Noel-Levitz Student Satisfaction Inventory (SSI): Description of Survey

The Noel-Levitz Student Satisfaction Inventory (SSI) is a survey instrument primarily designed for traditional-age students in undergraduate programs. The SSI contains 70 items on which students are asked to respond with a level of importance and a level of satisfaction. The SSI also contains a number of items that are rated for satisfaction only.

Items that are statistically and conceptually similar are grouped together to form scales. For example, the scale **Student Centeredness** contains the items "Most students feel a sense of belonging here" and "The college shows concern for students as individuals" among others.   There are 12 scales on the SSI.

Students respond to each item on a 1 to 7 Likert scale, with 7 being high. Averages for importance are typically in the range of 5 to 6, and average satisfaction scores are typically in a range of 4 to 5. The importance score minus the satisfaction score is known as the performance gap. The average ratings for two SSI items are shown below:

Item	Importance	Satisfaction	SD	Gap
1. Most students feel a sense of belonging here.	5.50	5.39	1.28	**0.11**
39. The amount of student parking space on campus is adequate.	6.26	4.40	2.01	**1.86**

The larger the performance gap, the greater the discrepancy between what students expect and their level of satisfaction with the current situation. The smaller the performance gap, the better MPC is doing at meeting student expectations. Item 1 in the table above has a small performance gap, whereas item 39 has a larger performance gap.

You will notice that the table also shows the standard deviation (SD) for the satisfaction score. The standard deviation is the variability in the satisfaction scores. The smaller standard deviation for item 1 means that there was less variability in responses for item 1 than for item 39.

Ratings are also compared to either the 2009 survey or to a national sample of community colleges. The example below shows the ratings for items 1 and 13 in 2014 and 2009. The difference in the far right column shows the difference in satisfaction from 2014 to 2009. The negative difference for item 1 means that students were less satisfied in 2014 than in 2009. By contrast, the positive difference for item 13 means that students were more satisfied in 2014 than in 2009.

	June 2014				May 2009				
Item	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference
1.	5.50	5.39	1.28	0.11	5.45	5.51	1.31	-0.06	-0.12
13.	5.98	4.98	1.62	1.00	5.88	4.72	1.60	1.16	0.26*

The asterisk (*) after the difference of 0.26* means that the difference was statistically significant at the .05 level (two asterisks mean statistical significance at the .01 level).

There are two sets of results for the SSI:
- SSI Results: 2014 vs. 2009
- SSI Results: MPC vs. National

For each set of results you will see the following:
- Demographics
- Strategic Planning Overview (Strengths and Challenges)
- Scales, listed in order of importance
- Items, listed in order of importance
- Scales (listed in alphabetical order) with items that make up the scales
- Items (listed in sequential order)
- Summary items