

Columbia College Research Brief

2024 Student Satisfaction Survey

July 2024

Columbia College Research and Planning

Introduction

In Spring 2024, Columbia College conducted the [Buffalo Noel Levitz Student Satisfaction Inventory](#) (SSI) – a survey that measures student satisfaction with their college experiences. Columbia College conducts this survey on a biannual basis to gather student feedback that supports continuous improvement and contributes to college planning.

All students registered for a course in Spring 2024 (excluding incarcerated students) were invited to complete the survey; 368 students responded to the survey (14.2% response rate).

Institutional Strengths and Challenges

The following table shows topics that respondents rated of high importance and high satisfaction (strengths) or high importance and low satisfaction (challenges).

Institutional Strengths

	Strengths are items with high importance and satisfaction. The strengths are listed in descending order of importance.
	1. The campus is safe and secure for all students.
	2. Computers and/or Wi-Fi are adequate and accessible.
	3. I am able to experience intellectual growth here.*
	4. Admissions staff are knowledgeable.*
	5. Students are made to feel welcome on this campus.*
	6. It is an enjoyable experience to be a student on this campus.*
	7. Nearly all of the faculty are knowledgeable in their fields.*
	8. The campus staff are caring and helpful.*
	9. The personnel involved in registration are helpful.*
	10. Students from different backgrounds feel comfortable here.
	*Satisfaction among Columbia College respondents was higher than in a comparable sample of US community colleges.

Institutional Challenges

	Challenges are items with high importance and low satisfaction or a large gap between importance and satisfaction. The challenges are listed in descending order of importance.
	1. My academic advisor is knowledgeable about my program requirements.*
	2. Security staff respond quickly in emergencies.*
	3. The quality of instruction I receive in most of my classes is excellent.
	4. Financial aid counselors are helpful.*
	5. Policies and procedures regarding registration and course selection are clear and well-publicized.
	6. Adequate financial aid is available for most students.*
	7. I am able to register for classes I need with few conflicts.
	8. There is a good variety of courses provided on this campus.
	9. Faculty are understanding of students' unique life circumstances.*
	10. This school does whatever it can to help me reach my educational goals.*
	*Satisfaction among Columbia College respondents was higher than in a comparable sample of US community colleges.

Importance-Satisfaction Questions

Respondents had generally high satisfaction with their experiences at Columbia College.

Respondents were asked to rate the importance of and satisfaction with specific topics. Answers were combined and averaged to create the following scales. Each scale ranges from 1 (“not at all important” or “not at all satisfied”) to 7 (“very important” or “very satisfied”). The closer to 7, the higher the importance or satisfaction.

Topic	Importance	Satisfaction
Academic Advising/Counseling	6.57	6.23*
Academic Services	6.58	6.40*
Admissions and Financial Aid	6.58	6.23*
Campus Climate	6.49	6.21*
Campus Support Services	6.37	6.17*
Concern for the Individual	6.48	6.16*
Instructional Effectiveness	6.54	6.20*
Registration Effectiveness	6.54	6.16*
Responsiveness to Diverse Populations	n/a	6.16
Safety and Security	6.56	6.06
Service Excellence	6.45	6.18*
Student Centeredness	6.53	6.28*

n/a: Respondents were not asked to rate importance on these topics.
 *Average satisfaction rates of Columbia College respondents were statistically higher than in a comparable sample of US community colleges.

Satisfaction by Subpopulation

The following table summarizes findings from the same satisfaction questions broken down by various student subpopulations.

Topic	Age		Gender*		Race**			Disability	
	24 & under	25+	Female	Male	White	Hispanic	All Other	Disability	No Disability
Ac Advising/Counseling	6.02	6.48	6.32	6.07	6.18	6.46	6.07	6.30	6.20
Academic Services	6.26	6.60	6.48	6.27	6.41	6.47	6.26	6.46	6.39
Admissions and Financial Aid	6.01	6.46	6.30	6.08	6.25	6.33	6.00	6.26	6.21
Campus Climate	6.06	6.39	6.32	6.02	6.20	6.38	5.99	6.25	6.19
Campus Support Services	6.00	6.38	6.31	5.85	6.18	6.33	5.88	6.21	6.17
Concern for the Individual	5.96	6.41	6.24	6.04	6.18	6.37	5.82	6.22	6.14
Instructional Effectiveness	6.03	6.40	6.26	6.11	6.22	6.34	5.90	6.20	6.20
Registration Effectiveness	5.98	6.37	6.25	5.98	6.16	6.27	5.94	6.20	6.14
Responsiveness to Diverse Populations	6.07	6.26	6.26	6.04	6.17	6.35	5.85	6.05	6.19
Safety and Security	5.86	6.27	6.10	5.91	6.04	6.10	5.97	6.07	6.03

Service Excellence	6.01	6.39	6.28	6.00	6.17	6.33	5.97	6.25	6.15
Student Centeredness	6.15	6.45	6.38	6.10	6.28	6.45	6.04	6.34	6.25

*3% of respondents identified as transgender, genderqueer, and another and 3% preferred not to list their gender. Due to the small sample size, these categories are not included here.

**The largest ethnic/racial groups among respondents were White (61%) and Hispanic (19%). Due to the small sample size, all other responses have been aggregated into “All Other” for this table. Respondents who preferred not to list their ethnicity/race are not included in this table.

