

Noel Levitz Student Satisfaction Inventory Scales Community, Junior and Technical College Version

1. **Academic Advising and Counseling Effectiveness (AAC)** assesses the comprehensiveness of your academic advising program. Academic advisors and counselors are evaluated on the basis of their knowledge, competence and personal concern for student success, as well as on their approachability.
2. **Academic Services (AS)** assesses services students utilize to achieve their academic goals. These services include the library, computer labs, tutoring and study areas.
3. **Admissions and Financial Aid Effectiveness (AFA)** assess the institution's ability to enroll students in an effective manner. This scale covers issues such as competence and knowledge of admissions counselors, as well as the effectiveness and availability of financial aid programs.
4. **Campus Climate (CC)** assesses the extent to which the college provides experiences that promote a sense of campus pride and feelings of belonging. This scale also assesses the effectiveness of the college's channels of communication for students.
5. **Campus Support Services (CSS)** assesses the quality of your support programs and services which students utilize to make their educational experiences more meaningful and productive. This scale covers career services, orientation, childcare, and special programs such as Veterans' Services and support services for displaced homemakers.
6. **Concern for the Individual (CFI)** assesses your institution's commitment to treating each student as an individual. Those groups who frequently deal with students on a personal level (e.g. faculty, advisors, counselors) are included in this assessment.
7. **Instructional Effectiveness (IE)** assesses your students' academic experience, the curriculum and the campus's overriding commitment to academic excellence. This comprehensive scale covers areas such as the variety of courses offered, the effectiveness of the faculty in and out of the classroom, and the effectiveness of the adjunct faculty.
8. **Registration Effectiveness (RE)** assesses issues associated with registration and billing. This scale also measures your institution's commitment to making this process as smooth and effective as possible.
9. **Responsiveness to Diverse Populations (RDP)** assesses the college's commitment to specific groups of students enrolled at the college, e.g. under-represented populations, students with disabilities, commuters, part-time students, and older, returning learners.
10. **Safety and Security (SS)** assesses the college's responsiveness to students' personal safety and security on campus. This scale measures the effectiveness of both security personnel and campus facilities.
11. **Service Excellence (SE)** assesses the attitude of staff toward students, especially front-line staff. This scale pinpoints the areas of your campus where quality service and personal concern for students are rated most and least favorably.
12. **Student Centeredness (SC)** assesses your campus efforts to convey to students that they are important to the college. This scale measures the college's attitude toward students and the extent to which they feel welcome and valued.

Some items on the inventory contribute to more than one scale. In addition, four items (numbers 3, 9, 53, and 68) are not included in any of the two-year scales.