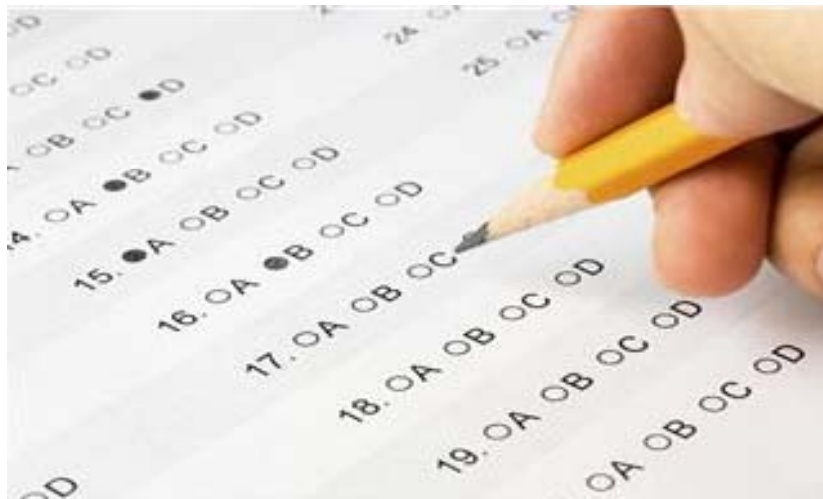




Office of Institutional Research

## Noel Levitz Student Satisfaction Inventory CAMPUS/SITE ANALYSIS



Prepared by the Office of Institutional Research

6/26/2012

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### Summary

- ✓ City Park students rated 6 items higher than other campus/sites
- ✓ West Bank students rated 8 items higher than other campus/sites
- ✓ Nursing students rated 20 items higher than other campus/sites
- ✓ Covington students rated 4 items higher than other campus/sites
- ✓ Slidell students rated 5 items higher than other campus/sites
- ✓ \*Technical Sites students rated 46 items higher than other campus/sites, making them the most satisfied campus/site
  
- ✓ City Park students rated 7 items lower than other campus/sites
- ✓ West Bank students rated 7 items lower than other campus/sites
- ✓ Nursing students rated 3 items lower than other campus/sites
- ✓ Covington students rated 12 items lower than other campus/sites
- ✓ Slidell students rated 53 items lower than other campus/sites, making them the most dissatisfied students
- ✓ \*Technical Sites students rated 7 items lower than other campus/sites
  
- ✓ Number of students responding by each campus/site: City Park 375, West Bank 103, Nursing 82, Covington 64, Slidell 41, Technical Sites 28
- \* The small number of students responding should be taken into account when reviewing those result.

## Noel-Levitz Student Satisfaction Inventory

**Spring 2012**

Campus/Site Analysis

Chronological Listing

	City Park	West Bank	Charity	Covington	Slidell	Technical Sites	Gap Highest-Lowest
SAT: Most students feel a sense of belonging here.	5.13	5.10	5.04	5.26	4.92	5.89	0.97
SAT: Faculty care about me as an individual.	5.30	5.34	5.35	5.11	4.90	5.52	0.62
SAT: The quality of instruction in the vocational/technical programs is excellent.	5.43	5.36	5.49	5.63	5.06	5.68	0.62
SAT: Security staff are helpful.	5.20	5.35	5.73	5.55	5.45	6.07	0.88
SAT: The personnel involved in registration are helpful.	4.85	5.16	4.84	4.84	5.50	5.44	0.66
SAT: My academic advisor is approachable.	5.16	5.67	5.76	5.21	5.59	4.96	0.80
SAT: Adequate financial aid is available for most students.	5.36	5.44	5.55	5.51	5.03	5.89	0.86
SAT: Classes are scheduled at times that are convenient for me.	5.63	5.89	5.59	5.33	5.38	5.62	0.56
SAT: Internships or practical experiences are provided in my degree/certificate program.	5.12	5.05	6.03	5.54	4.89	5.16	1.13
SAT: Child care facilities are available on campus.	4.83	3.71	4.23	3.33	2.92	4.67	1.92
SAT: Security staff respond quickly in emergencies.	5.42	5.46	5.68	5.53	5.41	6.50	1.09
SAT: My academic advisor helps me set goals to work toward.	4.91	5.37	5.43	5.09	5.03	5.12	0.53
SAT: Financial aid awards are announced to students in time to be helpful in college planning.	4.98	4.91	4.72	4.60	4.43	5.85	1.42
SAT: Library resources and services are adequate.	5.62	5.75	5.73	5.13	5.24	5.65	0.63

Scale is 1 to 7, 7 = Very satisfied

Light tinted blocks contain the lowest rating, dark tinted blocks contain the highest rating.

## Noel-Levitz Student Satisfaction Inventory

**Spring 2012**

Campus/Site Analysis

Chronological Listing

	City Park	West Bank	Charity	Covington	Slidell	Technical Sites	Gap Highest-Lowest
SAT: I am able to register for classes I need with few conflicts.	5.30	5.45	4.81	4.58	5.33	5.74	1.16
SAT: The college shows concern for students as individuals.	4.82	4.97	4.74	4.57	4.87	5.48	0.91
SAT: Personnel in the Veterans' Services program are helpful.	5.29	5.76	5.27	5.08	5.83	5.70	0.75
SAT: The quality of instruction I receive in most of my classes is excellent.	5.71	5.70	5.63	5.85	5.18	5.85	0.67
SAT: This campus provides effective support services for displaced homemakers.	4.99	4.33	4.91	4.82	4.82	4.93	0.65
SAT: Financial aid counselors are helpful.	4.75	4.83	4.64	4.07	4.28	5.25	1.18
SAT: There are a sufficient number of study areas on campus.	5.21	4.96	5.26	4.73	4.26	5.38	1.12
SAT: People on this campus respect and are supportive of each other.	5.00	4.99	5.18	5.46	5.34	5.67	0.68
SAT: Faculty are understanding of students' unique life circumstances.	5.29	5.31	5.09	5.26	5.03	5.82	0.80
SAT: Parking lots are well-lighted and secure.	5.15	4.84	4.37	4.30	3.53	5.58	2.06
SAT: My academic advisor is concerned about my success as an individual.	4.95	5.30	5.62	4.86	4.83	5.17	0.79
SAT: Library staff are helpful and approachable.	5.69	5.90	6.08	5.72	5.54	5.60	0.54
SAT: The campus staff are caring and helpful.	5.21	5.29	5.56	4.79	4.97	5.71	0.93
SAT: It is an enjoyable experience to be a student on this campus.	5.28	5.12	5.27	5.23	5.11	5.78	0.67

