

# Data Point

An item of factual information derived from measurement or research

## Ruffalo Noel Levitz Student Satisfaction Inventory

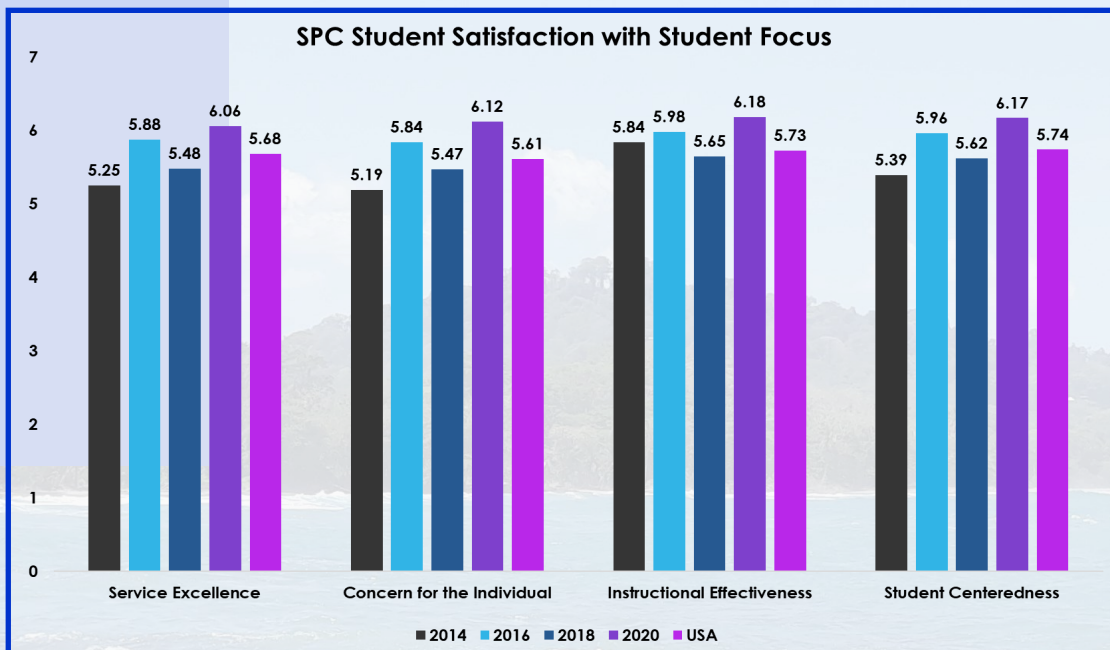


Figure 50-1 SPC Student Satisfaction results 2014 through 2020 for Student Focus areas  
Data Source: Ruffalo Noel Levitz Student Satisfaction Inventory (RNL SSI)

### Student Satisfaction with Student Focus

#### Institutional Planning, Research & Effectiveness

- Dr. Melissa Guerrero, Director
- Shanna Bradford, Coordinator of Measurement & Evaluation
- Tom Cortez, IT Data Analyst

As seen in *Figure 50-1* (above), SPC student satisfaction with student focus items exceeded prior year and 2020 national results\*.

2020 marks the second online administration of the Ruffalo Noel Levitz Student Satisfaction Inventory (RNL SSI); the first online administration occurred in 2016. 2014 and 2018 surveys were administered face-to-face in randomly sampled courses across all college divisions and departments.

