

**2022 WNC Ruffalo Noel Levitz Student Satisfaction Inventory:  
Main Report Summary**

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## 2022 Ruffalo Noel Levitz Student Satisfaction Inventory: Strengths and Challenges Overview

Note: Comparison is based on national community college survey results.

### Strengths

	No	Item	vs. Comparison	Imp Rank
★	31	The campus is safe and secure for all students.	▲	1
★	36	Students are made to feel welcome on this campus.	▲	4
★	15	I am able to register for classes I need with few conflicts.	▲	7
★	41	Admissions staff are knowledgeable.	▲	9
★	58	Nearly all of the faculty are knowledgeable in their fields.		9
★	70	I am able to experience intellectual growth here.	▲	9
★	66	Program requirements are clear and reasonable.	▲	12
★	68	On the whole, the campus is well-maintained.	▲	14
★	28	It is an enjoyable experience to be a student on this campus.	▲	18
★	22	People on this campus respect and are supportive of each other.	▲	21
★	27	The campus staff are caring and helpful.	▲	21
★	34	Computer labs are adequate and accessible.	▲	21
★	39	The amount of student parking space on campus is adequate.	▲	21
★	43	Class change (drop/add) policies are reasonable.	▲	25
★	80	Campus item: Students of color are made to feel welcome here.		25
★	14	Library resources and services are adequate.		32
★	26	Library staff are helpful and approachable.	▲	32

### Challenges

	No	Item	vs. Comparison	Imp Rank
🚩	77	Campus item: My program of study is providing me with the necessary ...		3
🚩	18	The quality of instruction I receive in most of my classes is excellent.		5
🚩	32	My academic advisor is knowledgeable about my program requirements.		5
🚩	40	My academic advisor is knowledgeable about the transfer requirement...		7
🚩	20	Financial aid counselors are helpful.	▲	18
🚩	7	Adequate financial aid is available for most students.		30
🚩	71	Campus item: My academic advisor is available when I need assistance/...		32
🚩	46	Faculty provide timely feedback about student progress in a course.		39

## 2022 Ruffalo Noel Levitz Student Satisfaction Inventory: Scale Summary

### Western Nevada College - SSI      National Community Colleges 2018-2021

Scale	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap
Academic Advising/Counseling	6.36	5.84	1.30	0.52	6.37	5.69	1.37	0.68
Academic Services	6.35	6.09	1.01	0.26	6.32	5.94	1.08	0.38
Admissions and Financial Aid	6.42	5.93	1.15	0.49	6.31	5.66	1.28	0.65
Campus Climate	6.24	5.91	1.06	0.33	6.25	5.74	1.14	0.51
Campus Support Services	6.19	5.83	1.29	0.36	5.98	5.54	1.31	0.44
Concern for the Individual	6.29	5.85	1.22	0.44	6.30	5.66	1.28	0.64
Instructional Effectiveness	6.33	5.91	1.09	0.42	6.37	5.78	1.14	0.59
Registration Effectiveness	6.32	5.93	1.11	0.39	6.36	5.83	1.08	0.53
Responsiveness to Diverse Populations		5.91	1.24			5.90	1.27	
Safety and Security	6.38	6.04	1.03	0.34	6.32	5.71	1.18	0.61
Service Excellence	6.23	5.86	1.11	0.37	6.23	5.73	1.14	0.50
Student Centeredness	6.26	6.00	1.13	0.26	6.26	5.79	1.20	0.47

Scale	Difference	SS
Academic Advising/Counseling	0.15	★
Academic Services	0.15	★★
Admissions and Financial Aid	0.27	★★★
Campus Climate	0.17	★★
Campus Support Services	0.29	★★★
Concern for the Individual	0.19	★★
Instructional Effectiveness	0.13	★
Registration Effectiveness	0.10	
Responsiveness to Diverse Populations	0.01	
Safety and Security	0.33	★★★
Service Excellence	0.13	★
Student Centeredness	0.21	★★

- ★ Difference statistically significant at the .05 level
- ★★ Difference statistically significant at the .01 level
- ★★★ Difference statistically significant at the .001 level