## Noel-Levitz Student Satisfaction Inventory

**Spring 2012**

Campus/Site Analysis

Chronological Listing

	City Park	West Bank	Charity	Covington	Slidell	Technical Sites	Gap Highest-Lowest
SAT: Faculty are fair and unbiased in their treatment of individual students.	5.40	5.31	5.32	5.62	5.38	5.67	0.36
SAT: The career services office provides students with the help they need to get a job.	5.00	4.75	4.73	5.06	5.16	5.50	0.77
SAT: The campus is safe and secure for all students.	5.49	5.40	5.95	5.58	5.54	5.81	0.55
SAT: My academic advisor is knowledgeable about my program requirements.	5.32	5.55	5.95	5.34	5.29	5.46	0.66
SAT: Admissions counselors accurately portray the campus in their recruiting practices.	5.02	5.16	5.02	4.90	5.33	4.86	0.48
SAT: Computer labs are adequate and accessible.	5.58	5.67	5.68	5.34	5.16	6.41	1.25
SAT: Policies and procedures regarding registration and course selection are clear and well-publicized.	5.23	5.43	5.10	5.03	5.00	5.93	0.93
SAT: Students are made to feel welcome on this campus.	5.39	5.55	5.60	5.13	5.16	5.79	0.66
SAT: Faculty take into consideration student differences as they teach a course.	5.20	5.07	5.07	5.27	5.03	5.73	0.70
SAT: The student center is a comfortable place for students to spend their leisure time.	5.19	5.01	4.95	4.83	4.46	4.86	0.74
SAT: The amount of student parking space on campus is adequate.	3.96	4.46	3.14	3.86	2.06	5.83	3.77

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## Noel-Levitz Student Satisfaction Inventory

**Spring 2012**

Campus/Site Analysis

Chronological Listing

	City Park	West Bank	Charity	Covington	Slidell	Technical Sites	Gap Highest-Lowest
SAT: My academic advisor is knowledgeable about the transfer requirements of other schools.	5.08	5.49	5.08	5.14	5.55	5.05	0.50
SAT: Admissions staff are knowledgeable.	5.11	5.47	5.37	5.00	5.45	5.38	0.47
SAT: The equipment in the lab facilities is kept up to date.	5.46	5.37	5.54	5.28	5.08	5.19	0.46
SAT: Class change (drop/add) policies are reasonable.	5.47	6.07	5.64	5.95	5.51	5.59	0.60
SAT: I generally know what's happening on campus.	5.22	5.25	5.43	5.14	5.19	5.92	0.78
SAT: This institution has a good reputation within the community.	5.39	5.30	5.76	5.50	5.06	5.69	0.70
SAT: Faculty provide timely feedback about student progress in a course.	5.50	5.45	5.83	5.41	4.92	5.46	0.91
SAT: There are adequate services to help me decide upon a career.	5.16	5.16	5.59	5.23	4.90	5.68	0.78
SAT: Counseling staff care about students as individuals.	5.05	5.33	5.45	5.06	4.88	5.50	0.62
SAT: Admissions counselors respond to prospective students' unique needs and requests.	5.07	5.59	4.97	4.91	5.18	5.23	0.68
SAT: Tutoring services are readily available.	5.37	5.30	5.58	5.74	5.74	5.22	0.52
SAT: There are convenient ways of paying my school bill.	5.56	5.59	5.86	5.57	5.82	5.91	0.35
SAT: This school does whatever it can to help me reach my educational goals.	5.01	5.03	4.93	4.93	4.67	5.48	0.81

## Noel-Levitz Student Satisfaction Inventory

**Spring 2012**

Campus/Site Analysis

Chronological Listing

	City Park	West Bank	Charity	Covington	Slidell	Technical Sites	Gap Highest-Lowest
SAT: The assessment and course placement procedures are reasonable.	5.35	5.34	5.61	5.49	5.39	5.46	0.27
SAT: Faculty are interested in my academic problems.	5.26	5.08	5.21	4.95	4.62	5.12	0.64
SAT: Academic support services adequately meet the needs of students.	5.13	4.96	5.49	5.02	4.97	4.90	0.59
SAT: The business office is open during hours which are convenient for most students.	5.10	4.94	5.49	5.02	5.26	4.92	0.57
SAT: Administrators are approachable to students.	5.08	5.41	5.24	5.20	5.29	5.28	0.33
SAT: Nearly all of the faculty are knowledgeable in their fields.	5.58	5.78	5.89	5.45	5.42	5.56	0.47
SAT: New student orientation services help students adjust to college.	5.38	5.34	5.32	4.92	4.90	5.38	0.48
SAT: Billing policies are reasonable.	5.30	5.49	5.60	5.62	5.81	5.21	0.60
SAT: Faculty are usually available after class and during office hours.	5.74	5.73	6.21	5.65	5.46	5.83	0.75
SAT: Bookstore staff are helpful.	5.43	5.79	5.01	5.70	5.10	6.10	1.09
SAT: I seldom get the "run-around" when seeking information on this campus.	4.37	4.82	4.31	4.07	4.38	4.27	0.75
SAT: Nearly all classes deal with practical experiences and applications.	5.36	5.38	5.84	5.44	5.22	6.17	0.94
SAT: Students are notified early in the term if they are doing poorly in a class.	5.06	5.18	5.64	5.19	4.54	5.32	1.10
SAT: Program requirements are clear and reasonable.	5.51	5.49	5.63	5.66	5.33	5.65	0.33

## Noel-Levitz Student Satisfaction Inventory

**Spring 2012**

Campus/Site Analysis

Chronological Listing

	City Park	West Bank	Charity	Covington	Slidell	Technical Sites	Gap Highest-Lowest
SAT: Channels for expressing student complaints are readily available.	4.65	4.72	4.58	4.27	3.67	5.68	2.02
SAT: On the whole, the campus is well-maintained.	5.52	5.72	5.47	5.13	4.95	5.74	0.79
SAT: There is a good variety of courses provided on this campus.	5.69	5.61	5.90	5.21	4.67	5.76	1.23
SAT: I am able to experience intellectual growth here.	5.60	5.52	5.81	5.68	5.16	5.73	0.64
All services I need are available on my primary campus.	5.13	4.97	4.92	5.19	4.90	5.53	0.63
I am satisfied with the student activities available on my primary campus.	5.43	5.54	5.73	5.42	5.00	6.07	1.07
I am satisfied with the knowledge of the faculty & staff on my primary campus about student activities available.	5.84	5.81	6.07	5.84	5.14	5.71	0.94
I am satisfied with the number of times I have to go to another campus or site to obtain services.	5.63	5.47	5.74	5.80	5.52	6.08	0.61
I am satisfied with the availability of on campus classes.	5.68	5.73	5.78	5.30	4.77	5.81	1.04
I am satisfied with the availability of online classes.	5.82	6.05	5.66	5.97	5.56	5.81	0.50
I am satisfied with the amount of time I have to wait to obtain admissions services on my campus.	5.39	5.29	5.32	5.69	5.00	6.00	1.00



