

# Student Satisfaction Inventory

## TUG

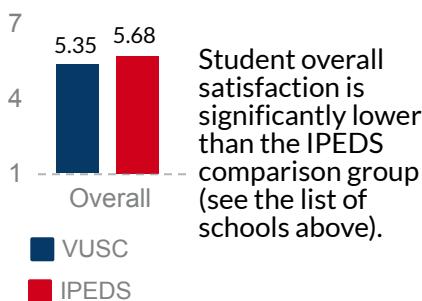
Noel Levitz Student Satisfaction Inventory was administered to Vanguard traditional undergraduate students in Spring 2019. In total, 289 students participated; 164 Female and 39 Male; 28.5% freshmen, 22.9% sophomores, 19.6% juniors, and 26.7% seniors.

The IPEDS comparison group includes: Azusa Pacific University, California Baptist University, Evangel University, George Fox University, Gordon College, Northwest University, Point Loma Nazarene University, Southeastern University, University of Valley Forge, and Wheaton College.

**VUSC 2019 results are shown in NAVY BLUE | National 4 Year Privates in YELLOW | IPEDS Comparison Group in RED**

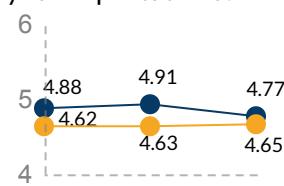
VUSC 2016 results are shown in GREY and are only provided when there was a significant change between 2016 and 2019

## OVERALL SATISFACTION



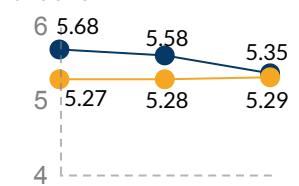
Overall student satisfaction at Vanguard is relatively high but is decreasing.

#1: So far, how has your college experience met your expectations?



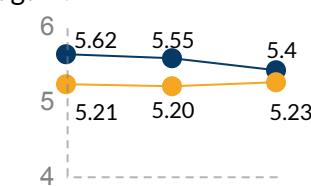
(1=much worse than expected, ..., 7=much better than expected)

#2: Overall satisfaction with your experience here thus far



(1=not satisfied at all, ..., 7=very satisfied)

#3: All in all, if you had to do it over, would you enroll here again?



(1=definitely not, ..., 7=definitely yes)

Students seem less satisfied with campus parking and safety than their counterparts.

(VUSC 2019 | National 4-Year | IPEDS | VUSC 2016)

 9% | 29% | 22% | 29% feel that there is adequate parking space on campus.

33% | 50% | 56% | 45% feel that parking lots are well-lighted and secure.



55% | 67% | 69% | 62% responded the campus is safe and secure.



## PARKING + SAFETY

 51% | 57% | 68% | 58% feel security staff respond quickly in emergencies.

## ACADEMIC SERVICES

 77% | 64% | 69% feel that tutoring services are readily available.

 76% | 66% | 70% feel that library staff are helpful and approachable.

Students are generally satisfied with faculty interaction and academic services compared to their counterparts.

(VUSC 2019 | National 4-Year | IPEDS | VUSC 2016)

70% | 61% | 73% feel that faculty care about them as individuals.



81% | 70% | 75% feel that their academic advisors are knowledgeable about requirements in their major.



72% | 65% | 73% believe that content of the courses within their major is valuable.

70% | 59% | 66% believe adjunct faculty are as competent as classroom instructors.

Students are less satisfied with residence life and are increasingly less satisfied with financial aid and accounting compared to their counterparts.

(VUSC 2019 | National 4-Year | IPEDS | VUSC 2016)

29% | 39% | 48% are satisfied with the living conditions on campus.



19% | 39% | 40% feel that there are a sufficient number of weekend activities for students.



24% | 39% | 42% | 31% feel that billing policies are reasonable.

41% | 51% | 52% | 51% feel that financial aid counselors are helpful.



## CAMPUS SUPPORT

Students are more satisfied with the following campus support services than their counterparts.

 72% | 56% | 68% feel that counseling staff care about them as individuals.



62% | 52% | 61% feel that the staff in the health services area are competent.

71% | 62% | 58% feel that there is a strong commitment to racial harmony on this campus.



Student comments reflect that students are generally thankful for the opportunity to fellowship with each other and to form close relationships with faculty and staff, but feel negatively about construction, parking, increases in tuition, and resident life.