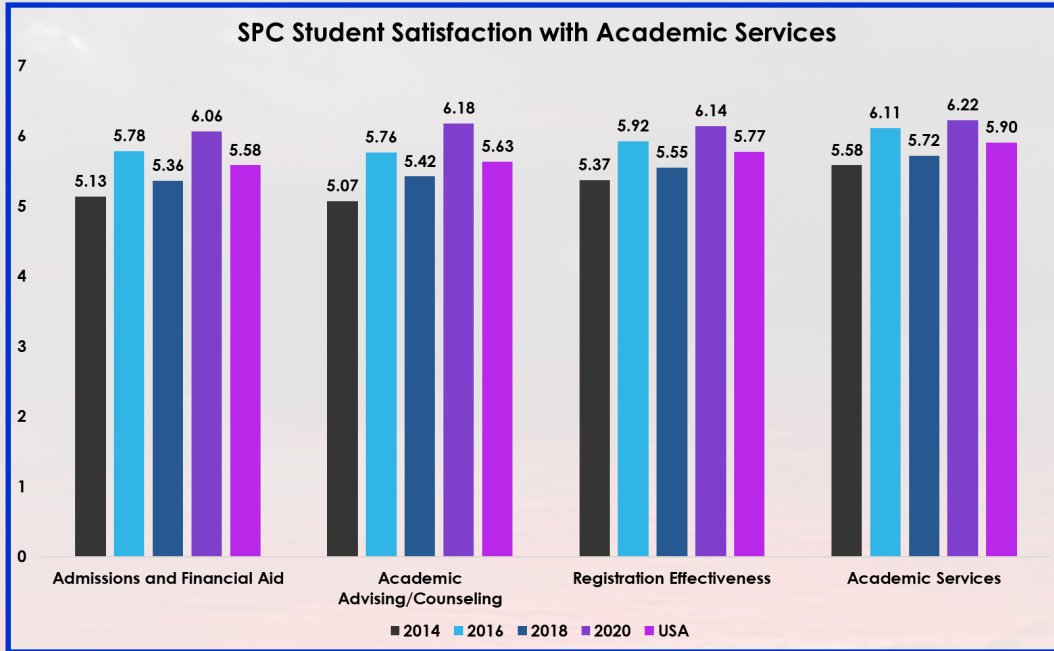


Figure 50-2 (left) displays SPC student satisfaction with Academic Services 2014-2020. As the data indicates, SPC 2020 results surpassed prior year and national results across all scale items.

Figure 50-2 SPC Student Satisfaction results 2014 through 2020 for Academic Services areas  
Data Source: Ruffalo Noel Levitz Student Satisfaction Inventory

## Student Satisfaction with Academic Services & Campus Environment

When compared to prior year and national results, SPC 2020 student satisfaction across Campus Environment scale items reached their highest levels, consequently exceeding the national results in all categories.

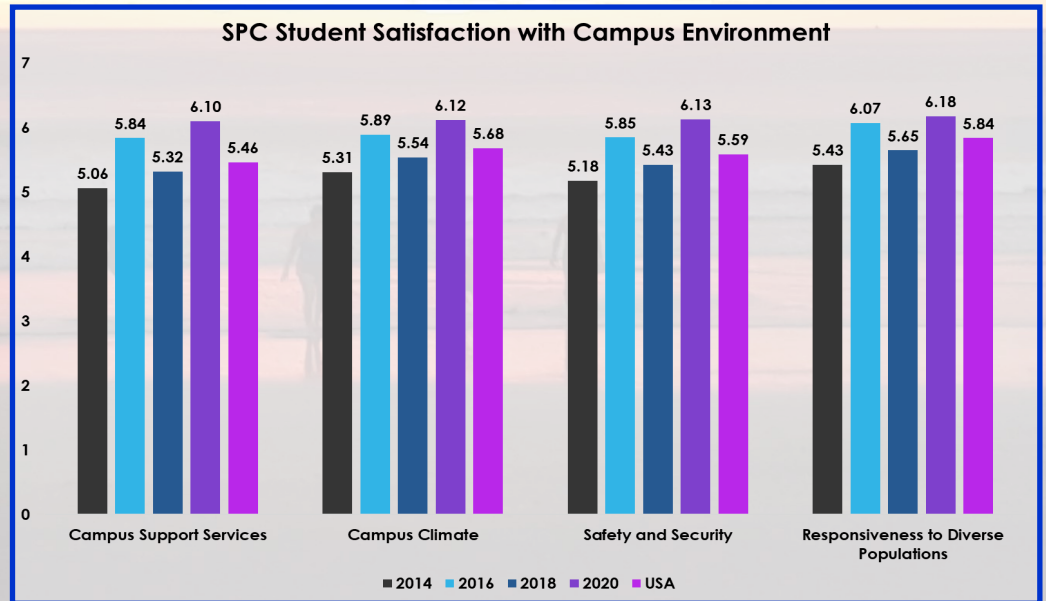


Figure 50-3 SPC Student Satisfaction results 2014 through 2020 for Campus Environment  
Data Source: Ruffalo Noel Levitz Student Satisfaction Inventory