## Noel-Levitz Student Satisfaction Inventory

**Spring 2012**

Campus/Site Analysis

Chronological Listing

	City Park	West Bank	Charity	Covington	Slidell	Technical Sites	Gap Highest-Lowest
I am satisfied with the amount of time I have to wait to obtain financial aid services on my campus.	5.83	5.97	5.77	6.23	5.53	5.75	0.70
I am satisfied with the amount of time I have to wait to obtain advisement services on my campus.	5.41	5.07	5.82	5.45	5.12	5.70	0.75
I am satisfied with food service on my primary campus.	5.72	5.73	6.03	6.37	5.97	6.09	0.65
SAT: Satisfaction that campus demonstrates commitment to Part-time students.	5.59	5.68	5.59	5.92	5.46	6.08	0.62
SAT: Satisfaction that campus demonstrates commitment to Evening students.	5.63	5.62	5.59	5.91	5.17	6.09	0.92
SAT: Satisfaction that campus demonstrates commitment to Older, returning learners.	5.56	5.83	5.78	5.75	5.66	6.15	0.59
SAT: Satisfaction that campus demonstrates commitment to Under-represented populations.	5.57	5.64	5.76	5.83	5.45	6.11	0.65
SAT: Satisfaction that campus demonstrates commitment to Commuters.	5.45	5.51	5.25	5.26	5.23	5.86	0.63
SAT: Satisfaction that campus demonstrates commitment to Students with disabilities.	5.70	5.92	5.74	6.16	5.42	6.19	0.77
SAT: So far, how has your college experience met your expectations?	4.70	4.60	4.50	4.53	3.90	4.59	0.80
SAT: Rate your overall satisfaction with your experience here thus far.	5.25	5.23	5.13	5.14	4.65	5.36	0.71
SAT: All in all, if you had it to do over again, would you enroll here?	5.50	5.37	5.43	5.49	4.92	5.82	0.90

Scale is 1 to 7, 7 = Very satisfied

Light tinted blocks contain the lowest rating, dark tinted blocks contain the highest rating.

## Noel-Levitz Student Satisfaction Inventory

**Spring 2012**

Campus/Site Analysis

Questions Ranked by Gap

	City Park	West Bank	Charity	Covington	Slidell	Technical Sites	Gap Highest-Lowest
SAT: The amount of student parking space on campus is adequate.	3.96	4.46	3.14	3.86	2.06	5.83	3.77
SAT: Parking lots are well-lighted and secure.	5.15	4.84	4.37	4.30	3.53	5.58	2.06
SAT: Channels for expressing student complaints are readily available.	4.65	4.72	4.58	4.27	3.67	5.68	2.02
SAT: Child care facilities are available on campus.	4.83	3.71	4.23	3.33	2.92	4.67	1.92
SAT: Financial aid awards are announced to students in time to be helpful in college planning.	4.98	4.91	4.72	4.60	4.43	5.85	1.42
SAT: Computer labs are adequate and accessible.	5.58	5.67	5.68	5.34	5.16	6.41	1.25
SAT: There is a good variety of courses provided on this campus.	5.69	5.61	5.90	5.21	4.67	5.76	1.23
SAT: Financial aid counselors are helpful.	4.75	4.83	4.64	4.07	4.28	5.25	1.18
SAT: I am able to register for classes I need with few conflicts.	5.30	5.45	4.81	4.58	5.33	5.74	1.16
SAT: Internships or practical experiences are provided in my degree/certificate program.	5.12	5.05	6.03	5.54	4.89	5.16	1.13
SAT: There are a sufficient number of study areas on campus.	5.21	4.96	5.26	4.73	4.26	5.38	1.12
SAT: Students are notified early in the term if they are doing poorly in a class.	5.06	5.18	5.64	5.19	4.54	5.32	1.10

Scale is 1 to 7, 7 = Very satisfied

Light tinted blocks contain the lowest rating, dark tinted blocks contain the highest rating.

## Noel-Levitz Student Satisfaction Inventory

**Spring 2012**

Campus/Site Analysis

Questions Ranked by Gap

	City Park	West Bank	Charity	Covington	Slidell	Technical Sites	Gap Highest-Lowest
SAT: Security staff respond quickly in emergencies.	5.42	5.46	5.68	5.53	5.41	6.50	1.09
SAT: Bookstore staff are helpful.	5.43	5.79	5.01	5.70	5.10	6.10	1.09
I am satisfied with the student activities available on my primary campus.	5.43	5.54	5.73	5.42	5.00	6.07	1.07
I am satisfied with the availability of on campus classes.	5.68	5.73	5.78	5.30	4.77	5.81	1.04
I am satisfied with the amount of time I have to wait to obtain admissions services on my campus.	5.39	5.29	5.32	5.69	5.00	6.00	1.00
SAT: Most students feel a sense of belonging here.	5.13	5.10	5.04	5.26	4.92	5.89	0.97
SAT: Nearly all classes deal with practical experiences and applications.	5.36	5.38	5.84	5.44	5.22	6.17	0.94
I am satisfied with the knowledge of the faculty & staff on my primary campus about student activities available.	5.84	5.81	6.07	5.84	5.14	5.71	0.94
SAT: Policies and procedures regarding registration and course selection are clear and well-publicized.	5.23	5.43	5.10	5.03	5.00	5.93	0.93
SAT: The campus staff are caring and helpful.	5.21	5.29	5.56	4.79	4.97	5.71	0.93
SAT: Satisfaction that campus demonstrates commitment to Evening students.	5.63	5.62	5.59	5.91	5.17	6.09	0.92

## Noel-Levitz Student Satisfaction Inventory

**Spring 2012**

Campus/Site Analysis

Questions Ranked by Gap

	City Park	West Bank	Charity	Covington	Slidell	Technical Sites	Gap Highest-Lowest
SAT: The college shows concern for students as individuals.	4.82	4.97	4.74	4.57	4.87	5.48	0.91
SAT: Faculty provide timely feedback about student progress in a course.	5.50	5.45	5.83	5.41	4.92	5.46	0.91
SAT: All in all, if you had it to do over again, would you enroll here?	5.50	5.37	5.43	5.49	4.92	5.82	0.90
SAT: Security staff are helpful.	5.20	5.35	5.73	5.55	5.45	6.07	0.88
SAT: Adequate financial aid is available for most students.	5.36	5.44	5.55	5.51	5.03	5.89	0.86
SAT: This school does whatever it can to help me reach my educational goals.	5.01	5.03	4.93	4.93	4.67	5.48	0.81
SAT: My academic advisor is approachable.	5.16	5.67	5.76	5.21	5.59	4.96	0.80
SAT: So far, how has your college experience met your expectations?	4.70	4.60	4.50	4.53	3.90	4.59	0.80
SAT: Faculty are understanding of students' unique life circumstances.	5.29	5.31	5.09	5.26	5.03	5.82	0.80
SAT: On the whole, the campus is well-maintained.	5.52	5.72	5.47	5.13	4.95	5.74	0.79
SAT: My academic advisor is concerned about my success as an individual.	4.95	5.30	5.62	4.86	4.83	5.17	0.79
SAT: I generally know what's happening on campus.	5.22	5.25	5.43	5.14	5.19	5.92	0.78

