



Ruffalo Noel-Levitz Student Satisfaction Inventory (SSI) 2019 Executive Summary

The Ruffalo Noel-Levitz SSI was conducted in spring 2019. It was administered to a random sample of classes at Scottsdale Community College. The results include a total of 580 students.

What has changed since 2016?

- Compared to 2016 results for SCC, students in the 2019 survey administration showed a substantial **improvement in satisfaction**. (See page 7)
- In particular, the dramatic increase in satisfaction with the **Library** is likely due to the opening of the newly renovated library between 2016 and 2019 survey administrations. (See page 7)
- Additionally, SCC students find **administrators** more **approachable**, **faculty** more **understanding**, greater **availability** of **tutoring**, greater **commitment to evening students**, and more **helpful** campus, security, and bookstore **staff**. (See page 7)

Where SCC Excels

- As in previous survey administrations, SCC strengths included high satisfaction with **instruction, safety and security**, adequate and accessible **computer labs**, an overall **welcoming** and **enjoyable campus climate**. (See page 2)
- When compared to the national average, SCC was significantly higher on safety and security and instructional effectiveness. For instance, SCC students were significantly more satisfied with the **quality of instruction**, and had a general **feeling of support** from the institution. Student also saw SCC as a place to **experience intellectual growth**. Additionally, students viewed the campus as **well-maintained** and having **adequate parking space**. (See page 4)
- When compared to the colleges in the Maricopa district, **SCC scored higher on all scales** except campus support services. In particular, SCC students were significantly more satisfied on items related to **quality of instruction, positive and supportive faculty behaviors**, clear and reasonable **program requirements, parking** availability, **campus maintenance, feeling of support** from the institution, and having a **sense of the college as a place to experience intellectual growth**. (See page 4)
- **American Indian/Alaskan Native SCC students had higher satisfaction** than the overall SCC student population on all scales except Instructional Effectiveness and Concern for the Individual. They also rated their overall experience at SCC higher than all participating SCC students. (See page 8)

Opportunities for Improvement

- SCC continues to have challenges with **academic advising/counseling knowledge and early notification in the term that they are doing poorly**. Additionally, SCC has challenges with **registration and financial aid process, policies, and procedures**. (See pages 3 and 5)
- Compared to SCC students as a whole, **Hispanic SCC students had lower satisfaction** levels on all scales except Academic Services, Academic Advising/Counseling, Admissions and Financial Aid, and Campus Support Services. They also rated their overall experience at SCC lower than participating SCC students. (See page 8)