



Ruffalo Noel Levitz  
Student Satisfaction Inventory  
Spring 2023

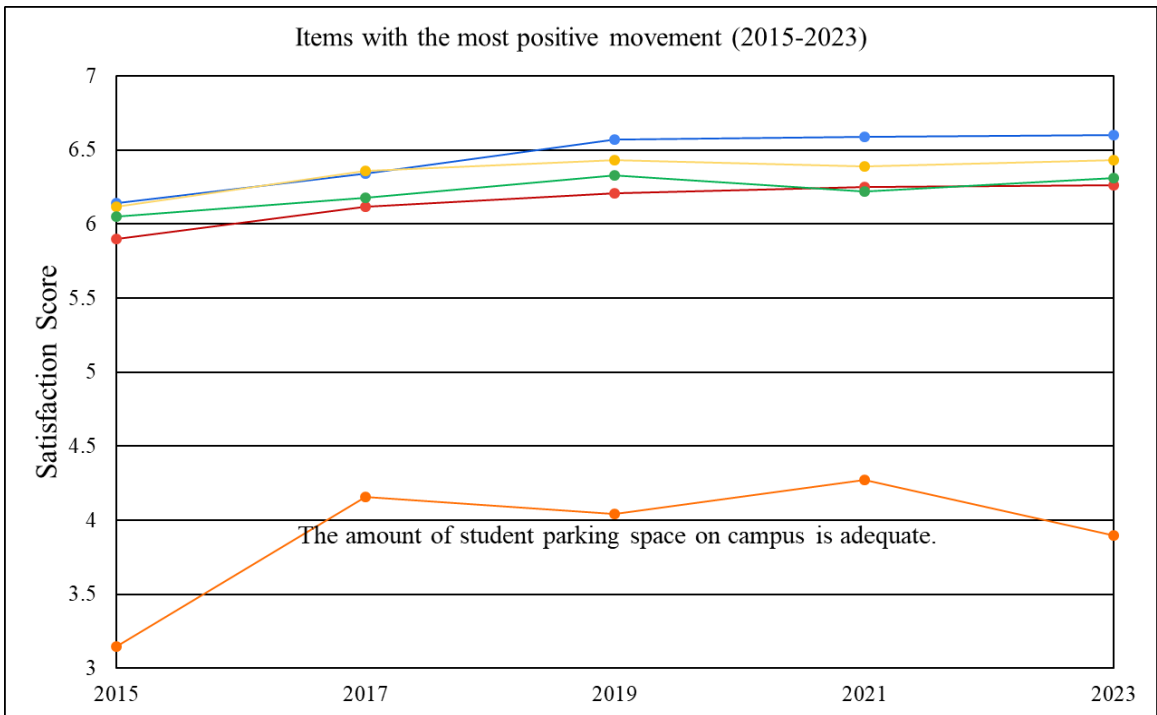
## Noel - Levitz Undergraduate Student Satisfaction

Shaded Satisfaction Means were significantly higher than Comparable Colleges		2015	2017	2019	2021	2023
Item #	Items	Mean	Mean	Mean	Mean	Mean
1	The campus staff are caring and helpful.	6.35	6.41	6.57	6.39	6.01
2	Registration processes and procedures are convenient.	6.05	6.13	6.07	6.12	5.85
3	The campus is safe and secure for all students.	6.53	6.55	6.64	6.63	6.37
4	The content of the courses within my major is valuable.	6.24	6.17	6.43	6.22	6.08
5	Administrators are available to hear students' concerns.	5.93	6.09	6.24	5.96	5.65
6	Billing policies are reasonable.	5.29	5.21	5.50	5.31	5.40
7	Admissions staff provide personalized attention prior to enrollment.	5.89	5.99	6.0	5.94	6.00
8	Financial aid awards are announced in time to be helpful in college planning.	5.54	5.42	5.65	5.57	5.67
9	Library resources and services are adequate.	6.05	6.18	6.33	6.22	6.31
10	My academic advisor helps me set goals to work toward.	5.9	6.12	6.21	6.25	6.26
11	Financial aid counseling is available if I need it.	5.84	5.37	5.95	5.79	5.88
12	The amount of student parking space on campus is adequate.	3.15	4.16	4.04	4.27	3.90
13	Living conditions in the residence halls are comfortable.	5.2	5.24	5.19	4.66	5.40
14	Faculty are fair and unbiased in their treatment of individual students.	5.99	6.01	6.13	5.83	5.34
15	Computer labs are adequate and accessible.	6.11	6.22	6.26	5.75	6.14
16	My academic advisor is available when I need help.	6.12	6.36	6.43	6.39	6.43
17	There are sufficient courses within my program of study available each term.	6.08	6.11	6.37	6.25	6.24
18	Parking lots are well-lighted and secure.	6.04	5.96	6.05	5.99	5.93
19	Residence hall staff are concerned about me as an individual.	5.49	5.51	5.61	5.18	5.65
20	Tutoring services are readily available.	6.21	6.17	6.17	5.99	6.13
21	My academic advisor is knowledgeable about requirements in my major.	6.14	6.34	6.57	6.59	6.60
22	This campus provides online access to services I need.	6.26	6.35	6.43	6.42	6.44
23	I am able to register for classes I need with few conflicts.	6.2	6.31	6.32	6.28	6.24
24	I receive the help I need to apply my academic major to my career goals.	6.23	6.33	6.47	6.41	6.43
25	I am able to take care of college-related business at times that are convenient for me.	5.91	6.10	6.17	6.03	5.97
26	Counseling services are available if I need them.	6.15	6.32	6.45	6.27	6.31
27	This institution helps me identify resources to finance my education.	5.4	5.48	5.68	5.46	5.25
28	Security staff respond quickly to calls for assistance.	5.95	6.06	6.15	5.96	6.16

