

University of the Virgin Islands-Composite - SSI - 05/2017



Student Satisfaction Inventory

Welcome

Welcome and thank you for administering this Ruffalo Noel Levitz survey. This HTML version of your report contains results of the satisfaction-priorities survey administered on your campus.

Below are short descriptions of the reports you may find within your file. Please refer to the Interpretive Guides (general and survey-specific) delivered with your results for additional details. These documents contain direction on all aspects of your results and can also be found at www.noellevitz.com/SSIInterpretiveGuides.


As you review and analyze your results, you may consider ordering additional reporting options from Ruffalo Noel Levitz. For more information on these options and applicable fees, please contact Noel-Levitz at 800-876-1117 or at SSI-Tech@noellevitz.com.

Saving and Sharing Your Reports

We strongly encourage you to save all documents to a safe location on your own computer right away. SafeMail files will remain available within your myNoel-Levitz account for only 90 days.

Save your files on your computer in order to access them again at another time. Once on your computer, the files can be forwarded as attachments to others on your campus or posted to a secured, shared area of your local network.

Electronic reports

The HTML results are delivered to you with reports reflected in a tabulated view. Select the report page by clicking the related tab. Reports are interactive - sorting by column header and expand/toggle options are available to view the data in several ways. Information buttons  can be found in various areas to provide additional information about the data presented.

You may print each of these reports or all of the reports at once. The document(s) will print as you have adjusted each report and as it appears on the screen. Note, however, every time the HTML is opened, it is in the original delivery format. It will not remember the previous sorting.

You may need to allow blocked content to fully review your report.

HTML results*:



- Strategic Planning Overview (not included with all reporting): an executive summary of your strengths and challenges for the first column of data, as well as information on how the two columns of data compare
- Item Report: responses for each individual item on the survey
- Scale Report: responses for the survey scales and the items clustered within the scales
- Summary Report: responses to the summary items on the survey
- Item Percentage Report: reflects the percent of responses for answers 6 and 7 for all items on the survey
- Demographic Report: responses to the demographic items on the survey

*Not all HTML files will include all of these reports and some reports will have different combinations. The report segments are dependent on the standard reporting for the specific survey version and the optional, value-added reporting selected.



Reviewing Your Data

Strategic Planning Overview (if included):

This report provides the best summary of your results for immediate action planning. It lists strengths (high importance and high satisfaction) and challenges (high importance and low satisfaction and/or large performance gap) for the first column of data in your report. It also compares your first column of data to your second column of data and identifies where satisfaction levels are significantly higher or lower, as well as any large differences in importance scores.

For your strengths and challenges, additional indicators are also included. These indicators allow you to easily see if the item is significantly higher in satisfaction (reflected with a plus sign  for significantly greater) or if the item is significantly lower in satisfaction (shown with a minus sign  for significantly less) as compared with your comparison group.

Item Report

This report provides the detailed scores for all items on the survey, including custom defined items you may have chosen to include. You have the option to sort on any of the columns on this screen by simply selecting the column you want to sort on. The first selection will sort in descending order and the second selection will sort in ascending order. Indicators are included in this report with a star  for items that are strengths or a flag  for items that are challenges, as originally listed in your Strategic Planning Overview.

The SD in the Satisfaction column refers to the standard deviation. This is the amount of variability in the responses.

The far right mean difference column reflects the column one satisfaction score minus the column two satisfaction score. The asterisks in this mean difference column indicate statistical significance. The key is as follows:

* Difference statistically significant at the .05 level



** Difference statistically significant at the .01 level

*** Difference statistically significant at the .001 level

When the second column of data is a national comparison group, the number of student records included in the group is reported at the bottom of the item report. This number also appears at the bottom of the scale report.

Scale Report

This report provides a top line overview of your results and shows the items clustered within the scales or categories on the survey. Collapse and expand by selecting the arrow to the left of the desired scale to see the items within each scale. You can also choose to expand/toggle all scales at one time. You may sort on the scale name, importance, satisfaction, performance gap, and mean difference columns as outlined above.

Indicators are included in this report with a star  for items that are strengths or a flag  for items that are challenges.



Summary Report

The summary report includes the average score for the responses to the summary items on the survey, as well as the percentage of responses for each of the possible indications. These scores provide a bottom line on the experience at your institution.


Item Percentage Report

This is a new way to review your results. The percentage responses may be better understood on your campus than the average scores reported in the other segments of the results. This report provides a look at the percentage of responses that indicated an answer of 6 or 7 to the items in the survey: 6 is considered "important" or "satisfied" and 7 is considered "very important" or "very satisfied." The gap percentage equals the importance percentage minus the

satisfaction percentage. The difference column provides the difference between the first column satisfaction percentage and the second column satisfaction percentage for each item. You may sort on any of the columns, as described above.

