

Noel-Levitz Student Satisfaction Inventory

Fall 2020
Administration

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Executive Summary

The purpose of this report is to share the results of the Noel-Levitz Student Satisfaction Inventory (NLSSI) which Siena College administered in Fall 2020. The survey is administered every three years to all full-time, undergraduate, matriculated students. In Fall 2020, 842 (26%) of the 3,265 students who were invited to participate responded to the survey. The survey includes 98 questions related to major functional areas such as academic advising, campus climate, campus life, campus support services, instructional effectiveness, recruitment and financial aid, registration and billing, responsiveness to diverse populations, and safety and security. It also includes three questions about the overall college experience and 14 demographic questions.

Overall, the data from the Fall 2020 NLSSI shows that...

- Siena College students have higher mean satisfaction scores in each major area covered by the survey compared to students from other 4-year private schools who also completed the NLSSI. (Tables 1 & 2)
- When looking at the overall college experience, females are more satisfied than males; students with a white race/ethnicity are more satisfied than students with a non-white race/ethnicity; and residential students are more satisfied than commuter students. (Table 7)
- When looking at the overall college experience, the level of satisfaction is highest for freshmen and lowest for seniors. (Table 7)
- The Siena College data shows a statistically significant increase in the mean satisfaction score for 39 survey items between the 2017 and 2020 administrations. The item with the largest increase in the mean satisfaction score (0.97) is related to the availability of parking on campus. (Table 10)
- The Siena College data shows a decrease in the mean satisfaction score for eight items. The majority of these items are related to campus life, and the decrease may be partially explained by the limited activities that can be offered due to the pandemic. (Table 11)
- Siena College has numerous strengths identified by Noel-Levitz. The complete list of strengths is shown in Table 13 of the report. The strengths fall into the following areas: academic advising, campus climate, and instructional effectiveness.
- Siena College also has challenges identified by Noel-Levitz. The complete list of challenges is shown in Table 14 of the report. The challenges fall under the following areas: campus life, campus climate, recruitment and financial aid, instructional effectiveness, safety and security, campus student services, and registration and billing.
- One area that stands out as needing improvement is the selection of food available in the cafeteria. For this item, the mean importance score is 6.42 on a seven-point scale with seven being the most important. The mean satisfaction score is 4.05 on a seven-point scale with seven being the most satisfied. The item is ranked last out of the 89 satisfaction questions on the survey when the results are ordered from highest to lowest mean satisfaction score. In addition, the 2.37 point gap between the importance and satisfaction means is the largest gap of any question on the survey.

Background

The Noel-Levitz Student Satisfaction Inventory (NLSSI) is a nationally normed survey which elicits satisfaction ratings in the areas of academic advising, campus climate, campus life, campus support services, concern for the individual, instructional effectiveness, recruitment and financial aid, registration and billing, responsiveness to

diverse populations, safety and security, service excellence, and student centeredness. The NLSSI is administered online to all full-time, matriculated undergraduate students every three years. This report provides a summary of results from the Fall 2020 administration of the NLSSI, which had 842 respondents for a response rate of 26%.

The NLSSI survey asks respondents to rate 98 items on a seven-point satisfaction scale (1="not satisfied at all" to 7="very satisfied") and a seven-point importance scale (1="not important at all" to 7="very important"). Not all 98 survey items have both an importance and satisfaction scale. Six items only have a satisfaction scale, and nine items only have an importance scale. Noel-Levitz provides results for each individual item on the survey and for several "scales," or composite scores, for related groups of questions. The scales are not mutually exclusive, i.e. a question on the survey may appear in more than one scale. Noel-Levitz also provides a comparison of results for Siena College to two groups of institutions that participated in the NLSSI survey over the course of the previous year: all four-year private colleges and universities and four-year private institutions in the eastern United States.

Siena College vs. Comparison Institutions

Table 1 shows the mean satisfaction scores for each of the survey scales, or composite scores, for Siena College (Siena) compared to those four-year private colleges and universities in the eastern United States (East 4-yr Private) and all four-year private colleges and universities (All 4-yr Private) that participated in the survey. Siena College's mean satisfaction score is higher than both the all 4-yr private and east 4-yr private peer group mean satisfaction scores for each of the survey scales.

The differences between the Siena mean satisfaction scores and the east 4-yr private peer group mean scores are statistically significant at the 0.001 level for all of the scales. The differences between the Siena mean scores and the all 4-yr private peer group mean scores are also statistically significant at the 0.001 level for all of the scales except for academic advising. There is not a statistically significant difference between Siena College's mean score and the all 4-yr private peer group mean score for the academic advising scale.

Table 1: Mean satisfaction score for survey scales

| Scale | Siena | East 4-yr Private | All 4-yr Private |
|---|-------|-------------------|------------------|
| Academic Advising (AA) | 5.81 | 5.61 | 5.73 |
| Campus Climate (CC) | 5.83 | 5.27 | 5.44 |
| Campus Life (CL) | 5.46 | 5.02 | 5.15 |
| Campus Support Services (CSS) | 6.08 | 5.64 | 5.70 |
| Concern for the Individual (CI) | 5.75 | 5.32 | 5.50 |
| Instructional Effectiveness (IE) | 5.92 | 5.49 | 5.65 |
| Recruitment and Financial Aid (RFA) | 5.84 | 5.15 | 5.31 |
| Registration Effectiveness (RE) | 5.61 | 5.17 | 5.33 |
| Responsiveness to Diverse Populations (RDP) | 5.81 | 5.26 | 5.39 |
| Safety and Security (SS) | 5.44 | 4.82 | 5.00 |
| Service Excellence (SE) | 5.75 | 5.27 | 5.41 |
| Student Centeredness (SC) | 5.84 | 5.27 | 5.49 |

Table 2 shows the mean scores for those survey questions related to the overall college experience. Siena College's mean score is higher than both the east 4-yr private and all 4-yr private peer group mean scores for all three questions. The differences are all statistically significant at the 0.001 level except the difference between Siena's mean score and the all 4-yr private peer group mean score for the question that asks how the college experience has met the students' expectations. The difference between the Siena mean score and the all 4-yr private peer group's mean score is statistically significant at the 0.05 level for this question.

