

**2007 Noel-Levitz Student Satisfaction Inventory Preliminary Results  
Presented to SPFIE  
Wednesday April 18, 2007**

Western Nevada Community College decided to implement the Noel-Levitz Student Satisfaction Inventory as a part of our strategic planning process. We feel it is of the utmost important to assess our effectiveness in key areas as a part of that process. Student satisfaction is vital to our institution's success.

Overall, Western Nevada Community College students rated the college and its services very favorably. It is the college's goal to use the results of this survey to make improvements in the areas that matter most to students.

**Margin of Error**

The total sample consisted of 1457 students, 272 of those were enrolled in online classes. The number of surveys returned to Noel-Levitz for scanning was 1070 for a response rate of 73% and a margin of error of +/- 3.<sup>1</sup>

**Strategic Planning Overview**

<b>Strengths (above the midpoint in importance and in the top 25% of satisfaction)</b>
18. The quality of instruction I receive in most of my classes is excellent.
70. I am able to experience intellectual growth here.
58. Nearly all of the faculty are knowledgeable in their fields.
74. It was easy for me to apply online using the college website.
31. The campus is safe and secure for all students.
29. Faculty are fair and unbiased in their treatment of individual students.
66. Program requirements are clear and reasonable.
5. The personnel involved in registration are helpful.
68. On the whole, the campus is well-maintained.
61. Faculty are usually available after class and during office hours.
14. Library resources and services are adequate.
51. There are convenient ways of paying my school bill.
28. It is an enjoyable experience to be a student on this campus.
41. Admissions staff are knowledgeable.
71. The college's policy for withdrawing from classes is understandable.
35. Policies and procedures regarding registration and course selection are clear and well-publicized.
36. Students are made to feel welcome on this campus.
64. Nearly all classes deal with practical experiences and applications.
45. This institution has a good reputation within the community.
26. Library staff are helpful and approachable.
3. The quality of instruction in the vocational/technical programs is excellent.
<b>Challenges (above the midpoint in importance and in the lower 25% of satisfaction or the top 25% of performance gap scores.)</b>
8. Classes are scheduled at times that are convenient for me.

<sup>1</sup> The margin of error means that there is a 95% level of confidence, plus or minus 3%. If the survey were conducted 100 times, the data would be within three percentage points above or below the percentage reported in 95 of the 100 surveys.

15. I am able to register for classes I need with few conflicts.
69. There is a good variety of courses provided on this campus.
24. Parking lots are well-lighted and secure.
39. The amount of student parking space on campus is adequate.
62. Bookstore staff are helpful.
75. I am able to obtain financial aid and scholarship information at the college.
52. This school does whatever it can to help me reach my educational goals.
32. My academic advisor is knowledgeable about my program requirements.
40. My academic advisor is knowledgeable about the transfer requirements of other schools.
65. Students are notified early in the term if they are doing poorly in a class.
7. Adequate financial aid is available for most students.