

# Noel-Levitz Student Satisfaction Inventory

Spring 2009



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# Noel-Levitz Student Satisfaction Inventory

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**Noel-Levitz Student Satisfaction Inventory**  
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**Strengths**

- 8. Classes are scheduled at times that are convenient for me.
- 18. The quality of instruction I receive in most of my classes is excellent.
- 70. I am able to experience intellectual growth here.
- 75. Availability of on campus classes
- 69. There is a good variety of courses provided on this campus.
- 71. Services I need are available on my primary campus.
- 58. Nearly all of the faculty are knowledgeable in their fields.
- 66. Program requirements are clear and reasonable.
- 61. Faculty are usually available after class and during office hours.
- 43. Class change (drop/add) policies are reasonable.
- 51. There are convenient ways of paying my school bill.
- 68. On the whole, the campus is well-maintained.
- 34. Computer labs are adequate and accessible.
- 36. Students are made to feel welcome on this campus.
- 46. Faculty provide timely feedback about student progress in a course.
- 3. The quality of instruction in the vocational/technical programs is excellent.

**Challenges**

- 15. I am able to register for classes I need with few conflicts.
- 39. The amount of student parking space on campus is adequate.
- 5. The personnel involved in registration are helpful.
- 24. Parking lots are well-lighted and secure.
- 40. My academic advisor is knowledgeable about the transfer requirements of other schools.
- 41. Admissions staff are knowledgeable.
- 65. Students are notified early in the term if they are doing poorly in a class.
- 52. This school does whatever it can to help me reach my educational goals.

## **Challenges - continued**

- 7. Adequate financial aid is available for most students.
- 25. My academic advisor is concerned about my success as an individual.
- 16. The college shows concern for students as individuals.
- 23. Faculty are understanding of students' unique life circumstances.
- 13. Financial aid awards are announced to students in time to be helpful in college planning.
- 63. I seldom get the "run-around" when seeking information on this campus.
- 12. My academic advisor helps me set goals to work toward.

## **Benchmarks**

### **Lower Satisfaction vs. National Community Colleges**

- 18. The quality of instruction I receive in most of my classes is excellent.
- 15. I am able to register for classes I need with few conflicts.
- 31. The campus is safe and secure for all students.
- 70. I am able to experience intellectual growth here.
- 32. My academic advisor is knowledgeable about my program requirements.
- 69. There is a good variety of courses provided on this campus.
- 39. The amount of student parking space on campus is adequate.
- 5. The personnel involved in registration are helpful.
- 58. Nearly all of the faculty are knowledgeable in their fields.
- 66. Program requirements are clear and reasonable.
- 6. My academic advisor is approachable.
- 24. Parking lots are well-lighted and secure.
- 41. Admissions staff are knowledgeable.
- 29. Faculty are fair and unbiased in their treatment of individual students.
- 52. This school does whatever it can to help me reach my educational goals.
- 68. On the whole, the campus is well-maintained.
- 34. Computer labs are adequate and accessible.

**Benchmarks - continued**

- 35. Policies and procedures regarding registration and course selection are clear and well-publicized.
- 36. Students are made to feel welcome on this campus.
- 25. My academic advisor is concerned about my success as an individual.
- 16. The college shows concern for students as individuals.
- 23. Faculty are understanding of students' unique life circumstances.
- 13. Financial aid awards are announced to students in time to be helpful in college planning.
- 63. I seldom get the "run-around" when seeking information on this campus.
- 42. The equipment in the lab facilities is kept up to date.
- 47. There are adequate services to help me decide upon a career.

**Noel-Levitz Student Satisfaction Inventory  
Summary Report**

	Delgado Community College			National Community Colleges			Mean Difference	Significance Level
	Import	Satis/ SD	Gap	Import	Satis/ SD	Gap		
<b>Student Centerness</b>	5.93	5.13 / 1.32	0.80	5.96	5.34 / 1.13	0.62	-0.21	***
<b>Instructional Effectiveness</b>	6.12	5.26 / 1.21	0.86	6.16	5.38 / 1.06	0.78	-0.12	***
<b>Responsiveness to Diverse Populations</b>		5.38 / 1.39			5.43 / 1.24		-0.05	
<b>Campus Support Services</b>	5.44	4.77 / 1.27	0.67	5.44	4.94 / 1.15	0.50	-0.17	***
<b>Safety and Security</b>	6.10	4.67 / 1.32	1.43	5.98	4.97 / 1.20	1.01	-0.30	***
<b>Academic Advising/Counseling</b>	6.12	5.03 / 1.44	1.09	6.11	5.19 / 1.29	0.92	-0.16	***
<b>Admissions and Financial Aid</b>	6.02	4.83 / 1.41	1.19	6.01	5.10 / 1.21	0.91	-0.27	***
<b>Academic Services</b>	5.97	5.15 / 1.25	0.82	6.03	5.42 / 1.05	0.61	-0.27	***
<b>Registration Effectiveness</b>	6.14	5.21 / 1.19	0.93	6.14	5.39 / 1.04	0.75	-0.18	***
<b>Service Excellence</b>	5.94	4.96 / 1.29	0.98	5.94	5.23 / 1.07	0.71	-0.27	***
<b>Concern for the Individual</b>	6.05	5.02 / 1.35	1.03	6.07	5.21 / 1.20	0.86	-0.19	***
<b>Campus Climate</b>	5.94	5.07 / 1.25	0.87	5.95	5.27 / 1.06	0.68	-0.20	***

SD = Standard Deviation

\* Difference statistically significant to the .05 level \*\* significant to the .01 level, \*\*\* significant to the .001 level

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	Delgado Community College			National Community Colleges			Mean Difference	Significance Level
	Import	Satis/ SD	Gap	Import	Satis/ SD	Gap		
1. Most students feel a sense of belonging here.	5.35	5.20 / 1.51	0.15	5.45	5.28 / 1.37	0.17	-0.08	
2. Faculty care about me as an individual.	5.88	5.20 / 1.57	0.68	5.94	5.35 / 1.40	0.59	-0.15	***
3. The quality of instruction in the vocational/technical programs is excellent.	6.03	5.33 / 1.43	0.70	6.03	5.39 / 1.33	0.64	-0.06	
4. Security staff are helpful.	5.81	5.05 / 1.67	0.76	5.50	4.85 / 1.58	0.65	0.20	***
5. The personnel involved in registration are helpful.	6.21	4.82 / 1.85	1.39	6.15	5.34 / 1.54	0.81	-0.52	***
6. My academic advisor is approachable.	6.19	5.22 / 1.74	0.97	6.19	5.39 / 1.59	0.80	-0.17	***
7. Adequate financial aid is available for most students.	6.13	5.00 / 1.81	1.13	6.18	5.09 / 1.69	1.09	-0.09	
8. Classes are scheduled at times that are convenient for me.	6.39	5.43 / 1.63	0.96	6.42	5.39 / 1.53	1.03	0.04	
9. Internships or practical experiences are provided in my degree/certificate program.	5.94	5.00 / 1.62	0.94	5.90	5.03 / 1.53	0.87	-0.03	
10. Child care facilities are available on campus.	4.53	3.89 / 1.85	0.64	4.58	4.46 / 1.63	0.12	-0.57	***
11. Security staff respond quickly in emergencies.	6.02	4.98 / 1.55	1.04	5.87	4.84 / 1.46	1.03	0.14	**
12. My academic advisor helps me set goals to work toward.	6.03	4.87 / 1.82	1.16	5.96	5.00 / 1.68	0.96	-0.13	*
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.06	4.61 / 1.91	1.45	6.00	4.87 / 1.66	1.13	-0.26	***