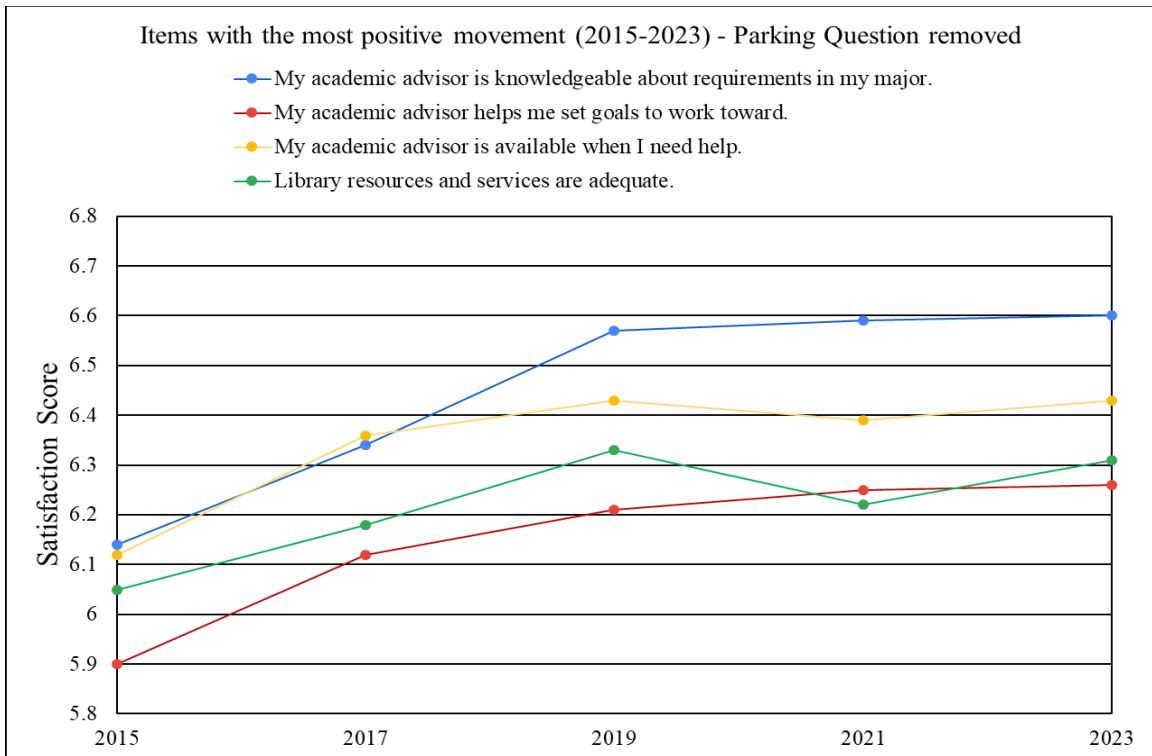
29	Faculty use a variety of technology and media in the classroom.	6.2	6.23	6.28	6.30	6.33
30	There is an adequate selection of food available on campus.	5.51	5.53	5.92	5.68	5.54
31	Students are made to feel welcome here.	6.25	6.25	6.42	6.31	6.04
32	Faculty provide timely feedback about my academic progress.	5.99	6.10	6.20	6.01	6.04
33	Admissions counselors accurately portray the campus in their recruiting practices.	6.07	6.18	6.20	5.96	6.01
34	There are adequate services to help me decide upon a career.	6.16	6.08	6.28	6.15	6.20
35	I seldom get the "run-around" when seeking information on this campus.	5.97	6.04	6.15	5.85	5.75
36	The quality of instruction I receive in most of my classes is excellent.	6.13	6.11	6.30	6.14	5.97
37	There is a strong commitment to diversity on this campus.	6.12	6.03	6.02	5.86	5.70
38	I receive ongoing feedback about progress toward my academic goals.	6.03	6.04	6.27	6.08	6.04
39	Student disciplinary procedures are fair.	5.87	5.94	5.85	5.71	5.93
40	Faculty are usually available to students outside of class (during office hours, by phone or by e-mail).	6.2	6.38	6.41	6.32	6.37
41	Tuition paid is a worthwhile investment.	5.43	5.47	5.61	5.45	5.31
42	Students are free to express their ideas on this campus.	5.96	6.03	6.15	5.98	5.80
43	Mentors are available to guide my life and career goals.	6.06	5.99	6.10	5.92	5.85
44	On the whole, the campus is well-maintained.	6.41	6.52	6.63	6.51	6.45
45	Student activity fees are put to good use.	5.25	5.33	5.30	4.91	4.90

# Positive Trends

Here are the five items where we have seen the biggest increase in satisfaction scores since 2015:



Here is the same graph with the lowest line (parking) removed.



**These two items have increased each subsequent time we have given the Noel-Levitz Survey since 2015:**

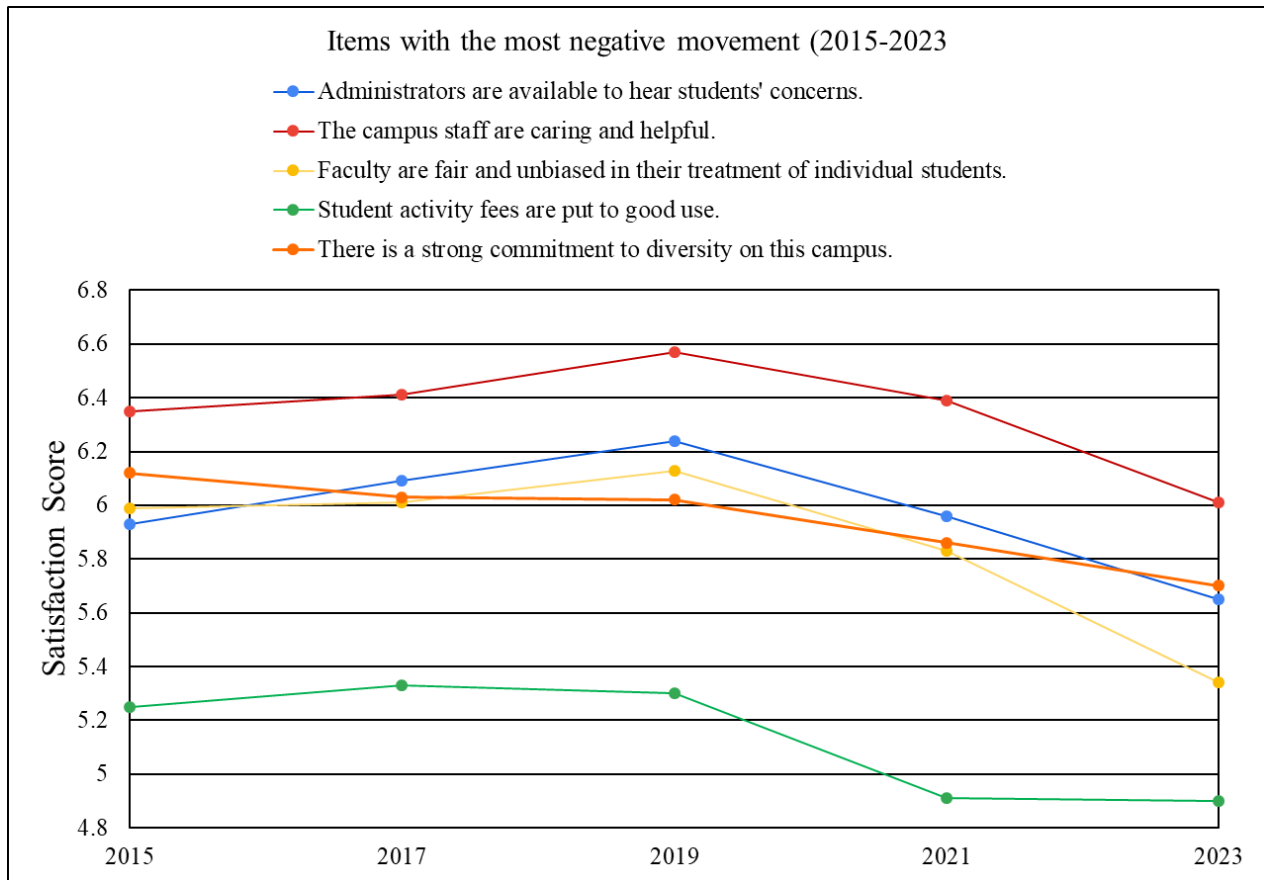
No	Item	2015	2017	2019	2021	2023	Increase since 2015
21	My academic advisor is knowledgeable about requirements in my major.	6.14	6.34	6.57	6.59	6.6	0.46
10	My academic advisor helps me set goals to work toward.	5.9	6.12	6.21	6.25	6.26	0.36

