



Office of Institutional Research

Noel-Levitz Student Satisfaction Inventory

Spring 2012



Prepared by the Office of Institutional Research

6/13/2012

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Methodology

Selected sample students were surveyed in the Spring 2012 semester.

The students were contacted via email.

The previous survey in Spring 2009 was done in the classroom, so there is a difference in the sampling method.

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Strengths

- 18. The quality of instruction I receive in most of my classes is excellent.
- 78. Campus item: I am satisfied with my progress toward my educational goals.
- 8. Classes are scheduled at times that are convenient for me.
- 31. The campus is safe and secure for all students.
- 58. Nearly all of the faculty are knowledgeable in their fields.
- 70. I am able to experience intellectual growth here.
- 76. Campus item: The amount of time spent studying for my classes was adequate.
- 69. There is a good variety of courses provided on this campus.
- 73. Campus item: My instructors have actively engaged me in the learning process.
- 66. Program requirements are clear and reasonable.
- 75. Campus item: I am satisfied with the availability of onsite campus classes.
- 61. Faculty are usually available after class and during office hours.
- 80. Campus item: I am satisfied with my progress through developmental classes.
- 34. Computer labs are adequate and accessible.
- 51. There are convenient ways of paying my school bill.
- 43. Class change (drop/add) policies are reasonable.

Challenges

- 15. I am able to register for classes I need with few conflicts.
- 35. Policies and procedures regarding registration and course selection are clear and well-publicized.
- 41. Admissions staff are knowledgeable.
- 40. My academic advisor is knowledgeable about the transfer requirements of other schools.
- 52. This school does whatever it can to help me reach my educational goals.
- 20. Financial aid counselors are helpful.
- 13. Financial aid awards are announced to students in time to be helpful in college planning.
- 12. My academic advisor helps me set goals to work toward.

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Challenges - continued

- 5. The personnel involved in registration are helpful.
- 24. Parking lots are well-lighted and secure.
- 63. I seldom get the "run-around" when seeking information on this campus.
- 25. My academic advisor is concerned about my success as an individual.
- 48. Counseling staff care about students as individuals.
- 54. Faculty are interested in my academic problems.
- 65. Students are notified early in the term if they are doing poorly in a class.

Benchmarks

Higher Satisfaction vs. National Community Colleges

- 8. Classes are scheduled at times that are convenient for me.
- 46. Faculty provide timely feedback about student progress in a course.
- 7. Adequate financial aid is available for most students.
- 61. Faculty are usually available after class and during office hours.
- 51. There are convenient ways of paying my school bill.
- 43. Class change (drop/add) policies are reasonable.

Lower Satisfaction vs. National Community Colleges

- 15. I am able to register for classes I need with few conflicts.
- 70. I am able to experience intellectual growth here.
- 35. Policies and procedures regarding registration and course selection are clear and well-publicized.
- 41. Admissions staff are knowledgeable.
- 52. This school does whatever it can to help me reach my educational goals.
- 20. Financial aid counselors are helpful.

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Benchmarks - continued

- 5. The personnel involved in registration are helpful.
- 24. Parking lots are well-lighted and secure.
- 36. Students are made to feel welcome on this campus.
- 63. I seldom get the "run-around" when seeking information on this campus.
- 57. Administrators are approachable to students.

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Spring 2012 Summary Report

	Delgado Community College			National Community Colleges			Mean Difference	Significance Level
	Import	Satis/ SD	Gap	Import	Satis/ SD	Gap		
Student Centeredness	6.31	5.18 / 1.46	1.13	6.01	5.39 / 1.15	0.62	-0.21	***
Instructional Effectiveness	6.50	5.43 / 1.27	1.07	6.21	5.42 / 1.08	0.79	0.01	
Responsiveness to Diverse Populations		5.61 / 1.51			5.51 / 1.25		0.10	*
Campus Support Services	6.04	5.06 / 1.49	0.98	5.50	4.98 / 1.18	0.52	0.08	
Safety and Security	6.41	5.01 / 1.43	1.40	6.05	5.03 / 1.20	1.02	-0.02	
Academic Advising/Counseling	6.53	5.16 / 1.61	1.37	6.17	5.20 / 1.33	0.97	-0.04	
Admissions and Financial Aid	6.48	5.06 / 1.51	1.42	6.08	5.16 / 1.23	0.92	-0.10	*
Academic Services	6.39	5.42 / 1.32	0.97	6.08	5.49 / 1.06	0.59	-0.07	
Registration Effectiveness	6.51	5.36 / 1.25	1.15	6.19	5.44 / 1.05	0.75	-0.08	*
Service Excellence	6.35	5.09 / 1.38	1.26	5.99	5.29 / 1.09	0.70	-0.20	***
Concern for the Individual	6.44	5.14 / 1.47	1.30	6.11	5.23 / 1.22	0.88	-0.09	*
Campus Climate	6.34	5.13 / 1.38	1.21	6.01	5.32 / 1.08	0.69	-0.19	***

Scale is 1 to 7, 7 = Very Important/Very Satisfied.

SD = Standard Deviation

Mean Difference = Difference in Satisfaction Levels

* Difference statistically significant at the .05 level, ** significant at the .01 level, *** significant at 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.	5.80	5.16 / 1.61	0.64	5.51	5.31 / 1.39	0.20	-0.15	**
2. Faculty care about me as an individual.	6.32	5.27 / 1.71	1.05	5.98	5.37 / 1.42	0.61	-0.10	
3. The quality of instruction in the vocational/technical programs is excellent.	6.46	5.42 / 1.55	1.04	6.05	5.39 / 1.35	0.66	0.03	
4. Security staff are helpful.	6.13	5.36 / 1.73	0.77	5.61	5.01 / 1.57	0.60	0.35	***
5. The personnel involved in registration are helpful.	6.49	4.95 / 1.96	1.54	6.20	5.34 / 1.58	0.86	-0.39	***
6. My academic advisor is approachable.	6.57	5.30 / 1.94	1.27	6.24	5.40 / 1.63	0.84	-0.10	
7. Adequate financial aid is available for most students.	6.57	5.42 / 1.82	1.15	6.25	5.21 / 1.70	1.04	0.21	**
8. Classes are scheduled at times that are convenient for me.	6.64	5.62 / 1.61	1.02	6.45	5.48 / 1.51	0.97	0.14	*
9. Internships or practical experiences are provided in my degree/certificate program.	6.27	5.26 / 1.70	1.01	5.92	4.98 / 1.58	0.94	0.28	***
10. Child care facilities are available on campus.	5.14	4.41 / 2.07	0.73	4.56	4.46 / 1.65	0.10	-0.05	
11. Security staff respond quickly in emergencies.	6.41	5.50 / 1.61	0.91	5.96	4.99 / 1.47	0.97	0.51	***
12. My academic advisor helps me set goals to work toward.	6.49	5.04 / 2.01	1.45	6.04	5.03 / 1.72	1.01	0.01	

Scale is 1 to 7, 7 = Very Important/Very Satisfied.

SD = Standard Deviation

Mean Difference = Difference in Satisfaction Levels

* Difference statistically significant at the .05 level, ** significant at the .01 level, *** significant at 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		
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.51	4.93 / 2.02	1.58	6.10	4.93 / 1.71	1.17	0.00	
14. Library resources and services are adequate.	6.37	5.59 / 1.54	0.78	6.16	5.64 / 1.35	0.52	-0.05	
15. I am able to register for classes I need with few conflicts.	6.66	5.22 / 1.82	1.44	6.37	5.40 / 1.55	0.97	-0.18	**
16. The college shows concern for students as individuals.	6.41	4.84 / 1.85	1.57	6.11	5.12 / 1.55	0.99	-0.28	***
17. Personnel in the Veterans' Services program are helpful.	5.64	5.42 / 1.52	0.22	4.77	4.62 / 1.39	0.15	0.80	***
18. The quality of instruction I receive in most of my classes is excellent.	6.66	5.67 / 1.49	0.99	6.43	5.59 / 1.35	0.84	0.08	
19. This campus provides effective support services for displaced homemakers.	5.78	4.87 / 1.81	0.91	5.17	4.78 / 1.40	0.39	0.09	
20. Financial aid counselors are helpful.	6.52	4.67 / 2.14	1.85	6.12	5.06 / 1.70	1.06	-0.39	***
21. There are a sufficient number of study areas on campus.	6.29	5.08 / 1.89	1.21	6.02	5.41 / 1.51	0.61	-0.33	***
22. People on this campus respect and are supportive of each other.	6.33	5.12 / 1.74	1.21	5.98	5.30 / 1.41	0.68	-0.18	**
23. Faculty are understanding of students' unique life circumstances.	6.45	5.28 / 1.71	1.17	6.15	5.24 / 1.52	0.91	0.04	
24. Parking lots are well-lighted and secure.	6.48	4.86 / 2.00	1.62	6.14	5.14 / 1.64	1.00	-0.28	***
25. My academic advisor is concerned about my success as an individual.	6.47	5.05 / 1.94	1.42	6.13	5.05 / 1.71	1.08	0.00	