National Group Means are based on 100,104 records

## 2022 Ruffalo Noel Levitz Student Satisfaction Inventory: Item Report (Items 1-22)

### Western Nevada College - SSI

### National Community Colleges 2018-2021

S/C	No	Item	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
	1	Most students feel a sense of belonging here.	5.85	5.84	1.27	0.01	5.96	5.65	1.37	0.31	0.19	★
	2	Faculty care about me as an individual.	6.06	5.87	1.36	0.19	6.17	5.66	1.44	0.51	0.21	★
	3	The quality of instruction in the vocational/technical programs is excellent.	6.24	5.86	1.27	0.38	6.27	5.66	1.38	0.61	0.20	★
	4	Security staff are helpful.	6.14	5.89	1.37	0.25	6.11	5.69	1.48	0.42	0.20	
	5	The personnel involved in registration are helpful.	6.29	5.92	1.38	0.37	6.36	5.77	1.49	0.59	0.15	
	6	My academic advisor is approachable.	6.35	5.97	1.40	0.38	6.41	5.84	1.56	0.57	0.13	
🚩	7	Adequate financial aid is available for most students.	6.37	5.74	1.53	0.63	6.36	5.60	1.62	0.76	0.14	
	8	Classes are scheduled at times that are convenient for me.	6.20	5.64	1.57	0.56	6.45	5.80	1.45	0.65	-0.16	
	9	Internships or practical experiences are provided in my degree/certificate program.	6.08	5.54	1.60	0.54	6.15	5.40	1.65	0.75	0.14	
	10	Child care facilities are available on campus.	6.09	5.87	1.53	0.22	5.16	4.71	1.99	0.45	1.16	★★★
	11	Security staff respond quickly in emergencies.	6.39	5.99	1.26	0.40	6.35	5.72	1.43	0.63	0.27	★
	12	My academic advisor helps me set goals to work toward.	6.28	5.84	1.53	0.44	6.23	5.51	1.74	0.72	0.33	★★
	13	Financial aid awards are announced to students in time to be helpful in college planning.	6.37	5.88	1.39	0.49	6.29	5.46	1.66	0.83	0.42	★★★
★	14	Library resources and services are adequate.	6.36	6.16	1.17	0.20	6.34	6.03	1.27	0.31	0.13	
★	15	I am able to register for classes I need with few conflicts.	6.48	6.12	1.22	0.36	6.46	5.81	1.46	0.65	0.31	★★★
	16	The college shows concern for students as individuals.	6.21	5.76	1.45	0.45	6.27	5.53	1.57	0.74	0.23	★
	17	Personnel in the Veterans' Services program are helpful.	6.15	5.75	1.54	0.40	5.74	5.39	1.55	0.35	0.36	★
🚩	18	The quality of instruction I receive in most of my classes is excellent.	6.49	5.89	1.27	0.60	6.50	5.74	1.40	0.76	0.15	
	19	This campus provides effective support services for displaced homemakers.	6.09	5.66	1.58	0.43	5.84	5.41	1.53	0.43	0.25	
🚩	20	Financial aid counselors are helpful.	6.41	5.81	1.46	0.60	6.32	5.55	1.66	0.77	0.26	★
	21	There are a sufficient number of study areas on campus.	6.31	6.17	1.16	0.14	6.28	5.94	1.39	0.34	0.23	★★
★	22	People on this campus respect and are supportive of each other.	6.40	6.15	1.12	0.25	6.29	5.85	1.33	0.44	0.30	★★★

- ★ Difference statistically significant at the .05 level
- ★★ Difference statistically significant at the .01 level
- ★★★ Difference statistically significant at the .001 level

National Group Means are based on 100,104 records

S/C symbols: Stars indicate strengths, red flags indicate challenges

## 2022 Ruffalo Noel Levitz Student Satisfaction Inventory: Item Report (Items 23-43)

### Western Nevada College - SSI

### National Community Colleges 2018-2021

S/C	No	Item	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
	23	Faculty are understanding of students' unique life circumstances.	6.35	5.86	1.35	0.49	6.35	5.63	1.55	0.72	0.23	★
	24	Parking lots are well-lighted and secure.	6.26	5.83	1.39	0.43	6.29	5.68	1.53	0.61	0.15	
	25	My academic advisor is concerned about my success as an individual.	6.27	5.65	1.60	0.62	6.31	5.54	1.71	0.77	0.11	
★	26	Library staff are helpful and approachable.	6.36	6.23	1.14	0.13	6.25	6.02	1.29	0.23	0.21	★
★	27	The campus staff are caring and helpful.	6.40	6.13	1.09	0.27	6.34	5.93	1.28	0.41	0.20	★
★	28	It is an enjoyable experience to be a student on this campus.	6.41	6.13	1.27	0.28	6.33	5.85	1.42	0.48	0.28	★★
	29	Faculty are fair and unbiased in their treatment of individual students.	6.53	6.05	1.33	0.48	6.43	5.81	1.46	0.62	0.24	★★
	30	The career services office provides students with the help they need to get a job.	6.33	5.96	1.34	0.37	6.24	5.65	1.48	0.59	0.31	★
★	31	The campus is safe and secure for all students.	6.63	6.24	1.06	0.39	6.53	6.06	1.23	0.47	0.18	★
🚩	32	My academic advisor is knowledgeable about my program requirements.	6.49	5.90	1.43	0.59	6.48	5.82	1.58	0.66	0.08	
	33	Admissions counselors accurately portray the campus in their recruiting practices.	6.43	6.01	1.26	0.42	6.19	5.73	1.45	0.46	0.28	★★
★	34	Computer labs are adequate and accessible.	6.40	6.21	1.06	0.19	6.35	6.03	1.30	0.32	0.18	★
	35	Policies and procedures regarding registration and course selection are clear and well-p...	6.45	6.04	1.18	0.41	6.38	5.81	1.41	0.57	0.23	★★
★	36	Students are made to feel welcome on this campus.	6.50	6.21	1.17	0.29	6.40	6.01	1.30	0.39	0.20	★
	37	Faculty take into consideration student differences as they teach a course.	6.29	5.72	1.43	0.57	6.29	5.57	1.53	0.72	0.15	
	38	The student center is a comfortable place for students to spend their leisure time.	6.23	6.14	1.18	0.09	6.11	5.83	1.40	0.28	0.31	★★
★	39	The amount of student parking space on campus is adequate.	6.40	6.16	1.18	0.24	6.29	5.36	1.83	0.93	0.80	★★★
🚩	40	My academic advisor is knowledgeable about the transfer requirements of other schools.	6.48	5.88	1.43	0.60	6.38	5.67	1.62	0.71	0.21	
★	41	Admissions staff are knowledgeable.	6.47	6.09	1.22	0.38	6.40	5.89	1.38	0.51	0.20	★
	42	The equipment in the lab facilities is kept up to date.	6.39	6.03	1.31	0.36	6.34	5.82	1.39	0.52	0.21	★
★	43	Class change (drop/add) policies are reasonable.	6.39	6.17	1.26	0.22	6.34	5.89	1.42	0.45	0.28	★★

