
2012 Noel-Levitz Student Satisfaction Inventory

Texas A&M University-Corpus Christi
Prepared by The Office of Planning & Institutional Research
Spring 2012



Texas A&M University-Corpus Christi

Noel-Levitz Student Satisfaction Inventory 2012

Survey Administration

- The Noel Levitz Student Satisfaction Inventory is administered at TAMU-CC every two years (March and April of even-numbered years).
- The survey, which is administered at participating institutions nationwide, includes questions related to the importance students give to certain institutional attributes and their satisfaction with these same attributes.
- A random stratified sample of classrooms was selected, and students in the designated classes were offered the opportunity to participate in the survey.
- 48 classes were designated to be a part of the random sample, and the professors in 37 of these courses arranged to participate.
- 958 students were enrolled in these classes, and 691 of these students participated in the survey.
- The participation rate was 73%.



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For accessibility, results are broken out into the following format:

- I. Demographics
- II. Key Findings
- III. Detailed Results
 - a. Safety & Security
 - b. Academic Advising
 - c. Instructional Effectiveness
 - d. Registration Effectiveness
 - e. Recruitment & Financial Aid
 - f. Campus Support Services
 - g. Campus Climate
 - h. Student Centeredness
 - i. Concern for the Individual
 - j. Service Excellence
 - k. Campus Life
 - l. Responsiveness to Diverse Population
 - m. Overall Experiences



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Demographics

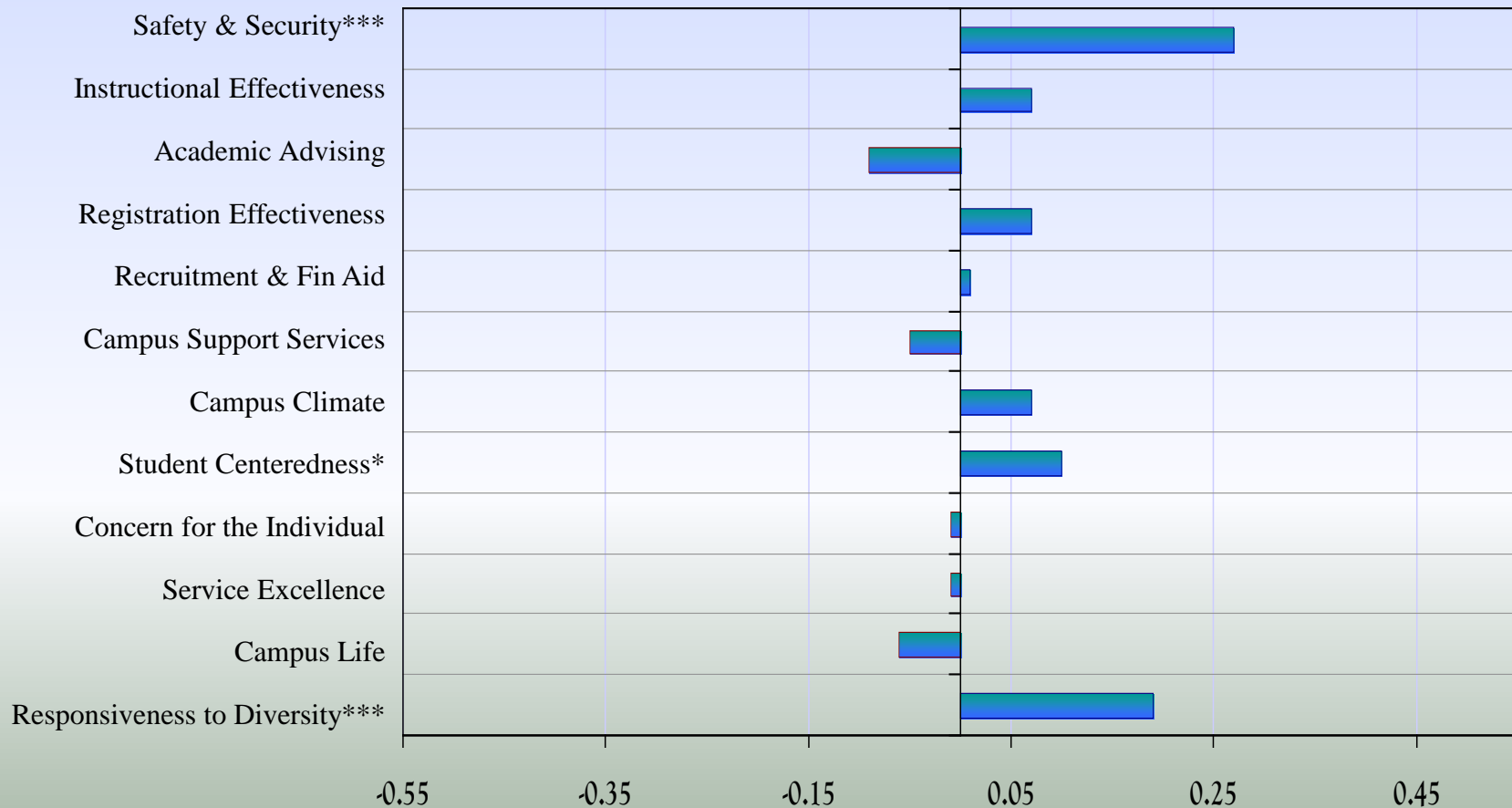
		Survey Respondents	Campus Population
Gender	Male	36%	39%
	Female	64%	61%
Ethnicity	White	39%	43%
	Hispanic	41%	42%
	African American	4%	5%
	No Response	3%	1%
	Other	13%	9%
Class Level	Freshmen	7%	17%
	Sophomore	15%	17%
	Junior	20%	19%
	Senior	32%	26%
	Graduate	23%	18%
	Other	3%	3%



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Overall Results: TAMU-CC 2012 vs. National 2012

Listed in order of Importance, by TAMU-CC 2012 Results



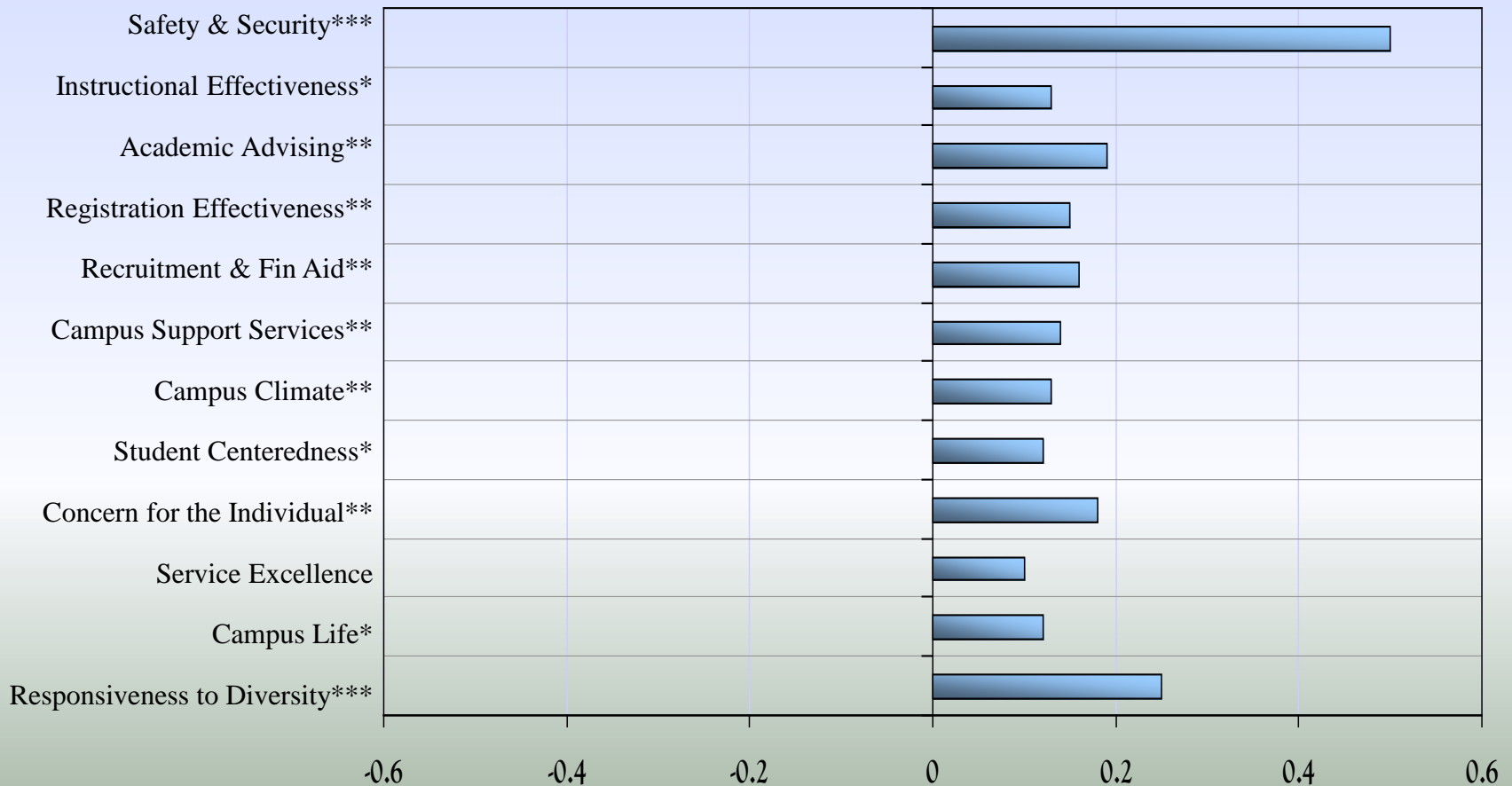
Mean difference between TAMU-CC and National participants in the Noel-Levitz Inventory benchmarks indicated above.



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Overall Results: TAMU-CC 2012 vs. TAMU-CC 2010

Change in overall satisfaction score from 2010



Mean difference between TAMU-CC 2012 and TAMU-CC 2010 participants indicated above.
TAMU-CC improved on all benchmarks.



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Strengths

TAMU-CC Strengths

1. My academic advisor provides me with accurate information about my degree requirements.
2. I know who to contact to receive academic advising in my major.
3. The content of the courses within my major is valuable.
4. The instruction in my major field is excellent.
5. Nearly all of the faculty are knowledgeable in their field.
6. When I have a scheduled appointment with my advisor, I am seen on time.
7. The quality of instruction I receive in most of my classes is excellent.
8. My academic advisor is knowledgeable about where to obtain other services available on campus.
9. The campus is safe and secure for all students.
10. Faculty are usually available after class and during office hours.



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Items of Concern

TAMU-CC Weaknesses

1. I am able to register for classes I need with few conflicts.
2. The amount of student parking space on campus is adequate.
3. Tuition paid is a worthwhile investment.
4. Faculty are fair and unbiased in their treatment of individual students.
5. Faculty provide timely feedback about student progress in a course.
6. Adequate financial aid is available for most students.
7. My faculty mentor provides me with useful information about careers in my major.
8. Admissions staff are knowledgeable.
9. Financial aid awards are announced to students in time to be helpful in college planning.
10. My academic advisor is concerned about my success as an individual.



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Comparison to National Results

TAMU-CC **Strengths** (Higher Mean Ratings of Satisfaction than 4-Year Average)

1. The campus is safe and secure for all students.
2. The business office is open during hours which are convenient for most students.
3. Parking lots are well-lighted and secure.
4. Institution's commitment to part-time students.
5. It is an enjoyable experience to be a student on this campus.

TAMU-CC **Weaknesses** (Lower Mean Ratings of Satisfaction than 4-Year Average)

1. The intercollegiate athletic programs contribute to a strong sense of school spirit.
2. Billing policies are reasonable.
3. Bookstore staff are helpful.
4. I generally know what's happening on campus.
5. My academic advisor is concerned about my success as an individual.
6. The staff in the health services area are competent.



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Key Findings (Importance)

TAMU-CC Importance **Strengths** (Lowest Satisfaction Gap)

1. A variety of intramural activities are offered.
2. Males and females have equal opportunities to participate in intercollegiate athletics.
3. Most students feel a sense of belonging here.
4. Library staff are helpful and approachable.
5. On the whole, the campus is well-maintained.

Satisfaction gap is the mean difference between student importance and student satisfaction on a given item.

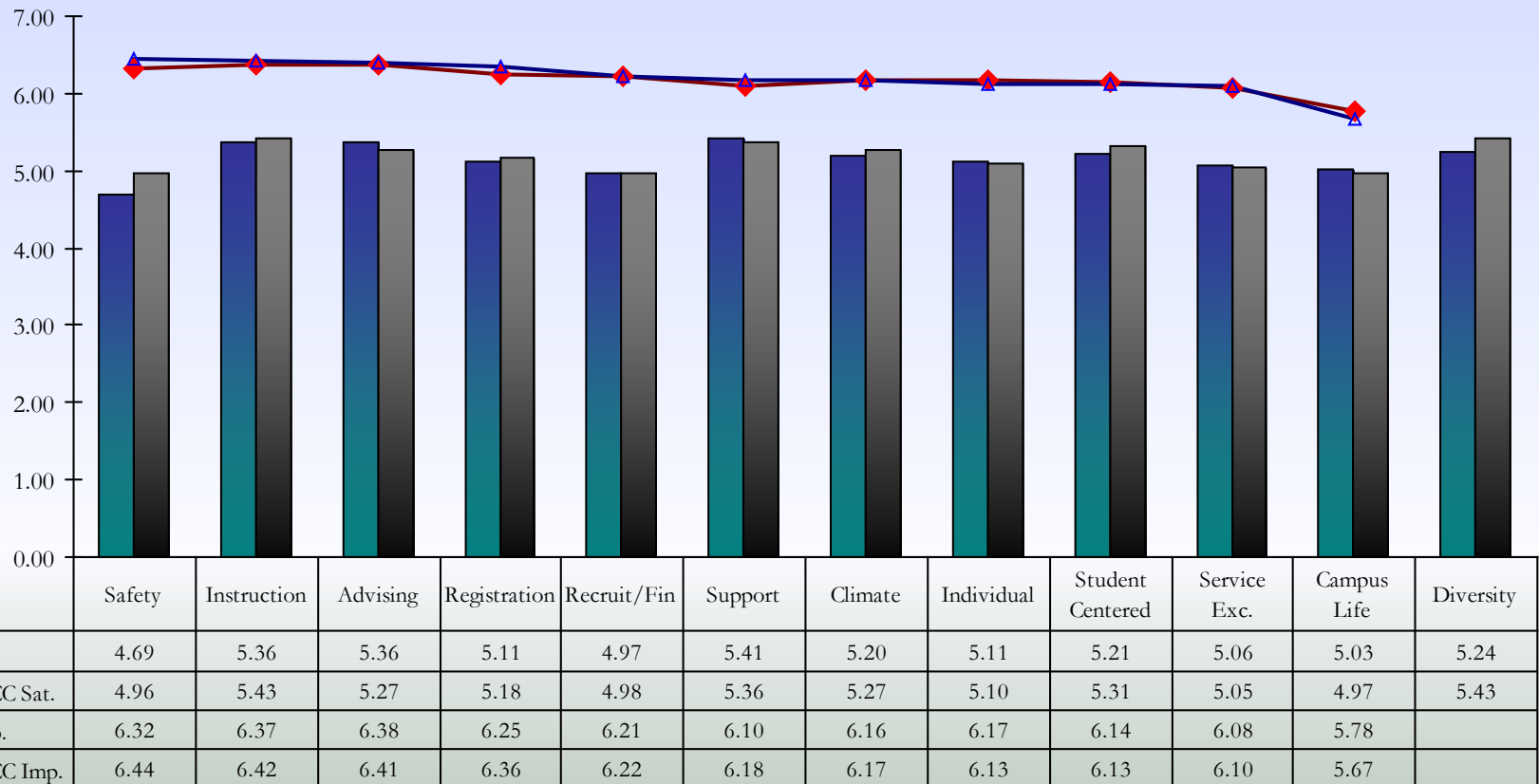
TAMU-CC Importance **Weaknesses** (Highest Satisfaction Gap)

1. The amount of student parking space on campus is adequate.
2. Billing policies are reasonable.
3. Student activities fees are put to good use.
4. I seldom get the “run-around” when seeking information on this campus.
5. I am able to register for classes I need with few conflicts.



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Performance Gap: Satisfaction Levels vs. Importance Levels (Mean Scores)



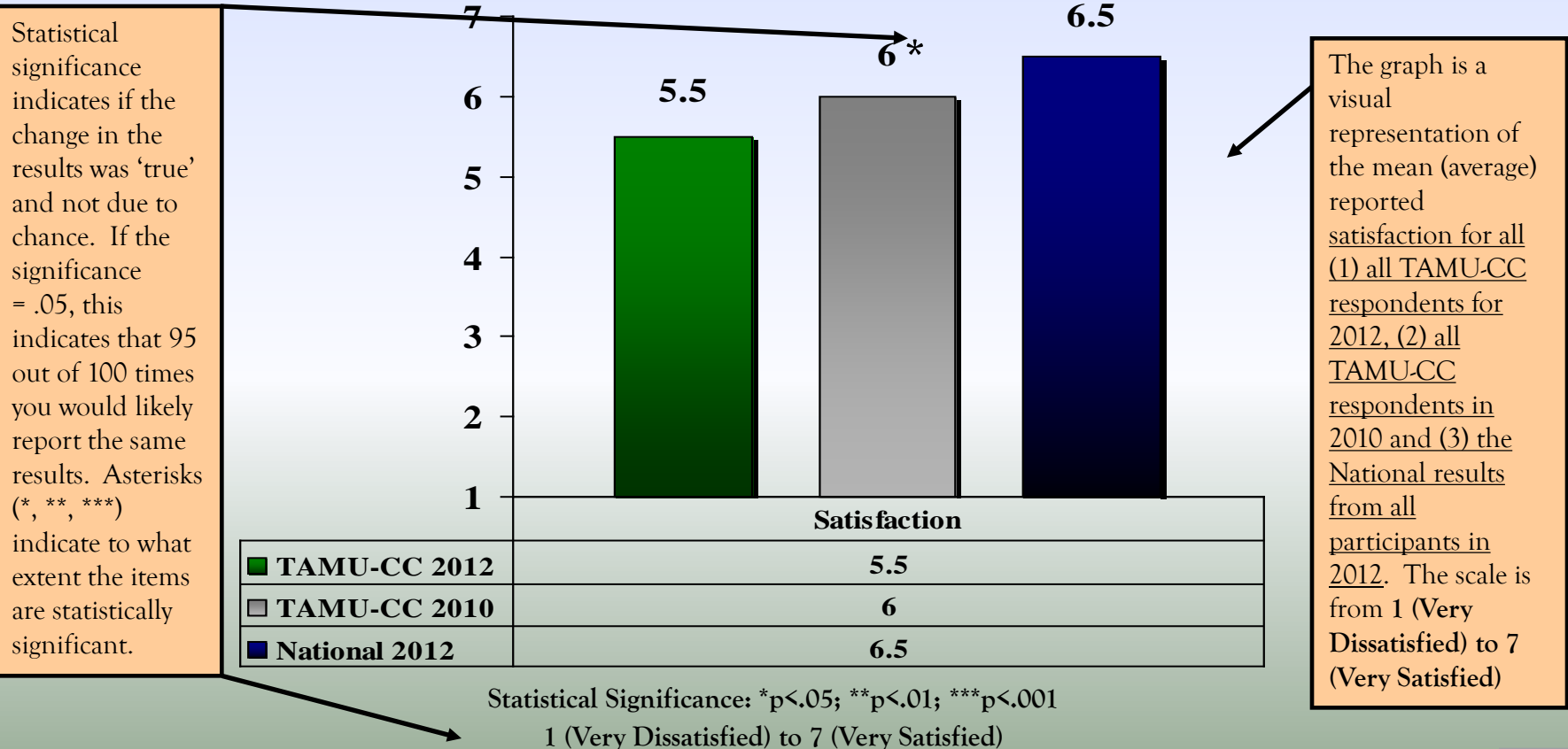
Importance Scale: 1=No Importance, 7=High Importance
Satisfaction Scale: 1=Very Dissatisfied, 7=Very Satisfied



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How to Interpret Results:

This is where you will find the scale category (such as Academic Advising, Campus Life, etc.)
This is where you will find the item detail listed as it was asked of participants.





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Safety & Security Scale

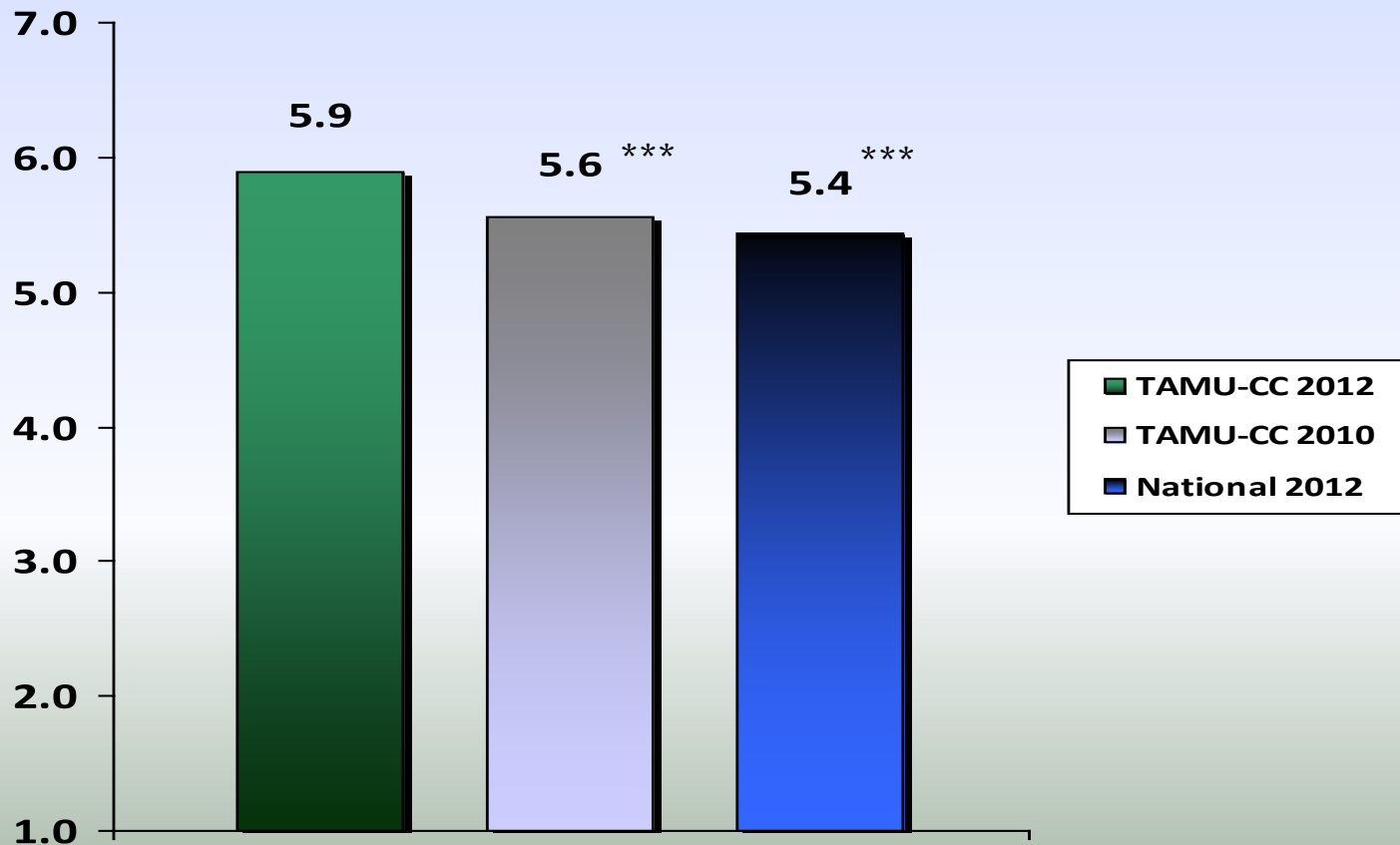
Scale assesses the institution's responsiveness to students' personal safety and security on the campus. This scale measures the effectiveness of both security personnel and campus facilities.



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Safety & Security

The campus is safe and secure for all students.



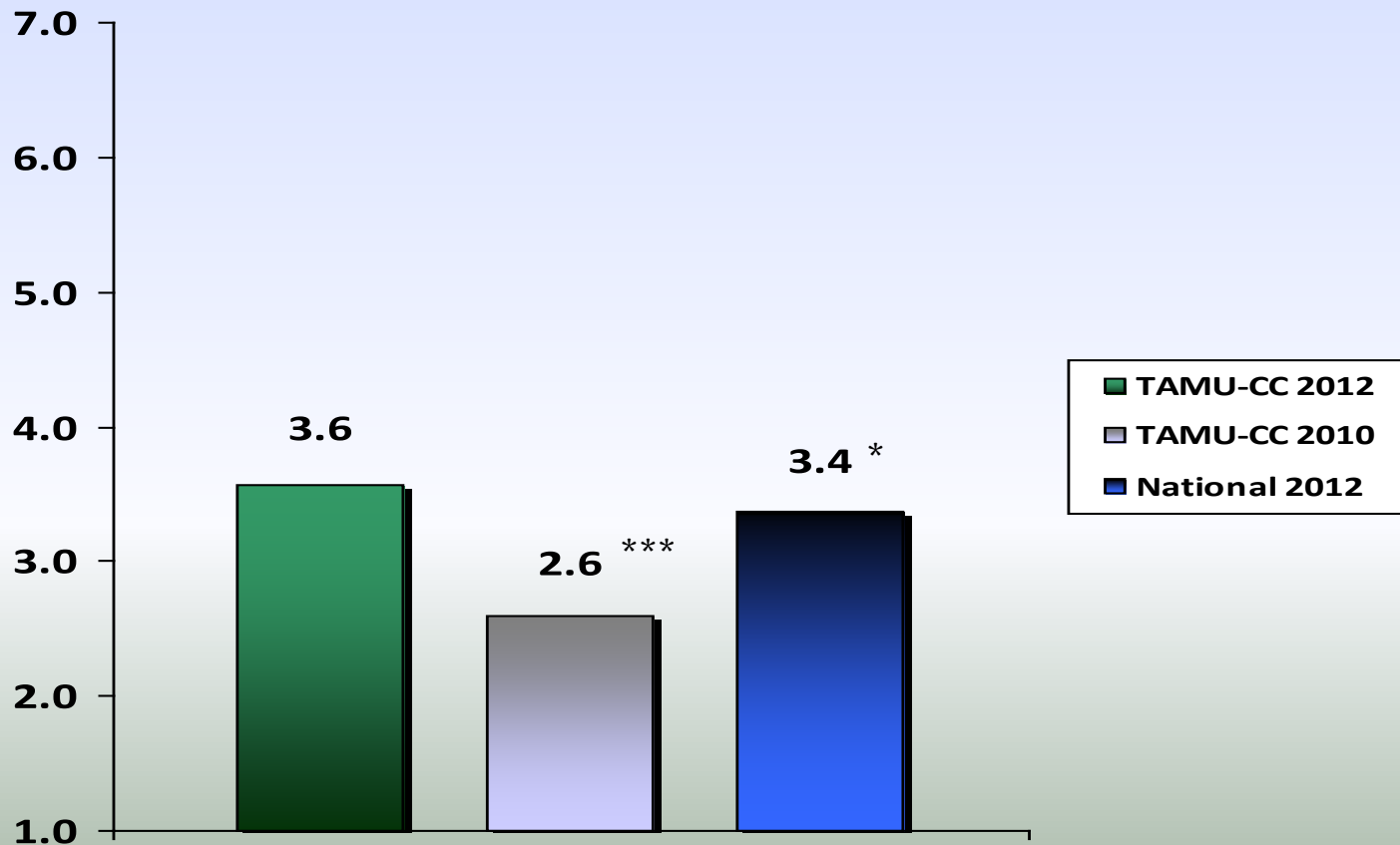
Statistical Significance: *p<.05; **p<.01; ***p<.001; Scale: 1 (Very Dissatisfied) to 7 (Very Satisfied)



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Safety & Security

The amount of student parking space on campus is adequate.



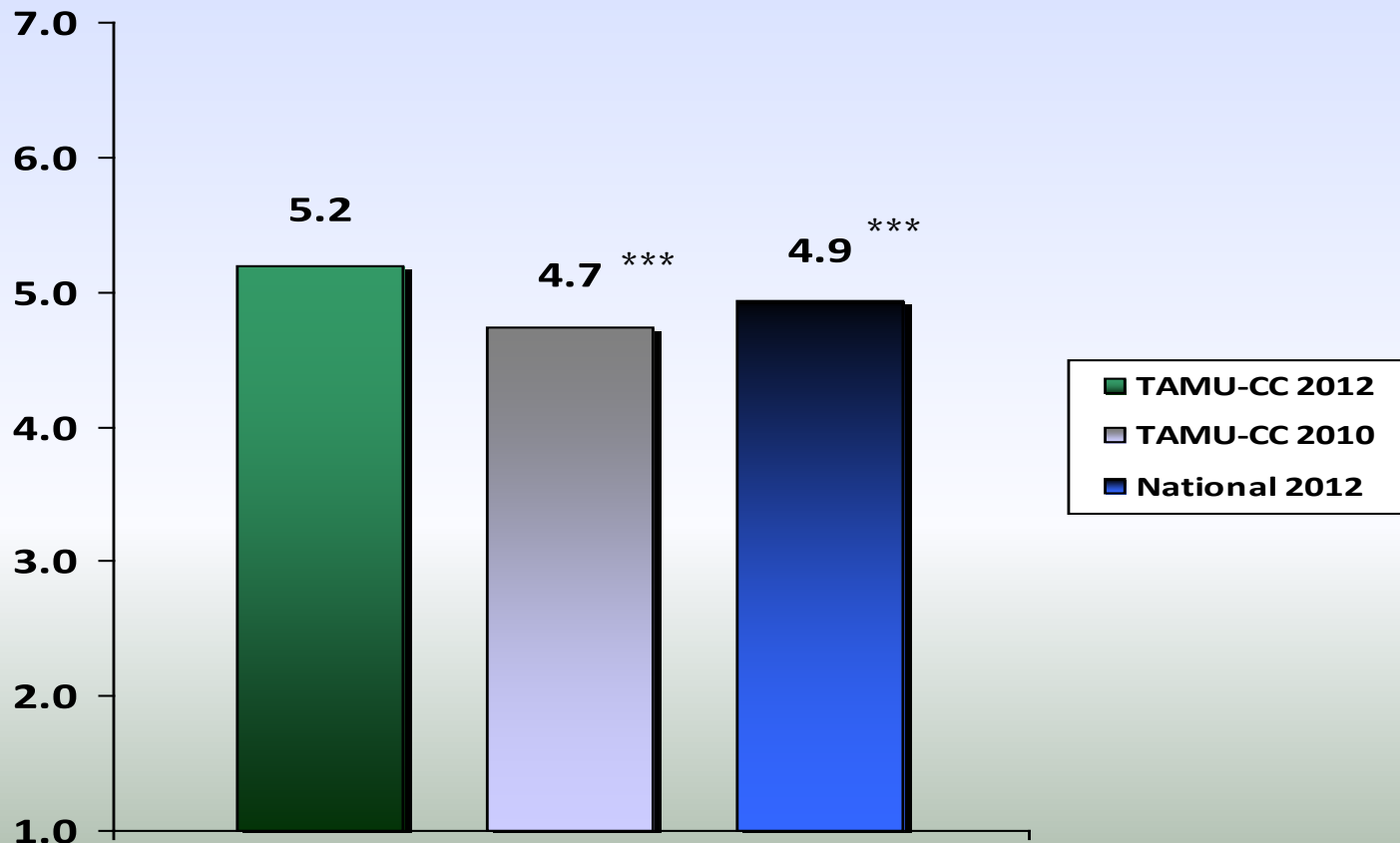
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Safety & Security

Parking lots are well-lighted and secure.



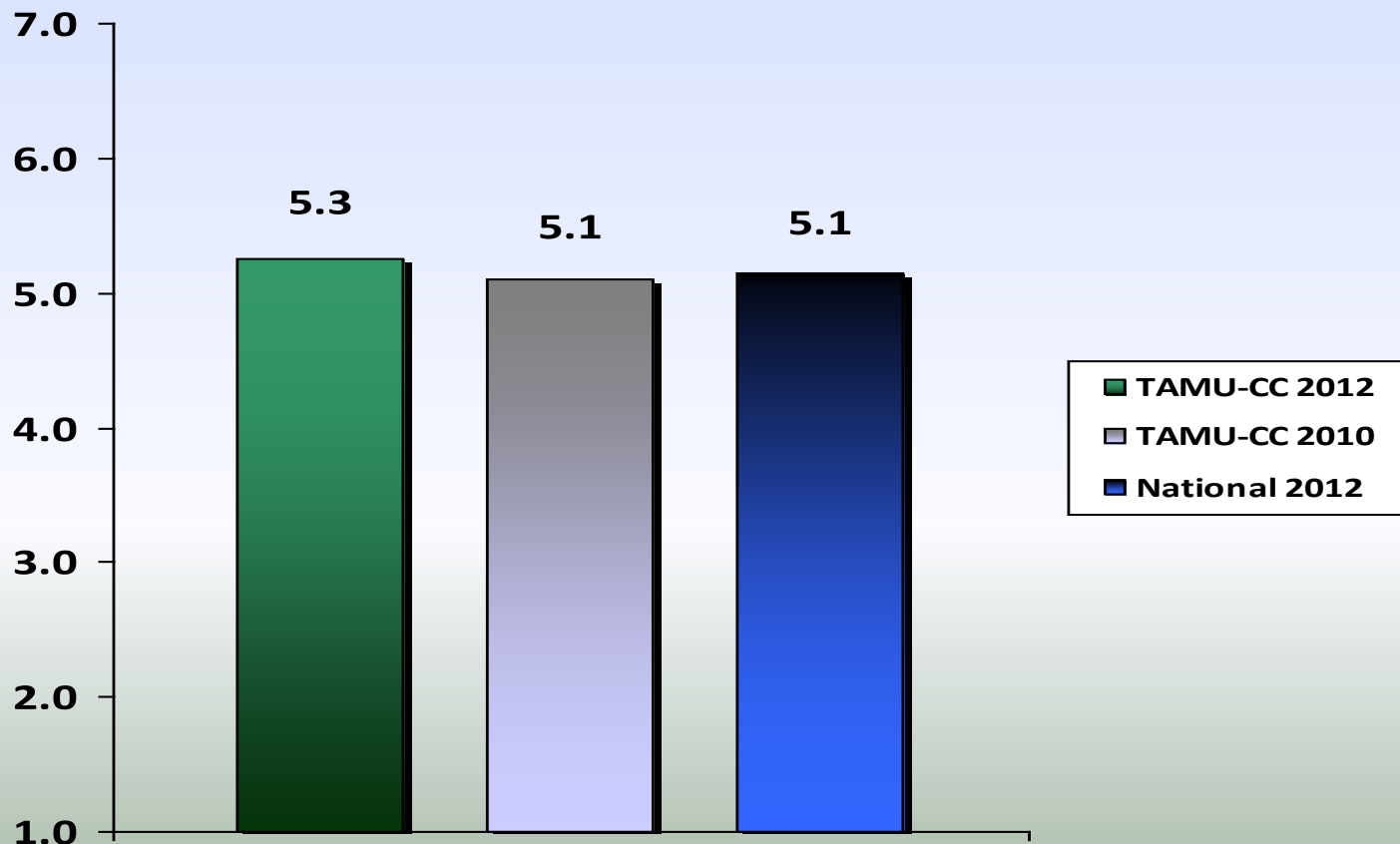
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Safety & Security

Security staff respond quickly in emergencies.



Statistical Significance: *p<.05; **p<.01; ***p<.001; Scale: 1 (Very Dissatisfied) to 7 (Very Satisfied)



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Academic Advising Scale

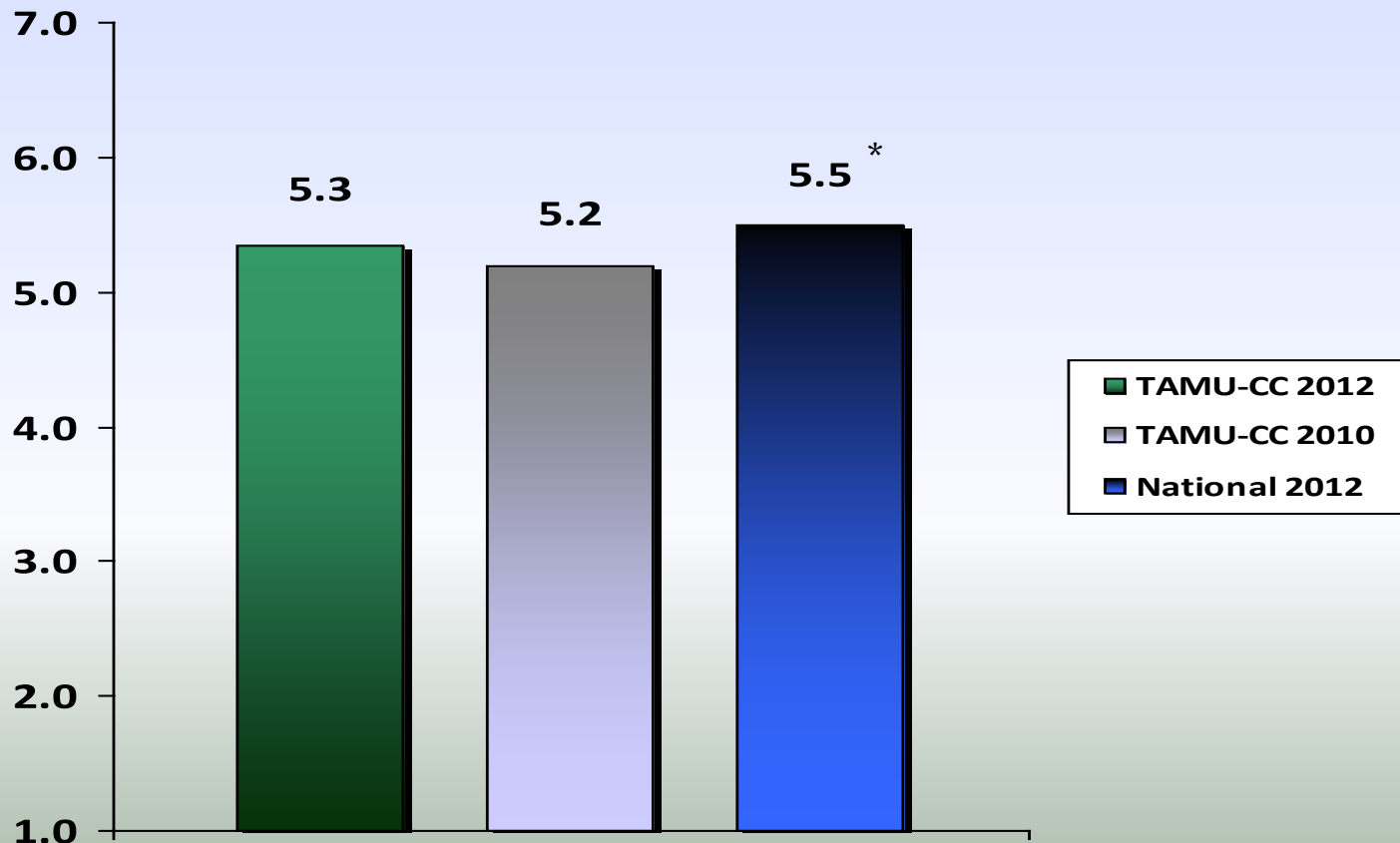
Scale assesses the comprehensiveness of the academic advising program. Academic advisors and counselors are evaluated on the basis of their knowledge, competence, and personal concern for student success, as well as their approachability.



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Academic Advising

My academic advisor is approachable.



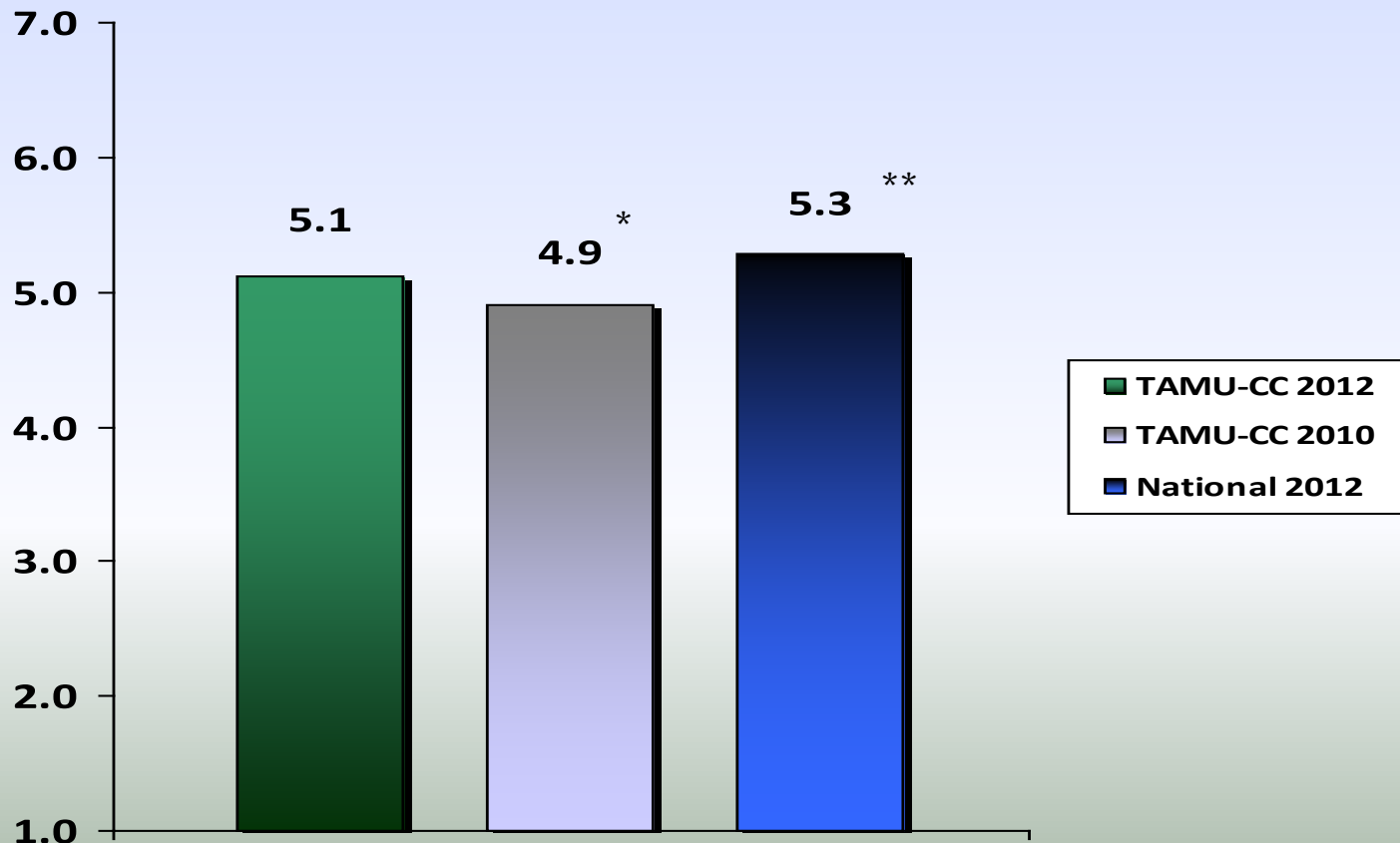
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Academic Advising

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



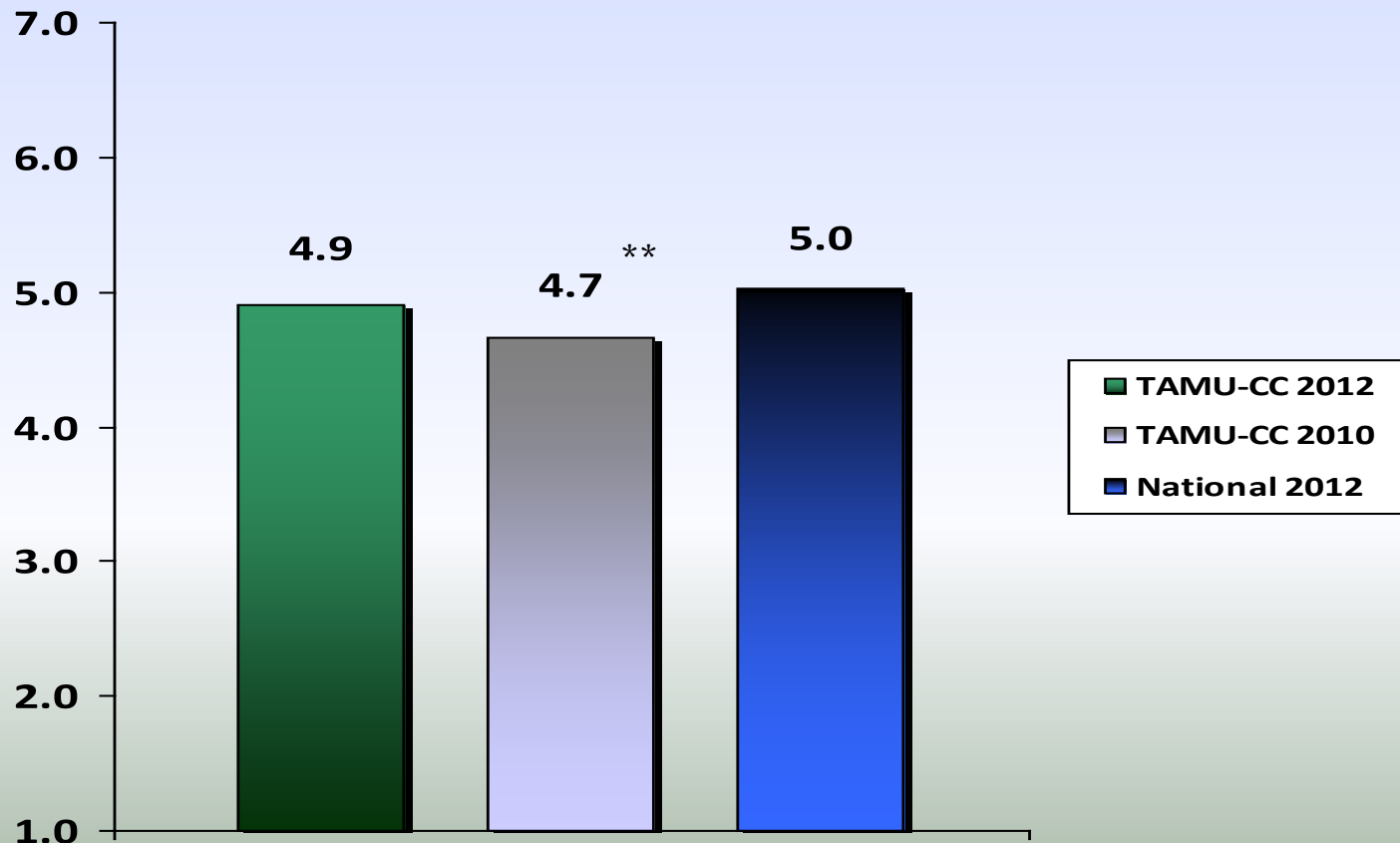
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Academic Advising

My academic advisor helps me set goals to work toward.



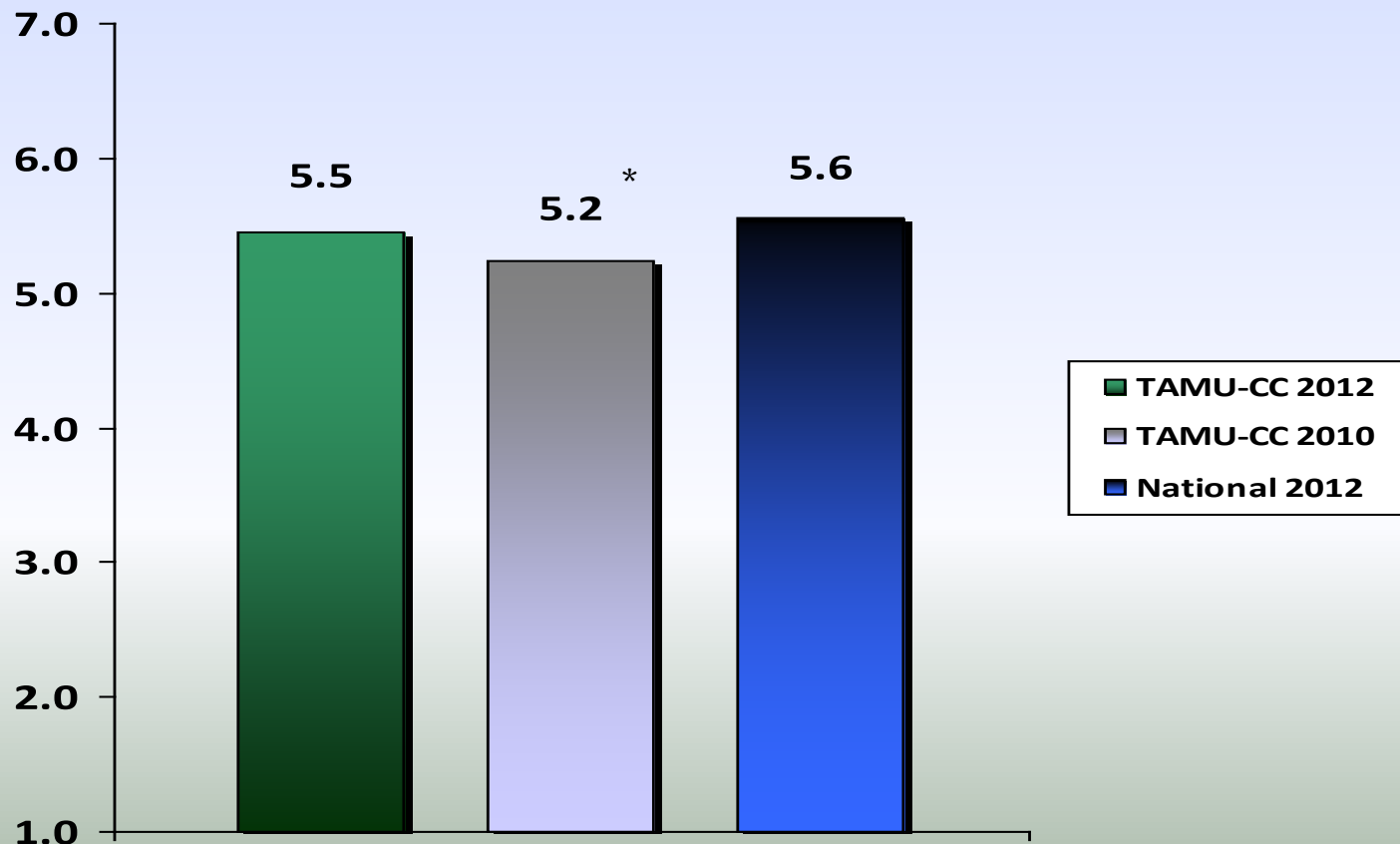
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Academic Advising

My academic advisor is knowledgeable about requirements in my major.

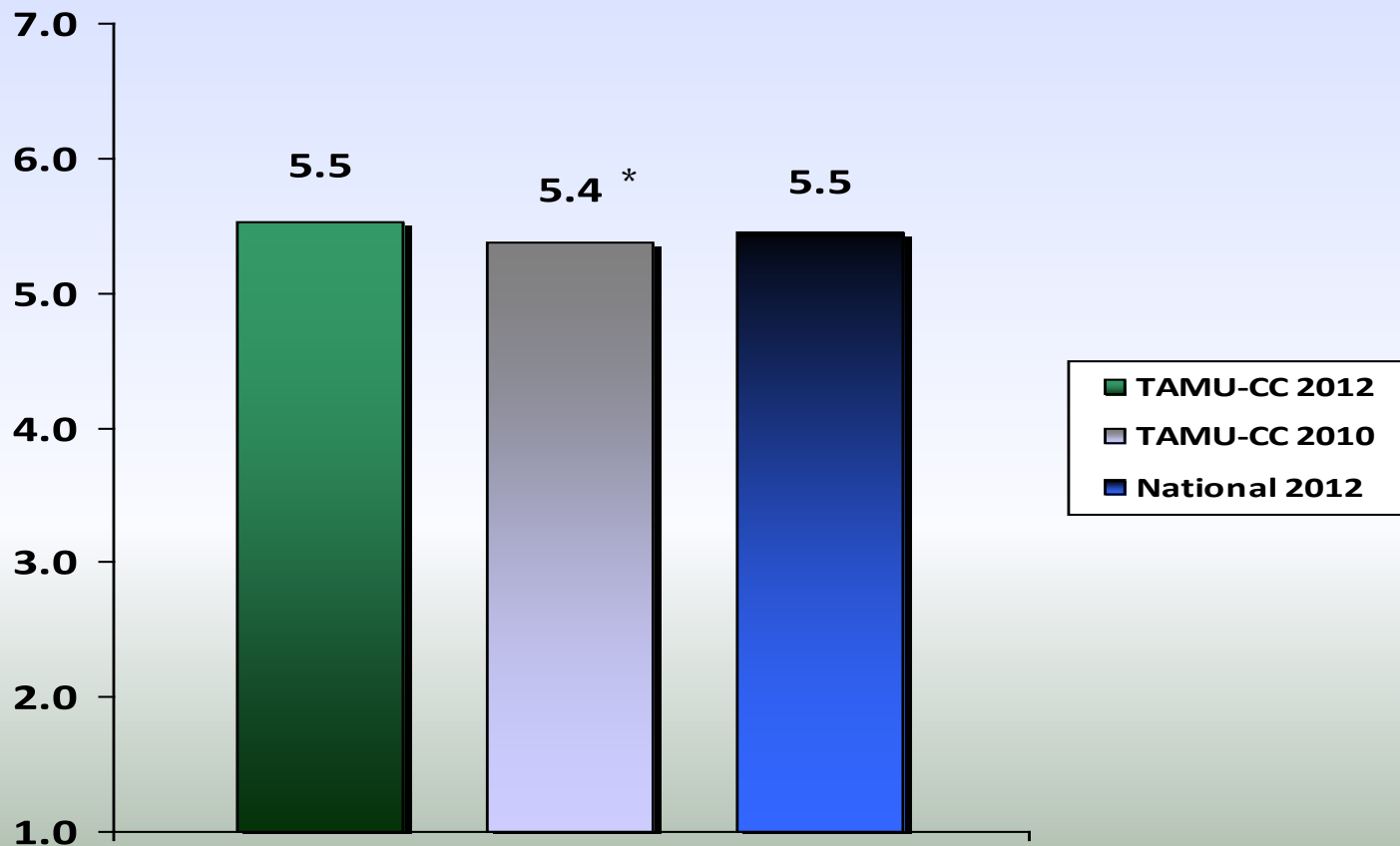


Statistical Significance: *p<.05; **p<.01; ***p<.001; Scale: 1 (Very Dissatisfied) to 7 (Very Satisfied)



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Academic Advising Major requirements are clear and reasonable.



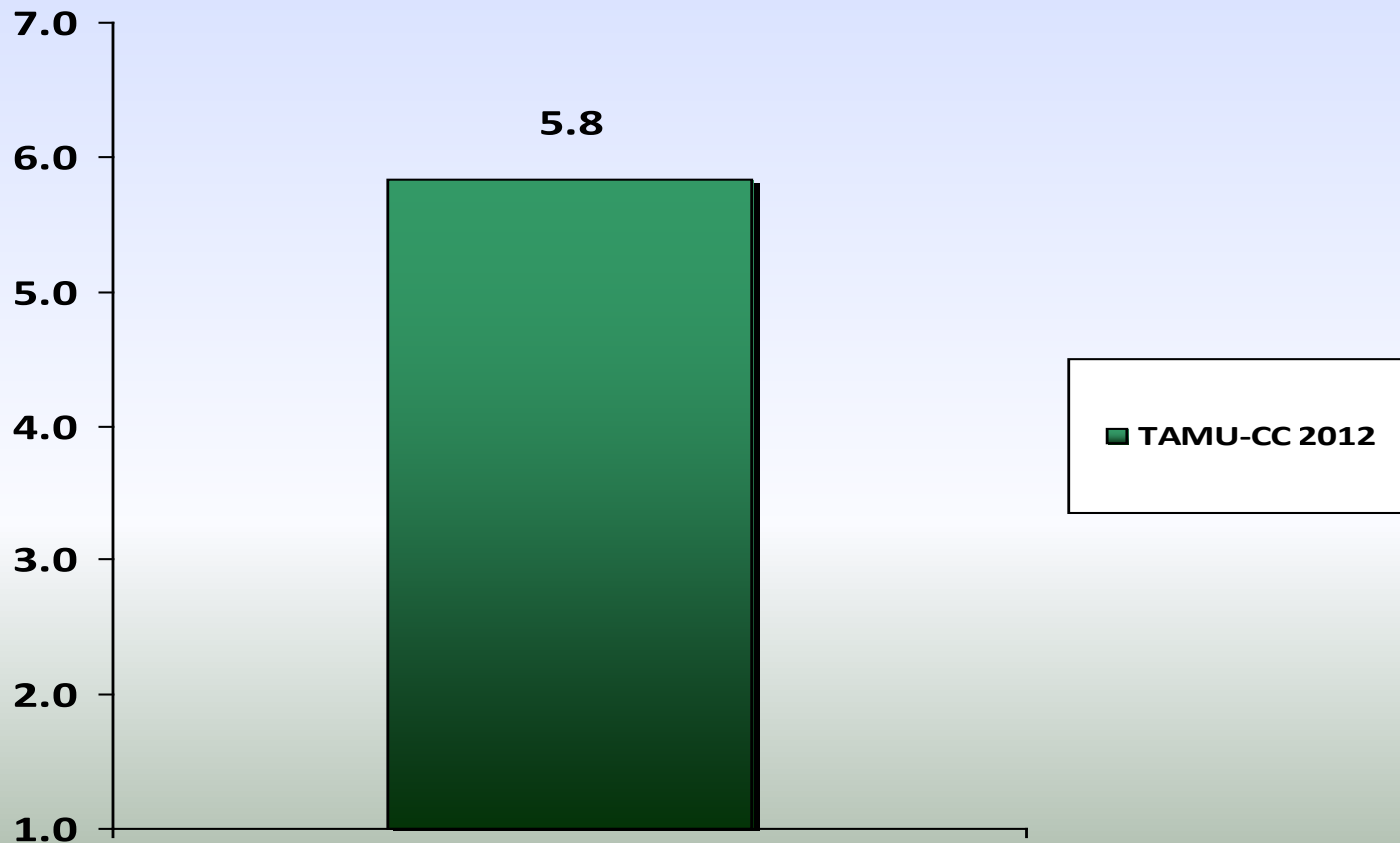
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Academic Advising (TAMU-CC Custom Question)

I know who to contact to receive academic advising in my major.