## Noel-Levitz Student Satisfaction Inventory

**Spring 2012**

Campus/Site Analysis

Questions Ranked by Gap

	City Park	West Bank	Charity	Covington	Slidell	Technical Sites	Gap Highest-Lowest
SAT: There are adequate services to help me decide upon a career.	5.16	5.16	5.59	5.23	4.90	5.68	0.78
SAT: The career services office provides students with the help they need to get a job.	5.00	4.75	4.73	5.06	5.16	5.50	0.77
SAT: Satisfaction that campus demonstrates commitment to Students with disabilities.	5.70	5.92	5.74	6.16	5.42	6.19	0.77
I am satisfied with the amount of time I have to wait to obtain advisement services on my campus.	5.41	5.07	5.82	5.45	5.12	5.70	0.75
SAT: I seldom get the "run-around" when seeking information on this campus.	4.37	4.82	4.31	4.07	4.38	4.27	0.75
SAT: Personnel in the Veterans' Services program are helpful.	5.29	5.76	5.27	5.08	5.83	5.70	0.75
SAT: Faculty are usually available after class and during office hours.	5.74	5.73	6.21	5.65	5.46	5.83	0.75
SAT: The student center is a comfortable place for students to spend their leisure time.	5.19	5.01	4.95	4.83	4.46	4.86	0.74
SAT: Rate your overall satisfaction with your experience here thus far.	5.25	5.23	5.13	5.14	4.65	5.36	0.71
SAT: Faculty take into consideration student differences as they teach a course.	5.20	5.07	5.07	5.27	5.03	5.73	0.70

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## Noel-Levitz Student Satisfaction Inventory

**Spring 2012**

Campus/Site Analysis

Questions Ranked by Gap

	City Park	West Bank	Charity	Covington	Slidell	Technical Sites	Gap Highest-Lowest
SAT: This institution has a good reputation within the community.	5.39	5.30	5.76	5.50	5.06	5.69	0.70
I am satisfied with the amount of time I have to wait to obtain financial aid services on my campus.	5.83	5.97	5.77	6.23	5.53	5.75	0.70
SAT: Admissions counselors respond to prospective students' unique needs and requests.	5.07	5.59	4.97	4.91	5.18	5.23	0.68
SAT: People on this campus respect and are supportive of each other.	5.00	4.99	5.18	5.46	5.34	5.67	0.68
SAT: The quality of instruction I receive in most of my classes is excellent.	5.71	5.70	5.63	5.85	5.18	5.85	0.67
SAT: It is an enjoyable experience to be a student on this campus.	5.28	5.12	5.27	5.23	5.11	5.78	0.67
SAT: The personnel involved in registration are helpful.	4.85	5.16	4.84	4.84	5.50	5.44	0.66
SAT: My academic advisor is knowledgeable about my program requirements.	5.32	5.55	5.95	5.34	5.29	5.46	0.66
SAT: Students are made to feel welcome on this campus.	5.39	5.55	5.60	5.13	5.16	5.79	0.66
SAT: This campus provides effective support services for displaced homemakers.	4.99	4.33	4.91	4.82	4.82	4.93	0.65

## Noel-Levitz Student Satisfaction Inventory

**Spring 2012**

Campus/Site Analysis

Questions Ranked by Gap

	City Park	West Bank	Charity	Covington	Slidell	Technical Sites	Gap Highest-Lowest
SAT: Satisfaction that campus demonstrates commitment to Under-represented populations.	5.57	5.64	5.76	5.83	5.45	6.11	0.65
I am satisfied with food service on my primary campus.	5.72	5.73	6.03	6.37	5.97	6.09	0.65
SAT: I am able to experience intellectual growth here.	5.60	5.52	5.81	5.68	5.16	5.73	0.64
SAT: Faculty are interested in my academic problems.	5.26	5.08	5.21	4.95	4.62	5.12	0.64
All services I need are available on my primary campus.	5.13	4.97	4.92	5.19	4.90	5.53	0.63
SAT: Satisfaction that campus demonstrates commitment to Commuters.	5.45	5.51	5.25	5.26	5.23	5.86	0.63
SAT: Library resources and services are adequate.	5.62	5.75	5.73	5.13	5.24	5.65	0.63
SAT: Satisfaction that campus demonstrates commitment to Part-time students.	5.59	5.68	5.59	5.92	5.46	6.08	0.62
SAT: Faculty care about me as an individual.	5.30	5.34	5.35	5.11	4.90	5.52	0.62
SAT: Counseling staff care about students as individuals.	5.05	5.33	5.45	5.06	4.88	5.50	0.62
SAT: The quality of instruction in the vocational/technical programs is excellent.	5.43	5.36	5.49	5.63	5.06	5.68	0.62

## Noel-Levitz Student Satisfaction Inventory

**Spring 2012**

Campus/Site Analysis

Questions Ranked by Gap

	City Park	West Bank	Charity	Covington	Slidell	Technical Sites	Gap Highest-Lowest
I am satisfied with the number of times I have to go to another campus or site to obtain services.	5.63	5.47	5.74	5.80	5.52	6.08	0.61
SAT: Class change (drop/add) policies are reasonable.	5.47	6.07	5.64	5.95	5.51	5.59	0.60
SAT: Billing policies are reasonable.	5.30	5.49	5.60	5.62	5.81	5.21	0.60
SAT: Satisfaction that campus demonstrates commitment to Older, returning learners.	5.56	5.83	5.78	5.75	5.66	6.15	0.59
SAT: Academic support services adequately meet the needs of students.	5.13	4.96	5.49	5.02	4.97	4.90	0.59
SAT: The business office is open during hours which are convenient for most students.	5.10	4.94	5.49	5.02	5.26	4.92	0.57
SAT: Classes are scheduled at times that are convenient for me.	5.63	5.89	5.59	5.33	5.38	5.62	0.56
SAT: The campus is safe and secure for all students.	5.49	5.40	5.95	5.58	5.54	5.81	0.55
SAT: Library staff are helpful and approachable.	5.69	5.90	6.08	5.72	5.54	5.60	0.54
SAT: My academic advisor helps me set goals to work toward.	4.91	5.37	5.43	5.09	5.03	5.12	0.53
SAT: Tutoring services are readily available.	5.37	5.30	5.58	5.74	5.74	5.22	0.52



## Noel-Levitz Student Satisfaction Inventory

**Spring 2012**

Campus/Site Analysis

Questions Ranked by Gap

	City Park	West Bank	Charity	Covington	Slidell	Technical Sites	Gap Highest-Lowest
SAT: My academic advisor is knowledgeable about the transfer requirements of other schools.	5.08	5.49	5.08	5.14	5.55	5.05	0.50
I am satisfied with the availability of online classes.	5.82	6.05	5.66	5.97	5.56	5.81	0.50
SAT: New student orientation services help students adjust to college.	5.38	5.34	5.32	4.92	4.90	5.38	0.48
SAT: Admissions counselors accurately portray the campus in their recruiting practices.	5.02	5.16	5.02	4.90	5.33	4.86	0.48
SAT: Nearly all of the faculty are knowledgeable in their fields.	5.58	5.78	5.89	5.45	5.42	5.56	0.47
SAT: Admissions staff are knowledgeable.	5.11	5.47	5.37	5.00	5.45	5.38	0.47
SAT: The equipment in the lab facilities is kept up to date.	5.46	5.37	5.54	5.28	5.08	5.19	0.46
SAT: Faculty are fair and unbiased in their treatment of individual students.	5.40	5.31	5.32	5.62	5.38	5.67	0.36
SAT: There are convenient ways of paying my school bill.	5.56	5.59	5.86	5.57	5.82	5.91	0.35
SAT: Program requirements are clear and reasonable.	5.51	5.49	5.63	5.66	5.33	5.65	0.33
SAT: Administrators are approachable to students.	5.08	5.41	5.24	5.20	5.29	5.28	0.33
SAT: The assessment and course placement procedures are reasonable.	5.35	5.34	5.61	5.49	5.39	5.46	0.27