- ★ Difference statistically significant at the .05 level
- ★★ Difference statistically significant at the .01 level
- ★★★ Difference statistically significant at the .001 level

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## 2022 Ruffalo Noel Levitz Student Satisfaction Inventory: Item Report (Items 44-66)

### Western Nevada College - SSI

### National Community Colleges 2018-2021

S/C	No	Item	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
	44	I generally know what's happening on campus.	5.75	5.50	1.53	0.25	5.89	5.45	1.60	0.44	0.05	
	45	This institution has a good reputation within the community.	6.29	6.12	1.29	0.17	6.29	6.01	1.30	0.28	0.11	
■	46	Faculty provide timely feedback about student progress in a course.	6.33	5.78	1.43	0.55	6.38	5.67	1.49	0.71	0.11	
	47	There are adequate services to help me decide upon a career.	6.28	5.66	1.51	0.62	6.30	5.70	1.48	0.60	-0.04	
	48	Counseling staff care about students as individuals.	6.39	5.90	1.37	0.49	6.34	5.78	1.47	0.56	0.12	
	49	Admissions counselors respond to prospective students' unique needs and requests.	6.43	6.04	1.24	0.39	6.29	5.74	1.45	0.55	0.30	★★
	50	Tutoring services are readily available.	6.35	5.94	1.42	0.41	6.35	5.96	1.37	0.39	-0.02	
	51	There are convenient ways of paying my school bill.	6.35	5.96	1.41	0.39	6.39	5.88	1.43	0.51	0.08	
	52	This school does whatever it can to help me reach my educational goals.	6.30	5.75	1.45	0.55	6.39	5.68	1.49	0.71	0.07	
	53	The assessment and course placement procedures are reasonable.	6.31	6.03	1.25	0.28	6.30	5.82	1.38	0.48	0.21	★
	54	Faculty are interested in my academic problems.	6.10	5.56	1.61	0.54	6.25	5.59	1.54	0.66	-0.03	
	55	Academic support services adequately meet the needs of students.	6.29	5.88	1.44	0.41	6.31	5.78	1.40	0.53	0.10	
	56	The business office is open during hours which are convenient for most students.	6.16	5.85	1.32	0.31	6.27	5.80	1.41	0.47	0.05	
	57	Administrators are approachable to students.	6.26	5.98	1.34	0.28	6.29	5.77	1.45	0.52	0.21	★
★	58	Nearly all of the faculty are knowledgeable in their fields.	6.47	6.11	1.21	0.36	6.49	6.00	1.29	0.49	0.11	
	59	New student orientation services help students adjust to college.	6.12	5.74	1.48	0.38	6.16	5.70	1.52	0.46	0.04	
	60	Billing policies are reasonable.	6.33	5.95	1.32	0.38	6.32	5.77	1.45	0.55	0.18	★
	61	Faculty are usually available after class and during office hours.	6.26	6.06	1.26	0.20	6.37	5.97	1.31	0.40	0.09	
	62	Bookstore staff are helpful.	6.16	5.69	1.58	0.47	6.24	5.94	1.40	0.30	-0.25	★★
	63	I seldom get the "run-around" when seeking information on this campus.	6.21	5.61	1.67	0.60	6.18	5.49	1.65	0.69	0.12	
	64	Nearly all classes deal with practical experiences and applications.	6.18	5.85	1.32	0.33	6.28	5.75	1.39	0.53	0.10	
	65	Students are notified early in the term if they are doing poorly in a class.	6.20	5.55	1.61	0.65	6.30	5.40	1.73	0.90	0.15	
★	66	Program requirements are clear and reasonable.	6.45	6.07	1.28	0.38	6.45	5.91	1.36	0.54	0.16	★