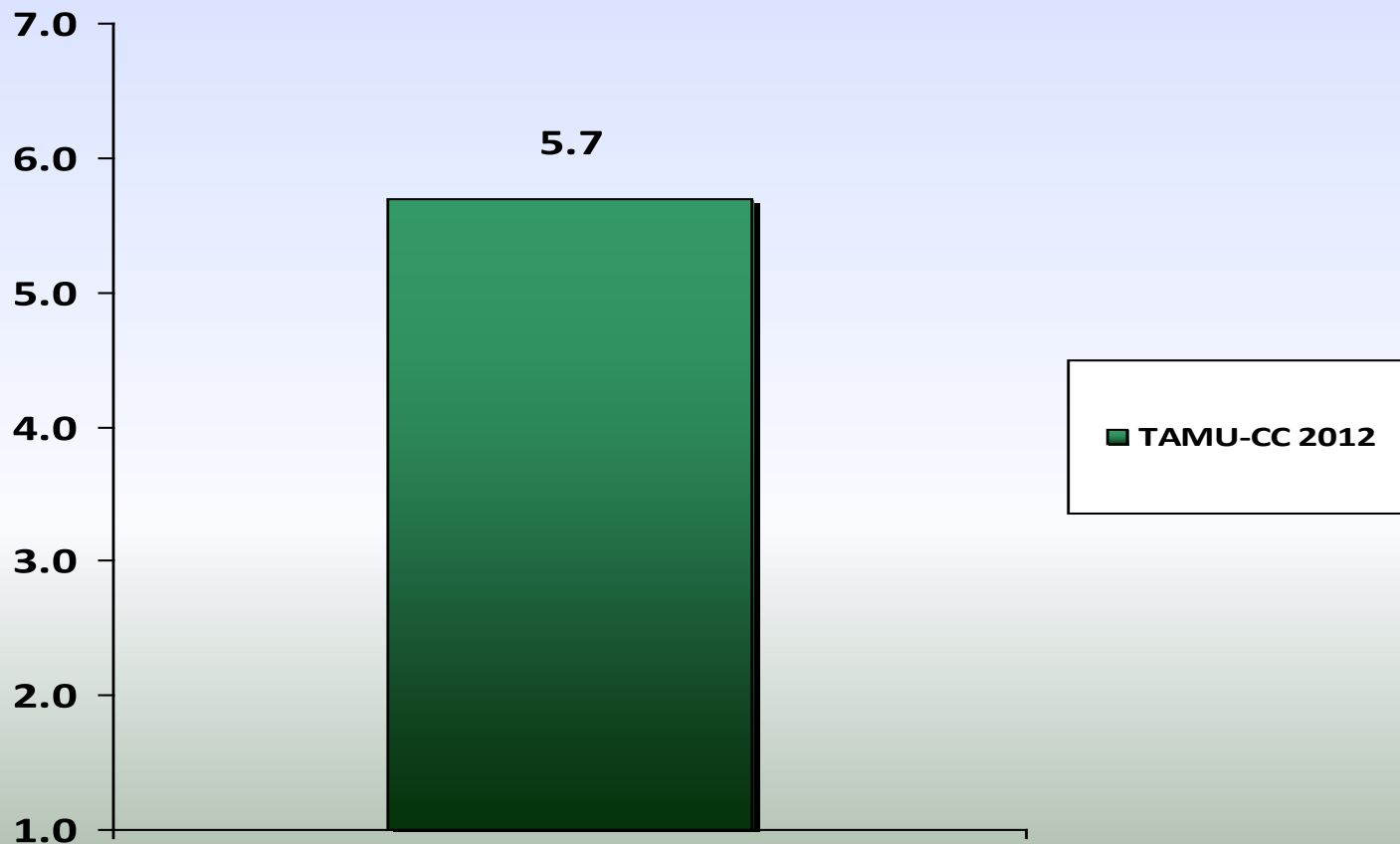




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Academic Advising (TAMU-CC Custom Question)

When I have a scheduled appointment with my advisor, I am seen on time.

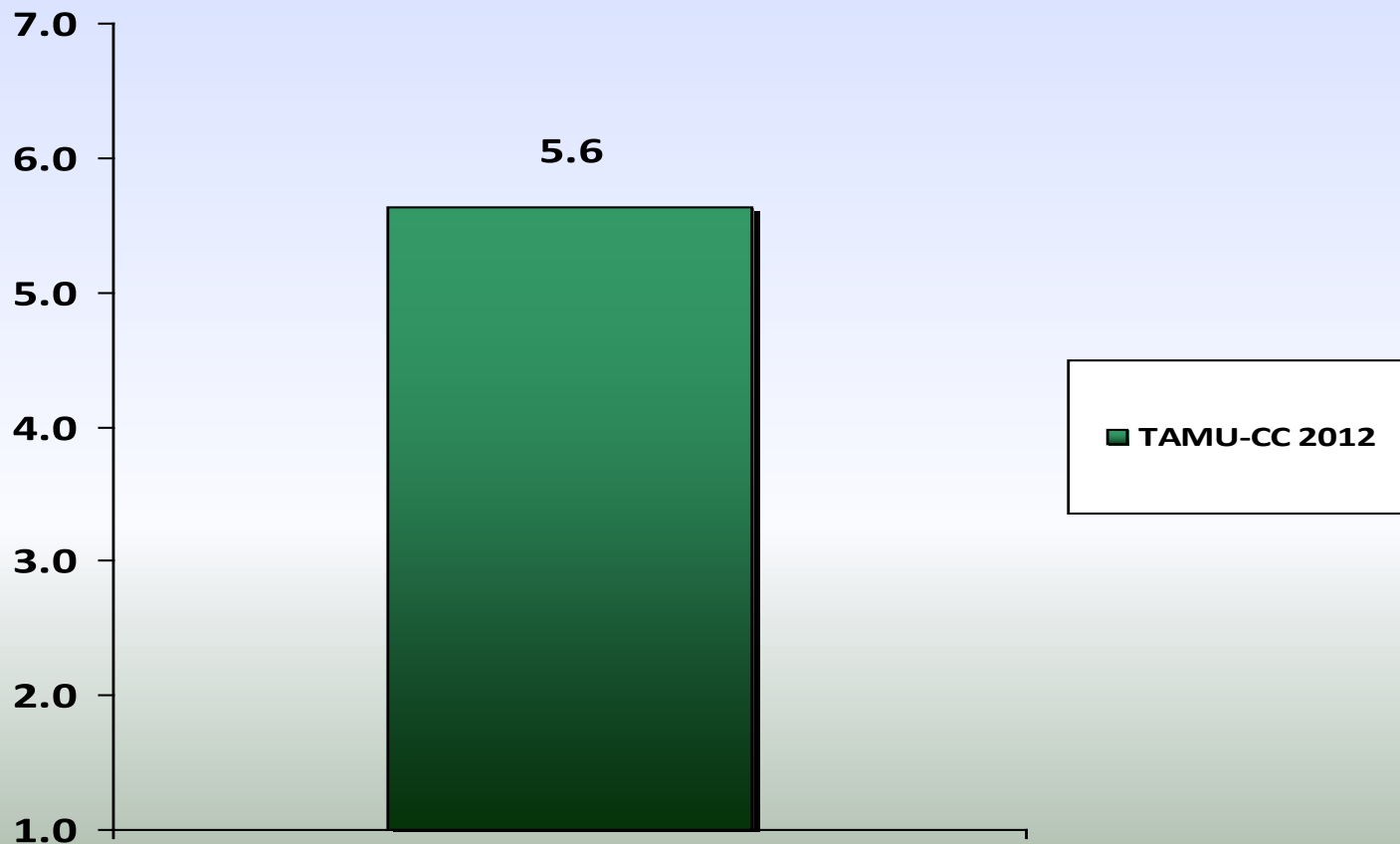




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Academic Advising (TAMU-CC Custom Question)

My academic advisor provides me with accurate information about my degree requirements.

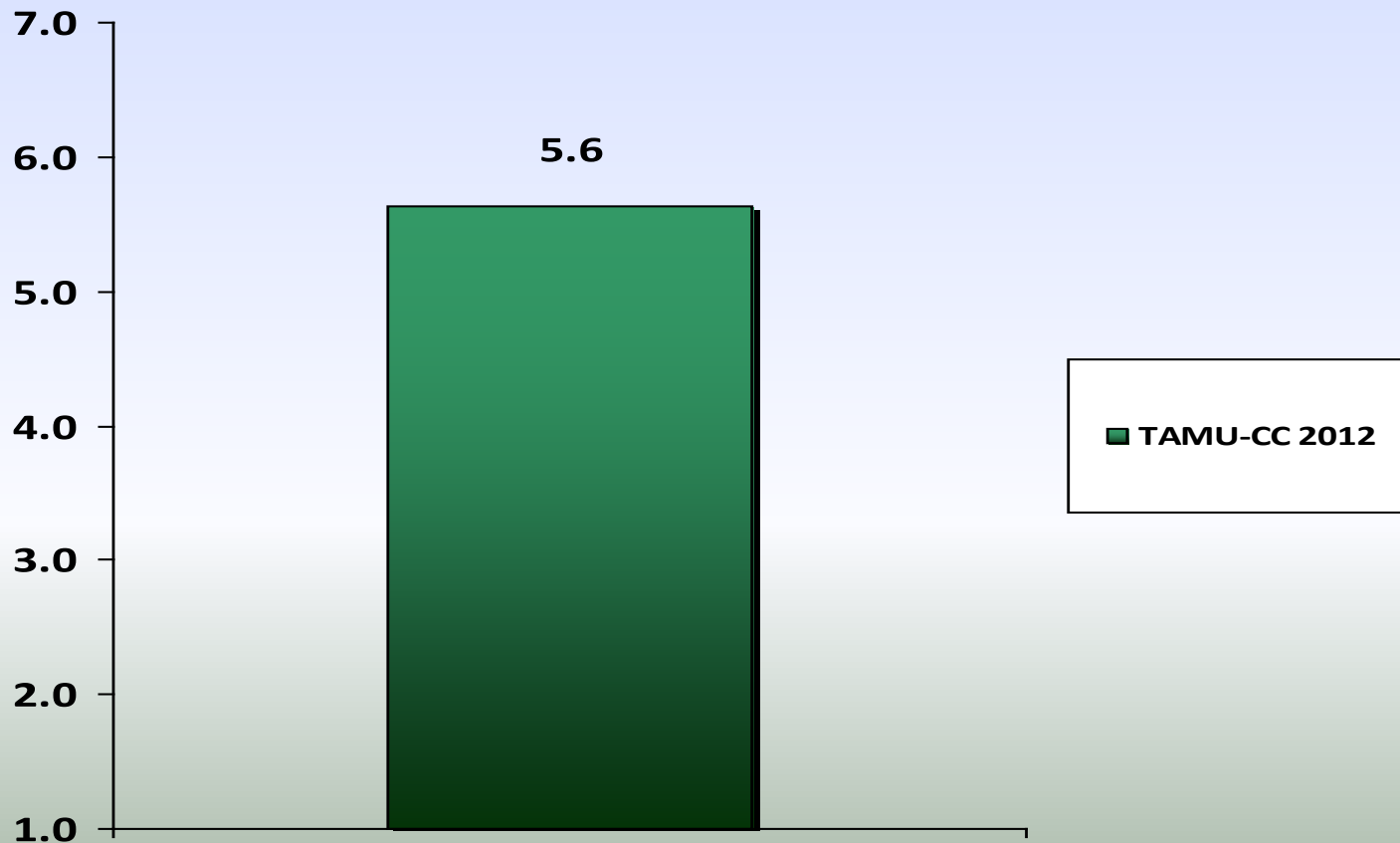




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Academic Advising (TAMU-CC Custom Question)

My academic advisor is knowledgeable about where to obtain other services available on campus.

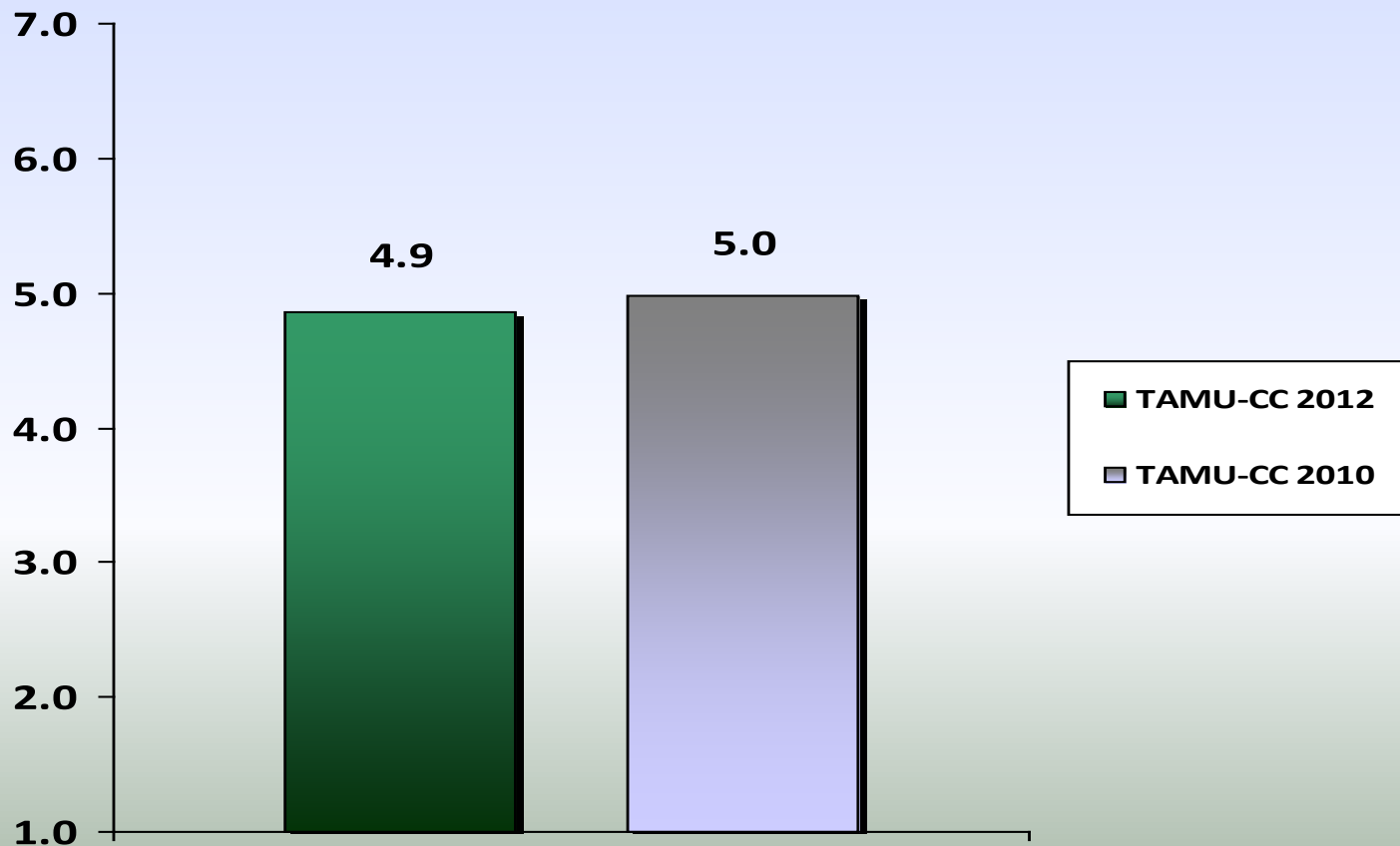




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Academic Advising (TAMU-CC Custom Question)

I know under which circumstances it is appropriate for me to see my faculty mentor instead of my academic advisor.

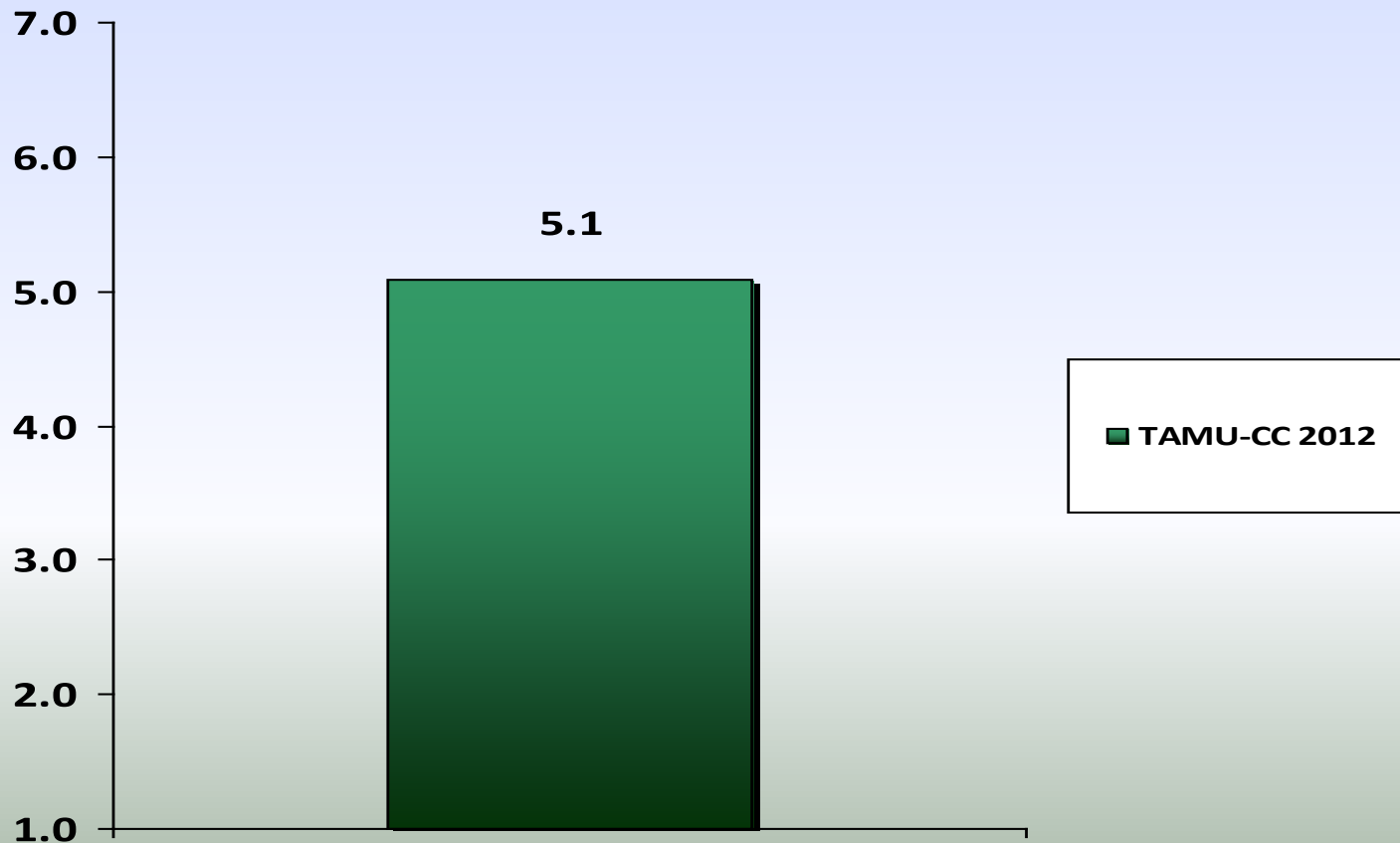




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Academic Advising (TAMU-CC Custom Question)

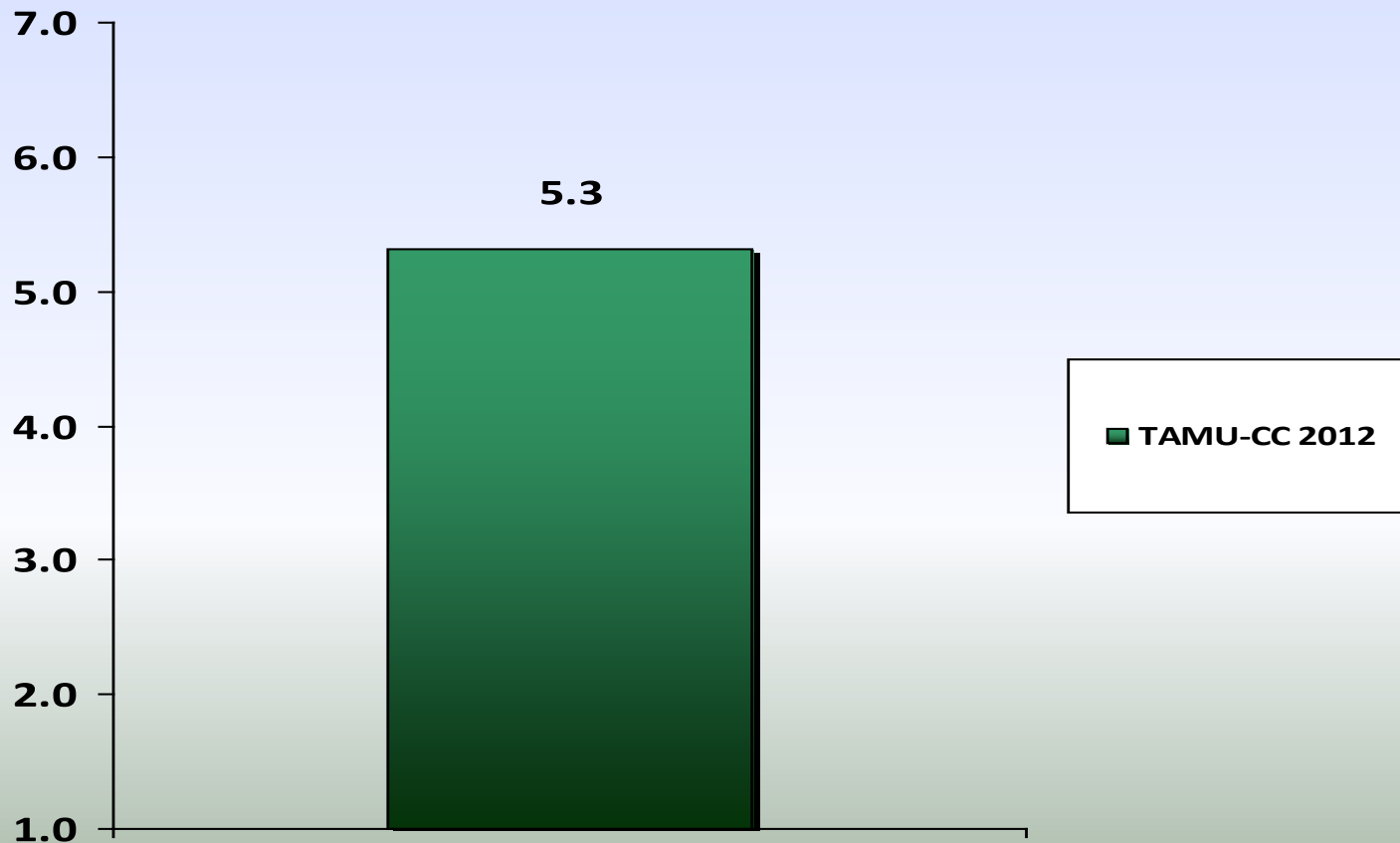
My faculty mentor provides me with useful information about careers in my major.





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Academic Advising (TAMU-CC Custom Question)
My faculty mentor is approachable.

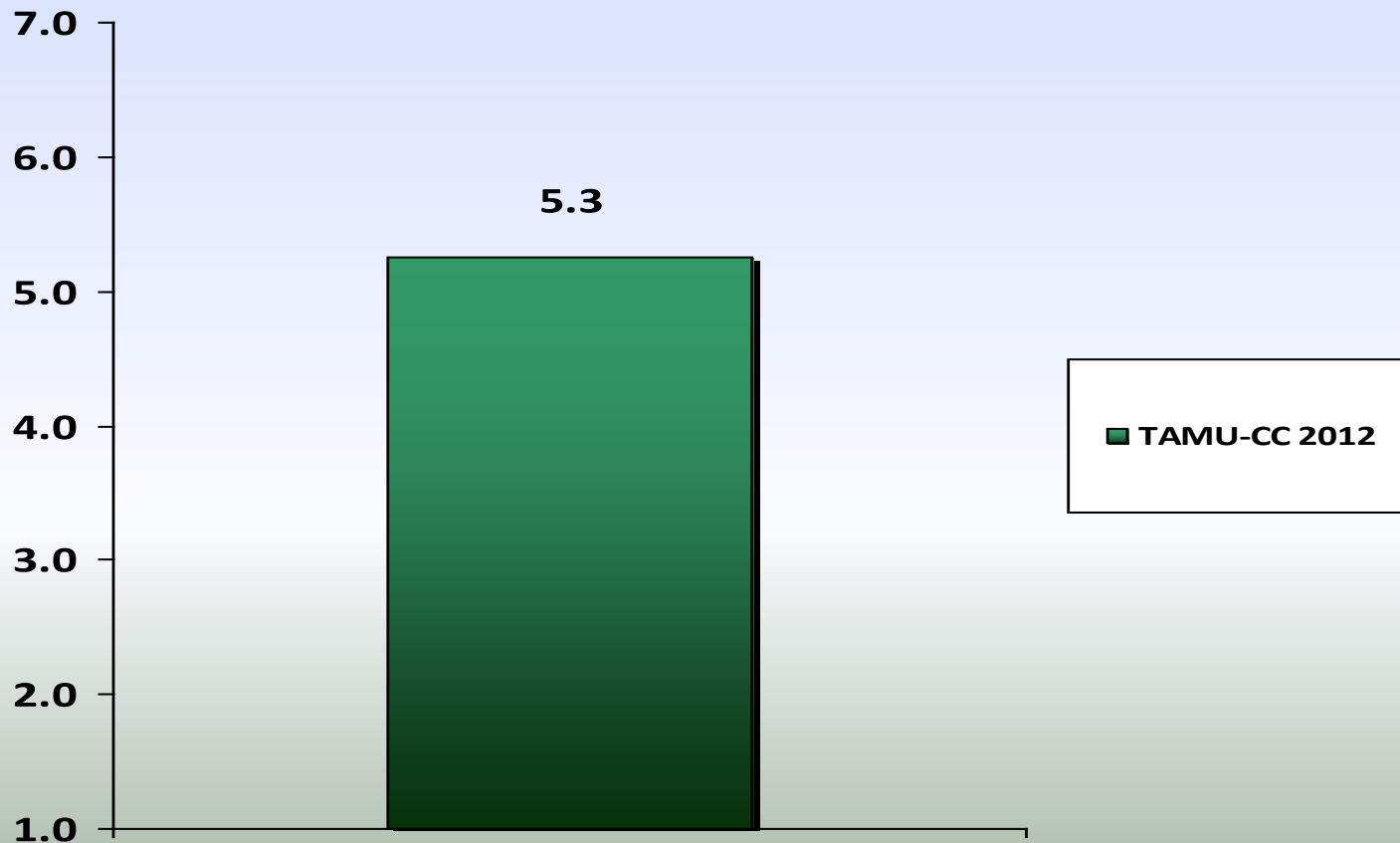




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Academic Advising (TAMU-CC Custom Question)

My faculty mentor is accessible in a timely manner when I require assistance.

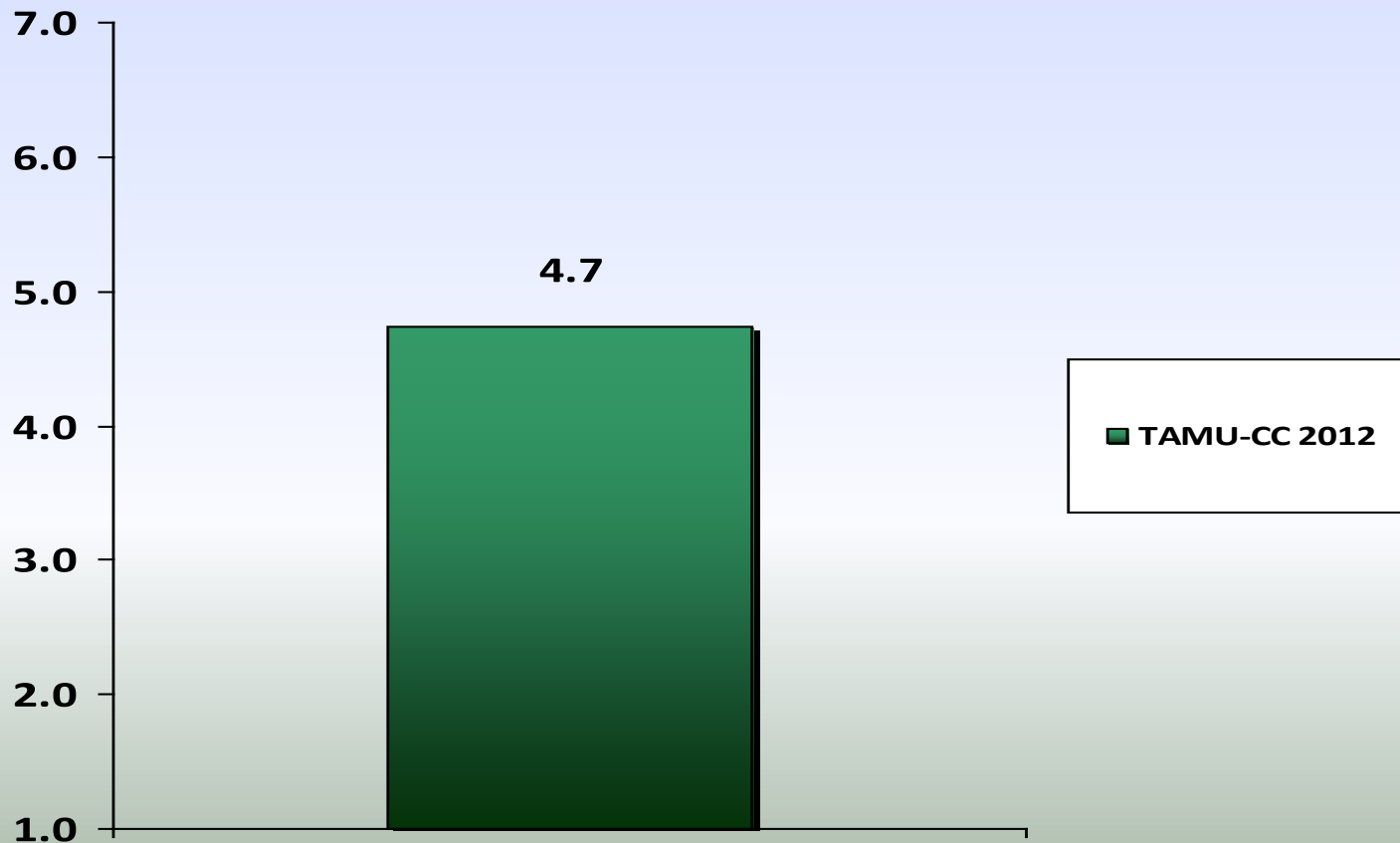




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Academic Advising (TAMU-CC Custom Question)

The Islander Transition Center provides accurate information to transfer students regarding the transfer of coursework.

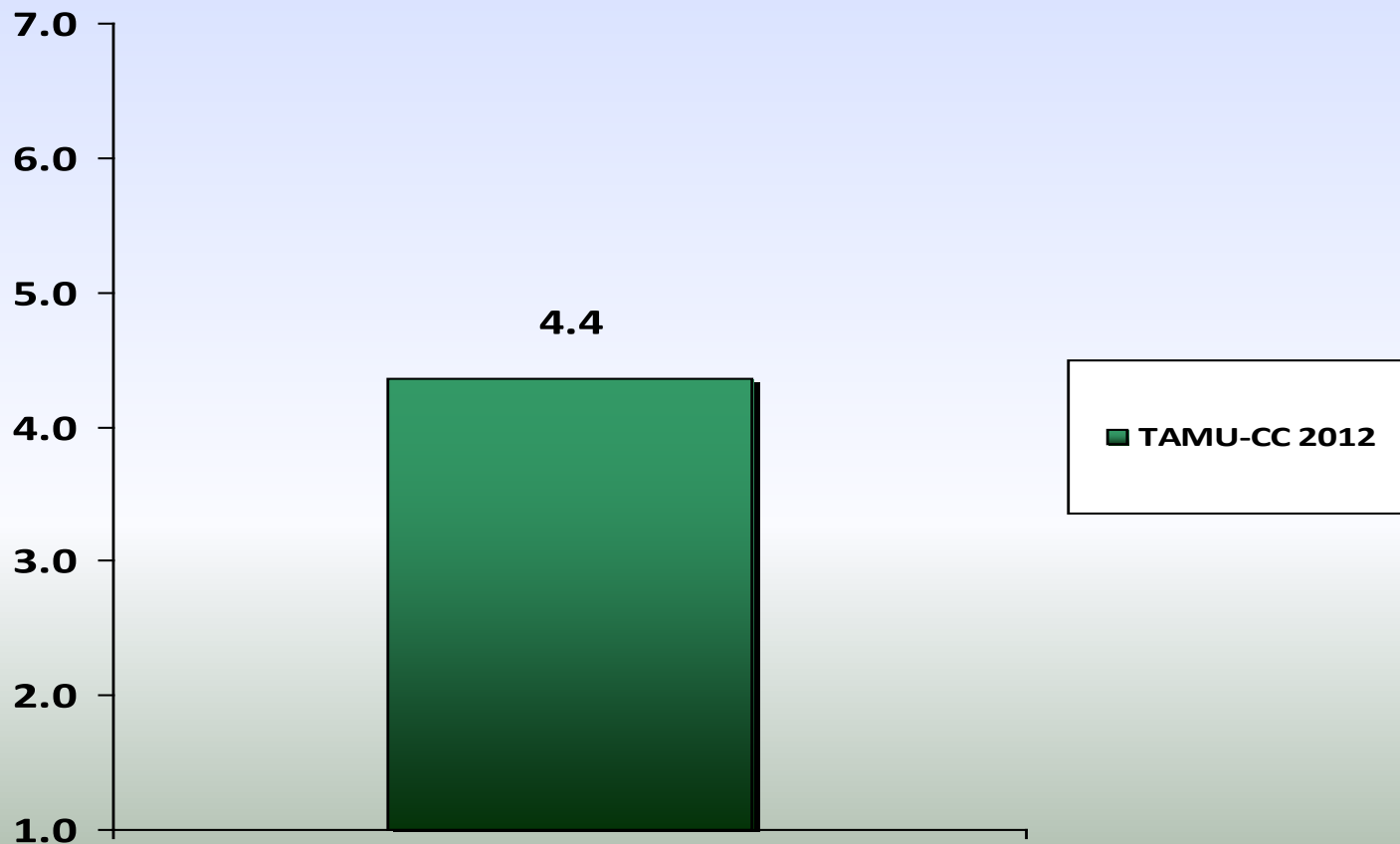




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Academic Advising (TAMU-CC Custom Question)

I had the opportunity to become familiar with the Degree Works online program.





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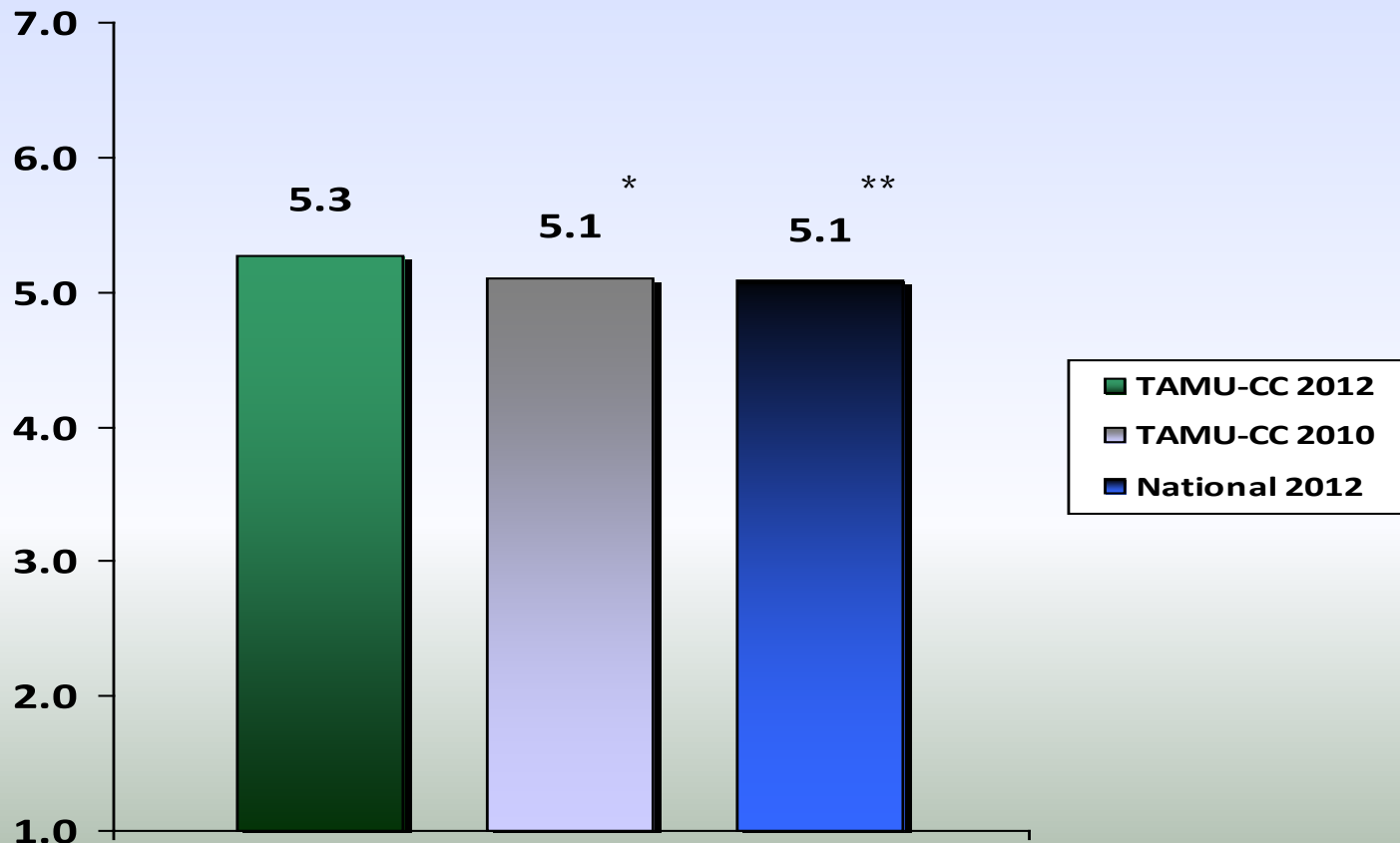
Instructional Effectiveness Scale

Scale assesses students' academic experience, the curriculum, and the campus's overriding commitment to academic excellence. This comprehensive scale covers areas such as the effectiveness of faculty in and out of the classroom, content of the courses, and sufficient course offerings.



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Instructional Effectiveness Faculty care about me as an individual.



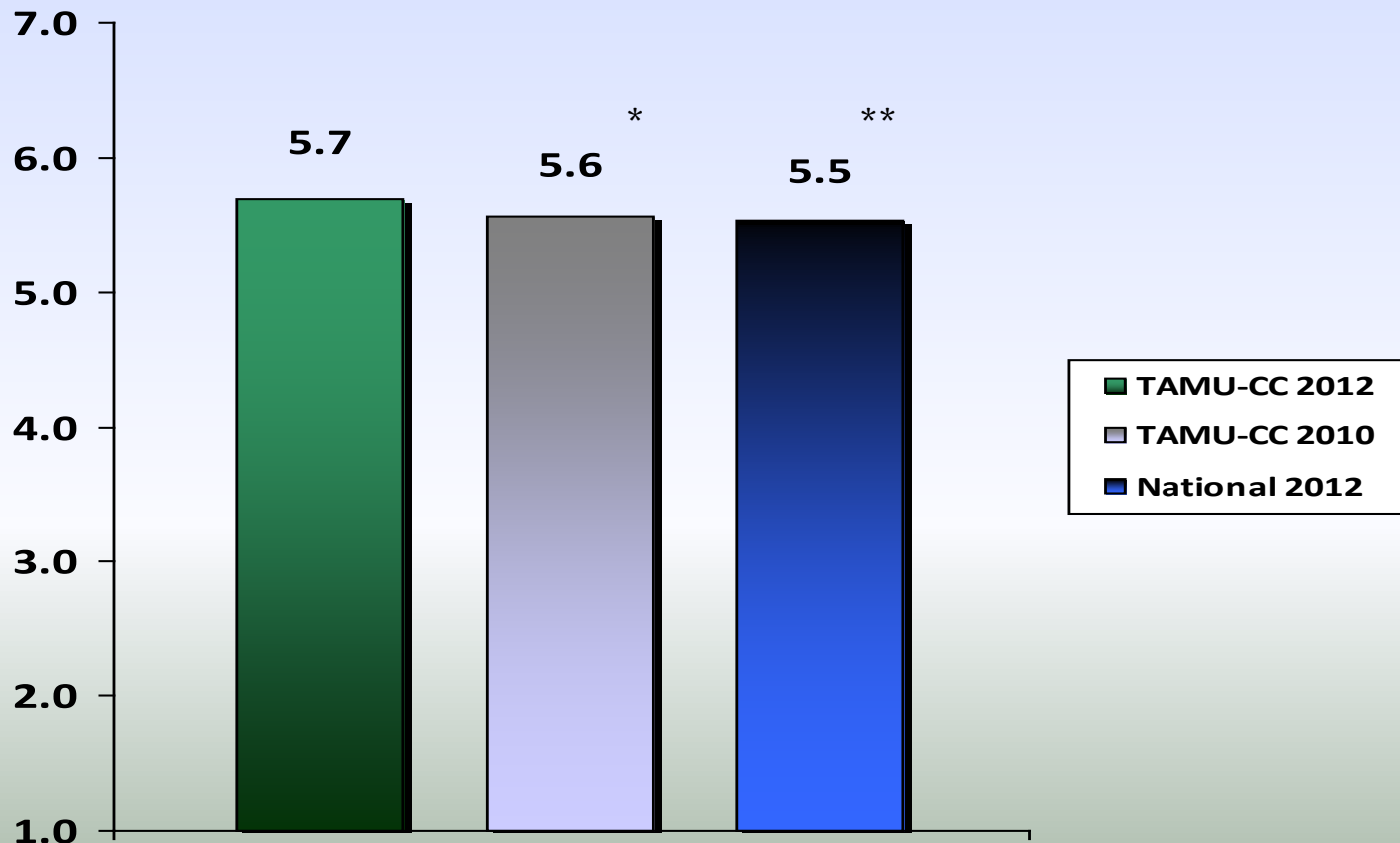
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Instructional Effectiveness

The content of the courses within my major is valuable.



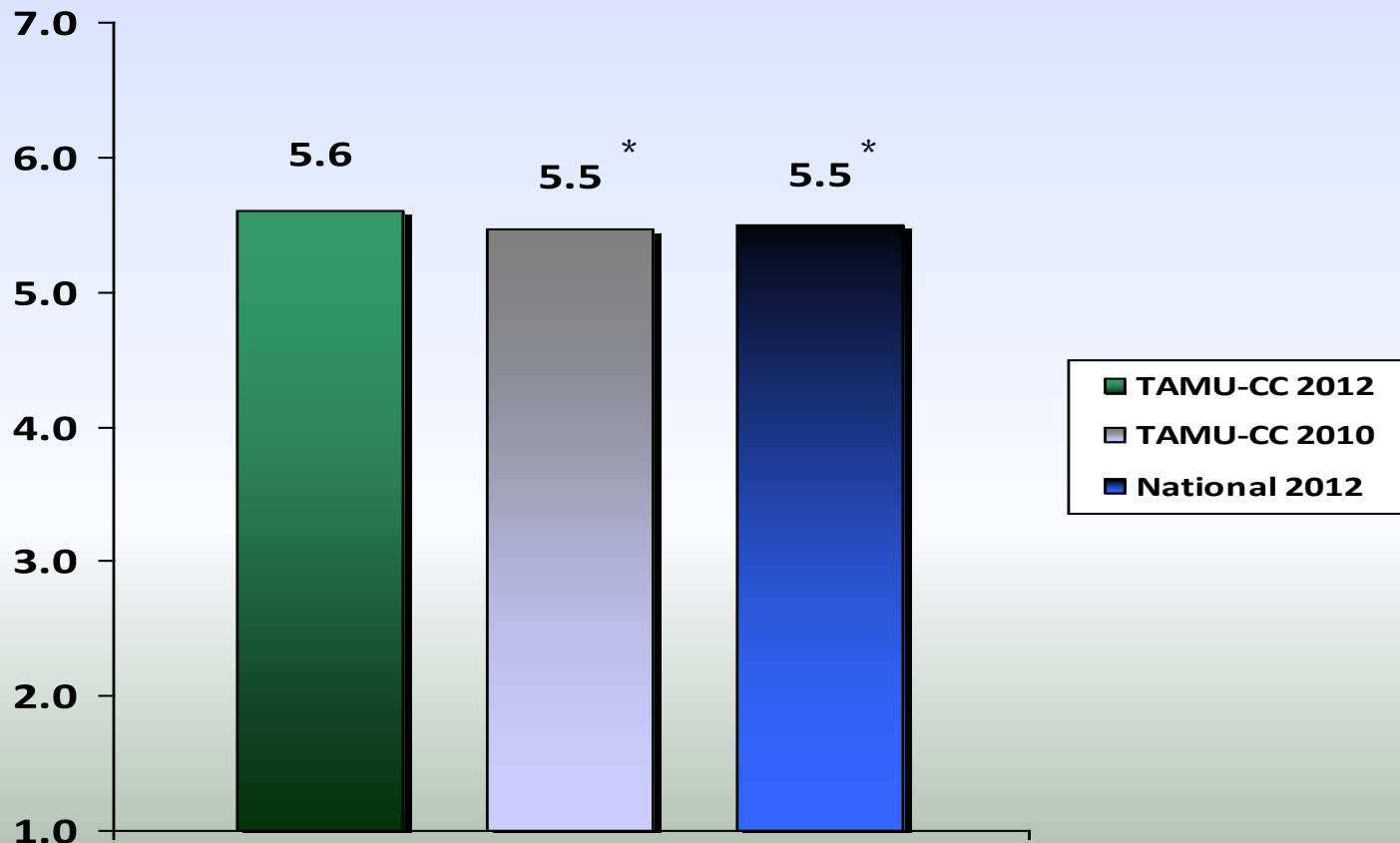
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Instructional Effectiveness

The instruction in my major field is excellent.



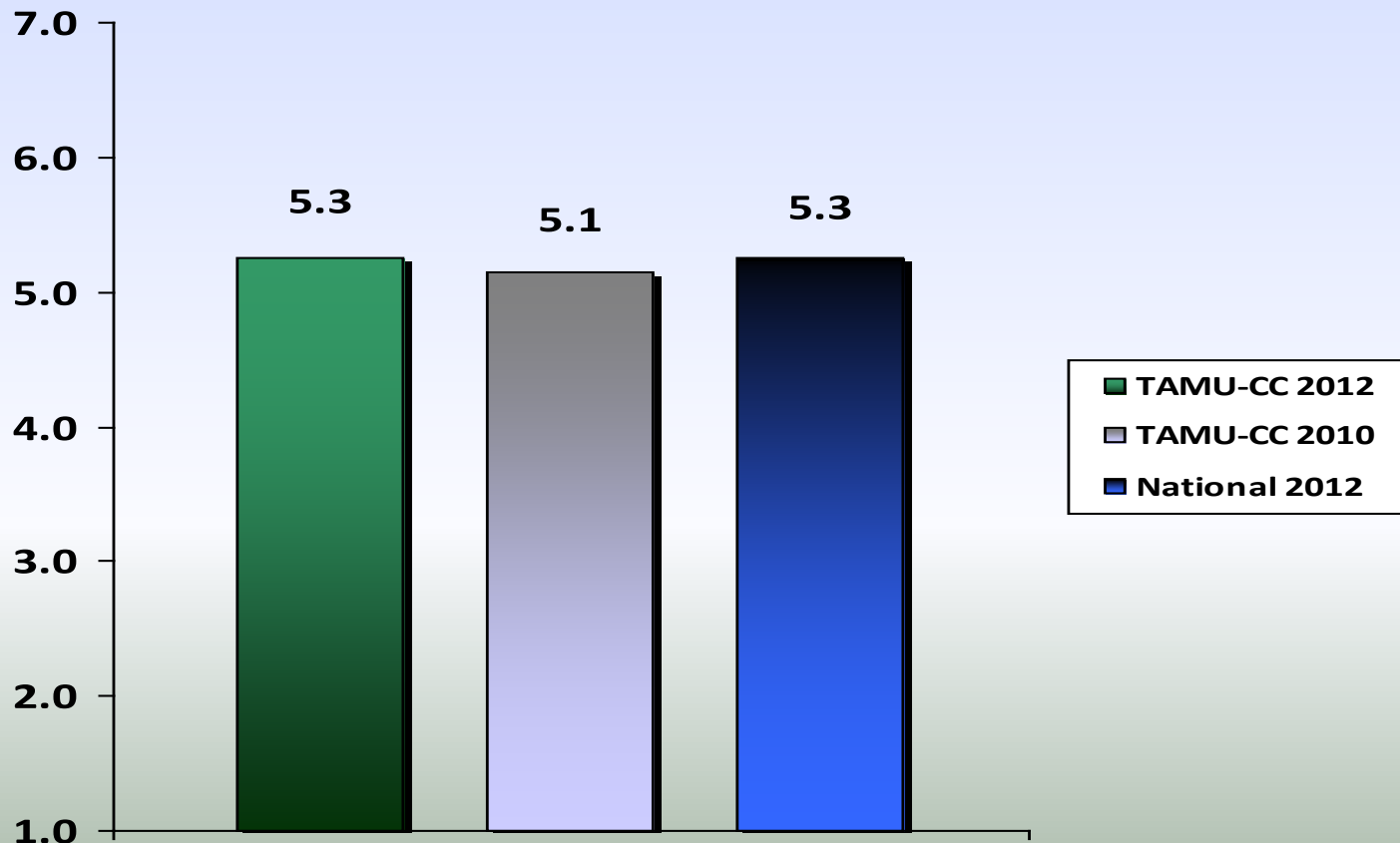
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Instructional Effectiveness

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



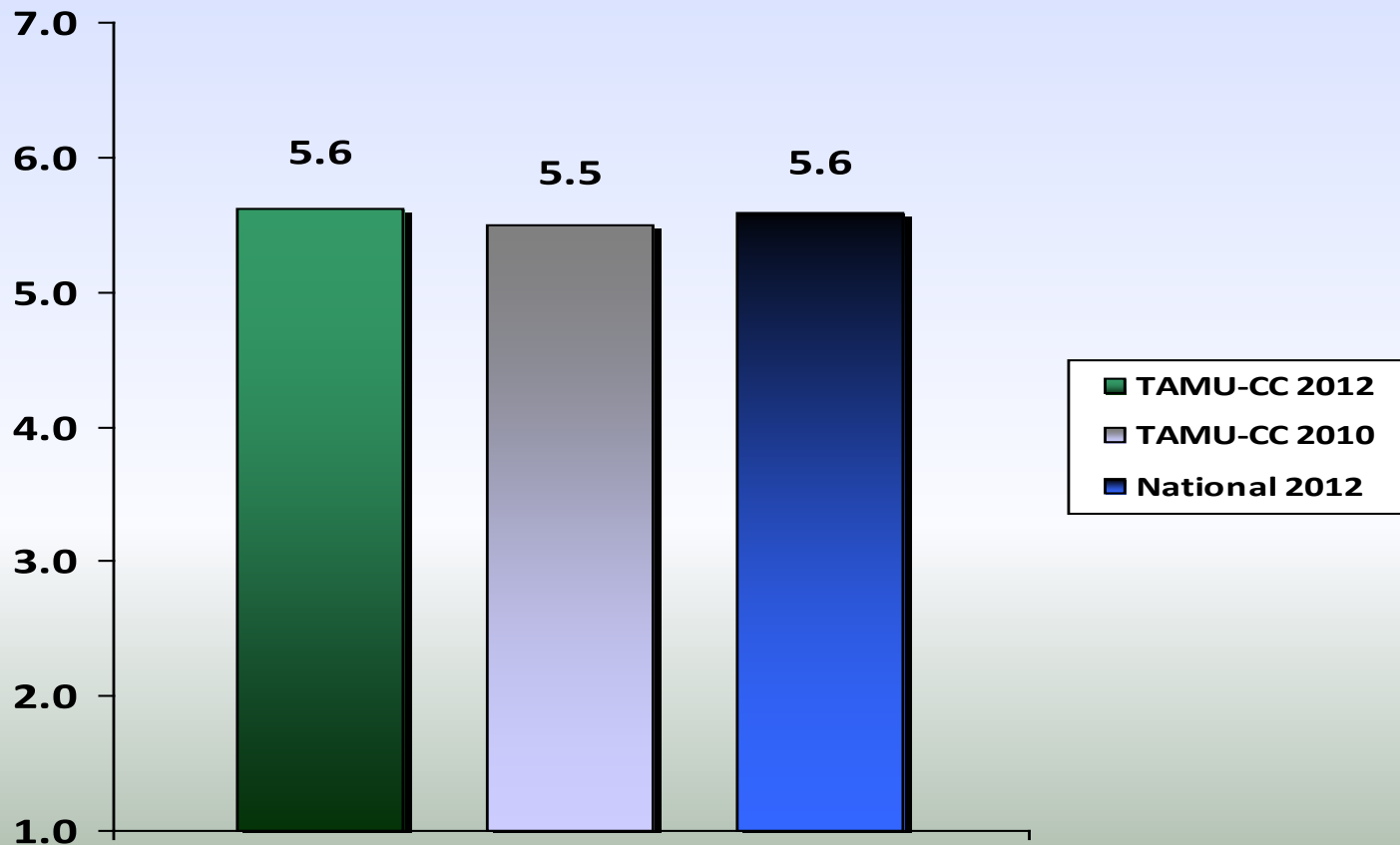
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Instructional Effectiveness

I am able to experience intellectual growth here.



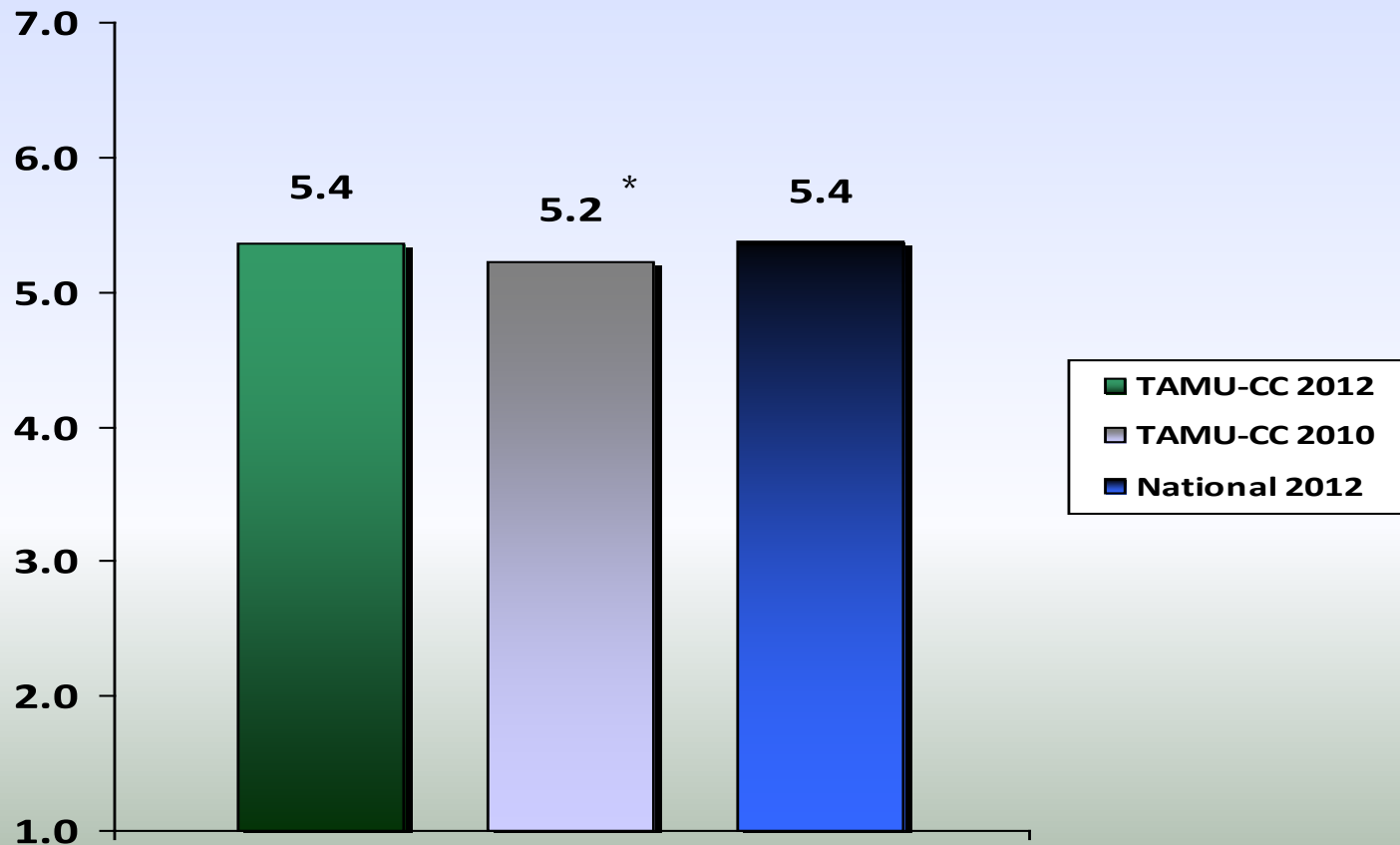
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Instructional Effectiveness

There is a commitment to academic excellence on this campus.