**These two items have increased three out of the four subsequent times we have given the Noel-Levitz Survey since 2015:**

No	Item	2015	2017	2019	2021	2023	Increase since 2015
16	My academic advisor is available when I need help.	6.12	6.36	6.43	6.39	6.43	0.31
9	Library resources and services are adequate	6.05	6.18	6.33	6.22	6.31	0.26

# Negative Trends

Here are the five items where we have seen the biggest decrease in satisfaction scores since 2015:



These three items have decreased two of the subsequent times the Noel Levitz Survey was given:

No	Item	2015	2017	2019	2021	2023	Decrease since 2015
1	The campus staff are caring and helpful.	6.35	6.41	6.57	6.39	6.01	-0.34
5	Administrators are available to hear students' concerns.	5.93	6.09	6.24	5.96	5.65	-0.28

**These items have decreased three of the subsequent times the Noel Levitz Survey was given:**

No	Item	2015	2017	2019	2021	2023	Decrease since 2015
14	Faculty are fair and unbiased in their treatment of individual students.	5.99	6.01	6.13	5.83	5.34	-0.65
1	The campus staff are caring and helpful.	6.35	6.41	6.57	6.39	6.01	-0.34

**This item has decreased every subsequent time the Noel Levitz Survey was given:**

No	Item	2015	2017	2019	2021	2023	Decrease since 2015
37	There is a strong commitment to diversity on this campus.	6.12	6.03	6.02	5.86	5.7	-0.42

## Statistical comparisons of the satisfaction scores of diverse/non-diverse Students

Shaded Satisfaction Means were significantly different		2019		2021		2023	
	Item	Non-Diverse	Diverse	Non-Diverse	Diverse	Non-Diverse	Diverse
1	The campus staff are caring and helpful	6.60	6.40	6.42	6.28	6.11	5.61
2	Registration processes and procedures are convenient	6.12	5.73	6.12	6.21	5.86	5.84
3	The campus is safe and secure for all students	6.67	6.40	6.66	6.43	6.39	6.50
4	The content of the courses within my major is valuable	6.45	6.32	6.23	6.16	6.07	6.23
5	Administrators are available to hear students' concerns	6.29	5.93	5.98	5.95	5.65	5.76
6	Billing polices are reasonable	5.54	5.26	5.34	5.20	5.38	5.34
7	Admissions staff provide personalized attention prior to enrollment	6.04	5.72	5.94	5.96	5.99	6.17
8	Financial aid awards are announced in time to be helpful in college planning	5.63	5.80	5.58	5.50	5.68	5.65
9	Library resources and services are adequate	6.37	6.08	6.27	5.88	6.28	6.58
10	My academic advisor helps me set goals to work toward	6.27	5.85	6.29	6.09	6.31	6.23
11	Financial aid counseling is available if I need it	6.00	5.64	5.81	5.71	5.84	5.5
12	The amount of student parking space on campus is adequate	4.10	3.67	4.31	4.11	3.65	5.36
13	Living conditions in the residence halls are comfortable	5.25	4.84	4.64	4.58	5.32	5.43
14	Faculty are fair and unbiased in their treatment of individual students	6.18	5.81	5.88	5.60	5.36	5.13
15	Computer labs are adequate and accessible	6.27	6.15	5.76	5.51	6.14	6.19

16	My academic advisor is available when I need help	6.48	6.13	6.41	6.29	6.45	6.51
17	There are sufficient courses within my program of study available each term	6.42	6.04	6.28	6.05	6.17	6.57
18	Parking lots are well-lighted and secure	6.11	5.71	6.03	5.64	5.92	6.02
19	Residence hall staff are concerned about me as an individual	5.65	5.33	5.20	5.08	5.68	5.71
20	Tutoring services are readily available	6.23	5.76	6.05	5.37	6.14	6.07
21	My academic advisor is knowledgeable about requirements in my major	6.66	5.98	6.62	6.41	6.62	6.69
22	This campus provides online access to services I need	6.49	6.06	6.47	6.19	6.46	6.38
23	I am able to register for classes I need with few conflicts	6.39	5.87	6.32	6.04	6.25	6.19
24	I receive the help I need to apply my academic major to my career goals	6.51	6.19	6.45	6.19	6.46	6.22
25	I am able to take care of college-related business at times that are convenient for me	6.25	5.66	6.1	5.63	5.94	6.011
26	Counseling services are available if I need them	6.50	6.13	6.25	6.36	6.33	6.08
27	This institution helps me to identify resources to finance my education	5.68	5.65	5.49	5.19	5.12	5.73
28	Security staff respond quickly to calls for assistance	6.23	5.71	6.02	5.36	6.04	6.51
29	Faculty use a variety of technology and media in the classroom	6.32	6.02	6.33	6.06	6.29	6.42
30	There is an adequate selection of food available on campus	5.94	5.79	5.75	5.46	5.45	5.99
31	Students are made to feel welcome here	6.49	5.92	6.39	5.86	6.18	5.61
32	Faculty provide timely feedback about my academic progress	6.25	5.88	6.06	5.72	6.04	6.07

33	Admissions counselors accurately portray the campus in their recruiting practices	6.25	5.83	5.98	5.72	5.96	6.28
34	There are adequate services to help me decide upon a career	6.36	5.73	6.19	5.87	6.25	5.88
35	I seldom get the "run-around" when seeking information on this campus	6.23	5.61	5.90	5.57	5.76	5.65
36	The quality of instruction I receive in most classes is adequate	6.36	5.91	6.18	5.87	5.94	6.07
37	There is a strong commitment to diversity on this campus	6.13	5.23	6.03	4.86	5.89	4.69
38	I receive ongoing feedback about progress toward my academic goals	6.36	5.73	6.13	5.83	6.1	5.69
39	Student disciplinary procedures are fair	5.94	5.23	5.73	5.54	5.98	5.49
40	Faculty are usually available to students outside of class (during office hours, by phone, by e-mail)	6.48	5.98	6.33	6.14	6.39	6.27
41	Tuition paid is a worthwhile investment	5.70	5.02	5.42	5.54	5.19	5.84
42	Students are free to express their ideas on this campus	6.25	5.49	6.04	5.79	5.84	5.5
43	Mentors are available to guide my life and career goals	6.16	5.70	5.97	5.45	5.89	5.57
44	On the whole, the campus is well-maintained	6.66	6.40	6.54	6.30	6.4	6.68
45	Student activity fees are put to good use	5.39	4.73	4.96	4.45	4.82	5.26

### Data Analyzed by Race:

- Noel-Levitz importance/satisfaction data can be broken out by race
- Used overall demographic data/number of responses to calculate the weighted average satisfaction score for Global Majority students and compared those values to White/Caucasian satisfaction scores
- This table shows you each item and the aggregate satisfaction score for both Global Majority and White/Caucasian students. The difference in satisfaction scores is reported to the right and the table is sorted by the difference, so the top items are where there is the biggest gap.
- The satisfaction scores are also color coded so that:
  - Green: High satisfaction score
  - Orange/Red: Lower satisfaction score