SD = Standard Deviation

\* Difference statistically significant to the .05 level \*\* significant to the .01 level, \*\*\* significant to the .001 level

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	Delgado Community College			National Community Colleges			Mean Difference	Significance Level
	Import	Satis/ SD	Gap	Import	Satis/ SD	Gap		
14. Library resources and services are adequate.	6.01	5.08 / 1.68	0.93	6.12	5.56 / 1.37	0.56	-0.48	***
15. I am able to register for classes I need with few conflicts.	6.30	5.15 / 1.71	1.15	6.33	5.39 / 1.52	0.94	-0.24	***
16. The college shows concern for students as individuals.	6.09	4.85 / 1.69	1.24	6.09	5.10 / 1.52	0.99	-0.25	***
17. Personnel in the Veterans' Services program are helpful.	4.74	4.58 / 1.56	0.16	4.67	4.57 / 1.35	0.10	0.01	
18. The quality of instruction I receive in most of my classes is excellent.	6.36	5.47 / 1.43	0.89	6.40	5.57 / 1.33	0.83	-0.10	*
19. This campus provides effective support services for displaced homemakers.	5.08	4.56 / 1.53	0.52	5.10	4.74 / 1.36	0.36	-0.18	***
20. Financial aid counselors are helpful.	6.02	4.58 / 1.91	1.44	6.03	5.02 / 1.66	1.01	-0.44	***
21. There are a sufficient number of study areas on campus.	5.92	4.92 / 1.79	1.00	5.94	5.33 / 1.51	0.61	-0.41	***
22. People on this campus respect and are supportive of each other.	5.87	5.08 / 1.55	0.79	5.91	5.24 / 1.38	0.67	-0.16	***
23. Faculty are understanding of students' unique life circumstances.	6.09	5.04 / 1.64	1.05	6.10	5.19 / 1.52	0.91	-0.15	**
24. Parking lots are well-lighted and secure.	6.18	4.48 / 1.95	1.70	6.10	5.07 / 1.64	1.03	-0.59	***
25. My academic advisor is concerned about my success as an individual.	6.10	4.86 / 1.80	1.24	6.09	5.06 / 1.67	1.03	-0.20	***
26. Library staff are helpful and approachable.	5.75	5.12 / 1.64	0.63	5.92	5.48 / 1.39	0.44	-0.36	***
27. The campus staff are caring and helpful.	6.03	5.06 / 1.57	0.97	6.02	5.40 / 1.33	0.62	-0.34	***
28. It is an enjoyable experience to be a student on this campus.	6.00	5.25 / 1.59	0.75	6.10	5.47 / 1.41	0.63	-0.22	***

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	Import	Satis/ SD	Gap	Import	Satis/ SD	Gap		
29. Faculty are fair and unbiased in their treatment of individual students.	6.15	5.18 / 1.61	0.97	6.22	5.33 / 1.48	0.89	-0.15	**
30. The career services office provides students with the help they need to get a job.	5.75	4.72 / 1.56	1.03	5.83	4.98 / 1.43	0.85	-0.26	***
31. The campus is safe and secure for all students.	6.25	5.22 / 1.53	1.03	6.25	5.50 / 1.35	0.75	-0.28	***
32. My academic advisor is knowledgeable about my program requirements.	6.23	5.19 / 1.71	1.04	6.25	5.36 / 1.61	0.89	-0.17	***
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.69	4.90 / 1.60	0.79	5.74	5.10 / 1.41	0.64	-0.20	***
34. Computer labs are adequate and accessible.	6.11	5.37 / 1.58	0.74	6.17	5.54 / 1.44	0.63	-0.17	***
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.11	5.23 / 1.63	0.88	6.13	5.41 / 1.42	0.72	-0.18	***
36. Students are made to feel welcome on this campus.	6.11	5.31 / 1.55	0.80	6.12	5.53 / 1.36	0.59	-0.22	***
37. Faculty take into consideration student differences as they teach a course.	6.00	5.14 / 1.57	0.86	6.05	5.20 / 1.45	0.85	-0.06	
38. The student center is a comfortable place for students to spend their leisure time.	5.78	5.10 / 1.66	0.68	5.66	5.17 / 1.47	0.49	-0.07	
39. The amount of student parking space on campus is adequate.	6.21	3.69 / 2.13	2.52	6.15	4.54 / 1.95	1.61	-0.85	***
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.16	5.00 / 1.71	1.16	6.10	5.10 / 1.61	1.00	-0.10	
41. Admissions staff are knowledgeable.	6.16	4.95 / 1.75	1.21	6.12	5.35 / 1.42	0.77	-0.40	***
42. The equipment in the lab facilities is kept up to date.	6.04	5.23 / 1.57	0.81	6.12	5.42 / 1.41	0.70	-0.19	***

