

Siena College

Noel-Levitz Student Satisfaction Inventory

Spring 2017

Summary of Results

Executive Summary

The Noel-Levitz Student Satisfaction Inventory (NLSSI) was administered at Siena College in spring 2017.

- Results indicate that Siena students generally had higher satisfaction ratings than comparison institutions.
- Comparison of results with the 2014 NLSSI showed that satisfaction ratings increased significantly across this time period for Siena College, but not for comparison institutions.
- Certain subgroups of students had lower than average rating scores (notably Asian and international students, transfer students, first-generation students, students with disabilities, and students for whom Siena was a third choice or lower).
- Three items had particularly low satisfaction ratings: living conditions in the residence halls, food selection from dining services, and availability of parking.
- The response rate for the 2017 survey was relatively good. Survey respondents were more likely than non-respondents to be academically successful and involved in student activities. This response profile may create a certain degree of upward bias, since these groups of students tend to give higher satisfaction ratings.

Introduction

Background: The Noel-Levitz Student Satisfaction Inventory (NLSSI) is a nationally normed survey which elicits satisfaction ratings in the areas of instructional effectiveness, student activities, performance of college offices, and other areas of institutional performance. The NLSSI is administered online to all full-time matriculated undergraduate students. This report provides a summary of results from the spring 2017 administration of the NLSSI, which had 608 respondents for a response rate of about 21%.

The NLSSI survey asks respondents to rate items on a seven-point satisfaction (1="not at all satisfied" and 7="very satisfied"). In the survey output, results are provided for each individual item on the survey, and also for several "scales" or composite scores for a related group of questions. Survey output also provides a comparison of results for Siena College to two groups of institutions who participated in the NLSSI survey over the course of the previous year: four-year private colleges and universities, and four-year private institutions in the eastern United States.

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Siena College vs. Comparison Institutions

Table 1 shows the mean scores for each of the survey scales, which as noted above are composite scores for a group of related questions. (Some individual questions appear on more than one scale.)

These results indicate that Siena scored significantly higher than both the comparison groups (i.e. all 4-year private institutions and east coast private institutions) on all of the composite scales. Differences were especially marked in comparing Siena to the east coast institutions.

Compared to other institutions, Siena performed particularly well on the scales "Recruitment and Financial Aid" and "Campus Climate."

Table 1: Mean ratings for composite scales

	Siena	All 4-yr	Eastern 4-yr
Student Centeredness	5.75	5.46	5.26
Campus Life	5.33	5.07	4.96
Instructional Effectiveness	5.79	5.56	5.42
Recruitment and Financial Aid	5.58	5.20	5.05
Campus Support Services	5.79	5.53	5.44
Academic Advising	5.76	5.58	5.48
Registration Effectiveness	5.34	5.24	5.05
Safety and Security	5.22	5.07	4.90
Concern for the Individual	5.66	5.41	5.25
Service Excellence	5.59	5.30	5.13
Responsiveness to Diverse Populations	5.52	5.33	5.18
Campus Climate	5.72	5.39	5.22

Table 2 shows mean scores for three individual questions relating to overall satisfaction. Siena scored significantly higher on all three questions than both comparison groups. Once again, Siena scored especially well in comparison to east coast institutions.

Table 2: Ratings on overall satisfaction questions

	Siena	All 4-yr	Eastern 4-yr
So far, how has your college experience met your expectations?	4.91	4.64	4.50
Rate your overall satisfaction with your experience here thus far.	5.56	5.29	5.16
All in all, if you had to do it over, would you enroll here again?	5.51	5.21	5.07

Table 3 lists the individual items on which Siena performed most strongly in relation to the two comparison groups. These items cover a number of areas, including college reputation and campus pride, student activities, and financial aid.

Table 3: Items on which Siena scored highest compared to other schools

Survey Item	Siena	All 4-year	Eastern 4-year
This institution has a good reputation within the community.	6.38	5.60	5.52
The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.31	4.55	4.53
The student center is a comfortable place for students to spend their leisure time.	5.93	5.21	5.14
A variety of intramural activities are offered.	5.74	5.10	5.05
I can easily get involved in campus organizations.	6.06	5.43	5.43
I generally know what's happening on campus.	5.84	5.22	5.15
I feel a sense of pride about my campus.	5.83	5.26	5.07
There are a sufficient number of weekend activities for students.	5.29	4.72	4.61
Financial aid awards are announced to students in time to be helpful in college planning.	5.66	5.13	5.07
Parking lots are well-lighted and secure.	5.68	5.16	4.95

Table 4 lists the individual items on which Siena performed most poorly in relation to the two comparison groups. These items also cover a number of areas, including racial climate, course registration, and billing policies. Siena scored particularly poorly on the items relating to living conditions in the residence halls, parking availability, and food selection.

