

Student Satisfaction Inventory -- Spring 2000

This report on the spring 2000 Student Satisfaction Inventory is made within the context of the goals of the Student Success and Retention Task Force and in particular goal number 5. All the retention goals of the Task Force are reproduced below. Detail for the spring 2000 SSI may be found on the web site of the Office of Institutional Research by late September, 2000.

The Task Force retention goals are:

1. To achieve an annual freshman to sophomore persistence rate of 83% for students entering Loyola in the Fall of 1999.

2. To gradually increase the annual freshman to sophomore persistence rate for classes entering:

Fall 2000 to 85%

Fall 2001 to 87%

Fall 2002 to 89%

Fall 2003 to 90%

3. To achieve a cohort four-year graduation rate of 60% for students entering Loyola in Fall of 1999.

4. To achieve a cohort five-year graduation rate of 70% for students entering Loyola in Fall of 1999.

5. To increase the mean satisfaction score of each scale in the Student Satisfaction Inventory (SSI) by a minimum of 0.5 points by Spring 2000.

The charts which follow present mean scores of the Noel/Levitz summary scales for both the spring 1998 and the spring 2000 administrations of the SSI and the Loyola "satisfaction goal" by scale.

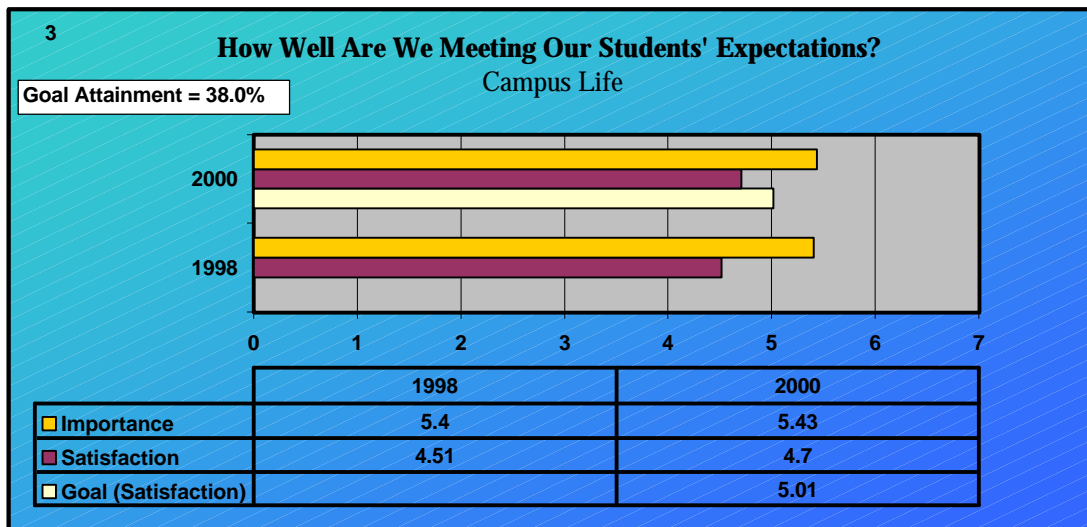
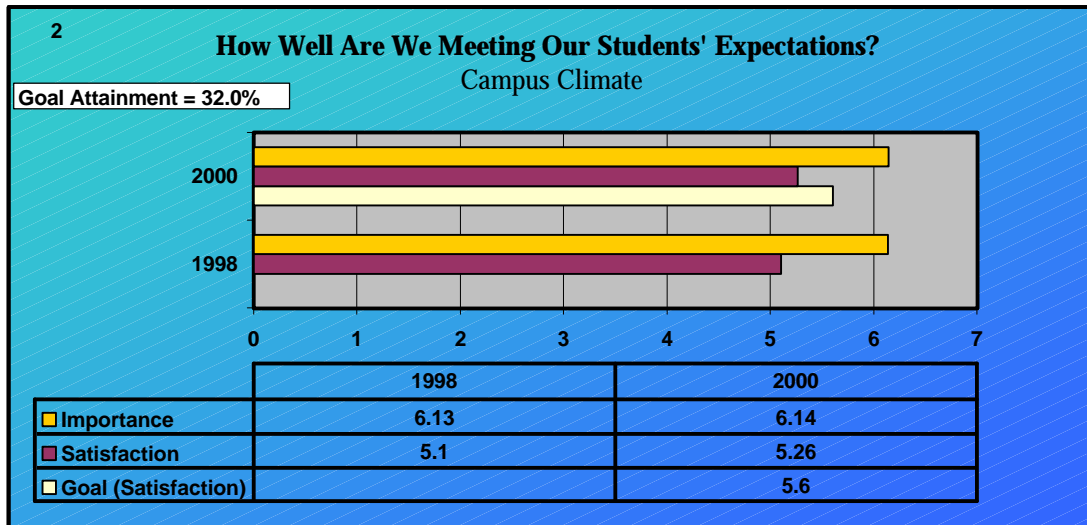
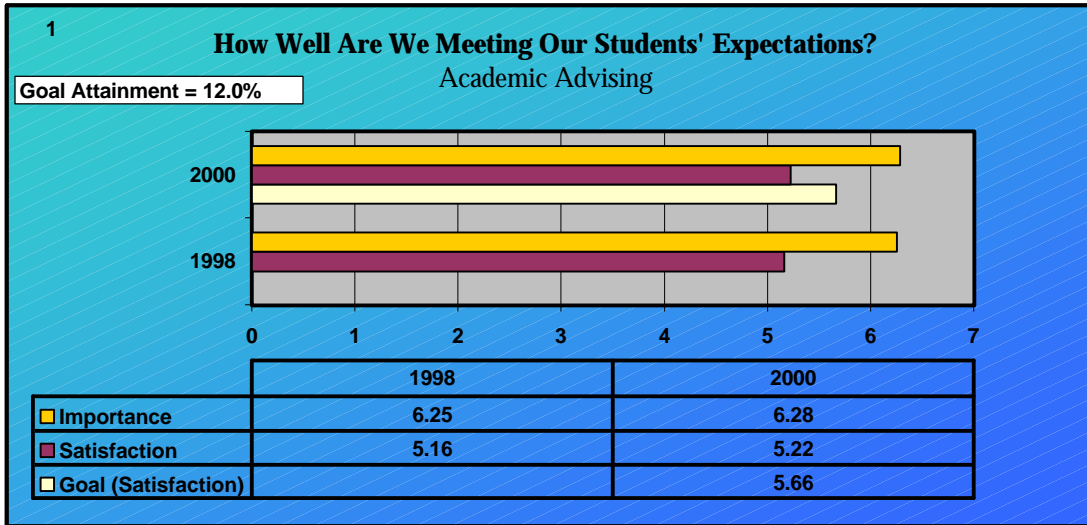
Each chart is presented in an identical form. That being so, an explanation of chart 1 may be applied to understanding the remaining charts.

The overarching question to which the charts (scales) respond is "**How well are we meeting our students expectations?**" Within that context, chart 1 presents the 1998 and 2000 Importance means (gold bars) and the 1998 and 2000 Satisfaction means (maroon bars). The off-white bar represents the spring 2000 goal.

