

2011 NOEL-LEVITZ STUDENT SATISFACTION INVENTORY

Introduction

In March 2011, Pitt Community College (PCC) administered the Noel-Levitz Student Satisfaction Inventory (SSI) to a sample of current curriculum students. The purpose of the SSI is to identify strengths and challenges of the College by listening systematically to the voice of the students. Twenty-eight credit classes with 547 students were randomly selected such that key demographic factors closely matched the demographic characteristics of the whole student body. Three hundred forty-three students returned the SSI for a 62.7% response rate.

A portion of the Noel-Levitz Students Satisfaction Inventory is displayed at right. Each item on the SSI is a desirable community college characteristic. On the left side of the instrument, students use a 7 point Likert scale to rate the **importance** of that characteristic. On the right side students use a 7-point Likert scale to rate their level of **satisfaction** with that experience at Pitt Community College. The combination of importance - satisfaction scores is a very powerful research tool, allowing institutions to review satisfaction levels within the context of what is most important to the students.

Importance to me My level of satisfaction
1 - not important at all		not available/not used
2 - not very important		very satisfied - 7
3 - somewhat unimportant		satisfied - 6
4 - neutral		somewhat satisfied - 5
5 - somewhat important		neutral - 4
6 - important		somewhat dissatisfied - 3
7 - very important		not very satisfied - 2
does not apply		not satisfied at all - 1
1 2 3 4 5 6 7	<input type="radio"/> 21. There are a sufficient number of study areas on campus.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	<input type="radio"/> 22. People on this campus respect and are supportive of each other.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	<input type="radio"/> 23. Faculty are understanding of students' unique life circumstances.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	<input type="radio"/> 24. Parking lots are well-lighted and secure.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	<input type="radio"/> 25. My academic advisor is concerned about my success as an individual.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	<input type="radio"/> 26. Library staff are helpful and approachable.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	<input type="radio"/> 27. The campus staff are caring and helpful.	1 2 3 4 5 6 7
1 2 3 4 5 6 7	<input type="radio"/> 28. It is an enjoyable experience to be a student on this campus.	1 2 3 4 5 6 7

On page 2 of the 2010-11 [Noel-Levitz Satisfaction Priorities General Interpretive](#)

[Guide](#) it states: "The greatest power in the data comes when the findings are shared, discussed, and analyzed by multiple constituencies on campus. Data left on a shelf has no power; data actively used and discussed provides the opportunity to initiate significant change on campus." The following perspectives on PCC student satisfaction are intended to facilitate discussion and analysis of the data.

Summary of Institutional Results

A **strength** of a community college is identified when students are very satisfied with a characteristic that is very important to them. Table 1 on the next page lists those items that Noel-Levitz has identified as strengths of Pitt Community College. Conversely, a **challenge** for a community college is identified when students rate a characteristic as very important to them, but their level of satisfaction is very low. On the next page, Table 2 lists those items that Noel-Levitz has identified as challenges for Pitt Community College where students expressed very low levels of satisfaction on these characteristics that are very important to them.

**Table 1: Pitt Community College Strengths
(High Importance, High Satisfaction)**

Item #	Characteristic
8	Classes are scheduled at times that are convenient for me.
18	The quality of instruction I receive in most of my classes is excellent.
79	PCC Item: Online services (registration, grades, viewing/printing my schedule) are easily accessible and user friendly.
69	There is a good variety of courses provided on this campus.
70	I am able to experience intellectual growth here.
71	PCC Item: When I need PCC information about dates, deadlines, or upcoming events, I check the PCC website.
78	PCC Item: Appropriate technology to enhance my learning experience is available at PCC in the classroom and in support areas of the campus.
80	PCC Item: The materials I received after submitting my admissions application were clear, easy to understand, and useful.
66	Program requirements are clear and reasonable.
58	Nearly all of the faculty are knowledgeable in their fields.
43	Class change (drop/add) policies are reasonable.
14	Library resources and services are adequate.
36	Students are made to feel welcome on this campus.
42	The equipment in the lab facilities is kept up to date.
72	PCC Item: I check my PCC email (myPittCC) account frequently to get information about dates, deadlines, or upcoming events.
62	Bookstore staff are helpful.
45	This institution has a good reputation within the community.
68	On the whole, the campus is well-maintained.

**Table 2: Pitt Community College Challenges
(High Importance, Low Satisfaction)**

Item #	Characteristic
15	I am able to register for classes I need with few conflicts.
32	My academic advisor is knowledgeable about my program requirements.
39	The amount of student parking space on campus is adequate.
6	My academic advisor is approachable.
5	The personnel involved in registration are helpful.
75	PCC Item: The information I receive from the Financial Aid office is accurate, clear, and easy to understand.
46	Faculty provide timely feedback about student progress in a course.
12	My academic advisor helps me set goals to work toward.
65	Students are notified early in the term if they are doing poorly in a class.
7	Adequate financial aid is available for most students.
16	The college shows concern for students as individuals.
23	Faculty are understanding of students' unique life circumstances.
24	Parking lots are well-lighted and secure.
13	Financial aid awards are announced to students in time to be helpful in college planning.
40	My academic advisor is knowledgeable about the transfer requirements of other schools.
25	My academic advisor is concerned about my success as an individual.
20	Financial aid counselors are helpful.

Noel-Levitz labels the information displayed in Table 1 and Table 2 the “Strategic Planning Overview.” The Strategic Planning Overview provides a top-line executive summary of survey results. This report identifies the areas that matter most to PCC students, where PCC is meeting their expectations, and where the College has room for improvement. The Strategic Planning Overview provides the best summary of PCC results for immediate action planning (strategic planning). These two tables identify the areas PCC can celebrate and the areas that need attention.

The topic selected for PCC’s Quality Enhancement Plan (QEP) is Career Planning and Academic Advising. Please note that five of the challenges identified in Table 2 (items 32, 6, 12, 40, and 25) relate directly to deficiencies to be addressed in the QEP. Also note that all the unsatisfactory experiences identified in Table 2 are experiences students have had prior to their first day in a PCC class or within one month of starting at PCC.

The above analysis considers student satisfaction only for those characteristics PCC students listed as most important to them. It is also informative to evaluate PCC’s performance against a national community college peer group. There are 178,116 students in this peer group from 204 community colleges across the United States. Three hundred forty-three students at Pitt Community College returned the Noel-Levitz Inventory in the spring of 2011. Of those, 332 completed almost every question on the Survey.

Table 3 lists the top twelve characteristics in which PCC students were more satisfied than students in the national peer group. More precisely, Table 3 compares the mean PCC satisfaction scores to the mean satisfaction scores to the national peer group.

