

## Noel Levitz Student Satisfaction Inventory – Spring 2021

### Campus Climate Items

Several strengths were identified among the campus climate items. Three of the four strengths (22, 27, and 36) were also identified as strengths the last time the survey was administered in 2019. Satisfaction ratings for each of the strengths was higher for CR than for the comparison group. This was not true of the challenge that was identified. CR students reported higher satisfaction to “This school does whatever it can to help me reach my educational goals” but they also reported this item as more important to them than the comparison group.

		2021 Spring							
		College of the Redwoods Averages				National Comparison Group			
Item No	Item	Strength / Challenge (CR 2021)	Importance (CR 2021)	Satisfaction (CR 2021)	Gap (CR 2021)	Importance (National Avg 2021)	Satisfaction (National Avg 2021)	Gap (National Avg 2021)	Satisfaction Difference (2021)
1	Most students feel a sense of belonging here.	Neither	5.94	5.6	0.34	5.9	5.61	0.29	-0.01
2	Faculty care about me as an individual.	Neither	6.31	5.89	0.42	6.14	5.63	0.51	0.26
16	The college shows concern for students as individuals.	Neither	6.34	5.71	0.63	6.23	5.48	0.75	0.23
22	People on this campus respect and are supportive of each other.	Strength	6.45	6.14	0.31	6.24	5.77	0.47	0.37
27	The campus staff are caring and helpful.	Strength	6.42	6.09	0.33	6.3	5.88	0.42	0.21
28	It is an enjoyable experience to be a student on this campus.	Neither	6.29	5.93	0.36	6.3	5.8	0.5	0.13
31	The campus is safe and secure for all students.	Strength	6.59	6.06	0.53	6.5	5.98	0.52	0.08
36	Students are made to feel welcome on this campus.	Strength	6.45	6.18	0.27	6.36	5.96	0.4	0.22
44	I generally know what's happening on campus.	Neither	5.83	5.5	0.33	5.83	5.37	0.46	0.13
45	This institution has a good reputation within the community.	Neither	6.35	6.13	0.22	6.25	5.95	0.3	0.18
52	This school does whatever it can to help me reach my educational goals.	Challenge	6.46	5.76	0.7	6.36	5.62	0.74	0.14
57	Administrators are approachable to students.	Neither	6.35	5.81	0.54	6.24	5.71	0.53	0.1
59	New student orientation services help students adjust to college.	Neither	6.2	5.62	0.58	6.11	5.63	0.48	-0.01
63	I seldom get the "run-around" when seeking information on this campus.	Neither	6.29	5.47	0.82	6.15	5.43	0.72	0.04
67	Channels for expressing student complaints are readily available.	Neither	6.25	5.17	1.08	6.15	5.3	0.85	-0.13

## Strengths

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- Academic support services adequately meet the needs of students.
- Admissions staff are knowledgeable.
- Billing policies are reasonable.
- Campus item: The electronic resources offered at CR (WebAdvisor, Canvas, etc.) adequately meet my needs.
- Class change (drop/add) policies are reasonable.
- Counseling staff care about students as individuals.
- Faculty are fair and unbiased in their treatment of individual students.
- Faculty are usually available after class and during office hours.
- I am able to experience intellectual growth here.
- Nearly all of the faculty are knowledgeable in their fields.
- People on this campus respect and are supportive of each other.
- Students are made to feel welcome on this campus.
- The amount of student parking space on campus is adequate.
- The campus is safe and secure for all students.
- The campus staff are caring and helpful.
- There are convenient ways of paying my school bill.

## Challenges

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- Campus item: The institution helps me understand how to plan next semester's class schedule.
- Campus item: The institution helps me understand the courses and course sequences required to reach my educational goal.
- Campus item: The institution helps me understand when courses should be taken.
- Computer labs are adequate and accessible.
- Faculty provide timely feedback about student progress in a course.
- Financial aid awards are announced to students in time to be helpful in college planning.
- I am able to register for classes I need with few conflicts.
- My academic advisor is knowledgeable about my program requirements.
- Policies and procedures regarding registration and course selection are clear and well-publicized.
- Security staff respond quickly in emergencies.
- The quality of instruction I receive in most of my classes is excellent.
- This school does whatever it can to help me reach my educational goals.