Indicators are included in this report with a star  for items that are strengths or a flag  for items that are challenges.

Demographic Report

This report provides the overview of the individuals who completed the survey. You can collapse and expand individual demographic populations by selecting the arrow to the left of the desired demographic category. You also have the option to expand all/toggle all demographic categories at the same time. A  indicates the response option that was selected by the majority of survey participants.

Note: These report options are not all included in the target group reporting.

Printing Your Reports

You may print from any of the HTML report pages. The report will print as it appears on your screen. An alternative option for printing your reports is to use the PDF version of your report(s) included with your zipped file; simply open that report and use your local Adobe Reader settings to print the pages.

We know you will find these data to be very valuable. Please contact us at 800-876-1117 or at SSI-Tech@noellevitz.com to let us know how else we can be helpful.

Strengths and Challenges	
Strengths	vs. Comparison
13. Library staff are helpful and approachable.	
6. My academic advisor is approachable.	
33. My academic advisor is knowledgeable about requirements in my major.	
68. Nearly all of the faculty are knowledgeable in their field.	
27. The personnel involved in registration are helpful.	
72. On the whole, the campus is well-maintained.	
39. I am able to experience intellectual growth here.	
54. Bookstore staff are helpful.	
26. Computer labs are adequate and accessible.	
62. There is a strong commitment to racial harmony on this campus.	
7. The campus is safe and secure for all students.	
14. My academic advisor is concerned about my success as an individual.	
18. Library resources and services are adequate.	
5. Financial aid counselors are helpful.	
8. The content of the courses within my major is valuable.	
32. Tutoring services are readily available.	
64. New student orientation services help students adjust to college.	
63. Student disciplinary procedures are fair.	
65. Faculty are usually available after class and during office hours.	
15. The staff in the health services area are competent.	
70. Graduate teaching assistants are competent as classroom instructors.	
Challenges	
55. Major requirements are clear and reasonable.	
69. There is a good variety of courses provided on this campus.	
47. Faculty provide timely feedback about student progress in a course.	
59. This institution shows concern for students as individuals.	
36. Security staff respond quickly in emergencies.	
29. It is an enjoyable experience to be a student on this campus.	
49. There are adequate services to help me decide upon a career.	
Benchmarks	
Higher Satisfaction vs. National Four-Year Publics	
13. Library staff are helpful and approachable.	
33. My academic advisor is knowledgeable about requirements in my major.	
27. The personnel involved in registration are helpful.	
54. Bookstore staff are helpful.	

62. There is a strong commitment to racial harmony on this campus.	
14. My academic advisor is concerned about my success as an individual.	
5. Financial aid counselors are helpful.	
4. Admissions staff are knowledgeable.	
64. New student orientation services help students adjust to college.	
17. Adequate financial aid is available for most students.	
15. The staff in the health services area are competent.	
Lower Satisfaction vs. National Four-Year Publics	
68. Nearly all of the faculty are knowledgeable in their field.	
72. On the whole, the campus is well-maintained.	
55. Major requirements are clear and reasonable.	
67. Freedom of expression is protected on campus.	
69. There is a good variety of courses provided on this campus.	
51. This institution has a good reputation within the community.	
65. Faculty are usually available after class and during office hours.	
59. This institution shows concern for students as individuals.	
36. Security staff respond quickly in emergencies.	
29. It is an enjoyable experience to be a student on this campus.	
49. There are adequate services to help me decide upon a career.	
Higher Importance vs. National Four-Year Publics	
13. Library staff are helpful and approachable.	
27. The personnel involved in registration are helpful.	
54. Bookstore staff are helpful.	
26. Computer labs are adequate and accessible.	
62. There is a strong commitment to racial harmony on this campus.	
18. Library resources and services are adequate.	
5. Financial aid counselors are helpful.	
67. Freedom of expression is protected on campus.	
32. Tutoring services are readily available.	
4. Admissions staff are knowledgeable.	
51. This institution has a good reputation within the community.	
64. New student orientation services help students adjust to college.	
63. Student disciplinary procedures are fair.	
19. My academic advisor helps me set goals to work toward.	
15. The staff in the health services area are competent.	
56. The student handbook provides helpful information about campus life.	

Sort on each column to see data from highest to lowest.