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	Delgado Community College			National Community Colleges			Mean Difference	Significance Level
	Import	Satis/ SD	Gap	Import	Satis/ SD	Gap		
43. Class change (drop/add) policies are reasonable.	6.13	5.40 / 1.51	0.73	6.07	5.41 / 1.44	0.66	-0.01	
44. I generally know what's happening on campus.	5.63	4.98 / 1.59	0.65	5.50	4.90 / 1.52	0.60	0.08	
45. This institution has a good reputation within the community.	5.97	5.30 / 1.57	0.67	6.02	5.60 / 1.35	0.42	-0.30	***
46. Faculty provide timely feedback about student progress in a course.	6.11	5.34 / 1.52	0.77	6.15	5.28 / 1.46	0.87	0.06	
47. There are adequate services to help me decide upon a career.	6.04	5.08 / 1.61	0.96	6.02	5.18 / 1.46	0.84	-0.10	*
48. Counseling staff care about students as individuals.	6.03	4.99 / 1.66	1.04	6.01	5.16 / 1.51	0.85	-0.17	***
49. Admissions counselors respond to prospective students' unique needs and requests.	6.02	4.93 / 1.65	1.09	5.94	5.14 / 1.45	0.80	-0.21	***
50. Tutoring services are readily available.	5.96	5.24 / 1.55	0.72	5.95	5.36 / 1.45	0.59	-0.12	*
51. There are convenient ways of paying my school bill.	6.12	5.34 / 1.63	0.78	6.11	5.40 / 1.48	0.71	-0.06	
52. This school does whatever it can to help me reach my educational goals.	6.13	5.05 / 1.63	1.08	6.18	5.21 / 1.48	0.97	-0.16	***
53. The assessment and course placement procedures are reasonable.	5.99	5.13 / 1.52	0.86	5.99	5.26 / 1.42	0.73	-0.13	**
54. Faculty are interested in my academic problems.	5.98	4.99 / 1.60	0.99	6.00	5.16 / 1.46	0.84	-0.17	***
55. Academic support services adequately meet the needs of students.	5.98	5.07 / 1.53	0.91	5.96	5.23 / 1.37	0.73	-0.16	***
56. The business office is open during hours which are convenient for most students.	6.00	5.07 / 1.64	0.93	6.01	5.34 / 1.44	0.67	-0.27	***

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	Delgado Community College			National Community Colleges			Mean Difference	Significance Level
	Import	Satis/ SD	Gap	Import	Satis/ SD	Gap		
57. Administrators are approachable to students.	6.03	5.11 / 1.63	0.92	5.98	5.22 / 1.47	0.76	-0.11	*
58. Nearly all of the faculty are knowledgeable in their fields.	6.20	5.41 / 1.53	0.79	6.29	5.64 / 1.31	0.65	-0.23	***
59. New student orientation services help students adjust to college.	5.82	5.15 / 1.56	0.67	5.78	5.20 / 1.47	0.58	-0.05	
60. Billing policies are reasonable.	6.03	5.18 / 1.61	0.85	6.03	5.28 / 1.46	0.75	-0.10	*
61. Faculty are usually available after class and during office hours.	6.18	5.54 / 1.49	0.64	6.18	5.56 / 1.38	0.62	-0.02	
62. Bookstore staff are helpful.	5.96	5.24 / 1.58	0.72	6.00	5.50 / 1.48	0.50	-0.26	***
63. I seldom get the "run-around" when seeking information on this campus.	6.06	4.50 / 1.93	1.56	6.03	5.08 / 1.62	0.95	-0.58	***
64. Nearly all classes deal with practical experiences and applications.	5.98	5.20 / 1.50	0.78	6.05	5.40 / 1.35	0.65	-0.20	***
65. Students are notified early in the term if they are doing poorly in a class.	6.14	4.94 / 1.75	1.20	6.14	4.89 / 1.69	1.25	0.05	
66. Program requirements are clear and reasonable.	6.20	5.35 / 1.55	0.85	6.22	5.49 / 1.37	0.73	-0.14	**
67. Channels for expressing student complaints are readily available.	5.91	4.71 / 1.76	1.20	5.90	4.88 / 1.59	1.02	-0.17	**
68. On the whole, the campus is well-maintained.	6.12	5.35 / 1.51	0.77	6.15	5.72 / 1.32	0.43	-0.37	***
69. There is a good variety of courses provided on this campus.	6.23	5.30 / 1.62	0.93	6.27	5.55 / 1.42	0.72	-0.25	***
70. I am able to experience intellectual growth here.	6.25	5.48 / 1.47	0.77	6.28	5.67 / 1.32	0.61	-0.19	***
71. All services I need are available on my primary campus.	6.21	5.30 / 1.78	0.91					

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	Delgado Community College			National Community Colleges			Mean Difference	Significance Level
	Import	Satis/ SD	Gap	Import	Satis/ SD	Gap		
72. Satisfaction with the student activities available on my primary campus.	5.65	5.02 / 1.68	0.63					
73. Satisfaction with the knowledge of the faculty and staff on my primary campus about the student activities available.	5.77	5.19 / 1.59	0.58					
74. Satisfacton with the number of times I have to go to another campus or site to obtain services.	5.96	5.17 / 1.86	0.79					
75. Satisfaction with the availability of on campus classes.	6.25	5.28 / 1.75	0.97					
76. Satisfaction with the availability of online classes.	5.96	5.29 / 1.64	0.67					
77. Satisfactoined with the amount of time I have to wait to obtain admissions services on my primary campus.	6.04	5.08 / 1.72	0.96					
78. Satisfaction with the amount of time I had to wait to obtain financial aid services on my primary campus.	6.02	4.74 / 1.92	1.28					
79. Satisfaction with the amount of time I had to wait to obtain advisement services on my primary campus.	6.02	4.99 / 1.77	1.03					
80. Satisfion with the food service on my primary campus.	5.69	4.56 / 2.00	1.13					
81. Institution's commitment to part-time students?		5.50 / 1.50			5.55 / 1.37		-0.05	
82. Institution's commitment to evening students?		5.43 / 1.54			5.44 / 1.43		-0.01	
83. Institution's commitment to older, returning learners?		5.42 / 1.55			5.51 / 1.39		-0.09	
84. Institution's commitment to under-represented populations?		5.25 / 1.52			5.33 / 1.38		-0.08	

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	Import	Satis/ SD	Gap	Import	Satis/ SD	Gap		
85. Institution's commitment to commuters?		5.28 / 1.59			5.33 / 1.45		-0.05	
86. Institution's commitment to students with disabilities?		5.37 / 1.54			5.44 / 1.41		-0.07	
87. Cost as factor in decision to enroll.	6.32			6.21				
88. Financial aid as factor in decision to enroll.	5.96			5.83				
89. Academic reputation as factor in decision to enroll.	5.86			5.78				
90. Size of institution as factor in decision to enroll.	5.22			5.16				
91. Opportunity to play sports as factor in decision to enroll.	3.67			3.53				
92. Recommendations from family/friends as factor in decision to enroll.	4.83			4.86				
93. Geographic setting as factor in decision to enroll.	5.39			5.42				
94. Campus appearance as factor in decision to enroll.	5.32			5.20				
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.49			5.34				

**Noel-Levitz Student Satisfaction Inventory**

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**Items ranked by Importance**

