

## Noel Levitz Student Satisfaction Inventory Results 2024 Summary

### Report

The RNL Student Satisfactory Inventory 2-Year Form A was administered via student email March 4 through March 15, 2024, to all currently enrolled students. The completion rate was 20%, which was 2% lower than 2022. A total of 347 students out of 1,703 possible completed the survey.

Most of the survey items were rated by students for both importance and satisfaction based on the following Likert scale:

Level of importance	Level of satisfaction
1 - not important at all	1 - not satisfied at all
2 - not very important	2 - not very satisfied
3 - somewhat unimportant	3 - somewhat dissatisfied
4 - neutral	4 - neutral
5 - somewhat important	5 - somewhat satisfied
6 - important	6 - satisfied
7 - very important	7 - very satisfied
N/A - does not apply	N/A - not available/ not used

The performance gap is calculated as the importance score minus the satisfaction score. Survey items with a large performance gap indicate areas for improvement.

### Demographic Glance

The following demographic items provide background of the survey participants and context for the collected survey data.

Survey Participants	
<b>Gender</b> Male 30% Female 66% Other 2% Prefer not to respond 2%	<b>Residence</b> On campus 23% In-state 90%
<b>Class Level</b> 1 year or less 51% 2 years 38% 3 years 6% 4 + years 5%	<b>Age</b> 18 and under 27% 19-24 50% 25 + 23%
<b>GPA</b> 3.0 or above 76%	<b>Educational Goal</b> Associate Degree 63% Transfer 21%
	<b>Current Class Load</b> Full-time 65% Part-time 35%

Diversity	N	%
Black/African-American	10	3%
American Indian or Alaskan Native	77	24%
Asian or Pacific Islander	7	2%
Caucasian/White	181	55%
Multi-racial	26	8%
Hispanic	22	7%
Other race	3	1%
Race - Prefer not to respond	1	.31%
Total	327	100%
No Answer	20	

Majors/Programs	N
Business Administration, AA	36
Child Development, AAS	13
Pre-Elementary Education, AA	14
Health, Physical Education & Recreation, AA	8
Math, Physical Science & Pre-Engineering, AS	8
Criminal Justice, AA	12
Biological and Pre-Professional Sciences, AS	12
Allied Health, AS	35
History and Political Science, AA	2
Sociology/Psychology, AA	19
General Studies, AA	17
Computer Technology, AAS	7
Nursing, AAS	69
Physical Therapist Assistant, AAS	17
Child Development, AA	5
Computer Information System, AA	3
Occupational Health and Safety, AAS	1
Environmental Science Technology, AAS	3
Digital Media Technology, AAS	7
Applied Technology, AAS	2
Non-Degree Seeking	2
Concurrent Student	41
Total	333

## Findings

CASC added two campus specific questions to the demographic section to gain insight into the students' impressions of CASC prior to becoming a student and then after attending.

What was your overall impression of CASC prior to attending school here?	Excellent	23.81%
	Above Average	19.64%
	Good	35.12%
	Acceptable	13.69%
	Not Good	0.30%
	No Opinion	7.44%
What was your overall impression of CASC after attending school here?	Excellent	46.11%
	Above Average	20.96%
	Good	23.95%
	Acceptable	6.59%
	Not Good	0.60%
	No Opinion	1.80%

## Institutional Choice

Institutional Choice – Why CASC?				
	2024	2022	2020	2019
1 <sup>st</sup> Choice	76%	79%	76%	76%
2 <sup>nd</sup> Choice	18%	15%	17%	20%
Top Three Factors Influencing Enrollment				
	2024	2022	2020	2019
Cost	83%	92%	90%	86%
Financial Aid	83%	91%	86%	86%
Academic Reputation	77%	82%	81%	82%