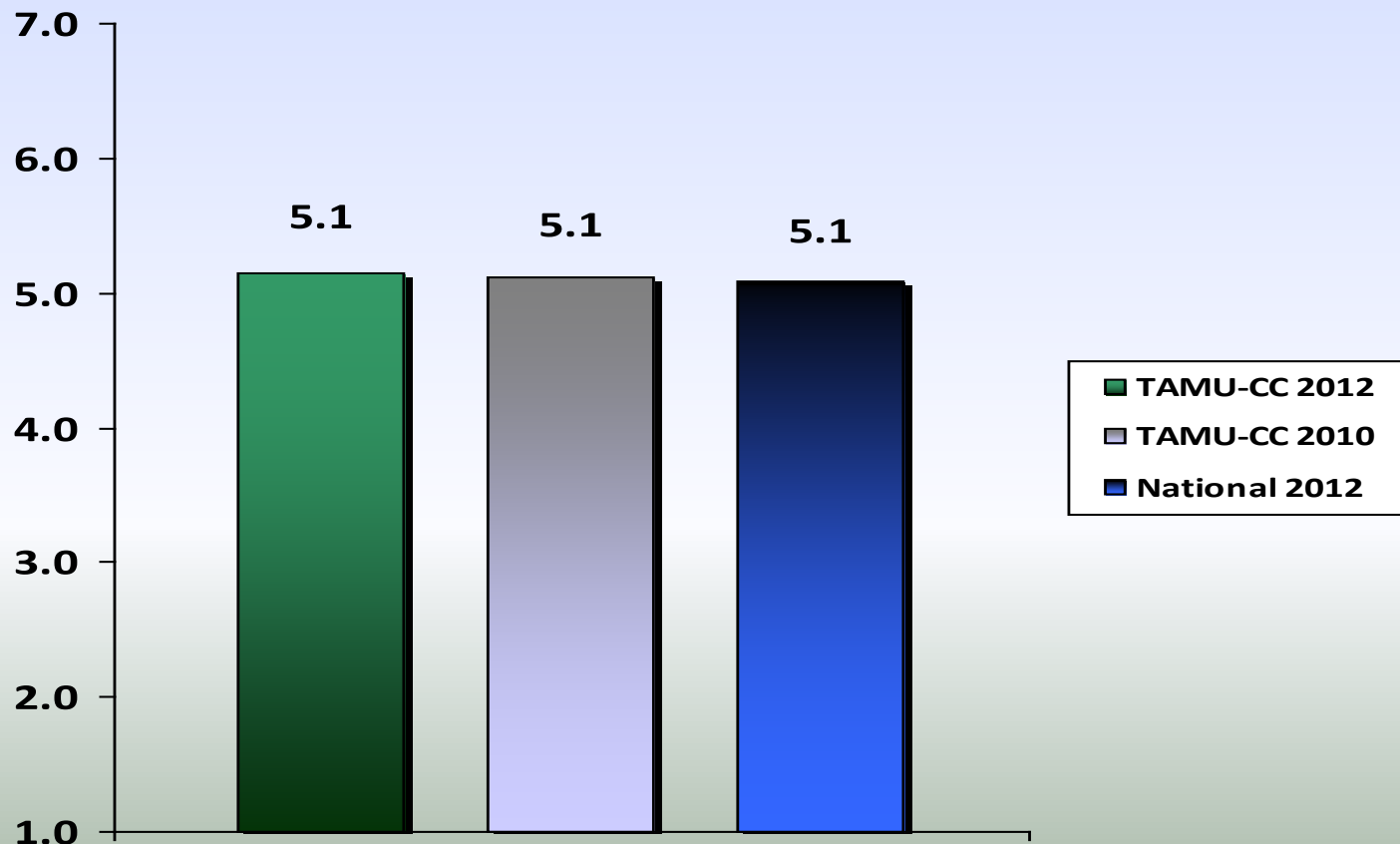
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Instructional Effectiveness

Faculty provide timely feedback about student progress in a course.

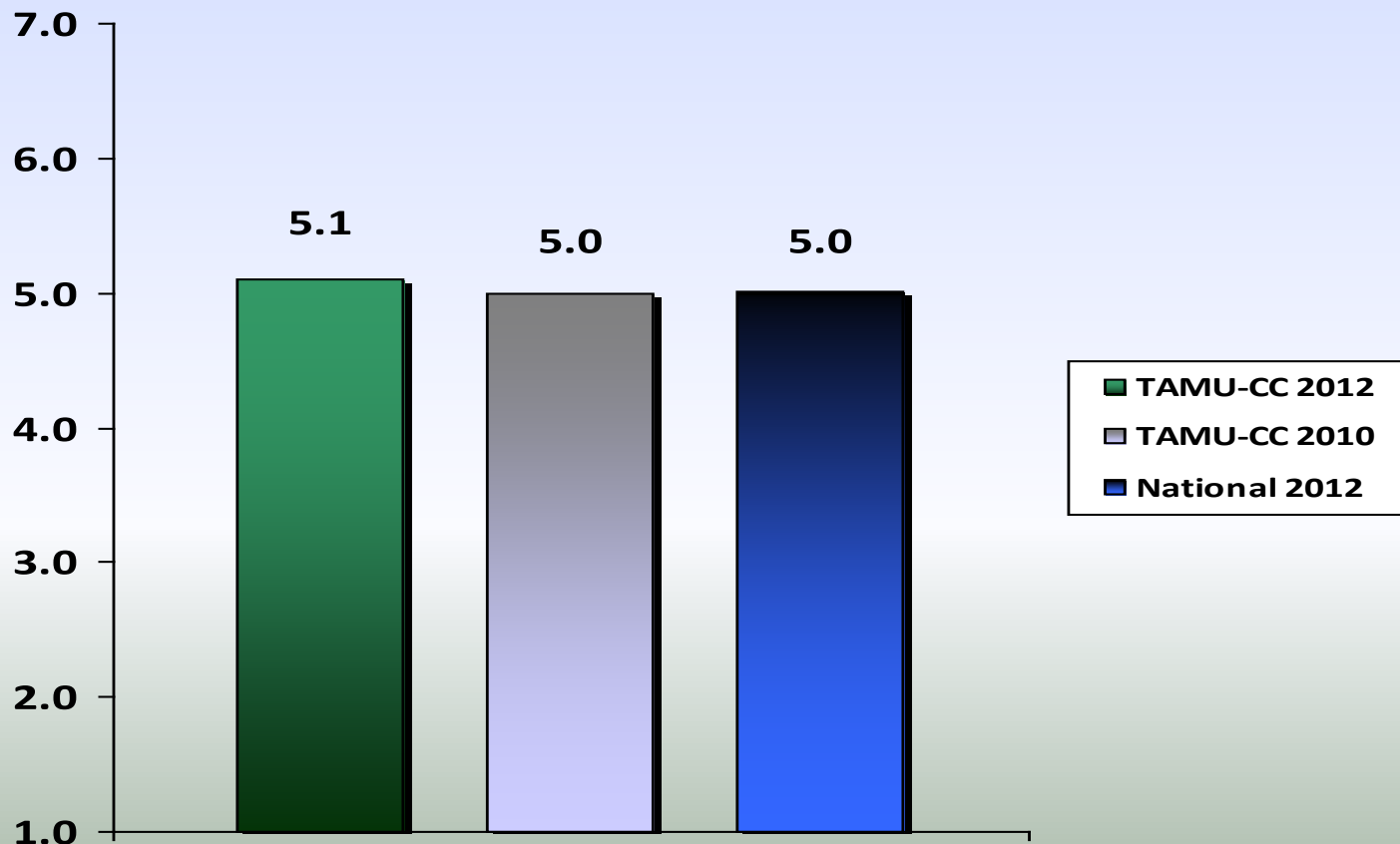




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Instructional Effectiveness

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



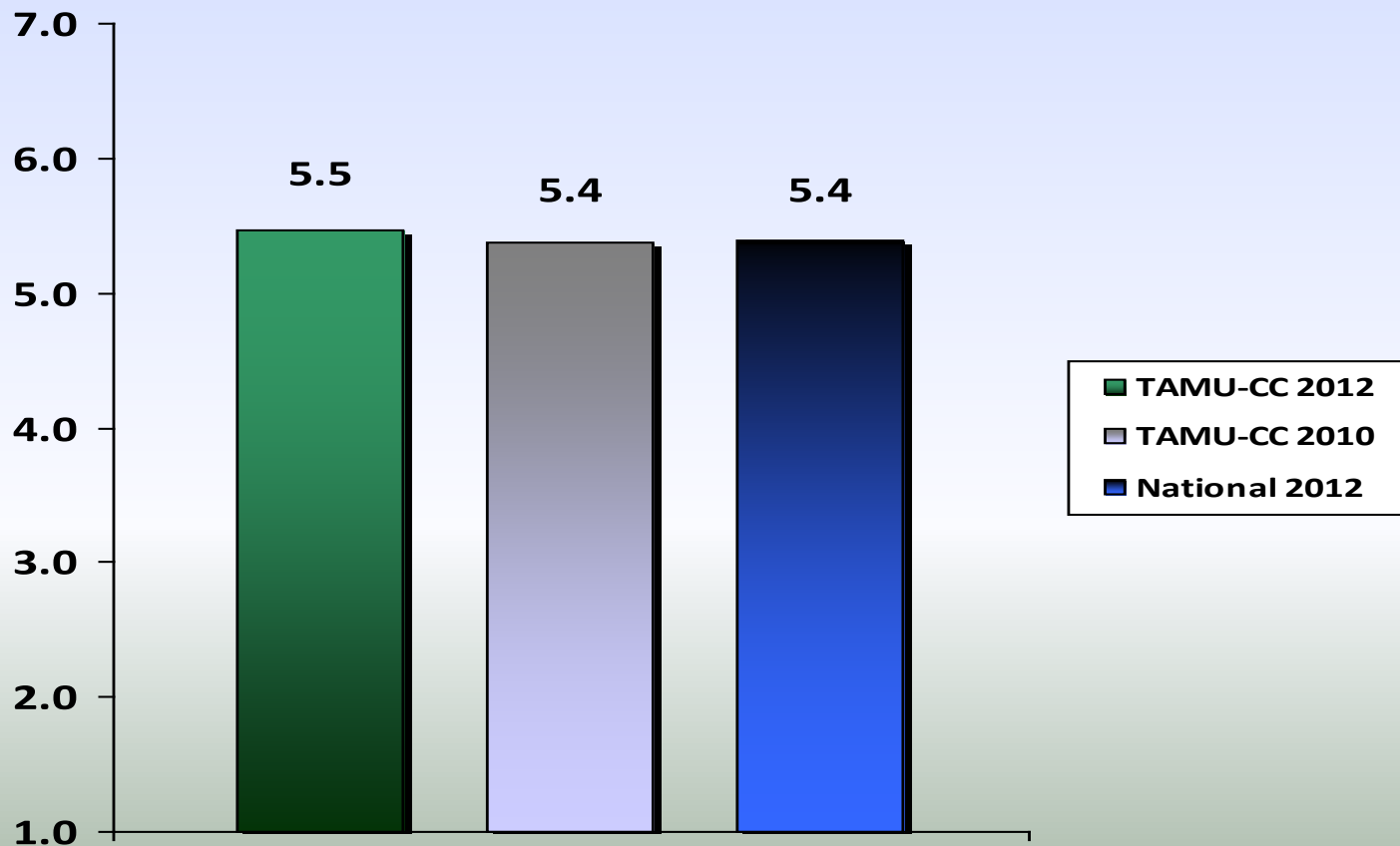
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Instructional Effectiveness

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



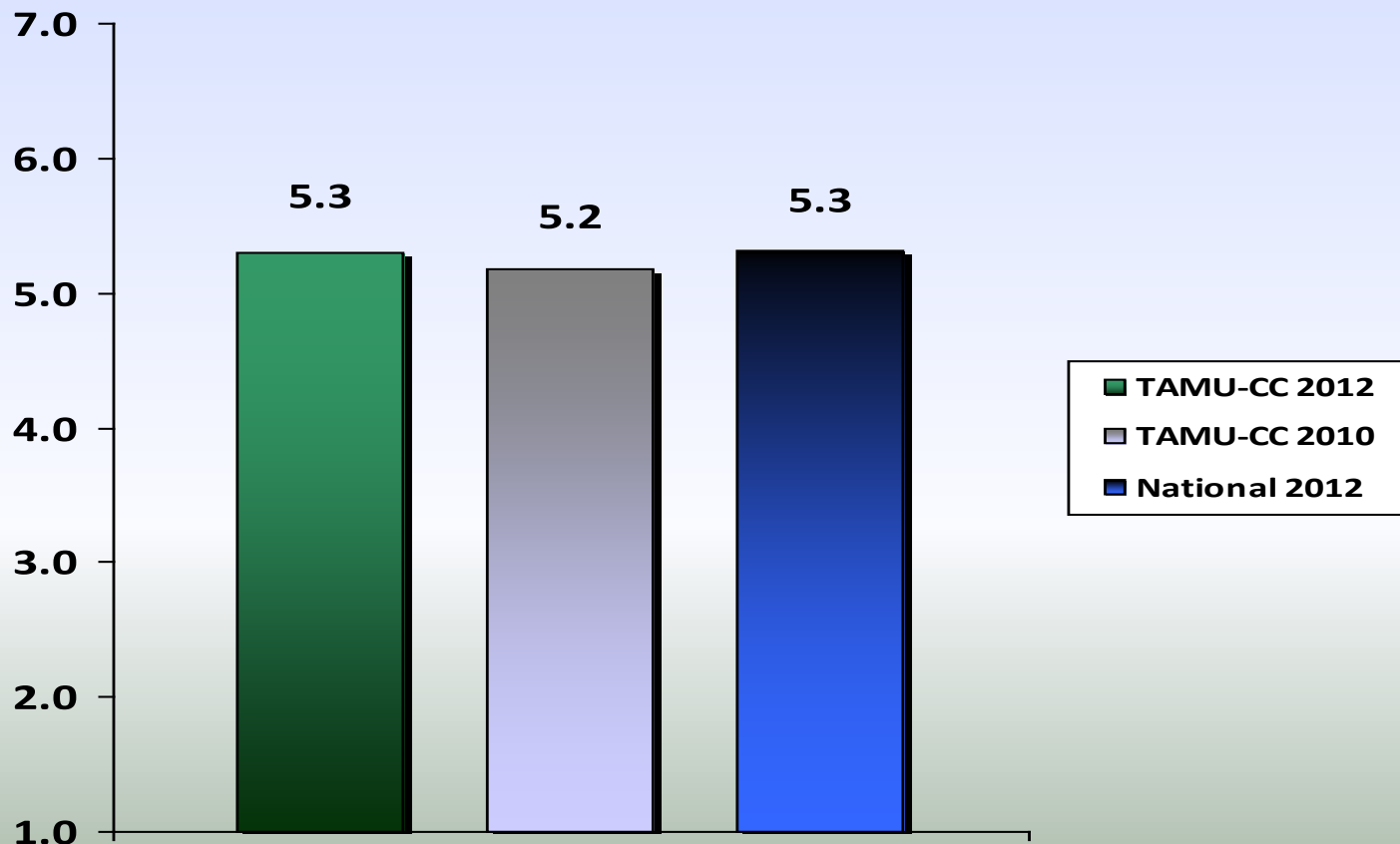
Statistical Significance: *p<.05; **p<.01; ***p<.001; Scale: 1 (Very Dissatisfied) to 7 (Very Satisfied)



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Instructional Effectiveness

Adjunct faculty are competent as classroom instructors.



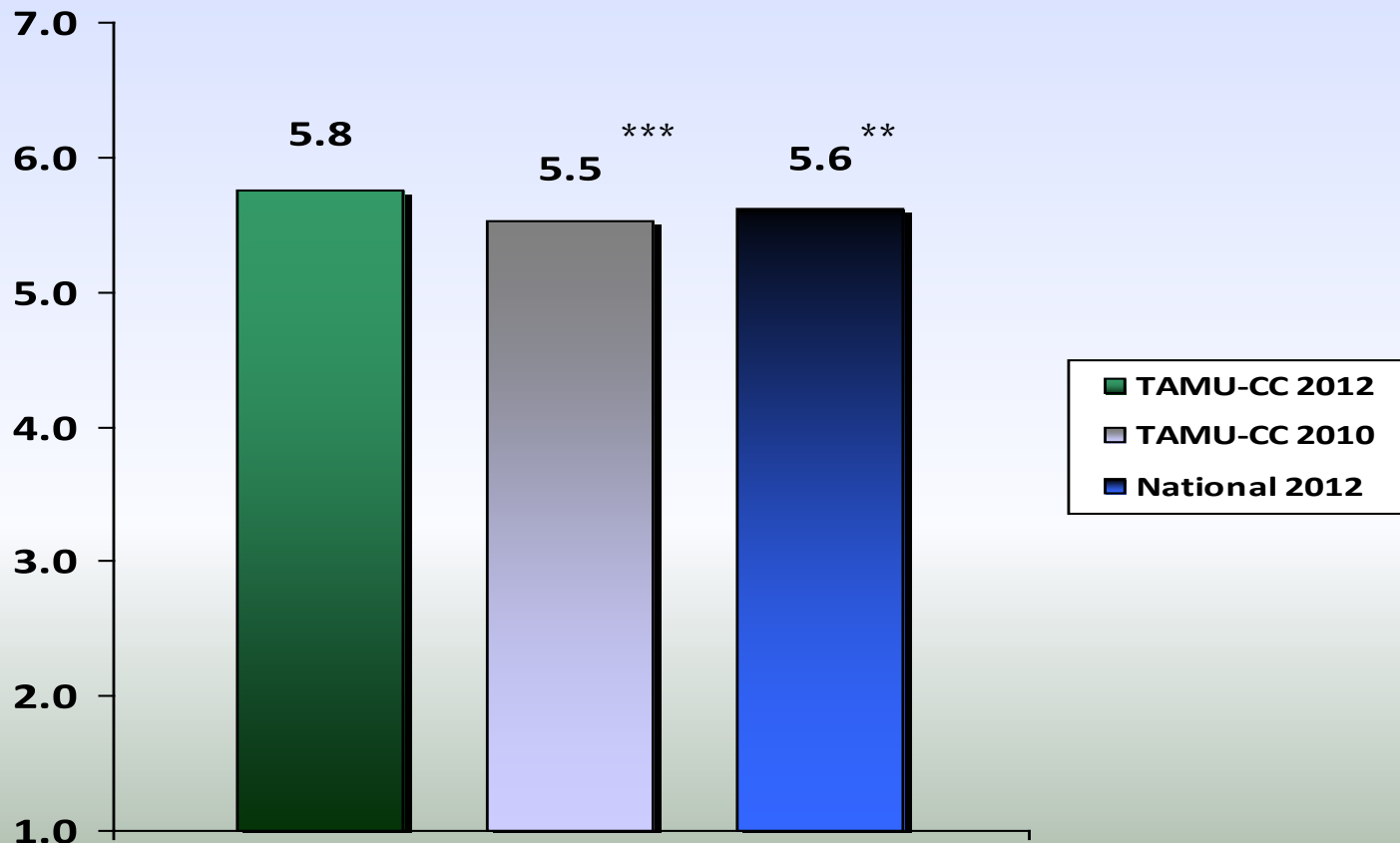
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Instructional Effectiveness

Faculty are usually available after class and during office hours.



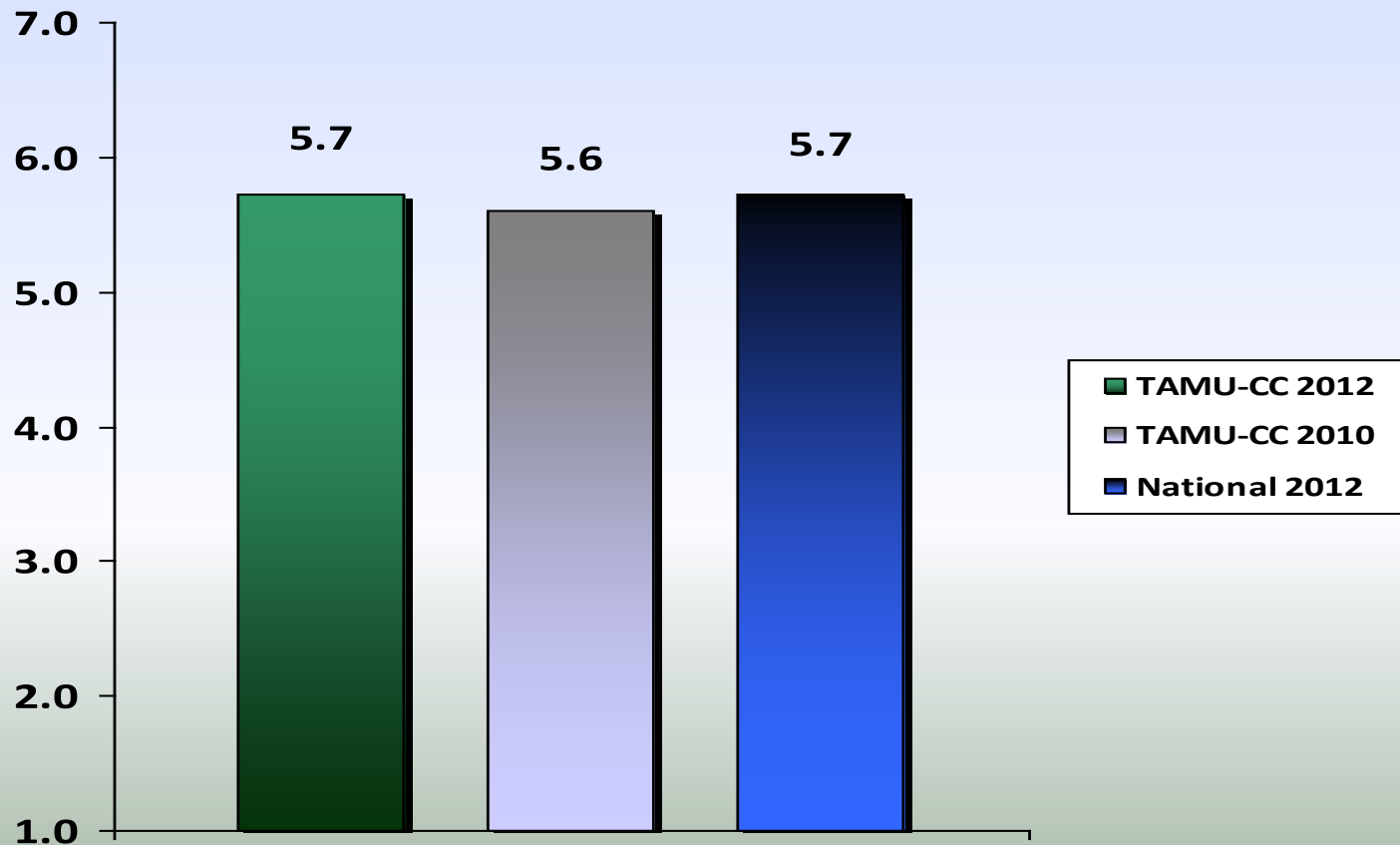
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Instructional Effectiveness

Nearly all of the faculty are knowledgeable in their field.

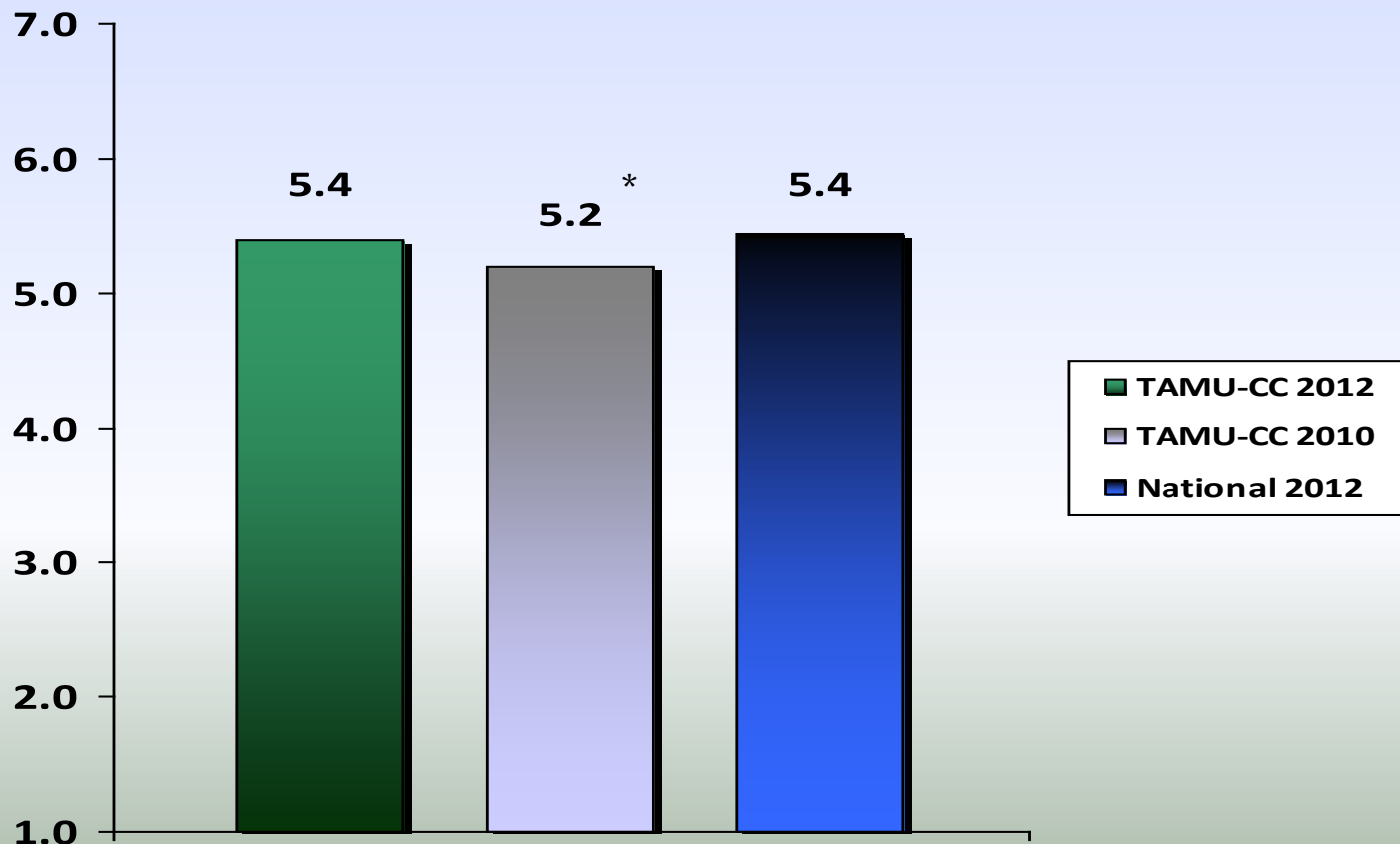




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Instructional Effectiveness

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



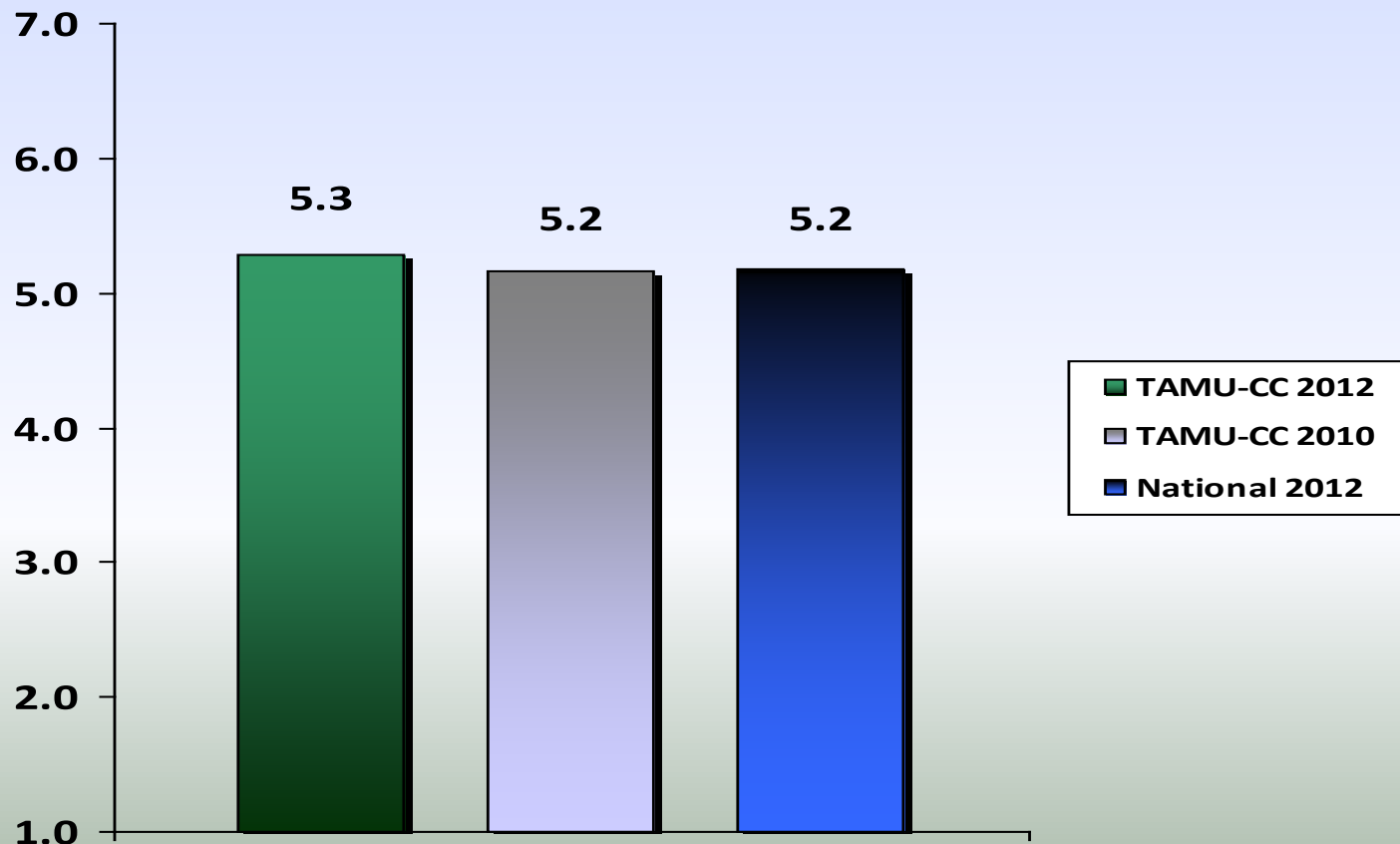
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Instructional Effectiveness

Graduate teaching assistants are competent as classroom instructors.



Statistical Significance: *p<.05; **p<.01; ***p<.001; Scale: 1 (Very Dissatisfied) to 7 (Very Satisfied)



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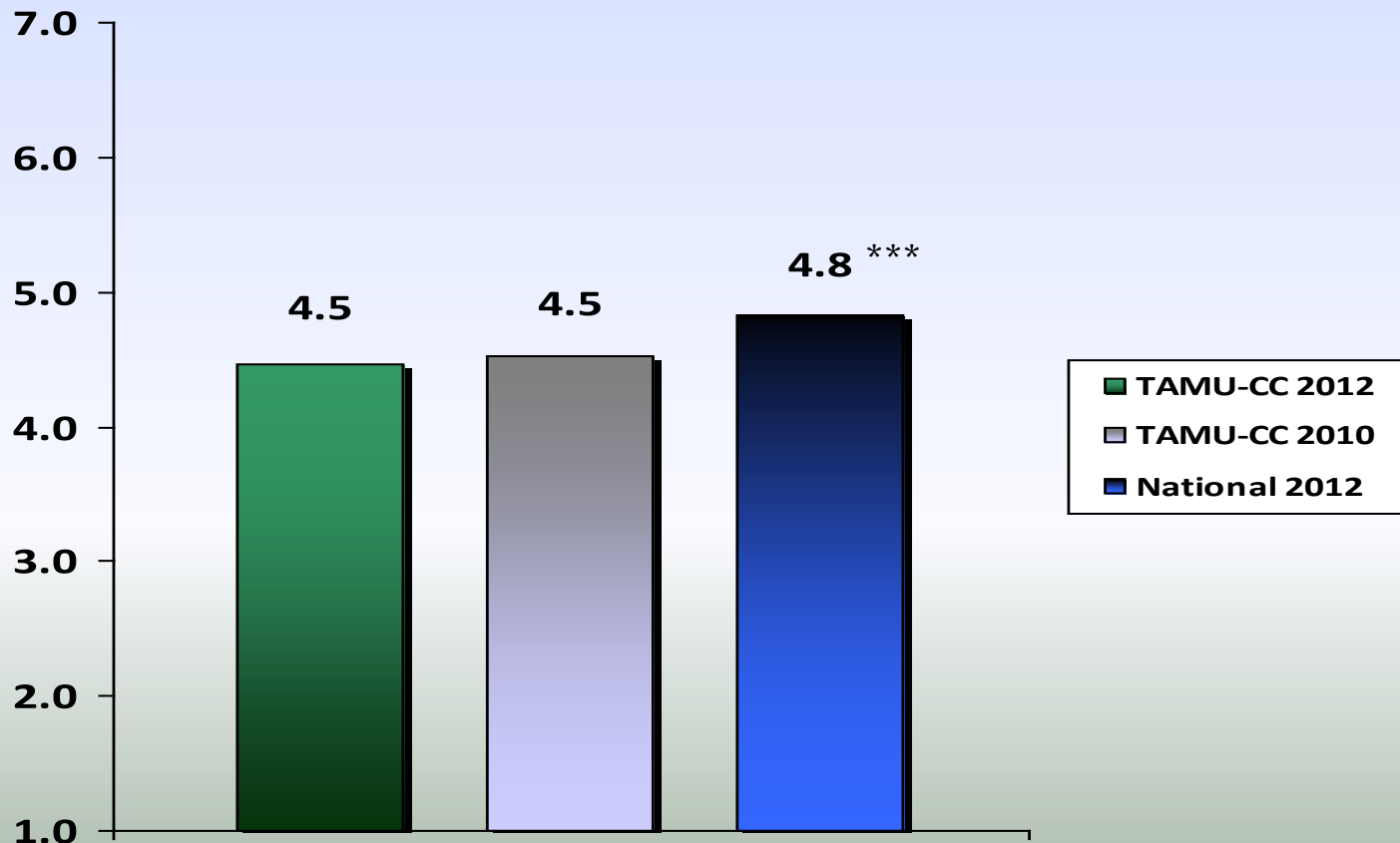
Registration Effectiveness Scale

Scale assesses issues associated with registration and billing. This scale also measures institution commitment to making this process as smooth and effective as possible.



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Registration Effectiveness
Billing policies are reasonable.



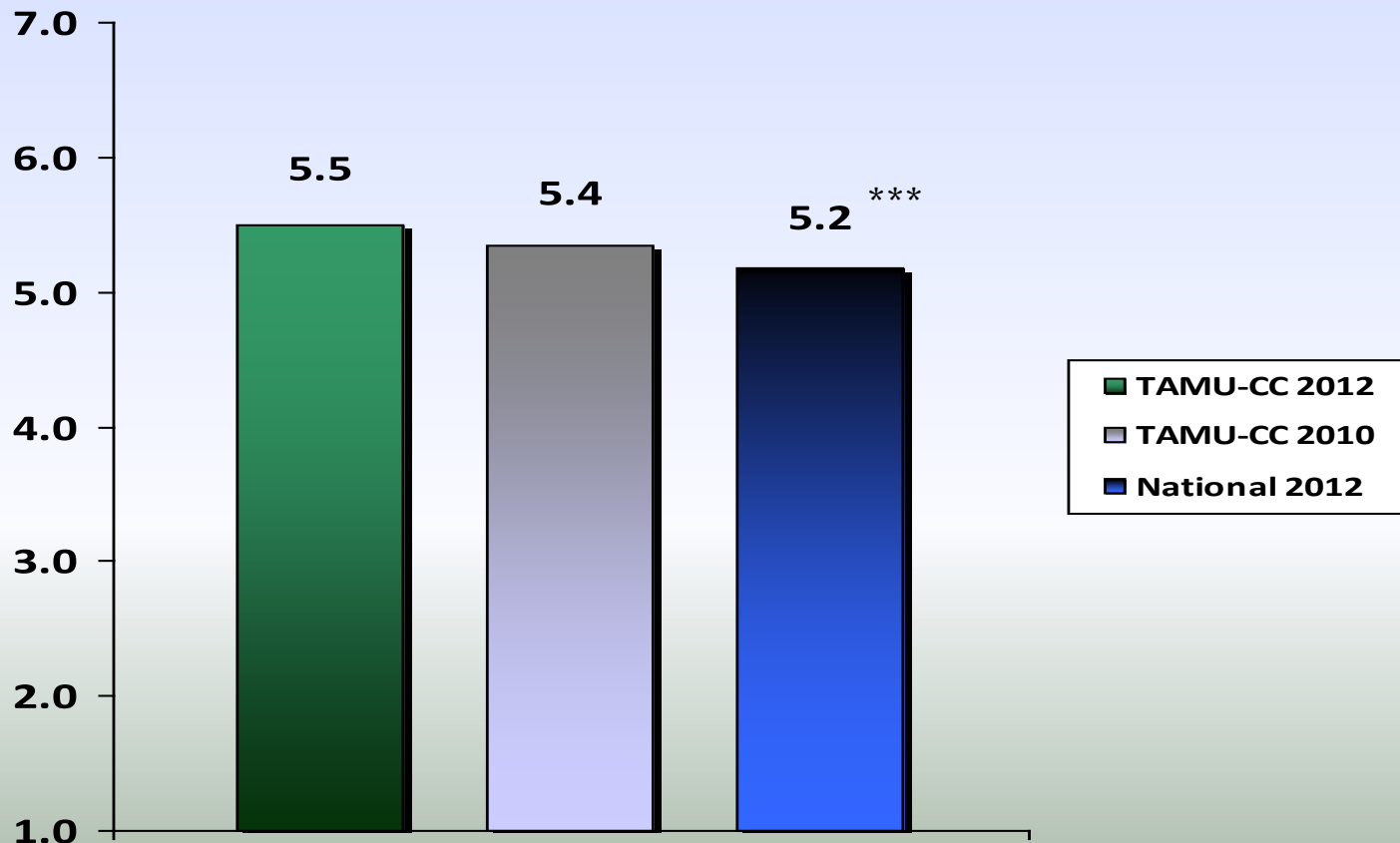
Statistical Significance: *p<.05; **p<.01; ***p<.001; Scale: 1 (Very Dissatisfied) to 7 (Very Satisfied)



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Registration Effectiveness

The business office is open during hours which are convenient for most students.

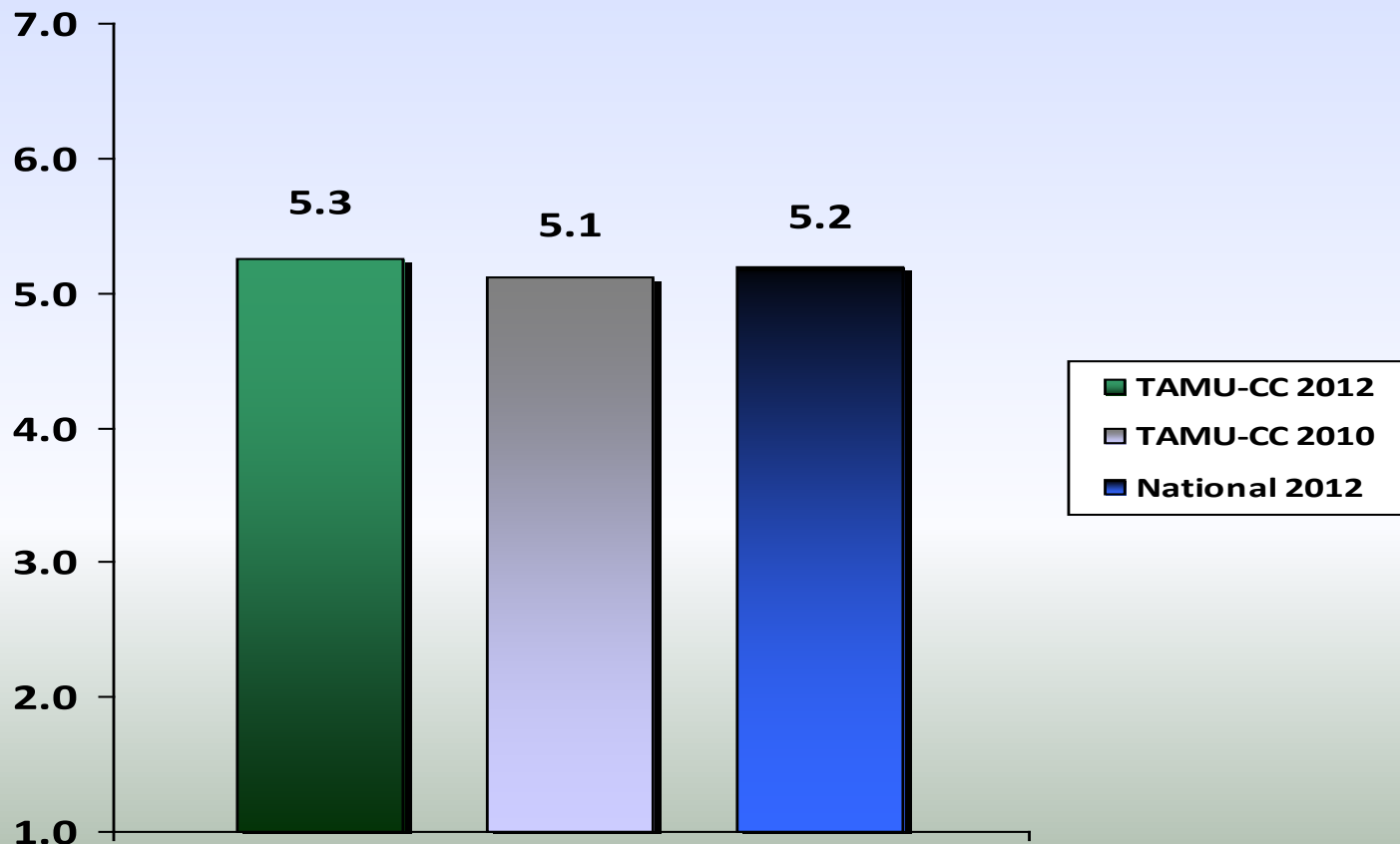




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Registration Effectiveness

The personnel involved in registration are helpful.

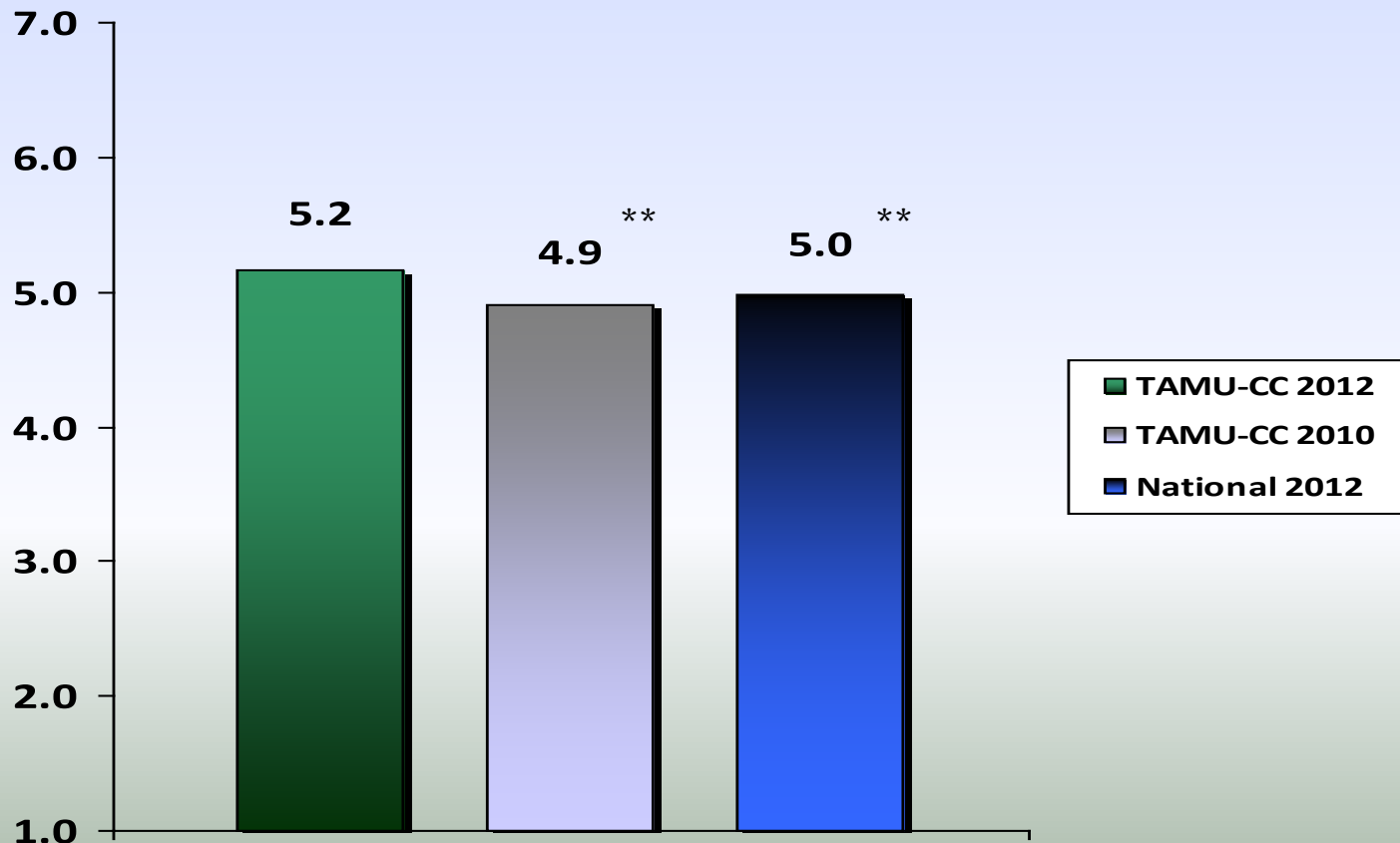




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Registration Effectiveness

I am able to register for classes I need with few conflicts.



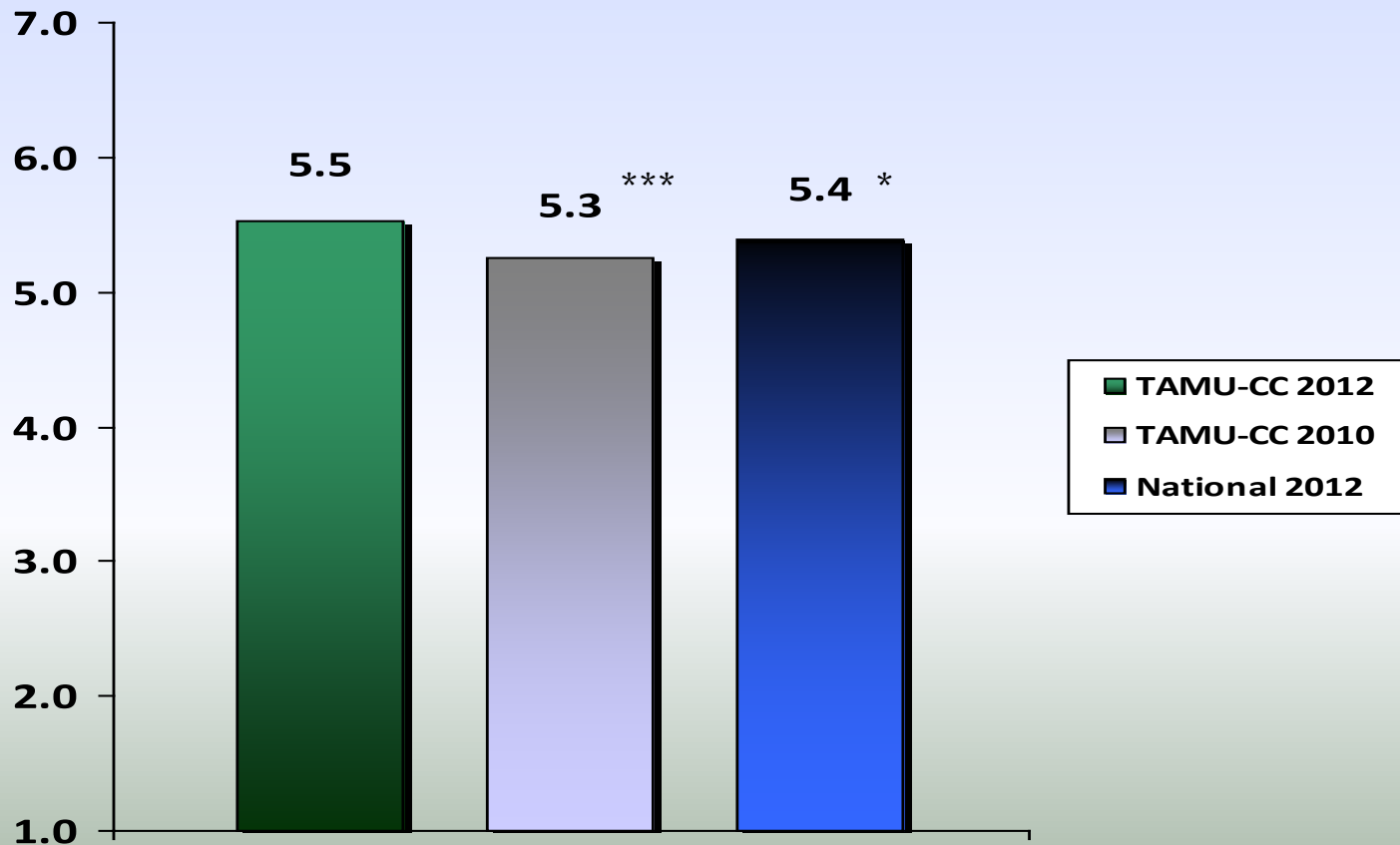
Statistical Significance: *p<.05; **p<.01; ***p<.001; Scale: 1 (Very Dissatisfied) to 7 (Very Satisfied)



Texas A&M University-Corpus Christi Noel-Levitz Student Satisfaction Inventory 2012

Registration Effectiveness

Class change (drop/add) policies are reasonable.



Statistical Significance: *p<.05; **p<.01; ***p<.001; Scale: 1 (Very Dissatisfied) to 7 (Very Satisfied)



Texas A&M University-Corpus Christi
Noel-Levitz Student Satisfaction Inventory 2012

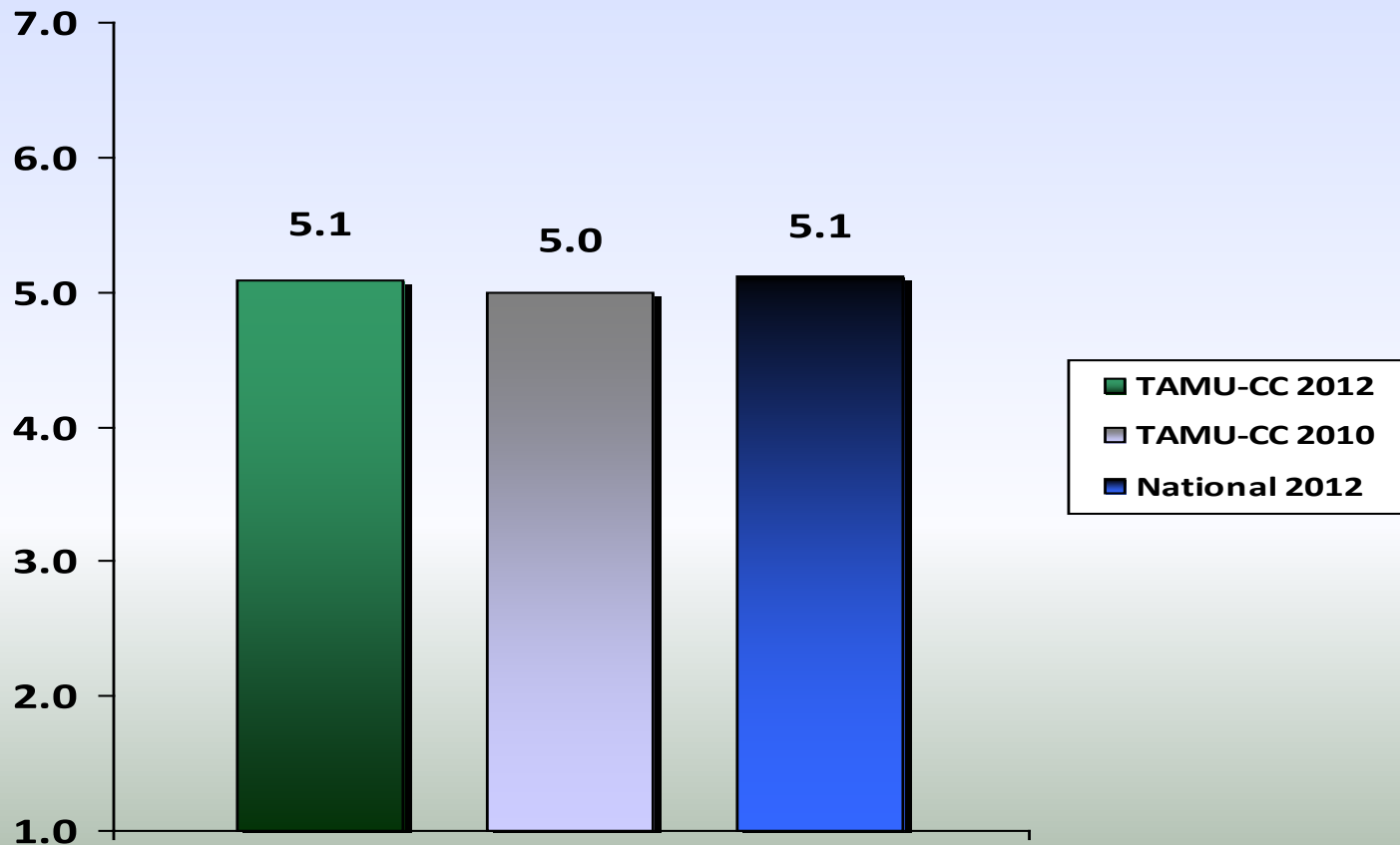
Recruitment & Financial Aid Scale

Scale assesses institution's ability to enroll students in an effective manner. This scale covers issues such as competence and knowledge of admissions counselors, as well as the effectiveness and availability of financial aid programs.



Texas A&M University-Corpus Christi Noel-Levitz Student Satisfaction Inventory 2012

Recruitment & Financial Aid Admissions staff are knowledgeable.

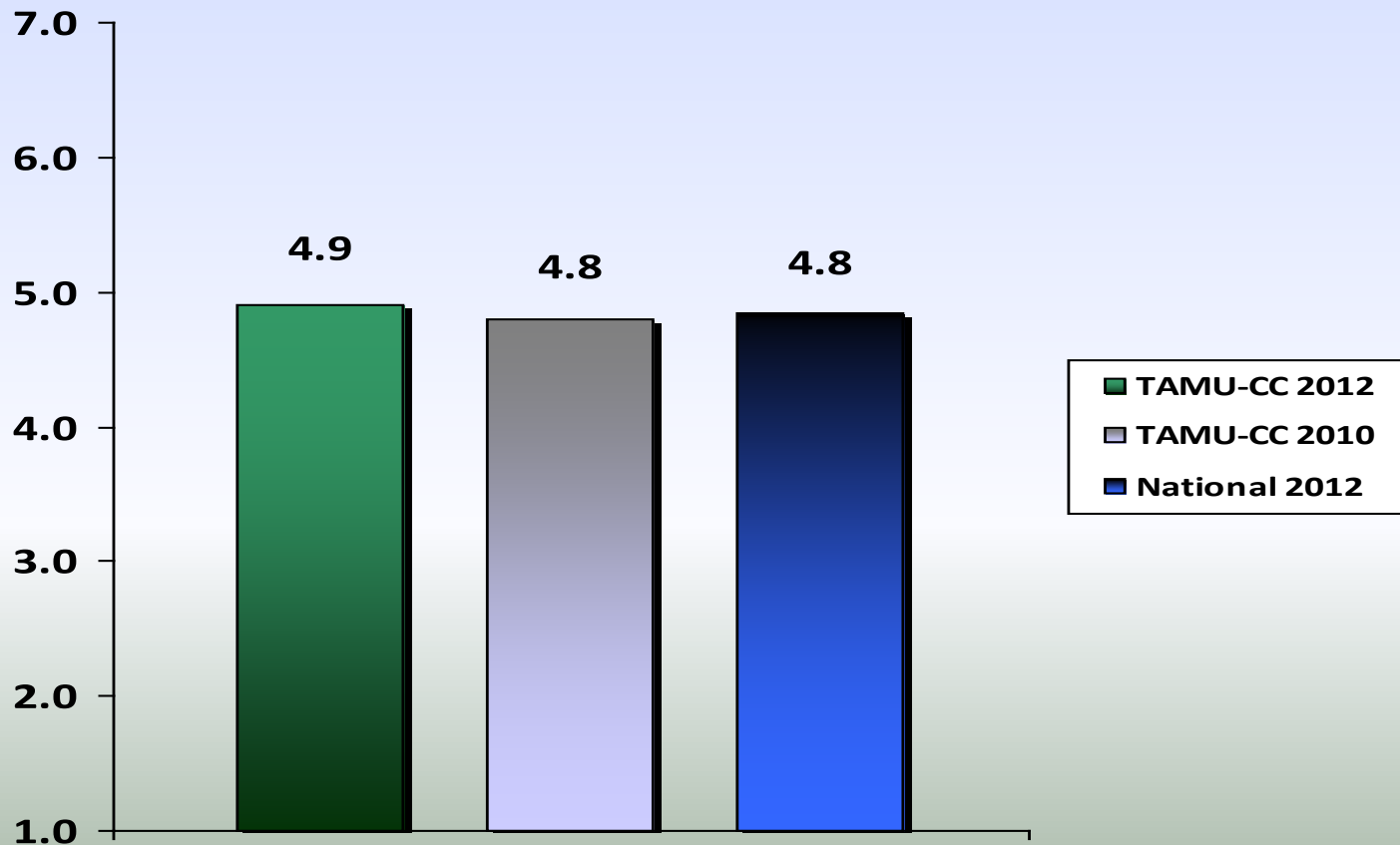


Statistical Significance: *p<.05; **p<.01; ***p<.001; Scale: 1 (Very Dissatisfied) to 7 (Very Satisfied)



Texas A&M University-Corpus Christi Noel-Levitz Student Satisfaction Inventory 2012

Recruitment & Financial Aid Financial aid counselors are helpful.



