Following are the results from the STUDENT SATISFACTION INVENTORY Form B (or the SSI). The SSI was administered in Spring 2012 to a sample of 465 students. Surveys were conducted in the classrooms by staff.

Section #1 - Items 1 – 63. Students rate each question on two scales: Importance and Satisfaction.

For importance scores, the values are as follows:

1 - not important at all  
2 - not very important  
3 - somewhat unimportant  
4 - neutral  
5 - somewhat important  
6 - important  
7 - very important  
0 - does not apply

For satisfaction scores, the values are as follows:

1 - not satisfied at all  
2 - not very satisfied  
3 - somewhat dissatisfied  
4 - neutral  
5 - somewhat satisfied  
6 - satisfied  
7 - very satisfied  
0 - not available / not used

Institutional Strengths and Challenges are determined as the top/bottom quartiles of student satisfaction for the top half of items ranked as level of importance. NNMC results are depicted below, followed by individual question results.

Institutional Challenges

18. Parking lots are well-lighted and secure.  
55. Campus item: My academic advisor is concerned about my success as an individual.  
38. I receive ongoing feedback about progress toward my academic goals.  
10. My academic advisor helps me set goals to work toward.  
17. There are sufficient courses within my program of study available each term.  
66. Billing policies are reasonable.  
16. My academic advisor is available when I need help.  
28. Security staff responds quickly to calls for assistance.

Institutional Strengths

31. Students are made to feel welcome here.  
22. This campus provides online access to services I need.  
50. Campus item: I can easily get involved in campus organizations.  
40. Faculty are usually available to students outside of class (during office hours, by phone or by e-mail).  
20. Tutoring services are readily available.  
15. Computer labs are adequate and accessible.  
44. The content of the courses within my major is valuable.  
36. The quality of instruction I receive in most of my classes is excellent.
How important were each of the following factors in your decision to enroll here?

<table>
<thead>
<tr>
<th>Item mean average importance</th>
</tr>
</thead>
<tbody>
<tr>
<td>63. Campus visits as factor in decision to enroll.</td>
</tr>
<tr>
<td>62. Information on the campus Web site as factor in decision to enroll.</td>
</tr>
<tr>
<td>60. Personal recommendations as factor in decision to enroll.</td>
</tr>
<tr>
<td>58. Academic reputation as factor in decision to enroll.</td>
</tr>
<tr>
<td>61. Distance from campus as factor in decision to enroll.</td>
</tr>
<tr>
<td>59. Future career opportunities as factor in decision to enroll.</td>
</tr>
<tr>
<td>57. Financial assistance as factor in decision to enroll.</td>
</tr>
<tr>
<td>56. Cost as factor in decision to enroll.</td>
</tr>
</tbody>
</table>

Findings from the Student Satisfaction Inventory™ are automatically compared to national standards by institution type on the following scales.

- **Academic Advising Effectiveness** (also called Academic Advising and Counseling Effectiveness) assesses the academic advising program, evaluating advisors and counselors on their knowledge, competence, approachability, and personal concern for students.
- **Campus Climate** evaluates how the institution promotes a sense of campus pride and belonging.
- **Campus Support Services** assesses the quality of support programs and services.
- **Instructional Effectiveness** measures students' academic experiences, the curriculum, and the campus's commitment to academic excellence.
- **Admissions and Financial Aid Effectiveness** measures the competence of admissions counselors, along with students' perceptions of the financial aid programs.
- **Registration Effectiveness** assesses registration and billing, including how smooth the registration process is.
- **Safety and Security** measures the campus' responsiveness to students' personal safety and security.
- **Student Centeredness** measures the institution's attitude toward students and the extent to which they feel welcome and valued.
- **Campus Life**, assesses the effectiveness of student life programs offered by the institution, ranging from athletics to residence life. This scale also assesses campus policies and procedures to determine students' perceptions of their rights and responsibilities.
Text for the items | Item mean average importance | Item mean average satisfaction | Item calculated performance gap | Standard deviation for satisfaction | Number of responses to the item
---|---|---|---|---|---
Student Centeredness | 6.23 | 4.91 | 1.32 | 1.24 | 465
Campus Life | 5.75 | 4.61 | 1.14 | 1.3 | 456
Instructional Effectiveness | 6.36 | 5.24 | 1.12 | 1.08 | 465
Recruitment and Financial Aid Effectiveness | 6.09 | 4.79 | 1.3 | 1.29 | 465
Campus Services | 6.23 | 5.12 | 1.11 | 1.09 | 465
Academic Advising Effectiveness | 6.32 | 4.87 | 1.45 | 1.49 | 461
Registration Effectiveness | 6.35 | 5 | 1.35 | 1.24 | 464
Safety and Security | 6.31 | 4.56 | 1.75 | 1.31 | 464
Campus Climate | 6.27 | 5.1 | 1.17 | 1.16 | 465