Item	Global Majority Avg	White/Caucasian Avg.	Difference
12. The amount of student parking space on campus is adequate.	5.367692308	3.65	1.717692308
37. There is a strong commitment to diversity on this campus.	4.692307692	5.89	1.197692308
52. Campus item: The College respects and values differences in culture (race/ethnicity, gender, age, religion, nationality, etc.).	5.498461538	6.35	0.8515384615
41. Tuition paid is a worthwhile investment.	5.846153846	5.19	0.6561538462
27. This institution helps me identify resources to finance my education.	5.732307692	5.12	0.6123076923
31. Students are made to feel welcome here.	5.616923077	6.18	0.5630769231
30. There is an adequate selection of food available on campus.	5.996923077	5.45	0.5469230769
1. The campus staff are caring and helpful.	5.618461538	6.11	0.4915384615
39. Student disciplinary procedures are fair.	5.496923077	5.98	0.4830769231
28. Security staff respond quickly to calls for assistance.	6.512692308	6.04	0.4726923077
48. Campus item: Services provided by Health & Wellness Services (Melinda White & Melissa Jones) meet my needs.	6.553846154	6.09	0.4638461538
45. Student activity fees are put to good use.	5.267692308	4.82	0.4476923077
53. Campus item: I believe BCHS works to create an environment free from sexual and other forms of discrimination and harassment of students.	6.147692308	6.56	0.4123076923
38. I receive ongoing feedback about progress toward my academic goals.	5.692307692	6.1	0.4076923077
17. There are sufficient courses within my program of study available each term.	6.570769231	6.17	0.4007692308
34. There are adequate services to help me decide upon a career.	5.886153846	6.25	0.3638461538

42. Students are free to express their ideas on this campus.	5.496923077	5.84	0.3430769231
11. Financial aid counseling is available if I need it.	5.5	5.84	0.34
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.284230769	5.96	0.3242307692
43. Mentors are available to guide my life and career goals.	5.57	5.89	0.32
46. Campus item: BCHS offers a variety of activities that contribute to my learning and understanding of people from diverse backgrounds.	5.476923077	5.78	0.3030769231
9. Library resources and services are adequate.	6.58	6.28	0.3
44. On the whole, the campus is well-maintained.	6.687692308	6.4	0.2876923077
26. Counseling services are available if I need them.	6.087692308	6.33	0.2423076923
24. I receive the help I need to apply my academic major to my career goals.	6.229230769	6.46	0.2307692308
14. Faculty are fair and unbiased in their treatment of individual students.	5.138461538	5.36	0.2215384615
49. Campus item: Academic Support, tutoring, writing center, disability services meet my needs ("Coach", Tutors, Academic Services Director).	5.790769231	6.01	0.2192307692
7. Admissions staff provide personalized attention prior to enrollment.	6.173076923	5.99	0.1830769231
4. The content of the courses within my major is valuable.	6.230769231	6.07	0.1607692308
51. Campus item: Outside services from Continuum EAP, Bryan Psychiatry, and Bryan EZVisit meet my needs.	6.159615385	6.32	0.1603846154
36. The quality of instruction I receive in most of my classes is excellent.	6.078461538	5.94	0.1384615385
50. Campus item: Counseling Services provided by the BCHS Mental Health Practitioner (Mel Stutzman) meet my needs.	6.143076923	6.28	0.1369230769
29. Faculty use a variety of technology and media in the classroom.	6.421538462	6.29	0.1315384615
40. Faculty are usually available to students outside of class (during office hours, by phone or by e-mail).	6.270769231	6.39	0.1192307692
5. Administrators are available to hear students' concerns.	5.767692308	5.65	0.1176923077
13. Living conditions in the residence halls are comfortable.	5.436923077	5.32	0.1169230769
3. The campus is safe and secure for all students.	6.501538462	6.39	0.1115384615
35. I seldom get the "run-around" when seeking information on this campus.	5.652307692	5.76	0.1076923077
18. Parking lots are well-lighted and secure.	6.026153846	5.92	0.1061538462
10. My academic advisor helps me set goals to work toward.	6.232307692	6.31	0.07769230769

22. This campus provides online access to services I need.	6.384615385	6.46	0.07538461538
21. My academic advisor is knowledgeable about requirements in my major.	6.692307692	6.62	0.07230769231
47. Campus item: I know where to get help with personal issues or situations that interfere with attending class or completing assignments.	6.272307692	6.2	0.07230769231
25. I am able to take care of college-related business at times that are convenient for me.	6.011153846	5.94	0.07115384615
16. My academic advisor is available when I need help.	6.518461538	6.45	0.06846153846
20. Tutoring services are readily available.	6.074615385	6.14	0.06538461538
23. I am able to register for classes I need with few conflicts.	6.190769231	6.25	0.05923076923
15. Computers and/or Wi-Fi are adequate and accessible.	6.196923077	6.14	0.05692307692
55. Campus item: Student Government Association (SGA) provides a student voice at this College.	5.882307692	5.84	0.04230769231
32. Faculty provide timely feedback about my academic progress.	6.078461538	6.04	0.03846153846
6. Billing policies are reasonable.	5.344615385	5.38	0.03538461538
19. Residence hall staff are concerned about me as an individual.	5.712307692	5.68	0.03230769231
8. Financial aid awards are announced in time to be helpful in college planning.	5.655384615	5.68	0.02461538462
2. Registration processes and procedures are convenient.	5.849230769	5.86	0.01076923077
54. Campus item: The College provides sufficient resources that help me effectively use technology for my academic needs.	6.450769231	6.46	0.009230769231

In addition, because data is available for individual groups, looked at that data as follows:

- For each item calculated the difference between the highest satisfaction score and the lowest satisfaction score
- Identified those items where the difference was 1.0 or higher

	Asian	Black/ African- American	Hispanic or Latino (and Puerto Rican)	White/ Caucasian	Other race
53. Campus item: I believe BCHS works to create an environment free from sexual and other forms of discrimination and harassment of students.	6.2	5.43	6.7	6.56	5
52. Campus item: The College respects and values differences in culture (race/ethnicity, gender, age, religion, nationality, etc.).	5.2	4.86	6.09	6.35	5

	Asian	Black/ African- American	Hispanic or Latino (and Puerto Rican)	White/ Caucasian	Other race
26. Counseling services are available if I need them.	5.2	6.38	6.27	6.33	6
23. I am able to register for classes I need with few conflicts.	5.4	6.5	6.33	6.25	6
34. There are adequate services to help me decide upon a career.	5.2	5.88	6.25	6.25	5
31. Students are made to feel welcome here.	5.8	5	5.92	6.18	6
20. Tutoring services are readily available.	6.5	5.43	6.25	6.14	7
38. I receive ongoing feedback about progress toward my academic goals.	5	5.75	6	6.1	5
49. Campus item: Academic Support, tutoring, writing center, disability services meet my needs ("Coach", Tutors, Academic Services Director).	6.4	5.17	6.1	6.01	4
39. Student disciplinary procedures are fair.	5	4.86	6.17	5.98	5
18. Parking lots are well-lighted and secure.	5.4	6.71	6	5.92	4
37. There is a strong commitment to diversity on this campus.	4	4.38	5.08	5.89	6
2. Registration processes and procedures are convenient.	5.2	6.38	5.92	5.86	4
55. Campus item: Student Government Association (SGA) provides a student voice at this College.	6.5	5.43	6	5.84	5
42. Students are free to express their ideas on this campus.	5.2	4.86	5.92	5.84	7
46. Campus item: BCHS offers a variety of activities that contribute to my learning and understanding of people from diverse backgrounds.	6.4	4.43	5.83	5.78	5
35. I seldom get the "run-around" when seeking information on this campus.	4.8	5.88	5.91	5.76	5
8. Financial aid awards are announced in time to be helpful in college planning.	6.2	5.13	5.75	5.68	6
6. Billing policies are reasonable.	5.8	4.75	5.58	5.38	5
14. Faculty are fair and unbiased in their treatment of individual students.	4.8	4.57	5.67	5.36	5
41. Tuition paid is a worthwhile investment.	6	6.5	5.5	5.19	4
45. Student activity fees are put to good use.	5.2	5.33	5.36	4.82	4
12. The amount of student parking space on campus is adequate.	5.6	6.57	4.5	3.65	5