College of the Redwoods vs. National Comparison Averages for each Question

		College of the Redwoods Averages				National Comparison Group Averages			
Item No	Item	Strength / Challenge (CR 2021)	Importance (CR 2021)	Satisfaction (CR 2021)	Gap (CR 2021)	Importance (National Avg 2021)	Satisfaction (National Avg 2021)	Gap (National Avg 2021)	Satisfaction Difference (2021)
1	Most students feel a sense of belonging here.	Neither	5.94	5.6	0.34	5.9	5.61	0.29	-0.01
2	Faculty care about me as an individual.	Neither	6.31	5.89	0.42	6.14	5.63	0.51	0.26
3	The quality of instruction in the vocational/technical programs is excellent.	Neither	6.49	5.81	0.68	6.24	5.64	0.6	0.17
4	Security staff are helpful.	Neither	6.01	5.51	0.5	6.06	5.61	0.45	-0.1
5	The personnel involved in registration are helpful.	Neither	6.34	5.91	0.43	6.33	5.71	0.62	0.2
6	My academic advisor is approachable.	Neither	6.42	5.86	0.56	6.38	5.78	0.6	0.08
7	Adequate financial aid is available for most students.	Neither	6.49	5.96	0.53	6.33	5.52	0.81	0.44
8	Classes are scheduled at times that are convenient for me.	Neither	6.47	5.85	0.62	6.44	5.72	0.72	0.13
9	Internships or practical experiences are provided in my degree/certificate program.	Neither	6.08	5.25	0.83	6.11	5.32	0.79	-0.07
10	Child care facilities are available on campus.	Neither	5.65	5.29	0.36	5.05	4.64	0.41	0.65
11	Security staff respond quickly in emergencies.	Challenge	6.52	5.68	0.84	6.31	5.62	0.69	0.06
12	My academic advisor helps me set goals to work toward.	Neither	6.36	5.72	0.64	6.2	5.44	0.76	0.28
13	Financial aid awards are announced to students in time to be helpful in college planning.	Challenge	6.41	5.71	0.7	6.25	5.36	0.89	0.35
14	Library resources and services are adequate.	Neither	6.39	5.85	0.54	6.32	6.01	0.31	-0.16
15	I am able to register for classes I need with few conflicts.	Challenge	6.57	5.87	0.7	6.44	5.75	0.69	0.12
16	The college shows concern for students as individuals.	Neither	6.34	5.71	0.63	6.23	5.48	0.75	0.23
17	Personnel in the Veterans' Services program are helpful.	Neither	6	5.7	0.3	5.64	5.29	0.35	0.41
18	The quality of instruction I receive in most of my classes is excellent.	Challenge	6.63	5.81	0.82	6.49	5.72	0.77	0.09
19	This campus provides effective support services for displaced homemakers.	Neither	6.01	5.68	0.33	5.74	5.3	0.44	0.38

