

Noel-Levitz Student Satisfaction Survey

Scale Comparison of IVCC Satisfaction Results for 2004, 2007, 2010, and 2014 Survey Administration

Scale report satisfaction:	IVCC 2014	Natl 2014	IVCC 2010	IVCC 2007	IVCC 2004	Difference versus Natl	Difference vs. IVCC 2010
Academic Advising Effectiveness	5.54	5.26	5.48	5.20	5.03	0.28***	0.06
Academic Services	5.92	5.56	5.78	5.45	5.40	0.36***	0.14**
Admissions and Financial Aid Effectiveness	5.69	5.24	5.25	5.15	4.95	0.45***	0.44***
Campus Climate	5.68	5.37	5.80	5.28	5.15	0.31***	-0.12*
Campus Services	5.32	5.05	5.52	4.94	4.74	0.27***	-0.20***
Concern for the Individual	5.55	5.28	5.79	5.21	5.07	0.27***	-0.24***
Instructional Effectiveness	5.70	5.46	5.75	5.37	5.27	0.24***	-0.05
Registration Effectiveness	5.91	5.49	5.65	5.38	5.28	0.42***	0.27***
Responsiveness to Diverse Populations	5.87	5.56			5.22	0.31***	
Safety and Security	5.65	5.15	5.57	5.07	5.00	0.50***	0.08
Service Excellence	5.70	5.34	5.59	5.31	5.14	0.36***	0.11*
Student Centeredness	5.71	5.43	5.82	5.31	5.18	0.28***	-0.11*

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

