



# SNAPSHOT

November 2020

AN INFOGRAPHIC NEWSLETTER OF THE INSTITUTIONAL RESEARCH AND DECISION SUPPORT (IRADS) OFFICE

## 2020 Ruffalo Noel-Levitz Student Satisfaction Inventory (SSI)

The Ruffalo Noel-Levitz Student Satisfaction Inventory (SSI), a national survey developed to assess student satisfaction and the importance of campus issues to students, was administered to 5,557 Chapman University students during the spring 2020 semester. A random sample of half the undergraduate population and all graduate students (excluding law students) were invited to take the SSI. The survey was conducted online and sent to each student's Chapman University email address. Exactly 483 Orange Campus undergraduate students (OC-UG) and 290 graduate students, which included Orange Campus (OC-GR) and Rinker Campus (RC-GR) students, completed the 2020 SSI. This yielded a response rate of 13.0% for undergraduate and 16.3% for graduate students. The survey launched shortly after students switched to remote learning due to COVID-19.

### OVERALL SATISFACTION

#### Orange Campus Undergraduate (OC-UG)



#### Orange Campus Graduate (OC-GR)



#### Rinker Campus Graduate (RC-GR)



Dissatisfied
  Neutral
  Satisfied

### WOULD YOU ENROLL AT CHAPMAN AGAIN?



	OC-UG	OC-GR	RC-GR
YES	79%	81%	81%
I DON'T KNOW	9%	7%	3%
NO	12%	13%	16%

### WELCOMING ENVIRONMENT

Percent reporting "Very Satisfied," "Satisfied" or "Somewhat Satisfied"

#### Most students feel a sense of belonging here



#### It is an enjoyable experience to be a student on this campus



#### Students are made to feel welcome on this campus



#### The campus staff are caring and helpful



OC-UG
  OC-GR
  RC-GR


### IMPORTANT FACTORS TO ENROLL AT CU

Percent reporting "Very Important," "Important" or "Somewhat Important"

	OC-UG	OC-GR	RC-GR
ACADEMIC REPUTATION	94%	96%	96%
FINANCIAL AID	93%	87%	93%
COST	92%	93%	87%
GEOGRAPHIC LOCATION	93%	90%	95%
SIZE OF INSTITUTION	89%	74%	74%
CAMPUS APPEARANCE	87%	80%	72%

### THIS INSTITUTION HAS A GOOD REPUTATION WITHIN THE COMMUNITY

Percent reporting "Very Satisfied," "Satisfied" or "Somewhat Satisfied"



	OC-UG	OC-GR	RC-GR
	78%	86%	93%

## DIVERSITY AND INCLUSION



Mean Scores on a 7-point scale

### ■ IMPORTANCE

### ■ SATISFACTION

	OC-UG	OC-GR	RC-GR
STUDENT BODY IS DIVERSE	6.13	6.13	5.84
FACULTY IS DIVERSE	6.02	6.18	5.84
STAFF IS DIVERSE	5.93	6.12	5.86
COURSE OFFERINGS ARE DIVERSE	6.45	6.52	6.29

Percent reporting "Very Satisfied," "Satisfied" or "Somewhat Satisfied"

	OC-UG	OC-GR	RC-GR
Chapman University is an institution that values diversity	64%	69%	76%
There is strong commitment to racial harmony on this campus	59%	68%	75%
The Cross-Cultural Center provides a supportive environment for students	83%		
The Cross-Cultural Center provides an engaging environment for students	81%		

## PERSONALIZED EDUCATION

Percent reporting "Very Satisfied," "Satisfied" or "Somewhat Satisfied"

### ■ OC-UG ■ OC-GR ■ RC-GR

FACULTY ARE USUALLY AVAILABLE AFTER CLASS AND DURING OFFICE HOURS	95%	93%	97%
FACULTY CARE ABOUT ME AS AN INDIVIDUAL	89%	90%	86%
THIS INSTITUTION SHOWS CONCERN FOR STUDENTS AS INDIVIDUALS	81%	82%	80%
ADMINISTRATORS ARE APPROACHABLE TO STUDENTS	86%	86%	87%
I SELDOM GET THE "RUN-AROUND" WHEN SEEKING INFORMATION ON THIS CAMPUS	75%	75%	74%

