

Student Satisfaction Inventory™ (SSI)

Scale / Item	Clarkson College 2023 (n = 82)				National 4-Year Private 2019- 2022 (n=105,684)				SS
	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	
Student Centeredness	6.42	5.74	1.38	0.68	6.36	5.49	1.27	0.87	
1. Most students feel a sense of belonging here.	6.18	5.61	1.49	0.57	6.21	5.2	1.47	1.01	★★
2. The campus staff are caring and helpful.	6.63	6.04	1.37	0.59	6.45	5.73	1.31	0.72	★
10. Administrators are approachable to students.	6.27	5.38	1.78	0.89	6.16	5.45	1.5	0.71	
29. It is an enjoyable experience to be a student on this campus.	6.41	5.74	1.66	0.67	6.48	5.46	1.6	1.02	
45. Students are made to feel welcome on this campus.	6.54	6.1	1.42	0.44	6.45	5.69	1.48	0.76	★
59. This institution shows concern for students as individuals. ▲	6.55	5.55	1.83	1.00	6.44	5.43	1.66	1.01	
Campus Life	5.94	5.48	1.45	0.46	6.02	5.25	1.23	0.77	
9. A variety of intramural activities are offered.	6.63	5.88	1.56	0.75	6.6	5.79	1.32	0.81	
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.16	6	1.32	0.16	6.31	4.75	1.75	1.56	★★★★
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.00	4.42	2.22	0.58	5.57	5.01	1.77	0.56	
30. Residence hall staff are concerned about me as an individual.	5.69	5.18	1.74	0.51	6.06	5.31	1.71	0.75	
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.53	5.5	1.94	0.03	6.14	5.98	1.36	0.16	★
38. There is an adequate selection of food available in the cafeteria.	5.51	3.77	2.33	1.74	6.14	4.35	1.95	1.79	★
40. Residence hall regulations are reasonable.	6.13	5.81	1.57	0.32	6.1	5.11	1.77	0.99	
42. There are a sufficient number of weekend activities for students.	5.13	4.68	2.21	0.45	5.62	4.79	1.82	0.83	
46. I can easily get involved in campus organizations.	6.11	5.88	1.49	0.23	6.08	5.64	1.5	0.44	
52. The student center is a comfortable place for students to spend their leisure time.	6.31	6.08	1.36	0.23	6.02	5.54	1.58	0.48	★★
56. The student handbook provides helpful information about campus life.	6.14	6.1	1.15	0.04	5.86	5.55	1.5	0.31	★★
63. Student disciplinary procedures are fair.	6.57	6.12	1.31	0.45	6.29	5.43	1.66	0.86	★★
64. New student orientation services help students adjust to college.	6.55	6.22	1.21	0.33	6.21	5.49	1.6	0.72	★★★★
67. Freedom of expression is protected on campus.	6.45	5.83	1.52	0.62	6.34	5.44	1.66	0.9	
73. Student activities fees are put to good use.	5.94	5.09	1.85	0.85	6.14	4.93	1.77	1.21	
Instructional Effectiveness	6.59	5.95	1.14	0.64	6.43	5.72	1.06	0.71	★
3. Faculty care about me as an individual.	6.51	5.9	1.59	0.61	6.33	5.66	1.41	0.67	
8. The content of the courses within my major is valuable. ▲	6.63	5.88	1.56	0.75	6.6	5.79	1.32	0.81	
16. The instruction in my major field is excellent. ▲	6.69	5.87	1.65	0.82	6.6	5.82	1.33	0.78	
25. Faculty are fair and unbiased in their treatment of individual students. ▲	6.57	5.46	1.82	1.11	6.43	5.48	1.55	0.95	
39. I am able to experience intellectual growth here.	5.51	3.77	2.33	1.74	6.14	4.35	1.95	1.79	★
41. There is a commitment to academic excellence on this campus.	6.56	6.18	1.28	0.38	6.42	5.82	1.33	0.6	★
47. Faculty provide timely feedback about student progress in a course. ▲	6.56	5.76	1.63	0.80	6.37	5.36	1.51	1.01	★
53. Faculty take into consideration student differences as they teach a course.	6.51	5.51	1.73	1.00	6.26	5.28	1.59	0.98	
58. The quality of instruction I receive in most of my classes is excellent. ▲	6.64	5.99	1.57	0.65	6.54	5.67	1.36	0.87	★
61. Adjunct faculty are competent as classroom instructors.	6.51	5.94	1.33	0.57	6.3	5.68	1.43	0.62	
65. Faculty are usually available after class and during office hours. ▲	6.59	6.25	1.16	0.34	6.39	6.02	1.22	0.37	
68. Nearly all of the faculty are knowledgeable in their field.	6.75	6.11	1.34	0.64	6.61	6.1	1.18	0.51	
69. There is a good variety of courses provided on this campus.	6.56	6.1	1.24	0.46	6.45	5.75	1.41	0.7	★
70. Graduate teaching assistants are competent as classroom instructors.	6.56	6.34	1.1	0.22	6.18	5.73	1.39	0.45	★
Recruitment and Financial Aid	6.53	5.9	1.19	0.63	6.31	5.42	1.24	0.89	★★★★
4. Admissions staff are knowledgeable. ▲	6.66	6.26	1.11	0.40	6.3	5.64	1.41	0.66	★★★★
5. Financial aid counselors are helpful.	6.46	5.97	1.51	0.49	6.33	5.34	1.63	0.99	★★