	Delgado Community College			National Community Colleges			Mean Difference	Significance Level
	Import	Satis/ SD	Gap	Import	Satis/ SD	Gap		
8. Classes are scheduled at times that are convenient for me.	6.39	5.43 / 1.63	0.96	6.42	5.39 / 1.53	1.03	0.04	
18. The quality of instruction I receive in most of my classes is excellent.	6.36	5.47 / 1.43	0.89	6.40	5.57 / 1.33	0.83	-0.10	*
87. Cost as factor in decision to enroll.	6.32			6.21				
15. I am able to register for classes I need with few conflicts.	6.30	5.15 / 1.71	1.15	6.33	5.39 / 1.52	0.94	-0.24	***
31. The campus is safe and secure for all students.	6.25	5.22 / 1.53	1.03	6.25	5.50 / 1.35	0.75	-0.28	***
70. I am able to experience intellectual growth here.	6.25	5.48 / 1.47	0.77	6.28	5.67 / 1.32	0.61	-0.19	***
75. Satisfaction with the availability of on campus classes.	6.25	5.28 / 1.75	0.97					
32. My academic advisor is knowledgeable about my program requirements.	6.23	5.19 / 1.71	1.04	6.25	5.36 / 1.61	0.89	-0.17	***
69. There is a good variety of courses provided on this campus.	6.23	5.30 / 1.62	0.93	6.27	5.55 / 1.42	0.72	-0.25	***
5. The personnel involved in registration are helpful.	6.21	4.82 / 1.85	1.39	6.15	5.34 / 1.54	0.81	-0.52	***
39. The amount of student parking space on campus is adequate.	6.21	3.69 / 2.13	2.52	6.15	4.54 / 1.95	1.61	-0.85	***
71. All services I need are available on my primary campus.	6.21	5.30 / 1.78	0.91					
58. Nearly all of the faculty are knowledgeable in their fields.	6.20	5.41 / 1.53	0.79	6.29	5.64 / 1.31	0.65	-0.23	***

SD = Standard Deviation

\* Difference statistically significant to the .05 level \*\* significant to the .01 level, \*\*\* significant to the .001 level

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**Items ranked by Importance**

	Delgado Community College			National Community Colleges			Mean Difference	Significance Level
	Import	Satis/ SD	Gap	Import	Satis/ SD	Gap		
66. Program requirements are clear and reasonable.	6.20	5.35 / 1.55	0.85	6.22	5.49 / 1.37	0.73	-0.14	**
6. My academic advisor is approachable.	6.19	5.22 / 1.74	0.97	6.19	5.39 / 1.59	0.80	-0.17	***
24. Parking lots are well-lighted and secure.	6.18	4.48 / 1.95	1.70	6.10	5.07 / 1.64	1.03	-0.59	***
61. Faculty are usually available after class and during office hours.	6.18	5.54 / 1.49	0.64	6.18	5.56 / 1.38	0.62	-0.02	
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.16	5.00 / 1.71	1.16	6.10	5.10 / 1.61	1.00	-0.10	
41. Admissions staff are knowledgeable.	6.16	4.95 / 1.75	1.21	6.12	5.35 / 1.42	0.77	-0.40	***
29. Faculty are fair and unbiased in their treatment of individual students.	6.15	5.18 / 1.61	0.97	6.22	5.33 / 1.48	0.89	-0.15	**
65. Students are notified early in the term if they are doing poorly in a class.	6.14	4.94 / 1.75	1.20	6.14	4.89 / 1.69	1.25	0.05	
7. Adequate financial aid is available for most students.	6.13	5.00 / 1.81	1.13	6.18	5.09 / 1.69	1.09	-0.09	
43. Class change (drop/add) policies are reasonable.	6.13	5.40 / 1.51	0.73	6.07	5.41 / 1.44	0.66	-0.01	
52. This school does whatever it can to help me reach my educational goals.	6.13	5.05 / 1.63	1.08	6.18	5.21 / 1.48	0.97	-0.16	***
51. There are convenient ways of paying my school bill.	6.12	5.34 / 1.63	0.78	6.11	5.40 / 1.48	0.71	-0.06	
68. On the whole, the campus is well-maintained.	6.12	5.35 / 1.51	0.77	6.15	5.72 / 1.32	0.43	-0.37	***
34. Computer labs are adequate and accessible.	6.11	5.37 / 1.58	0.74	6.17	5.54 / 1.44	0.63	-0.17	***

**Noel-Levitz Student Satisfaction Inventory**

**Spring 2009**

**Items ranked by Importance**

	Delgado Community College			National Community Colleges			Mean Difference	Significance Level
	Import	Satis/ SD	Gap	Import	Satis/ SD	Gap		
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.11	5.23 / 1.63	0.88	6.13	5.41 / 1.42	0.72	-0.18	***
36. Students are made to feel welcome on this campus.	6.11	5.31 / 1.55	0.80	6.12	5.53 / 1.36	0.59	-0.22	***
46. Faculty provide timely feedback about student progress in a course.	6.11	5.34 / 1.52	0.77	6.15	5.28 / 1.46	0.87	0.06	
25. My academic advisor is concerned about my success as an individual.	6.10	4.86 / 1.80	1.24	6.09	5.06 / 1.67	1.03	-0.20	***
16. The college shows concern for students as individuals.	6.09	4.85 / 1.69	1.24	6.09	5.10 / 1.52	0.99	-0.25	***
23. Faculty are understanding of students' unique life circumstances.	6.09	5.04 / 1.64	1.05	6.10	5.19 / 1.52	0.91	-0.15	**
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.06	4.61 / 1.91	1.45	6.00	4.87 / 1.66	1.13	-0.26	***
63. I seldom get the "run-around" when seeking information on this campus.	6.06	4.50 / 1.93	1.56	6.03	5.08 / 1.62	0.95	-0.58	***
42. The equipment in the lab facilities is kept up to date.	6.04	5.23 / 1.57	0.81	6.12	5.42 / 1.41	0.70	-0.19	***
47. There are adequate services to help me decide upon a career.	6.04	5.08 / 1.61	0.96	6.02	5.18 / 1.46	0.84	-0.10	*
77. Satisfactoined with the amount of time I have to wait to obtain admissions services on my primary campus.	6.04	5.08 / 1.72	0.96					
3. The quality of instruction in the vocational/technical programs is excellent.	6.03	5.33 / 1.43	0.70	6.03	5.39 / 1.33	0.64	-0.06	
12. My academic advisor helps me set goals to work toward.	6.03	4.87 / 1.82	1.16	5.96	5.00 / 1.68	0.96	-0.13	*