Item	University of the Virgin Islands- Composite - SSI			National Four-Year Publics			Difference
	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap	
1. Most students feel a sense of belonging here.	5.99	4.92 / 1.57	1.07	5.83	5.19 / 1.46	0.64	-0.27 ***
2. The campus staff are caring and helpful.	6.26	5.06 / 1.66	1.20	6.29	5.35 / 1.44	0.94	-0.29 ***
3. Faculty care about me as an individual.	6.19	5.04 / 1.69	1.15	6.11	5.18 / 1.52	0.93	-0.14
4. Admissions staff are knowledgeable.	6.38	5.44 / 1.53	0.94	6.22	5.26 / 1.52	0.96	0.18 *
* 5. Financial aid counselors are helpful.	6.42	5.71 / 1.53	0.71	6.20	4.96 / 1.71	1.24	0.75 ***
* 6. My academic advisor is approachable.	6.52	5.78 / 1.77	0.74	6.43	5.61 / 1.65	0.82	0.17
* 7. The campus is safe and secure for all students.	6.43	5.51 / 1.60	0.92	6.46	5.59 / 1.42	0.87	-0.08
* 8. The content of the courses within my major is valuable.	6.42	5.50 / 1.56	0.92	6.54	5.59 / 1.37	0.95	-0.09
9. A variety of intramural activities are offered.	5.67	4.66 / 1.70	1.01	5.13	5.30 / 1.45	-0.17	-0.64 ***
10. Administrators are approachable to students.	6.19	5.09 / 1.65	1.10	6.00	5.21 / 1.46	0.79	-0.12
11. Billing policies are reasonable.	6.06	4.78 / 1.90	1.28	6.17	4.92 / 1.63	1.25	-0.14
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.25	5.18 / 1.81	1.07	6.29	5.04 / 1.69	1.25	0.14
* 13. Library staff are helpful and approachable.	6.52	6.23 / 1.25	0.29	5.81	5.66 / 1.33	0.15	0.57 ***
* 14. My academic advisor is concerned about my success as an individual.	6.42	5.65 / 1.72	0.77	6.32	5.41 / 1.67	0.91	0.24 **

	University of the Virgin Islands- Composite - SSI			National Four-Year Publics			
Item	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap	Difference
* 15. The staff in the health services area are competent.	6.29	5.60 / 1.48	0.69	6.05	5.37 / 1.46	0.68	0.23 **
16. The instruction in my major field is excellent.	6.37	5.41 / 1.64	0.96	6.51	5.55 / 1.41	0.96	-0.14
17. Adequate financial aid is available for most students.	6.30	5.27 / 1.66	1.03	6.34	5.01 / 1.69	1.33	0.26 **
* 18. Library resources and services are adequate.	6.42	5.75 / 1.45	0.67	6.13	5.68 / 1.30	0.45	0.07
19. My academic advisor helps me set goals to work toward.	6.33	5.29 / 1.87	1.04	6.14	5.16 / 1.74	0.98	0.13
20. The business office is open during hours which are convenient for most students.	6.27	5.30 / 1.64	0.97	5.97	5.29 / 1.46	0.68	0.01
21. The amount of student parking space on campus is adequate.	6.11	4.52 / 2.08	1.59	6.12	3.55 / 2.05	2.57	0.97 ***
22. Counseling staff care about students as individuals.	6.26	5.38 / 1.55	0.88	6.08	5.25 / 1.51	0.83	0.13
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.04	4.48 / 1.89	1.56	5.99	4.89 / 1.66	1.10	-0.41 ***
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.71	4.50 / 1.90	1.21	5.38	4.91 / 1.68	0.47	-0.41 ***
25. Faculty are fair and unbiased in their treatment of individual students.	6.17	4.93 / 1.76	1.24	6.36	5.35 / 1.49	1.01	-0.42 ***
* 26. Computer labs are adequate and accessible.	6.44	5.64 / 1.67	0.80	6.20	5.60 / 1.43	0.60	0.04

Item	University of the Virgin Islands- Composite - SSI			National Four-Year Publics			Difference
	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap	
* 27. The personnel involved in registration are helpful.	6.46	5.55 / 1.61	0.91	6.22	5.34 / 1.51	0.88	0.21 **
28. Parking lots are well-lighted and secure.	6.24	5.01 / 1.75	1.23	6.12	5.08 / 1.63	1.04	-0.07
* 29. It is an enjoyable experience to be a student on this campus.	6.30	5.10 / 1.76	1.20	6.33	5.41 / 1.55	0.92	-0.31 ***
30. Residence hall staff are concerned about me as an individual.	6.07	5.19 / 1.74	0.88	5.70	5.03 / 1.61	0.67	0.16
31. Males and females have equal opportunities to participate in intercollegiate athletics.	6.11	5.31 / 1.75	0.80	5.73	5.54 / 1.42	0.19	-0.23 *
* 32. Tutoring services are readily available.	6.38	5.69 / 1.52	0.69	6.11	5.59 / 1.44	0.52	0.10
* 33. My academic advisor is knowledgeable about requirements in my major.	6.51	5.89 / 1.65	0.62	6.51	5.67 / 1.60	0.84	0.22 *
34. I am able to register for classes I need with few conflicts.	6.28	5.12 / 1.86	1.16	6.52	5.14 / 1.77	1.38	-0.02
35. The assessment and course placement procedures are reasonable.	6.27	5.31 / 1.65	0.96	6.23	5.36 / 1.47	0.87	-0.05
* 36. Security staff respond quickly in emergencies.	6.32	5.00 / 1.83	1.32	6.37	5.43 / 1.48	0.94	-0.43 ***
37. I feel a sense of pride about my campus.	6.10	5.09 / 1.82	1.01	5.89	5.32 / 1.60	0.57	-0.23 **
38. There is an adequate selection of food available in the cafeteria.	6.08	4.36 / 2.01	1.72	5.98	4.54 / 1.84	1.44	-0.18

