

Ruffalo Noel Levitz Student Satisfaction Inventory DACC Year-to-Year Scale Summary

Scale	2010FA						2015FA						2017FA					
	DACC			Natl			DACC			Natl			DACC			Natl		
	Imp.	Sat.	gap	Imp.	Sat.	gap	Imp.	Sat.	gap	Imp.	Sat.	gap	Imp.	Sat.	gap	Imp.	Sat.	gap
Student Centeredness	6.07	5.40	0.67	5.99	5.38	0.61	5.97	5.36	0.61	6.10	5.51	0.59	6.12	5.63	0.49	6.13	5.58	0.55
Instructional Effectiveness	6.30	5.34	0.96	6.19	5.42	0.77	6.17	5.33	0.84	6.29	5.54	0.75	6.31	5.62	0.69	6.29	5.60	0.69
Responsiveness to Diverse Populations		5.57		5.49			5.50			5.63			5.76			5.69		
Campus Support Services	5.74	5.12	0.62	5.47	4.97	0.50	5.57	5.10	0.47	5.65	5.17	0.48	5.79	5.35	0.44	5.72	5.26	0.46
Safety and Security	6.17	5.09	1.08	6.02	5.00	1.02	6.02	4.93	1.09	6.14	5.30	0.84	6.22	5.33	0.89	6.18	5.41	0.77
Academic Advising/Counseling	6.29	5.07	1.22	6.15	5.21	0.94	6.16	5.13	1.03	6.26	5.36	0.90	6.31	5.48	0.83	6.27	5.46	0.81
Admissions and Financial Aid	6.21	5.28	0.93	6.04	5.14	0.90	6.03	5.19	0.84	6.18	5.34	0.84	6.19	5.48	0.71	6.20	5.42	0.78
Academic Services	6.14	5.54	0.60	6.06	5.46	0.60	6.03	5.51	0.52	6.16	5.67	0.49	6.15	5.72	0.43	6.18	5.74	0.44
Registration Effectiveness	6.31	5.46	0.85	6.17	5.43	0.74	6.15	5.44	0.71	6.26	5.57	0.69	6.27	5.68	0.59	6.27	5.63	0.64
Service Excellence	6.07	5.33	0.74	5.97	5.28	0.69	5.95	5.25	0.70	6.08	5.44	0.64	6.06	5.51	0.55	6.10	5.52	0.58
Concern for the Individual	6.17	5.16	1.01	6.09	5.24	0.85	6.07	5.14	0.93	6.20	5.37	0.83	6.20	5.48	0.72	6.21	5.46	0.75
Campus Climate	6.05	5.28	0.77	5.98	5.31	0.67	5.96	5.27	0.69	6.10	5.46	0.64	6.09	5.55	0.54	6.12	5.53	0.59

Satisfaction higher than national by more than 0.06
 Satisfaction lower than national by more than 0.06



Importance-Satisfaction gap lower than national by more than 0.06
 Importance-Satisfaction gap higher than national by more than 0.06