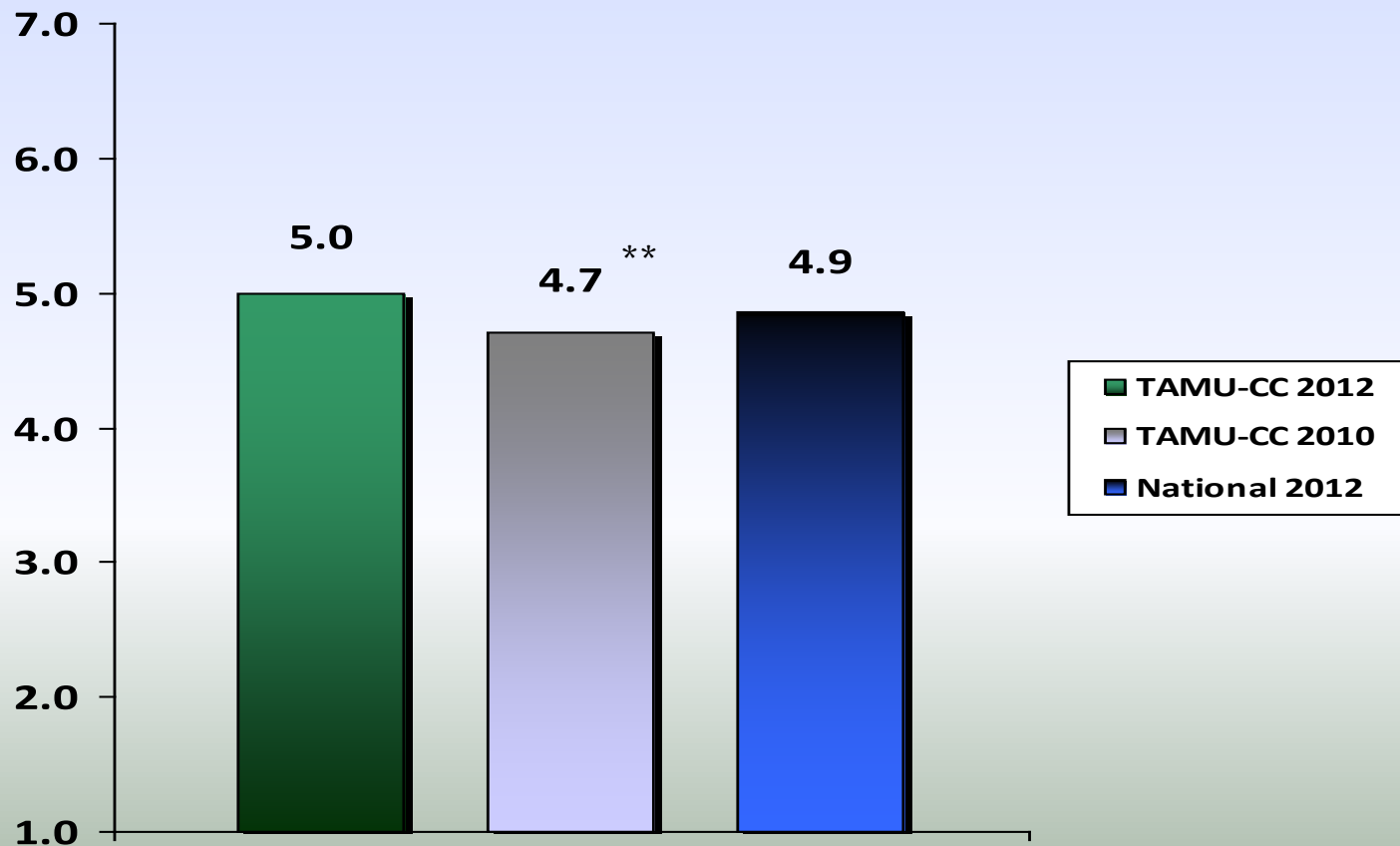
Statistical Significance: *p<.05; **p<.01; ***p<.001; Scale: 1 (Very Dissatisfied) to 7 (Very Satisfied)



Texas A&M University-Corpus Christi Noel-Levitz Student Satisfaction Inventory 2012

Recruitment & Financial Aid

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



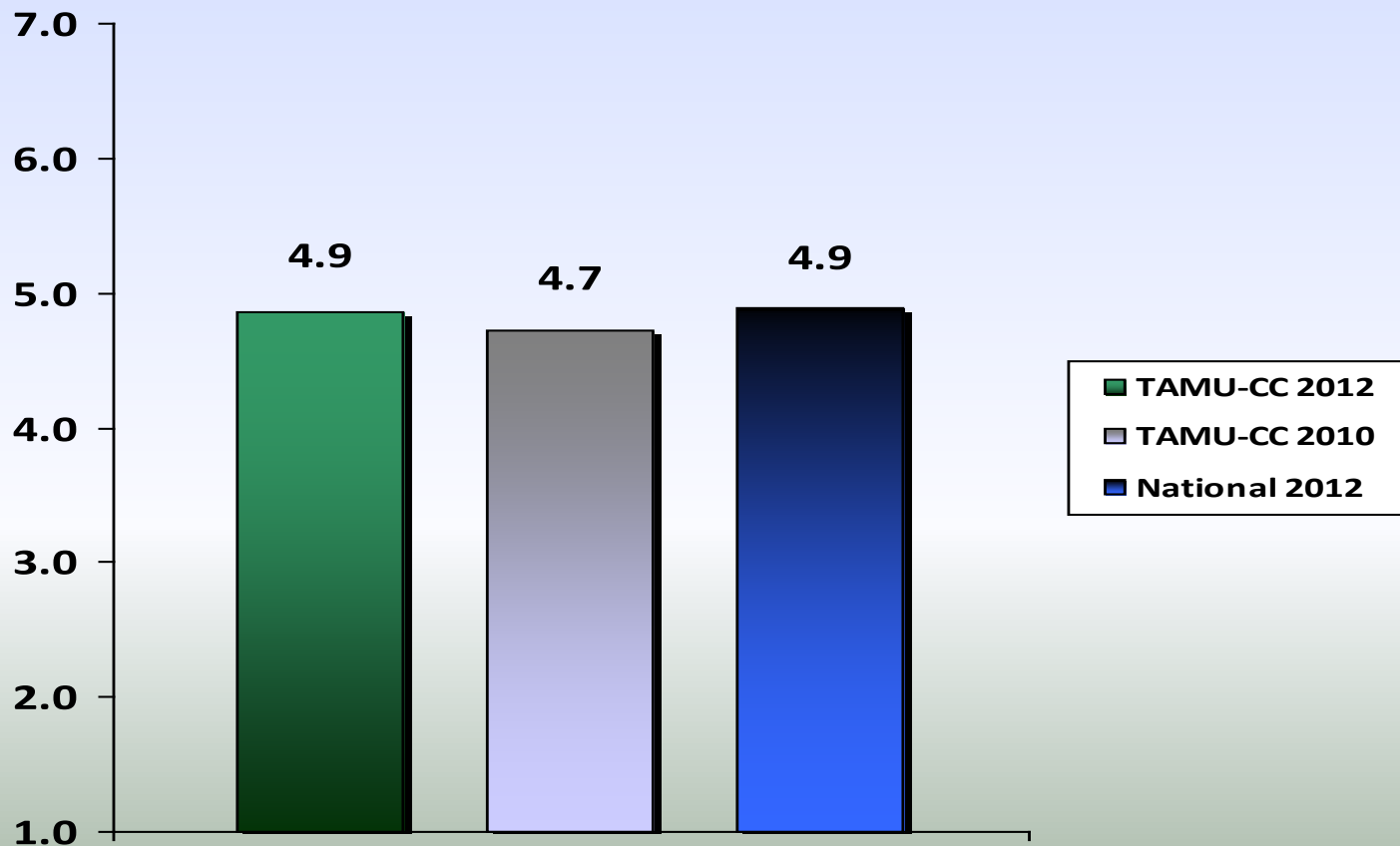
Statistical Significance: *p<.05; **p<.01; ***p<.001; Scale: 1 (Very Dissatisfied) to 7 (Very Satisfied)



Texas A&M University-Corpus Christi Noel-Levitz Student Satisfaction Inventory 2012

Recruitment & Financial Aid

Adequate financial aid is available for most students.

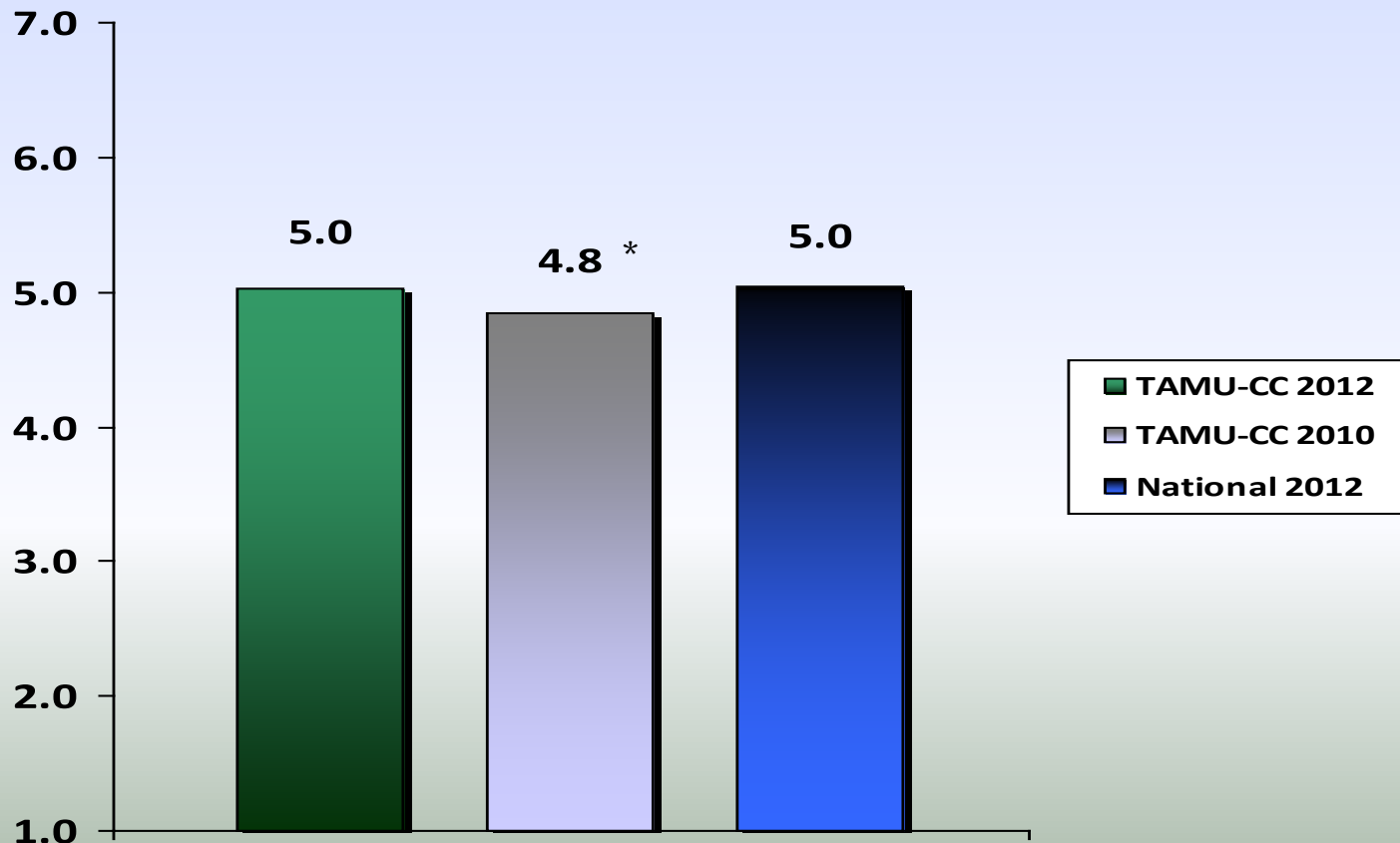




Texas A&M University-Corpus Christi Noel-Levitz Student Satisfaction Inventory 2012

Recruitment & Financial Aid

Admissions counselors respond to prospective students' unique needs and requests.



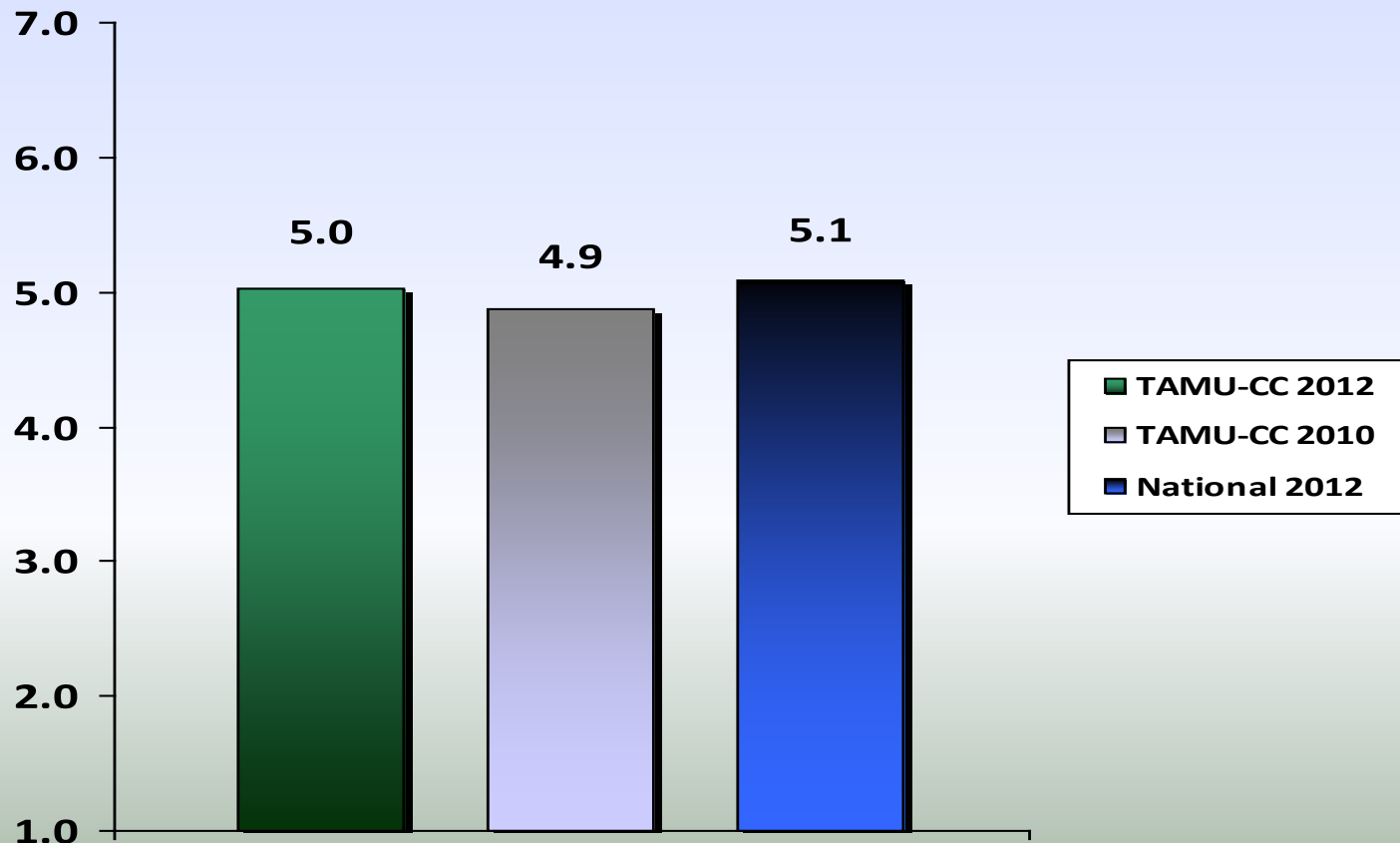
Statistical Significance: *p<.05; **p<.01; ***p<.001; Scale: 1 (Very Dissatisfied) to 7 (Very Satisfied)



Texas A&M University-Corpus Christi Noel-Levitz Student Satisfaction Inventory 2012

Recruitment & Financial Aid

Admissions counselors accurately portray the campus in their recruiting practices.





Texas A&M University-Corpus Christi
Noel-Levitz Student Satisfaction Inventory 2012

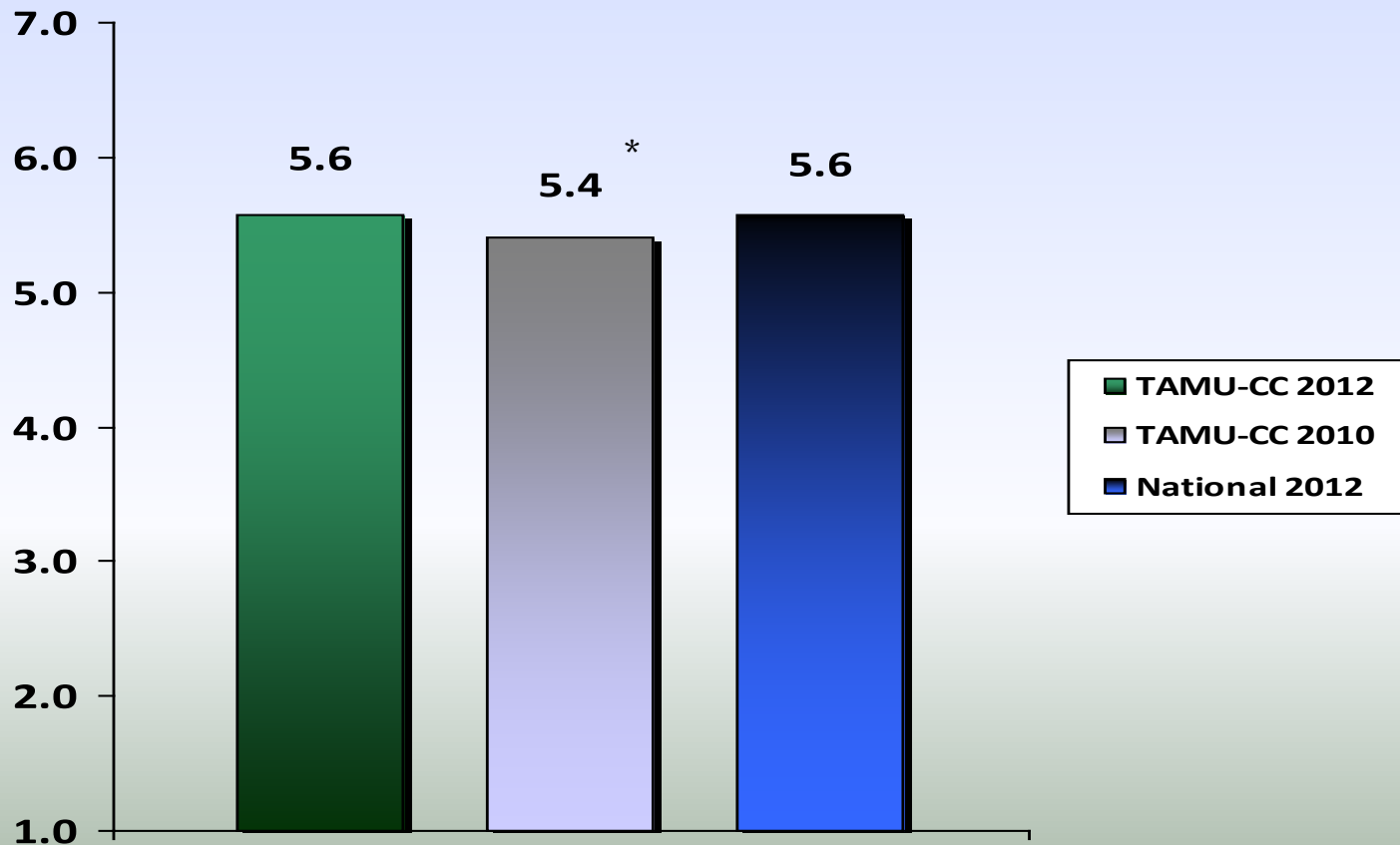
Campus Support Services Scale

Scale assesses the quality of support programs and services which students utilize to make their educational experiences more meaningful and productive. This scale covers a variety of areas.



Texas A&M University-Corpus Christi Noel-Levitz Student Satisfaction Inventory 2012

Campus Support Services Library staff are helpful and approachable.

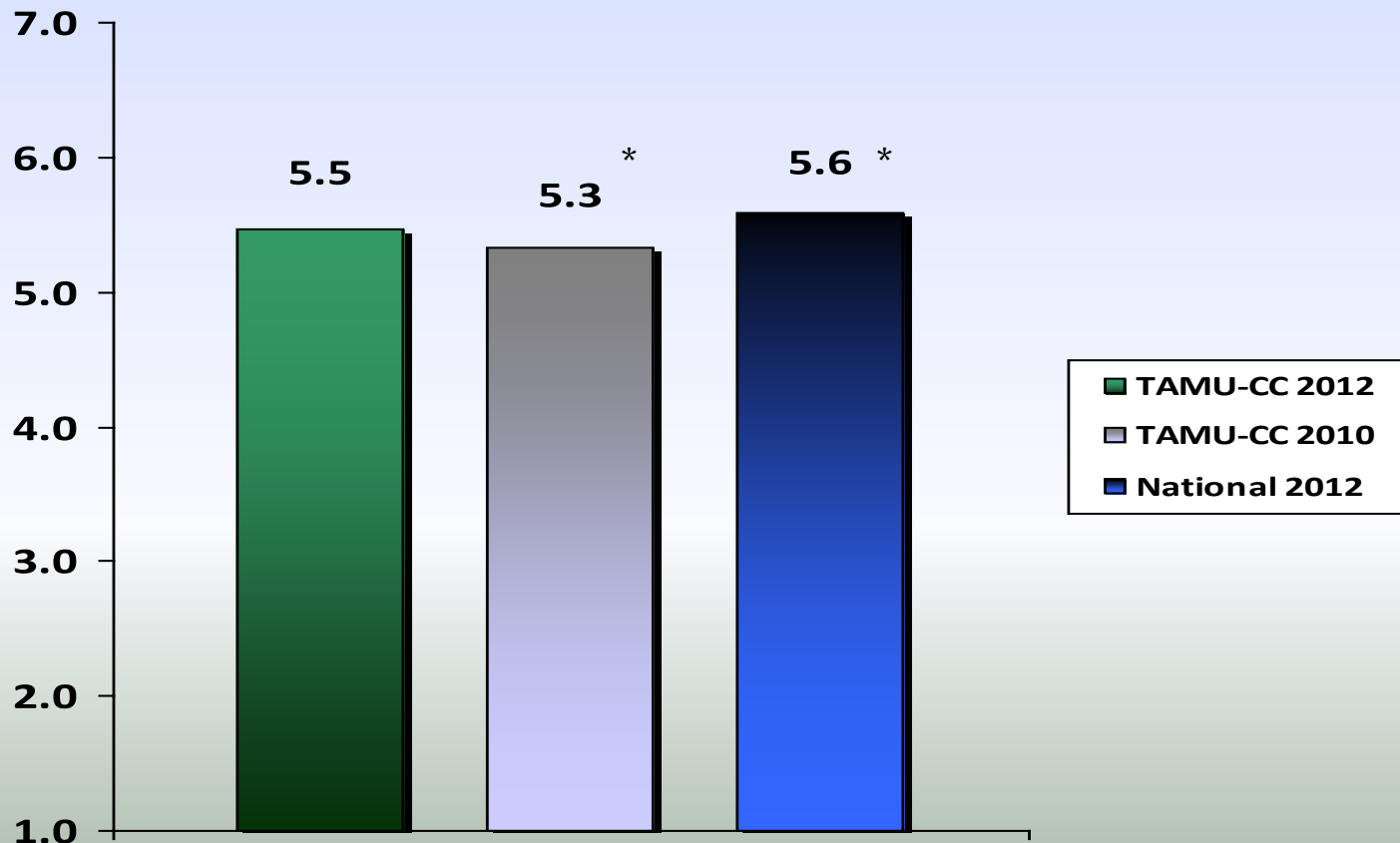


Statistical Significance: *p<.05; **p<.01; ***p<.001; Scale: 1 (Very Dissatisfied) to 7 (Very Satisfied)



Texas A&M University-Corpus Christi Noel-Levitz Student Satisfaction Inventory 2012

Campus Support Services Library resources and services are adequate.

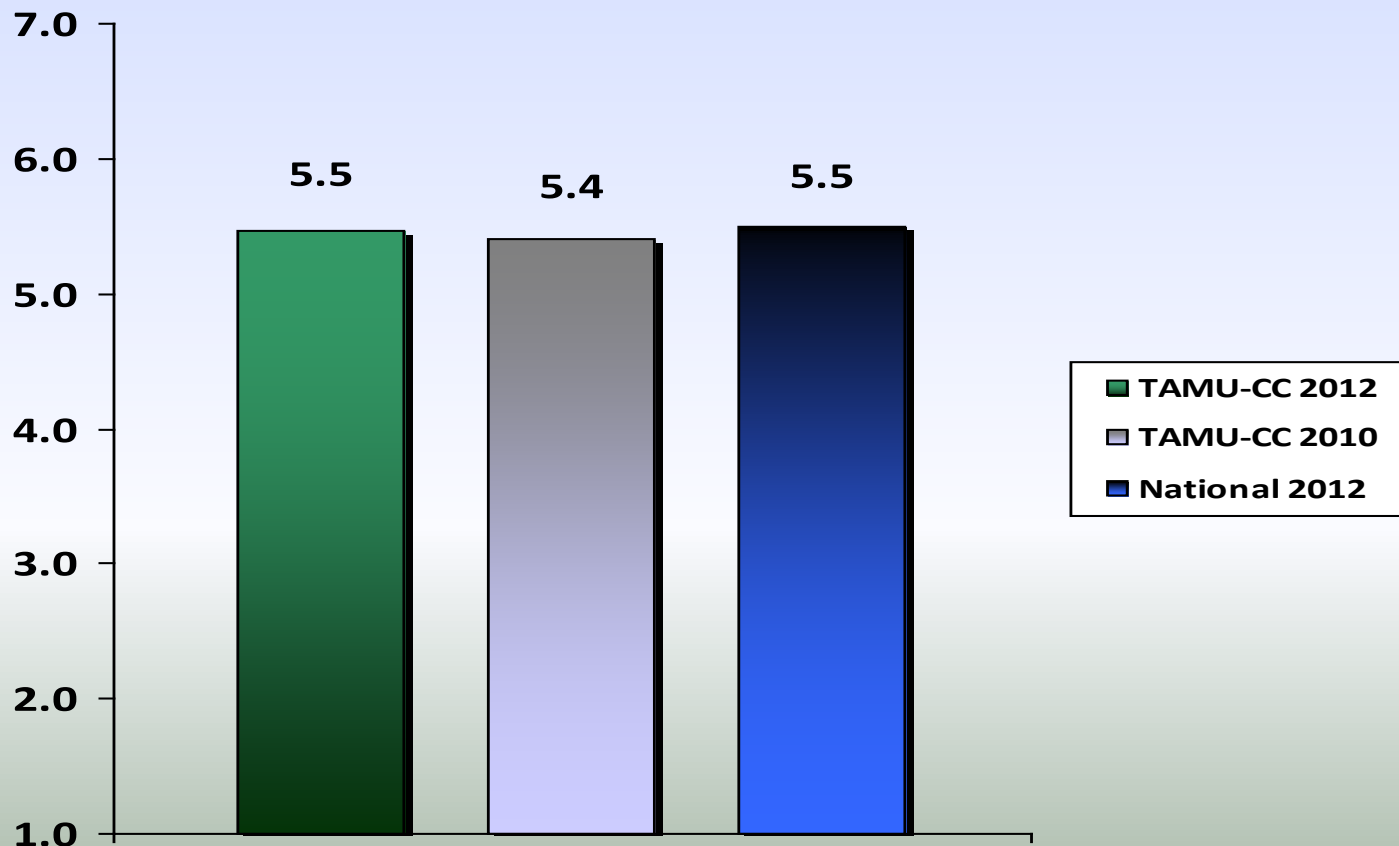


Statistical Significance: *p<.05; **p<.01; ***p<.001; Scale: 1 (Very Dissatisfied) to 7 (Very Satisfied)



Texas A&M University-Corpus Christi Noel-Levitz Student Satisfaction Inventory 2012

Campus Support Services Computer labs are adequate and accessible.

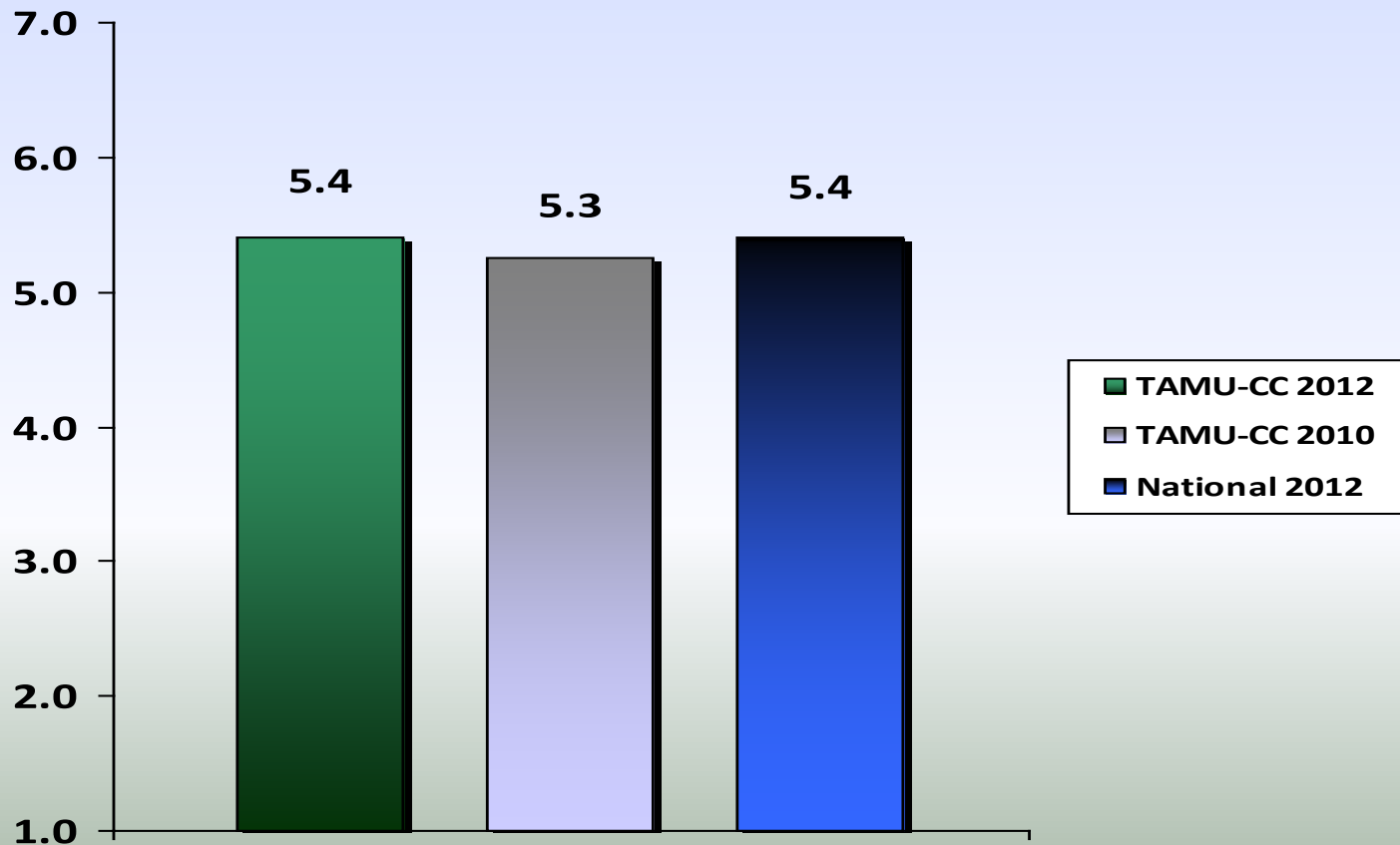


Statistical Significance: *p<.05; **p<.01; ***p<.001; Scale: 1 (Very Dissatisfied) to 7 (Very Satisfied)



Texas A&M University-Corpus Christi Noel-Levitz Student Satisfaction Inventory 2012

Campus Support Services
Tutoring services are readily available.



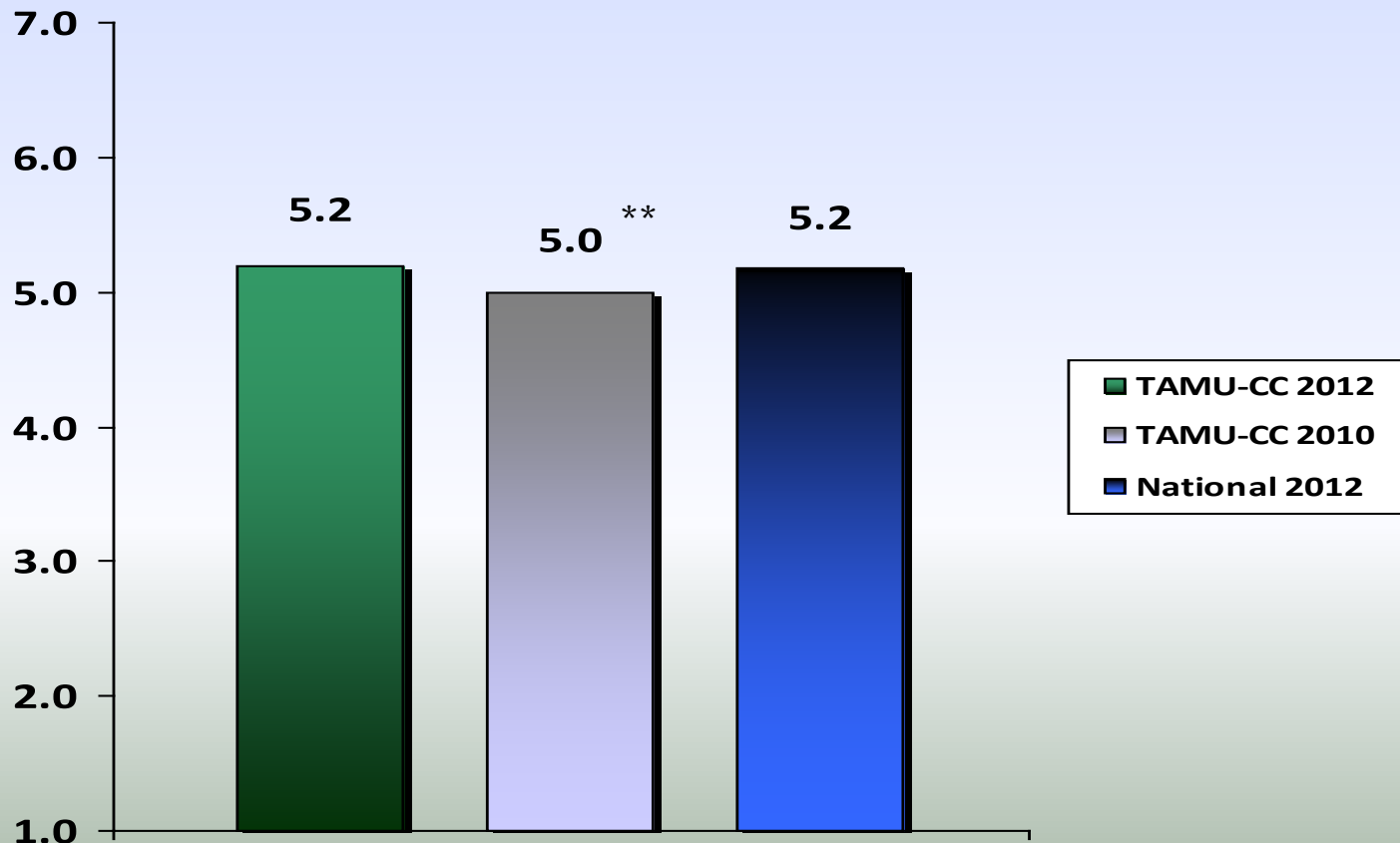
Statistical Significance: *p<.05; **p<.01; ***p<.001; Scale: 1 (Very Dissatisfied) to 7 (Very Satisfied)



Texas A&M University-Corpus Christi Noel-Levitz Student Satisfaction Inventory 2012

Campus Support Services

Academic support services adequately meet the needs of students.



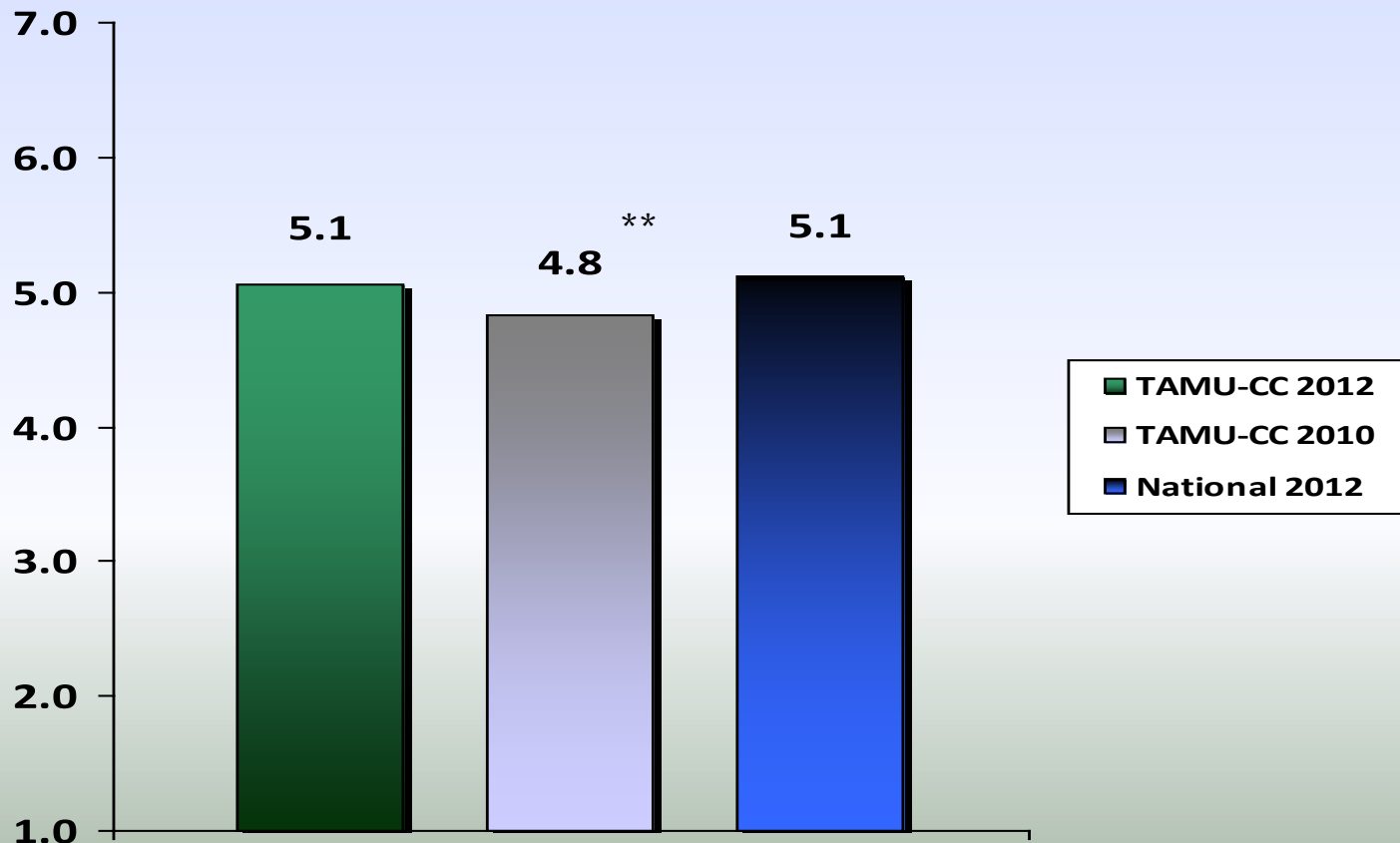
Statistical Significance: *p<.05; **p<.01; ***p<.001; Scale: 1 (Very Dissatisfied) to 7 (Very Satisfied)



Texas A&M University-Corpus Christi Noel-Levitz Student Satisfaction Inventory 2012

Campus Support Services

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

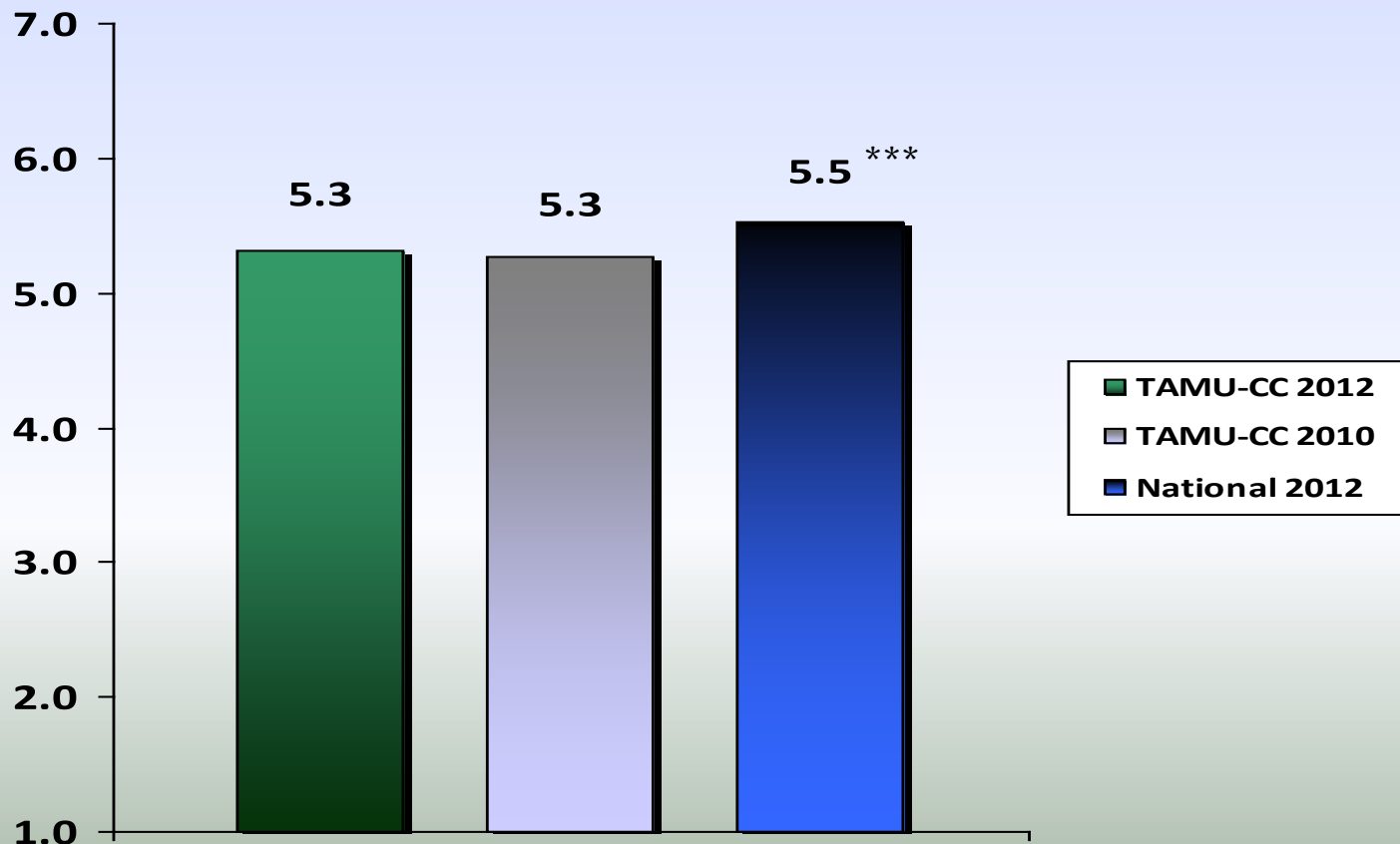


Statistical Significance: *p<.05; **p<.01; ***p<.001; Scale: 1 (Very Dissatisfied) to 7 (Very Satisfied)



Texas A&M University-Corpus Christi Noel-Levitz Student Satisfaction Inventory 2012

Campus Support Services Bookstore staff are helpful.



Statistical Significance: *p<.05; **p<.01; ***p<.001; Scale: 1 (Very Dissatisfied) to 7 (Very Satisfied)



Texas A&M University-Corpus Christi
Noel-Levitz Student Satisfaction Inventory 2012

Campus Climate Scale

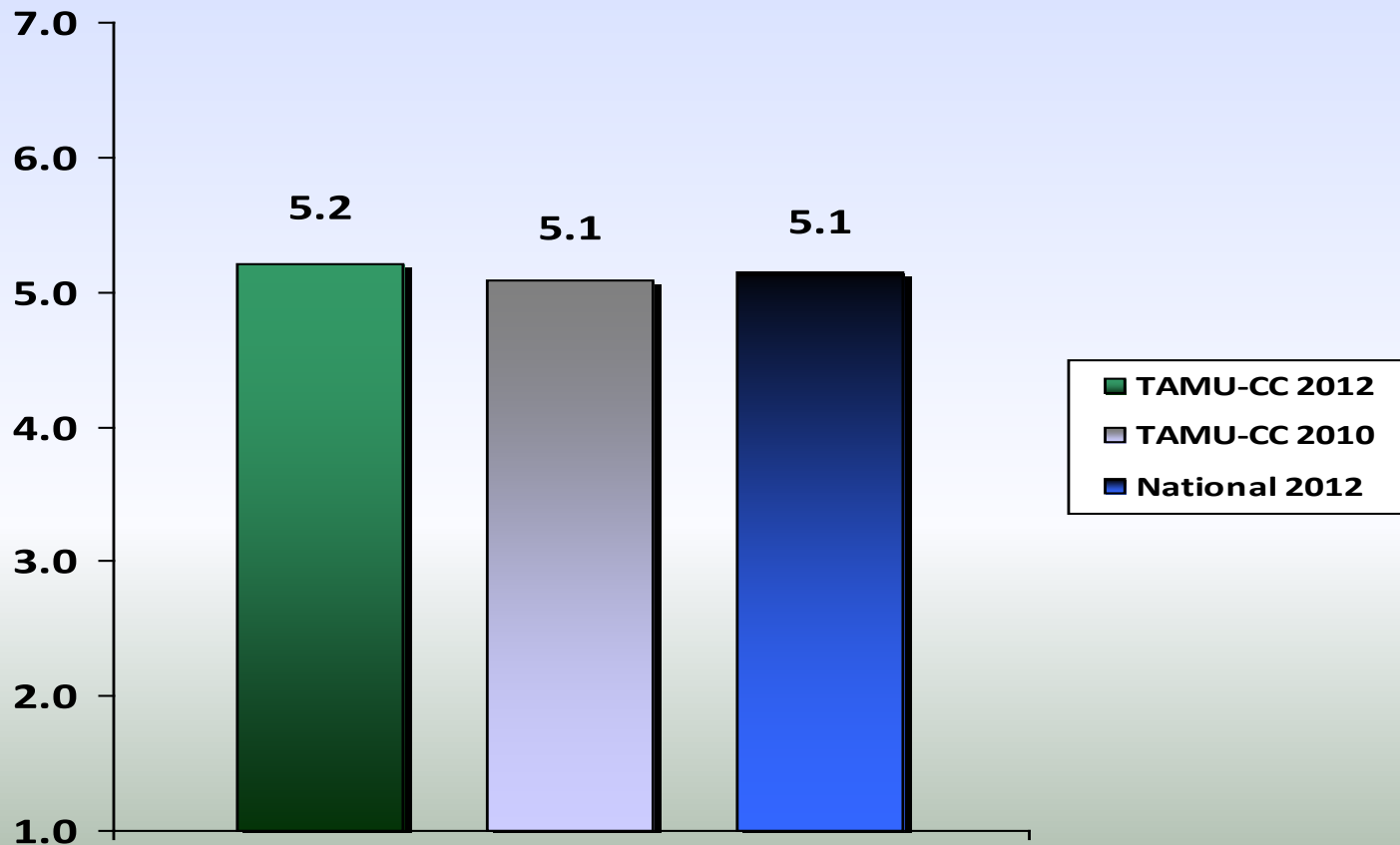
Scale assesses the extent to which institution provides experiences that promote a sense of campus pride and feelings of belonging. This scale also assesses the effectiveness of channels of communication for students.



Texas A&M University-Corpus Christi Noel-Levitz Student Satisfaction Inventory 2012

Campus Climate

Most students feel a sense of belonging here.



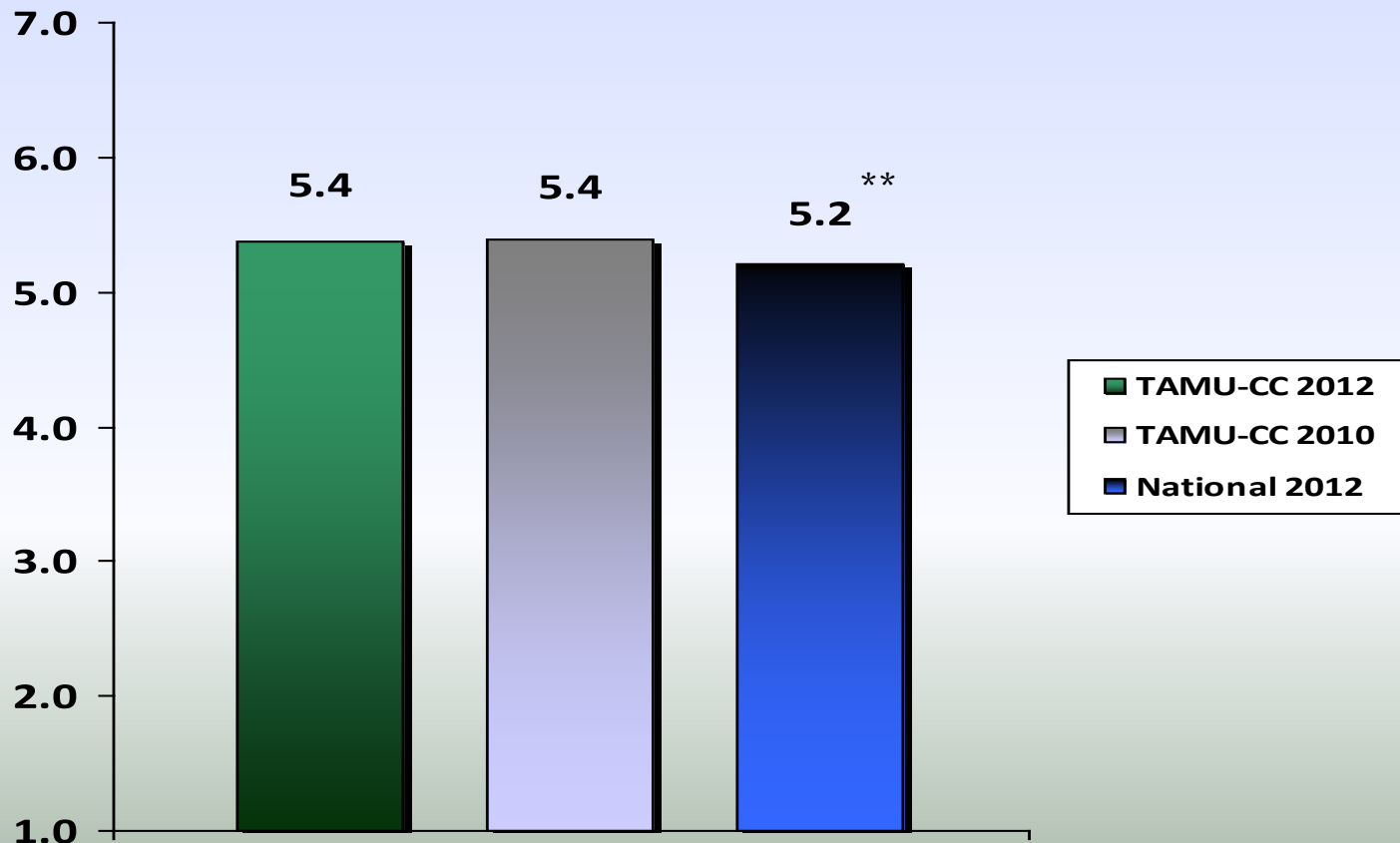
Statistical Significance: *p<.05; **p<.01; ***p<.001; Scale: 1 (Very Dissatisfied) to 7 (Very Satisfied)



Texas A&M University-Corpus Christi Noel-Levitz Student Satisfaction Inventory 2012

Campus Climate

The campus staff are caring and helpful.



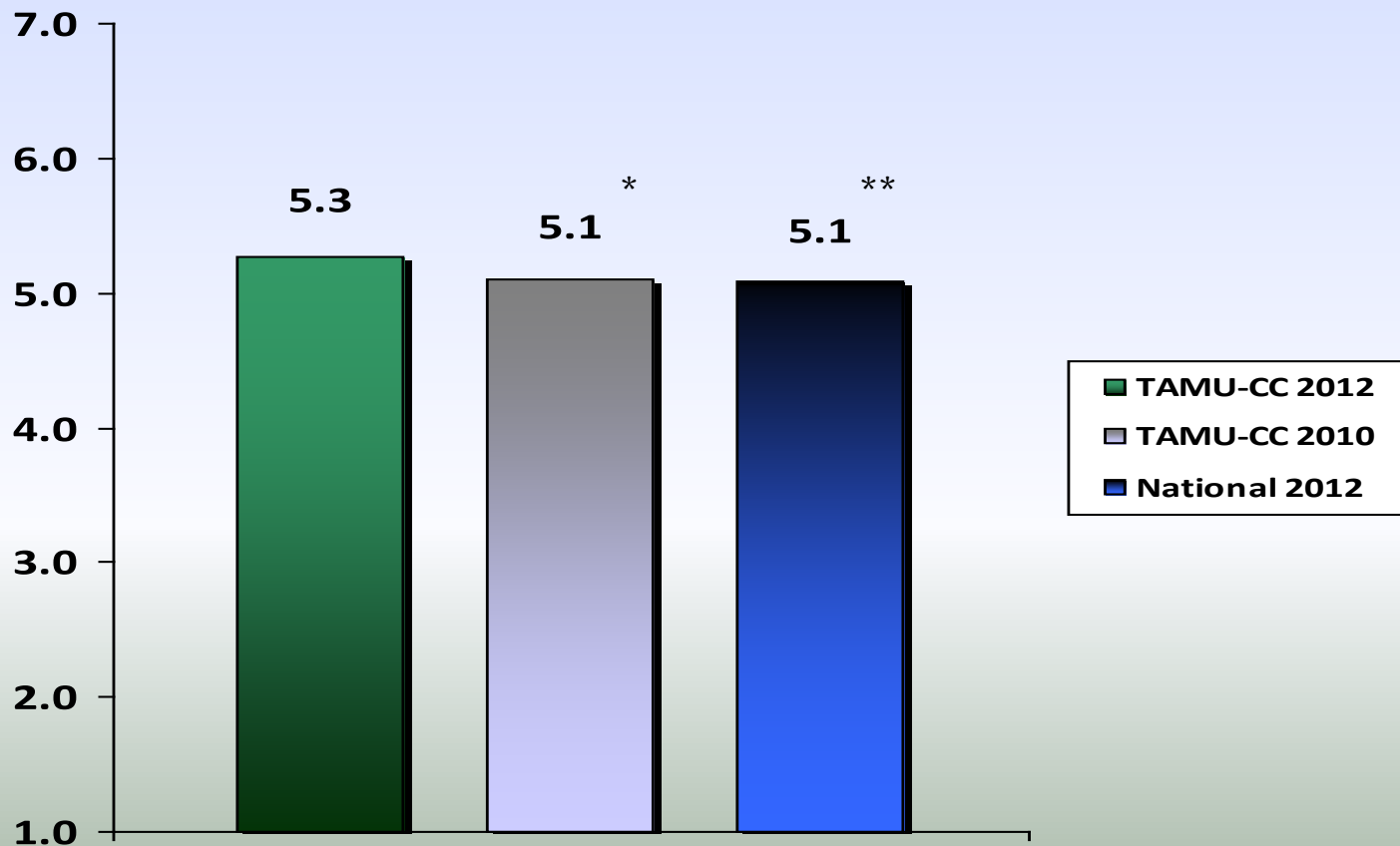
Statistical Significance: *p<.05; **p<.01; ***p<.001; Scale: 1 (Very Dissatisfied) to 7 (Very Satisfied)



Texas A&M University-Corpus Christi Noel-Levitz Student Satisfaction Inventory 2012

Campus Climate

Faculty care about me as an individual.



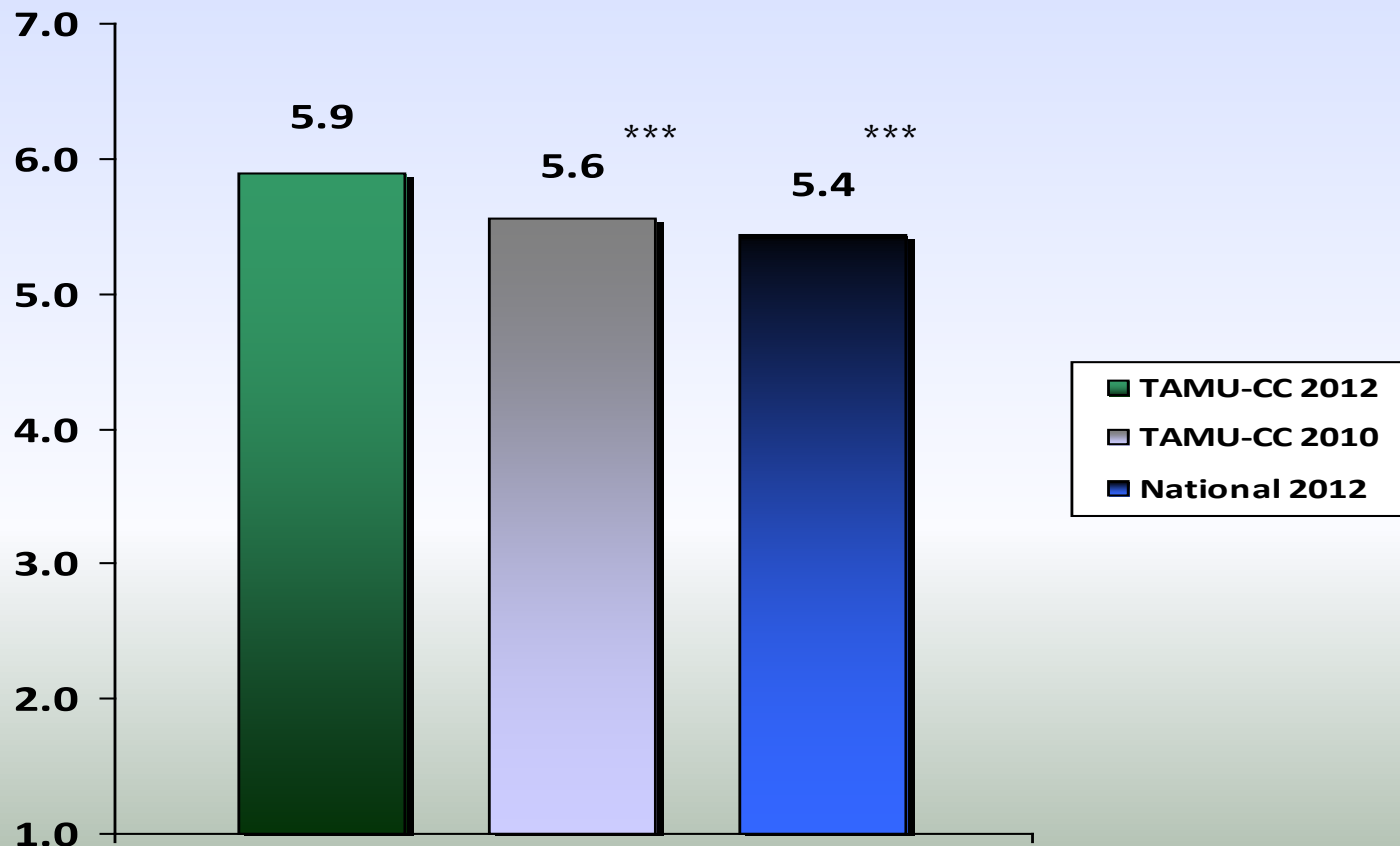
Statistical Significance: *p<.05; **p<.01; ***p<.001; Scale: 1 (Very Dissatisfied) to 7 (Very Satisfied)



Texas A&M University-Corpus Christi Noel-Levitz Student Satisfaction Inventory 2012

Campus Climate

The campus is safe and secure for all students.

