



# CHAPMAN UNIVERSITY

# SNAPSHOT

OCTOBER 2016

AN INFOGRAPHIC NEWSLETTER OF THE INSTITUTIONAL RESEARCH OFFICE

## 2016 Ruffalo Noel-Levitz Student Satisfaction Inventory (SSI)

The Ruffalo Noel-Levitz Student Satisfaction Inventory (SSI), a nationally recognized survey developed to assess student satisfaction and the importance of campus issues to students, was administered to 4,424 Chapman University students during the Spring 2016 semester. A random sample of half the undergraduate population and all graduate students (excluding law students) were invited to take the SSI. The survey was conducted online and sent to each student's Chapman University email address. Exactly 468 undergraduate students and 284 graduate students completed the 2016 SSI. This yielded a response rate of 15.4% for undergraduate and 20.4% for graduate students.

### OVERALL SATISFACTION

#### Undergraduate (UG)



#### Graduate (GR)



Not Satisfied
  Neutral
  Satisfied

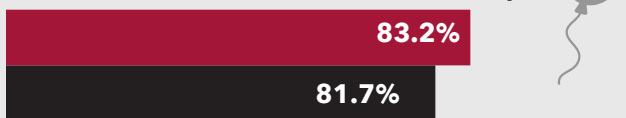
### WOULD YOU ENROLL AT AGAIN?

UG		GR
78%	YES	77%
7%	I DON'T KNOW	7%
15%	NO	16%

### WELCOMING ENVIRONMENT

Percent reporting "Very Satisfied," "Satisfied" or "Somewhat Satisfied"

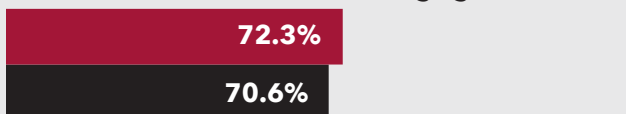
Students are made to feel welcome on campus



It is an enjoyable experience to be a student on this campus



Most students feel a sense of belonging here



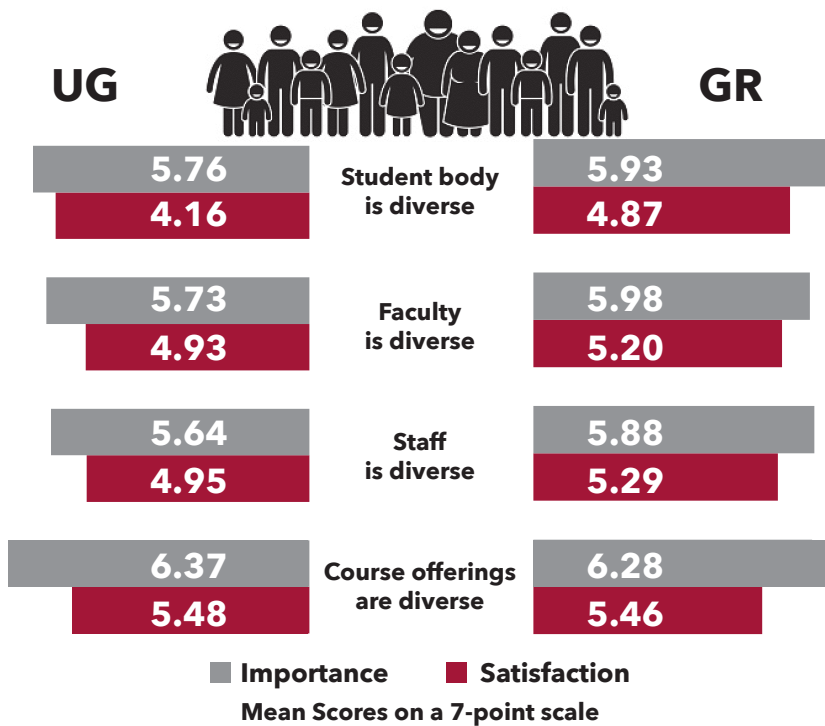
■ UG ■ GR

### IMPORTANT FACTORS TO CU ENROLLMENT

Percent reporting "Very Important," "Important" or "Somewhat Important"

UG		GR
94%	Academic Reputation	94%
90%	Geographic Location	90%
88%	Cost	89%
88%	Financial Aid	87%
86%	Size of Institution	75%
84%	Campus Appearance	74%

## DIVERSITY AT CHAPMAN UNIVERSITY



## CAMPUS FACILITIES

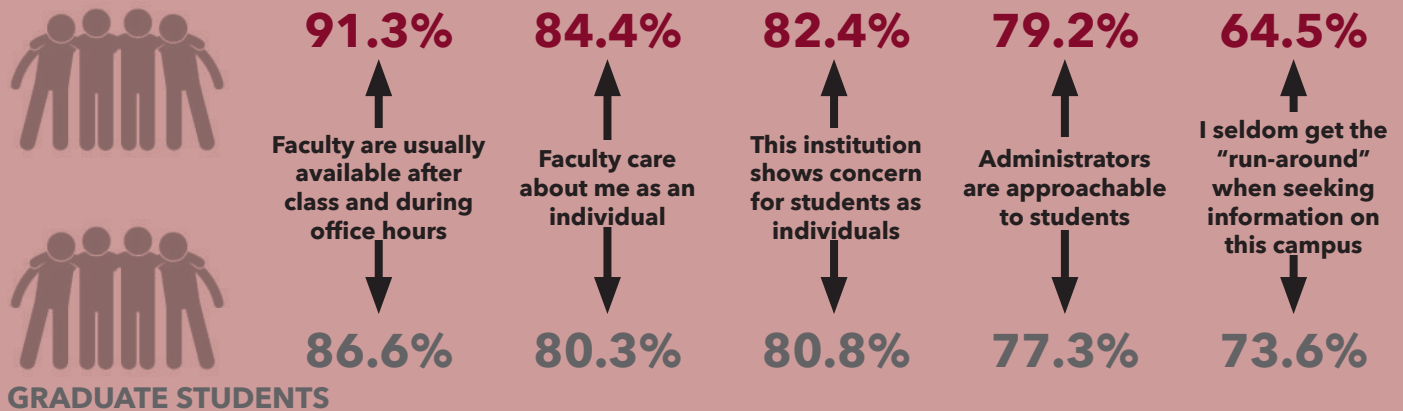
Percent reporting "Very Satisfied," "Satisfied" or "Somewhat Satisfied"

UG		GR
28.7%	The amount of student parking space on campus is adequate	61.2%
65.0%	I am able to register for classes I need with few conflicts	83.3%
85.1%	Computer labs are adequate and accessible	77.8%
88.6%	Library resources and services are adequate	79.8%

## PERSONALIZED EDUCATION

Percent reporting "Very Satisfied," "Satisfied" or "Somewhat Satisfied"

### UNDERGRADUATE STUDENTS



## INSTRUCTIONAL EFFECTIVENESS

Undergraduate | Graduate

Percent reporting "Very Satisfied," "Satisfied" or "Somewhat Satisfied"