Item	University of the Virgin Islands- Composite - SSI			National Four-Year Publics			Difference
	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap	
* 39. I am able to experience intellectual growth here.	6.45	5.56 / 1.58	0.89	6.42	5.66 / 1.35	0.76	-0.10
40. Residence hall regulations are reasonable.	6.12	5.25 / 1.77	0.87	5.82	5.12 / 1.57	0.70	0.13
41. There is a commitment to academic excellence on this campus.	6.42	5.43 / 1.60	0.99	6.32	5.51 / 1.41	0.81	-0.08
42. There are a sufficient number of weekend activities for students.	5.70	4.23 / 1.96	1.47	5.52	4.71 / 1.72	0.81	-0.48 ***
43. Admissions counselors respond to prospective students' unique needs and requests.	6.22	5.15 / 1.73	1.07	6.06	5.24 / 1.52	0.82	-0.09
44. Academic support services adequately meet the needs of students.	6.28	5.23 / 1.62	1.05	6.17	5.36 / 1.44	0.81	-0.13
45. Students are made to feel welcome on this campus.	6.39	5.41 / 1.63	0.98	6.27	5.52 / 1.47	0.75	-0.11
46. I can easily get involved in campus organizations.	6.15	5.35 / 1.72	0.80	5.93	5.42 / 1.52	0.51	-0.07
* 47. Faculty provide timely feedback about student progress in a course.	6.35	5.05 / 1.75	1.30	6.34	5.16 / 1.55	1.18	-0.11
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.26	5.09 / 1.82	1.17	6.04	5.25 / 1.53	0.79	-0.16
* 49. There are adequate services to help me decide upon a career.	6.28	4.95 / 1.76	1.33	6.24	5.27 / 1.56	0.97	-0.32 ***

	University of the Virgin Islands- Composite - SSI			National Four-Year Publics			
Item	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap	Difference
50. Class change (drop/add) policies are reasonable.	6.29	5.42 / 1.66	0.87	6.20	5.50 / 1.50	0.70	-0.08
51. This institution has a good reputation within the community.	6.38	5.29 / 1.68	1.09	6.21	5.62 / 1.45	0.59	-0.33 ***
52. The student center is a comfortable place for students to spend their leisure time.	6.26	5.40 / 1.75	0.86	5.93	5.44 / 1.51	0.49	-0.04
53. Faculty take into consideration student differences as they teach a course.	6.25	4.79 / 1.82	1.46	6.17	5.07 / 1.59	1.10	-0.28 **
* 54. Bookstore staff are helpful.	6.45	5.97 / 1.40	0.48	5.93	5.59 / 1.44	0.34	0.38 ***
* 55. Major requirements are clear and reasonable.	6.43	5.25 / 1.76	1.18	6.44	5.54 / 1.46	0.90	-0.29 ***
56. The student handbook provides helpful information about campus life.	6.29	5.36 / 1.71	0.93	5.72	5.29 / 1.47	0.43	0.07
57. I seldom get the "run-around" when seeking information on this campus.	6.21	4.59 / 1.98	1.62	6.14	4.84 / 1.80	1.30	-0.25 *
58. The quality of instruction I receive in most of my classes is excellent.	6.44	5.37 / 1.55	1.07	6.48	5.45 / 1.42	1.03	-0.08
* 59. This institution shows concern for students as individuals.	6.33	4.95 / 1.83	1.38	6.30	5.23 / 1.58	1.07	-0.28 ***
60. I generally know what's happening on campus.	6.05	4.79 / 1.78	1.26	5.88	5.09 / 1.61	0.79	-0.30 ***
61. Adjunct faculty are competent as classroom instructors.	6.26	5.39 / 1.55	0.87	6.19	5.44 / 1.43	0.75	-0.05