Table 2: Mean score on overall college experience questions

| Survey Item | Siena | East 4-yr Private | All 4-yr Private |
|--|-------|-------------------|------------------|
| So far, how has your college experience met your expectations? (Scale: 1=much worse than I expected to 7=much better than I expected) | 4.78 | 4.46 | 4.67 |
| Rate your overall satisfaction with your experience here thus far (Scale: 1=not satisfied at all to 7=very satisfied) | 5.53 | 5.08 | 5.29 |
| All in all, if you had it to do over again, would you enroll here? (Scale: 1=definitely not to 7=definitely yes) | 5.76 | 5.04 | 5.28 |

Table 3 shows the top ten survey items on which Siena College performs most strongly in relation to the all 4-yr private peer group. Note that eleven items are shown in the table since the bottom two items have the same difference. These survey items are related to campus life (#24 and #52); safety and security (#21 and #28); campus climate (#37 and #51); recruitment and financial aid (#12, #17, and #48); campus support services (#26); and responsiveness to diverse populations (#88). The difference columns are calculated by subtracting the peer group's mean satisfaction score from the Siena mean satisfaction score. The differences are all statistically significant at the 0.001 level.

Table 3: Items on which Siena scored highest compared to the all 4-yr private peer group

| Item # (Scale) | Survey Item | Siena | East 4-yr Private | Difference (Siena - East 4-yr) | All 4-yr Private | Difference (Siena - All 4-yr) |
|----------------|---|-------|-------------------|--------------------------------|------------------|-------------------------------|
| 24 (CL) | The intercollegiate athletic programs contribute to a strong sense of school spirit. | 5.59 | 4.59 | 1.00 | 4.74 | 0.85 |
| 28 (SS) | Parking lots are well-lighted and secure. | 5.80 | 4.90 | 0.90 | 5.10 | 0.70 |
| 51 (CC) | This institution has a good reputation within the community. | 6.47 | 5.62 | 0.85 | 5.77 | 0.70 |
| 12 (RFA) | Financial aid awards are announced to students in time to be helpful in college planning. | 5.92 | 5.17 | 0.75 | 5.25 | 0.67 |
| 37 (CC) | I feel a sense of pride about my campus. | 5.93 | 5.10 | 0.83 | 5.33 | 0.60 |
| 21 (SS) | The amount of student parking space on campus is adequate. | 4.39 | 3.40 | 0.99 | 3.80 | 0.59 |
| 17 (RFA) | Adequate financial aid is available for most students. | 5.63 | 4.89 | 0.74 | 5.05 | 0.58 |
| 48 (RFA) | Admissions counselors accurately portray the campus in their recruiting practices. | 5.84 | 5.09 | 0.75 | 5.27 | 0.57 |
| 52 (CL) | The student center is a comfortable place for students to spend their leisure time. | 5.94 | 5.27 | 0.67 | 5.37 | 0.57 |
| 26 (CSS) | Computer labs are adequate and accessible. | 6.24 | 5.58 | 0.66 | 5.68 | 0.56 |
| 88 (RDP) | Institution's commitment to commuters? | 5.78 | 5.02 | 0.76 | 5.22 | 0.56 |

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Table 4 shows those survey items for which Siena’s mean satisfaction score is below the all 4-yr private peer group’s mean satisfaction score. These survey items are related to campus life (#23 and #38) and academic advising (#14 and #19). The difference columns are calculated by subtracting the peer group’s mean satisfaction score from the Siena mean satisfaction score.

None of the differences between Siena and the all 4-yr private peer group are statistically significant except for the difference on the food selection question (#38) which is significant at the 0.05 level. Siena’s mean satisfaction score is higher than the east 4-yr private peer group’s mean satisfaction score for all of the questions in Table 4. None of the differences are statistically significant except for the difference on the question related to living conditions in the residence halls (#23) which is significant at the 0.001 level.

Table 4: Items on which Siena scored lowest compared to the all 4-yr private peer group

| Item # (Scale) | Survey Item | Siena | East 4-yr Private | Difference (Siena - East 4-yr) | All 4-yr Private | Difference (Siena - All 4-yr) |
|----------------|--|-------|-------------------|--------------------------------|------------------|-------------------------------|
| 38 (CL) | There is an adequate selection of food available in the cafeteria. | 4.05 | 3.93 | 0.12 | 4.24 | -0.19 |
| 14 (AA) | My academic advisor is concerned about my success as an individual. | 5.69 | 5.61 | 0.08 | 5.75 | -0.06 |
| 19 (AA) | My academic advisor helps me set goals to work toward. | 5.25 | 5.14 | 0.11 | 5.30 | -0.05 |
| 23 (CL) | Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.) | 4.68 | 4.43 | 0.25 | 4.70 | -0.02 |

Table 5 shows the ten items with the highest mean satisfaction scores for Siena respondents. Note that twelve items are included in the table since three items have mean scores of 6.10. These items are related to campus climate (#45 and #51), campus support services (#18, #26, #32, and #54), instructional effectiveness (#39, #65, and #68), campus life (#31), and academic advising (#33). One item (#72) is not assigned to a scale.

Table 5: Items with highest ratings

| Item # (Scale) | Survey Item | Siena |
|----------------|---|-------|
| 51 (CC) | This institution has a good reputation within the community. | 6.47 |
| 65 (IE) | Faculty are usually available after class and during office hours. | 6.31 |
| 68 (IE) | Nearly all of the faculty are knowledgeable in their field. | 6.31 |
| 26 (CSS) | Computer labs are adequate and accessible. | 6.24 |
| 18 (CSS) | Library resources and services are adequate. | 6.18 |
| 31 (CL) | Males and females have equal opportunities to participate in intercollegiate athletics. | 6.17 |
| 32 (CSS) | Tutoring services are readily available. | 6.17 |
| 39 (IE) | I am able to experience intellectual growth here. | 6.15 |
| 45 (CC) | Students are made to feel welcome on this campus. | 6.12 |
| 33 (AA) | My academic advisor is knowledgeable about requirements in my major. | 6.10 |
| 54 (CSS) | Bookstore staff are helpful. | 6.10 |
| 72 (None) | On the whole, the campus is well-maintained. | 6.10 |

Table 6 shows the ten items with the lowest mean satisfaction scores for Siena respondents. These items are related to campus life (#23, #38, #42, and #73), academic advising (#19), campus climate (#66 and #71), safety and security (#21), and registration and billing policies (#11). One item (#78) is a Siena specific question related to refund and billing policies in the pandemic.