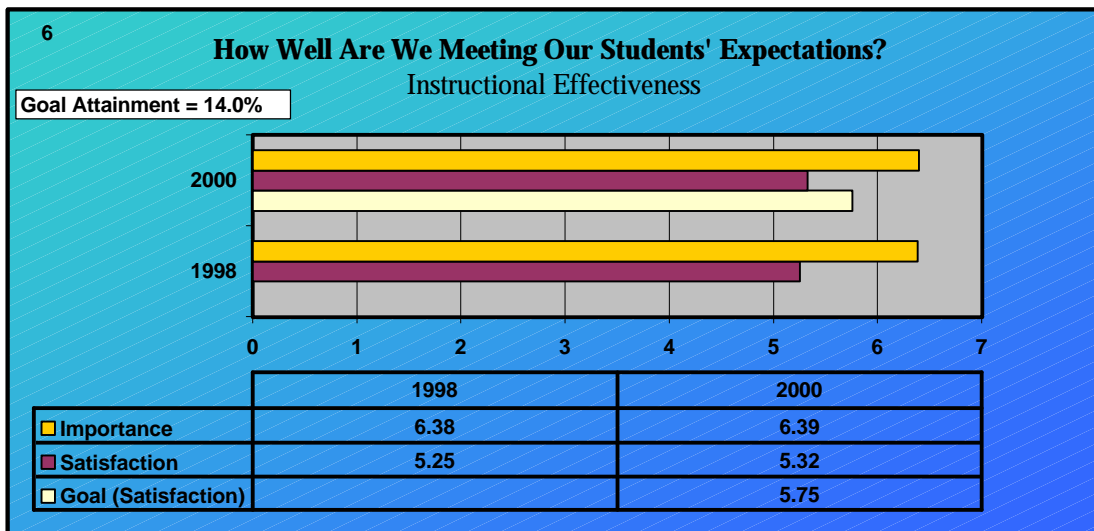
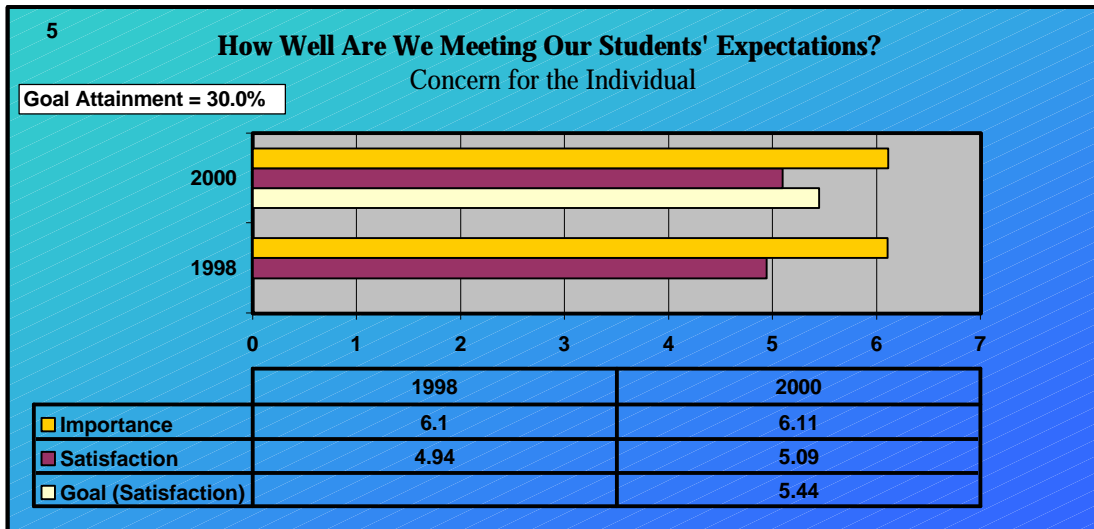
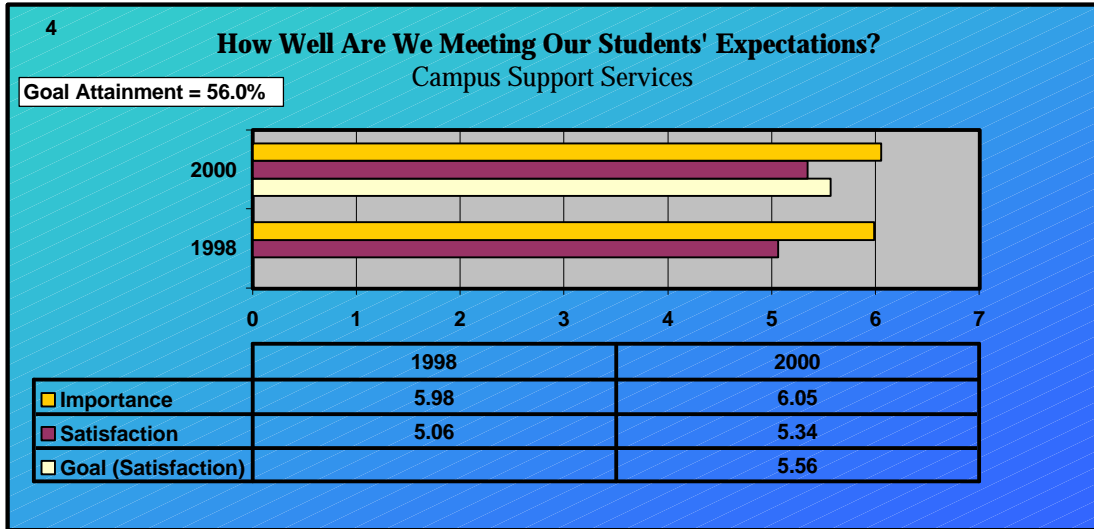
For example, the scale reported on chart 1, following, is Academic Advising. For spring 1998 the student satisfaction mean score for academic advising was 5.16. For spring 2000 the student satisfaction mean score for academic advising was 5.22. The spring 2000 goal for student satisfaction mean score is 5.66. In simple non-relational quantitative terms, the student satisfaction mean score has increased by 0.06 or 5.16%. Through spring 2000, 12% of the 2000 goal has been attained. This same approach may be used for the remaining charts.