Table 3: PCC Mean Satisfaction Scores Above Peer Mean Scores – Spring 2011
(areas where PCC students are more satisfied than their peers)

Item #	Characteristic	‡ Rank in Importance	PCC Mean Satisfaction	Peer Mean Satisfaction	Mean Difference
10	Child care facilities are available on campus.	87	5.17	4.44	0.73 ***
4	Security staff are helpful.	58	5.22	4.95	0.27 **
11	Security staff respond quickly in emergencies.	27	5.19	4.93	0.26 **
9	Internships or practical experiences are provided in my degree/certificate program.	59	5.15	5.02	0.13
47	There are adequate services to help me decide upon a career.	46	5.33	5.21	0.12
33	Admissions counselors accurately portray the campus in their recruiting practices.	72	5.23	5.13	0.10
8	Classes are scheduled at times that are convenient for me.	1	5.54	5.45	0.09
62	Bookstore staff are helpful.	43	5.60	5.55	0.05
45	This institution has a good reputation within the community.	45	5.69	5.64	0.05
17	Personnel in the Veterans' Services program are helpful.	88	4.65	4.60	0.05
69	There is a good variety of courses provided on this campus.	9	5.65	5.61	0.04
59	New student orientation services help students adjust to college.	71	5.29	5.25	0.04

‡ **Rank in Importance:** Importance scores are sorted and ranked so that rank of #1 = Most important to PCC students, and #89 = Least important to PCC students.
Statistical significance: ** 99% Confidence Level, *** 99.9% Confidence Level

Statistical Significance: A random sample is intended to serve as a representative of the whole population. In practice, the responses from multiple random samples will be slightly different. Therefore, how representative of the full population is a random sample? Statistical significance is a quantitative approach to answering this question. The confidence level informs the reader of how likely the sample truly represents the whole population. This study compares the responses (mean scores) from a random sample at Pitt Community College to responses from a national peer group. For this type of research, the confidence level informs the reader of how likely the difference in means scores indicates: (1) a true difference between the two groups and (b) that the difference in mean scores is not due to chance. In the following pages, the greater the number of asterisks, the greater the confidence that a true (real) difference exists. That is, the greater the likelihood that the difference did not occur by chance. A statistical significance at the 95% level (one asterisk) indicates that there are five chances in 100 that the difference between PCC student satisfaction mean score and the comparison group satisfaction mean score could occur due to chance alone. A 99% confidence level (two asterisks) indicates that there is one chance in 100 that the difference in satisfaction scores occurs due to chance. A 99.9% confidence level (three asterisks) indicates that only one chance in 1,000 that this difference in satisfaction mean scores occurred by chance. If there are no asterisks, the evidence is weak that a true difference exists between the means.

Table 4 lists 13 characteristics in which PCC students were less satisfied than students in the national peer group. More precisely, Table 4 compares the PCC mean satisfaction scores to the mean satisfaction scores of the national peer group where PCC students are not as satisfied as their peers.

Table 4: PCC Mean Satisfaction Scores Below Peer Mean Scores – Spring 2011
(areas where PCC students are less satisfied than their peers)

Item #	Characteristic	‡ Rank in Importance	PCC Mean Satisfaction	Peer Mean Satisfaction	Mean Difference
39	The amount of student parking space on campus is adequate.	6	3.39	4.44	-1.05 ***
22	People on this campus respect and are supportive of each other.	63	4.86	5.29	-0.43 ***
68	On the whole, the campus is well-maintained.	38	5.44	5.77	-0.33 ***
31	The campus is safe and secure for all students.	10	5.27	5.55	-0.28 ***
61	Faculty are usually available after class and during office hours.	18	5.38	5.62	-0.24 **
58	Nearly all of the faculty are knowledgeable in their fields.	46	5.47	5.68	-0.21 **
37	Faculty take into consideration student differences as they teach a course.	15	5.02	5.23	-0.21 **
6	My academic advisor is approachable.	5	5.23	5.41	-0.18 *
34	Computer labs are adequate and accessible.	51	5.38	5.55	-0.17 *
21	There are a sufficient number of study areas on campus.	44	5.21	5.38	-0.17 *
5	The personnel involved in registration are helpful.	8	5.20	5.36	-0.16
51	There are convenient ways of paying my school bill.	22	5.32	5.47	-0.15
27	The campus staff are caring and helpful.	42	5.30	5.45	-0.15 *

‡ **Rank in Importance:** Importance scores are sorted and ranked so that rank of #1 = Most important to PCC students, and #89 = Least important to PCC students.

Statistical significance: * 95% Confidence Level, ** 99% Confidence Level, *** 99.9% Confidence Level

Characteristics listed in Table 4 represent strategic opportunities for making improvements in those areas that should produce the great improvements in PCC student satisfaction. However, some of the items are ranked very high in importance and others are ranked lower in importance. Consider item # 22 “People on this campus respect and are supportive of each other.” This characteristic was ranked 63rd by PCC students. This characteristic is not as important to PCC students as most other characteristics. However, it may be very important to other audiences such as senior leadership. Therefore, should the college direct strategic recourses elsewhere? Some situations may need to be addressed even though that characteristic may not be very important to students.

Tables 3 and 4 above compare PCC student satisfaction scores with student scores from a national peer group. It is also beneficial to compare the current PCC student satisfaction scores to the results from an earlier administration of the Student Satisfaction Inventory. PCC last administered the Loel-Levitz Student Satisfaction Inventory in the spring of 2008. Table 5 lists those characteristics for which current PCC students rated characteristics higher than students in the 2008 cohort.

**Table 5: Current PCC Student Satisfaction Scores above 2008 Student Satisfaction Scores
(areas where current PCC students are more satisfied than the 2008 cohort)**

Item Number	Characteristic	‡ Rank in Importance	2011 Satisfaction	2008 Satisfaction	Mean Difference
38	The student center is a comfortable place for students to spend their leisure time.	65	5.13	4.48	0.65 ***
24	Parking lots are well-lighted and secure.	20	4.98	4.68	0.30 *
7	Adequate financial aid is available for most students.	16	5.03	4.79	0.24
21	There are a sufficient number of study areas on campus.	49	5.21	4.99	0.22
10	Child care facilities are available on campus.	69	5.17	4.96	0.21
34	Computer labs are adequate and accessible.	44	5.38	5.19	0.19
20	Financial aid counselors are helpful.	35	5.01	4.84	0.17
8	Classes are scheduled at times that are convenient for me.	1	5.54	5.38	0.16

‡ **Rank in Importance:** Importance scores are sorted and ranked so that rank of #1 = Most important to PCC students, and #89 = Least important to PCC students.
Statistical significance: * 95% Confidence Level, *** 99.9% Confidence Level

Table 6 lists those characteristics for which current PCC students are less satisfied than students in the 2008 cohort. It is the drop in satisfaction on those characteristics listed on Table 6 that presents opportunities for improvement.