Table 6: Items with lowest ratings

| Item # (Scale) | Survey Item | Siena |
|----------------|--|-------|
| 38 (CL) | There is an adequate selection of food available in the cafeteria. | 4.05 |
| 21 (SS) | The amount of student parking space on campus is adequate. | 4.39 |
| 23 (CL) | Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.) | 4.68 |
| 42 (CL) | There are a sufficient number of weekend activities for students. | 4.86 |
| 73 (CL) | Student activities fees are put to good use. | 5.01 |
| 11 (RE) | Billing policies are reasonable. | 5.05 |
| 19 (AA) | My academic advisor helps me set goals to work toward. | 5.25 |
| 78 (None) | Campus item: Refund and billing policies are appropriate during the pandemic response. | 5.30 |
| 66 (CC) | Tuition paid is a worthwhile investment. | 5.34 |
| 71 (CC) | Channels for expressing student complaints are readily available. | 5.39 |

Overall College Experience by Demographic and Academic Subgroup

Table 7 shows Siena College’s mean response for the overall college experience questions by demographic and academic subgroup. Students are assigned to subgroups based on their responses to demographic questions on the survey. In general, females are more satisfied than males; students with a white race/ethnicity are more satisfied than students with a non-white race/ethnicity; and residential students are more satisfied than commuter students. Table 7 also shows that overall satisfaction is highest for freshman and lowest for seniors. In addition, the table shows that students who had Siena listed as their 1st choice when applying to colleges are more satisfied than those who did not have Siena as their 1st choice.

Table 7: Mean score on overall college experience questions by subgroup

| | Met Expectations | | Overall Satisfaction | | Enroll Again | |
|---------------------------|------------------|-------|----------------------|-------|--------------|-------|
| | Mean | Count | Mean | Count | Mean | Count |
| Gender | | | | | | |
| Female | 4.83 | 496 | 5.60 | 489 | 5.81 | 531 |
| Male | 4.72 | 229 | 5.43 | 228 | 5.70 | 253 |
| Ethnicity | | | | | | |
| African American | 4.48 | 27 | 4.96 | 27 | 5.21 | 28 |
| Asian or Pacific Islander | 4.77 | 44 | 5.41 | 44 | 5.38 | 45 |
| Caucasian/White | 4.85 | 572 | 5.63 | 569 | 5.89 | 604 |
| Hispanic | 4.73 | 37 | 5.20 | 35 | 5.26 | 39 |
| Other | 4.25 | 20 | 5.25 | 20 | 5.32 | 22 |
| Class | | | | | | |
| Freshman | 4.83 | 239 | 5.63 | 236 | 6.21 | 250 |
| Sophomore | 4.89 | 180 | 5.62 | 179 | 5.81 | 194 |
| Junior | 4.80 | 157 | 5.51 | 156 | 5.50 | 163 |
| Senior | 4.61 | 140 | 5.39 | 138 | 5.31 | 148 |

Table 7: Mean score on overall college experience questions by subgroup (Continued)

| | Met Expectations | | Overall Satisfaction | | Enroll Again | |
|--------------------------------|------------------|-------|----------------------|-------|--------------|-------|
| | Mean | Count | Mean | Count | Mean | Count |
| Residential Status | | | | | | |
| Residential Student | 4.86 | 543 | 5.60 | 540 | 5.89 | 599 |
| Commuter Student | 4.57 | 178 | 5.38 | 173 | 5.36 | 208 |
| Siena Rank ¹ | | | | | | |
| 1st Choice | 4.90 | 465 | 5.71 | 459 | 6.06 | 503 |
| 2nd Choice | 4.59 | 181 | 5.30 | 179 | 5.36 | 198 |
| 3rd Choice | 4.41 | 78 | 5.00 | 77 | 4.93 | 89 |
| School | | | | | | |
| School of Business | 4.75 | 191 | 5.50 | 191 | 5.80 | 223 |
| School of Liberal Arts | 4.80 | 325 | 5.53 | 320 | 5.68 | 362 |
| School of Science | 4.78 | 228 | 5.56 | 224 | 5.84 | 250 |
| Remote | | | | | | |
| Not Remote | 4.81 | 691 | 5.55 | 684 | 5.82 | 767 |
| Remote | 4.42 | 53 | 5.25 | 51 | 5.04 | 68 |

Comparison with Previous Results

Table 8 shows the mean satisfaction score on the survey scales for Siena College and the all 4-yr private peer group on the 2020 NLSSI administration compared to the two prior administrations in 2017 and 2014. In general, the mean scores in both groups increase over time for all of the survey scales except for safety and security which shows a slight decline in the all 4-year private peer group between 2017 and 2020.

Table 8: Mean satisfaction score on survey scale items across time

| Scale | Siena | | | All 4-year Private | | |
|---|-------|------|------|--------------------|------|------|
| | 2014 | 2017 | 2020 | 2014 | 2017 | 2020 |
| Academic Advising (AA) | 5.48 | 5.76 | 5.81 | 5.52 | 5.58 | 5.73 |
| Campus Climate (CC) | 5.24 | 5.72 | 5.83 | 5.35 | 5.39 | 5.44 |
| Campus Life (CL) | 4.75 | 5.33 | 5.46 | 5.01 | 5.07 | 5.15 |
| Campus Support Services (CSS) | 5.55 | 5.79 | 6.08 | 5.48 | 5.53 | 5.70 |
| Concern for the Individual (CI) | 5.25 | 5.66 | 5.75 | 5.34 | 5.41 | 5.50 |
| Instructional Effectiveness (IE) | 5.53 | 5.79 | 5.92 | 5.51 | 5.56 | 5.65 |
| Recruitment and Financial Aid (RFA) | 5.22 | 5.58 | 5.84 | 5.13 | 5.20 | 5.31 |
| Registration Effectiveness (RE) | 5.09 | 5.34 | 5.61 | 5.19 | 5.24 | 5.33 |
| Responsiveness to Diverse Populations (RDP) | 5.24 | 5.52 | 5.81 | 5.29 | 5.33 | 5.39 |
| Safety and Security (SS) | 5.12 | 5.22 | 5.44 | 5.04 | 5.07 | 5.00 |
| Service Excellence (SE) | 5.17 | 5.59 | 5.75 | 5.24 | 5.30 | 5.41 |
| Student Centeredness (SC) | 5.21 | 5.75 | 5.84 | 5.43 | 5.46 | 5.49 |

Table 9 shows the mean scores for the overall college experience questions for Siena College and the all 4-yr private peer group for the 2020 NLSSI administration compared to the two prior administrations in 2017 and 2014.

¹ Siena’s rank among all institutions when applying to colleges

The mean scores from the 2020 administration at Siena show a slight decrease for the first two questions and an increase of 0.25 for the third question compared to the mean scores from the 2017 administration. The data for the 2020 Siena administration also shows an increase of 0.47 points or higher in the mean scores over the 2014 administration for all three questions. The all 4-yr private peer group data shows that, nationally, the mean scores for the three overall college experience questions slightly increased or stayed the same compared to the prior two administrations.