		College of the Redwoods Averages				National Comparison Group Averages			
Item No	Item	Strength / Challenge (CR 2021)	Importance (CR 2021)	Satisfaction (CR 2021)	Gap (CR 2021)	Importance (National Avg 2021)	Satisfaction (National Avg 2021)	Gap (National Avg 2021)	Satisfaction Difference (2021)
20	Financial aid counselors are helpful.	Neither	6.48	5.85	0.63	6.27	5.47	0.8	0.38
21	There are a sufficient number of study areas on campus.	Neither	6.22	5.86	0.36	6.26	5.9	0.36	-0.04
22	People on this campus respect and are supportive of each other.	Strength	6.45	6.14	0.31	6.24	5.77	0.47	0.37
23	Faculty are understanding of students' unique life circumstances.	Neither	6.43	5.98	0.45	6.31	5.58	0.73	0.4
24	Parking lots are well-lighted and secure.	Neither	6.45	5.83	0.62	6.26	5.58	0.68	0.25
25	My academic advisor is concerned about my success as an individual.	Neither	6.34	5.63	0.71	6.28	5.47	0.81	0.16
26	Library staff are helpful and approachable.	Neither	6.37	6.22	0.15	6.2	5.97	0.23	0.25
27	The campus staff are caring and helpful.	Strength	6.42	6.09	0.33	6.3	5.88	0.42	0.21
28	It is an enjoyable experience to be a student on this campus.	Neither	6.29	5.93	0.36	6.3	5.8	0.5	0.13
29	Faculty are fair and unbiased in their treatment of individual students.	Strength	6.57	6.11	0.46	6.4	5.75	0.65	0.36
30	The career services office provides students with the help they need to get a job.	Neither	6.3	5.68	0.62	6.18	5.55	0.63	0.13
31	The campus is safe and secure for all students.	Strength	6.59	6.06	0.53	6.5	5.98	0.52	0.08
32	My academic advisor is knowledgeable about my program requirements.	Challenge	6.53	5.77	0.76	6.45	5.75	0.7	0.02
33	Admissions counselors accurately portray the campus in their recruiting practices.	Neither	6.1	5.94	0.16	6.13	5.64	0.49	0.3
34	Computer labs are adequate and accessible.	Challenge	6.43	5.53	0.9	6.33	6.01	0.32	-0.48
35	Policies and procedures regarding registration and course selection are clear and well-publicized.	Challenge	6.44	5.64	0.8	6.35	5.75	0.6	-0.11
36	Students are made to feel welcome on this campus.	Strength	6.45	6.18	0.27	6.36	5.96	0.4	0.22
37	Faculty take into consideration student differences as they teach a course.	Neither	6.38	6.02	0.36	6.25	5.52	0.73	0.5
38	The student center is a comfortable place for students to spend their leisure time.	Neither	5.99	5.84	0.15	6.05	5.77	0.28	0.07
39	The amount of student parking space on campus is adequate.	Strength	6.48	6.23	0.25	6.26	5.18	1.08	1.05

		College of the Redwoods Averages				National Comparison Group Averages			
Item No	Item	Strength / Challenge (CR 2021)	Importance (CR 2021)	Satisfaction (CR 2021)	Gap (CR 2021)	Importance (National Avg 2021)	Satisfaction (National Avg 2021)	Gap (National Avg 2021)	Satisfaction Difference (2021)
40	My academic advisor is knowledgeable about the transfer requirements of other schools.	Neither	6.52	5.95	0.57	6.35	5.58	0.77	0.37
41	Admissions staff are knowledgeable.	Strength	6.51	6.06	0.45	6.36	5.82	0.54	0.24
42	The equipment in the lab facilities is kept up to date.	Neither	6.31	5.75	0.56	6.31	5.78	0.53	-0.03
43	Class change (drop/add) policies are reasonable.	Strength	6.46	6.1	0.36	6.3	5.83	0.47	0.27
44	I generally know what's happening on campus.	Neither	5.83	5.5	0.33	5.83	5.37	0.46	0.13
45	This institution has a good reputation within the community.	Neither	6.35	6.13	0.22	6.25	5.95	0.3	0.18
46	Faculty provide timely feedback about student progress in a course.	Challenge	6.55	5.83	0.72	6.35	5.61	0.74	0.22
47	There are adequate services to help me decide upon a career.	Neither	6.39	5.68	0.71	6.25	5.63	0.62	0.05
48	Counseling staff care about students as individuals.	Strength	6.52	6.05	0.47	6.29	5.71	0.58	0.34
49	Admissions counselors respond to prospective students' unique needs and requests.	Neither	6.43	5.94	0.49	6.24	5.66	0.58	0.28
50	Tutoring services are readily available.	Neither	6.39	6.01	0.38	6.3	5.89	0.41	0.12
51	There are convenient ways of paying my school bill.	Strength	6.5	6.25	0.25	6.35	5.82	0.53	0.43
52	This school does whatever it can to help me reach my educational goals.	Challenge	6.46	5.76	0.7	6.36	5.62	0.74	0.14
53	The assessment and course placement procedures are reasonable.	Neither	6.37	5.95	0.42	6.26	5.75	0.51	0.2
54	Faculty are interested in my academic problems.	Neither	6.37	5.83	0.54	6.21	5.54	0.67	0.29
55	Academic support services adequately meet the needs of students.	Strength	6.51	6.12	0.39	6.27	5.71	0.56	0.41
56	The business office is open during hours which are convenient for most students.	Neither	6.37	5.71	0.66	6.23	5.75	0.48	-0.04
57	Administrators are approachable to students.	Neither	6.35	5.81	0.54	6.24	5.71	0.53	0.1
58	Nearly all of the faculty are knowledgeable in their fields.	Strength	6.72	6.33	0.39	6.47	5.95	0.52	0.38
59	New student orientation services help students adjust to college.	Neither	6.2	5.62	0.58	6.11	5.63	0.48	-0.01
60	Billing policies are reasonable.	Strength	6.4	6.09	0.31	6.27	5.71	0.56	0.38
61	Faculty are usually available after class and during office hours.	Strength	6.45	6.26	0.19	6.35	5.92	0.43	0.34