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## Noel-Levitz Student Satisfaction Inventory

**Spring 2012**

**Campus/Site Analysis**

Grouped by Highest Response of Each Campus/Site

	City Park	West Bank	Charity	Covington	Slidell	Technical Sites	Gap Highest-Lowest
<b>Items rated the highest by City Park students</b>							
SAT: So far, how has your college experience met your expectations?	4.70	4.60	4.50	4.53	3.90	4.59	0.80
SAT: Child care facilities are available on campus.	4.83	3.71	4.23	3.33	2.92	4.67	1.92
SAT: This campus provides effective support services for displaced homemakers.	4.99	4.33	4.91	4.82	4.82	4.93	0.65
SAT: The student center is a comfortable place for students to spend their leisure time.	5.19	5.01	4.95	4.83	4.46	4.86	0.74
SAT: Faculty are interested in my academic problems.	5.26	5.08	5.21	4.95	4.62	5.12	0.64
SAT: New student orientation services help students adjust to college.	5.38	5.34	5.32	4.92	4.90	5.38	0.48
<b>Items rated the highest by West Bank students</b>							
SAT: I seldom get the "run-around" when seeking information on this campus.	4.37	4.82	4.31	4.07	4.38	4.27	0.75
SAT: Administrators are approachable to students.	5.08	5.41	5.24	5.20	5.29	5.28	0.33
SAT: Admissions staff are knowledgeable.	5.11	5.47	5.37	5.00	5.45	5.38	0.47
SAT: Admissions counselors respond to prospective students' unique needs and requests.	5.07	5.59	4.97	4.91	5.18	5.23	0.68
SAT: Library resources and services are adequate.	5.62	5.75	5.73	5.13	5.24	5.65	0.63

Scale is 1 to 7, 7 = Very satisfied

Light tinted blocks contain the lowest rating, dark tinted blocks contain the highest rating.

## Noel-Levitz Student Satisfaction Inventory

**Spring 2012**

**Campus/Site Analysis**

Grouped by Highest Response of Each Campus/Site

	City Park	West Bank	Charity	Covington	Slidell	Technical Sites	Gap Highest-Lowest
<b>Items rated the highest by West Bank students, Cont.</b>							
SAT: Classes are scheduled at times that are convenient for me.	5.63	5.89	5.59	5.33	5.38	5.62	0.56
I am satisfied with the availability of online classes.	5.82	6.05	5.66	5.97	5.56	5.81	0.50
SAT: Class change (drop/add) policies are reasonable.	5.47	6.07	5.64	5.95	5.51	5.59	0.60
<b>Items rated the highest by Charity students</b>							
SAT: My academic advisor helps me set goals to work toward.	4.91	5.37	5.43	5.09	5.03	5.12	0.53
SAT: Academic support services adequately meet the needs of students.	5.13	4.96	5.49	5.02	4.97	4.90	0.59
SAT: The business office is open during hours which are convenient for most students.	5.10	4.94	5.49	5.02	5.26	4.92	0.57
SAT: The equipment in the lab facilities is kept up to date.	5.46	5.37	5.54	5.28	5.08	5.19	0.46
SAT: The assessment and course placement procedures are reasonable.	5.35	5.34	5.61	5.49	5.39	5.46	0.27
SAT: My academic advisor is concerned about my success as an individual.	4.95	5.30	5.62	4.86	4.83	5.17	0.79
SAT: Students are notified early in the term if they are doing poorly in a class.	5.06	5.18	5.64	5.19	4.54	5.32	1.10
SAT: This institution has a good reputation within the community.	5.39	5.30	5.76	5.50	5.06	5.69	0.70

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## Noel-Levitz Student Satisfaction Inventory

**Spring 2012**

**Campus/Site Analysis**

Grouped by Highest Response of Each Campus/Site

	City Park	West Bank	Charity	Covington	Slidell	Technical Sites	Gap Highest-Lowest
<b>Items rated the highest by Charity students, Cont.</b>							
SAT: My academic advisor is approachable.	5.16	5.67	5.76	5.21	5.59	4.96	0.80
SAT: I am able to experience intellectual growth here.	5.60	5.52	5.81	5.68	5.16	5.73	0.64
I am satisfied with the amount of time I have to wait to obtain advisement services on my campus.	5.41	5.07	5.82	5.45	5.12	5.70	0.75
SAT: Faculty provide timely feedback about student progress in a course.	5.50	5.45	5.83	5.41	4.92	5.46	0.91
SAT: Nearly all of the faculty are knowledgeable in their fields.	5.58	5.78	5.89	5.45	5.42	5.56	0.47
SAT: There is a good variety of courses provided on this campus.	5.69	5.61	5.90	5.21	4.67	5.76	1.23
SAT: My academic advisor is knowledgeable about my program requirements.	5.32	5.55	5.95	5.34	5.29	5.46	0.66
SAT: The campus is safe and secure for all students.	5.49	5.40	5.95	5.58	5.54	5.81	0.55
SAT: Internships or practical experiences are provided in my degree/certificate program.	5.12	5.05	6.03	5.54	4.89	5.16	1.13
I am satisfied with the knowledge of the faculty & staff on my primary campus about student activities available.	5.84	5.81	6.07	5.84	5.14	5.71	0.94
SAT: Library staff are helpful and approachable.	5.69	5.90	6.08	5.72	5.54	5.60	0.54
SAT: Faculty are usually available after class and during office hours.	5.74	5.73	6.21	5.65	5.46	5.83	0.75

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## Noel-Levitz Student Satisfaction Inventory

**Spring 2012**

**Campus/Site Analysis**

Grouped by Highest Response of Each Campus/Site

	City Park	West Bank	Charity	Covington	Slidell	Technical Sites	Gap Highest-Lowest
<b>Items rated the highest by Covington students</b>							
SAT: Program requirements are clear and reasonable.	5.51	5.49	5.63	5.66	5.33	5.65	0.33
SAT: Tutoring services are readily available.	5.37	5.30	5.58	5.74	5.74	5.22	0.52
I am satisfied with the amount of time I have to wait to obtain financial aid services on my campus.	5.83	5.97	5.77	6.23	5.53	5.75	0.70
I am satisfied with food service on my primary campus.	5.72	5.73	6.03	6.37	5.97	6.09	0.65
<b>Items rated the highest by Slidell students</b>							
SAT: Admissions counselors accurately portray the campus in their recruiting practices.	5.02	5.16	5.02	4.90	5.33	4.86	0.48
SAT: The personnel involved in registration are helpful.	4.85	5.16	4.84	4.84	5.50	5.44	0.66
SAT: My academic advisor is knowledgeable about the transfer requirements of other schools.	5.08	5.49	5.08	5.14	5.55	5.05	0.50
SAT: Billing policies are reasonable.	5.30	5.49	5.60	5.62	5.81	5.21	0.60
SAT: Personnel in the Veterans' Services program are helpful.	5.29	5.76	5.27	5.08	5.83	5.70	0.75
<b>Items rated the highest by Technical Sites students</b>							
SAT: Financial aid counselors are helpful.	4.75	4.83	4.64	4.07	4.28	5.25	1.18
SAT: Rate your overall satisfaction with your experience here thus far.	5.25	5.23	5.13	5.14	4.65	5.36	0.71
SAT: There are a sufficient number of study areas on campus.	5.21	4.96	5.26	4.73	4.26	5.38	1.12