Table 9: Ratings on overall college experience questions across time

| Survey Item | Siena | | | All 4-year Private | | |
|--|-------|------|------|--------------------|------|------|
| | 2014 | 2017 | 2020 | 2014 | 2017 | 2020 |
| So far, how has your college experience met your expectations? | 4.31 | 4.91 | 4.78 | 4.62 | 4.64 | 4.67 |
| Rate your overall satisfaction with your experience here thus far. | 4.96 | 5.56 | 5.53 | 5.27 | 5.29 | 5.29 |
| All in all, if you had it to do over again, would you enroll here? | 4.73 | 5.51 | 5.76 | 5.21 | 5.21 | 5.28 |

Overall, the Siena College data shows a statistically significant increase in the mean satisfaction score for 39 survey items between the 2017 and 2020 administrations. Table 10 shows those NLSSI items which have the greatest increase in mean score from 2017 to 2020. These items are related to safety and security (#21), campus support services (#54), registration and billing (#11 and #34), campus life (#40), instructional effectiveness (#69), and responsiveness to diverse populations (#88). The increases are all statistically significant at the 0.001 level.

Table 10: Survey items with greatest increase from 2017 to 2020

| Item # (Scale) | Survey Item | 2020 Mean Satisfaction | 2017 Mean Satisfaction | Increase (2020-2017) |
|----------------|---|------------------------|------------------------|----------------------|
| 21 (SS) | The amount of student parking space on campus is adequate. | 4.39 | 3.42 | 0.97 |
| 54 (CSS) | Bookstore staff are helpful. | 6.10 | 5.45 | 0.65 |
| 34 (RE) | I am able to register for classes with few conflicts. | 5.60 | 5.14 | 0.46 |
| 40 (CL) | Residence hall regulations are reasonable. | 5.51 | 5.07 | 0.44 |
| 69 (IE) | There is a good variety of courses provided on this campus. | 6.07 | 5.65 | 0.42 |
| 88 (RDP) | Institution's commitment to commuters? | 5.78 | 5.37 | 0.41 |
| 11 (RE) | Billing policies are reasonable | 5.05 | 4.65 | 0.40 |

Table 11 shows the individual NLSSI items for which the Siena College mean satisfaction score decreases between the 2017 and 2020 administrations. These items are related to campus life (#9, #42, #46, and #73), safety and security (#7 and #36), campus climate (#60), and academic advising (#33). The differences are statistically significant for questions #42 (at the 0.001 level), #9 (at the 0.01 level), and #7 (at the 0.05 level). The decrease in some of these items may be partially explained by the limited activities that can be offered due to the pandemic.

Table 11: Survey items with decrease from 2017 to 2020

| Item # (Scale) | Item | 2020 Mean Satisfaction | 2017 Mean Satisfaction | Decrease (2020-2017) |
|----------------|--|------------------------|------------------------|----------------------|
| 42 (CL) | There are a sufficient number of weekend activities for students. | 4.86 | 5.29 | -0.43 |
| 9 (CL) | A variety of intramural activities are offered. | 5.53 | 5.74 | -0.21 |
| 7 (SS) | The campus is safe and secure for all students. | 5.90 | 6.04 | -0.14 |
| 60 (CC) | I generally know what is happening on campus. | 5.70 | 5.84 | -0.14 |
| 73 (CL) | Student activities fees are put to good use. | 5.01 | 5.14 | -0.13 |
| 46 (CL) | I can easily get involved in campus organizations. | 5.99 | 6.06 | -0.07 |
| 33 (AA) | My academic advisor is knowledgeable about requirements in my major. | 6.10 | 6.12 | -0.02 |
| 36 (SS) | Security staff respond quickly in emergencies. | 5.77 | 5.78 | -0.01 |

Profile of Survey Respondents

Table 12 shows the survey response rate by demographic and academic subgroup. The counts in this table reflect students who responded to at least one question on the survey. Whereas, the counts in Table 7 reflect the number of students who responded to those specific questions. As a result, the counts may not match between the two tables. Females, students with a white race/ethnicity, freshmen, students in the Schools of Science and Liberal Arts, residential students, and students without a remote status have higher response rates.

Table 12: Profile of survey respondents

| | Surveyed | Responded | Response Rate |
|---------------------|----------|-----------|---------------|
| Gender | | | |
| Female | 1,832 | 573 | 31.3% |
| Male | 1,433 | 269 | 18.8% |
| Ethnicity | | | |
| White | 2,528 | 665 | 26.3% |
| Diverse | 649 | 156 | 24.0% |
| Class | | | |
| Freshman | 873 | 250 | 28.6% |
| Sophomore | 813 | 225 | 27.7% |
| Junior | 717 | 185 | 25.8% |
| Senior | 860 | 182 | 21.2% |
| School | | | |
| Business | 1,005 | 229 | 22.8% |
| Liberal Arts | 1,341 | 363 | 27.1% |
| Science | 919 | 250 | 27.2% |
| Housing | | | |
| Residential Student | 2,258 | 653 | 28.9% |
| Commuter Student | 1,007 | 189 | 18.8% |
| Remote | | | |
| Not Remote | 2,947 | 772 | 26.2% |
| Remote | 318 | 70 | 22.0% |

Siena Strengths and Weaknesses

This section displays the areas in which Siena performs well and those areas that need improvement using criteria established by Noel-Levitz. The tables show the mean importance (IMP) score and rank, the mean satisfaction (SAT) score and rank, and the gap between the two means

Table 13 shows Siena's strengths or those areas in which Siena performs well according to the criteria established by Noel-Levitz. The NLSSI team considers an item a strength if it is in the upper 50% of importance scores and the upper quartile of satisfaction scores. For Fall 2020, this means an item has to have an average importance of 6.42 or higher and an average satisfaction score of 6.07 or higher to be listed as a strength. The survey items for which Siena meets the strength criteria are related to academic advising (#33), campus climate (#45, and #51), and instructional effectiveness (#39, #41, #65, #68, and #69). One of the questions (#72) is not assigned to a scale. The remaining question (#77) is a Siena specific question related to advising during the pandemic.