- ★ Difference statistically significant at the .05 level
- ★★ Difference statistically significant at the .01 level
- ★★★ Difference statistically significant at the .001 level

National Group Means are based on 100,104 records

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## 2022 Ruffalo Noel Levitz Student Satisfaction Inventory: Item Report (Items 67-88)

### Western Nevada College - SSI

### National Community Colleges 2018-2021

S/C	No	Item	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
	67	Channels for expressing student complaints are readily available.	6.19	5.47	1.72	0.72	6.20	5.36	1.72	0.84	0.11	
★	68	On the whole, the campus is well-maintained.	6.44	6.34	1.05	0.10	6.41	6.14	1.21	0.27	0.20	★★
	69	There is a good variety of courses provided on this campus.	6.42	5.92	1.41	0.50	6.46	6.04	1.28	0.42	-0.12	
★	70	I am able to experience intellectual growth here.	6.47	6.25	1.18	0.22	6.51	6.10	1.25	0.41	0.15	★
🚩	71	Campus item: My academic advisor is available when I need assistance/help.	6.36	5.85	1.52	0.51						
	72	Campus item: I am able to meet with my academic adviser at least once a semester.	6.25	5.86	1.66	0.39						
	73	Campus item: My online class/es meet my expectations.	6.41	5.91	1.49	0.50						
	74	Campus item: I am aware of my assigned academic adviser.	5.96	4.82	2.32	1.14						
	75	Campus item: I am able to obtain academic advising through the Counseling Center staff.	6.23	5.82	1.57	0.41						
	76	Campus item: I receive academic advising from the faculty in my program.	6.16	5.60	1.73	0.56						
🚩	77	Campus item: My program of study is providing me with the necessary preparation for ...	6.51	5.98	1.43	0.53						
	78	Campus item: Students and friends provide me with academic advising.	5.71	5.71	1.53	0.00						
	79	Campus item: There are enough opportunities to become involved in student activities/...	5.91	5.78	1.50	0.13						
★	80	Campus item: Students of color are made to feel welcome here.	6.39	6.12	1.35	0.27						
	81	Institution's commitment to part-time students?		5.89	1.35			5.95	1.35		-0.06	
	82	Institution's commitment to evening students?		5.90	1.39			5.83	1.44		0.07	
	83	Institution's commitment to older, returning learners?		6.03	1.36			5.93	1.41		0.10	
	84	Institution's commitment to under-represented populations?		5.90	1.33			5.88	1.39		0.02	
	85	Institution's commitment to commuters?		5.76	1.46			5.84	1.42		-0.08	
	86	Institution's commitment to students with disabilities?		6.00	1.32			6.00	1.35		0.00	
	87	Cost as factor in decision to enroll.	6.31				6.40					
	88	Financial aid as factor in decision to enroll.	6.29				6.22					

- ★ Difference statistically significant at the .05 level
- ★★ Difference statistically significant at the .01 level
- ★★★ Difference statistically significant at the .001 level

National Group Means are based on 100,104 records

S/C symbols: Stars indicate strengths, red flags indicate challenges

## 2022 Ruffalo Noel Levitz Student Satisfaction Inventory: Item Report (Items 89-95)

### Western Nevada College - SSI

### National Community Colleges 2018-2021

S/C	No	Item	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
	89	Academic reputation as factor in decision to enroll.	5.83				6.05					
	90	Size of institution as factor in decision to enroll.	5.23				5.38					
	91	Opportunity to play sports as factor in decision to enroll.	3.84				4.04					
	92	Recommendations from family/friends as factor in decision to enroll.	5.12				5.25					
	93	Geographic setting as factor in decision to enroll.	5.66				5.74					
	94	Campus appearance as factor in decision to enroll.	5.16				5.45					
	95	Personalized attention prior to enrollment as factor in decision to enroll.	5.39				5.64					

- ★ Difference statistically significant at the .05 level
- ★★ Difference statistically significant at the .01 level
- ★★★ Difference statistically significant at the .001 level

National Group Means are based on 100,104 records

S/C symbols: Stars indicate strengths, red flags indicate challenges



## 2022 Ruffalo Noel Levitz Student Satisfaction Inventory: Item Percentage (Items 1-22)

Note: This report provides a look at the percentage of responses that indicated an answer of 6 or 7 to the items in the survey: 6 is considered “important” or “satisfied” and 7 is considered “very important” or “very satisfied.”