Item	University of the Virgin Islands- Composite - SSI			National Four-Year Publics			Difference
	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap	
* 62. There is a strong commitment to racial harmony on this campus.	6.44	5.70 / 1.60	0.74	6.02	5.52 / 1.44	0.50	0.18 *
* 63. Student disciplinary procedures are fair.	6.36	5.56 / 1.56	0.80	6.11	5.47 / 1.44	0.64	0.09
* 64. New student orientation services help students adjust to college.	6.38	5.51 / 1.67	0.87	6.01	5.28 / 1.59	0.73	0.23 *
* 65. Faculty are usually available after class and during office hours.	6.35	5.47 / 1.59	0.88	6.32	5.72 / 1.35	0.60	-0.25 ***
66. Tuition paid is a worthwhile investment.	6.39	5.28 / 1.75	1.11	6.44	5.24 / 1.62	1.20	0.04
67. Freedom of expression is protected on campus.	6.42	5.41 / 1.61	1.01	6.18	5.59 / 1.41	0.59	-0.18 *
* 68. Nearly all of the faculty are knowledgeable in their field.	6.47	5.64 / 1.49	0.83	6.50	5.79 / 1.31	0.71	-0.15 *
* 69. There is a good variety of courses provided on this campus.	6.40	4.94 / 1.85	1.46	6.39	5.59 / 1.44	0.80	-0.65 ***
* 70. Graduate teaching assistants are competent as classroom instructors.	6.27	5.47 / 1.57	0.80	6.15	5.32 / 1.51	0.83	0.15
71. Channels for expressing student complaints are readily available.	6.24	4.74 / 1.91	1.50	6.07	4.94 / 1.69	1.13	-0.20 *
* 72. On the whole, the campus is well-maintained.	6.46	5.56 / 1.59	0.90	6.31	5.71 / 1.41	0.60	-0.15 *
73. Student activities fees are put to good use.	6.11	4.47 / 1.99	1.64	6.14	4.81 / 1.71	1.33	-0.34 ***

Item	University of the Virgin Islands- Composite - SSI			National Four-Year Publics			Difference
	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap	
74. Campus item: Discussing spiritual matters is important to me.	5.65	5.26 / 1.81	0.39				
75. Campus item: Religious affiliation is important to me.	5.39	5.22 / 1.85	0.17				
76. Campus item: I regularly attend religious services.	5.25	4.78 / 2.06	0.47				
77. Campus item: I am able to easily attend religious services as a campus resident of the University of the Virgin Islands.	5.38	4.76 / 2.03	0.62				
78. Campus item: The University should facilitate religious services on campus.	5.33	4.97 / 1.98	0.36				
79. Campus item: Attending religious services is important to me.	5.40	5.24 / 1.93	0.16				
80. Campus item: Learning about other religions is important to me.	5.39	4.99 / 1.88	0.40				
81. Campus item: Attending religious services on a particular day of the week is important to me.	5.02	4.82 / 2.10	0.20				
82. Campus item: Opportunities for spiritual growth are available on this campus.	5.43	4.55 / 1.97	0.88				

Item	University of the Virgin Islands- Composite - SSI			National Four-Year Publics			Difference
	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap	
83. Campus item: The campus provides an atmosphere for spiritual growth.	5.38	4.42 / 2.00	0.96				
84. Institution's commitment to part-time students?		5.13 / 1.80			5.33 / 1.49		-0.20 *
85. Institution's commitment to evening students?		5.11 / 1.85			5.31 / 1.51		-0.20 *
86. Institution's commitment to older, returning learners?		5.36 / 1.77			5.42 / 1.49		-0.06
87. Institution's commitment to under-represented populations?		5.14 / 1.78			5.38 / 1.48		-0.24 **
88. Institution's commitment to commuters?		5.11 / 1.77			5.17 / 1.66		-0.06
89. Institution's commitment to students with disabilities?		5.39 / 1.79			5.59 / 1.44		-0.20 *
90. Cost as factor in decision to enroll.	6.20			6.30			
91. Financial aid as factor in decision to enroll.	6.20			6.12			
92. Academic reputation as factor in decision to enroll.	6.12			6.03			
93. Size of institution as factor in decision to enroll.	5.50			5.38			
94. Opportunity to play sports as factor in decision to enroll.	4.74			3.68			

Item	University of the Virgin Islands-Composite - SSI			National Four-Year Publics			Difference
	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap	
95. Recommendations from family/friends as factor in decision to enroll.	5.29			4.96			
96. Geographic setting as factor in decision to enroll.	5.79			5.58			
97. Campus appearance as factor in decision to enroll.	5.60			5.43			
98. Personalized attention prior to enrollment as factor in decision to enroll.	5.62			5.43			

National Group Means are based on 88882 records

*Difference statistically significant at the .05 level

**Difference statistically significant at the .01 level

***Difference statistically significant at the .001 level

Sort on each column to see data from highest to lowest.