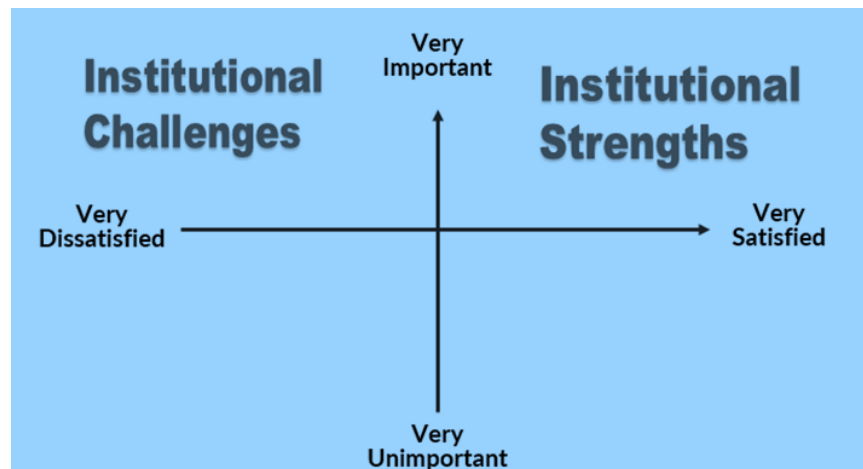
### Summary Satisfaction and Re-Enrollment Scores

Students provide the responses to these last two items on the survey to indicate their overall levels of satisfaction and the likelihood that they would re-enroll here again if they had it to do over. The chart below reflects the percentage of students who indicated they were satisfied or very satisfied with their experience and the percentage that indicated they would probably or definitely re-enroll here again if they had it to do over.

Overall Satisfaction				
	2024	2022	2020	2019
Satisfied/Very Satisfied	73%	76%	80%	82%
Summary Re-Enrollment				
	2024	2022	2020	2019
Probably/Definitely	79%	82%	85%	87%

### Our Strengths and Challenges

Matrix for Prioritizing Action



- SSI Strengths: High importance and high satisfaction – listed in order of importance rank
- SSI Challenges: High importance and low satisfaction, large gap – listed in order of importance rank

### Institutional Strengths – Survey Items

**Strengths are items with high importance and high satisfaction.** These are specifically identified as items above the mid-point in importance (top half) and in the upper quartile (25%) of our satisfaction scores. The strengths are listed in descending order of importance.

2024 Overall Strengths	Higher Satisfaction vs National Comparison
The campus is safe and secure for all students.	
Nearly all of the faculty are knowledgeable in their fields.	Yes
Classes are scheduled at times that are convenient for me.	Yes
Students are made to feel welcome on this campus.	Yes
I am able to experience intellectual growth here.	
My academic advisor is knowledgeable about my program requirements.	Yes
Counseling staff care about students as individuals.	Yes
Tutoring services are readily available.	Yes
Faculty are usually available after class and during office hours.	Yes
Program requirements are clear and reasonable.	Yes
Library resources and services are adequate.	Yes
The business office is open during hours which are convenient for most students.	Yes
The assessment and course placement procedures are reasonable.	Yes
Administrators are approachable to students.	Yes
Admissions staff are knowledgeable.	Yes
On the whole, the campus is well-maintained.	
The campus staff are caring and helpful.	Yes
The equipment in the lab facilities is kept up to date.	Yes
Class change (drop/add) policies are reasonable.	Yes

## Institutional Challenges – Survey Items

**Challenges are items with high importance and low satisfaction or a large performance gap.** These are specifically identified as items above the mid-point in importance (top half) and **either** in the lower quartile (25 %) of satisfaction scores **or** in the top quartile (25 percent) of performance gap scores. The challenges are listed in descending order of importance.

2024 Challenges	Higher Satisfaction vs National Comparison
This school does whatever it can to help me reach my educational goals.	Yes
Adequate financial aid is available for most students.	Yes
There is a good variety of courses provided on this campus.	
Security staff respond quickly in emergencies.	
The quality of instruction I receive in most of my classes is excellent.	
Financial aid counselors are helpful.	Yes
It is an enjoyable experience to be a student on this campus.	
Faculty are understanding of students' unique life circumstances.	

## CASC Campus Specific Items

The chart below shows the percentage of responses that indicated a 6 "important/satisfied" or 7 "very important/very satisfied."

Campus Specific Items	Importance	Satisfaction	Gap
Campus item: I have found one or more communities, groups, or spaces at CASC where I feel welcome.	81%	75%	6%
Campus item: CASC has provided opportunities to learn about cultures other than my own.	78%	74%	4%
Campus item: CASC provides the online support needed to help me be successful.	83%	76%	7%
Campus item: Math tutoring in the STEM Center has helped me apply the mathematical concepts necessary to successfully pass my math course.	80%	74%	6%
Campus item: My program of study is adequately preparing me with the crucial skills required for my next step after graduation.	85%	77%	8%