4-Year College and University Version

Laurie A. Schreiner, Ph.D., and Stephanie L. Juillerat, Ph.D. Copyright 1994, Noel-Levitz, Inc. All rights reserved.

Dear Student,

Your institution is interested in systematically listening to its students. Therefore, your thoughtful and honest responses to this inventory are very important.

You are part of a sample of students carefully selected to share feedback about your college experiences thus far. Your responses will give your campus leadership insights about the aspects of college that are important to you as well as how satisfied you are with them.

To preserve confidentiality, your name is not requested.

vou for your participation.

Instructions:

- 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.

Each item below describes an expectation about your experiences on this campus. On the *left*, tell us how <u>important</u> it is for your institution to meet this expectation. On the *right* tell us how <u>satisfied</u> you are that your institution has met this expectation.

... My level of satisfaction Importance to me . . . not available/not used 1 - not important at all 2 - not very important very satisfied - 7 3 - somewhat unimportant satisfied - 6 4 - neutral somewhat satisfied - 5 5 - somewhat important 6 - important neutral - 4 somewhat dissatisfied - 3 7 - very important not very satisfied - 2 not satisfied at all - 1 does not apply 1 2 3 4 5 6 7 1 2 3 4 5 6 7 1 2 3 4 5 6 7 1 2 3 4 5 6 7 1234567 Most students feel a sense of belonging here. 1234567 1234567 The campus staff are caring and helpful. Faculty care about me as an individual. Admissions staff are knowledgeable. 1 2 3 4 5 6 7 1 2 3 4 5 6 7 1 2 3 4 5 6 7 1 2 3 4 5 6 7 1234567 1234567 1234567 1234567 Financial aid counselors are helpful. My academic advisor is approachable. 6. The campus is safe and secure for all students. The content of the courses within my major is valuable. 1 2 3 4 5 6 7 1 2 3 4 5 6 7 1 2 3 4 5 6 7 1 2 3 4 5 6 7 1234567 A variety of intramural activities are offered. 1234567 1234567 10. Administrators are approachable to students. 11. Billing policies are reasonable.

12. Financial aid awards are announced to students in time to be helpful in college planning.
13. Library staff are helpful and approachable.
14. My academic advisor is concerned about my success as an individual.

15. The staff in the health services area are competent.16. The instruction in my major field is excellent.

17. Adequate financial aid is available for most students.18. Library resources and services are adequate.

My academic advisor helps me set goals to work toward.
 The business office is open during hours which are convenient for most students.

