



# Appendices

2019 National Adult Student  
Satisfaction and Priorities Report





## APPENDIX 1: DEMOGRAPHIC OVERVIEW

### Data Set One: Student Satisfaction Inventory Community College Data, Form A

133,531 student records from 185 institutions

COMMUNITY COLLEGES		
	25 and older	24 and younger
<b>GENDER</b>		
Female	67%	59%
Male	33%	41%
<b>RACE/ETHNICITY</b>		
African American	13%	9%
Hispanic	11%	17%
Caucasian/White	59%	60%
Other Race	17%	14%
<b>ENROLLMENT STATUS</b>		
Day	70%	88%
Evening	28%	11%
Weekend	2%	1%
<b>CURRENT CLASS LOAD</b>		
Full-time	55%	71%
Part-time	45%	29%
<b>CLASS LEVEL</b>		
1 year or less	30%	46%
2 years	40%	36%
3 years or more	30%	18%
<b>EDUCATIONAL GOAL</b>		
Associate degree	60%	51%
Vocational/technical program	5%	4%
Transfer to another institution	19%	33%
Other educational goal	16%	12%
<b>EMPLOYMENT</b>		
Full-time off campus	40%	20%
Part-time off campus	25%	46%
FT/PT on campus	6%	8%
Not employed	29%	26%
<b>CURRENT RESIDENCE</b>		
Own house	48%	8%
Rent room/apt off campus	31%	17%
Parent's home	10%	65%
Other residence	11%	10%
<b>INSTITUTIONAL CHOICE</b>		
1st choice	82%	64%
2nd choice	15%	25%
3rd choice or lower	3%	11%

## Data Set Two: Student Satisfaction Inventory Four-Year Public Data, Form A

51,905 undergraduate student records from 60 institutions

FOUR-YEAR PUBLIC INSTITUTIONS		
	25 and older	24 and younger
<b>GENDER</b>		
Female	61%	63%
Male	39%	37%
<b>RACE/ETHNICITY</b>		
African American	15%	13%
Hispanic	11%	10%
Caucasian/White	57%	63%
Other Race	17%	14%
<b>ENROLLMENT STATUS</b>		
Day	77%	96%
Evening	22%	3%
Weekend	1%	1%
<b>CURRENT CLASS LOAD</b>		
Full-time	70%	95%
Part-time	30%	5%
<b>CLASS LEVEL</b>		
Freshman	6%	30%
Sophomore	11%	20%
Junior	31%	26%
Senior	52%	24%
<b>EDUCATIONAL GOAL</b>		
Bachelor's degree	75%	68%
Master's degree	14%	16%
Other educational goal	11%	16%
<b>EMPLOYMENT</b>		
Full-time off campus	37%	9%
Part-time off campus	25%	33%
FT/PT on campus	11%	20%
Not employed	27%	38%
<b>CURRENT RESIDENCE</b>		
Residence hall	2%	40%
Own house	43%	6%
Rent room/apt off campus	36%	30%
Parent's home	11%	21%
Other residence	8%	3%
<b>INSTITUTIONAL CHOICE</b>		
1st choice	73%	59%
2nd choice	21%	28%
3rd choice or lower	6%	13%

## Data Set Three: Student Satisfaction Inventory Four-Year Private Data, Form A

183,329 undergraduate student records from 318 institutions

FOUR-YEAR PRIVATE INSTITUTIONS		
	25 and older	24 and younger
<b>GENDER</b>		
Female	50%	63%
Male	50%	37%
<b>RACE/ETHNICITY</b>		
African American	19%	10%
Hispanic	15%	12%
Caucasian/White	43%	63%
Other Race	23%	15%
<b>ENROLLMENT STATUS</b>		
Day	79%	95%
Evening	20%	4%
Weekend	1%	1%
<b>CURRENT CLASS LOAD</b>		
Full-time	84%	95%
Part-time	16%	5%
<b>CLASS LEVEL</b>		
Freshman	17%	30%
Sophomore	21%	24%
Junior	26%	23%
Senior	36%	23%
<b>EDUCATIONAL GOAL</b>		
Bachelor's degree	74%	70%
Master's degree	8%	14%
Other educational goal	18%	16%
<b>EMPLOYMENT</b>		
Full-time off campus	32%	8%
Part-time off campus	27%	28%
FT/PT on campus	9%	28%
Not employed	32%	36%
<b>CURRENT RESIDENCE</b>		
Residence hall	5%	54%
Own house	33%	5%
Rent room/apt off campus	40%	18%
Parent's home	14%	20%
Other residence	8%	3%
<b>INSTITUTIONAL CHOICE</b>		
1st choice	66%	60%
2nd choice	27%	28%
3rd choice or lower	7%	12%



## APPENDIX 2: LIST OF CHALLENGES

The items are listed in descending order of importance.

### Community College Data Set

#### OVERALL 25 AND OLDER = 51,628 STUDENTS

##### Challenges

- The quality of instruction I receive in most of my classes is excellent.
- I am able to register for classes I need with few conflicts.
- My academic advisor is knowledgeable about my program requirements.
- Classes are scheduled at times that are convenient for me.
- Faculty provide timely feedback about student progress in a course.
- This school does whatever it can to help me reach my educational goals.
- Adequate financial aid is available for most students.
- Financial aid counselors are helpful.
- My academic advisor is knowledgeable about the transfer requirements of other schools.
- Financial aid awards are announced to students in time to be helpful in college planning.
- Students are notified early in the term if they are doing poorly in a class.
- My academic advisor is concerned about my success as an individual.
- The amount of student parking space on campus is adequate.
- I seldom get the "run-around" when seeking information on this campus.

##### Challenges

#### Community College African American Students 25 and older = 6,581 students

- Classes are scheduled at times that are convenient for me.
- This school does whatever it can to help me reach my educational goals.
- Faculty are fair and unbiased in their treatment of individual students.
- Financial aid counselors are helpful.
- Financial aid awards are announced to students in time to be helpful in college planning.
- Adequate financial aid is available for most students.
- Students are notified early in the term if they are doing poorly in class.

