

## Executive Overview:

This report provides a simple listing of the strengths (high importance and high satisfaction) and challenges (high importance and low satisfaction and/or large performance gap) for the first column of data in your report. It also compares your first column of data to your second column of data and identifies where satisfaction levels are significantly different, as well as large differences in importance scores. This report provides the best summary of your results for immediate action planning.

The report that follows is a summary of the planning overview. Items were taken from the Greenville vs CCCU Planning Overview and Greenville vs National Private 4 year colleges.

# 2013 Student Satisfaction Inventory Report (2013 Surveys)

## Top Ten Challenges with historical data

Item	2013	2011	2009	2007	2005	2003	2002	2001	2000	Mean 13	Mean 11	Mean 09	CCCU Diff*
66. Tuition paid is a worthwhile investment	1	3	4	1	3	2	1	1	1	4.57	4.54	4.77	***-.70
23. Living conditions in the residence halls are comfortable	2	2	3	4	7	6	3	6	4	4.35	4.59	4.34	***-.85
29. It is an enjoyable experience to be a student on this campus	3									5.26			***-.56
80. The college is committed to my educational needs by providing high quality bandwidth service for my educational needs	4	1	2	5						5.14	4.89	4.62	
17. Adequate Financial Aid is available for most students	5	5	1	3	4	1		3	3	4.96	4.82	4.80	-.18
47. Faculty provide timely feedback about student progress in a course	6	6		9	11	10				5.06	4.80	4.92	**-.31
12. Financial aid awards are announced to students in time to be helpful in college planning	7									4.93			***-.52
67. Freedom of expression is protected on campus	8	9								4.89	4.70	4.99	***-.39
36. Security Staff respond quickly in emergencies	9									4.87			***-.70
49. There are adequate services to help me decide upon a career	10									4.96			***-.62

(GC mean range 5.87 – 3.6; CCCU mean range 6.2-4.0)

\* Difference statistically significant at the .05 level, \*\* Difference statistically significant at the .01 level, \*\*\* Difference statistically significant at the .001 level.

The mean for Greenville students is lower than the CCCU mean in each category. This column identifies the differences between the two means. Items 74 - 85 are unique to Greenville College

## Top Five Strengths according to Noel-Levitz

Item	2013	2011	2009	2007	2005
16. The instruction in my major field is excellent.	1	2	1	1	2
33. My academic advisor is knowledgeable about requirements in my major.	2	4	2	3	3
08. The content of the courses within my major is valuable.	3	1	5	2	2
68. Nearly all of the faculty are knowledgeable in their field	4	3	3	5	5
06. My academic advisor is approachable	5				

The satisfaction level for each of the 15 strengths were significantly lower than the CCCU except for Question14 - My academic advisor is concerned about my success as an individual.

## Top Five Challenges according to Noel-Levitz

Item	2013	2011	2009	2007	2005
66. Tuition paid is a worthwhile investment	1	3	4	1	3
23. Living conditions in the residence halls are comfortable	2	2	3	4	7
29. It is an enjoyable experience to be a student on this campus	3				
80. The college is committed to my educational needs by providing high quality bandwidth service for my educational needs	4	1	2	5	
17. Adequate Financial Aid is available for most students	5	5	1	3	4

## Higher Satisfaction vs. CCCU (Planning Overview)

(None)

## Lower Satisfaction vs. CCCU (Planning Overview)

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Item

33. My academic advisor is knowledgeable about requirements in my major.

8. The content of the courses within my major is valuable.

68. Nearly all of the faculty are knowledgeable in their field.

6. My academic advisor is approachable.

39. I am able to experience intellectual growth here.

58. The quality of instruction I receive in most of my classes is excellent.

55. Major requirements are clear and reasonable.

66. Tuition paid is a worthwhile investment.

59. This institution shows concern for students as individuals.

23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)

29. It is an enjoyable experience to be a student on this campus.

65. Faculty are usually available after class and during office hours.

69. There is a good variety of courses provided on this campus.

7. The campus is safe and secure for all students.

2. The campus staff are caring and helpful.

45. Students are made to feel welcome on this campus.

3. Faculty care about me as an individual.

47. Faculty provide timely feedback about student progress in a course.

41. There is a commitment to academic excellence on this campus.

72. On the whole, the campus is well-maintained.

25. Faculty are fair and unbiased in their treatment of individual students.

12. Financial aid awards are announced to students in time to be helpful in college planning.

67. Freedom of expression is protected on campus.

36. Security staff respond quickly in emergencies.

49. There are adequate services to help me decide upon a career.

5. Financial aid counselors are helpful.

63. Student disciplinary procedures are fair.

40. Residence hall regulations are reasonable.

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38. There is an adequate selection of food available in the cafeteria.

51. This institution has a good reputation within the community.

73. Student activities fees are put to good use.

53. Faculty take into consideration student differences as they teach a course.

64. New student orientation services help students adjust to college.

11. Billing policies are reasonable.

74. Faculty, staff, and/or administration are helpful to me in processing issues related to my faith.

77. Greenville College provides adequate library space to study

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### Higher Satisfaction vs. National Four-Year Privates

59. This institution shows concern for students as individuals.

14. My academic advisor is concerned about my success as an individual.

2. The campus staff are caring and helpful.

3. Faculty care about me as an individual.

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### Lower Satisfaction vs. National Four-Year Privates

55. Major requirements are clear and reasonable.

66. Tuition paid is a worthwhile investment

23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)

72. On the whole, the campus is well-maintained.

67. Freedom of expression is protected on campus.

36. Security staff respond quickly in emergencies.

49. There are adequate services to help me decide upon a career.

63. Student disciplinary procedures are fair.

40. Residence hall regulations are reasonable.

38. There is an adequate selection of food available in the cafeteria.

64. New student orientation services help students adjust to college.

11. Billing policies are reasonable.

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### Higher Importance vs. National Four-Year Privates

23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)

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## OBSERVATIONS

### Gender

	2013	2011	2009	2007	2005
Female	50.5%	48.87%	46.29%	43.78%	56.21%
Male	49.5%	51.13%	53.71%	56.22%	43.79%

### Top 5 Majors of those responding

2013	2011	2009	2007	2005
Biology	Social Work	Elementary Education	Digital Media	Biology
Criminal Justice	Elementary Education	Early Childhood Education	Music Business	CCM
Psychology	English	Biology	Business Management	Early Childhood Education
History/Political Science	Biology	Recording	Elementary Education	Business Management
Communication	Criminal Justice	Music Education	CCM	History/Political Science

### 2013

2013	
<b>Ethnicity</b>	
White	78.89%
African-American	11.56%
Hispanic	5.03%
<b>Class Level</b>	
Freshman	35.68%
Sophomore	13.57%
Junior	15.08%
Senior	35.68%
<b>Housing</b>	
On campus	75.50%
Off campus	24.50%
<b>Geography</b>	
In-state	66.50%
Out-of-state	33.50%