**Table 6: Current PCC Student Satisfaction Scores below 2008 Student Satisfaction Scores
(areas where current PCC students are less satisfied than the 2008 cohort)**

Item Number	Characteristic	‡ Rank in Importance	2011 Satisfaction	2008 Satisfaction	Mean Difference
6	My academic advisor is approachable.	6	5.23	5.64	-0.41 **
32	My academic advisor is knowledgeable about my program requirements.	4	5.30	5.69	-0.39 **
25	My academic advisor is concerned about my success as an individual.	34	5.00	5.33	-0.33 *
40	My academic advisor is knowledgeable about the transfer requirements of other schools.	31	5.04	5.32	-0.28
15	I am able to register for classes I need with few conflicts.	3	5.31	5.57	-0.26 *
12	My academic advisor helps me set goals to work toward.	13	4.94	5.19	-0.25
2	Faculty care about me as an individual.	55	5.31	5.54	-0.23 *
57	Administrators are approachable to students.	48	5.16	5.35	-0.19
18	The quality of instruction I receive in most of my classes is excellent.	2	5.51	5.68	-0.17
58	Nearly all of the faculty are knowledgeable in their fields.	15	5.47	5.62	-0.15

‡ **Rank in Importance:** Importance scores are sorted and ranked so that rank of #1 = Most important to PCC students, and #89 = Least important to PCC students.
Statistical significance: * 95% Confidence Level, ** 99% Confidence Level

Every college has an opportunity to develop 10 questions to be included as part of the Noel-Levitz survey instrument. The additional questions developed by PCC depend on the issues and/or concerns at the time the SSI is administered. Table 7 lists those 10 characteristics developed by PCC in 2011. These characteristics, along with some analyses are included in Table 7. Characteristics on Table 7 are listed in descending order of the gap between Importance and Satisfaction (more precisely, the mean satisfaction score subtracted from the mean importance score).

**Table 7: Student Assessment of Special Characteristics Defined by PCC
(characteristics listed in descending order of mean difference)**

Item Number	Characteristic	‡ Rank in Importance	Mean Importance	Mean Satisfaction	Mean Difference
75	The information I receive from the Financial Aid office is accurate, clear, and easy to understand.	17	6.06	5.07	0.99
79	Online services (registration, grades, viewing/printing my schedule) are easily accessible and user friendly.	8	6.16	5.56	0.60
78	Appropriate technology to enhance my learning experience is available at PCC in the classroom and in support areas of the campus.	13	6.13	5.61	0.52
74	I am made aware of dates, deadlines, or upcoming events through announcements made in class and bulletin boards on campus.	68	5.80	5.36	0.44
80	The materials I received after submitting my admissions application were clear, easy to understand, and useful.	14	6.11	5.67	0.44
71	When I need PCC information about dates, deadlines, or upcoming events, I check the PCC website.	12	6.13	5.72	0.41
72	I check my PCC email (myPittCC) account frequently to get information about dates, deadlines, or upcoming events.	37	5.99	5.64	0.35
77	There are many clubs, organizations, and activities for students to become involved in on campus.	76	5.55	5.20	0.35
76	I visit Enrollment Services (Financial Aid, Admissions, and Registrar) and/or Counseling Services during the extended hours offered on Monday evenings.	84	5.18	4.94	0.24
73	I rely on mail sent to my home for important information about PCC.	83	5.22	5.24	-0.02

‡ **Rank in Importance:** Importance scores are sorted and ranked so that rank of #1 = Most important to PCC students, and #89 = Least important to PCC students.

Table 8 is identical to Table 7 except in the order in which the characteristics are listed. Characteristics in Table 8 are listed in descending order of student satisfaction.

**Table 8: Student Assessment of Special Characteristics Defined by PCC
(characteristics listed in descending order of student satisfaction)**

Item Number	Characteristic	‡ Rank in Importance	Mean Importance	Mean Satisfaction	Mean Difference
71	When I need PCC information about dates, deadlines, or upcoming events, I check the PCC website.	12	6.13	5.72	0.41
80	The materials I received after submitting my admissions application were clear, easy to understand, and useful.	14	6.11	5.67	0.44
72	I check my PCC email (myPittCC) account frequently to get information about dates, deadlines, or upcoming events.	37	5.99	5.64	0.35
78	Appropriate technology to enhance my learning experience is available at PCC in the classroom and in support areas of the campus.	13	6.13	5.61	0.52
79	Online services (registration, grades, viewing/printing my schedule) are easily accessible and user friendly.	8	6.16	5.56	0.60
74	I am made aware of dates, deadlines, or upcoming events through announcements made in class and bulletin boards on campus.	68	5.80	5.36	0.44
73	I rely on mail sent to my home for important information about PCC.	83	5.22	5.24	-0.02
77	There are many clubs, organizations, and activities for students to become involved in on campus.	76	5.55	5.20	0.35
75	The information I receive from the Financial Aid office is accurate, clear, and easy to understand.	17	6.06	5.07	0.99
76	I visit Enrollment Services (Financial Aid, Admissions, and Registrar) and/or Counseling Services during the extended hours offered on Monday evenings.	84	5.18	4.94	0.24

‡ **Rank in Importance:** Importance scores are sorted and ranked so that rank of #1 = Most important to PCC students, and #89 = Least important to PCC students.

The information and analysis provided thus far in this report is a summary of institutional results. Ideas for sharing and analyzing the above data are included in the 2010-11 [Noel-Levitz Satisfaction-Priorities Surveys Interpretive Guide](#). Please contact the PCC Planning & Research Office for a copy of this Guide.

Survey Results by Category

Noel-Levitz has grouped the 70-plus characteristics on the Student Satisfaction Inventory into the 12 categories below:

Instructional Effectiveness	Safety and Security	Academic Services	Campus Support Services
Concern for the Individual	Service Excellence	Academic Advising/Counseling	Responsiveness to Diverse Populations
Registration Effectiveness	Student Centeredness	Admissions and Financial Aid	Campus Climate

The next sequence of tables report student satisfaction by category and compare PCC student satisfaction with student satisfaction expressed by the national peer group. On all tables the characteristics are listed by the difference in the means scores. An item may appear in more than one category.

