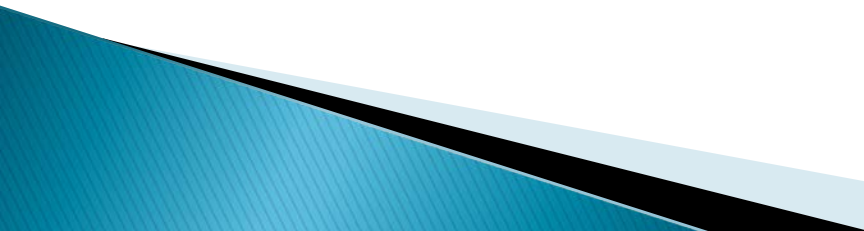


Affective and competency based perceptual indicators: Exploring deeper implications for students perceived satisfaction with their college experience.

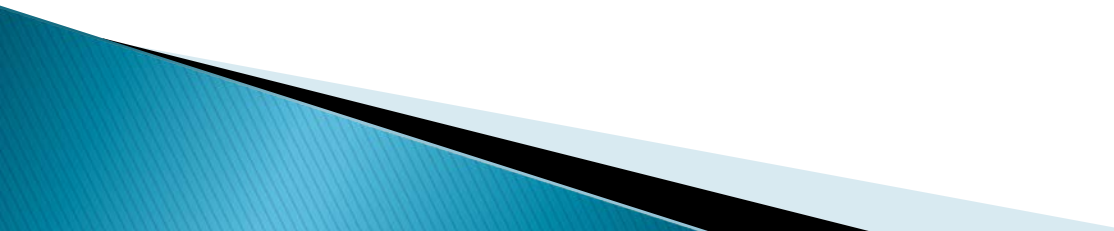
Purpose

- ▶ To use the Student Satisfaction Inventory (SSI) to understand students' perception of their college experience and to find patterns of strength and weaknesses which can be used for planned improvement

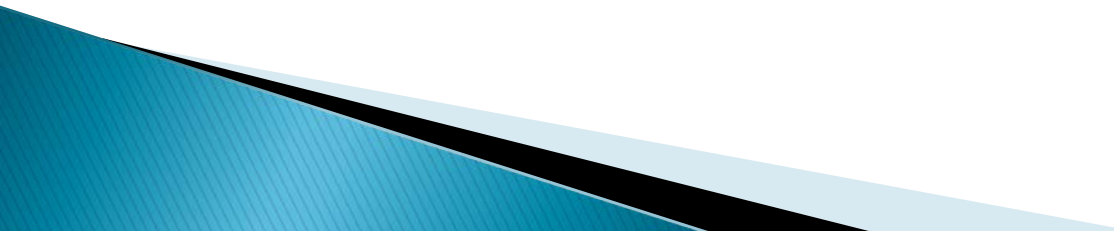
Expected Outcomes

- ▶ to provide a systemic approach to understanding and improving students' college experience
 - ▶ To gain an deeper understanding of the factors that contribute to students' commitment to an institution
 - ▶ To leverage the scope of the Student Satisfaction Inventory to identify strength and weaknesses in our delivery of the planned college experience.
- 

Main Factors from Factor Analysis

- ▶ Teaching Effectiveness
 - ▶ Campus Life
 - ▶ Diversity
 - ▶ Service quality
 - ▶ Institutional Atmosphere
 - ▶ Academic Advising
 - ▶ Institutional Processes
 - ▶ Financial Aid
 - ▶ Personal Affect
- 