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	Delgado Community College			National Community Colleges			Mean Difference	Significance Level
	Import	Satis/ SD	Gap	Import	Satis/ SD	Gap		
26. Library staff are helpful and approachable.	6.30	5.77 / 1.44	0.53	5.98	5.57 / 1.38	0.41	0.20	***
27. The campus staff are caring and helpful.	6.36	5.23 / 1.66	1.13	6.08	5.46 / 1.34	0.62	-0.23	***
28. It is an enjoyable experience to be a student on this campus.	6.38	5.27 / 1.76	1.11	6.16	5.52 / 1.43	0.64	-0.25	***
29. Faculty are fair and unbiased in their treatment of individual students.	6.54	5.41 / 1.71	1.13	6.26	5.39 / 1.49	0.87	0.02	
30. The career services office provides students with the help they need to get a job.	6.37	4.96 / 1.91	1.41	5.91	4.96 / 1.48	0.95	0.00	
31. The campus is safe and secure for all students.	6.63	5.55 / 1.50	1.08	6.32	5.59 / 1.35	0.73	-0.04	
32. My academic advisor is knowledgeable about my program requirements.	6.65	5.43 / 1.85	1.22	6.31	5.36 / 1.65	0.95	0.07	
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.27	5.03 / 1.82	1.24	5.80	5.14 / 1.44	0.66	-0.11	
34. Computer labs are adequate and accessible.	6.52	5.59 / 1.71	0.93	6.20	5.56 / 1.46	0.64	0.03	
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.56	5.24 / 1.81	1.32	6.18	5.44 / 1.44	0.74	-0.20	***
36. Students are made to feel welcome on this campus.	6.48	5.40 / 1.66	1.08	6.17	5.59 / 1.36	0.58	-0.19	***
37. Faculty take into consideration student differences as they teach a course.	6.33	5.18 / 1.69	1.15	6.08	5.23 / 1.46	0.85	-0.05	
38. The student center is a comfortable place for students to spend their leisure time.	6.03	5.05 / 1.87	0.98	5.72	5.25 / 1.47	0.47	-0.20	**

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	Import	Satis/ SD	Gap	Import	Satis/ SD	Gap		
39. The amount of student parking space on campus is adequate.	6.39	3.89 / 2.20	2.50	6.20	4.40 / 2.01	1.80	-0.51	***
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.53	5.16 / 1.86	1.37	6.18	5.13 / 1.66	1.05	0.03	
41. Admissions staff are knowledgeable.	6.55	5.19 / 1.78	1.36	6.18	5.40 / 1.44	0.78	-0.21	***
42. The equipment in the lab facilities is kept up to date.	6.46	5.41 / 1.61	1.05	6.14	5.45 / 1.42	0.69	-0.04	
43. Class change (drop/add) policies are reasonable.	6.49	5.63 / 1.63	0.86	6.13	5.47 / 1.46	0.66	0.16	**
44. I generally know what's happening on campus.	5.97	5.26 / 1.65	0.71	5.56	5.00 / 1.53	0.56	0.26	***
45. This institution has a good reputation within the community.	6.37	5.42 / 1.65	0.95	6.06	5.64 / 1.36	0.42	-0.22	***
46. Faculty provide timely feedback about student progress in a course.	6.58	5.47 / 1.68	1.11	6.21	5.29 / 1.49	0.92	0.18	**
47. There are adequate services to help me decide upon a career.	6.45	5.21 / 1.70	1.24	6.07	5.20 / 1.49	0.87	0.01	
48. Counseling staff care about students as individuals.	6.47	5.15 / 1.83	1.32	6.06	5.19 / 1.54	0.87	-0.04	
49. Admissions counselors respond to prospective students' unique needs and requests.	6.42	5.11 / 1.75	1.31	5.99	5.18 / 1.47	0.81	-0.07	
50. Tutoring services are readily available.	6.34	5.41 / 1.70	0.93	6.04	5.47 / 1.45	0.57	-0.06	
51. There are convenient ways of paying my school bill.	6.52	5.63 / 1.58	0.89	6.18	5.51 / 1.47	0.67	0.12	*

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	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.	6.53	4.99 / 1.84	1.54	6.23	5.25 / 1.49	0.98	-0.26	***
53. The assessment and course placement procedures are reasonable.	6.38	5.40 / 1.58	0.98	6.05	5.34 / 1.43	0.71	0.06	
54. Faculty are interested in my academic problems.	6.46	5.13 / 1.81	1.33	6.04	5.19 / 1.48	0.85	-0.06	
55. Academic support services adequately meet the needs of students.	6.40	5.11 / 1.77	1.29	6.03	5.29 / 1.39	0.74	-0.18	**
56. The business office is open during hours which are convenient for most students.	6.43	5.10 / 1.80	1.33	6.05	5.40 / 1.44	0.65	-0.30	***
57. Administrators are approachable to students.	6.47	5.16 / 1.77	1.31	6.04	5.30 / 1.47	0.74	-0.14	*
58. Nearly all of the faculty are knowledgeable in their fields.	6.60	5.60 / 1.58	1.00	6.34	5.68 / 1.33	0.66	-0.08	
59. New student orientation services help students adjust to college.	6.29	5.30 / 1.75	0.99	5.84	5.27 / 1.48	0.57	0.03	
60. Billing policies are reasonable.	6.46	5.42 / 1.63	1.04	6.09	5.37 / 1.46	0.72	0.05	
61. Faculty are usually available after class and during office hours.	6.53	5.75 / 1.51	0.78	6.22	5.62 / 1.37	0.60	0.13	*
62. Bookstore staff are helpful.	6.35	5.44 / 1.73	0.91	6.05	5.59 / 1.47	0.46	-0.15	*
63. I seldom get the "run-around" when seeking information on this campus.	6.48	4.38 / 2.20	2.10	6.06	5.09 / 1.65	0.97	-0.71	***
64. Nearly all classes deal with practical experiences and applications.	6.38	5.44 / 1.53	0.94	6.09	5.42 / 1.37	0.67	0.02	

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	Delgado Community College			National Community Colleges			Mean Difference	Significance Level
	Import	Satis/ SD	Gap	Import	Satis/ SD	Gap		
65. Students are notified early in the term if they are doing poorly in a class.	6.46	5.10 / 1.83	1.36	6.18	4.90 / 1.73	1.28	0.20	**
66. Program requirements are clear and reasonable.	6.56	5.52 / 1.63	1.04	6.28	5.53 / 1.39	0.75	-0.01	
67. Channels for expressing student complaints are readily available.	6.36	4.58 / 2.07	1.78	5.94	4.90 / 1.63	1.04	-0.32	***
68. On the whole, the campus is well-maintained.	6.44	5.48 / 1.65	0.96	6.20	5.79 / 1.31	0.41	-0.31	***
69. There is a good variety of courses provided on this campus.	6.57	5.60 / 1.58	0.97	6.32	5.62 / 1.41	0.70	-0.02	
70. I am able to experience intellectual growth here.	6.60	5.60 / 1.57	1.00	6.34	5.74 / 1.32	0.60	-0.14	**
71. Campus item: I have visited the Call Center on City Park and was satisfied with the experience.	6.11	5.10 / 1.85	1.01					
72. Campus item: I have taken an online class and am satisfied with the support I received.	6.52	5.44 / 1.84	1.08					
73. Campus item: My instructors have actively engaged me in the learning process.	6.57	5.80 / 1.45	0.77					
74. Campus item: I am satisfied with my high school preparation to attend college.	6.45	5.65 / 1.68	0.80					
75. Campus item: I am satisfied with the availability of onsite campus classes.	6.55	5.61 / 1.61	0.94					
76. Campus item: The amount of time spent studying for my classes was adequate.	6.58	5.83 / 1.32	0.75					