## Statistical comparisons of the satisfaction scores of Male/Female Students

Shaded Satisfaction Means were significantly different		2019		2021		2023	
#	Item	Female	Male	Female	Male	Female	Male
1	The campus staff are caring and helpful	6.58	6.47	6.38	6.52	6.04	6.33
2	Registration processes and procedures are convenient	6.08	5.90	6.15	5.84	5.86	6.13
3	The campus is safe and secure for all students	6.64	6.63	6.67	6.32	6.39	6.44
4	The content of the courses within my major is valuable	6.46	6.10	6.23	6.00	6.06	6.47
5	Administrators are available to hear students' concerns	6.29	5.79	5.96	6.03	5.66	6.21
6	Billing polices are reasonable	5.51	5.41	5.30	5.42	5.4	5.53
7	Admissions staff provide personalized attention prior to enrollment	6.02	5.79	5.98	5.40	6.01	6.07
8	Financial aid awards are announced in time to be helpful in college planning	5.67	5.32	5.59	5.46	5.75	5.29
9	Library resources and services are adequate	6.37	5.93	6.26	5.81	6.37	6.27
10	My academic advisor helps me set goals to work toward	6.21	6.27	6.26	6.19	6.26	6.8
11	Financial aid counseling is available if I need it	5.96	5.97	5.78	5.90	5.76	6.4
12	The amount of student parking space on campus is adequate	4.01	4.43	4.26	4.57	3.9	4.43
13	Living conditions in the residence halls are comfortable	5.20	5.0	4.67	4.67	5.38	5.00
14	Faculty are fair and unbiased in their treatment of individual students	6.12	6.23	5.80	6.16	5.33	5.8
15	Computer labs are adequate and accessible	6.27	6.23	5.74	5.73	6.23	5.47
16	My academic advisor is available when I need help	6.43	6.50	6.41	6.30	6.44	6.93
17	There are sufficient courses within my program of study available each term	6.40	6.20	6.28	5.93	6.2	6.93
18	Parking lots are well-lighted and secure	6.07	5.90	6.01	5.84	5.96	6.14
19	Residence hall staff are concerned about me as an individual	5.63	5.31	5.26	4.46	5.66	7.00
20	Tutoring services are readily available	6.17	6.16	6	5.76	6.1	6.73

21	My academic advisor is knowledgeable about requirements in my major	6.58	6.60	6.6	6.48	6.59	7.00
22	This campus provides online access to services I need	6.45	6.33	6.43	6.32	6.48	6.40
23	I am able to register for classes I need with few conflicts	6.34	6.17	6.32	6.00	6.22	6.47
24	I receive the help I need to apply my academic major to my career goals	6.50	6.30	6.43	6.29	6.44	6.60
25	I am able to take care of college-related business at times that are convenient for me	6.19	6.00	6.03	5.94	5.96	6.36
26	Counseling services are available if I need them	6.51	6.00	6.29	6.00	6.33	6.00
27	This institution helps me to identify resources to finance my education	5.73	5.17	5.46	5.50	5.26	5.27
28	Security staff respond quickly to calls for assistance	6.19	5.73	5.96	5.92	6.12	6.63
29	Faculty use a variety of technology and media in the classroom	6.32	5.93	6.32	6.10	6.38	6.00
30	There is an adequate selection of food available on campus	5.95	5.52	5.69	5.59	5.53	5.93
31	Students are made to feel welcome here	6.45	6.13	6.32	6.19	6.13	6.07
32	Faculty provide timely feedback about my academic progress	6.23	5.87	6.03	5.90	6.08	6.07
33	Admissions counselors accurately portray the campus in their recruiting practices	6.27	5.59	5.99	5.60	6.02	6.07
34	There are adequate services to help me decide upon a career	6.29	6.27	6.17	5.93	6.2	6.43
35	I seldom get the "run-around" when seeking information on this campus	6.17	6.28	5.83	6.14	5.76	5.92
36	The quality of instruction I receive in most classes is adequate	6.30	6.33	6.12	6.35	5.96	6.53
37	There is a strong commitment to diversity on this campus	6.04	5.80	5.86	5.80	5.79	5.4
38	I receive ongoing feedback about progress toward my academic goals	6.32	5.90	6.11	5.83	6.04	6.53
39	Student disciplinary procedures are fair	5.89	5.41	5.73	5.55	5.91	6.29
40	Faculty are usually available to students outside of class (during office hours, by phone, by e-mail)	6.43	6.33	6.35	6.03	6.39	6.8
41	Tuition paid is a worthwhile investment	5.67	5.07	5.47	5.31	5.28	5.93
42	Students are free to express their ideas on this campus	6.22	5.60	6.03	5.67	5.83	5.8

43	Mentors are available to guide my life and career goals	6.12	5.96	5.93	5.83	5.88	5.87
44	On the whole, the campus is well-maintained	6.68	6.27	6.52	6.43	6.49	6.27
45	Student activity fees are put to good use	5.36	4.93	4.90	5.04	4.87	5.36

