

Expand Student Opportunities for Personal and Academic Growth

Noel Levitz Student Satisfaction Inventory Institutional Summary Report

Years 2012, 2015, 2017

***Cultivate the Crowder Culture of Service**
Student Satisfaction Inventory
Institutional Summary Report
TARGET: Remain Above National Community College Satisfaction
Note: Data Point additions in May of odd years

	National Community Colleges 2017			National Community Colleges 2015			National Community Colleges 2012		
	Crowder College SSI 2017 Satisfaction	Mean Difference 2017		Crowder College SSI 2015 Satisfaction	Mean Difference 2015		Crowder College SSI 2012 Satisfaction	Mean Difference 2012	
Academic Advising/Counseling	6.17	5.42	0.75	5.83	5.32	0.51	5.84	5.20	0.64
Academic Services	6.14	5.70	0.44	5.96	5.62	0.34	5.99	5.49	0.50
Admissions and Financial Aid	6.07	5.38	0.69	5.76	5.30	0.46	5.93	5.16	0.77
Campus Climate	6.10	5.50	0.60	5.78	5.43	0.35	5.96	5.32	0.64
Campus Support Services	5.70	5.21	0.49	5.47	5.11	0.36	5.53	4.98	0.55
Concern for the Individual	6.12	5.43	0.69	5.78	5.34	0.44	5.89	5.23	0.66
Instructional Effectiveness	6.08	5.58	0.50	5.77	5.51	0.26	5.93	5.42	0.51
Registration Effectiveness	6.17	5.60	0.57	5.81	5.53	0.28	6.01	5.44	0.57
Responsiveness to Diverse Populations	6.29	5.66	0.63	5.93	5.60	0.33	6.13	5.51	0.62
Safety and Security	5.93	5.34	0.59	5.61	5.23	0.38	5.65	5.03	0.62
Service Excellence	6.09	5.48	0.61	5.75	5.40	0.35	5.92	5.29	0.63
Student Centeredness	6.17	5.56	0.61	5.85	5.48	0.37	6.02	5.39	0.63

Noel Levitz Student Satisfaction Inventory Institutional Summary: Year to Year Report

Years 2012, 2015, 2017

***Cultivate the Crowder Culture of Service**
Student Satisfaction Inventory
Institutional Summary Report
TARGET: Increase Crowder College Satisfaction
Note: Data Point additions in May of odd years

	Crowder College SSI 2017 Satisfaction	Mean Difference 2015 to 2017	Crowder College SSI 2015 Satisfaction	Crowder College SSI 2012 Satisfaction	Mean Difference 2015
	Academic Advising/Counseling	6.17	0.34	5.83	5.84
Academic Services	6.14	0.18	5.96	5.99	-0.03
Admissions and Financial Aid	6.07	0.31	5.76	5.93	-0.17
Campus Climate	6.10	0.32	5.78	5.96	-0.18
Campus Support Services	5.70	0.23	5.47	5.53	-0.06
Concern for the Individual	6.12	0.34	5.78	5.89	-0.11
Instructional Effectiveness	6.08	0.31	5.77	5.93	-0.16
Registration Effectiveness	6.17	0.36	5.81	6.01	-0.20
Responsiveness to Diverse Populations	6.29	0.36	5.93	6.13	-0.20
Safety and Security	5.93	0.32	5.61	5.65	-0.04
Service Excellence	6.09	0.34	5.75	5.92	-0.17
Student Centeredness	6.17	0.32	5.85	6.02	-0.17