Table 4: Items on which Siena scored lowest compared to other schools

Survey Item	Siena	All 4-year	Eastern 4-year
There is a strong commitment to racial harmony on this campus.	5.55	5.57	5.41
I am able to register for classes I need with few conflicts.	5.14	5.18	4.97
Bookstore staff are helpful.	5.45	5.52	5.38
Billing policies are reasonable.	4.65	4.77	4.56
Student disciplinary procedures are fair.	5.20	5.32	5.15
Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	4.32	4.80	4.64
There is an adequate selection of food available in the cafeteria.	3.81	4.30	4.10
The amount of student parking space on campus is adequate.	3.42	4.01	3.50

In addition to comparing results for Siena to other colleges and universities, it is also helpful to examine the items on which Siena scored the highest and lowest, without reference to other institutions. Table 5 shows the ten items with the highest average scores for Siena respondents. The highest rated item concerns institutional reputation, while the next two highest items concern faculty availability and competence. Other items with high ratings relate to intellectual growth, advising, campus safety, student activities, and library resources.

Table 5: Items with highest ratings

Survey Item	Score
This institution has a good reputation within the community.	6.38
Faculty are usually available after class and during office hours.	6.17
Nearly all of the faculty are knowledgeable in their field.	6.16
My academic advisor is knowledgeable about requirements in my major.	6.12
I am able to experience intellectual growth here.	6.08
I have benefited from the interactions with students that come from a different background than my own.	6.07
I can easily get involved in campus organizations.	6.06
The campus is safe and secure for all students.	6.04
There is a commitment to academic excellence on this campus.	6.02
Library resources and services are adequate.	6.00

Table 6 shows the ten items with the lowest average scores for Siena respondents. Three of these items concern cost of attendance and billing policies. Other items with low ratings include course registration, residence hall life, food selection, and parking.

Table 6: Items with lowest ratings

Survey Item	Score
Tuition paid is a worthwhile investment.	5.19
The staff in the health services area are competent.	5.18
Student activities fees are put to good use.	5.14
I am able to register for classes I need with few conflicts.	5.14
Channels for expressing student complaints are readily available.	5.08
Residence hall regulations are reasonable.	5.07
Billing policies are reasonable.	4.65
Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	4.32
There is an adequate selection of food available in the cafeteria.	3.81
The amount of student parking space on campus is adequate.	3.42

Breakdown of Results by Demographic, Background, and Academic Variables

This section provides a breakdown of results for Siena respondents by several demographic, background, and academic variables. The tables in this section show average scores on each of the three summary questions for each selected subgroup. As noted above, the summary questions are as follows:

- So far, how has your college experience met your expectations?
- Rate your overall satisfaction with your experience here thus far.
- All in all, if you had to do it over, would you enroll here again?

Table 7 shows satisfaction ratings by demographic and background variables. Key findings from these data include the following:

- Female students at Siena have slightly higher satisfaction ratings than male students.
- Of the major ethnic groups, Asian students have the lowest satisfaction ratings, while Hispanic students have the highest ratings.
- International students have relatively low satisfaction ratings.
- There is little difference in satisfaction ratings between in-state and out-of-state students. However, within the state of New York, students from Long Island have somewhat higher satisfaction ratings.
- Students who matriculated as transfers have lower satisfaction ratings than students who matriculated as new students.
- There is very little difference in satisfaction ratings by Pell status. However, first-generation students have significantly lower satisfaction ratings.
- Students with disabilities have somewhat lower satisfaction ratings.

