

Laurie A. Schreiner, Ph.D., and Stephanie L. Juillerat, Ph.D.
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— Thank you for your participation.

- Use a No. 2 pencil only. Please do not use ink or ballpoint pen.
- Erase changes completely and cleanly.
- Completely darken the oval that corresponds to your response.

SERIAL #

Importance to me ...

- 1 - not important at all
- 2 - not very important
- 3 - somewhat unimportant
- 4 - neutral
- 5 - somewhat important
- 6 - important
- 7 - very important

does not apply

... My level of satisfaction

not available/not used

- very satisfied - 7
- satisfied - 6
- somewhat satisfied - 5
- neutral - 4
- somewhat dissatisfied - 3
- not very satisfied - 2
- not satisfied at all - 1

| | | |
|---------------|--|---------------|
| 1 2 3 4 5 6 7 | 21. The amount of student parking space on campus is adequate. | 1 2 3 4 5 6 7 |
| 1 2 3 4 5 6 7 | 22. Counseling staff care about students as individuals. | 1 2 3 4 5 6 7 |
| 1 2 3 4 5 6 7 | 23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air conditioning, telephones, etc.). | 1 2 3 4 5 6 7 |
| 1 2 3 4 5 6 7 | 24. The intercollegiate athletic programs contribute to a strong sense of school spirit. | 1 2 3 4 5 6 7 |
| 1 2 3 4 5 6 7 | 25. Faculty are fair and unbiased in their treatment of individual students. | 1 2 3 4 5 6 7 |
| 1 2 3 4 5 6 7 | 26. Computer labs are adequate and accessible. | 1 2 3 4 5 6 7 |
| 1 2 3 4 5 6 7 | 27. The personnel involved in registration are helpful. | 1 2 3 4 5 6 7 |
| 1 2 3 4 5 6 7 | 28. Parking lots are well-lighted and secure. | 1 2 3 4 5 6 7 |
| 1 2 3 4 5 6 7 | 29. It is an enjoyable experience to be a student on this campus. | 1 2 3 4 5 6 7 |
| 1 2 3 4 5 6 7 | 30. Residence hall staff are concerned about me as an individual. | 1 2 3 4 5 6 7 |
| 1 2 3 4 5 6 7 | 31. Males and females have equal opportunities to participate in intercollegiate athletics. | 1 2 3 4 5 6 7 |
| 1 2 3 4 5 6 7 | 32. Tutoring services are readily available. | 1 2 3 4 5 6 7 |
| 1 2 3 4 5 6 7 | 33. My academic advisor is knowledgeable about requirements in my major. | 1 2 3 4 5 6 7 |
| 1 2 3 4 5 6 7 | 34. I am able to register for classes I need with few conflicts. | 1 2 3 4 5 6 7 |
| 1 2 3 4 5 6 7 | 35. The assessment and course placement procedures are reasonable. | 1 2 3 4 5 6 7 |
| 1 2 3 4 5 6 7 | 36. Security staff respond quickly in emergencies. | 1 2 3 4 5 6 7 |
| 1 2 3 4 5 6 7 | 37. I feel a sense of pride about my campus. | 1 2 3 4 5 6 7 |
| 1 2 3 4 5 6 7 | 38. There is an adequate selection of food available in the cafeteria. | 1 2 3 4 5 6 7 |
| 1 2 3 4 5 6 7 | 39. I am able to experience intellectual growth here. | 1 2 3 4 5 6 7 |
| 1 2 3 4 5 6 7 | 40. Residence hall regulations are reasonable. | 1 2 3 4 5 6 7 |
| 1 2 3 4 5 6 7 | 41. There is a commitment to academic excellence on this campus. | 1 2 3 4 5 6 7 |
| 1 2 3 4 5 6 7 | 42. There are a sufficient number of weekend activities for students. | 1 2 3 4 5 6 7 |
| 1 2 3 4 5 6 7 | 43. Admissions counselors respond to prospective students' unique needs and requests. | 1 2 3 4 5 6 7 |
| 1 2 3 4 5 6 7 | 44. Academic support services adequately meet the needs of students. | 1 2 3 4 5 6 7 |
| 1 2 3 4 5 6 7 | 45. Students are made to feel welcome on this campus. | 1 2 3 4 5 6 7 |
| 1 2 3 4 5 6 7 | 46. I can easily get involved in campus organizations. | 1 2 3 4 5 6 7 |
| 1 2 3 4 5 6 7 | 47. Faculty provide timely feedback about student progress in a course. | 1 2 3 4 5 6 7 |
| 1 2 3 4 5 6 7 | 48. Admissions counselors accurately portray the campus in their recruiting practices. | 1 2 3 4 5 6 7 |
| 1 2 3 4 5 6 7 | 49. There are adequate services to help me decide upon a career. | 1 2 3 4 5 6 7 |
| 1 2 3 4 5 6 7 | 50. Class change (drop/add) policies are reasonable. | 1 2 3 4 5 6 7 |
| 1 2 3 4 5 6 7 | 51. This institution has a good reputation within the community. | 1 2 3 4 5 6 7 |
| 1 2 3 4 5 6 7 | 52. The student center is a comfortable place for students to spend their leisure time. | 1 2 3 4 5 6 7 |
| 1 2 3 4 5 6 7 | 53. Faculty take into consideration student differences as they teach a course. | 1 2 3 4 5 6 7 |
| 1 2 3 4 5 6 7 | 54. Bookstore staff are helpful. | 1 2 3 4 5 6 7 |
| 1 2 3 4 5 6 7 | 55. Major requirements are clear and reasonable. | 1 2 3 4 5 6 7 |
| 1 2 3 4 5 6 7 | 56. The student handbook provides helpful information about campus life. | 1 2 3 4 5 6 7 |
| 1 2 3 4 5 6 7 | 57. I seldom get the "run-around" when seeking information on this campus. | 1 2 3 4 5 6 7 |
| 1 2 3 4 5 6 7 | 58. The quality of instruction I receive in most of my classes is excellent. | 1 2 3 4 5 6 7 |
| 1 2 3 4 5 6 7 | 59. This institution shows concern for students as individuals. | 1 2 3 4 5 6 7 |
| 1 2 3 4 5 6 7 | 60. I generally know what's happening on campus. | 1 2 3 4 5 6 7 |
| 1 2 3 4 5 6 7 | 61. Adjunct faculty are competent as classroom instructors. | 1 2 3 4 5 6 7 |
| 1 2 3 4 5 6 7 | 62. There is a strong commitment to racial harmony on this campus. | 1 2 3 4 5 6 7 |
| 1 2 3 4 5 6 7 | 63. Student disciplinary procedures are fair. | 1 2 3 4 5 6 7 |
| 1 2 3 4 5 6 7 | 64. New student orientation services help students adjust to college. | 1 2 3 4 5 6 7 |
| 1 2 3 4 5 6 7 | 65. Faculty are usually available after class and during office hours. | 1 2 3 4 5 6 7 |
| 1 2 3 4 5 6 7 | 66. Tuition paid is a worthwhile investment. | 1 2 3 4 5 6 7 |
| 1 2 3 4 5 6 7 | 67. Freedom of expression is protected on campus. | 1 2 3 4 5 6 7 |
| 1 2 3 4 5 6 7 | 68. Nearly all of the faculty are knowledgeable in their field. | 1 2 3 4 5 6 7 |
| 1 2 3 4 5 6 7 | 69. There is a good variety of courses provided on this campus. | 1 2 3 4 5 6 7 |
| 1 2 3 4 5 6 7 | 70. Graduate teaching assistants are competent as classroom instructors. | 1 2 3 4 5 6 7 |
| 1 2 3 4 5 6 7 | 71. Channels for expressing student complaints are readily available. | 1 2 3 4 5 6 7 |
| 1 2 3 4 5 6 7 | 72. On the whole, the campus is well-maintained. | 1 2 3 4 5 6 7 |
| 1 2 3 4 5 6 7 | 73. Student activities fees are put to good use. | 1 2 3 4 5 6 7 |