### **Community College African American Students 25 and older = 6,581 students**

- Classes are scheduled at times that are convenient for me.
- My academic advisor is knowledgeable about my program requirements.
- This school does whatever it can to help me reach my educational goals.
- Parking lots are well-lighted and secure.
- Students are notified early in the term if they are doing poorly in class.
- Adequate financial aid is available for most students.
- My academic advisor is knowledgeable about the transfer requirements of other schools.
- My academic advisor helps me set goals to work toward.
- Financial aid awards are announced to students in time to be helpful in college planning.

### **Community College White Students 25 and older = 29,778 students**

- The quality of instruction in most of my classes is excellent.
- I am able to register for classes I need with few conflicts.
- My academic advisor is knowledgeable about my program requirements.
- Classes are scheduled at times that are convenient for me.
- Faculty provide timely feedback about student progress in a course.
- Adequate financial aid is available for most students.
- This school does whatever it can to help me reach my educational goals.
- I seldom get the “run-around” when seeking information on this campus.
- Financial aid counselors are helpful.
- Financial aid awards are announced to students in time to be helpful in college planning.
- The amount of student parking space on campus is adequate.
- My academic advisor is knowledgeable about the transfer requirements of other schools.
- My academic advisor is concerned about my success as an individual.
- Students are notified early in the term if they are doing poorly in class.
- Security staff respond quickly in emergencies.

## **Four-Year Public Data Set**

Undergraduate students only

### **OVERALL 25 AND OLDER = 7,861 STUDENTS**

#### **Challenges**

- The quality of instruction I receive in most of my classes is excellent.
- I am able to register for classes I need with few conflicts.



- Tuition paid is a worthwhile investment.
- Faculty are fair and unbiased in their treatment of individual students.
- Faculty provide timely feedback about student progress in a course.
- Adequate financial aid is available for most students.
- Financial aid awards are announced in time to be helpful in college planning.
- Financial aid counselors are helpful.
- This institution shows concern for students as individuals.
- I seldom get the “run-around” when seeking information on this campus.
- There are adequate services to help me decide upon a career.
- Parking lots are well-lighted and secure.

## Challenges

### Four-year Public African American Students 25 and older = 1,186 students

- I am able to register for classes I need with few conflicts.
- The campus is safe and secure for all students.
- Faculty are fair and unbiased in their treatment of individual students.
- Faculty provide timely feedback about student progress in a course.
- Financial aid awards are announced to students in time to be helpful in college planning.
- Adequate financial aid is available for most students.
- This institution shows concern for students as individuals.
- Parking lots are well-lighted and secure.

### Four-year Public Hispanic Students 25 and older = 824 students

- I am able to register for classes I need with few conflicts.
- Tuition paid is a worthwhile investment.
- Security staff respond quickly in emergencies.
- Faculty provide timely feedback about student progress in a course.
- Faculty are fair and unbiased in their treatment of individual students.
- Financial aid awards are announced to students in time to be helpful in college planning.
- Adequate financial aid is available for most students.
- Admissions staff are knowledgeable.
- Parking lots are well-lighted and secure.
- There are adequate services to help me decide upon a career.
- Financial aid counselor are helpful.
- My academic advisor helps me set goals to work towards.

### **Four-year Public White Students 25 and older = 4,405 students**

- The instruction in my major field is excellent.
- The quality of instruction I receive in most of my classes is excellent.
- The content of courses within my major is valuable.
- I am able to register for classes I need with few conflicts.
- Tuition paid is a worthwhile investment.
- Faculty provide timely feedback about student progress in a course.
- Security staff respond quickly in emergencies.
- Adequate financial aid is available for most students.
- Financial aid awards are announced to students in time to be helpful in college planning.
- Financial aid counselor are helpful.
- This institution shows concern for students as individuals.
- I seldom get the “run-around” when seeking information on this campus.
- Parking lots are well-lighted and secure.

### **Four-Year Private Data Set**

Undergraduate students only

### **OVERALL 25 AND OLDER = 26,440 STUDENTS**

#### **Challenges**

- I am able to register for classes I need with few conflicts.
- Tuition paid is a worthwhile investment.
- There is a good variety of courses provided on this campus.
- Computer labs are adequate and accessible.
- Faculty provide timely feedback about student progress in a course.
- This institution shows concern for students as individuals.
- Financial aid counselors are helpful.
- Adequate financial aid is available for most students.
- There are adequate services to help me decide upon a career.
- Financial aid awards are announced to students in time to be helpful in college planning.
- I seldom get the “run-around” when seeking information on this campus.





## Challenges

### Four-year Private African American Students 25 and older = 4,930 students

- I am able to register for classes I need with few conflicts.
- Financial aid counselors are helpful.
- Faculty are fair and unbiased in their treatment of individual students.
- This institution shows concern for students as individuals.
- Adequate financial aid is available for most students.
- Tuition paid is a worthwhile investment.
- There are adequate services to help me decide upon a career.
- Faculty take into consideration student differences as they teach a course.

### Four-year Private Hispanic Students 25 and older = 3,822 students

- I am able to register for classes I need with few conflicts.
- There is a good variety of courses provided on this campus.
- Tuition paid is a worthwhile investment.
- Financial aid counselors are helpful.
- This institution shows concern for students as individuals.
- Adequate financial aid is available for most students.
- There are adequate services to help me decide upon a career.
- This institution has a good reputation within the community.

### Four-year Private White Students 25 and older = 11,360 students

- The content of courses within my major is valuable.
- The instruction in my major field is excellent.
- I am able to register for classes I need with few conflicts.
- Tuition paid is a worthwhile investment.
- There are a good variety of courses provided on this campus.
- Faculty provide timely feedback about student progress in a course.
- This institution shows concern for students as individuals.
- Computer labs are adequate and accessible.
- Adequate financial aid is available for most students.
- Financial aid counselor are helpful.
- I seldom get the “run-around” when seeking information on this campus.
- There are adequate services to help me decide upon a career.
- Financial aid awards are announced to students in time to be helpful in college planning.

## APPENDIX 3: RESULTS FOR 25 AND OLDER STUDENTS

### Community College Data Set

**OVERALL 25 AND OLDER = 51,628 STUDENTS**

This chart reflects the percentage of students who indicated the item was important or very important as well as the percentage of students who said they were satisfied or very satisfied. Gap percentage is the importance score minus the satisfaction score.