Table 7: Ratings on measures of overall satisfaction by demographic and background variables

	Count	Met expectations	Overall satisfaction	Enroll again
Gender				
Female	372	4.95	5.62	5.58
Male	231	4.83	5.48	5.39
Ethnicity				
Asian	34	4.38	5.21	5.00
Black	17	4.76	5.35	5.00
Hispanic	47	4.96	5.45	5.23
International	11	4.36	4.45	5.36
Multiracial	9	4.44	5.33	5.44
Unknown	5	5.20	5.60	5.80
White	480	4.96	5.64	5.59
Residency				
Foreign	10	4.20	4.30	5.40
In-state	486	4.94	5.60	5.51
Out-of-state	107	4.82	5.52	5.51
Recruiting region				
Capital District	213	4.88	5.56	5.53
CT, RI, VT	40	5.05	5.60	5.73
Hudson Valley, NY	78	5.10	5.68	5.43
Long Island	60	5.22	5.90	5.82
MA, ME, NH	28	4.64	5.46	5.68
NJ	24	4.75	5.63	5.63
NYC & Westchester	39	4.69	5.36	5.03
Western / Central NY	53	4.79	5.47	5.55
Matriculation				
New	549	4.93	5.60	5.56
Transfer	52	4.71	5.27	5.00
Pell recipient				
No	445	4.90	5.59	5.53
Yes	158	4.92	5.49	5.45
First generation				
n/a	34	4.62	4.97	5.21
No	449	4.98	5.67	5.62
Yes	120	4.73	5.33	5.16
Disability status				
Yes	32	4.66	5.22	5.34
No	570	4.92	5.59	5.52
Total	603	4.91	5.56	5.51

Table 8 shows satisfaction ratings broken down by several academic and campus life variables. Some key findings from these data include the following:

- Seniors have the highest satisfaction ratings, while freshmen had the lowest.
- Students in the School of Science have slightly higher ratings, although the differences were not marked.
- Satisfaction ratings increase with increasing cumulative GPA. Similarly, students with higher aid grade have higher ratings.
- Commuter students have lower satisfaction ratings than students living in the residence halls, although the difference was not marked.
- Students who are involved in one or more activities have higher satisfaction ratings than students who are not involved in any activities, although the difference was not marked. More specifically, students involved in 1-2 activities had the highest ratings.
- Students who affirmed Siena as their first college choice had higher satisfaction ratings than students who stated that Siena was their second choice, and much higher ratings than students who stated that Siena was their third or lower choice.

Table 8: Ratings on measures of overall satisfaction by academic variables

	Count	Met expectations	Overall satisfaction	Enroll again
Class				
Freshman	101	4.69	5.31	5.55
Sophomore	159	4.89	5.54	5.46
Junior	142	4.88	5.54	5.42
Senior	200	5.06	5.75	5.60
School				
Arts	230	4.89	5.51	5.44
Business	190	4.92	5.55	5.43
Science	183	4.91	5.64	5.67
CGPA				
<2.00	20	4.35	5.10	5.20
2.00-2.49	31	4.71	5.19	5.03
2.50-2.99	104	4.80	5.42	5.26
3.00-3.49	207	4.93	5.54	5.41
3.5+	235	4.99	5.72	5.76
Aid grade				
10-25	42	4.74	5.26	5.14
30-40	173	4.90	5.44	5.38
45-55	68	4.88	5.54	5.53
60+	280	4.98	5.74	5.61
Housing				
Commuter	94	4.64	5.40	5.40
On campus	509	4.96	5.59	5.53
Student activities				
None	192	4.77	5.40	5.29
1-2	233	5.00	5.71	5.68
3-4	104	4.96	5.63	5.54
5+	74	4.92	5.42	5.49
Siena choice				
1st choice	266	5.15	5.82	5.93
2nd choice	166	4.82	5.47	5.33
3rd choice or lower	82	4.40	4.87	4.50
Total	603	4.91	5.56	5.51

Comparison with Previous Results

Table 9 provides a comparison of scale scores on the NLSSI for the 2017 survey and both the 2014 and 2011 surveys (the last times we administered the NLSSI at Siena). It should be noted that in 2011 we administered the NLSSI in the fall term, whereas in 2014 and 2017 the survey was administered the survey in the spring term. Also, the 2011 and 2017 surveys were incentivized and had higher response rates compared to the 2014 survey. Because of these differences, caution should be exercised in comparing results across the three administrations.

These data show an increase in scores for Siena College on all scales from 2014 to 2017. The increase was greatest for the scales “Campus Life”, “Student Centeredness,” and “Campus Climate.”