Section #2 – Summary items 1 - 3

| | Item mean average | Standard deviation | Number of responses to the item |
---|---|---|---
1. So far, how has your college experience met your expectations? | | | |
1 - Much worse than I expected | | | |
2 - Quite a bit worse than I expected | | | |
3 - Worse than I expected | | | |
4 - About what I expected | | | |
5 - Better than I expected | | | |
6 - Quite a bit better than I expected | | | |
7 - Much better than I expected | 4.82 | 1.35 | 461
2. Rate your overall satisfaction with your experience here thus far. | | | |
1 - Not satisfied at all | | | |
2 - Not very satisfied | | | |
3 - Somewhat dissatisfied | | | |
4 - Neutral | 5.28 | 1.32 | 460
5 - Somewhat satisfied | | | |
6 - Satisfied | | | |
7 - Very satisfied | | | |
3. All in all, if you had it to do over again, would you enroll here? | | | |
1 - Definitely not | | | |
2 - Probably not | | | |
3 - Maybe not | | | |
4 - I don’t know | | | |
5 - Maybe yes | | | |
6 - Probably yes | | | |
7 - Definitely yes | 5.5 | 1.56 | 459
### Section #3 - Demographic Items

#### Gender (n=462)
- Female = 279
- Male = 182

#### Age (n=447)
- 18 and under = 47
- 19 to 24 = 236
- 25 to 34 = 76
- 35 to 44 = 55
- 45 and over = 32

#### Ethnicity / Race (n=463)
- Alaskan Native = 1
- American Indian = 44
- Asian = 3
- Black/African-American = 8
- Hispanic or Latino (and Puerto Rican) = 318
- Native Hawaiian or Pacific Islander = 3
- White/Caucasian = 52
- Multi-racial = 17
- Other race = 11

#### Current Enrollment Status (n=460)
- Day = 334
- Evening = 98
- Weekend = 12

#### Current Class Load (n=458)
- Full-time = 361
- Part-time = 96

#### Class Level (n=460)
- Freshman = 174
- Sophomore = 128
- Junior = 72
- Senior = 43
- Special Student = 1
- Graduate / Professional = 9
- Other class level = 31

#### Current GPA (n=450)
- No credits earned = 23
- 1.99 or below = 10
- 2.0 - 2.49 = 50
- 2.5 - 2.99 = 81
- 3.0 - 3.49 = 151
- 3.5 or above = 134

#### Educational Goal (n=460)
- Associate degree = 147
- Bachelor's degree = 216
- Master's degree = 39
- Doctorate or professional degree = 13
- Certification (initial or renewal) = 10
- Self-improvement / pleasure = 5
- Job-related training = 2
- Other educational goal = 21

#### Employment (n=462)
- Full-time off campus = 119
- Part-time off campus = 129
- Full-time on campus = 7
- Part-time on campus = 21
- Not employed = 184

#### Current Residence (n=459)
- Residence hall = 1
- Fraternity / Sorority = 0
- Own house = 146
- Rent room or apartment off campus = 91
- Parent's home = 181
- Other residence = 37

