-2
Student Satisfaction Inventory—UIS Student Responses
Items Related to Instructional Effectiveness

Instructional Effectiveness	Importance			Satisfaction			Performance Gap			Mean Difference		
	2001	2003	2005	2001	2003	2005	2001	2003	2005	2001	2003	2005
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***

¹ 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