Table 9: Ratings on composite scales across time

	Siena			All 4-year		
	2011	2014	2017	2011	2014	2017
Campus Life	5.11	4.75	5.33	4.92	5.01	5.07
Student Centeredness	5.51	5.21	5.75	5.37	5.43	5.46
Campus Climate	5.53	5.24	5.72	5.29	5.35	5.39
Concern for the Individual	5.45	5.25	5.66	5.26	5.34	5.41
Service Excellence	5.36	5.17	5.59	5.16	5.24	5.30
Recruitment and Financial Aid	5.36	5.22	5.58	5.06	5.13	5.20
Responsiveness to Diverse Populations	5.28	5.24	5.52	5.21	5.29	5.33
Academic Advising	5.50	5.48	5.76	5.45	5.52	5.58
Instructional Effectiveness	5.59	5.53	5.79	5.44	5.51	5.56
Registration Effectiveness	5.17	5.09	5.34	5.13	5.19	5.24
Campus Support Services	5.63	5.55	5.79	5.40	5.48	5.53
Safety and Security	5.31	5.12	5.22	4.93	5.04	5.07

For all four-year private institutions, there was a slight increase in all scale scores from 2014 to 2017. (It should be noted that the institutions included in the comparison groups are different for each year.)

Table 10 provides a similar comparison for the three questions pertaining to overall satisfaction. For Siena College, there was a significant increase from 2014 to 2017 on all three questions; the increase was most marked for the question “Would you enroll here again?” For all four-year private institutions, in contrast, there was virtually no change.

Table 10: Ratings on overall satisfaction questions across time

	Siena			All 4-year		
	2011	2014	2017	2011	2014	2017
So far, how has your college experience met your expectations?	4.51	4.31	4.91	4.60	4.62	4.64
Rate your overall satisfaction with your experience here thus far.	5.26	4.96	5.56	5.26	5.27	5.29
All in all, if you had to do it over, would you enroll here again?	5.15	4.73	5.51	5.22	5.21	5.21

In terms of demographic patterns, there were some changes in response patterns for particular groups of students from 2014 to 2017, including the following:

- The gap in satisfaction ratings between male and female students was less in 2017.
- Student from Long Island had much higher satisfaction ratings in 2017.
- Satisfaction ratings were much higher for Hispanic students but lower for international students in 2017.
- In 2014, transfer students had higher satisfaction ratings than new students, whereas in 2017 this pattern was reversed.
- In 2014, commuter students had higher satisfaction ratings than on-campus students, whereas in 2017 this pattern was reversed.

Table 11 shows the individual NLSSI items which had the greatest increase in mean score from 2014 to 2017 for Siena respondents. These items cover several areas of institutional performance, although items pertaining to campus life are somewhat more prominent. There was only one item which showed a decrease from 2014 to 2017: "Institution's commitment to students with disabilities."

Table 11: Items with greatest increase from 2014 to 2017

Survey item	2014	2017	Difference
The student center is a comfortable place for students to spend their leisure time.	4.76	5.93	1.17
Student disciplinary procedures are fair.	4.18	5.20	1.02
Residence hall regulations are reasonable.	4.23	5.07	0.84
I feel a sense of pride about my campus.	5.05	5.83	0.78
It is an enjoyable experience to be a student on this campus.	5.05	5.81	0.76
Campus item: My social experiences meet my expectations.	4.72	5.47	0.75
The intercollegiate athletic programs contribute to a strong sense of school spirit.	4.59	5.31	0.72
Student activities fees are put to good use.	4.42	5.14	0.72
I seldom get the "run-around" when seeking information on this campus.	4.62	5.30	0.68
Admissions counselors accurately portray the campus in their recruiting practices.	4.91	5.58	0.67
Freedom of expression is protected on campus.	5.00	5.67	0.67
Residence hall staff are concerned about me as an individual.	4.86	5.49	0.63
Channels for expressing student complaints are readily available.	4.45	5.08	0.63
The staff in the health services area are competent.	4.57	5.18	0.61
This institution shows concern for students as individuals.	5.20	5.79	0.59
Most students feel a sense of belonging here.	5.01	5.58	0.57
Faculty take into consideration student differences as they teach a course.	4.75	5.32	0.57
Tuition paid is a worthwhile investment.	4.62	5.19	0.57
There are a sufficient number of weekend activities for students.	4.75	5.29	0.54
Students are made to feel welcome on this campus.	5.41	5.94	0.53
The Franciscan and Catholic community has positively influenced my values.	5.31	5.84	0.53
Institution's commitment to commuters?	4.87	5.37	0.50

Profile of Survey Respondents

This section examines the profile of students who took the NLSSI survey. Table 12 shows the response rates by several demographic and background variables. The response rate was somewhat higher for females than for males. Students who matriculated as new students had a somewhat higher response rate than transfer students. First generation students had a slightly higher response rate than non-