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	Delgado Community College			National Community Colleges			Mean Difference	Significance Level
	Import	Satis/ SD	Gap	Import	Satis/ SD	Gap		
77. Campus item: I am satisfied with the tutoring services provided.	6.42	5.38 / 1.76	1.04					
78. Campus item: I am satisfied with my progress toward my educational goals.	6.66	5.85 / 1.42	0.81					
79. Campus item: I am satisfied the information provided to me about careers in my chosen field.	6.57	5.40 / 1.79	1.17					
80. Campus item: I am satisfied with my progress through developmental classes.	6.53	5.85 / 1.46	0.68					
81. Institution's commitment to part-time students?		5.62 / 1.54			5.62 / 1.37		0.00	
82. Institution's commitment to evening students?		5.61 / 1.58			5.52 / 1.43		0.09	
83. Institution's commitment to older, returning learners?		5.64 / 1.58			5.58 / 1.40		0.06	
84. Institution's commitment to under-represented populations?		5.62 / 1.55			5.40 / 1.39		0.22	***
85. Institution's commitment to commuters?		5.41 / 1.69			5.40 / 1.46		0.01	
86. Institution's commitment to students with disabilities?		5.78 / 1.51			5.53 / 1.41		0.25	***
87. Cost as factor in decision to enroll.	6.40			6.32				
88. Financial aid as factor in decision to enroll.	6.25			5.99				
89. Academic reputation as factor in decision to enroll.	6.06			5.85				

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	Delgado Community College			National Community Colleges			Mean Difference	Significance Level
	Import	Satis/ SD	Gap	Import	Satis/ SD	Gap		
90. Size of institution as factor in decision to enroll.	5.35			5.19				
91. Opportunity to play sports as factor in decision to enroll.	3.31			3.58				
92. Recommendations from family/friends as factor in decision to enroll.	5.01			4.92				
93. Geographic setting as factor in decision to enroll.	5.85			5.47				
94. Campus appearance as factor in decision to enroll.	5.31			5.23				
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.61			5.39				

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Mean Difference = Difference in Satisfaction Levels

* Difference statistically significant at the .05 level, ** significant at the .01 level, *** significant at 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		
15. I am able to register for classes I need with few conflicts.	6.66	5.22 / 1.82	1.44	6.37	5.40 / 1.55	0.97	-0.18	**
18. The quality of instruction I receive in most of my classes is excellent.	6.66	5.67 / 1.49	0.99	6.43	5.59 / 1.35	0.84	0.08	
78. Campus item: I am satisfied with my progress toward my educational goals.	6.66	5.85 / 1.42	0.81					
32. My academic advisor is knowledgeable about my program requirements.	6.65	5.43 / 1.85	1.22	6.31	5.36 / 1.65	0.95	0.07	
8. Classes are scheduled at times that are convenient for me.	6.64	5.62 / 1.61	1.02	6.45	5.48 / 1.51	0.97	0.14	*
31. The campus is safe and secure for all students.	6.63	5.55 / 1.50	1.08	6.32	5.59 / 1.35	0.73	-0.04	
58. Nearly all of the faculty are knowledgeable in their fields.	6.60	5.60 / 1.58	1.00	6.34	5.68 / 1.33	0.66	-0.08	
70. I am able to experience intellectual growth here.	6.60	5.60 / 1.57	1.00	6.34	5.74 / 1.32	0.60	-0.14	**
46. Faculty provide timely feedback about student progress in a course.	6.58	5.47 / 1.68	1.11	6.21	5.29 / 1.49	0.92	0.18	**
76. Campus item: The amount of time spent studying for my classes was adequate.	6.58	5.83 / 1.32	0.75					
6. My academic advisor is approachable.	6.57	5.30 / 1.94	1.27	6.24	5.40 / 1.63	0.84	-0.10	
7. Adequate financial aid is available for most students.	6.57	5.42 / 1.82	1.15	6.25	5.21 / 1.70	1.04	0.21	**

Scale is 1 to 7, 7 = Very Important/Very Satisfied.

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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		
69. There is a good variety of courses provided on this campus.	6.57	5.60 / 1.58	0.97	6.32	5.62 / 1.41	0.70	-0.02	
73. Campus item: My instructors have actively engaged me in the learning process.	6.57	5.80 / 1.45	0.77					
79. Campus item: I am satisfied the information provided to me about careers in my chosen field.	6.57	5.40 / 1.79	1.17					
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.56	5.24 / 1.81	1.32	6.18	5.44 / 1.44	0.74	-0.20	***
66. Program requirements are clear and reasonable.	6.56	5.52 / 1.63	1.04	6.28	5.53 / 1.39	0.75	-0.01	
41. Admissions staff are knowledgeable.	6.55	5.19 / 1.78	1.36	6.18	5.40 / 1.44	0.78	-0.21	***
75. Campus item: I am satisfied with the availability of onsite campus classes.	6.55	5.61 / 1.61	0.94					
29. Faculty are fair and unbiased in their treatment of individual students.	6.54	5.41 / 1.71	1.13	6.26	5.39 / 1.49	0.87	0.02	
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.53	5.16 / 1.86	1.37	6.18	5.13 / 1.66	1.05	0.03	
52. This school does whatever it can to help me reach my educational goals.	6.53	4.99 / 1.84	1.54	6.23	5.25 / 1.49	0.98	-0.26	***
61. Faculty are usually available after class and during office hours.	6.53	5.75 / 1.51	0.78	6.22	5.62 / 1.37	0.60	0.13	*
80. Campus item: I am satisfied with my progress through developmental classes.	6.53	5.85 / 1.46	0.68					

Noel-Levitz Student Satisfaction Inventory

Spring 2012

Items ranked by Importance

	Delgado Community College			National Community Colleges			Mean Difference	Significance Level
	Import	Satis/ SD	Gap	Import	Satis/ SD	Gap		
20. Financial aid counselors are helpful.	6.52	4.67 / 2.14	1.85	6.12	5.06 / 1.70	1.06	-0.39	***
34. Computer labs are adequate and accessible.	6.52	5.59 / 1.71	0.93	6.20	5.56 / 1.46	0.64	0.03	
51. There are convenient ways of paying my school bill.	6.52	5.63 / 1.58	0.89	6.18	5.51 / 1.47	0.67	0.12	*
72. Campus item: I have taken an online class and am satisfied with the support I received.	6.52	5.44 / 1.84	1.08					
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.51	4.93 / 2.02	1.58	6.10	4.93 / 1.71	1.17	0.00	
5. The personnel involved in registration are helpful.	6.49	4.95 / 1.96	1.54	6.20	5.34 / 1.58	0.86	-0.39	***
12. My academic advisor helps me set goals to work toward.	6.49	5.04 / 2.01	1.45	6.04	5.03 / 1.72	1.01	0.01	
43. Class change (drop/add) policies are reasonable.	6.49	5.63 / 1.63	0.86	6.13	5.47 / 1.46	0.66	0.16	**
24. Parking lots are well-lighted and secure.	6.48	4.86 / 2.00	1.62	6.14	5.14 / 1.64	1.00	-0.28	***
36. Students are made to feel welcome on this campus.	6.48	5.40 / 1.66	1.08	6.17	5.59 / 1.36	0.58	-0.19	***
63. I seldom get the "run-around" when seeking information on this campus.	6.48	4.38 / 2.20	2.10	6.06	5.09 / 1.65	0.97	-0.71	***
25. My academic advisor is concerned about my success as an individual.	6.47	5.05 / 1.94	1.42	6.13	5.05 / 1.71	1.08	0.00	
48. Counseling staff care about students as individuals.	6.47	5.15 / 1.83	1.32	6.06	5.19 / 1.54	0.87	-0.04	