**Noel-Levitz Student Satisfaction Inventory**

**Spring 2009**

**Items ranked by Importance**

	Delgado Community College			National Community Colleges			Mean Difference	Significance Level
	Import	Satis/ SD	Gap	Import	Satis/ SD	Gap		
27. The campus staff are caring and helpful.	6.03	5.06 / 1.57	0.97	6.02	5.40 / 1.33	0.62	-0.34	***
48. Counseling staff care about students as individuals.	6.03	4.99 / 1.66	1.04	6.01	5.16 / 1.51	0.85	-0.17	***
57. Administrators are approachable to students.	6.03	5.11 / 1.63	0.92	5.98	5.22 / 1.47	0.76	-0.11	*
60. Billing policies are reasonable.	6.03	5.18 / 1.61	0.85	6.03	5.28 / 1.46	0.75	-0.10	*
11. Security staff respond quickly in emergencies.	6.02	4.98 / 1.55	1.04	5.87	4.84 / 1.46	1.03	0.14	**
20. Financial aid counselors are helpful.	6.02	4.58 / 1.91	1.44	6.03	5.02 / 1.66	1.01	-0.44	***
49. Admissions counselors respond to prospective students' unique needs and requests.	6.02	4.93 / 1.65	1.09	5.94	5.14 / 1.45	0.80	-0.21	***
78. Satisfaction with the amount of time I had to wait to obtain financial aid services on my primary campus.	6.02	4.74 / 1.92	1.28					
79. Satisfaction with the amount of time I had to wait to obtain advisement services on my primary campus.	6.02	4.99 / 1.77	1.03					
14. Library resources and services are adequate.	6.01	5.08 / 1.68	0.93	6.12	5.56 / 1.37	0.56	-0.48	***
28. It is an enjoyable experience to be a student on this campus.	6.00	5.25 / 1.59	0.75	6.10	5.47 / 1.41	0.63	-0.22	***
37. Faculty take into consideration student differences as they teach a course.	6.00	5.14 / 1.57	0.86	6.05	5.20 / 1.45	0.85	-0.06	
56. The business office is open during hours which are convenient for most students.	6.00	5.07 / 1.64	0.93	6.01	5.34 / 1.44	0.67	-0.27	***

**Noel-Levitz Student Satisfaction Inventory**

**Spring 2009**

**Items ranked by Importance**

	Delgado Community College			National Community Colleges			Mean Difference	Significance Level
	Import	Satis/ SD	Gap	Import	Satis/ SD	Gap		
53. The assessment and course placement procedures are reasonable.	5.99	5.13 / 1.52	0.86	5.99	5.26 / 1.42	0.73	-0.13	**
54. Faculty are interested in my academic problems.	5.98	4.99 / 1.60	0.99	6.00	5.16 / 1.46	0.84	-0.17	***
55. Academic support services adequately meet the needs of students.	5.98	5.07 / 1.53	0.91	5.96	5.23 / 1.37	0.73	-0.16	***
64. Nearly all classes deal with practical experiences and applications.	5.98	5.20 / 1.50	0.78	6.05	5.40 / 1.35	0.65	-0.20	***
45. This institution has a good reputation within the community.	5.97	5.30 / 1.57	0.67	6.02	5.60 / 1.35	0.42	-0.30	***
50. Tutoring services are readily available.	5.96	5.24 / 1.55	0.72	5.95	5.36 / 1.45	0.59	-0.12	*
62. Bookstore staff are helpful.	5.96	5.24 / 1.58	0.72	6.00	5.50 / 1.48	0.50	-0.26	***
74. Satisfactor with the number of times I have to go to another campus or site to obtain services.	5.96	5.17 / 1.86	0.79					
76. Satisfaction with the availability of online classes.	5.96	5.29 / 1.64	0.67					
88. Financial aid as factor in decision to enroll.	5.96			5.83				
9. Internships or practical experiences are provided in my degree/certificate program.	5.94	5.00 / 1.62	0.94	5.90	5.03 / 1.53	0.87	-0.03	
21. There are a sufficient number of study areas on campus.	5.92	4.92 / 1.79	1.00	5.94	5.33 / 1.51	0.61	-0.41	***
67. Channels for expressing student complaints are readily available.	5.91	4.71 / 1.76	1.20	5.90	4.88 / 1.59	1.02	-0.17	**
2. Faculty care about me as an individual.	5.88	5.20 / 1.57	0.68	5.94	5.35 / 1.40	0.59	-0.15	***

**Noel-Levitz Student Satisfaction Inventory**

**Spring 2009**

**Items ranked by Importance**

	Delgado Community College			National Community Colleges			Mean Difference	Significance Level
	Import	Satis/ SD	Gap	Import	Satis/ SD	Gap		
22. People on this campus respect and are supportive of each other.	5.87	5.08 / 1.55	0.79	5.91	5.24 / 1.38	0.67	-0.16	***
89. Academic reputation as factor in decision to enroll.	5.86			5.78				
59. New student orientation services help students adjust to college.	5.82	5.15 / 1.56	0.67	5.78	5.20 / 1.47	0.58	-0.05	
4. Security staff are helpful.	5.81	5.05 / 1.67	0.76	5.50	4.85 / 1.58	0.65	0.20	***
38. The student center is a comfortable place for students to spend their leisure time.	5.78	5.10 / 1.66	0.68	5.66	5.17 / 1.47	0.49	-0.07	
73. Satisfaction with the knowledge of the faculty and staff on my primary campus about the student activities available.	5.77	5.19 / 1.59	0.58					
26. Library staff are helpful and approachable.	5.75	5.12 / 1.64	0.63	5.92	5.48 / 1.39	0.44	-0.36	***
30. The career services office provides students with the help they need to get a job.	5.75	4.72 / 1.56	1.03	5.83	4.98 / 1.43	0.85	-0.26	***
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.69	4.90 / 1.60	0.79	5.74	5.10 / 1.41	0.64	-0.20	***
80. Satisfaction with the food service on my primary campus.	5.69	4.56 / 2.00	1.13					
72. Satisfaction with the student activities available on my primary campus.	5.65	5.02 / 1.68	0.63					
44. I generally know what's happening on campus.	5.63	4.98 / 1.59	0.65	5.50	4.90 / 1.52	0.60	0.08	
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.49			5.34				

**Noel-Levitz Student Satisfaction Inventory**

**Spring 2009**

**Items ranked by Importance**

	Delgado Community College			National Community Colleges			Mean Difference	Significance Level
	Import	Satis/ SD	Gap	Import	Satis/ SD	Gap		
93. Geographic setting as factor in decision to enroll.	5.39			5.42				
1. Most students feel a sense of belonging here.	5.35	5.20 / 1.51	0.15	5.45	5.28 / 1.37	0.17	-0.08	
94. Campus appearance as factor in decision to enroll.	5.32			5.20				
90. Size of institution as factor in decision to enroll.	5.22			5.16				
19. This campus provides effective support services for displaced homemakers.	5.08	4.56 / 1.53	0.52	5.10	4.74 / 1.36	0.36	-0.18	***
92. Recommendations from family/ friends as factor in decision to enroll.	4.83			4.86				
17. Personnel in the Veterans' Services program are helpful.	4.74	4.58 / 1.56	0.16	4.67	4.57 / 1.35	0.10	0.01	
10. Child care facilities are available on campus.	4.53	3.89 / 1.85	0.64	4.58	4.46 / 1.63	0.12	-0.57	***
91. Opportunity to play sports as factor in decision to enroll.	3.67			3.53				
81. Institution's commitment to part-time students?		5.50 / 1.50			5.55 / 1.37		-0.05	
82. Institution's commitment to evening students?		5.43 / 1.54			5.44 / 1.43		-0.01	
83. Institution's commitment to older, returning learners?		5.42 / 1.55			5.51 / 1.39		-0.09	
84. Institution's commitment to under-represented populations?		5.25 / 1.52			5.33 / 1.38		-0.08	
85. Institution's commitment to commuters?		5.28 / 1.59			5.33 / 1.45		-0.05	