Table 13: Survey respondent academic profile

	Count	Response Rate
Class		
Freshman	515	19.81%
Sophomore	736	21.74%
Junior	743	19.38%
Senior	966	20.60%
School		
Arts	1024	22.46%
Business	1139	16.86%
Science	798	23.06%
Cumulative GPA		
n/a	58	10.34%
<2.00	118	16.95%
2.00-2.49	275	11.27%
2.50-2.99	617	16.86%
3.00-3.49	969	21.47%
3.5+	924	25.65%
Aid grade		
10-25	361	11.63%
30-40	912	19.19%
45-55	386	17.36%
60+	1116	25.27%
Housing		
Commuter	615	15.28%
On-campus	2346	21.82%
Student activities		
No	1500	12.93%
Yes	1461	28.20%
Total	2961	20.47%

first generation students, but the difference was not marked. There was very little difference in response rate by ethnicity or Pell status, or first generation status. Non-FAFSA filers (i.e. students for whom first-generation status was not available) had rather low response rates.

Table 13 shows response rates by several academic variables. There was little difference in response rate by class. Students in the School of Business had a lower response rate than students in the School of Arts or School of Science.

Response rates increase with cumulative GPA: students with a GPA of 3.5 or higher had a much higher response rate than students with a low GPA. Similarly, response rates increase with aid grade: students with an aid grade of 60 or higher had a much higher response rate than students with low aid grade.

On-campus students had a higher response rate than commuters. Students who participated in at least one student activity in the fall term (as coded in Banner) had a much higher response rate than students who did not participate in any student activities.

Table 12: Survey respondent demographics

	Count	Response Rate
Gender		
Female	1531	24.43%
Male	1430	16.22%
Ethnicity		
White	2341	20.63%
Diverse	605	19.50%
Residency		
Foreign	60	16.67%
In-state	2354	20.69%
Out-of-state	546	19.96%
Matriculation		
New	2566	21.47%
Transfer	385	13.77%
Other	10	20.00%
Pell status		
Pell recipient	2179	20.56%
Non-Pell	782	20.20%
First Gen		
n/a	234	14.10%
No	2205	20.50%
Yes	522	23.18%
Total	2961	20.47%

Repeat Respondents

The NLSSI is typically administered at three year-intervals, which means that a certain number of students will have the opportunity to take the survey twice, once at the beginning of their Siena career and once near the end. A comparison of responses for these students across the two survey administrations allows for a more careful analysis of how student satisfaction perceptions may change across time.

Two cohorts of students were used for this analysis: students who responded to the survey in both 2011 and in 2014 (N=53), and students who responded to the survey in both 2014 and in 2017 (N=26). Table 14 shows the average rating scores for these two groups by year, for both the composite scales and the overall satisfaction questions.

Table 14: Rating scores for repeat respondents

	2011-2014 repeats		2014-2017 repeats	
	2011 rating	2014 rating	2014 rating	2017 rating
Composite scales:				
Student Centeredness	5.73	4.95	6.20	6.00
Campus Life	5.31	4.47	5.79	5.30
Instructional Effectiveness	5.83	5.43	6.21	6.03
Recruitment and Financial Aid	5.72	4.83	6.15	5.85
Campus Support Services	5.77	5.40	6.23	5.66
Academic Advising	5.75	5.66	5.88	6.02
Registration Effectiveness	5.57	4.83	5.99	5.69
Safety and Security	5.65	5.00	5.81	5.46
Concern for the Individual	5.68	5.22	6.13	5.96
Service Excellence	5.53	4.94	6.05	5.66
Responsiveness to Diverse Populations	5.83	4.93	6.04	5.91
Campus Climate	5.78	4.98	6.23	5.91
Overall satisfaction questions:				
So far, how has your college experience met your expectations?	4.67	4.23	5.27	5.54
Rate your overall satisfaction with your experience here thus far.	5.53	4.85	6.04	5.92
All in all, if you had to do it over, would you enroll here again?	5.37	4.43	6.00	5.85

For students taking the survey in both 2011 and 2014, rating scores dropped sharply across time, especially for the following scales: Responsiveness to Diverse Populations, Recruitment and Financial Aid, Campus Life, and Campus Climate. There was also a very marked decline in rating score for the question “Would you enroll here again?”

For students taking the survey in both 2014 and 2017, rating scores showed a slight to modest drop across time, with the largest decline seen for the following scales: Campus Support Services and Campus Life. The Academic Advising scale actually showed a slight increase from 2014 to 2017, as did the overall satisfaction question “Has your college experience met your expectations?”