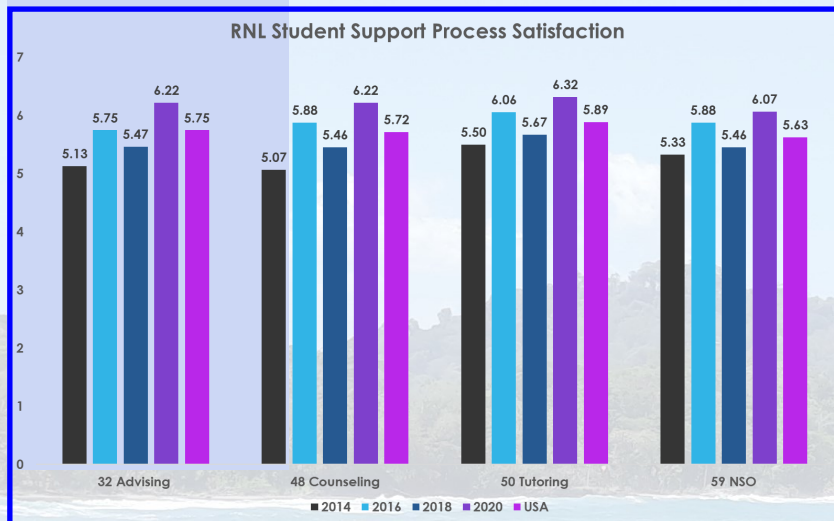


# Data Point

An item of factual information derived from measurement or research

## Ruffalo Noel Levitz Student Satisfaction Inventory



### Student Support Process Satisfaction

As seen in Figure 52-1 (left), SPC student satisfaction in Advising, Counseling, Tutoring, and New Student Orientation (NSO) reached the highest levels in 2020 and exceeded the national comparison group.

Figure 52-1 SPC Student Satisfaction results 2014 through 2020  
Data Source: Ruffalo Noel Levitz Student Satisfaction Inventory

Displayed in Figure 52-2 (right), SPC student satisfaction with Career Services, Bookstore, Library Services, and Veterans Services surpassed the national comparison group for 2020; however Library Services fell slightly short of the 2016 results (-0.04).

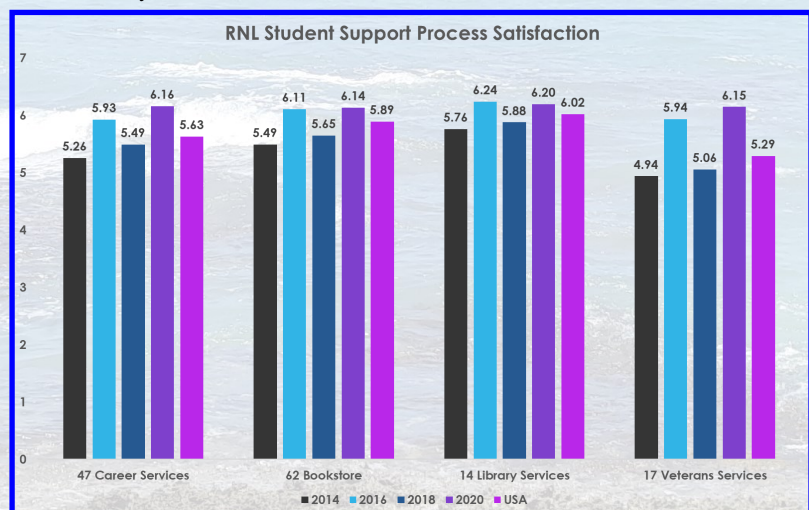


Figure 52-2 SPC Student Satisfaction results 2014 through 2020  
Data Source: Ruffalo Noel Levitz Student Satisfaction Inventory

2020 marks the second online administration of the Ruffalo Noel Levitz Student Satisfaction Inventory (RNL SSI); the first online administration occurred in 2016. 2014 and 2018 surveys were administered face-to-face in randomly sampled courses across all college divisions and departments.

### Institutional Planning, Research & Effectiveness

- Dr. Melissa Guerrero, Director
- Shanna Bradford, Coordinator of Measurement & Evaluation
- Tom Cortez, IT Data Analyst