Even though the mean scale goal increase of 0.5 was not achieved on any scale, it should be noted that the mean satisfaction score for each scale increased.

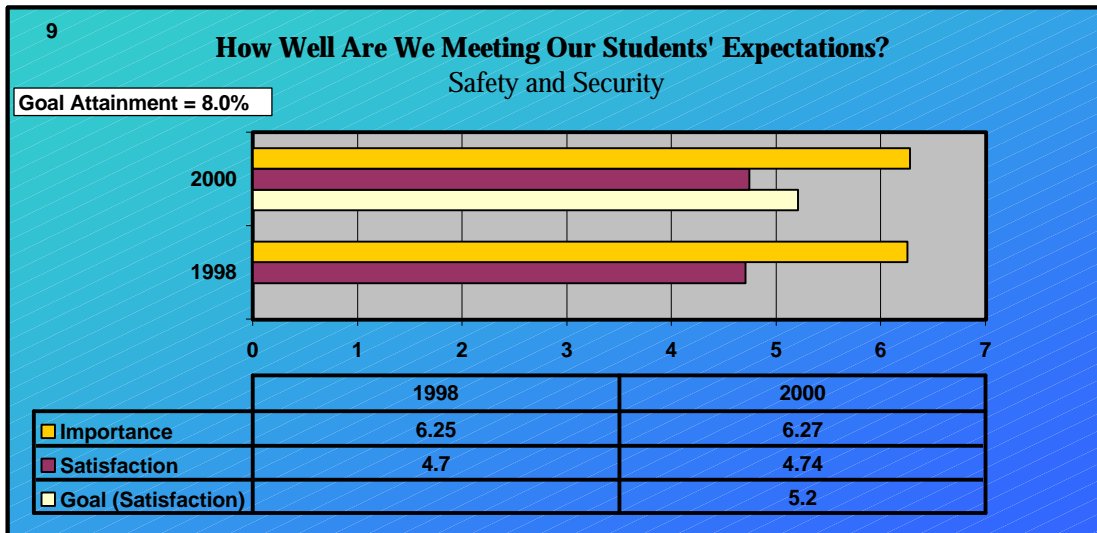