Table 9: Instructional Effectiveness
PCC Mean Satisfaction Scores vs Peer Mean Satisfaction Scores – Spring 2011

Item #	Characteristic	‡ Rank in Importance	PCC Mean Satisfaction	Peer Mean Satisfaction	Mean Difference
Instructional Effectiveness {combined}		{27.2}	{5.32}	{5.42}	{-0.10}
69	There is a good variety of courses provided on this campus.	9	5.65	5.61	0.04
54	Faculty are interested in my academic problems.	50	5.19	5.19	0.00
65	Students are notified early in the term if they are doing poorly in a class.	25	4.87	4.91	-0.04
2	Faculty care about me as an individual.	62	5.31	5.38	-0.07
70	I am able to experience intellectual growth here.	11	5.66	5.73	-0.07
18	The quality of instruction I receive in most of my classes is excellent.	2	5.51	5.59	-0.08
64	Nearly all classes deal with practical experiences and applications.	39	5.35	5.43	-0.08
46	Faculty provide timely feedback about student progress in a course.	18	5.20	5.30	-0.10
66	Program requirements are clear and reasonable.	16	5.43	5.53	-0.10
29	Faculty are fair and unbiased in their treatment of individual students.	20	5.27	5.38	-0.11
23	Faculty are understanding of students' unique life circumstances.	29	5.09	5.24	-0.15
37	Faculty take into consideration student differences as they teach a course.	55	5.02	5.23	-0.21 **
58	Nearly all of the faculty are knowledgeable in their fields.	21	5.47	5.68	-0.21 **
61	Faculty are usually available after class and during office hours.	24	5.38	5.62	-0.24 **

‡ **Rank in Importance:** Importance scores are sorted and ranked so that rank of #1 = Most important to PCC students, and #89 = Least important to PCC students.

Statistical significance: ** 99% Confidence Level

Table 10: Concern for the Individual
PCC Mean Satisfaction Scores vs Peer Mean Satisfaction Scores – Spring 2011

Item #	Characteristic	‡ Rank in Importance	PCC Mean Satisfaction	Peer Mean Satisfaction	Mean Difference
	Concern for the Individual {combined}	{42.4}	{5.18}	{5.24}	{-0.06}
48	Counseling staff care about students as individuals.	61	5.21	5.19	0.02
16	The college shows concern for students as individuals.	28	5.11	5.14	-0.03
2	Faculty care about me as an individual.	62	5.31	5.38	-0.07
25	My academic advisor is concerned about my success as an individual.	41	5.00	5.07	-0.07
29	Faculty are fair and unbiased in their treatment of individual students.	20	5.27	5.38	-0.11

‡ **Rank in Importance:** Importance scores are sorted and ranked so that rank of #1 = Most important to PCC students, and #89 = Least important to PCC students.

Table 11: Registration Effectiveness
PCC Mean Satisfaction Scores vs Peer Mean Satisfaction Scores – Spring 2011

Item #	Characteristic	‡ Rank in Importance	PCC Mean Satisfaction	Peer Mean Satisfaction	Mean Difference
	Registration Effectiveness {combined}	{31.7}	{5.37}	{5.43}	{-0.06}
8	Classes are scheduled at times that are convenient for me.	1	5.54	5.45	0.09
62	Bookstore staff are helpful.	43	5.60	5.55	0.05
43	Class change (drop/add) policies are reasonable.	32	5.46	5.45	0.01
56	The business office is open during hours which are convenient for most students.	66	5.34	5.39	-0.05
60	Billing policies are reasonable.	54	5.26	5.34	-0.08
15	I am able to register for classes I need with few conflicts.	3	5.31	5.41	-0.10
35	Policies and procedures regarding registration and course selection are clear and well-publicized.	34	5.31	5.43	-0.12
51	There are convenient ways of paying my school bill.	42	5.32	5.47	-0.15
5	The personnel involved in registration are helpful.	10	5.20	5.36	-0.16

‡ **Rank in Importance:** Importance scores are sorted and ranked so that rank of #1 = Most important to PCC students, and #89 = Least important to PCC students.

Table 12: Safety and Security
PCC Mean Satisfaction Scores vs Peer Mean Satisfaction Scores – Spring 2011

Item #	Characteristic	‡ Rank in Importance	PCC Mean Satisfaction	Peer Mean Satisfaction	Mean Difference
Safety and Security {combined}		{27.4}	{4.80}	{5.00}	{-0.20 **}
4	Security staff are helpful.	58	5.22	4.95	0.27 **
11	Security staff respond quickly in emergencies.	27	5.19	4.93	0.26 **
24	Parking lots are well-lighted and secure.	30	4.98	5.11	-0.13
31	The campus is safe and secure for all students.	15	5.27	5.55	-0.28 ***
39	The amount of student parking space on campus is adequate.	7	3.39	4.44	-1.05 ***

‡ **Rank in Importance:** Importance scores are sorted and ranked so that rank of #1 = Most important to PCC students, and #89 = Least important to PCC students.
Statistical significance: ** 99% Confidence Level, *** 99.9% Confidence Level

Table 13: Service Excellence
PCC Mean Satisfaction Scores vs Peer Mean Satisfaction Scores – Spring 2011

Item #	Characteristic	‡ Rank in Importance	PCC Mean Satisfaction	Peer Mean Satisfaction	Mean Difference
Service Excellence {combined}		{56.8}	{5.16}	{5.28}	{-0.12 *}
62	Bookstore staff are helpful.	43	5.60	5.55	0.05
44	I generally know what's happening on campus.	78	4.99	4.98	0.01
67	Channels for expressing student complaints are readily available.	70	4.88	4.90	-0.02
63	I seldom get the "run-around" when seeking information on this campus.	64	4.99	5.09	-0.10
26	Library staff are helpful and approachable.	65	5.43	5.54	-0.11
57	Administrators are approachable to students.	57	5.16	5.28	-0.12
27	The campus staff are caring and helpful.	51	5.30	5.45	-0.15 *
5	The personnel involved in registration are helpful.	10	5.20	5.36	-0.16
22	People on this campus respect and are supportive of each other.	73	4.86	5.29	-0.43 ***

‡ **Rank in Importance:** Importance scores are sorted and ranked so that rank of #1 = Most important to PCC students, and #89 = Least important to PCC students.
Statistical significance: * 95% Confidence Level, *** 99.9% Confidence Level

Table 14: Student Centeredness
PCC Mean Satisfaction Scores vs Peer Mean Satisfaction Scores – Spring 2011

Item #	Characteristic	‡ Rank in Importance	PCC Mean Satisfaction	Peer Mean Satisfaction	Mean Difference
Student Centeredness {combined}		{49.8}	{5.28}	{5.38}	{-0.10}
16	The college shows concern for students as individuals.	28	5.11	5.14	-0.03
36	Students are made to feel welcome on this campus.	35	5.50	5.58	-0.08
28	It is an enjoyable experience to be a student on this campus.	48	5.44	5.52	-0.08
57	Administrators are approachable to students.	57	5.16	5.28	-0.12
1	Most students feel a sense of belonging here.	80	5.18	5.31	-0.13
27	The campus staff are caring and helpful.	51	5.30	5.45	-0.15 *

‡ **Rank in Importance:** Importance scores are sorted and ranked so that rank of #1 = Most important to PCC students, and #89 = Least important to PCC students.
Statistical significance: * 95% Confidence Level

Table 15: Academic Services
PCC Mean Satisfaction Scores vs Peer Mean Satisfaction Scores – Spring 2011