Table 13: Siena College's strengths (2020-21 administration)

| Item # (Scale) | Survey Item | Imp Mean | Imp Rank | Sat Mean | Sat Rank | Gap (Imp – Sat) |
|-------------------|---|-------------|-------------|-------------|-------------|--------------------|
| 33 (AA) | My academic advisor is knowledgeable about requirements in my major. | 6.67 | 2 | 6.10 | 10 | 0.57 |
| 45 (CC) | Students are made to feel welcome on this campus. | 6.67 | 2 | 6.12 | 9 | 0.55 |
| 68 (IE) | Nearly all of the faculty are knowledgeable in their field. | 6.67 | 2 | 6.31 | 2 | 0.36 |
| 39 (IE) | I am able to experience intellectual growth here. | 6.63 | 8 | 6.15 | 8 | 0.48 |
| 69 (IE) | There is a good variety of courses provided on this campus. | 6.60 | 12 | 6.07 | 13 | 0.53 |
| 65 (IE) | Faculty are usually available after class and during office hours. | 6.57 | 16 | 6.31 | 2 | 0.26 |
| 41 (IE) | There is a commitment to academic excellence on this campus. | 6.56 | 20 | 6.07 | 13 | 0.49 |
| 51 (CC) | This institution has a good reputation within the community. | 6.56 | 20 | 6.47 | 1 | 0.09 |
| 77 (None) | Campus item: In the pandemic environment, my faculty advisor or the assistant dean is accessible by telephone, email, and/or virtually. | 6.54 | 27 | 6.07 | 13 | 0.47 |
| 72 (None) | On the whole, the campus is well-maintained. | 6.53 | 29 | 6.10 | 10 | 0.43 |

Table 14 shows the survey items for which Siena meets the challenge criteria established by Noel-Levitz. The NLSSI team considers an item a challenge if it is in the upper 50% of importance scores and the upper quartile in the gap between importance and satisfaction. For Fall 2020, this means an item has to have an average importance of 6.42 or higher and an average gap of 0.82 or higher to be listed as a challenge. The survey items for which Siena meets the challenge criteria are related to campus life (#23, #38, and #63); campus climate (#29 and #66); recruitment and financial aid (#5 and #17); instructional effectiveness (#25, #47, and #58); safety and security (#36); campus student services (#15); and registration and billing (#34). The remaining two questions are Siena specific questions related to refund and billing policies in the pandemic (#78) and the financial support provided by the college (#76).

Table 14: Siena College's challenges (2020-21 administration)

| Item # (Scale) | Survey Item | Imp Mean | Imp Rank | Sat Mean | Sat Rank | Gap (Imp – Sat) |
|-------------------|---|-------------|-------------|-------------|-------------|--------------------|
| 29 (CC) | It is an enjoyable experience to be a student on this campus. | 6.70 | 1 | 5.81 | 48 | 0.89 |
| 58 (IE) | The quality of instruction I receive in most of my classes is excellent. | 6.64 | 7 | 5.74 | 57 | 0.90 |
| 36 (SS) | Security staff respond quickly in emergencies. | 6.63 | 8 | 5.77 | 56 | 0.86 |
| 34 (RE) | I am able to register for classes I need with few conflicts. | 6.62 | 11 | 5.60 | 69 | 1.02 |
| 78 (None) | Campus item: Refund and billing policies are appropriate during the pandemic response. | 6.60 | 12 | 5.30 | 82 | 1.30 |
| 66 (CC) | Tuition paid is a worthwhile investment. | 6.58 | 14 | 5.34 | 81 | 1.24 |
| 25 (IE) | Faculty are fair and unbiased in their treatment of individual students. | 6.57 | 16 | 5.70 | 61 | 0.87 |
| 76 (None) | Campus item: The college provides the financial support to pursue my academic goals. | 6.55 | 25 | 5.57 | 71 | 0.98 |
| 17 (RFA) | Adequate financial aid is available for most students. | 6.54 | 27 | 5.63 | 66 | 0.91 |
| 47 (IE) | Faculty provide timely feedback about student progress in a course. | 6.51 | 31 | 5.64 | 65 | 0.87 |
| 23 (CL) | Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.). | 6.48 | 34 | 4.68 | 87 | 1.80 |
| 5 (RFA) | Financial aid counselors are helpful. | 6.45 | 35 | 5.63 | 66 | 0.82 |
| 15 (CSS) | The staff in the health services area are competent. | 6.45 | 35 | 5.49 | 78 | 0.96 |
| 38 (CL) | There is an adequate selection of food available in the cafeteria. | 6.42 | 40 | 4.05 | 89 | 2.37 |
| 63 (CL) | Student disciplinary procedures are fair. | 6.42 | 40 | 5.51 | 76 | 0.91 |

Repeat Survey Respondents

The Fall 2020 survey respondents included no students who also took the survey in Spring 2017.

Appendix: Results for All Questions by Survey Scale

Table A-1: Results for all questions by survey scale

| Item # | Survey Item | n | Imp Mean | Imp StDev | n | Sat Mean | Sat StDev | Gap (Imp - Sat) | Strength (S) / Challenge (C) |
|--------------------------|--|-----|----------|-----------|-----|----------|-----------|-----------------|------------------------------|
| Academic Advising | | | | | | | | | |
| 6 | My academic advisor is approachable. | 736 | 6.56 | 0.88 | 732 | 5.97 | 1.37 | 0.59 | |
| 14 | My academic advisor is concerned about my success as an individual. | 724 | 6.39 | 1.02 | 714 | 5.69 | 1.49 | 0.70 | |
| 19 | My academic advisor helps me set goals to work toward. | 710 | 6.19 | 1.15 | 674 | 5.25 | 1.70 | 0.94 | |
| 33 | My academic advisor is knowledgeable about requirements in my major. | 713 | 6.67 | 0.78 | 701 | 6.10 | 1.35 | 0.57 | S |
| 55 | Major requirements are clear and reasonable. | 713 | 6.58 | 0.80 | 717 | 5.98 | 1.18 | 0.60 | |
| Campus Climate | | | | | | | | | |
| 1 | Most students feel a sense of belonging here. | 829 | 6.41 | 1.02 | 828 | 5.61 | 1.35 | 0.80 | |
| 2 | The campus staff are caring and helpful. | 744 | 6.56 | 0.79 | 740 | 5.92 | 1.15 | 0.64 | |
| 3 | Faculty care about me as an individual. | 737 | 6.44 | 0.92 | 737 | 5.82 | 1.23 | 0.62 | |
| 7 | The campus is safe and secure for all students. | 736 | 6.65 | 0.83 | 734 | 5.90 | 1.25 | 0.75 | |
| 10 | Administrators are approachable to students. | 727 | 6.33 | 0.99 | 716 | 5.78 | 1.34 | 0.55 | |
| 29 | It is an enjoyable experience to be a student on this campus. | 720 | 6.70 | 0.75 | 720 | 5.81 | 1.51 | 0.89 | C |
| 37 | I feel a sense of pride about my campus. | 716 | 6.33 | 1.12 | 712 | 5.93 | 1.42 | 0.40 | |
| 41 | There is a commitment to academic excellence on this campus. | 816 | 6.56 | 0.85 | 814 | 6.07 | 1.19 | 0.49 | S |
| 45 | Students are made to feel welcome on this campus. | 716 | 6.67 | 0.72 | 720 | 6.12 | 1.33 | 0.55 | S |
| 51 | This institution has a good reputation within the community. | 813 | 6.56 | 0.88 | 812 | 6.47 | 1.00 | 0.09 | S |
| 57 | I seldom get the "run-around" when seeking information on this campus. | 608 | 6.18 | 1.13 | 585 | 5.52 | 1.50 | 0.66 | |
| 59 | This institution shows concern for students as individuals. | 707 | 6.57 | 0.87 | 713 | 5.81 | 1.47 | 0.76 | |
| 60 | I generally know what's happening on campus. | 700 | 6.30 | 1.06 | 704 | 5.70 | 1.41 | 0.60 | |
| 62 | There is a strong commitment to racial harmony on this campus. | 688 | 6.44 | 1.11 | 682 | 5.74 | 1.52 | 0.70 | |
| 66 | Tuition paid is a worthwhile investment. | 701 | 6.58 | 0.88 | 694 | 5.34 | 1.55 | 1.24 | C |
| 67 | Freedom of expression is protected on campus. | 692 | 6.51 | 0.93 | 681 | 5.94 | 1.43 | 0.57 | |
| 71 | Channels for expressing student complaints are readily available. | 770 | 6.25 | 1.15 | 716 | 5.39 | 1.65 | 0.86 | |

