

Data Point

An item of factual information derived from measurement or research

Ruffalo Noel Levitz Student Satisfaction Inventory

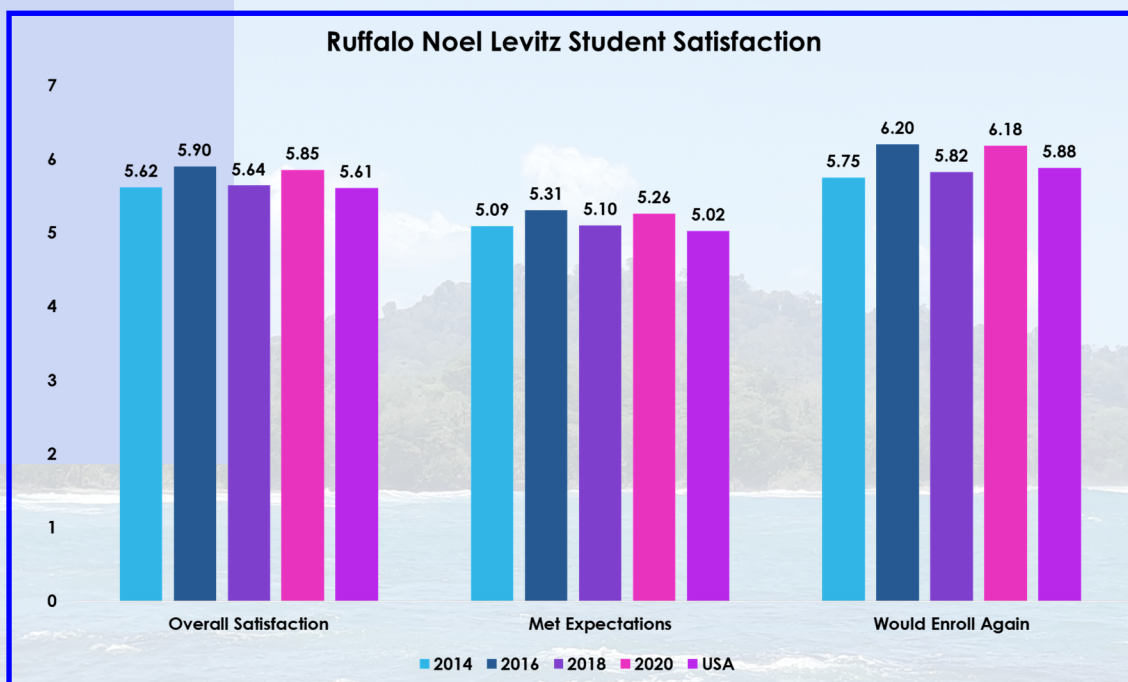


Figure 51-1 SPC Student Satisfaction results 2014 through 2020
 Data Source: Ruffalo Noel Levitz Student Satisfaction Inventory

Student Satisfaction Overall

As seen in *Figure 51-1* (above), SPC Overall Satisfaction, Met Expectations, and Would Enroll Again exceeded 2020 national results* and prior year (2018) but were slightly lower than 2016 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.