Item #	Characteristic	‡ Rank in Importance	PCC Mean Satisfaction	Peer Mean Satisfaction	Mean Difference
Academic Service {combined}		{52.3}	{5.39}	{5.46}	{-0.07}
50	Tutoring services are readily available.	56	5.46	5.44	0.02
42	The equipment in the lab facilities is kept up to date.	36	5.45	5.44	0.01
55	Academic support services adequately meet the needs of students.	63	5.28	5.28	0.00
14	Library resources and services are adequate.	33	5.56	5.60	-0.04
26	Library staff are helpful and approachable.	65	5.43	5.54	-0.11
21	There are a sufficient number of study areas on campus.	60	5.21	5.38	-0.17 *
34	Computer labs are adequate and accessible.	53	5.38	5.55	-0.17 *

‡ **Rank in Importance:** Importance scores are sorted and ranked so that rank of #1 = Most important to PCC students, and #89 = Least important to PCC students.
Statistical significance: * 95% Confidence Level

Table 16: Academic Advising/Counseling
PCC Mean Satisfaction Scores vs Peer Mean Satisfaction Scores – Spring 2011

Item #	Characteristic	‡ Rank in Importance	PCC Mean Satisfaction	Peer Mean Satisfaction	Mean Difference
Academic Advising/Counseling {combined}		{27.4}	{5.14}	{5.21}	{-0.07}
52	This school does whatever it can to help me reach my educational goals.	23	5.28	5.25	0.03
48	Counseling staff care about students as individuals.	61	5.21	5.19	0.02
25	My academic advisor is concerned about my success as an individual.	41	5.00	5.07	-0.07
32	My academic advisor is knowledgeable about my program requirements.	4	5.30	5.37	-0.07
12	My academic advisor helps me set goals to work toward.	19	4.94	5.02	-0.08
40	My academic advisor is knowledgeable about the transfer requirements of other schools.	38	5.04	5.12	-0.08
6	My academic advisor is approachable.	6	5.23	5.41	-0.18 *

‡ **Rank in Importance:** Importance scores are sorted and ranked so that rank of #1 = Most important to PCC students, and #89 = Least important to PCC students.
Statistical significance: * 95% Confidence Level

Table 17: Admissions and Financial Aid
PCC Mean Satisfaction Scores vs Peer Mean Satisfaction Scores – Spring 2011

Item #	Characteristic	‡ Rank in Importance	PCC Mean Satisfaction	Peer Mean Satisfaction	Mean Difference
Admissions and Financial Aid {combined}		{47.5}	{5.11}	{5.14}	{-0.03}
33	Admissions counselors accurately portray the campus in their recruiting practices.	72	5.23	5.13	0.10
13	Financial aid awards are announced to students in time to be helpful in college planning.	31	4.88	4.91	-0.03
20	Financial aid counselors are helpful.	44	5.01	5.04	-0.03
49	Admissions counselors respond to prospective students' unique needs and requests.	67	5.15	5.18	-0.03
41	Admissions staff are knowledgeable.	49	5.35	5.39	-0.04
7	Adequate financial aid is available for most students.	22	5.03	5.16	-0.13

‡ **Rank in Importance:** Importance scores are sorted and ranked so that rank of #1 = Most important to PCC students, and #89 = Least important to PCC students.

Table 18: Campus Support Services
PCC Mean Satisfaction Scores vs Peer Mean Satisfaction Scores – Spring 2011

Item #	Characteristic	‡ Rank in Importance	PCC Mean Satisfaction	Peer Mean Satisfaction	Mean Difference
Campus Support Services {combined}		{75.1}	{5.05}	{4.97}	{0.08}
10	Child care facilities are available on campus.	87	5.17	4.44	0.73 ***
47	There are adequate services to help me decide upon a career.	46	5.33	5.21	0.12
17	Personnel in the Veterans' Services program are helpful.	88	4.65	4.60	0.05
59	New student orientation services help students adjust to college.	71	5.29	5.25	0.04
19	This campus provides effective support services for displaced homemakers.	85	4.73	4.77	-0.04
30	The career services office provides students with the help they need to get a job.	74	4.95	4.99	-0.04
38	The student center is a comfortable place for students to spend their leisure time.	75	5.13	5.22	-0.09

‡ **Rank in Importance:** Importance scores are sorted and ranked so that rank of #1 = Most important to PCC students, and #89 = Least important to PCC students.
Statistical significance: *** 99.9% Confidence Level

Table 19: Responsiveness to Diverse Populations
PCC Mean Satisfaction Scores vs Peer Mean Satisfaction Scores – Spring 2011
(students were not asked to evaluate “Importance” on these characteristics)

Item #	Characteristic	‡ Rank in Importance	PCC Mean Satisfaction	Peer Mean Satisfaction	Mean Difference
Responsiveness to Diverse Populations {combined}		X	{5.46}	{5.49}	{-0.03}
85	Institution's commitment to commuters?	X	5.38	5.38	0.00
82	Institution's commitment to evening students?	X	5.48	5.49	-0.01
84	Institution's commitment to under-represented populations?	X	5.37	5.38	-0.01
83	Institution's commitment to older, returning learners?	X	5.52	5.56	-0.04
86	Institution's commitment to students with disabilities?	X	5.46	5.50	-0.04
81	Institution's commitment to part-time students?	X	5.55	5.60	-0.05

‡ **Rank in Importance:** Importance scores are sorted and ranked so that rank of #1 = Most important to PCC students, and #89 = Least important to PCC students.

Table 20: Campus Climate
PCC Mean Satisfaction Scores vs Peer Mean Satisfaction Scores – Spring 2011

Item #	Characteristic	‡ Rank in Importance	PCC Mean Satisfaction	Peer Mean Satisfaction	Mean Difference
	Campus Climate {combined}	{53.3}	{5.22}	{5.31}	{-0.09}
45	This institution has a good reputation within the community.	45	5.69	5.64	0.05
59	New student orientation services help students adjust to college.	71	5.29	5.25	0.04
52	This school does whatever it can to help me reach my educational goals.	23	5.28	5.25	0.03
44	I generally know what's happening on campus.	78	4.99	4.98	0.01
67	Channels for expressing student complaints are readily available.	70	4.88	4.90	-0.02
16	The college shows concern for students as individuals.	28	5.11	5.14	-0.03
2	Faculty care about me as an individual.	62	5.31	5.38	-0.07
28	It is an enjoyable experience to be a student on this campus.	48	5.44	5.52	-0.08
36	Students are made to feel welcome on this campus.	35	5.50	5.58	-0.08
63	I seldom get the "run-around" when seeking information on this campus.	64	4.99	5.09	-0.10
57	Administrators are approachable to students.	57	5.16	5.28	-0.12
1	Most students feel a sense of belonging here.	80	5.18	5.31	-0.13
27	The campus staff are caring and helpful.	51	5.30	5.45	-0.15 *
31	The campus is safe and secure for all students.	15	5.27	5.55	-0.28 ***
22	People on this campus respect and are supportive of each other.	73	4.86	5.29	-0.43 ***

‡ **Rank in Importance:** Importance scores are sorted and ranked so that rank of #1 = Most important to PCC students, and #89 = Least important to PCC students.