Commitment to Diverse Student Populations

Students were also asked about their perceptions of Columbia College’s commitment to a variety of student subpopulations. Satisfaction was generally high. In most cases, satisfaction was higher among the relevant subpopulation than among all respondents.

Question	Satisfaction among all respondents	Satisfaction within this subpopulation
Responsiveness to Diverse Populations Scale	6.16	
Institution’s commitment to part-time students	6.23	6.25
Institution’s commitment to evening students	6.00	6.18
Institution’s commitment to older, returning learners	6.29	6.31*
Institution’s commitment to under-represented populations	6.19	**
Institution’s commitment to commuters?	5.96	**
Institution’s commitment to student with disabilities	6.27	6.24
*Students ages 25+ used as subpopulation here		
**No clear comparison group in data		

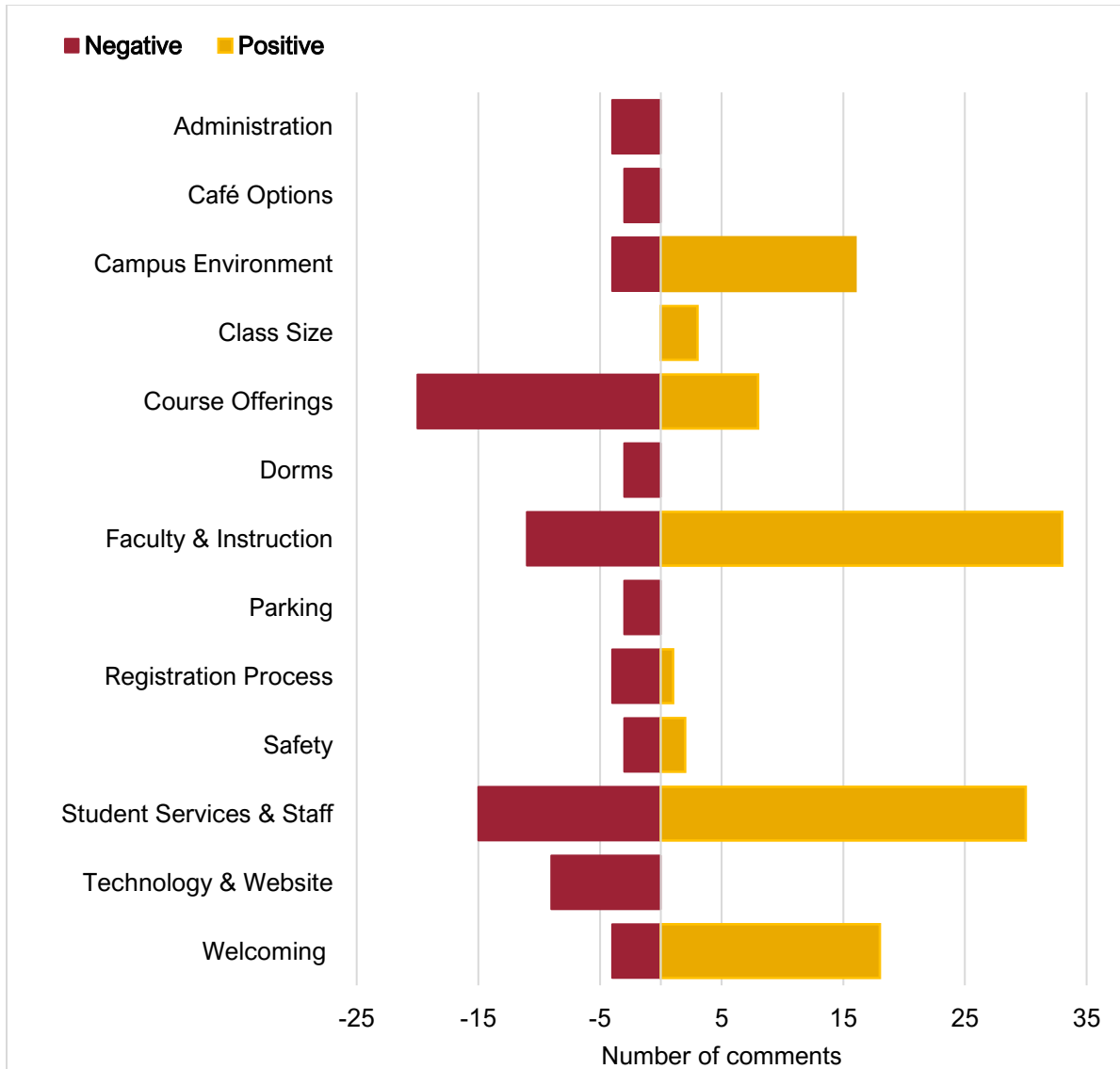
Open-Ended Responses

Respondents also had the opportunity to provide open-ended comments about their experiences at Columbia College. These comments were coded to identify themes around positive and negative experiences.

105 responses indicated a positive overall experience (with only 3 describing an overall negative experience).

The most common more detailed topics were

- Instruction and faculty (75% of comments on this topic were positive)
- Staff and student services (67% of comments on these topics were positive)
- Course offerings (71% negative, mostly commenting on lack of course availability and limited selection of courses)
- Welcoming nature of the campus community (82% positive)
- Campus environment (80% positive)



Opportunities for Additional Information

Other topics included in the full survey include

- Factors in decision of enroll
- Detailed questions about importance and satisfaction of different aspects of experience at Columbia College
- Modality preferences

For a more complete report on the results of this survey, or if you have additional questions about the results of this survey, please contact the Columbia College Research and Planning Office.