

Ruffalo Noel Levitz Student Satisfaction Inventory (SSI)

What is SSI?

Student Satisfaction Inventory (SSI) is a voluntary survey from Ruffalo Noel-Levitz administered to students enrolled as undergraduate and full-time in an on-campus program at NMC. The SSI survey ask students to indicate both the level of importance they place on an item, as well as their level of satisfaction that the institution is meeting this expectation. There are 26 standard items rated for importance and satisfaction in the areas of Academic Services, Enrollment Services, Institutional Perceptions, Instructional Services and Student Services. [NMC administers the SSI survey every three years in spring.](#)

Respondent Profile:



Major/Program	%	#
BSN Nursing Traditional	69%	105
BSN Nursing Accelerated	10%	16
AS Radiologic Technology	8%	12
AS Diagnostic Medical Sonography	7%	11
AS Respiratory Care	3%	4
No Answer	1%	2
BSN LPN-BSN	1%	1
AS Surgical Technology	1%	1
AS Physical Therapist Assistant	1%	1



FT/PT	%	#
Full-time	95%	146
Part-time	3%	4
No Answer	2%	3



Gender	%	#
Female	90%	137
Male	8%	13
No Answer	2%	3



Age	%	#
19 to 24	61%	94
25 to 34	24%	37
18 and under	7%	11
35 to 44	5%	7
No Answer	2%	3
45 and over	1%	1



Ethnicity/Race	%	#
Caucasian / White	81%	124
Asian or Pacific Islander	5%	7
Hispanic	4%	6
Black/African-American	4%	6
No Answer	3%	4
Race - Prefer not to respond	2%	3
Other	2%	3

Student Experience: The SSI survey asks students three questions about their overall experience at NMC. *(These are reported as institution only)*

So far, how has your college experience met your expectations?

Responses ^	NMC	National Online Learners
1=Much worse than I expected	2%	2%
2=Quite a bit worse than I expected	9%	2%
3=Worse than I expected	15%	10%
4=About what I expected	23%	28%
5=Better than I expected	21%	26%
6=Quite a bit better than I expected	13%	16%
7=Much better than I expected	13%	13%

Rate your overall satisfaction with your experience here thus far.

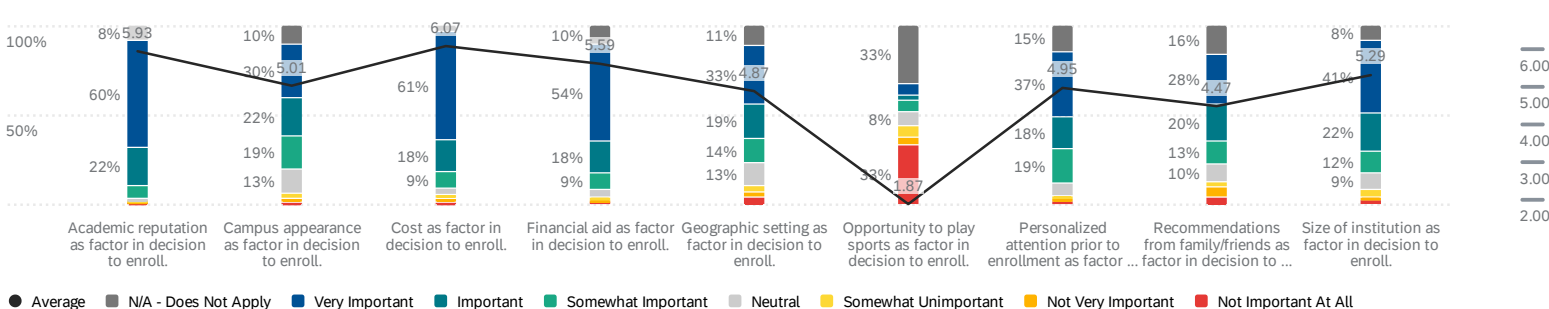
Responses ^	NMC	National Online Learners
1=Not satisified at all	3%	1%
2=Not very satisfied	10%	3%
3=Somewhat dissatisfied	12%	7%
4=Neutral	6%	8%
5=Somewhat satisfied	12%	17%
6=Satisfied	29%	39%
7=Very satisfied	26%	22%

All in all, if you had it to do over again, would you enroll here?

Responses ^	NMC	National Online Learners
1=Definitely not	6%	3%
2=Probably not	10%	6%
3=Maybe not	5%	5%
4=I don't know	7%	8%
5=Maybe yes	7%	10%
6=Probably yes	23%	27%
7=Definitely yes	40%	36%

Factor to Enroll:

Why Students Picked NMC: Students were asked to rate the importance of several factors in their decision to enroll at NMC.



Strengths and Challenges:

Strengths - Noel-Levitz defines Strengths as items rated with high importance and high satisfaction. These are specifically identified as items above the mid-point in importance (top half) and in the upper quartile (25 percent) of your satisfaction scores.

Challenges - Noel-Levitz defines Challenges as items with high importance and low satisfaction or a large performance gap. These are specifically identified as items above the mid-point in importance (top half) and in the lower quartile (25 percent) of your performance gap scores.

Definition of performance gap - A performance gap is simply the importance score minus the satisfaction score. The larger the performance gap, the greater the discrepancy between what students expect and their level of satisfaction with the current situation. The smaller the performance gap, the better the institution is doing at meeting student expectations.

Nebraska Methodist College Comparison with National Online Learners: NMC = Nebraska Methodist College | NOL = National Online Learners *(These are reported institution level only)*

STRENGTHS

ITEMS ^	Importance NMC	Satisfaction NMC	Gap NMC	Importance NOL	Satisfaction NOL	Gap NOL	Difference
Campus item: Educational Technology (NMC Help Desk) resolve my tech issues.	6.62	6.49	0.13	N/A	N/A	N/A	N/A
Graduate teaching assistants are competent as classroom instructors.	6.47	6.2	0.27	6.1	5.63	0.47	0.57
I am able to experience intellectual growth here.	6.68	6.06	0.62	6.57	6.01	0.56	0.05
My academic advisor is approachable.	6.61	5.97	0.64	6.51	6.08	0.43	-0.11
My academic advisor is knowledgeable about requirements in my major.	6.66	6.12	0.54	6.6	6.11	0.49	0.01
On the whole, the campus is well-maintained.	6.5	6.47	0.03	6.34	5.88	0.46	0.59
Parking lots are well-lighted and secure.	6.51	6.21	0.3	6.09	5.27	0.82	0.94

CHALLENGES

ITEMS	Importance NMC	Satisfaction NMC	Gap NMC	Importance NOL	Satisfaction NOL	Gap NOL	Difference
This institution shows concern for students as individuals.	6.51	5.35	1.16	6.44	5.63	0.81	-0.28
The campus staff are caring and helpful.	6.54	5.62	0.92	6.47	5.83	0.64	-0.21
The content of the courses within my major is valuable.	6.71	5.6	1.11	6.65	5.85	0.8	-0.25
The instruction in my major field is excellent.	6.67	5.24	1.43	6.62	5.87	0.75	-0.63
Faculty provide timely feedback about student progress in a course.	6.53	5.12	1.41	6.35	5.32	1.03	-0.2
Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.41	5.5	0.91	6.25	4.78	1.47	0.72
Financial aid counselors are helpful.	6.46	5.56	0.9	6.31	5.36	0.95	0.2
Campus item: Brightspace is user-friendly.	6.47	5.49	0.98	N/A	N/A	N/A	N/A