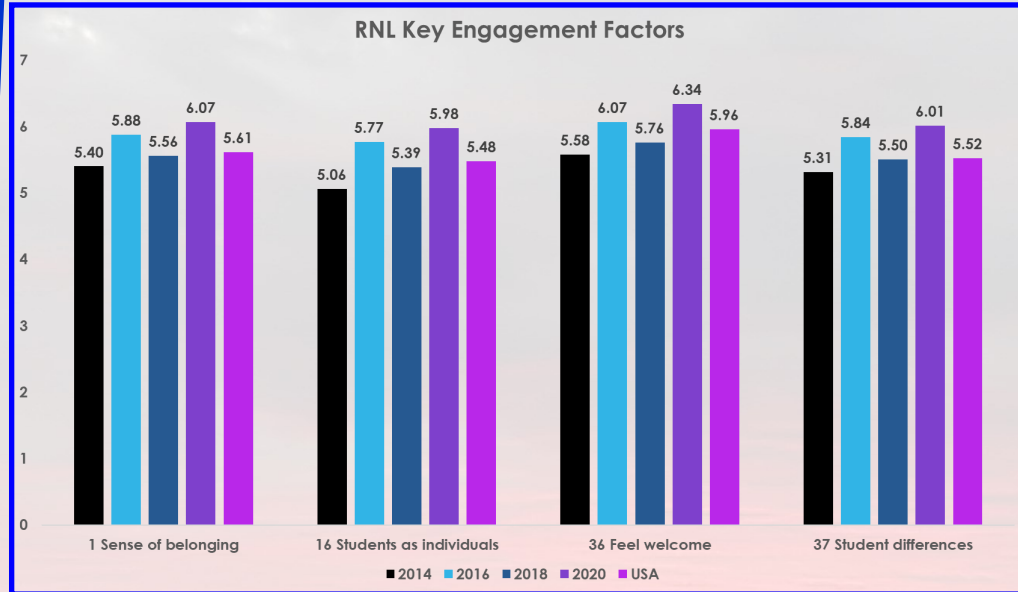


Figure 52-3 SPC Student Satisfaction results 2014 through 2020 for Key Engagement  
Data Source: Ruffalo Noel Levitz Student Satisfaction Inventory

Figure 52-3 (left) presents SPC student satisfaction with Key Engagement Factors, including Sense of Belonging, Students as Individuals, Feel Welcome, and Student Differences. For 2020, all 4 factors surpassed the national comparison group and prior year results, while Students as Individuals showed the widest margin of satisfaction over the national comparison (+0.50).

## Key Engagement Factors

When compared to national and prior years, SPC 2020 key engagement factors including caring and helpful staff, enjoyable experience, knowledgeable faculty, and approachable administrators reached their highest satisfaction levels, consequently exceeding the national results across all factors, as seen in Figure 52-4.

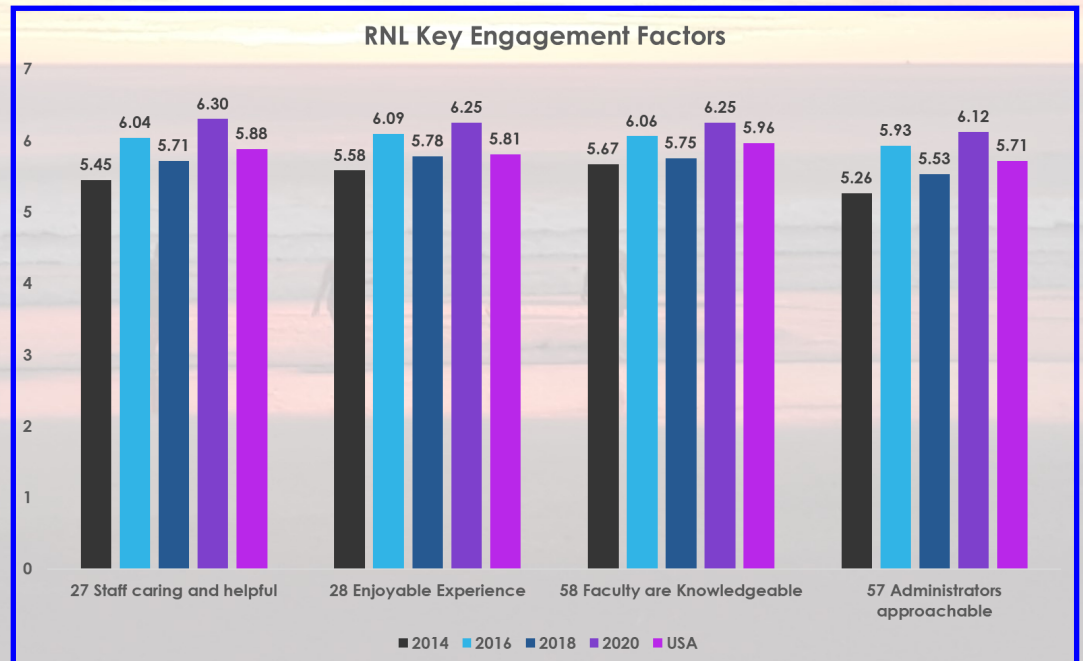


Figure 52-4 SPC Student Satisfaction Indicator results 2014 through 2020  
Data Source: Ruffalo Noel Levitz Student Satisfaction Inventory