**GREEN:** identified strengths

**RED:** Identified challenges

NATIONAL COMMUNITY COLLEGE 25 AND OVER			
ITEM	IMPORTANCE %	SATISFACTION %	GAP%
Most students feel a sense of belonging here.	68%	63%	5%
Faculty care about me as an individual.	81%	67%	14%
The quality of instruction in the vocational/technical programs is excellent.	87%	66%	21%
Security staff are helpful.	73%	62%	11%
The personnel involved in registration are helpful.	85%	68%	17%
My academic advisor is approachable.	86%	69%	17%
Adequate financial aid is available for most students.	85%	63%	22%
Classes are scheduled at times that are convenient for me.	89%	61%	28%
Internships or practical experiences are provided in my degree/certificate program.	79%	58%	21%
Child care facilities are available on campus.	52%	32%	20%
Security staff respond quickly in emergencies.	81%	59%	22%
My academic advisor helps me set goals to work toward.	81%	59%	22%
Financial aid awards are announced to students in time to be helpful in college planning.	84%	58%	26%
Library resources and services are adequate.	84%	74%	10%
I am able to register for classes I need with few conflicts.	90%	67%	23%
The college shows concern for students as individuals.	82%	59%	23%
Personnel in the Veterans' Services program are helpful.	65%	49%	16%
The quality of instruction I receive in most of my classes is excellent.	92%	70%	22%
This campus provides effective support services for displaced homemakers.	65%	45%	20%
Financial aid counselors are helpful.	84%	59%	25%
There are a sufficient number of study areas on campus.	79%	70%	9%
People on this campus respect and are supportive of each other.	82%	68%	14%
Faculty are understanding of students' unique life circumstances.	85%	64%	21%



National Community College 25 and Over (cont.)

NATIONAL COMMUNITY COLLEGE 25 AND OVER			
ITEM	IMPORTANCE %	SATISFACTION %	GAP%
Parking lots are well-lighted and secure.	84%	66%	18%
My academic advisor is concerned about my success as an individual.	83%	60%	23%
Library staff are helpful and approachable.	80%	75%	5%
The campus staff are caring and helpful.	83%	71%	12%
It is an enjoyable experience to be a student on this campus.	84%	72%	12%
Faculty are fair and unbiased in their treatment of individual students.	88%	70%	18%
The career services office provides students with the help they need to get a job.	80%	56%	24%
The campus is safe and secure for all students.	89%	75%	14%
My academic advisor is knowledgeable about my program requirements.	89%	68%	21%
Admissions counselors accurately portray the campus in their recruiting practices.	78%	62%	16%
Computer labs are adequate and accessible.	86%	73%	13%
Policies and procedures regarding registration and course selection are clear and well-publicized.	86%	67%	19%
Students are made to feel welcome on this campus.	85%	74%	11%
Faculty take into consideration student differences as they teach a course.	82%	61%	21%
The student center is a comfortable place for students to spend their leisure time.	70%	64%	6%
The amount of student parking space on campus is adequate.	84%	55%	29%
My academic advisor is knowledgeable about the transfer requirements of other schools.	84%	61%	23%
Admissions staff are knowledgeable.	86%	69%	17%
The equipment in the lab facilities is kept up to date.	86%	67%	19%
Class change (drop/add) policies are reasonable.	83%	71%	12%
I generally know what's happening on campus.	65%	56%	9%
This institution has a good reputation within the community.	83%	74%	9%
Faculty provide timely feedback about student progress in a course.	88%	65%	23%
There are adequate services to help me decide upon a career.	82%	63%	19%

*National Community College 25 and Over (cont.)*

<b>NATIONAL COMMUNITY COLLEGE 25 AND OVER</b>			
<b>ITEM</b>	<b>IMPORTANCE %</b>	<b>SATISFACTION %</b>	<b>GAP%</b>
Counseling staff care about students as individuals.	83%	64%	19%
Admissions counselors respond to prospective students' unique needs and requests.	81%	63%	18%
Tutoring services are readily available.	83%	68%	15%
There are convenient ways of paying my school bill.	85%	72%	13%
This school does whatever it can to help me reach my educational goals.	86%	62%	24%
The assessment and course placement procedures are reasonable.	83%	66%	17%
Faculty are interested in my academic problems.	83%	62%	21%
Academic support services adequately meet the needs of students.	83%	64%	19%
The business office is open during hours which are convenient for most students.	82%	66%	16%
Administrators are approachable to students.	82%	65%	17%
Nearly all of the faculty are knowledgeable in their fields.	90%	75%	15%
New student orientation services help students adjust to college.	76%	63%	13%
Billing policies are reasonable.	83%	67%	16%
Faculty are usually available after class and during office hours.	86%	73%	13%
Bookstore staff are helpful.	81%	73%	8%
I seldom get the "run-around" when seeking information on this campus.	84%	62%	22%
Nearly all classes deal with practical experiences and applications.	84%	67%	17%
Students are notified early in the term if they are doing poorly in a class.	84%	59%	25%
Program requirements are clear and reasonable.	89%	71%	18%
Channels for expressing student complaints are readily available.	80%	54%	26%
On the whole, the campus is well-maintained.	85%	79%	6%
There is a good variety of courses provided on this campus.	88%	73%	15%
I am able to experience intellectual growth here.	90%	78%	12%



### Four-Year Public Data Set

Undergraduate students only

**OVERALL 25 AND OLDER = 7,861 STUDENTS**

This chart reflects the percentage of students who indicated the item was important or very important as well as the percentage of students who said they were satisfied or very satisfied. Gap percentage is the importance score minus the satisfaction score.