## Noel-Levitz Student Satisfaction Inventory

**Spring 2012**

**Campus/Site Analysis**

Grouped by Highest Response of Each Campus/Site

	City Park	West Bank	Charity	Covington	Slidell	Technical Sites	Gap Highest-Lowest
<b>Items rated the highest by Technical Sites students, Cont.</b>							
SAT: This school does whatever it can to help me reach my educational goals.	5.01	5.03	4.93	4.93	4.67	5.48	0.81
SAT: The college shows concern for students as individuals.	4.82	4.97	4.74	4.57	4.87	5.48	0.91
SAT: The career services office provides students with the help they need to get a job.	5.00	4.75	4.73	5.06	5.16	5.50	0.77
SAT: Counseling staff care about students as individuals.	5.05	5.33	5.45	5.06	4.88	5.50	0.62
SAT: Faculty care about me as an individual.	5.30	5.34	5.35	5.11	4.90	5.52	0.62
All services I need are available on my primary campus.	5.13	4.97	4.92	5.19	4.90	5.53	0.63
SAT: Parking lots are well-lighted and secure.	5.15	4.84	4.37	4.30	3.53	5.58	2.06
SAT: People on this campus respect and are supportive of each other.	5.00	4.99	5.18	5.46	5.34	5.67	0.68
SAT: Faculty are fair and unbiased in their treatment of individual students.	5.40	5.31	5.32	5.62	5.38	5.67	0.36
SAT: The quality of instruction in the vocational/technical programs is excellent.	5.43	5.36	5.49	5.63	5.06	5.68	0.62
SAT: There are adequate services to help me decide upon a career.	5.16	5.16	5.59	5.23	4.90	5.68	0.78
SAT: Channels for expressing student complaints are readily available.	4.65	4.72	4.58	4.27	3.67	5.68	2.02

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## Noel-Levitz Student Satisfaction Inventory

**Spring 2012**

**Campus/Site Analysis**

Grouped by Highest Response of Each Campus/Site

	City Park	West Bank	Charity	Covington	Slidell	Technical Sites	Gap Highest-Lowest
<b>Items rated the highest by Technical Sites students, Cont.</b>							
SAT: The campus staff are caring and helpful.	5.21	5.29	5.56	4.79	4.97	5.71	0.93
SAT: Faculty take into consideration student differences as they teach a course.	5.20	5.07	5.07	5.27	5.03	5.73	0.70
SAT: I am able to register for classes I need with few conflicts.	5.30	5.45	4.81	4.58	5.33	5.74	1.16
SAT: On the whole, the campus is well-maintained.	5.52	5.72	5.47	5.13	4.95	5.74	0.79
SAT: It is an enjoyable experience to be a student on this campus.	5.28	5.12	5.27	5.23	5.11	5.78	0.67
SAT: Students are made to feel welcome on this campus.	5.39	5.55	5.60	5.13	5.16	5.79	0.66
I am satisfied with the availability of on campus classes.	5.68	5.73	5.78	5.30	4.77	5.81	1.04
SAT: Faculty are understanding of students' unique life circumstances.	5.29	5.31	5.09	5.26	5.03	5.82	0.80
SAT: All in all, if you had it to do over again, would you enroll here?	5.50	5.37	5.43	5.49	4.92	5.82	0.90
SAT: The amount of student parking space on campus is adequate.	3.96	4.46	3.14	3.86	2.06	5.83	3.77
SAT: Financial aid awards are announced to students in time to be helpful in college planning.	4.98	4.91	4.72	4.60	4.43	5.85	1.42

## Noel-Levitz Student Satisfaction Inventory

**Spring 2012**

**Campus/Site Analysis**

Grouped by Highest Response of Each Campus/Site

	City Park	West Bank	Charity	Covington	Slidell	Technical Sites	Gap Highest-Lowest
<b>Items rated the highest by Technical Sites students, Cont.</b>							
SAT: The quality of instruction I receive in most of my classes is excellent.	5.71	5.70	5.63	5.85	5.18	5.85	0.67
SAT: Satisfaction that campus demonstrates commitment to Commuters.	5.45	5.51	5.25	5.26	5.23	5.86	0.63
SAT: Most students feel a sense of belonging here.	5.13	5.10	5.04	5.26	4.92	5.89	0.97
SAT: Adequate financial aid is available for most students.	5.36	5.44	5.55	5.51	5.03	5.89	0.86
SAT: There are convenient ways of paying my school bill.	5.56	5.59	5.86	5.57	5.82	5.91	0.35
SAT: I generally know what's happening on campus.	5.22	5.25	5.43	5.14	5.19	5.92	0.78
SAT: Policies and procedures regarding registration and course selection are clear and well-publicized.	5.23	5.43	5.10	5.03	5.00	5.93	0.93
I am satisfied with the amount of time I have to wait to obtain admissions services on my campus.	5.39	5.29	5.32	5.69	5.00	6.00	1.00
SAT: Security staff are helpful.	5.20	5.35	5.73	5.55	5.45	6.07	0.88
I am satisfied with the student activities available on my primary campus.	5.43	5.54	5.73	5.42	5.00	6.07	1.07
I am satisfied with the number of times I have to go to another campus or site to obtain services.	5.63	5.47	5.74	5.80	5.52	6.08	0.61



## Noel-Levitz Student Satisfaction Inventory

**Spring 2012**

**Campus/Site Analysis**

Grouped by Highest Response of Each Campus/Site

	City Park	West Bank	Charity	Covington	Slidell	Technical Sites	Gap Highest-Lowest
<b>Items rated the highest by Technical Sites students, Cont.</b>							
SAT: Satisfaction that campus demonstrates commitment to Part-time students.	5.59	5.68	5.59	5.92	5.46	6.08	0.62
SAT: Satisfaction that campus demonstrates commitment to Evening students.	5.63	5.62	5.59	5.91	5.17	6.09	0.92
SAT: Bookstore staff are helpful.	5.43	5.79	5.01	5.70	5.10	6.10	1.09
SAT: Satisfaction that campus demonstrates commitment to Under-represented populations.	5.57	5.64	5.76	5.83	5.45	6.11	0.65
SAT: Satisfaction that campus demonstrates commitment to Older, returning learners.	5.56	5.83	5.78	5.75	5.66	6.15	0.59
SAT: Nearly all classes deal with practical experiences and applications.	5.36	5.38	5.84	5.44	5.22	6.17	0.94
SAT: Satisfaction that campus demonstrates commitment to Students with disabilities.	5.70	5.92	5.74	6.16	5.42	6.19	0.77
SAT: Computer labs are adequate and accessible.	5.58	5.67	5.68	5.34	5.16	6.41	1.25
SAT: Security staff respond quickly in emergencies.	5.42	5.46	5.68	5.53	5.41	6.50	1.09

Scale is 1 to 7, 7 = Very satisfied

Light tinted blocks contain the lowest rating, dark tinted blocks contain the highest rating.