Scale / Item	University of the Virgin Islands-Composite - SSI			National Four-Year Publics			Difference
	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap	
Student Centeredness	6.24	5.09 / 1.43	1.15	6.17	5.32 / 1.22	0.85	-0.23 ***
Campus Life	6.11	5.02 / 1.37	1.09	5.82	5.16 / 1.15	0.66	-0.14 *
Instructional Effectiveness	6.35	5.28 / 1.29	1.07	6.35	5.46 / 1.09	0.89	-0.18 **
Recruitment and Financial Aid	6.31	5.32 / 1.35	0.99	6.20	5.13 / 1.28	1.07	0.19 **
Campus Support Services	6.40	5.65 / 1.12	0.75	6.08	5.54 / 1.06	0.54	0.11 *
Academic Advising	6.44	5.57 / 1.49	0.87	6.37	5.48 / 1.37	0.89	0.09
Registration Effectiveness	6.27	5.23 / 1.34	1.04	6.22	5.24 / 1.21	0.98	-0.01
Safety and Security	6.27	5.02 / 1.48	1.25	6.27	4.90 / 1.28	1.37	0.12
Concern for the Individual	6.25	5.18 / 1.39	1.07	6.17	5.25 / 1.22	0.92	-0.07
Service Excellence	6.29	5.25 / 1.27	1.04	6.07	5.23 / 1.15	0.84	0.02
Responsiveness to Diverse Populations		5.20 / 1.64			5.36 / 1.38		-0.16 *
Campus Climate	6.28	5.14 / 1.34	1.14	6.16	5.32 / 1.13	0.84	-0.18 **

National Group Means are based on 88882 records

*Difference statistically significant at the .05 level

**Difference statistically significant at the .01 level

***Difference statistically significant at the .001 level

	University of the Virgin Islands- Composite - SSI	National Four-Year Publics	
Summary			Difference
So far, how has your college experience met your expectations?	4.42	4.62	-0.20 **
1=Much worse than expected	5%	2%	
2=Quite a bit worse than I expected	5%	2%	
3=Worse than I expected	9%	10%	
4=About what I expected	41%	35%	
5=Better than I expected	17%	24%	
6=Quite a bit better than I expected	7%	12%	
7=Much better than expected	14%	11%	
Rate your overall satisfaction with your experience here thus far.	4.85	5.30	-0.45 ***
1=Not satisfied at all	3%	2%	
2=Not very satisfied	7%	3%	
3=Somewhat dissatisfied	7%	7%	
4=Neutral	18%	11%	
5=Somewhat satisfied	17%	18%	
6=Satisfied	31%	39%	
7=Very satisfied	13%	18%	
All in all, if you had to do it over, would you enroll here again?	5.05	5.38	-0.33 ***
1=Definitely not	8%	3%	
2=Probably not	6%	6%	
3=Maybe not	7%	5%	
4=I don't know	10%	9%	
5=Maybe yes	13%	12%	
6=Probably yes	23%	29%	
7=Definitely yes	29%	32%	

Sort on each column to see data from highest to lowest.

This report provides a look at the percentage of responses that indicated an answer of 6 or 7 to the items in the survey: 6 is considered "important" or "satisfied" and 7 is considered "very important" or "very satisfied."

Item	University of the Virgin Islands-Composite - SSI			National Four-Year Publics			Difference
	Importance %	Satisfaction %	Gap	Importance %	Satisfaction %	Gap	
1. Most students feel a sense of belonging here.	71%	38%	33%	68%	49%	19%	-11%
2. The campus staff are caring and helpful.	82%	46%	36%	83%	54%	29%	-8%
3. Faculty care about me as an individual.	79%	48%	31%	76%	49%	27%	-1%
4. Admissions staff are knowledgeable.	86%	58%	28%	80%	52%	28%	6%
* 5. Financial aid counselors are helpful.	86%	67%	19%	79%	46%	33%	21%
* 6. My academic advisor is approachable.	89%	70%	19%	86%	65%	21%	5%
* 7. The campus is safe and secure for all students.	86%	63%	23%	87%	63%	24%	0%
* 8. The content of the courses within my major is valuable.	87%	61%	26%	90%	62%	28%	-1%
9. A variety of intramural activities are offered.	62%	34%	28%	47%	51%	-4%	-17%
10. Administrators are approachable to students.	79%	49%	30%	72%	49%	23%	0%
11. Billing policies are reasonable.	76%	47%	29%	78%	43%	35%	4%
12. Financial aid awards are announced to students in time to be helpful in college planning.	81%	52%	29%	82%	48%	34%	4%
* 13. Library staff are helpful and approachable.	89%	83%	6%	65%	63%	2%	20%
* 14. My academic advisor is concerned about my success as an individual.	86%	65%	21%	83%	58%	25%	7%
* 15. The staff in the health services area are competent.	79%	59%	20%	74%	54%	20%	5%
16. The instruction in my major field is excellent.	84%	58%	26%	89%	61%	28%	-3%