## Noel - Levitz Graduate Student Satisfaction

Item #	Items	2017	2018	2019	2021	2023
		Mean	Mean	Mean	Mean	Mean
1	Adult students are made to feel welcome at this institution.	5.93	6.49	6.41	6.52	6.86
2	Faculty care about me as an individual.	6.07	6.48	6.65	6.60	6.64
3	Classes are scheduled at times that are convenient for me.	5.85	6.18	5.79	5.88	5.79
4	The content of the courses within my major is valuable.	6.13	6.38	6.47	6.56	6.55
5	Classroom locations are safe and secure for all students.	6.44	6.71	6.70	6.91	6.58
6	Financial aid counselors are helpful to adult students.	4.36	5.62	5.91	4.98	5.06
7	The staff at this institution are caring and helpful.	5.97	6.56	6.79	6.63	6.65
8	My academic advisor is available at times that are convenient for me.	6.09	6.67	6.69	6.65	6.65
9	Billing policies are reasonable for adult students.	5.38	6.24	5.94	6.18	6.19
10	Admissions representatives are knowledgeable.	5.80	6.46	6.48	6.30	6.59
11	My academic advisor is concerned about my success as an individual.	6.11	6.62	6.74	6.67	6.63
12	Computer labs are adequate and accessible for adult students.	5.39	6.20	6.14	6.00	6.32
13	The amount of student parking is adequate.	4.46	5.11	5.10	4.65	5.00
14	Faculty are fair and unbiased in their treatment of individual students.	5.81	6.31	6.62	6.53	6.42
15	Library resources and services are adequate for adults.	5.68	6.34	6.62	6.77	6.65
16	I am able to register for classes I need with few conflicts.	6.30	6.73	6.76	6.67	6.58
17	Business office hours are convenient for adult students.	5.73	6.21	6.46	6.44	6.53
18	Parking lots are well-lighted and secure.	5.74	6.41	6.10	6.20	6.10
19	My academic advisor is knowledgeable about requirements in my major.	6.41	6.71	6.88	6.88	6.77
20	Registration processes are reasonable and convenient for adults.	6.04	6.43	6.70	6.53	6.47
21	Tuition paid is a worthwhile investment.	5.52	6.08	6.21	6.31	6.41
22	Security staff respond quickly in emergencies.	5.29	5.67	6.27	6.33	6.71
23	Adequate financial aid is available for most adult students.	5.02	6.08	6.07	5.98	6.22

24	There is a commitment to academic excellence at this institution.	6.31	6.60	6.62	6.84	6.73
25	Admissions representatives respond to adult students' unique needs.	5.71	6.34	6.58	6.64	6.66
26	Faculty provide timely feedback about my progress.	5.80	6.60	6.44	6.68	6.76
27	This institution has a good reputation within the community.	6.38	6.63	6.78	6.85	6.82
28	My academic advisor is accessible by telephone and e-mail.	6.41	6.70	6.85	6.86	6.79
29	I seldom get the "run-around" when seeking information at this institution.	5.83	6.58	6.65	6.63	6.31
30	Academic support services adequately meet the needs of adult students.	5.76	6.44	6.59	6.54	6.67
31	I am able to register for classes by personal computer, fax, or telephone.	5.21	5.73	6.66	6.75	6.49
32	My classes provide opportunities to improve my technology skills.	5.64	6.27	6.13	6.45	6.52
33	Channels are readily available for adult students to express complaints.	5.30	6.08	6.33	6.24	6.02
34	I receive complete information on the availability of financial aid.	4.35	5.83	5.83	5.40	5.4
35	The quality of instruction I receive in my program is excellent.	5.87	6.53	6.55	6.58	6.56
36	Vending or snack bar food options are readily available.	4.84	5.61	5.25	6.19	5.54
37	Part-time faculty are competent as classroom instructors.	5.80	6.00	6.05	6.46	6.70
38	Career services are adequate and accessible for adult students.	5.52	6.21	6.20	6.10	6.60
39	This institution responds quickly to my requests for information.	5.90	6.46	6.56	6.64	6.52
40	Faculty are usually available for adult students outside the classroom by phone, by e-mail or in-person.	6.40	6.74	6.91	6.75	6.82
41	Major requirements are clear and reasonable.	6.35	6.70	6.78	6.80	6.77
42	Nearly all faculty are knowledgeable in their field.	6.14	6.65	6.82	6.91	6.76
43	This institution offers a variety of payment plans for adult students.	5.17	6.23	6.07	6.24	6.27
44	When students enroll at this institution, they develop a plan to complete their degree.	6.27	6.70	6.88	6.86	6.83
45	I am able to complete most of my enrollment tasks in one location.	5.81	6.38	6.70	6.86	6.59
46	This institution provides timely responses to student complaints.	5.61	6.14	6.50	6.36	6.28

47	Bookstore hours are convenient for adult students.	5.05	5.65	6.29	6.50	6.77
48	I am aware of whom to contact for questions about programs and services.	5.92	6.45	6.52	6.43	6.44
49	There are sufficient options within my program of study.	5.84	6.44	6.11	6.44	6.35
50	My advisor helps me apply my academic major to specific career goals.	6.17	6.74	6.70	6.73	6.57

**For Graduate Students: Noel Levitz Identified 10 Strengths:**

Question Item
Nearly all faculty are knowledgeable in their field.
Major requirements are clear and reasonable.
There is a commitment to academic excellence at this institution.
My academic advisor is knowledgeable about requirements in my major.
Faculty provide timely feedback about my progress.
Part-time faculty are competent as classroom instructors.
Academic support services adequately meet the needs of adult students.
When students enroll at this institution, they develop a plan to complete their degree.
Faculty are usually available for adult students outside the classroom by phone, by e-mail or in-person.
Security staff respond quickly in emergencies.
This institution has a good reputation within the community.
My academic advisor is accessible by telephone and e-mail.
Campus item: Library resources and services meet my needs as a graduate student.

**For Graduate Students: Noel Levitz Identified 10 Challenges:**

The quality of instruction I receive in my program is excellent.
The content of the courses within my major is valuable.
Tuition paid is a worthwhile investment.
Faculty are fair and unbiased in their treatment of individual students.
My academic advisor is concerned about my success as an individual.
I receive complete information on the availability of financial aid.
Adequate financial aid is available for most adult students.
I am able to easily register for classes online.
Registration processes are reasonable and convenient for adults.
I seldom get the "run-around" when seeking information at this institution.

BCHS total data	1001: Master of Science in Nursing		1002: Doctorate in Education in Nursing	
	Import	Satis	Import	Satis
1. Adult students are made to feel welcome at this institution.	6.71	7	7	7
5. Classroom locations are safe and secure for all students.	6.8	7	7	7
32. My classes provide opportunities to improve my technology skills.	6.62	6.92	6.83	7
42. Nearly all faculty are knowledgeable in their field.	6.92	6.92	7	7
57. Campus item: Library resources and services meet my needs as a graduate student.	6.62	6.92	6.67	7
41. Major requirements are clear and reasonable.	6.86	6.86	6.72	6.94
61. Campus item: Faculty in my graduate program make thoughtful efforts to understand racial injustices.	6.21	6.86	6.94	6.94
15. Library resources and services are adequate for adults.	6.23	6.85	6.53	6.93
51. Campus item: The college values the unique needs of graduate level students.	6.69	6.85	6.8	6.89
56. Campus item: Orientation and on-going support from a librarian to develop information literacy skills is provided by this institution.	6.62	6.85	6.72	6.88
58. Campus item: BCHS offers a variety of activities that contribute to my learning and understanding of people from diverse backgrounds.	6.17	6.83	6.78	6.88
18. Parking lots are well-lighted and secure.	5.83	6.8	6.89	6.88
14. Faculty are fair and unbiased in their treatment of individual students.	6.77	6.77	6.94	6.88
44. When students enroll at this institution, they develop a plan to complete their degree.	6.69	6.77	7	6.88
26. Faculty provide timely feedback about my progress.	6.67	6.75	6.89	6.88
12. Computers and/or Wi-Fi are adequate and accessible.	5.9	6.7	6.78	6.88
2. Faculty care about me as an individual.	6.69	6.69	6.43	6.86
4. The content of the courses within my major is valuable.	6.85	6.69	6.89	6.82
17. Business office hours are convenient for adult students.	6.31	6.69	6.94	6.82