Institutional Planning, Research & Effectiveness

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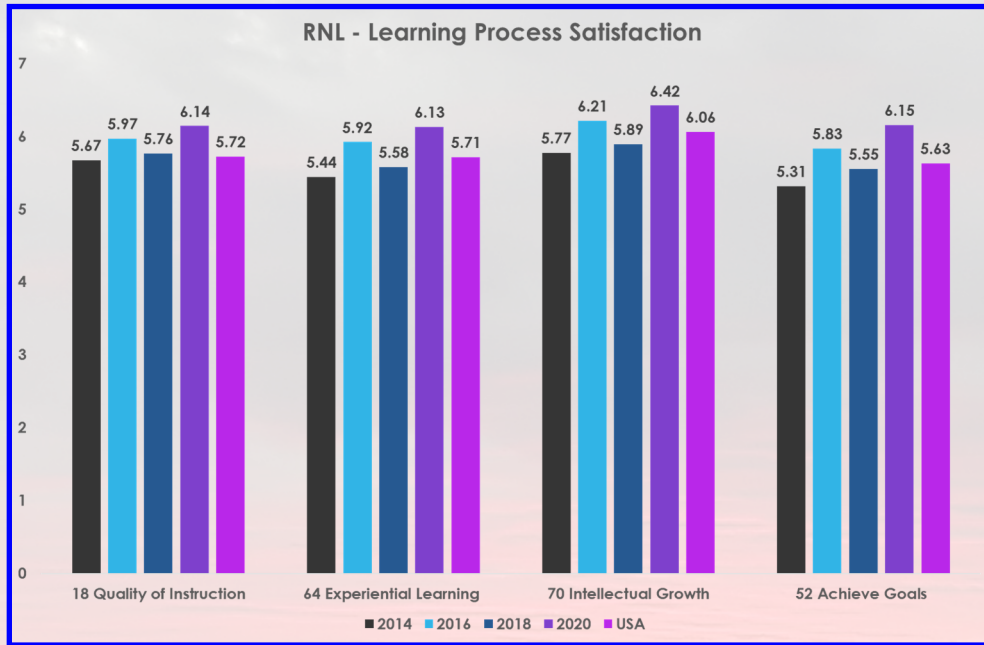


Figure 51-2 (left) displays SPC student satisfaction with Learning Process 2014-2020. As the data indicates, SPC 2020 results surpassed national results and prior years across all items: Quality of Instruction, Experiential Learning, Intellectual Growth, and Achieve Goals.

Figure 51-2 SPC Student Satisfaction results 2014 through 2020 for Learning Process
Data Source: Ruffalo Noel Levitz Student Satisfaction Inventory

Learning Process and Student Satisfaction Indicators

When compared to national and prior years, SPC 2020 student satisfaction indicators reached their highest levels, consequently exceeding the national results in all categories: Security, Advising, and Faculty.

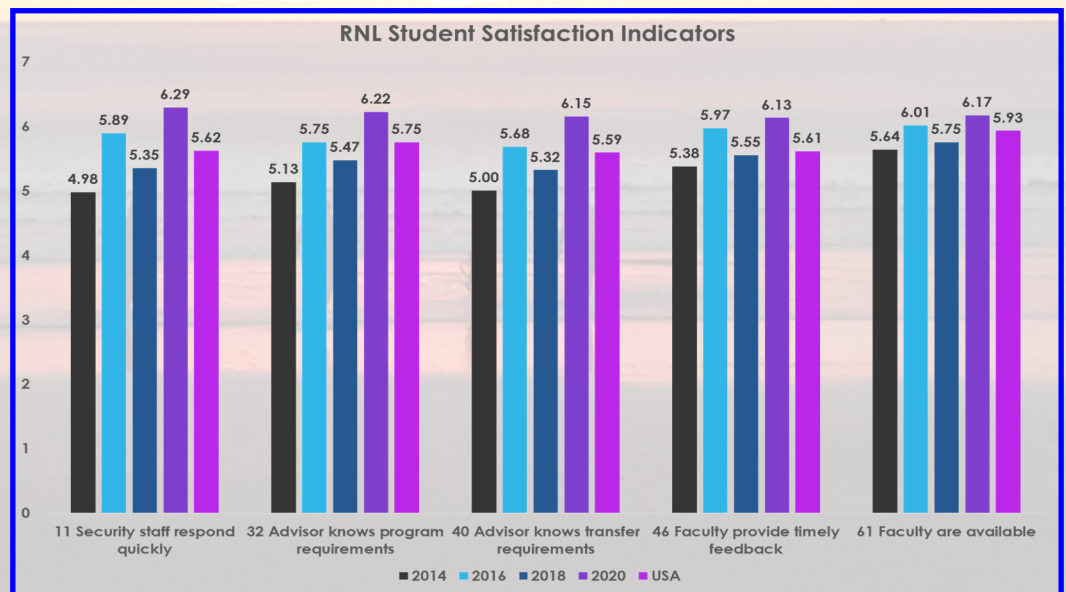


Figure 51-3 SPC Student Satisfaction Indicator results 2014 through 2020
Data Source: Ruffalo Noel Levitz Student Satisfaction Inventory