Item	University of the Virgin Islands-Composite - SSI			National Four-Year Publics			Difference
	Importance %	Satisfaction %	Gap	Importance %	Satisfaction %	Gap	
17. Adequate financial aid is available for most students.	81%	53%	28%	84%	46%	38%	7%
* 18. Library resources and services are adequate.	87%	68%	19%	77%	64%	13%	4%
19. My academic advisor helps me set goals to work toward.	82%	55%	27%	77%	52%	25%	3%
20. The business office is open during hours which are convenient for most students.	81%	53%	28%	72%	52%	20%	1%
21. The amount of student parking space on campus is adequate.	78%	39%	39%	78%	22%	56%	17%
22. Counseling staff care about students as individuals.	82%	53%	29%	75%	51%	24%	2%
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	73%	35%	38%	75%	42%	33%	-7%
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	64%	34%	30%	56%	42%	14%	-8%
25. Faculty are fair and unbiased in their treatment of individual students.	76%	43%	33%	85%	55%	30%	-12%
* 26. Computer labs are adequate and accessible.	87%	66%	21%	79%	63%	16%	3%
* 27. The personnel involved in registration are helpful.	87%	62%	25%	80%	55%	25%	7%
28. Parking lots are well-lighted and secure.	80%	46%	34%	77%	48%	29%	-2%
* 29. It is an enjoyable experience to be a student on this campus.	84%	50%	34%	83%	57%	26%	-7%
30. Residence hall staff are concerned about me as an individual.	75%	51%	24%	64%	45%	19%	6%
31. Males and females have equal opportunities to participate in intercollegiate athletics.	75%	56%	19%	66%	59%	7%	-3%
* 32. Tutoring services are readily available.	86%	66%	20%	76%	61%	15%	5%


Item	University of the Virgin Islands-Composite - SSI			National Four-Year Publics			Difference
	Importance %	Satisfaction %	Gap	Importance %	Satisfaction %	Gap	
* 33. My academic advisor is knowledgeable about requirements in my major.	88%	72%	16%	88%	66%	22%	6%
34. I am able to register for classes I need with few conflicts.	83%	53%	30%	89%	52%	37%	1%
35. The assessment and course placement procedures are reasonable.	82%	56%	26%	81%	55%	26%	1%
* 36. Security staff respond quickly in emergencies.	83%	49%	34%	84%	57%	27%	-8%
37. I feel a sense of pride about my campus.	75%	48%	27%	69%	54%	15%	-6%
38. There is an adequate selection of food available in the cafeteria.	78%	34%	44%	73%	36%	37%	-2%
* 39. I am able to experience intellectual growth here.	87%	63%	24%	86%	64%	22%	-1%
40. Residence hall regulations are reasonable.	77%	56%	21%	68%	48%	20%	8%
41. There is a commitment to academic excellence on this campus.	87%	60%	27%	84%	59%	25%	1%
42. There are a sufficient number of weekend activities for students.	63%	32%	31%	59%	37%	22%	-5%
43. Admissions counselors respond to prospective students' unique needs and requests.	79%	50%	29%	75%	51%	24%	-1%
44. Academic support services adequately meet the needs of students.	81%	52%	29%	78%	54%	24%	-2%
45. Students are made to feel welcome on this campus.	86%	60%	26%	81%	60%	21%	0%
46. I can easily get involved in campus organizations.	78%	56%	22%	71%	57%	14%	-1%
* 47. Faculty provide timely feedback about student progress in a course.	83%	48%	35%	84%	49%	35%	-1%
48. Admissions counselors accurately portray the campus in their recruiting practices.	82%	54%	28%	74%	51%	23%	3%