**GREEN:** identified strengths

**RED:** Identified challenges

FOUR-YEAR PUBLIC SSI UNDERGRADUATE 25 AND OLDER			
ITEM	IMPORTANCE %	SATISFACTION %	GAP%
Most students feel a sense of belonging here.	67%	52%	15%
The campus staff are caring and helpful.	86%	61%	25%
Faculty care about me as an individual.	80%	57%	23%
Admissions staff are knowledgeable.	85%	59%	26%
Financial aid counselors are helpful.	85%	55%	30%
My academic advisor is approachable.	89%	70%	19%
The campus is safe and secure for all students.	89%	68%	21%
The content of the courses within my major is valuable.	92%	66%	26%
A variety of intramural activities are offered.	46%	49%	-3%
Administrators are approachable to students.	76%	54%	22%
Billing policies are reasonable.	81%	49%	32%
Financial aid awards are announced to students in time to be helpful in college planning.	86%	55%	31%
Library staff are helpful and approachable.	75%	71%	4%
My academic advisor is concerned about my success as an individual.	86%	63%	23%
The staff in the health services area are competent.	75%	59%	16%
The instruction in my major field is excellent.	92%	65%	27%
Adequate financial aid is available for most students.	86%	53%	33%
Library resources and services are adequate.	84%	72%	12%
My academic advisor helps me set goals to work toward.	80%	58%	22%
The business office is open during hours which are convenient for most students.	77%	58%	19%
The amount of student parking space on campus is adequate.	82%	25%	57%
Counseling staff care about students as individuals.	80%	56%	24%
Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.).	67%	37%	30%

*Four-Year Public SSI Undergraduate 25 and Over (cont.)*

<b>FOUR-YEAR PUBLIC SSI UNDERGRADUATE 25 AND OLDER</b>			
<b>ITEM</b>	<b>IMPORTANCE %</b>	<b>SATISFACTION %</b>	<b>GAP%</b>
The intercollegiate athletic programs contribute to a strong sense of school spirit.	52%	45%	7%
Faculty are fair and unbiased in their treatment of individual students.	89%	62%	27%
Computer labs are adequate and accessible.	85%	67%	18%
The personnel involved in registration are helpful.	84%	63%	21%
Parking lots are well-lighted and secure.	82%	53%	29%
It is an enjoyable experience to be a student on this campus.	83%	62%	21%
Residence hall staff are concerned about me as an individual.	63%	41%	22%
Males and females have equal opportunities to participate in intercollegiate athletics.	71%	59%	12%
Tutoring services are readily available.	81%	60%	21%
My academic advisor is knowledgeable about requirements in my major.	92%	72%	20%
I am able to register for classes I need with few conflicts.	91%	56%	35%
The assessment and course placement procedures are reasonable.	83%	58%	25%
Security staff respond quickly in emergencies.	86%	60%	26%
I feel a sense of pride about my campus.	70%	61%	9%
There is an adequate selection of food available in the cafeteria.	69%	45%	24%
I am able to experience intellectual growth here.	90%	72%	18%
Residence hall regulations are reasonable.	64%	44%	20%
There is a commitment to academic excellence on this campus.	88%	65%	23%
There are a sufficient number of weekend activities for students.	54%	41%	13%
Admissions counselors respond to prospective students' unique needs and requests.	79%	56%	23%
Academic support services adequately meet the needs of students.	83%	59%	24%
Students are made to feel welcome on this campus.	83%	65%	18%
I can easily get involved in campus organizations.	67%	57%	10%
Faculty provide timely feedback about student progress in a course.	88%	56%	32%
Admissions counselors accurately portray the campus in their recruiting practices.	77%	56%	21%

Four-Year Public SSI Undergraduate 25 and Over (cont.)

FOUR-YEAR PUBLIC SSI UNDERGRADUATE 25 AND OLDER			
ITEM	IMPORTANCE %	SATISFACTION %	GAP%
There are adequate services to help me decide upon a career	82%	55%	27%
Class change (drop/add) policies are reasonable	82%	67%	15%
This institution has a good reputation within the community	84%	70%	14%
The student center is a comfortable place for students to spend their leisure time	71%	63%	8%
Faculty take into consideration student differences as they teach a course	81%	52%	29%
Bookstore staff are helpful	75%	69%	6%
Major requirements are clear and reasonable	90%	65%	25%
The student handbook provides helpful information about campus life	69%	59%	10%
I seldom get the "run-around" when seeking information on this campus	83%	51%	32%
The quality of instruction I receive in most of my classes is excellent	92%	65%	27%
This institution shows concern for students as individuals	85%	58%	27%
I generally know what's happening on campus	65%	49%	16%
Adjunct faculty are competent as classroom instructors	85%	64%	21%
There is a strong commitment to racial harmony on this campus	80%	68%	12%
Student disciplinary procedures are fair	80%	64%	16%
New student orientation services help students adjust to college	75%	56%	19%
Faculty are usually available after class and during office hours	87%	71%	16%
Tuition paid is a worthwhile investment	89%	57%	32%
Freedom of expression is protected on campus	81%	66%	15%
Nearly all of the faculty are knowledgeable in their field	92%	75%	17%
There is a good variety of courses provided on this campus	89%	65%	24%
Graduate teaching assistants are competent as classroom instructors	83%	58%	25%
Channels for expressing student complaints are readily available	79%	48%	31%
On the whole, the campus is well-maintained	85%	74%	11%
Student activities fees are put to good use	77%	41%	36%

## Four-Year Private Data Set

Undergraduate students only

**OVERALL 25 AND OLDER = 26,440 STUDENTS**

This chart reflects the percentage of students who indicated the item was important or very important as well as the percentage of students who said they were satisfied or very satisfied. Gap percentage is the importance score minus the satisfaction score.

**GREEN:** identified strengths

**RED:** Identified challenges

FOUR-YEAR PRIVATE SSI UNDERGRADUATE 25 AND OLDER			
ITEM	IMPORTANCE %	SATISFACTION %	GAP%
Most students feel a sense of belonging here.	72%	55%	17%
The campus staff are caring and helpful.	86%	66%	20%
Faculty care about me as an individual.	82%	63%	19%
Admissions staff are knowledgeable.	84%	62%	22%
Financial aid counselors are helpful.	85%	60%	25%
My academic advisor is approachable.	87%	71%	16%
The campus is safe and secure for all students.	87%	72%	15%
The content of the courses within my major is valuable.	90%	66%	24%
A variety of intramural activities are offered.	53%	44%	9%
Administrators are approachable to students.	80%	62%	18%
Billing policies are reasonable.	79%	47%	32%
Financial aid awards are announced to students in time to be helpful in college planning.	81%	52%	29%
Library staff are helpful and approachable.	75%	71%	4%
My academic advisor is concerned about my success as an individual.	84%	63%	21%
The staff in the health services area are competent.	72%	53%	19%
The instruction in my major field is excellent.	90%	66%	24%
Adequate financial aid is available for most students.	84%	53%	31%
Library resources and services are adequate.	81%	68%	13%
My academic advisor helps me set goals to work toward.	79%	54%	25%
The business office is open during hours which are convenient for most students.	78%	60%	18%
The amount of student parking space on campus is adequate	79%	46%	33%
Counseling staff care about students as individuals.	79%	56%	23%
Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.).	67%	43%	24%





Four-Year Private SSI Undergraduate 25 and Over (cont.)