Noel-Levitz Student Satisfaction Inventory: Fall 2020 Summary of Results

Table A-1: Results for all questions by survey scale (continued)

| Item # | Survey Item | n | Imp Mean | Imp StDev | n | Sat Mean | Sat StDev | Gap (Imp - Sat) | Strength (S) / Challenge (C) |
|--------------------------------|--|-----|----------|-----------|-----|----------|-----------|-----------------|------------------------------|
| Campus Life | | | | | | | | | |
| 9 | A variety of intramural activities are offered. | 696 | 5.64 | 1.46 | 662 | 5.53 | 1.47 | 0.11 | |
| 23 | Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.) | 663 | 6.48 | 0.99 | 642 | 4.68 | 1.61 | 1.80 | C |
| 24 | The intercollegiate athletic programs contribute to a strong sense of school spirit. | 636 | 5.93 | 1.43 | 588 | 5.59 | 1.52 | 0.34 | |
| 30 | Residence hall staff are concerned about me as an individual. | 638 | 6.17 | 1.19 | 620 | 5.55 | 1.56 | 0.62 | |
| 31 | Males and females have equal opportunities to participate in intercollegiate athletics. | 718 | 6.34 | 1.22 | 652 | 6.17 | 1.23 | 0.17 | |
| 38 | There is an adequate selection of food available in the cafeteria. | 680 | 6.42 | 1.04 | 669 | 4.05 | 1.91 | 2.37 | C |
| 40 | Residence hall regulations are reasonable. | 652 | 6.33 | 1.03 | 637 | 5.51 | 1.58 | 0.82 | |
| 42 | There are a sufficient number of weekend activities for students. | 668 | 6.06 | 1.20 | 657 | 4.86 | 1.83 | 1.20 | |
| 46 | I can easily get involved in campus organizations. | 700 | 6.37 | 0.94 | 695 | 5.99 | 1.34 | 0.38 | |
| 52 | The student center is a comfortable place for students to spend their leisure time. | 657 | 6.17 | 1.16 | 628 | 5.94 | 1.31 | 0.23 | |
| 56 | The student handbook provides helpful information about campus life. | 643 | 5.94 | 1.39 | 609 | 5.84 | 1.32 | 0.10 | |
| 63 | Student disciplinary procedures are fair. | 668 | 6.42 | 0.99 | 623 | 5.51 | 1.64 | 0.91 | C |
| 64 | New student orientation services help students adjust to college. | 680 | 6.39 | 1.05 | 673 | 5.73 | 1.57 | 0.66 | |
| 67 | Freedom of expression is protected on campus. | 692 | 6.51 | 0.93 | 681 | 5.94 | 1.43 | 0.57 | |
| 73 | Student activities fees are put to good use. | 649 | 6.32 | 1.00 | 621 | 5.01 | 1.74 | 1.31 | |
| Campus Support Services | | | | | | | | | |
| 13 | Library staff are helpful and approachable. | 695 | 6.00 | 1.23 | 652 | 6.01 | 1.17 | -0.01 | |
| 18 | Library resources and services are adequate. | 702 | 6.29 | 1.01 | 672 | 6.18 | 1.01 | 0.11 | |
| 26 | Computer labs are adequate and accessible. | 690 | 6.33 | 1.02 | 652 | 6.24 | 1.03 | 0.09 | |
| 32 | Tutoring services are readily available. | 695 | 6.40 | 0.98 | 629 | 6.17 | 1.09 | 0.23 | |
| 44 | Academic support services adequately meet the needs of students. | 661 | 6.45 | 0.90 | 609 | 5.97 | 1.19 | 0.48 | |
| 49 | There are adequate services to help me decide upon a career. | 685 | 6.50 | 0.86 | 643 | 5.86 | 1.24 | 0.64 | |
| 54 | Bookstore staff are helpful. | 682 | 5.89 | 1.42 | 673 | 6.10 | 1.19 | -0.21 | |

Table A-1: Results for all questions by survey scale (continued)