Statistical significance: * 95% Confidence Level, *** 99.9% Confidence Level

Tables 9 through 20 report student satisfaction by category and compare PCC student satisfaction with student satisfaction expressed by the national peer group. The same categories can be analyzed to compare the 2011 PCC student satisfaction responses to the 2008 PCC student responses. Very few significant differences exist between the two groups of PCC students. However, for 2008 - 2011 comparative information similar to Tables 9 through 20, contact the Pitt Community College Planning and Research Office.

Demographics of the 2011 PCC Students Participating

Students were selected for the Spring 2011 Noel-Levitz Student Satisfaction Inventory using a stratified random sampling technique. Twenty-eight credit classes with 547 students were randomly selected such that key demographic factors closely matched the demographic characteristics of the whole student body. Some students enrolled in the classes were not present on the day the SSI was administered due to withdrawals and absences. Three hundred forty-three instruments were returned. The following tables display the demographic characteristics of PCC students actually submitting instruments.

Gender	N	%
Female	191	57.88%
Male	139	42.12%
Total	330	100.00%
No Answer	13	

Ethnicity/Race	N	%
African-American	101	30.70%
American Indian or Alaskan Native	2	0.61%
Asian or Pacific Islander	1	0.30%
Caucasian/White	192	58.36%
Hispanic	10	3.04%
Other race	8	2.43%
Race - Prefer not to respond	15	4.56%
Total	329	100.00%
No Answer	14	

Educational Goal	N	%
Associate degree	205	62.50%
Vocational/technical program	10	3.05%
Transfer to another institution	84	25.61%
Certification (initial / renewal)	8	2.44%
Self-improvement/pleasure	3	0.91%
Job-related training	1	0.30%
Other educational goal	17	5.18%
Total	328	100.00%
No Answer	15	

Age	N	%
18 and under	19	5.78%
19 to 24	179	54.41%
25 to 34	80	24.32%
35 to 44	30	9.12%
45 and over	21	6.38%
Total	329	100.00%
No Answer	14	

Current Residence	N	%
Residence hall	0	0.00%
Own house	61	18.48%
Rent room or apt off campus	172	52.12%
Parent's home	80	24.24%
Other residence	17	5.15%
Total	330	100.00%
No Answer	13	

Current GPA	N	%
No credits earned	35	10.67%
1.99 or below	10	3.05%
2.0 - 2.49	46	14.02%
2.5 - 2.99	84	25.61%
3.0 - 3.49	88	26.83%
3.5 or above	65	19.82%
Total	328	100.00%
No Answer	15	

Current Class Load	N	%
Full-time	283	85.50%
Part-time	48	14.50%
Total	331	100.00%
No Answer	12	

Disabilities	N	%
Yes - Disability	24	7.29%
No - Disability	305	92.71%
Total	329	100.00%
No Answer	14	

Institution Was My	N	%
1st choice	219	66.57%
2nd choice	82	24.92%
3rd choice or lower	28	8.51%
Total	329	100.00%
No Answer	14	

Current Enrollment Status	N	%
Day	270	85.71%
Evening	38	12.06%
Weekend	7	2.22%
Total	315	100.00%
No Answer	28	

Employment	N	%
Full-time off campus	59	17.82%
Part-time off campus	102	30.82%
Full-time on campus	11	3.32%
Part-time on campus	9	2.72%
Not employed	150	45.32%
Total	331	100.00%
No Answer	12	

Class Level	N	%
1 year or less	143	43.33%
2 years	120	36.36%
3 years	41	12.42%
4 or more years	26	7.88%
Total	330	100.00%
No Answer	13	

Residence Classification	N	%
In-state	323	97.29%
Out-of-state	9	2.71%
International (not U.S. citizen)	0	0.00%
Total	332	100.00%
No Answer	11	

Data Comparison and Analysis by Characteristic

Table 21 is a comparison and analysis of the student responses from Pitt Community College to the 178,116 student responses from 204 community colleges from across the United States in the spring of 2011. A similar item by item report can be prepared comparing and analyzing the 2011 PCC student responses to the 2008 PCC student responses. For such service, contact the Pitt Community College Planning and Research Office.

Table 21: 2011 PCC - National Peer Group Comparison & Analysis, by Characteristic

Column a: Item number on the Noel-Levitz Student Satisfaction Inventory.

See page 1 of this report.

Column b: Item or characteristic on the Student Satisfaction Inventory

Column c: PCC student importance rank (1 = most important, 89 = least important)

Column d: Average PCC importance of characteristics on 7 point Likert scale

Column e: Average PCC student satisfaction on 7-point Likert scale

Column f: Standard deviation of PCC student satisfaction responses

Column g: Gap between Importance and Satisfaction (Importance – Satisfaction)

Column h: NCC Importance rank ((1 = most important, 89 = least important)

Column i: Average NCC importance of characteristics on 7-point Likert scale

Column j: Average NCC student satisfaction on 7-point Likert scale

Column k: Standard deviation of NCC student satisfaction responses

Column l: Gap between Importance and Satisfaction (Importance – Satisfaction)