PLEASE DO NOT MARK IN THIS AREA

SERIAL #

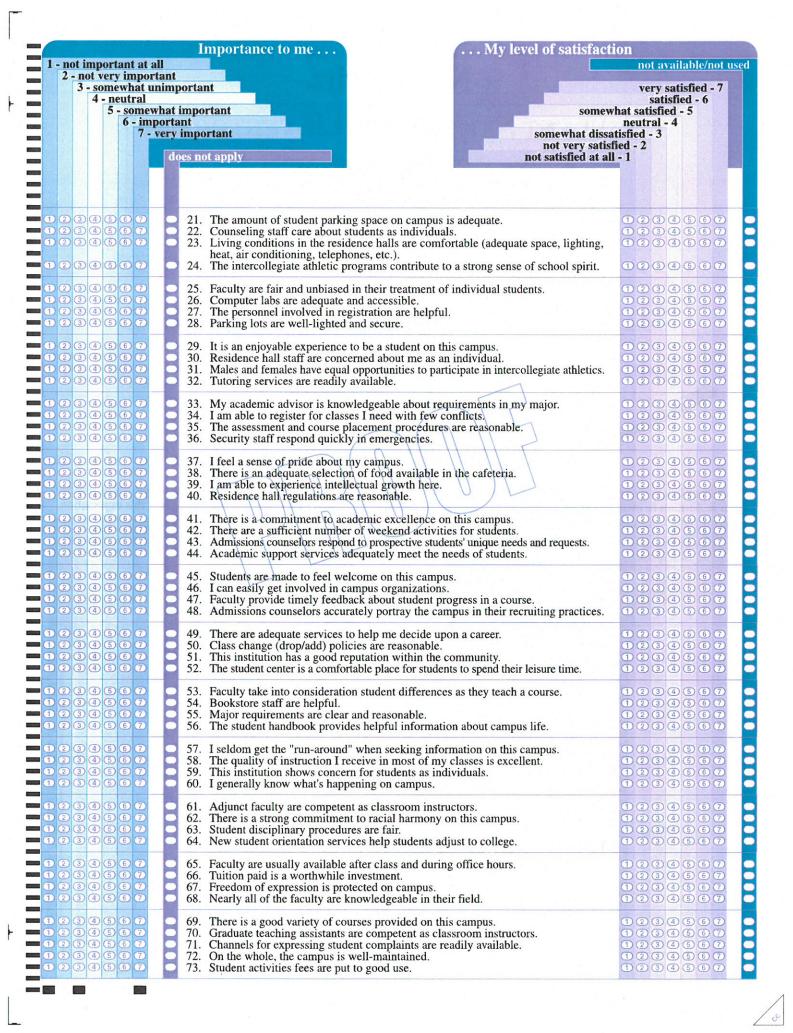
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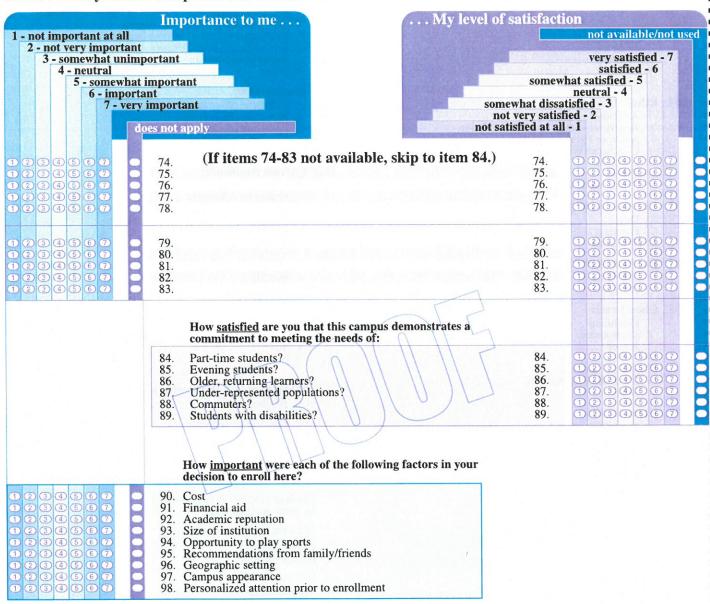
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Your institution may choose to provide you with additional questions on a separate sheet. The section below numbered 74 - 83 is provided as a response area for those additional questions. Continue on to item 84 when you have completed this section.



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?
 - Much worse than I expected
 - Quite a bit worse than I expected Worse than I expected
 - About what I expected
 - Better than I expected
 - Quite a bit better than I expected
 - Much better than I expected
- 100. Rate your overall satisfaction with your experience here thus far.
 - Not satisfied at all
 - Not very satisfied
 - Somewhat dissatisfied
 - Neutral
 - Somewhat satisfied
 - Satisfied
 - Very satisfied

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

- Definitely not
- Probably not
- Maybe not
- I don't know
- Maybe yes
- Probably yes
- 7 Definitely yes

103 C 1	nd darken the corresponding oval for each of the items below		
102. Gender: Female	109. Educational Goal: 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		
	110. Employment: 1 Full-time off campus 2 Part-time off campus 3 Full-time on campus 4 Part-time on campus 5 Not employed 111. Current Residence: 1 Residence hall 2 Fraternity / Sorority 3 Own house 4 Rent room or apartment off campus 5 Parent's home 6 Other 112. Residence Classification: 1 In-state 2 Out-of-state 3 International (not U.S. citizen)		
		Physical disability or a diagnosed learning disability? Yes No 114. When I entered this institution, it was my: 1 lst choice 2nd choice 3 3rd choice or lower	
		6 3.5 or above	Student ID/SSN if requested by your institution:
		Your numeric identifier is requested for research	Write the requested number in the spaces of 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
	purposes and will not appear on any report. Your response is voluntary.	the box provided. Completely darken the corresponding oval. 4 4 4 4 4 4 4 4 4 4 4 5 5 5 5 5 5 5 5	
Fill in major code from list provided by your institution.	116. Item requested by your institution:		
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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)