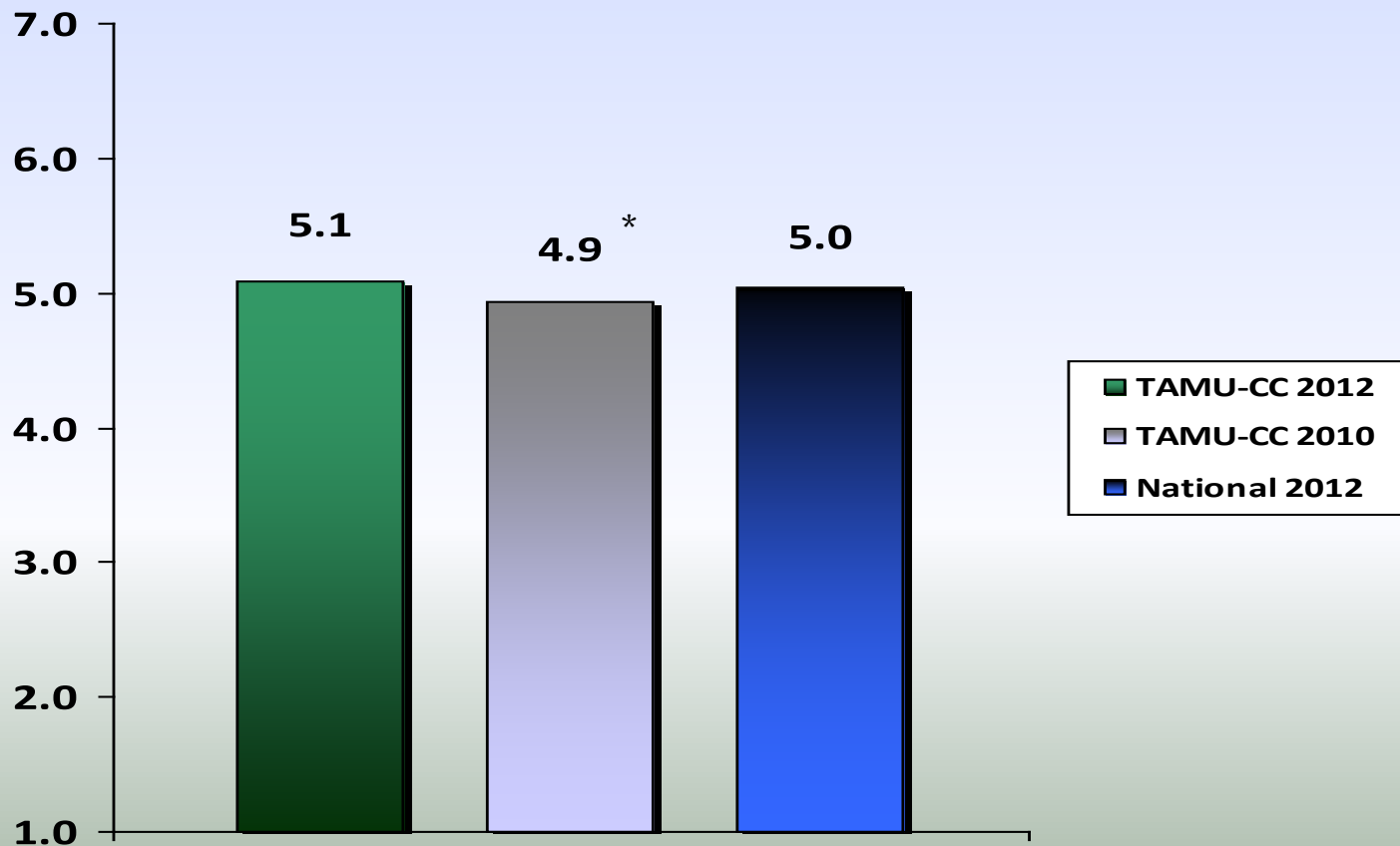


Statistical Significance: *p<.05; **p<.01; ***p<.001; Scale: 1 (Very Dissatisfied) to 7 (Very Satisfied)



Texas A&M University-Corpus Christi Noel-Levitz Student Satisfaction Inventory 2012

Campus Climate Administrators are approachable to students.



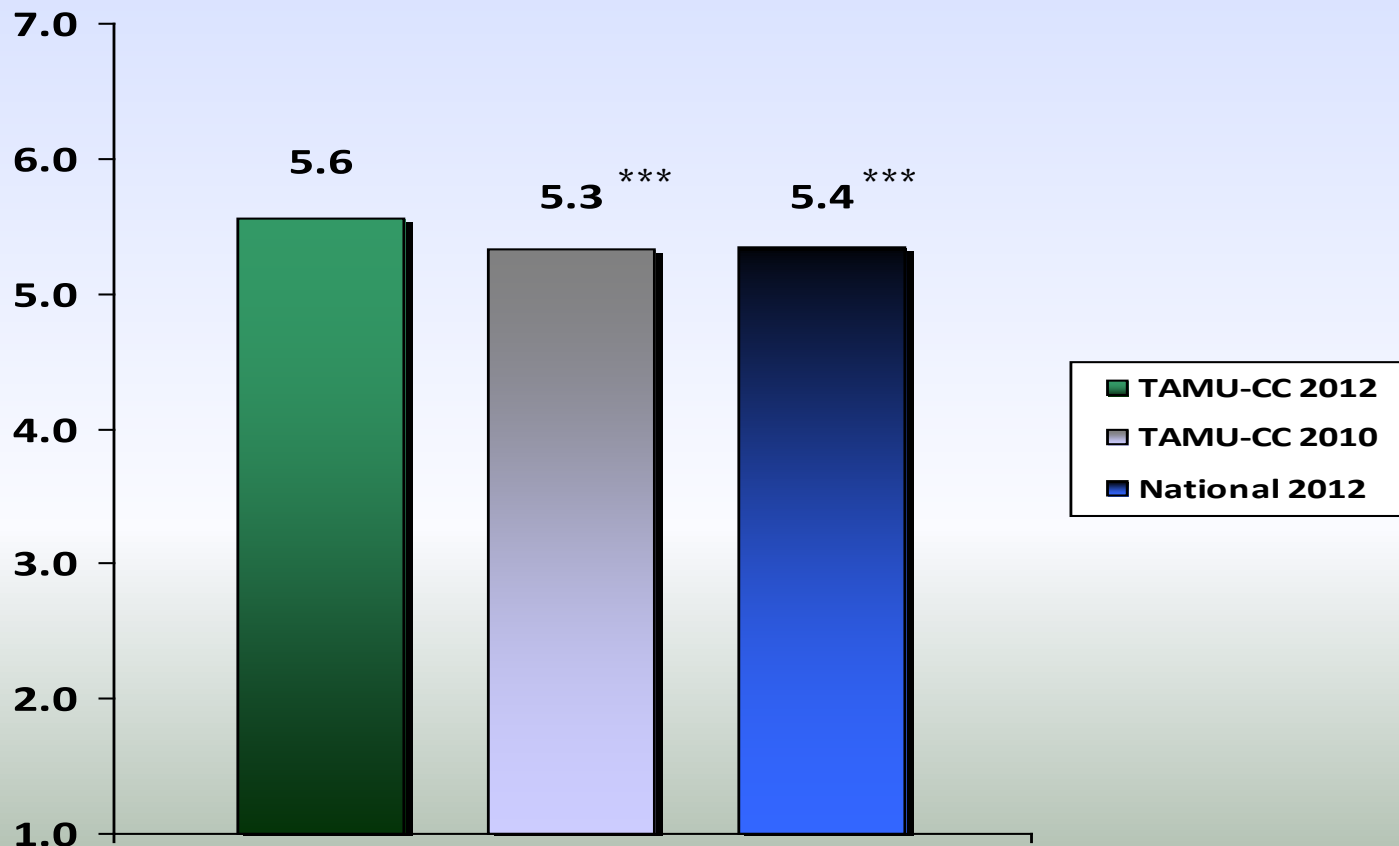
Statistical Significance: *p<.05; **p<.01; ***p<.001; Scale: 1 (Very Dissatisfied) to 7 (Very Satisfied)



Texas A&M University-Corpus Christi Noel-Levitz Student Satisfaction Inventory 2012

Campus Climate

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



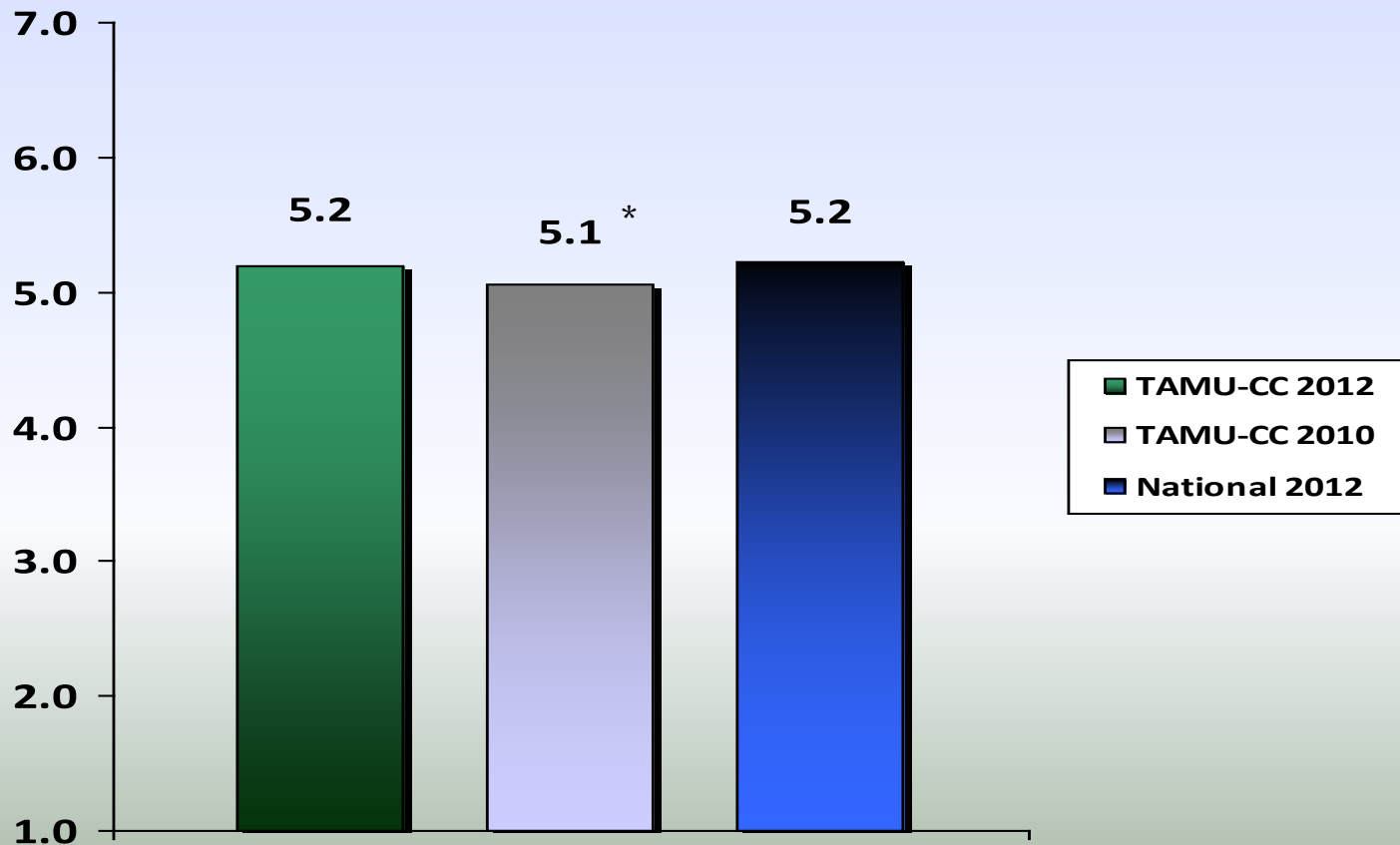
Statistical Significance: *p<.05; **p<.01; ***p<.001; Scale: 1 (Very Dissatisfied) to 7 (Very Satisfied)



Texas A&M University-Corpus Christi Noel-Levitz Student Satisfaction Inventory 2012

Campus Climate

I feel a sense of pride about my campus.



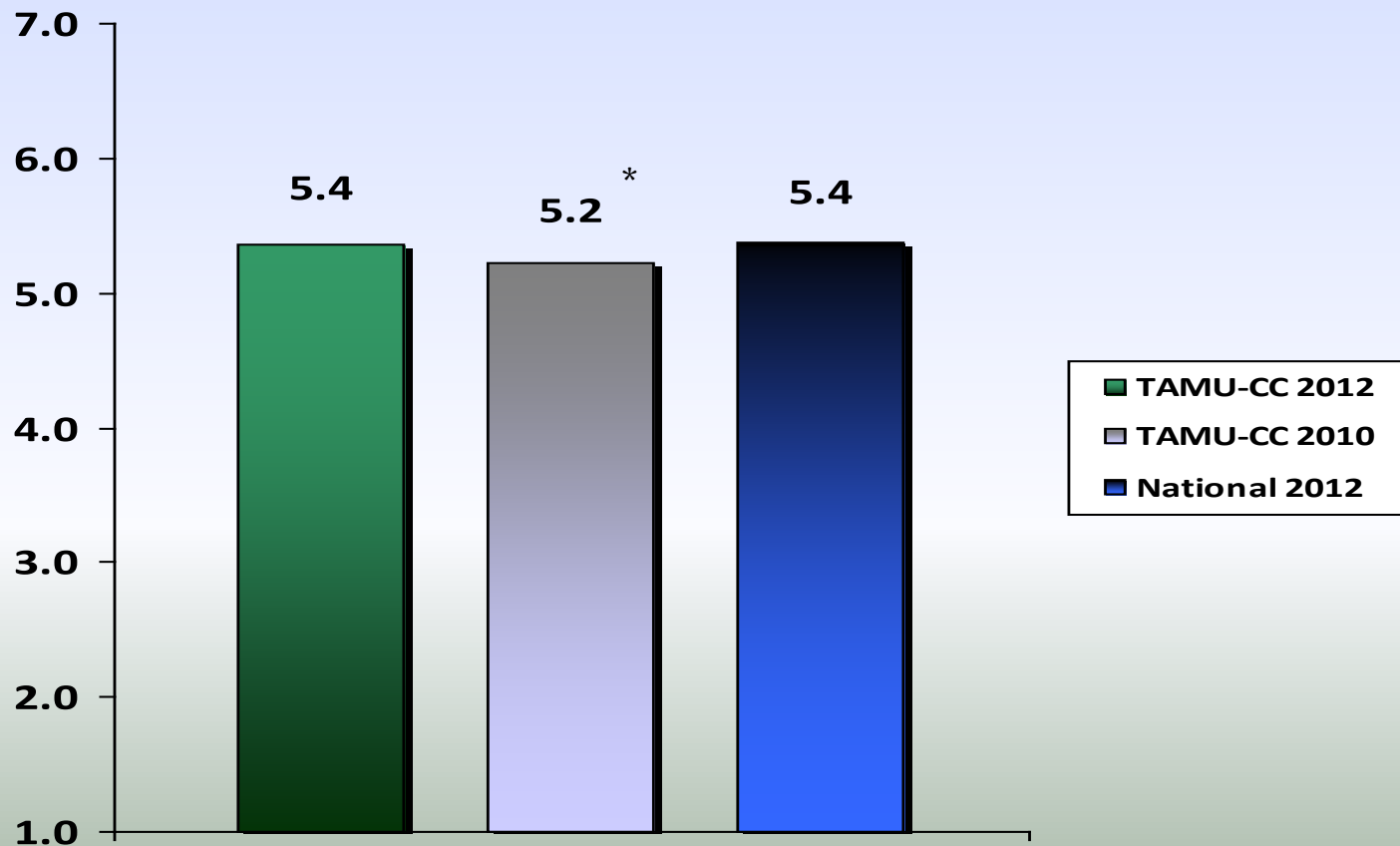
Statistical Significance: *p<.05; **p<.01; ***p<.001; Scale: 1 (Very Dissatisfied) to 7 (Very Satisfied)



Texas A&M University-Corpus Christi Noel-Levitz Student Satisfaction Inventory 2012

Campus Climate

There is a commitment to academic excellence on this campus.



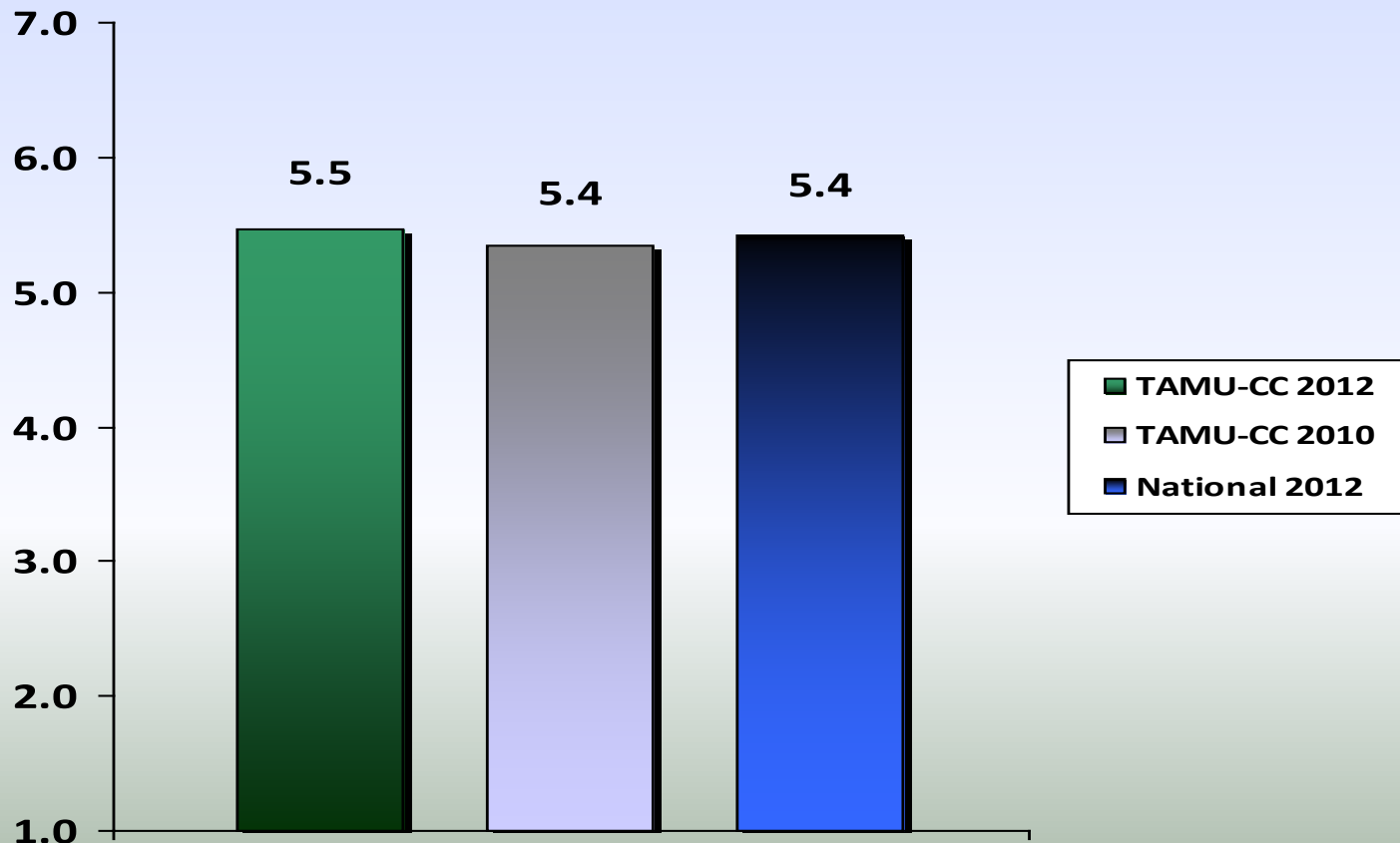
Statistical Significance: *p<.05; **p<.01; ***p<.001; Scale: 1 (Very Dissatisfied) to 7 (Very Satisfied)



Texas A&M University-Corpus Christi Noel-Levitz Student Satisfaction Inventory 2012

Campus Climate

Students are made to feel welcome on this campus.



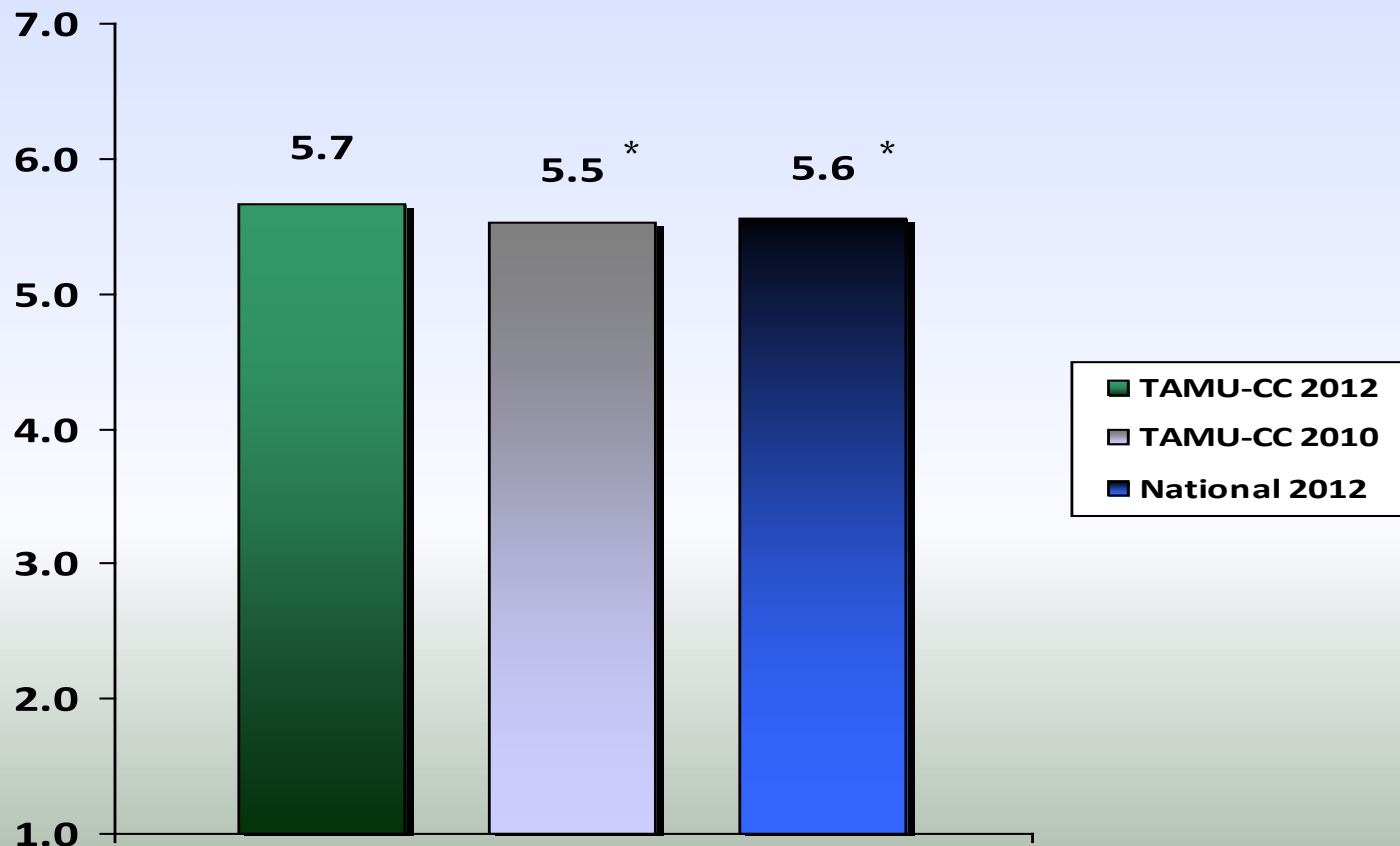
Statistical Significance: *p<.05; **p<.01; ***p<.001; Scale: 1 (Very Dissatisfied) to 7 (Very Satisfied)



Texas A&M University-Corpus Christi Noel-Levitz Student Satisfaction Inventory 2012

Campus Climate

This institution has a good reputation within the community.



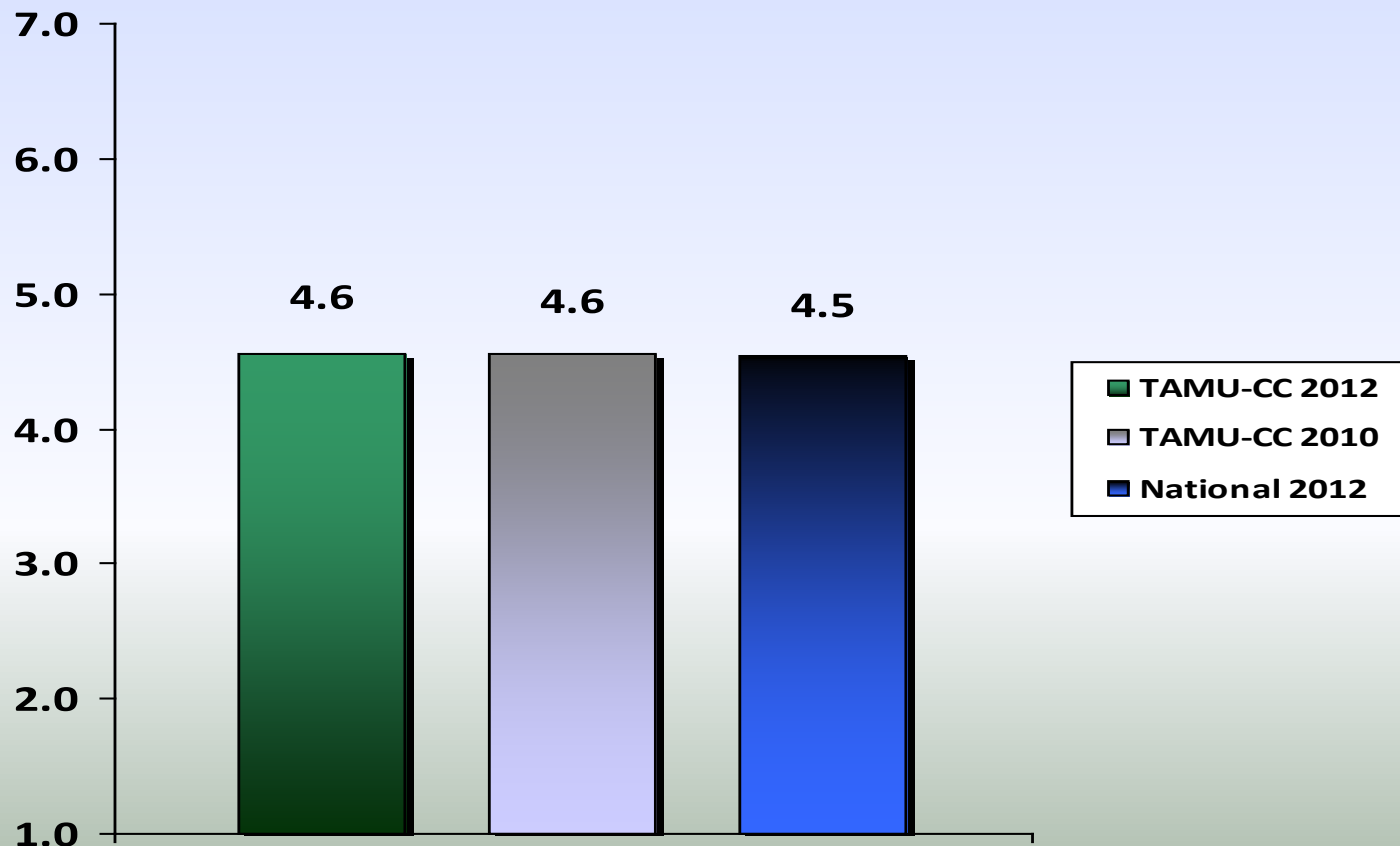
Statistical Significance: *p<.05; **p<.01; ***p<.001; Scale: 1 (Very Dissatisfied) to 7 (Very Satisfied)



Texas A&M University-Corpus Christi Noel-Levitz Student Satisfaction Inventory 2012

Campus Climate

I seldom get the “run-around” when seeking information on this campus.

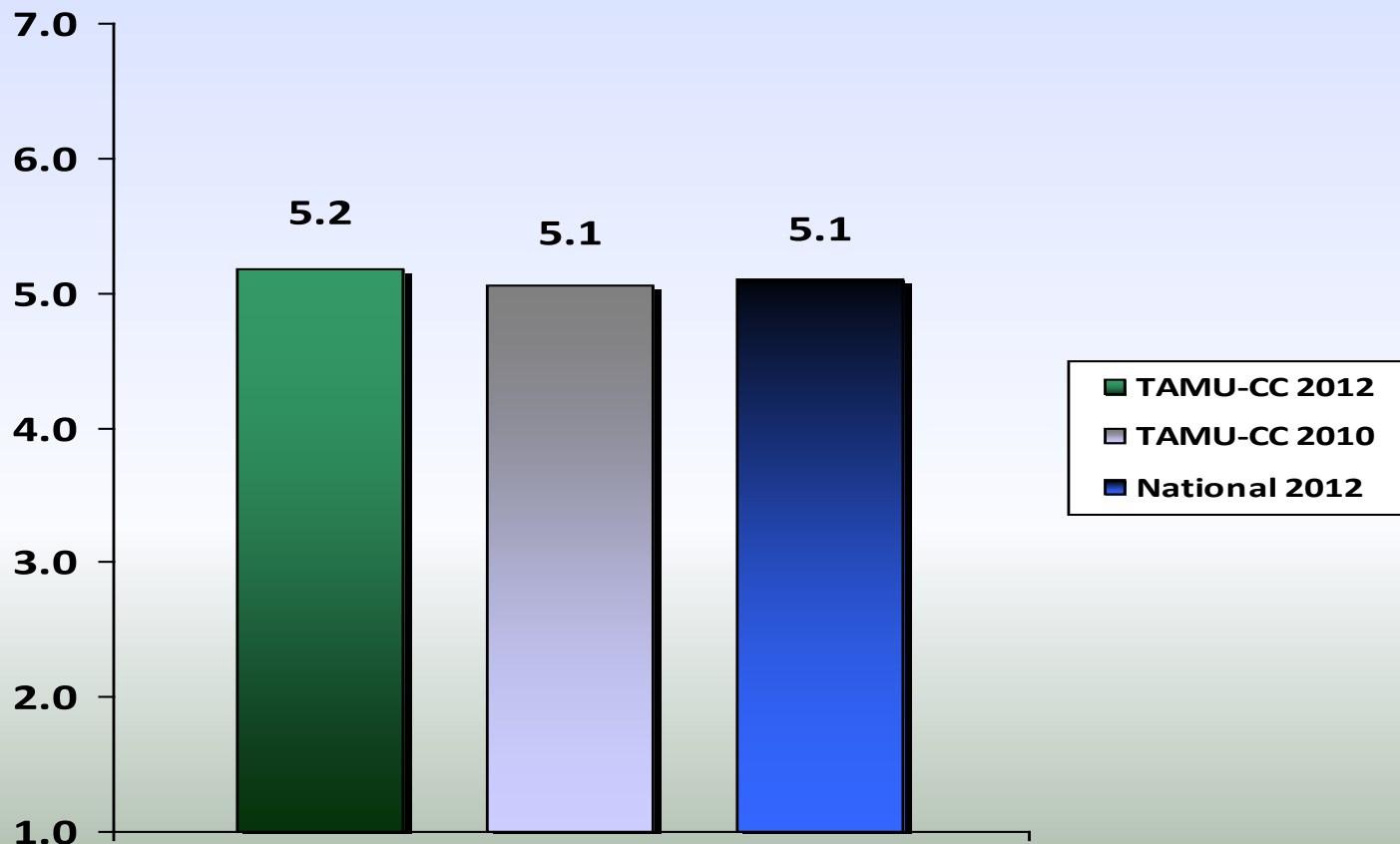




Texas A&M University-Corpus Christi Noel-Levitz Student Satisfaction Inventory 2012

Campus Climate

This institution shows concern for students as individuals.

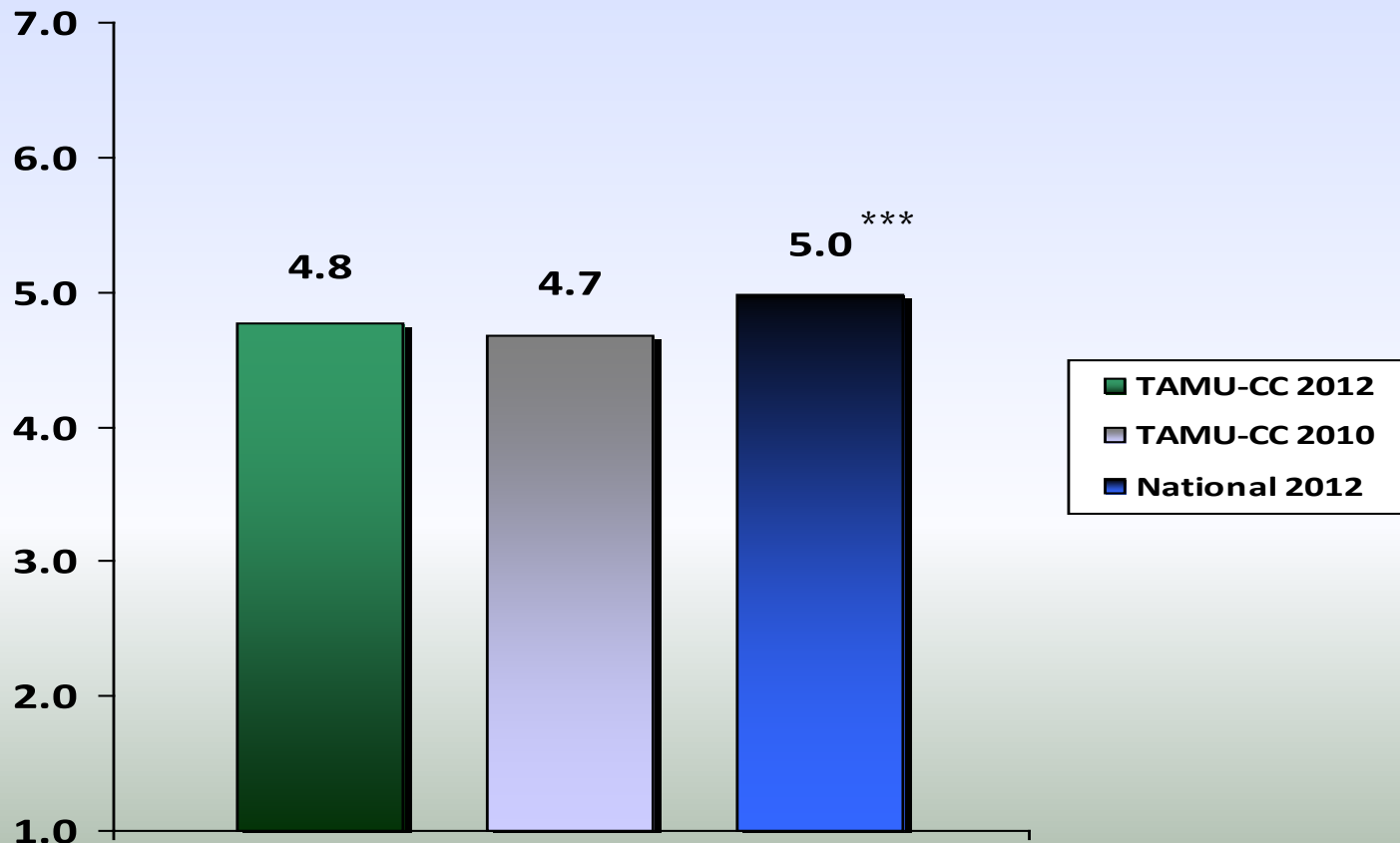




Texas A&M University-Corpus Christi Noel-Levitz Student Satisfaction Inventory 2012

Campus Climate

I generally know what's happening on campus.



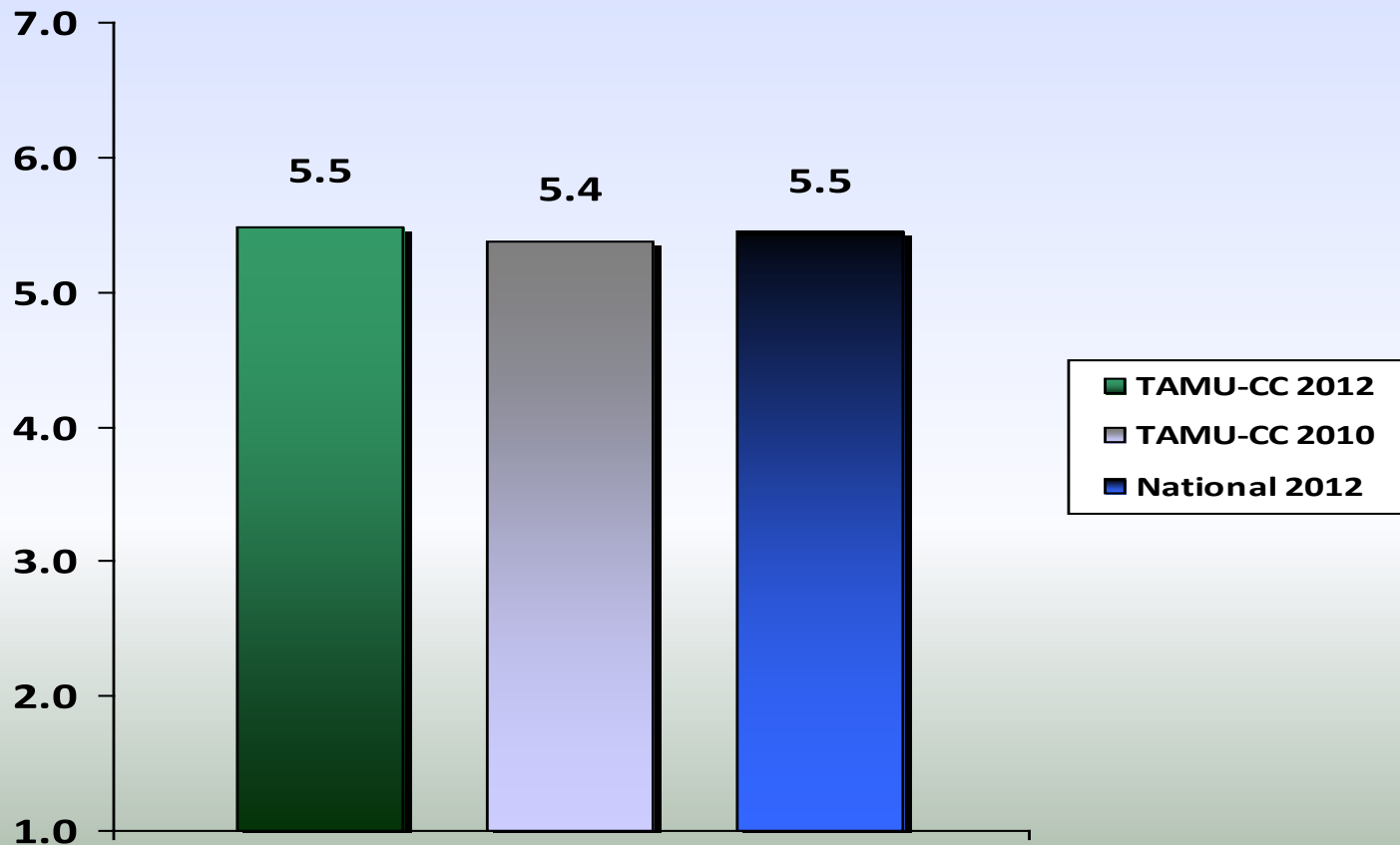
Statistical Significance: *p<.05; **p<.01; ***p<.001; Scale: 1 (Very Dissatisfied) to 7 (Very Satisfied)



Texas A&M University-Corpus Christi Noel-Levitz Student Satisfaction Inventory 2012

Campus Climate

There is a strong commitment to racial harmony on this campus.



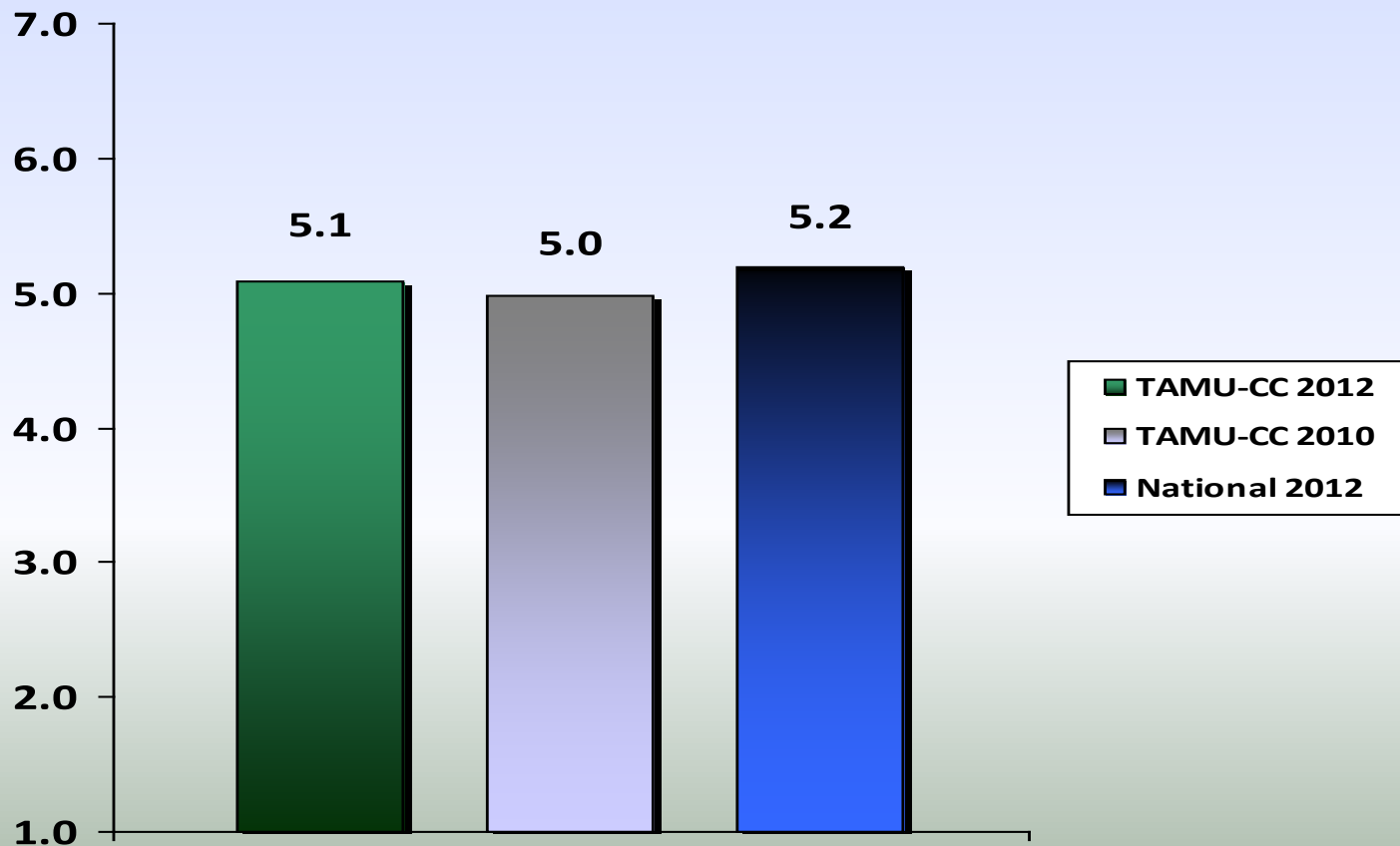
Statistical Significance: *p<.05; **p<.01; ***p<.001; Scale: 1 (Very Dissatisfied) to 7 (Very Satisfied)



Texas A&M University-Corpus Christi Noel-Levitz Student Satisfaction Inventory 2012

Campus Climate

Tuition paid is a worthwhile investment.



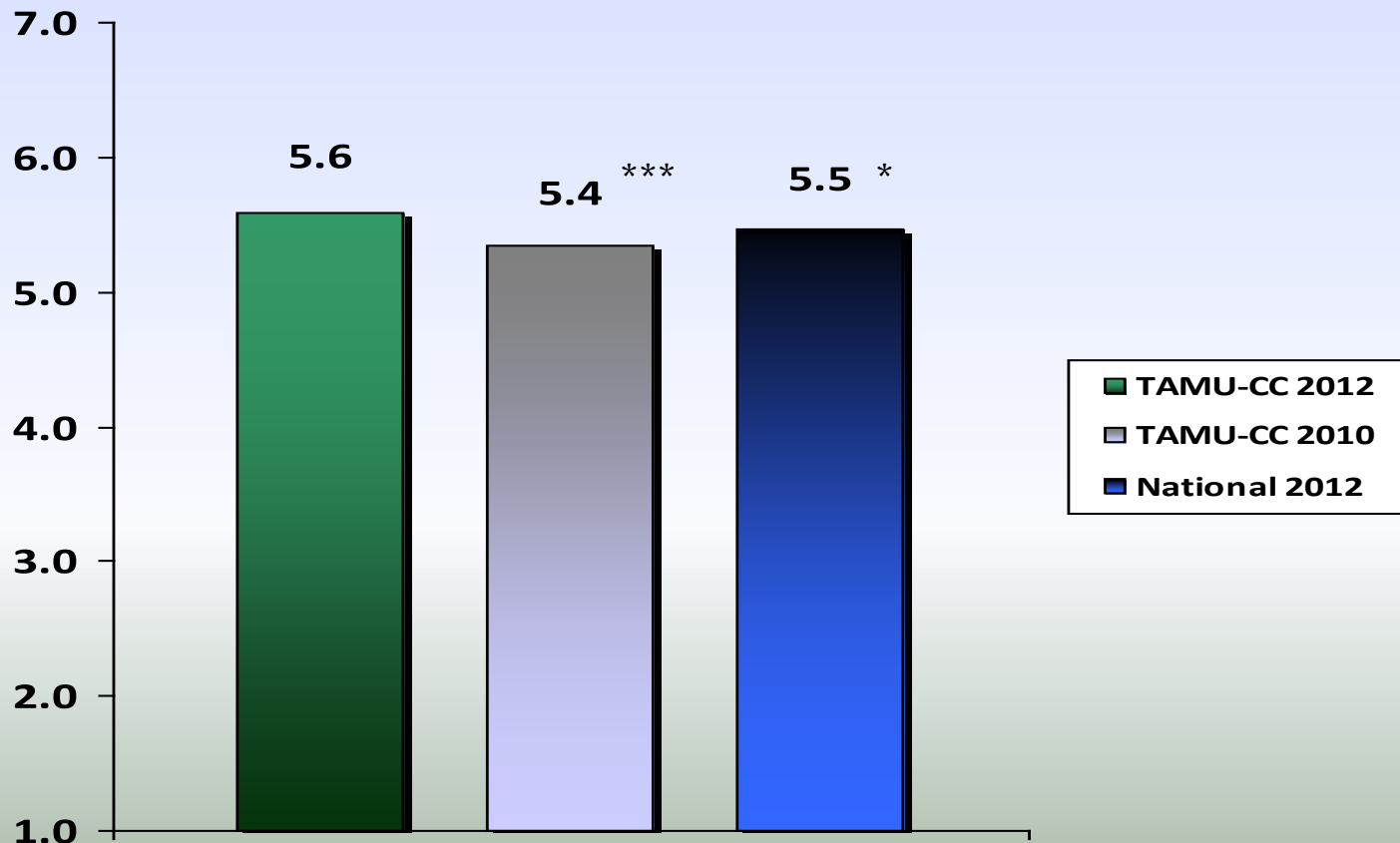
Statistical Significance: *p<.05; **p<.01; ***p<.001; Scale: 1 (Very Dissatisfied) to 7 (Very Satisfied)



Texas A&M University-Corpus Christi Noel-Levitz Student Satisfaction Inventory 2012

Campus Climate

Freedom of expression is protected on campus.



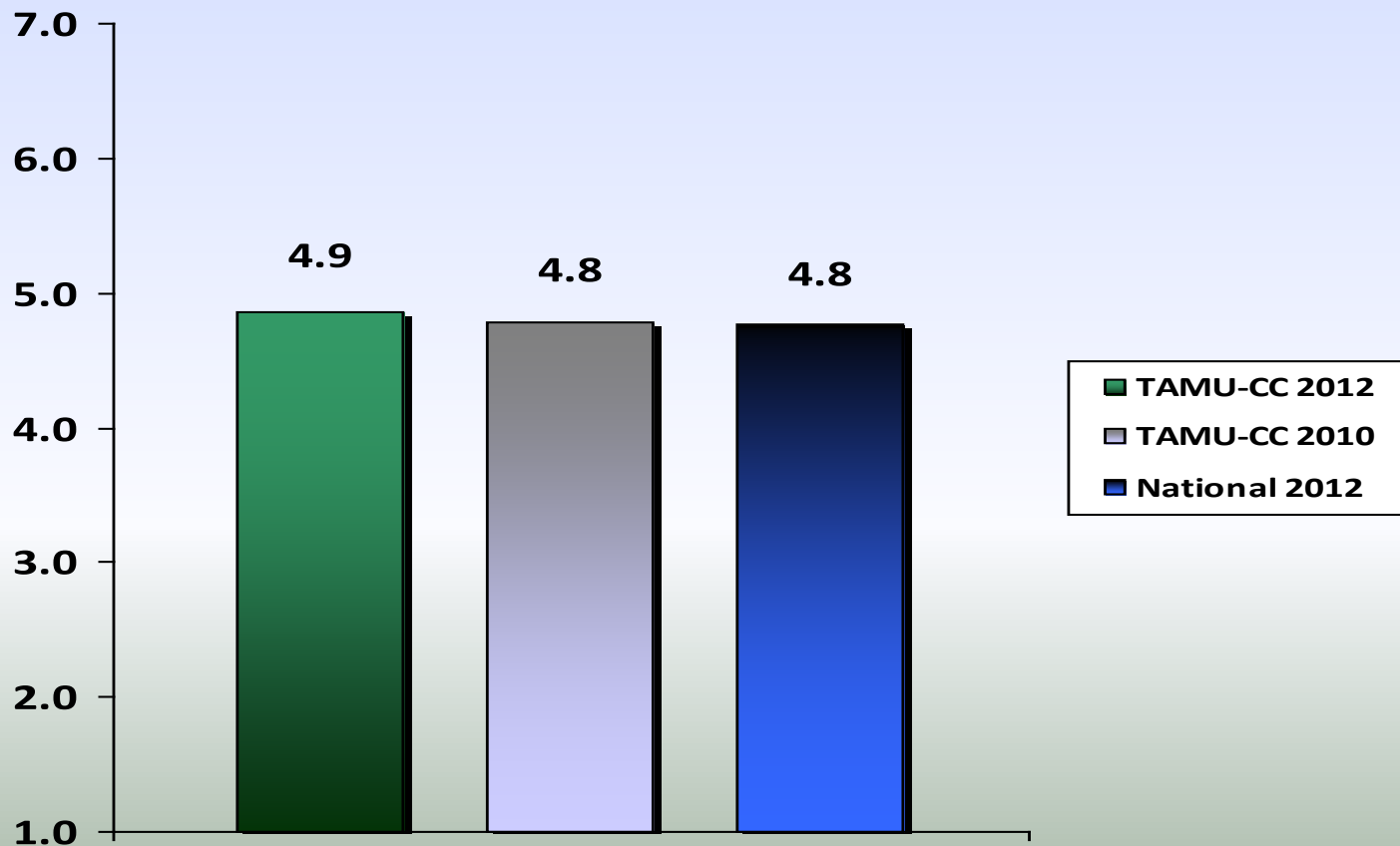
Statistical Significance: *p<.05; **p<.01; ***p<.001; Scale: 1 (Very Dissatisfied) to 7 (Very Satisfied)



Texas A&M University-Corpus Christi Noel-Levitz Student Satisfaction Inventory 2012

Campus Climate

Channels for expressing student complaints are readily available.



Statistical Significance: *p<.05; **p<.01; ***p<.001; Scale: 1 (Very Dissatisfied) to 7 (Very Satisfied)



Texas A&M University-Corpus Christi
Noel-Levitz Student Satisfaction Inventory 2012

Student Centeredness Scale

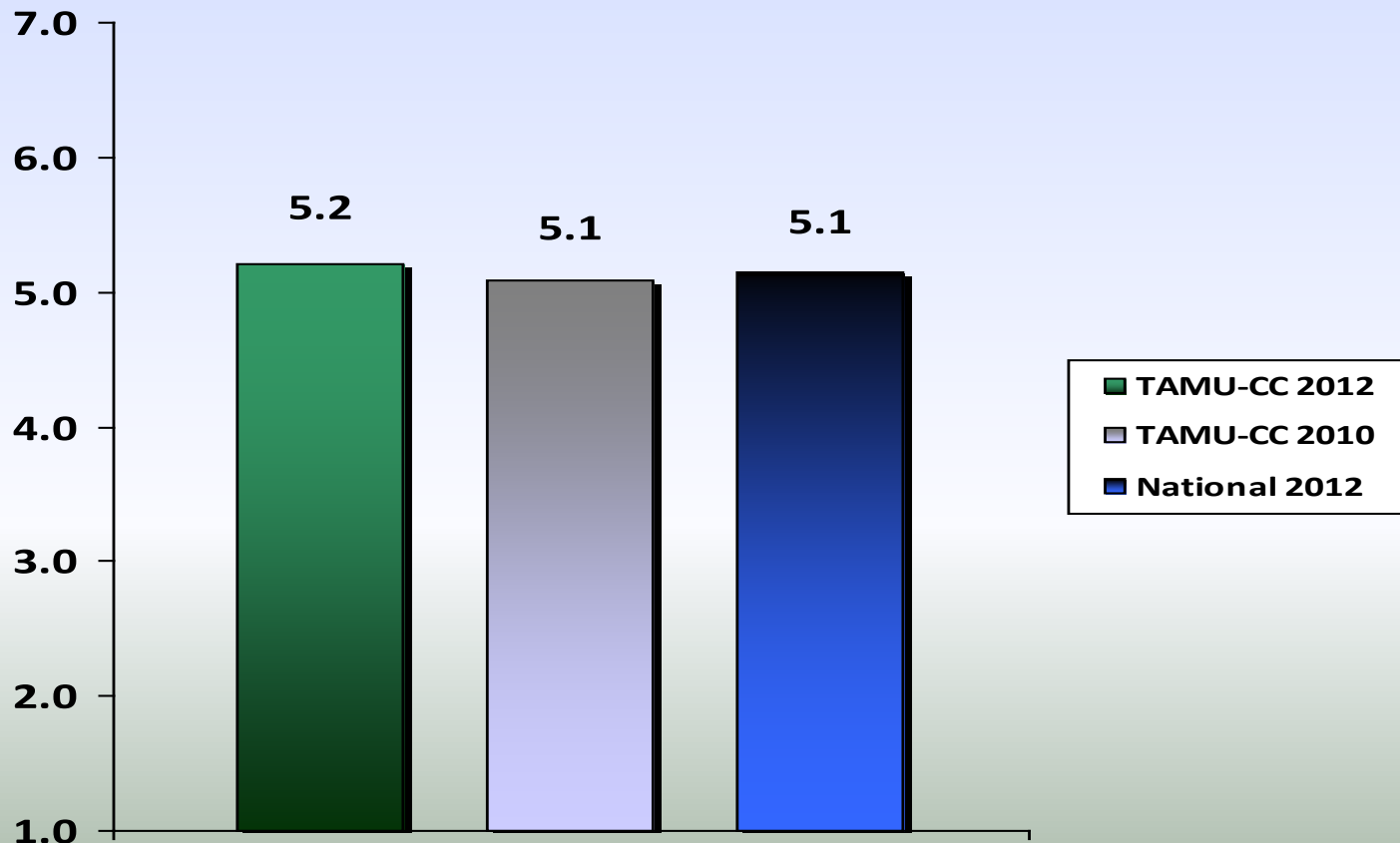
Scale assesses campus's efforts to convey to students that they are important to the institution. This scales measures the extent to which students feel welcome and valued.



Texas A&M University-Corpus Christi Noel-Levitz Student Satisfaction Inventory 2012

Student Centeredness

Most students feel a sense of belonging here.