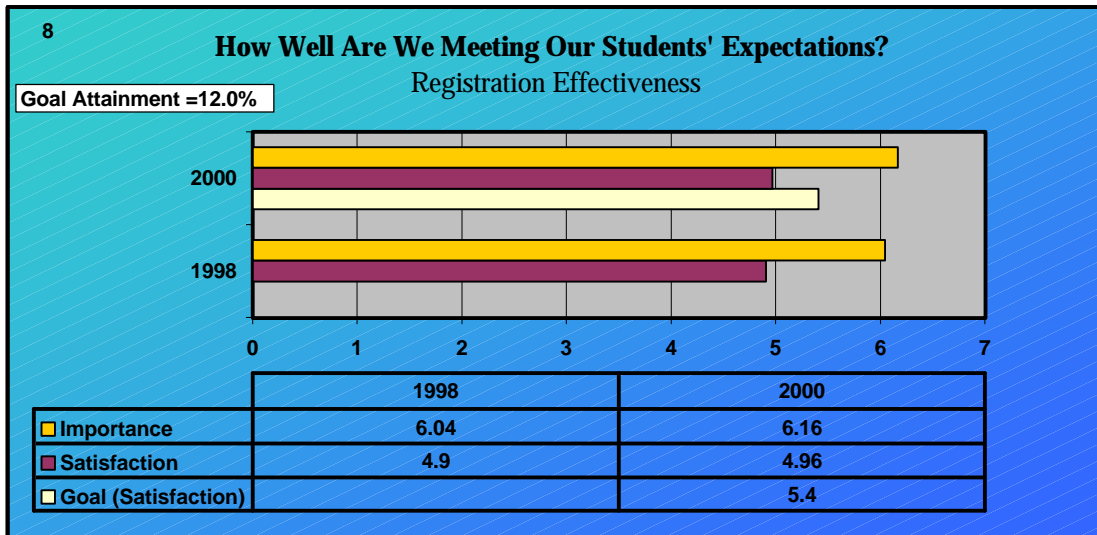
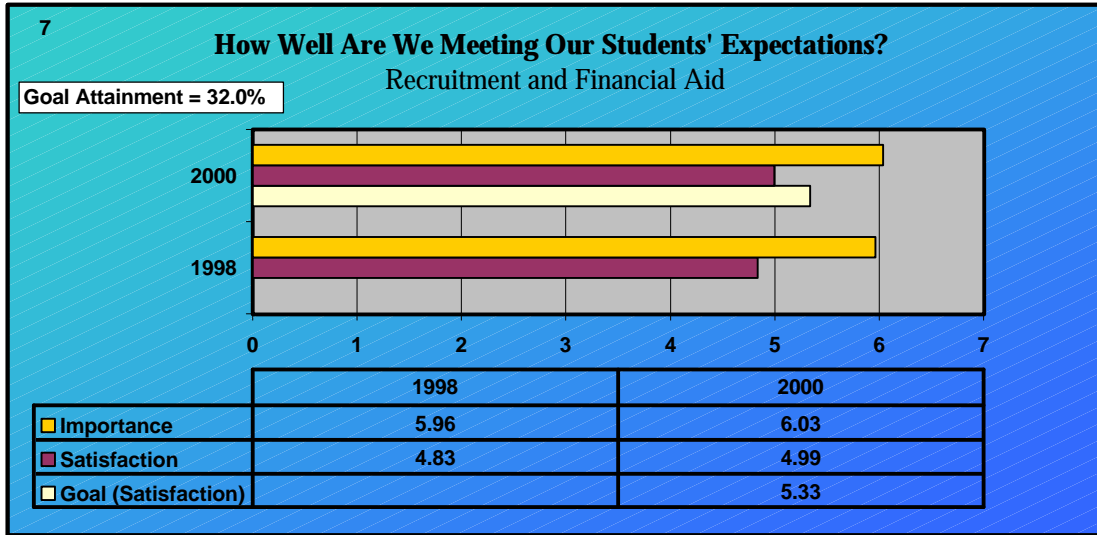
Importance/Satisfaction Scales



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Importance/Satisfaction Scales