12. Financial aid awards are announced to students in time to be helpful in college planning.	6.33	5.63	1.43	0.70	6.34	5.4	1.58	0.94	
17. Adequate financial aid is available for most students.	6.47	5.07	1.9	1.40	6.41	5.15	1.63	1.26	
43. Admissions counselors respond to prospective students' unique needs and requests. ▲	6.59	6.3	1.1	0.29	6.22	5.65	1.45	0.57	★★★
48. Admissions counselors accurately portray the campus in their recruiting practices. ▲	6.66	6.2	1.37	0.46	6.25	5.39	1.61	0.86	★★★
Campus Support Services	6.53	6.27	0.74	0.26	6.15	5.81	1.03	0.34	★★★
13. Library staff are helpful and approachable.	6.38	6.19	1.14	0.19	5.95	5.97	1.27	-0.02	
18. Library resources and services are adequate.	6.56	6.49	0.77	0.07	6.18	5.92	1.24	0.26	★★★
26. Computer labs are adequate and accessible. ▲	6.76	6.59	0.71	0.17	6.07	5.79	1.4	0.28	★★★
32. Tutoring services are readily available.	6.50	6.09	1.39	0.41	6.26	5.91	1.35	0.35	
44. Academic support services adequately meet the needs of students.	6.51	6.03	1.31	0.48	6.32	5.7	1.38	0.62	★
49. There are adequate services to help me decide upon a career.	6.53	6.36	0.92	0.17	6.33	5.56	1.49	0.77	★★★
54. Bookstore staff are helpful.	6.41	6.1	1.08	0.31	5.91	5.85	1.41	0.06	
Academic Advising	6.64	6.29	0.98	0.35	6.43	5.81	1.25	0.62	★★★
6. My academic advisor is approachable. ▲	6.74	6.5	1.05	0.24	6.51	5.99	1.47	0.52	★★
14. My academic advisor is concerned about my success as an individual. ▲	6.65	6.27	1.14	0.38	6.43	5.84	1.53	0.59	★
19. My academic advisor helps me set goals to work toward.	6.42	6.06	1.5	0.36	6.13	5.39	1.72	0.74	★★
33. My academic advisor is knowledgeable about requirements in my major. ▲	6.74	6.5	0.94	0.24	6.59	6.04	1.43	0.55	★★
55. Major requirements are clear and reasonable.	6.64	6.1	1.29	0.54	6.51	5.79	1.37	0.72	
Registration Effectiveness	6.5	5.94	1.26	0.56	6.22	5.42	1.26	0.8	★★★
11. Billing policies are reasonable.	6.33	5.25	1.54	1.08	6.08	4.79	1.7	1.29	★
20. The business office is open during hours which are convenient for most students.	6.35	6.15	1.17	0.20	6.02	5.5	1.45	0.52	★★★
27. The personnel involved in registration are helpful. ▲	6.57	6.41	0.86	0.16	6.29	5.7	1.42	0.59	★★★
34. I am able to register for classes I need with few conflicts. ▲	6.81	6.2	1.51	0.61	6.51	5.43	1.67	1.08	★★★
50. Class change (drop/add) policies are reasonable.	6.47	5.85	1.55	0.62	6.2	5.78	1.44	0.42	
Safety and Security	6.33	5.28	1.54	1.05	6.28	5.07	1.46	1.21	