| Item # | Survey Item | n | Imp Mean | Imp StDev | n | Sat Mean | Sat StDev | Gap (Imp - Sat) | Strength (S) / Challenge (C) | |
|------------------------------------|---|-----|----------|-----------|-----|----------|-----------|-----------------|------------------------------|--|
| Concern for the Individual | | | | | | | | | | |
| 3 | Faculty care about me as an individual. | 737 | 6.44 | 0.92 | 737 | 5.82 | 1.23 | 0.62 | | |
| 14 | My academic advisor is concerned about my success as an individual. | 724 | 6.39 | 1.02 | 714 | 5.69 | 1.49 | 0.70 | | |
| 22 | Counseling staff care about students as individuals. | 641 | 6.53 | 0.88 | 531 | 5.96 | 1.36 | 0.57 | | |
| 25 | Faculty are fair and unbiased in their treatment of individual students. | 720 | 6.57 | 0.87 | 718 | 5.70 | 1.43 | 0.87 | C | |
| 30 | Residence hall staff are concerned about me as an individual. | 638 | 6.17 | 1.19 | 620 | 5.55 | 1.56 | 0.62 | | |
| 59 | This institution shows concern for students as individuals. | 707 | 6.57 | 0.87 | 713 | 5.81 | 1.47 | 0.76 | | |
| Instructional Effectiveness | | | | | | | | | | |
| 3 | Faculty care about me as an individual. | 737 | 6.44 | 0.92 | 737 | 5.82 | 1.23 | 0.62 | | |
| 8 | The content of the courses within my major is valuable. | 728 | 6.66 | 0.70 | 725 | 5.92 | 1.17 | 0.74 | | |
| 16 | The instruction in my major field is excellent. | 721 | 6.63 | 0.74 | 708 | 5.93 | 1.18 | 0.70 | | |
| 25 | Faculty are fair and unbiased in their treatment of individual students. | 720 | 6.57 | 0.87 | 718 | 5.70 | 1.43 | 0.87 | C | |
| 39 | I am able to experience intellectual growth here. | 711 | 6.63 | 0.71 | 713 | 6.15 | 1.15 | 0.48 | S | |
| 41 | There is a commitment to academic excellence on this campus. | 816 | 6.56 | 0.85 | 814 | 6.07 | 1.19 | 0.49 | S | |
| 47 | Faculty provide timely feedback about student progress in a course. | 720 | 6.51 | 0.87 | 720 | 5.64 | 1.33 | 0.87 | C | |
| 53 | Faculty take into consideration student differences as they teach a course. | 702 | 6.40 | 0.97 | 697 | 5.41 | 1.49 | 0.99 | | |
| 58 | The quality of instruction I receive in most of my classes is excellent. | 715 | 6.64 | 0.76 | 717 | 5.74 | 1.32 | 0.90 | C | |
| 61 | Adjunct faculty are competent as classroom instructors. | 741 | 6.35 | 0.98 | 713 | 5.80 | 1.37 | 0.55 | | |
| 65 | Faculty are usually available after class and during office hours. | 713 | 6.57 | 0.77 | 714 | 6.31 | 0.98 | 0.26 | S | |
| 68 | Nearly all of the faculty are knowledgeable in their field. | 720 | 6.67 | 0.69 | 715 | 6.31 | 0.96 | 0.36 | S | |
| 69 | There is a good variety of courses provided on this campus. | 717 | 6.60 | 0.77 | 714 | 6.07 | 1.22 | 0.53 | S | |
| 70 | Graduate teaching assistants are competent as classroom instructors. | 436 | 6.31 | 1.10 | 330 | 6.03 | 1.26 | 0.28 | | |

Table A-1: Results for all questions by survey scale (continued)

| Item # | Survey Item | n | Imp Mean | Imp StDev | n | Sat Mean | Sat StDev | Gap (Imp - Sat) | Strength (S) / Challenge (C) | |
|--|---|-----|----------|-----------|-----|----------|-----------|-----------------|------------------------------|--|
| Recruitment and Financial Aid | | | | | | | | | | |
| 4 | Admissions staff are knowledgeable. | 726 | 6.41 | 1.00 | 714 | 6.04 | 1.16 | 0.37 | | |
| 5 | Financial aid counselors are helpful. | 687 | 6.45 | 0.95 | 663 | 5.63 | 1.52 | 0.82 | C | |
| 12 | Financial aid awards are announced to students in time to be helpful in college planning. | 718 | 6.55 | 0.86 | 708 | 5.92 | 1.31 | 0.63 | | |
| 17 | Adequate financial aid is available for most students. | 702 | 6.54 | 0.88 | 694 | 5.63 | 1.41 | 0.91 | C | |
| 43 | Admissions counselors respond to prospective students' unique needs and requests. | 650 | 6.38 | 0.93 | 603 | 5.98 | 1.21 | 0.40 | | |
| 48 | Admissions counselors accurately portray the campus in their recruiting practices. | 658 | 6.41 | 0.88 | 650 | 5.84 | 1.41 | 0.57 | | |
| Registration Effectiveness (Registration and Billing) | | | | | | | | | | |
| 11 | Billing policies are reasonable. | 814 | 6.20 | 1.16 | 809 | 5.05 | 1.53 | 1.15 | | |
| 20 | The business office is open during hours which are convenient for most students. | 608 | 6.04 | 1.16 | 533 | 5.68 | 1.27 | 0.36 | | |
| 27 | The personnel involved in registration are helpful. | 690 | 6.41 | 0.91 | 667 | 6.01 | 1.18 | 0.40 | | |
| 34 | I am able to register for classes I need with few conflicts. | 706 | 6.62 | 0.84 | 671 | 5.60 | 1.52 | 1.02 | C | |
| 50 | Class change (drop/add) policies are reasonable. | 689 | 6.32 | 1.05 | 659 | 5.82 | 1.44 | 0.50 | | |
| Responsiveness to Diverse Populations | | | | | | | | | | |
| 84 | Institution's commitment to part-time students? | -- | -- | -- | 287 | 5.88 | 1.27 | -- | | |
| 85 | Institution's commitment to evening students? | -- | -- | -- | 316 | 5.83 | 1.40 | -- | | |
| 86 | Institution's commitment to older, returning learners? | -- | -- | -- | 309 | 5.96 | 1.25 | -- | | |
| 87 | Institution's commitment to under-represented populations? | -- | -- | -- | 463 | 5.57 | 1.56 | -- | | |
| 88 | Institution's commitment to commuters? | -- | -- | -- | 473 | 5.78 | 1.46 | -- | | |
| 89 | Institution's commitment to students with disabilities? | -- | -- | -- | 394 | 5.92 | 1.39 | -- | | |
| Safety and Security | | | | | | | | | | |
| 7 | The campus is safe and secure for all students. | 736 | 6.65 | 0.83 | 734 | 5.90 | 1.25 | 0.75 | | |
| 21 | The amount of student parking space on campus is adequate. | 760 | 6.01 | 1.43 | 704 | 4.39 | 1.90 | 1.62 | | |
| 28 | Parking lots are well-lighted and secure. | 691 | 6.17 | 1.17 | 669 | 5.80 | 1.31 | 0.37 | | |
| 36 | Security staff respond quickly in emergencies. | 637 | 6.63 | 0.83 | 545 | 5.77 | 1.50 | 0.86 | C | |