24. There is a commitment to academic excellence at this institution.	6.77	6.69	6.83	6.82
40. Faculty are usually available for adult students outside the classroom by phone, by e-mail or in-person.	6.54	6.69	6.88	6.77
22. Security staff respond quickly in emergencies.	5.8	6.67	6.67	6.77
36. Vending or snack bar food options are readily available.	3.5	6.67	6.89	6.76
37. Part-time faculty are competent as classroom instructors.	6.57	6.67	6.94	6.76
30. Academic support services adequately meet the needs of adult students.	6.58	6.64	6.89	6.76
7. The staff at this institution are caring and helpful.	6.77	6.62	6.78	6.71
16. I am able to register for classes I need with few conflicts.	6.69	6.62	6.72	6.71
47. Bookstore hours are convenient for adult students.	5.5	6.6	6.76	6.69
54. Campus item: Outside services from Continuum EAP, Bryan Psychiatry, and Bryan EZVisit meet my needs.	5.63	6.6	7	6.67
19. My academic advisor is knowledgeable about requirements in my major.	6.75	6.58	6.94	6.65
27. This institution has a good reputation within the community.	6.58	6.58	6.94	6.65
59. Campus item: Academic Services, tutoring, writing center, and disability services meet my needs ("Coach," Tutors, & Academic Director).	5.56	6.57	6.79	6.62
45. I am able to complete most of my enrollment tasks in one location.	6.69	6.54	6.69	6.6
60. Campus item: I feel valued by my graduate advisor.	6.85	6.54	6.38	6.6
10. Admissions representatives are knowledgeable.	6.5	6.5	6.72	6.59
28. My academic advisor is accessible by telephone and e-mail.	6.67	6.5	6.94	6.59
31. I am able to easily register for classes online.	6.71	6.5	6.62	6.58
49. There are sufficient options within my program of study.	6.33	6.5	6.71	6.57
8. My academic advisor is available at times that are convenient for me.	6.69	6.46	6.83	6.53
35. The quality of instruction I receive in my program is excellent.	6.85	6.46	6.19	6.53
55. Campus item: Information important to me is easily located on the Bryan College website.	6.69	6.46	7	6.5

62. Campus item: I feel a sense of belonging and enjoy being a graduate student at Bryan College of Health Sciences.	6.69	6.46	6.8	6.5
46. This institution provides timely responses to student complaints.	6.27	6.44	6.69	6.47
11. My academic advisor is concerned about my success as an individual.	6.79	6.43	6.5	6.47
25. Admissions representatives respond to adult students' unique needs.	6.38	6.42	6.71	6.44
50. My advisor helps me apply my academic major to specific career goals.	6.67	6.33	6.65	6.44
39. This institution responds quickly to my requests for information.	6.77	6.31	6.38	6.42
48. I am aware of whom to contact for questions about programs and services.	6.62	6.31	6.78	6.38
29. I seldom get the "run-around" when seeking information at this institution.	6.82	6.27	6.56	6.38
33. Channels are readily available for adult students to express complaints.	6.09	6.27	5.86	6.36
38. Career services are adequate and accessible for adult students.	5.88	6.2	6.78	6.29
21. Tuition paid is a worthwhile investment.	6.86	6.14	6.11	6.29
13. The amount of student parking is adequate.	4.67	6	6.31	6.29
9. Billing policies are reasonable for adult students.	6.38	5.92	6.89	6.17
20. Registration processes are reasonable and convenient for adults.	6.42	5.92	6.31	6.06
43. This institution offers a variety of payment plans for adult students.	6.55	5.91	6.67	5.87
52. Campus item: Services provided by Health & Wellness Services (Melinda White & Melissa Jones) meet my needs.	5.57	5.8	6.72	5.71
23. Adequate financial aid is available for most adult students.	6.75	5.75	6.25	5.67
53. Campus item: Counseling Services provided by the BCHS Mental Health Practitioner (Mel Stutzman) meet my needs.	4.67	5.67	7	5.5
6. Financial aid counselors are helpful to adult students.	6.08	5.55	6	5.33
34. I receive complete information on the availability of financial aid.	6.69	5	6.73	5.07
3. Classes are scheduled at times that are convenient for me.	6.5	4.75	6.67	5
71. Cost as factor in decision to enroll.	6.58		6.61	

72. Financial aid/scholarship opportunities as factor in decision to enroll.	6.25	6.61
73. Academic reputation as factor in decision to enroll.	6.67	6.56
74. Size of institution as factor in decision to enroll.	5.58	5.44
75. Future employment opportunities as factor in decision to enroll.	6.09	5.67
76. Recommendations from family/friends/employer as factor in decision to enroll.	6.18	5.2
77. Campus location (close to home/work) as factor in decision to enroll.	5.33	4.56
78. Availability of evening/weekend courses as factor in decision to enroll.	5.75	6.55
79. Personalized attention prior to enrollment as factor in decision to enroll.	5.92	5.78

Item	1003: Doctorate of Nurse Anesthesia First-Year		1004: Doctorate of Nurse Anesthesia Second-Year		1005: Doctorate of Nurse Anesthesia Third-Year		Aggregate	
	Import	Satis	Import	Satis	Import	Satis	Import	Satis
27. This institution has a good reputation within the community.	6.3	6.89	6.89	6.89	6.75	7	6.6024	6.912
40. Faculty are usually available for adult students outside the classroom by phone, by e-mail or in-person.	6.27	6.8	6.78	6.89	6.5	7	6.4996	6.8724
41. Major requirements are clear and reasonable.	6.82	6.8	6.78	6.89	7	6.8	6.8416	6.8324
19. My academic advisor is knowledgeable about requirements in my major.	6.55	6.7	6.89	6.89	7	7	6.7624	6.8284
28. My academic advisor is accessible by telephone and e-mail.	6	6.7	6.63	6.88	6.25	7	6.2768	6.8248
56. Campus item: Orientation and on-going support from a librarian to develop information literacy skills is provided by this institution.	5.91	6.8	6.63	6.75	7	7	6.3872	6.822
44. When students enroll at this institution, they develop a plan to complete their degree.	6.4	6.67	6.78	6.89	6.25	7	6.5068	6.8152
37. Part-time faculty are competent as classroom instructors.	6.78	6.75	6.75	6.75	6.75	7	6.7632	6.8
42. Nearly all faculty are knowledgeable in their field.	6.9	6.89	6.89	6.56	7	7	6.9164	6.7932
26. Faculty provide timely feedback about my progress.	6.45	6.8	6.78	6.56	7	7	6.6788	6.7536

