

Interpreting the Noel-Levitz Student Satisfaction Inventory

DCCC - All Respondents

Fall Semester 2008

- Each item has 3 scores: Importance, Satisfaction, and Gap.
- **Importance (Imp)**
 - The number listed represents the numerical average for that item for all respondents completing the survey college-wide. Interpretations may be made using the Importance Scale below. For example, the importance rating for the first item on the survey was **6.54**, which means the average of all responses for that item was approximately halfway between “Important” and “Very Important.”

Importance Scale

1-Not Important at All	5-Somewhat Important
2-Not Very Important	6-Important
3-Somewhat Unimportant	7-Very Important
4-Neutral	
- **Satisfaction (Sat)**
 - The number listed represents the numerical average for that item for all respondents completing the survey college-wide. Interpretations may be made using the Satisfaction Scale below. For example, the satisfaction rating for the first item on the survey was **6.05**, which means that the average of all responses for that item was slightly above “Satisfied.”

Satisfaction Scale

1-Not Satisfied at All	5-Somewhat Satisfied
2-Not Very Satisfied	6-Satisfied
3-Somewhat Dissatisfied	7-Very Satisfied
4-Neutral	
- **Gap**
 - The Gap Score is equal to the Importance Score minus the Satisfaction Score. Gap scores indicate how well an item is meeting Student Satisfaction compared to Importance. In this example, the gap score is $6.54 - 6.05 = 0.49$. A large performance gap score for an item (e.g., 1.00 or higher) indicates that student expectations are not being met, whereas a gap score of 0.50 or less indicates student expectations are being met. A negative gap score (e.g., -.25) would indicate that an institution is exceeding expectations for that item.
- **Summary**
 - Included in this report for each item are campus-wide results for the last 2 survey administrations (listed under “DCCC-2008” and “DCCC-2006”), and national results from a sample of 33,191 community, junior, and technical college students (listed under “National Sample-2008”).
 - Each item, then, for 2008 can be evaluated in relation to the DCCC responses for the 2006 administration of the Noel-Levitz SSI and a national sample of students at similar institutions.
 - Items on this survey can be sorted by the three scales listed above: Importance, Satisfaction, and Gap. The items can be sorted in ascending (lowest to highest) or descending (highest to lowest) order.