Item	University of the Virgin Islands-Composite - SSI			National Four-Year Publics			Difference
	Importance %	Satisfaction %	Gap	Importance %	Satisfaction %	Gap	
49. There are adequate services to help me decide upon a career.	80%	44%	36%	81%	52%	29%	-8%
50. Class change (drop/add) policies are reasonable.	82%	57%	25%	79%	60%	19%	-3%
51. This institution has a good reputation within the community.	85%	54%	31%	80%	63%	17%	-9%
52. The student center is a comfortable place for students to spend their leisure time.	81%	58%	23%	70%	57%	13%	1%
53. Faculty take into consideration student differences as they teach a course.	81%	42%	39%	78%	46%	32%	-4%
54. Bookstore staff are helpful.	87%	72%	15%	70%	62%	8%	10%
55. Major requirements are clear and reasonable.	85%	54%	31%	87%	61%	26%	-7%
56. The student handbook provides helpful information about campus life.	82%	58%	24%	64%	52%	12%	6%
57. I seldom get the "run-around" when seeking information on this campus.	82%	40%	42%	78%	44%	34%	-4%
58. The quality of instruction I receive in most of my classes is excellent.	85%	55%	30%	88%	57%	31%	-2%
59. This institution shows concern for students as individuals.	83%	45%	38%	83%	52%	31%	-7%
60. I generally know what's happening on campus.	75%	40%	35%	69%	47%	22%	-7%
61. Adjunct faculty are competent as classroom instructors.	81%	55%	26%	79%	57%	22%	-2%
62. There is a strong commitment to racial harmony on this campus.	88%	67%	21%	74%	60%	14%	7%
63. Student disciplinary procedures are fair.	85%	65%	20%	76%	58%	18%	7%
64. New student orientation services help students adjust to college.	83%	61%	22%	73%	53%	20%	8%
65. Faculty are usually available after class and during office hours.	85%	59%	26%	84%	66%	18%	-7%

Item	University of the Virgin Islands-Composite - SSI			National Four-Year Publics			Difference
	Importance %	Satisfaction %	Gap	Importance %	Satisfaction %	Gap	
66. Tuition paid is a worthwhile investment.	85%	55%	30%	86%	53%	33%	2%
67. Freedom of expression is protected on campus.	86%	59%	27%	78%	62%	16%	-3%
* 68. Nearly all of the faculty are knowledgeable in their field.	88%	66%	22%	89%	69%	20%	-3%
* 69. There is a good variety of courses provided on this campus.	86%	47%	39%	86%	63%	23%	-16%
* 70. Graduate teaching assistants are competent as classroom instructors.	81%	58%	23%	78%	54%	24%	4%
71. Channels for expressing student complaints are readily available.	80%	42%	38%	75%	44%	31%	-2%
* 72. On the whole, the campus is well-maintained.	88%	62%	26%	83%	67%	16%	-5%
73. Student activities fees are put to good use.	79%	36%	43%	77%	40%	37%	-4%
74. Campus item: Discussing spiritual matters is important to me.	66%	56%	10%				
75. Campus item: Religious affiliation is important to me.	60%	53%	7%				
76. Campus item: I regularly attend religious services.	58%	44%	14%				
77. Campus item: I am able to easily attend religious services as a campus resident of the University of the Virgin Islands.	61%	44%	17%				
78. Campus item: The University should facilitate religious services on campus.	61%	48%	13%				
79. Campus item: Attending religious services is important to me.	63%	55%	8%				
80. Campus item: Learning about other religions is important to me.	59%	47%	12%				
81. Campus item: Attending religious services on a particular day of the week is important to me.	55%	46%	9%				

	University of the Virgin Islands-Composite - SSI			National Four-Year Publics			
Item	Importance %	Satisfaction %	Gap	Importance %	Satisfaction %	Gap	Difference
82. Campus item: Opportunities for spiritual growth are available on this campus.	61%	36%	25%				
83. Campus item: The campus provides an atmosphere for spiritual growth.	59%	34%	25%				
84. Institution's commitment to part-time students?		52%			54%		-2%
85. Institution's commitment to evening students?		51%			53%		-2%
86. Institution's commitment to older, returning learners?		57%			57%		0%
87. Institution's commitment to under-represented populations?		51%			55%		-4%
88. Institution's commitment to commuters?		51%			52%		-1%
89. Institution's commitment to students with disabilities?		59%			62%		-3%
90. Cost as factor in decision to enroll.	80%			83%			
91. Financial aid as factor in decision to enroll.	81%			78%			
92. Academic reputation as factor in decision to enroll.	76%			74%			
93. Size of institution as factor in decision to enroll.	61%			56%			
94. Opportunity to play sports as factor in decision to enroll.	43%			28%			
95. Recommendations from family/friends as factor in decision to enroll.	56%			47%			
96. Geographic setting as factor in decision to enroll.	67%			62%			
97. Campus appearance as factor in decision to enroll.	62%			58%			
98. Personalized attention prior to enrollment as factor in decision to enroll.	63%			59%			

National Group Means are based on 88882 records

 *Indicates the response option that was selected by the majority of survey participants.*

Gender

Current Residence

Age

Residence Classification

Ethnicity/Race

Disabilities

Current Enrollment Status

Institution Was My

Current Class Load

My religious affiliation is?

Class Level

Institution Question 2

Current GPA

Group Code

Educational Goal

Employment