Your institution may choose to provide you with additional questions on a separate sheet. The section below numbered 74 - 83 is provided as a response area for those additional questions. Continue on to item 84 when you have completed this section.

| Importance to me ... | | | | | | | ... My level of satisfaction | | | | | | | | |
|--|------------------------|--------------------------|-------------|------------------------|---------------|--------------------|------------------------------|---------------|------------------------|-------------|---------------------------|------------------------|--------------------------|---|---|
| 1 - not important at all | 2 - not very important | 3 - somewhat unimportant | 4 - neutral | 5 - somewhat important | 6 - important | 7 - very important | not available/not used | | | | | | | | |
| | | | | | | | very satisfied - 7 | satisfied - 6 | somewhat satisfied - 5 | neutral - 4 | somewhat dissatisfied - 3 | not very satisfied - 2 | not satisfied at all - 1 | | |
| (If items 74-83 not available, skip to item 84.) | | | | | | | | | | | | | | | |
| 74. | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 74. | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 75. | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 75. | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 76. | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 76. | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 77. | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 77. | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 78. | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 78. | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 79. | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 79. | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 80. | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 80. | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 81. | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 81. | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 82. | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 82. | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 83. | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 83. | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| How <u>satisfied</u> are you that this campus demonstrates a commitment to meeting the needs of: | | | | | | | | | | | | | | | |
| 84. | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 84. | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 85. | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 85. | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 86. | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 86. | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 87. | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 87. | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 88. | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 88. | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 89. | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 89. | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| How <u>important</u> were each of the following factors in your decision to enroll here? | | | | | | | | | | | | | | | |
| 90. | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 90. | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 91. | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 91. | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 92. | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 92. | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 93. | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 93. | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 94. | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 94. | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 95. | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 95. | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 96. | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 96. | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 97. | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 97. | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 98. | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 98. | 1 | 2 | 3 | 4 | 5 | 6 | 7 |

Choose the one response that best applies to you and darken the corresponding oval for each of the questions below.