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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		
57. Administrators are approachable to students.	6.47	5.16 / 1.77	1.31	6.04	5.30 / 1.47	0.74	-0.14	*
3. The quality of instruction in the vocational/technical programs is excellent.	6.46	5.42 / 1.55	1.04	6.05	5.39 / 1.35	0.66	0.03	
42. The equipment in the lab facilities is kept up to date.	6.46	5.41 / 1.61	1.05	6.14	5.45 / 1.42	0.69	-0.04	
54. Faculty are interested in my academic problems.	6.46	5.13 / 1.81	1.33	6.04	5.19 / 1.48	0.85	-0.06	
60. Billing policies are reasonable.	6.46	5.42 / 1.63	1.04	6.09	5.37 / 1.46	0.72	0.05	
65. Students are notified early in the term if they are doing poorly in a class.	6.46	5.10 / 1.83	1.36	6.18	4.90 / 1.73	1.28	0.20	**
23. Faculty are understanding of students' unique life circumstances.	6.45	5.28 / 1.71	1.17	6.15	5.24 / 1.52	0.91	0.04	
47. There are adequate services to help me decide upon a career.	6.45	5.21 / 1.70	1.24	6.07	5.20 / 1.49	0.87	0.01	
74. Campus item: I am satisfied with my high school preparation to attend college.	6.45	5.65 / 1.68	0.80					
68. On the whole, the campus is well-maintained.	6.44	5.48 / 1.65	0.96	6.20	5.79 / 1.31	0.41	-0.31	***
56. The business office is open during hours which are convenient for most students.	6.43	5.10 / 1.80	1.33	6.05	5.40 / 1.44	0.65	-0.30	***
49. Admissions counselors respond to prospective students' unique needs and requests.	6.42	5.11 / 1.75	1.31	5.99	5.18 / 1.47	0.81	-0.07	

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		
77. Campus item: I am satisfied with the tutoring services provided.	6.42	5.38 / 1.76	1.04					
11. Security staff respond quickly in emergencies.	6.41	5.50 / 1.61	0.91	5.96	4.99 / 1.47	0.97	0.51	***
16. The college shows concern for students as individuals.	6.41	4.84 / 1.85	1.57	6.11	5.12 / 1.55	0.99	-0.28	***
55. Academic support services adequately meet the needs of students.	6.40	5.11 / 1.77	1.29	6.03	5.29 / 1.39	0.74	-0.18	**
87. Cost as factor in decision to enroll.	6.40			6.32				
39. The amount of student parking space on campus is adequate.	6.39	3.89 / 2.20	2.50	6.20	4.40 / 2.01	1.80	-0.51	***
28. It is an enjoyable experience to be a student on this campus.	6.38	5.27 / 1.76	1.11	6.16	5.52 / 1.43	0.64	-0.25	***
53. The assessment and course placement procedures are reasonable.	6.38	5.40 / 1.58	0.98	6.05	5.34 / 1.43	0.71	0.06	
64. Nearly all classes deal with practical experiences and applications.	6.38	5.44 / 1.53	0.94	6.09	5.42 / 1.37	0.67	0.02	
14. Library resources and services are adequate.	6.37	5.59 / 1.54	0.78	6.16	5.64 / 1.35	0.52	-0.05	
30. The career services office provides students with the help they need to get a job.	6.37	4.96 / 1.91	1.41	5.91	4.96 / 1.48	0.95	0.00	
45. This institution has a good reputation within the community.	6.37	5.42 / 1.65	0.95	6.06	5.64 / 1.36	0.42	-0.22	***
27. The campus staff are caring and helpful.	6.36	5.23 / 1.66	1.13	6.08	5.46 / 1.34	0.62	-0.23	***

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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		
67. Channels for expressing student complaints are readily available.	6.36	4.58 / 2.07	1.78	5.94	4.90 / 1.63	1.04	-0.32	***
62. Bookstore staff are helpful.	6.35	5.44 / 1.73	0.91	6.05	5.59 / 1.47	0.46	-0.15	*
50. Tutoring services are readily available.	6.34	5.41 / 1.70	0.93	6.04	5.47 / 1.45	0.57	-0.06	
22. People on this campus respect and are supportive of each other.	6.33	5.12 / 1.74	1.21	5.98	5.30 / 1.41	0.68	-0.18	**
37. Faculty take into consideration student differences as they teach a course.	6.33	5.18 / 1.69	1.15	6.08	5.23 / 1.46	0.85	-0.05	
2. Faculty care about me as an individual.	6.32	5.27 / 1.71	1.05	5.98	5.37 / 1.42	0.61	-0.10	
26. Library staff are helpful and approachable.	6.30	5.77 / 1.44	0.53	5.98	5.57 / 1.38	0.41	0.20	***
21. There are a sufficient number of study areas on campus.	6.29	5.08 / 1.89	1.21	6.02	5.41 / 1.51	0.61	-0.33	***
59. New student orientation services help students adjust to college.	6.29	5.30 / 1.75	0.99	5.84	5.27 / 1.48	0.57	0.03	
9. Internships or practical experiences are provided in my degree/certificate program.	6.27	5.26 / 1.70	1.01	5.92	4.98 / 1.58	0.94	0.28	***
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.27	5.03 / 1.82	1.24	5.80	5.14 / 1.44	0.66	-0.11	
88. Financial aid as factor in decision to enroll.	6.25			5.99				

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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		
4. Security staff are helpful.	6.13	5.36 / 1.73	0.77	5.61	5.01 / 1.57	0.60	0.35	***
71. Campus item: I have visited the Call Center on City Park and was satisfied with the experience.	6.11	5.10 / 1.85	1.01					
89. Academic reputation as factor in decision to enroll.	6.06			5.85				
38. The student center is a comfortable place for students to spend their leisure time.	6.03	5.05 / 1.87	0.98	5.72	5.25 / 1.47	0.47	-0.20	**
44. I generally know what's happening on campus.	5.97	5.26 / 1.65	0.71	5.56	5.00 / 1.53	0.56	0.26	***
93. Geographic setting as factor in decision to enroll.	5.85			5.47				
1. Most students feel a sense of belonging here.	5.80	5.16 / 1.61	0.64	5.51	5.31 / 1.39	0.20	-0.15	**
19. This campus provides effective support services for displaced homemakers.	5.78	4.87 / 1.81	0.91	5.17	4.78 / 1.40	0.39	0.09	
17. Personnel in the Veterans' Services program are helpful.	5.64	5.42 / 1.52	0.22	4.77	4.62 / 1.39	0.15	0.80	***
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.61			5.39				
90. Size of institution as factor in decision to enroll.	5.35			5.19				
94. Campus appearance as factor in decision to enroll.	5.31			5.23				

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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		
10. Child care facilities are available on campus.	5.14	4.41 / 2.07	0.73	4.56	4.46 / 1.65	0.10	-0.05	
92. Recommendations from family/friends as factor in decision to enroll.	5.01			4.92				
91. Opportunity to play sports as factor in decision to enroll.	3.31			3.58				
81. Institution's commitment to part-time students?		5.62 / 1.54			5.62 / 1.37		0.00	
82. Institution's commitment to evening students?		5.61 / 1.58			5.52 / 1.43		0.09	
83. Institution's commitment to older, returning learners?		5.64 / 1.58			5.58 / 1.40		0.06	
84. Institution's commitment to under-represented populations?		5.62 / 1.55			5.40 / 1.39		0.22	***
85. Institution's commitment to commuters?		5.41 / 1.69			5.40 / 1.46		0.01	
86. Institution's commitment to students with disabilities?		5.78 / 1.51			5.53 / 1.41		0.25	***

Scale is 1 to 7, 7 = Very Important/Very Satisfied. SD = Standard Deviation

Mean Difference = Difference in Satisfaction Levels

* Difference statistically significant at the .05 level, ** significant at the .01 level, *** significant at the .001 level

Noel-Levitz Student Satisfaction Inventory

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Items ranked by Satisfaction