## Noel-Levitz Student Satisfaction Inventory

**Spring 2012**

Campus/Site Analysis

Grouped by Lowest Response of Each Campus/Site

	City Park	West Bank	Charity	Covington	Slidell	Technical Sites	Gap Highest-Lowest
<b>Items rated the lowest by City Park students</b>							
SAT: Security staff are helpful.	5.20	5.35	5.73	5.55	5.45	6.07	0.88
SAT: My academic advisor helps me set goals to work toward.	4.91	5.37	5.43	5.09	5.03	5.12	0.53
SAT: Class change (drop/add) policies are reasonable.	5.47	6.07	5.64	5.95	5.51	5.59	0.60
SAT: There are convenient ways of paying my school bill.	5.56	5.59	5.86	5.57	5.82	5.91	0.35
SAT: Administrators are approachable to students.	5.08	5.41	5.24	5.20	5.29	5.28	0.33
I am satisfied with food service on my primary campus.	5.72	5.73	6.03	6.37	5.97	6.09	0.65
SAT: Satisfaction that campus demonstrates commitment to Older, returning learners.	5.56	5.83	5.78	5.75	5.66	6.15	0.59
<b>Items rated the lowest by West Bank students</b>							
SAT: This campus provides effective support services for displaced homemakers.	4.99	4.33	4.91	4.82	4.82	4.93	0.65
SAT: People on this campus respect and are supportive of each other.	5.00	4.99	5.18	5.46	5.34	5.67	0.68
SAT: Faculty are fair and unbiased in their treatment of individual students.	5.40	5.31	5.32	5.62	5.38	5.67	0.36
SAT: The campus is safe and secure for all students.	5.49	5.40	5.95	5.58	5.54	5.81	0.55

Scale is 1 to 7, 7 = Very satisfied

Light tinted blocks contain the lowest rating, dark tinted blocks contain the highest rating.

## Noel-Levitz Student Satisfaction Inventory

Spring 2012

Campus/Site Analysis

Grouped by Lowest Response of Each Campus/Site

	City Park	West Bank	Charity	Covington	Slidell	Technical Sites	Gap Highest-Lowest
<b>Items rated the lowest by West Bank students, Cont.</b>							
SAT: The assessment and course placement procedures are reasonable.	5.35	5.34	5.61	5.49	5.39	5.46	0.27
I am satisfied with the number of times I have to go to another campus or site to obtain services.	5.63	5.47	5.74	5.80	5.52	6.08	0.61
I am satisfied with the amount of time I have to wait to obtain advisement services on my campus.	5.41	5.07	5.82	5.45	5.12	5.70	0.75
<b>Items rated the lowest by Charity students</b>							
SAT: The personnel involved in registration are helpful.	4.85	5.16	4.84	4.84	5.50	5.44	0.66
SAT: The career services office provides students with the help they need to get a job.	5.00	4.75	4.73	5.06	5.16	5.50	0.77
SAT: Bookstore staff are helpful.	5.43	5.79	5.01	5.70	5.10	6.10	1.09
<b>Items rated the lowest by Covington students</b>							
SAT: Classes are scheduled at times that are convenient for me.	5.63	5.89	5.59	5.33	5.38	5.62	0.56
SAT: Library resources and services are adequate.	5.62	5.75	5.73	5.13	5.24	5.65	0.63
SAT: I am able to register for classes I need with few conflicts.	5.30	5.45	4.81	4.58	5.33	5.74	1.16
SAT: The college shows concern for students as individuals.	4.82	4.97	4.74	4.57	4.87	5.48	0.91

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## Noel-Levitz Student Satisfaction Inventory

**Spring 2012**

### Campus/Site Analysis

Grouped by Lowest Response of Each Campus/Site

	City Park	West Bank	Charity	Covington	Slidell	Technical Sites	Gap Highest-Lowest
<b>Items rated the lowest by Covington students, Cont.</b>							
SAT: Personnel in the Veterans' Services program are helpful.	5.29	5.76	5.27	5.08	5.83	5.70	0.75
SAT: Financial aid counselors are helpful.	4.75	4.83	4.64	4.07	4.28	5.25	1.18
SAT: The campus staff are caring and helpful.	5.21	5.29	5.56	4.79	4.97	5.71	0.93
SAT: Students are made to feel welcome on this campus.	5.39	5.55	5.60	5.13	5.16	5.79	0.66
SAT: Admissions staff are knowledgeable.	5.11	5.47	5.37	5.00	5.45	5.38	0.47
SAT: I generally know what's happening on campus.	5.22	5.25	5.43	5.14	5.19	5.92	0.78
SAT: Admissions counselors respond to prospective students' unique needs and requests.	5.07	5.59	4.97	4.91	5.18	5.23	0.68
SAT: I seldom get the "run-around" when seeking information on this campus.	4.37	4.82	4.31	4.07	4.38	4.27	0.75
<b>Items rated the lowest by Slidell students</b>							
SAT: Most students feel a sense of belonging here.	5.13	5.10	5.04	5.26	4.92	5.89	0.97
SAT: Faculty care about me as an individual.	5.30	5.34	5.35	5.11	4.90	5.52	0.62
SAT: The quality of instruction in the vocational/technical programs is excellent.	5.43	5.36	5.49	5.63	5.06	5.68	0.62
SAT: Adequate financial aid is available for most students.	5.36	5.44	5.55	5.51	5.03	5.89	0.86
SAT: Internships or practical experiences are provided in my degree/certificate program.	5.12	5.05	6.03	5.54	4.89	5.16	1.13

## Noel-Levitz Student Satisfaction Inventory

**Spring 2012**

Campus/Site Analysis

Grouped by Lowest Response of Each Campus/Site

	City Park	West Bank	Charity	Covington	Slidell	Technical Sites	Gap Highest-Lowest
<b>Items rated the lowest by Slidell students, Cont.</b>							
SAT: Child care facilities are available on campus.	4.83	3.71	4.23	3.33	2.92	4.67	1.92
SAT: Security staff respond quickly in emergencies.	5.42	5.46	5.68	5.53	5.41	6.50	1.09
SAT: Financial aid awards are announced to students in time to be helpful in college planning.	4.98	4.91	4.72	4.60	4.43	5.85	1.42
SAT: The quality of instruction I receive in most of my classes is excellent.	5.71	5.70	5.63	5.85	5.18	5.85	0.67
SAT: There are a sufficient number of study areas on campus.	5.21	4.96	5.26	4.73	4.26	5.38	1.12
SAT: Faculty are understanding of students' unique life circumstances.	5.29	5.31	5.09	5.26	5.03	5.82	0.80
SAT: Parking lots are well-lighted and secure.	5.15	4.84	4.37	4.30	3.53	5.58	2.06
SAT: My academic advisor is concerned about my success as an individual.	4.95	5.30	5.62	4.86	4.83	5.17	0.79
SAT: Library staff are helpful and approachable.	5.69	5.90	6.08	5.72	5.54	5.60	0.54
SAT: It is an enjoyable experience to be a student on this campus.	5.28	5.12	5.27	5.23	5.11	5.78	0.67
SAT: My academic advisor is knowledgeable about my program requirements.	5.32	5.55	5.95	5.34	5.29	5.46	0.66
SAT: Computer labs are adequate and accessible.	5.58	5.67	5.68	5.34	5.16	6.41	1.25

