

Survey Highlights # 17
SSI and IPS Common Items Compared

This table compares the 35 Items in common between the Student Satisfaction Inventory (SSI) and the Institutional Priorities Survey (IPS). There are 6 areas which SSI and IPS respondents agreed were Strengths (lines 1-6), 3 areas which they agreed were Challenges (lines 7-9), and 3 areas in which the groups disagreed with one another (lines 10-12). The remaining Items were ranked as either Strengths or Challenges by one group only; the other group ranked them as neither Strengths nor Challenges.

	Item	Item #		Strength	Challenge	
		SSI	IPS			
1	Nearly all of the faculty are knowledgeable in their fields. (SSI and IPS)	58	40	SSI + IPS		These six Items were ranked as high importance and high satisfaction by SSI respondents. IPS respondents believed these are important areas, and agreed that the college is meeting these student expectations.
2	The personnel involved in registration are helpful. (SSI and IPS)	5	2	SSI + IPS		
3	Students are made to feel welcome on this campus. (SSI and IPS)	36	24	SSI + IPS		
4	The campus staff are caring and helpful. (SSI and IPS)	27	17	SSI + IPS		
5	On the whole, the campus is well-maintained. (SSI and IPS)	68	48	SSI + IPS		
6	Students at PVC are treated with respect and courtesy by the administration, faculty and staff. (SSI and IPS)	71 (CI-1)	51 (CI-1)	SSI + IPS		
7	The campus is safe and secure for all students.* (SSI and IPS)	31	20		SSI + IPS	SSI respondents viewed these Items with high importance and low satisfaction. IPS respondents agreed.
8	There is a good variety of courses provided on this campus. * (SSI and IPS)	69	49		SSI + IPS	
9	I am able to register for classes I need with few conflicts. * (SSI) Students are able to register for classes they need with few conflicts. (IPS)	15	11		SSI + IPS	
10	Computer labs are adequate and accessible.* (SSI and IPS)	34	22	IPS	SSI	Between SSI and IPS respondents there was disagreement as to Importance or Satisfaction, or both, on each of these Items. Segment analysis of these Items may be found elsewhere in this study.
11	This school does whatever it can to help me reach my educational goals.* (SSI) This school does whatever it can to help students meet their educational goals. (IPS)	52	36	IPS	SSI	
12	The quality of instruction I receive in most of my classes is excellent. * (SSI) The quality of instruction students receive in most classes is excellent. (IPS)	18	13	SSI	IPS	
13	Classes are scheduled at times that are convenient for me.* (SSI) Classes are scheduled at times that are convenient for students. (IPS)	8	5	SSI**	SSI + IPS	
14	Admissions staff are knowledgeable. (SSI and IPS)	41	28	IPS		
15	Library resources and services are adequate. (SSI and IPS)	14	10	IPS		
16	Financial aid counselors are helpful. (SSI and IPS)	20	14	IPS		

Survey Highlights # 17
SSI and IPS Common Items Compared

	Item	Item #		Strength	Challenge
		SSI	IPS		
17	Faculty care about me as an individual. (SSI) Faculty care about students as individuals. (IPS)	2	1	IPS	
18	The college shows concern for students as individuals. (SSI and IPS)	16	12	IPS	
19	Adequate financial aid is available for most students. (SSI and IPS)	7	4	IPS	
20	I am able to experience intellectual growth here. (SSI) Students are able to experience intellectual growth here. (IPS)	70	50	SSI	
21	PVC offers sufficient and appropriate general education classes.	74 (CI-4)	54 (CI-4)	SSI	
22	Program requirements are clear and reasonable. (SSI and IPS)	66	46	SSI	
23	My academic advisor is approachable. (SSI) Academic advisors are approachable. (IPS)	6	3	SSI	
24	It is an enjoyable experience to be a student on this campus. (SSI)	28	NC	SSI	
25	Class change (add/drop) policies are reasonable. (SSI and IPS)	43	30	SSI	
26	The quality of instruction in the vocational/technical program is excellent. (SSI)	3	NC	SSI	
27	Faculty are usually available after class and during office hours. (SSI and IPS)	61	43	SSI	
28	Bookstore staff are helpful. (SSI)	62	NC	SSI	
29	Counseling staff care about students as individuals. * (SSI)	48	34		SSI
30	Students are notified early in the term if they are doing poorly in a class. * (SSI)	65	NC		SSI
31	There are adequate services to help me decide upon a career.* (SSI) There are adequate services to help students decide upon a career, (IPS)	47	33		SSI
32	My academic advisor is concerned about my success as an individual. * (SSI) Academic advisors are concerned about students' success as individuals. (IPS)	25	16		SSI
33	Parking lots are well-lighted and secure. * (SSI and IPS)	24	15		SSI
34	My academic advisor is knowledgeable about the transfer requirements of other schools. * (SSI) Academic advisors are knowledgeable about transfer requirements of other schools. (IPS)	40	27		SSI
35	Tutoring services are readily available. * (SSI and IPS)	50	35		SSI

These areas, identified by SSI respondents as Challenges, were identified as neither Challenges nor Strengths by IPS respondents.

* Denotes Items that are analyzed in detail elsewhere in this study.

** The scoring of SSI Item 8 overlapped as a Strength and Challenge. Noel-Levitz recommends that an Item scoring as both a Strength and a Challenge be considered a Challenge.

NC = There is no IPS Item comparable to the SSI Item on this line.