	Delgado Community College			National Community Colleges			Mean Difference	Significance Level
	Import	Satis/ SD	Gap	Import	Satis/ SD	Gap		
78. Campus item: I am satisfied with my progress toward my educational goals.	6.66	5.85 / 1.42	0.81					
80. Campus item: I am satisfied with my progress through developmental classes.	6.53	5.85 / 1.46	0.68					
76. Campus item: The amount of time spent studying for my classes was adequate.	6.58	5.83 / 1.32	0.75					
73. Campus item: My instructors have actively engaged me in the learning process.	6.57	5.80 / 1.45	0.77					
86. Institution's commitment to students with disabilities?		5.78 / 1.51			5.53 / 1.41		0.25	***
26. Library staff are helpful and approachable.	6.30	5.77 / 1.44	0.53	5.98	5.57 / 1.38	0.41	0.20	***
61. Faculty are usually available after class and during office hours.	6.53	5.75 / 1.51	0.78	6.22	5.62 / 1.37	0.60	0.13	*
18. The quality of instruction I receive in most of my classes is excellent.	6.66	5.67 / 1.49	0.99	6.43	5.59 / 1.35	0.84	0.08	
74. Campus item: I am satisfied with my high school preparation to attend college.	6.45	5.65 / 1.68	0.80					
83. Institution's commitment to older, returning learners?		5.64 / 1.58			5.58 / 1.40		0.06	
51. There are convenient ways of paying my school bill.	6.52	5.63 / 1.58	0.89	6.18	5.51 / 1.47	0.67	0.12	*
43. Class change (drop/add) policies are reasonable.	6.49	5.63 / 1.63	0.86	6.13	5.47 / 1.46	0.66	0.16	**

Scale is 1 to 7, 7 = Very Important/Very Satisfied.
Mean Difference = Difference in Satisfaction Levels

SD = Standard Deviation

* Difference statistically significant at the .05 level, ** significant at the .01 level, *** significant at the .001 level

Noel-Levitz Student Satisfaction Inventory

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Items ranked by Satisfaction

	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.	6.64	5.62 / 1.61	1.02	6.45	5.48 / 1.51	0.97	0.14	*
81. Institution's commitment to part-time students?		5.62 / 1.54			5.62 / 1.37		0.00	
84. Institution's commitment to under-represented populations?		5.62 / 1.55			5.40 / 1.39		0.22	***
75. Campus item: I am satisfied with the availability of onsite campus classes.	6.55	5.61 / 1.61	0.94					
82. Institution's commitment to evening students?		5.61 / 1.58			5.52 / 1.43		0.09	
58. Nearly all of the faculty are knowledgeable in their fields.	6.60	5.60 / 1.58	1.00	6.34	5.68 / 1.33	0.66	-0.08	
70. I am able to experience intellectual growth here.	6.60	5.60 / 1.57	1.00	6.34	5.74 / 1.32	0.60	-0.14	**
69. There is a good variety of courses provided on this campus.	6.57	5.60 / 1.58	0.97	6.32	5.62 / 1.41	0.70	-0.02	
34. Computer labs are adequate and accessible.	6.52	5.59 / 1.71	0.93	6.20	5.56 / 1.46	0.64	0.03	
14. Library resources and services are adequate.	6.37	5.59 / 1.54	0.78	6.16	5.64 / 1.35	0.52	-0.05	
31. The campus is safe and secure for all students.	6.63	5.55 / 1.50	1.08	6.32	5.59 / 1.35	0.73	-0.04	
66. Program requirements are clear and reasonable.	6.56	5.52 / 1.63	1.04	6.28	5.53 / 1.39	0.75	-0.01	
11. Security staff respond quickly in emergencies.	6.41	5.50 / 1.61	0.91	5.96	4.99 / 1.47	0.97	0.51	***

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Items ranked by Satisfaction

	Delgado Community College			National Community Colleges			Mean Difference	Significance Level
	Import	Satis/ SD	Gap	Import	Satis/ SD	Gap		
68. On the whole, the campus is well-maintained.	6.44	5.48 / 1.65	0.96	6.20	5.79 / 1.31	0.41	-0.31	***
46. Faculty provide timely feedback about student progress in a course.	6.58	5.47 / 1.68	1.11	6.21	5.29 / 1.49	0.92	0.18	**
72. Campus item: I have taken an online class and am satisfied with the support I received.	6.52	5.44 / 1.84	1.08					
62. Bookstore staff are helpful.	6.35	5.44 / 1.73	0.91	6.05	5.59 / 1.47	0.46	-0.15	*
64. Nearly all classes deal with practical experiences and applications.	6.38	5.44 / 1.53	0.94	6.09	5.42 / 1.37	0.67	0.02	
32. My academic advisor is knowledgeable about my program requirements.	6.65	5.43 / 1.85	1.22	6.31	5.36 / 1.65	0.95	0.07	
7. Adequate financial aid is available for most students.	6.57	5.42 / 1.82	1.15	6.25	5.21 / 1.70	1.04	0.21	**
45. This institution has a good reputation within the community.	6.37	5.42 / 1.65	0.95	6.06	5.64 / 1.36	0.42	-0.22	***
60. Billing policies are reasonable.	6.46	5.42 / 1.63	1.04	6.09	5.37 / 1.46	0.72	0.05	
3. The quality of instruction in the vocational/technical programs is excellent.	6.46	5.42 / 1.55	1.04	6.05	5.39 / 1.35	0.66	0.03	
17. Personnel in the Veterans' Services program are helpful.	5.64	5.42 / 1.52	0.22	4.77	4.62 / 1.39	0.15	0.80	***
29. Faculty are fair and unbiased in their treatment of individual students.	6.54	5.41 / 1.71	1.13	6.26	5.39 / 1.49	0.87	0.02	
50. Tutoring services are readily available.	6.34	5.41 / 1.70	0.93	6.04	5.47 / 1.45	0.57	-0.06	
85. Institution's commitment to commuters?		5.41 / 1.69			5.40 / 1.46		0.01	

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Items ranked by Satisfaction

	Delgado Community College			National Community Colleges			Mean Difference	Significance Level
	Import	Satis/ SD	Gap	Import	Satis/ SD	Gap		
42. The equipment in the lab facilities is kept up to date.	6.46	5.41 / 1.61	1.05	6.14	5.45 / 1.42	0.69	-0.04	
79. Campus item: I am satisfied the information provided to me about careers in my chosen field.	6.57	5.40 / 1.79	1.17					
36. Students are made to feel welcome on this campus.	6.48	5.40 / 1.66	1.08	6.17	5.59 / 1.36	0.58	-0.19	***
53. The assessment and course placement procedures are reasonable.	6.38	5.40 / 1.58	0.98	6.05	5.34 / 1.43	0.71	0.06	
77. Campus item: I am satisfied with the tutoring services provided.	6.42	5.38 / 1.76	1.04					
4. Security staff are helpful.	6.13	5.36 / 1.73	0.77	5.61	5.01 / 1.57	0.60	0.35	***
6. My academic advisor is approachable.	6.57	5.30 / 1.94	1.27	6.24	5.40 / 1.63	0.84	-0.10	
59. New student orientation services help students adjust to college.	6.29	5.30 / 1.75	0.99	5.84	5.27 / 1.48	0.57	0.03	
23. Faculty are understanding of students' unique life circumstances.	6.45	5.28 / 1.71	1.17	6.15	5.24 / 1.52	0.91	0.04	
28. It is an enjoyable experience to be a student on this campus.	6.38	5.27 / 1.76	1.11	6.16	5.52 / 1.43	0.64	-0.25	***
2. Faculty care about me as an individual.	6.32	5.27 / 1.71	1.05	5.98	5.37 / 1.42	0.61	-0.10	
9. Internships or practical experiences are provided in my degree/certificate program.	6.27	5.26 / 1.70	1.01	5.92	4.98 / 1.58	0.94	0.28	***

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Items ranked by Satisfaction

	Delgado Community College			National Community Colleges			Mean Difference	Significance Level
	Import	Satis/ SD	Gap	Import	Satis/ SD	Gap		
44. I generally know what's happening on campus.	5.97	5.26 / 1.65	0.71	5.56	5.00 / 1.53	0.56	0.26	***
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.56	5.24 / 1.81	1.32	6.18	5.44 / 1.44	0.74	-0.20	***
27. The campus staff are caring and helpful.	6.36	5.23 / 1.66	1.13	6.08	5.46 / 1.34	0.62	-0.23	***
15. I am able to register for classes I need with few conflicts.	6.66	5.22 / 1.82	1.44	6.37	5.40 / 1.55	0.97	-0.18	**
47. There are adequate services to help me decide upon a career.	6.45	5.21 / 1.70	1.24	6.07	5.20 / 1.49	0.87	0.01	
41. Admissions staff are knowledgeable.	6.55	5.19 / 1.78	1.36	6.18	5.40 / 1.44	0.78	-0.21	***
37. Faculty take into consideration student differences as they teach a course.	6.33	5.18 / 1.69	1.15	6.08	5.23 / 1.46	0.85	-0.05	
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.53	5.16 / 1.86	1.37	6.18	5.13 / 1.66	1.05	0.03	
57. Administrators are approachable to students.	6.47	5.16 / 1.77	1.31	6.04	5.30 / 1.47	0.74	-0.14	*
1. Most students feel a sense of belonging here.	5.80	5.16 / 1.61	0.64	5.51	5.31 / 1.39	0.20	-0.15	**
48. Counseling staff care about students as individuals.	6.47	5.15 / 1.83	1.32	6.06	5.19 / 1.54	0.87	-0.04	
54. Faculty are interested in my academic problems.	6.46	5.13 / 1.81	1.33	6.04	5.19 / 1.48	0.85	-0.06	
22. People on this campus respect and are supportive of each other.	6.33	5.12 / 1.74	1.21	5.98	5.30 / 1.41	0.68	-0.18	**