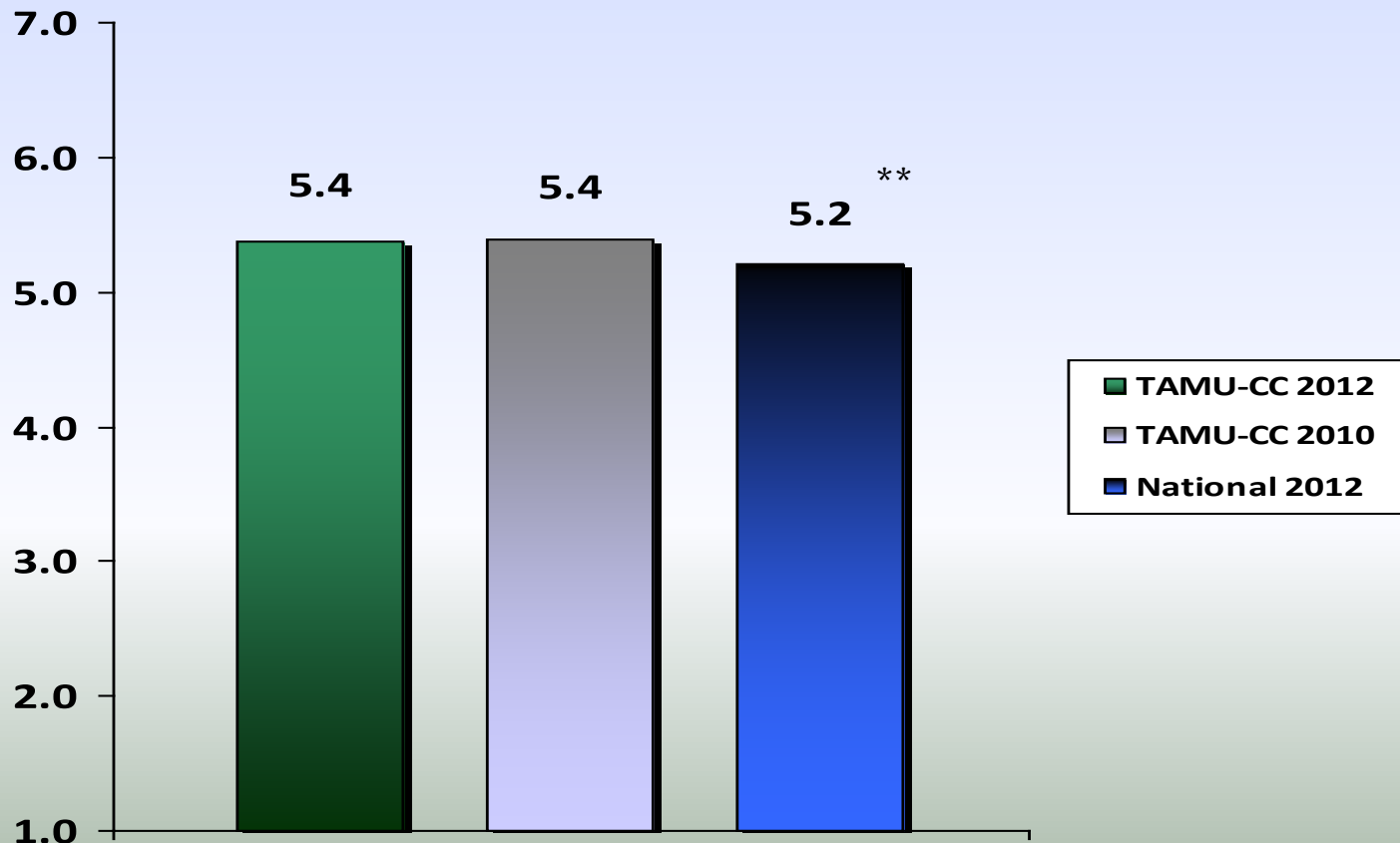




Texas A&M University-Corpus Christi Noel-Levitz Student Satisfaction Inventory 2012

Student Centeredness

The campus staff are caring and helpful.

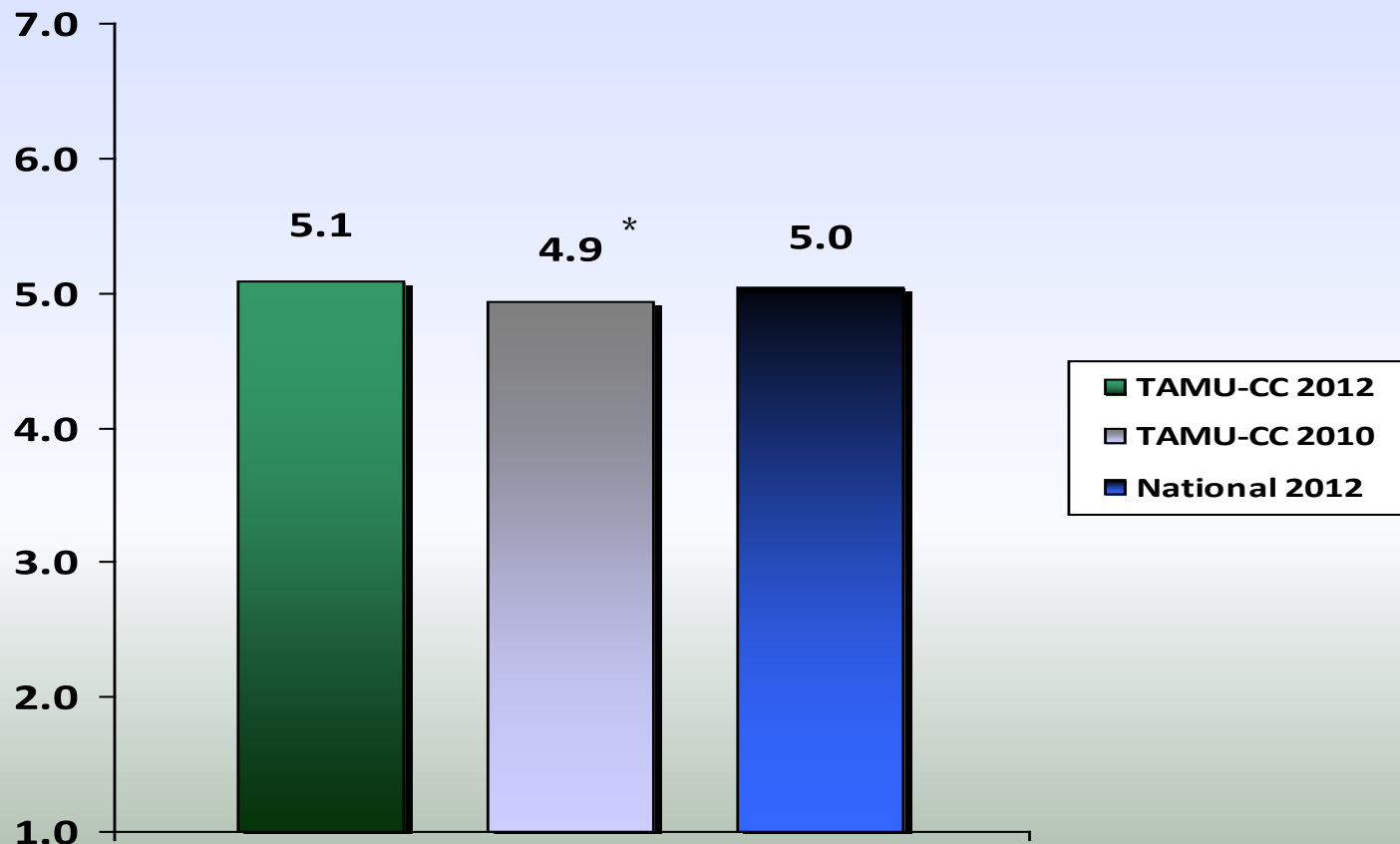


Statistical Significance: *p<.05; **p<.01; ***p<.001; Scale: 1 (Very Dissatisfied) to 7 (Very Satisfied)



Texas A&M University-Corpus Christi Noel-Levitz Student Satisfaction Inventory 2012

Student Centeredness Administrators are approachable to students.



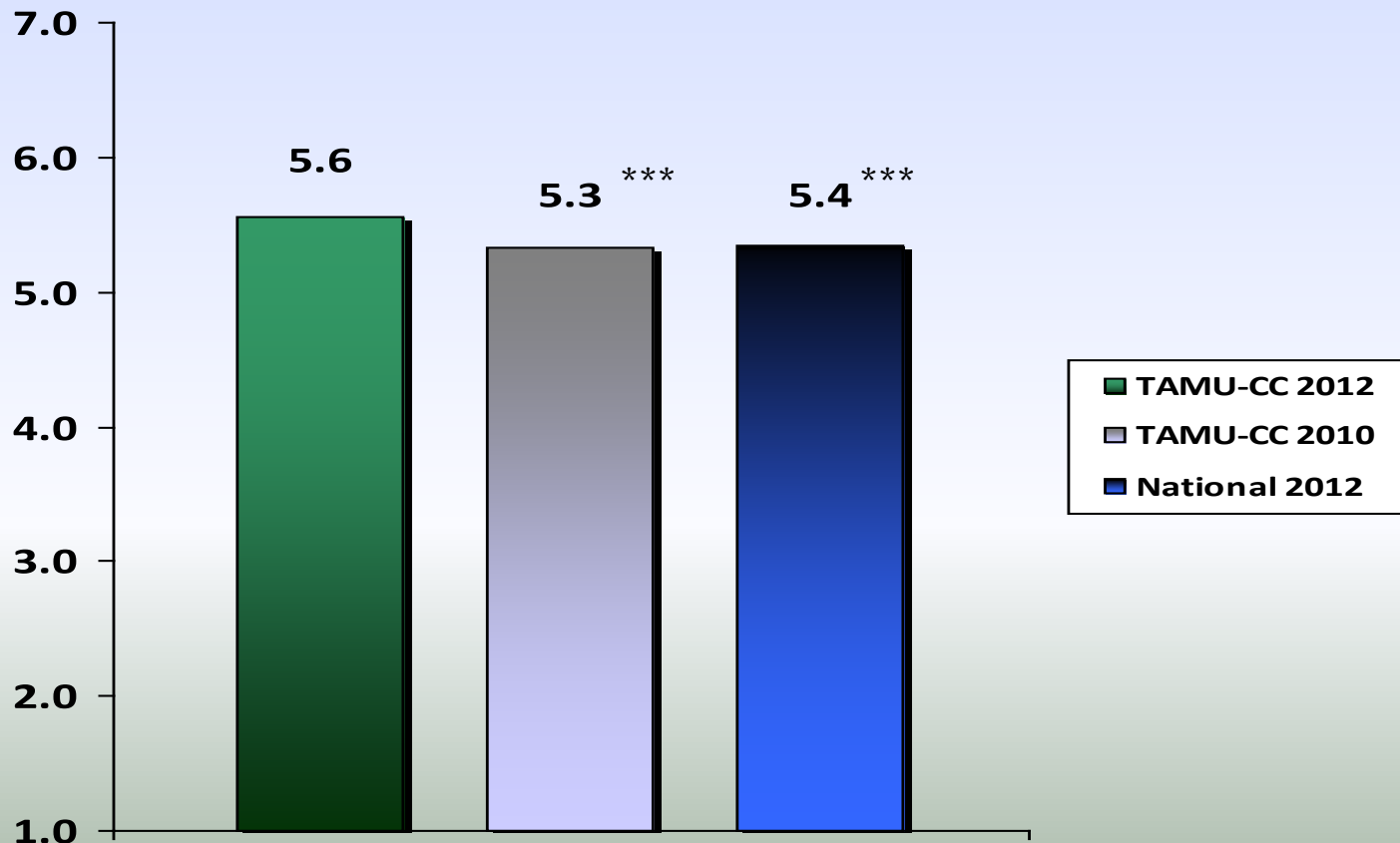
Statistical Significance: *p<.05; **p<.01; ***p<.001; Scale: 1 (Very Dissatisfied) to 7 (Very Satisfied)



Texas A&M University-Corpus Christi Noel-Levitz Student Satisfaction Inventory 2012

Student Centeredness

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



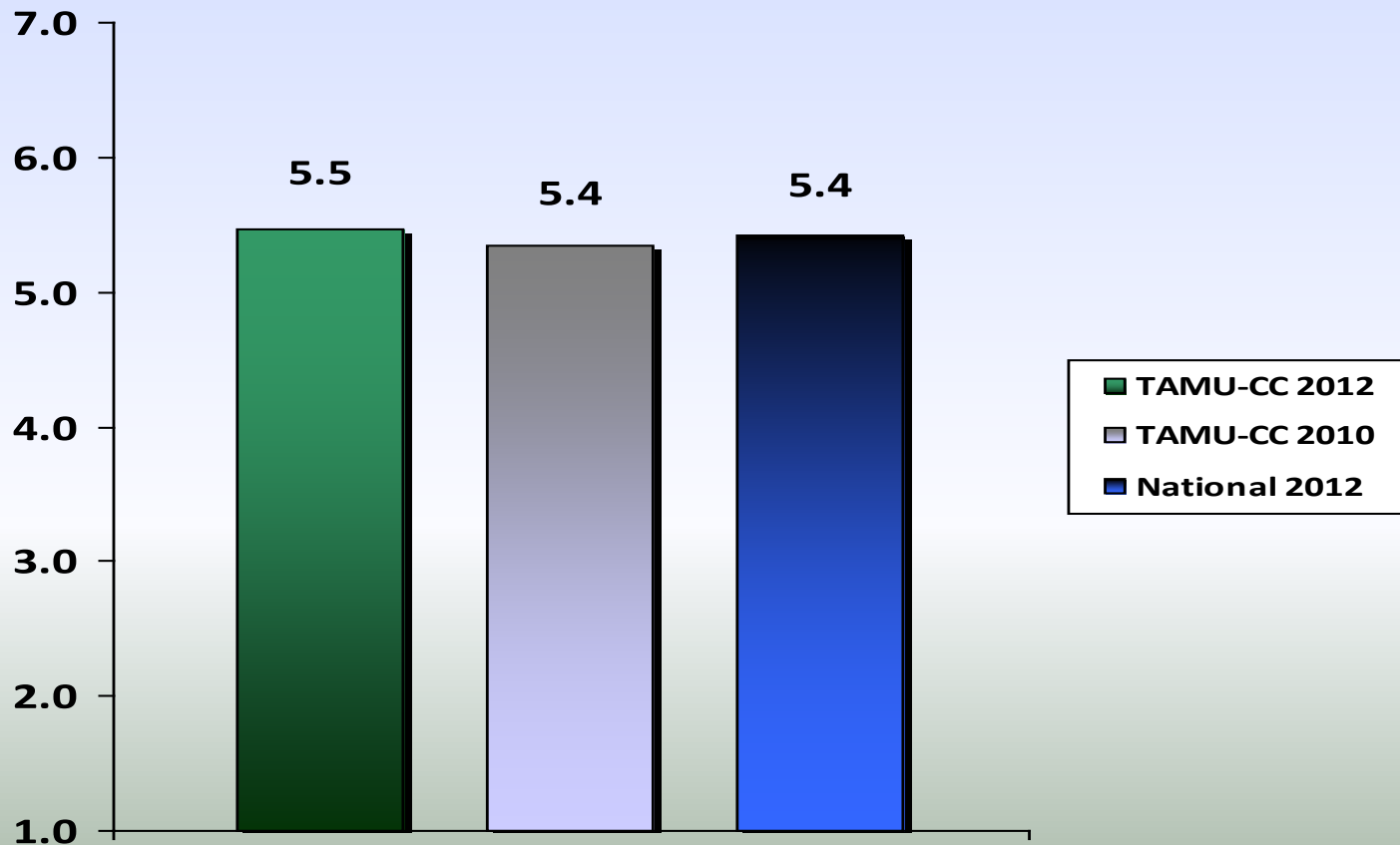
Statistical Significance: *p<.05; **p<.01; ***p<.001; Scale: 1 (Very Dissatisfied) to 7 (Very Satisfied)



Texas A&M University-Corpus Christi Noel-Levitz Student Satisfaction Inventory 2012

Student Centeredness

Students are made to feel welcome on this campus.



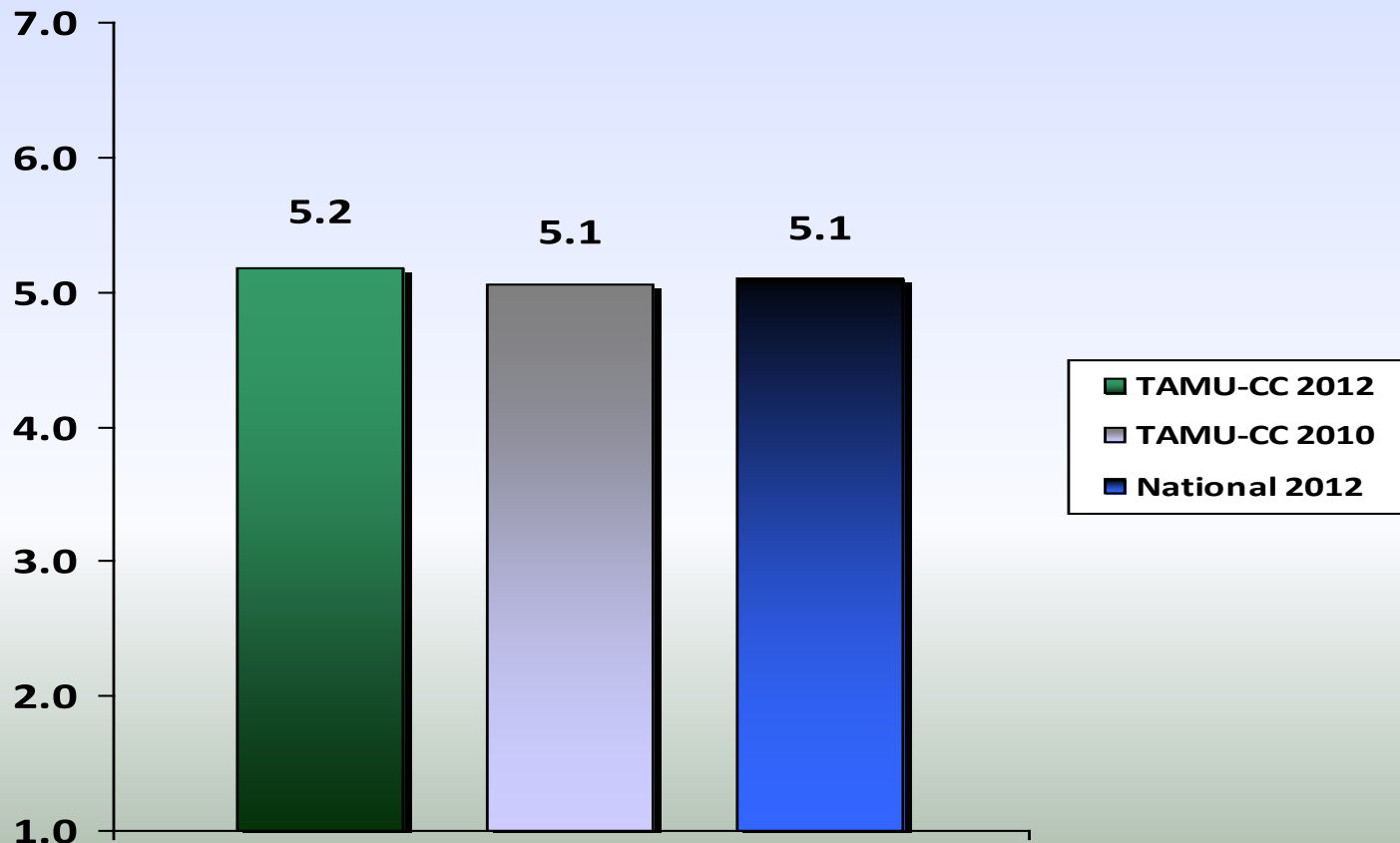
Statistical Significance: *p<.05; **p<.01; ***p<.001; Scale: 1 (Very Dissatisfied) to 7 (Very Satisfied)



Texas A&M University-Corpus Christi Noel-Levitz Student Satisfaction Inventory 2012

Student Centeredness

This institution shows concern for students as individuals.





Texas A&M University-Corpus Christi
Noel-Levitz Student Satisfaction Inventory 2012

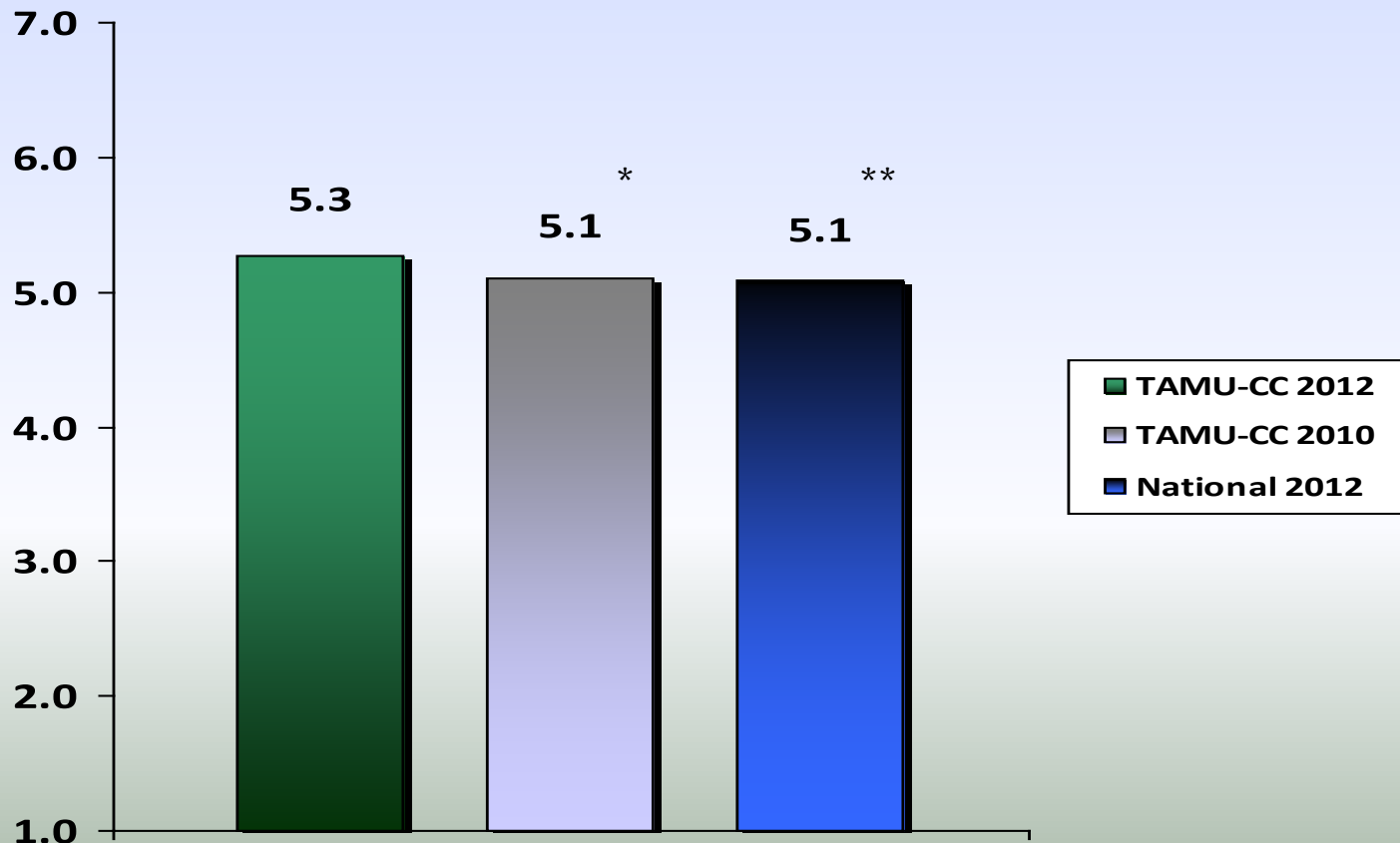
Concern for the Individual Scale

Scale assesses institution's commitment to treating each student as an individual. Those groups that frequently deal with students on a personal level (e.g., faculty, advisors, etc.) are included on this assessment.



Texas A&M University-Corpus Christi Noel-Levitz Student Satisfaction Inventory 2012

Concern for the Individual Faculty care about me as an individual.



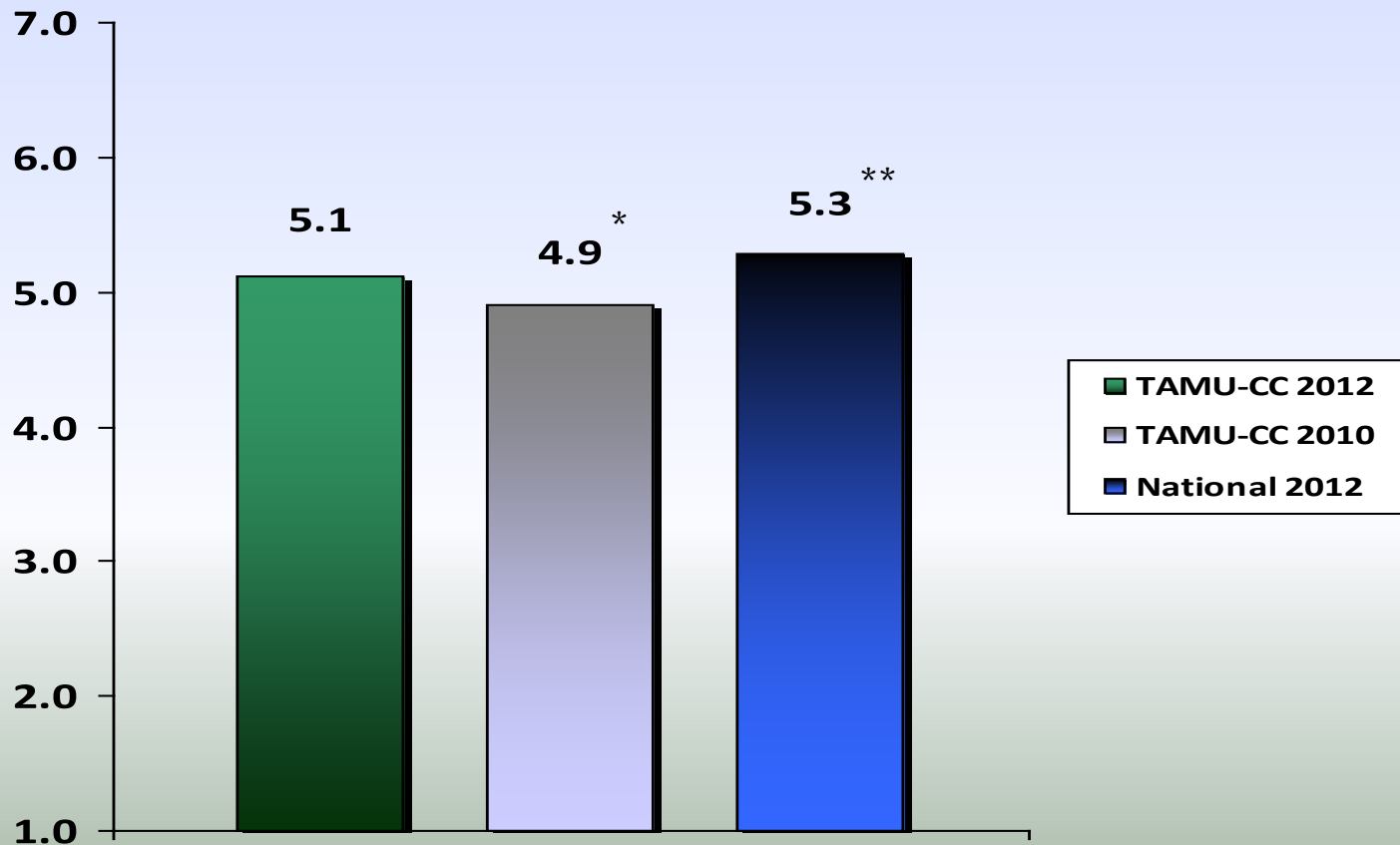
Statistical Significance: *p<.05; **p<.01; ***p<.001; Scale: 1 (Very Dissatisfied) to 7 (Very Satisfied)



Texas A&M University-Corpus Christi Noel-Levitz Student Satisfaction Inventory 2012

Concern for the Individual

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

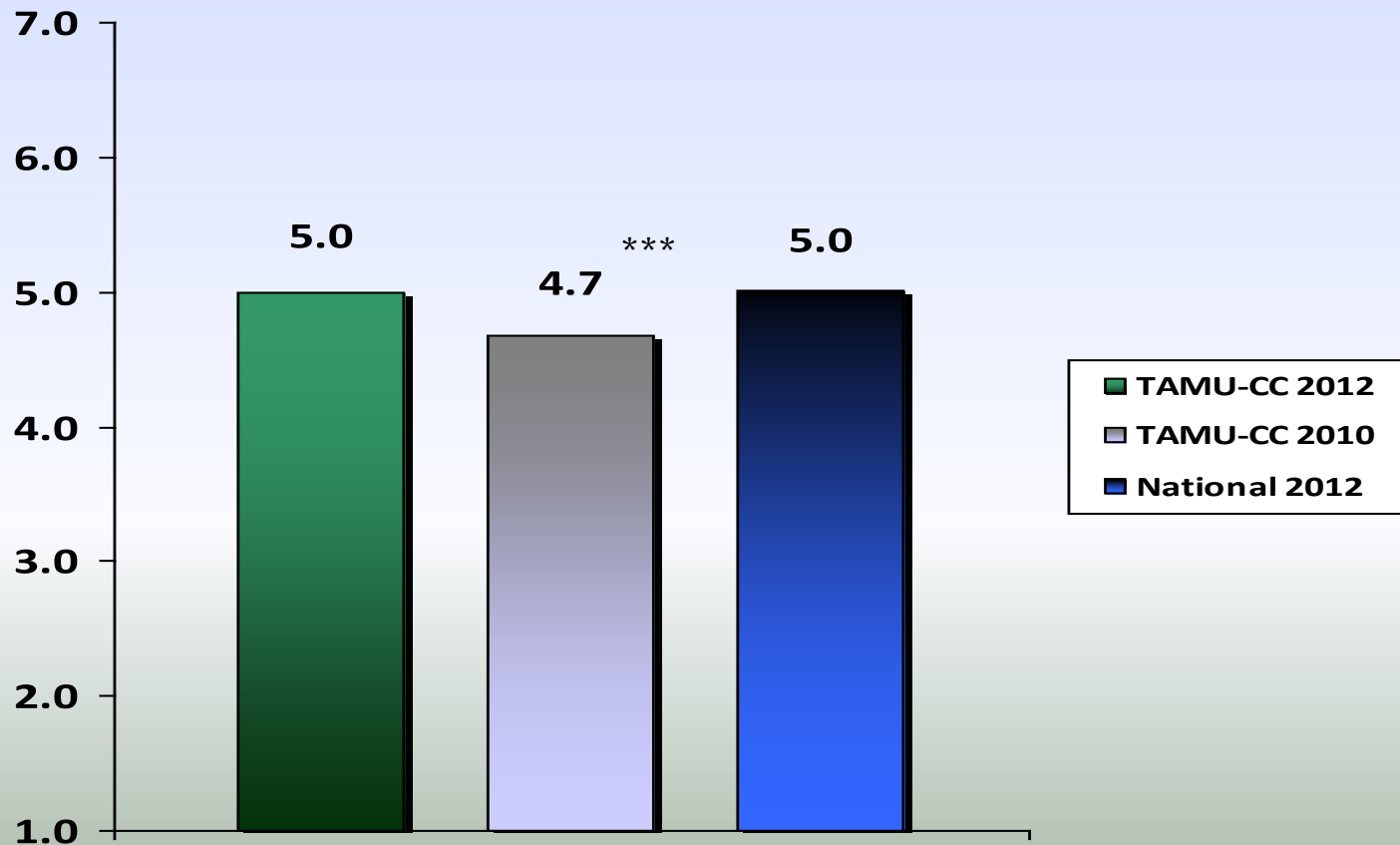


Statistical Significance: *p<.05; **p<.01; ***p<.001; Scale: 1 (Very Dissatisfied) to 7 (Very Satisfied)



Texas A&M University-Corpus Christi Noel-Levitz Student Satisfaction Inventory 2012

Concern for the Individual
Counseling staff care about students as individuals.



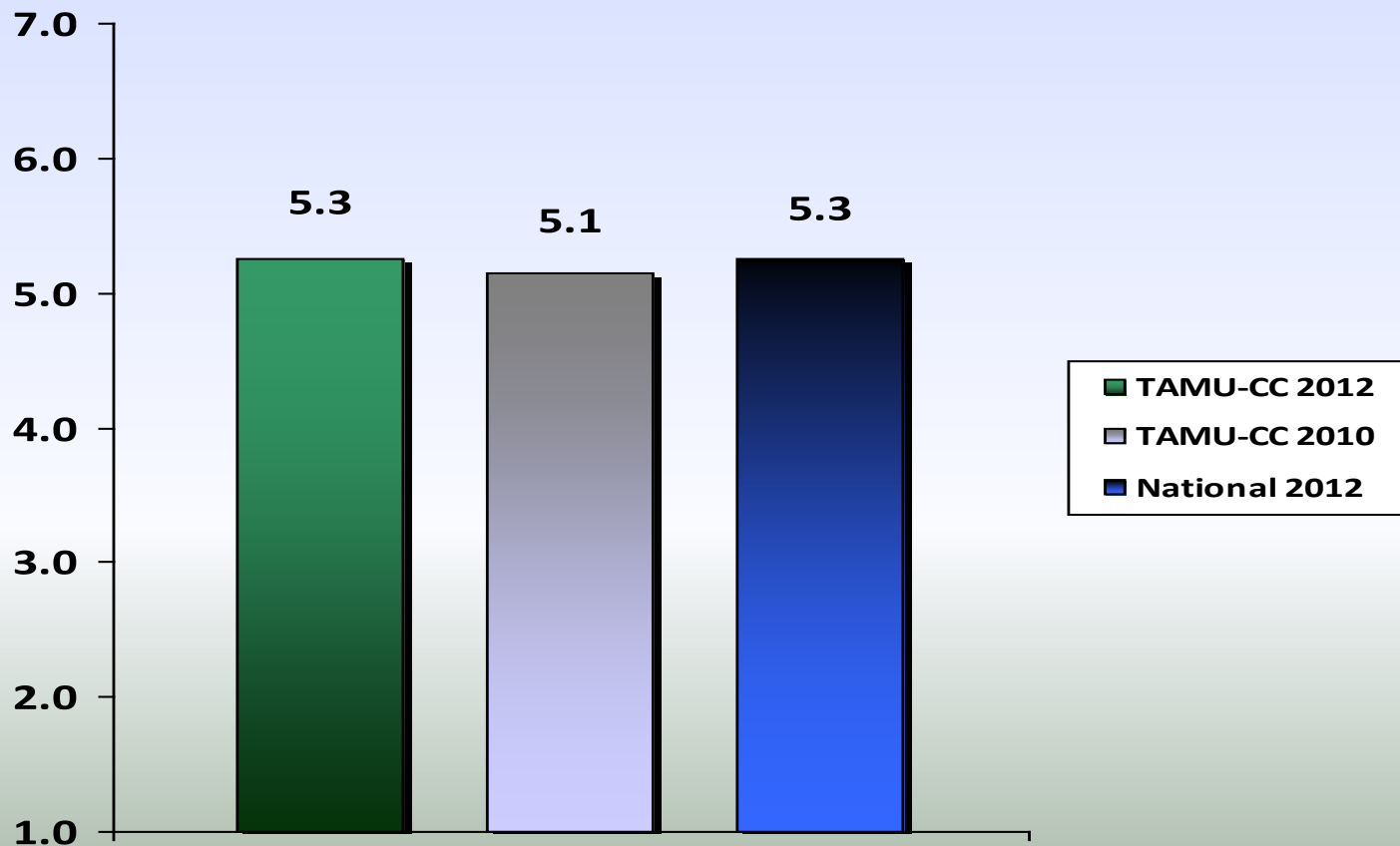
Statistical Significance: *p<.05; **p<.01; ***p<.001; Scale: 1 (Very Dissatisfied) to 7 (Very Satisfied)



Texas A&M University-Corpus Christi Noel-Levitz Student Satisfaction Inventory 2012

Concern for the Individual

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



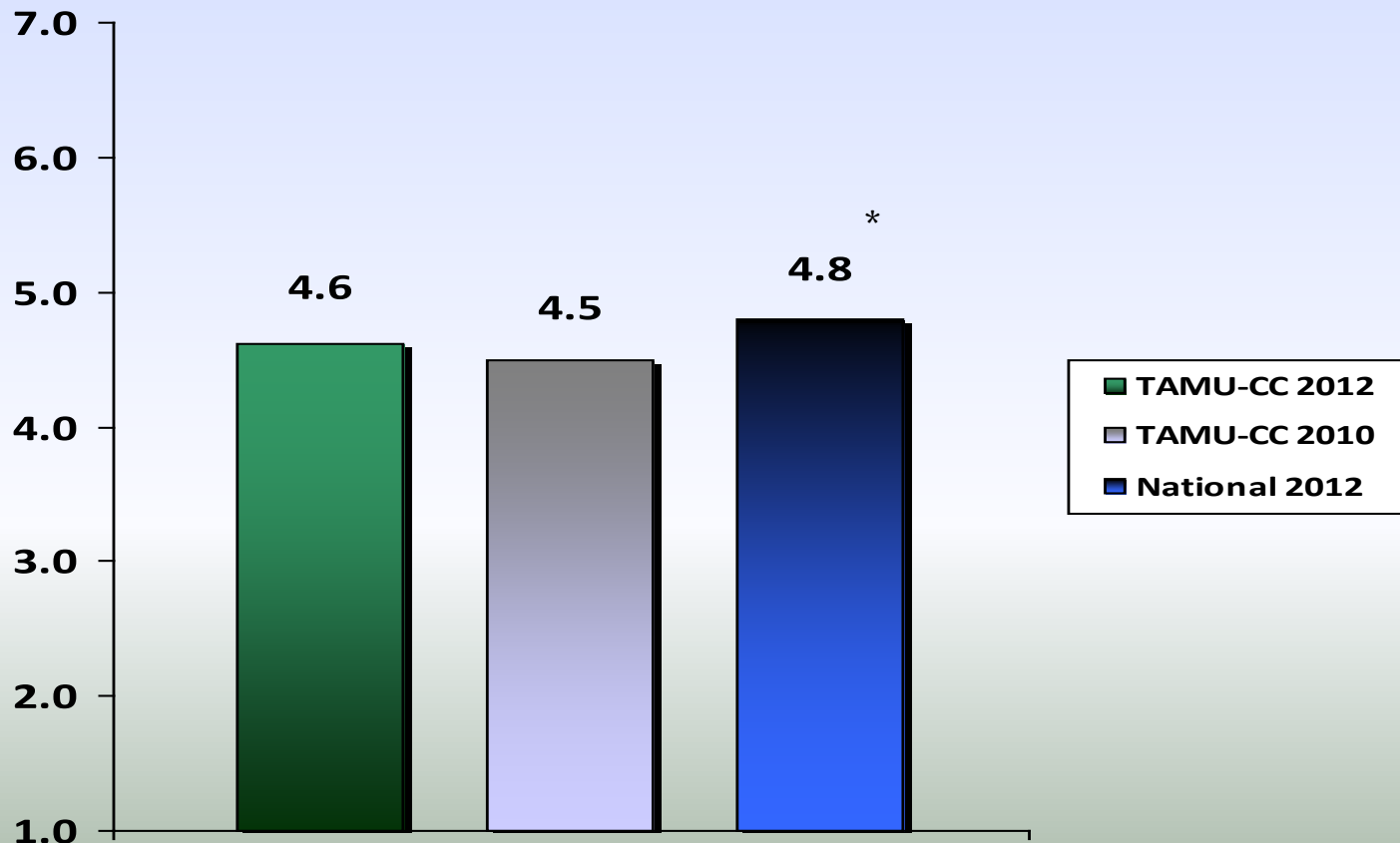
Statistical Significance: *p<.05; **p<.01; ***p<.001; Scale: 1 (Very Dissatisfied) to 7 (Very Satisfied)



Texas A&M University-Corpus Christi Noel-Levitz Student Satisfaction Inventory 2012

Concern for the Individual

Residence hall staff are concerned about me as an individual.



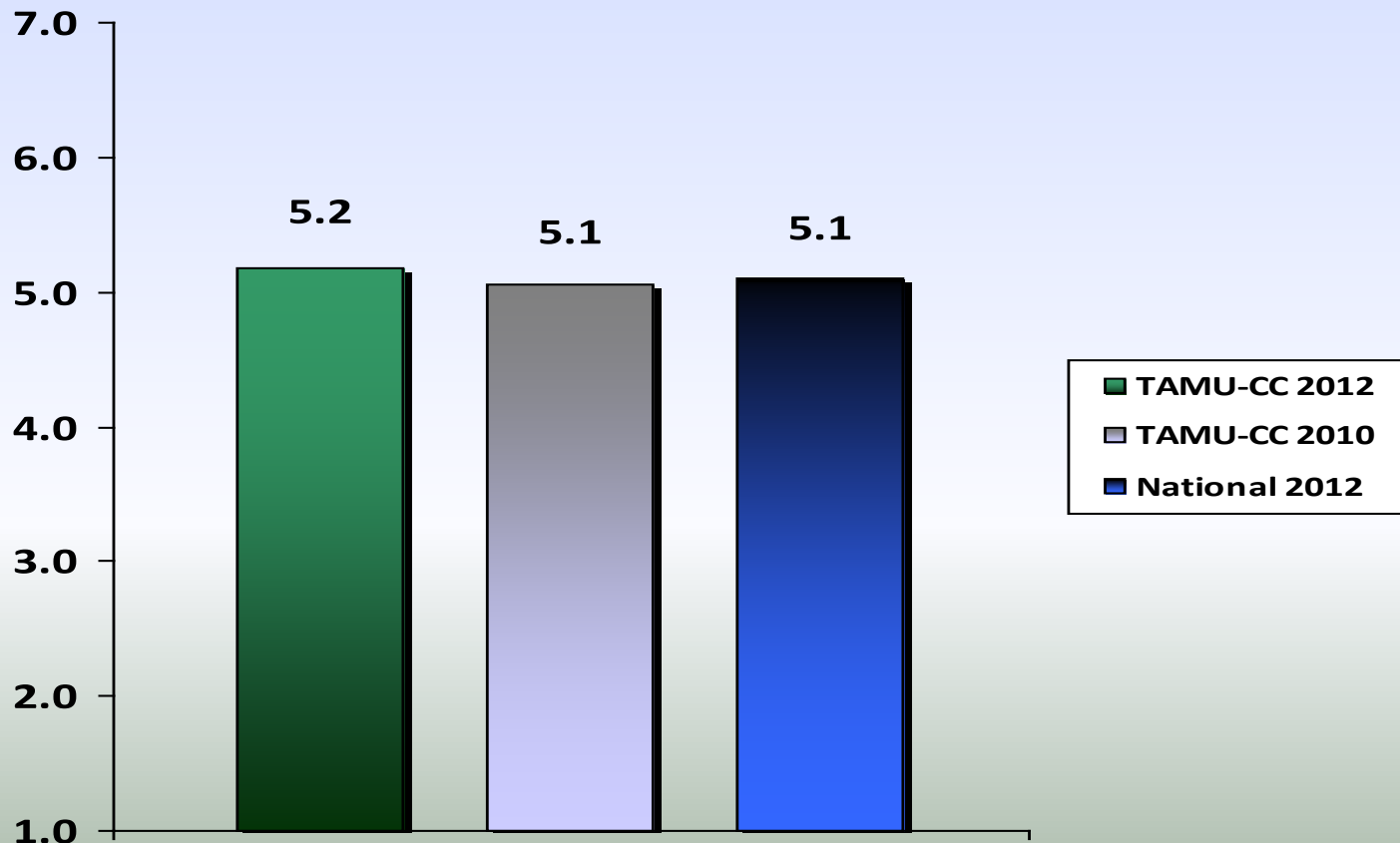
Statistical Significance: *p<.05; **p<.01; ***p<.001; Scale: 1 (Very Dissatisfied) to 7 (Very Satisfied)



Texas A&M University-Corpus Christi Noel-Levitz Student Satisfaction Inventory 2012

Concern for the Individual

The institution shows concern for students as individuals.



Statistical Significance: *p<.05; **p<.01; ***p<.001; Scale: 1 (Very Dissatisfied) to 7 (Very Satisfied)



Texas A&M University-Corpus Christi
Noel-Levitz Student Satisfaction Inventory 2012

Service Excellence Scale

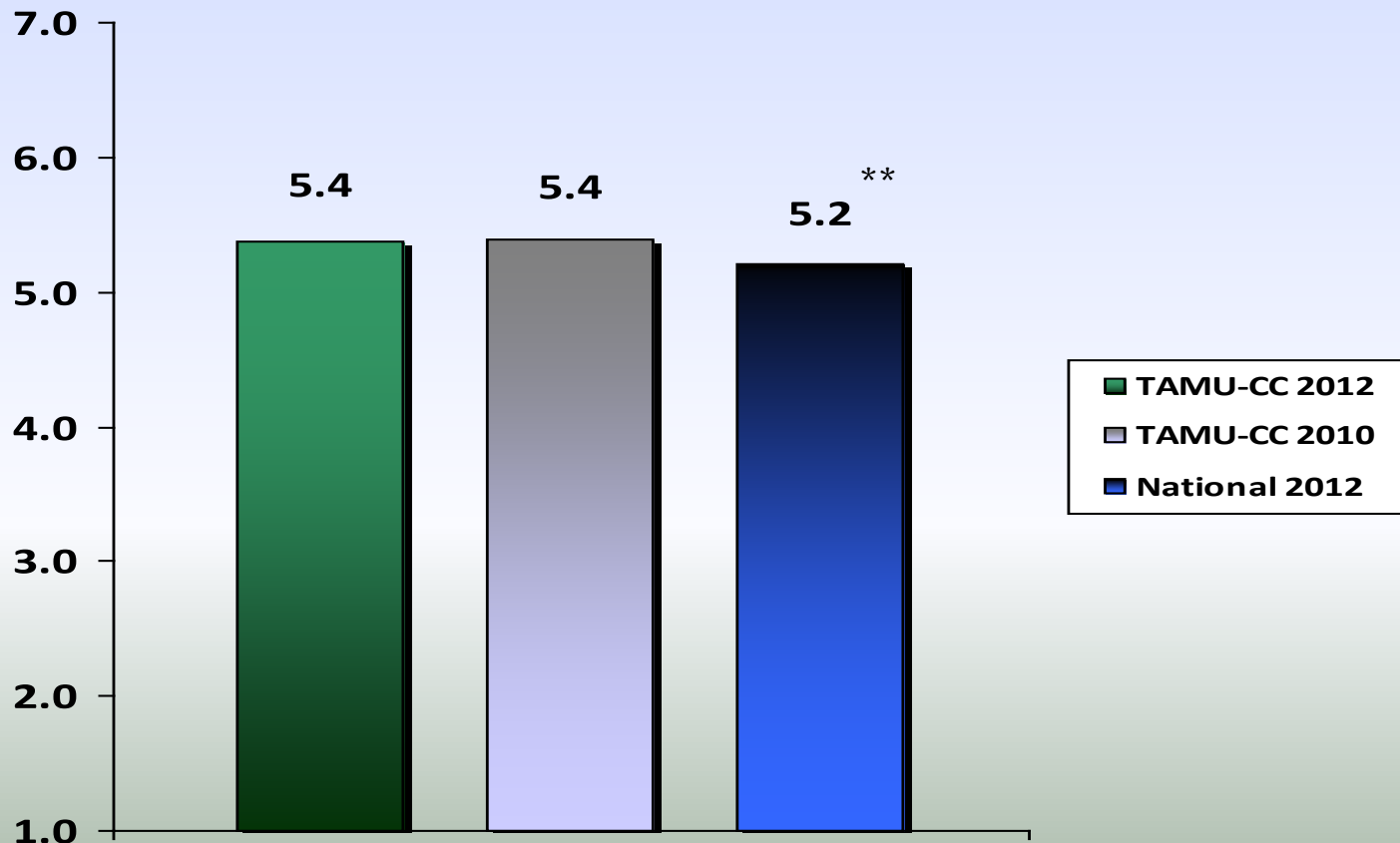
Scale assesses perceived attitude of staff, especially front line staff, towards students. This scale pinpoints the areas of campus where quality service and personal concern for students are rated most and least favorably.



Texas A&M University-Corpus Christi Noel-Levitz Student Satisfaction Inventory 2012

Service Excellence

The campus staff are caring and helpful.



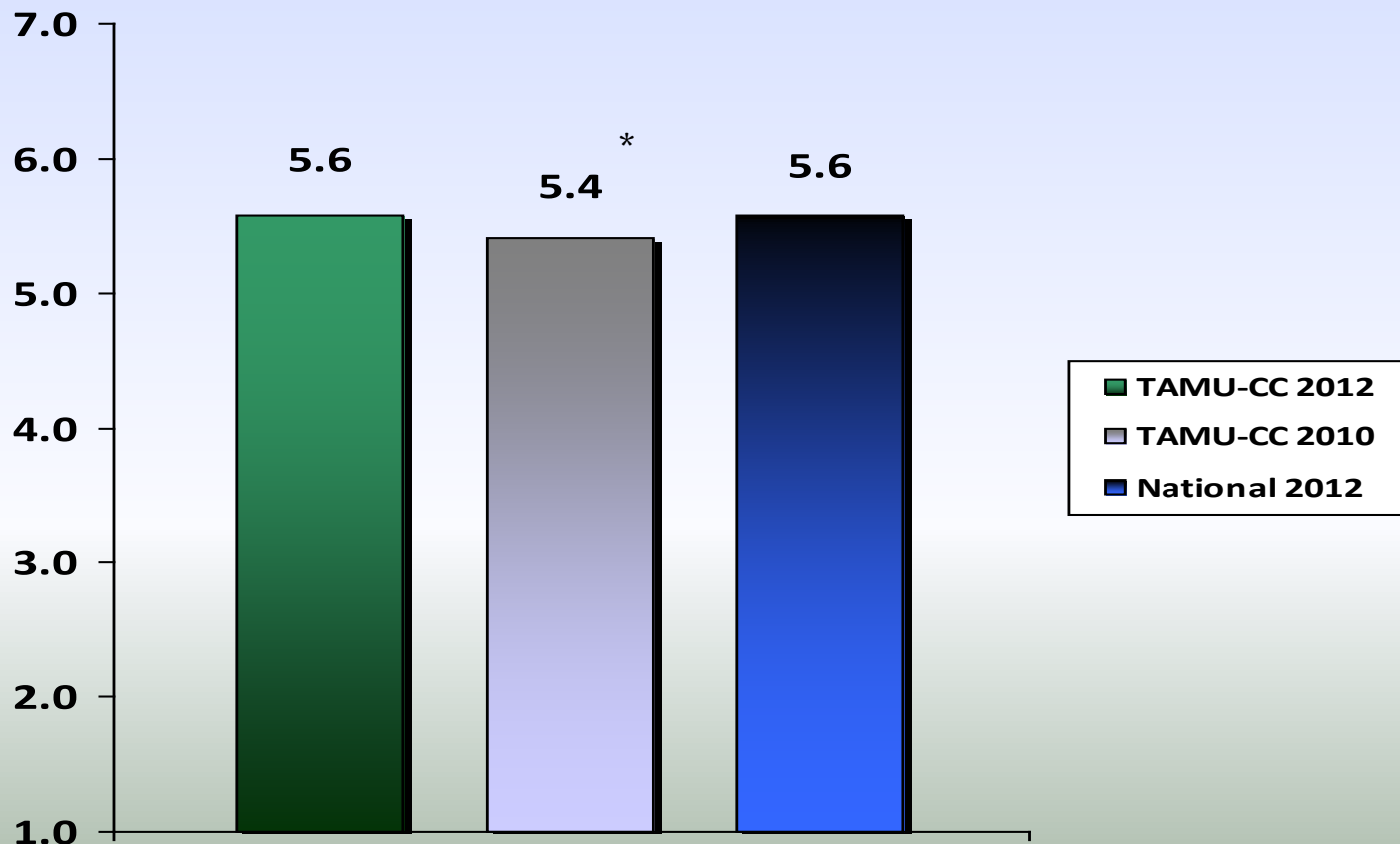
Statistical Significance: *p<.05; **p<.01; ***p<.001; Scale: 1 (Very Dissatisfied) to 7 (Very Satisfied)



Texas A&M University-Corpus Christi Noel-Levitz Student Satisfaction Inventory 2012

Service Excellence

Library staff are helpful and approachable.



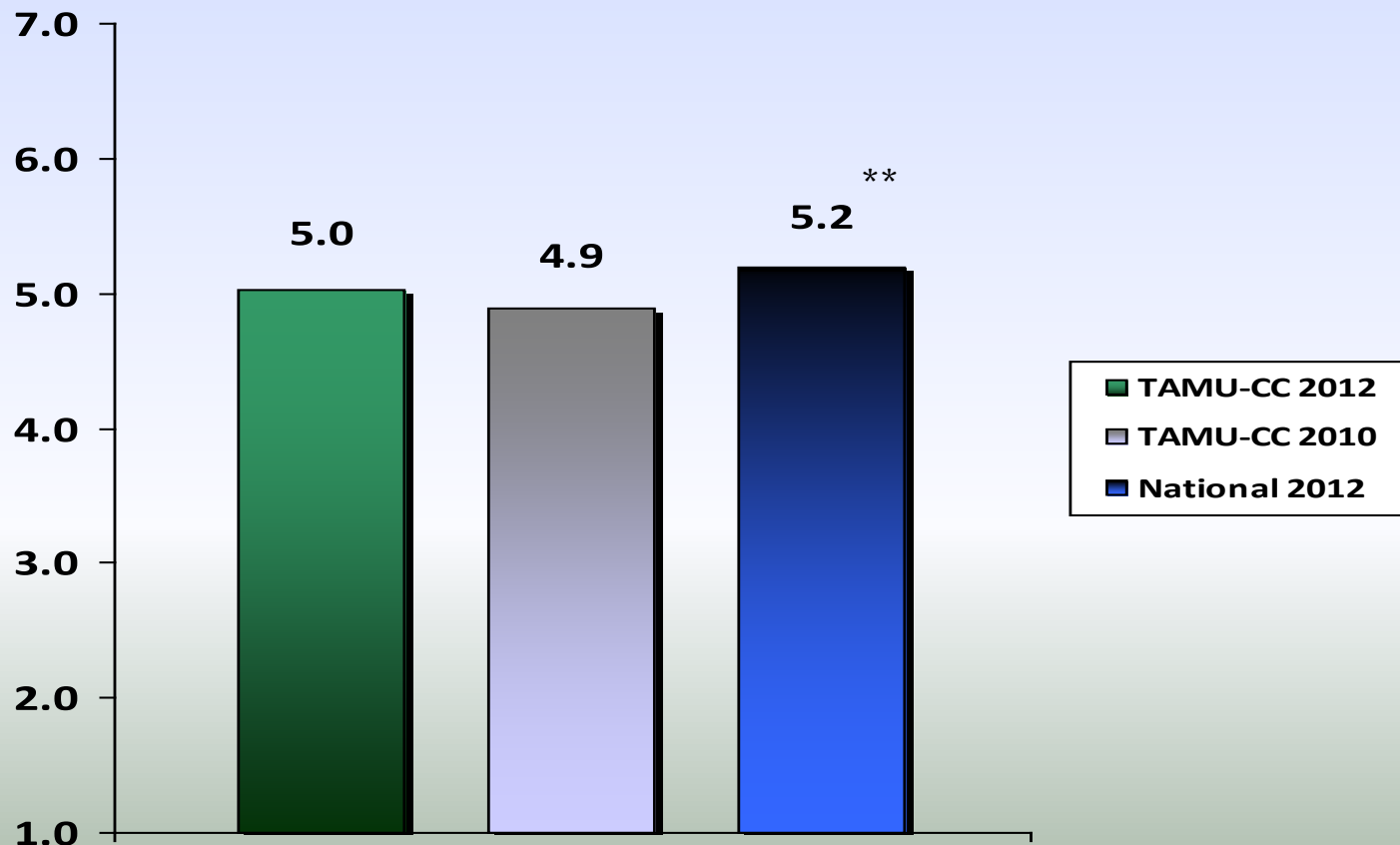
Statistical Significance: *p<.05; **p<.01; ***p<.001; Scale: 1 (Very Dissatisfied) to 7 (Very Satisfied)



Texas A&M University-Corpus Christi Noel-Levitz Student Satisfaction Inventory 2012

Service Excellence

The staff in the health services area are competent.



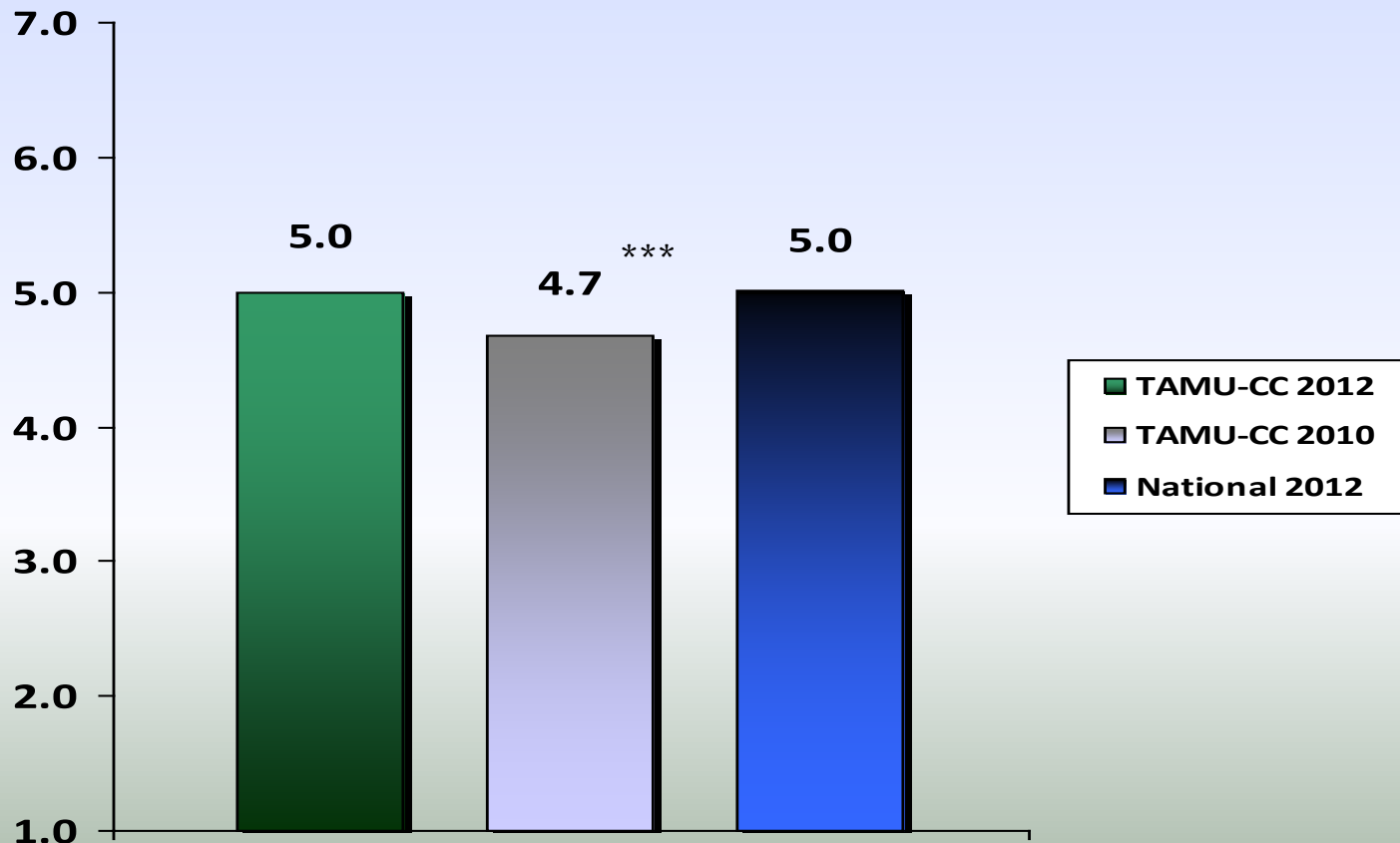
Statistical Significance: *p<.05; **p<.01; ***p<.001; Scale: 1 (Very Dissatisfied) to 7 (Very Satisfied)



Texas A&M University-Corpus Christi Noel-Levitz Student Satisfaction Inventory 2012

Service Excellence

Counseling staff care about students as individuals.