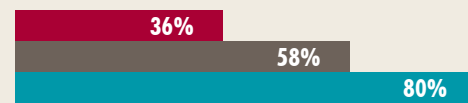


## CAMPUS FACILITIES

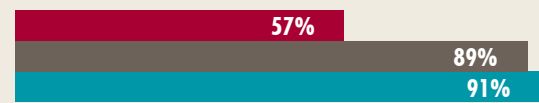
Percent reporting "Very Satisfied," "Satisfied" or "Somewhat Satisfied"

### ■ OC-UG ■ OC-GR ■ RC-GR

THE AMOUNT OF STUDENT PARKING SPACE ON CAMPUS IS ADEQUATE



I AM ABLE TO REGISTER FOR CLASSES I NEED WITH FEW CONFLICTS



COMPUTER LABS ARE ADEQUATE AND ACCESSIBLE



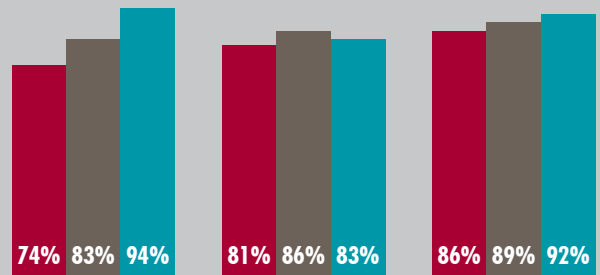
LIBRARY RESOURCES AND SERVICES ARE ADEQUATE



## SAFETY AND SECURITY

Percent reporting "Very Satisfied," "Satisfied" or "Somewhat Satisfied"

### ■ OC-UG ■ OC-GR ■ RC-GR



THE CAMPUS IS SAFE AND SECURE FOR ALL STUDENTS

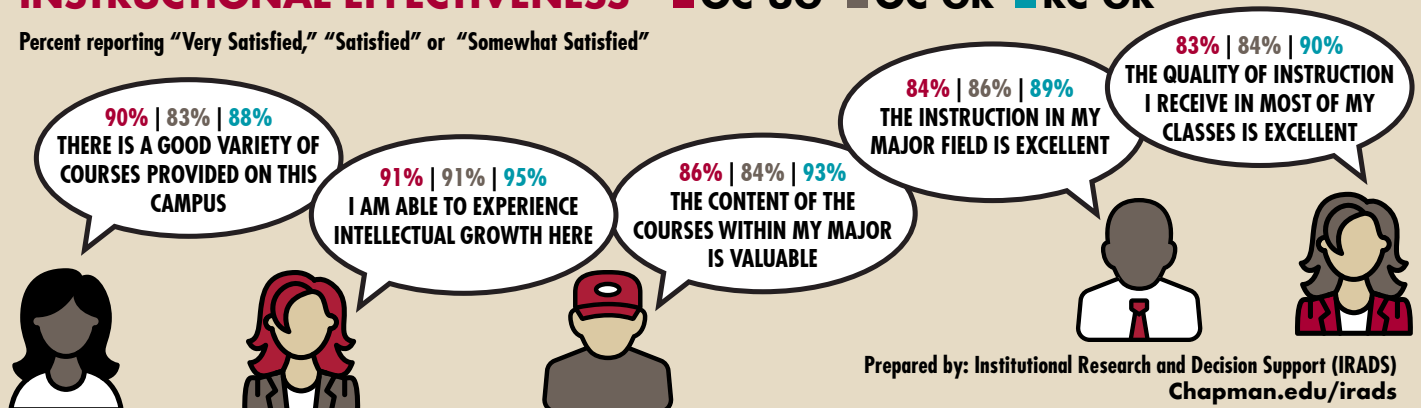
SECURITY STAFF RESPOND QUICKLY DURING EMERGENCIES

PARKING LOTS ARE WELL-LIGHTED AND SECURE

## INSTRUCTIONAL EFFECTIVENESS

### ■ OC-UG ■ OC-GR ■ RC-GR

Percent reporting "Very Satisfied," "Satisfied" or "Somewhat Satisfied"



Prepared by: Institutional Research and Decision Support (IRADS)  
Chapman.edu/irads