7. The campus is safe and secure for all students.	6.65	5.81	1.6	0.84	6.57	5.73	1.45	0.84	
21. The amount of student parking space on campus is adequate.	5.99	4.6	1.89	1.39	5.93	3.97	2.09	1.96	★★
28. Parking lots are well-lighted and secure.	6.24	5.27	1.58	0.97	6.14	5.15	1.73	0.99	
36. Security staff respond quickly in emergencies. ▲	6.64	5.86	1.71	0.78	6.52	5.59	1.6	0.93	
Concern for the Individual	6.53	5.85	1.19	0.68	6.35	5.57	1.2	0.78	★
3. Faculty care about me as an individual.	6.51	5.9	1.59	0.61	6.33	5.66	1.41	0.67	
14. My academic advisor is concerned about my success as an individual.	6.65	6.27	1.14	0.38	6.43	5.84	1.53	0.59	★
22. Counseling staff care about students as individuals.	6.69	6.38	1.06	0.31	6.36	5.65	1.53	0.71	★★★
25. Faculty are fair and unbiased in their treatment of individual students.	6.57	5.46	1.82	1.11	6.43	5.48	1.55	0.95	
30. Residence hall staff are concerned about me as an individual.	5.69	5.18	1.74	0.51	6.06	5.31	1.71	0.75	
59. This institution shows concern for students as individuals. ▲	6.63	6.18	1.19	0.45	6.54	5.91	1.32	0.63	
Service Excellence	6.48	5.96	1.36	0.52	6.21	5.49	1.2	0.72	★★★
2. The campus staff are caring and helpful.	6.63	6.04	1.37	0.59	6.45	5.73	1.31	0.72	★
13. Library staff are helpful and approachable.	6.38	6.19	1.14	0.19	5.95	5.97	1.27	-0.02	
15. The staff in the health services area are competent.	6.76	6.14	1.24	0.62	6.3	5.56	1.55	0.74	★★
22. Counseling staff care about students as individuals. ▲	6.69	6.38	1.06	0.31	6.36	5.65	1.53	0.71	★★★
27. The personnel involved in registration are helpful.	6.57	6.41	0.86	0.16	6.29	5.7	1.42	0.59	★★★
57. I seldom get the "run-around" when seeking information on this campus.	6.48	5.76	1.78	0.72	6.1	5.14	1.73	0.96	★★
60. I generally know what's happening on campus.	6.14	5.85	1.48	0.29	6.03	5.32	1.61	0.71	★★
71. Channels for expressing student complaints are readily available.	6.29	5.09	1.95	1.20	6.14	4.88	1.81	1.26	
Responsiveness to Diverse Populations	5.8	1.4			5.48	1.47			★
84. Institution's commitment to part-time students?	6.14	1.25			5.56	1.48			★★
85. Institution's commitment to evening students?	5.05	2.21			5.5	1.5			
86. Institution's commitment to older, returning learners?	5.91	1.56			5.67	1.46			
87. Institution's commitment to under-represented populations?	5.82	1.62			5.4	1.62			
88. Institution's commitment to commuters?	5.71	1.45			5.33	1.66			