Item No	Item	College of the Redwoods Averages				National Comparison Group Averages			Satisfaction Difference (2021)
		Strength / Challenge (CR 2021)	Importance (CR 2021)	Satisfaction (CR 2021)	Gap (CR 2021)	Importance (National Avg 2021)	Satisfaction (National Avg 2021)	Gap (National Avg 2021)	
61	Faculty are usually available after class and during office hours.	Strength	6.45	6.26	0.19	6.35	5.92	0.43	0.34
62	Bookstore staff are helpful.	Neither	6.09	5.83	0.26	6.2	5.88	0.32	-0.05
63	I seldom get the "run-around" when seeking information on this campus.	Neither	6.29	5.47	0.82	6.15	5.43	0.72	0.04
64	Nearly all classes deal with practical experiences and applications.	Neither	6.34	5.71	0.63	6.25	5.7	0.55	0.01
65	Students are notified early in the term if they are doing poorly in a class.	Neither	6.28	5.57	0.71	6.26	5.31	0.95	0.26
66	Program requirements are clear and reasonable.	Neither	6.62	6.01	0.61	6.42	5.85	0.57	0.16
67	Channels for expressing student complaints are readily available.	Neither	6.25	5.17	1.08	6.15	5.3	0.85	-0.13
68	On the whole, the campus is well-maintained.	Neither	6.34	6.19	0.15	6.38	6.09	0.29	0.1
69	There is a good variety of courses provided on this campus.	Neither	6.54	5.87	0.67	6.43	5.98	0.45	-0.11
70	I am able to experience intellectual growth here.	Strength	6.55	6.15	0.4	6.48	6.06	0.42	0.09
81	Institution's commitment to part-time students?	Neither		6.07			5.9		0.17
82	Institution's commitment to evening students?	Neither		5.88			5.76		0.12
83	Institution's commitment to older, returning learners?	Neither		6.01			5.87		0.14
84	Institution's commitment to under-represented populations?	Neither		5.97			5.8		0.17
85	Institution's commitment to commuters?	Neither		5.62			5.76		-0.14
86	Institution's commitment to students with disabilities?	Neither		6.2			5.93		0.27
87	Cost as factor in decision to enroll.	Neither	6.34			6.38			
88	Financial aid as factor in decision to enroll.	Neither	6.21			6.16			
89	Academic reputation as factor in decision to enroll.	Neither	5.81			6.01			
90	Size of institution as factor in decision to enroll.	Neither	5.01			5.33			
91	Opportunity to play sports as factor in decision to enroll.	Neither	3.66			3.93			
92	Recommendations from family/friends as factor in decision to enroll.	Neither	4.68			5.18			
93	Geographic setting as factor in decision to enroll.	Neither	5.7			5.68			
94	Campus appearance as factor in decision to enroll.	Neither	5.05			5.41			
95	Personalized attention prior to enrollment as factor in decision to enroll.	Neither	5.15			5.57			