Column m: Difference between mean PCC satisfaction and NCC satisfaction

Column n: Statistical significance. See page 4 for explanation

#	Characteristic	Pitt Community College					National Community Colleges					PCC - Peer	Sig
		Import Rank	Import	Satis	Stand Dev of Satis	Gap (Imp - Sat)	Import Rank	Import	Satis	Stand Dev of Satis	Gap (Imp - Sat)	Mean Diff	
a	b	c	d	e	f	g	h	i	j	k	l	m	n
1	Most students feel a sense of belonging here.	80	5.41	5.18	1.40	0.23	70	5.49	5.31	1.37	0.18	-0.13	
2	Faculty care about me as an individual.	62	5.84	5.31	1.35	0.53	55	5.97	5.38	1.40	0.59	-0.07	
3	The quality of instruction in the vocational/technical programs is excellent.	69	5.79	5.33	1.24	0.46	40	6.05	5.41	1.33	0.64	-0.08	
4	Security staff are helpful.	58	5.85	5.22	1.41	0.63	68	5.56	4.95	1.57	0.61	0.27	**
5	The personnel involved in registration are helpful.	10	6.13	5.20	1.53	0.93	18	6.18	5.36	1.54	0.82	-0.16	
6	My academic advisor is approachable.	6	6.16	5.23	1.76	0.93	12	6.22	5.41	1.60	0.81	-0.18	*
7	Adequate financial aid is available for most students.	22	6.02	5.03	1.77	0.99	13	6.22	5.16	1.69	1.06	-0.13	
8	Classes are scheduled at times that are convenient for me.	1	6.33	5.54	1.37	0.79	1	6.43	5.45	1.51	0.98	0.09	
9	Internships or practical experiences are provided in my degree/certificate program.	59	5.85	5.15	1.41	0.70	62	5.91	5.02	1.55	0.89	0.13	
10	Child care facilities are available on campus.	87	4.79	5.17	1.45	-0.38	78	4.54	4.44	1.64	0.10	0.73	***
11	Security staff respond quickly in emergencies.	27	6.01	5.19	1.39	0.82	59	5.93	4.93	1.46	1.00	0.26	**
12	My academic advisor helps me set goals to work toward.	19	6.04	4.94	1.79	1.10	51	6.00	5.02	1.70	0.98	-0.08	
13	Financial aid awards are announced to students in time to be helpful in college planning.	31	6.00	4.88	1.72	1.12	37	6.06	4.91	1.68	1.15	-0.03	
14	Library resources and services are adequate.	33	5.99	5.56	1.33	0.43	28	6.13	5.60	1.36	0.53	-0.04	
15	I am able to register for classes I need with few conflicts.	3	6.19	5.31	1.51	0.88	3	6.36	5.41	1.52	0.95	-0.10	
16	The college shows concern for students as individuals.	28	6.01	5.11	1.46	0.90	33	6.10	5.14	1.53	0.96	-0.03	
17	Personnel in the Veterans' Services program are helpful.	88	4.69	4.65	1.40	0.04	77	4.72	4.60	1.37	0.12	0.05	
18	The quality of instruction I receive in most of my classes is excellent.	2	6.24	5.51	1.30	0.73	2	6.42	5.59	1.33	0.83	-0.08	
19	This campus provides effective support services for displaced homemakers.	85	5.13	4.73	1.34	0.40	75	5.13	4.77	1.37	0.36	-0.04	
20	Financial aid counselors are helpful.	44	5.95	5.01	1.67	0.94	36	6.07	5.04	1.67	1.03	-0.03	
21	There are a sufficient number of study areas on campus.	60	5.85	5.21	1.49	0.64	53	5.99	5.38	1.51	0.61	-0.17	*
22	People on this campus respect and are supportive of each other.	73	5.72	4.86	1.43	0.86	57	5.95	5.29	1.39	0.66	-0.43	***
23	Faculty are understanding of students' unique life circumstances.	29	6.01	5.09	1.37	0.92	29	6.13	5.24	1.51	0.89	-0.15	

#	Characteristic	Pitt Community College					National Community Colleges					PCC - Peer	Sig
		Import Rank	Import	Satis	Stand Dev of Satis	Gap (Imp - Sat)	Import Rank	Import	Satis	Stand Dev of Satis	Gap (Imp - Sat)	Mean Diff	
24	Parking lots are well-lighted and secure.	30	6.01	4.98	1.62	1.03	31	6.12	5.11	1.64	1.01	-0.13	
25	My academic advisor is concerned about my success as an individual.	41	5.97	5.00	1.71	0.97	32	6.11	5.07	1.69	1.04	-0.07	
26	Library staff are helpful and approachable.	65	5.82	5.43	1.34	0.39	58	5.95	5.54	1.39	0.41	-0.11	
27	The campus staff are caring and helpful.	51	5.90	5.30	1.25	0.60	41	6.05	5.45	1.32	0.60	-0.15	*
28	It is an enjoyable experience to be a student on this campus.	48	5.94	5.44	1.30	0.50	27	6.14	5.52	1.41	0.62	-0.08	
29	Faculty are fair and unbiased in their treatment of individual students.	20	6.03	5.27	1.40	0.76	11	6.25	5.38	1.48	0.87	-0.11	
30	The career services office provides students with the help they need to get a job.	74	5.67	4.95	1.34	0.72	63	5.87	4.99	1.45	0.88	-0.04	
31	The campus is safe and secure for all students.	15	6.09	5.27	1.32	0.82	6	6.30	5.55	1.34	0.75	-0.28	***
32	My academic advisor is knowledgeable about my program requirements.	4	6.17	5.30	1.64	0.87	8	6.29	5.37	1.64	0.92	-0.07	
33	Admissions counselors accurately portray the campus in their recruiting practices.	72	5.73	5.23	1.31	0.50	66	5.77	5.13	1.42	0.64	0.10	
34	Computer labs are adequate and accessible.	53	5.89	5.38	1.35	0.51	16	6.19	5.55	1.45	0.64	-0.17	*
35	Policies and procedures regarding registration and course selection are clear and well-publicized.	34	5.99	5.31	1.30	0.68	21	6.16	5.43	1.43	0.73	-0.12	
36	Students are made to feel welcome on this campus.	35	5.99	5.50	1.18	0.49	23	6.15	5.58	1.35	0.57	-0.08	
37	Faculty take into consideration student differences as they teach a course.	55	5.86	5.02	1.41	0.84	38	6.06	5.23	1.45	0.83	-0.21	**
38	The student center is a comfortable place for students to spend their leisure time.	75	5.65	5.13	1.40	0.52	67	5.69	5.22	1.47	0.47	-0.09	
39	The amount of student parking space on campus is adequate.	7	6.16	3.39	2.02	2.77	19	6.18	4.44	1.99	1.74	-1.05	***
40	My academic advisor is knowledgeable about the transfer requirements of other schools.	38	5.98	5.04	1.65	0.94	24	6.15	5.12	1.63	1.03	-0.08	
41	Admissions staff are knowledgeable.	49	5.94	5.35	1.36	0.59	25	6.15	5.39	1.42	0.76	-0.04	
42	The equipment in the lab facilities is kept up to date.	36	5.99	5.45	1.28	0.54	30	6.13	5.44	1.41	0.69	0.01	
43	Class change (drop/add) policies are reasonable.	32	6.00	5.46	1.44	0.54	34	6.10	5.45	1.46	0.65	0.01	
44	I generally know what's happening on campus.	78	5.51	4.99	1.41	0.52	69	5.54	4.98	1.52	0.56	0.01	
45	This institution has a good reputation within the community.	45	5.95	5.69	1.28	0.26	42	6.05	5.64	1.34	0.41	0.05	
46	Faculty provide timely feedback about student progress in a course.	18	6.05	5.20	1.53	0.85	17	6.19	5.30	1.47	0.89	-0.10	
47	There are adequate services to help me decide upon a career.	46	5.95	5.33	1.41	0.62	43	6.05	5.21	1.47	0.84	0.12	
48	Counseling staff care about students as individuals.	61	5.85	5.21	1.49	0.64	45	6.04	5.19	1.52	0.85	0.02	
49	Admissions counselors respond to prospective students' unique needs and requests.	67	5.80	5.15	1.36	0.65	56	5.97	5.18	1.46	0.79	-0.03	
50	Tutoring services are readily available.	56	5.86	5.46	1.33	0.40	54	5.99	5.44	1.43	0.55	0.02	
51	There are convenient ways of paying my school bill.	42	5.97	5.32	1.41	0.65	26	6.15	5.47	1.47	0.68	-0.15	
52	This school does whatever it can to help me reach my educational goals.	23	6.02	5.28	1.36	0.74	14	6.21	5.25	1.48	0.96	0.03	
53	The assessment and course placement procedures are reasonable.	52	5.90	5.25	1.41	0.65	49	6.02	5.33	1.42	0.69	-0.08	
54	Faculty are interested in my academic problems.	50	5.93	5.19	1.35	0.74	46	6.03	5.19	1.46	0.84	0.00	
55	Academic support services adequately meet the needs of students.	63	5.84	5.28	1.29	0.56	52	6.00	5.28	1.37	0.72	0.00	
56	The business office is open during hours which are convenient for most students.	66	5.81	5.34	1.40	0.47	47	6.03	5.39	1.43	0.64	-0.05	