FOUR-YEAR PRIVATE SSI UNDERGRADUATE 25 AND OLDER			
ITEM	IMPORTANCE %	SATISFACTION %	GAP%
The intercollegiate athletic programs contribute to a strong sense of school spirit.	54%	39%	15%
Faculty are fair and unbiased in their treatment of individual students.	86%	62%	24%
Computer labs are adequate and accessible.	86%	61%	25%
The personnel involved in registration are helpful.	85%	67%	18%
Parking lots are well-lighted and secure.	80%	58%	22%
It is an enjoyable experience to be a student on this campus.	84%	62%	22%
Residence hall staff are concerned about me as an individual.	65%	47%	18%
Males and females have equal opportunities to participate in intercollegiate athletics.	70%	58%	12%
Tutoring services are readily available.	79%	61%	18%
My academic advisor is knowledgeable about requirements in my major.	88%	70%	18%
I am able to register for classes I need with few conflicts.	88%	58%	30%
The assessment and course placement procedures are reasonable.	83%	60%	23%
Security staff respond quickly in emergencies.	83%	61%	22%
I feel a sense of pride about my campus.	74%	57%	17%
There is an adequate selection of food available in the cafeteria.	70%	39%	31%
I am able to experience intellectual growth here.	88%	68%	20%
Residence hall regulations are reasonable.	65%	48%	17%
There is a commitment to academic excellence on this campus.	86%	63%	23%
There are a sufficient number of weekend activities for students.	56%	40%	16%
Admissions counselors respond to prospective students' unique needs and requests.	79%	59%	20%
Academic support services adequately meet the needs of students.	82%	59%	23%
Students are made to feel welcome on this campus.	84%	67%	17%
I can easily get involved in campus organizations.	69%	56%	13%
Faculty provide timely feedback about student progress in a course.	86%	59%	27%
Admissions counselors accurately portray the campus in their recruiting practices.	79%	56%	23%

*Four-Year Private SSI Undergraduate 25 and Over (cont.)*

<b>FOUR-YEAR PRIVATE SSI UNDERGRADUATE 25 AND OLDER</b>			
<b>ITEM</b>	<b>IMPORTANCE %</b>	<b>SATISFACTION %</b>	<b>GAP%</b>
There are adequate services to help me decide upon a career.	83%	56%	27%
Class change (drop/add) policies are reasonable.	81%	61%	20%
This institution has a good reputation within the community.	82%	60%	22%
The student center is a comfortable place for students to spend their leisure time.	72%	52%	20%
Faculty take into consideration student differences as they teach a course.	82%	57%	25%
Bookstore staff are helpful.	75%	65%	10%
Major requirements are clear and reasonable.	87%	65%	22%
The student handbook provides helpful information about campus life.	71%	56%	15%
I seldom get the "run-around" when seeking information on this campus.	81%	54%	27%
The quality of instruction I receive in most of my classes is excellent.	89%	65%	24%
This institution shows concern for students as individuals.	85%	59%	26%
I generally know what's happening on campus.	71%	52%	19%
Adjunct faculty are competent as classroom instructors.	83%	64%	19%
There is a strong commitment to racial harmony on this campus.	81%	69%	12%
Student disciplinary procedures are fair.	80%	62%	18%
New student orientation services help students adjust to college.	76%	58%	18%
Faculty are usually available after class and during office hours.	84%	69%	15%
Tuition paid is a worthwhile investment.	86%	50%	36%
Freedom of expression is protected on campus.	83%	66%	17%
Nearly all of the faculty are knowledgeable in their field.	89%	73%	16%
There is a good variety of courses provided on this campus.	86%	61%	25%
Graduate teaching assistants are competent as classroom instructors.	78%	58%	20%
Channels for expressing student complaints are readily available.	79%	51%	28%
On the whole, the campus is well-maintained.	84%	69%	15%
Student activities fees are put to good use.	75%	45%	30%