**Noel-Levitz Student Satisfaction Inventory**

**Spring 2009**

**Items ranked by Importance**

	Delgado Community College			National Community Colleges			Mean Difference	Signi- ficance Level
	Import	Satis/ SD	Gap	Import	Satis/ SD	Gap		
86. Institution's commitment to students with disabilities?		5.37 / 1.54			5.44 / 1.41		-0.07	
SD = Standard Deviation								
* Difference statistically significant to the .05 level ** significant to the .01 level, *** significant to the .001 level								

**Noel-Levitz Student Satisfaction Inventory  
Spring 2009**

**Items ranked by Satisfaction**

	Delgado Community College			National Community Colleges			Mean Difference	Significance Level
	Import	Satis/ SD	Gap	Import	Satis/ SD	Gap		
61. Faculty are usually available after class and during office hours.	6.18	5.54 / 1.49	0.64	6.18	5.56 / 1.38	0.62	-0.02	
81. Institution's commitment to part-time students?		5.50 / 1.50			5.55 / 1.37		-0.05	
70. I am able to experience intellectual growth here.	6.25	5.48 / 1.47	0.77	6.28	5.67 / 1.32	0.61	-0.19	***
18. The quality of instruction I receive in most of my classes is excellent.	6.36	5.47 / 1.43	0.89	6.40	5.57 / 1.33	0.83	-0.10	*
8. Classes are scheduled at times that are convenient for me.	6.39	5.43 / 1.63	0.96	6.42	5.39 / 1.53	1.03	0.04	
82. Institution's commitment to evening students?		5.43 / 1.54			5.44 / 1.43		-0.01	
83. Institution's commitment to older, returning learners?		5.42 / 1.55			5.51 / 1.39		-0.09	
58. Nearly all of the faculty are knowledgeable in their fields.	6.20	5.41 / 1.53	0.79	6.29	5.64 / 1.31	0.65	-0.23	***
43. Class change (drop/add) policies are reasonable.	6.13	5.40 / 1.51	0.73	6.07	5.41 / 1.44	0.66	-0.01	
34. Computer labs are adequate and accessible.	6.11	5.37 / 1.58	0.74	6.17	5.54 / 1.44	0.63	-0.17	***
86. Institution's commitment to students with disabilities?		5.37 / 1.54			5.44 / 1.41		-0.07	
66. Program requirements are clear and reasonable.	6.20	5.35 / 1.55	0.85	6.22	5.49 / 1.37	0.73	-0.14	**
68. On the whole, the campus is well-maintained.	6.12	5.35 / 1.51	0.77	6.15	5.72 / 1.32	0.43	-0.37	***

SD = Standard Deviation

\* Difference statistically significant to the .05 level \*\* significant to the .01 level, \*\*\* significant to the .001 level

**Noel-Levitz Student Satisfaction Inventory  
Spring 2009**

**Items ranked by Satisfaction**

	Delgado Community College			National Community Colleges			Mean Difference	Significance Level
	Import	Satis/ SD	Gap	Import	Satis/ SD	Gap		
51. There are convenient ways of paying my school bill.	6.12	5.34 / 1.63	0.78	6.11	5.40 / 1.48	0.71	-0.06	
46. Faculty provide timely feedback about student progress in a course.	6.11	5.34 / 1.52	0.77	6.15	5.28 / 1.46	0.87	0.06	
3. The quality of instruction in the vocational/technical programs is excellent.	6.03	5.33 / 1.43	0.70	6.03	5.39 / 1.33	0.64	-0.06	
36. Students are made to feel welcome on this campus.	6.11	5.31 / 1.55	0.80	6.12	5.53 / 1.36	0.59	-0.22	***
71. All services I need are available on my primary campus.	6.21	5.30 / 1.78	0.91					
69. There is a good variety of courses provided on this campus.	6.23	5.30 / 1.62	0.93	6.27	5.55 / 1.42	0.72	-0.25	***
45. This institution has a good reputation within the community.	5.97	5.30 / 1.57	0.67	6.02	5.60 / 1.35	0.42	-0.30	***
76. Satisfaction with the availability of online classes.	5.96	5.29 / 1.64	0.67					
75. Satisfaction with the availability of on campus classes.	6.25	5.28 / 1.75	0.97					
85. Institution's commitment to commuters?		5.28 / 1.59			5.33 / 1.45		-0.05	
28. It is an enjoyable experience to be a student on this campus.	6.00	5.25 / 1.59	0.75	6.10	5.47 / 1.41	0.63	-0.22	***
84. Institution's commitment to under-represented populations?		5.25 / 1.52			5.33 / 1.38		-0.08	
62. Bookstore staff are helpful.	5.96	5.24 / 1.58	0.72	6.00	5.50 / 1.48	0.50	-0.26	***
50. Tutoring services are readily available.	5.96	5.24 / 1.55	0.72	5.95	5.36 / 1.45	0.59	-0.12	*

**Noel-Levitz Student Satisfaction Inventory  
Spring 2009**

**Items ranked by Satisfaction**

	Delgado Community College			National Community Colleges			Mean Difference	Significance Level
	Import	Satis/ SD	Gap	Import	Satis/ SD	Gap		
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.11	5.23 / 1.63	0.88	6.13	5.41 / 1.42	0.72	-0.18	***
42. The equipment in the lab facilities is kept up to date.	6.04	5.23 / 1.57	0.81	6.12	5.42 / 1.41	0.70	-0.19	***
6. My academic advisor is approachable.	6.19	5.22 / 1.74	0.97	6.19	5.39 / 1.59	0.80	-0.17	***
31. The campus is safe and secure for all students.	6.25	5.22 / 1.53	1.03	6.25	5.50 / 1.35	0.75	-0.28	***
2. Faculty care about me as an individual.	5.88	5.20 / 1.57	0.68	5.94	5.35 / 1.40	0.59	-0.15	***
1. Most students feel a sense of belonging here.	5.35	5.20 / 1.51	0.15	5.45	5.28 / 1.37	0.17	-0.08	
64. Nearly all classes deal with practical experiences and applications.	5.98	5.20 / 1.50	0.78	6.05	5.40 / 1.35	0.65	-0.20	***
32. My academic advisor is knowledgeable about my program requirements.	6.23	5.19 / 1.71	1.04	6.25	5.36 / 1.61	0.89	-0.17	***
73. Satisfaction with the knowledge of the faculty and staff on my primary campus about the student activities available.	5.77	5.19 / 1.59	0.58					
29. Faculty are fair and unbiased in their treatment of individual students.	6.15	5.18 / 1.61	0.97	6.22	5.33 / 1.48	0.89	-0.15	**
60. Billing policies are reasonable.	6.03	5.18 / 1.61	0.85	6.03	5.28 / 1.46	0.75	-0.10	*
74. Satisfactor with the number of times I have to go to another campus or site to obtain services.	5.96	5.17 / 1.86	0.79					
15. I am able to register for classes I need with few conflicts.	6.30	5.15 / 1.71	1.15	6.33	5.39 / 1.52	0.94	-0.24	***

