

Survey Highlights #16: Segment Analysis of Summary Items 96, 97, and 98,
Noel-Levitz Student Satisfaction Inventory

This *Survey Highlights* report¹ is an analysis of three Summary Items by student segments: Items 96, 97, and 98. The scale for these items is unique—no other Items on the Student Satisfaction Inventory (SSI) use them—and therefore the scores cannot be compared to other SSI scores. Because these Items do not contain Importance and Satisfaction criteria, the scores can be compared only with the PVC Average for each of these items, and with how various student segments answered them.

			So far, how has your college experience met your expectations? (96)	Rate your overall satisfaction with your experience here thus far. (97)	All in all, if you had to do it over, would you enroll here again? (98)
			1-Much worse than I expected	1-Not satisfied at all	1-Definitely not
			2- Quite a bit worse than I expected	2-Not very satisfied	2-Probably not
			3-Worse than I expected	3-Somewhat dissatisfied	3-Maybe not
			4-About what I expected	4-Neutral	4-I don't know
			5-Better than I expected	5-Somewhat satisfied	5-Maybe yes
			6-Quite a bit better than I expected	6-Satisfied	6-Probably yes
			7-Much better than I expected	7-Very satisfied	7-Definitely yes
PVC Average			5.02	5.56	5.76
	N	%			
Male	383	42.8	4.95	5.54	5.62
Female	512	57.2	5.08	5.59	5.88
Total	895	100.0			
No Response	24				
<18	229	25.8	4.69	5.04	4.84
19-24	158	17.8	4.68	5.29	5.86
25-34	175	19.8	5.30	5.86	6.13
35-44	150	16.9	5.18	5.85	6.34
45+	174	19.6	5.30	5.96	6.28
Total	886	100.0			
No Response	33				
Afri-Amer	87	9.8	5.29	5.92	5.89
Amer Ind	31	3.5	Not available	Not available	Not available
Asian Pac	27	3.1	Not available	Not available	Not available
Cauc/Wh	323	36.5	4.95	5.62	5.80
Hispanic	329	37.2	5.03	5.55	5.74
Other race	32	3.6	Not available	Not available	Not available
Pref not	55	6.2	Not available	Not available	Not available
Total	884	100.0			
No Response	35				

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PVC Average			5.02	5.56	5.76
	N	%			
Day	485	58.0	4.97	5.50	5.62
Evening	335	40.1	5.04	5.67	5.98
Weekend	16	1.9	Not available	Not Available	Not Available
Total	836				
No Response	83				
Assoc Deg	298	34.3	5.08	5.64	6.01
Voc/Tech	54	6.2	5.22	5.65	5.71
Transfer	107	12.3	4.72	5.32	5.35
Certif	55	6.3	4.83	5.62	5.85
Self-Improve	87	10.0	5.26	5.93	6.22
Job-Related	62	7.1	4.97	5.65	5.87
Other goal	205	23.6	5.01	5.35	5.37
Total	868	100.0			
No Response	51				
Full-time employ off	290	33.1	5.12	5.70	5.98
Part-time employ off	146	16.7	4.73	5.19	5.25
Full-time employ on	22	2.5	5.36	5.64	5.27
Part-time employ on	39	4.5	4.98	5.33	5.72
Not empl	378	43.2	5.05	5.62	5.84
Total	875	100.0			
No Response	44				
0001-Main Campus	361	39.5	4.98	5.55	5.75
0002-PVHS	79	8.7	5.13	5.51	4.94
0003-Spring St.	174	19.1	5.34	5.84	6.16
0004-Needles Ctr	95	10.4	4.94	5.55	5.94
0005-Corr Facilities	125	13.7	5.28	6.05	6.50
0006-Needles HS	79	8.7	4.01	4.18	4.24
Total	913	100.0			
No Response	6				

¹ The Student Satisfaction Inventory was administered Fall Semester 2005 to students at the Blythe main campus, Needles Center, Spring Street, and Chuckwalla and Ironwood correctional facilities, Fall Semester 2005, producing 895 responses. At the same time, the Institutional Priorities Survey was administered to faculty, administrators and staff, producing 121 responses. Complete results and analysis of these surveys may be found on the Institutional Research page of the Palo Verde College website: www.paloverde.edu