## APPENDIX 4: LIST OF SCHOOLS

### Data Set One: Student Satisfaction Inventory Community College Version, Form A

133,531 student records from 185 institutions

Fall 2015 through spring 2018

Aims Community College (CO)	College of DuPage (IL)	Gateway Technical College (WI)
Anoka Technical College (MN)	College of Menominee Nation (WI)	Glendale Community College (AZ)
Anoka-Ramsey Community College (MN)	College of the Mainland (TX)	Grand Rapids Community College (MI)
Asheville - Buncombe Technical Community College (NC)	College of the Redwoods Community College District (CA)	Great Basin College (NV)
Augusta Technical College (GA)	Collin College (TX)	Greenville Technical College (SC)
Aultman College of Nursing and Health Sciences (OH)	Columbus State Community College (OH)	Gwinnett Technical College (GA)
Bay Noc Community College (MI)	Columbus Technical College (GA)	Heartland Community College (IL)
Beaufort County Community College (NC)	Community College of Allegheny County (PA)	Highland Community College (KS)
Bellingham Technical College (WA)	Crowder College (MO)	Highlands College (AL)
Belmont College (OH)	CUNY Stella and Charles Guttman Community College (NY)	Hinds Community College (MS)
Bevill State Community College (AL)	Cuyahoga Community College (OH)	Illinois Valley Community College (IL)
Bismarck State College (ND)	Cypress College (CA)	Independence Community College (KS)
Brazosport College (TX)	Dakota County Technical College (MN)	Indian River State College (FL)
Brookdale Community College (NJ)	Danville Area Community College (IL)	Inver Hills Community College (MN)
Brookhaven College (DCCCD) (TX)	Daytona State College (FL)	Iowa Western Community College (IA)
Bucks County Community College (PA)	Durham Technical Community College (NC)	J.F. Drake State Community and Technical College (AL)
Butler County Community College (PA)	Eastern Arizona College (AZ)	Jackson College (MI)
Camden County College (NJ)	Eastern New Mexico University-Roswell (NM)	Johnson County Community College (KS)
Cankdeska Cikana Community College (ND)	Edison State Community College (OH)	Kalamazoo Valley Community College (MI)
Cape Cod Community College (MA)	El Centro College (DCCCD) (TX)	Kankakee Community College (IL)
Carl Sandburg College (IL)	Elgin Community College (IL)	Kenai Peninsula College (AK)
Cedar Valley College (DCCCD) (TX)	Estrella Mountain Community College (AZ)	Kilian Community College (SD)
Central New Mexico Community College (NM)	Fletcher Technical Community College (LA)	Lake Land College (IL)
Centralia College (WA)	Flint Hills Technical College (KS)	Lake Michigan College (MI)
Chandler-Gilbert Community College (AZ)	Fox Valley Technical College (WI)	Lake Superior College (MN)
Chatfield College (OH)	Galveston College (TX)	Lake-Sumter State College (FL)
Chattahoochee Technical College (GA)	Garden City Community College (KS)	Lamar State College - Orange (TX)
Coffeyville Community College (KS)	Gateway Community College (AZ)	Lansing Community College (MI)
		Leech Lake Tribal College (MN)
		Lincoln Land Community College (IL)

*Community Colleges (cont.)*

Luzerne County Community College (PA)	Northern Maine Community College (ME)	Sitting Bull College (ND)
Madison Area Technical College (WI)	Northern Marianas College (MP)	South Central College (MN)
Manhattan Area Technical College (KS)	Northern Wyoming Community College District (WY)	South Louisiana Community College (LA)
Mesa Community College (AZ)	NorthWest Arkansas Community College (AR)	South Mountain Community College (AZ)
Mesalands Community College (NM)	Northwest Florida State College (FL)	South Piedmont Community College (NC)
Metropolitan CC-Kansas City Administration Center (MO)	Northwest Iowa Community College (IA)	Southeast Technical Institute (SD)
Mid Michigan College (MI)	Northwest Vista College (TX)	Southwestern Indian Polytechnic Institute (NM)
Midlands Technical College (SC)	Ocean County College (NJ)	Spokane Community College (WA)
Miles Community College (MT)	Oklahoma City Community College (OK)	Spokane Falls Community College (WA)
Minnesota State College Southeast (MN)	Ozarks Technical Community College (MO)	St. Clair County Community College (MI)
Mitchell Technical Institute (SD)	Palo Alto College (TX)	St. Luke's College (IA)
Montana State University-Billings (MT)	Paradise Valley Community College (AZ)	St. Philip's College (TX)
Montana Tech of the University of Montana (MT)	Phoenix College (AZ)	Stark State College (OH)
Montcalm Community College (MI)	Piedmont Technical College (SC)	Surry Community College (NC)
Montgomery County Community College (PA)	Pitt Community College (NC)	Tacoma Community College (WA)
Mountain View College (DCCCD) (TX)	Portland Community College (OR)	Texas State Technical College-Harlingen (TX)
Mountwest Community & Technical College (WV)	Pratt Community College (KS)	Texas State Technical College-Marshall (TX)
Muskegon Community College (MI)	Pulaski Technical College (AR)	Texas State Technical College-Waco (TX)
Navarro College (TX)	Reading Area Community College (PA)	Texas State Technical College-West Texas (TX)
New Mexico Junior College (NM)	Richland College (DCCCD) (TX)	Three Rivers College (MO)
New Mexico State University Alamogordo (NM)	Richland Community College (IL)	Trident Technical College (SC)
New Mexico State University at Carlsbad (NM)	Rockingham Community College (NC)	Umpqua Community College (OR)
New Mexico State University Dona Ana Community College (NM)	Rowan College at Burlington County (NJ)	University of Akron-Wayne College (OH)
Nicolet Area Technical College (WI)	Saginaw Chippewa Tribal College (MI)	University of Arkansas Community College at Batesville (AR)
North Dakota State College of Science (ND)	Saint Louis Community College Center (MO)	University of Cincinnati-Clermont College (OH)
North Hennepin Community College (MN)	San Antonio College (TX)	University of New Mexico-Gallup (NM)
Northeast Community College (NE)	Santa Fe Community College (NM)	Volunteer State Community College (TN)
Northeast Lakeview College (TX)	Sauk Valley Community College (IL)	Wentworth Military Academy and Junior College (MO)
Northeast Mississippi Community College (MS)	Schoolcraft College (MI)	West Georgia Technical College (GA)
	Scottsdale Community College (AZ)	Western Dakota Technical Institute (SD)
	Seward County Community College/ATS (KS)	



*Community Colleges (cont.)*

Western Nevada College (NV)	Westmoreland County Community College (PA)	Wilkes Community College (NC)
Western Technical College (WI)	Wharton County Junior College (TX)	Wisconsin Indianhead Technical College (WI)
Western Wyoming Community College (WY)	White Earth Tribal and Community College (MN)	WSU Tech (KS)