**Noel-Levitz Student Satisfaction Inventory  
Spring 2009**

**Items ranked by Satisfaction**

	Delgado Community College			National Community Colleges			Mean Difference	Significance Level
	Import	Satis/ SD	Gap	Import	Satis/ SD	Gap		
59. New student orientation services help students adjust to college.	5.82	5.15 / 1.56	0.67	5.78	5.20 / 1.47	0.58	-0.05	
37. Faculty take into consideration student differences as they teach a course.	6.00	5.14 / 1.57	0.86	6.05	5.20 / 1.45	0.85	-0.06	
53. The assessment and course placement procedures are reasonable.	5.99	5.13 / 1.52	0.86	5.99	5.26 / 1.42	0.73	-0.13	**
26. Library staff are helpful and approachable.	5.75	5.12 / 1.64	0.63	5.92	5.48 / 1.39	0.44	-0.36	***
57. Administrators are approachable to students.	6.03	5.11 / 1.63	0.92	5.98	5.22 / 1.47	0.76	-0.11	*
38. The student center is a comfortable place for students to spend their leisure time.	5.78	5.10 / 1.66	0.68	5.66	5.17 / 1.47	0.49	-0.07	
77. Satisfactoined with the amount of time I have to wait to obtain admissions services on my primary campus.	6.04	5.08 / 1.72	0.96					
14. Library resources and services are adequate.	6.01	5.08 / 1.68	0.93	6.12	5.56 / 1.37	0.56	-0.48	***
47. There are adequate services to help me decide upon a career.	6.04	5.08 / 1.61	0.96	6.02	5.18 / 1.46	0.84	-0.10	*
22. People on this campus respect and are supportive of each other.	5.87	5.08 / 1.55	0.79	5.91	5.24 / 1.38	0.67	-0.16	***
56. The business office is open during hours which are convenient for most students.	6.00	5.07 / 1.64	0.93	6.01	5.34 / 1.44	0.67	-0.27	***
55. Academic support services adequately meet the needs of students.	5.98	5.07 / 1.53	0.91	5.96	5.23 / 1.37	0.73	-0.16	***
27. The campus staff are caring and helpful.	6.03	5.06 / 1.57	0.97	6.02	5.40 / 1.33	0.62	-0.34	***
4. Security staff are helpful.	5.81	5.05 / 1.67	0.76	5.50	4.85 / 1.58	0.65	0.20	***

**Noel-Levitz Student Satisfaction Inventory  
Spring 2009**

**Items ranked by Satisfaction**

	Delgado Community College			National Community Colleges			Mean Difference	Significance Level
	Import	Satis/ SD	Gap	Import	Satis/ SD	Gap		
52. This school does whatever it can to help me reach my educational goals.	6.13	5.05 / 1.63	1.08	6.18	5.21 / 1.48	0.97	-0.16	***
23. Faculty are understanding of students' unique life circumstances.	6.09	5.04 / 1.64	1.05	6.10	5.19 / 1.52	0.91	-0.15	**
72. Satisfaction with the student activities available on my primary campus.	5.65	5.02 / 1.68	0.63					
7. Adequate financial aid is available for most students.	6.13	5.00 / 1.81	1.13	6.18	5.09 / 1.69	1.09	-0.09	
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.16	5.00 / 1.71	1.16	6.10	5.10 / 1.61	1.00	-0.10	
9. Internships or practical experiences are provided in my degree/certificate program.	5.94	5.00 / 1.62	0.94	5.90	5.03 / 1.53	0.87	-0.03	
79. Satisfaction with the amount of time I had to wait to obtain advisement services on my primary campus.	6.02	4.99 / 1.77	1.03					
48. Counseling staff care about students as individuals.	6.03	4.99 / 1.66	1.04	6.01	5.16 / 1.51	0.85	-0.17	***
54. Faculty are interested in my academic problems.	5.98	4.99 / 1.60	0.99	6.00	5.16 / 1.46	0.84	-0.17	***
44. I generally know what's happening on campus.	5.63	4.98 / 1.59	0.65	5.50	4.90 / 1.52	0.60	0.08	
11. Security staff respond quickly in emergencies.	6.02	4.98 / 1.55	1.04	5.87	4.84 / 1.46	1.03	0.14	**
41. Admissions staff are knowledgeable.	6.16	4.95 / 1.75	1.21	6.12	5.35 / 1.42	0.77	-0.40	***
65. Students are notified early in the term if they are doing poorly in a class.	6.14	4.94 / 1.75	1.20	6.14	4.89 / 1.69	1.25	0.05	

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Spring 2009**

**Items ranked by Satisfaction**

	Delgado Community College			National Community Colleges			Mean Difference	Significance Level
	Import	Satis/ SD	Gap	Import	Satis/ SD	Gap		
49. Admissions counselors respond to prospective students' unique needs and requests.	6.02	4.93 / 1.65	1.09	5.94	5.14 / 1.45	0.80	-0.21	***
21. There are a sufficient number of study areas on campus.	5.92	4.92 / 1.79	1.00	5.94	5.33 / 1.51	0.61	-0.41	***
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.69	4.90 / 1.60	0.79	5.74	5.10 / 1.41	0.64	-0.20	***
12. My academic advisor helps me set goals to work toward.	6.03	4.87 / 1.82	1.16	5.96	5.00 / 1.68	0.96	-0.13	*
25. My academic advisor is concerned about my success as an individual.	6.10	4.86 / 1.80	1.24	6.09	5.06 / 1.67	1.03	-0.20	***
16. The college shows concern for students as individuals.	6.09	4.85 / 1.69	1.24	6.09	5.10 / 1.52	0.99	-0.25	***
5. The personnel involved in registration are helpful.	6.21	4.82 / 1.85	1.39	6.15	5.34 / 1.54	0.81	-0.52	***
78. Satisfaction with the amount of time I had to wait to obtain financial aid services on my primary campus.	6.02	4.74 / 1.92	1.28					
30. The career services office provides students with the help they need to get a job.	5.75	4.72 / 1.56	1.03	5.83	4.98 / 1.43	0.85	-0.26	***
67. Channels for expressing student complaints are readily available.	5.91	4.71 / 1.76	1.20	5.90	4.88 / 1.59	1.02	-0.17	**
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.06	4.61 / 1.91	1.45	6.00	4.87 / 1.66	1.13	-0.26	***
20. Financial aid counselors are helpful.	6.02	4.58 / 1.91	1.44	6.03	5.02 / 1.66	1.01	-0.44	***

