

## Fall 2016 CNM Noel-Levitz Student Satisfaction Inventory (SSI) Executive Summary

Since the 1990s, CNM has contracted with Ruffalo Noel-Levitz essentially every three years to administer the Student Satisfaction Inventory (SSI). During the Fall 2016 term, the SSI was sent by email to all students enrolled. A total of 2,932 students completed the survey, representing a response rate of 11.8%. Items are rated separately for importance and satisfaction on a scale from 1 (least) to 7 (most). Generally, the results of four SSIs conducted from 2007 to 2016 suggest that students' overall perceptions of CNM have been increasingly positive. Student Centeredness was not rated in 2007. Although the average satisfaction for Instructional Effectiveness and Campus Climate fell a little in 2013 and 2010 respectively, they reached their highest in 2016. All other areas showed consistent improvement from 2007 to 2016. Moreover, CNM's satisfaction ratings in Fall 2016 take the lead in all areas compared to those in community colleges nationally.

### Ten Items with the Highest Satisfaction Ratings (Scale: 1-7)

Item	Satisfaction
On the whole, the campus is well-maintained.	6.26
I am able to experience intellectual growth here.	6.26
Campus item: My courses are preparing me to communicate effectively.	6.16
Library resources and services are adequate.	6.15
Campus item: My courses are preparing me to solve problems effectively.	6.13
This institution has a good reputation within the community.	6.12
There are a sufficient number of study areas on campus.	6.12
Faculty are usually available after class and during office hours.	6.12
Computer labs are adequate and accessible.	6.12
Campus item: I have a written plan and know what classes I need to take in order to complete my program.	6.12

### Ten Items with the Lowest Rating Differences between Importance and Satisfaction

Item	Gap
Most students feel a sense of belonging here.	0.14
Campus item: I build my class schedule based on the instructor teaching the class.	0.16
On the whole, the campus is well-maintained.	0.21
The student center is a comfortable place for students to spend their leisure time.	0.24
This institution has a good reputation within the community.	0.27
Library staff are helpful and approachable.	0.29
There are a sufficient number of study areas on campus.	0.31
Campus item: My courses are preparing me to use computer technology effectively.	0.31
Bookstore staff are helpful.	0.32
Campus item: My courses are preparing me to work effectively in teams.	0.32

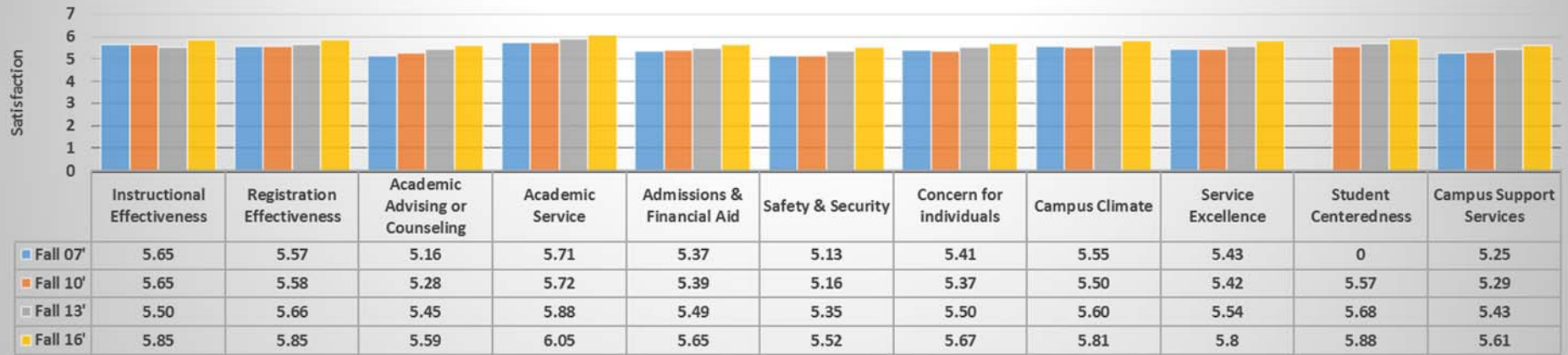
### Ten Items with the Lowest Satisfaction Ratings (Scale: 1-7)

Item	Satisfaction
Parking lots are well-lighted and secure.	5.49
This campus provides effective support services for displaced homemakers.	5.48
My academic advisor helps me set goals to work toward.	5.47
Internships or practical experiences are provided in my degree/certificate program.	5.46
Channels for expressing student complaints are readily available.	5.44
Adequate financial aid is available for most students.	5.39
My academic advisor is concerned about my success as an individual.	5.38
Students are notified early in the term if they are doing poorly in a class.	5.19
The amount of student parking space on campus is adequate.	4.88
Child care facilities are available on campus.	4.48

### Ten Items with the Highest Rating Differences between Importance and Satisfaction

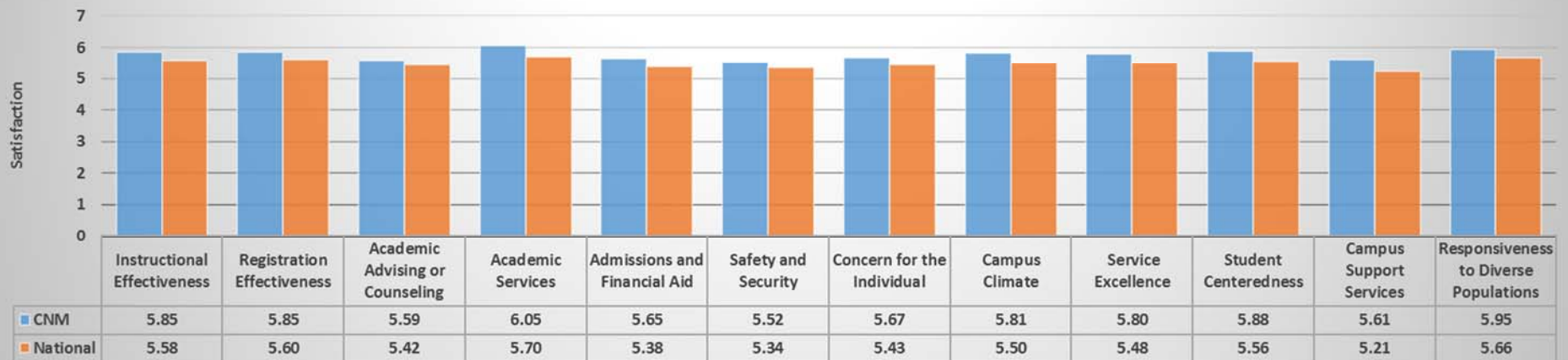
Item	Gap
Parking lots are well-lighted and secure.	0.96
My academic advisor is knowledgeable about my program requirements.	0.99
My academic advisor is knowledgeable about the transfer requirements of other schools.	1.00
My academic advisor is concerned about my success as an individual.	1.00
Classes are scheduled at times that are convenient for me.	1.03
Campus item: The courses I need are offered at a convenient location.	1.03
Adequate financial aid is available for most students.	1.08
Campus item: The courses I need are available for me the terms I need them.	1.11
Students are notified early in the term if they are doing poorly in a class.	1.26
The amount of student parking space on campus is adequate.	1.53

## CNM Survey Satisfaction Trend from Fall 2007 to Fall 2016



Areas in Decreasing Order of Importance to CNM Students

## 2016 CNM Satisfaction Ratings on the Student Satisfaction Inventory Compared to Community Colleges Nationally



Areas in Decreasing Order of Importance to CNM Students