**Data Set Two: Student Satisfaction Inventory Four-Year Public Data, Form A**

51,905 undergraduate student records from 60 institutions

Fall 2015 through spring 2018

Alabama Agricultural and Mechanical University (AL)	Peru State College (NE)	University of Missouri-Kansas City (MO)
Alabama State University (AL)	Radford University (VA)	University of Nebraska at Kearney (NE)
Angelo State University (TX)	Salem State University (MA)	University of Nevada, Las Vegas (NV)
Colorado Mesa University (CO)	Salisbury University (MD)	University of North Alabama (AL)
CUNY New York City College of Technology (NY)	Slippery Rock University of Pennsylvania (PA)	University of Pittsburgh at Greensburg (PA)
Dakota State University (SD)	South Carolina State University (SC)	University of Pittsburgh at Johnstown (PA)
Florida Atlantic University (FL)	South Dakota School of Mines and Technology (SD)	University of Southern Mississippi (MS)
Georgia College & State University (GA)	Southern Arkansas University (AR)	University of the Virgin Islands (VI)
Kentucky State University (KY)	Southwestern Oklahoma State University (OK)	University of Toledo (OH)
Lander University (SC)	Stephen F. Austin State University (TX)	University of Wyoming (WY)
Maine Maritime Academy (ME)	Texas A&M University-Kingsville (TX)	Utah State University (UT)
Massachusetts Maritime Academy (MA)	Texas A&M University-Corpus Christi (TX)	Valley City State University (ND)
Minot State University (ND)	Texas Woman's University (TX)	Virginia Commonwealth University (VA)
Missouri Southern State University (MO)	The University of South Dakota (SD)	Weber State University (UT)
Montana State University-Billings (MT)	Troy University (AL)	West Virginia University Institute of Technology (WV)
Montana Tech of The University of Montana-North (MT)	University of Alabama at Birmingham (AL)	Wright State University-Main Campus (OH)
Montclair State University (NJ)	University of Central Oklahoma (OK)	
New Mexico Highlands University (NM)	University of Maine at Presque Isle (ME)	
Norfolk State University (VA)	University of Michigan-Dearborn (MI)	
Northeastern Illinois University (IL)	University of Michigan-Flint (MI)	
Northwest Missouri State University (MO)	University of Minnesota Duluth (MN)	
Oregon State University-Cascades (OR)	University of Mississippi (MS)	

## Data Set Three: Student Satisfaction Inventory Four-Year Private Data, Form A

183,329 undergraduate student records from 318 institutions

Abilene Christian University (TX)	Calvin College (MI)	Dominican College of Blauvelt (NY)
Adventist University of Health Sciences (FL)	Cardinal Stritch University (WI)	Dominican University (IL)
Alaska Pacific University (AK)	Carolina College of Biblical Studies (NC)	Dordt College (IA)
Albany College of Pharmacy and Health Sciences (NY)	Carroll College-Montana (MT)	Eastern University (PA)
Alderson Broaddus College (WV)	Carroll University, (WI)	Edward Waters College (FL)
Allegheny Wesleyan College (OH)	Carson-Newman University (TN)	Elms College (MA)
American International College (MA)	Cazenovia College (NY)	Emmanuel College (GA)
Anderson University (IN)	Cedarville University (OH)	Emmanuel College (MA)
Anna Maria College (MA)	Centenary College (NJ)	Erskine College (SC)
Asbury University (KY)	Central Baptist College (AR)	Evangel University (MO)
Ashland University (OH)	Central Christian College of Kansas (KS)	Everglades University (FL)
Augsburg College (MN)	Champlain College (VT)	Faith Baptist Bible College and Seminary (IA)
Aurora University (IL)	Chapman University (CA)	Florida Southern College (FL)
Azusa Pacific University (CA)	Claflin University (SC)	Franciscan University of Steubenville (OH)
Baptist Bible College (MO)	Clarkson University (NE)	Franklin College (IN)
Baptist College of Health Sciences (TN)	Cleary University (MI)	Franklin University Switzerland (CH)
Benedictine College (KS)	Coe College (IA)	Freed-Hardeman University (TN)
Bennett College (NC)	College for Creative Studies (MI)	Fresno Pacific University (CA)
Berea College (KY)	Columbia College (MO)	Friends University (KS)
Berklee College of Music (MA)	Concordia College (NY)	Gallaudet University (DC)
Berry College (GA)	Concordia University Ann Arbor (MI)	Geneva College (PA)
Bethel College (IN)	Concordia University Chicago (IL)	George Fox University (OR)
Bethel College (KS)	Concordia University Texas (TX)	Georgetown College (KY)
Bethel College (VA)	Concordia University, St. Paul (MN)	Gordon College (MA)
Bethel University (MN)	Corban University (OR)	Goshen College (IN)
Bethune-Cookman University (FL)	Cornell College (IA)	Grace College and Seminary (IN)
Bryan College (TN)	Cornish College of the Arts (WA)	Green Mountain College (VT)
Buena Vista University (IA)	Covenant College (GA)	Greenville College (IL)
California Baptist University (CA)	Crown College (MN)	Guilford College (NC)
California Lutheran University (CA)	Culver-Stockton College (MO)	Hesston College (KS)
Calvary University (MO)	Dakota Wesleyan University (SD)	High Point University (NC)
	Davis College (NY)	Hood College (MD)
	Defiance College (OH)	



*Four-Year Private Institutions (cont.)*

Hope International University (CA)	Maryville College (TN)	Ohio Wesleyan University (OH)
Houghton College (NY)	Marywood University (PA)	Oklahoma Christian University (OK)
Houston Baptist University (TX)	McPherson College (KS)	Oklahoma Wesleyan University (OK)
Howard Payne University (TX)	MCPHS University (MA)	Oral Roberts University (OK)
Huntington University (IN)	Menlo College (CA)	Ottawa University (KS)
Indiana Tech (IN)	Methodist University (NC)	Our Lady of the Lake College (LA)
Indiana Wesleyan University (IN)	Miami International University of Art & Design (FL)	Palm Beach Atlantic University (FL)
John Brown University (AR)	MidAmerica Nazarene University (KS)	Paul Smith's College (NY)
Judson University (IL)	Mid-Atlantic Christian University (NC)	Philadelphia University (PA)
Juniata College (PA)	Milligan College (TN)	Piedmont International University (NC)
Kettering University (MI)	Millikin University (IL)	Point Loma Nazarene University (CA)
Keuka College (NY)	Milwaukee School of Engineering (WI)	Point Park University (PA)
King's College (PA)	Misericordia University (PA)	Post University (CT)
Lakeland University (WI)	Mississippi College (MS)	Providence Christian College (CA)
Lane College (TN)	Missouri Baptist University (MO)	Providence College (RI)
Lee University (TN)	Molloy College (NY)	Queens University of Charlotte (NC)
Lenoir-Rhyne University (NC)	Monmouth College (IL)	Randolph-Macon College (VA)
Lesley University (MA)	Monmouth University (NJ)	Regis College (MA)
LeTourneau University (TX)	Montreat College (NC)	Reinhardt University (GA)
Lewis University (IL)	Mount Ida College (MA)	Robert Morris University (PA)
Lincoln College (IL)	Mount Saint Mary College (NY)	Roberts Wesleyan College (NY)
Lincoln Memorial University (TN)	Nebraska Methodist College (NE)	Rochester Institute of Technology (NY)
Lindenwood University (MO)	Niagara University (NY)	Rockford University (IL)
Linfield College (OR)	North Central College (IL)	Rockhurst University (MO)
Lipscomb University (TN)	North Central University (MN)	Rocky Mountain College (MT)
Loyola University New Orleans (LA)	North Park University (IL)	Saint Francis Medical Center College of Nursing (IL)
Madonna University (MI)	Northeastern University (MA)	Saint Luke's College of Health Sciences (MO)
Malone University (OH)	Northland College (WI)	Saint Martin's University (WA)
Manchester University (IN)	Northwest Christian University, OR	Saint Mary-of-the-Woods College (IN)
Manhattan Christian College (KS)	Northwest University (WA)	Saint Mary's University of Minnesota (MN)
Maranatha Baptist University (WI)	Norwich University (VT)	San Diego Christian College (CA)
Marian University (IN)	Nyack College (NY)	Santa Fe University of Art and Design (NM)
Marian University (WI)	Oglethorpe University (GA)	Savannah College of Art and Design (GA)
Martin Luther College (MN)	Ohio Northern University (OH)	
Mary Baldwin University (VA)		

