

SNAPSHOT

AN INFOGRAPHIC NEWSLETTER OF THE INSTITUTIONAL RESEARCH AND DECISION SUPPORT (IRADS) OFFICE

2023 Ruffalo Noel-Levitz Student Satisfaction Inventory and Adult Student Priorities Survey

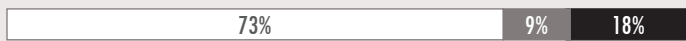
The Ruffalo Noel-Levitz Student Satisfaction Inventory (SSI) and the Adult Student Priorities Survey (ASPS) are national surveys developed to assess student satisfaction and the importance of campus issues/services to students. While the questions in the SSI and ASPS overlap, the ASPS includes items specific to the adult student experience. The SSI and ASPS were administered to 7,109 Chapman University students on the Orange and Rinker campuses during the Spring 2023 semester. A random sample of half the undergraduate population were invited to take the SSI, while all graduate students (excluding law students) were invited to take the ASPS. The online surveys were sent to each student's Chapman University email address. Exactly 523 Orange Campus undergraduate students (OC-UG) completed the 2023 SSI, and 225 graduate students, which included Orange Campus (OC-GR) and Rinker Campus (RC-GR) students, completed the 2023 ASPS. This yielded a response rate of 10.4% for undergraduate (SSI) and 10.7% for graduate students (ASPS).

OVERALL SATISFACTION

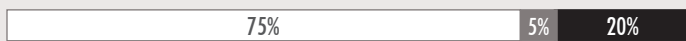
SATISFIED
 NEUTRAL
 DISSATISFIED



ORANGE CAMPUS UNDERGRADUATE (OC-UG)



ORANGE CAMPUS GRADUATE (OC-GR)



RINKER CAMPUS GRADUATE (RC-GR)



WELCOMING ENVIRONMENT

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

■ OC-UG
 ■ OC-GR
 ■ RC-GR

Students are made to feel welcome on this campus



Adult students are made to feel welcome at this institution



The staff at this institution are caring and helpful



Most students feel a sense of belonging here



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



WOULD YOU ENROLL AT CHAPMAN AGAIN?

	OC-UG	OC-GR	RC-GR
YES	72%	76%	60%
I DON'T KNOW	10%	8%	9%
NO	15%	16%	31%

IMPORTANT FACTORS TO ENROLL AT CU

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

	OC-UG	OC-GR	RC-GR
ACADEMIC REPUTATION	94%	92%	84%
FINANCIAL AID	93%	87%	92%
COST	91%	85%	91%
GEOGRAPHIC SETTING/LOCATION	93%	83%	85%
SIZE OF INSTITUTION	89%	71%	66%
CAMPUS APPEARANCE	87%	—	—

THIS INSTITUTION HAS A GOOD REPUTATION WITHIN THE COMMUNITY

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



	OC-UG	OC-GR	RC-GR
	80%	87%	72%


DIVERSITY AND INCLUSION

Mean scores on a 7-point scale

□ IMPORTANCE
■ SATISFACTION

	OC-UG	OC-GR	RC-GR
STUDENT BODY IS DIVERSE	5.99	5.99	5.85
	4.30	5.00	4.87
FACULTY IS DIVERSE	5.97	6.11	6.03
	4.83	4.98	5.14
STAFF IS DIVERSE	5.93	6.04	6.06
	5.07	5.28	5.31
COURSE OFFERINGS ARE DIVERSE	6.26	6.28	6.10
	5.55	5.28	5.33

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

	OC-UG	OC-GR	RC-GR
Chapman University is an institution that values diversity, equity, and inclusion	71%	71%	69%
There is a strong commitment to racial harmony on this campus	65%		
The Cross-Cultural Center provides a supportive environment for students	78%		
The Cross-Cultural Center provides an engaging environment for students	77%		

PERSONALIZED EDUCATION

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

	OC-UG	OC-GR	RC-GR
Faculty are usually available after class and during office hours	92%	95%	83%
Faculty care about me as an individual	81%	87%	70%
I seldom get the "run-around" when seeking information	67%	71%	59%
This institution shows concern for students as individuals	73%		
Administrators are approachable to students	76%		

CAMPUS FACILITIES

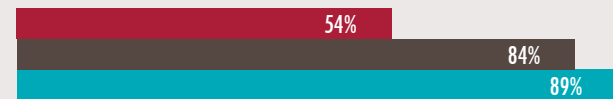
Percent reporting "Very Satisfied," "Satisfied" or "Somewhat Satisfied"

■ OC-UG ■ OC-GR ■ RC-GR

The amount of student parking space on campus is adequate



I am able to register for classes I need with few conflicts



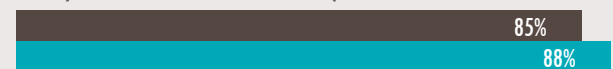
Library resources and services are adequate



Computer labs are adequate and accessible



Library resources and services are adequate for adults



Computers and/or Wi-Fi are adequate and accessible



INSTRUCTIONAL EFFECTIVENESS

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

■ OC-UG ■ OC-GR ■ RC-GR

84% | 83% | 82%

The content of the courses within my major is valuable



83% | 82% | 73%

The quality of instruction I receive in most of my classes is excellent

87%
There is a good variety of courses provided on this campus

86%
I am able to experience intellectual growth here

86%
The instruction in my major field is excellent

SAFETY AND SECURITY

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

■ OC-UG ■ OC-GR ■ RC-GR

89% | 92% | 80%
Security staff respond quickly in emergencies

81% | 87% | 94%
Parking lots are well-lit and secure

85%
The campus is safe and secure for all students

89% | 86%
Classroom locations are safe and secure for all students