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Items ranked by Satisfaction

	Delgado Community College			National Community Colleges			Mean Difference	Significance Level
	Import	Satis/ SD	Gap	Import	Satis/ SD	Gap		
55. Academic support services adequately meet the needs of students.	6.40	5.11 / 1.77	1.29	6.03	5.29 / 1.39	0.74	-0.18	**
49. Admissions counselors respond to prospective students' unique needs and requests.	6.42	5.11 / 1.75	1.31	5.99	5.18 / 1.47	0.81	-0.07	
71. Campus item: I have visited the Call Center on City Park and was satisfied with the experience.	6.11	5.10 / 1.85	1.01					
65. Students are notified early in the term if they are doing poorly in a class.	6.46	5.10 / 1.83	1.36	6.18	4.90 / 1.73	1.28	0.20	**
56. The business office is open during hours which are convenient for most students.	6.43	5.10 / 1.80	1.33	6.05	5.40 / 1.44	0.65	-0.30	***
21. There are a sufficient number of study areas on campus.	6.29	5.08 / 1.89	1.21	6.02	5.41 / 1.51	0.61	-0.33	***
25. My academic advisor is concerned about my success as an individual.	6.47	5.05 / 1.94	1.42	6.13	5.05 / 1.71	1.08	0.00	
38. The student center is a comfortable place for students to spend their leisure time.	6.03	5.05 / 1.87	0.98	5.72	5.25 / 1.47	0.47	-0.20	**
12. My academic advisor helps me set goals to work toward.	6.49	5.04 / 2.01	1.45	6.04	5.03 / 1.72	1.01	0.01	
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.27	5.03 / 1.82	1.24	5.80	5.14 / 1.44	0.66	-0.11	
52. This school does whatever it can to help me reach my educational goals.	6.53	4.99 / 1.84	1.54	6.23	5.25 / 1.49	0.98	-0.26	***
30. The career services office provides students with the help they need to get a job.	6.37	4.96 / 1.91	1.41	5.91	4.96 / 1.48	0.95	0.00	

Noel-Levitz Student Satisfaction Inventory

Spring 2012

Items ranked by Satisfaction

	Delgado Community College			National Community Colleges			Mean Difference	Significance Level
	Import	Satis/ SD	Gap	Import	Satis/ SD	Gap		
5. The personnel involved in registration are helpful.	6.49	4.95 / 1.96	1.54	6.20	5.34 / 1.58	0.86	-0.39	***
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.51	4.93 / 2.02	1.58	6.10	4.93 / 1.71	1.17	0.00	
19. This campus provides effective support services for displaced homemakers.	5.78	4.87 / 1.81	0.91	5.17	4.78 / 1.40	0.39	0.09	
24. Parking lots are well-lighted and secure.	6.48	4.86 / 2.00	1.62	6.14	5.14 / 1.64	1.00	-0.28	***
16. The college shows concern for students as individuals.	6.41	4.84 / 1.85	1.57	6.11	5.12 / 1.55	0.99	-0.28	***
20. Financial aid counselors are helpful.	6.52	4.67 / 2.14	1.85	6.12	5.06 / 1.70	1.06	-0.39	***
67. Channels for expressing student complaints are readily available.	6.36	4.58 / 2.07	1.78	5.94	4.90 / 1.63	1.04	-0.32	***
10. Child care facilities are available on campus.	5.14	4.41 / 2.07	0.73	4.56	4.46 / 1.65	0.10	-0.05	
63. I seldom get the "run-around" when seeking information on this campus.	6.48	4.38 / 2.20	2.10	6.06	5.09 / 1.65	0.97	-0.71	***
39. The amount of student parking space on campus is adequate.	6.39	3.89 / 2.20	2.50	6.20	4.40 / 2.01	1.80	-0.51	***
87. Cost as factor in decision to enroll.	6.40			6.32				
88. Financial aid as factor in decision to enroll.	6.25			5.99				

Noel-Levitz Student Satisfaction Inventory

Spring 2012

Items ranked by Satisfaction

	Delgado Community College			National Community Colleges			Mean Difference	Significance Level
	Import	Satis/ SD	Gap	Import	Satis/ SD	Gap		
89. Academic reputation as factor in decision to enroll.	6.06			5.85				
93. Geographic setting as factor in decision to enroll.	5.85			5.47				
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.61			5.39				
90. Size of institution as factor in decision to enroll.	5.35			5.19				
94. Campus appearance as factor in decision to enroll.	5.31			5.23				
92. Recommendations from family/friends as factor in decision to enroll.	5.01			4.92				
91. Opportunity to play sports as factor in decision to enroll.	3.31			3.58				

Scale is 1 to 7, 7 = Very Important/Very Satisfied.

SD = Standard Deviation

Mean Difference = Difference in Satisfaction Levels

* Difference statistically significant at the .05 level, ** significant at the .01 level, *** significant at the .001 level

Noel-Levitz Student Satisfaction Inventory

Two Year Comparison for Delgado Community College -- Spring 2012 / Spring 2009

	Spring 2012			Spring 2009			Mean Difference
	Import	Satis/ SD	Gap	Import	Satis/ SD	Gap	
1. Most students feel a sense of belonging here.	5.80	5.16 / 1.61	0.64	5.35	5.20 / 1.51	0.15	-0.04
2. Faculty care about me as an individual.	6.32	5.27 / 1.71	1.05	5.88	5.20 / 1.57	0.68	0.07
3. The quality of instruction in the vocational/technical programs is excellent.	6.46	5.42 / 1.55	1.04	6.03	5.33 / 1.43	0.70	0.09
4. Security staff are helpful.	6.13	5.36 / 1.73	0.77	5.81	5.05 / 1.67	0.76	0.31
5. The personnel involved in registration are helpful.	6.49	4.95 / 1.96	1.54	6.21	4.82 / 1.85	1.39	0.13
6. My academic advisor is approachable.	6.57	5.30 / 1.94	1.27	6.19	5.22 / 1.74	0.97	0.08
7. Adequate financial aid is available for most students.	6.57	5.42 / 1.82	1.15	6.13	5.00 / 1.81	1.13	0.42
8. Classes are scheduled at times that are convenient for me.	6.64	5.62 / 1.61	1.02	6.39	5.43 / 1.63	0.96	0.19
9. Internships or practical experiences are provided in my degree/certificate program.	6.27	5.26 / 1.70	1.01	5.94	5.00 / 1.62	0.94	0.26
10. Child care facilities are available on campus.	5.14	4.41 / 2.07	0.73	4.53	3.89 / 1.85	0.64	0.52
11. Security staff respond quickly in emergencies.	6.41	5.50 / 1.61	0.91	6.02	4.98 / 1.55	1.04	0.52
12. My academic advisor helps me set goals to work toward.	6.49	5.04 / 2.01	1.45	6.03	4.87 / 1.82	1.16	0.17
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.51	4.93 / 2.02	1.58	6.06	4.61 / 1.91	1.45	0.32

Scale is 1 to 7, 7 = Very Important/Very Satisfied.
 Mean Difference = Difference in Satisfaction Levels