## Noel-Levitz Student Satisfaction Inventory

**Spring 2012**

Campus/Site Analysis

Grouped by Lowest Response of Each Campus/Site

	City Park	West Bank	Charity	Covington	Slidell	Technical Sites	Gap Highest-Lowest
<b>Items rated the lowest by Slidell students, Cont.</b>							
SAT: Policies and procedures regarding registration and course selection are clear and well-publicized.	5.23	5.43	5.10	5.03	5.00	5.93	0.93
SAT: Faculty take into consideration student differences as they teach a course.	5.20	5.07	5.07	5.27	5.03	5.73	0.70
SAT: The student center is a comfortable place for students to spend their leisure time.	5.19	5.01	4.95	4.83	4.46	4.86	0.74
SAT: The amount of student parking space on campus is adequate.	3.96	4.46	3.14	3.86	2.06	5.83	3.77
SAT: The equipment in the lab facilities is kept up to date.	5.46	5.37	5.54	5.28	5.08	5.19	0.46
SAT: This institution has a good reputation within the community.	5.39	5.30	5.76	5.50	5.06	5.69	0.70
SAT: Faculty provide timely feedback about student progress in a course.	5.50	5.45	5.83	5.41	4.92	5.46	0.91
SAT: There are adequate services to help me decide upon a career.	5.16	5.16	5.59	5.23	4.90	5.68	0.78
SAT: Counseling staff care about students as individuals.	5.05	5.33	5.45	5.06	4.88	5.50	0.62
SAT: This school does whatever it can to help me reach my educational goals.	5.01	5.03	4.93	4.93	4.67	5.48	0.81
SAT: Faculty are interested in my academic problems.	5.26	5.08	5.21	4.95	4.62	5.12	0.64

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<b>Items rated the lowest by Slidell students, Cont.</b>							
SAT: Nearly all of the faculty are knowledgeable in their fields.	5.58	5.78	5.89	5.45	5.42	5.56	0.47
SAT: New student orientation services help students adjust to college.	5.38	5.34	5.32	4.92	4.90	5.38	0.48
SAT: Faculty are usually available after class and during office hours.	5.74	5.73	6.21	5.65	5.46	5.83	0.75
SAT: Nearly all classes deal with practical experiences and applications.	5.36	5.38	5.84	5.44	5.22	6.17	0.94
SAT: Students are notified early in the term if they are doing poorly in a class.	5.06	5.18	5.64	5.19	4.54	5.32	1.10
SAT: Program requirements are clear and reasonable.	5.51	5.49	5.63	5.66	5.33	5.65	0.33
SAT: Channels for expressing student complaints are readily available.	4.65	4.72	4.58	4.27	3.67	5.68	2.02
SAT: On the whole, the campus is well-maintained.	5.52	5.72	5.47	5.13	4.95	5.74	0.79
SAT: There is a good variety of courses provided on this campus.	5.69	5.61	5.90	5.21	4.67	5.76	1.23
SAT: I am able to experience intellectual growth here.	5.60	5.52	5.81	5.68	5.16	5.73	0.64
All services I need are available on my primary campus.	5.13	4.97	4.92	5.19	4.90	5.53	0.63
I am satisfied with the student activities available on my primary campus.	5.43	5.54	5.73	5.42	5.00	6.07	1.07

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<b>Items rated the lowest by Slidell students, Cont.</b>							
I am satisfied with the knowledge of the faculty & staff on my primary campus about student activities available.	5.84	5.81	6.07	5.84	5.14	5.71	0.94
I am satisfied with the availability of on campus classes.	5.68	5.73	5.78	5.30	4.77	5.81	1.04
I am satisfied with the availability of online classes.	5.82	6.05	5.66	5.97	5.56	5.81	0.50
I am satisfied with the amount of time I have to wait to obtain admissions services on my campus.	5.39	5.29	5.32	5.69	5.00	6.00	1.00
I am satisfied with the amount of time I have to wait to obtain financial aid services on my campus.	5.83	5.97	5.77	6.23	5.53	5.75	0.70
SAT: Satisfaction that campus demonstrates commitment to Part-time students.	5.59	5.68	5.59	5.92	5.46	6.08	0.62
SAT: Satisfaction that campus demonstrates commitment to Evening students.	5.63	5.62	5.59	5.91	5.17	6.09	0.92
SAT: Satisfaction that campus demonstrates commitment to Under-represented populations.	5.57	5.64	5.76	5.83	5.45	6.11	0.65
SAT: Satisfaction that campus demonstrates commitment to Commuters.	5.45	5.51	5.25	5.26	5.23	5.86	0.63



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	City Park	West Bank	Charity	Covington	Slidell	Technical Sites	Gap Highest-Lowest
<b>Items rated the lowest by Slidell students, Cont.</b>							
SAT: Satisfaction that campus demonstrates commitment to Students with disabilities.	5.70	5.92	5.74	6.16	5.42	6.19	0.77
SAT: So far, how has your college experience met your expectations?	4.70	4.60	4.50	4.53	3.90	4.59	0.80
SAT: Rate your overall satisfaction with your experience here thus far.	5.25	5.23	5.13	5.14	4.65	5.36	0.71
SAT: All in all, if you had it to do over again, would you enroll here?	5.50	5.37	5.43	5.49	4.92	5.82	0.90
<b>Items rated the lowest by Technical Sites students</b>							
SAT: My academic advisor is approachable.	5.16	5.67	5.76	5.21	5.59	4.96	0.80
SAT: Admissions counselors accurately portray the campus in their recruiting practices.	5.02	5.16	5.02	4.90	5.33	4.86	0.48
SAT: My academic advisor is knowledgeable about the transfer requirements of other schools.	5.08	5.49	5.08	5.14	5.55	5.05	0.50
SAT: Tutoring services are readily available.	5.37	5.30	5.58	5.74	5.74	5.22	0.52
SAT: Academic support services adequately meet the needs of students.	5.13	4.96	5.49	5.02	4.97	4.90	0.59
SAT: The business office is open during hours which are convenient for most students.	5.10	4.94	5.49	5.02	5.26	4.92	0.57
SAT: Billing policies are reasonable.	5.30	5.49	5.60	5.62	5.81	5.21	0.60

Scale is 1 to 7, 7 = Very satisfied

Light tinted blocks contain the lowest rating, dark tinted blocks contain the highest rating.