### Western Nevada College - SSI      National Community Colleges 2018-2021

S/C	No	Item	Importance %	Satisfaction %	Gap %	Importance %	Satisfaction %	Gap %	Difference
	1	Most students feel a sense of belonging here.	67%	66%	1%	71%	62%	9%	4%
	2	Faculty care about me as an individual.	76%	69%	7%	78%	63%	15%	6%
	3	The quality of instruction in the vocational/technical programs is excellent.	79%	68%	11%	81%	63%	18%	5%
	4	Security staff are helpful.	77%	70%	7%	76%	64%	12%	6%
	5	The personnel involved in registration are helpful.	82%	70%	12%	84%	67%	17%	3%
	6	My academic advisor is approachable.	82%	71%	11%	85%	70%	15%	1%
🚩	7	Adequate financial aid is available for most students.	83%	64%	19%	84%	63%	21%	1%
	8	Classes are scheduled at times that are convenient for me.	79%	60%	19%	86%	67%	19%	-7%
	9	Internships or practical experiences are provided in my degree/certificate program.	76%	58%	18%	77%	56%	21%	2%
	10	Child care facilities are available on campus.	77%	70%	7%	55%	41%	14%	29%
	11	Security staff respond quickly in emergencies.	85%	71%	14%	83%	64%	19%	7%
	12	My academic advisor helps me set goals to work toward.	81%	69%	12%	80%	61%	19%	8%
	13	Financial aid awards are announced to students in time to be helpful in college planning.	84%	68%	16%	82%	58%	24%	10%
★	14	Library resources and services are adequate.	83%	76%	7%	83%	74%	9%	2%
★	15	I am able to register for classes I need with few conflicts.	87%	77%	10%	87%	68%	19%	9%
	16	The college shows concern for students as individuals.	77%	66%	11%	81%	60%	21%	6%
	17	Personnel in the Veterans' Services program are helpful.	76%	63%	13%	66%	52%	14%	11%
🚩	18	The quality of instruction I receive in most of my classes is excellent.	87%	69%	18%	88%	65%	23%	4%
	19	This campus provides effective support services for displaced homemakers.	72%	61%	11%	68%	53%	15%	8%
🚩	20	Financial aid counselors are helpful.	86%	69%	17%	83%	61%	22%	8%
	21	There are a sufficient number of study areas on campus.	79%	78%	1%	81%	71%	10%	7%
★	22	People on this campus respect and are supportive of each other.	86%	78%	8%	82%	68%	14%	10%

National Group Means are based on 100,104 records

S/C symbols: Stars indicate strengths, red flags indicate challenges

## 2022 Ruffalo Noel Levitz Student Satisfaction Inventory: Item Percentage (Items 23-43)

Note: This report provides a look at the percentage of responses that indicated an answer of 6 or 7 to the items in the survey: 6 is considered “important” or “satisfied” and 7 is considered “very important” or “very satisfied.”

### Western Nevada College - SSI      National Community Colleges 2018-2021

S/C	No	Item	Importance %	Satisfaction %	Gap %	Importance %	Satisfaction %	Gap %	Difference
	23	Faculty are understanding of students' unique life circumstances.	85%	68%	17%	84%	63%	21%	5%
	24	Parking lots are well-lighted and secure.	78%	68%	10%	81%	64%	17%	4%
	25	My academic advisor is concerned about my success as an individual.	80%	63%	17%	83%	62%	21%	1%
★	26	Library staff are helpful and approachable.	81%	78%	3%	80%	73%	7%	5%
★	27	The campus staff are caring and helpful.	84%	74%	10%	83%	71%	12%	3%
★	28	It is an enjoyable experience to be a student on this campus.	85%	77%	8%	83%	69%	14%	8%
	29	Faculty are fair and unbiased in their treatment of individual students.	89%	76%	13%	86%	69%	17%	7%
	30	The career services office provides students with the help they need to get a job.	80%	69%	11%	80%	62%	18%	7%
★	31	The campus is safe and secure for all students.	92%	81%	11%	88%	75%	13%	6%
⚑	32	My academic advisor is knowledgeable about my program requirements.	88%	71%	17%	88%	70%	18%	1%
	33	Admissions counselors accurately portray the campus in their recruiting practices.	85%	71%	14%	78%	65%	13%	6%
★	34	Computer labs are adequate and accessible.	83%	77%	6%	83%	74%	9%	3%
	35	Policies and procedures regarding registration and course selection are clear and well-...	86%	71%	15%	84%	67%	17%	4%
★	36	Students are made to feel welcome on this campus.	88%	78%	10%	85%	74%	11%	4%
	37	Faculty take into consideration student differences as they teach a course.	81%	64%	17%	82%	61%	21%	3%
	38	The student center is a comfortable place for students to spend their leisure time.	79%	76%	3%	75%	68%	7%	8%
★	39	The amount of student parking space on campus is adequate.	85%	77%	8%	82%	58%	24%	19%
⚑	40	My academic advisor is knowledgeable about the transfer requirements of other schoo...	86%	66%	20%	85%	65%	20%	1%
★	41	Admissions staff are knowledgeable.	86%	75%	11%	85%	70%	15%	5%
	42	The equipment in the lab facilities is kept up to date.	84%	72%	12%	83%	68%	15%	4%
★	43	Class change (drop/add) policies are reasonable.	84%	80%	4%	83%	71%	12%	9%