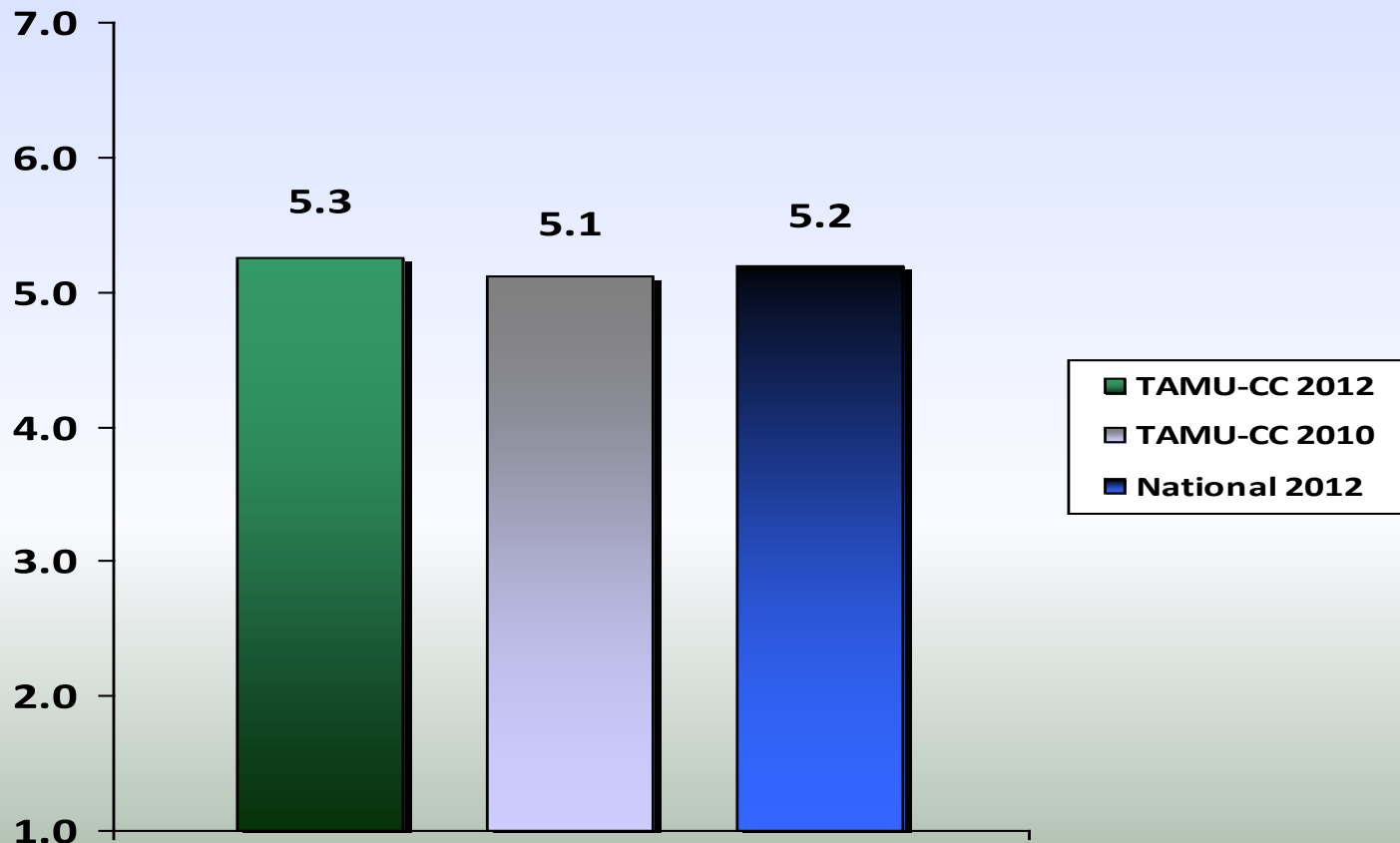
Statistical Significance: *p<.05; **p<.01; ***p<.001; Scale: 1 (Very Dissatisfied) to 7 (Very Satisfied)



Texas A&M University-Corpus Christi Noel-Levitz Student Satisfaction Inventory 2012

Service Excellence

The personnel involved in registration are helpful.

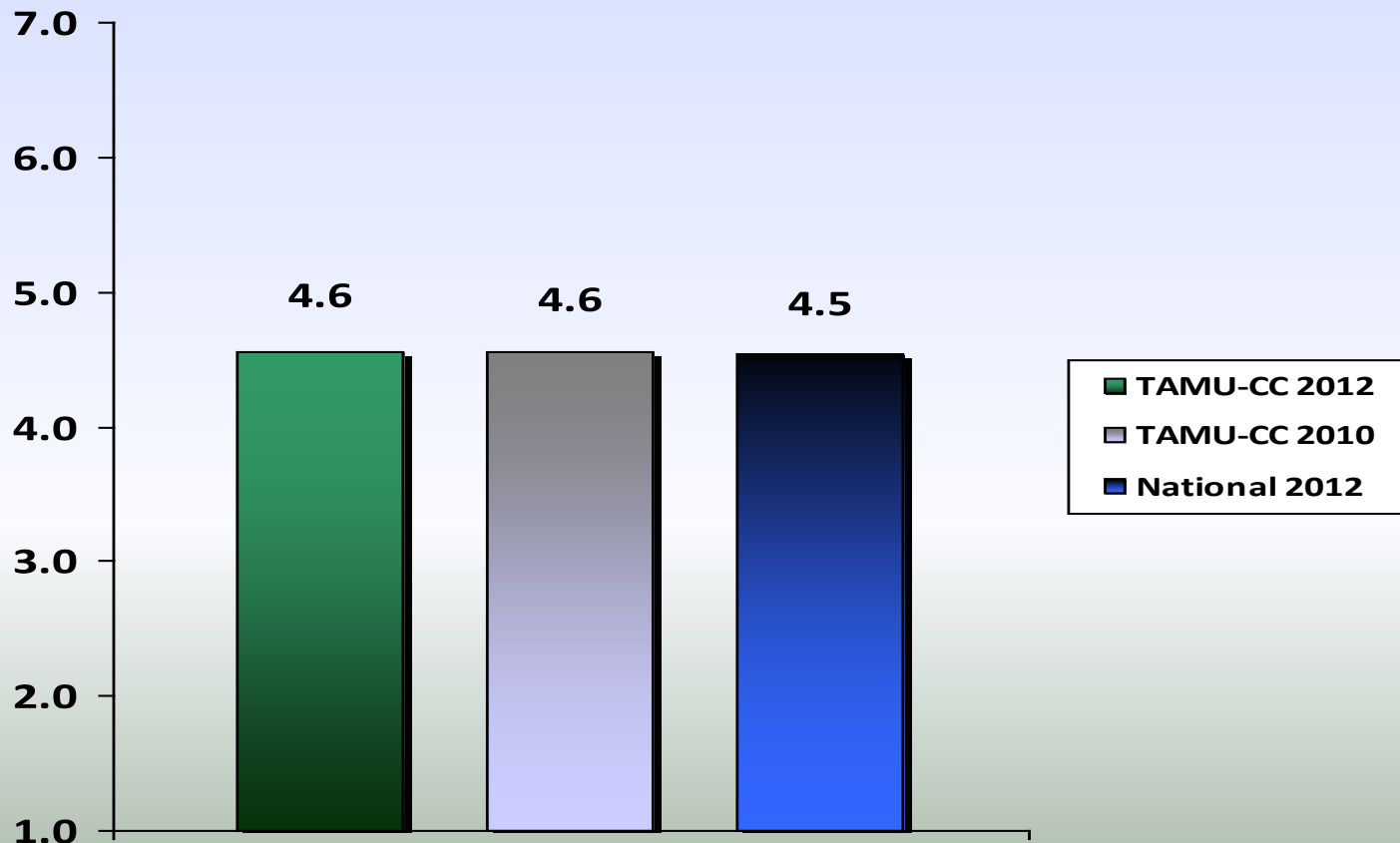




Texas A&M University-Corpus Christi Noel-Levitz Student Satisfaction Inventory 2012

Service Excellence

I seldom get the “run-around” when seeking information on this campus.



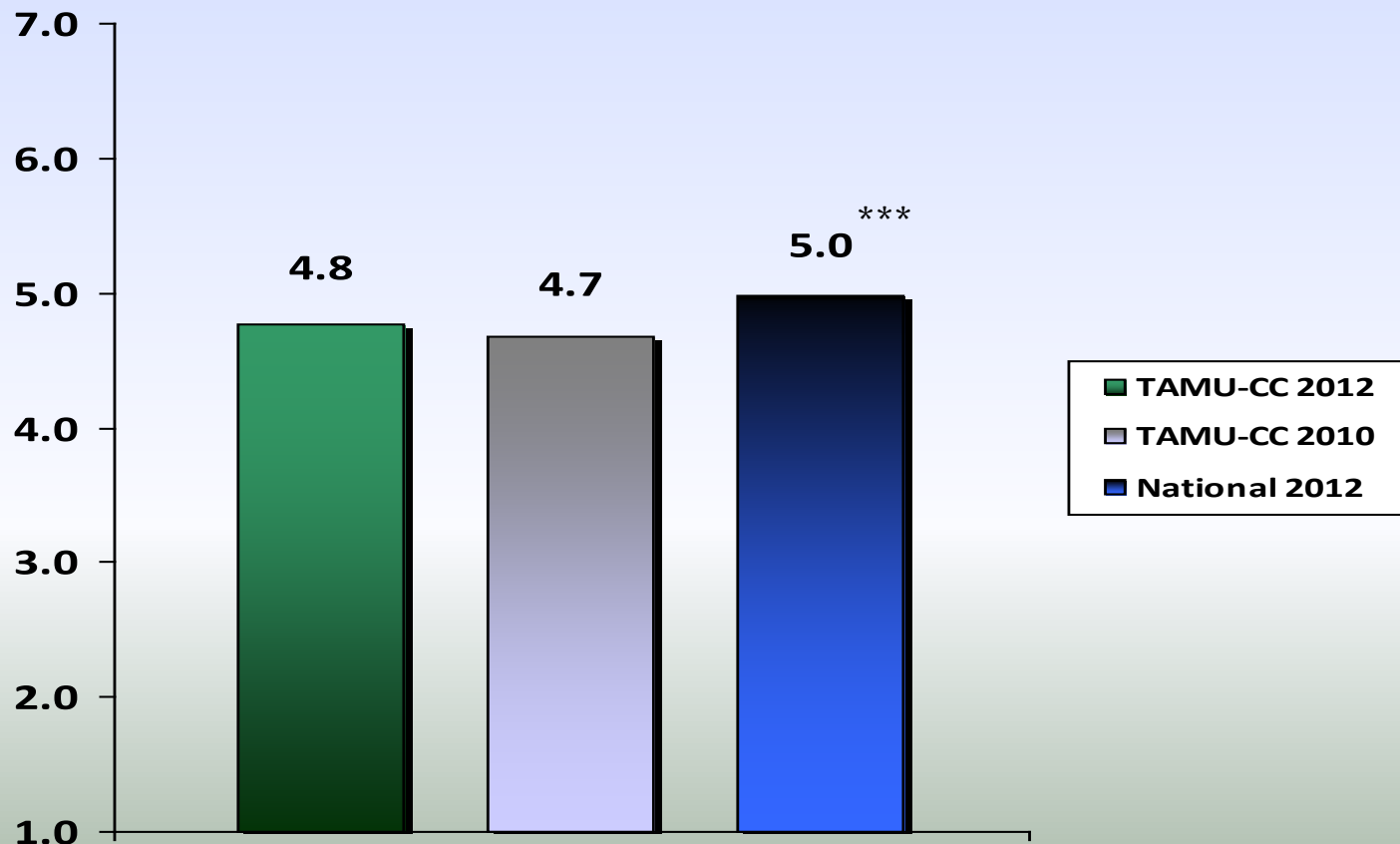
Statistical Significance: *p<.05; **p<.01; ***p<.001; Scale: 1 (Very Dissatisfied) to 7 (Very Satisfied)



Texas A&M University-Corpus Christi Noel-Levitz Student Satisfaction Inventory 2012

Service Excellence

I generally know what's happening on campus.



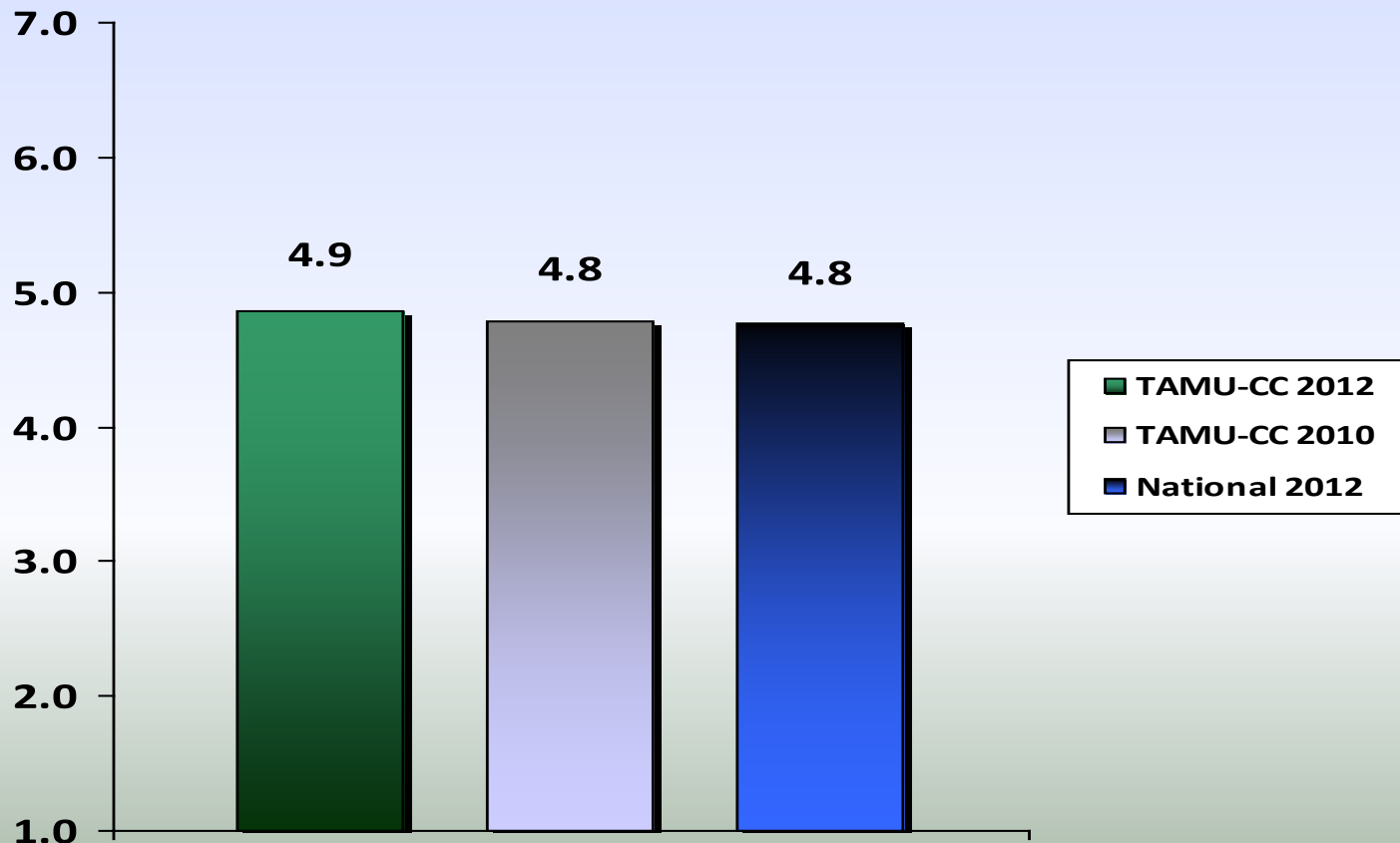
Statistical Significance: *p<.05; **p<.01; ***p<.001; Scale: 1 (Very Dissatisfied) to 7 (Very Satisfied)



Texas A&M University-Corpus Christi Noel-Levitz Student Satisfaction Inventory 2012

Service Excellence

Channels for expressing student complaints are readily available.



Statistical Significance: *p<.05; **p<.01; ***p<.001; Scale: 1 (Very Dissatisfied) to 7 (Very Satisfied)



Texas A&M University-Corpus Christi
Noel-Levitz Student Satisfaction Inventory 2012

Campus Life Scale

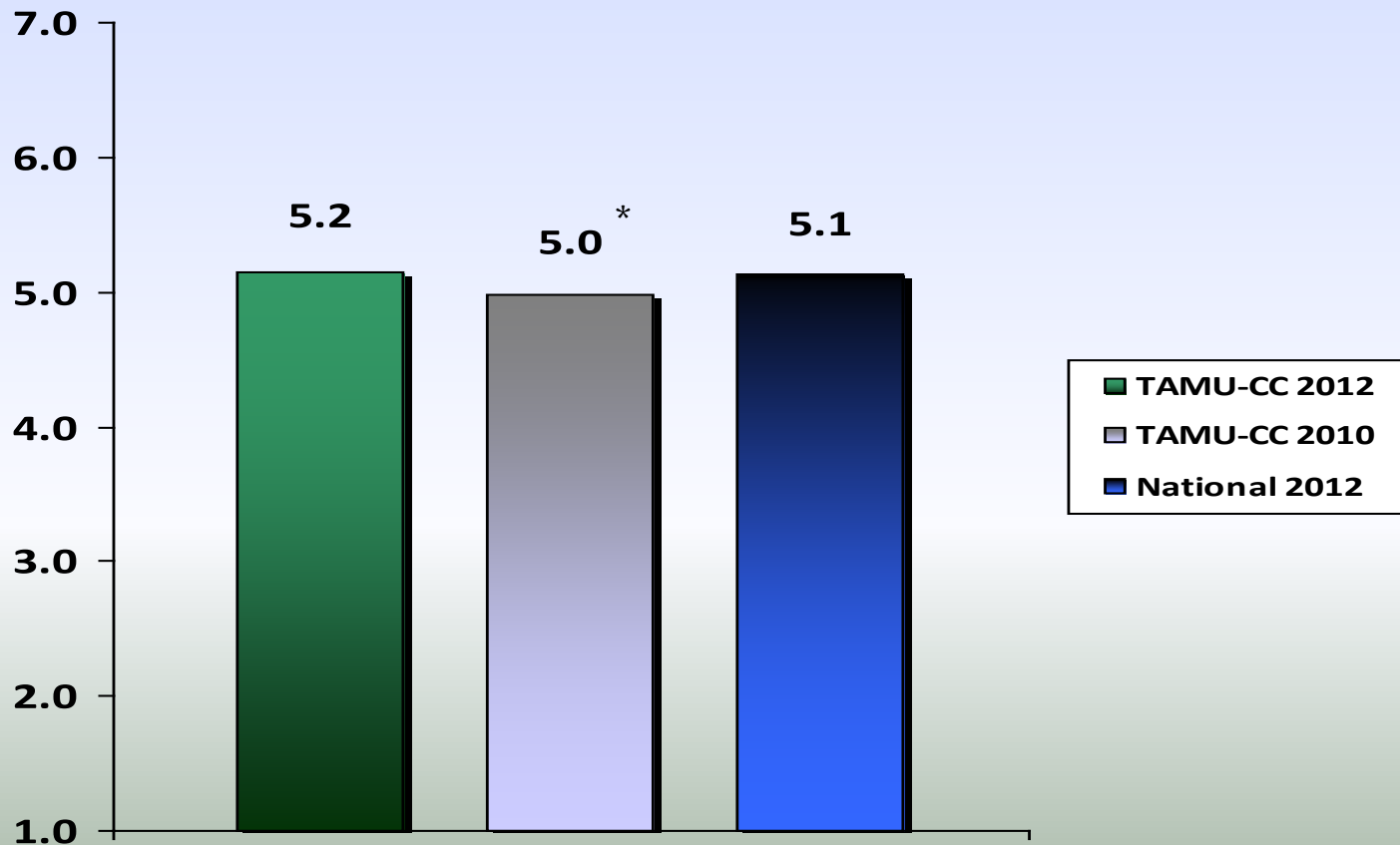
Scale assesses effectiveness of student life programs offered, covering issues ranging from athletics to residence life. This scale also assesses campus policies and procedures to determine students' perception of their rights and responsibilities.



Texas A&M University-Corpus Christi Noel-Levitz Student Satisfaction Inventory 2012

Campus Life

A variety of intramural activities are offered.



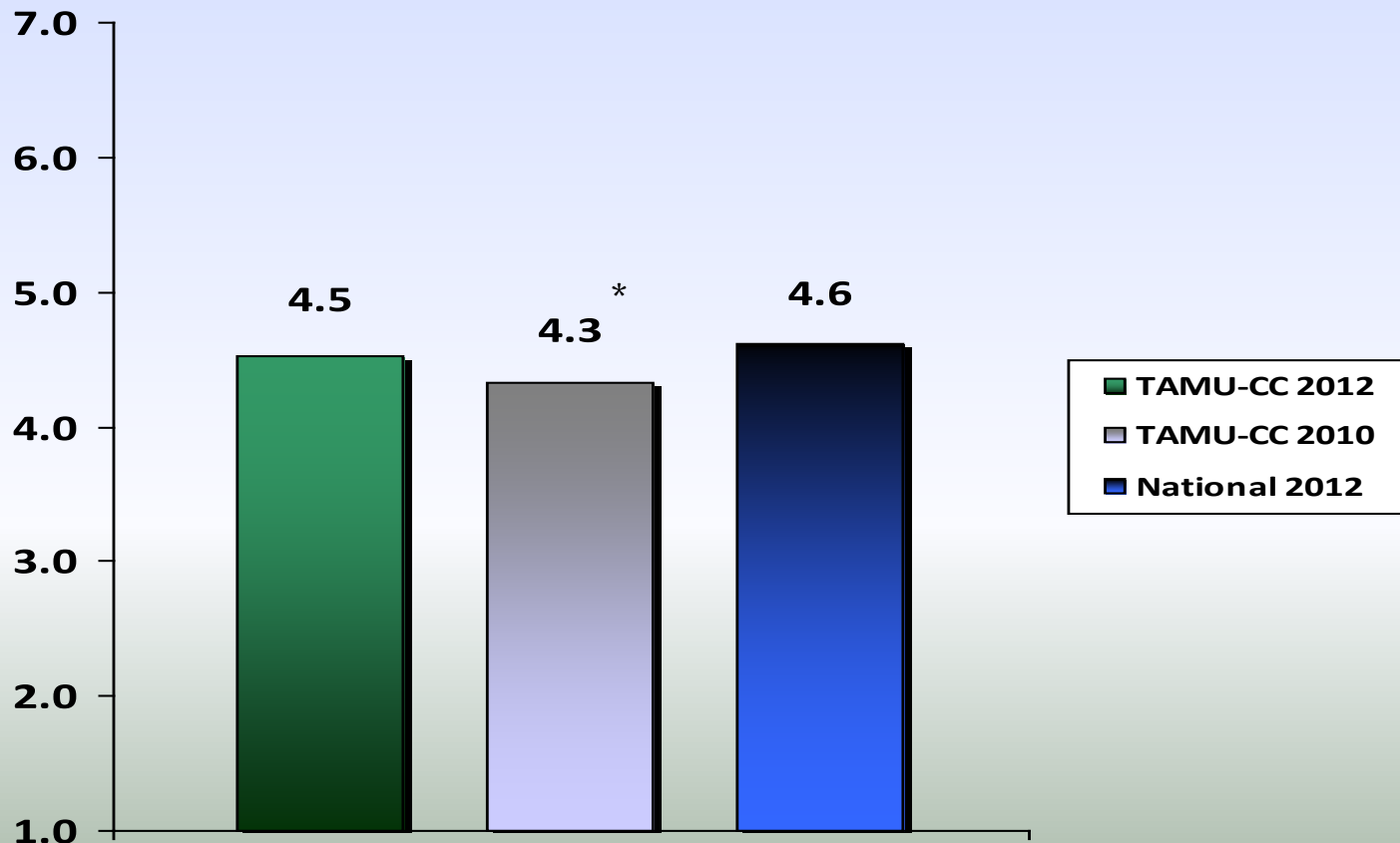
Statistical Significance: *p<.05; **p<.01; ***p<.001; Scale: 1 (Very Dissatisfied) to 7 (Very Satisfied)



Texas A&M University-Corpus Christi Noel-Levitz Student Satisfaction Inventory 2012

Campus Life

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



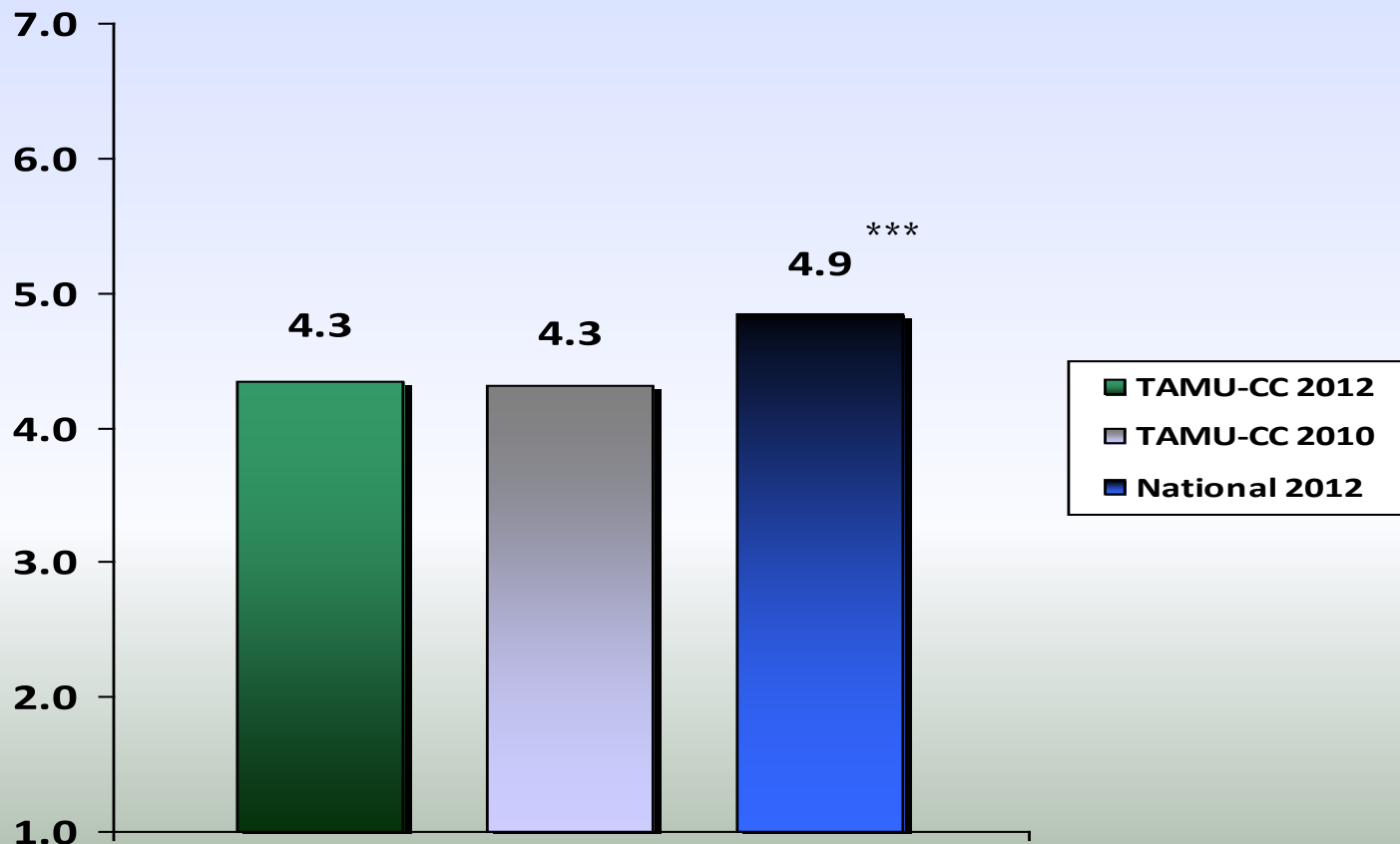
Statistical Significance: *p<.05; **p<.01; ***p<.001; Scale: 1 (Very Dissatisfied) to 7 (Very Satisfied)



Texas A&M University-Corpus Christi Noel-Levitz Student Satisfaction Inventory 2012

Campus Life

The intercollegiate athletic programs contribute to a strong sense of school spirit.



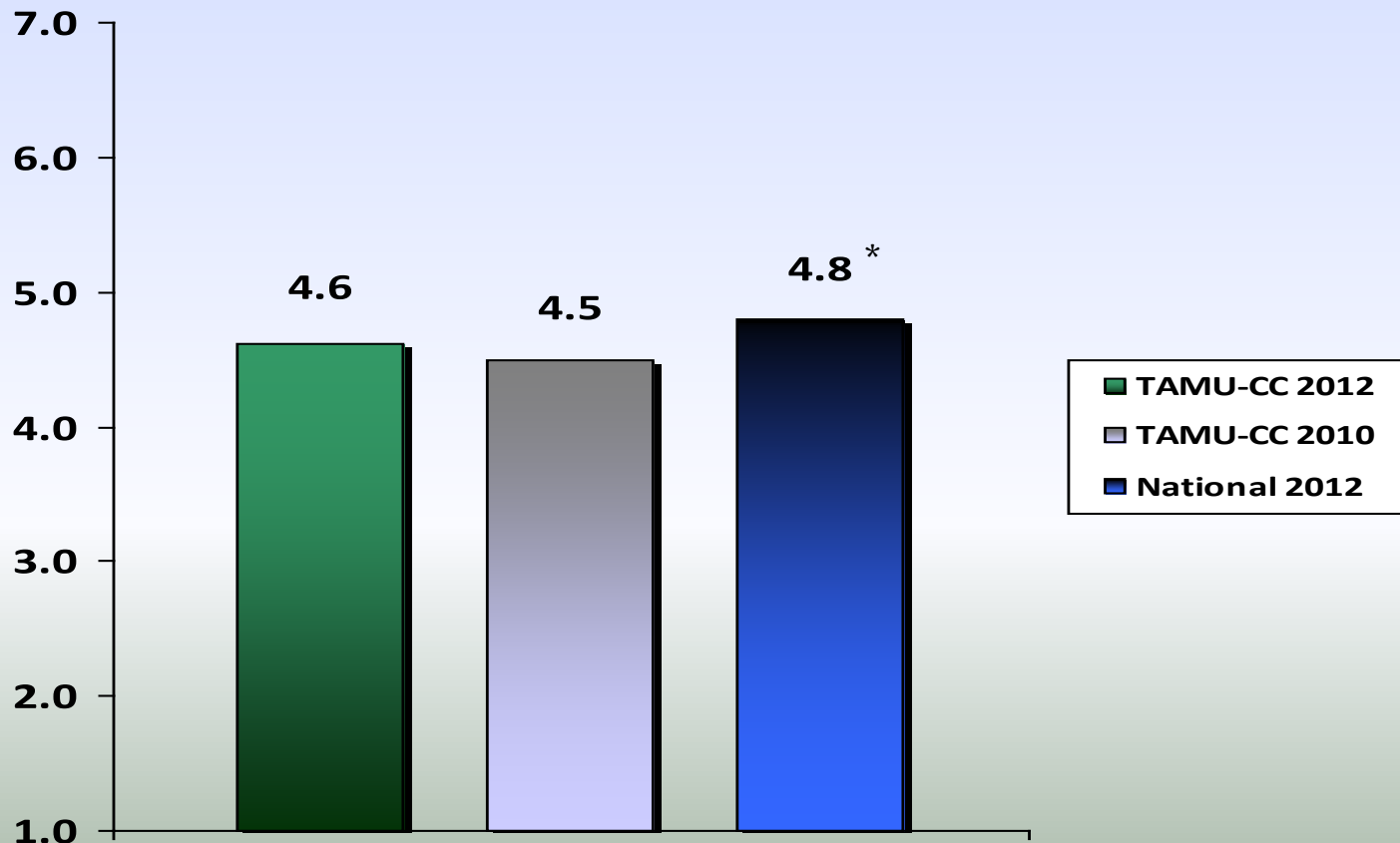
Statistical Significance: *p<.05; **p<.01; ***p<.001; Scale: 1 (Very Dissatisfied) to 7 (Very Satisfied)



Texas A&M University-Corpus Christi Noel-Levitz Student Satisfaction Inventory 2012

Campus Life

Residence hall staff are concerned about me as an individual.



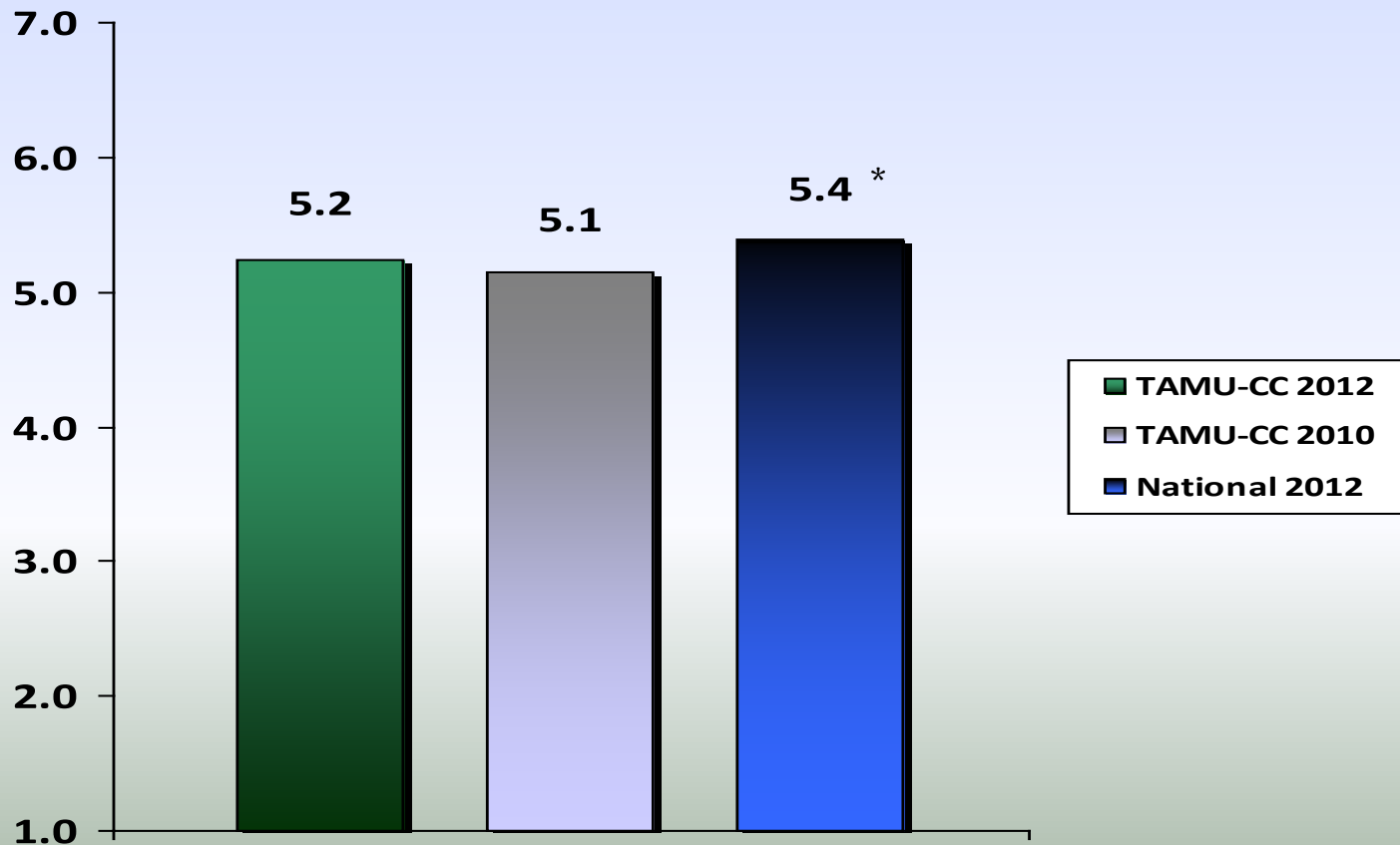
Statistical Significance: *p<.05; **p<.01; ***p<.001; Scale: 1 (Very Dissatisfied) to 7 (Very Satisfied)



Texas A&M University-Corpus Christi Noel-Levitz Student Satisfaction Inventory 2012

Campus Life

Males and females have equal opportunities to participate in intercollegiate athletics.



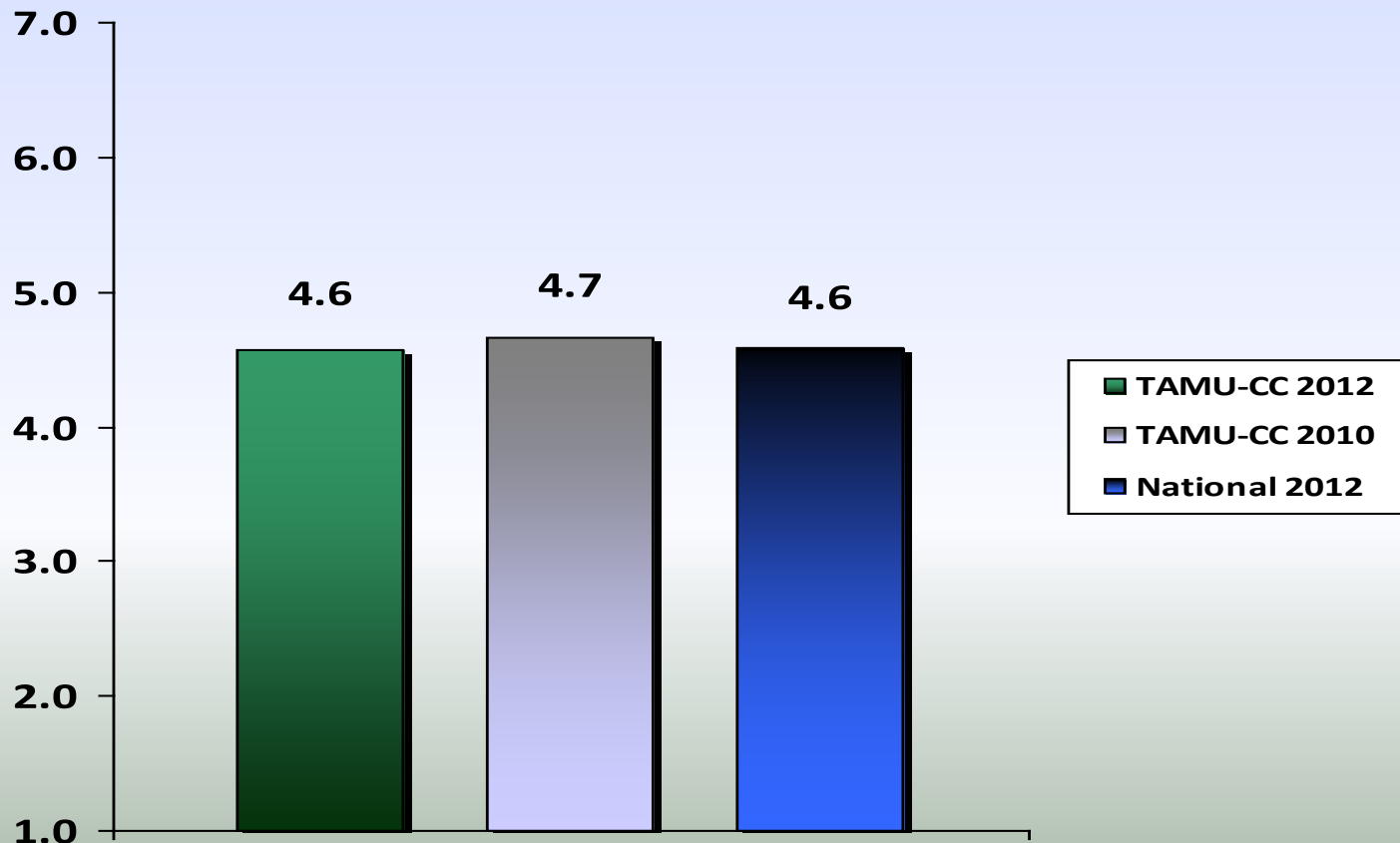
Statistical Significance: *p<.05; **p<.01; ***p<.001; Scale: 1 (Very Dissatisfied) to 7 (Very Satisfied)



Texas A&M University-Corpus Christi Noel-Levitz Student Satisfaction Inventory 2012

Campus Life

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

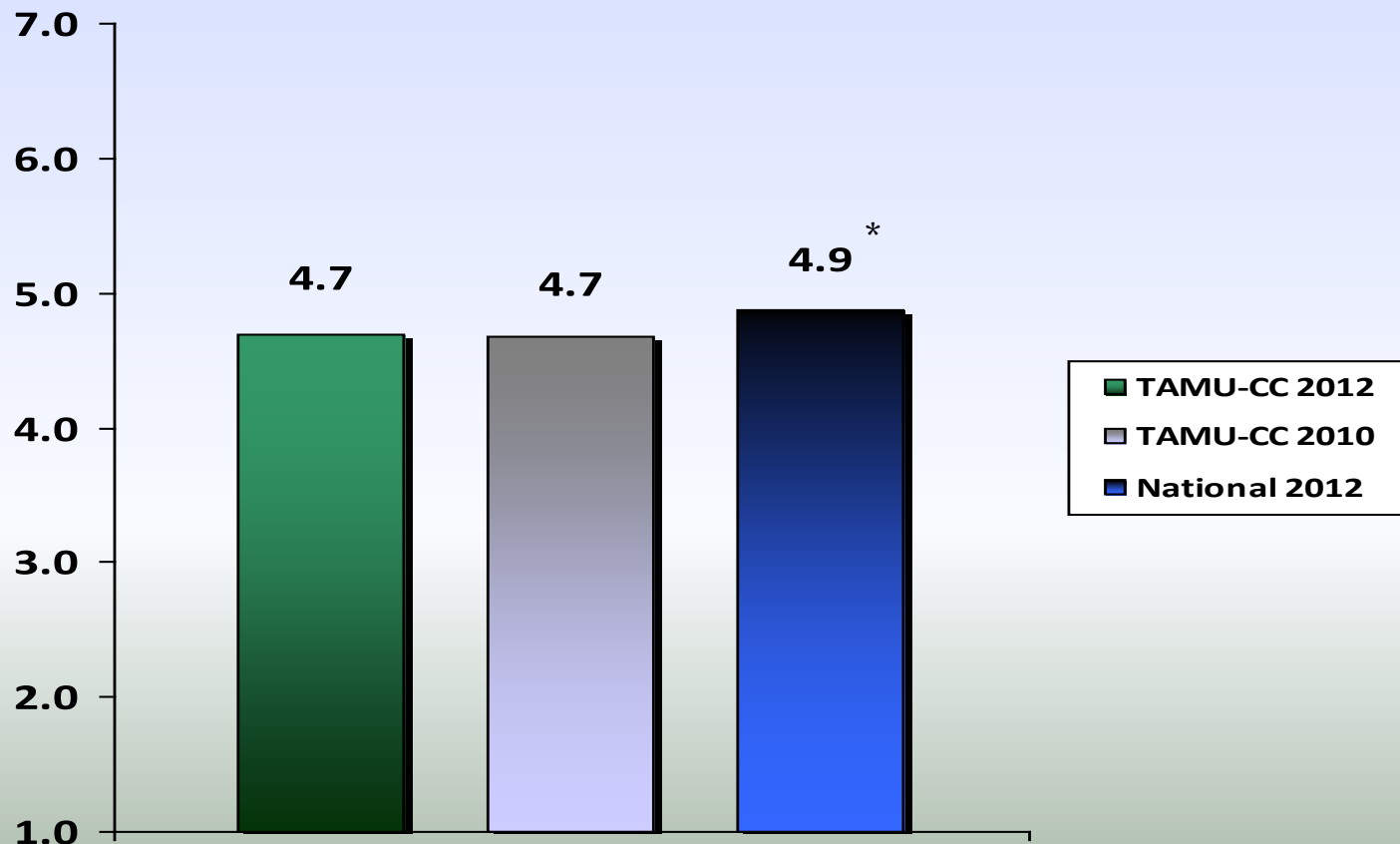




Texas A&M University-Corpus Christi Noel-Levitz Student Satisfaction Inventory 2012

Campus Life

Residence hall regulations are reasonable.



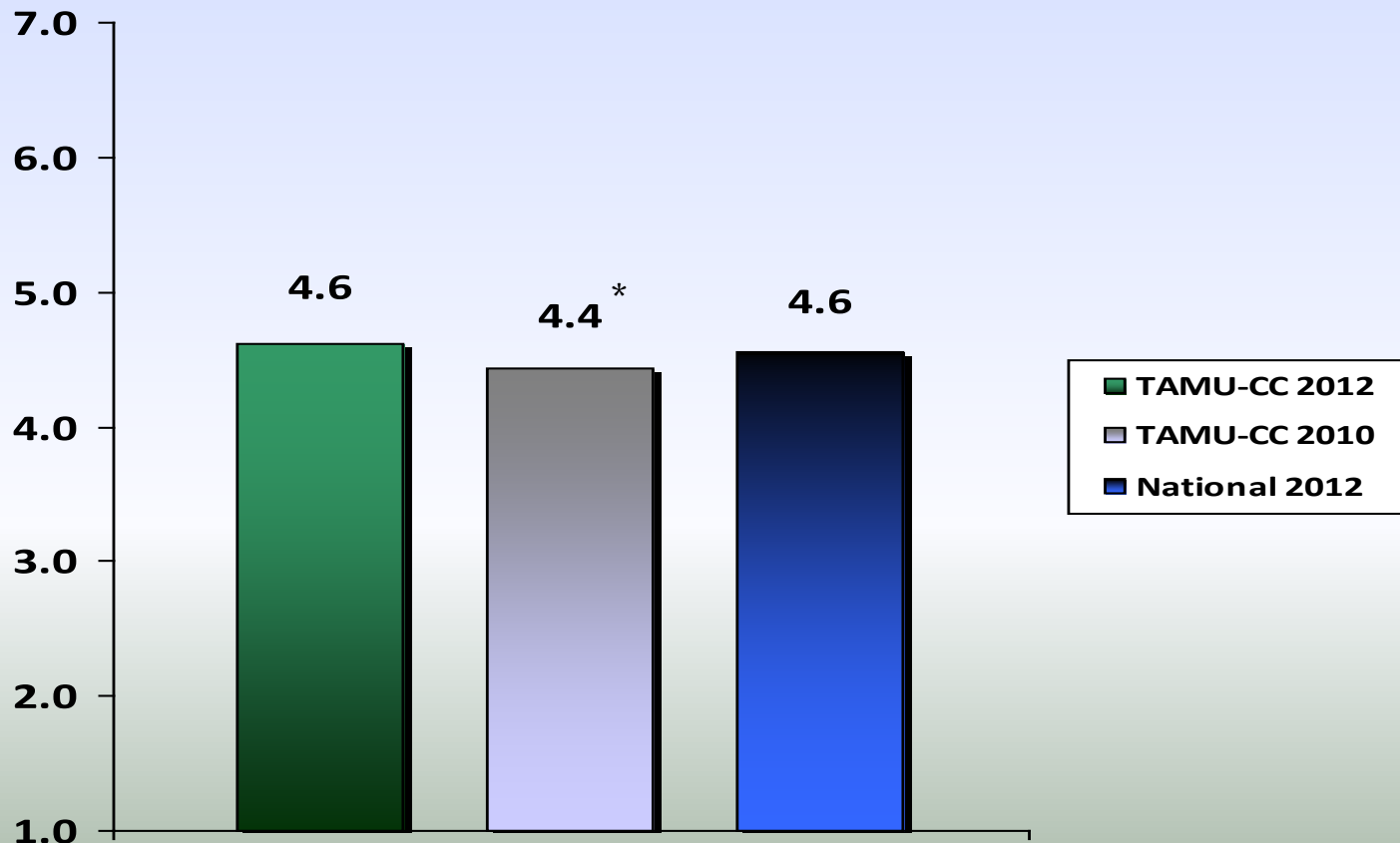
Statistical Significance: *p<.05; **p<.01; ***p<.001; Scale: 1 (Very Dissatisfied) to 7 (Very Satisfied)



Texas A&M University-Corpus Christi Noel-Levitz Student Satisfaction Inventory 2012

Campus Life

There are a sufficient number of weekend activities for students.



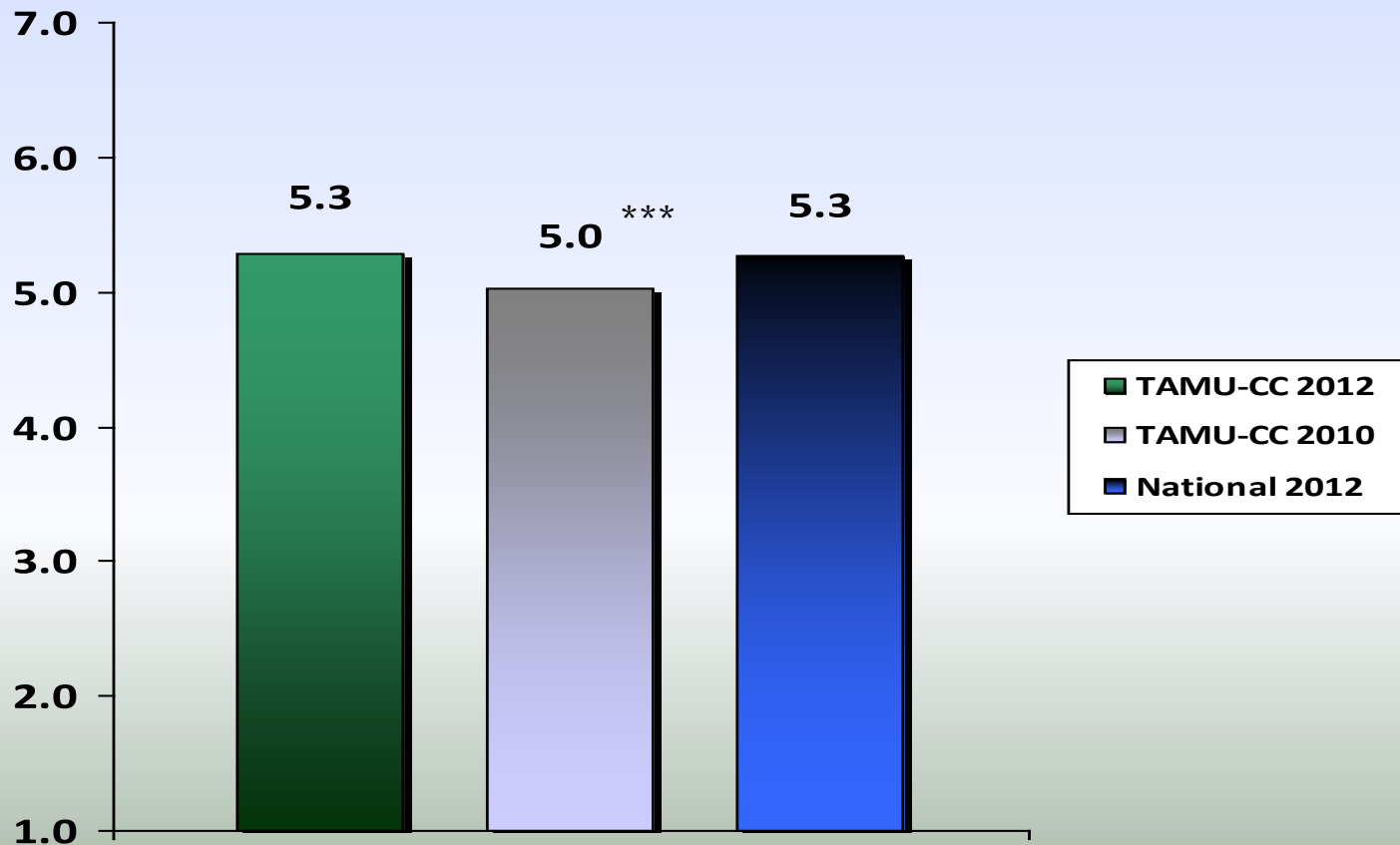
Statistical Significance: *p<.05; **p<.01; ***p<.001; Scale: 1 (Very Dissatisfied) to 7 (Very Satisfied)



Texas A&M University-Corpus Christi Noel-Levitz Student Satisfaction Inventory 2012

Campus Life

I can easily get involved in campus organizations.



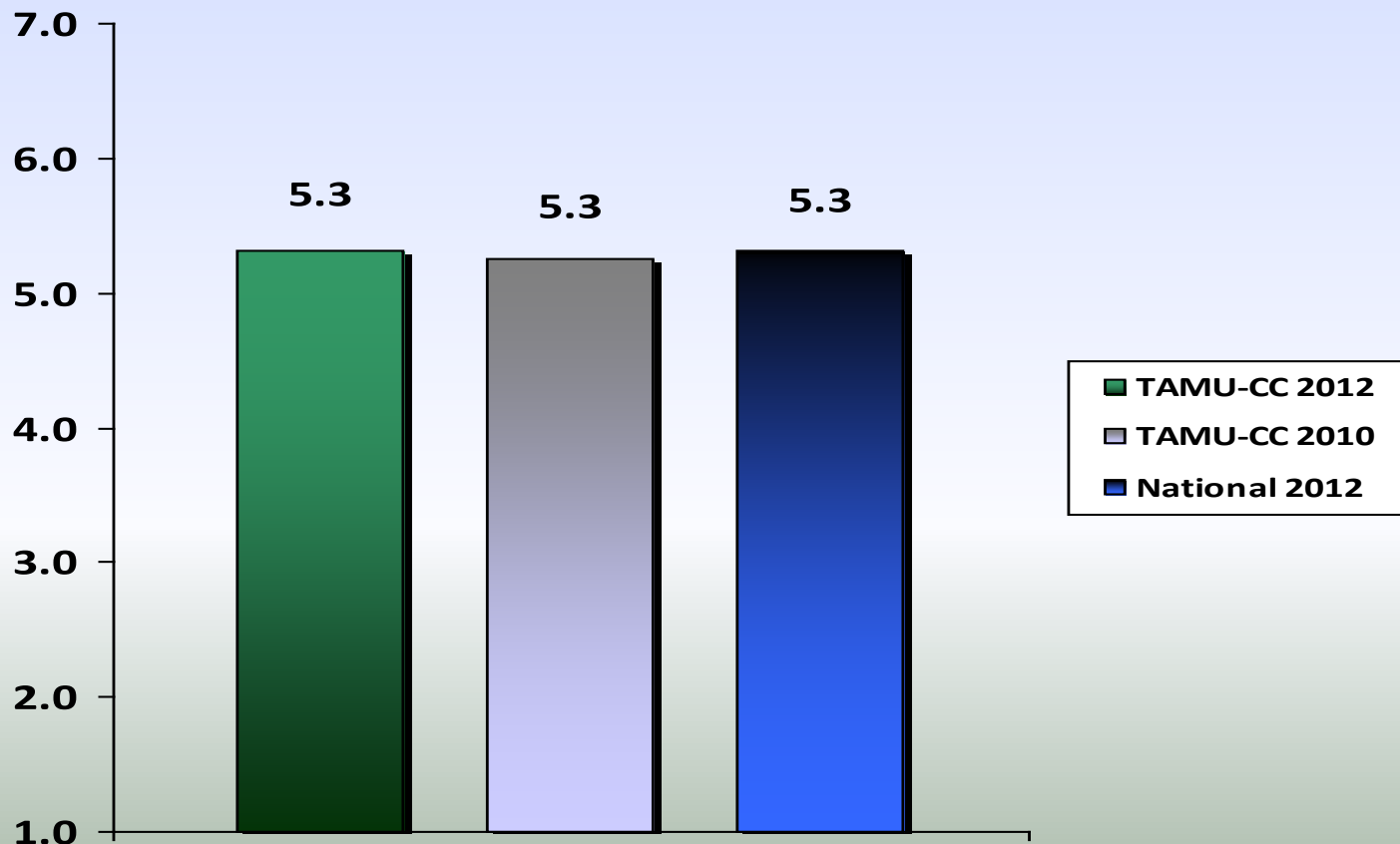
Statistical Significance: *p<.05; **p<.01; ***p<.001; Scale: 1 (Very Dissatisfied) to 7 (Very Satisfied)



Texas A&M University-Corpus Christi Noel-Levitz Student Satisfaction Inventory 2012

Campus Life

The student center is a comfortable place for students to spend their leisure time.