99. So far, how has your college experience met your expectations?

- 1 Much worse than I expected
- 2 Quite a bit worse than I expected
- 3 Worse than I expected
- 4 About what I expected
- 5 Better than I expected
- 6 Quite a bit better than I expected
- 7 Much better than I expected

100. Rate your overall satisfaction with your experience here thus far.

- 1 Not satisfied at all
- 2 Not very satisfied
- 3 Somewhat dissatisfied
- 4 Neutral
- 5 Somewhat satisfied
- 6 Satisfied
- 7 Very satisfied

101. All in all, if you had it to do over again, would you enroll here?

- 1 Definitely not
- 2 Probably not
- 3 Maybe not
- 4 I don't know
- 5 Maybe yes
- 6 Probably yes
- 7 Definitely yes

CONTINUE TO THE NEXT PAGE

Abstract

① Female
② Male

- ① 18 and under
- ② 19 to 24
- ③ 25 to 34
- ④ 35 to 44
- ⑤ 45 and over

- ① African-American
- ② American Indian or Alaskan Native
- ③ Asian or Pacific Islander
- ④ Caucasian/White
- ⑤ Hispanic
- ⑥ Other
- ⑦ Prefer not to respond

① Day
② Evening
③ Weekend

① Full-time
② Part-time

☐ 1 Freshman
☐ 2 Sophomore
☐ 3 Junior
☐ 4 Senior
☐ 5 Special Student
☐ 6 Graduate/Professional
☐ 7 Other

- ① No credits earned
- ② 1.99 or below
- ③ 2.0 - 2.49
- ④ 2.5 - 2.99
- ⑤ 3.0 - 3.49
- ⑥ 3.5 or above

- ① Associate degree
- ② Bachelor's degree
- ③ Master's degree
- ④ Doctorate or professional degree
- ⑤ Certification (initial or renewal)
- ⑥ Self-improvement/pleasure
- ⑦ Job-related training
- ⑧ Other

- ① Full-time off campus
- ② Part-time off campus
- ③ Full-time on campus
- ④ Part-time on campus
- ⑤ Not employed

- ① Residence hall
- ② Fraternity / Sorority
- ③ Own house
- ④ Rent room or apartment off campus
- ⑤ Parent's home
- ⑥ Other

③ International (not U.S. citizen)

Physical disability or a diagnosed learning disability?

☐ Yes

☒ No

☐ 1st choice
☒ 2nd choice
☐ 3rd choice or lower

Your response is voluntary.

Write the requested number
in the spaces of
the box provided.
Completely darken the
corresponding oval.

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| | | | | | | | |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 |
| 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 6 | 6 | 6 | 6 | 6 | 6 | 6 | 6 |
| 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 |
| 8 | 8 | 8 | 8 | 8 | 8 | 8 | 8 |
| 9 | 9 | 9 | 9 | 9 | 9 | 9 | 9 |

Fill in major code
from list provided
by your institution.

| | | | |
|---|---|---|---|
| | | | |
| 0 | 0 | 0 | 0 |
| 1 | 1 | 1 | 1 |
| 2 | 2 | 2 | 2 |
| 3 | 3 | 3 | 3 |
| 4 | 4 | 4 | 4 |
| 5 | 5 | 5 | 5 |
| 6 | 6 | 6 | 6 |
| 7 | 7 | 7 | 7 |
| 8 | 8 | 8 | 8 |
| 9 | 9 | 9 | 9 |

- 1
- 2
- 3
- 4
- 5
- 6

PLEASE DO NOT MARK IN THIS AREA

SERIAL #

VCU Campus Contributed Items for the Noel Levitz Student Satisfaction Inventory
Fall 2012

Customized Questions

- 74. Students are provided encouragement and opportunities to conduct research.
- 75. On-line courses to facilitate my ability to graduate on time.
- 76. Experience with a course taught on-line.
- 77. Summer session courses to meet requirements in my major.
- 78. Summer session courses to meet University Core requirements.
- 79. Students of different races, ethnicities and national backgrounds are welcomed at VCU.
- 80. Opportunities and activities that promote multicultural understanding.
- 81. I have opportunities to participate in service learning and activities that contribute to the welfare of the community.
- 82. Faculty are using creative and innovative methods to facilitate student success and learning.
- 83. Ability to address several student service needs (e.g. financial aid, registrar) in a "one stop shop."

Demographic Item

- 114. Has anyone in your immediate family graduated from college? (Yes; No; Unsure)