#	Characteristic	Pitt Community College					National Community Colleges					PCC - Peer	Sig
		Import Rank	Import	Satis	Stand Dev of Satis	Gap (Imp - Sat)	Import Rank	Import	Satis	Stand Dev of Satis	Gap (Imp - Sat)	Mean Diff	
57	Administrators are approachable to students.	57	5.86	5.16	1.39	0.70	50	6.01	5.28	1.46	0.73	-0.12	
58	Nearly all of the faculty are knowledgeable in their fields.	21	6.03	5.47	1.36	0.56	4	6.32	5.68	1.31	0.64	-0.21	**
59	New student orientation services help students adjust to college.	71	5.75	5.29	1.41	0.46	65	5.81	5.25	1.48	0.56	0.04	
60	Billing policies are reasonable.	54	5.87	5.26	1.48	0.61	39	6.06	5.34	1.46	0.72	-0.08	
61	Faculty are usually available after class and during office hours.	24	6.02	5.38	1.43	0.64	15	6.20	5.62	1.36	0.58	-0.24	**
62	Bookstore staff are helpful.	43	5.97	5.60	1.29	0.37	48	6.03	5.55	1.48	0.48	0.05	
63	I seldom get the run-around" when seeking information on this campus. "	64	5.84	4.99	1.63	0.85	44	6.05	5.09	1.64	0.96	-0.10	
64	Nearly all classes deal with practical experiences and applications.	39	5.98	5.35	1.35	0.63	35	6.08	5.43	1.35	0.65	-0.08	
65	Students are notified early in the term if they are doing poorly in a class.	25	6.02	4.87	1.63	1.15	22	6.16	4.91	1.70	1.25	-0.04	
66	Program requirements are clear and reasonable.	16	6.06	5.43	1.30	0.63	10	6.26	5.53	1.37	0.73	-0.10	
67	Channels for expressing student complaints are readily available.	70	5.79	4.88	1.43	0.91	60	5.92	4.90	1.61	1.02	-0.02	
68	On the whole, the campus is well-maintained.	47	5.95	5.44	1.37	0.51	20	6.18	5.77	1.31	0.41	-0.33	***
69	There is a good variety of courses provided on this campus.	9	6.15	5.65	1.31	0.50	7	6.30	5.61	1.40	0.69	0.04	
70	I am able to experience intellectual growth here.	11	6.13	5.66	1.27	0.47	5	6.32	5.73	1.31	0.59	-0.07	
71	When I need PCC information about dates, deadlines, or upcoming events, I check the PCC website.	12	6.13	5.72	1.45	0.41							
72	I check my PCC email (mypittcc) account frequently to get information about dates, deadlines, or upcoming events.	37	5.99	5.64	1.39	0.35							
73	I rely on mail sent to my home for important information about PCC.	83	5.22	5.24	1.47	-0.02							
74	I am made aware of dates, deadlines, or upcoming events through announcements made in class and bulletin boards on campus.	68	5.80	5.36	1.43	0.44							
75	The information I receive from the Financial Aid office is accurate, clear, and easy to understand.	17	6.06	5.07	1.66	0.99							
76	I visit Enrollment Services (Financial Aid, Admissions, and Registrar) and/or Counseling Services during the extended hours offered on Monday evenings.	84	5.18	4.94	1.47	0.24							
77	There are many clubs, organizations, and activities for students to become involved in on campus.	76	5.55	5.20	1.45	0.35							
78	Appropriate technology to enhance my learning experience is available at PCC in the classroom and in support areas of the campus.	13	6.13	5.61	1.26	0.52							
79	Online services (registration, grades, viewing/printing my schedule) are easily accessible and user friendly.	8	6.16	5.56	1.45	0.60							
80	The materials I received after submitting my admissions application were clear, easy to understand, and useful.	14	6.11	5.67	1.32	0.44							
81	Institution's commitment to part-time students?			5.55	1.39				5.60	1.36		-0.05	
82	Institution's commitment to evening students?			5.48	1.43				5.49	1.42		-0.01	
83	Institution's commitment to older, returning learners?			5.52	1.37				5.56	1.39		-0.04	
84	Institution's commitment to under-represented populations?			5.37	1.34				5.38	1.38		-0.01	

#	Characteristic	Pitt Community College					National Community Colleges					PCC - Peer	Sig
		Import Rank	Import	Satis	Stand Dev of Satis	Gap (Imp - Sat)	Import Rank	Import	Satis	Stand Dev of Satis	Gap (Imp - Sat)	Mean Diff	
85	Institution's commitment to commuters?			5.38	1.41				5.38	1.46		0.00	
86	Institution's commitment to students with disabilities?			5.46	1.39				5.50	1.40		-0.04	
87	Cost as factor in decision to enroll.	5	6.17				9	6.28					
88	Financial aid as factor in decision to enroll.	26	6.02				61	5.92					
89	Academic reputation as factor in decision to enroll.	40	5.98				64	5.82					
90	Size of institution as factor in decision to enroll.	81	5.30				74	5.17					
91	Opportunity to play sports as factor in decision to enroll.	89	3.85				79	3.54					
92	Recommendations from family/friends as factor in decision to enroll.	86	4.84				76	4.89					
93	Geographic setting as factor in decision to enroll.	82	5.26				71	5.45					
94	Campus appearance as factor in decision to enroll.	79	5.43				73	5.21					
95	Personalized attention prior to enrollment as factor in decision to enroll.	77	5.52				72	5.37					

Summation

This Report identifies strategic opportunities for making improvements in those areas that should produce the great improvements in PCC student satisfaction. The greatest power of this Report comes when the findings are shared, discussed, and analyzed by multiple constituencies on campus. Ideas for sharing and analyzing the above data are included in the 2010-11 [Noel-Levitz Satisfaction-Priorities Surveys Interpretive Guide](#).

Questions about the Noel-Levitz Student Satisfaction Inventory, access to the [Interpretive Guide](#), or the content of this Report may be directed to the Pitt Community College Planning and Research Office.