National Group Means are based on 100,104 records

S/C symbols: Stars indicate strengths, red flags indicate challenges

## 2022 Ruffalo Noel Levitz Student Satisfaction Inventory: Item Percentage (Items 44-65)

Note: This report provides a look at the percentage of responses that indicated an answer of 6 or 7 to the items in the survey: 6 is considered “important” or “satisfied” and 7 is considered “very important” or “very satisfied.”

### Western Nevada College - SSI

### National Community Colleges 2018-2021

S/C	No	Item	Importance %	Satisfaction %	Gap %	Importance %	Satisfaction %	Gap %	Difference
	44	I generally know what's happening on campus.	62%	56%	6%	68%	57%	11%	-1%
	45	This institution has a good reputation within the community.	80%	76%	4%	81%	74%	7%	2%
■	46	Faculty provide timely feedback about student progress in a course.	83%	65%	18%	85%	64%	21%	1%
	47	There are adequate services to help me decide upon a career.	80%	61%	19%	82%	64%	18%	-3%
	48	Counseling staff care about students as individuals.	85%	70%	15%	83%	67%	16%	3%
	49	Admissions counselors respond to prospective students' unique needs and requests.	88%	75%	13%	82%	65%	17%	10%
	50	Tutoring services are readily available.	83%	69%	14%	83%	72%	11%	-3%
	51	There are convenient ways of paying my school bill.	84%	71%	13%	85%	70%	15%	1%
	52	This school does whatever it can to help me reach my educational goals.	82%	67%	15%	85%	64%	21%	3%
	53	The assessment and course placement procedures are reasonable.	83%	76%	7%	82%	68%	14%	8%
	54	Faculty are interested in my academic problems.	76%	61%	15%	80%	61%	19%	0%
	55	Academic support services adequately meet the needs of students.	82%	69%	13%	83%	67%	16%	2%
	56	The business office is open during hours which are convenient for most students.	75%	68%	7%	81%	67%	14%	1%
	57	Administrators are approachable to students.	80%	73%	7%	82%	67%	15%	6%
★	58	Nearly all of the faculty are knowledgeable in their fields.	87%	78%	9%	88%	74%	14%	4%
	59	New student orientation services help students adjust to college.	77%	65%	12%	78%	65%	13%	0%
	60	Billing policies are reasonable.	82%	71%	11%	83%	67%	16%	4%
	61	Faculty are usually available after class and during office hours.	80%	78%	2%	84%	73%	11%	5%
	62	Bookstore staff are helpful.	76%	68%	8%	80%	72%	8%	-4%
	63	I seldom get the "run-around" when seeking information on this campus.	80%	65%	15%	79%	60%	19%	5%
	64	Nearly all classes deal with practical experiences and applications.	79%	68%	11%	82%	65%	17%	3%
	65	Students are notified early in the term if they are doing poorly in a class.	79%	59%	20%	82%	58%	24%	1%

National Group Means are based on 100,104 records

S/C symbols: Stars indicate strengths, red flags indicate challenges

## 2022 Ruffalo Noel Levitz Student Satisfaction Inventory: Item Percentage (Items 66-87)

Note: This report provides a look at the percentage of responses that indicated an answer of 6 or 7 to the items in the survey: 6 is considered “important” or “satisfied” and 7 is considered “very important” or “very satisfied.”

### Western Nevada College - SSI

### National Community Colleges 2018-2021

S/C	No	Item	Importance %	Satisfaction %	Gap %	Importance %	Satisfaction %	Gap %	Difference
★	66	Program requirements are clear and reasonable.	87%	78%	9%	87%	71%	16%	7%
	67	Channels for expressing student complaints are readily available.	79%	60%	19%	79%	56%	23%	4%
★	68	On the whole, the campus is well-maintained.	86%	83%	3%	85%	78%	7%	5%
	69	There is a good variety of courses provided on this campus.	87%	71%	16%	87%	75%	12%	-4%
★	70	I am able to experience intellectual growth here.	86%	82%	4%	88%	77%	11%	5%
🚩	71	Campus item: My academic advisor is available when I need assistance/help.	84%	72%	12%				
	72	Campus item: I am able to meet with my academic adviser at least once a semester.	83%	73%	10%				
	73	Campus item: My online class/es meet my expectations.	87%	72%	15%				
	74	Campus item: I am aware of my assigned academic adviser.	74%	51%	23%				
	75	Campus item: I am able to obtain academic advising through the Counseling Center st...	82%	72%	10%				
	76	Campus item: I receive academic advising from the faculty in my program.	79%	65%	14%				
🚩	77	Campus item: My program of study is providing me with the necessary preparation for ...	89%	75%	14%				
	78	Campus item: Students and friends provide me with academic advising.	63%	65%	-2%				
	79	Campus item: There are enough opportunities to become involved in student activities...	72%	68%	4%				
★	80	Campus item: Students of color are made to feel welcome here.	85%	76%	9%				
	81	Institution's commitment to part-time students?		68%			72%		-4%
	82	Institution's commitment to evening students?		70%			69%		1%
	83	Institution's commitment to older, returning learners?		74%			72%		2%
	84	Institution's commitment to under-represented populations?		68%			70%		-2%
	85	Institution's commitment to commuters?		63%			69%		-6%
	86	Institution's commitment to students with disabilities?		71%			73%		-2%
	87	Cost as factor in decision to enroll.	83%			85%			