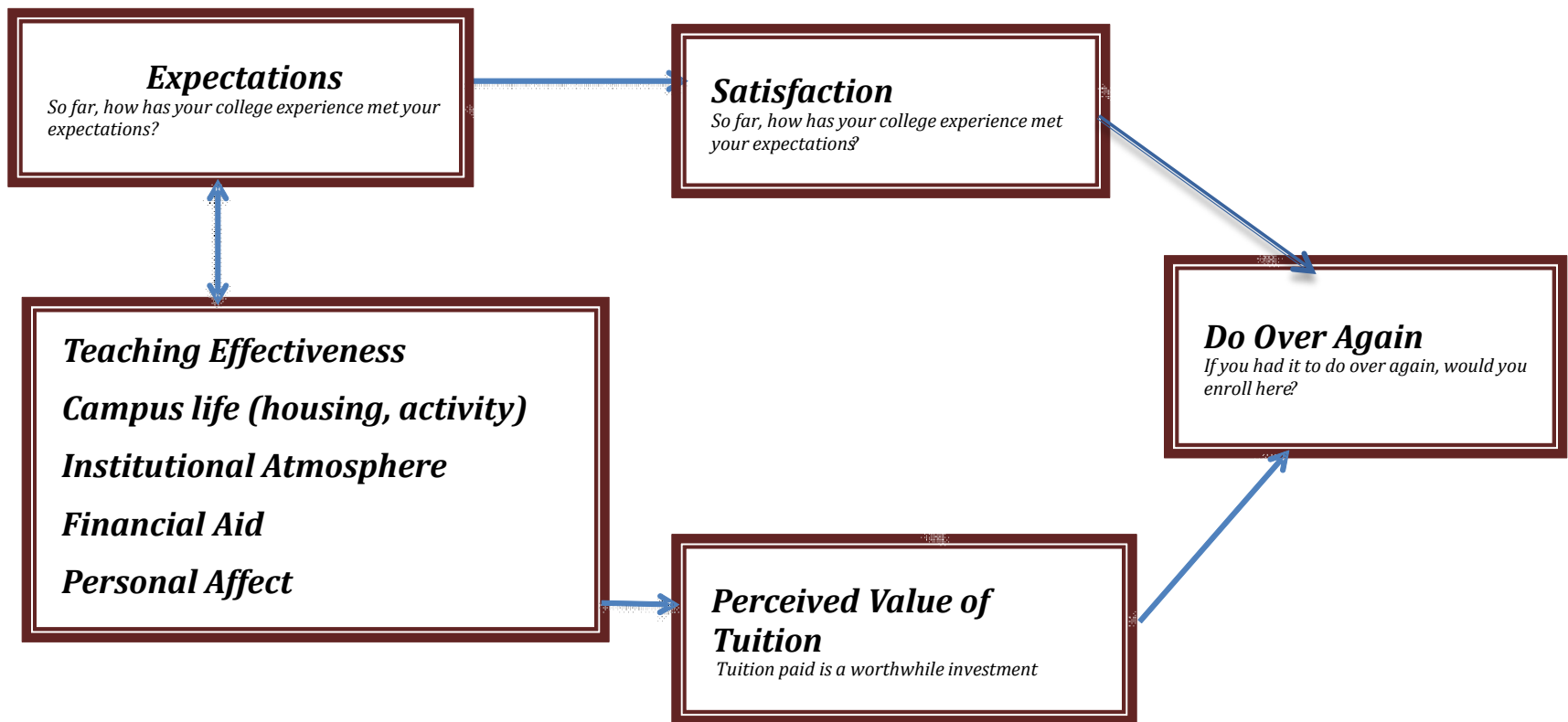
Specific Items for Institutional Atmosphere

- ▶ Items for Institutional Atmosphere
 - Most students feel a sense of belonging here
 - It is an enjoyable experience to be a student on this campus.
 - I feel a sense of pride about my campus.
 - Students are made to feel welcome on this campus.
- 

Specific Items for Personnel Affect

- ▶ The campus staff are caring and helpful
 - Admissions staff are knowledgeable
 - Faculty care about me as an individual
 - Administrators are approachable to students
 - Faculty are fair and unbiased in their treatment of individual students

Basic Conceptual Model



Model Estimates -- Base Model

(N=1095)	Coefficient	Odd Ratio	P-value
School Spirit (24)	-.150	0.861	.013
Teaching Effectiveness	.489	1.631	.001
Administrators Approachable (very Satisfied)	.435	1.545	.041
Availability of Financial Aid	.057	1.058	.291
University Life -Residence	-.155	0.856	.072
Asian/PI	-.719	0.487	.000
On/Off Campus Residence	.316	1.032	.587
Sense of Pride (37)	.261	1.298	.005
Enjoyable Experience (29)	.396	1.486	.000
Sense of Belonging (1)	.443	1.557	.000
Constant	-8.573	0.000	.000
Model Fit			
likelihood Fit	324		
Pseudo R-Squared	0.2461		
Iteration 0			
	-659.615		
Iteration 4			
	-497.312		

Model Estimates -- Base Model with Expectations

(N=1092)			
	Coefficient	Odd Ratio	P-value
School Spirit (24)	-.129	.879	0.042
Teaching Effectiveness	.297	1.346	0.070
Administrators Approachable (very Satisfied)	.495	1.640	0.030
Availability of Financial Aid	.047	1.048	0.418
University Life -Residence	-.151	.860	0.100
Asian/PI	-.748	.473	0.000
On/off Campus residence	.010	1.010	0.868
Sense of Pride (37)	.178	1.195	0.068
enjoyable experience (29)	.212	1.236	0.061
Sense of belonging (1)	.353	1.423	0.000
Expectations	.812	2.253	0.000
Constant	-9.478	.000	0.000
Model fit			
likelihood fit	424.92		
Pseudo R-squared	0.32		
Iteration 0			
	-659.615		
Iteration 5			
	-447.154		

Model Estimates -- Base Model with Tuition Worthwhile Investment

(N= 1089)			
	Coefficient	Odd Ratio	P-value
School Spirit (24)	-.157	.855	0.010
Teaching Effectiveness	.297	1.35	0.067
Administrators Approachable (very Satisfied)	.483	1.621	0.025
Availability of Financial Aid	.013	1.013	0.812
University Life -Residence	-.199	.820	0.024
Asian/PI	-.731	.482	0.000
On/off Campus residence	.016	1.016	0.782
Sense of Pride (37)	.270	1.311	0.004
Enjoyable experience (29)	.407	1.502	0.000
Sense of belonging (1)	.449	1.57	0.000
Tuition is a worthwhile investment	.232	1.261	0.001
Constant	-8.26	.0003	.000
Model fit			
Likelihood fit	334.35		
Pseudo R-squared	0.2542		
Iteration 0			
Iteration 5	-657.693		
Iteration 5			
	-490.520		