89. Institution's commitment to students with disabilities?	6.02	1.55			5.54	1.62			★
Campus Climate	6.45	5.79	1.19	0.66	6.31	5.46	1.17	0.85	★★
1. Most students feel a sense of belonging here.	6.18	5.61	1.49	0.57	6.21	5.2	1.47	1.01	★★
2. The campus staff are caring and helpful.	6.63	6.04	1.37	0.59	6.45	5.73	1.31	0.72	★
3. Faculty care about me as an individual.	6.51	5.9	1.59	0.61	6.33	5.66	1.41	0.67	
7. The campus is safe and secure for all students. ▲	6.65	5.81	1.6	0.84	6.57	5.73	1.45	0.84	
10. Administrators are approachable to students.	6.27	5.38	1.78	0.89	6.16	5.45	1.5	0.71	
29. It is an enjoyable experience to be a student on this campus.	6.41	5.74	1.66	0.67	6.48	5.46	1.6	1.02	
37. I feel a sense of pride about my campus.	6.16	5.67	1.73	0.49	5.99	5.35	1.68	0.64	
41. There is a commitment to academic excellence on this campus.	6.56	6.18	1.28	0.38	6.42	5.82	1.33	0.60	★
45. Students are made to feel welcome on this campus.	6.54	6.1	1.42	0.44	6.45	5.69	1.48	0.76	★
51. This institution has a good reputation within the community. ▲	6.67	6.38	1.2	0.29	6.3	5.85	1.44	0.45	★★★
57. I seldom get the "run-around" when seeking information on this campus.	6.48	5.76	1.78	0.72	6.1	5.14	1.73	0.96	★★
59. This institution shows concern for students as individuals.	6.55	5.55	1.83	1.00	6.44	5.43	1.66	1.01	
60. I generally know what's happening on campus.	6.14	5.85	1.48	0.29	6.03	5.32	1.61	0.71	★★
62. There is a strong commitment to racial harmony on this campus.	6.55	6.03	1.41	0.52	6.32	5.59	1.57	0.73	★
66. Tuition paid is a worthwhile investment. ▲	6.61	5.39	1.66	1.22	6.44	5	1.75	1.44	
67. Freedom of expression is protected on campus.	6.45	5.83	1.52	0.62	6.34	5.44	1.66	0.90	
71. Channels for expressing student complaints are readily available.	6.29	5.09	1.95	1.20	6.14	4.88	1.81	1.26	
72. On the whole, the campus is well-maintained. ▲	6.65	6.21	1.25	0.44	6.36	5.81	1.42	0.55	★
73. Student activities fees are put to good use.	5.94	5.09	1.85	0.85	6.14	4.93	1.77	1.21	
Decision to enroll									
Cost as factor in decision to enroll.	6.32			90%	6.25			89%	
Financial aid as factor in decision to enroll.	6.30			90%	6.37			91%	
Academic reputation as factor in decision to enroll.	6.65			95%	6.12			87%	
Size of institution as factor in decision to enroll.	6.07			87%	5.55			79%	
Opportunity to play sports as factor in decision to enroll.	2.86			41%	4.26			61%	
Recommendations from family/friends as factor in decision to enroll.	5.19			74%	5.04			72%	
Geographic setting as factor in decision to enroll.	5.74			82%	5.51			79%	
Campus appearance as factor in decision to enroll.	5.47			78%	5.56			79%	
Personalized attention prior to enrollment as factor in decision to enroll.	5.72			82%	5.68			81%	
Clarkson College Items									
Technology services and support meets the needs of students.	6.56	6.26	1.19	0.30					
The Clarkson College website is easy to navigate. ▲	6.57	6.5	0.83	0.07					
I found textbooks easily available.	6.68	6.1	1.44	0.58					
Faculty use Service projects that compliment course material.	6.15	5.87	1.39	0.28					
My online course(s) facilitates my academic ambitions.	6.30	5.73	1.63	0.57					
This institution fosters the value of service to our community.	6.27	6.32	1.04	-0.05					
Class size at this institution facilitates my learning. ▲	6.71	6.55	0.9	0.16					
Canvas services and support meets the needs of students. ▲	6.60	6.41	1.01	0.19					

Note, item reports are calculated by top 1/2 Importance ratings and then Top 1/4 Satisfaction ratings

Clarkson College Strengths (<0.07)

Clarkson College Challenges (>.7)

- ▲ Strengths in comparison to National 4-Year Privates
- ▲ Challenges in comparison to National 4-Year Privates

So far, how has your college experience met your expectations? 82% vs. 79%
Rate your overall satisfaction with your experience here thus far. 78% vs 73%
All in all, if you had it to do over again, would you enroll here? 78% vs. 71%