SD = Standard Deviation

Noel-Levitz Student Satisfaction Inventory

Two Year Comparison for Delgado Community College -- Spring 2012 / Spring 2009

	Spring 2012			Spring 2009			Mean Difference
	Import	Satis/ SD	Gap	Import	Satis/ SD	Gap	
14. Library resources and services are adequate.	6.37	5.59 / 1.54	0.78	6.01	5.08 / 1.68	0.93	0.51
15. I am able to register for classes I need with few conflicts.	6.66	5.22 / 1.82	1.44	6.30	5.15 / 1.71	1.15	0.07
16. The college shows concern for students as individuals.	6.41	4.84 / 1.85	1.57	6.09	4.85 / 1.69	1.24	-0.01
17. Personnel in the Veterans' Services program are helpful.	5.64	5.42 / 1.52	0.22	4.74	4.58 / 1.56	0.16	0.84
18. The quality of instruction I receive in most of my classes is excellent.	6.66	5.67 / 1.49	0.99	6.36	5.47 / 1.43	0.89	0.20
19. This campus provides effective support services for displaced homemakers.	5.78	4.87 / 1.81	0.91	5.08	4.56 / 1.53	0.52	0.31
20. Financial aid counselors are helpful.	6.52	4.67 / 2.14	1.85	6.02	4.58 / 1.91	1.44	0.09
21. There are a sufficient number of study areas on campus.	6.29	5.08 / 1.89	1.21	5.92	4.92 / 1.79	1.00	0.16
22. People on this campus respect and are supportive of each other.	6.33	5.12 / 1.74	1.21	5.87	5.08 / 1.55	0.79	0.04
23. Faculty are understanding of students' unique life circumstances.	6.45	5.28 / 1.71	1.17	6.09	5.04 / 1.64	1.05	0.24
24. Parking lots are well-lighted and secure.	6.48	4.86 / 2.00	1.62	6.18	4.48 / 1.95	1.70	0.38
25. My academic advisor is concerned about my success as an individual.	6.47	5.05 / 1.94	1.42	6.10	4.86 / 1.80	1.24	0.19
26. Library staff are helpful and approachable.	6.30	5.77 / 1.44	0.53	5.75	5.12 / 1.64	0.63	0.65

Noel-Levitz Student Satisfaction Inventory

Two Year Comparison for Delgado Community College -- Spring 2012 / Spring 2009

	Spring 2012			Spring 2009			Mean Difference
	Import	Satis/ SD	Gap	Import	Satis/ SD	Gap	
27. The campus staff are caring and helpful.	6.36	5.23 / 1.66	1.13	6.03	5.06 / 1.57	0.97	0.17
28. It is an enjoyable experience to be a student on this campus.	6.38	5.27 / 1.76	1.11	6.00	5.25 / 1.59	0.75	0.02
29. Faculty are fair and unbiased in their treatment of individual students.	6.54	5.41 / 1.71	1.13	6.15	5.18 / 1.61	0.97	0.23
30. The career services office provides students with the help they need to get a job.	6.37	4.96 / 1.91	1.41	5.75	4.72 / 1.56	1.03	0.24
31. The campus is safe and secure for all students.	6.63	5.55 / 1.50	1.08	6.25	5.22 / 1.53	1.03	0.33
32. My academic advisor is knowledgeable about my program requirements.	6.65	5.43 / 1.85	1.22	6.23	5.19 / 1.71	1.04	0.24
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.27	5.03 / 1.82	1.24	5.69	4.90 / 1.60	0.79	0.13
34. Computer labs are adequate and accessible.	6.52	5.59 / 1.71	0.93	6.11	5.37 / 1.58	0.74	0.22
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.56	5.24 / 1.81	1.32	6.11	5.23 / 1.63	0.88	0.01
36. Students are made to feel welcome on this campus.	6.48	5.40 / 1.66	1.08	6.11	5.31 / 1.55	0.80	0.09
37. Faculty take into consideration student differences as they teach a course.	6.33	5.18 / 1.69	1.15	6.00	5.14 / 1.57	0.86	0.04
38. The student center is a comfortable place for students to spend their leisure time.	6.03	5.05 / 1.87	0.98	5.78	5.10 / 1.66	0.68	-0.05
39. The amount of student parking space on campus is adequate.	6.39	3.89 / 2.20	2.50	6.21	3.69 / 2.13	2.52	0.20

Noel-Levitz Student Satisfaction Inventory

Two Year Comparison for Delgado Community College -- Spring 2012 / Spring 2009

	Spring 2012			Spring 2009			Mean Difference
	Import	Satis/ SD	Gap	Import	Satis/ SD	Gap	
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.53	5.16 / 1.86	1.37	6.16	5.00 / 1.71	1.16	0.16
41. Admissions staff are knowledgeable.	6.55	5.19 / 1.78	1.36	6.16	4.95 / 1.75	1.21	0.24
42. The equipment in the lab facilities is kept up to date.	6.46	5.41 / 1.61	1.05	6.04	5.23 / 1.57	0.81	0.18
43. Class change (drop/add) policies are reasonable.	6.49	5.63 / 1.63	0.86	6.13	5.40 / 1.51	0.73	0.23
44. I generally know what's happening on campus.	5.97	5.26 / 1.65	0.71	5.63	4.98 / 1.59	0.65	0.28
45. This institution has a good reputation within the community.	6.37	5.42 / 1.65	0.95	5.97	5.30 / 1.57	0.67	0.12
46. Faculty provide timely feedback about student progress in a course.	6.58	5.47 / 1.68	1.11	6.11	5.34 / 1.52	0.77	0.13
47. There are adequate services to help me decide upon a career.	6.45	5.21 / 1.70	1.24	6.04	5.08 / 1.61	0.96	0.13
48. Counseling staff care about students as individuals.	6.47	5.15 / 1.83	1.32	6.03	4.99 / 1.66	1.04	0.16
49. Admissions counselors respond to prospective students' unique needs and requests.	6.42	5.11 / 1.75	1.31	6.02	4.93 / 1.65	1.09	0.18
50. Tutoring services are readily available.	6.34	5.41 / 1.70	0.93	5.96	5.24 / 1.55	0.72	0.17
51. There are convenient ways of paying my school bill.	6.52	5.63 / 1.58	0.89	6.12	5.34 / 1.63	0.78	0.29
52. This school does whatever it can to help me reach my educational goals.	6.53	4.99 / 1.84	1.54	6.13	5.05 / 1.63	1.08	-0.06

Noel-Levitz Student Satisfaction Inventory

Two Year Comparison for Delgado Community College -- Spring 2012 / Spring 2009

	Spring 2012			Spring 2009			Mean Difference
	Import	Satis/ SD	Gap	Import	Satis/ SD	Gap	
53. The assessment and course placement procedures are reasonable.	6.38	5.40 / 1.58	0.98	5.99	5.13 / 1.52	0.86	0.27
54. Faculty are interested in my academic problems.	6.46	5.13 / 1.81	1.33	5.98	4.99 / 1.60	0.99	0.14
55. Academic support services adequately meet the needs of students.	6.40	5.11 / 1.77	1.29	5.98	5.07 / 1.53	0.91	0.04
56. The business office is open during hours which are convenient for most students.	6.43	5.10 / 1.80	1.33	6.00	5.07 / 1.64	0.93	0.03
57. Administrators are approachable to students.	6.47	5.16 / 1.77	1.31	6.03	5.11 / 1.63	0.92	0.05
58. Nearly all of the faculty are knowledgeable in their fields.	6.60	5.60 / 1.58	1.00	6.20	5.41 / 1.53	0.79	0.19
59. New student orientation services help students adjust to college.	6.29	5.30 / 1.75	0.99	5.82	5.15 / 1.56	0.67	0.15
60. Billing policies are reasonable.	6.46	5.42 / 1.63	1.04	6.03	5.18 / 1.61	0.85	0.24
61. Faculty are usually available after class and during office hours.	6.53	5.75 / 1.51	0.78	6.18	5.54 / 1.49	0.64	0.21
62. Bookstore staff are helpful.	6.35	5.44 / 1.73	0.91	5.96	5.24 / 1.58	0.72	0.20
63. I seldom get the "run-around" when seeking information on this campus.	6.48	4.38 / 2.20	2.10	6.06	4.50 / 1.93	1.56	-0.12
64. Nearly all classes deal with practical experiences and applications.	6.38	5.44 / 1.53	0.94	5.98	5.20 / 1.50	0.78	0.24
65. Students are notified early in the term if they are doing poorly in a class.	6.46	5.10 / 1.83	1.36	6.14	4.94 / 1.75	1.20	0.16