*Four-Year Private Institutions (cont.)*

Seattle University (WA)	The Art Institute of California-Sacramento (CA)	The Art Institute of Vancouver (BC)
Shaw University (NC)	The Art Institute of California-San Diego (CA)	The Art Institute of Virginia Beach (VA)
Siena College (NY)	The Art Institute of California-San Francisco (CA)	The Art Institute of Washington (VA)
Simpson College (IA)	The Art Institute of California-Silicon Valley (CA)	The Art Institute of Washington-Dulles (VA)
Simpson University (CA)	The Art Institute of Charleston (SC)	The Art Institute of Wisconsin (WI)
Southeastern Bible College (AL)	The Art Institute of Charlotte (NC)	The Art Institute of York-Pennsylvania (PA)
Southeastern University (FL)	The Art Institute of Colorado (CO)	The Art Institutes International-Kansas City (KS)
Southern Adventist University (TN)	The Art Institute of Dallas (TX)	The Art Institutes International-Minnesota (MN)
Southern Bible Institute (TX)	The Art Institute of Fort Lauderdale (FL)	The Christ College of Nursing and Health Sciences (OH)
Southern Nazarene University (OK)	The Art Institute of Fort Worth (TX)	The Illinois Institute of Art-Chicago (IL)
Southern Virginia University (VA)	The Art Institute of Houston (TX)	The Illinois Institute of Art-Schaumburg (IL)
Southwest Baptist University (MO)	The Art Institute of Houston-North (TX)	The Illinois Institute of Art-Tinley Park (IL)
Southwestern Adventist University (TX)	The Art Institute of Indianapolis (IN)	The Master's University (CA)
Southwestern Christian University (OK)	The Art Institute of Jacksonville (FL)	The New England Institute of Art (MA)
Spalding University (KY)	The Art Institute of Las Vegas (NV)	The University of Scranton (PA)
St. Ambrose University (IA)	The Art Institute of Michigan (MI)	Thomas University (GA)
Stetson University (FL)	The Art Institute of Michigan-Troy (MI)	Toccoa Falls College (GA)
Stevens Institute of Technology (NJ)	The Art Institute of New York City (NY)	Trinity International University (IL)
Sullivan University (KY)	The Art Institute of Ohio-Cincinnati (OH)	Tusculum College (TN)
Susquehanna University (PA)	The Art Institute of Philadelphia (PA)	Union Bible College (IN)
Taylor University (IN)	The Art Institute of Phoenix (AZ)	Union College (NE)
Texas Lutheran University (TX)	The Art Institute of Pittsburgh (PA)	Union University (TN)
Texas Wesleyan University (TX)	The Art Institute of Portland (OR)	Unity College (ME)
The American College of Greece (GR)	The Art Institute of Raleigh-Durham (NC)	University of Charleston (WV)
The Art Institute of Atlanta (GA)	The Art Institute of Salt Lake City (UT)	University of Detroit Mercy (MI)
The Art Institute of Atlanta-Decatur (GA)	The Art Institute of San Antonio (TX)	University of Jamestown (ND)
The Art Institute of Austin (TX)	The Art Institute of Seattle (WA)	University of Mary Hardin-Baylor (TX)
The Art Institute of California-Hollywood (CA)	The Art Institute of St. Louis (MO)	University of New England (ME)
The Art Institute of California-Inland Empire (CA)	The Art Institute of Tampa (FL)	University of Northwestern-St. Paul (MN)
The Art Institute of California-Los Angeles (CA)	The Art Institute of Tennessee-Nashville (TN)	University of Saint Francis (IN)
The Art Institute of California-Orange County (CA)	The Art Institute of Tucson (AZ)	University of San Francisco (CA)





*Four-Year Private Institutions (cont.)*

University of Sioux Falls (SD)

University of St. Francis (IL)

University of Tampa (FL)

University of the Sciences in Philadelphia (PA)

University of Valley Forge (PA)

Urbana University (OH)

Vanguard University of Southern  
California (CA)

Virginia Christian University (VA)

Viterbo University (WI)

Warner University (FL)

Warren Wilson College (NC)

Washington & Jefferson College (PA)

Washington and Lee University (VA)

Washington College (MD)

Washington University of Virginia (VA)

Wayland Baptist University (TX)

Wentworth Institute of Technology (MA)

West Virginia Wesleyan College (WV)

Wheaton College (IL)

Whitworth University (WA)

Widener University (PA)

Wilkes University (PA)

William Peace University (NC)

William Penn University (IA)

Williams Baptist College (AR)

Wittenberg University (OH)

Worcester Polytechnic Institute (MA)

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### How to cite this report

Ruffalo Noel Levitz & Lumina. (2019). *2019 National Adult Student Satisfaction and Priorities Report: Appendices*. Cedar Rapids, Iowa: Ruffalo Noel Levitz.

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