Model Estimates – Base Model with Satisfaction

(N= 1089)			
	Coefficient	Odd Ratio	P-value
School Spirit (24)	-.094	.910	0.145
Teaching Effectiveness	.1396	1.150	0.414
Administrators Approachable (very Satisfied)	.607	1.834	0.009
Availability of Financial Aid	.0244	1.024	0.684
University Life –Residence	-.194	.824	0.044
Asian/PI	-.516	.597	0.004
On/off Campus residence	.002	1.00	0.973
Sense of Pride (37)	.190	1.210	0.062
Enjoyable experience (29)	.212	1.236	0.061
Sense of belonging (1)	.287	1.333	0.003
Satisfaction	1.48	4.4121	0.000
Constant	-12.862	.000	0.000
Model fit			
Likelihood fit	471.13		
Pseudo R-squared	0.358		
Iteration 0			
Iteration 5			

Model Estimates – Base Model with Expectation and Tuition is a Worthwhile Investment

(N= 1089)			
	Coefficient	Odd Ratio	P-value
School Spirit (24)	-.139	.870	0.031
Teaching Effectiveness	.104	1.110	0.553
Administrators Approachable (very Satisfied)	.536	1.71	0.020
Availability of Financial Aid	.003	1.00	0.962
University Life –Residence	-.193	.825	0.040
Asian/PI	-.749	.473	0.000
On/off Campus residence	-.006	.993	0.919
Sense of Pride (37)	.194	1.214	0.052
Enjoyable experience (29)	.227	1.25	0.045
Sense of belonging (1)	.363	1.44	0.000
Expectations	.808	2.243	0.000
Tuition worthwhile investment	.229	1.26	0.002
Constant	-9.197233	.000	0.000
Model fit			
Likelihood fit	431.87		
Pseudo R-squared	0.328		
Iteration 0	-657.693		
Iteration 5	-441.760		

Model Estimates – Base Model with Satisfaction and Tuition is a Worthwhile investment

(N= 1089)			
	Coefficient	Odd Ratio	P-value
School Spirit (24)	-.104	.901	0.112
Teaching Effectiveness	-.0184	.982	0.920
Administrators Approachable (very Satisfied)	.631	1.880	0.007
Availability of Financial Aid	-.011	.989	0.856
University Life –Residence	-.229	.795	0.020
Asian/PI	-.521	.593	0.004
On/off Campus residence	-.005	.994	0.932
Sense of Pride (37)	.207	1.231	0.042
Enjoyable experience (29)	.233	1.262	0.041
Sense of belonging (1)	.296	1.34	0.002
Satisfaction	1.461	4.310	0.000
Tuition worthwhile investment	.1838	1.202	0.017
Constant	-12.589	000	0.000
Model fit			
Likelihood fit		473.92	
Pseudo R-squared		0.361	
Iteration 0	-655.771		
Iteration 5	-418.811		

Predicted Probabilities of Re-Enrolling by Expectations (Teaching Effectiveness)

Expectations	If Probability of Teaching Effectiveness=1	If Probability of Teaching Effectiveness=7
Much worse than	0.002	0.009
Quite a bit worse than I expected	0.003	0.017
Worse than I expected	0.008	0.047
About what I expected	0.039	0.180
Better than I expected	0.115	0.401
Quite a bit better than I expected	0.261	0.639
Much better than I expected	0.467	0.816
Total	0.129	0.343
Full effect	0.465	0.806

Predicted Probabilities of Re-Enrolling by Expectations (Sense of Belonging)

Belonging	Expect=1	Expect=7
Not at all	0.001	0.100
Not very satisfied	0.003	0.246
Somewhat dissatisfied	0.005	0.332
Neutral	0.007	0.422
Somewhat satisfied	0.014	0.594
Satisfied	0.024	0.716
Very satisfied	0.051	0.837
Total	0.019	0.593
full Effect	0.0501	0.737

Predicted Probabilities of Re-Enrolling by Expectations (Sense of Pride about Campus)

Pride	Expect=1	Expect=7
Not at all	0.002	0.202
Not very satisfied	0.003	0.260
Somewhat dissatisfied	0.007	0.381
Neutral	0.007	0.419
Somewhat satisfied	0.013	0.568
Satisfied	0.021	0.678
Very satisfied	0.0501	0.831
Total	0.020	0.592
Total effect	0.0476	0.637

Predicted Probabilities of Re-Enrolling by Expectations (Enjoyable Experience to be a Student on this Campus)

Enjoy Campus	Expect=1	Expect=7
Not at all	0.001	0.120
Not very satisfied	0.004	0.268
Somewhat dissatisfied	0.004	0.282
Neutral	0.006	0.384
Somewhat satisfied	0.010	0.515
Satisfied	0.021	0.679
Very satisfied	0.044	0.808
Total	0.020	0.593
Total Effect	0.042	0.688

Conduct Information

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