Noel-Levitz Student Satisfaction Inventory

Two Year Comparison for Delgado Community College -- Spring 2012 / Spring 2009

	Spring 2012			Spring 2009			Mean Difference
	Import	Satis/ SD	Gap	Import	Satis/ SD	Gap	
66. Program requirements are clear and reasonable.	6.56	5.52 / 1.63	1.04	6.20	5.35 / 1.55	0.85	0.17
67. Channels for expressing student complaints are readily available.	6.36	4.58 / 2.07	1.78	5.91	4.71 / 1.76	1.20	-0.13
68. On the whole, the campus is well-maintained.	6.44	5.48 / 1.65	0.96	6.12	5.35 / 1.51	0.77	0.13
69. There is a good variety of courses provided on this campus.	6.57	5.60 / 1.58	0.97	6.23	5.30 / 1.62	0.93	0.30
70. I am able to experience intellectual growth here.	6.60	5.60 / 1.57	1.00	6.25	5.48 / 1.47	0.77	0.12
71. Campus item: I have visited the Call Center on City Park and was satisfied with the experience.	6.11	5.10 / 1.85	1.01	6.21	5.30 / 1.78	0.91	-0.20
72. Campus item: I have taken an online class and am satisfied with the support I received.	6.52	5.44 / 1.84	1.08	5.65	5.02 / 1.68	0.63	0.42
73. Campus item: My instructors have actively engaged me in the learning process.	6.57	5.80 / 1.45	0.77	5.77	5.19 / 1.59	0.58	0.61
74. Campus item: I am satisfied with my high school preparation to attend college.	6.45	5.65 / 1.68	0.80	5.96	5.17 / 1.86	0.79	0.48
75. Campus item: I am satisfied with the availability of onsite campus classes.	6.55	5.61 / 1.61	0.94	6.25	5.28 / 1.75	0.97	0.33
76. Campus item: The amount of time spent studying for my classes was adequate.	6.58	5.83 / 1.32	0.75	5.96	5.29 / 1.64	0.67	0.54
77. Campus item: I am satisfied with the tutoring services provided.	6.42	5.38 / 1.76	1.04	6.04	5.08 / 1.72	0.96	0.30
78. Campus item: I am satisfied with my progress toward my educational goals.	6.66	5.85 / 1.42	0.81	6.02	4.74 / 1.92	1.28	1.11

Noel-Levitz Student Satisfaction Inventory

Two Year Comparison for Delgado Community College -- Spring 2012 / Spring 2009

	Spring 2012			Spring 2009			Mean Difference
	Import	Satis/ SD	Gap	Import	Satis/ SD	Gap	
79. Campus item: I am satisfied the information provided to me about careers in my chosen field.	6.57	5.40 / 1.79	1.17	6.02	4.99 / 1.77	1.03	0.41
80. Campus item: I am satisfied with my progress through developmental classes.	6.53	5.85 / 1.46	0.68	5.69	4.56 / 2.00	1.13	1.29
81. Institution's commitment to part-time students?		5.62 / 1.54			5.50 / 1.50		0.12
82. Institution's commitment to evening students?		5.61 / 1.58			5.43 / 1.54		0.18
83. Institution's commitment to older, returning learners?		5.64 / 1.58			5.42 / 1.55		0.22
84. Institution's commitment to under-represented populations?		5.62 / 1.55			5.25 / 1.52		0.37
85. Institution's commitment to commuters?		5.41 / 1.69			5.28 / 1.59		0.13
86. Institution's commitment to students with disabilities?		5.78 / 1.51			5.37 / 1.54		0.41
87. Cost as factor in decision to enroll.	6.40			6.32			
88. Financial aid as factor in decision to enroll.	6.25			5.96			
89. Academic reputation as factor in decision to enroll.	6.06			5.86			
90. Size of institution as factor in decision to enroll.	5.35			5.22			
91. Opportunity to play sports as factor in decision to enroll.	3.31			3.67			

Noel-Levitz Student Satisfaction Inventory

Two Year Comparison for Delgado Community College -- Spring 2012 / Spring 2009

	Spring 2012			Spring 2009			Mean Difference
	Import	Satis/ SD	Gap	Import	Satis/ SD	Gap	
92. Recommendations from family/friends as factor in decision to enroll.	5.01			4.83			
93. Geographic setting as factor in decision to enroll.	5.85			5.39			
94. Campus appearance as factor in decision to enroll.	5.31			5.32			
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.61			5.49			

Scale is 1 to 7, 7 = Very Important/Very Satisfied. SD = Standard Deviation
 Mean Difference = Difference in Satisfaction Levels

Noel-Levitz Student Satisfaction Inventory

Spring 2012

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		
8. Classes are scheduled at times that are convenient for me.	6.64	5.62 / 1.61	1.02	6.45	5.48 / 1.51	0.97	0.14	*
18. The quality of instruction I receive in most of my classes is excellent.	6.66	5.67 / 1.49	0.99	6.43	5.59 / 1.35	0.84	0.08	
15. I am able to register for classes I need with few conflicts.	6.66	5.22 / 1.82	1.44	6.37	5.40 / 1.55	0.97	-0.18	**
58. Nearly all of the faculty are knowledgeable in their fields.	6.60	5.60 / 1.58	1.00	6.34	5.68 / 1.33	0.66	-0.08	
70. I am able to experience intellectual growth here.	6.60	5.60 / 1.57	1.00	6.34	5.74 / 1.32	0.60	-0.14	**
69. There is a good variety of courses provided on this campus.	6.57	5.60 / 1.58	0.97	6.32	5.62 / 1.41	0.70	-0.02	
31. The campus is safe and secure for all students.	6.63	5.55 / 1.50	1.08	6.32	5.59 / 1.35	0.73	-0.04	
87. Cost as factor in decision to enroll.	6.40			6.32				
32. My academic advisor is knowledgeable about my program requirements.	6.65	5.43 / 1.85	1.22	6.31	5.36 / 1.65	0.95	0.07	
66. Program requirements are clear and reasonable.	6.56	5.52 / 1.63	1.04	6.28	5.53 / 1.39	0.75	-0.01	
29. Faculty are fair and unbiased in their treatment of individual students.	6.54	5.41 / 1.71	1.13	6.26	5.39 / 1.49	0.87	0.02	
7. Adequate financial aid is available for most students.	6.57	5.42 / 1.82	1.15	6.25	5.21 / 1.70	1.04	0.21	**

Scale is 1 to 7, 7 = Very Important/Very Satisfied.

SD = Standard Deviation

Mean Difference = Difference in Satisfaction Levels

* Difference statistically significant at the .05 level, ** significant at the .01 level, *** significant at the .001 level

Noel-Levitz Student Satisfaction Inventory

Spring 2012

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		
6. My academic advisor is approachable.	6.57	5.30 / 1.94	1.27	6.24	5.40 / 1.63	0.84	-0.10	
52. This school does whatever it can to help me reach my educational goals.	6.53	4.99 / 1.84	1.54	6.23	5.25 / 1.49	0.98	-0.26	***
61. Faculty are usually available after class and during office hours.	6.53	5.75 / 1.51	0.78	6.22	5.62 / 1.37	0.60	0.13	*
46. Faculty provide timely feedback about student progress in a course.	6.58	5.47 / 1.68	1.11	6.21	5.29 / 1.49	0.92	0.18	**
34. Computer labs are adequate and accessible.	6.52	5.59 / 1.71	0.93	6.20	5.56 / 1.46	0.64	0.03	
68. On the whole, the campus is well-maintained.	6.44	5.48 / 1.65	0.96	6.20	5.79 / 1.31	0.41	-0.31	***
5. The personnel involved in registration are helpful.	6.49	4.95 / 1.96	1.54	6.20	5.34 / 1.58	0.86	-0.39	***
39. The amount of student parking space on campus is adequate.	6.39	3.89 / 2.20	2.50	6.20	4.40 / 2.01	1.80	-0.51	***

Scale is 1 to 7, 7 = Very Important/Very Satisfied.

SD = Standard Deviation

Mean Difference = Difference in Satisfaction Levels

* Difference statistically significant at the .05 level, ** significant at the .01 level, *** significant at the .001 level