



CHAPMAN UNIVERSITY

SNAPSHOT

December 2018

AN INFOGRAPHIC NEWSLETTER OF THE INSTITUTIONAL RESEARCH OFFICE

2018 Ruffalo Noel-Levitz Student Satisfaction Inventory (SSI)

The Ruffalo Noel-Levitz Student Satisfaction Inventory (SSI), a nationally recognized survey developed to assess student satisfaction and the importance of campus issues to students, was administered to 4,980 Chapman University students during the Spring 2018 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 400 Orange Campus undergraduate students (OC-UG) and 315 graduate students, which included Orange Campus (OC-GR) and Rinker Campus (RC-GR) students, completed the 2018 SSI, yielding a response rate of 12.3% for undergraduate and 18.0% for graduate students.

OVERALL SATISFACTION

Orange Campus Undergraduate (OC-UG)



Orange Campus Graduate (OC-GR)



Rinker Campus Graduate (RC-GR)



■ Not Satisfied ■ Neutral ■ Satisfied

WOULD YOU ENROLL AT CHAPMAN AGAIN?

	OC-UG	OC-GR	RC-GR
YES	77%	79%	76%
I DON'T KNOW	9%	7%	7%
NO	14%	14%	17%

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	95%	96%	94%
FINANCIAL AID	93%	93%	95%
COST	94%	96%	90%
GEOGRAPHIC LOCATION	88%	87%	85%
SIZE OF INSTITUTION	89%	75%	83%
CAMPUS APPEARANCE	88%	83%	79%

THIS INSTITUTION HAS A GOOD REPUTATION WITHIN THE COMMUNITY

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



	OC-UG	OC-GR	RC-GR
	72%	87%	90%

DIVERSITY AT CHAPMAN UNIVERSITY

Mean Scores on a 7-point scale

■ **IMPORTANCE** ■ **SATISFACTION**

	OC-UG	OC-GR	RC-GR
STUDENT BODY IS DIVERSE	5.88	6.19	6.13
FACULTY IS DIVERSE	4.17	4.95	5.35
STAFF IS DIVERSE	5.78	6.06	5.99
COURSE OFFERINGS ARE DIVERSE	6.37	6.44	6.34
	4.93	5.57	5.57

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



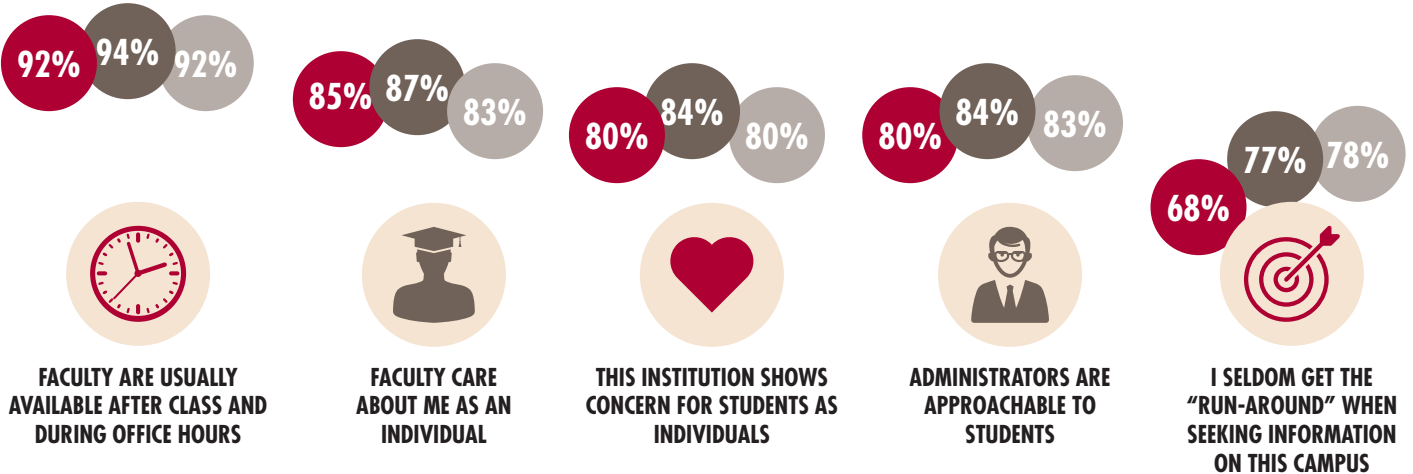
Library resources and services are adequate



PERSONALIZED EDUCATION

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

■ **OC-UG** ■ **OC-GR** ■ **RC-GR**



INSTRUCTIONAL EFFECTIVENESS

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

■ **OC-UG** ■ **OC-GR** ■ **RC-GR**