#### Residence Classification (n=456)
- In-state = 438
- Out-of-state = 9
- International (not U.S. citizen) = 8

#### When I entered this institution, it was my (n=454):
- 1st choice = 292
- 2nd choice = 96
- 3rd choice or lower = 65

#### Did Transfer Here (n=455)
- Yes transferred here = 93
- No did not transfer here = 361

#### Plan to Transfer (n=459)
- Yes, I plan to transfer = 188
- No, I do not plan to transfer = 270

#### Organizational membership (n=456)
- No organizational membership = 372
- One or two organizational memberships = 80
- Three or four organizational memberships = 3
- Five or more organizational memberships = 0

#### Primary Tuition Source (n=455)
Scholarships=58  
Financial aid=249  
Family contributions=19  
Self support=81  
Other tuition source=33  

Major code (see table)

Where do you intend to seek employment after you graduate from NNMC?

<table>
<thead>
<tr>
<th>NNMC Major</th>
<th>N</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not specified</td>
<td>75</td>
</tr>
<tr>
<td>Nursing (ADN)</td>
<td>58</td>
</tr>
<tr>
<td>Radiologic Technology</td>
<td>35</td>
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<tr>
<td>Business Administration - Bachelor of BA</td>
<td>22</td>
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<tr>
<td>Elementary Education-BA</td>
<td>22</td>
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<tr>
<td>Psychology</td>
<td>21</td>
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<tr>
<td>Environmental Science - Bachelor of Science</td>
<td>16</td>
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<tr>
<td>General Studies</td>
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<tr>
<td>Mechanical Engineering</td>
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<tr>
<td>Film and Digital Media Arts</td>
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<tr>
<td>Information Engineering Tech-BE</td>
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<tr>
<td>Biology-Bachelor of Science</td>
<td>11</td>
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<tr>
<td>Early Childhood Education</td>
<td>10</td>
</tr>
<tr>
<td>Accounting</td>
<td>9</td>
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<tr>
<td>Alternative Licensure Program</td>
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<tr>
<td>Business Administration - AA</td>
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<tr>
<td>RN to BSN</td>
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<tr>
<td>Integrative Health Studies</td>
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<td>Welding Technology</td>
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<tr>
<td>Criminal Justice</td>
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<td>Human Services</td>
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<tr>
<td>Art</td>
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<td>Auto Body Repair</td>
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<tr>
<td>Automotive Technology</td>
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<tr>
<td>Electrical Technology</td>
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<tr>
<td>Elementary Education-AA</td>
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<tr>
<td>Massage Therapy</td>
<td>4</td>
</tr>
<tr>
<td>Music/Jazz Studies</td>
<td>4</td>
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<tr>
<td>Natural Range Ecology/Pre-Forestry-AAS</td>
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<tr>
<td>Office Administration</td>
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<tr>
<td>Pre-Engineering</td>
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<tr>
<td>Software Engineering - AE</td>
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<tr>
<td>Wildland Fire Science</td>
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<tr>
<td>Allied Health</td>
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<tr>
<td>Biology-Associate</td>
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<tr>
<td>Computer-Aided Drafting-Gen</td>
<td>3</td>
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<tr>
<td>Cosmetology/Barbering</td>
<td>3</td>
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<tr>
<td>Humanities</td>
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<tr>
<td>Information Engineering Tech-AE</td>
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<tr>
<td>Radiation Protection</td>
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<tr>
<td>Dance</td>
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<tr>
<td>Mathematics</td>
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<tr>
<td>Science</td>
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<tr>
<td>Software Engineering - BE</td>
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<tr>
<td>Environmental Science - AAS</td>
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<tr>
<td>Information Engineering Tech-Grad Cerf</td>
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</tr>
<tr>
<td>Environmental Science</td>
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<tr>
<td>Plumbing</td>
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<tr>
<td>Practical Nurse</td>
<td>1</td>
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<tr>
<td>Renewable Energy</td>
<td>1</td>
</tr>
<tr>
<td>Spanish Colonial Furniture Making</td>
<td>1</td>
</tr>
<tr>
<td>Substance Abuse Counselor</td>
<td>1</td>
</tr>
</tbody>
</table>