National Group Means are based on 100,104 records

S/C symbols: Stars indicate strengths, red flags indicate challenges

## 2022 Ruffalo Noel Levitz Student Satisfaction Inventory: Item Percentage (Items 88-95)

Note: This report provides a look at the percentage of responses that indicated an answer of 6 or 7 to the items in the survey: 6 is considered “important” or “satisfied” and 7 is considered “very important” or “very satisfied.”

### Western Nevada College - SSI

### National Community Colleges 2018-2021

S/C	No	Item	Importance %	Satisfaction %	Gap %	Importance %	Satisfaction %	Gap %	Difference
	88	Financial aid as factor in decision to enroll.	81%			81%			
	89	Academic reputation as factor in decision to enroll.	68%			74%			
	90	Size of institution as factor in decision to enroll.	55%			57%			
	91	Opportunity to play sports as factor in decision to enroll.	32%			36%			
	92	Recommendations from family/friends as factor in decision to enroll.	52%			55%			
	93	Geographic setting as factor in decision to enroll.	65%			67%			
	94	Campus appearance as factor in decision to enroll.	50%			59%			
	95	Personalized attention prior to enrollment as factor in decision to enroll.	57%			64%			

National Group Means are based on 100,104 records

S/C symbols: Stars indicate strengths, red flags indicate challenges

## 2022 Ruffalo Noel Levitz Student Satisfaction Inventory: Summary Report

Summary	Institution	National Norms	Difference	SS
<b>So far, how has your college experience met your expectations?</b>	<b>5.07</b>	<b>5.04</b>	<b>0.03</b>	
1= Much worse than I expected	1%	1%		
2= Quite a bit worse than I expected	2%	1%		
3= Worse than I expected	3%	5%		
4= About what I expected	32%	30%		
5= Better than I expected	22%	24%		
6= Quite a bit better than I expected	16%	14%		
7= Much better than I expected	21%	21%		
<b>Rate your overall satisfaction with your experience here thus far.</b>	<b>5.72</b>	<b>5.62</b>	<b>0.10</b>	
1= Not satisfied at all	0%	1%		
2= Not very satisfied	0%	2%		
3= Somewhat dissatisfied	5%	4%		
4= Neutral	10%	11%		
5= Somewhat satisfied	13%	14%		
6= Satisfied	40%	38%		
7= Very satisfied	29%	27%		
<b>All in all, if you had it to do over again, would you enroll here?</b>	<b>6.14</b>	<b>5.90</b>	<b>0.24</b>	<b>★★</b>
1= Definitely not	1%	1%		
2= Probably not	1%	3%		
3= Maybe not	1%	2%		
4= I don't know	6%	7%		
5= Maybe yes	7%	9%		
6= Probably yes	25%	29%		
7= Definitely yes	55%	45%		

- ★ Difference statistically significant at the .05 level
- ★★ Difference statistically significant at the .01 level
- ★★★ Difference statistically significant at the .001 level

National Group Means are based on 100,104 records

## 2022 Ruffalo Noel Levitz Student Satisfaction Inventory: Demographics

### Age

Demographic Responses	N	%	
18 and under	14	4.61 %	
45 and over	40	13.16 %	
No Answer	46		
35 to 44	47	15.46 %	
25 to 34	86	28.29 %	
19 to 24	117	38.49 %	
Total	304	100.00 %	

### Ethnicity/Race

Demographic Responses	N	%	
No Answer	2		
Black/African-American	4	1.15 %	
Other race	5	1.44 %	
Race - Prefer not to respond	9	2.59 %	
Asian or Pacific Islander	11	3.16 %	
American Indian or Alaskan Native	19	5.46 %	
Multi-racial	26	7.47 %	
Hispanic	71	20.40 %	
Caucasian/White	203	58.33 %	
Total	348	100.00 %	