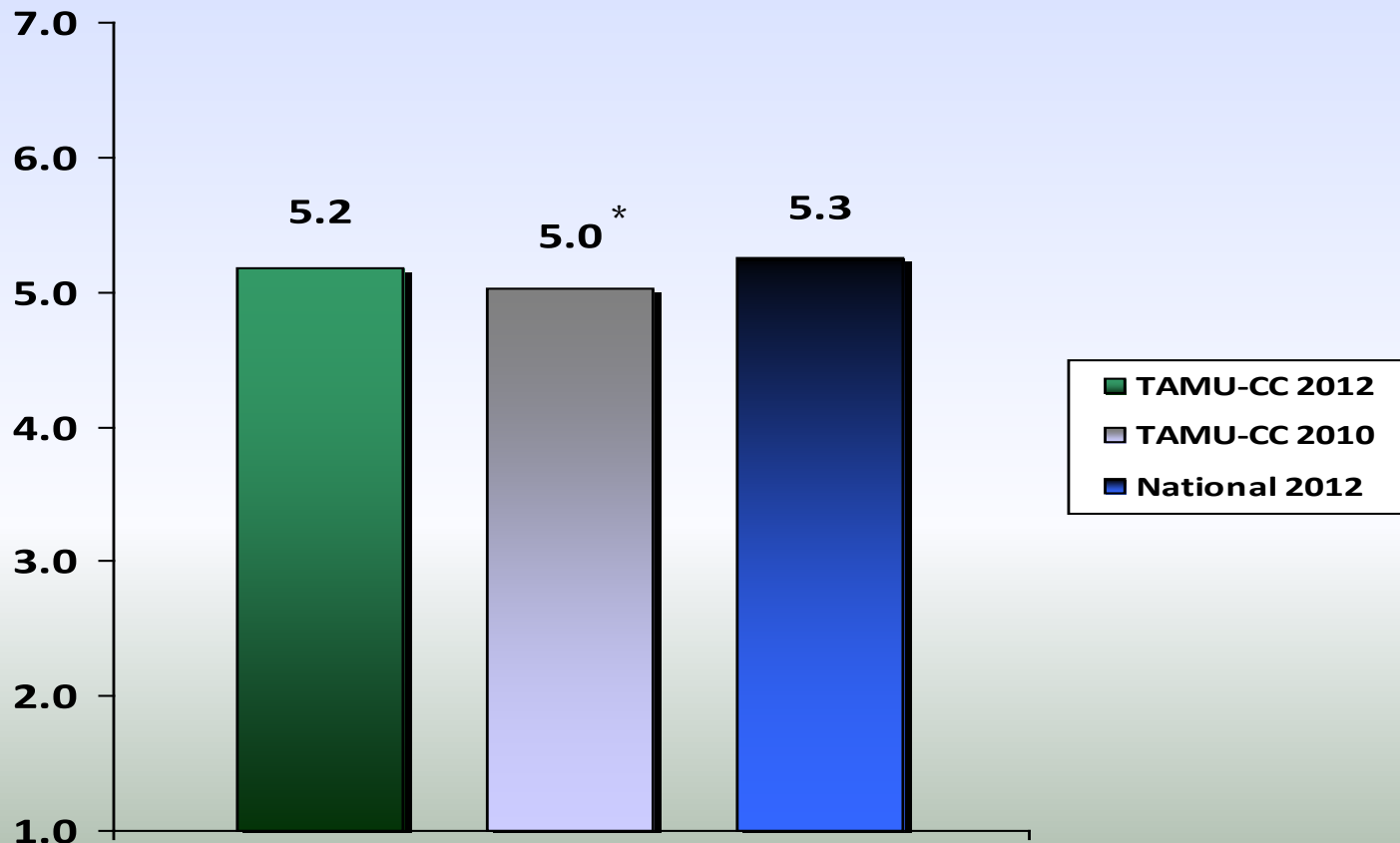




Texas A&M University-Corpus Christi Noel-Levitz Student Satisfaction Inventory 2012

Campus Life

The student handbook provides helpful information about campus life.



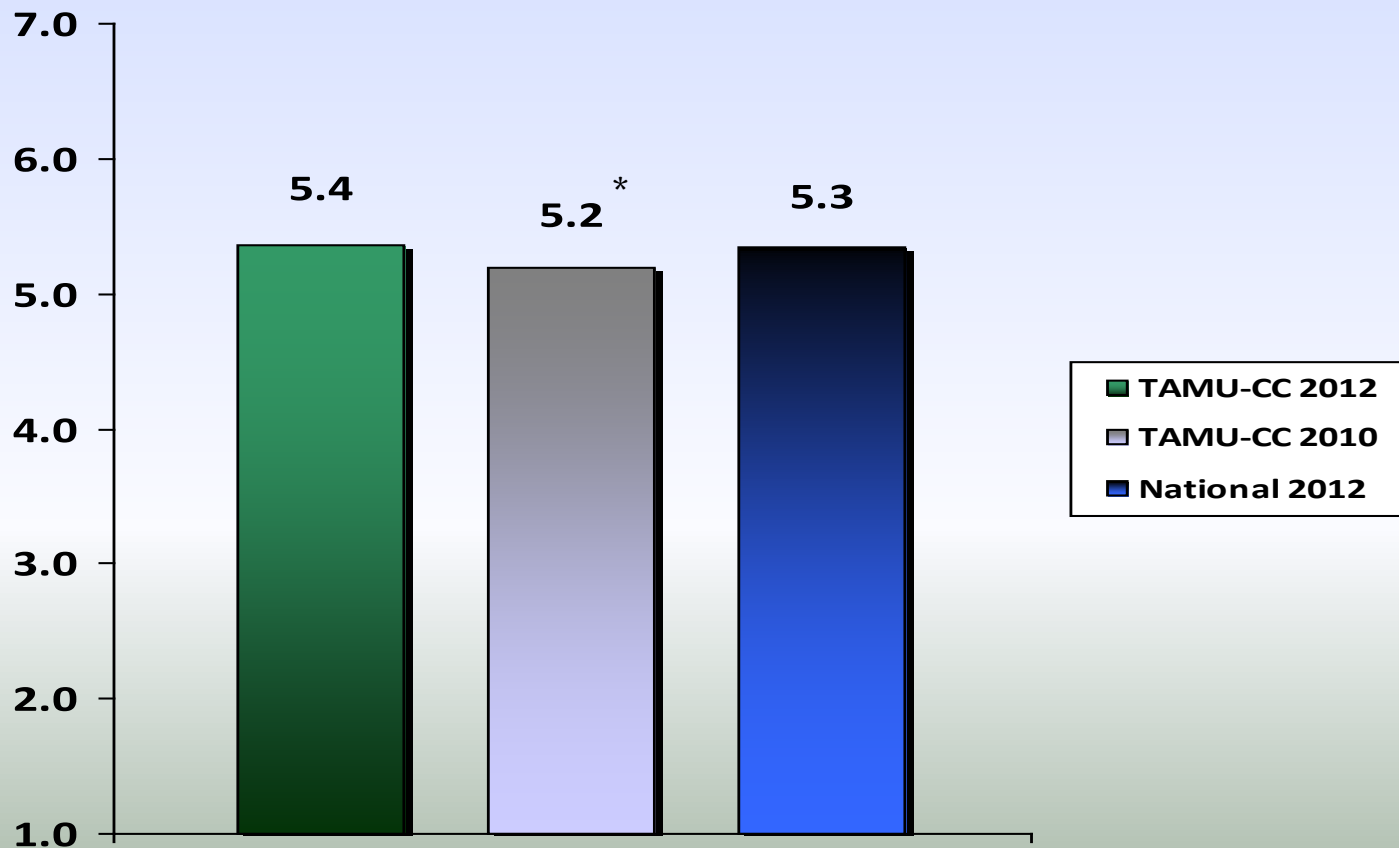
Statistical Significance: *p<.05; **p<.01; ***p<.001; Scale: 1 (Very Dissatisfied) to 7 (Very Satisfied)



Texas A&M University-Corpus Christi Noel-Levitz Student Satisfaction Inventory 2012

Campus Life

Student disciplinary procedures are fair.



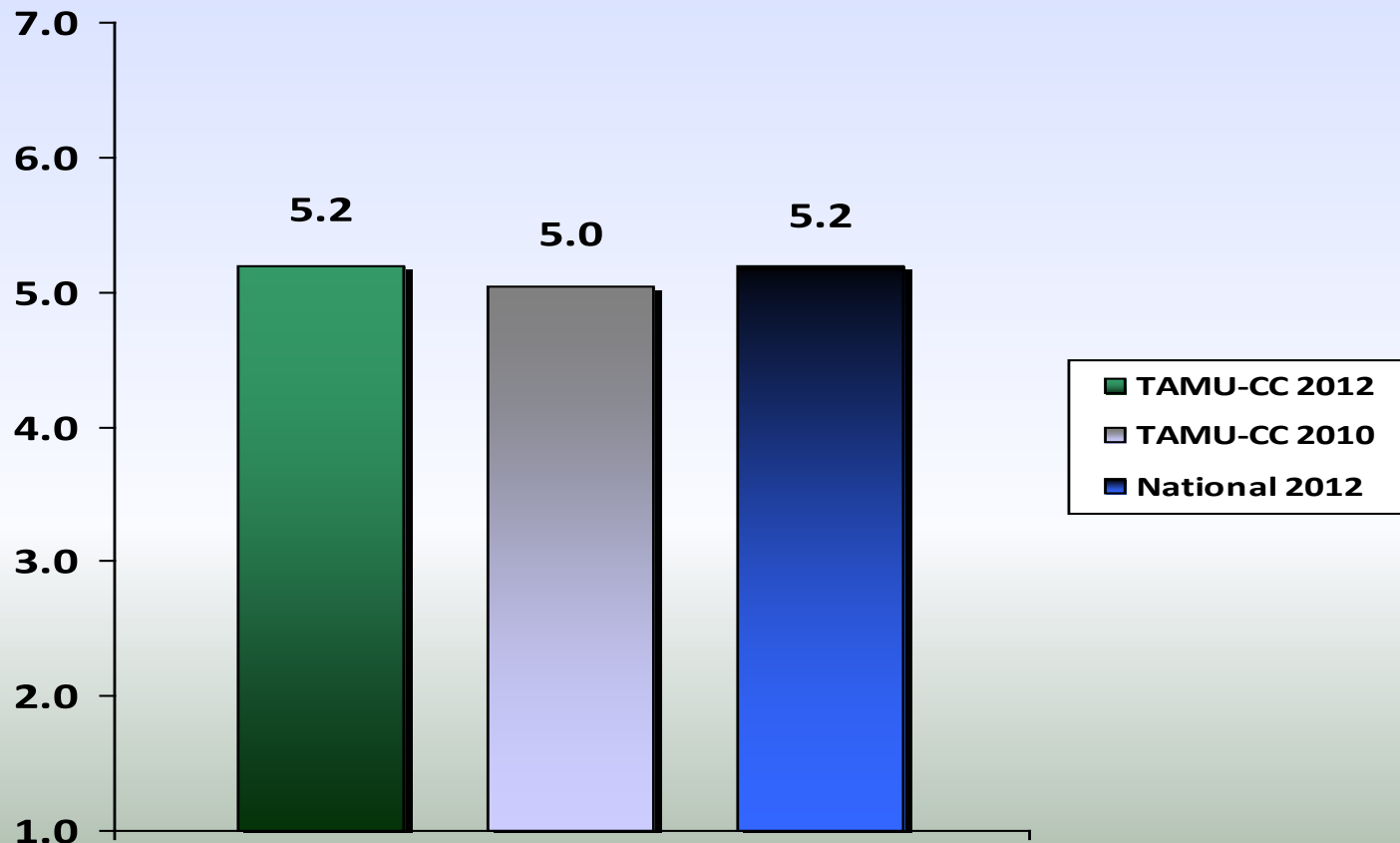
Statistical Significance: *p<.05; **p<.01; ***p<.001; Scale: 1 (Very Dissatisfied) to 7 (Very Satisfied)



Texas A&M University-Corpus Christi Noel-Levitz Student Satisfaction Inventory 2012

Campus Life

New student orientation services help students adjust to college.



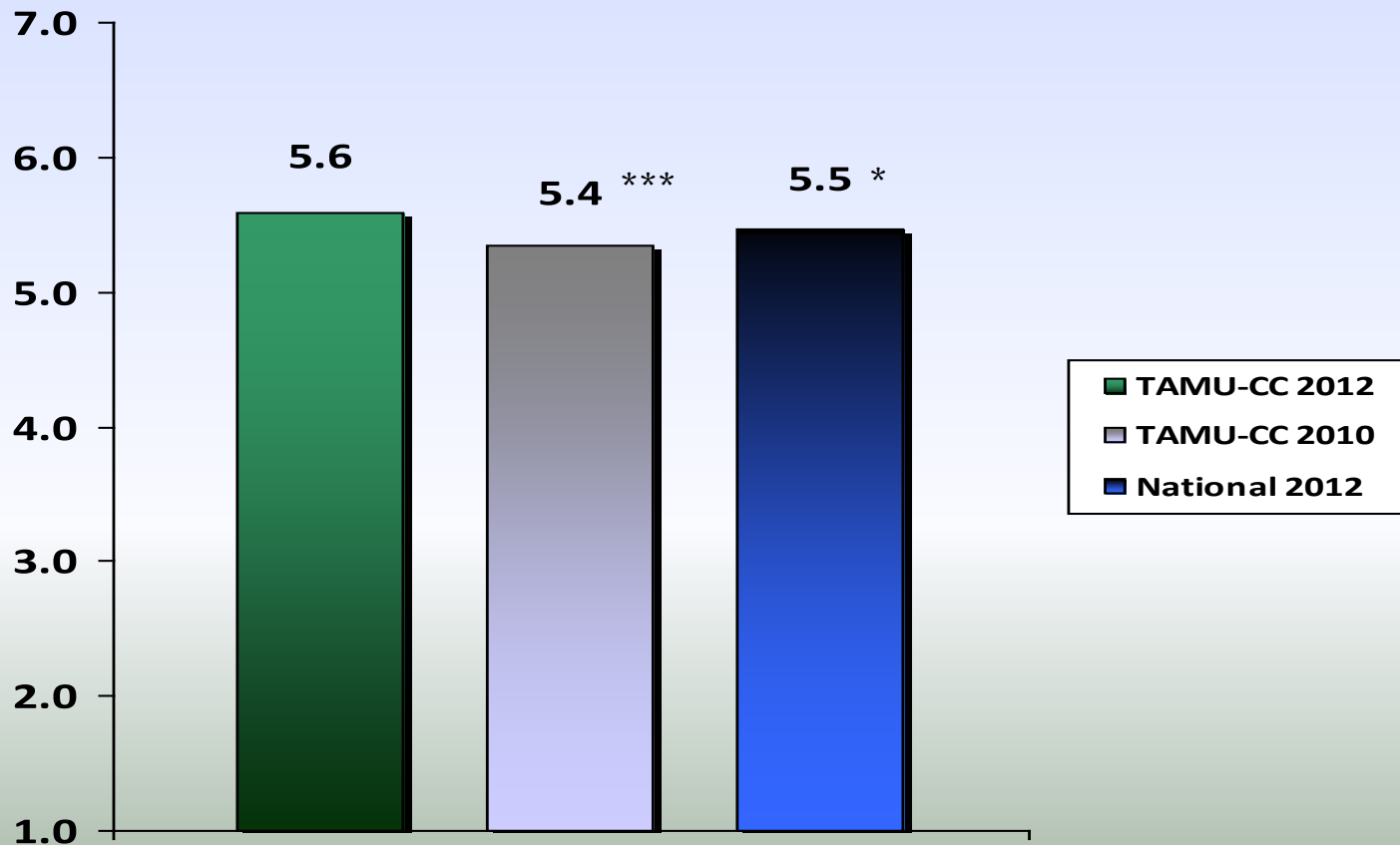
Statistical Significance: *p<.05; **p<.01; ***p<.001; Scale: 1 (Very Dissatisfied) to 7 (Very Satisfied)



Texas A&M University-Corpus Christi Noel-Levitz Student Satisfaction Inventory 2012

Campus Life

Freedom of expression is protected on campus.



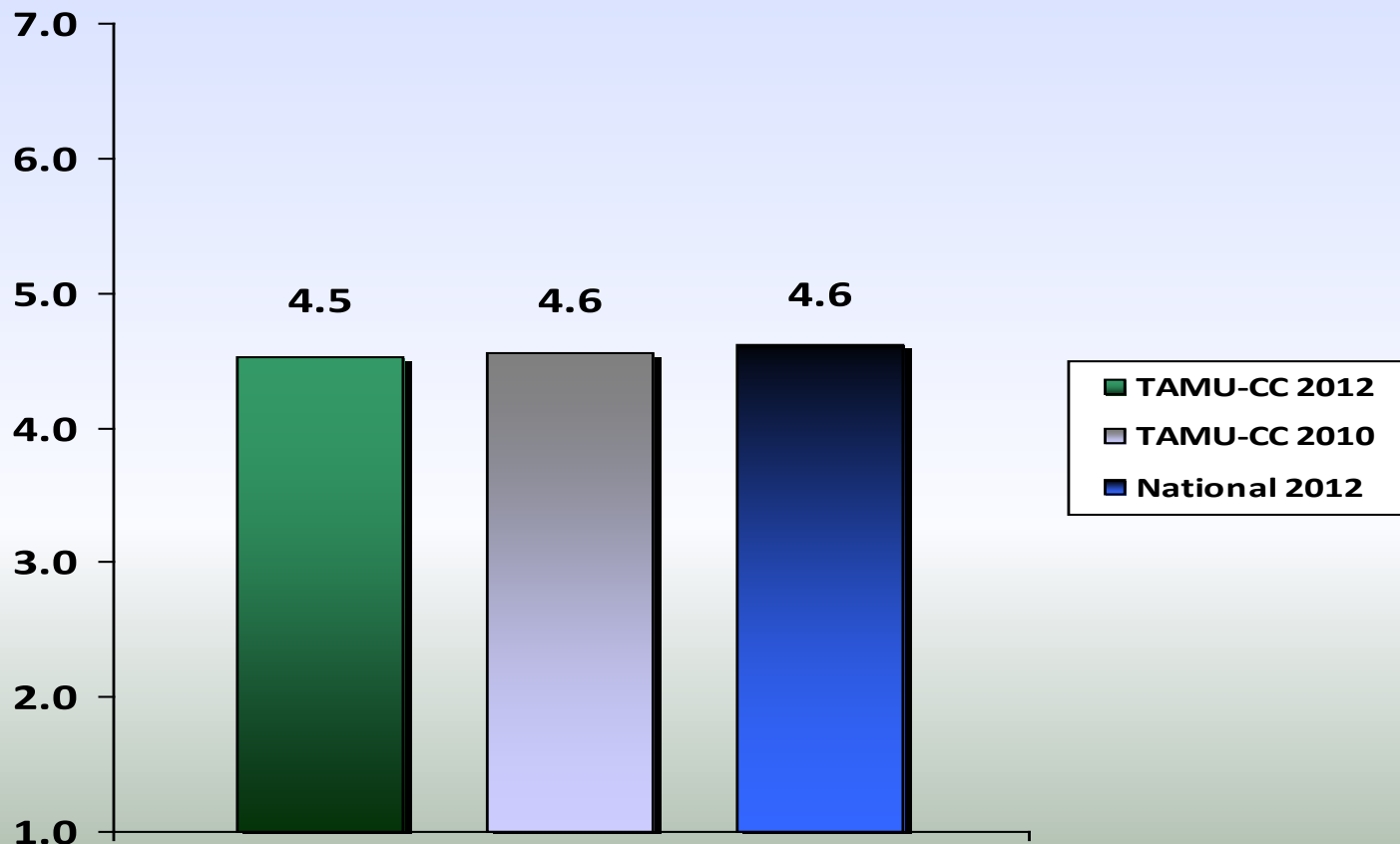
Statistical Significance: *p<.05; **p<.01; ***p<.001; Scale: 1 (Very Dissatisfied) to 7 (Very Satisfied)



Texas A&M University-Corpus Christi Noel-Levitz Student Satisfaction Inventory 2012

Campus Life

Students activities fees are put to good use.



Statistical Significance: *p<.05; **p<.01; ***p<.001; Scale: 1 (Very Dissatisfied) to 7 (Very Satisfied)



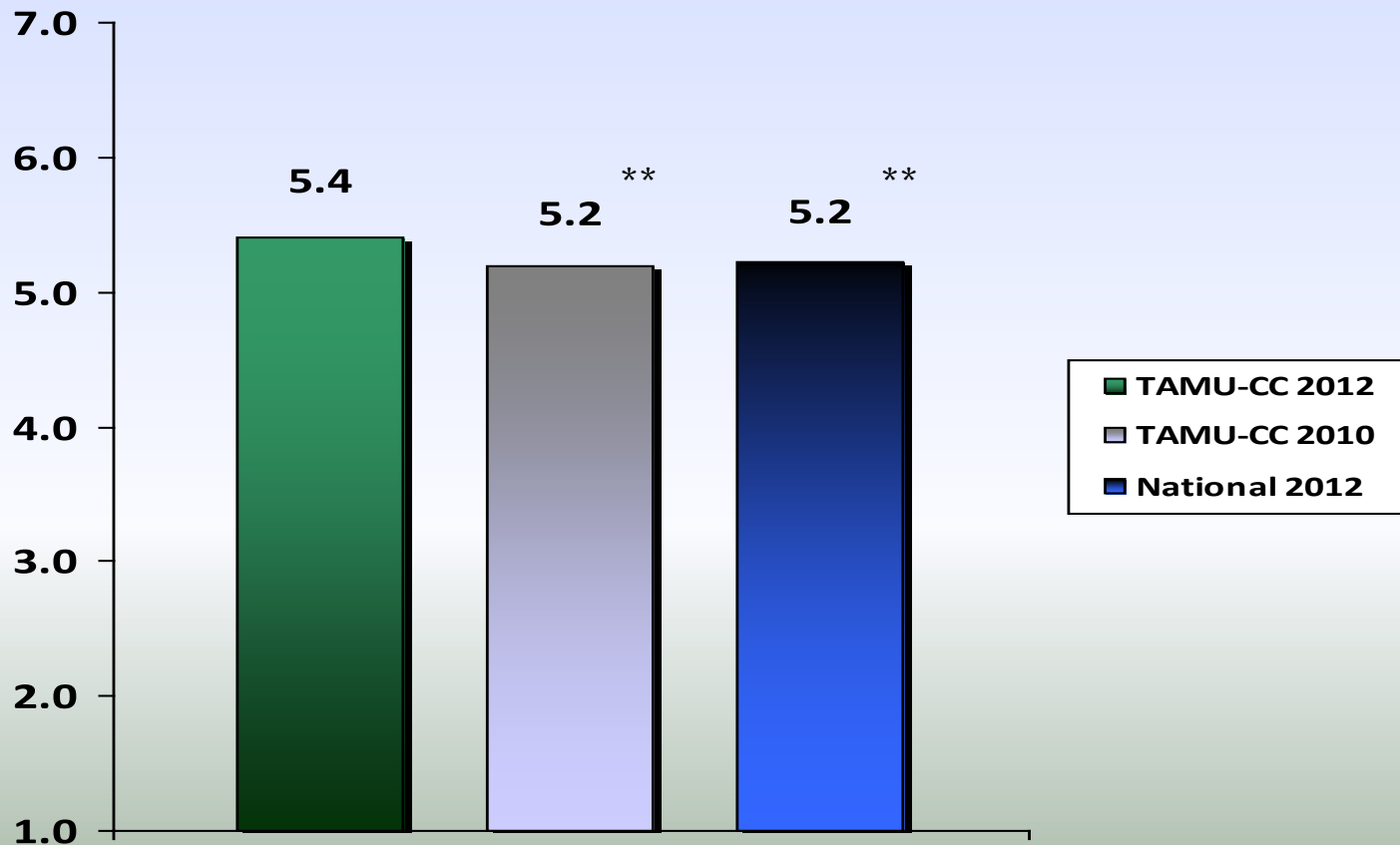
Responsiveness to Diverse Populations Scale

Scale assesses institution's commitment to specific groups of students, e.g. underrepresented populations, students with disabilities, commuters, part-time students, and older, returning learners.



Texas A&M University-Corpus Christi Noel-Levitz Student Satisfaction Inventory 2012

Responsiveness to Diverse Populations Institution's commitment to part-time students.

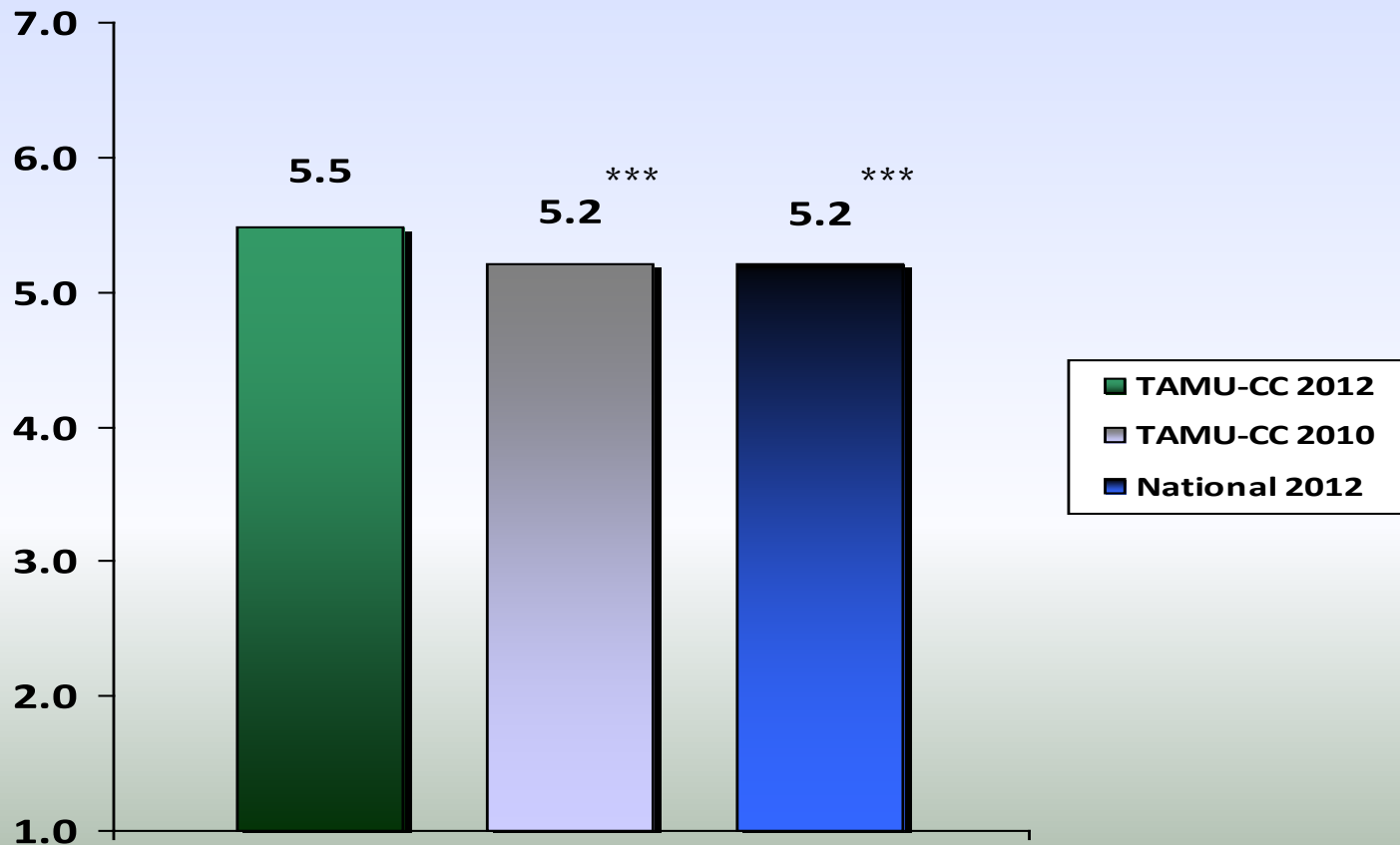


Statistical Significance: *p<.05; **p<.01; ***p<.001; Scale: 1 (Very Dissatisfied) to 7 (Very Satisfied)



Texas A&M University-Corpus Christi Noel-Levitz Student Satisfaction Inventory 2012

Responsiveness to Diverse Populations
Institution's commitment to evening students.

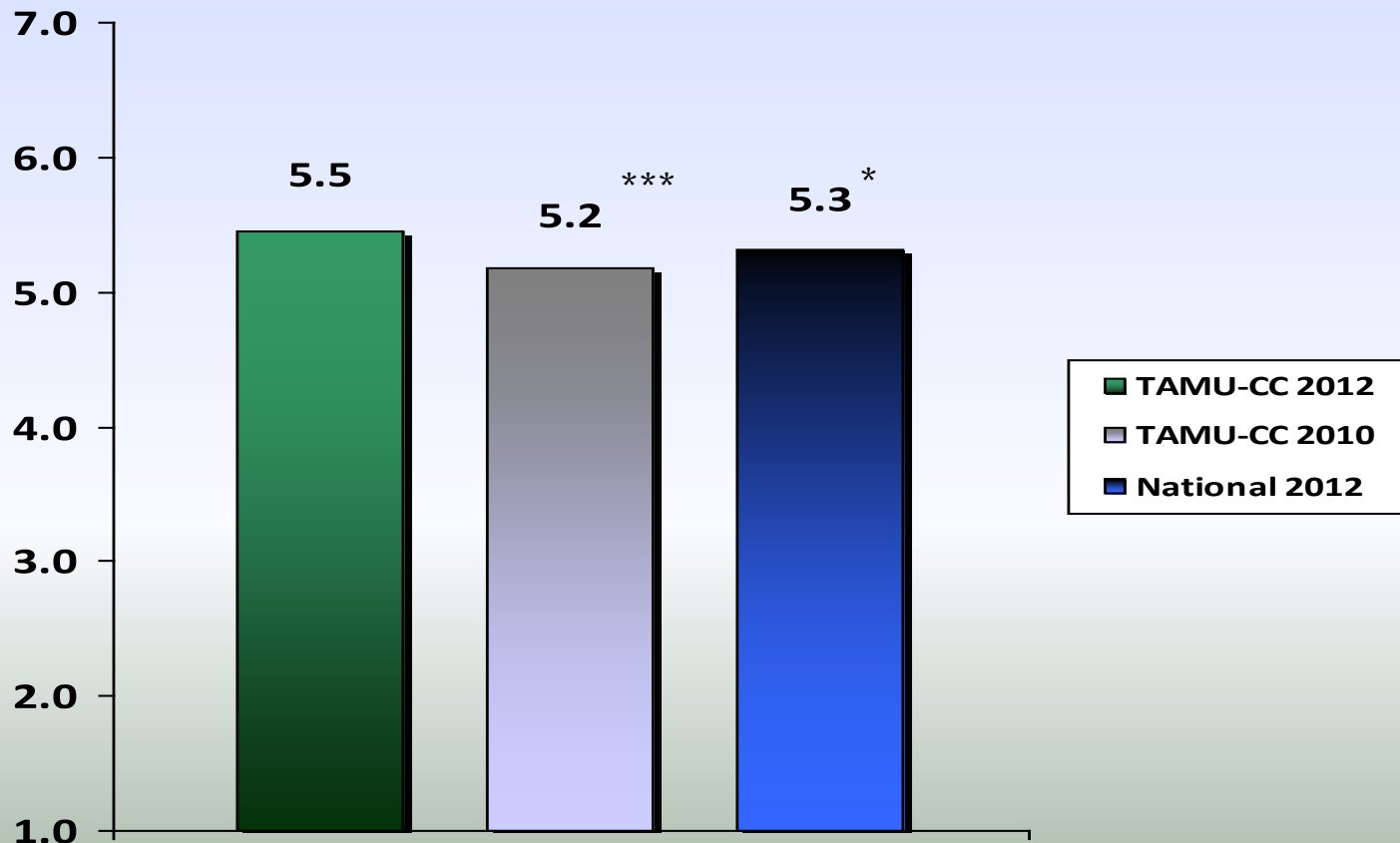


Statistical Significance: *p<.05; **p<.01; ***p<.001; Scale: 1 (Very Dissatisfied) to 7 (Very Satisfied)



Texas A&M University-Corpus Christi Noel-Levitz Student Satisfaction Inventory 2012

Responsiveness to Diverse Populations
Institution's commitment to older, returning learners.



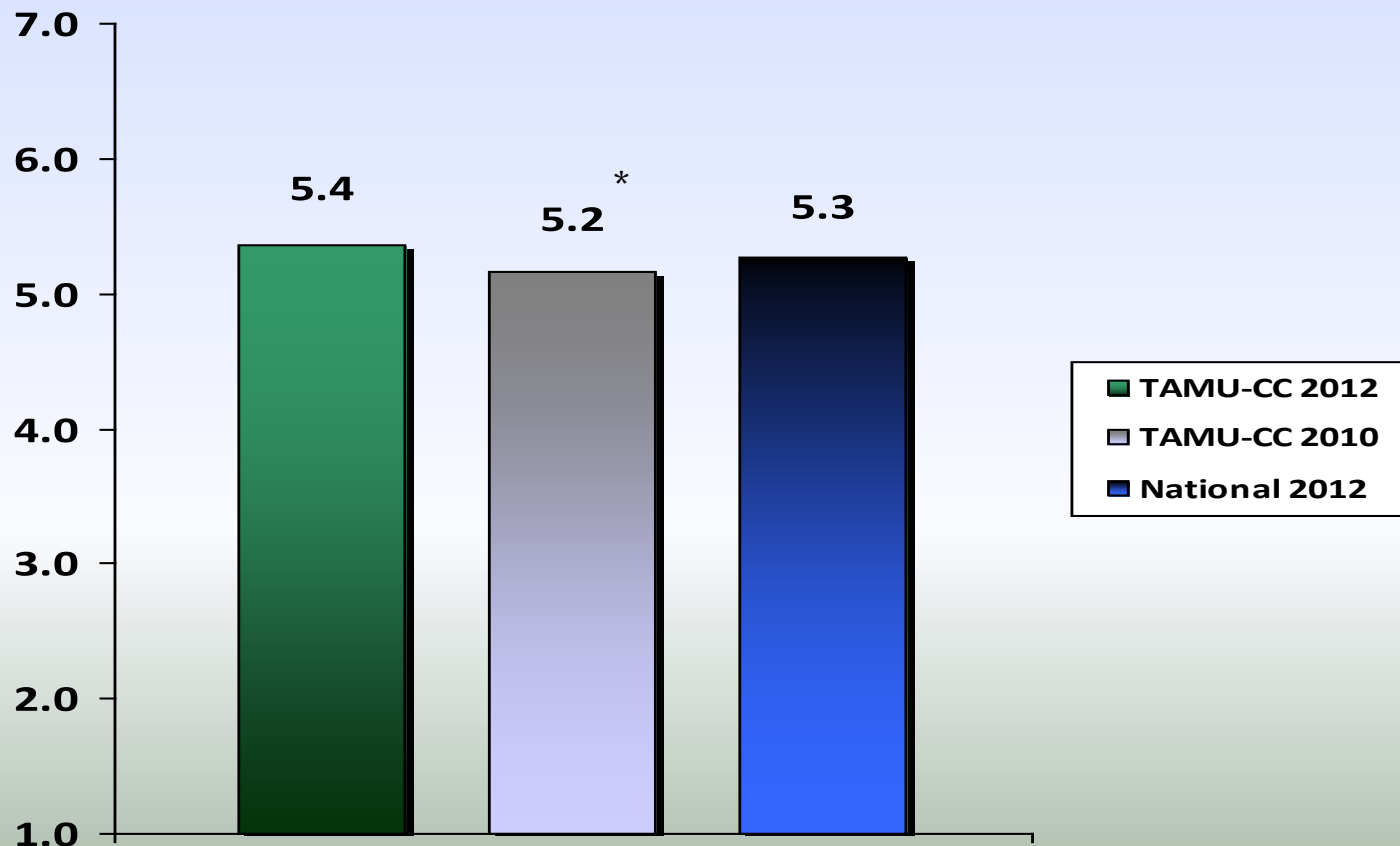
Statistical Significance: *p<.05; **p<.01; ***p<.001; Scale: 1 (Very Dissatisfied) to 7 (Very Satisfied)



Texas A&M University-Corpus Christi Noel-Levitz Student Satisfaction Inventory 2012

Responsiveness to Diverse Populations

Institution's commitment to under represented populations.

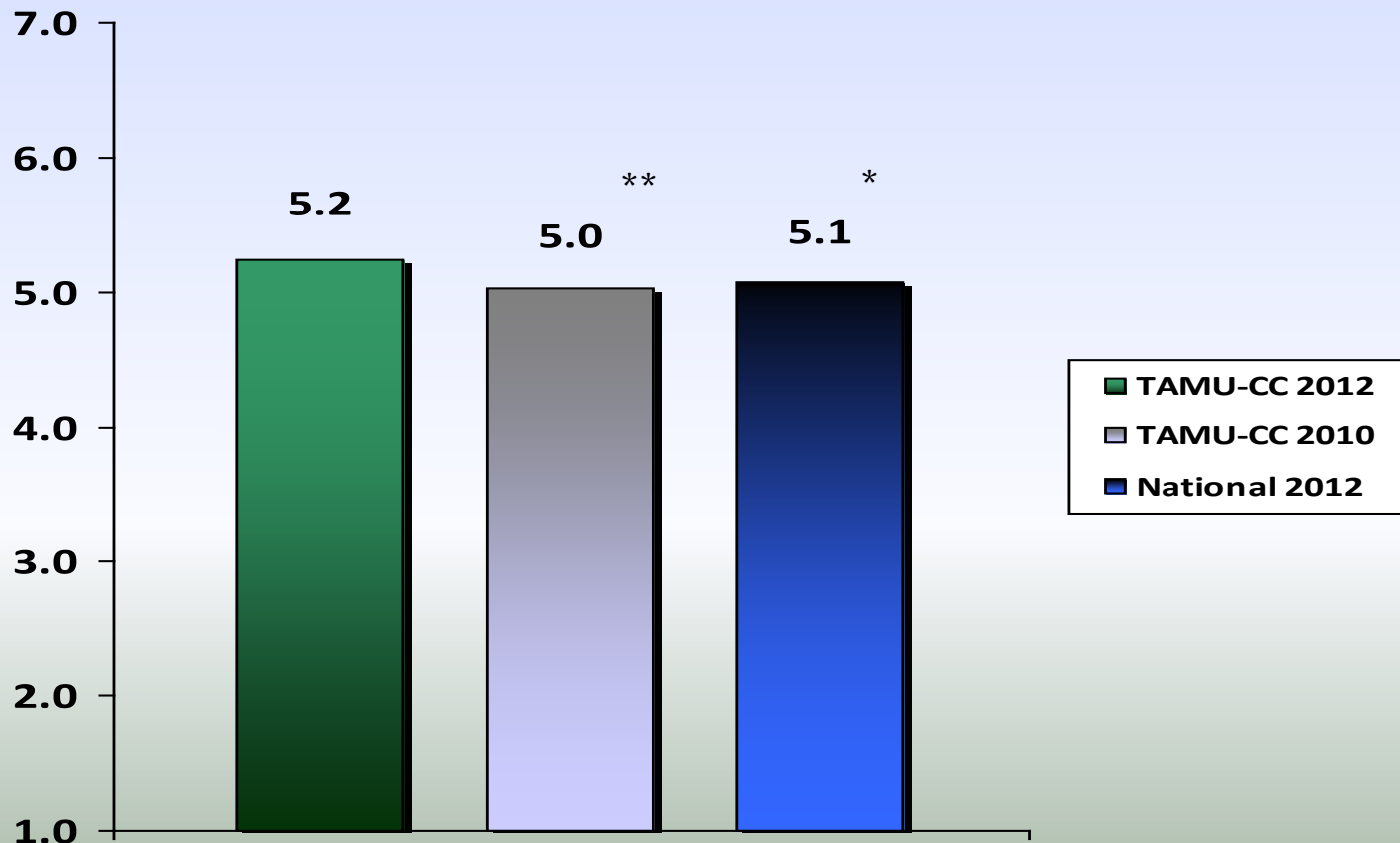


Statistical Significance: *p<.05; **p<.01; ***p<.001; Scale: 1 (Very Dissatisfied) to 7 (Very Satisfied)



Texas A&M University-Corpus Christi Noel-Levitz Student Satisfaction Inventory 2012

Responsiveness to Diverse Populations Institution's commitment to commuters.

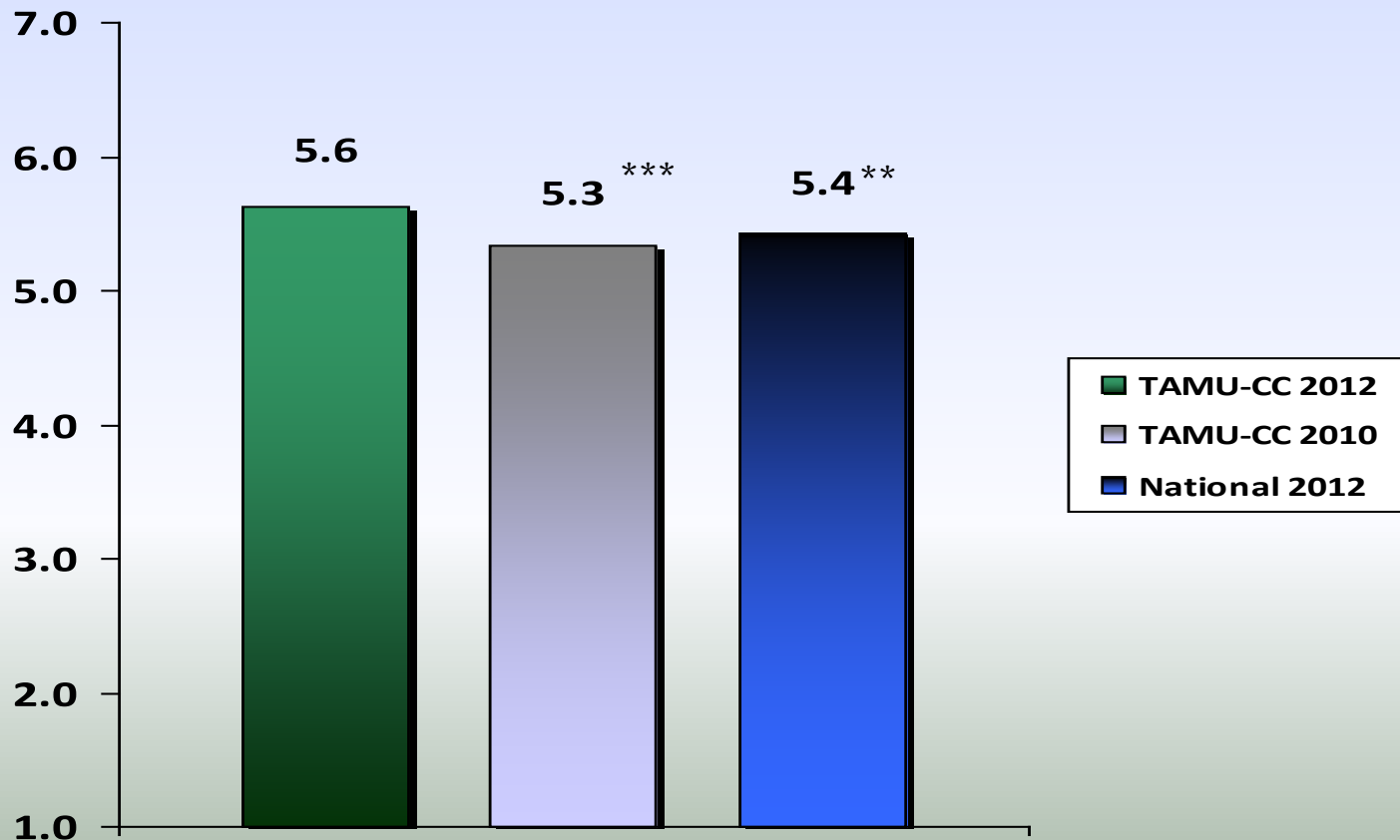


Statistical Significance: *p<.05; **p<.01; ***p<.001; Scale: 1 (Very Dissatisfied) to 7 (Very Satisfied)



Texas A&M University-Corpus Christi Noel-Levitz Student Satisfaction Inventory 2012

Responsiveness to Diverse Populations Institution's commitment to students with disabilities.



Statistical Significance: *p<.05; **p<.01; ***p<.001; Scale: 1 (Very Dissatisfied) to 7 (Very Satisfied)



Texas A&M University-Corpus Christi
Noel-Levitz Student Satisfaction Inventory 2012

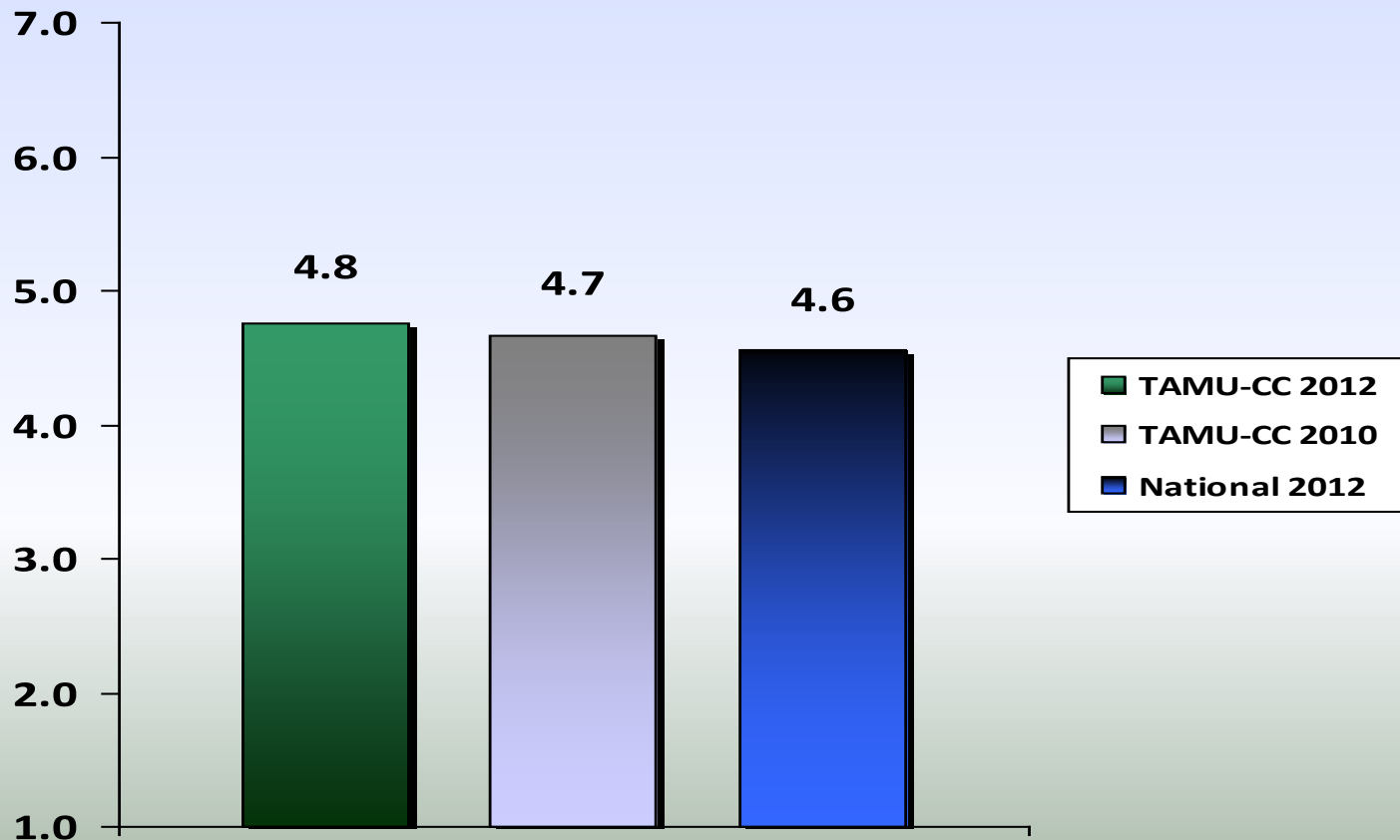
Overall Experiences



Texas A&M University-Corpus Christi Noel-Levitz Student Satisfaction Inventory 2012

Overall Experiences

So far, how has your college experience met your expectations?

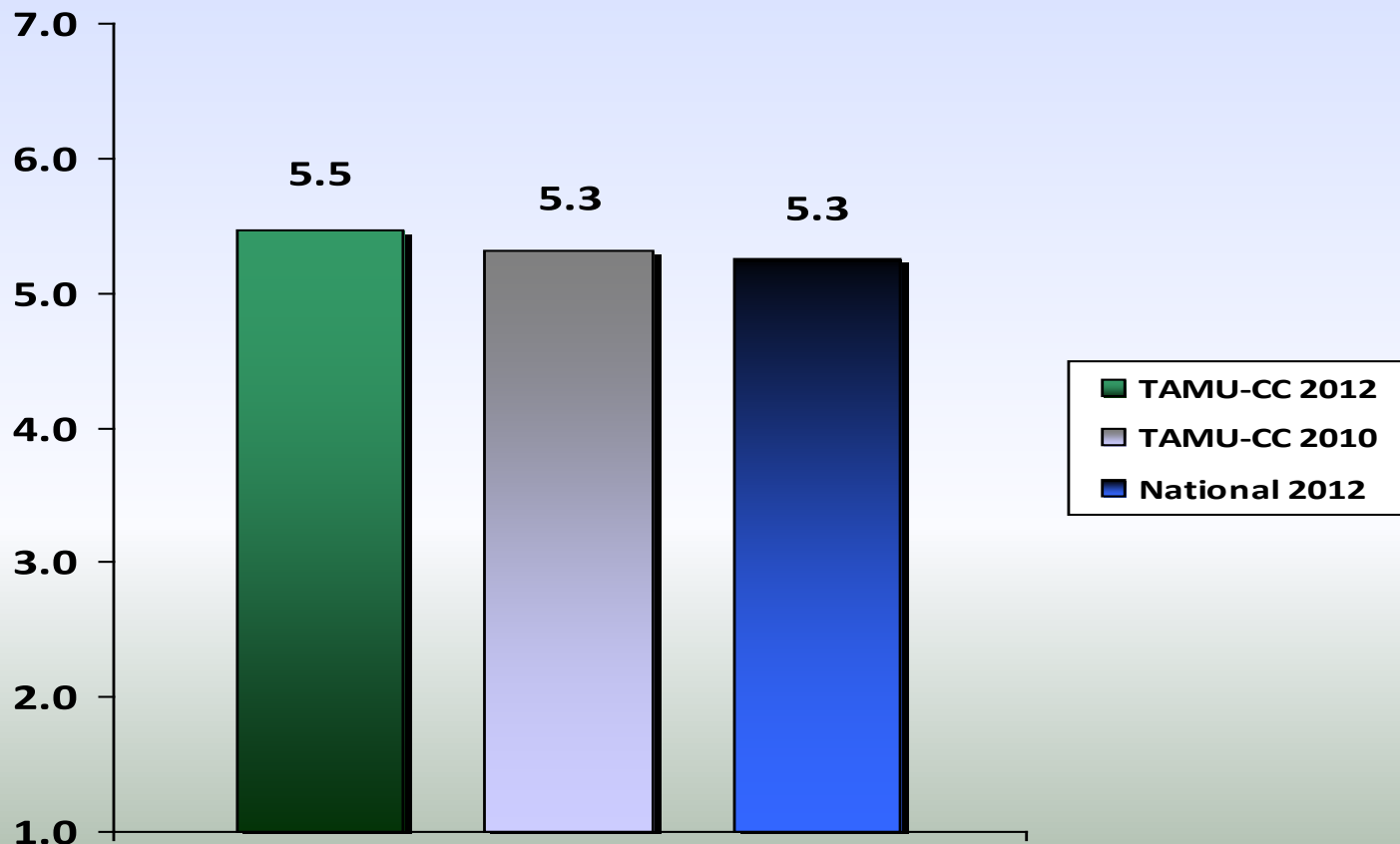




Texas A&M University-Corpus Christi Noel-Levitz Student Satisfaction Inventory 2012

Overall Experiences

Rate your overall satisfaction with your experience here thus far.

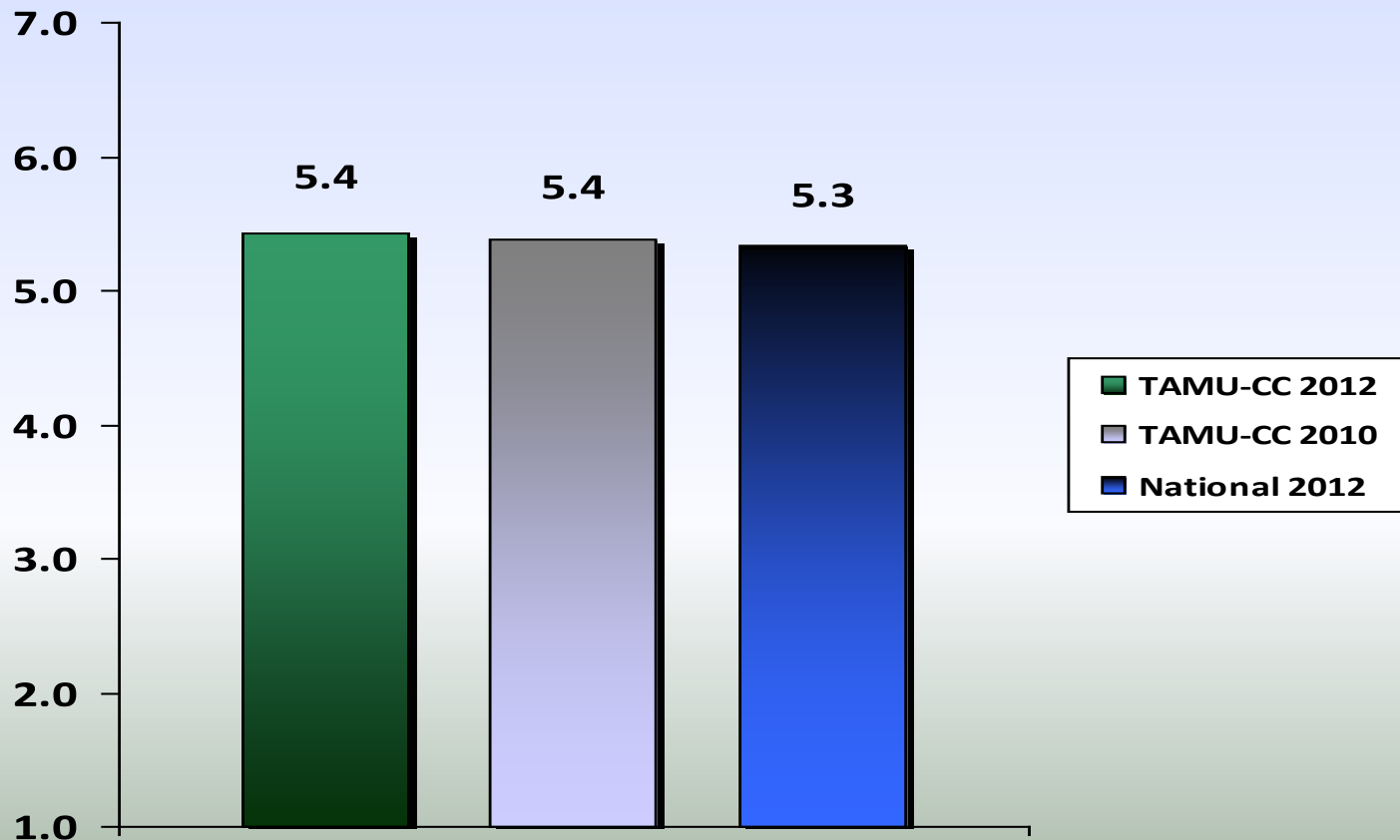




Texas A&M University-Corpus Christi Noel-Levitz Student Satisfaction Inventory 2012

Overall Experiences

All in all, if you had to do it over, would you enroll here again?

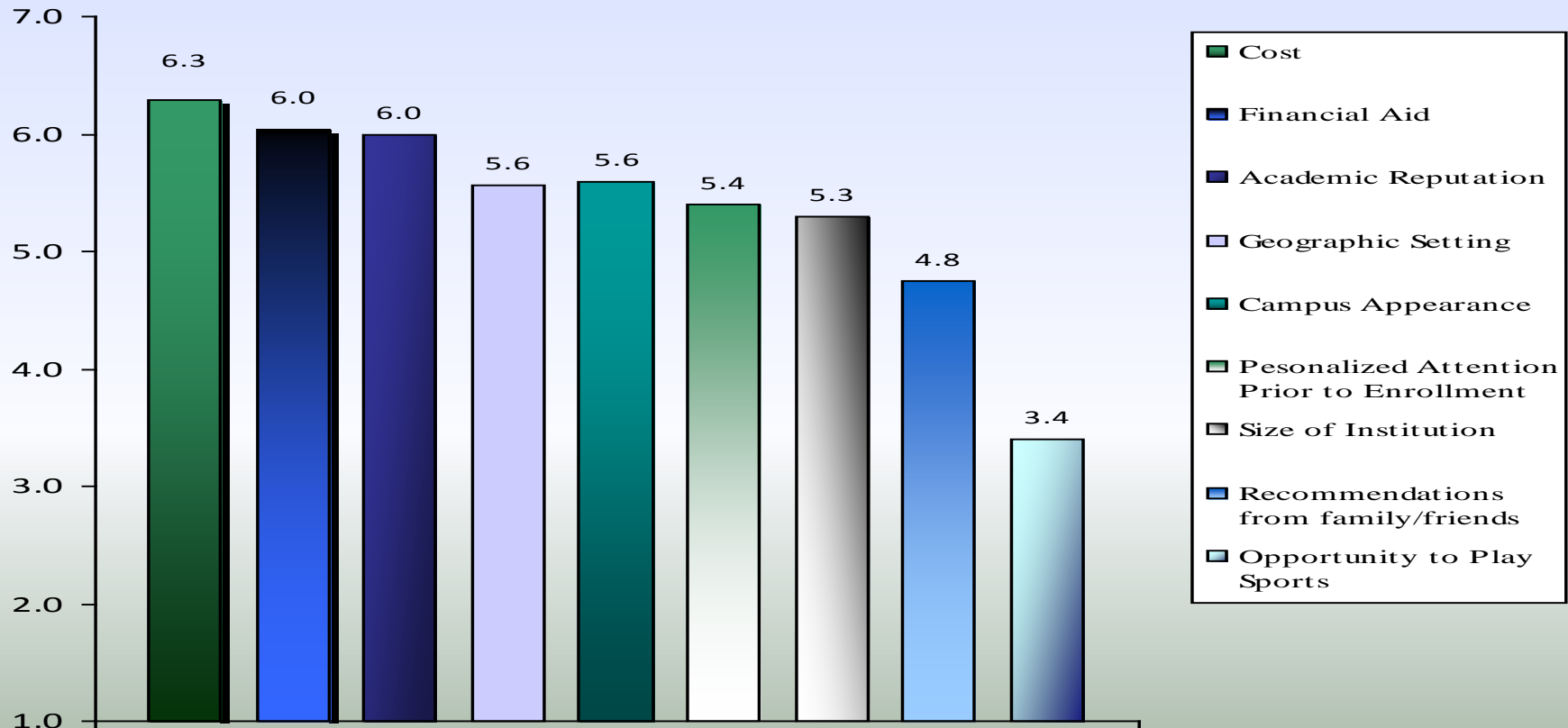


Statistical Significance: * $p < .05$; ** $p < .01$; *** $p < .001$; Scale: 1 (Definitely Not) to 7 (Definitely Yes)



Texas A&M University-Corpus Christi Noel-Levitz Student Satisfaction Inventory 2012

How important were each of the following factors in your decision to enroll here?



Reported by Mean Importance Score. Scale: 1 (Not Important At All) to 7 (Very Important)



Texas A&M University-Corpus Christi
Noel-Levitz Student Satisfaction Inventory 2012

*This concludes the presentation of findings
for the 2012 Noel-Levitz Student
Satisfaction Inventory
at TAMU-CC.*

*For questions and comments, contact Tanya Holter, Research
Analyst with the Office of Planning and Institutional Research, at
825-2242.*