Noel-Levitz Student Satisfaction Inventory: Fall 2020 Summary of Results

Table A-1: Results for all questions by survey scale (continued)

| Item # | Survey Item | n | Imp Mean | Imp StDev | n | Sat Mean | Sat StDev | Gap (Imp - Sat) | Strength (S) / Challenge (C) |
|--|---|-----|----------|-----------|-----|----------|-----------|-----------------|------------------------------|
| Service Excellence | | | | | | | | | |
| 2 | The campus staff are caring and helpful. | 744 | 6.56 | 0.79 | 740 | 5.92 | 1.15 | 0.64 | |
| 13 | Library staff are helpful and approachable. | 695 | 6.00 | 1.23 | 652 | 6.01 | 1.17 | -0.01 | |
| 15 | The staff in the health services area are competent. | 660 | 6.45 | 0.97 | 574 | 5.49 | 1.60 | 0.96 | C |
| 22 | Counseling staff care about students as individuals. | 641 | 6.53 | 0.88 | 531 | 5.96 | 1.36 | 0.57 | |
| 27 | The personnel involved in registration are helpful. | 690 | 6.41 | 0.91 | 667 | 6.01 | 1.18 | 0.40 | |
| 57 | I seldom get the "run-around" when seeking information on this campus. | 608 | 6.18 | 1.13 | 585 | 5.52 | 1.50 | 0.66 | |
| 60 | I generally know what's happening on campus. | 700 | 6.30 | 1.06 | 704 | 5.70 | 1.41 | 0.60 | |
| 71 | Channels for expressing student complaints are readily available. | 770 | 6.25 | 1.15 | 716 | 5.39 | 1.65 | 0.86 | |
| Student Centeredness | | | | | | | | | |
| 1 | Most students feel a sense of belonging here. | 829 | 6.41 | 1.02 | 828 | 5.61 | 1.35 | 0.80 | |
| 2 | The campus staff are caring and helpful. | 744 | 6.56 | 0.79 | 740 | 5.92 | 1.15 | 0.64 | |
| 10 | Administrators are approachable to students. | 727 | 6.33 | 0.99 | 716 | 5.78 | 1.34 | 0.55 | |
| 29 | It is an enjoyable experience to be a student on this campus. | 720 | 6.70 | 0.75 | 720 | 5.81 | 1.51 | 0.89 | C |
| 45 | Students are made to feel welcome on this campus. | 716 | 6.67 | 0.72 | 720 | 6.12 | 1.33 | 0.55 | S |
| 59 | This institution shows concern for students as individuals. | 707 | 6.57 | 0.87 | 713 | 5.81 | 1.47 | 0.76 | |
| Questions Not Included in a Scale | | | | | | | | | |
| 35 | The assessment and course placement procedures are reasonable. | 675 | 6.39 | 0.93 | 653 | 5.86 | 1.20 | 0.53 | |
| 72 | On the whole, the campus is well-maintained. | 713 | 6.53 | 0.85 | 712 | 6.10 | 1.17 | 0.43 | S |
| 90 | Cost as factor in decision to enroll. | 698 | 6.40 | 1.00 | -- | -- | -- | -- | |
| 91 | Financial aid as factor in decision to enroll. | 803 | 6.49 | 1.05 | -- | -- | -- | -- | |
| 92 | Academic reputation as factor in decision to enroll. | 779 | 6.38 | 0.97 | -- | -- | -- | -- | |
| 93 | Size of institution as factor in decision to enroll. | 737 | 5.95 | 1.35 | -- | -- | -- | -- | |
| 94 | Opportunity to play sports as factor in decision to enroll. | 641 | 4.41 | 2.30 | -- | -- | -- | -- | |
| 95 | Recommendations from family/friends as factor in decision to enroll. | 705 | 5.25 | 1.70 | -- | -- | -- | -- | |
| 96 | Geographic setting as factor in decision to enroll. | 732 | 5.83 | 1.36 | -- | -- | -- | -- | |
| 97 | Campus appearance as factor in decision to enroll. | 735 | 6.01 | 1.29 | -- | -- | -- | -- | |
| 98 | Personalized attention prior to enrollment as factor in decision to enroll. | 710 | 5.94 | 1.37 | -- | -- | -- | -- | |

Table A-1: Results for all questions by survey scale (continued)

| Item # | Survey Item | n | Imp Mean | Imp StDev | | n | Sat Mean | Sat StDev | | Gap (Imp - Sat) | Strength (S) / Challenge (C) |
|---|---|-----|----------|-----------|--|-----|----------|-----------|--|-----------------|------------------------------|
| Summary Questions (Overall College Experience) | | | | | | | | | | | |
| S1 | So far, how has your college experience met your expectations? | -- | -- | -- | | 744 | 4.78 | 1.45 | | -- | |
| S2 | Rate your overall satisfaction with your experience here thus far. | -- | -- | -- | | 735 | 5.53 | 1.40 | | -- | |
| S3 | All in all, if you had it to do over again, would you enroll here? | -- | -- | -- | | 835 | 5.76 | 1.59 | | -- | |
| Siena Specific Questions | | | | | | | | | | | |
| 74 | Campus item: Technology utilized in classroom instruction has aided in my understanding of course material. | 695 | 6.29 | 1.00 | | 696 | 5.78 | 1.33 | | 0.51 | |
| 75 | Campus item: The availability of technology has enhanced my college experience. | 687 | 6.25 | 1.06 | | 687 | 5.80 | 1.37 | | 0.45 | |
| 76 | Campus item: The college provides the financial support to pursue my academic goals. | 685 | 6.55 | 0.88 | | 682 | 5.57 | 1.52 | | 0.98 | C |
| 77 | Campus item: In the pandemic environment, my faculty advisor or the assistant dean is accessible by telephone, email, and/or virtually. | 680 | 6.54 | 0.89 | | 658 | 6.07 | 1.29 | | 0.47 | S |
| 78 | Campus item: Refund and billing policies are appropriate during the pandemic response. | 664 | 6.60 | 0.88 | | 610 | 5.30 | 1.79 | | 1.30 | C |
| 79 | Campus item: Siena has adopted appropriate measures to deal with the pandemic, e.g. masks, social distancing, instructional options, etc. | 702 | 6.57 | 1.01 | | 703 | 5.88 | 1.46 | | 0.69 | |
| 80 | Campus item: Appropriate technical assistance is available to support any virtual learning in which I am currently engaged. | 673 | 6.56 | 0.79 | | 646 | 5.92 | 1.34 | | 0.64 | |
| 81 | Campus item: In the pandemic environment, tutoring services (remote or in-person depending on my preference) meet my needs. | 694 | 6.39 | 1.06 | | 586 | 5.74 | 1.51 | | 0.65 | |
| 82 | Campus item: In the pandemic environment, career services (virtual or in-person) meet my needs. | 577 | 6.42 | 0.99 | | 476 | 5.90 | 1.38 | | 0.52 | |
| 83 | Campus item: In the pandemic environment, library resources (virtual or face-to-face) are adequate to meet my needs. | 623 | 6.40 | 1.00 | | 563 | 6.07 | 1.27 | | 0.33 | |