**Noel-Levitz Student Satisfaction Inventory  
Spring 2009**

**Items ranked by Satisfaction**

	Delgado Community College			National Community Colleges			Mean Difference	Significance Level
	Import	Satis/ SD	Gap	Import	Satis/ SD	Gap		
17. Personnel in the Veterans' Services program are helpful.	4.74	4.58 / 1.56	0.16	4.67	4.57 / 1.35	0.10	0.01	
80. Satisfaction with the food service on my primary campus.	5.69	4.56 / 2.00	1.13					
19. This campus provides effective support services for displaced homemakers.	5.08	4.56 / 1.53	0.52	5.10	4.74 / 1.36	0.36	-0.18	***
63. I seldom get the "run-around" when seeking information on this campus.	6.06	4.50 / 1.93	1.56	6.03	5.08 / 1.62	0.95	-0.58	***
24. Parking lots are well-lighted and secure.	6.18	4.48 / 1.95	1.70	6.10	5.07 / 1.64	1.03	-0.59	***
10. Child care facilities are available on campus.	4.53	3.89 / 1.85	0.64	4.58	4.46 / 1.63	0.12	-0.57	***
39. The amount of student parking space on campus is adequate.	6.21	3.69 / 2.13	2.52	6.15	4.54 / 1.95	1.61	-0.85	***
87. Cost as factor in decision to enroll.	6.32			6.21				
88. Financial aid as factor in decision to enroll.	5.96			5.83				
89. Academic reputation as factor in decision to enroll.	5.86			5.78				
90. Size of institution as factor in decision to enroll.	5.22			5.16				
91. Opportunity to play sports as factor in decision to enroll.	3.67			3.53				
92. Recommendations from family/friends as factor in decision to enroll.	4.83			4.86				
93. Geographic setting as factor in decision to enroll.	5.39			5.42				

**Noel-Levitz Student Satisfaction Inventory  
Spring 2009**

**Items ranked by Satisfaction**

	Delgado Community College			National Community Colleges			Mean Difference	Signi- ficance Level
	Import	Satis/ SD	Gap	Import	Satis/ SD	Gap		
94. Campus appearance as factor in decision to enroll.	5.32			5.20				
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.49			5.34				
<b>SD = Standard Deviation</b>								
<b>* Difference statistically significant to the .05 level ** significant to the .01 level, *** significant to the .001 level</b>								

**Noel-Levitz Student Satisfaction Inventory  
Spring 2009  
Where We Stand in Relation to Other Colleges  
Ranked by Top 20 in Importance**

	Delgado Community College			National Community Colleges			Mean Difference	Significance Level
	Import	Satis/ SD	Gap	Import	Satis/ SD	Gap		
39. The amount of student parking space on campus is adequate.	6.21	3.69 / 2.13	2.52	6.15	4.54 / 1.95	1.61	-0.85	***
24. Parking lots are well-lighted and secure.	6.18	4.48 / 1.95	1.70	6.10	5.07 / 1.64	1.03	-0.59	***
5. The personnel involved in registration are helpful.	6.21	4.82 / 1.85	1.39	6.15	5.34 / 1.54	0.81	-0.52	***
41. Admissions staff are knowledgeable.	6.16	4.95 / 1.75	1.21	6.12	5.35 / 1.42	0.77	-0.40	***
31. The campus is safe and secure for all students.	6.25	5.22 / 1.53	1.03	6.25	5.50 / 1.35	0.75	-0.28	***
69. There is a good variety of courses provided on this campus.	6.23	5.30 / 1.62	0.93	6.27	5.55 / 1.42	0.72	-0.25	***
15. I am able to register for classes I need with few conflicts.	6.30	5.15 / 1.71	1.15	6.33	5.39 / 1.52	0.94	-0.24	***
58. Nearly all of the faculty are knowledgeable in their fields.	6.20	5.41 / 1.53	0.79	6.29	5.64 / 1.31	0.65	-0.23	***
70. I am able to experience intellectual growth here.	6.25	5.48 / 1.47	0.77	6.28	5.67 / 1.32	0.61	-0.19	***
32. My academic advisor is knowledgeable about my program requirements.	6.23	5.19 / 1.71	1.04	6.25	5.36 / 1.61	0.89	-0.17	***
6. My academic advisor is approachable.	6.19	5.22 / 1.74	0.97	6.19	5.39 / 1.59	0.80	-0.17	***
29. Faculty are fair and unbiased in their treatment of individual students.	6.15	5.18 / 1.61	0.97	6.22	5.33 / 1.48	0.89	-0.15	**
SD = Standard Deviation								
* Difference statistically significant to the .05 level ** significant to the .01 level, *** significant to the .001 level								
Mean Difference = Difference in Satisfaction Levels								

**Noel-Levitz Student Satisfaction Inventory  
Spring 2009  
Where We Stand in Relation to Other Colleges  
Ranked by Top 20 in Importance**

	Delgado Community College			National Community Colleges			Mean Difference	Significance Level
	Import	Satis/ SD	Gap	Import	Satis/ SD	Gap		
66. Program requirements are clear and reasonable.	6.20	5.35 / 1.55	0.85	6.22	5.49 / 1.37	0.73	-0.14	**
18. The quality of instruction I receive in most of my classes is excellent.	6.36	5.47 / 1.43	0.89	6.40	5.57 / 1.33	0.83	-0.10	*
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.16	5.00 / 1.71	1.16	6.10	5.10 / 1.61	1.00	-0.10	
8. Classes are scheduled at times that are convenient for me.	6.39	5.43 / 1.63	0.96	6.42	5.39 / 1.53	1.03	0.04	
61. Faculty are usually available after class and during office hours.	6.18	5.54 / 1.49	0.64	6.18	5.56 / 1.38	0.62	-0.02	
87. Cost as factor in decision to enroll.	6.32			6.21				
75. Satisfaction with the availability of on campus classes.	6.25	5.28 / 1.75	0.97					
71. All services I need are available on my primary campus.	6.21	5.30 / 1.78	0.91					
<b>SD = Standard Deviation</b>								
<b>* Difference statistically significant to the .05 level ** significant to the .01 level, *** significant to the .001 level</b>								
<b>Mean Difference = Difference in Satisfaction Levels</b>								