### Gender

Demographic Responses	N	%	
Transgender	1	0.33 %	
Additional gender category or Other	2	0.66 %	
Genderqueer	4	1.32 %	
Prefer not to respond	7	2.31 %	
No Answer	47		
Male	85	28.05 %	
Female	204	67.33 %	
Total	303	100.00 %	

### Current Class Load

Demographic Responses	N	%	
No Answer	28		
Full-time	142	44.10 %	
Part-time	180	55.90 %	
Total	322	100.00 %	

### Class Level

Demographic Responses	N	%	
No Answer	30		
3 years	57	17.81 %	
4 or more years	58	18.13 %	
1 year or less	86	26.88 %	
2 years	119	37.19 %	
Total	320	100.00 %	

### Educational Goal

Demographic Responses	N	%	
Vocational/technical program	9	2.80 %	
Job-related training	12	3.73 %	
Certification (initial / renewal)	15	4.66 %	
Self-improvement/pleasure	18	5.59 %	
Other educational goal	24	7.45 %	
No Answer	28		
Transfer to another institution	76	23.60 %	
Associate degree	168	52.17 %	
Total	322	100.00 %	

### Disabilities

Demographic Responses	N	%	
No Answer	33		
Yes - Disability	51	16.09 %	
No - Disability	266	83.91 %	
Total	317	100.00 %	

### I attend most of my classes on this campus (please choose one):

Demographic Responses	N	%	
Campus item - Answer 5	0	0.00 %	
Campus item - Answer 6	0	0.00 %	
No Answer	1		
Douglas	5	1.43 %	
Fallon	20	5.73 %	
Online	135	38.68 %	
Carson	189	54.15 %	
Total	349	100.00 %	

### My decision to attend this college was influenced most by:

Demographic Responses	N	%	
WNC social media (YouTube, Instagram, etc.)	0	0.00 %	
Newspaper and/or radio stories or advertise...	2	0.58 %	
Items received in the mail	5	1.46 %	
No Answer	7		
WNC website	52	15.16 %	
None of the above	129	37.61 %	
Recommendation from family, friends, teach...	155	45.19 %	
Total	343	100.00 %	

### Current Enrollment Status

Demographic Responses	N	%	
Weekend	8	2.45 %	
No Answer	24		
Evening	90	27.61 %	
Day	228	69.94 %	
Total	326	100.00 %	



### Current GPA

Demographic Responses	N	%	
1.99 or below	9	2.82 %	
No credits earned	19	5.96 %	
2.0 - 2.49	21	6.58 %	
No Answer	31		
2.5 - 2.99	36	11.29 %	
3.0 - 3.49	113	35.42 %	
3.5 or above	121	37.93 %	
Total	319	100.00 %	

### Current Residence

Demographic Responses	N	%	
Residence hall	0	0.00 %	
Other residence	24	7.55 %	
No Answer	32		
Rent room or apt off campus	92	28.93 %	
Own house	95	29.87 %	
Parent's home	107	33.65 %	
Total	318	100.00 %	

### Employment

Demographic Responses	N	%	
Full-time on campus	11	3.46 %	
Part-time on campus	13	4.09 %	
No Answer	32		
Not employed	69	21.70 %	
Part-time off campus	74	23.27 %	
Full-time off campus	151	47.48 %	
Total	318	100.00 %	

### Institution Was My

Demographic Responses	N	%	
No Answer	2		
3rd choice or lower	15	4.31 %	
2nd choice	60	17.24 %	
1st choice	273	78.45 %	
Total	348	100.00 %	

### Residence Classification

Demographic Responses	N	%	
International (not U.S. citizen)	0	0.00 %	
Out-of-state	16	5.05 %	
No Answer	33		
In-state	301	94.95 %	
Total	317	100.00 %	

## 2022 Buffalo Noel Levitz Student Satisfaction Inventory: Majors/Programs

Majors/Programs	N	%
1001: Adult Basic Education	1	0.29 %
1002: Advanced Manufacturing	4	1.17 %
1003: Associate of General Studies	11	3.23 %
1004: Automotive Technology	3	0.88 %
1005: Computer Information Technology	7	2.05 %
1006: Construction Management	5	1.47 %
1007: Criminal Justice	7	2.05 %
1008: Deaf Studies	7	2.05 %
1009: Education	13	3.81 %
1010: Graphic Design	9	2.64 %
1011: Health Science	7	2.05 %
1012: Job Upgrade	4	1.17 %
1013: Machine Tool Technology	3	0.88 %
1014: Nursing	59	17.30 %
1015: Para-medicine/Emergency Medical Services	5	1.47 %
1016: Personal Interest	7	2.05 %
1017: Transfer to University	16	4.69 %
1018: Undecided	6	1.76 %
1019: Welding	5	1.47 %
1020: Associate of Arts	75	21.99 %
1021: Associate of Science	51	14.96 %
1022: Associate of Business	24	7.04 %
1023: Bachelor of Applied Science in Organization & Project Management	12	3.52 %
Total	341	100.00 %