1. Adult students are made to feel welcome at this institution.	6.36	6.8	6.33	6.67	6.5	6.8	6.3772	6.7532
47. Bookstore hours are convenient for adult students.	5.33	6.6	6.67	6.8	6	7	5.9464	6.752
38. Career services are adequate and accessible for adult students.	6.25	6.57	6.5	6.8	6.5	7	6.39	6.7388
4. The content of the courses within my major is valuable.	6.82	6.6	6.89	6.67	7	7	6.8812	6.7052
7. The staff at this institution are caring and helpful.	6.73	6.6	6.56	6.89	7	6.6	6.7228	6.7044
50. My advisor helps me apply my academic major to specific career goals.	6.5	6.56	6.57	6.71	7	7	6.6252	6.702
22. Security staff respond quickly in emergencies.	6.4	6.5	6.8	6.75	7	7	6.664	6.69
52. Campus item: Services provided by Health & Wellness Services (Melinda White & Melissa Jones) meet my needs.	6.1	6.44	6.67	6.78	7	7	6.4852	6.6744
24. There is a commitment to academic excellence at this institution.	6.64	6.5	6.89	6.67	7	7	6.802	6.6612
62. Campus item: I feel a sense of belonging and enjoy being a graduate student at Bryan College of Health Sciences.	6.09	6.5	6.67	6.78	7	6.8	6.4808	6.6608
30. Academic support services adequately meet the needs of adult students.	6.44	6.67	6.71	6.57	6.75	6.8	6.5992	6.66
39. This institution responds quickly to my requests for information.	6.3	6.67	6.71	6.43	6.5	7	6.4876	6.6496
10. Admissions representatives are knowledgeable.	6.4	6.5	6.25	6.63	7	7	6.466	6.6468
25. Admissions representatives respond to adult students' unique needs.	6.13	6.71	6.14	6.29	6.75	7	6.2576	6.6168

57. Campus item: Library resources and services meet my needs as a graduate student.	6.18	6.3	6.75	6.75	6.5	7	6.4492	6.602
35. The quality of instruction I receive in my program is excellent.	6.73	6.6	6.78	6.38	7	7	6.802	6.6008
54. Campus item: Outside services from Continuum EAP, Bryan Psychiatry, and Bryan EZVisit meet my needs.	6.33	6.25	6.67	6.8	7	7	6.5864	6.598
8. My academic advisor is available at times that are convenient for me.	6.27	6.5	5.78	6.44	6.25	7	6.0896	6.5784
11. My academic advisor is concerned about my success as an individual.	6.45	6.5	6.78	6.44	7	7	6.6788	6.5784
48. I am aware of whom to contact for questions about programs and services.	6.2	6.67	6.63	6.13	6.25	7	6.3648	6.5416
15. Library resources and services are adequate for adults.	6.73	6.4	6.56	6.44	6.75	7	6.6728	6.5344
17. Business office hours are convenient for adult students.	6.2	6.67	6	6.11	6.25	7	6.138	6.5344
20. Registration processes are reasonable and convenient for adults.	6.3	6.56	6.63	6.44	7	6.6	6.5588	6.5248
21. Tuition paid is a worthwhile investment.	6.73	6.4	6.89	6.33	7	7	6.8416	6.4948
60. Campus item: I feel valued by my graduate advisor.	6.18	6.5	6.88	6.38	7	6.6	6.596	6.4768
49. There are sufficient options within my program of study.	6.6	5.9	6.8	6.8	7	7	6.752	6.444
45. I am able to complete most of my enrollment tasks in one location.	5.9	6	6.67	6.75	6.25	6.8	6.2472	6.43
5. Classroom locations are safe and secure for all students.	6	6.1	6.89	6.44	6.25	7	6.3704	6.4024

2. Faculty care about me as an individual.	6.55	6.6	6.78	6	7	6.6	6.7228	6.384
9. Billing policies are reasonable for adult students.	6.45	6.4	5.78	6.13	6.75	6.8	6.2688	6.3828
58. Campus item: BCHS offers a variety of activities that contribute to my learning and understanding of people from diverse backgrounds.	5.55	6.2	5.43	6.17	7	7	5.7968	6.3492
55. Campus item: Information important to me is easily located on the Bryan College website.	6	6	6.75	6.5	6.5	6.8	6.37	6.34
3. Classes are scheduled at times that are convenient for me.	6	6.4	6	5.86	6.25	7	6.05	6.3256
51. Campus item: The college values the unique needs of graduate level students.	6.18	6	6.89	6.33	6.25	7	6.4496	6.3188
16. I am able to register for classes I need with few conflicts.	6	6.25	6.22	6.22	6.25	6.6	6.1292	6.3092
43. This institution offers a variety of payment plans for adult students.	6.18	6.56	6.57	5.57	7	7	6.4844	6.2916
61. Campus item: Faculty in my graduate program make thoughtful efforts to understand racial injustices.	5.3	5.78	6.57	6.57	6.25	6.75	5.9472	6.2584
46. This institution provides timely responses to student complaints.	6.22	6.13	6	6	6.25	7	6.1468	6.2572
32. My classes provide opportunities to improve my technology skills.	5.36	5.89	6.29	6.29	6.25	7	5.8728	6.256
29. I seldom get the "run-around" when seeking information at this institution.	6	6.5	6.75	5.63	7	6.8	6.47	6.2468
23. Adequate financial aid is available for most adult students.	6.45	6.5	6.56	5.78	7	6.4	6.5996	6.2208

53. Campus item: Counseling Services provided by the BCHS Mental Health Practitioner (Mel Stutzman) meet my needs.	6.38	6	6.44	5.88	7	7	6.5256	6.1568
31. I am able to easily register for classes online.	6.2	5.78	6.75	6.33	6.25	6.6	6.408	6.142
12. Computers and/or Wi-Fi are adequate and accessible.	6.36	5.2	6.78	6.78	6.5	6.4	6.5392	6.0088
14. Faculty are fair and unbiased in their treatment of individual students.	6.55	6.2	6.88	5.89	7	5.8	6.7588	6.0084
59. Campus item: Academic Services, tutoring, writing center, and disability services meet my needs ("Coach," Tutors, & Academic Director).	5.67	5.71	5.6	6.75	7	5	5.9108	5.9424
18. Parking lots are well-lighted and secure.	5.18	5	6.44	6.44	6.25	6.8	5.8476	5.8784
33. Channels are readily available for adult students to express complaints.	5.73	5.7	5.83	5.67	6.25	5.8	5.87	5.7092
36. Vending or snack bar food options are readily available.	4.73	4.4	5.43	5.71	4.75	7	4.986	5.3916
34. I receive complete information on the availability of financial aid.	6.55	5.8	6.89	4.22	6.75	6.4	6.7124	5.3512
6. Financial aid counselors are helpful to adult students.	6.18	6.22	6.89	3.67	6.25	4.4	6.4496	4.938
13. The amount of student parking is adequate.	5.18	2.9	6.78	5.75	6	6.6	5.92	4.666
71. Cost as factor in decision to enroll.	4.64		5.38		5.75		5.1284	
72. Financial aid/scholarship opportunities as factor in decision to enroll.	4.64		5.33		6		5.1604	
73. Academic reputation as factor in decision to enroll.	6.73		6.89		7		6.8416	
74. Size of institution as factor in decision to enroll.	5.6		5.78		6.25		5.7948	
75. Future employment opportunities as factor in decision to enroll.	6.55		6.44		7		6.6004	

76. Recommendations from family/friends/employer as factor in decision to enroll.	5.55	4.89	6.8	5.5624
77. Campus location (close to home/work) as factor in decision to enroll.	4.91	5.11	6.4	5.28
78. Availability of evening/weekend courses as factor in decision to enroll.	3.88	2.57	5.5	3.7324
79. Personalized attention prior to enrollment as factor in decision to enroll.	5.2	4.75	7	5.398

